



Addressing Bias in the Learning Environment: Active Bystander Strategies

Creating a Culture of Civility

PRESENTED BY: School of Medicine

SoM Diversity Statement

- We strive to **build and sustain a multicultural and diverse community** because this is a reflection of the fundamental values of the OHSU School of Medicine.
- We welcome and consider a wide range of **life experiences** as part of diversity, including rural heritage, economic background, sexual orientation, culture and belief systems, and hardships accessing educational opportunities.
- We seek to diverse community of faculty, students and staff immeasurably **enriches our learning environment** and helps us move closer to a future in which our community of health care providers mirrors the diversity of our patients.

SoM Mission, Vision and Values:

- **Mission:** To create a culture that honors and fosters diversity and equity as fundamental to the pursuit of excellence in education, research, clinical practice and community service and the elimination of health disparities.
- **Vision:** That every SoM community member commits to personal growth; lifts up the voices and ideas; is accountable, fair and transparent, and models the innovation and positive impact that is possible when we embrace and advance diversity, equity, inclusion and anti-racism.
- **Values:** We ground ourselves in three values: Belonging, Inclusive, Empowerment.



Becoming an Active Bystander





Introduction to Definitions:

What is a bystander?

Someone **who witnesses** or is made aware of behavior, language, or situations that are or could be inappropriate or harmful.

What is an active bystander?

Someone **who intervenes** to stop, assist or constructively address inappropriate or harmful behavior, language or situation/s.



Culture Change requires:

To fight bias, harassment, discrimination, racism and other isms we all need to recognize and name these attitudes and actions. Plus...

- We need to practice and model tolerance, respect, open-mindedness, and support each other.
- We need to be open to identifying and controlling our own implicit biases and those of others



Framework & Strategies (4D's):

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 with a patient or colleague, “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?”



Introduction to Strategies

The 4 “D’s”

1. Direct
2. Delegate (Get help)
3. Distract and defuse
4. Delay (Follow-up)



Direct

Assess your safety first. Verbally address one or more of the people in the situation. Use “ I” Statements and be specific. Be clear, firm in a non-escalating manner. Name what is happening or confront the offender in the moment.

Examples:

- Be direct with the transgressor, if this involves yourself or someone else
- Articulate that you think the comment, joke or behavior is offensive
- Ask someone who seems uncomfortable or unsure if they are ok
- * The approach may differ if in person or virtual



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 (empathy).
- **Firm** – Be clear and aim to bring closure to the interaction. No need to respond to further engagement unless it is positive and constructive.



DISTRACT and DEFUSE

Neutralize tension by distracting or interrupting before things escalate.

Examples:

- Go stand next to the person who is targeted or invite the person to exit the situation with you
- Drop a personal item or pretend you've lost an item and ask for assistance
- Interrupt and/or re-direct



DELEGATE

Ask for assistance, a resource, or help from a third party.

Examples:

- Get a colleague to DISTRACT while you find someone to delegate to.
- Speak to someone nearby who might be in a better position to intervene.



DELAY and FOLLOW UP

When things happen so quickly and you find you can't or don't intervene, you can wait, make a plan, and address the situation as soon as possible.

Examples:

- Contact those involved or present - offer feedback on the behavior
- Offer support and resources
- Propose a change that would address or prevent future similar incidents
- Report the matter to a leader you trust, OCIC or other parties as instructed by OHSU policy and protocol.



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Thank you for doing your part!

