

## **Summary: MMA Annual Conference—Forum on Patient Trust in the Health Care System**

Panelists at the forum were asked to educate attendees about the distrust that exists within their respective communities (i.e., Native American, African American, African, Latina). Each panelist spoke about his/her special conditions and history of distrust and offered some partial remedies, including:

1. Listen to a person's whole story, not just their symptoms
2. Take the time it takes to listen...taking time is an indication of respect for their story
3. Learn about and take into consideration their family and community situation
4. Be careful of stereotypes and implicit bias...everyone is different and has their own story.
5. Ask yourself...What assumptions lie behind the questions I am asking? Why do I need to know? How will it help this person?

### **Potential Policy Implications:**

1. Different groups that experience health disparities have real reasons to distrust the health care system. Structural and individual racism impacts the lives and health and trust of our patients.
2. Our health policies need to acknowledge this and develop strategies in our practice and clinics to account for past disparities while building better trust with our patients at each encounter.
3. For each policy, we need to ask: How does this policy address health disparities and advance health equity?"

### **Potential Action for MMA Policy Council:**

Examine topics and/or policies that come before the Policy Council with a "health equity lens."