

Chapter 1

Introduction



**Marcus L. Martin, Sheryl Heron, Lisa Moreno-Walton,
and Michelle Strickland**

Diversity and Inclusion in Quality Patient Care, Second Edition: Your Story/Our Story—A Case-Based Compendium Part I is a pre-case section containing relevant chapters addressing bias in health care. The seven chapters that follow are complementary to those published in our first textbook on *Diversity and Inclusion in Quality Patient Care* (DIQPC), which emphasizes culturally appropriate care, requiring healthcare providers to recognize and understand medical education traditions, and other impeding factors potentially fueling biases. Quality care is created through a community sensitive to differences in race, culture, sexual orientation, disability, religion, socioeconomic status, and any other human variations. DIQPC provided a broad array of chapters and teaching cases to educate the healthcare community about quality patient care, including the following topics in the pre-case section:

Defining Diversity in Quality Care

Racial/Ethnic Healthcare Disparities and Inequities: Historical Perspectives

Educating Medical Professionals to Deliver Quality Health Care to Diverse Patient Populations

Culturally Competent Faculty

Culturally Sensitive Care: A Review of Models and Educational Methods

M. L. Martin (✉) · M. Strickland
University of Virginia, Charlottesville, VA, USA
e-mail: mlm8n@virginia.edu; ms2yx@virginia.edu

S. Heron
Emory University School of Medicine, Atlanta, GA, USA
e-mail: sheron@emory.edu

L. Moreno-Walton
Department of Medicine, Section of Emergency Medicine, Louisiana State University Health Sciences Center-New Orleans, New Orleans, LA, USA

*Interpreter Services**The Patient-Physician Clinical Encounter**Spiritual Care Services in Emergency Medicine**Lesbian, Gay, or Bisexual (LGB): Caring with Quality and Compassion**Culturally Competent Care of the Transgender Patient**Looking Past Labels: Effective Care of the Psychiatric Patient**Disability and Access**Racial and Ethnic Disparities in the Emergency Department: A Public Health Perspective**Vulnerable Populations: The Homeless and Incarcerated**Vulnerable Populations: The Elderly**Vulnerable Populations: Children**Religio-cultural Consideration When Providing Healthcare to American Muslims**Disparities and Diversity in Biomedical Research*

In Part I of *Diversity and Inclusion in Quality Patient Care, Second Edition: Your Story/Our Story—A Case-Based Compendium*, pre-case topics include unconscious bias, microaggressions, gender and transgender bias, cultural competencies in the deaf patient, and the impact of bias on global health care. In Parts II–VI, teaching cases are presented that address bias in health care related to the experiences of patients, medical and nursing students, residents, nurses, staff, advanced practice providers, and attending physicians.