

Uncovering Unconscious Bias for Safer Healthcare Interactions

Event Objectives

Describe how unconscious bias impacts worker and patient interactions.

Discuss strategies and techniques for identifying unconscious bias and de-escalating situations.



Target Audience

Hospital Leadership, Quality, Human Resources and Risk Management Professionals

Registration

[https://us06web.zoom.us/webinar/register/WN_PjhEXoBqR3mfr2Cga8xESw#/ \(Link\)](https://us06web.zoom.us/webinar/register/WN_PjhEXoBqR3mfr2Cga8xESw#/ (Link))

March 26, 2024, from 1:00-1:45 PM (CT)

Overview

Join us for an insightful webinar focused on understanding and mitigating unconscious bias for respectful, inclusive, and thereby safer healthcare interactions. This session will explore the impact of unconscious bias on workplace interactions. Through engaging discussions and real-world scenarios, participants will gain insights to help identify, address, and counter unconscious bias. We'll discuss how promoting a culture of respect and empathy within healthcare settings fosters a safer and more inclusive environment for both healthcare providers and patients.

Speakers

Kellie Goodson, MS, CPXP
Chief Experience and Engagement Officer
ATW Health Solutions

Kellie Goodson is a highly accomplished thought leader in the fields of health equity and person/patient and family engagement (PFE) in healthcare quality and safety improvement. She holds a Master of Science in Integrated Healthcare Management from Western Governors University (2018) and has been a Certified Patient Experience Professional (CPXP) since 2018.

Inez White-Brown, DNP
Clinical Consultant and
Health Systems Transformation Strategist
ATW Health Solutions

Dr. White-Brown collaborates with healthcare professionals to evaluate healthcare systems and provide analytical feedback using evidence-based practice. She informs clients of various equitable and patient-centered methods to employ necessary interventions to improve patient outcomes. She provides support regarding health equity components of high reliable organizations and insight regarding innovative and progressive strategies to engage community members. She obtained her Doctor of Nursing Practice degree from The University of Illinois at Chicago, bachelor's degree from Illinois Wesleyan University in Sociology and Hispanic Studies and a second bachelor's degree from Resurrection University in Nursing.