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continued

U.S. Healthcare Services & Diverse Populations

Tasha Holmes, MOT, OTR/L

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Learning Outcomes

After this course, participants will be able to:

- Identify some of the barriers to healthcare in diverse populations.
- Identify ways to be more inclusive when providing healthcare services.
- Identify ways to support co-workers in a healthcare setting.

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This presentation is designed to help start the conversation for some and advance it for others.

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Limitations of This Presentation

- Does not include an in-depth look at intersectionality.
- Does not provide an exclusive list of historical / present day events, laws and policies that have caused and continued to perpetuate marginalization.
- Does not discuss issues faced by every marginalized group.
- Is not an exclusive list of the issues faced by the groups discussed.

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U. S. Healthcare	

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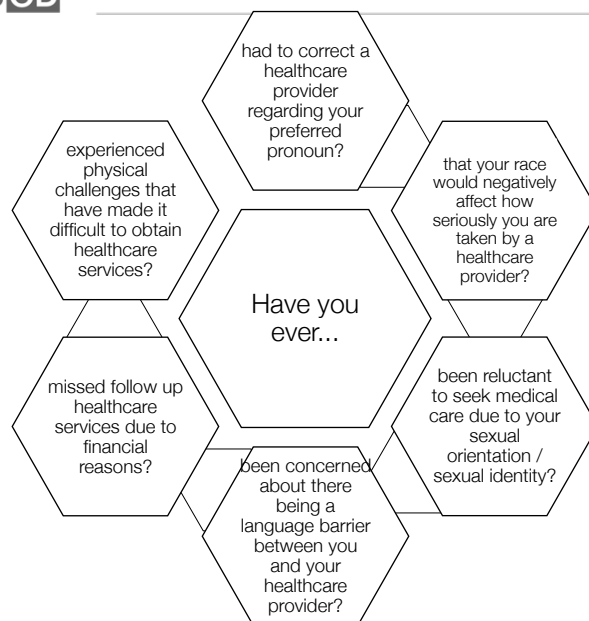
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The most certain test by which
we judge whether a country is
really free is the amount of
security enjoyed by minorities.

John (Lord) Dalberg-Acton

7

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Timeline Activity	

9

continued

Your Timeline

- The year one or both of your parents were born.
- The year you were born.
- The year you graduated high school.
- The year you graduated from college.
- The year that you graduated with your degree in healthcare.
- This year.

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Add This To Your Timeline	

11

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- The Civil Rights Act of 1964 outlawed discrimination on the basis of race, color, religion, sex, or national origin, required equal access to public places and employment, and enforced desegregation of schools and the right to vote.

12

continued

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Reflection

- How do you think this affected attitudes at newly integrated hospitals?
- How do you think this affected attitudes of professionals teaching future healthcare providers?
- How patient centered do you think mental health services were at the time?

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continued

Barriers To Healthcare

- People may not receive care because of distrust of the healthcare system, language barriers, or cost of missing work.
- Racism, stigma, and systemic inequities undermine prevention efforts, increase levels of chronic and toxic stress, and ultimately sustain health and healthcare inequities.
- COVID-19 in Racial and Ethnic Minority Groups. Retrieved from <https://www.cdc.gov/coronavirus/2019-ncov/community/health-equity/vaccine-equity.html>

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continued

continued

Barriers To Healthcare

- A language barrier can be fatal if the person does not understand medication dosage.
- A patient or patient's parent / caregiver may have to take off from work without pay to attend therapy and / or doctor's appointments.
- A patient or patient's parent / caregiver may not have the money for transportation to appointments.

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continued

Barriers To Healthcare

- The results of a student done, suggests "that fear of discrimination and consequent delay of care are at the forefront of health challenges for transgender adults."

Seelman KL, Colón-Díaz MJ, LeCroix RH, Xavier-Brier M, Kattari L. Transgender Noninclusive Healthcare and Delaying Care Because of Fear: Connections to General Health and Mental Health Among Transgender Adults. *Transgend Health*. 2017;2(1):17-28. Published 2017 Feb 1. doi:10.1089/trgh.2016.0024

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In 1972, the Tuskegee Experiment ends.

Q1 18

Research & Diversity

- “Our historical notions about race have shaped our scientific research and clinical practice”. For example, experimentation on black communities and the segregation of care on the basis of race are deeply embedded in the U.S. healthcare system.

Hardeman,RR, Medina,EM, Kozhimannil,KB. Structural Racism and Supporting Black Lives — The Role of Health Professionals. N Engl J Med 2016; 375:2113-2115 DOI:10.1056/NEJMp1609535. Retrieved from <https://www.nejm.org/doi/full/10.1056/NEJMp1609535>

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Research & Diversity

The study “demonstrates that beliefs about biological differences between blacks and whites—beliefs dating back to slavery—are associated with the perception that black people feel less pain than do white people and with inadequate treatment recommendations for black patients’ pain.”

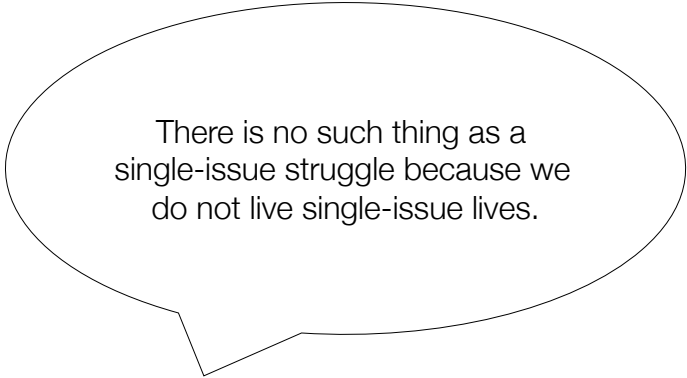
Racial bias in pain assessment. Kelly M. Hoffman, Sophie Trawalter, Jordan R. Axt, M. Norman Oliver. Proceedings of the National Academy of Sciences Apr 2016, 113 (16) 4296-4301; DOI: 10.1073/pnas.1516047113. Retrieved from <https://www.pnas.org/content/113/16/4296>

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Research & Diversity

- Norming of standardized tests using diverse populations.
- Preventing a marginalized group from having their rights violated by researchers.
- Identifying research that has not been done in areas important to diverse communities.

Q2 21



There is no such thing as a single-issue struggle because we do not live single-issue lives.

Audre Lorde

22

continued

Add This To Your Timeline	

23

continued

In 1990, The Americans with Disabilities Act became a law.

Q3

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Intersectionality

- People with disabilities constitute our nation's largest minority group. It is also the most inclusive and most diverse: both genders and any sexual orientation; all ages, religions, socioeconomic levels, and ethnicities are represented in the "group" we call disabled.

Greaud, M, Scherer, H. The Big Picture: IEPs, Parents, Teachers, and Aides.
The Agricultural Education Magazine. Vol. 84, No. 6. Pub: May/June 2012

Retrieved from
<https://www.questia.com/library/journal/1P3-2710552961/the-big-picture-ieps-parents-teachers-and-aides>

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Add This To Your Timeline	

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continued

In 1973, Diagnostic and Statistical Manual of Mental Disorders (DSM) removed homosexuality as a mental illness.

27

continued

Helpful Information

- The use of preferred name can have a positive customer service benefit in allowing for health-care staff to address the patient in a manner chosen by the patient, whether or not they elect to provide a preferred name. The use of preferred name for transgender patients has been identified as important in providing inclusion toward a class of patients that have historically been disenfranchised from the health-care system.

Preferred Names, Preferred Pronouns, and Gender Identity in the Electronic Medical Record and Laboratory Information System: Is Pathology Ready? Imborek, KL, Nisly, NL, Hesseltine, MJ, Grienke, J, Zikmund, TA, Dreyer, NR, Blau, JL, Hightower, M, Humble, R, Krasowski.

from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5653959/>

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continued

Helpful Information

- APA endorses the use of “they” as a singular third person pronoun in the seventh edition of the Publication Manual of the American Psychological Association.
- APA advocates for the singular “they” because it is inclusive of all people and helps writers avoid making assumptions about gender.

Retrieved from [Apastyle.apa.org](https://apastyle.apa.org)

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Add This To Your Timeline	

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continued

- 1975: Education of All Handicapped Children Act guaranteed free and appropriate education

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continued

If we cannot now end our differences, at least we can help make the world safe for diversity.

John F. Kennedy

32

continued

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Add This To Your Timeline	

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continued

- 2015: The Supreme Court declares that same sex marriage is legal.

Q6

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- The Centers for Medicare and Medicaid Services (CMS) issued guidance clarifying that health insurance companies that offer spousal coverage also offer spousal coverage to same-sex spouses.
- Retrieved from <https://www.hhs.gov/programs/topic-sites/lgbt/accesstohealthcare/nondiscrimination/index.html>

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continued

What Can We Do?	

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Training

- Provide training to help providers identify their implicit biases, making sure providers understand how these biases can affect the way they communicate with patients and how patients react.
- Train both providers and administrators to understand how biases can affect their decision-making, including decisions about resources.

Retrieved from
<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/racial-ethnic-minorities.html>

37

continued

Assessments

- Consider that looking at facial symptoms is documented Eurocentrically and that you may not see a person of color with a “flushed” or “pale” face.

38

continued

continued

Assessments / Outcomes

- Considering how assessments are normed.
- Consider assessments that lend themselves to function vs. assimilation into mainstream accepted culture.
- Consider outcome measures that lend themselves to the patient's functional needs.
- Use interviews to get a complete picture of patient's / family's needs / wants in regards to treatments.

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continued

Considerations for Relaying Information

- Understand that people who are not neurotypical may need information presented in a different way to increase understanding.
- Provider interpreters for IEP meetings and during discussions regarding healthcare.

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continued

Language Considerations

- Consider that person may hesitate to ask for literature or information in their preferred language.
- Dementia patients may revert back to their native language.

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continued

Forms

- Availability of forms in multiple languages

42

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Familiarity With Terms

- Cisgender: Describes a person whose gender identity aligns with the sex assigned to them at birth.
- Gender Dysphoria: Clinically significant distress caused when a person's sex assigned at birth is not aligned with their gender identity.
- Gender Identity: One's innermost sense of self as male, female, a blend of both or neither. A person's gender identity can be the same or different from their sex assigned at birth.
- Gender non-conforming (GNC): Describes a person who does not subscribe to society's traditional expectations of gender expression or gender roles.

Retrieved from [Glaad.org](https://www.glaad.org)

Q7

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continued

Familiarity With Terms

- Transgender: Describes people whose gender identity and/or gender expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation.

Q8

44

continued

Familiarity With Terms

- Since some societies only recognize male or female genders, “non-binary” is one term people use to describe genders that don’t fall into one of these two categories, male or female.

Retrieved from <https://transequality.org/issues/resources/understanding-non-binary-people-how-to-be-respectful-and-supportive>

45

continued

Forms

- Legal name on form and a spot for preferred name as a source of information.
- Parent 1 / Parent 2 vs. Mother / Father
- Place for preferred pronoun

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continued

Reports

- Using a person's preferred name
- Using a person's preferred pronoun
- Providing visuals as appropriate to assist with the understanding of the report
- Choosing language that is easy to understand while not compromising the integrity of the information being presented

Q9 47

continued

Activities of Daily Living

- Take into consideration the texture of the person's hair and their haircare needs / routine.
- Consider if and how a patient's head / hair needs to be covered and make recommendations for adaptations.
- Consider the type of eating utensils may be used in the home (forks, flat bottom spoons, chopsticks, hands).

48

continued

continued

Activities of Daily Living

- Binding as an ADL
- Consideration of the way a person urinates.
- Addressing same sex intercourse
- Tucking as an ADL

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continued

Pain Management Considerations

- Considering that the patient may be in too much pain due to their pain medicine dosage.
- Understanding that Western medicine is not the only form of intervention available.

50

continued

continued

Religious Considerations

- Considering working on feeding techniques during a different time of day when the patient is not fasting.
- Understanding the denial of medical procedures such as transfusions.

51

continued

Religious Considerations

- Adaptations for praying if the patient is not mobile enough to do so.
- Scheduling service time around prayer time if possible.

52

continued

continued

Pediatric Considerations

- Using therapeutic activities that have a diverse representation in their graphics, objects, etc.
- Considering what holidays are or are not celebrated at home as well as what a holiday may mean to a particular group.

53

continued

Pediatric Considerations

- Consider financial access when making recommendations.
- Collect books and / or toys that can be given to the child to use at home.

54

continued

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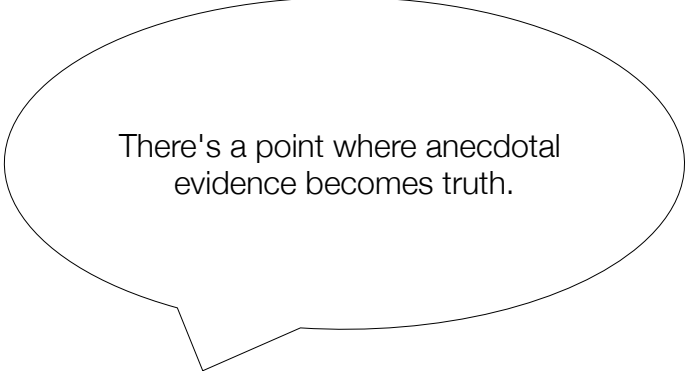
55

continued

2020: Covid-19 Pandemic*

*It is important to note that at the time of this presentation, the Covid-19 Pandemic is still a health issue.

56



There's a point where anecdotal evidence becomes truth.

Temple Grandin

57

- Despite anecdotal evidence of a spike in discriminatory behavior targeted at Asians across western countries, little empirical evidence for this “othering” hypothesis exists.

Reny, T. Barreto, M. Xenophobia in the time of pandemic: othering, anti-Asian attitudes, and COVID-19. Retrieved from <https://www.tandfonline.com/doi/full/10.1080/21565503.2020.1769693>

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continued

Add This To Your Timeline	

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continued

- 2020: The Supreme Court rules that the LGBTQ+ community is protected from workplace discrimination.

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continued

Don't mock a pain you haven't
endured.

Christopher Ferry

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continued

Healthcare Providers...

- have feelings.
- are a part of groups that have been and are discriminated against.
- are not immune to discrimination regardless of degree or social class.
- are also healthcare consumers.

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continued

continued

An Application of Maslow's Theory

- Physiological needs – you meeting the qualification of the healthcare job and you get hired
- Safety – your differences are tolerated; you won't be fired from your job due to your differences
- Love and belongingness- ideas are respected; concerns are listened to
- Esteem- you are apart of the action plan to address concerns; your ideas are considered and executed as appropriate
- Self-Actualization- you advocate for others by spearheading policy reform, start community programs, educate your professional peers, etc.

Q10 63

continued

Workplace Considerations

- It is difficult to use therapeutic use of self if you are working in a culture that promotes hiding your authentic self.
- If you are afraid that you will lose your job or be overlooked for a promotion due to self advocacy that can increase stress.
- If you are afraid that you won't be believed or will be perceived negatively then you may not be open about your issues.

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continued

Take a look at your timeline.

65

Points to Ponder

- Just because a certain person doesn't exist in your social circle does not mean that they don't exist.
- Just because someone doesn't say that they experience discrimination, bias or prejudice does not mean that they don't experience it.
- Just because it hasn't happened to you, does not mean that it isn't a current problem.
- Inequity in healthcare is a matter of life and death.

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continued

Points to Ponder

- One person from one group of people is not the spokesperson for the entire group.
- You don't have to understand someone's circumstances to be respectful.
- Empathy does not save lives or create equity. There must be action.

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continued

What Else Can We Do?

- Participate in forums, social media groups, events, activities, etc. to gain insight into the needs of others different from ourselves.
- Read historical accounts and healthcare literature that is written from a minority point of view.
- Go to museums highlighting the culture of others.

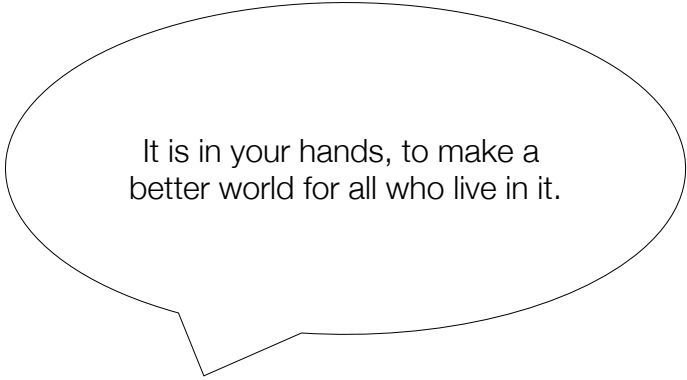
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What Else Can We Do?

- VOTE!!!! and advocate for policies that promote equity in healthcare.*
- Volunteer your talents / expertise in underserved communities.

*Some religious groups do not vote.

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It is in your hands, to make a better world for all who live in it.

Nelson Mandela

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continued

Questions, Comments, Collaborations?

- TashaTheOT@gmail.com

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continued

References and Resources

- <https://www.cdc.gov/tuskegee/timeline.htm>
- [Apa.org/res](https://apa.org/res)
- [AOTA.org](https://aota.org)
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- [ASHA.org](https://asha.org)
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- <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/racial-ethnic-minorities.html>

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- <https://www.prideinpractice.org/articles/transgender-pronouns-guide/>
- [Apastyle.apa.org](https://apastyle.apa.org)
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References and Resources

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- <https://www.tolerance.org/magazine/spring-2004/brown-v-board-timeline-of-school-integration-in-the-us>

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- <https://transequality.org/issues/resources/understanding-non-binary-people-how-to-be-respectful-and-supportive>
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- Healthypeople.gov