

‘We Are Upstanders’ Training: Developing Skills for Addressing Racism and Discrimination in Healthcare

In a live, virtual session with a facilitator and colleagues, this course provides employees with greater understanding and confidence to address racism and other acts of discrimination in the work environment, whether from patients, their visitors/family members, or other staff. Through discussions of techniques, case studies, and policy, participants will develop skills for recognizing when to intervene to disrupt or respond to racism/discrimination, assessing their options for how to act, and enacting next steps.

Enroll at this HealthStream link: [CLICK HERE](#), or search “Upstanders” in the catalog

Questions? Contact Jenna Faltas - Project Specialist, Health Equity,
Office of the Chief Medical Officer, jfaltas@partners.org

Target Audience

Mass General Brigham employees with permission from their manager. All managers highly encouraged to attend.

Learning Objectives

Upon completion of this activity, participants will be able to:

- Describe why it is necessary to intervene when patients or staff commit acts of racism or discrimination.
- Describe different techniques to intervene when patients or staff commit acts of racism or discrimination.
- Determine how to apply the [MGB Patient/Family Code of Conduct](#) and its [SAFER Model](#) approach to situations when patients, family members, or visitors act or speak in ways that are racist or otherwise discriminatory.
- Determine how to apply Know the Line policies when staff members act or speak in ways that are racist or otherwise discriminatory.

Earn Continuing Education (CE) Credits for the following roles:

Physicians

Maximum of 2 AMA PRA Category 1 Credits™, commensurate with extent of participation in the activity.
Satisfies [the Implicit Bias in Health Care CME requirement](#) of 2 credits per the Massachusetts Board of Registration in Medicine.

Nurses

Maximum of 2 ANCC contact hours, commensurate with extent of participation in activity.

Social Workers

Maximum of 2 continuing education credits per the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit.

Pharmacists

This activity provides 2 contact hours (2 CEUs) of continuing education credit. ACPE Universal Activity Number (UAN): JA0007437-0000-22-011-L04-P

Dentists

Mass General Brigham, an ADA CERP Recognized Provider, designates this activity for 2 continuing education credits. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.

Dietitians

2 CPEUs awarded.

Psychologists

2 continuing education (CE) credits awarded.

Athletic Trainers

Maximum of 2 Category A Hours/CEUs, commensurate with extent of participation in activity.

Optometrists

Maximum of 2 COPE credit hours, commensurate with extent of participation in activity. Course Number: 80664-PM. Activity Number: 124694.

Physician Assistants

Activity designated for 2 AAPA Category 1 CME credits, commensurate with extent of participation.