



Trinity Health
Of New England

Caregiving Meets Aggression

A Moral Dilemma for Healthcare Providers

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Objectives

1. Define micro aggressions in the healthcare setting
2. Discuss the impact of bias
3. List 3 ethical considerations in care provision
4. Discuss moral injury
5. Identify interventions to manage the impact of bias between the patient and a healthcare provider

Racism

- “Discrimination or antagonism against a person because of their membership in a particular group”
- Racism and oppression have marginalized certain minority groups
- Cultural and social norms affect attitudes toward people
- Perceptions and understandings can become internalized as beliefs
- Racism can manifest as a blatant discriminatory act or through micro aggression

Racism

- The inability to talk about race, racism; individual and structural, led to the term “micro aggression.”
- Dr. Chester M. Pierce-African American Psychiatrist-coined the term in the 1970’s
- Enabled the conversation on harm caused to nondominant groups

Microaggression

- Behavioral indignities
- Goal is to disempower the targeted person
- Intentional and unintentional
- Hostile and derogatory communication
- Negative attitudes toward marginalized groups



Types of Microaggressions

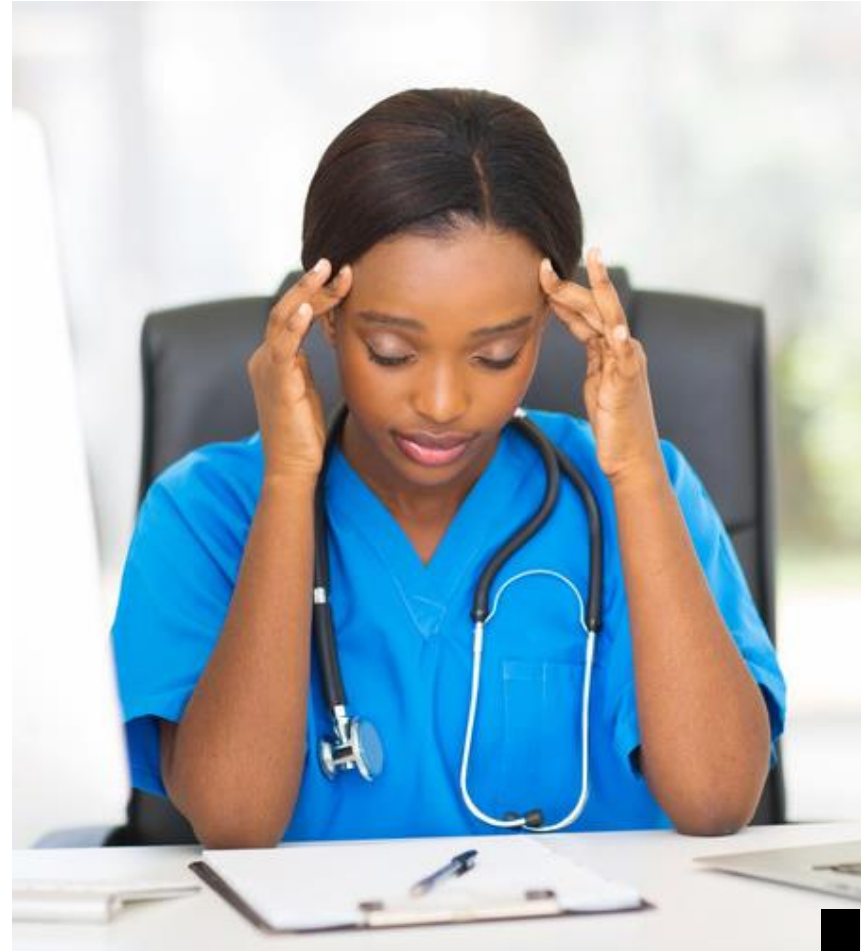
Micro assaults

Microinsults

Micro invalidations

Micro assaults

- Physical, verbal or non-verbal discriminatory communication that the targeted person is of lesser value
- “Why can’t you people ever listen?”
- Why do I get the dumb Black/Brown nurse?”



Microinsults



Insensitive and disparaging comments about a persons' racial identity or background

“Are you really a doctor?”

“Are you really a nurse?”

“Did you really go to school?”

“Are you here because of affirmative action?”

“Your English is not so bad.”

“Do you like watermelon? I don't.”

Microinvalidations

- Dismissive and exclusion practices
- Negate, neutralize or deny experiences of the targeted group
- “I like my Confederate flag t-shirt. Don’t you?”
- “Back in the day, women cared about raising children and stayed home!”
- “I don’t see color when I look at you”
- “You can succeed in America as long as you work hard!”

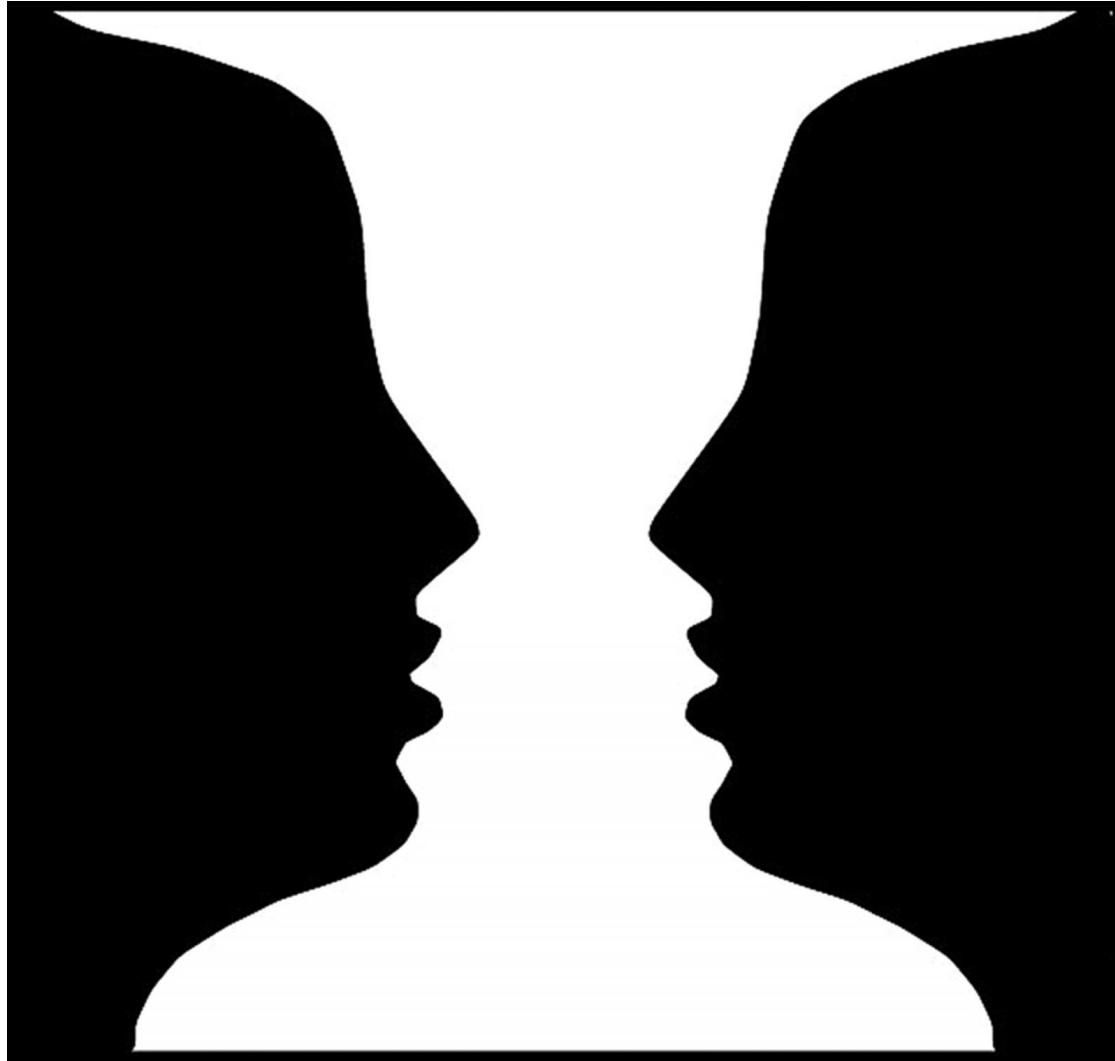
Microaggressions

- Can be ambiguous, complex and multidimensional
- How do you characterize a microaggression rooted in unconscious bias that the suspect is not consciously aware of?
- Opportunity for further investigative research

What is Bias



What do you see?

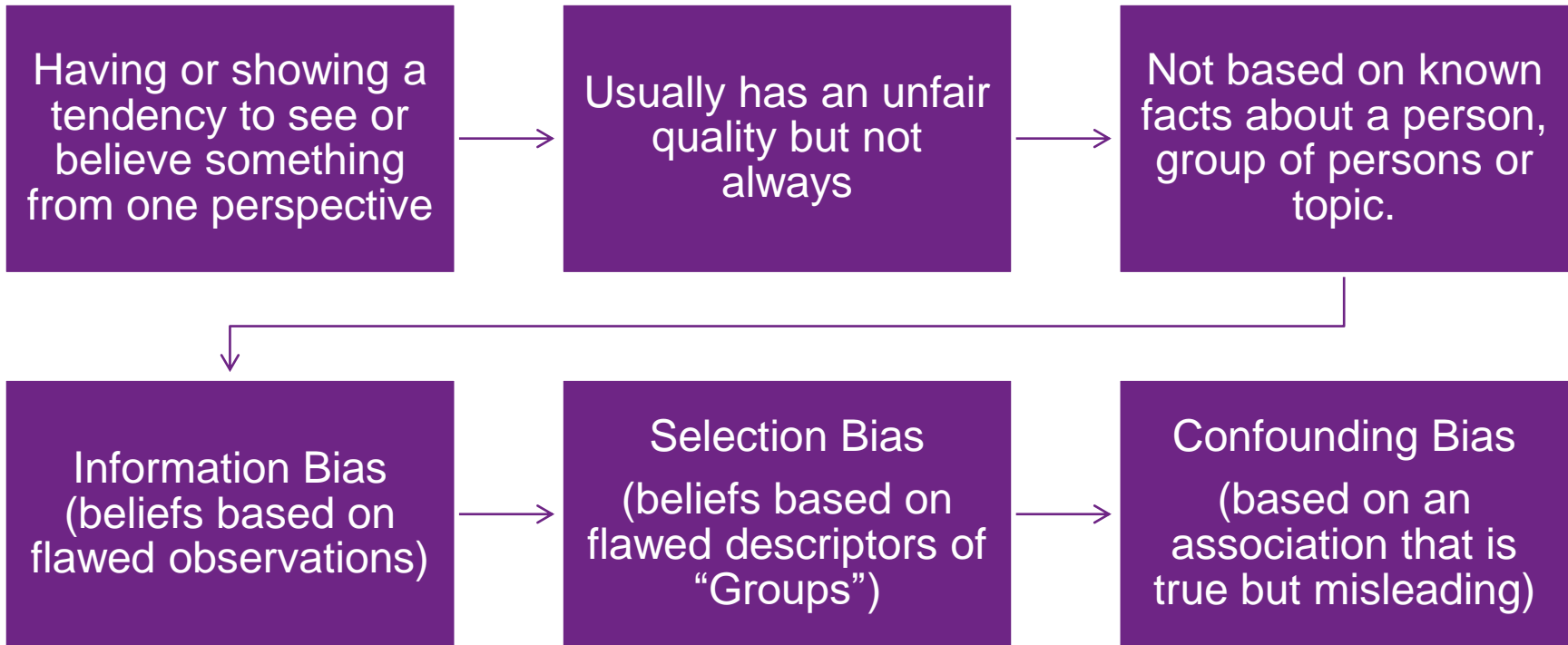




What do you see?

How is this connected to bias?

Bias



Impact of Bias in a Healthcare Setting

- Affects attitudes and stereotypes in the healthcare relationship; patient to caregiver, caregiver to caregiver, caregiver to leader
- Affects healthcare outcomes
- Medical and medication errors
- Negative impact on job satisfaction
- Negative impact on ability to fulfill role responsibilities
- Staffing
- Upward mobility for the clinician

Effects of Microaggression

- Anger
- Frustration
- Exhaustion
- Depression
- Physical symptoms: GI, HAs, chest pain
- Feelings of mistreatment and exclusion
- Feelings of pressure to “represent” their group or suppress their own cultural norms to not be judged

Ethical Considerations

- Respect for patient autonomy (informed consent and shared decision-making)
- Voluntary participation
- Do No harm (nonmaleficence)
- Only assess relevant components of care
- Justice (being impartial and fair)
- Beneficence (charity, mercy and kindness)
- Self discipline

Moral Injury

- When someone engages in, fails to prevent, or witnesses acts that conflict with the values and beliefs of the healthcare provider
- Causes burn out in healthcare providers
- Can lead to anger, depression, anxiety, insomnia, sense of betrayal



Action

Acute Stress Response



Response

- ***Do nothing***: most common, comments in the workplace are pervasive and subtle, can be emotionally draining to confront
- ***Immediate Response***: Risky approach, important component in correcting behavior, can cause label of “angry black or other minority group person” or “defensive”
- ***Respond later***: risk lies in time lag, can allow the perpetrator to minimize action, the caregiver can be deemed petty or resentful

Framework for Response

- Inquire
- Paraphrase
- Reframe
- Express the impact of the statement
- Re-direct the conversation
- Ask strategic questions
- Re-visit the original micro aggression act or statement

Framework for a Response



- Have your grits!
- Gather
- Restate
- Inquire
- Talk it Out



#1 NEW YORK TIMES BESTSELLER

Jodi Picoult

AUTHOR OF *LEAVING TIME*

small great things

a novel

Conclusion

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4. Discussed moral injury
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References

- <http://www.who.int/violenceprevention/publication/en/index.html>
- Cruz, D., Rodriguez, Y., Mastropaolo, C., (2020), Perceived Microaggressions in Healthcare; A Measurement Study.
- Washington, E.F., Birch, A.H., Roberts., (2020), When and How to Respond to Microaggressions
- Sue, D.W., (2010), Microaggressions in Everyday Life: Race, Gender and Sexual Orientation.



Questions are the path to learning

*Thank
You*