

Design Document

Training Title: Unveiling Implicit Bias

Business Goal and Problem	Patient surveys at Mountain Crest Regional Hospital are indicating dissatisfaction in their level of care. The goal at MCRH is to increase patient satisfaction by 10% within 6 months. Also, there is an overall goal for continuous improvement. We believe that nurses are treating patients differently, based on how they perceive the patients. The nurses are allowing their implicit biases to affect their behavior at work. This is making patients feel that they are not being listened to, respected, or treated equitably. There has been no prior training in Implicit Bias. Filling this gap should help shift the care toward a more equitable status.
Target Audience	Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) employed at Mountain Crest Regional. These are nurses, of varied ages and socioeconomic backgrounds. The majority of the nurses are caucasian and female. They all have a nursing education and clinical background. They have had classes in healthcare ethics and communication skills.
Learning Objectives	Terminal LOs: 1) Practice ongoing self reflection to become aware of your biases 2) Implement Practical Strategies to reduce bias 3) Practice Mindfulness during your busy moments with the S.T.O.P method Enabling LOs: 1) Define what implicit bias is, recognize that everyone has implicit biases, familiarize yourself with different types of implicit bias, recognize your own implicit bias. 2) recognize strategies that reduce bias and recognize that our brain relies on cognitive shortcuts in the busy, stressful moments of our day. 3) understand what the steps are to the S.T.O.P method.
Training Recommendation	Delivery Method: E-learning (through Articulate Storyline course), with accompanying Job-aid. Approach: This is a scenario-based e-learning course. The scenario itself is continuous throughout the course. There is an assessment at the end, with each question based around its own separate scenario.

Training Time	20 minute training
Deliverables	• .story file with voiceover narration • storyboard (including script) • published storyline SCORM zip file, • Job Aid
Training Outline	• Title Slide • Introduction • Navigation • Learning Objectives • What is Implicit Bias? ◦ What is implicit Bias? ◦ Why does Implicit bias exist? ◦ Who has implicit bias? • Investigating Your Biases ◦ 6 types of Implicit Bias ■ Racial ■ Socioeconomic ■ Cultural ■ Age ■ Ability ■ Lifestyle Choice ◦ What Are Your Implicit Biases? ■ Examine Your Past ■ Current Interaction with Others ■ Implicit Bias Surveys ■ The Harvard Implicit Association Tests ◦ Knowledge Check • How Can You Reduce Your Implicit Biases? Tools for your toolkit. ◦ Challenge Your Assumptions about your patients ■ Reflective Questioning ■ Consider Day-To-Day Behavior ■ Substitution ◦ Countermeasures to help reduce your bias ■ Counter-stereotypes ■ Partnership Building • The S.T.O.P Method- Practicing Mindfulness During Your Day. ◦ Stop what you're doing

	○ Take slow, deep breaths ○ Observe your body, emotions, and mind ○ Proceed with patient care ● Summary ● Final Quiz ● Congratulations
Assessment Plan	Level 2 Assessment: Final, scenario-based quiz at the end of the module with 5 questions. Learners must receive an 80% or better to pass. Learners may retake the quiz as many times as necessary to pass. There's also one ungraded knowledge check centered around “Becoming familiar with your own implicit biases”. Level 3 Assessment: 10% increased satisfaction on patient feedback within 6 months, with an ongoing goal of continuous improvement. Also, conversations with head nurses, to get an indication of whether or not people seem to be more aware of their biases.