

PATHWAY TO PERSON-CENTERED  
HEALTH ENCOUNTERS:

# Reducing Bias and Disparities in Healthcare

Monthly virtual series | April – October 2021



This **seven-session webinar series** will be held 11 a.m. – noon the second Wednesday of each month and will guide participants to understand the barriers, bias and social determinants that lead to inequalities in healthcare. Three additional **voluntary drop-in sessions** will be open for participants to process learning, implementation efforts, challenges and barriers together in an informal setting.

## About the series

To improve the delivery of care and patient outcomes to underserved populations, we must understand the barriers, bias and social determinants that lead to inequalities in healthcare. Participants of this webinar series will gain actionable education, training and resources to reduce bias and disparities in healthcare.

This seven-session series is presented by HANYS with support from the Mother Cabrini Health Foundation and in partnership with Planetree International, a globally recognized expert in the delivery of person-centered care in the area of health equity

### Facilitator:

**Jim Kinsey, CACPF, CGBC**

Vice President, Engagement Strategies and  
Continuum of Care Services  
Planetree International | Language of Caring

*This educational activity is jointly provided by AXIS Medical Education and Healthcare Association of New York State in collaboration with Planetree International.*

## Target audience

- Chief quality officers
- Quality professionals
- Chief nursing officers
- Nursing professionals
- Directors of nursing education and training
- Chief medical officers
- Physicians
- Chief human resources officers
- Human resources professionals
- Diversity and inclusion officers

## Contact

For more information about this program, contact Erin Gretzinger, director, QARI, HANYS, at 518.431.7744 or email [egretzin@hanys.org](mailto:egretzin@hanys.org).

For questions about registration, please email [learning@hanys.org](mailto:learning@hanys.org).

[Session details](#) >

## Session details

**Apr. 14 | 11 a.m. – noon**

### **The Language of Bias**

This session provides a broad overview of implicit and explicit bias in the healthcare system. Attention will be paid to the vocabulary and statistics of bias, as well as the intersection of person-centered care to help resolve bias.

**May 12 | 11 a.m. – noon**

### **Age and Ability (or Ageism and Ableism)**

This session addresses age bias which, while traditionally attached to older adults, also exists at the other end of the age spectrum. Emphasis will be placed on the ways in which the media and society reinforce stereotypes of age and ability.

**Jun. 9 | 11 a.m. – noon**

### **Gender and Sexism**

Gender identification and expression are deeply personal. This session will challenge participants' perception of gender and how it intersects with binary sexism.

**Jul. 14 | 11 a.m. – noon**

### **Behavioral Health and Cognitive Impairment**

People living with mental health challenges often feel judged or shamed. A cognitive impairment and/or dementia diagnosis may leave a person feeling silenced, leading to a lack of partnership in care. This session will guide participants to understand these biases and how they impact an individual's healthcare experience.

**Aug. 11 | 11 a.m. – noon**

### **Systemic Racism**

This session will explore how race-related implicit bias impacts the care experience. Patient testimonials will emphasize the real impact of bias on care. Additionally, this session will demonstrate that systemic racism is not a thing of the past, but a present-day experience for many people of color.

**Sept. 8 | 11 a.m. – noon**

### **Indigenous Persons and Refugee Bias**

Participants will discover how individuals seeking refuge and Indigenous people experience bias through an array of stereotypes, generalizations and the formation of caste systems.

**Oct. 13 | 11 a.m. – noon**

### **A Person-centered Healthcare Encounter**

This session will bring together the concepts of person-centered care as a potential solution to bias. Participants will be challenged to identify processes, policies and other organizational attributes that create unintentional bias.

[Register Today](#)

## Drop-in sessions

**May 26 | 11 a.m. – noon**

**Jul. 28 | 11 a.m. – noon**

**Sept. 22 | 11 a.m. – noon**

**Registration is required for these sessions.**