

HOW TO BE ANTI-AGEIST

Top 5 tips for Healthcare Providers

1 Recognize the potential for bias

When experiencing “gut responses”, **slow down** and engage in deliberative reflection. This is the most effective strategy to counter the stresses and pressures of work that can distract and derail us. If unsure about something, **ask questions** to gain a better understanding of your patient.

2 Use evidence-based assessments

Strive to keep your observations and assessments **systematic and objective**. This will also enable you to be **transparent in your decision making**, and provide clear evidence for the conclusions you draw from your assessment.

3 Be open to different perspectives

Be curious about your older patients with frailty. Ask yourself – How am I ensuring that I am open to the lessons that live within the person in front of me?

4 Acknowledge the impact of unintentional mistakes

Recognize that while your intention may not have been to deliberately hurt anyone, the impact of your words or actions may have been experienced differently by the recipient.

5 Apologize to rebuild trust

An apology goes a long way to repair a relationship and rebuild trust. **Avoid** the use of the word “if” (e.g. “If what I said or did...”) because this can imply doubt about the legitimacy of the person’s feelings. **Own your actions and words** in a direct way (e.g. “I apologize for saying/doing ...”).

Watch our webinar on ageism in healthcare

Modified from: Marcelin, J.R., Siraj, D.S., Victor, R., Kotadia, S., & Maldonado, Y.A. (2019). The impact of unconscious bias in healthcare: How to recognize and mitigate it. *The Journal of Infectious Diseases*, 220(S2), S62-73.