

Course Description by Levels

Level 1: Unconscious Bias in the Workplace focuses on unconscious bias in the workplace. The purpose of this module describes the natural presence of unconscious bias because of the way the human brain receives and interprets information. Learners complete the Implicit Association Test in this module.

By participating in this session, learners will be able to:

- Describe unconscious bias
- Interact more authentically with peers and patients
- Determine patterns of bias
- Practice strategies and tools to mitigate the impact of unconscious bias

Level 2: Unconscious Bias in Healthcare focuses on unconscious bias in healthcare. The purpose of this module is to identify behaviors that communicate bias in a provider-patient relationship that affect the provision of quality healthcare services.

By participating in this session, learners will be able to:

- Describe how bias can reduce healthcare quality
- Recognize behaviors that can potentially communicate bias toward patients
- Discuss ways patient bias can affect providers
- Demonstrate skills for handling patients who exhibit disruptive behavior, including bias

Level 3: Unconscious in the Clinical and Learning Environment focuses on unconscious bias in clinical and learning environments. The purpose of this module is to describe how unconscious bias is manifested in clinical and learning environments, micro-aggressions, and strategies to mitigate the impact of unconscious bias.

By participating in this session, learners will be able to:

- Define unconscious bias and other related terms
- Identify how unconscious bias is manifested in clinical and learning environments
- Authentically interact with direct reports, colleagues, peers, and patients
- Apply strategies and tools to mitigate the impact of unconscious bias

Level 4: Unconscious Bias in Recruitment, Selection, and Performance Reviews focuses on unconscious bias in recruitment and selection processes including performance reviews. The purpose of this module is to describe how unconscious bias influences the objectivity of evaluating candidates for positions and during the performance review process. Learners complete the Clance Impostor Phenomenon Scale in this module.

By participating in this session, learners will be able to:

- Define relevant terms
- Distinguish patterns of bias
- Demonstrate inclusion
- Fairly evaluate others

Level 5: Provider Bias and Dealing with Patient Requests focuses on unconscious bias when dealing with patient requests. The purpose of this module is to demonstrate unconscious bias when dealing with patient requests based on race, gender, faith, cultural backgrounds, and other social constructs. Additionally, this level analyzes the clinical environment in the patient-provider relationship.

By participating in this session, learners will be able to:

- Discuss how a patient's bias affects providers and staff interactions in relation to communication and treatment options
- Apply strategies to improve patient-provider interactions
- Prepare for unintended consequences
- Evaluate techniques and protocols used to support providers and employees

Level 6: Collecting Sexual Orientation and Gender Identity Data in the Electronic Health Record (EHR) focuses on unconscious bias when collecting sexual orientation and gender identity (SOGI) data in Electronic Health Records. This module explains stigma and illustrates how to communicate effectively with patients from the lesbian, gay, bisexual, and transgender (LGBT) community when providing health care services.

By the end of this module, learners will be able to:

- Understand the intersection of stigma, bias, and health among Lesbian, Gay, Bisexual and Transgender Health (or LGBT) population.
- Use terminology commonly used to identify to describe LGBT persons.
- Use evidence-based resources to help care for LGBT persons.
- Appropriately collect sexual orientation and gender identity data in the electronic health record.
- Effectively communicate with LGBT patients when providing health care services.

Level 7: A Deeper Look into Employee Discrimination and Harassment focuses on discrimination and harassment in the workplace and learning environment. The purpose of this module is to provide learners with the tools and skills to interpret and evaluate harassment, and all forms of discrimination, in the workplace.

By the end of this module, learners will be able to:

- Explain elements of federal laws and institutional policies
- Identify negative and discriminatory behavior
- Define sexual/gender harassment
- Identify behaviors that might be considered harassment
- Respond appropriately to harassment and discrimination in the workplace

Level 8: Responsiveness to Linguistic, Identity, and Cultural Needs focuses on responding to linguistic, identity and cultural needs of patients. The purpose of this module is to explain how to reduce disparities and identify access points to public and community services that are culturally and linguistically appropriate.

By participating in this session, learners will be able to:

- Describe culture
- Describe identity
- Learn the importance of language access in health care
- Learn the strategies to communicate effectively across cultures and languages

Level 9: Leadership, Influencing, and Communicating Change focuses on leadership, influencing and communicating change. The purpose of this module is to provide current and aspiring leaders with knowledge to apply new skills to effectively influence and communicate culture change.

By the end of this module, learners will be able to:

- Gain knowledge and understanding of leadership models and motivating others
- Recognize leadership is a lifelong learning process
- Demonstrate an understanding of group dynamics and teamwork
- Distinguish ways to adjust leadership style
- Develop skills to communicate change
- Enhance awareness of ethical leadership

Level 10: Diversity and Inclusion Management, Metrics, and Accountability focuses on diversity and inclusion management, developing realistic metrics and accountability systems. The purpose of this module is to provide qualitative and quantitative metrics for measuring the progress towards diversity goals, and accountability to formulate and implement strategies within the organization.

By participating in this session, learners will be able to:

- Explore ways to improve organizational or departmental culture
- Apply change management strategies to create diverse learning and work environments
- Identify competencies to inspire others and build relationships to navigate priorities, opportunities, and potential challenges
- Identify resources and tools to improve efforts toward increasing diversity capacity