



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



Creating An Inclusive and Welcoming Health Care Environment for SGM People

.....

Alex S. Keuroghlian, MD MPH

Associate Professor of Psychiatry, Massachusetts General Hospital/Harvard
Medical School

Director, The National LGBT Health Education Center at The Fenway Institute

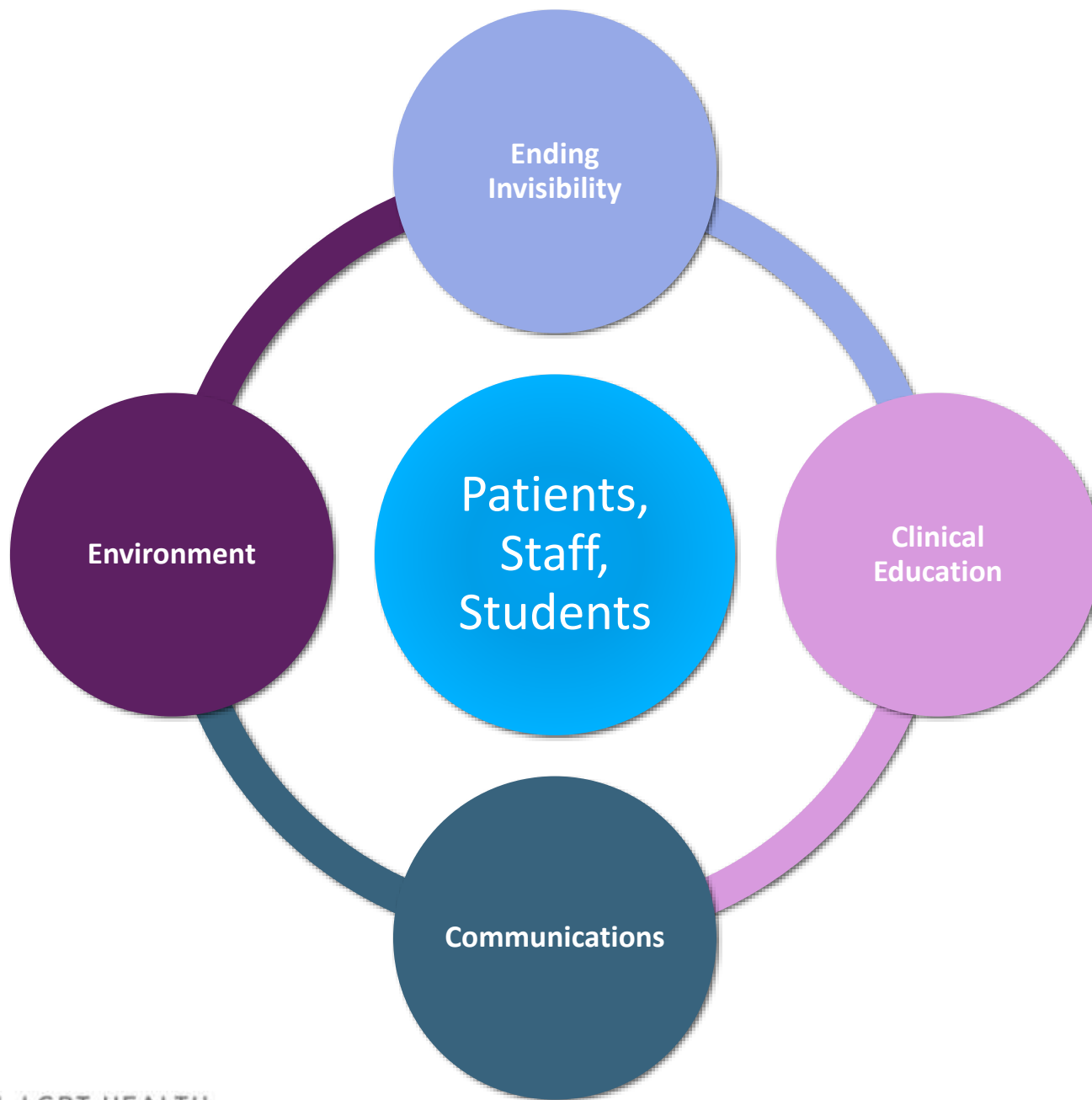
Continuing Medical Education Disclosure

- Program Faculty: Alex S. Keuroghlian, MD, MPH;
- Current Position: Director, The National LGBT Health Education Center; Associate Professor of Psychiatry, Harvard Medical School
- Disclosure: No relevant financial relationships. Presentation does not include discussion of off-label products.

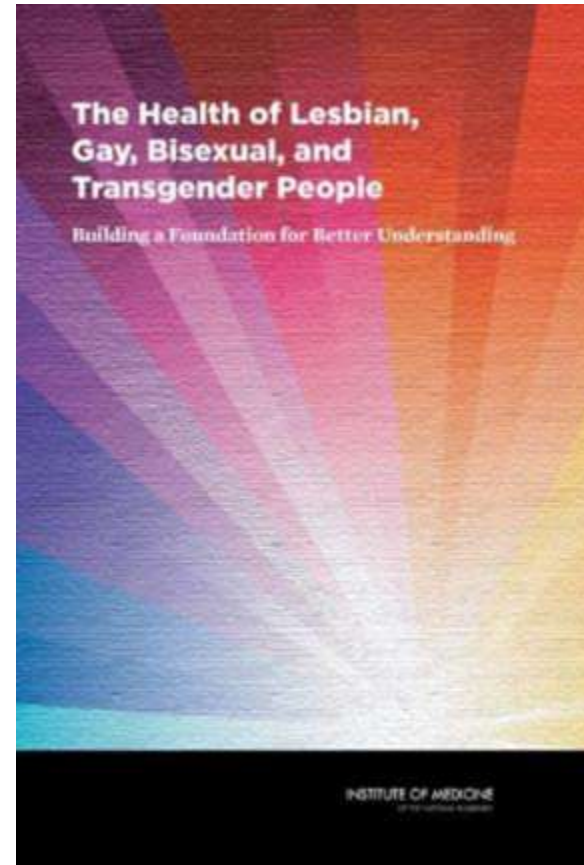
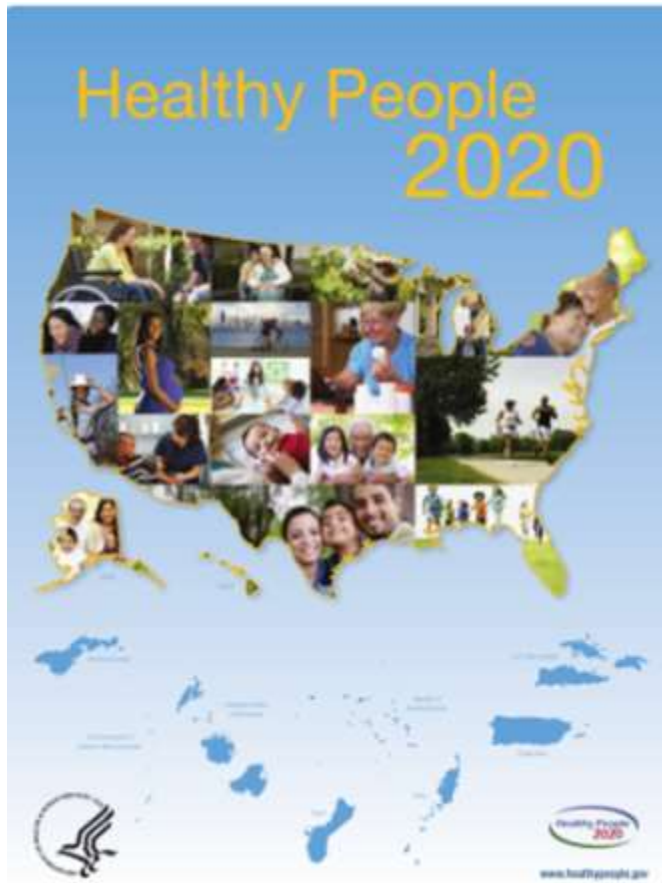
Learning Objectives

This presentation will enable you to:

- 1) Explain basic concepts and terminology related to sexual orientation, gender identity, and sex development
- 2) Understand how policies, processes and forms contribute to creating an SGM-inclusive environment
- 3) Describe at least three strategies that you can use for implementing a more SGM-inclusive environment



Why Programs for SGM People?



L,G,B,T,Q,I,A,+ Concepts and Terms



Gender Identity and Sexual Orientation: The Basics





Sex Assigned at Birth



Female

Intersex

Male

Sexual Orientation and Gender Identity are Not the Same

- All people have a sexual orientation and gender identity
 - How people identify can change
 - Terminology varies
- Gender Identity ≠ Sexual Orientation



Gender Identity and Gender Expression

- Gender identity
 - A person's inner sense of being a girl/woman, boy/man, something else, or having no gender
 - All people have a gender identity
- Gender expression
 - How one presents themselves through their behavior, mannerisms, speech patterns, dress, and hairstyles
 - May be on a continuum

A complete glossary of terms is available at www.lgbthealtheducation.org/publication/lgbt-glossary/

Gender Identity Terminology

- Transgender: gender identity differs from traditional expectations based on the assigned sex at birth
- Possible terminology
 - Transgender woman, trans woman (avoid 'male-to-female,' 'MTF')
 - Transgender man, trans man, (avoid 'female-to-male,' 'FTM')
- Non-binary
 - Genderqueer person, gender fluid person
- Trans masculine, Trans feminine
- Gender identity exists on a continuum





Gender Identity



Woman

Genderqueer

Man

Gender Nonconforming

Trans woman

Non-binary

Trans man

Genderfluid

Third Gender

Agender

Bigender

Transgender Continuum

Gender Minorities



NATIONAL LGBT HEALTH
EDUCATION CENTER

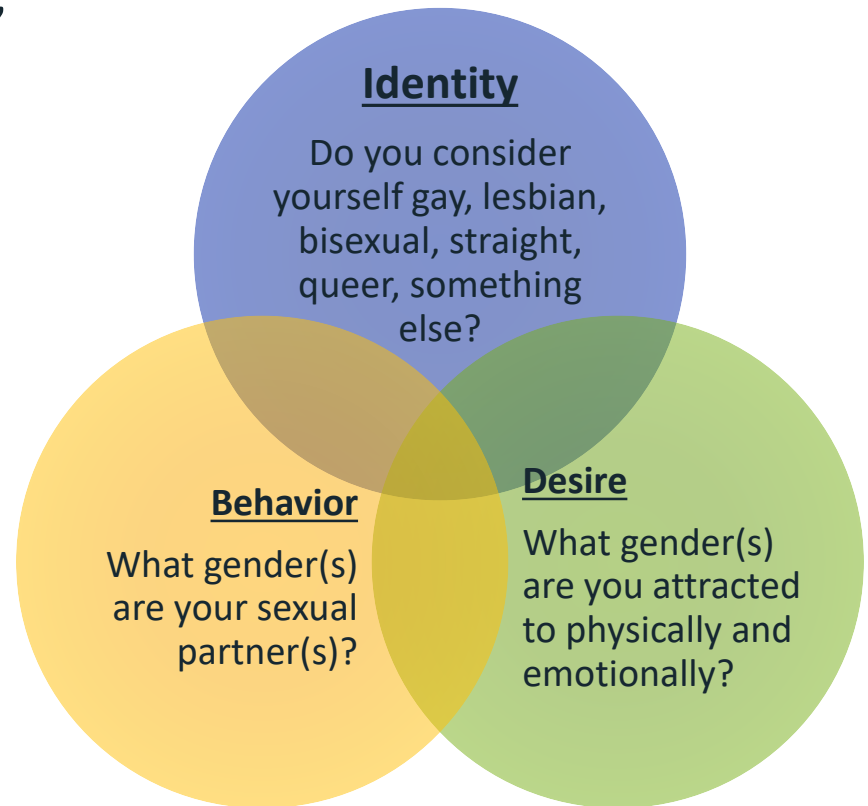
A PROGRAM OF THE FENWAY INSTITUTE

www.lgbthealtheducation.org

Sexual Orientation

- Sexual orientation: how a person identifies their physical, emotional and romantic attachments to others
- Desire
- Behavior
 - Women who have sex with women- WSW (WSWM)
 - Men who have sex with men- MSM (MSMW)
- Identity
 - e.g., straight, gay, lesbian, bisexual, queer, asexual, pansexual

Dimensions of Sexual Orientation:



What Does 'Q' Stand For?

- 'Q' may reflect someone who is 'questioning' their sexual orientation or gender identity
- 'Q' may stand for 'queer,' historically derogatory, now used by many people with great pride to state they are not straight but also don't necessarily identify with gay, lesbian or bisexual identities. Often used as an inclusive term for identification by SGM people more broadly.

Population Health: Ending SGM Invisibility in Health Care

- Has a clinician ever asked you about your history of sexual health, your sexual orientation or your gender identity?
- How often do you talk with your patients about their sexual history, sexual orientation, or gender identity?



Appropriate Screening: Rodrigo's Story

- 40-year-old trans man who came in with pelvic pain and spotting
- A biopsy determined that Rodrigo had cervical cancer
- No one had told Rodrigo that he needed routine cervical pap tests



Preparing to Serve SGM People

- **Clinicians:** Need to learn about SGM health and the range of experiences related to sexual orientation, gender identity, and sex development.
- **Non-clinical staff:** Front desk and patient registration staff must also receive training on SGM health, communicating with SGM patients, and achieving quality care with diverse patient populations
- **Patients:** Need to learn about why it is important to communicate this information, and feel comfortable that it will be used appropriately

Responding to Staff Concerns

- Some staff may need extra coaching and reassurance
- Supervisors should explain that the health center is trying to provide the best care for all patients, and staff do not need to change their own values to serve SGM people
- Regular check-ins with staff members will help identify and address their concerns

Training All Staff in LGBTQIA+ Cultural Responsiveness



Learning to Address Implicit Bias Towards LGBTQ Patients: Case Scenarios

September 2018

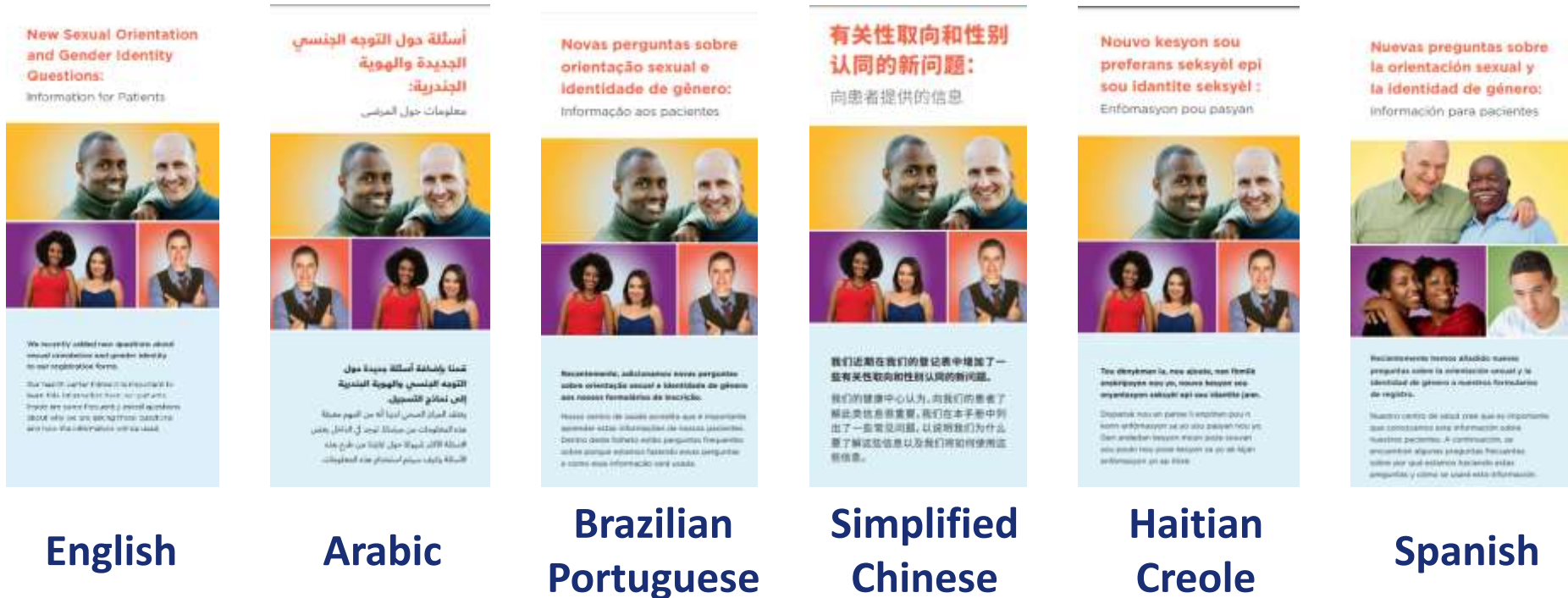
ELI NATIONAL LGBT HEALTH
EDUCATION CENTER
A PROGRAM OF THE FENWAY INSTITUTE

- LGBTQIA+ concepts and common terms
- LGBTQIA+ health disparities
- Implicit Bias
- Sensitive and effective communication
- SOGI data collection
- Confidentiality and privacy

Demonstration Videos for Training Staff



Sexual Orientation and Gender Identity (SOGI) Patient Pamphlets



Asking About Sexual Orientation

| | | | |
|---|---|---|--|
| <p>1. Which of the categories best describes your current annual income? Please check the correct category:</p> <p><input type="checkbox"/> <\$10,000</p> <p><input type="checkbox"/> \$10,000–14,999</p> <p><input type="checkbox"/> \$15,000–19,999</p> <p><input type="checkbox"/> \$20,000–29,999</p> <p><input type="checkbox"/> \$30,000–49,999</p> <p><input type="checkbox"/> \$50,000–79,999</p> <p><input type="checkbox"/> Over \$80,000</p> | <p>2. Employment Status:</p> <p><input type="checkbox"/> Employed full time</p> <p><input type="checkbox"/> Employed part time</p> <p><input type="checkbox"/> Student full time</p> <p><input type="checkbox"/> Student part time</p> <p><input type="checkbox"/> Retired</p> <p><input type="checkbox"/> Other _____</p> | <p>3. Racial Group(s):</p> <p><input type="checkbox"/> African American/Black</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Caucasian</p> <p><input type="checkbox"/> Multi racial</p> <p><input type="checkbox"/> Native American/Alaskan Native/Inuit</p> <p><input type="checkbox"/> Pacific Islander</p> <p><input type="checkbox"/> Other _____</p> | <p>4. Ethnicity:</p> <p><input type="checkbox"/> Hispanic/Latino/Latina</p> <p><input type="checkbox"/> Not Hispanic/Latino/Latina</p> <p>5. Country of Birth:</p> <p><input type="checkbox"/> USA</p> <p><input type="checkbox"/> Other _____</p> |
| <p>6. Language(s):</p> <p><input type="checkbox"/> English</p> <p><input type="checkbox"/> Español</p> <p><input type="checkbox"/> Français</p> <p><input type="checkbox"/> Português</p> <p><input type="checkbox"/> Русский</p> | <p>7. Do you think of yourself as:</p> <p><input type="checkbox"/> Lesbian, gay, or homosexual</p> <p><input type="checkbox"/> Straight or heterosexual</p> <p><input type="checkbox"/> Bisexual</p> <p><input type="checkbox"/> Something Else</p> <p><input type="checkbox"/> Don't know</p> | <p>8. Marital Status:</p> <p><input type="checkbox"/> Married</p> <p><input type="checkbox"/> Partnered</p> <p><input type="checkbox"/> Single</p> <p><input type="checkbox"/> Divorced</p> <p><input type="checkbox"/> Other _____</p> <p>8. Veteran Status:</p> <p><input type="checkbox"/> Veteran</p> <p><input type="checkbox"/> Not a veteran</p> | <p>1. Referral Source:</p> <p><input type="checkbox"/> Self</p> <p><input type="checkbox"/> Friend or Family Member</p> <p><input type="checkbox"/> Health Provider</p> <p><input type="checkbox"/> Emergency Room</p> <p><input type="checkbox"/> Ad/Internet/Media/Outreach Worker/School</p> <p><input type="checkbox"/> Other _____</p> |

Asking About Gender Identity

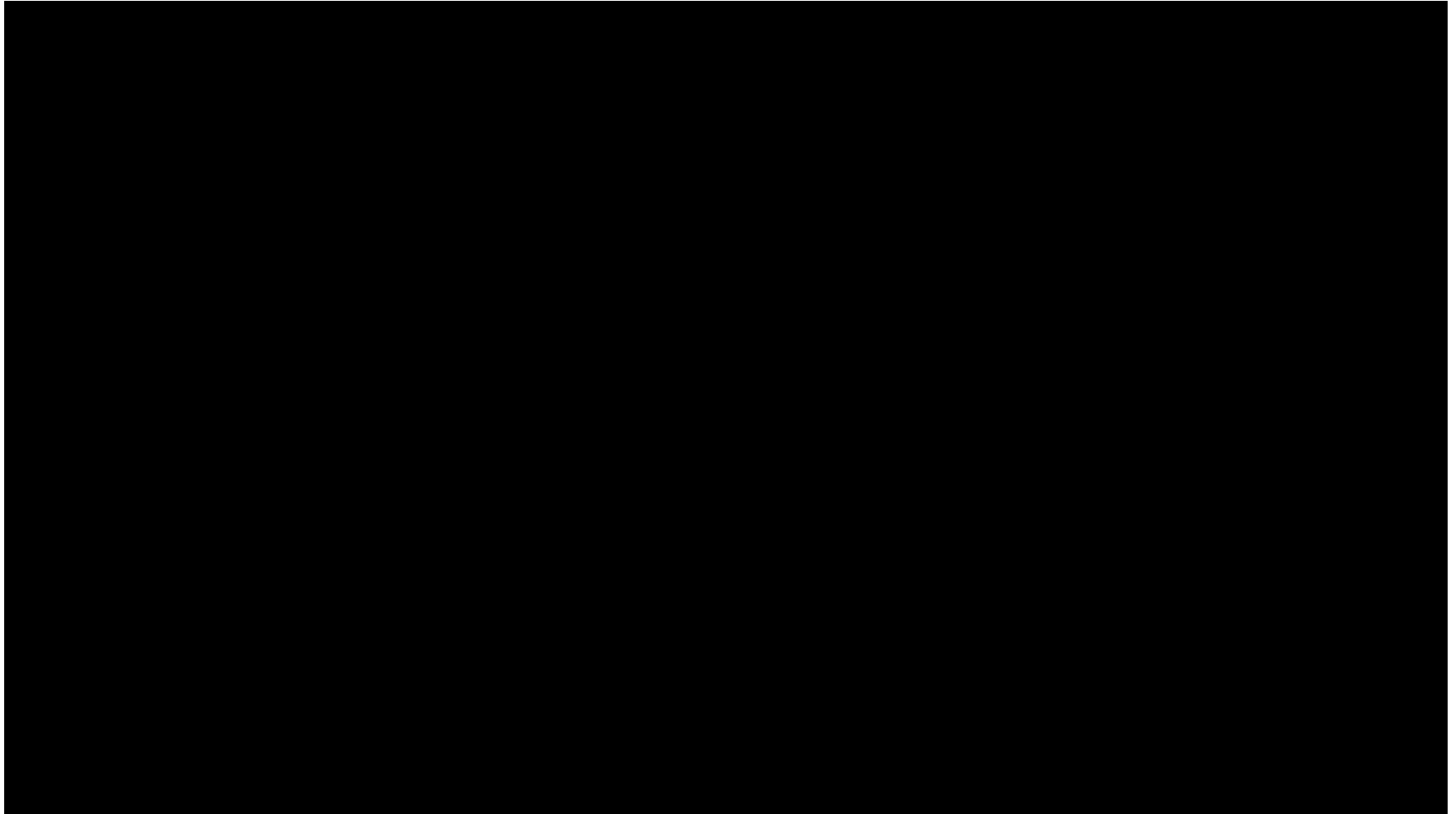
- What is your current gender identity?
 - ☐ Male
 - ☐ Female
 - ☐ Transgender Male/Trans Man/FTM
 - ☐ Transgender Female/Trans Woman/MTF
 - ☐ Gender Queer
 - ☐ Additional Category (please specify)

- What sex were you assigned at birth?
 - ☐ Male
 - ☐ Female
 - ☐ Decline to Answer

- What name do you go by?
- What name is on your insurance records?
- What are your pronouns (e.g. she/her, he/him, they/them)?



Responding to Patient Concerns About SOGI Questions



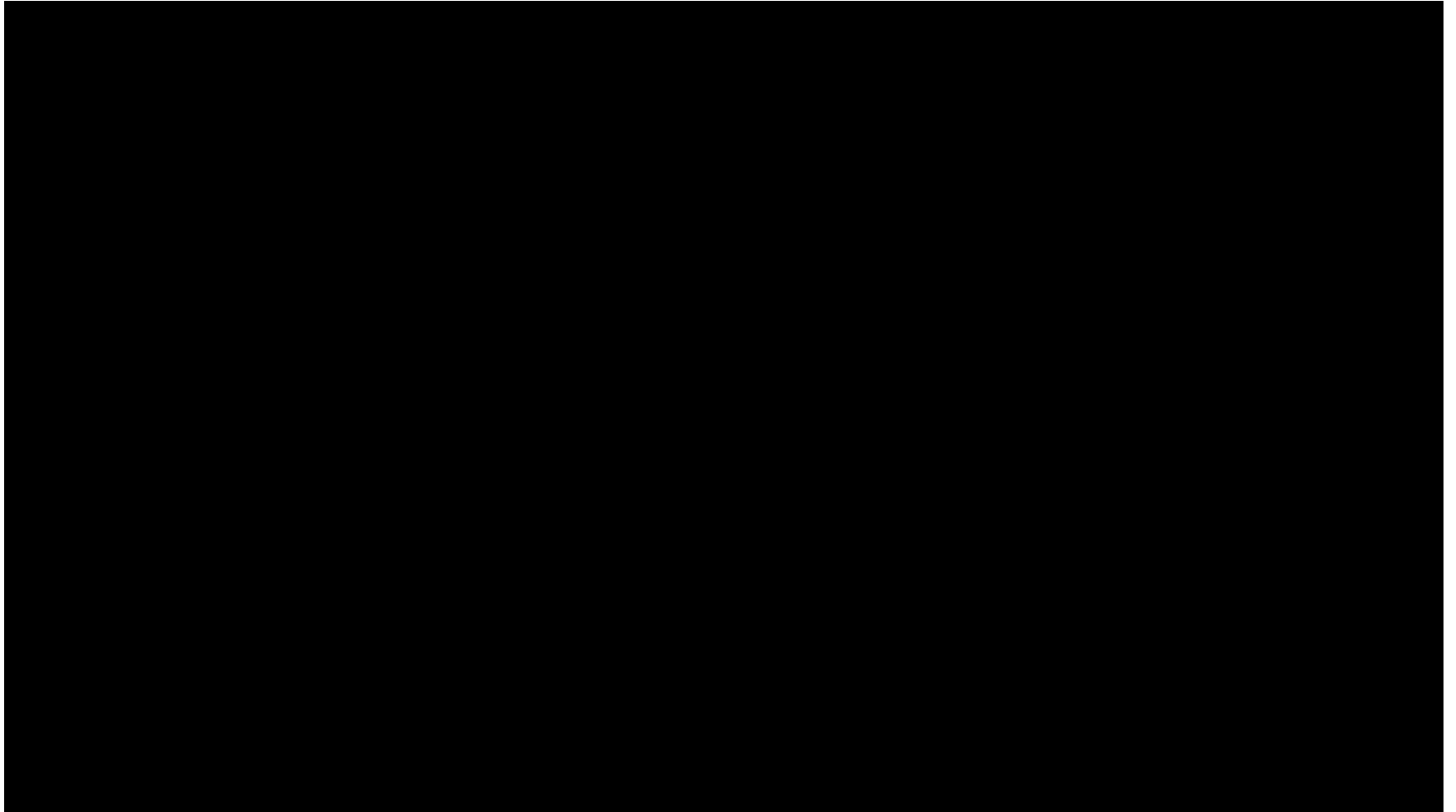
Pronouns

People may have a range of pronouns, including she/her/hers and he/him/his, as well as less-common pronouns such as they/them/theirs and ze/hir/hirs (pronounced zee/hear/hears).

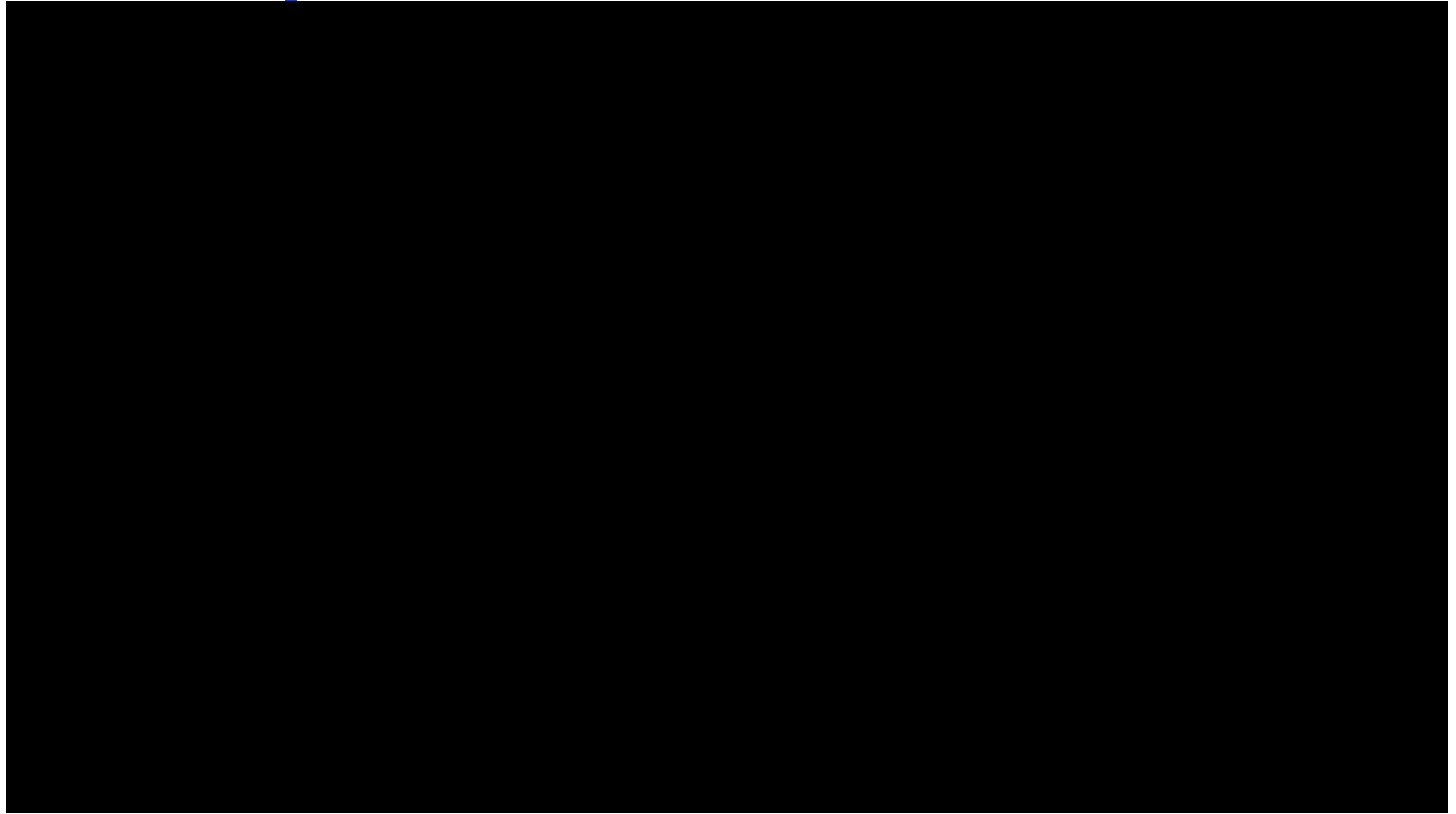


| Subjective | Objective | Possessive | Examples |
|------------|-----------|------------|--|
| He | Him | His | He is in the waiting room. The doctor is ready to see him. That chart is his. |
| She | Her | Hers | She is in the waiting room. The doctor is ready to see her. That chart is hers. |
| They | Them | Theirs | They are in the waiting room. The doctor is ready to see them. That chart is theirs. |
| Ze | Hir | Hirs | Ze is in the waiting room. The doctor is ready to see hir. That chart is hirs. |

Talking with a Patient about Non-binary Pronouns



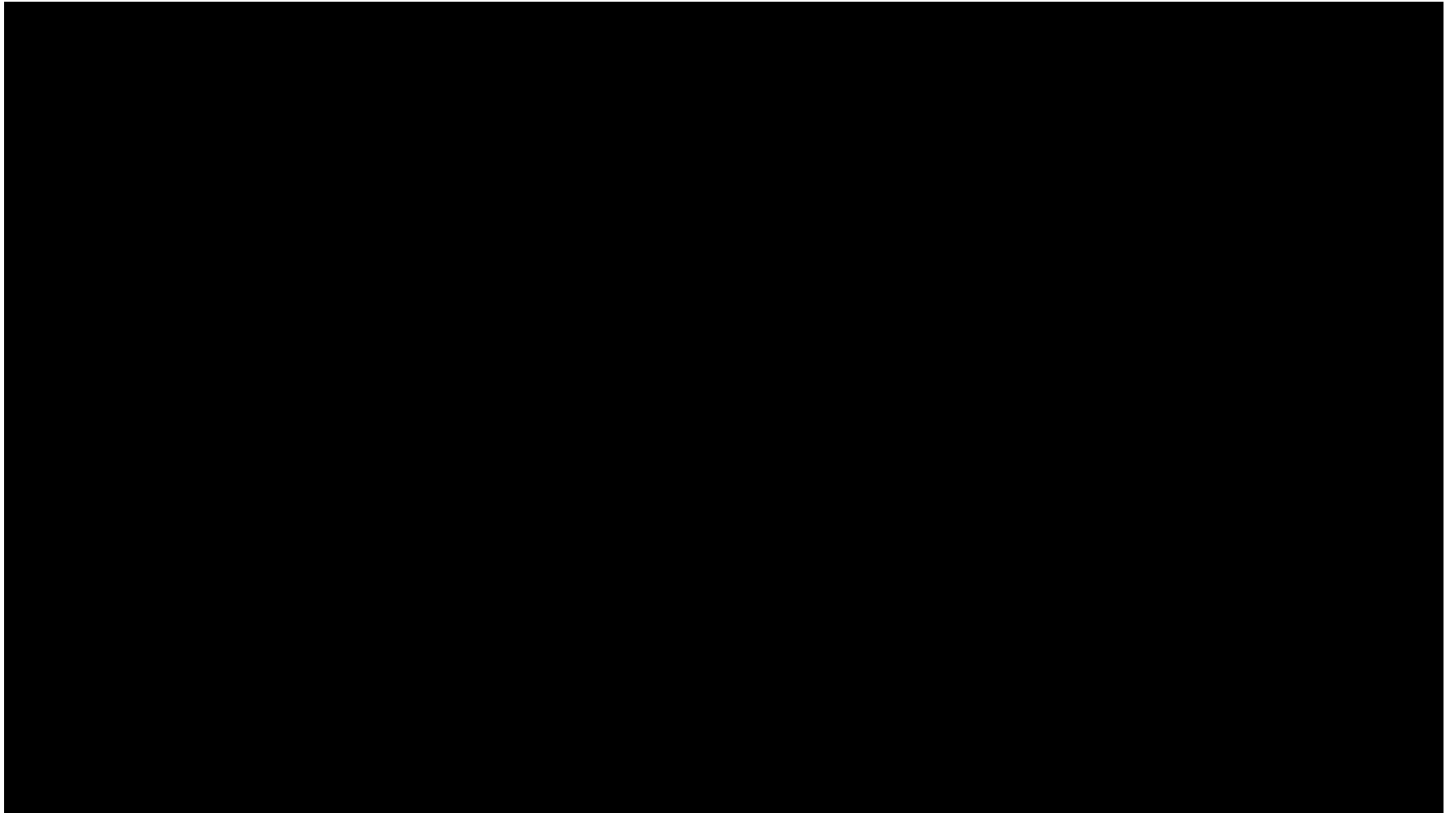
Clinician Asking a Patient about Sexual Orientation and Gender Identity



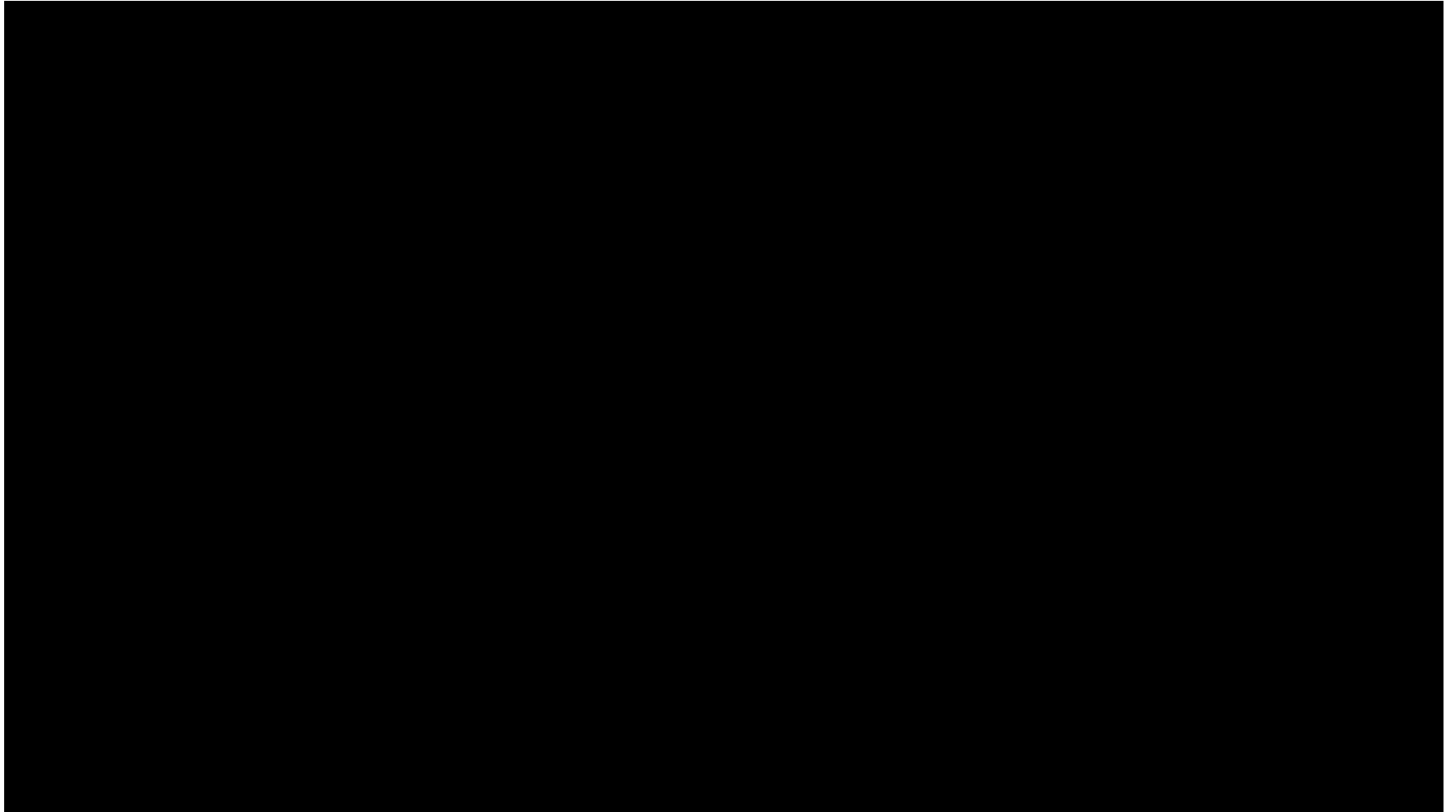
Discussing SOGI with Pediatric Patients

- At what age do you start?
 - Recommend discussing GI early, even as young as 3 years old
 - Recommend discussing SO from 13+ years old
- Are parents answering these questions?
 - Potential bias

Talking with a Parent and Child about Gender Identity



Talking with an Adolescent About Gender Identity



Anticipating and Managing Expectations

- LGBTQIA+ people have a history of experiencing stigma and discrimination in diverse settings
- Don't be surprised if a mistake results in a patient becoming upset
- Don't personalize the reaction
- Apologizing when patients become upset, even if what was said was well-intentioned, can help defuse a difficult situation and re-establish a constructive dialogue

Avoiding Assumptions

- You cannot assume someone's gender identity or sexual orientation based on how they look or sound.
- To avoid assuming gender identity or sexual orientation with new patients:
 - *Instead of:* "How may I help you, sir?"
 - *Say:* "How may I help you?"
 - *Instead of:* "He is here for his appointment."
 - *Say:* "The patient is here in the waiting room."
 - *Instead of:* "Do you have a wife?"
 - *Say:* "Are you in a relationship?"
 - *Instead of:* "What are your mother's and father's names?"
 - *Say:* "What is your guardian's name?"

Keeping Up with Terminology

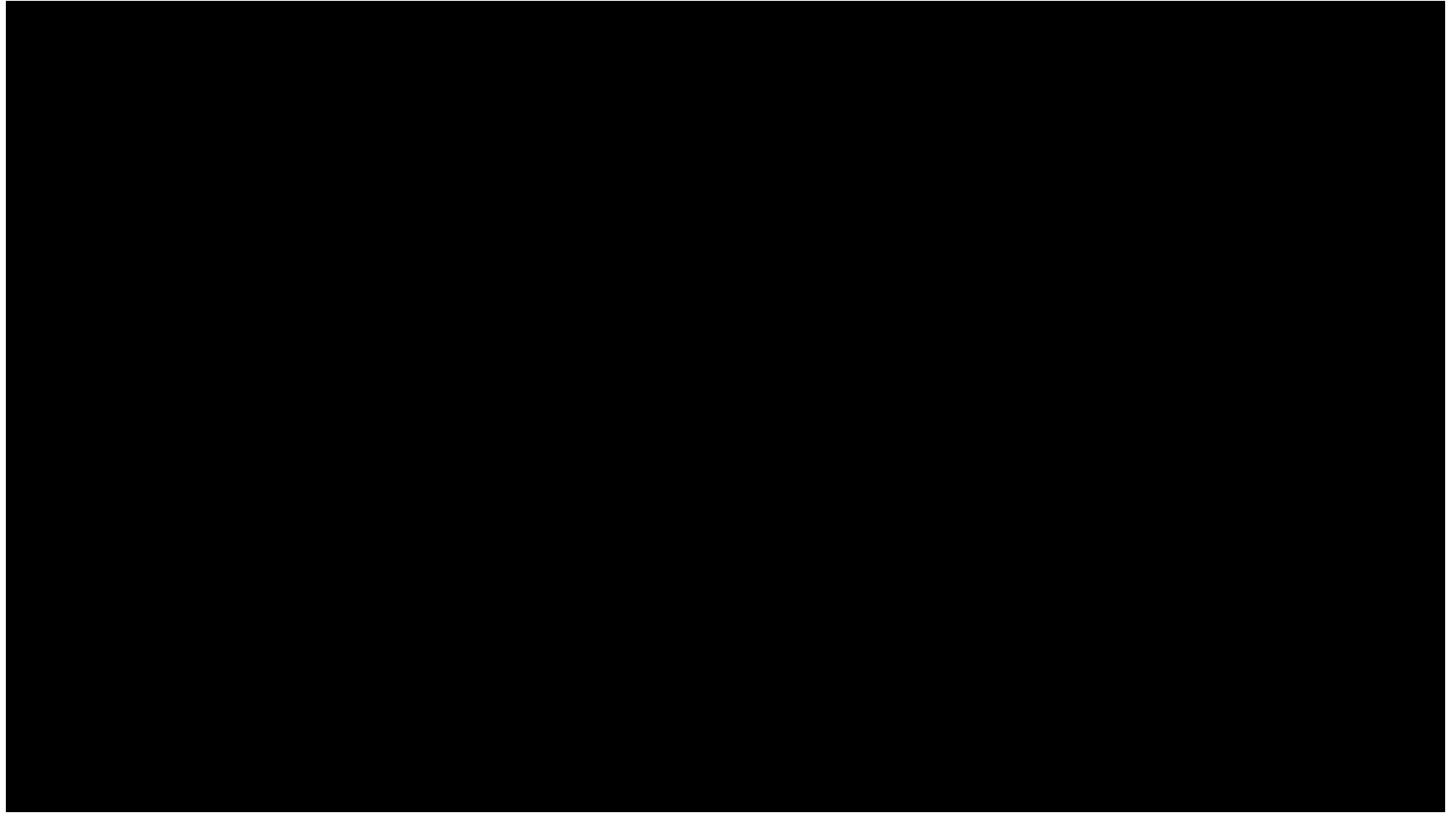
- Obvious “don’ts” include
 - Use of any disrespectful language
 - Gossiping about a patient’s appearance or behavior
 - Saying things about someone not necessary for their care:
 - “You look great, you look like a real woman/real man!”
 - “You are so pretty I cannot believe you are a lesbian!”

| Avoid these Outdated Terms (in English) | Consider these Terms Instead |
|---|-------------------------------------|
| Homosexual | Gay, lesbian, bisexual, or LGBTQIA+ |
| Transvestite; Transgendered | Transgender |
| Sexual preference; Lifestyle choice | Sexual orientation |

Putting What You Learn into Practice....

- If you are unsure about a patient's name or pronouns:
 - *"I would like be respectful—what are your name and pronouns?"*
- If a patient's name doesn't match insurance or medical records:
 - *"Could your chart/insurance be under a different name?"*
 - *"What is the name on your insurance?"*
- If you accidentally use the wrong term or pronoun:
 - *"I'm sorry. I didn't mean to be disrespectful."*

Registration Staff Helping a Patient Who Has Changed Name



Creating a Welcoming and Inclusive Environment for Caring, Working and Learning



The Board and Senior Management Are Actively Engaged

- Proactive efforts are essential to build an environment that is inclusive for LGBTQIA+ people.
- Engaged leadership from both the Board and senior management is critical.
- Leadership can set a tone and build LGBTQIA+ inclusiveness as part of a commitment to equitable care for all. They also need to provide resources to create change.
- Staff champions also need to be involved in designing and implementing change.

Non-Discrimination Policies for LGBTQIA+ People

- Patient and employee non-discrimination policies should include sexual orientation, gender identity, and gender expression.
- These policies should be known by all, and recourse when questions of discrimination are raised should be both clearly laid out and accessible.
- Nondiscrimination policies are now required by The Joint Commission: www.jointcommission.org/lgbt/

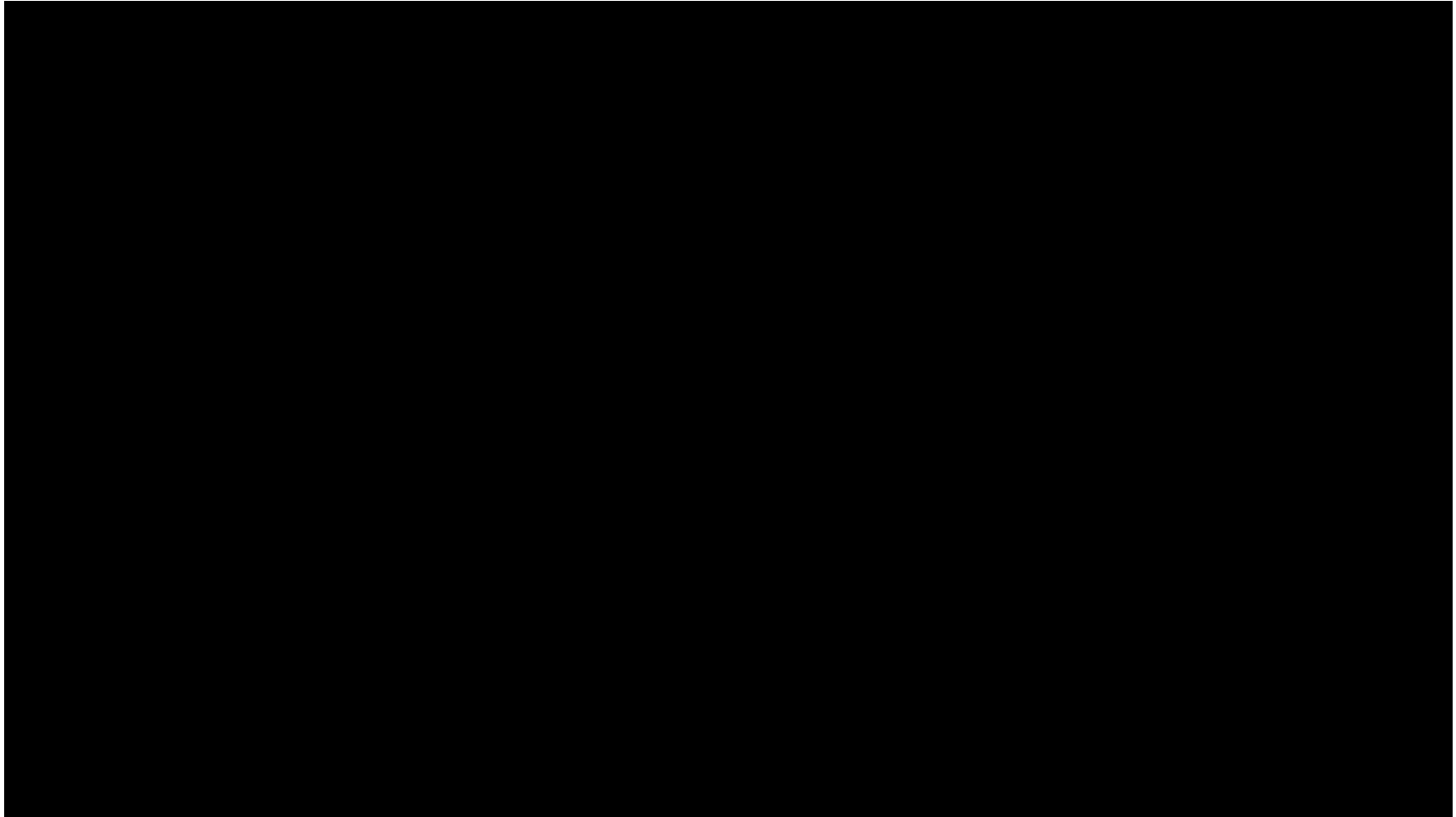
Providing Restrooms for All Genders



Accountability

- Creating an environment of accountability and respect requires everyone to work together
- Don't be afraid to politely correct your colleagues if they make insensitive comments
 - *“Those kinds of comments are hurtful to others and do not create a respectful work environment.”*

Accountability




Defining Families for LGBTQIA+ People

We recommend defining families as broadly as possible so that partners, children, and even friends who have no legal status are included in accordance with patients' wishes.



Inclusive Registration and Medical History Forms

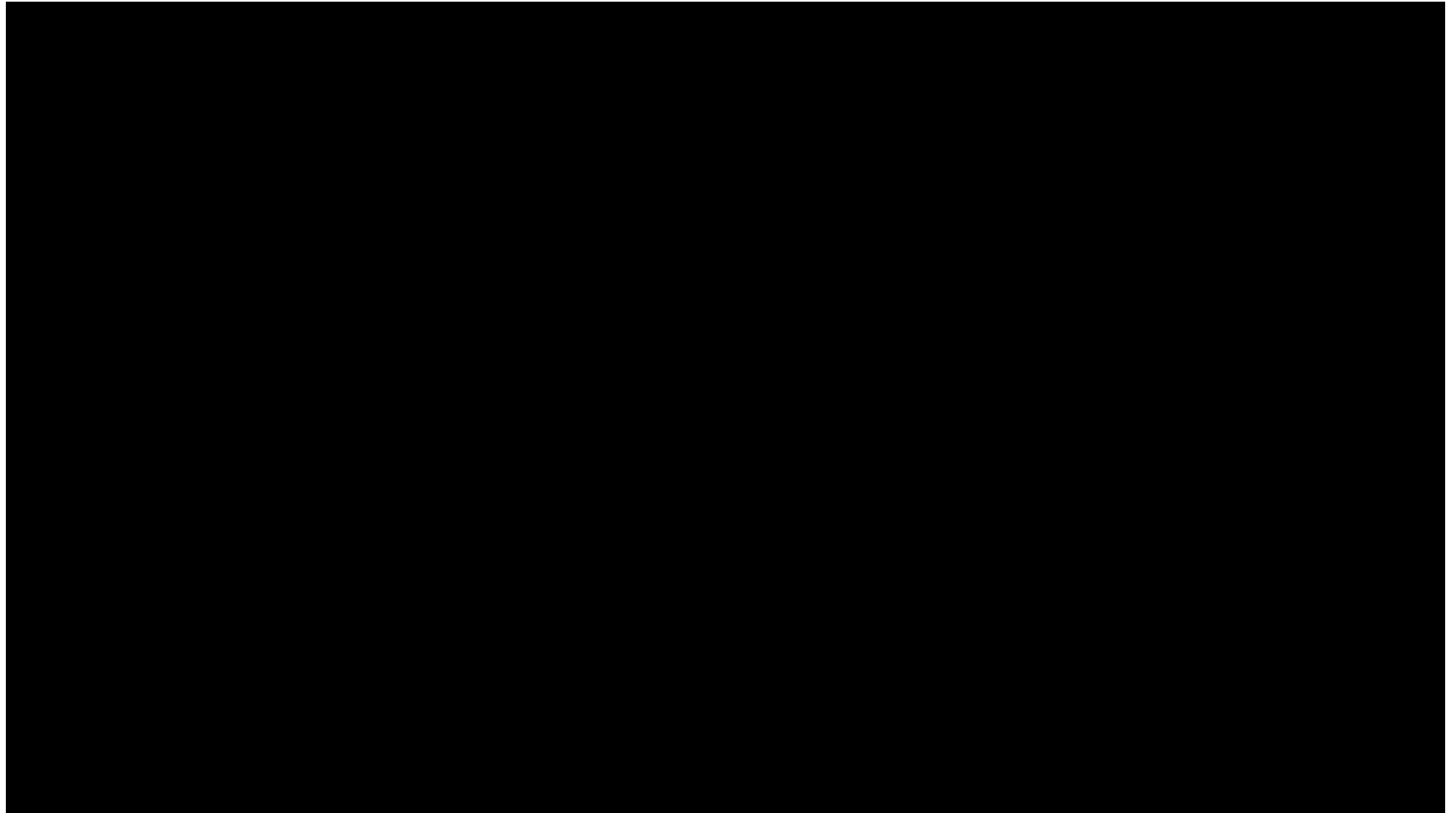
| Avoid these terms... | Replace with... |
|-----------------------|--|
| Mother/Father | Parent/Guardian |
| Husband/Wife | Spouse/Partner(s) |
| Marital Status | Relationship Status |
| Family History | Blood Relatives |
| Nursing Mother | Currently Nursing |
| Female Only/Male Only | Allow patients to choose <i>not applicable</i> . |



Focus on Forms and Policy:
**Creating an Inclusive Environment
 for LGBT Patients**

ELI NATIONAL LGBT HEALTH
 EDUCATION CENTER
A PROGRAM OF THE FENWAY INSTITUTE

Discussing Registration Forms with Patients



Gender-inclusive Diagrams

- Images that have a specific gender may limit identification of certain medical issues
- Use gender-inclusive images to document areas of concern

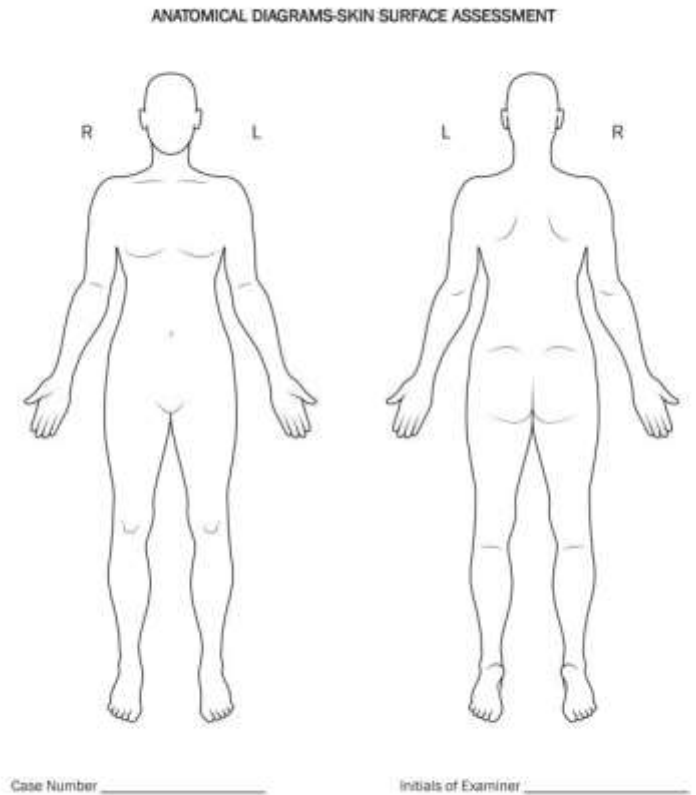


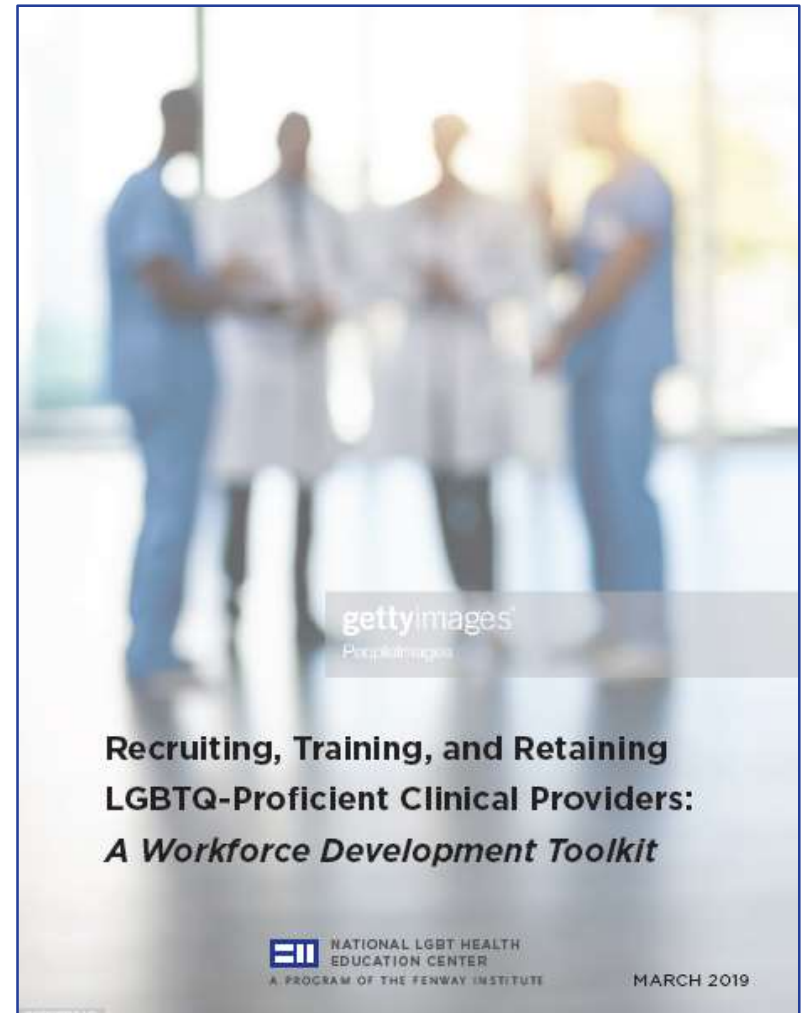
Image by: Katja Tezlaff
(<https://ktetzlaff.com/tag/transgender/#jp-carousel-456>)

Adding Affirmative Imagery and Content to Education and Marketing Materials



Building a Workforce Culturally Responsive to LGBTQIA+ Needs

- Recruitment
- Interview Process
- Training
- Professional Development
- Mentorship
- Benefits
- Retention



Community Engagement and Outreach

- Patient advisory boards
- Community satisfaction surveys
- Peer support and navigation services
- Co-sponsor LGBTQIA+ events & talks with community-based organizations



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



The National LGBT Health Education Center provides educational programs, resources, and consultation to health care organizations with the goal of optimizing quality, cost-effective health care for lesbian, gay, bisexual, and transgender (LGBT) people.

The Education Center is a part of [The Fenway Institute](#), the research, training, and health policy division of [Fenway Health](#), a Federally Qualified Health Center, and one of the world's largest LGBT-focused health centers.



Advice from one health care provider to another.

JANUARY 18, 2017

 **617.927.6354**

 **lgbthealtheducation@fenwayhealth.org**

 **www.lgbthealtheducation.org**

 **www.acponline.org/fenway**

