

PRIDE MONTH 2024 WORKSHOP

CREATE A NEW TOOL TO PROMOTE LGBTQIA+ HEALTH ACCESS AND EQUITY

Part 3


Developing a Tool for Pride Month

May 21, 2024 | 2-3 PM ET



NATIONAL LGBTQIA+ HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

National Center for Medical  Legal Partnership

AT THE GEORGE WASHINGTON UNIVERSITY



Katie Hathaway, JD
Consultant



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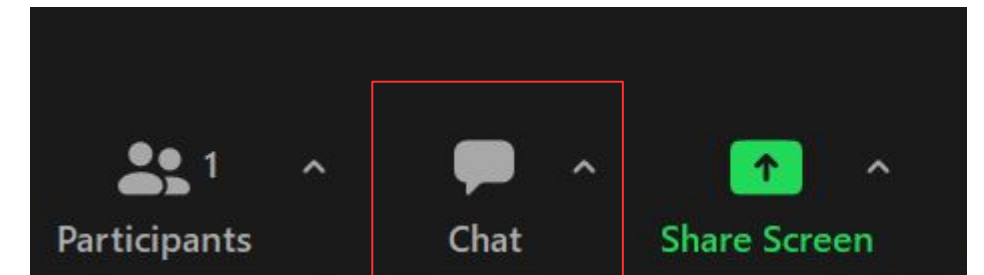
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HOUSEKEEPING

- Use the Zoom platform to engage: chat, raise your hand to speak, send questions, and share reactions.
- Send a chat to the Hosts & Panelists for help.
- To activate captions, select “Live Transcript” and “Show Subtitle.”
- Slides, recordings and resources are available and will be emailed post the session.

For any assistance, email ncmlp@gwu.edu





Health Resources & Services Administration

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to the National Center for Medical-Legal Partnership totaling \$602,314.00 with 0 percent financed with non-governmental sources, and to the National LGBTQIA+ Health Education Center totaling \$625,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

ABOUT THE NATIONAL CENTER FOR MEDICAL-LEGAL PARTNERSHIP

Established in 2006, the **National Center for Medical-Legal Partnership** (NCMLP) leads education, research, and technical assistance efforts to help every health organization in the United States leverage legal services as a standard part of the way they respond to social needs.

For more information about NCMLP, please visit www.medical-legalpartnership.org

ABOUT THE NATIONAL LGBTQIA+ HEALTH EDUCATION CENTER

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, questioning, intersex, and asexual (LGBTQIA+) people.

- Training and Technical Assistance
- Grand Rounds
- Online Learning
- CE and HEI Credit
- Environmental Influences On Child Health Outcomes (ECHO) Programs
- Publications and Resources

www.lgbtqiahealtheducation.org

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For any assistance, email Reha Manikandasamy, Senior Research Assistant (Data Science), National Center for Medical-Legal Partnership at ncmlp@gwu.edu.

What is this Learning Collaborative About?

Prepare for Pride Month 2024 by creating a tool to promote LGBTQIA+ health access and equity!

An engaging four-part Learning Collaborative (LC) designed as a workshop to equip health centers and their partners with the knowledge, skills, and tools needed to address health disparities within the LGBTQIA+ community. Facilitated by the National Center for Medical-Legal Partnership and the National LGBTQIA+ Health Education Center, participants will first learn about the unique health needs and social barriers faced by LGBTQIA+ individuals. Subsequent sessions will focus on screening techniques, addressing health-related social needs, and collaboratively developing a new tool tailored for Pride Month. The LC concludes with a presentation and implementation plan for the developed tool, empowering participants to improve access to care for LGBTQIA+ individuals and aligning their work with objectives for enhancing health equity.



LEARNING OBJECTIVES

- 1 Gain a better understanding of the unique health disparities faced by the LGBTQIA+ community.
- 2 Acquire knowledge of effective screening techniques for identifying health related social needs within the LGBTQIA+ population.
- 3 Develop skills in addressing health-related social needs and barriers to care for LGBTQIA+ individuals.
- 4 Collaboratively design and create a practical tool aimed at promoting LGBTQIA+ health access and equity for Pride Month 2024.

RECAP

Gain a comprehensive understanding of the barriers to care experienced by LGBTQIA+ individuals, including discrimination, stigma, and lack of culturally competent healthcare services.

Session 1 **Understanding LGBTQIA+ Health Disparities**



Julian Dormitzer

Certified Adult-Gerontology Nurse Practitioner
Fenway Health

FEEDBACK

- Sending out links posted in chat box in email post-session
- Templates for evaluating inclusivity and gender affirming
- LGBTQ+ equity self-assessment tools for public health departments
- Resources for same-sex couples submitting child's birth certificate
- Managing unsupportive parents when serving transgender youth
- Transgender care standards & inclusion into care environments
- More questions for the audience to interact with

RECAP

Effective screening techniques and strategies for addressing the health needs of LGBTQIA+ individuals.

Session 2 **Screening and Addressing LGBTQIA+ Health Needs**



Colette Oesterle, MD

Pediatrician
El Rio Health



Gabrielle Ochoa, MD

Internist
El Rio Health



**Paul Sacamano, PhD,
MPH, NP-C, AAHIVS**

Nurse Practitioner
El Rio Health

Collaborate to develop a practical tool aimed at improving health access for LGBTQIA+ individuals during Pride Month. Whether it's designing a new screening question, crafting messaging about legal needs and services, or drafting language for an organizational proclamation, attendees will work together to create a tangible resource that addresses the specific health and social care needs of the LGBTQIA+ community.

TODAY'S SESSION

Session 3

Developing a Tool for Pride Month

GROUP A	GROUP B	GROUP C
Developing a Health Equity Statement or Messaging	Developing a New Screening Tool or Technique	Developing Educational Content or an Event PowerPoint Template
Facilitated by Katie	Facilitated by Bethany & Reha	Facilitated by Breeze & Sarah
Andrew Ashiofu Amy McGuire Sherry Barnett Debbie Nkumba Rafael Bredy Hemangini Patel Crystal Carreras Brian Pierce Lindsay Fancovic Hector Robles-Garcia Antonio Foles Ashley Hill Chanin Santini Jodie Hofacre Cecilia Villalpando Curtis Hogan BJ Howard Adriana Lacey Dwan Love-Dinkens	Jessica Boulanger Eline Lenne Kenya Burnett Brooke Parker Annette Callahan Brenda Ramos Gonzalez Maria Del C Alvarado Sanchez Marcy Fiet Josie Raphaelito Elizabeth Franklin Katherine Rork Luanne Fugate Hussein Safa Melissa Harker Patricia Wachhaus Lori Hensie Kevin Holmes LaKeshia Washington Ron Hoppe-Hastings Ronald Klein	Erica Acheampomaa Jinnie Chieppo Allison Rensberger Lara Eilhardt Rowan Emory Stephanie Rivera Quinten Foster Melissa Kaeser Laura Schwartz Sara Kimmel Adrienne Sofranko Trevaughn Larmond Yonatan Mathues Laura Taylor Mollie Melbourne Wilma Toribio Shannon Ochsner Sigolene Ortega

<p>GROUP A</p>	
<p>Developing a Health Equity Statement or Messaging</p>	<ul style="list-style-type: none"> ● Where should you start? What other principles/values statements do your organizations already have that can be referenced?
<p>Facilitated by Katie and Killian</p>	
<p>Héctor Robles-García Cecilia Pando Sigolène Ortega Adriana Lacey Stephanie Rivera</p>	<ul style="list-style-type: none"> ● Will this be a standalone statement or messaging that gets incorporated into other communications? E.g., A dedicated statement that’s posted one time or messaging that gets included frequently in other places? ● Where will this statement live? How will it be communicated? Build this into your plan. ● What values do you want to make sure are included? How will they be defined? Diversity, Equality, Equity,, Inclusion, Accommodation, Non-Discrimination, Community, Respect, Communication, Transparency, etc. ● What other steps are needed to turn this statement toward adoption or into action? Build this into your plan.

GROUP A COLLABORATION

- **Where should you start?**

What other principles/values statements do your organizations already have that can be referenced?

TEAM THOUGHTS:

- Stephanie (she/her):
 - overarching goal of where the organization/team is going and WHY
 - what does the goal/direction of team mean? creation of a roadmap
- Sigolène (she/her):
 - key item that is still missing is an “accountability” statement, so that staff is supported as well as the clients
 - turning the messaging so that it is both internally and externally reflected



GROUP A COLLABORATION

- **Will this be a standalone statement or messaging that gets incorporated into other communications?**
E.g., A dedicated statement that's posted one time or messaging that gets included frequently in other places?

GROUP IDEAS:

- Group consensus agrees it should be embedded throughout the group's work and communications
 - more effective communication / more meaningful
- Forums that should include these statements:
 - website/landing page (somewhere central)
 - press releases/blogs
 - Adriana: Any external messaging / all kinds of communications that the company/organization is using
 - even internal emails/calendars
 - Should be the standard → make it a natural part of the workflow for each staff member
 - “empowering staff” to use messaging in ways that they may not have ever considered
 - Stephanie:
 - creating the equity office within their workplace (due to collab with Contra Costa County) and are beginning to be able to build this messaging throughout the organization

GROUP A COLLABORATION

- **Where will this statement live? How will it be communicated/disseminated?**
Build this into your plan.

GROUP A COLLABORATION

- **What values do you want to make sure are included? How will they be defined?**

Diversity, Equality, Equity,, Inclusion, Accommodation, Non-Discrimination, Community, Respect, Communication, Transparency, etc.

Values/Themes:

- serving/collaborating with external and internal communities
- “inclusion” and “nondiscrimination” feels very important to combat history of exclusion/marginalization
- acknowledgment of how difficult it is to craft a meaningful, effective statement

Statement Draft:

CCDPH denounces any policies that would strip people who identify as lesbian, gay, bisexual, transgender, or queer of equal rights. It is our position that discrimination in any form – racism, sexism, and on the basis of sexual orientation or gender identity – aside from being **degrading**, is a significant threat to the health of the public and must be addressed.

We support policies that promote equality for all people, including lesbian, gay, bisexual, transgender, and queer youth and adults in workplaces, healthcare, housing, religious organizations, marriage, and all aspects of life.



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GROUP A COLLABORATION

- **What other steps are needed to turn this statement toward adoption or into action?**
Build this into your plan.



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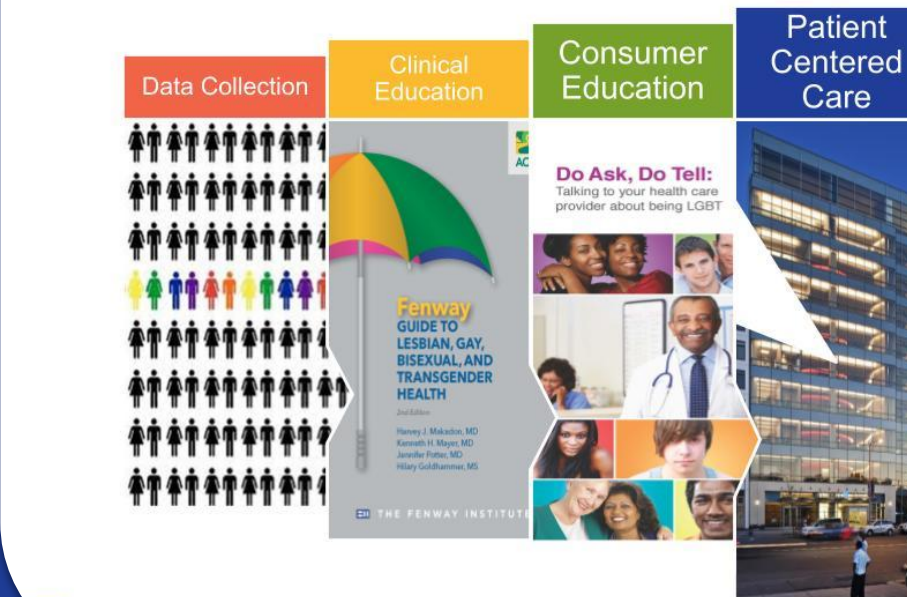
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GROUP B

Developing a New Screening Tool or Technique

Facilitated by Bethany & Reha

Our Challenge: Quality Care for All, Including LGBTQ People



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Overall Aims:

1. Actively discuss and set our goal
2. Co-Develop a resource or tool for Pride Month, and beyond
3. Present the product of our work on Session 4

GROUP B COLLABORATION

Why did you select this activity?

Unmute. Let's talk.

Notes:

Liz Franklin - Common legal needs screening questions for the provider directory

Brooke Parker - Looking to create patient satisfaction survey; goal of creating a provider directory

Josie Raphaelito - Creating a tool and resources

Hussein - Health equity screening ; Organ sensitive screening

Jessica - Safe and appropriate and sensitive screenings and processes for gender affirming care in location or situations involving risks of exposure (youth, certain states with restrictive laws/policies); Looking to create screening, provider resources ;

Annette - How to engage with members while screening

Let's set our shared goal. Do we want to...

- A. Create a new or improved screening question
- B. Create a list of 3 tips or best practices for conducting screenings
- C. Other _____

Add your vote (A, B, or C with details) to the chat.

Notes:

A / B - Jessica, Brooke

B - Liz, Annette, Josie, Hussein

C

GROUP B COLLABORATION

What limitations/requirements does your current screening system have and what would you like to change about it? *Unmute. Let's talk.*

Notes:

Liz - Using preferred pronouns and name; Using Epic EMR

Brooke - Using preferred pronouns and name and made available to providers as well. Challenge: Having it listed during the long lists while accessing appointments.

Annette - No language/script to initiate conversations on SOGI data screenings (gender neutral)

Jessica - Dropped 'Preferred' just use 'Pronouns'; shared training materials among providers; creating a safe space/network for providers who are deterred from continuing services- <https://www.synchronicity-counseling.com/name-gender-marker-change>

Josie -

Where there any examples used by the guest speakers in the first two sessions that stood out to you that you'd like to incorporate? *Unmute. Let's talk.*

Notes:

GROUP B COLLABORATION

Prompts by Liz

Sexual Orientation and Identity: "How do you describe your sexual orientation and/or identity?"

Relationship Status: "Are you currently in a relationship? If so, what gender(s) is your partner(s)?"

Gender Identity: "How do you identify your gender?"

Medical History: "Have you undergone any gender-affirming medical treatments or surgeries?"

Mental Health: "Have you faced any challenges related to your sexual orientation or gender identity that you would like to discuss?"

Safety Concerns: "Are there any safety concerns related to your sexual orientation or gender identity that you would like to address?"

By Brooke:

"What body parts does your partner have, or what body parts are you both using?"

By Jessica:

<https://www.pesi.com/search?keyword=Free+live&sort=Relevance&pageSize=25&page=2>



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GROUP B COLLABORATION

If there is no current screening protocol, how will you use in new screening for LGBTQIA+ patient needs?

Notes:

How can a new screening question complement other activities/tools or become the first in several activities/tools to improve LGBTQIA+ patient care practices? How do you use this tool to gain momentum?

Notes:

GROUP C

Developing Educational Content or an Event

Facilitated by Breeze & Sarah

Current programs:

- gender-affirming care training
- LGBTQIA+ 101 training
- youth mental health training
- gender identity and pronoun usage training
- access to health services for those who speak languages other than English
- mental health disparities training
- cervical cancer and HPV education

- **What will your focus be?**

Examples: cultural competency, data/facts about LGBTQIA+ discrimination, health disparities in LGBTQIA+ patients, health equity 101, LGBTQIA+ community needs, screening and referral procedures, legal referrals, filing complaints, how-to access resources

- **Who will your audience be?**

Patients, public, partners, staff

- **What kind of learning activities/resources do you think appeal to most of your coworkers?**

Lunch and learn, weekly/monthly legal aid sessions, handouts, on demand digital learning, resource library, table at event

- **How will this be communicated and disseminated?**

Build this into your plans

- **What steps will you need to take to turn this tool into a concrete action/implementation?**

Outline for a session, event agenda, poster

GROUP C COLLABORATION

What will your focus be?

Examples: cultural competency, data/facts about LGBTQIA+ discrimination, health disparities in LGBTQIA+ patients, health equity 101, LGBTQIA+ community needs, screening and referral procedures, legal referrals, filing complaints, how-to access resources

1. health disparities, cancer related
2. PD session for K-4 Educators on Supporting Gender Diversity in Schools
3. **health disparities, health equity, and screening and referral procedures**
4. trans and nb youth and their parents
5. mental health
6. language barriers/ Age/ immigration status/ faced by LGBTQIA asylum seekers and immigrants Latinxs
7. social needs screening
8. LGBTQIA+ older adults



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GROUP C COLLABORATION

Who will your audience be?

Patients, public, partners, staff

- patient-facing staff (both clinical and non-clinical)
- providers, MAs, nurses
- front-line staff (i.e. front desk)
- patients
- local and state legislators
- Managers and staff of Health services / Shelter / Home care

“health disparities, health equity, and screening and referral procedures”

GROUP C COLLABORATION

What kind of learning activities/resources do you think appeal to most of your coworkers?

Lunch and learn, weekly/monthly legal aid sessions, handouts, on demand digital learning, resource library, table at event

- **lunch and learns with follow up online training**
- SharePoint as an internal resource library
- "Trans Topic Tuesdays"
- handouts
- bilingual trainings
- tabling at community outreach events

GROUP C COLLABORATION

How will this be communicated and disseminated?

Build this into your plans

- Social media
- Announce it at all-staff meeting
- SharePoint
- Email
- Reach out to specific departments
- Newsletter
- Human Resources (help to identify departments/teams to attend)
- Steering Committee - share with leaders to encourage staff to attend
- Face-to-Face/Peer-to-Peer

lunch and learn with follow up online training on “health disparities, health equity, and screening and referral procedures”

GROUP C COLLABORATION

What steps will you need to take to turn this tool into a concrete action/implementation?

Outline for a session, event agenda, poster, communication, collaboration

1. Develop learning outcomes
2. Identify key statistics/facts
3. Address barriers to attendance (esp. for clinical staff)
4. Create an outline
 - a. Intro
 - b. LOs
 - c. Overview
 - d. Data/Statistics
 - e. Stories/Patient Experiences
 - f. Q&A
5. Practice!

GROUP C PLAN	<ul style="list-style-type: none">• What will your focus be?• Who will your audience be?• What kind of learning activities/resources do you think appeal to most of your coworkers?• How will this be communicated and disseminated?• What steps will you need to take to turn this tool into a concrete action/implementation?
Developing Educational Content or an Event	
Facilitated by Breeze & Sarah	

FINAL SESSION

Session 4
Presentation and Implementation

May 28, 2024 at 2 - 3 PM ET

Resources

Take a look at the new website for
this Learning Collaborative:

<https://www.lgbtqiahealtheducation.org/pride-month-workshop/>



Prepare for Pride Month 2024 by creating a tool to promote LGBTQIA+ health access and equity! Join us for an engaging four-part Learning Collaborative (LC) designed as a workshop to equip health centers and their partners with the knowledge, skills, and tools needed to address health disparities within the LGBTQIA+ community. Facilitated by the National Center for Medical-Legal Partnership and the National LGBTQIA+ Health Education Center, participants will first learn about the unique health needs and social barriers faced by LGBTQIA+ individuals. Subsequent sessions will focus on screening techniques, addressing health-related social needs, and collaboratively developing a new tool tailored for Pride Month. The LC concludes with a presentation and implementation plan for the developed tool, empowering participants to improve access to care for LGBTQIA+ individuals and aligning their work with objectives for enhancing health equity.

Learning Objectives:

1. Gain a better understanding of the unique health disparities faced by the LGBTQIA+ community.
2. Acquire knowledge of effective screening techniques for identifying health related social needs within the LGBTQIA+ population.
3. Develop skills in addressing health-related social needs and barriers to care for LGBTQIA+ individuals.
4. Collaboratively design and create a practical tool aimed at promoting LGBTQIA+ health access and equity for Pride Month 2024.

Resources

Take a look at our recent publication!

Transgender Health & Medical-Legal Partnerships

<https://www.lgbtqiahealtheducation.org/publications/transgender-health-medical-legal-partnerships/>



Transgender Health & Medical-Legal Partnerships

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Upcoming Trainings at NCMLP!

- Exploring Health Center vs. Hospital-Based MLPs – Insights from Georgia Legal Services Program
May 23, 2024 | 1 – 2.30 PM ET
- MLPs in EMR, the Next Frontier: One System's Success
May 30, 2024 | 1-2.30 PM ET
- Crafting Effective Trainings to Strengthen the Health Center MLP Workforce
June 6, 2024 | 1-2.30 PM ET
- Ditch the Pitch: Building Effective Messaging for Different Medical-Legal Partnership Audiences
June 13, 2024 | 1-2.30 PM ET

Learn more about our upcoming learning opportunities here
<https://medical-legalpartnership.org/learning-opportunities/>

HEALTH CENTER MLP PLANNING, IMPLEMENTATION & PRACTICE WEBINAR SERIES



FEBRUARY - JUNE 2024

 TEXAS A&M HEALTH
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Upcoming Trainings at National LGBTQIA+ Health Education Center!

- HIV Treatment, Suppression, and Patient Adherence - Learning Collaborative

New Session dates:

- May 28th 1-2 PM EST
- June 4th 1-2 PM EST
- June 11th 1-2 PM EST
- June 18th 1-2 PM EST

Register:

https://us02web.zoom.us/webinar/register/WN_GjbA9ob9QiuAkMlxrVJR9g#/registration





THANK YOU

Please help us improve future sessions by completing our short evaluation!

<https://www.surveymonkey.com/r/HN25C5X>