



Video Transcript: How Does Implicit Bias Affect Health Care?

Anurag Gupta:

So in healthcare, bias comes in various forms and I would say there's three primary ways that we could actually track bias. One of course, is in interpersonal interactions, let's say between a patient and a provider. So the unconscious ways that we may have associate certain groups, people with certain gender identities, people from certain racial or ethnic backgrounds manifests in the diagnoses we're making, the interactions we're making with the patients, as well as the warmth with which we're working with them, which impacts the amount of trust that they have in the providers themselves.

How does that manifest? One of the major ways that's been studied and shown and reported over and over again is pain management. So patients with darker skin, African Americans, receive lower dosages of pain medication across the world, from infants to the elderly, for the same types of ailments they come to practitioners for because of assumptions that are being made around addiction or their ability to actually be truthful around what they're experiencing.

The second way bias really plays into all of this, particularly unconscious bias, is the internal dynamics of organizations. How employees and staff members communicate with one another, team collaboration, team dynamics. As well as performance reviews, reviews around compensation, who gets to be promoted, who gets to be a leader of an organization, of a team, based on assumptions that we may have about those people, purely based on phenotype, their origins, whatever that may be.

And the third way bias truly plays out in healthcare, and this is quite well documented across the board, is its costs, wasted costs. So racial bias, just one particular identity that we're concentrating on, costs the US economy, the healthcare system, \$310 billion a year. And for me, I just want to think about what can we do with that money if we didn't have bias in the world?