

Strategies for Trauma-and-Resilience-Informed Systems

Reducing Structural Racism and Bias

Reducing Implicit Bias

- Awareness** Know your biases. Take a test at implicit.harvard.edu
- Self-regulation** Get your rider back on your horse
- Decision-making** Use checklists and clear guidelines for decisions
- Perspective-taking** Remember the Cleveland Clinic video
- Partnership building** You and your patient are equals collaborating
- Don't stereotype** Get to know people who are different from you

Microinterventions Strategies

- Make the invisible visible** Name the hidden message, clarify, challenge stereotype
- Disarm** Disagree, describe how you feel, interrupt and re-direct
- Educate** Appeal to values, clarify intent vs. impact, encourage empathy
- Seek support** Self- and collective care, accountability buddies, alert leadership

Fostering Collaboration and Agency

A.R.C.C.

Ask Does this plan make sense to you? Do you foresee any issues or challenges? Would you like to discuss other options?	Respond I see you might have difficulty with A. Perhaps we can change the plan via X, Y, or Z?	Clarify Confirm So to recap, you think X might be a good solution and are going to give it a try. I will follow up with you at our next visit/meeting to see how it is going.
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PEARLS

- Partnership** "Let's work together."
- Empathy** "That sounds frustrating."
- Apology** "I'm sorry that happened."
- Respect** "You have obviously worked hard on this."
- Legitimation** "It makes sense that you feel this way."
- Support** "Let's see what we can do."

You can make a difference!