

**Addressing Stigma & Bias Workgroup Meeting**  
**Thursday, November 19<sup>th</sup>, 2020**  
**Meeting Minutes**

- 4:00 Approve November Minutes | *Anita Sulaiman*
  - Approved
- 4:05 Project Plan Updates | *Anita Sulaiman*
  - Project Plan (See Action Plan Worksheet):
    - Goal #1: Create Awareness Campaign around stigma & bias
      - ⇒ Webinar series: Completed
      - Final webinar went very well: Packed, excellent content.
      - Evaluations of all webinars are available at:
        - 9/1/2020: <https://www.surveymonkey.com/results/SM-G75T6CKH7/>
        - 10/9/2020: <https://www.surveymonkey.com/results/SM-QSKBQD2P7/>
        - 11/13/2020: <https://www.surveymonkey.com/results/SM-DC3B7ZN67/>
      - Webinars are posted on:
        - [https://wsma.org/WSMA/Education/Webinars\\_OnDemand/WSMA/Resources/Practice\\_Management/OnDemand/Webinars\\_OnDemand.aspx?hkey=53a67f34-e7a8-4b79-9463-6f51e1418ff5](https://wsma.org/WSMA/Education/Webinars_OnDemand/WSMA/Resources/Practice_Management/OnDemand/Webinars_OnDemand.aspx?hkey=53a67f34-e7a8-4b79-9463-6f51e1418ff5)
      - ⇒ Podcast: WIP
      - SL reached out to 2 patients. No news. Will f/u with PFAC\* group & speakers from last webinar. Deadline? 2<sup>nd</sup> week of January. (Meeting on 12/12).
        - \* PF Engagement Network: group for all Patient & Family Engagement Directors in h/c institutions.
        - ⇒ Blog: TBC
      - **Ginny Weir at BREE confirmed she will write 2<sup>nd</sup> blog. Anita to follow up with her.**
        - ⇒ Safe Table: WIP
      - Steve contacted 5 people\* & will reach out to webinar speakers. Response deadline? 12/15. to select date and send invites
        - \* Including community orgs (disabilities).
      - AS Qs: Are we interested in orgs serving specific communities esp. those with medical facilities/services? E.g. MAPS (Muslim Association of Puget Sound): largest community center & mosque in WA, has a free clinic. (AS is member of their COVID-19 Task Force.) More actively engage with them? Invite to Safe Table &/or SC Meeting? Yes.
      - **AS & AE to send Steve contact names from ICHS (International Community Health Services) - Amy used to work there as Asst to the Medical Director; their Shoreline clinic was one of Amy's pilot groups - & from mosque clinic.**
      - Waiting to set new date, pending responses. Q1. SL will propose some dates.
      - Attendees from 15 orgs. The workgroup can also attend, at least to observe.
        - ⇒ ASBW web page idea – At least a landing page. Redesign in process.
      - NL will work on this. AS happy to assist – with content, layout etc.
      - All webinars, meeting materials and resources will be placed there. Additionally, there will be a public page for S&B information.

- SL walked the group through the Foundation’s website; showed how Addressing Stigma & Bias is currently under Patient Safety Culture (1 of 5 tabs/headings on the Home page).
  - AS: We need a tab for the ASB. Plus the library of resources per our discussion.
    - Goal #2: Identify behavioral health sub-topics:
      - (i) *LGBTQIA+ Healthcare*
      - (ii) *Suicide Prevention*
    - Discussion skipped as this is an on-going goal.
    - Goal #3: Determine areas where tools & resources already developed by BREE Collaborative can be implemented
    - Discussion skipped as this is an on-going goal.
    - Goal #4: Promote training for providers that will address stigma & provider bias, particularly towards people within the target communities
    - Anita added a to-do to connect with organizations that provide trainings to increase our partnering opportunities.
    - Group members welcome to suggest orgs/contacts.
    - We want to do a better job of capturing links & various resources covered in our meetings; need to improve sharing of materials on the website.
    - It’s very important to create a well-done website that reflects a good image.
    - Add links to other organizations as resources on website, e.g., BREE. Consider including sites where users would want to visit for resources.
    - Ginny Weir is Interim CEO. Will be attending SC Meeting tomorrow. Has been asking: What value does the Foundation bring? SL shared that in reviewing their work, a tactic in every workplan is leveraging the website – to post tools etc. Encouraged members attending to chime in – on how important the website is; that it is a value to the membership.
    - AS happy to speak up, if SL invites comments on that topic. Shared experience working with a client on their corporate image & online presence. A VP of one of the satellite companies in their group almost declined their job offer, because of how they looked based on their website. It was, to him, a reflection of the org. Incidentally, we had been working on a corporate image & website redesign. When I showed him the new marketing collateral, he was visibly impressed. That is just someone you want to hire. This is your image to the world.
    - LAC: The member orgs would also likely want to link to WPSC on their websites, as a resource for providers. Her org has a link to the BREE tools under clinical practice guidelines & they have also adopted a lot of the BREE recommendations. Would be nice to add resources on stigma & bias.
    - AS: Good reminder. For everything that is brought up, (we, esp. Nick should) think about where else we ought to post that. Put yourself in the shoes of a user & consider the different entry points: Where would they look?
    - Group to submit (any) presenter ideas for Steering Committee. Anita to invite someone from mosque clinic or COVID-19 Task Force for January 15, 2021. Suggested we invite Paula Houston.
- 4:30 Annual Review: Progress of workgroup (includes work plan review) & 2021 Plan | [Anita Sulaiman](#)
  - SL: The purpose is to look at our 4 goals & decide if we want to continue, sunset &/or work on something new. It is not an evaluation. From that, decide where we want to go from here.
  - Group discussed and refined ASBW annual/year-end summary developed by Anita. Attached.

- LAC: We could identify additional sub-groups/communities to our focus areas. So many impacted by stigma & bias. We could continue & broaden the scope.
- Education: Flyers/shareable content: Add hyperlink to graphics & other great content shared at the last meeting. Be sure to attribute all sources.
- Podcast: WIP. If SL is unable to find a patient who is willing to share their story, AS can reach out to her communities e.g. the gay friend she interviewed for her blog piece (featured in August) – how he is asked about STD testing at every medical appointment, regardless of the reason for the visit.
- LAC: Shared that providers are graded on how they close gaps in care. EMR items (missing screening/service) get flagged. And it is only for certain age groups.
- AS: Looks like a discriminatory practice. Personally, has never been asked about STD testing. If only Ginny was present. She identified as lesbian; we could ask her about her experience. LAC: EMRs need to have a way to resolve these – for e.g. for 1 year, so patients are not pestered. AS: Perhaps this is something LuAnn can take to her physician groups. Physician input is always highly valued. JM: Shared that she identifies as lesbian herself & that she has never been asked that question. Does not think it is applied across the LGBT spectrum. AS: Wonder if this is done more on gay men? LAC: Women are at lower risk. SL: The issue is not whether they ask or not. It is a good thing that they ask. It is *how* they ask i.e. how it is *delivered* & how it is *perceived*. This is where training comes in. LAC: Good point.
- LAC: Question is: how to juggle what the patient is in for & the reminders that pop up on the EMR? E.g. patient has not had a flu shot esp. when you do not know the patient. AS: Sounds like the same issue that people in data collection have had to worry about - how to collect personal information on patients. Hopefully, as people get used to the idea, we will make strides. Esp. with being in a pandemic, people understand the importance of being more targeted, to understand patients better.
- Identified UWMC curriculum. JM met Paula H on Monday, who will take proposal (to contract their training out) back to her org. They are still finalizing the curriculum & converting it to an asynchronous (learning) platform; months away from having it ready even internally. Note: The ask is for WSMA to host & it would be a member benefit. She was one of the presenters at the recent webinar. The content is impressive. SL: We can publicize. AS: We can add the link to our resource library.
- We could also invite her to speak at a SC meeting.
- AS would like to acknowledge team members. Everyone to send names & titles by EOD.

- 4:45 Social time

- Opportunity for introduction: SL – bring wine.

- AS: We work together, but I do not really know anyone. It would be nice to introduce ourselves & get to know a bit about each other, as individuals & professionals. Team members encouraged to share at least one personal tidbit.
- Round of introductions & very interesting conversation continued for almost 40 minutes. 😊

**To-do's:**

- Highlighted in yellow.

**Meeting minutes prepared by:**

Anita Sulaiman & Steve Levy