

## Abstract

**Background and Purpose:** Implicit bias in the healthcare provider reduces patient centered care, lowers shared decision making, causes poor interpersonal interaction, and elicits dominant provider verbal communication in medical encounters with Black patients. These erode the patient-provider relationship by inhibiting trust, decreasing patient engagement, decreasing treatment adherence, and altering provider judgment in treatment decisions, widening the health disparity gap for the Black patient population in the United States. The purpose of this pilot study was to increase knowledge of implicit bias and increase level of cultural humility through an online educational intervention.

**Methods:** This pilot study used a pre-test/post-test design, comparing knowledge of implicit bias and level of cultural humility measured before and after the educational intervention. The intervention was a 5-part online video module series offered to interprofessional healthcare experts at a patient quality and safety institute. The survey included a multiple-choice quiz to measure knowledge and a cultural humility assessment tool to measure level of cultural humility. This survey data was analyzed using a Wilcoxon Signed Rank test.

**Results:** A total of 21 participants were enrolled in this project, and 11 participants' pre and post survey results were able to be paired. Majority of participants were between the ages of 45 to 54 years old, female, White, and had worked at the organization for 16+ years. 73% had never received implicit bias training previously. There was a statistically significant improvement in knowledge of implicit bias (p-value, .033) and level of cultural humility (p-value, .028) for this sample.

**Conclusion:** Statistically significant improvement in participant's knowledge of implicit bias and level of cultural humility can be achieved through this online implicit bias educational intervention.

**Implications:** Implicit bias education should be instituted at the provider level to increase knowledge of implicit bias and level of cultural humility in provider interactions with Black patients. Future research should explore the impact of implicit bias interventions in improving medical encounters between Black patients and healthcare providers as well as measure influence on clinical outcomes for Black patients.

*Keywords:* Implicit bias, Blacks, Healthcare provider education, Racial bias, Cultural humility