

“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]

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# **MED Talks:**

## **A Conversation Between Patients and the Providers Who Care for Them**

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Brown University

Pediatric Chief Resident 2017-2018

March 20, 2018



BROWN  
Alpert Medical School

# MED Talks

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



# Introduction

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- 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

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## 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

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Resident/Faculty Idea



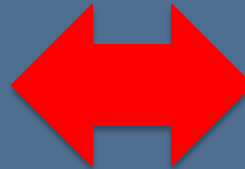
Hospital Partners



Brown Minority  
Housestaff Association



Office of Diversity and  
Multicultural Affairs



# Set Up

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- 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

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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

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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



# Lessons Learned

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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

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- 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

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- Focus groups for change
- Expanded specialties represented
- CME Credit
- Collaborative writing



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# Questions?



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