

Introduction To The Healthcare Equality Index

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Any Pronouns

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She, Her, Hers

Continuing Medical Education Disclosure

- Program Faculty: Alex S. Keuroghlian, MD, MPH;
- Current Position: Director of the Division of Education and Training at the Fenway Institute; Associate Professor of Psychiatry, Harvard Medical School
- Disclosure: Royalties as editor of a textbook with McGraw Hill on transgender and gender diverse health care.

Our Roots

Fenway Health

- Independent 501(c)(3) FQHC
- Founded 1971
- Mission: To enhance the wellbeing of the LGBTQIA+ community as well as people in our neighborhoods and beyond through access to the highest quality health care, education, research, and advocacy
- Integrated primary care model, including HIV and transgender health services

The Fenway Institute

- Research, Education, Policy



LGBTQIA+ Education and Training

The National LGBTQIA+ Health Education Center offers educational programs, resources, and consultation to health care organizations with the goal of providing affirmative, high quality, cost-effective health care for lesbian, gay, bisexual, transgender, queer, intersex, asexual, and all sexual and gender minority (LGBTQIA+) people.

- Training and Technical Assistance
- Grand Rounds
- Online Learning
 - Webinars, Learning Modules
 - CE, and HEI Credit
- ECHO Programs
- Resources and Publications

www.lgbtqiahealtheducation.org



Technical Questions?

- Please call Zoom Technical Support: 1.888.799.9666 ext 2
- You can contact the webinar host using the chat function in Zoom. Click the “Chat” icon, and type your question.
- Alternatively, e-mail us at education@fenwayhealth.org for less urgent questions.

Sound Issues?

- Ensure your computer speakers are not muted.
- If you cannot hear through your computer speakers: Navigate to the bottom toolbar on your screen, go to the far left, and click the arrow next to the phone icon.
- Choose “I will call in.”
- Dial the phone number and access code.

When the webinar concludes:

- Close the browser, and an evaluation will automatically open for you to complete.
- We very much appreciate receiving feedback from all participants.
- Completing the evaluation is required to obtain a CME/CEU certificates.

CME/CEU Information

This activity has been reviewed and is acceptable for up to 1.0 Prescribed credits by the American Academy of Family Physicians. Participants should claim only the credit commensurate with the extent of their participation in this activity.

Physicians	<p>AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed, not as Category 1.</p>
Nurse Practitioners, Physician Assistants, Nurses, Medical Assistants	<p>AAFP Prescribed credit is accepted by the following organizations. Please contact them directly about how participants should report the credit they earned.</p> <ul style="list-style-type: none"> • American Academy of Physician Assistants (AAPA) • National Commission on Certification of Physician Assistants (NCCPA) • American Nurses Credentialing Center (ANCC) • American Association of Nurse Practitioners (AANP) • American Academy of Nurse Practitioners Certification Program (AANPCP) • American Association of Medical Assistants (AAMA)
Other Health Professionals	<p>Confirm equivalency of credits with relevant licensing body.</p>

Workflow for Creating Change

- Identify Champions
 - Engage Leadership and Relevant Staff
 - Know Your Population and Needs
 - Define Your Goals
 - Build Empathy and Awareness
 - Emphasize Ethics
 - Offer Education and Coursework
 - Cost Assessment and Rationale
-
- Ongoing Assessment – What else can we improve?

Trans Inclusivity Scale

Actively Discriminatory

Overtly Prejudiced

Aware

Active

Friendly

Fully Inclusive and Affirming

The Teaching Transgender Toolkit (2015)



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Workforce Development

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



Recruitment

- Add language to job postings stating that the health center is seeking candidates with experience in LGBTQIA+ health care, or with a strong desire to learn. For example:
 - *"We are seeking dynamic candidates with experience in working for the LGBTQIA+ community, or who are committed to learning about LGBTQIA+ health."*
- For all job postings, include an Equal Opportunity Employment statement that includes gender identity, gender expression, and sexual orientation. For example:
 - *"We are an Equal Opportunity and Affirmative Action Employer, and encourage applications from all qualified individuals without regard to race, color, religion, sex, gender identity, gender expression, sexual orientation, national origin, age, marital status, disability or veteran status, or to other non-work-related factors."*
- If an advertisement allows for images, include stock photos of LGBTQIA+ people (e.g., same-gender couples, people with non-conforming gender expression), to further the message of commitment to LGBTQIA+ equity

Interview Process

- For trans, nonbinary, and gender diverse applicants
 - Be aware of stress regarding a common use name if it's different from a legal name: make space for both on an application
 - Interviewers are invited to introduce their pronouns and invite applicants to do the same.
 - If an applicant doesn't share their pronouns, don't assume binary. Use their name or "they/them"
 - References may know someone by a different name or pronouns. It may be worth clarifying with an applicant if they use a different name or pronouns with any of their references if it comes up
 - Some applicants may have gaps in their resume if a prior or current employer was not affirming, or employers prior to transition/affirming their gender identity

Training for All Staff

- LGBTQIA+ health training can be incorporated into the onboarding process and into annual diversity and inclusion training
- Although the training should focus on patient care and communication, staff can be reminded that the lessons also apply to interactions with colleagues
- Recommended training topics include:
 - Basic LGBTQIA+ terminology and concepts.
 - LGBTQIA+ health disparities.
 - Communicating with cultural humility, including using correct names and pronouns.
 - Preventing and addressing implicit bias.
 - Recovering from mistakes and apologizing for errors.

Professional Development

- Do you offer and encourage professional development opportunities for LGBTQIA+ information and awareness?
- Examples:
 - Attending national or local conferences (Creating Change, Philadelphia Trans Wellness Conference, Black Trans Advocacy Conference, WPATH, etc.)
 - Distributing educational materials and resources
 - Internal meetings/training to discuss current events
 - Staff reading and discussion groups

Mentorship Programs

- As long as your health center has at least one LGBTQIA+-proficient provider, it is possible to develop a mentorship program for new clinicians.
 - As the program grows, medical and behavioral health care mentors may hold regular meetings with other clinicians to discuss cases and ask questions
 - Particularly helpful for clinicians with trans and gender diverse patients whose health care needs can be unique and complex
- Tele-mentoring is another option; the Education Center offers a Transgender Health ECHO for health center clinical teams
 - The ECHO involves monthly live video conferencing sessions that combine brief didactic presentations with case discussions led by participating clinicians
 - www.lgbthealtheducation.org/transecho/

Benefits and Retention

- Are your benefits and policies inclusive for trans and gender diverse staff
 - Health insurance
 - Guidelines for gender affirmation
 - Diverse family structures
- Leadership can work with:
 - An LGBTQIA+ employee resource group.
 - Two to three “champions”.
- Collaboratively spread the message, update policies, procedures, and programs to support LGBTQIA+ inclusion
- Be open to learning and exploring – listen
- When someone is leaving, opportunity to collect data about your workplace

Tools for Engaging Leadership

- Community Feedback
- UDS Data – where are we and how can we be better?
- Visibility for LGBTQIA+ communities – Healthcare Equality Index



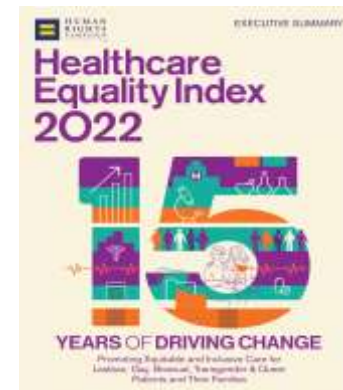
About the Human Rights Campaign and the HRC Foundation

NATION'S LARGEST
LGBTQ+ civil rights
organization

Over 3,000,000
MEMBERS AND SUPPORTERS

Equality for
ALL
not for some

More than **1,000,000**
VISITORS A MONTH



The Healthcare Equality Index

Biennial online survey that HRC has used to foster institutional change in how LGBTQ+ care is provided in over 2,000 hospitals and other healthcare facilities nationwide, since 2007



HEI 2022

HEI 2022



906 Participants

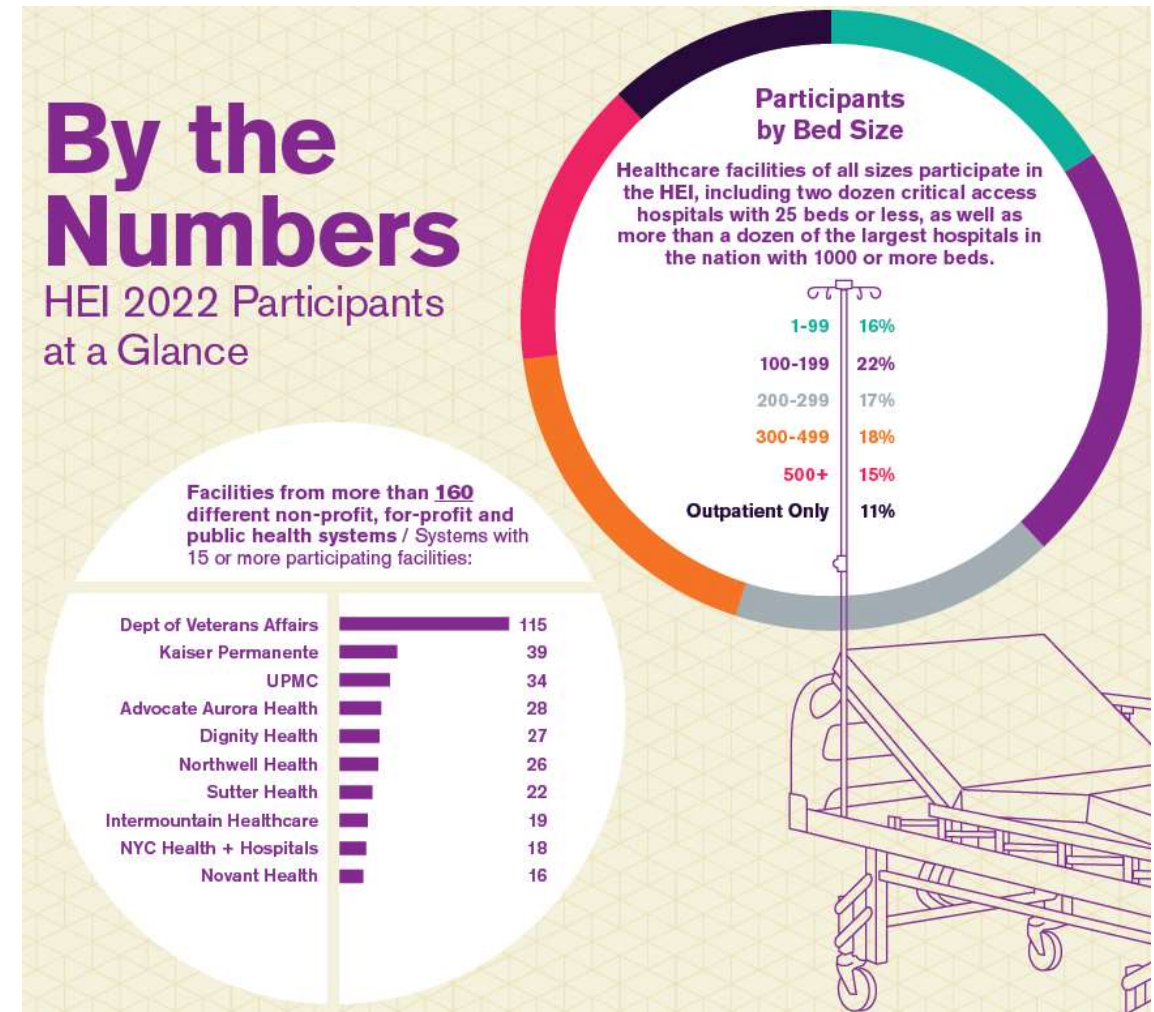
- 109 Academic Medical Centers
- 65 Faith-Based Hospitals
- 27 Sole Community Hospitals
- 37 Pediatric Hospitals
- 38 Federally Qualified Health Centers (or Look-Alikes)

496 Leaders / 55%

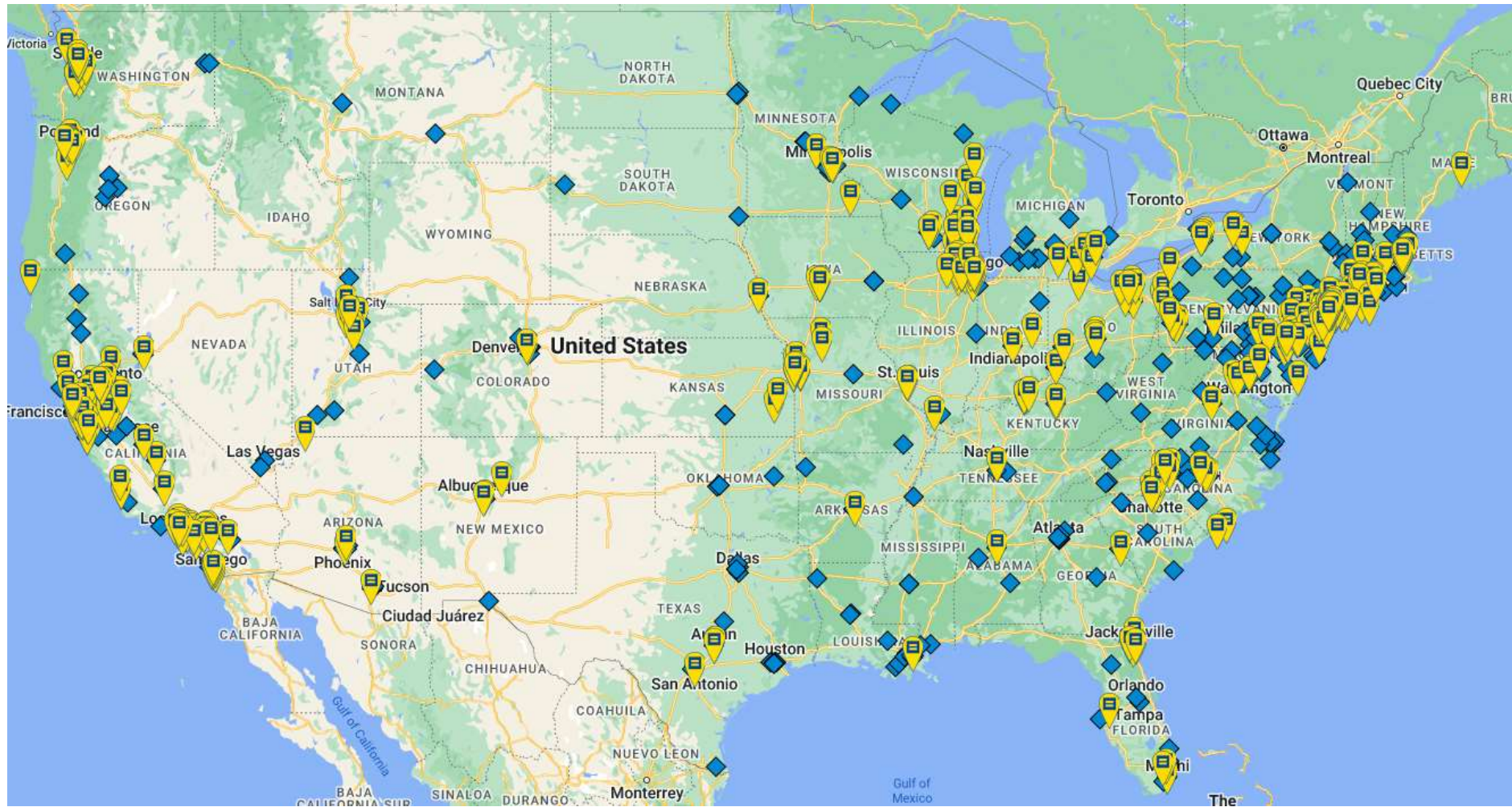
251 Top Performers / 28%

HEI 2022

- Approximately 31% of all US inpatient hospital beds
- Provide over 335 million outpatient visits annually
- Employ over 2.3 million people



Who Participates in the HEI?



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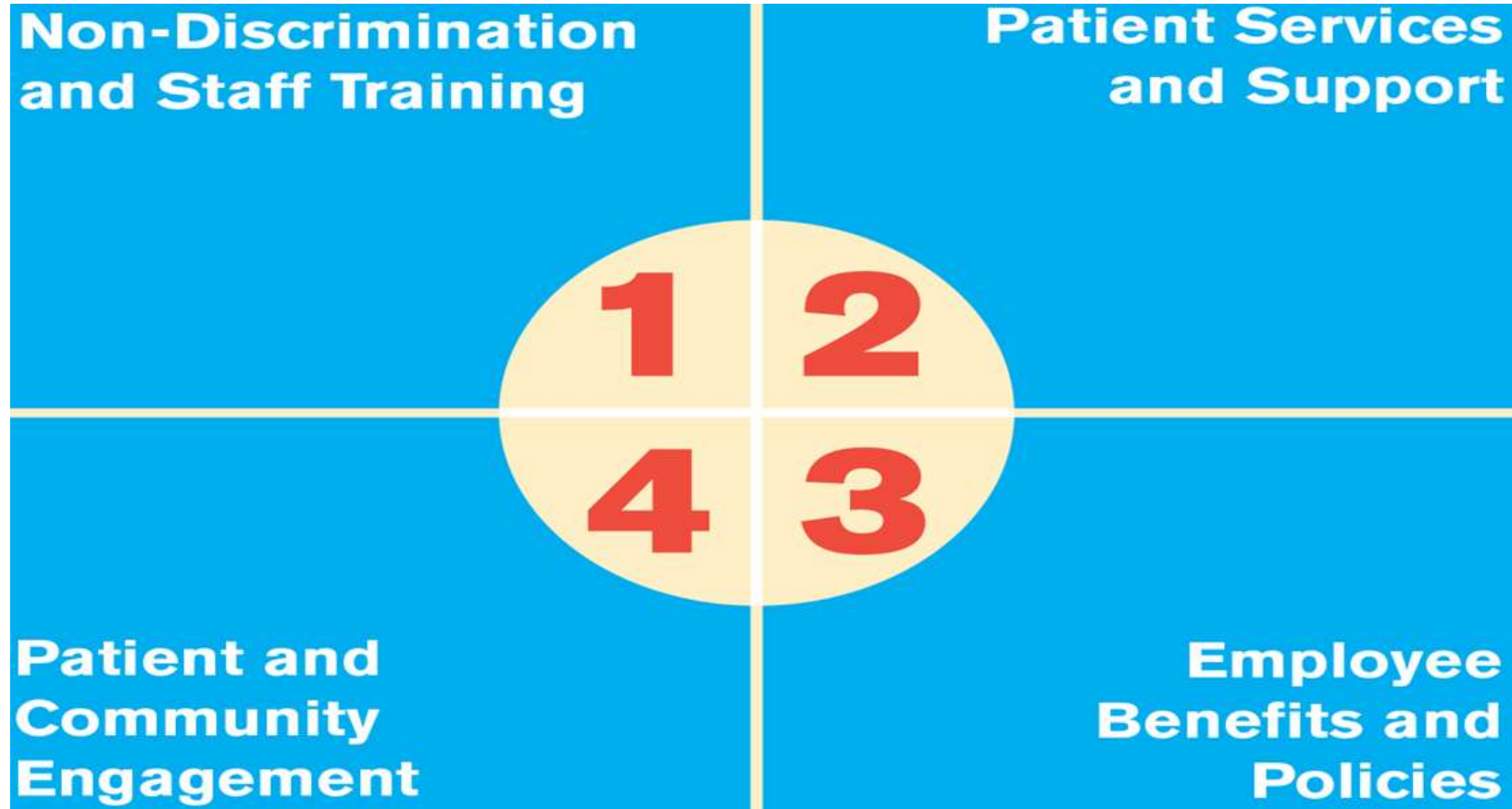


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Healthcare Facilities Take the HEI to

- Learn best practices for LGBTQ+ equity & inclusion
- Provide patient-centered care to a long-overlooked group
- Enhance patient satisfaction ratings
- Ensure compliance with legal, CMS, ACA, and the Joint Commission requirements
- Enjoy recognition for commitment to equity, diversity and inclusion from the nation's largest LGBTQ+ civil rights organization

HEI Criteria



1. Non-Discrimination & Staff Training



LGBTQ+ Inclusive Patient Non-Discrimination Policy

- Must be communicated in at least 2 ways



Equal Visitation Policy

- Must be communicated in at least 2 ways



LGBTQ+ Inclusive Employment Non-Discrimination Policy

- Must be communicated to the public



Training in LGBTQ+ Patient Centered Care

- Specific Requirement
- Training Promotion



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2. Patient Services & Support



LGBTQ+ Patient Services & Support

LGBTQ+ specific services/programs
Inclusion in disparities planning
LGBTQ+ health materials



Transgender Patient Services & Support

Specific policies for transgender patients
Transgender Patient navigators
Gender neutral restrooms



Medical Decision Making

Right to designate anyone as medical decision maker, including same-sex partner



Patient Self-Identification

SOGI Data Collection
Recognizing different types of families
Privacy



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3. Employee Benefits & Policies



Equal Benefits

Benefit parity for same sex partners

Maintain domestic partner benefits

Gender transition services explicitly covered (scored separately – 5 points)



Benefits and Policies Impacting Trans Employees

Gender Transition Policy
Affirmative health insurance coverage



Other Support for LGBTQ+ Employees

LGBTQ+ Employee

Resource Group

LGBTQ+

Demographics/questions measured on employee surveys

LGBTQ+ inclusive hiring

4. LGBTQ+ Patient & Community Engagement



Collect feedback from LGBTQ+ patients, families, and community



Create an LGBTQ+ advisory board or engage with local LGBTQ+ organizations to do a community assessment



Offer educational opportunities that address LGBTQ+ health issues



Sponsor and participate in LGBTQ+ community events



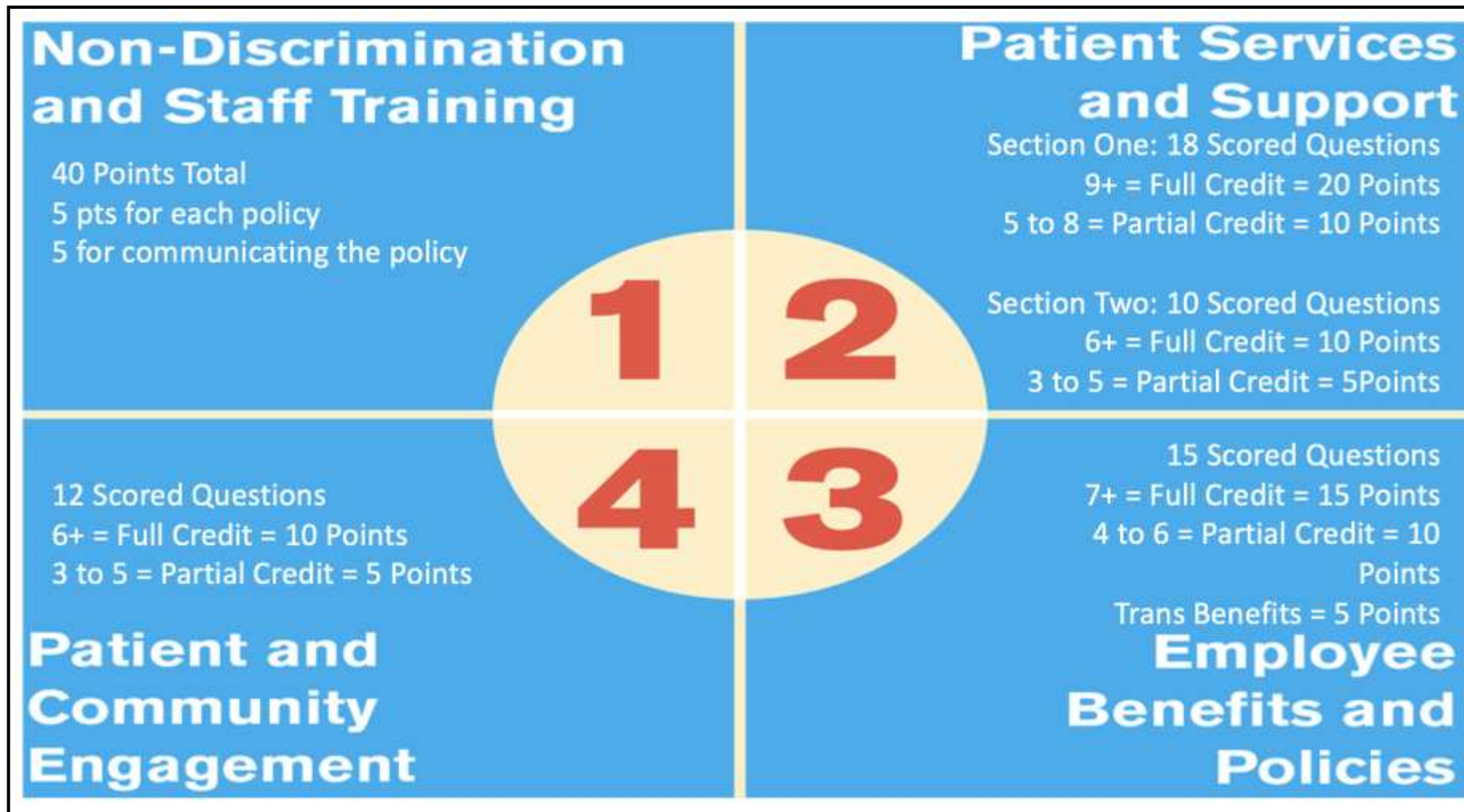
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HEI Scoring



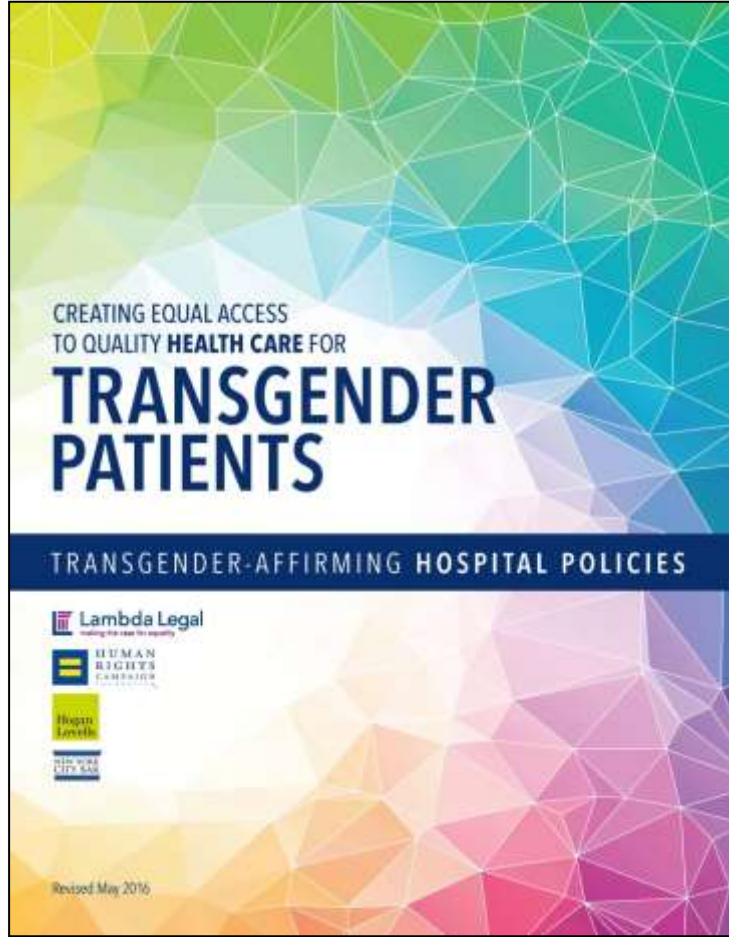
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Sample Resources



Does your organization engage in marketing or advertising to the LGBTQ community (other than sponsorship of events)?

In order to receive credit, a facility must:

Describe efforts of marketing efforts and upload a sample of the creative content used to market or advertise to the LGBTQ community.

More information:

In many instances, hospitals advertise in local newspapers and magazines to promote their services, their HEI Leader status and to target the LGBTQ consumer. This is a great way to let the LGBTQ community know what services your facility provides while also reaching the LGBTQ consumer who is in the process of choosing where to receive their healthcare. Ad campaigns and marketing can further a message of a hospital's values around LGBTQ inclusion. Increasingly, ads with authentic images of LGBTQ people are featured in both LGBTQ media outlets and the general press alike.

Check out [this article](#) entitled "Companies With LGBTQ-Inclusive Ads Can Increase Sales By 40%, And Here's Why".

Examples:

- Boston Children's Hospital used [this ad](#) to promote LGBTQ patients, families and staff.
- Broward Health Imperial Point uses [LGBTQ-affirming postcards](#) to illustrate their commitment to LGBTQ-patients and their families.
- The Children's Hospital of Philadelphia [advertised](#) their commitment to LGBTQ-patient services.
- Saint Luke's Health System developed [this ad](#) to promote their status as a Leader in LGBTQ Healthcare Equality.
- NYC Health and Hospitals system created [this LGBTQ-inclusive image](#) to affirm its commitment to LGBTQ patients and their families.

Tiers of Recognition



- Full credit in Criteria 1



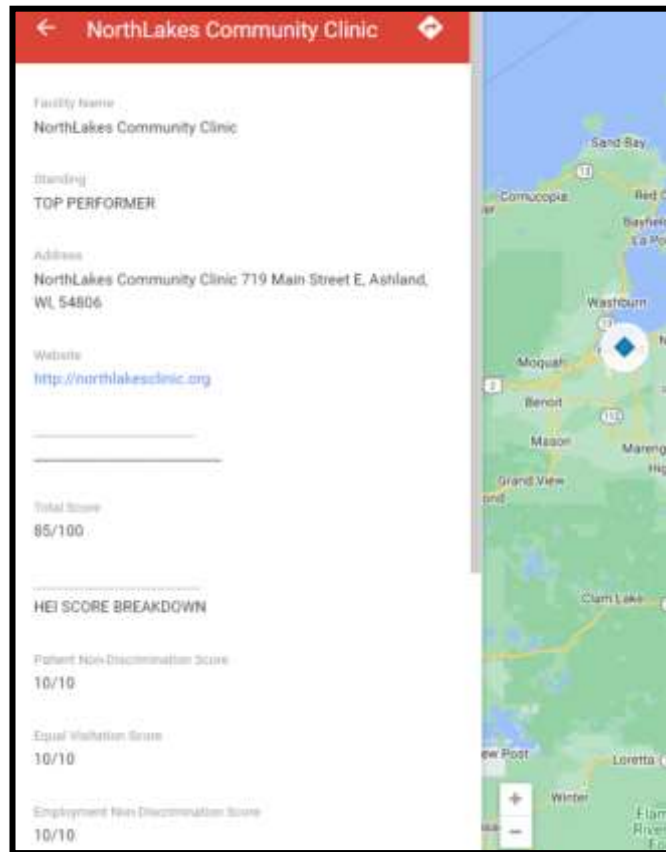
- Full credit in Criteria 1
- At least partial credit in Criteria 2, 3, 4
- Score of 80 to 95



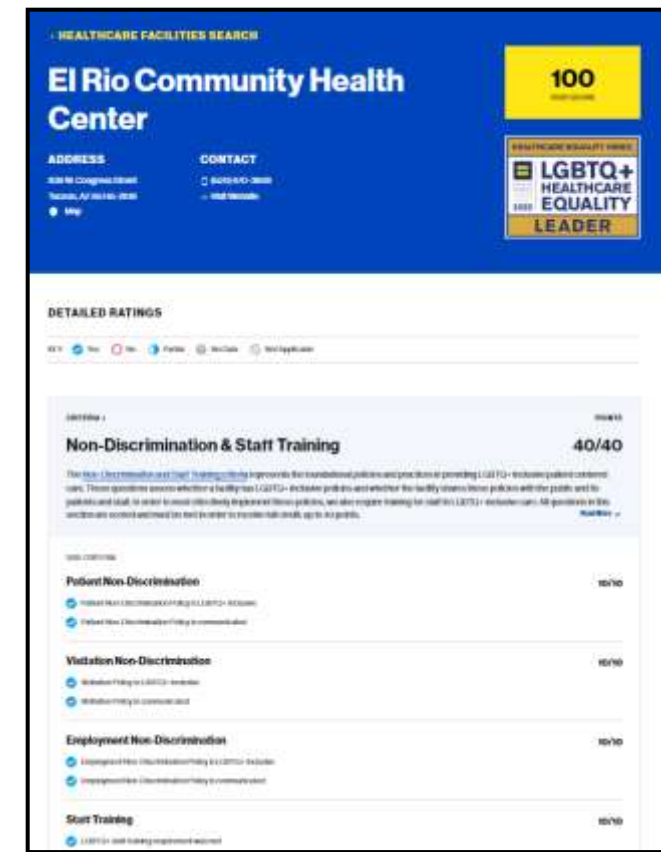
- Full credit in each criteria section
- Transgender inclusive healthcare benefits for employees
- Top score of 100

Online Resources for LGBTQ+ Consumers

HEI Interactive Map



HEI Facility Search Tool



HEI Nuts & Bolts - Summary

- The HEI survey is biennial, with the survey in odd years and the reports coming out in March of even years
- HEI 2024 Survey is open now and will close at the end of September
- Survey, required training, and all resources are **free**
- Survey is online and does not need to be done in one sitting
- All staff at participating facilities have access to free online, on-demand, CME accredited LGBTQ+ trainings
- The HEI report recognizes **ALL** facilities that participate

Resources for HEI Criteria

Nondiscrimination and Staff Training

Learning module:
Foundations of LGBTQIA+
Health (clinical and non-
clinical staff)

Providing Quality Care to
Lesbian, Gay, Bisexual, and
Transgender Patients: An
Introduction for Staff
Training

Recruiting, Training, and
Retaining LGBTQ-Proficient
Clinical Providers

Patient Support and Services

Ready, Set, Go! Guidelines
and Tips For Collecting
Patient Data on Sexual
Orientation and Gender
Identity (SOGI)

LGBTQIA+ Patients and
Social Determinants of
Health Screening and
Documentation

Creating an Inclusive and
Affirming Environment for
Transgender and Gender-
diverse Patients

Employee Benefits and Policies

Organizational and Human
Resources Policies for an
LGBTQIA+ Workforce

Creating an Inclusive
Environment for LGBT
Patients and Staff at Your
Health Center

Patient and Community Engagement

Creating a Community
Advisory Board

Healthcare Experiences of
LGBTQIA+ People
Community Panel

Meeting the Needs of the
LGBTQIA+ Community at
Community Health Centers
in the South



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Q&A and Resource List

National LGBTQIA+ Health Education Center Resources for HEI Criteria



Nondiscrimination and Staff Training

Patient Support and Services

Employee Benefits and Policies

Patient and Community Engagement



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North Lakes Community Clinic, WI



Our Mission

To respond to the health care needs of our communities with an integrated array of quality services and actively remove barriers to wellness.

Our Vision

Healthy, prosperous, engaged communities where everyone thrives.

Our Values

Quality – We provide evidence based, person centered, lifelong care.

Community Health – We promote inclusive collaboration to improve the health of our communities.

Shared Responsibility – We seek to identify and address problems with empathy and accountability.

Stewardship – We invest our various resources for maximum impact and sustainability.

Trust – We respect and advocate for each other with honesty and kindness.

Innovation – We utilize creativity and data to drive decision-making.

Opportunity – We believe everyone should have equal access to resources that promote a meaningful life.



Integration and Collaboration

Within North Lakes

Chronic Pain Case Management
(Multidisciplinary Pain Management grant)

Recovery Program

(HOPE grant)

Community Health Workers

Integration Specialists

Within the Community

Pain Rehabilitation Team

(Hayward Area Medical Hospital

Essentia Health –Hwd, NorthLakes)

Hayward Clinic

Behavioral Health

Chiropractic

Dental

Health and Wellness Supports

Medical

Nutrition Therapy

Pediatric Occupational Therapy

Pediatric Speech and Language Therapy

Recovery (SUD, MAT)



Our Stats

- 16 clinics
- 16 towns
- 12 counties
- Total service area of more than 10,000 square miles in northern Wisconsin

In 2022, we saw

- 26,691 individual patients
- 119,807 visits
- 78% covered by Medicare, Medicaid, or Sliding Fee Scale

North Lakes Community Clinic, WI

WHY THIS MATTERS

Our Mission:
To respond to the health care needs of our communities with an integrated array of quality services and actively remove barriers to wellness.

LGBTQIA+ people are:

- Extremely diverse
- Less likely to have adequate health insurance
 - Rejected by families during youth
 - Unemployed/homeless
 - Medically necessary services not covered by insurance
- More likely to experience discrimination by medical personnel¹
 - 70% of all transgender or gender non-conforming patients report experiencing discrimination in healthcare
 - 56% of lesbian, gay or bisexual patients reported experiencing discrimination in healthcare.
- Often faced with providers who do not have adequate knowledge or experience caring for them



The HEI 2020 implemented four core objectives¹:

- Ensure foundational protection for patients, visitors, and staff in patient and staff policies and provide cultural competency training on LGBTQ inclusion
- Demonstrate progress toward inclusion in LGBTQ patient care and support
- Create an inclusive workforce by providing LGBTQ inclusive employee support and benefits
- Demonstrate public commitment to the LGBTQ community

Healthcare Facilities choose to participate in the HEI so they can²:

- Learn best practices for LGBTQ equity and inclusion
- Provide patient-centered care to a long-overlooked group
- Enhance patient satisfaction ratings
- Take advantage of free online, on-demand staff training from expert sources that includes CME/CEU credits
- Ensure compliance with legal, CMS and The Joint Commission requirements
- Enjoy recognition for commitment to equity, inclusion and diversity from the nation's largest LGBTQ civil rights organization

ALL ARE WELCOME HERE ❤️

CLINIC ENVIRONMENT

- HEI Leader Designation
- All Are Welcome Here
- Gender neutral bathrooms
- Inclusive signage
- Do Ask. Do Tell campaign (2017)
- Website
- Social Media
- LGBTQIA+ Informed Provider Status

FORMS

FULLY INCLUSIVE:

- Sexual Orientation
- Gender Identity
- Parents/Guardians/Family members

POLICIES

- Non-discrimination
- Medical Decision Making
- Employee Benefits
 - Inclusive paid leave
 - Inclusive family constellation
 - LGBTQIA+ benefits
 - Gender affirmation

This health center receives HHS funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. This health center is a Health Center Program grantee under 42 U.S.C. 254b and a deemed Public Health Service employee under 42 U.S.C. 253(g)-(m).

EDUCATION

MANDATORY for ADMINISTRATION:

- LGBTQ Patient Centered Care: An Executive Briefing

Recommended for ALL STAFF:

- National LGBTQIA+ Health Education Center
- The Center for Affiliated Learning

SITE MEETINGS:

- Policy/Procedure/Forms Release Updates
- To Treat Me, You Have To Know Who I Am²

ACTIVISM and ADVOCACY

OUR LOCAL COMMUNITIES:

- UP Pride Festival
- Solon Springs School Board
- Chequamegon Area PFLAG
- City of Ashland Pride Resolution

STATE/NATIONAL:

- LGBTQ Primary Care Alliance
- Health Professionals Advancing LGBTQ Equality (gama.org)

Acknowledgements

- Healthcare Equality Index 2020 <https://hrs.prod.requests.s3.us-west-2.amazonaws.com/resources/HEI-2020-FinalReport.pdf>
- <https://www.youtube.com/watch?v=NuUvJjgAac&list=PLOCK7-xkUMnq1wRzAUWjP5dp6CHqQ&index=2>

HEALTHCARE EQUALITY INDEX



2022 LGBTQ+ HEALTHCARE EQUALITY TOP PERFORMER

Journey to Healthcare Equality Index



1. Influx of LGBTQ+ Patients, especially Transgender Youth.

Leadership buy-in for assessing and promoting improvement for LGBTQ+ Patient populations and staff inclusiveness.

3. Partnered with Fenway Institute for all staff training on LGBTQ+. We also added Sexual Orientation and Gender identity fields to our Electronic Health Records as well as fields for preferred pronouns

5. El Rio Health LGBTQ+ Logo/Gear



7. Continuous promotion of HRC training resources and internal Organizational Development Trainings and offerings. Topics include:

- Our Role in Health Equity
- Bias and Communication
- Recruitment and Retention



2. Consultant Michael Woodward hired to review internal policies and practices and implement activities and prepare for Healthcare Equality Index Submission. HEI Leadership Recognition Achieved in 2015

4. In 2018 we received the Gold Leadership Healthcare Equality Index recognition status

6. Recruitment and Retention Strategy.

Partnerships with:

- LGBTQ Tucson, Gay Tucson
- Southern Arizona Gender Alliance
- Southern Arizona AIDS Foundation
- Arizona Alliance for Community Health Centers

8. Ongoing Participation in awareness days/ months, community events, LGBTQ Youth SDOH project, LGBTQ Alliance fund

Continued work through our Equity Diversity and Inclusion Committee and JEDI Steering Committee

- In the past couple of years our annual health equity survey revealed staff have limited experience working with and effectively providing services to transgender patients.
- All policies and procedures are continuously reviewed for inclusive language, gender neutral terms.
- We currently have an LGBTQIA+ resource distribution e-mail for all staff that can query any LGBTQIA+ questions at any time.
- Our Equity Diversity and Inclusion Committee reviews quarterly patient satisfaction qualitative feedback for any comments on discrimination or LGBTQIA+ issues
- Our Equity, Diversity and Inclusion Committee also works on honoring awareness months, days and supporting community events
- Our Advocacy Committee reviews and participates in advocacy and public comments around LGBTQIA+ healthcare
- We promote awareness of our HEI recognition through our presentations, social media, website