“They know their baby will die without a transfusion, right?” [said about a Jehovah’s Witness family]

“Chief complaint for this patient is ‘Total Body Dolor’” [describing a Spanish speaking patient]

“We don’t need an interpreter. She can read lips.” [referring to a deaf patient]

“Why do they always come in when they are just about to die?” [speaking about a Cambodian patient]
MED Talks: A Conversation Between Patients and the Providers Who Care for Them

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MED Talks

- Introduction
- Mission and Goals
- First Steps
- Set Up
- Sessions
- Lessons Learned
- Where do We Go From Here?
Introduction

• Rhode Island has a population of > 1,000,000 people

• Catchment area of Rhode Island Hospital and Hasbro Children’s Hospital includes eastern Connecticut and southeastern Massachusetts

• Providence is a “minority majority” city due to its diverse population
  – Ethnically diverse (> 50% are ethnic minorities)
  – Refugee resettlement site
Medical Education through Diversity

Mission
To provide a safe and open space for dialogue between patients of marginalized communities and the providers who care for them

Goals
1. Introduce community leaders to healthcare providers
2. Encourage dialogue between community and hospital to reduce barriers to care
3. Improve cultural sensitivity of healthcare providers
First Steps

Resident/Faculty Idea

Hospital Partners

Brown Minority Housestaff Association

Office of Diversity and Multicultural Affairs
Set Up

• Moderator
  - Physician
  - Allied health professionals

• 3-4 community leaders serving on the panel

• Audience
  – Students
  – Residents, fellows
  – Attendings
  – Allied health professionals
  – Hospital leadership

• Associated costs
  – Flyers, advertisement
  – Transportation
  – Food for conference

• Funding sources
  – Brown Minority Housestaff Association
  – Office of Diversity and Multicultural Affairs
  – Gold Foundation
Sessions

Jehovah Witnesses
Moderator: Kevin Wright
Program Manager of Transfusion Free Medicine

Transgender Community
Moderator: Jason Rafferty, MD, MPH, EdM
Gender and Adolescent Medicine Attending

Refugee Community
Moderator: Elizabeth Toll, MD
Refugee and Med-Peds Clinic Director
Combined Internal Medicine and Pediatrics Attending
Sessions

Deaf Community
Moderator: Todd Murano
President of the Rhode Island Association of the Deaf

Non-English Speaking Patients
Moderator: Rebekah Gardner, MD
Associate Professor of Medicine at Brown University

Domestic Minor Sex Trafficking Victims
Moderator: Anish Raj, MD
Triple Board Resident PGY-3
Deaf Community
Moderator: Todd Murano
President of the Rhode Island Association of the Deaf

- Sessions are booked 6 months in advance
- American Sign Language interpreters were booked at that time
  - Tried 3 different agencies and they were booked already
  - Had to negotiate with other clients to book ASL interpreters
Lessons Learned

• Housestaff are not frequently exposed to useful cultural sensitivity training
  • MED Talks – easily replicable and used as a learning tool

• Conversation is a powerful starting point
  • Providing a safe and open space for providers to meet community leaders in a non-patient setting
  • Encourage hospital leadership to attend

• Interdisciplinary buy-in is key to success
Future Directions

• Focus groups for change

• Expanded specialties represented

• CME Credit

• Collaborative writing
Questions?