



NATIONAL LGBTQIA+ HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

Building an Inclusive and Affirming Health Care Environment

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10 Things

Presented here are ten things every health care organization can do to achieve a more inclusive and affirming health care environment. These practical strategies are meant to be broad enough to be adaptable, yet specific enough to allow for measuring progress. In taking these steps, you will make significant strides in providing equitable health care for all.



Strengths

- What do you do well?
- What resources do you have?

Weaknesses

- Where do you need to improve?
- What resource limitations exist?

SWOT

Opportunities

- What are your goals?
- Where are the current gaps?

Threats

- What obstacles do you face?
- How does the community view your organization?



Leadership is Actively Engaged

- Set the tone and shape mission
- Establishing processes to:
 - Assess and monitor inclusiveness
 - Oversee adjustments / change management
- Utilize organization-wide readiness assessments
- Scheduling all-staff training opportunities
- Creating task forces / naming champions

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Policies Reflect the Needs of LGBTQIA+ People 2

- Every organizational policy affects LGBTQIA+ people
 - I.e., how is “family” defined?
- Non-discrimination policies
 - Adding gender identity, gender expression and sexual orientation
 - Are these visible? Can people find them if needed?
 - How frequently are they reviewed?
 - Are they included in job postings?
 - What are the policies for reporting instances of discrimination?
- Visitation and Support Person policies

Outreach & Engagement Efforts include LGBTQIA+ people in your community

- Opportunities to cosponsor or host community events in collaboration with local orgs
- Recognizing awareness days
 - i.e. National Coming Out Day, Transgender Day of Remembrance
- Inviting LGBTQIA+ Leaders to have a voice in organizational planning, serve on board
- Outreach at Pride Events
- Communication with key LGBTQIA+ Stakeholders

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All Staff Receive training on Providing Affirming Care **4**

- Includes LGBTQIA+ identities, terminology and health disparities
- How to avoid stereotypes and assumptions
- Important for all staff, especially those who interact with clients
- Ongoing, cumulative and linked to competencies
- Includes clear expectations and methods of accountability

Processes & Forms Reflect the Diversity of LGBTQIA+ People & their Relationships

- Registration and Medical History Forms
 - Demographics
 - Name/Pronouns
 - Relationship Questions
 - Sexual History Questions
 - Family Planning Questions
 - Gynecological History Questions
- Are staff familiar with terms?
- Able to answer questions?
- Using Affirming responses?

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Data is Collected on Sexual Orientation & Gender Identity of Patients **6**

- Electronic Health Records
 - Rates of collection?
 - Utilization in billing and patient decision support?
 - Client questions/education on importance of questions>
- Patient Satisfaction & Quality Improvement Surveys
 - Collected on feedback forms?
 - Data reviewed for potential discrepancies?
 - Utilized to create growth opportunities?

All Patients Receive Routine Sexual Health Histories

- Asking open ended questions?
 - If not, what are the barriers to doing so?
- Where/when/how are these questions being asked?
- The P's model
 - Pronouns
 - Partners
 - Parts
 - Practices
 - Prevention
 - Past history of STIs
 - Pregnancy plans

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Clinical Care & Services Incorporate LGBTQIA+ Health Care Needs

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- Prevention & Wellness
 - Quality Assurance programs to oversee disparities?
- TGD Specific Health Care
- Comprehensive Family Planning Services
- LGBTQIA+ Behavioral Health Services

- If your organization doesn't offer these services:
 - Do you have partnerships with organizations that do?
 - Do you have LGBTQIA+ inclusive referrals on hand?

The Physical Environment Welcomes & Includes LGBTQIA+ People

- Signs & Brochures
 - Research Studies
 - Community Events
 - Non-Discrimination Policy
- Waiting Area Reading Materials
 - Opportunity for intersectional representation
- Restrooms
 - Signage
 - Physical Facilities

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LGBTQIA+ Staff are Recruited and Retained

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- Include Non-Discrimination policy in job listings
- Does benefits package support LGBTQIA+ staff?
 - Partners treated equitably in retirement, health care, leave, etc.
 - Health Insurance coverage for affirmation related expenses
- Is your commitment to non-discrimination articulated in:
 - Ads? Website? Outreach efforts?
- Is there an LGBTQIA+ Employee Resource Group?
- Involved in LGBTQIA+ job fairs?



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