

## WPSC's Addressing Stigma & Bias Workgroup Year-End Summary 2020

**PURPOSE:**

Partnering with our sister program, the BREE Collaborative, the Addressing Stigma & Bias (ASB) Workgroup was created to raise awareness of access issues faced by certain segments of the population in Washington state related to health insurance coverage & policies within the healthcare system that contribute to stigma & bias.

Goals	Tactics	Measures of Success	Actions Taken	Status
<p>1. Create awareness campaign around stigma &amp; bias</p>	<p>Develop avenues for increasing knowledge base &amp; disseminating information about stigma &amp; bias.</p> <ol style="list-style-type: none"> <li>1. Educational events:               <ol style="list-style-type: none"> <li>(i) Webinar series</li> <li>(ii) Podcast</li> <li>(iii) Safe Table</li> </ol> </li> <li>2. Blog Post</li> <li>3. Flyers/shareable content pieces</li> <li>4. Sharing of materials with member organizations</li> </ol>	<ul style="list-style-type: none"> <li>• Production of events, number of registrants/attendees, evaluations &amp; recording views.</li> <li>• Posting of blog piece; traffic.</li> <li>• Development of ASBW resource library (online)</li> <li>• ASBW Resources page hits</li> </ul>	<ol style="list-style-type: none"> <li>1. (i) Created 3-Part Health Equity Mini Series (with WSMA):           <ul style="list-style-type: none"> <li>- Cultural Agility: Creating Sustained Systemic Change in Health Care</li> <li>- LGBTQ Health Care</li> <li>- Health Equity Strategies in Practice: Learnings from the Field</li> </ul> </li> <li>(ii) Podcast (Patient experience): Looking for patient story. No date yet.</li> <li>(iii) Safe Table: Developing topics &amp; invite list. Target date: Q1.</li> <li>2. 1 blog piece posted that delves into stigma &amp; bias, covering both provider &amp; patient perspectives.</li> <li>3. Resources (shareable content) sourced. We also identified a need/opportunity to leverage our website.</li> <li>4. Compiled links to form a resource library. We are encouraging the sharing of resources.</li> </ol>	<ul style="list-style-type: none"> <li>- Webinar series is successfully completed (Sept, Oct &amp; Nov). Recordings are available online.</li> <li>- Podcast &amp; Safe Table are WIP.</li> <li>- Anita Sulaiman wrote a blog piece titled: Stigma &amp; Bias in Healthcare: The Obstacles, Consequences &amp; Changes Needed, which was posted in Friday 5 &amp; on WPSC's website in August. 2<sup>nd</sup> post is in the pipeline. Likely Q1.</li> <li>- New content will be added to ASB Workgroup's page, which has been identified as needing work. Currently, it is not much more than a landing page. Nick Locke (new Foundation Coordinator) will work with Steve Levy &amp; Anita on this.</li> <li>- As part of the redesign for ASBW's presence online, a page will be created for educational links. This will be our new resource library that members can access.</li> </ul>
<p><b>Workgroup recommendation for Goal 1: <i>Continue in 2021</i></b></p>				

Goals	Tactics	Measures of Success	Actions Taken	Status
2. Identify sub-topics & target communities	Sub-topics selected as focus areas are: 1. LGBTQIA+ 2. Suicide Prevention	<ul style="list-style-type: none"> <li>Increased collaboration with partners esp. Bree Collaborative &amp; WSMA.</li> <li>Evaluation: partner satisfaction with ASBW efforts.</li> <li>Attendance at related events &amp; hits on related pages.</li> </ul>	<ol style="list-style-type: none"> <li>Worked with Bree Collaborative to assist in advancing their work on these topics</li> <li>Promoted webinars &amp; materials through Friday 5 &amp; on WPSC website.</li> </ol>	<ul style="list-style-type: none"> <li>Bree recommendations shared on WPSC website.</li> <li>Promotional efforts are ongoing. Events have been well-received. Speakers are being utilized as resources for ASBW – for information, shareable content, contacts/network etc.</li> </ul>

**Workgroup recommendation for Goal 2:** *Continue in 2021.*  
*ASBW has done a good job of focusing on sub-topic 1, but needs to do more on sub-topic 2 i.e. suicide prevention esp. with mental health issues increasing with the pandemic. Group may want to consider adding 1 or 2 other sub-topics as focus areas for 2021.*

3. Determine areas where already developed BREE tools & resources can be implemented	Identified the following deliverables: 1. List of BREE tools & resources 2. Implementation	<ul style="list-style-type: none"> <li>Identification of available tools &amp; resources</li> <li>Posting of links on ASBW web page</li> <li>Website traffic</li> </ul>	<ol style="list-style-type: none"> <li>Identified tools &amp; resources including Bree recommendations &amp; added to WPSC website.</li> <li>Initiated a WPSC website review.</li> </ol>	<ul style="list-style-type: none"> <li>Adding of additional tools &amp; resources will continue as new resources are developed.</li> <li>Website is being reviewed week of 11/16. This component i.e. tools &amp; resources will be incorporated into the redesign of the ASB Workgroup page.</li> </ul>
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**Workgroup recommendation for Goal 3:** *Continue in 2021*

4. Promote training to address stigma & provider bias	Identified these avenues for spreading information about educational opportunities & related work of partner orgs:  1. Provide organizations an opportunity to present at a WPSC Steering Committee 2. Visibility through newsletters & website	<ul style="list-style-type: none"> <li>Number of participating organizations at SC</li> <li>Identification of trainings</li> <li>Number of collaborative events with partners</li> <li>Attendance at training events</li> <li>Website traffic</li> </ul>	<ol style="list-style-type: none"> <li>Identified trainings</li> <li>Connected with orgs that provide training</li> <li>Partnered with orgs to produce educational events.</li> <li>Inviting/planning to invite orgs to speak at SC.</li> <li>Promoted trainings &amp; events through Friday 5 &amp; links on our website e.g. Annual We Can Do Better Conference (Oct. 30)</li> </ol>	<ul style="list-style-type: none"> <li>The ASB Workgroup will keep looking out for relevant trainings.</li> <li>Efforts to promote these learning opportunities will continue as we identify new events &amp; materials.</li> <li>ASBW will keep adding new content to resource library that is in the works.</li> </ul>
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**Workgroup recommendation for Goal 4:** *Continue in 2021*

## Acknowledgements

### **Year-End Summary prepared by:**

Anita Sulaiman & Steve Levy

All the work produced by the Addressing Stigma & Bias Workgroup would not have been possible without the dedication of the following

### **Team Members:**

Anita Sulaiman, Workgroup Chair, Business Consultant & Executive Coach

Steve Levy, Workgroup Host & Executive Director, Washington Patient Safety Coalition, Foundation for Healthcare Quality

Jessica Martinson, Director, Continuing Professional Development, Washington State Medical Association

Dr LuAnn Chen, Senior Medical Director, Community Health Plan of Washington

Amy Etzel, Implementation Manager, Bree Collaborative

We extend a warm welcome to our new member:

Nicholas Locke, Program Coordinator, Foundation for Healthcare Quality