



New England (HHS Region 1)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

New England Mental Health Technology Transfer Center (New England MHTTC)

SAMHSA #1H79SM081775-01

Yale Program for Recovery and Community Health
in partnership with
C4 Innovations, Harvard University Department of Psychiatry,
and the Center for Educational Improvement

Research

**Racial Equity and
Advancing Cultural
Humility for
Organizational Change**

Diversity Talk

Housekeeping Information



Participant microphones will be muted at entry – you will be able to unmute during the discussion portion of our webinar.



Closed captioning is available for this event. Click on the closed captioning (CC) icon at the bottom of your Zoom screen to select a transcription option.



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If you have questions during the webinar, please use the chat or use the “raise hand” feature during discussion to have your microphone unmuted.



If you have questions after this session, please e-mail: newengland@mhttcnetwork.org.

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At the time of this release, Dr Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred. This work is supported by grant #1H79SM081775 from the DHHS, SAMHSA.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED AND
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Welcome to Our REACH for Organizational Change Learning Community

Our Goal:

To provide practical guidance, hands on learning opportunities, and expert training and technical assistance supporting agencies and organizations on the journey toward equitable practices in behavioral health treatment, recovery, and care.



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The New England MHTTC is a culturally responsive organization committed to advancing health equity so that everyone has a fair and just opportunity to be as healthy as possible.

Diversity Talk

An Opportunity to Extend Our Conversation

To support engagement, we invite attendees to join our Diversity Talks—value-added opportunities for small group conversations and team building efforts around ways to develop action plans for your agency/organization to ensure racial equity and advance cultural humility in your work.





**REACH Session:
The Impact of Implicit Bias on
BIPOC Populations**

January 26, 1:00 p.m. – 2:30 p.m.

- **Welcome and Speaker Introduction**
Maria E. Restrepo-Toro, Co-Director
New England MHTTC

Janan Wyatt, Ph.D., Yale School of
Medicine, Psychiatry Department
- **Featured Presentation**
Jessica Isom, MD, MPH, Attending
Psychiatrist, Codman Square Health Center,
Clinical Instructor, Yale University
- **Breakout Session Discussions**
- **Session Wrap up**



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Diversity Talk: *A Roadmap to Reduce Racial and Ethnic Disparities*

Featured Speaker: Jessica Isom, MD, MPH





POLL QUESTION

Did you attend the previous seminar with Dr. Isom-
“The Impact of Implicit Bias on BIPOC Populations”?

- A. Yes
- B. No

Equity Mindedness



An equity-minded approach addresses each of these barriers by:

- Adopting racial consciousness
- Committing to an awareness of how understandings, language and behaviors negatively impact racially and ethnically marginalized colleagues, staff, and patients
- Willingness to be accountable to history and its consequences by taking responsibility for eliminating inequities
- Understanding of structural contributions to inequities in medicine

Reducing Racial Disparities



- 1) Link quality and equity
- 2) Create a culture of equity
- 3) Diagnose the disparity
- 4) Design the intervention
- 5) Secure buy-in
- 6) Implement and sustain change

A Roadmap to Reduce Racial and Ethnic Disparities in Health Care was authored by Amanda R. Clarke, MPH; Olivia L. Vargas, BA; Anna P. Goddu, MSc; Kevin W. McCullough, MJ; Rachel DeMeester; Scott C. Cook, PhD; Mona El-Shamaa, MPH; and Marshall H. Chin, MD, MPH.





Appendix: Best Practices to Reduce Disparities

Finding Answers: Disparities Research for Change

Finding Answers:
Disparities Research for Change



Robert Wood Johnson Foundation

Practice	Rationale	Possible Strategies	Outcome
Collect and stratify race, ethnicity, and language (REL) data in tandem with other equity efforts	REL data is an important part of reducing disparities, but it is not necessary to put all equity efforts on hold until REL data is available.	Use qualitative methods (e.g., surveys, interviews) to identify disparities if quantitative data isn't available. Continue to foster a culture of equity across the organization while REL data collection is in progress.	Disparities efforts are not stalled. The organization is primed to address disparities once REL-stratified data is available.
Foster a culture of equity	Success is more likely if staff recognize that disparities exist within the organization and view inequality as an injustice that must be redressed. 	Share feedback with providers and incentivize disparities reduction. Include equitable health care as a goal in mission statements. Build a work force that reflects the diversity of the patient population. Institute a Community Advisory Board and develop ties with community-based organizations.	Staff, patients, and community members share a definition of equitable care and value equity in health care delivery. 
Appoint staff and protect their time for equity programs and hold them accountable for results	Without staff time and effort, equity programs are unlikely to reach their full potential.	Include equity goals in job descriptions and performance reviews. Prepare for leadership and staff turn over by cross-training staff and documenting institutional knowledge. Identify equity champions to lead the effort. 	Staff is not overtaxed and remains committed to the program over time.
Target multiple levels and players across the care delivery system 	The causes of disparities are complex; solutions need to address multiple factors.	Avoid focusing exclusively on patients - design programs that intervene with providers, organizations, community groups, and policies, as well as patients.	Programs effectively address the multiple causes of disparities. Improvements are systematic and comprehensive.


Appendix: Best Practices to Reduce Disparities

Finding Answers: Disparities Research for Change

Finding Answers:
Disparities Research for Change



Robert Wood Johnson Foundation

Practice	Rationale	Possible Strategies	Outcome
Identify and appeal to the equity rationale that is most important to your audience	<p>Staff members are motivated for a variety of reasons:</p> <ul style="list-style-type: none"> Providers are often concerned with maximizing efficiency during the office visit. Front-line staff may be wary of impacting patient flow and room availability. Leadership may respond well to programs that guarantee a positive return on investment and leverage existing resources. 	<p>Leverage staff motivation to support a project:</p> <ul style="list-style-type: none"> Enhance the care team and promote care management outside of the clinic. Minimize burden and show respect for staff time. Present data that demonstrate potential for positive financial impact. 	<p>Buy-in across the organization is secured.</p> <p>The intervention is consistently and accurately implemented by all staff.</p>
Involve members of the target population during program planning	<p>Programs that are not culturally targeted risk rejection by patients.</p> <p>Input by minority health workers is not a proxy for patient involvement.</p>	<p>Involve the target population in program design in a manner that is meaningful and inclusive.</p> <p>Engage patients, not just minority health workers.</p>	<p>Community engagement is advanced.</p> <p>Programs are adaptive and effective.</p>
Strike a balance between adherence and adaptability	<p>While adherence to protocol ensures consistency, flexibility is key when working with diverse patients.</p>	<p>Regularly collect process measures, identify opportunities for improvement, and adapt the intervention accordingly.</p> <p>Use standardized checklists to monitor adherence.</p>	<p>Programs are consistent, yet flexible.</p>
Be realistic about the time necessary to move the dial on disparities	<p>Improvements in minority health take time because of multiple challenges inside and outside the clinic.</p>	<p>Plan long-term follow-up to demonstrate statistically significant improvements in health outcomes.</p>	<p>A realistic timeline manages expectations and maintains ongoing support.</p> 



Question & Answer Session

*When speaking, please remember
to use strengths-based language
and to eliminate background
noise.*





Group Discussion Questions

Is equity explicitly reflected in your organization's mission and vision statements?

Is there a diverse workforce that reflects the population you serve?

Are there strong working and consulting relationships with community-based groups and organizations?

Let's Break Out!



Q1: Dec 2021 – February 2022

December 2021

The State of BIPOC Mental Health
in New England

[View Our Archive](#)

January 26, 2022

The Impact of Implicit Bias on
BIPOC Populations

[View Our Archive](#)

February 23, 2022

Engaging in Crucial Equity
Conversations



Q2: March 2022 – May 2022

March 23, 2022

Understanding Organizational
Implicit Bias and its Impact on
BIPOC Populations

April 20, 2022

The Role of Transformational
Leadership in Creating a Culture
of Change

May 25, 2022

Practical Guidance on Allyship



Q3: June 2022 – August 2022

June 22, 2022

Integrating Diversity, Equity, and
Inclusion into Everyday
Operations

July 27, 2022

The Importance of BIPOC Mental

August 17, 2022

Engaging Allies:
Nurturing Relationships for
Lasting Change

REGISTER FOR UPCOMING SESSIONS AT OUR [WEBSITE](#)

Our REACH sessions include interactive videos and tools designed to promote discussion around the importance of diversity, equity, and inclusion.

[REVIEW OUR PLAYLIST.](#)

*Thank
you*

Contact us at:

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