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Thursday, November 14th, 2024
1:00pm - 2:00pm



<https://weillcornell.zoom.us/j/96992232758>



1 CE credit hour is available free of charge to Weill Cornell Medicine Department of Psychiatry, full time and voluntary psychology, social work and LMHC faculty

Credits are available to those who sign in with their full name, attend the entire event live, and complete a survey which will be emailed following the completion of the event. Note that the survey must be completed within 30 days of the lecture.



Instructional Level: This event is appropriate for all audiences (introductory, intermediate and advanced).



Financial Disclosure: Dr. Jagpal has no relevant financial relationship(s) with ineligible companies to disclose and DOES NOT INTEND to discuss off-label or investigational use of products or services.

WORDS MATTER: BIAS IN DOCUMENTATION AND HOW LANGUAGE IMPACTS QUALITY OF CARE

ABSTRACT

There are significant disparities in the quality of patient care for people of color in the United States, particularly affecting Black children and their families. In pediatrics, these disparities can have lasting effects on children's health outcomes throughout their lives. This presentation will examine unconscious and conscious provider bias expressed through written and verbal language. Through this presentation, attendees will understand the powerful role language has in healthcare settings and its impact on health disparities among historically marginalized groups.

BIO

Anjana Jagpal, PhD is a pediatric psychologist at Weill Cornell Medicine. She serves as the CL psychologist and provides outpatient therapy across a number of pediatric medical subspecialties on HT3. She has particular expertise in treating chronic pain. Dr. Jagpal is deeply committed to diversity, equity, and inclusion initiatives, actively engaging in various committees at both local and national levels. Her dedication extends to educating medical and psychology trainees, instilling values of inclusivity and cultural competence in future practitioners. She is dedicated to advocating for health equity, striving to enhance access to care for all individuals.

LEARNING OBJECTIVES

1. Apply strategies to build trust between patients, families, and healthcare providers.
2. Demonstrate skills in effective and empathic communication and in the use of quotes.
3. Identify how stigmatizing language in electronic medical records can shape a future provider's perception of the patient and reflect racial bias.

REFERENCES

1. Goddu, A. P., O'Connor, K. J., Lanzkron, S., Saheed, M. O., Saha, S., Peek, M. E., Haywood, C., & Beach, M. C. (2018). Do words matter? Stigmatizing language and the transmission of bias in the medical record. *Journal of General Internal Medicine*, 33(5), 685-691. <https://doi.org/10.1007/s11606-017-4289-2>
2. Beach, M. C., Saha, S., Park, J., Taylor, J., Drew, P., Plank, E., Cooper, L. A., & Chee, B. (2021). Testimonial Injustice: Linguistic bias in the medical records of Black patients and women. *Journal of General Internal Medicine*, 36(6), 1708-1714. <https://doi.org/10.1007/s11606-021-06882-z>
3. Fernández, L., Fossa, A., Dong, Z.J., Delbanco, T., Elmore, J.G., Fitzgerald, P., Harcourt, K., Perez, J., Walker, J., & DesRoches, C.M. (2021). Words matter: what do patients find judgmental or offensive in outpatient notes? *Journal of General Internal Medicine*, 36, 2571 - 2578.