The Boundaries of Bias at the Bedside: An Innovative Exploration
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Large Group New Hire Orientation
Setting: Large Event Center
Participants: 800 Clinical Staff, New Employees
Teaching Strategy: Lecture, Live Action Skit (Role Playing) with Props, Small Table Discussions
Instructor: 2 Experienced Nursing Professional Development Specialists
Challenges: Timing of Presentation, Facilitating Table Discussions, Glossophobia, and Technology

Small Group Ongoing Education
Setting: Small Classroom
Participants: Several Groups of 20 Medical-Surgical Nurses
Teaching Strategy: Lecture, Video Recorded Skits, Group Discussion, Class Evaluation
Instructor: 1 Experienced Nursing Professional Development Specialist
Challenges: Technology, Facilitating Small Group Discussion to Objectives, and Length of Presentation

Live Action Skit
Patient’s journey through the hospital setting while receiving and recovering from a Total Knee Replacement. The patient, Mrs. Kimball, interacts with 5 different healthcare disciplines while in the hospital. Mrs. Kimball encounters various barriers regarding her care team’s personal bias related to her pain management. Humor was used in the “bad example” to emphasize the personal bias Mrs. Kimball was experiencing. A “good example” for each situation was also demonstrated.

Mrs. Kimball’s nurse (Nurse Nance) did not believe her self-report of pain. Her respiratory therapist (RT Ron) did not recognize the pain sedation mismatch she was experiencing. Mrs. Kimball’s doctor (Doctor Denise) did not respect her nonpharmacological pain management practices. The physical therapist (PT Patty) did not advocate for proactive pain management interventions prior to therapy session. Finally, Mrs. Kimball’s Certified Nursing Assistant (CNA Cecile) did not take ownership in what she could do within the patient care team.

Anecdotal/Class Evaluations:
“Loved the humor of the pain management presentation.”
“I’ve seen some of your examples in practice!
“...ways we need to respond to our patient and listen to their needs...”
“Let’s be real...we all think it...let’s talk about it”
“Videos were informative and discussions were interactive.”
“More information needed on pharmacology.”

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS):
- Pain Management Large Group New Hire
  75.7% of patients reported “Always” to the HCAHPS Pain Survey Questions (see below):
  - Pain Management for Small Group Ongoing Education
    74.4% of patients reported “Always” to the HCAHPS Pain Survey Questions (see below):
  1. During this hospital stay, how often was your pain well controlled?
  2. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Did It Work?

Objectives
For the Nursing Professional Development (NPD) Specialist:
1. NPD Specialists will be able to synthesize strategies to explore bias in professional practice in the learning environment.
2. NPD Specialists will be able to generate non-threatening discussion in the learning environment.
3. NPD Specialist will be able to initiate self-analysis of personal bias within the patient’s care team.

For the Class Participants:
1. The adult learner will critique own bias related to class content.
2. The adult learner will analyze whether identified bias is present in professional practice.
3. The adult learner will modify professional practice in which bias is present.

Set up for Success
1. Know your audience – background and culture
2. Students are never the target of humor
3. Use humor sparingly for greater impact
4. Develop your own sense of humor before bringing it to the classroom environment
5. Continuously palpate the learning environment and stop humor if participants become uncomfortable
6. Adhere to any organizational expectations or policies on behavioral expectations

Other Applications
- Gender bias in nursing
- Professional diversity
- Care of the patient with diabetes or morbid obesity
- Inter-shift culture
- Generational Issues

References

Using Humor to Explore Bias