

WEBVTT

NOTE duration:"00:17:41"

NOTE recognizability:0.935

NOTE language:en-us

NOTE Confidence: 0.9434122

00:00:13.130 --> 00:00:15.370 Hi, my name is Doctor Kirsten Wilkins.

NOTE Confidence: 0.9434122

00:00:15.370 --> 00:00:17.218 I'm a professor in the Department of

NOTE Confidence: 0.9434122

00:00:17.218 --> 00:00:19.106 Psychiatry and I'm also Director of

NOTE Confidence: 0.9434122

00:00:19.106 --> 00:00:20.846 Medical Student Education and Psychiatry.

NOTE Confidence: 0.9434122

00:00:20.850 --> 00:00:22.894 I work clinically as a geriatric psychiatrist

NOTE Confidence: 0.9434122

00:00:22.894 --> 00:00:25.370 at the VA Connecticut Healthcare System

NOTE Confidence: 0.9434122

00:00:25.370 --> 00:00:27.322 and I'm pleased today to talk to you

NOTE Confidence: 0.9434122

00:00:27.322 --> 00:00:29.090 about erasing mistreatment by patients.

NOTE Confidence: 0.943412200000001

00:00:31.210 --> 00:00:32.730 Our learning objectives for today

NOTE Confidence: 0.943412200000001

00:00:32.730 --> 00:00:34.692 will be to discuss the prevalence

NOTE Confidence: 0.943412200000001

00:00:34.692 --> 00:00:36.617 and impact of mistreatment by

NOTE Confidence: 0.943412200000001

00:00:36.617 --> 00:00:38.978 patients on healthcare workers in the

NOTE Confidence: 0.943412200000001

00:00:38.978 --> 00:00:40.498 learning and clinical environments,

NOTE Confidence: 0.943412200000001

00:00:40.500 --> 00:00:42.620 identify potential barriers to  
NOTE Confidence: 0.943412200000001

00:00:42.620 --> 00:00:44.740 addressing mistreatment by patients,  
NOTE Confidence: 0.943412200000001

00:00:44.740 --> 00:00:47.160 recognize the different forms that  
NOTE Confidence: 0.943412200000001

00:00:47.160 --> 00:00:49.096 patient mistreatment can take,  
NOTE Confidence: 0.943412200000001

00:00:49.100 --> 00:00:51.578 and finally to apply at least  
NOTE Confidence: 0.943412200000001

00:00:51.578 --> 00:00:53.230 three practical strategies for  
NOTE Confidence: 0.943412200000001

00:00:53.301 --> 00:00:55.777 addressing mistreatment by patients.  
NOTE Confidence: 0.943412200000001

00:00:55.780 --> 00:00:57.284 So first, a definition,  
NOTE Confidence: 0.943412200000001

00:00:57.284 --> 00:00:59.540 what do we mean by mistreatment?  
NOTE Confidence: 0.943412200000001

00:00:59.540 --> 00:01:01.580 In this talk, we'll focus  
NOTE Confidence: 0.943412200000001

00:01:01.580 --> 00:01:03.212 specifically on verbal mistreatment,  
NOTE Confidence: 0.943412200000001

00:01:03.220 --> 00:01:05.380 and the AA MC has defined  
NOTE Confidence: 0.943412200000001

00:01:05.380 --> 00:01:06.820 mistreatment as any behavior,  
NOTE Confidence: 0.943412200000001

00:01:06.820 --> 00:01:08.124 any behavior,  
NOTE Confidence: 0.943412200000001

00:01:08.124 --> 00:01:10.080 intentional or unintentional,  
NOTE Confidence: 0.943412200000001

00:01:10.080 --> 00:01:12.866 that shows disrespect for the dignity of

NOTE Confidence: 0.943412200000001  
00:01:12.866 --> 00:01:14.960 others and unreasonably interferes with  
NOTE Confidence: 0.943412200000001  
00:01:14.960 --> 00:01:17.474 the learning process or clinical care.  
NOTE Confidence: 0.943412200000001  
00:01:17.480 --> 00:01:19.310 And we focus on verbal mistreatment  
NOTE Confidence: 0.943412200000001  
00:01:19.310 --> 00:01:21.288 as opposed as opposed to physical  
NOTE Confidence: 0.943412200000001  
00:01:21.288 --> 00:01:22.680 mistreatment in this video  
NOTE Confidence: 0.943412200000001  
00:01:22.680 --> 00:01:24.072 because in our experience,  
NOTE Confidence: 0.943412200000001  
00:01:24.080 --> 00:01:26.240 verbal mistreatment is a lot more  
NOTE Confidence: 0.943412200000001  
00:01:26.240 --> 00:01:28.553 common and insidious and people are  
NOTE Confidence: 0.943412200000001  
00:01:28.553 --> 00:01:31.019 often lacking in guidance or policies  
NOTE Confidence: 0.943412200000001  
00:01:31.019 --> 00:01:33.606 or procedures to help us determine  
NOTE Confidence: 0.943412200000001  
00:01:33.606 --> 00:01:36.300 how to respond when this occurs.  
NOTE Confidence: 0.943412200000001  
00:01:36.300 --> 00:01:37.865 The literature is rapidly growing  
NOTE Confidence: 0.943412200000001  
00:01:37.865 --> 00:01:40.357 in this area and I just would like  
NOTE Confidence: 0.943412200000001  
00:01:40.357 --> 00:01:42.380 to share a few take home points.  
NOTE Confidence: 0.943412200000001  
00:01:42.380 --> 00:01:43.532 Mistreatment and harassment  
NOTE Confidence: 0.943412200000001

00:01:43.532 --> 00:01:45.452 by patients is unfortunately a  
NOTE Confidence: 0.943412200000001

00:01:45.452 --> 00:01:46.980 common experience in healthcare,  
NOTE Confidence: 0.943412200000001

00:01:46.980 --> 00:01:50.060 especially for women and people of color.  
NOTE Confidence: 0.943412200000001

00:01:50.060 --> 00:01:52.075 Mistreatment and harassment can have  
NOTE Confidence: 0.943412200000001

00:01:52.075 --> 00:01:54.090 a significant psychological impact and  
NOTE Confidence: 0.943412200000001

00:01:54.148 --> 00:01:56.296 especially when endured over a lifetime,  
NOTE Confidence: 0.943412200000001

00:01:56.300 --> 00:01:59.060 physiological impact.  
NOTE Confidence: 0.943412200000001

00:01:59.060 --> 00:02:00.588 Healthcare workers often report  
NOTE Confidence: 0.943412200000001

00:02:00.588 --> 00:02:02.498 uncertainty with how to address  
NOTE Confidence: 0.943412200000001

00:02:02.498 --> 00:02:04.438 these situations when they occur,  
NOTE Confidence: 0.943412200000001

00:02:04.440 --> 00:02:05.196 and unfortunately,  
NOTE Confidence: 0.943412200000001

00:02:05.196 --> 00:02:07.842 those of us that work as supervisors  
NOTE Confidence: 0.943412200000001

00:02:07.842 --> 00:02:09.840 don't always address it either.  
NOTE Confidence: 0.943412200000001

00:02:09.840 --> 00:02:11.796 So given its prevalence and impact,  
NOTE Confidence: 0.943412200000001

00:02:11.800 --> 00:02:15.517 why aren't we doing enough about it?  
NOTE Confidence: 0.943412200000001

00:02:15.520 --> 00:02:17.170 I think we have to acknowledge

NOTE Confidence: 0.943412200000001  
00:02:17.170 --> 00:02:19.573 there are some very real barriers to  
NOTE Confidence: 0.943412200000001  
00:02:19.573 --> 00:02:21.237 addressing mistreatment by patients.  
NOTE Confidence: 0.943412200000001  
00:02:21.240 --> 00:02:23.400 One we may not even recognize  
NOTE Confidence: 0.943412200000001  
00:02:23.400 --> 00:02:24.840 that mistreatment has occurred.  
NOTE Confidence: 0.943412200000001  
00:02:24.840 --> 00:02:27.200 Sometimes it can be quite subtle and  
NOTE Confidence: 0.943412200000001  
00:02:27.200 --> 00:02:29.160 if we aren't used to experiencing it,  
NOTE Confidence: 0.943412200000001  
00:02:29.160 --> 00:02:30.690 it may not be something that  
NOTE Confidence: 0.943412200000001  
00:02:30.690 --> 00:02:32.304 registers as mistreatment if we're a  
NOTE Confidence: 0.943412200000001  
00:02:32.304 --> 00:02:33.674 bystander or a targeted individual.  
NOTE Confidence: 0.9259206  
00:02:35.970 --> 00:02:38.098 Often times when we are mistreated by a  
NOTE Confidence: 0.9259206  
00:02:38.098 --> 00:02:39.690 patient, there's a freeze response and we  
NOTE Confidence: 0.9259206  
00:02:39.690 --> 00:02:41.450 don't really know what to say in the moment.  
NOTE Confidence: 0.9259206  
00:02:41.450 --> 00:02:44.050 This is very common and not having the  
NOTE Confidence: 0.9259206  
00:02:44.050 --> 00:02:46.860 language or a script to call on can make  
NOTE Confidence: 0.9259206  
00:02:46.860 --> 00:02:49.449 it very difficult to respond in the moment.  
NOTE Confidence: 0.9259206

00:02:49.450 --> 00:02:51.916 Lack of time is often cited by staff members

NOTE Confidence: 0.9259206

00:02:51.916 --> 00:02:54.289 as a reason that they don't intervene.

NOTE Confidence: 0.9259206

00:02:54.290 --> 00:02:56.570 There's a sense of a very busy day in a

NOTE Confidence: 0.9259206

00:02:56.632 --> 00:02:59.074 in clinic or hospital rounds, and if I

NOTE Confidence: 0.9259206

00:02:59.074 --> 00:03:00.810 do make an intervention with a patient,

NOTE Confidence: 0.9259206

00:03:00.810 --> 00:03:04.218 how long is this going to take me?

NOTE Confidence: 0.9259206

00:03:04.220 --> 00:03:05.840 There's also an understandable fear that

NOTE Confidence: 0.9259206

00:03:05.840 --> 00:03:08.179 if I do address mistreatment by patients,

NOTE Confidence: 0.9259206

00:03:08.180 --> 00:03:09.620 the patient may escalate,

NOTE Confidence: 0.9259206

00:03:09.620 --> 00:03:11.060 become agitated or aggressive.

NOTE Confidence: 0.9259206

00:03:11.060 --> 00:03:14.258 And certainly we don't want that.

NOTE Confidence: 0.9259206

00:03:14.260 --> 00:03:16.948 There is a common fear of damaging

NOTE Confidence: 0.9259206

00:03:16.948 --> 00:03:18.100 the therapeutic alliance.

NOTE Confidence: 0.9259206

00:03:18.100 --> 00:03:18.865 As healthcare workers,

NOTE Confidence: 0.9259206

00:03:18.865 --> 00:03:20.650 we always want to help take care

NOTE Confidence: 0.9259206

00:03:20.703 --> 00:03:22.166 of our patients and we want them

NOTE Confidence: 0.9259206

00:03:22.166 --> 00:03:23.260 to come back for care.

NOTE Confidence: 0.9259206

00:03:23.260 --> 00:03:24.812 And sometimes there may be a fear that

NOTE Confidence: 0.9259206

00:03:24.812 --> 00:03:26.657 if we intervene when they mistreat us,

NOTE Confidence: 0.9259206

00:03:26.660 --> 00:03:29.918 that we may fracture that relationship.

NOTE Confidence: 0.9259206

00:03:29.920 --> 00:03:30.662 And lastly,

NOTE Confidence: 0.9259206

00:03:30.662 --> 00:03:32.888 many healthcare workers report that they

NOTE Confidence: 0.9259206

00:03:32.888 --> 00:03:35.314 aren't clear that they're going to get

NOTE Confidence: 0.9259206

00:03:35.314 --> 00:03:37.351 support from the institution or from

NOTE Confidence: 0.9259206

00:03:37.351 --> 00:03:39.794 their supervisors if they were to intervene.

NOTE Confidence: 0.9259206

00:03:39.800 --> 00:03:42.320 So let's introduce the erase framework

NOTE Confidence: 0.9259206

00:03:42.320 --> 00:03:45.480 as a stepbystep model for how to

NOTE Confidence: 0.9259206

00:03:45.480 --> 00:03:47.360 intervene with patient mistreatment.

NOTE Confidence: 0.9259206

00:03:47.360 --> 00:03:47.688 First,

NOTE Confidence: 0.9259206

00:03:47.688 --> 00:03:49.984 we have to expect that these things

NOTE Confidence: 0.9259206

00:03:49.984 --> 00:03:52.160 will happen and prepare accordingly.

NOTE Confidence: 0.9259206

00:03:52.160 --> 00:03:55.716 The R is for recognize the mistreatment.  
NOTE Confidence: 0.9259206

00:03:55.720 --> 00:03:58.639 The A is to address the situation  
NOTE Confidence: 0.9259206

00:03:58.639 --> 00:03:59.890 in real time.  
NOTE Confidence: 0.9259206

00:03:59.890 --> 00:04:02.386 The CS is to seek support if you've  
NOTE Confidence: 0.9259206

00:04:02.386 --> 00:04:04.629 been mistreated or support the targeted  
NOTE Confidence: 0.9259206

00:04:04.629 --> 00:04:06.569 individual if you're a bystander.  
NOTE Confidence: 0.9259206

00:04:06.570 --> 00:04:08.467 And the final E is to establish  
NOTE Confidence: 0.9259206

00:04:08.467 --> 00:04:10.329 and encourage a positive culture.  
NOTE Confidence: 0.9259206

00:04:10.330 --> 00:04:12.724 So let's take each of these step by step.  
NOTE Confidence: 0.9259206

00:04:12.730 --> 00:04:15.448 How do we expect and prepare?  
NOTE Confidence: 0.9259206

00:04:15.450 --> 00:04:15.835 Well,  
NOTE Confidence: 0.9259206

00:04:15.835 --> 00:04:17.760 Attending workshops like erase training  
NOTE Confidence: 0.9259206

00:04:17.760 --> 00:04:19.675 or bystander training and rehearsing  
NOTE Confidence: 0.9259206

00:04:19.675 --> 00:04:21.565 exact language that you would say  
NOTE Confidence: 0.9259206

00:04:21.565 --> 00:04:23.648 in the moment can be very helpful.  
NOTE Confidence: 0.9259206

00:04:23.650 --> 00:04:24.766 As I mentioned earlier,

NOTE Confidence: 0.9259206

00:04:24.766 --> 00:04:26.440 it's very common that people have

NOTE Confidence: 0.9259206

00:04:26.495 --> 00:04:28.169 a freeze response when a patient

NOTE Confidence: 0.9259206

00:04:28.169 --> 00:04:29.830 says something biased or offensive.

NOTE Confidence: 0.9259206

00:04:29.830 --> 00:04:31.966 So thinking in advance about how

NOTE Confidence: 0.9259206

00:04:31.966 --> 00:04:34.151 you might respond can be helpful

NOTE Confidence: 0.9259206

00:04:34.151 --> 00:04:36.227 to prepare you for that moment.

NOTE Confidence: 0.9259206

00:04:36.230 --> 00:04:37.862 It's really important for those of

NOTE Confidence: 0.9259206

00:04:37.862 --> 00:04:39.694 us that work in supervisory roles

NOTE Confidence: 0.9259206

00:04:39.694 --> 00:04:41.752 to establish a safe and positive

NOTE Confidence: 0.9259206

00:04:41.752 --> 00:04:43.910 learning and clinical care environment.

NOTE Confidence: 0.9259206

00:04:43.910 --> 00:04:46.507 And by that we mean providing some

NOTE Confidence: 0.9259206

00:04:46.507 --> 00:04:48.031 anticipatory guidance to those

NOTE Confidence: 0.9259206

00:04:48.031 --> 00:04:50.071 trainees or junior staff members that

NOTE Confidence: 0.9259206

00:04:50.071 --> 00:04:52.669 may be new to our clinical setting.

NOTE Confidence: 0.9259206

00:04:52.670 --> 00:04:54.194 Anticipatory guidance might sound

NOTE Confidence: 0.9259206

00:04:54.194 --> 00:04:56.099 something like this from Wheeler  
NOTE Confidence: 0.9259206

00:04:56.099 --> 00:04:57.140 and colleagues.  
NOTE Confidence: 0.9259206

00:04:57.140 --> 00:04:59.048 It's important to us that everyone  
NOTE Confidence: 0.9259206

00:04:59.048 --> 00:05:00.620 feel comfortable and supported here.  
NOTE Confidence: 0.9259206

00:05:00.620 --> 00:05:02.965 I wish that expressions of bias never  
NOTE Confidence: 0.9259206

00:05:02.965 --> 00:05:04.624 occurred, but unfortunately they do.  
NOTE Confidence: 0.9259206

00:05:04.624 --> 00:05:07.060 Patients and families may be the source.  
NOTE Confidence: 0.9259206

00:05:07.060 --> 00:05:08.775 I may be the source as well.  
NOTE Confidence: 0.9259206

00:05:08.780 --> 00:05:10.607 I want to know when you're not  
NOTE Confidence: 0.9259206

00:05:10.607 --> 00:05:11.940 feeling comfortable or supported.  
NOTE Confidence: 0.9259206

00:05:11.940 --> 00:05:13.674 This really lays a nice groundwork  
NOTE Confidence: 0.9259206

00:05:13.674 --> 00:05:15.140 for your your clinical team,  
NOTE Confidence: 0.9259206

00:05:15.140 --> 00:05:16.175 your educational team,  
NOTE Confidence: 0.9259206

00:05:16.175 --> 00:05:18.590 and hopefully opens the door for folks  
NOTE Confidence: 0.9259206

00:05:18.647 --> 00:05:20.512 to feel comfortable talking about  
NOTE Confidence: 0.9259206

00:05:20.512 --> 00:05:22.377 these incidents when they occur.

NOTE Confidence: 0.9259206

00:05:22.380 --> 00:05:25.145 The are of a race stands for

NOTE Confidence: 0.9259206

00:05:25.145 --> 00:05:25.935 recognizing mistreatment.

NOTE Confidence: 0.9416077

00:05:25.940 --> 00:05:27.820 Sometimes mistreatment is very obvious,

NOTE Confidence: 0.9416077

00:05:27.820 --> 00:05:29.188 and anyone in earshot

NOTE Confidence: 0.9416077

00:05:29.188 --> 00:05:30.898 would say that's not okay.

NOTE Confidence: 0.9416077

00:05:30.900 --> 00:05:32.944 Things like derogatory language,

NOTE Confidence: 0.9416077

00:05:32.944 --> 00:05:35.499 racial slurs and hate speech,

NOTE Confidence: 0.9416077

00:05:35.500 --> 00:05:37.272 aggressive behavior and tone,

NOTE Confidence: 0.9416077

00:05:37.272 --> 00:05:39.487 and sexual inappropriateness can all

NOTE Confidence: 0.9416077

00:05:39.487 --> 00:05:42.060 at times be very obvious and overt.

NOTE Confidence: 0.9416077

00:05:42.060 --> 00:05:45.180 Sometimes mistreatment is not as obvious.

NOTE Confidence: 0.9416077

00:05:45.180 --> 00:05:48.618 Some of our healthcare workers colleagues

NOTE Confidence: 0.9416077

00:05:48.618 --> 00:05:50.337 experience microaggressions regularly.

NOTE Confidence: 0.9416077

00:05:50.340 --> 00:05:52.220 Others may not experience them.

NOTE Confidence: 0.9416077

00:05:52.220 --> 00:05:53.596 If you're somebody that

NOTE Confidence: 0.9416077

00:05:53.596 --> 00:05:54.628 doesn't experience them,  
NOTE Confidence: 0.9416077

00:05:54.630 --> 00:05:56.345 it really is incumbent upon you to  
NOTE Confidence: 0.9416077

00:05:56.345 --> 00:05:58.229 be more attuned to the experience of  
NOTE Confidence: 0.9416077

00:05:58.229 --> 00:05:59.873 others and to educate yourselves on  
NOTE Confidence: 0.9416077

00:05:59.930 --> 00:06:01.814 how microaggressions can take place and  
NOTE Confidence: 0.9416077

00:06:01.814 --> 00:06:05.150 manifest in the clinical care setting.  
NOTE Confidence: 0.9416077

00:06:05.150 --> 00:06:06.350 Those problematic compliments  
NOTE Confidence: 0.9416077

00:06:06.350 --> 00:06:08.350 that patients sometimes give us,  
NOTE Confidence: 0.9416077

00:06:08.350 --> 00:06:10.042 that may be well intended but  
NOTE Confidence: 0.9416077

00:06:10.042 --> 00:06:11.735 don't always feel very good when  
NOTE Confidence: 0.9416077

00:06:11.735 --> 00:06:14.270 they when they're received by us.  
NOTE Confidence: 0.9416077

00:06:14.270 --> 00:06:15.380 And sexual inappropriateness  
NOTE Confidence: 0.9416077

00:06:15.380 --> 00:06:17.230 can be sometimes very overt,  
NOTE Confidence: 0.9416077

00:06:17.230 --> 00:06:18.074 as I mentioned earlier,  
NOTE Confidence: 0.9416077

00:06:18.074 --> 00:06:19.949 or it can be a little more subtle.  
NOTE Confidence: 0.936168

00:06:22.240 --> 00:06:24.120 So the A of a race stands for

NOTE Confidence: 0.936168  
00:06:24.120 --> 00:06:25.359 addressing it in real time.  
NOTE Confidence: 0.936168  
00:06:25.360 --> 00:06:27.160 Well, what does that look like?  
NOTE Confidence: 0.936168  
00:06:27.160 --> 00:06:29.484 It's important to emphasize that there's no  
NOTE Confidence: 0.936168  
00:06:29.484 --> 00:06:32.119 one right way to respond in all settings.  
NOTE Confidence: 0.936168  
00:06:32.120 --> 00:06:33.572 One must take into account their  
NOTE Confidence: 0.936168  
00:06:33.572 --> 00:06:35.120 sense of safety in the moment,  
NOTE Confidence: 0.936168  
00:06:35.120 --> 00:06:36.836 their comfort level with the patient,  
NOTE Confidence: 0.936168  
00:06:36.840 --> 00:06:39.318 their personality style,  
NOTE Confidence: 0.936168  
00:06:39.320 --> 00:06:40.520 the amount of time they have,  
NOTE Confidence: 0.936168  
00:06:40.520 --> 00:06:42.313 the acuity of the situation, etcetera.  
NOTE Confidence: 0.936168  
00:06:42.313 --> 00:06:44.224 And it's important to note that many  
NOTE Confidence: 0.936168  
00:06:44.224 --> 00:06:46.393 of the strategies that we will discuss  
NOTE Confidence: 0.936168  
00:06:46.393 --> 00:06:48.275 today will be appropriate for whether  
NOTE Confidence: 0.936168  
00:06:48.275 --> 00:06:50.444 you are a bystander or a target, either.  
NOTE Confidence: 0.936168  
00:06:50.444 --> 00:06:53.356 One might choose to respond in the moment,  
NOTE Confidence: 0.936168

00:06:53.360 --> 00:06:55.404 And we acknowledge that sometimes you may  
NOTE Confidence: 0.936168

00:06:55.404 --> 00:06:57.880 choose not to respond in the moment at all.  
NOTE Confidence: 0.936168

00:06:57.880 --> 00:06:59.800 You may just not have the emotional energy,  
NOTE Confidence: 0.936168

00:06:59.800 --> 00:07:00.925 bandwidth or time,  
NOTE Confidence: 0.936168

00:07:00.925 --> 00:07:04.160 or feel safe speaking up in the moment.  
NOTE Confidence: 0.936168

00:07:04.160 --> 00:07:06.320 And if you don't speak up in the moment,  
NOTE Confidence: 0.936168

00:07:06.320 --> 00:07:07.800 don't beat yourself up afterward.  
NOTE Confidence: 0.936168

00:07:07.800 --> 00:07:10.424 We would encourage you to still seek support  
NOTE Confidence: 0.936168

00:07:10.424 --> 00:07:13.319 and talk about this with trusted colleagues.  
NOTE Confidence: 0.936168

00:07:13.320 --> 00:07:15.438 Some other things to consider when  
NOTE Confidence: 0.936168

00:07:15.438 --> 00:07:17.480 you address mistreatment in real time.  
NOTE Confidence: 0.936168

00:07:17.480 --> 00:07:17.863 First,  
NOTE Confidence: 0.936168

00:07:17.863 --> 00:07:20.544 what is the purpose of this intervention?  
NOTE Confidence: 0.936168

00:07:20.550 --> 00:07:22.310 Sometimes when we address mistreatment,  
NOTE Confidence: 0.936168

00:07:22.310 --> 00:07:23.505 we're really wanting to just  
NOTE Confidence: 0.936168

00:07:23.505 --> 00:07:25.230 put a stop to the behavior.

NOTE Confidence: 0.936168

00:07:25.230 --> 00:07:28.353 Other times mean we may want to use this

NOTE Confidence: 0.936168

00:07:28.353 --> 00:07:30.899 opportunity to educate or explain to a

NOTE Confidence: 0.936168

00:07:30.899 --> 00:07:33.389 patient why their behavior is problematic.

NOTE Confidence: 0.936168

00:07:33.390 --> 00:07:34.638 Sometimes when we intervene,

NOTE Confidence: 0.936168

00:07:34.638 --> 00:07:36.510 it's not because we think the

NOTE Confidence: 0.936168

00:07:36.573 --> 00:07:38.028 patient is going to change.

NOTE Confidence: 0.936168

00:07:38.030 --> 00:07:40.466 The patient may have dementia or delirium,

NOTE Confidence: 0.936168

00:07:40.470 --> 00:07:41.442 they may be intoxicated,

NOTE Confidence: 0.936168

00:07:41.442 --> 00:07:44.376 and it may not be a time to have an

NOTE Confidence: 0.936168

00:07:44.376 --> 00:07:45.788 educational conversation with them.

NOTE Confidence: 0.936168

00:07:45.790 --> 00:07:47.182 But we may want to intervene

NOTE Confidence: 0.936168

00:07:47.182 --> 00:07:48.599 anyway because it sends a message

NOTE Confidence: 0.936168

00:07:48.599 --> 00:07:49.907 to everyone else in the mill,

NOTE Confidence: 0.936168

00:07:49.910 --> 00:07:50.321 you,

NOTE Confidence: 0.936168

00:07:50.321 --> 00:07:51.143 other patients,

NOTE Confidence: 0.936168

00:07:51.143 --> 00:07:54.510 staff members that what we just heard is  
NOTE Confidence: 0.936168

00:07:54.510 --> 00:07:57.018 really not consistent with the values  
NOTE Confidence: 0.936168

00:07:57.018 --> 00:07:59.620 of our institution and it's not okay.  
NOTE Confidence: 0.936168

00:07:59.620 --> 00:08:01.246 You want to also consider what's  
NOTE Confidence: 0.936168

00:08:01.246 --> 00:08:02.700 your relationship with the person.  
NOTE Confidence: 0.936168

00:08:02.700 --> 00:08:04.668 Is this someone that you've been  
NOTE Confidence: 0.936168

00:08:04.668 --> 00:08:06.482 seeing for several years and you  
NOTE Confidence: 0.936168

00:08:06.482 --> 00:08:08.442 have a good relationship and and  
NOTE Confidence: 0.936168

00:08:08.442 --> 00:08:10.178 therapeutic rapport with them?  
NOTE Confidence: 0.936168

00:08:10.180 --> 00:08:12.108 You may be able to have a really  
NOTE Confidence: 0.936168

00:08:12.108 --> 00:08:13.848 serious but but meaningful conversation  
NOTE Confidence: 0.936168

00:08:13.848 --> 00:08:16.254 about why something really isn't okay.  
NOTE Confidence: 0.936168

00:08:16.260 --> 00:08:17.856 If it's someone you've just met  
NOTE Confidence: 0.936168

00:08:17.856 --> 00:08:19.240 for the very first time,  
NOTE Confidence: 0.936168

00:08:19.240 --> 00:08:21.690 you may not be as sure what  
NOTE Confidence: 0.936168

00:08:21.690 --> 00:08:23.040 their response will be.

NOTE Confidence: 0.936168  
00:08:23.040 --> 00:08:25.080 What's the context or setting?  
NOTE Confidence: 0.936168  
00:08:25.080 --> 00:08:26.220 Context or setting,  
NOTE Confidence: 0.936168  
00:08:26.220 --> 00:08:28.120 don't excuse mistreatment by patients,  
NOTE Confidence: 0.936168  
00:08:28.120 --> 00:08:30.192 but it may help us better prepare  
NOTE Confidence: 0.936168  
00:08:30.192 --> 00:08:32.559 for how do we want to intervene?  
NOTE Confidence: 0.936168  
00:08:32.560 --> 00:08:34.996 And lastly, what is your approach?  
NOTE Confidence: 0.936168  
00:08:35.000 --> 00:08:37.550 Although the things that patients  
NOTE Confidence: 0.936168  
00:08:37.550 --> 00:08:40.420 say may sometimes rise in us a  
NOTE Confidence: 0.936168  
00:08:40.420 --> 00:08:41.760 lot of powerful emotions,  
NOTE Confidence: 0.936168  
00:08:41.760 --> 00:08:43.731 it's important that we try to do our very  
NOTE Confidence: 0.936168  
00:08:43.731 --> 00:08:45.677 best to maintain a professional demeanor  
NOTE Confidence: 0.936168  
00:08:45.680 --> 00:08:47.498 and treat the patient with respect.  
NOTE Confidence: 0.936168  
00:08:47.500 --> 00:08:49.561 And if we aren't able to do so because  
NOTE Confidence: 0.936168  
00:08:49.561 --> 00:08:51.856 we have been so hurt or we're so upset,  
NOTE Confidence: 0.936168  
00:08:51.860 --> 00:08:54.261 then that's a wonderful time for our  
NOTE Confidence: 0.936168

00:08:54.261 --> 00:08:56.603 colleagues who are bystanders to become

NOTE Confidence: 0.936168

00:08:56.603 --> 00:08:59.099 upstanders and intervene on our behalf.

NOTE Confidence: 0.936168

00:08:59.100 --> 00:09:01.599 So let's go through some three common

NOTE Confidence: 0.936168

00:09:01.599 --> 00:09:03.780 problem examples of mistreatment by

NOTE Confidence: 0.936168

00:09:03.780 --> 00:09:06.380 patients and some suggested interventions,

NOTE Confidence: 0.93592817

00:09:06.380 --> 00:09:08.492 Problem #1, derogatory language.

NOTE Confidence: 0.93592817

00:09:08.492 --> 00:09:11.132 Some examples are listed here.

NOTE Confidence: 0.93592817

00:09:11.140 --> 00:09:12.124 In this case,

NOTE Confidence: 0.93592817

00:09:12.124 --> 00:09:14.092 anyone in earshot's going to recognize

NOTE Confidence: 0.93592817

00:09:14.092 --> 00:09:16.437 this is mistreatment and it's not okay.

NOTE Confidence: 0.93592817

00:09:16.440 --> 00:09:18.186 And so a suggested intervention in

NOTE Confidence: 0.93592817

00:09:18.186 --> 00:09:20.400 this case is to set clear limits.

NOTE Confidence: 0.93592817

00:09:20.400 --> 00:09:22.758 Some sample language is provided here,

NOTE Confidence: 0.93592817

00:09:22.760 --> 00:09:24.629 some of which can be used whether

NOTE Confidence: 0.93592817

00:09:24.629 --> 00:09:26.278 you're the target or a bystander.

NOTE Confidence: 0.93592817

00:09:26.280 --> 00:09:28.114 We expect both patients and staff to

NOTE Confidence: 0.93592817

00:09:28.114 --> 00:09:30.118 be treated with respect in this clinic.

NOTE Confidence: 0.93592817

00:09:30.120 --> 00:09:32.997 We can't tolerate that kind of language.

NOTE Confidence: 0.93592817

00:09:33.000 --> 00:09:34.840 Mr. X, we're only trying to help you

NOTE Confidence: 0.93592817

00:09:34.840 --> 00:09:36.611 and that's really hard to do when you

NOTE Confidence: 0.93592817

00:09:36.611 --> 00:09:38.582 talk to our team members like that or

NOTE Confidence: 0.93592817

00:09:38.582 --> 00:09:41.560 when you use hurtful language like that.

NOTE Confidence: 0.93592817

00:09:41.560 --> 00:09:43.401 And we really like the use of

NOTE Confidence: 0.93592817

00:09:43.401 --> 00:09:46.039 the the term we in these kind of

NOTE Confidence: 0.93592817

00:09:46.039 --> 00:09:47.824 interventions because it signals this

NOTE Confidence: 0.93592817

00:09:47.887 --> 00:09:49.596 is the institution's recommendations

NOTE Confidence: 0.93592817

00:09:49.596 --> 00:09:51.420 or or rules here.

NOTE Confidence: 0.93592817

00:09:51.420 --> 00:09:53.980 This is not just one person being sensitive.

NOTE Confidence: 0.93592817

00:09:53.980 --> 00:09:55.820 This is something that's really

NOTE Confidence: 0.93592817

00:09:55.820 --> 00:09:58.074 inconsistent with the values of our

NOTE Confidence: 0.93592817

00:09:58.074 --> 00:10:00.180 institution and we can't tolerate that

NOTE Confidence: 0.93592817

00:10:00.180 --> 00:10:02.008 problem. Example #2 Microaggressions.  
NOTE Confidence: 0.93592817

00:10:02.008 --> 00:10:04.750 Some examples listed here and there  
NOTE Confidence: 0.93592817

00:10:04.817 --> 00:10:06.787 are numerous in the literature  
NOTE Confidence: 0.93592817

00:10:06.787 --> 00:10:08.757 and numerous that our healthcare  
NOTE Confidence: 0.93592817

00:10:08.827 --> 00:10:11.019 worker colleagues have experienced.  
NOTE Confidence: 0.93592817

00:10:11.020 --> 00:10:11.698 For example,  
NOTE Confidence: 0.93592817

00:10:11.698 --> 00:10:13.393 a patient may repeatedly address  
NOTE Confidence: 0.93592817

00:10:13.393 --> 00:10:15.418 female staff as honey or sweetie,  
NOTE Confidence: 0.93592817

00:10:15.420 --> 00:10:17.674 or referring to the male staff by  
NOTE Confidence: 0.93592817

00:10:17.674 --> 00:10:19.220 their appropriate name or title.  
NOTE Confidence: 0.93592817

00:10:19.220 --> 00:10:21.700 Or a patient may assume that a social  
NOTE Confidence: 0.93592817

00:10:21.700 --> 00:10:24.039 worker or psychologist of color is  
NOTE Confidence: 0.93592817

00:10:24.039 --> 00:10:26.094 a member of custodial services.  
NOTE Confidence: 0.93592817

00:10:26.100 --> 00:10:27.192 In this case,  
NOTE Confidence: 0.93592817

00:10:27.192 --> 00:10:29.012 education and explanation could be  
NOTE Confidence: 0.93592817

00:10:29.012 --> 00:10:31.033 a helpful intervention as opposed

NOTE Confidence: 0.93592817

00:10:31.033 --> 00:10:32.257 to ignoring it,

NOTE Confidence: 0.93592817

00:10:32.260 --> 00:10:35.256 laughing it off or just moving on.

NOTE Confidence: 0.93592817

00:10:35.260 --> 00:10:37.430 But to actually address it,

NOTE Confidence: 0.93592817

00:10:37.430 --> 00:10:39.187 in the first example, one might say,

NOTE Confidence: 0.93592817

00:10:39.190 --> 00:10:40.046 as I introduce myself,

NOTE Confidence: 0.93592817

00:10:40.046 --> 00:10:43.127 I go by a B in the clinic and I appreciate

NOTE Confidence: 0.93592817

00:10:43.127 --> 00:10:44.862 you using my professional title.

NOTE Confidence: 0.93592817

00:10:44.870 --> 00:10:46.910 I want to be sure to use your

NOTE Confidence: 0.93592817

00:10:46.910 --> 00:10:47.949 preferred name as well.

NOTE Confidence: 0.93592817

00:10:47.950 --> 00:10:50.029 What do you prefer to be called?

NOTE Confidence: 0.93592817

00:10:50.030 --> 00:10:51.550 Or in the second example,

NOTE Confidence: 0.93592817

00:10:51.550 --> 00:10:53.275 a bystander could become an

NOTE Confidence: 0.93592817

00:10:53.275 --> 00:10:55.000 upstander and say something like

NOTE Confidence: 0.93592817

00:10:55.065 --> 00:10:56.390 as their name tag says,

NOTE Confidence: 0.93592817

00:10:56.390 --> 00:10:58.526 Jay is a social worker and a really

NOTE Confidence: 0.93592817

00:10:58.526 --> 00:11:00.348 important member of your healthcare team.

NOTE Confidence: 0.93592817

00:11:00.350 --> 00:11:01.605 The custodial service people wear

NOTE Confidence: 0.93592817

00:11:01.605 --> 00:11:03.282 royal blue shirts and they don't

NOTE Confidence: 0.93592817

00:11:03.282 --> 00:11:04.790 participate in healthcare appointments.

NOTE Confidence: 0.9284269

00:11:07.460 --> 00:11:08.872 Problem #3.

NOTE Confidence: 0.9284269

00:11:08.872 --> 00:11:11.696 Those quote complimentary comments.

NOTE Confidence: 0.9284269

00:11:11.700 --> 00:11:13.730 Most of us would agree that patients

NOTE Confidence: 0.9284269

00:11:13.730 --> 00:11:15.905 don't have any ill intent when they

NOTE Confidence: 0.9284269

00:11:15.905 --> 00:11:17.465 compliment us on our appearance

NOTE Confidence: 0.9284269

00:11:17.465 --> 00:11:19.306 or make assumptions about our

NOTE Confidence: 0.9284269

00:11:19.306 --> 00:11:21.136 skills based on our appearance.

NOTE Confidence: 0.9284269

00:11:21.140 --> 00:11:22.596 For example, I'm so lucky to have

NOTE Confidence: 0.9284269

00:11:22.596 --> 00:11:24.101 such a good looking nurse or I'm

NOTE Confidence: 0.9284269

00:11:24.101 --> 00:11:25.860 so glad to have an Asian clinician.

NOTE Confidence: 0.9284269

00:11:25.860 --> 00:11:28.230 You're also smart.

NOTE Confidence: 0.9284269

00:11:28.230 --> 00:11:31.390 However, continued stereotypes and

NOTE Confidence: 0.9284269

00:11:31.390 --> 00:11:33.080 objectifying comments can sort of

NOTE Confidence: 0.9284269

00:11:33.080 --> 00:11:34.770 chip away at professional boundaries

NOTE Confidence: 0.9284269

00:11:34.818 --> 00:11:36.748 between healthcare workers and patients,

NOTE Confidence: 0.9284269

00:11:36.750 --> 00:11:38.526 and they can serve serve to

NOTE Confidence: 0.9284269

00:11:38.526 --> 00:11:39.710 objectify or demean people,

NOTE Confidence: 0.9284269

00:11:39.710 --> 00:11:41.330 which is not helpful for

NOTE Confidence: 0.9284269

00:11:41.330 --> 00:11:42.626 the clinical care setting.

NOTE Confidence: 0.9284269

00:11:42.630 --> 00:11:43.550 And so in this case,

NOTE Confidence: 0.9284269

00:11:43.550 --> 00:11:45.910 a suggested intervention might

NOTE Confidence: 0.9284269

00:11:45.910 --> 00:11:48.270 be redirection or reframing.

NOTE Confidence: 0.9284269

00:11:48.270 --> 00:11:48.562 Mr.

NOTE Confidence: 0.9284269

00:11:48.562 --> 00:11:51.190 Why A/B is a really smart and skilled nurse.

NOTE Confidence: 0.9284269

00:11:51.190 --> 00:11:53.227 That's far more important than her looks.

NOTE Confidence: 0.9284269

00:11:53.230 --> 00:11:56.486 A bystander might say in the first example,

NOTE Confidence: 0.9284269

00:11:56.490 --> 00:11:57.570 if you were the targeted person,

NOTE Confidence: 0.9284269

00:11:57.570 --> 00:11:59.453 you might say missus D More important  
NOTE Confidence: 0.9284269

00:11:59.453 --> 00:12:01.314 than my looks is that I take  
NOTE Confidence: 0.9284269

00:12:01.314 --> 00:12:02.802 really good care of my patients.  
NOTE Confidence: 0.9284269

00:12:02.810 --> 00:12:05.087 Now let's focus on what brings you in today.  
NOTE Confidence: 0.9284269

00:12:05.090 --> 00:12:08.247 Again, a reframing followed by a redirection.  
NOTE Confidence: 0.9284269

00:12:08.250 --> 00:12:09.810 Or in the last example,  
NOTE Confidence: 0.9284269

00:12:09.810 --> 00:12:11.610 a target or bystander might say,  
NOTE Confidence: 0.9284269

00:12:11.610 --> 00:12:13.338 our staff come from a diverse  
NOTE Confidence: 0.9284269

00:12:13.338 --> 00:12:14.202 array of backgrounds.  
NOTE Confidence: 0.9284269

00:12:14.210 --> 00:12:15.558 We're all exceptionally qualified  
NOTE Confidence: 0.9284269

00:12:15.558 --> 00:12:17.243 to participate in your care.  
NOTE Confidence: 0.9406075

00:12:19.450 --> 00:12:21.395 Unfortunately, we recognize that sometimes  
NOTE Confidence: 0.9406075

00:12:21.395 --> 00:12:23.340 patients don't respond to feedback  
NOTE Confidence: 0.9406075

00:12:23.398 --> 00:12:25.168 and they may continue mistreatment.  
NOTE Confidence: 0.9406075

00:12:25.170 --> 00:12:27.205 In this case, involve a  
NOTE Confidence: 0.9406075

00:12:27.205 --> 00:12:28.833 supervisor and seek backup.

NOTE Confidence: 0.9406075

00:12:28.840 --> 00:12:30.480 No one comes to work to be abused,

NOTE Confidence: 0.9406075

00:12:30.480 --> 00:12:32.640 and no one should have to

NOTE Confidence: 0.9406075

00:12:32.640 --> 00:12:34.080 tolerate harassment or abuse.

NOTE Confidence: 0.9406075

00:12:34.080 --> 00:12:35.921 It's okay to take a time out

NOTE Confidence: 0.9406075

00:12:35.921 --> 00:12:37.840 and step away from the patient,

NOTE Confidence: 0.9406075

00:12:37.840 --> 00:12:39.344 assuming they're medically and

NOTE Confidence: 0.9406075

00:12:39.344 --> 00:12:40.848 psychiatrically stable and there

NOTE Confidence: 0.9406075

00:12:40.848 --> 00:12:42.839 are no acute safety concerns.

NOTE Confidence: 0.9406075

00:12:42.840 --> 00:12:44.320 It's appropriate to say Mr.

NOTE Confidence: 0.9406075

00:12:44.320 --> 00:12:45.068 M's ex.

NOTE Confidence: 0.9406075

00:12:45.068 --> 00:12:47.312 We're going to need to terminate

NOTE Confidence: 0.9406075

00:12:47.312 --> 00:12:49.359 this conversation or the appointment,

NOTE Confidence: 0.9406075

00:12:49.360 --> 00:12:50.890 as we can't provide good care

NOTE Confidence: 0.9406075

00:12:50.890 --> 00:12:52.360 for you without mutual respect.

NOTE Confidence: 0.9406075

00:12:52.360 --> 00:12:54.088 Will return in an hour if

NOTE Confidence: 0.9406075

00:12:54.088 --> 00:12:55.904 it's an inpatient visit or if  
NOTE Confidence: 0.9406075

00:12:55.904 --> 00:12:57.116 it's an outpatient visit.  
NOTE Confidence: 0.9406075

00:12:57.120 --> 00:12:58.758 You'll need to reschedule this appointment,  
NOTE Confidence: 0.9406075

00:12:58.760 --> 00:13:00.248 and we expect that we'll be  
NOTE Confidence: 0.9406075

00:13:00.248 --> 00:13:01.240 mutually respectful next time.  
NOTE Confidence: 0.9336901

00:13:03.640 --> 00:13:05.677 The S of a race is support,  
NOTE Confidence: 0.9336901

00:13:05.680 --> 00:13:07.690 seeking it if you've been targeted  
NOTE Confidence: 0.9336901

00:13:07.690 --> 00:13:09.240 by mistreatment and providing it.  
NOTE Confidence: 0.9336901

00:13:09.240 --> 00:13:11.600 If you're a bystander,  
NOTE Confidence: 0.9336901

00:13:11.600 --> 00:13:13.680 a simple checkin can go a long way.  
NOTE Confidence: 0.9336901

00:13:13.680 --> 00:13:14.535 Everyone has different  
NOTE Confidence: 0.9336901

00:13:14.535 --> 00:13:15.675 responses to these things.  
NOTE Confidence: 0.9336901

00:13:15.680 --> 00:13:17.558 Some people may be very upset,  
NOTE Confidence: 0.9336901

00:13:17.560 --> 00:13:20.080 others may not be quite as upset,  
NOTE Confidence: 0.9336901

00:13:20.080 --> 00:13:21.711 and so we don't want to make  
NOTE Confidence: 0.9336901

00:13:21.711 --> 00:13:22.757 assumptions about how somebody

NOTE Confidence: 0.9336901

00:13:22.757 --> 00:13:24.515 feels after an encounter like this.

NOTE Confidence: 0.9336901

00:13:24.520 --> 00:13:26.936 But just asking an individual or as part

NOTE Confidence: 0.9336901

00:13:26.936 --> 00:13:29.114 of your team debrief and acknowledging

NOTE Confidence: 0.9336901

00:13:29.114 --> 00:13:30.999 that was a difficult encounter.

NOTE Confidence: 0.9336901

00:13:31.000 --> 00:13:34.360 How is everyone feeling right now?

NOTE Confidence: 0.9336901

00:13:34.360 --> 00:13:36.285 It's important to involve the

NOTE Confidence: 0.9336901

00:13:36.285 --> 00:13:37.825 targeted individual in decision

NOTE Confidence: 0.9336901

00:13:37.825 --> 00:13:39.238 making about next steps.

NOTE Confidence: 0.9336901

00:13:39.240 --> 00:13:40.716 Sometimes the temptation is,

NOTE Confidence: 0.9336901

00:13:40.716 --> 00:13:42.561 as a supervisor to remove

NOTE Confidence: 0.9336901

00:13:42.561 --> 00:13:44.512 somebody from the care of a

NOTE Confidence: 0.9336901

00:13:44.512 --> 00:13:46.032 patient that has mistreated them.

NOTE Confidence: 0.9336901

00:13:46.040 --> 00:13:47.534 But we hear from our trainees

NOTE Confidence: 0.9336901

00:13:47.534 --> 00:13:48.885 and junior staff that sometimes

NOTE Confidence: 0.9336901

00:13:48.885 --> 00:13:50.400 this serves to further disempower

NOTE Confidence: 0.9336901

00:13:50.400 --> 00:13:52.172 them and that they would actually  
NOTE Confidence: 0.9336901

00:13:52.172 --> 00:13:53.957 like to be part of that process.  
NOTE Confidence: 0.9336901

00:13:53.960 --> 00:13:55.997 As a supervisor, you might then say,  
NOTE Confidence: 0.9336901

00:13:56.000 --> 00:13:57.175 I can understand how continuing  
NOTE Confidence: 0.9336901

00:13:57.175 --> 00:13:58.115 to work with Mr.  
NOTE Confidence: 0.9336901

00:13:58.120 --> 00:13:59.560 Z could be difficult.  
NOTE Confidence: 0.9336901

00:13:59.560 --> 00:14:01.720 We have a couple of options,  
NOTE Confidence: 0.9336901

00:14:01.720 --> 00:14:03.340 and I'd like to hear which  
NOTE Confidence: 0.9336901

00:14:03.340 --> 00:14:04.720 one feels right to you.  
NOTE Confidence: 0.9336901

00:14:04.720 --> 00:14:05.010 Therefore,  
NOTE Confidence: 0.9336901

00:14:05.010 --> 00:14:06.750 you include them in the conversation  
NOTE Confidence: 0.9336901

00:14:06.750 --> 00:14:08.629 and empower them to help make a  
NOTE Confidence: 0.9336901

00:14:08.629 --> 00:14:09.834 decision about what happens next.  
NOTE Confidence: 0.9336901

00:14:09.840 --> 00:14:11.548 Would they like to continue to care  
NOTE Confidence: 0.9336901

00:14:11.548 --> 00:14:12.930 for the patient with appropriate  
NOTE Confidence: 0.9336901

00:14:12.930 --> 00:14:15.016 supervision or a chaperone in the room?

NOTE Confidence: 0.9336901

00:14:15.020 --> 00:14:16.346 Or do they feel that the

NOTE Confidence: 0.9336901

00:14:16.346 --> 00:14:17.553 relationship has been so fractured

NOTE Confidence: 0.9336901

00:14:17.553 --> 00:14:18.908 that they're really unable to

NOTE Confidence: 0.9336901

00:14:18.908 --> 00:14:20.540 provide care for the individual?

NOTE Confidence: 0.93595415

00:14:22.780 --> 00:14:24.605 And lastly, support is an

NOTE Confidence: 0.93595415

00:14:24.605 --> 00:14:26.430 opportunity to empower people to

NOTE Confidence: 0.93595415

00:14:26.500 --> 00:14:28.580 report and share these incidents,

NOTE Confidence: 0.93595415

00:14:28.580 --> 00:14:31.580 as well as speak up when it happens to them,

NOTE Confidence: 0.93595415

00:14:31.580 --> 00:14:33.211 a bystander might say to a colleague

NOTE Confidence: 0.93595415

00:14:33.211 --> 00:14:34.660 after an episode of mistreatment.

NOTE Confidence: 0.93595415

00:14:34.660 --> 00:14:35.800 Supervisors want to hear

NOTE Confidence: 0.93595415

00:14:35.800 --> 00:14:36.940 when these things happen.

NOTE Confidence: 0.93595415

00:14:36.940 --> 00:14:39.060 It's important that everyone feels

NOTE Confidence: 0.93595415

00:14:39.060 --> 00:14:40.756 supported and comfortable here.

NOTE Confidence: 0.93595415

00:14:40.760 --> 00:14:41.910 Or supervisor might say I'm

NOTE Confidence: 0.93595415

00:14:41.910 --> 00:14:43.760 glad you told me and I want you  
NOTE Confidence: 0.93595415

00:14:43.760 --> 00:14:45.056 to feel empowered to speak up  
NOTE Confidence: 0.93595415

00:14:45.056 --> 00:14:46.520 even when I'm not in the room.  
NOTE Confidence: 0.93595415

00:14:46.520 --> 00:14:48.420 Please know that you'll always  
NOTE Confidence: 0.93595415

00:14:48.420 --> 00:14:50.314 have my support and institutions  
NOTE Confidence: 0.93595415

00:14:50.314 --> 00:14:52.199 may also have local reporting  
NOTE Confidence: 0.93595415

00:14:52.199 --> 00:14:54.069 mechanisms for extra support or  
NOTE Confidence: 0.93595415

00:14:54.069 --> 00:14:55.759 requesting training for a team.  
NOTE Confidence: 0.9369126

00:14:57.920 --> 00:14:59.845 The final E is to encourage or  
NOTE Confidence: 0.9369126

00:14:59.845 --> 00:15:01.160 establish a positive culture.  
NOTE Confidence: 0.9369126

00:15:01.160 --> 00:15:02.870 How do we do that? Well,  
NOTE Confidence: 0.9369126

00:15:02.870 --> 00:15:05.600 having trainings like a race or other  
NOTE Confidence: 0.9369126

00:15:05.600 --> 00:15:07.998 bystander trainings for all members of the  
NOTE Confidence: 0.9369126

00:15:07.998 --> 00:15:10.230 healthcare team can be very important.  
NOTE Confidence: 0.9369126

00:15:10.230 --> 00:15:12.310 This is not just an issue for doctors,  
NOTE Confidence: 0.9369126

00:15:12.310 --> 00:15:15.730 nurses. It really impacts everyone on

NOTE Confidence: 0.9369126

00:15:15.730 --> 00:15:18.742 the team. Educating, our colleagues,

NOTE Confidence: 0.9369126

00:15:18.742 --> 00:15:19.990 educating yourselves.

NOTE Confidence: 0.9369126

00:15:19.990 --> 00:15:21.780 Again, if something like microaggressions

NOTE Confidence: 0.9369126

00:15:21.780 --> 00:15:24.110 is not something you experience regularly,

NOTE Confidence: 0.9369126

00:15:24.110 --> 00:15:25.839 learning about them and how they can

NOTE Confidence: 0.9369126

00:15:25.839 --> 00:15:27.932 manifest and how you can be an effective

NOTE Confidence: 0.9369126

00:15:27.932 --> 00:15:29.750 upstander or bystander is really important.

NOTE Confidence: 0.9369126

00:15:29.750 --> 00:15:31.760 Learning about the impact of implicit

NOTE Confidence: 0.9369126

00:15:31.760 --> 00:15:34.200 bias on care and the impact of

NOTE Confidence: 0.9369126

00:15:34.200 --> 00:15:36.270 racism in the clinical care setting.

NOTE Confidence: 0.9397341

00:15:38.310 --> 00:15:39.558 As we mentioned earlier,

NOTE Confidence: 0.9397341

00:15:39.558 --> 00:15:41.118 setting up expectations at the

NOTE Confidence: 0.9397341

00:15:41.118 --> 00:15:42.773 beginning of a rotation or when

NOTE Confidence: 0.9397341

00:15:42.773 --> 00:15:44.068 you're welcoming junior staff to

NOTE Confidence: 0.9397341

00:15:44.118 --> 00:15:45.510 the team can be very helpful.

NOTE Confidence: 0.9397341

00:15:45.510 --> 00:15:47.220 And then regularly checking in with  
NOTE Confidence: 0.9397341

00:15:47.220 --> 00:15:48.830 them and discussing these concerns,  
NOTE Confidence: 0.9397341

00:15:48.830 --> 00:15:50.510 making it clear this is something  
NOTE Confidence: 0.9397341

00:15:50.510 --> 00:15:52.430 that the team wants to help solve.  
NOTE Confidence: 0.9397341

00:15:52.430 --> 00:15:54.068 This is not an individual problem,  
NOTE Confidence: 0.9397341

00:15:54.070 --> 00:15:57.270 this is a team problem.  
NOTE Confidence: 0.9397341

00:15:57.270 --> 00:15:59.334 And it's important to make sure that all  
NOTE Confidence: 0.9397341

00:15:59.334 --> 00:16:00.949 healthcare workers know who they can go to,  
NOTE Confidence: 0.9397341

00:16:00.950 --> 00:16:01.990 who are the point people,  
NOTE Confidence: 0.9397341

00:16:01.990 --> 00:16:03.761 and who are the resources if they  
NOTE Confidence: 0.9397341

00:16:03.761 --> 00:16:05.154 don't feel like they're getting  
NOTE Confidence: 0.9397341

00:16:05.154 --> 00:16:06.888 that sort of support that they  
NOTE Confidence: 0.9397341

00:16:06.888 --> 00:16:08.610 need from their immediate team.  
NOTE Confidence: 0.9397341

00:16:08.610 --> 00:16:09.454 And lastly,  
NOTE Confidence: 0.9397341

00:16:09.454 --> 00:16:11.564 institutions should think about policies,  
NOTE Confidence: 0.9397341

00:16:11.570 --> 00:16:12.974 codes of conduct,

NOTE Confidence: 0.9397341

00:16:12.974 --> 00:16:14.846 procedures for reporting verbal

NOTE Confidence: 0.9397341

00:16:14.846 --> 00:16:16.250 mistreatment by patients,

NOTE Confidence: 0.9397341

00:16:16.250 --> 00:16:18.850 as well as signage to help promote a

NOTE Confidence: 0.9397341

00:16:18.850 --> 00:16:22.170 culture of inclusivity and support.

NOTE Confidence: 0.9397341

00:16:22.170 --> 00:16:23.700 One example of a sign that has been used

NOTE Confidence: 0.9397341

00:16:23.700 --> 00:16:25.485 at the VA mental health clinic is this one,

NOTE Confidence: 0.9397341

00:16:25.490 --> 00:16:27.230 which spells out specifically the

NOTE Confidence: 0.9397341

00:16:27.230 --> 00:16:29.729 kinds of things that won't be tolerated

NOTE Confidence: 0.9397341

00:16:29.730 --> 00:16:31.466 and notes that this is a place of

NOTE Confidence: 0.9397341

00:16:31.466 --> 00:16:33.210 healing and these kinds of things are

NOTE Confidence: 0.9397341

00:16:33.210 --> 00:16:35.050 not congruent with a place of healing.

NOTE Confidence: 0.9341315

00:16:37.170 --> 00:16:39.966 So let's review the erase framework.

NOTE Confidence: 0.9341315

00:16:39.970 --> 00:16:41.842 First, we will expect that unfortunately

NOTE Confidence: 0.9341315

00:16:41.842 --> 00:16:44.050 these events will likely continue to happen,

NOTE Confidence: 0.9341315

00:16:44.050 --> 00:16:47.450 and let's be prepared to deal with them.

NOTE Confidence: 0.9341315

00:16:47.450 --> 00:16:49.352 Second, we want to recognize the

NOTE Confidence: 0.9341315

00:16:49.352 --> 00:16:51.017 mistreatment and again make a

NOTE Confidence: 0.9341315

00:16:51.017 --> 00:16:52.707 concerted effort to consider the

NOTE Confidence: 0.9341315

00:16:52.707 --> 00:16:54.406 experiences in the viewpoints of

NOTE Confidence: 0.9341315

00:16:54.406 --> 00:16:56.128 all members on the healthcare team.

NOTE Confidence: 0.9341315

00:16:56.130 --> 00:16:59.091 The A is for addressing the situation

NOTE Confidence: 0.9341315

00:16:59.091 --> 00:17:01.980 in real time whenever possible.

NOTE Confidence: 0.9341315

00:17:01.980 --> 00:17:04.059 CS is for seeking support if you've

NOTE Confidence: 0.9341315

00:17:04.059 --> 00:17:05.783 been targeted or supporting your

NOTE Confidence: 0.9341315

00:17:05.783 --> 00:17:08.099 colleagues if you've been a bystander.

NOTE Confidence: 0.9341315

00:17:08.100 --> 00:17:10.500 And the final E is to establish and

NOTE Confidence: 0.9341315

00:17:10.500 --> 00:17:12.459 encourage a positive culture where

NOTE Confidence: 0.9341315

00:17:12.459 --> 00:17:15.224 this issue is addressed, talked about,

NOTE Confidence: 0.9341315

00:17:15.224 --> 00:17:17.834 and institutional policies are enacted

NOTE Confidence: 0.9341315

00:17:17.834 --> 00:17:20.940 to help support healthcare workers.

NOTE Confidence: 0.9341315

00:17:20.940 --> 00:17:22.662 I'd like to acknowledge my colleagues

NOTE Confidence: 0.9341315

00:17:22.662 --> 00:17:24.260 who cocreated a race with me,

NOTE Confidence: 0.9341315

00:17:24.260 --> 00:17:26.345 Doctor Callie Cyrus and Doctor

NOTE Confidence: 0.9341315

00:17:26.345 --> 00:17:27.179 Matthew Goldenberg.

NOTE Confidence: 0.9341315

00:17:27.180 --> 00:17:28.884 I'd also like to acknowledge and

NOTE Confidence: 0.9341315

00:17:28.884 --> 00:17:30.843 thank the VA Mental Health Anti

NOTE Confidence: 0.9341315

00:17:30.843 --> 00:17:33.104 Racism Coalition and the Yale,

NOTE Confidence: 0.9341315

00:17:33.104 --> 00:17:35.096 Connecticut Older Adult Collaboration

NOTE Confidence: 0.9341315

00:17:35.096 --> 00:17:36.890 for Health Coach 4M.

NOTE Confidence: 0.9341315

00:17:36.890 --> 00:17:37.330 Thank you.