

OHSU - Case Scenario

The house-officer on call responds to a call to evaluate a patient. Upon evaluation the nurse of the patient notices that the resident along with their name badge are wearing a thin blue line symbol.

The nurse does not address the resident directly. However the nurse writes a letter the next day sent to EVP of the University expressing their concern of the inappropriateness of the badge/ message.

Symbolism



Defining

The "thin blue line" is a term that typically refers to the concept of the police as the line which keeps society from descending into violent chaos. The "blue" in "thin blue line" refers to the blue color of the uniforms of many police departments

Symbolism—differences of thought + misperception + stereotype = CONFLICT

B.E.G.I.N Framework

First, take a BREATH to calm yourself, to consider your choices for responding.

BEGIN WITH EMPATHY and suspend judgment. If addressing a patient you could start with “It must be really tough being in the hospital.” Or, “I can imagine it’s been tough for you lately, with all the stress you’ve been under.”

STATE THE GOALS, THE VALUES CLEARLY. “Here at OHSU, treat each other and our patients with respect and dignity, and we ask the same of you.”

INQUIRE: Explore the root of the problem. “Help me understand...”

ENGAGE TOWARD THE COMMON GOAL. “Let’s focus on what brought you here today.” Or, “What do we need from each other to move forward?”

Addressing the “Offender”

Align your action and tone with the goal of de-escalating any possible tension, if any:

When addressing the person offending another, make it “**BIFF**”:

- **Brief** – Keep it simple, avoid conflict
- **Informative** – Say the minimum necessary to inform on the impact of the behavior or to correct inaccurate statements. Avoid unnecessary corrections/information
- **Friendly** – Be non-threatening (not necessarily “warm and fuzzy”). Avoid accusations and negative characterizations
- **Firm** – Be clear and aim to bring closure to the interaction. No need to respond to further engagement unless it is positive and constructive

OHSU policy on Wearing Symbols

Overall as a policy all symbols to be worn at OHSU campus need to be approved by the Marketing Office

Operationalizing:

- Build awareness
- Policies

Case Study

A preeminent surgeon is invited for Grand Rounds. During their presentation racist remarks are made including equating unruly hair to Afro hair and the Civil War being called the War of Northern Aggression

Discussion Points

- How would you address this discriminatory remark?
- How would you prevent this from happening in the future?

The name "War of Northern Aggression" has been **used to indicate the Union as the belligerent party in the war**. The name arose during the Jim Crow era of the 1950s when it was coined by segregationists who tried to equate contemporary efforts to end segregation with 19th-century efforts to abolish slavery

OHSU policies and Resources

- OHSU Code of Conduct & AAEO
- Discrimination, Harassment, & Retaliation: Policy No.03-05-048
- Equal Opportunity Complaints: Policy No. 03-05-050
- Harassment: Policy No. 03-05-032
- Sexual Harassment: Policy No. 03-05-035
- Requests for, or Refusals of, Health Care Professionals with Specific Characteristics Professionals with Specific Characteristics: Policy HC-RI-133-POL –
- Affirmative Action Goals: Employment: Policy No. 02-05-50025

Survey

Please complete the following brief survey to assess your learning from today's session and provide feedback on your experience.

1. Open camera app on your phone
2. Point your phone at the QR code to scan it
3. Tap the pop-up banner/link and fill the brief survey

Thank you!!

