
Date: August 20, 2020 Time: 12:00 PM

Location:
Webinar - noon to 1 pm

Registration:

“When Good Intentions Aren’t Enough: How Unconscious Bias Harms Patients Amid COVID-19” is the fifth of six complimentary webinars in IHA’s virtual speaker series from June through September. You may register for individual session(s) or the entire series. Registration includes program material, one phone/Internet connection and access to the session recording(s).

Race doesn’t affect your chances of contracting COVID-19—but it might play a factor in your outcomes. Racial disparities in the U.S. have emerged as a key factor in this pandemic. Find out how unconscious bias, though not unique to healthcare, has an acute effect on safety, quality and mortality. Expert presenter Gloria Goins will provide insight into the behaviors that unintentionally put patients at risk, and why cross-cultural competency is a “must have” skill in addressing racial disparities. You’ll also learn feasible ways to tweak operations to reduce the effects of unconscious bias in healthcare.

WHO SHOULD ATTEND

This virtual speaker series is designed especially for hospital and health system leadership teams, including:

- CEOs
- CFOs
- COOs
- CMOs
- CNOs
- Chief human resource officers
- Chief strategy officers
- Chief quality officers
- Clinical leaders
- Department leaders
Gloria Goins, Former Chief Diversity and Inclusion Officer, Bon Secours Mercy Health System

Goins is the former Chief Diversity and Inclusion Officer at Bon Secours Mercy Health System in Cincinnati, Ohio, the fifth largest Catholic health system. Under her leadership, Bon Secours was recognized as one of the 10 best healthcare systems three years in a row. Becker’s Hospital Review named Goins one of the 15 chief diversity officers to know in healthcare and she was previously the first Chief Diversity Officer at The Home Depot. Goins currently teaches diversity, inclusion and healthcare leadership at Jefferson Health.

©2020 Illinois Health and Hospital Association