

NAVIGATORS OF THE COMMONWEALTH

YOUR COMPASS TO REOURCES



College of
Public Health

*Center for Public Health Systems
and Services Research*



Welcome Navigators!

Our main goal is to foster meaningful connections between those who provide services (the helpers) and those who seek them (the help seekers).

Agenda:

- Navigating the Session
- Meet the NOC Team
- Breakout Session: Reflect & Network
- Balancing Suspicion of Need vs Bias & Assumptions
- Community Resource Guides
- Select Next Topic
- Q and A



NoC 2nd Session:
Balancing Suspicion of Need Versus Bias and
Assumptions





Navigating the Session

Our Commitment to Successful Collaboration:

- Active participation
- Be present
- Stay open and curious but respect confidentiality
- Use technology respectfully
- Have fun



Up Next:
Meet the NoC Team



MEET OUR NOC TEAM



**MARGARET
MCGLADREY, PHD**



**VALERIE
FROST, MAED**



**THOMAS
ARD, EDD**



**HALLIE
MATTINGLY, MSW**



**SUSANNAH
STITZER, JD**



**TARYN
BELL**



**ISABEL
SCHMITT**



**KRISTEN
THEILE, MSW**



**HARITOMANE
BRILLAKIS, MPH**



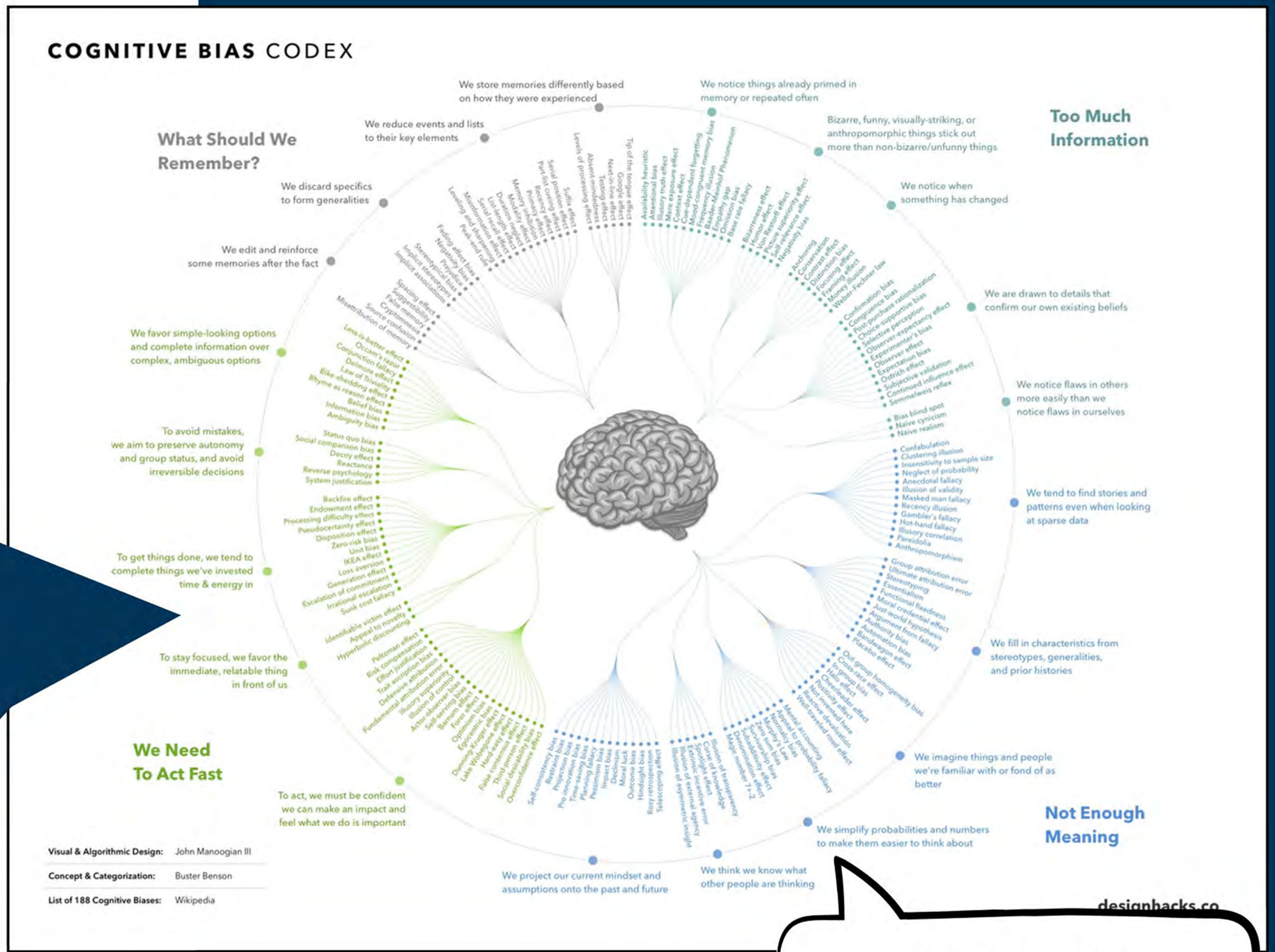
**MASON
TAYLOR**



**BRAYDEN
WARD**



Cognitive Bias Wheel



What kinds of bias on the wheel are surprising or new for you?



Unconscious Bias Exercise

A man and his son are driving in a car one day when they get into a fatal accident. The man is killed instantly. The boy is knocked unconscious. He is still alive and is rushed to the hospital for immediate surgery. The doctor enters the emergency room, looks at the boy, and says, “I can’t operate on this boy, he is my son.”

Wait. What? How can this happen?





Breakout Room: Reflect & Network

- 1 Introductions: Name, Role, and Region

Can you think of a time when someone made an assumption about you based on factors like your gender, age, background, appearance, ways of speaking, or other characteristics? How did that make you feel?
- 2

Can you think of a time when someone made an assumption about you based on factors like your gender, age, background, appearance, ways of speaking, or other characteristics? How did that make you feel?
- 3

On the other side of the coin, have you ever realized that your initial first impressions of someone were incorrect? How did that make you feel?



Join a breakout room, answer the prompt and start connecting to other professionals.

Balancing Suspicion of Need Versus Bias and Assumptions



Types of Implicit Bias in Care

- Affinity bias
- Attractiveness bias
- Group bias
- Disability bias
- Confirmation bias
- Language bias
- Gender bias
- Weight bias
- Racial bias



Cognitive Biases



Me at work...



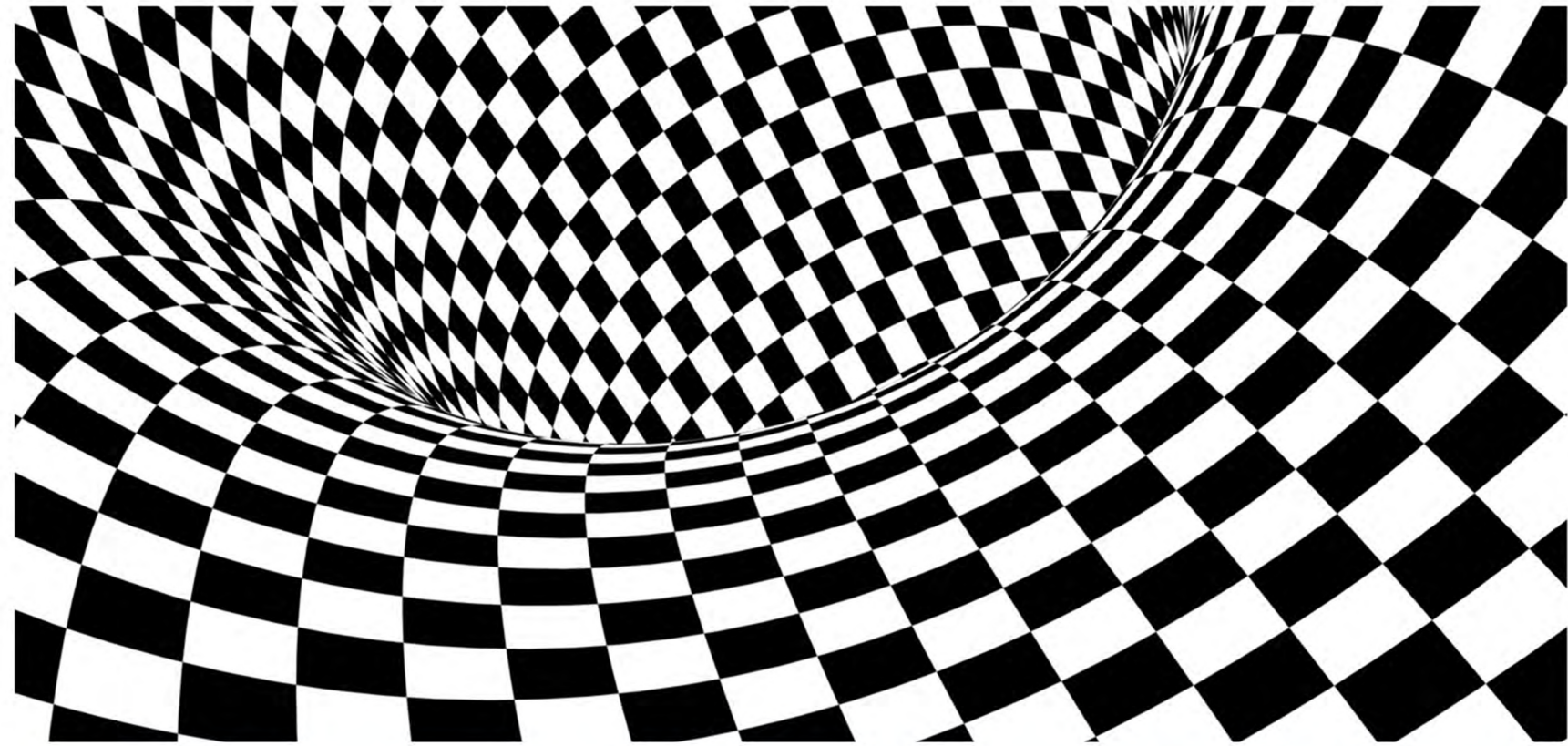
Me leaving work...



Halo Effect

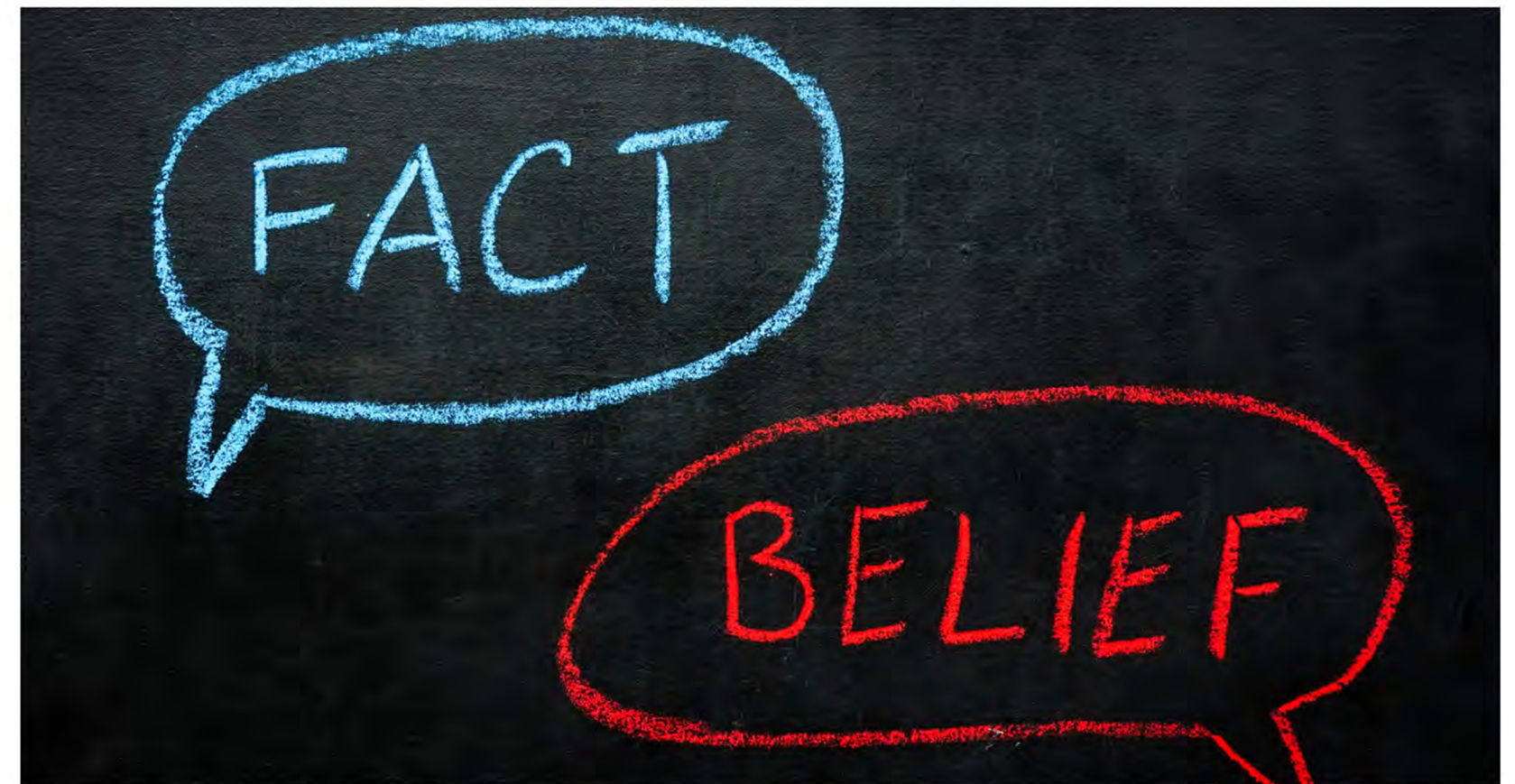
- First impressions shape judgment
- Attractive people seen as smarter
- Attractive endorsements boost product value
- Confident candidates seen as competent
- Validates initial positive impressions

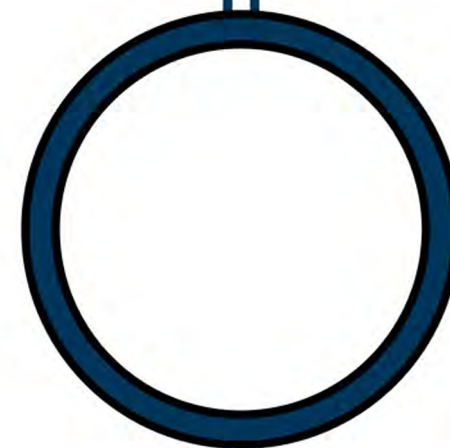
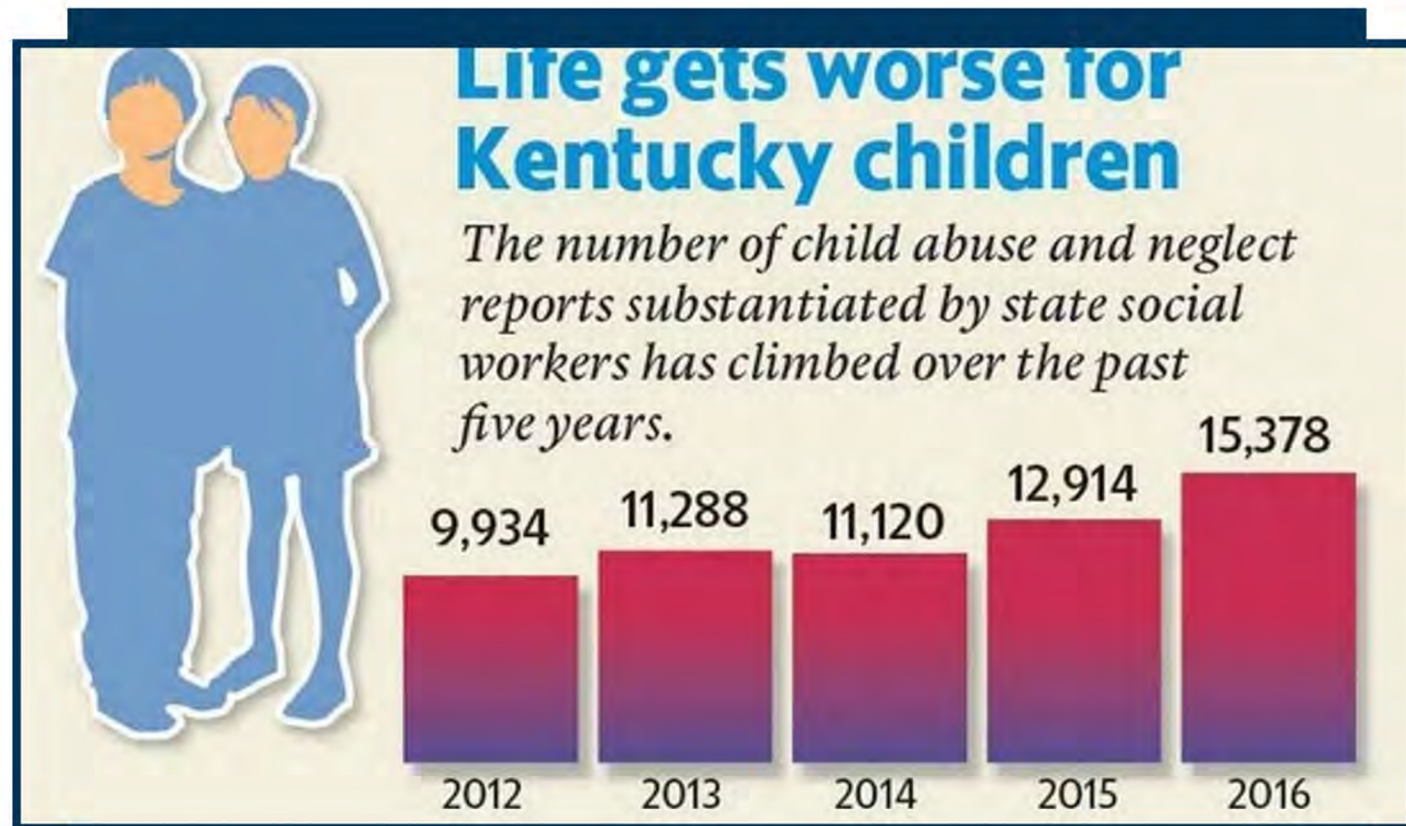
Cognitive Biases



Baader-Meinhof Phenomenon

- Noticing something more often
- Caused by selective attention bias
- Confirmation bias reinforces recent learning
- Can lead to false beliefs
- Also known as frequency illusion





Has child abuse and substance use disorder become the yellow car of Kentucky communities?

Kentucky law says that anyone with reasonable suspicion that a child is dependent, abused or neglected is required to make a report to the Cabinet for Health and Family Services.

Call 1-877-KYSAFE1 to report child abuse, neglect or dependency.





Bias Check Checklist:

- **Would you ask someone this same question if they looked different?**
- **Would you speak to someone the same way in a private, paid location?**
- **If you have a suspicion of need, do you have enough information to know the full truth of the situation?**
- **If you have suspicion of need, is there someone better positioned to relate to that situation?**
- **If you have suspicion of need, did you first prioritize a relationship with the person?**





Final Summary: Key Takeaways



- **Bias is Universal**
- **Validating Humanity**
- **Equity over Assumptions**
- **Trust and Relationship Matter**





Resource Refuel: Share in the Chat most helpful resource they have encountered during the past 30 days?

**COMMUNITY
RESOURCE
GUIDES
UPDATES**

- _____
- _____
- _____
- _____

A graphic of a document with a folded top-left corner, outlined in dark blue. The text 'COMMUNITY RESOURCE GUIDES UPDATES' is written in a bold, dark blue, sans-serif font. Below the text are four horizontal lines, each preceded by a dark blue circle, representing a list of items or updates.

EMAIL OUR FACILITATORS



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THANK YOU!!!



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