PennState Health

PATIENT BIAS PREVENTION POLICY AND STRATEGY FORUM

HOSTED BY PENN STATE HEALTH

DEC. 9, 2020
1 - 5 p.m. EDT

Register in advance here

A Zoom link will be sent upon registration.

In 2017, Penn State Health became one of the first health care systems nationwide to establish an official anti-bias policy that protects providers when patients make requests based in discrimination.

Join leaders from Penn State Health, along with medical professionals from across the Country, to discuss the need to address patient bias prevention, lessons learned, ethical considerations of patient bias policies, and much more.

If you have questions or require accommodation of a disability to participate, please contact: diversity@pennstatehealth.psu.edu

FEATURING:

Lynette Chappell Williams, JD (she/her/hers)
Penn State Health
Penn State College of Medicine

Peter Dillon, M.D.
Penn State Health

Sharonne N. Hayes, M.D., FACC, FAHA
Mayo Clinic

Brian McGillen, M.D.
Penn State Health Medical Group

Linda Chaudron, M.D., M.S.
University of Rochester

Megan Johnson Shen, Ph.D.
Weill Cornell Medical College

Rosalyn Carpenter
Commonspirit

Emily Whitgob, M.D.
Santa Clara Valley Medical Center

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WEDNESDAY, DEC. 9, 2020 | 1 – 5 P.M. EDT

AGENDA

1 – 1:05 PM: WELCOME AND OVERVIEW OF PROGRAM

Lynette Chappell Williams, JD (she/her/hers)
VP and Chief Diversity Officer, Penn State Health; Associate Dean of Diversity and Inclusion, Penn State College of Medicine

1:05 – 1:10 PM: THE WHY? THE NEED TO ADDRESS PATIENT BIAS PREVENTION

Peter Dillon, M.D.
Executive VP & Chief Clinical Officer, Penn State Health

1:10 – 2 PM: LESSONS LEARNED FROM DEVELOPING PATIENT BIAS PREVENTION POLICIES: OUR COLLECTIVE EXPERIENCES

Sharonne N. Hayes, M.D., FACC, FAHA
Professor of Cardiovascular Medicine, Director of Diversity and Inclusion, Mayo Clinic

Brian McGillen, M.D.
Staff Physician – Hospitalist, Penn State Health Department of Medicine

Linda Chaudron, M.D., M.S.
Director, Paul M. Schyve, MD Center for Bioethics; Professor, Psychiatry, Pediatrics, Obstetrics and Gynecology, University of Rochester School of Medicine and Dentistry; Professor of Clinical Nursing, University of Rochester School of Nursing

2 – 2:25 PM: RACIAL CONCORDANCE: WHEN A DIVERSE PATIENT WANTS A DIVERSE PROVIDER

Megan Johnson Shen, Ph.D.
Assistant Professor of Healthcare Policy and Research, Healthcare Policy and Research, Weill Cornell Medical College

2:25 – 3:15 PM: BEYOND PHYSICIANS: APPLYING THE PATIENT BIAS POLICY INCLUSIVE OF ALL CAREGIVERS AND PROVIDERS

Rosalyn Carpenter
Senior Vice President, Chief Diversity Officer, Office of Diversity, Inclusion, Equity & Belonging, Commonspirit

Emily Whitgob, M.D.
Developmental-Behavioral Pediatrician, Santa Clara Valley Medical Center

3:15 – 3:30 PM: BREAK

3:30 – 4:15 PM: BREAK OUT DISCUSSIONS

- *Strategies for creating and gaining support for a patient bias policy*
- *Ethical considerations of patient bias policies*
- *Patient satisfaction scores and provider support*
- *Next steps when the patient vs. the patient's family member or visitor has engaged in bias, including patient dismissal*
- *Balancing racial concordance and patient bias prevention policies*

4:15 – 4:55 PM: WHAT WE LEARNED FROM THE BREAK OUT DISCUSSIONS

4:55 - 5 PM: CLOSING