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# Looking Forward Through the Patient Lens: Liability or Superpower?

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**UWHealth**

Transplant Center

Melissa Roberts, MSN, RN  
Director of Organ Donation and Transplant at UW Health



# Objectives

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By the end of this presentation, each participant will be able to:

- Discuss at least 2 types of unconscious bias
- Explain how unconscious bias can affect our leadership and work style
- List two things everyone can do about their own bias



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**Melissa  
Roberts,  
MSN, RN**

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*Patient & Nurse*

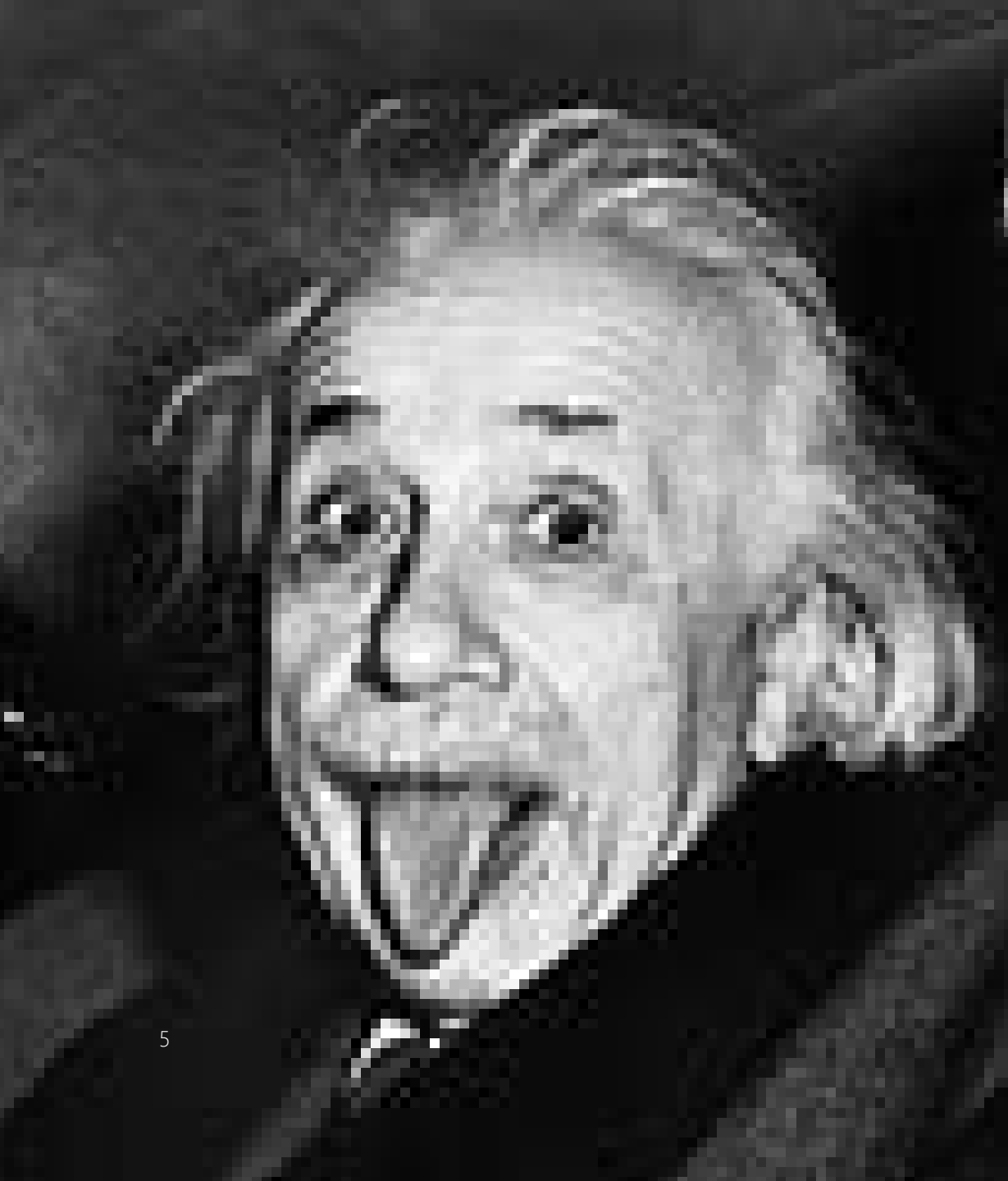


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# Disclosure

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I have nothing to disclose



“The only  
source of  
*knowledge is*  
*experience.*”

-Albert Einstein

# What this presentation is not....



- This is not based on any personal research
- This is not a case study
- This is not about clinical or academic work
- This is not a talk about bias related to diversity, equity and inclusion
- This is not groundbreaking

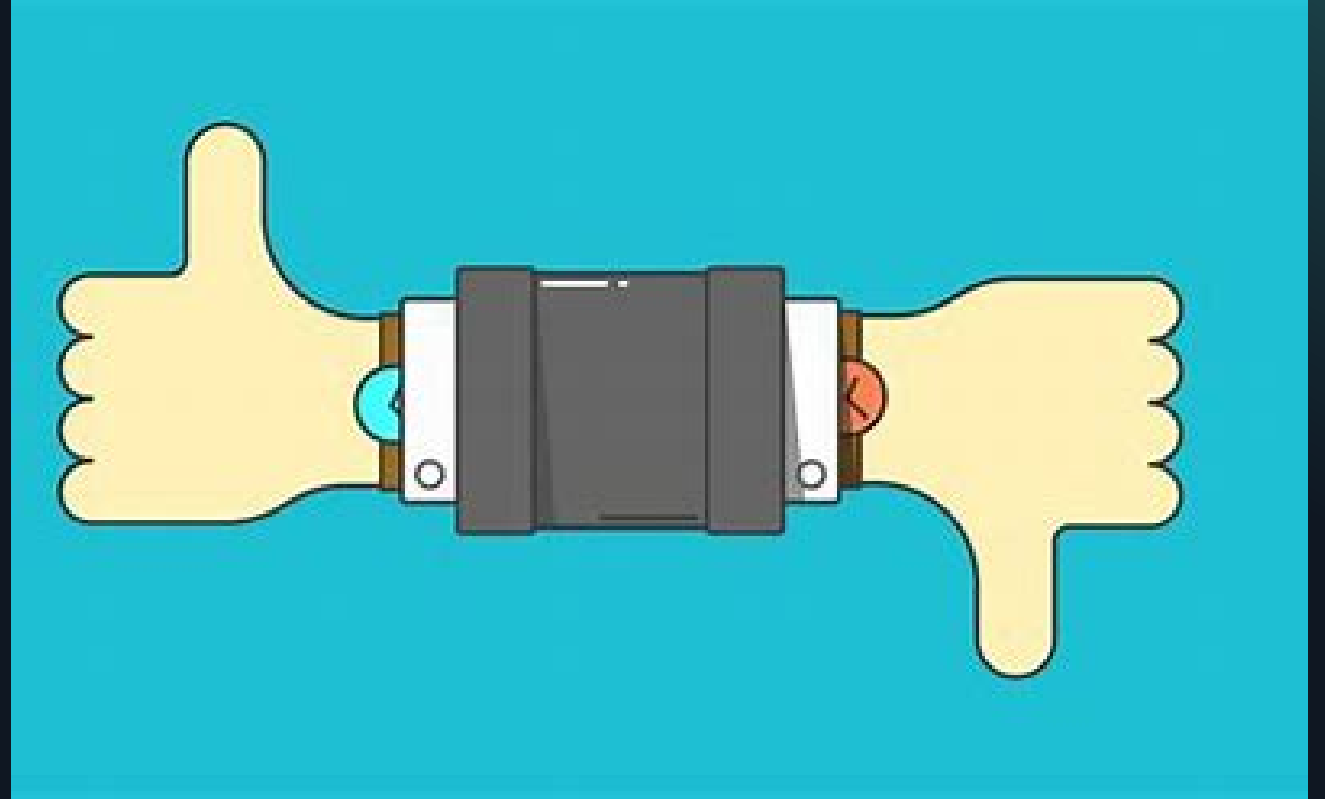
# What this presentation *IS*....



- One person's experience
- A description of one way to leverage personal experiences as a leader
- A discussion of the types of bias we all have, whether we know it or not
- A few tips about how to prevent your experiential bias from becoming a liability
- Part of the ironic (and sometimes funny) history of who I am

# Bias [ ' bīəs ]

(noun) prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair.

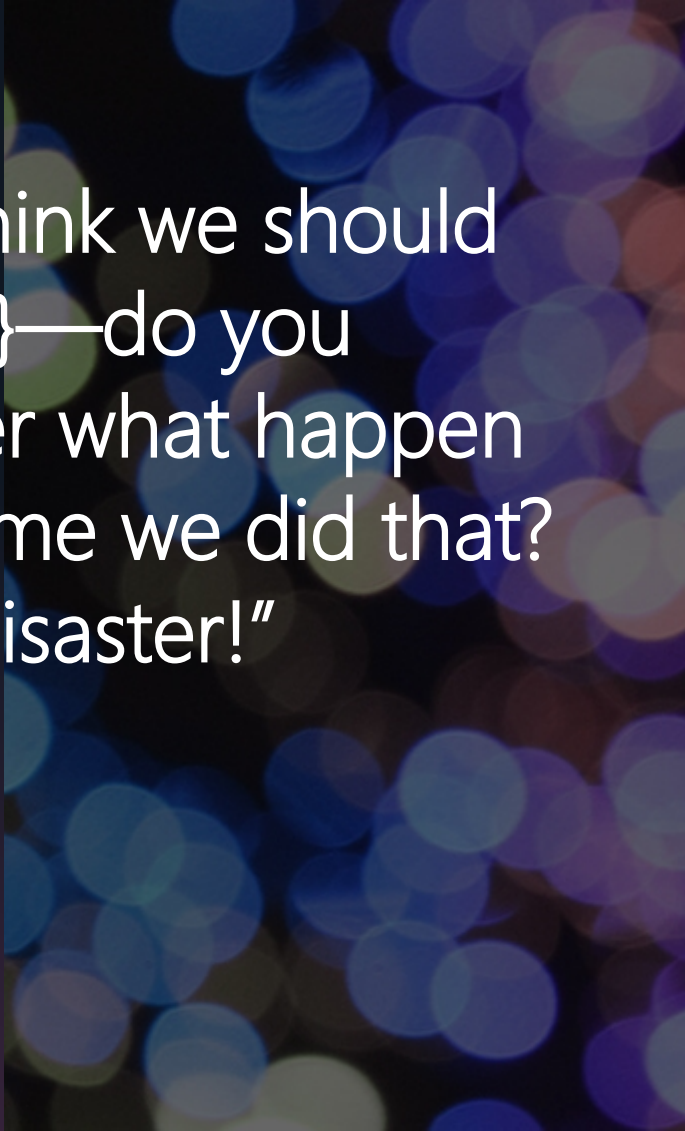




# Unconscious Bias

What is it and why does it matter?






“I don’t think we should  
{{do that}}—do you  
remember what happen  
the last time we did that?  
It was a disaster!”

## Types of Bias Relevant in Healthcare

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### Experiential Bias

- Experiential Bias can be helpful or detrimental
- It can reduce willingness to take risk or make one inaccurately perceive the risk of a situation
- Being able to see things from the opposite perspective can be helpful, and experiential bias can make this more difficult



Physical/Attraction  
Similarity or Affinity  
Halo/Horns  
Attribution Bias  
Beauty Bias

## Types of Bias Relevant in Healthcare

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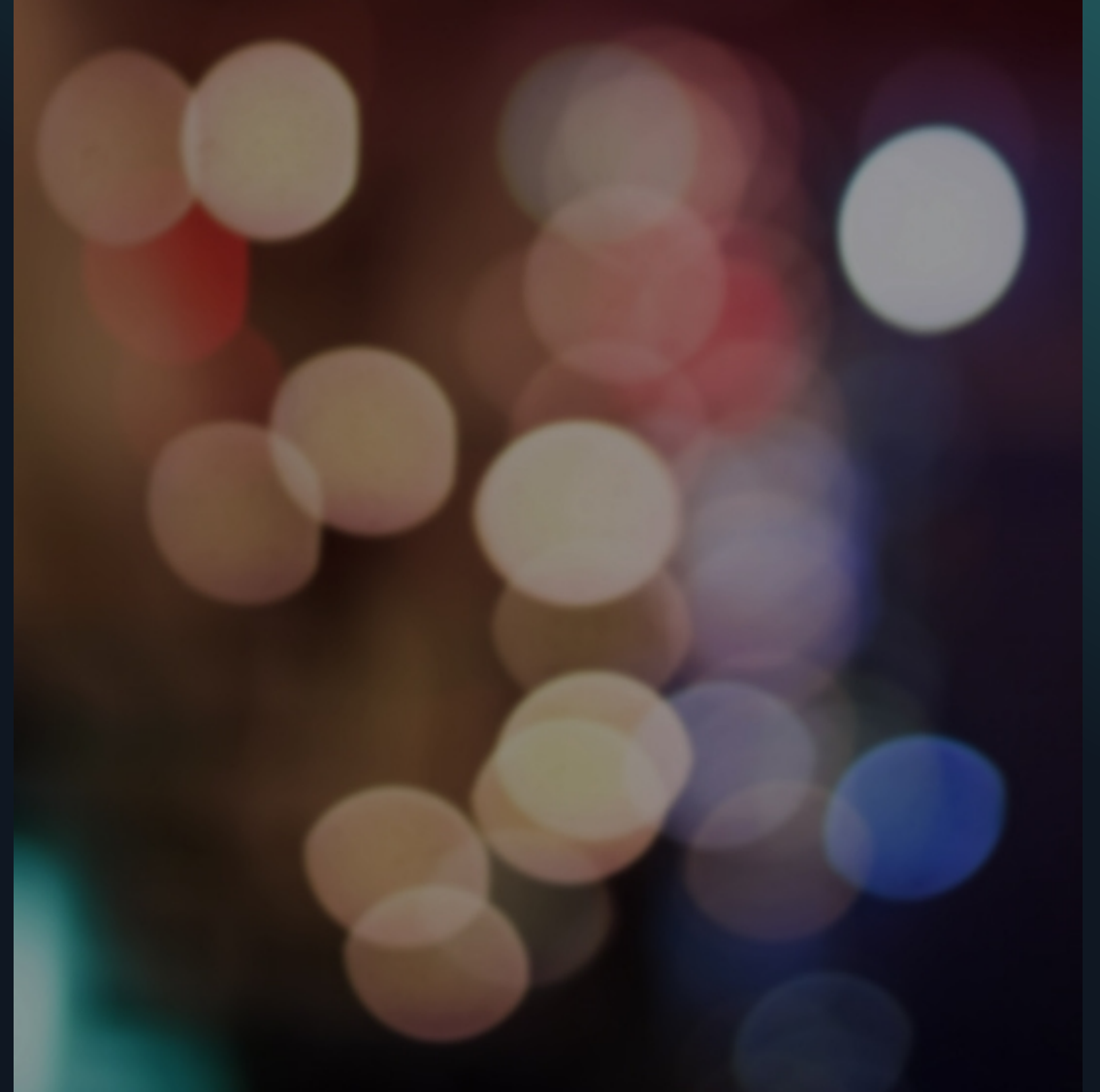
### Recruitment/Talent Bias

- Our individual biases can affect how we hire team members
- It's important to understand your own tendencies

# My Story Experience

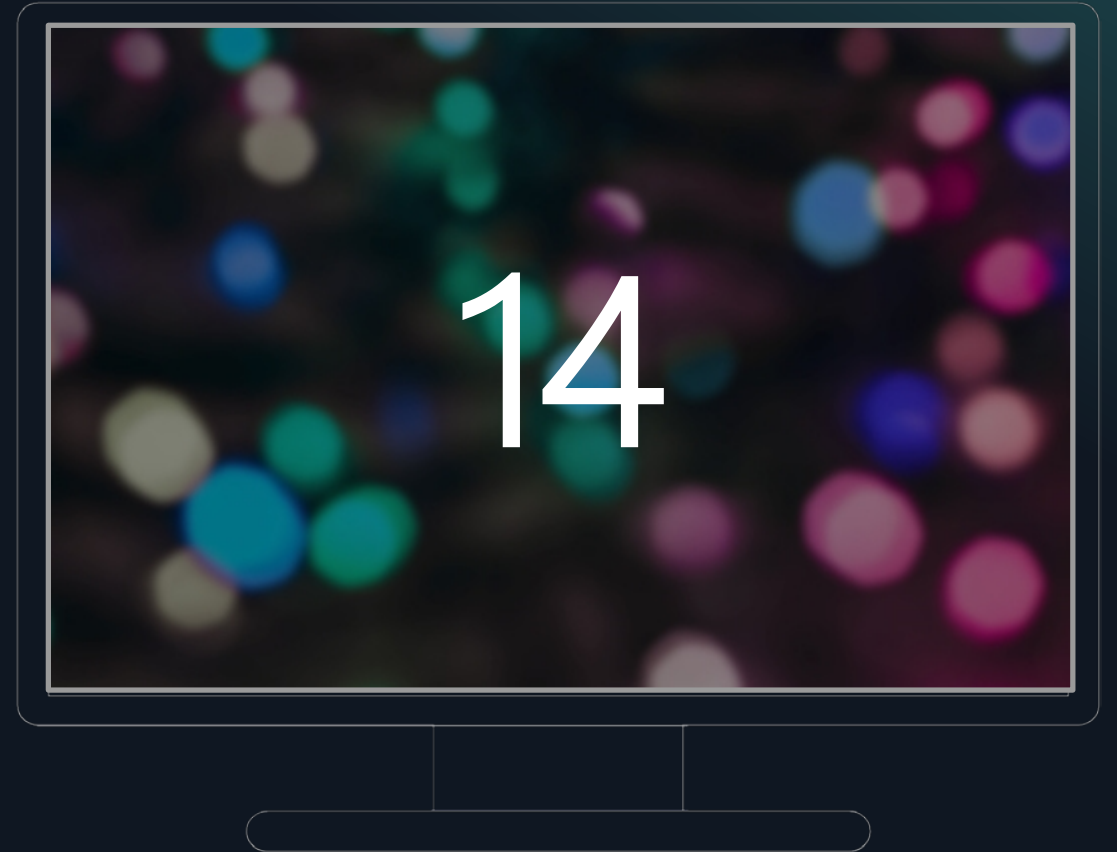
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- This is not a story...this is my lived experience



# The Beginning

Exposure to nursing and healthcare at a young age led to my career as a nurse



# Trajectory Changed

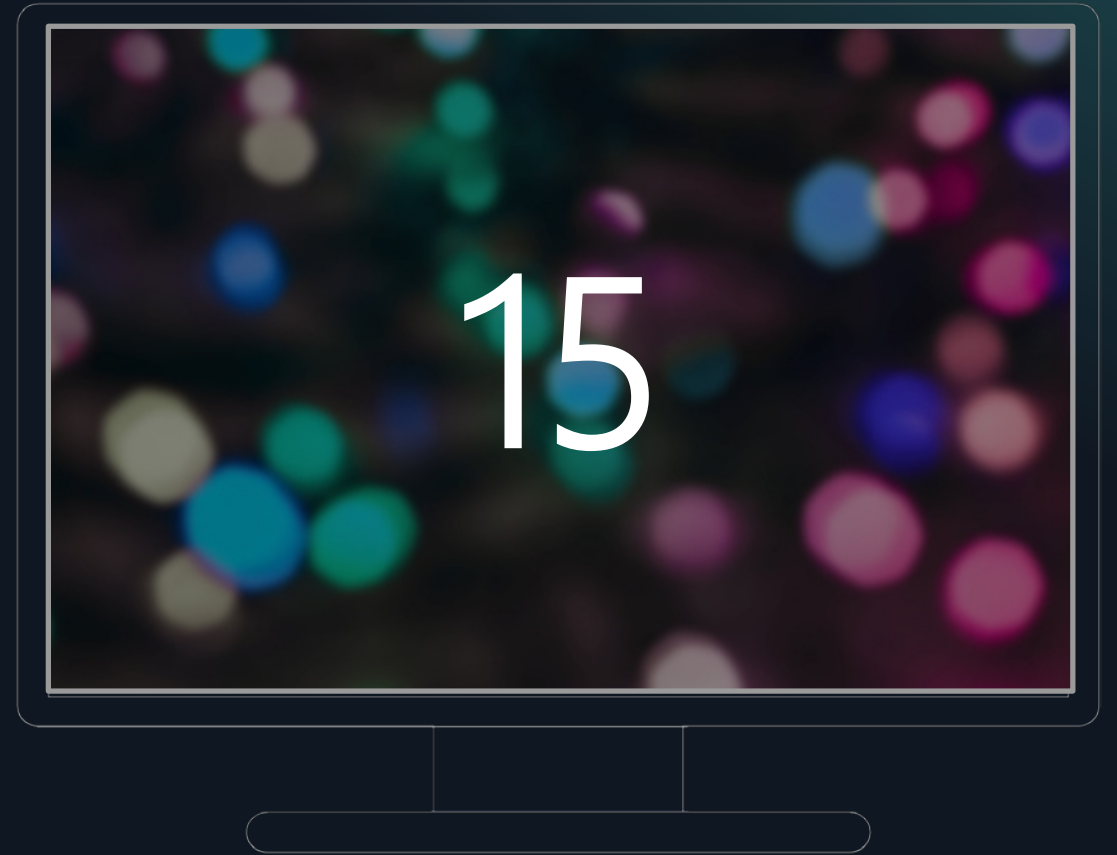
My first role in organ donation and transplant put me on a lifelong career path



1999

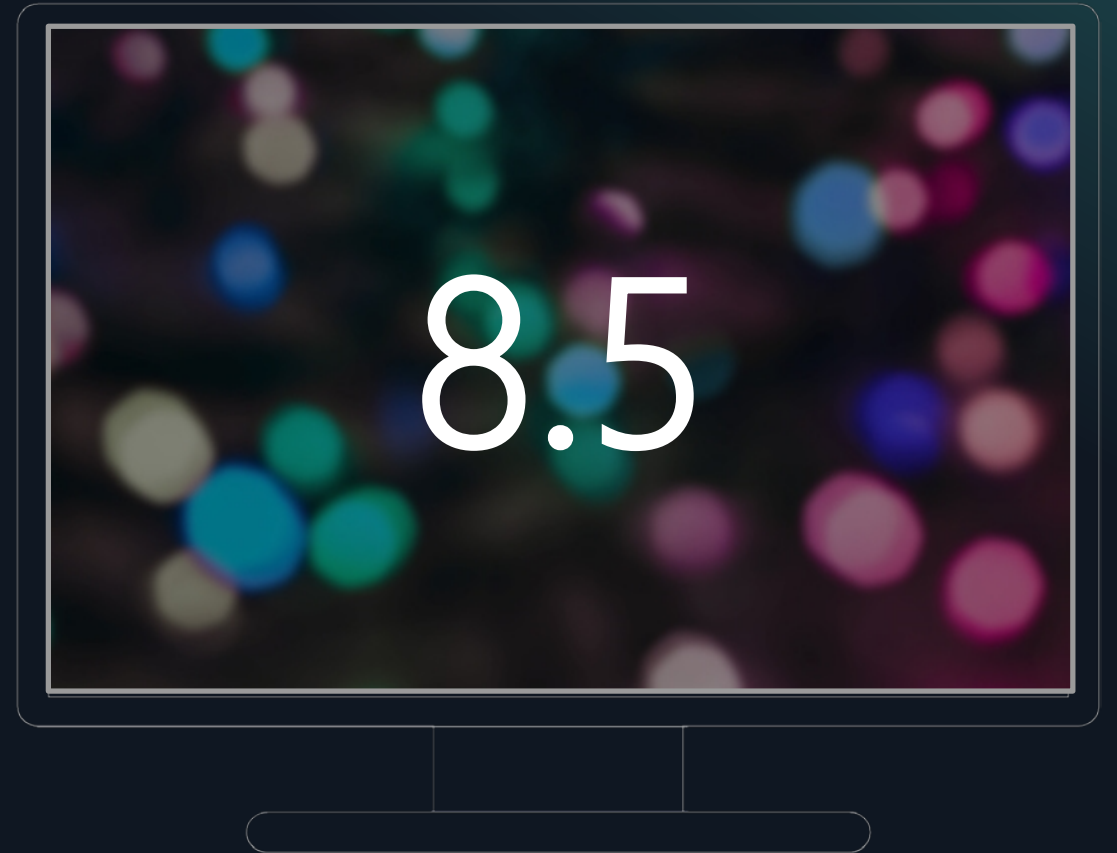
# My First Break

My first ...of 15 breaks



# The Wait

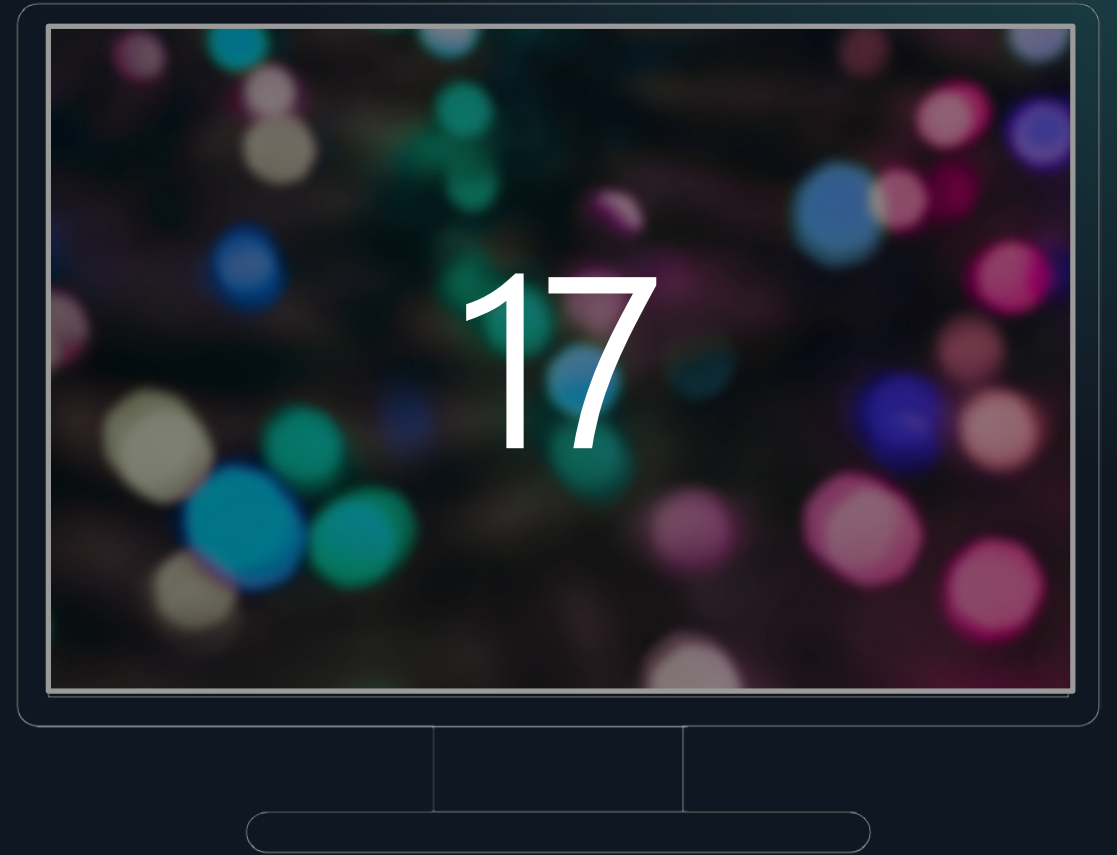
My wait for a kidney-pancreas transplant





# The Present

Gratitude, luck and perseverance



# My Biases

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- Accuracy of data.....superpower
- Patient is always right.....liability
- Appreciation of non-medical therapies...sometimes a superpower, sometimes a liability
- Transplant is a wonderful, life-changing experience....can be a liability

# Managing Bias

A few steps you can use to identify and manage the biases you didn't even know you had

1

## Identify Your Own Biases

Tests available to help you identify your unconscious biases

Harvard's Implicit Association Test (IAT)

2

## Acknowledgement

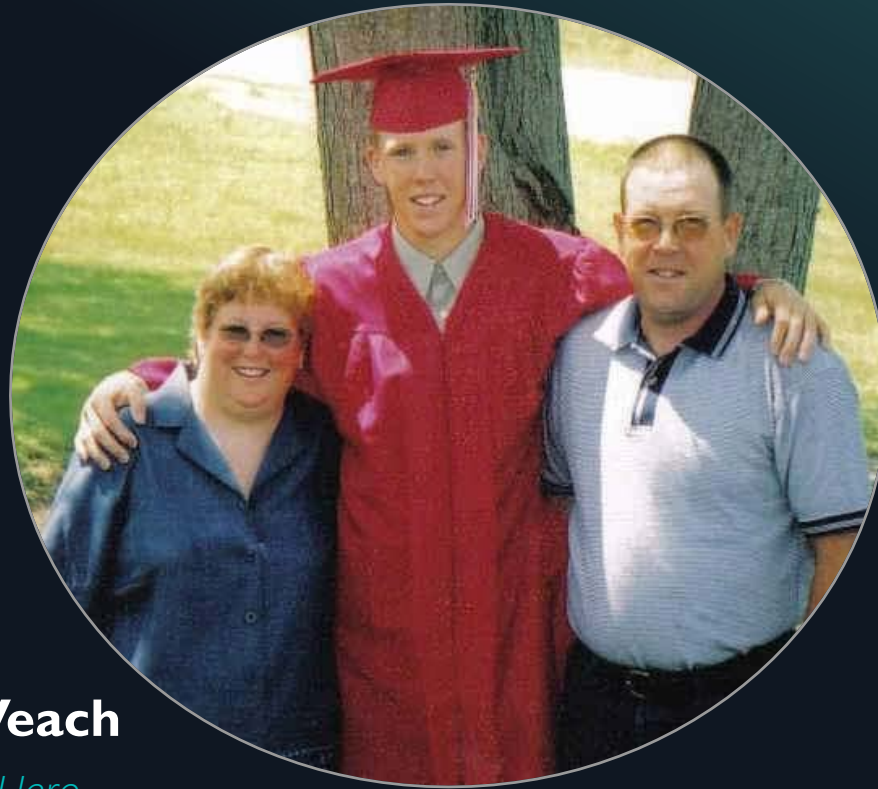
Recognize them when they come up

3

## Change Behavior

Take a moment when making a big decision and consider your biases. Make sure they aren't playing a part.

# Special Connection



**Kirk Veach**

*My Hero*

Lost his life at 18 and gave life to 5 individuals.

He is the hero I never knew.



# SUMMARY

- We all have biases.  
We all have superpowers.

# THANK YOU!

Questions?

Melissa Roberts

*Email:*

[mroberts2@uwhealth.org](mailto:mroberts2@uwhealth.org)