

To Intentionality and Beyond

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Beyond what? WHY?

- *Becoming intentional about our bias/microaggressions*
- *Becoming intentional about equity within systems*
- *Becoming intentional about inclusiveness with families may contribute to higher engagement and retention*
- *Modeling within our leadership teams can create a virtuous cycle where the culture continues to feed itself*
- *Beyond a verbal commitment –making it tangible*

- Inclusion
- Intentionality
- Diversity
- Intersectionality
- Politically correct
- Microaggression
- Safe “Brave” Space
- Ally

Today's discussion: Implicit Bias

The Impact on EI,
EHDI and providers

“There is the
intention, and then
there is how you show
up.”

Why are we so passionate about this topic: Otherness, Microaggressions and Advocacy



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To truly overcome our implicit bias, to become more intentional, and to seek the beyond, one must be willing to engage in *transformative learning*.



- Four Main Components of Transformative Learning:
 - Disorienting dilemmas
 - Critical assessment and examination of assumptions
 - Acquisition of new knowledge of implementation of plans
 - Exploration of options and plans

Derived from Mezirow's Transformative Learning Theory

Implicit Bias

- Refers to attitudes or stereotypes that affect our understanding, actions, and decisions in an UNCONSCIOUS manner
- Favorable and unfavorable
- It's a universal phenomenon. We ALL have them.
- Develop over the course of a lifetime—very early age through exposure to direct and indirect messages
- Media and news programming reinforce our implicit biases

Implicit Bias (continued)

- *Implicit biases do not necessarily align with our declared beliefs*
- *Tend to hold implicit biases that favor our own in-group*
- *Implicit biases can change*

Discussion: Where do you think we see examples of in-group?



But wait...is implicit bias real?

- *Health Care*
 - *Evidence that marginalized groups are susceptible to health care disparities when a provider exhibits bias (Como et al, 2019)*
 - *Treatment recommendations (for dental care) differ based on whether a patient is white or a person of color (Plessas, 2019)*
 - *Most health care providers appear to have positive implicit bias towards white people and negative implicit bias towards people of color (Hall et al, 2015)*
- *Recruitment*
 - *Which groups of people experience the most bias in terms of hiring: take a guess??*
- *Communication Modality*
 - *Updated JCIH guidelines recommends informing parents of all communication opportunities*

Microaggressions

*Putting our biases into something actionable and not in a good way.

- Indignities whether intentional or unintentional
- Communicate hostile, derogatory or negative slights
- Brief and commonplace
- Verbal, behavioral and environmental

<https://youtu.be/DWynJkN5HbQ>

“What Kind of Asian Are You”



You Tube
COMEDY WEEK

Examples of Microaggressions:

Microaggressions:

- No, where are you really from?
- You speak good English/You are so articulate
- You have good speech
- I don't see color/I'm colorblind
- They should get services in

Messages

- You are not American
- You aren't from here
- Speech = success
- Denying individual racial/ethnic experiences
- Their home community isn't going to be able to help.

Statements or Actions Reflective of Bias

- “I’m sorry, but....”
- That’s an ‘ugly’ audiogram
- Placing a box of tissues in front of the parents prior to giving results
- “He only has a mild hearing loss and will have full access to speech while aided. He does not need to learn how to sign.”
- Vanilla families
- The family has no showed an appointment, an IEP meeting or cancelled a visit last minute. They must not value my time.

Engaging in Critical Assessment: Vulnerability

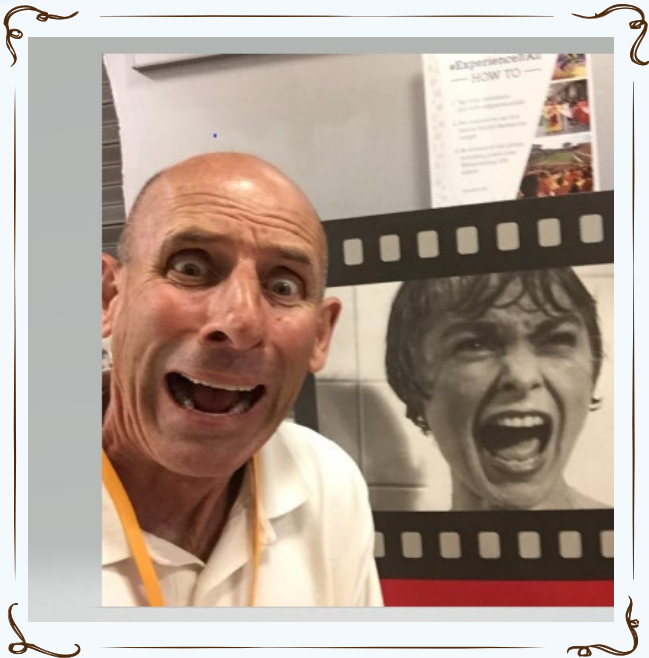
How Have You Experienced Implicit Bias and Microaggression?

How Have You Promoted Implicit Bias and Microaggression?

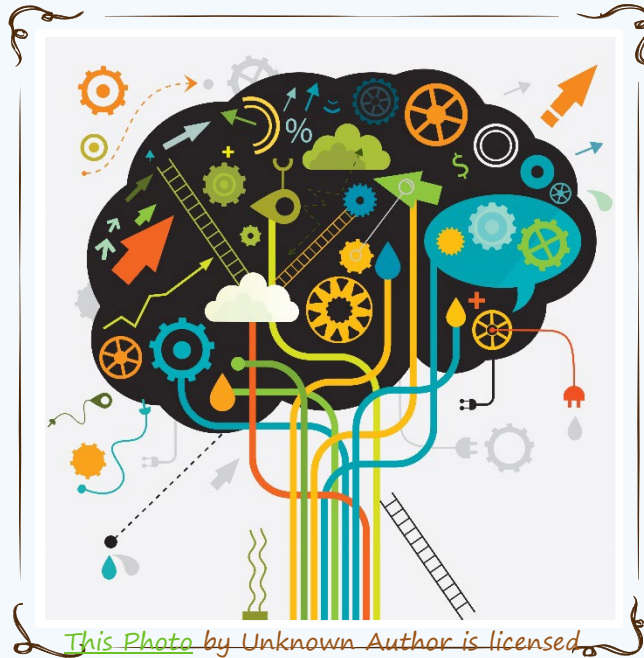


“
Where there is
discomfort, there
is an opportunity
for growth.
—

Strategies to use starting today:



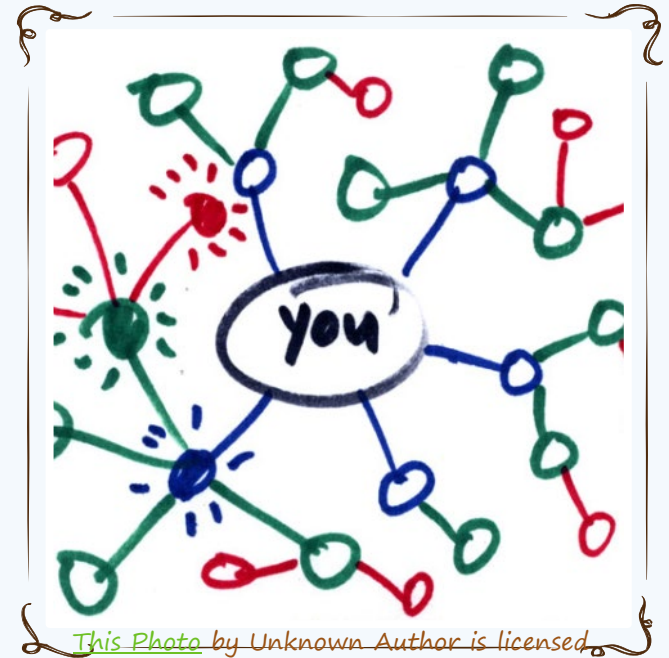
An accountability buddy—someone other than your usual “five” people



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Neuroplasticity to the rescue

Recognize the stories your brain might be making up and be willing to change your narrative



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A conscious new connection

Get comfortable with being uncomfortable

Resources

- Harvard Implicit Association Test (IAT)
- *Blink* (Malcolm Gladwell)
- *Waking Up White: Finding Myself in the Story of Race* (Debbie Irving)
- *The New Jim Crow: Mass Incarceration in the Era of Color Blindness* (Michelle Alexander)
- *9 Types of Unconscious Bias and Shocking Ways They Affect Your Recruiting Efforts* (socialtalent.com)
- TED Talk: *How to Overcome Our Biases... Walk Boldly Toward Them* (Verna Myers)
- <https://projects.seattletimes.com/2016/under-our-skin/#>



THANK YOU!

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