

## 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





# 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.



This session is being recorded and it will be available on the MHTTC website within 24 hours of the close of this presentation.



Information about Certificates of Completion will be sent in a follow-up e-mail.



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: <a href="mailto:newengland@mhttcnetwork.org">newengland@mhttcnetwork.org</a>.

#### Disclaimer:

This publication was prepared by the New England Mental Health Technology Transfer Center under a cooperative agreement from the Substance Abuse and Mental Health Services Administration (SAMHSA). All material appearing in this publication, except that taken directly from copyrighted sources, is in the public domain and may be reproduced or copied without permission from SAMHSA or the authors. Citation of the source is appreciated. Do not reproduce or distribute this presentation for a fee without specific, written authorization from New England Mental Health Technology Transfer Center.

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.



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



# 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.



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



Practice	Rationale	Possible Strategies	Outcome
Identify and appeal to the equity rationale that is most important to your audience	Staff members are motivated for a variety of reasons:	Leverage staff motivation to support a project:	Buy-in across the organization is secured.
	efficiency during the office visit.	<ul> <li>Enhance the care team and promote care management outside of the clinic.</li> </ul>	The intervention is consistently and accurately implemented by all staff.
	Front-line staff may be wary of impacting patient flow and room availability.	<ul> <li>Minimize burden and show respect for staff time.</li> </ul>	
	Leadership may respond well to programs that guarantee a positive return on investment and leverage existing resources.	<ul> <li>Present data that demonstrate potential for positive financial impact.</li> </ul>	
Involve members of the target population during program planning	Programs that are not culturally targeted risk rejection by patients.	Involve the target population in program design in a manner that is meaningful and inclusive.	Community engagement is advanced.
	Input by minority health workers is not a proxy for patient involvement.	Engage patients, not just minority health workers.	Programs are adaptive and effective.
Strike a balance between adherence and adaptability	While adherence to protocol ensures consistency, flexibility is key when working with diverse patients.	Regularly collect process measures, identify opportunities for improvement, and adapt the intervention accordingly.	Programs are consistent, yet flexible.
		Use standardized checklists to monitor adherence.	
Be realistic about the time necessary to move the dial on disparities	Improvements in minority health take time because of multiple challenges inside and outside the clinic.	Plan long-term follow-up to demonstrate statistically significant improvements in health outcomes.	A realistic timeline manages expectations and maintains ongoing support.
			<b>○-○-○</b>
он авраниев			

# Question & Answer Session

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





Let's Break Out!

### **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?



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.

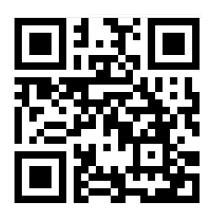
#### **REVIEW OUR PLAYLIST.**



Contact us at: maria.restrepo-toro@yale.edu janan.wyatt@yale.edu







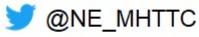
Scan the QR Code or follow the link below:

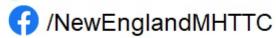
#### Sign up for our e-newsletter!

https://tinyurl.com/mr3npxbr

https://ttc-gpra.org/P?s=586884

#### Follow New England MHTTC:





in /company/new-england-mhttc/

