



# TAKE 5 TAKEAWAYS

## PATIENT BIAS ENCOUNTERS

### How to Support the Learner

Below are five things you can do, as an educator, to support the learner and maintain a positive learning environment when a patient displays bias comments or behaviors.

#### 1 TAKE A DEEP BREATH

- Address offensive behaviors in the moment
- Speak up – doing so relays that the behavior is not ok
- It is your responsibility to make sure no one feels threatened

#### 2 DON'T MAKE ASSUMPTIONS

- Mistakes happen to everyone
- Remind yourself that the person may not have meant to be offensive
- Approach the patient with care and compassion

#### 3 EXPLORE PATIENT BELIEFS

- Ask the patient to repeat what they said
- Clarify what the patient meant
- Discuss with the patient to clear up any misunderstandings
- Engage the person to explore biases

#### 4 SET THE EXPECTATION

- Mayo Clinic's core values are always enforced
- Verbally share your support of the learner in front of the patient
- Ask the patient to avoid making insensitive remarks

#### 5 REPORT THE INCIDENT

- Familiarize yourself with the patient and visitor conduct policy
- Use the *Patient Accommodation and Misconduct* form to report an incident
- Report the incident to leadership if additional action is needed

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