Inclusivity Roundtable:
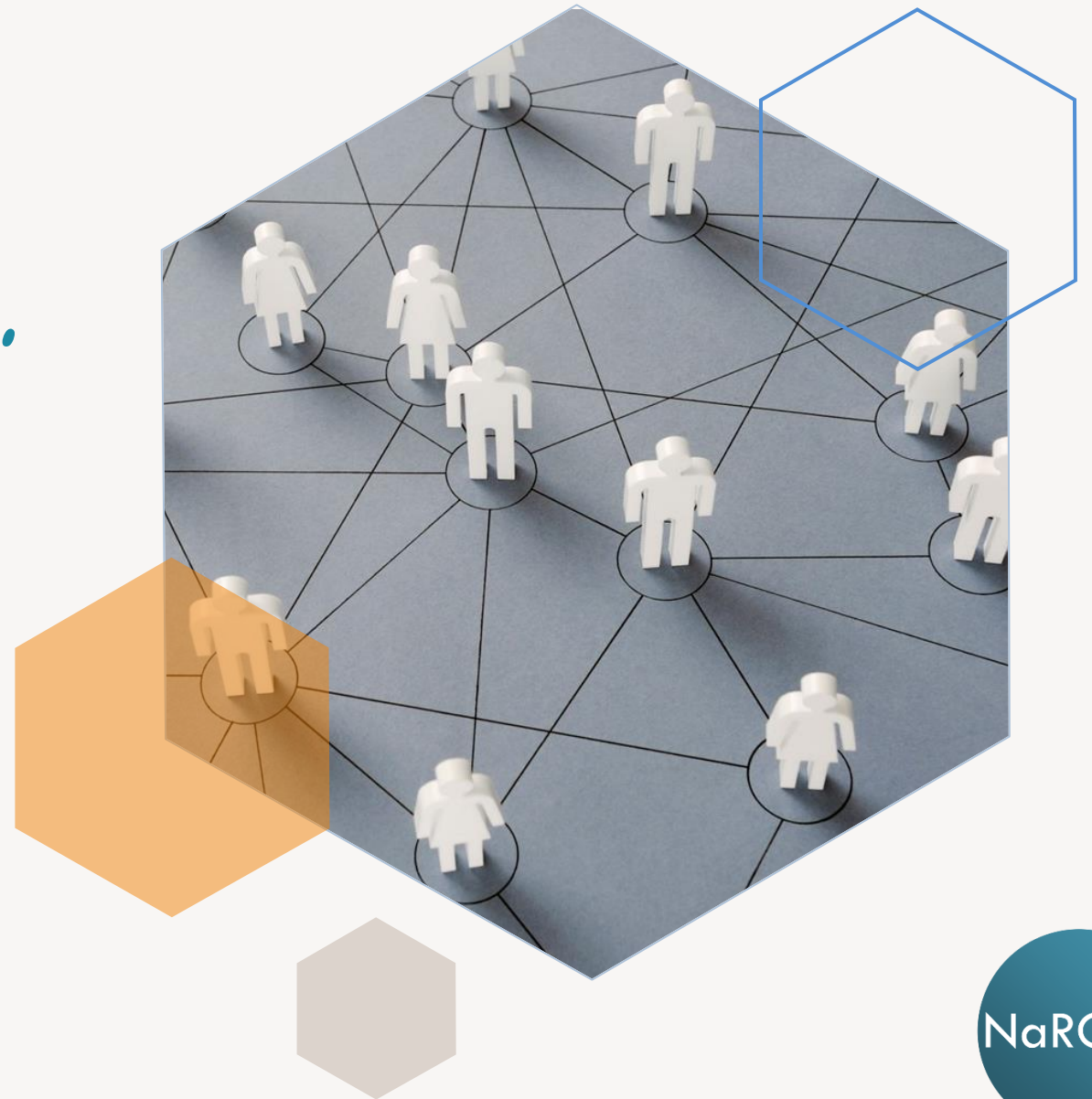## "WE ASK, YOU ANSWER"

National Resource Center for Academic Detailing

Boston Medical Center

NaRCAD

Today's Facilitators

Bevin K. Amira

Deputy Director

**Anna Morgan-Barsamian
MPH, RN, PMP**

Senior Manager,
Training & Education

Aanchal Gupta

Program
Coordinator

NaRCAD

NaRCAD's Role

- **Making intentional space** for our community to discuss these issues

- **Providing resources** and **fostering connections** for the detailing community to be collectively **empowered to address clinician stigma**

- **Setting realistic expectations** about detailers' roles in **navigating clinician stigma**

GOALS

❖ **Explore the challenges** of healthcare stigma in detailing

❖ **Co-create scripts** in a breakout session with peers

❖ **Reflection**/Q+A Session

NaRCAD

Level Setting

Type in the chat box →

When patients are stigmatized in healthcare settings, what's the effect on the patient?

NaRCAD

Level Setting

Type in the chat box →

You're detailing a clinician who uses stigmatizing language about their patients.

As the detailer, how do you feel?

NaRCAD

Data in Review: NaRCAD's Stigma Focus Groups

2 Focus Groups
- 2-hour sessions

10 Participants:
- 5 per focus group

Clinical Topics:
- Opioid safety, substance use disorders, HIV prevention, pediatrics, mental health, diabetes, and chronic illness

NaRCAD

Focus Group Themes

Clinician denial of the impact of the clinical topic on the patient population:
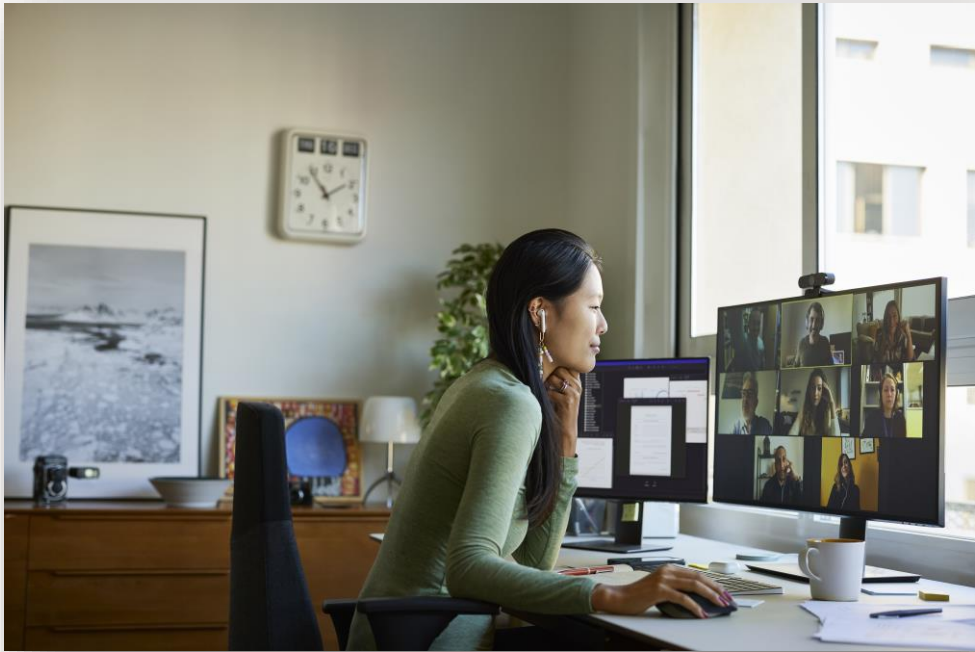- "I don't have **those kinds of patients**."
- **That** doesn't happen in my practice."

Clinician resistance to clinical change:
- "I don't want **those kinds of patients** here."
- "I **don't want to be known** as the 'gay' doctor."

Clinician concern of **"enabling" patient behaviors**

Clinician **discomfort discussing certain clinical topics** with patients (e.g., sexual history, substance use, etc.)

NaRCAD

Detailer Reactions to Clinician Stigma

- Feeling **uncomfortable**

- **Freezing**/being caught off guard

- Anger

- Shock

- Defensiveness

NaRCAD

Supportive Resources Brainstormed by Focus Groups

- Additional **role play**

- Connecting with **peers**

- **Self-assessment** tools

- Resources for **leadership buy-in**

- Recent **literature**

- **Pre-visit surveys** for clinicians

- **Conference** presentations

- **Scripting** tools

NaRCAD

Help Us Help You:
Write the Script

Breakout Groups:
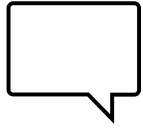# Workshopping Potential Challenges and Solutions

➢ A space to **share solutions** and identify usable resources **with peers**

➢ **Encourage** others to share ideas

➢ Having trouble **starting the conversation?** Have everyone introduce themselves/speak in alphabetical order!

NaRCAD

Breakout Groups

- **Review the examples of stigmatizing comments below. <u>Come up with 2 responses to each comment.</u>**

    1. **"I can't believe patients keep coming back without having lost weight. They're clearly not trying hard enough, and not making healthy food choices."**

    2. **"I don't want those patients at my practice. They're so difficult to handle and are really just looking for another opioid prescription. Treatment won't work for them."**

    3. **"I'm so tired of keeping up with all these different pronouns. You're either a man or a woman. It gets in the way of providing care."**

    4. **"I don't need to use an assessment tool. I can always tell when someone's at high risk of contracting HIV."**

NaRCAD

Remember

The discussion questions will be available to view in your **chatbox**

Turn your video on for the breakout session if you're able to

Request help from the host if you need assistance from the NaRCAD team

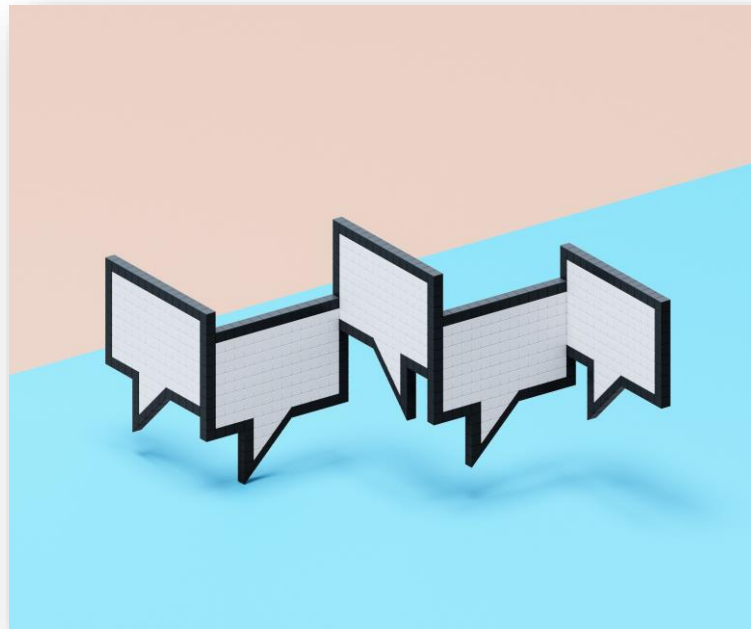*We'll see you in 25 minutes!*

NaRCAD

Real Time Script Creation

Sharing with the Group

Type in the chatbox:

Script 1: The Fat-Phobic Clinician

"I can't believe patients keep coming back without having lost weight.
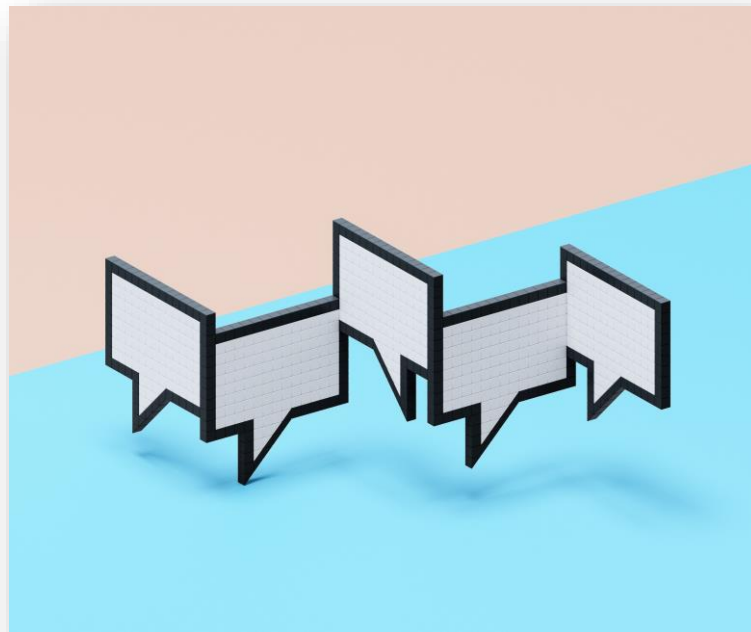They're clearly not trying hard enough, and not making healthy food choices."

NaRCAD

Sharing with the Group

Type in the chatbox:

Script 2: Substance Use Stigmatizer

"I don't want those patients at my practice. They're so difficult to handle and are really just looking for another opioid prescription.
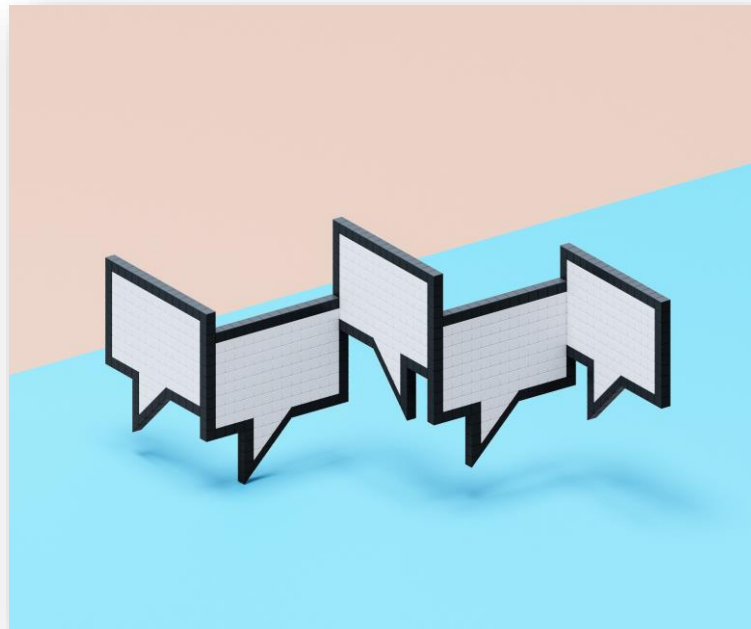
Treatment won't work for them."

NaRCAD

Sharing with the Group

Type in the chatbox:

Script 3: The Close-Minded Clinician
"I'm so tired of keeping up with all these different pronouns.
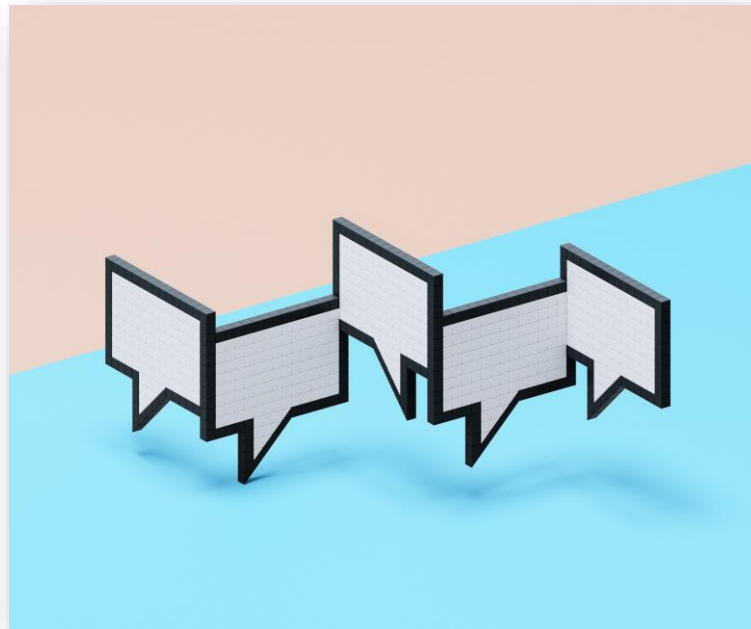You're either a man or a woman. It gets in the way of providing care."

Sharing with the Group

Type in the chatbox:

Script 4: The Presumptuous Clinician

"I don't need to use an assessment tool.

I can always tell when someone's at high risk of contracting HIV."

NaRCAD

Congrats!

You're Officially an Inclusivity Toolkit Author

NaRCAD

HEALTHCARE INCLUSIVITY TOOLKIT FOR DETAILERS

GETTING STARTED:
Educational Tools & Materials

Understanding and addressing resources related to:

-Implicit bias
-Cultural humility
-Communication strategies
-Best practices from our community

EXPLORE

ADVANCED STUDY:
Clinical Topic-Specific Resources

Exploring clinical topic-specific stigma related to:

-Substance use disorders
-HIV prevention
-Mental health

LEARN MORE

NaRCAD