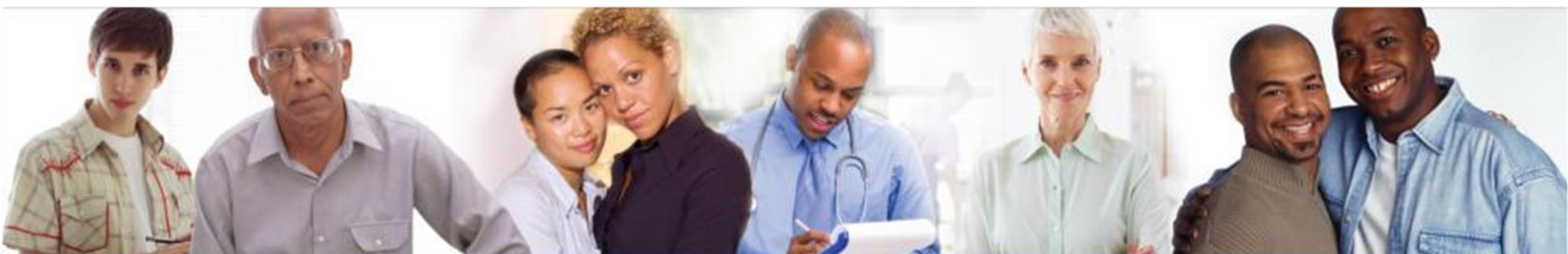




NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



Caring for LGBT People: Improving Communication; Creating an Inclusive and Welcoming Environment

.....

Carlos M. Castañeda
Community Outreach



ADELANTE
HEALTHCARE

The National LGBT Health Education Center

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, and transgender (LGBT) people.

- Training and Technical Assistance
- Grand Rounds
- On Line Learning
 - Webinars and Learning Modules
 - CE, and HEI Credit
- Publications
- **www.lgbthealtheducation.org**



LGBT concepts



Sexual Orientation and Gender Identity are Not the Same

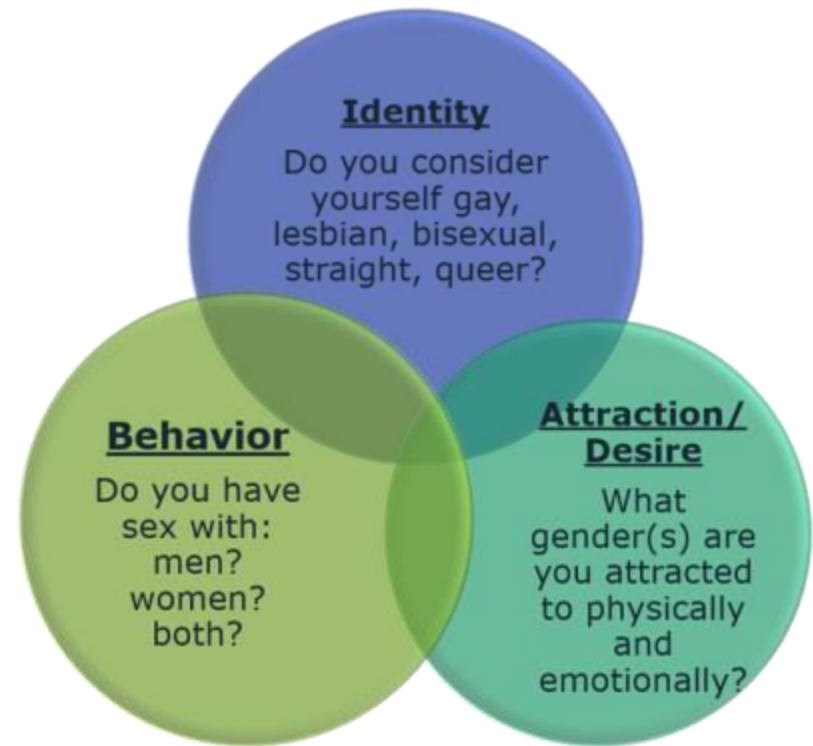
- All people have a sexual orientation and gender identity
 - How people identify can change
 - Terminology varies
- Gender Identity ≠ Sexual Orientation



Sexual Orientation

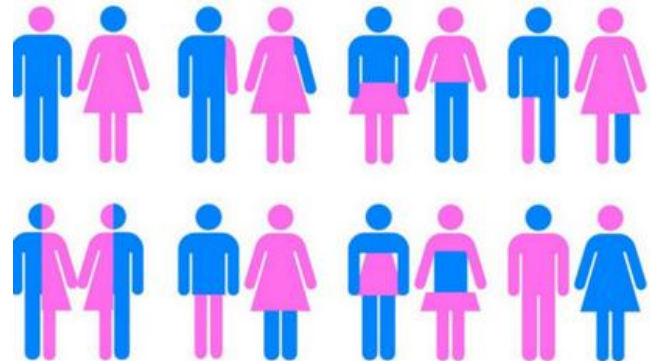
- Sexual orientation: how a person identifies their physical and emotional attraction to others
- Desire
 - Same sex attraction
- Behavior:
 - Men who have sex with men-MSM (MSMW)
 - Women who have sex with women-WSW (WSWM)
- Identity:
 - Straight, gay, lesbian, bisexual, queer--other

Dimensions of Sexual Orientation:



Gender Identity and Gender Expression

- Gender identity
 - A person's internal sense of their gender (do I consider myself male, female, both, neither?)
 - 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 spectrum



WHAT PEOPLE
ASSUME GENDER IS



WHAT GENDER
ACTUALLY IS



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The T in LGBT: Transgender

- Transgender
 - Gender identity not congruent with the assigned sex at birth
 - Alternate terminology
 - Transgender woman, trans woman, male to female (MTF)
 - Transgender man, trans man, female to male (FTM)
 - Trans feminine, Trans masculine
 - Non-binary, genderqueer
 - Gender identity is increasingly described as being on a spectrum



Discrimination is common in the lives of LGBT persons...

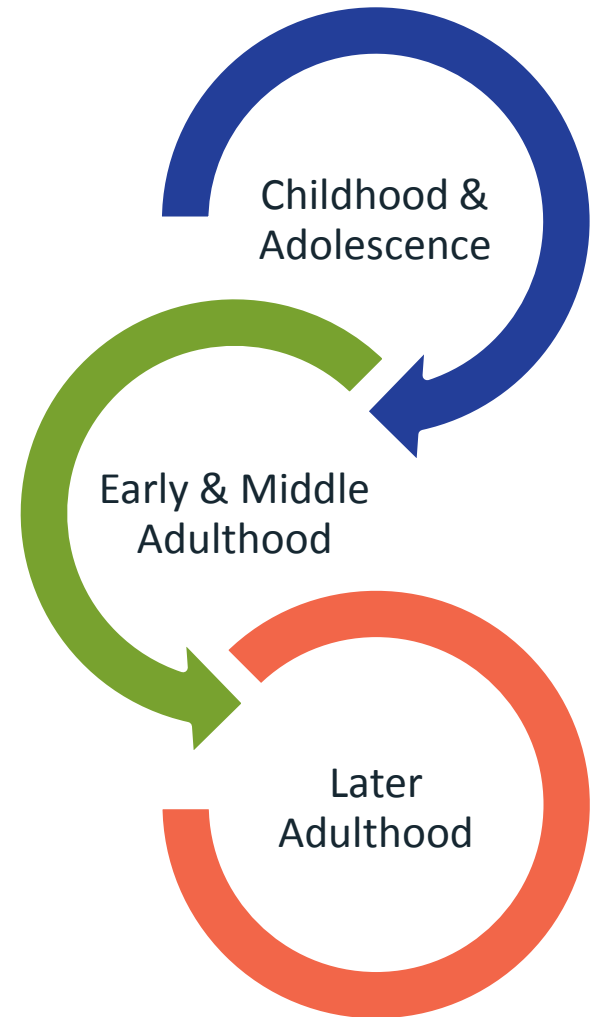
- Among LGBT persons overall:
 - 39% rejected by a family member or friend
 - 30% threatened or physically attacked
 - 21% treated unfairly by an employer
- Among transgender persons:
 - 61% physically attacked
 - 55% lost a job due to bias

...and in health care

- LGBT patients report that providers
 - Use excessive precautions or refused to touch them (11%)
 - Blame them for their health status (12%)
 - Use harsh or abusive language (11%)
- Transgender patients report
 - Being harassed in a doctor's office (25%)
 - Being denied medical care (19%)

1. Injustice at every turn: a report of the national transgender discrimination survey. Available from: http://www.thetaskforce.org/static_html/downloads/reports/reports/ntds_full.pdf
2. When health care isn't caring. Lambda Legal. 2010. Available from: http://www.lambdalegal.org/sites/default/files/publications/downloads/whcic-report_when-health-care-isnt-caring_1.pdf.

Health Issues Throughout the Life Course



LGBT Disparities: Healthy People 2020

- LGBT youth
 - 2 to 3 times more likely to attempt suicide
 - More likely to be homeless (20-40% are LGBT)
 - Risk of HIV, STIs
- MSM are at higher risk of HIV/STIs, especially among communities of color
- LGBT populations have the highest rates of tobacco, alcohol, and other drug use
- Lesbians and bisexual women are less likely to get preventive screenings for cancer

LGBT Disparities: Healthy People 2020

- Transgender individuals experience a high prevalence of HIV/STIs, hate crimes, behavioral health issues, and suicide
 - They are also less likely to have health insurance than heterosexual or LGB individuals
- Elderly LGBT individuals face additional barriers to health because of isolation, fewer family supports, and a lack of social and support services

Communications: The Whole Team



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Anticipating and Managing Expectations

- You are almost certainly not the first health care staff person an LGBT individual has met.
- If the patient has experienced insensitivity, a lack of awareness, or discrimination, he or she may be on guard, or ready for more of the same from you.
- Don't be surprised if a mistake, even an honest one, results in an emotional reaction.
- Don't personalize the reaction
- Apologizing when patients have uncomfortable reactions, even if what was said was well intentioned, can help de-fuse a difficult situation and re-establish a constructive dialogue about the need for care.



Avoiding Assumptions

- You cannot assume someone's gender or sexual orientation based on how they look or sound
- To avoid assuming gender 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 and fathers' names?"
 - *Say:* "What are your parents' names."



Avoiding Assumptions

- How a person identifies their sexual orientation does not always tell you who they have sex with or what kind of sex they engage in, and vice- versa
- Listen to how people describe their own identities and partners--use the same terms, if comfortable



Preferred Name and Pronouns

- It is important to use the patient's preferred name and pronouns when talking about a patient.
 - For example, most transgender women want you to say "she" or "her" when talking about them. Trans men generally prefer "he" or "his."
 - Some people may use words or pronouns that are unfamiliar to you. Pronouns such as "they" are sometimes used by people who do not want to identify with the gender binary of he/she.



Keeping Up with Terminology

Avoid these Outdated Terms	Consider these Terms Instead
Homosexual	Gay, lesbian, bisexual, or LGBT
Transvestite; Transgendered	Transgender
Sexual preference; Lifestyle choice	Sexual orientation
Queer	Queer/Gender queer



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”



Putting What You Learn into Practice....

- If you are unsure about a patient's preferred name or pronoun
 - *"I would like be respectful—what name and pronoun would you like me to use?"*
- 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."*



LGBT-inclusive care



- LGBT persons tend to scan the environment for clues to acceptance; posters and brochures matter.
- Language matters: Strive for neutral terms on forms and during the clinical encounter.
- Avoid assumptions of heterosexuality.
- Refrain from ascribing an identity to a person (e.g., gay) based on his or her appearance or reported behavior.
- If you are unsure about something, ask in an open and respectful manner.

The Joint Commission: Advancing effective communication, cultural competence, and patient- and family-centered care for the lesbian, gay, bisexual, and transgender (LGBT) community. 2011. Available from:
http://www.jointcommission.org/assets/1/18/LGBTFieldGuide_WEB_LINKED_VER.pdf.

Adding Affirmative Imagery and Content to Education and Marketing Materials



Ten Things: Adelante Road Map

1. The Board and Senior Management Are Actively Engaged
2. Policies Reflect the Needs of LGBT People
3. Outreach & Engagement Efforts for LGBT Community
4. All Staff Receive CLAS Training
5. Process & Forms Reflect LGBT People and Their Relationships
6. Data is Collected on Sexual Orientation and Gender Identity
7. All Patients Routine Sexual Health Histories
8. Clinical Care & Services Incorporate LGBT Health Care Needs
9. The Physical Environment Welcomes the LGBT Community
10. LGBT Staff are Recruited and Retained

Outreach & Engagement

General Outreach

- Connect with other LGBT Community Partners
 - Members of the Phoenix Gay Chamber
 - ONE Community Resource Committee
 - Phoenix Pride
 - Local HRC Chapter
 - LGBT Youth Groups
- Be present at LGBT Community Events
 - Phoenix Pride - April
 - Phoenix Rainbows Festival – October
 - Other Community LGBT Resources Events

Staff Engagement - Volunteers



Creating a Welcoming Environment



Do Ask, Do Tell



Welcome!

Avein Tafuya,
CEO

We are honored that you are considering Adelante Healthcare to care for you and your family.

We know that choosing a healthcare provider can be nerve-racking. If you are LGBT, this Welcome Kit outlines some of the special considerations you may want to think about as you make that choice.

We hope you will choose Adelante Healthcare.

We are a 501(c)(3) not-for-profit community health center with over 35 years of experience reaching across our communities to provide comprehensive primary health care that is accessible, sustainable and of high quality.

To learn more about Adelante, we encourage you to speak with one of our Outreach Team, call our Patient Support Center or visit AdelanteHealthcare.com

We want your visits with us to make a difference in your life, so we want to hear how we are meeting your expectations.

We look forward to serving you!

1.877.809.5092 | AdelanteHealthcare.com



Schedule your Appointment Today
1.877.809.5092

Most Insurance Welcome

HEALTH CENTER LOCATIONS

Avondale
3400 N Dysart Rd
OB/GYN

Buckeye
306 E Monroe Ave
Family Medicine, Pediatrics, Dental

Gila Bend
100 N Gila Ave
Family Medicine

Mesa
1705 W Main Street
Family & Internal Medicine, Pediatrics, OB/GYN, Dental, Pharmacy

Pearla
15525 N 83rd Ave
Family & Internal Medicine, Pediatrics

Central Phoenix
Coming Dec 2015
500 W Thomas, Ste 870
Family & Internal Medicine, Pediatrics

Phoenix
7725 N 43 Ave
Family & Internal Medicine, Pediatrics

Surprise
15351 W Bell Rd
Family & Internal Medicine, OB/GYN, Pediatrics, Dental, Pharmacy

Wickenburg
811 N Tegner St
Family Medicine, OB/GYN



Accredited/Certified by
The Joint Commission



For information on our financial assistance program or other health services such as WIC, please call 1.877.809.5092 or ask any member of our health center staff.



Welcoming LGBT



Do Ask, Do Tell:
Talking to your healthcare
provider about being LGBT

1.877.809.5092 | AdelanteHealthcare.com

MORE RESOURCES TO CONSIDER

There are many resources for LGBT patients seeking medical care and advice. Here are a few you may be interested in:

Want more information about LGBT healthcare? The National LGBT Health Education Center has publications and resources for patients and providers. Visit www.LGBTHealthEducation.org

Want more information about transgender health issues? The Center for Excellence in Transgender Health has many resources at www.TransHealth.ucsf.edu

Want more information about healthcare organizations that demonstrate a commitment to LGBT healthcare? The Human Rights Campaign (HRC) publishes a Health Equality Index yearly: www.hrc.org/hel

Want additional support for your friends or family? Parents and Friends of Lesbians and Gays (PFLAG) publishes lists of organizations it partners with and local groups for support, education and advocacy: www.pflag.org



Adelante is proud to be the 1st Community Health Center in Arizona to complete the Human Rights Campaign's Health Equality Index.



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Project ECHO Participation

Transforming Primary Care for LGBT Patients

Primary Goals

1. SOGI Data Collection
- ~~2. Sexual History Taking~~
- ~~3. Sexual Risk Assessment~~

Team Based Approach

- Provider Champion
- Coordinator & Health Center Management
- Front Office & Back Office Input
- Support Services – Behavioral, PCHM Nurse & Referral Partners

SOGI Data Collection Overview

- Pilot testing at Central Phoenix Health Center
 - Higher Concentration of LGBT People
 - Testing Front Office vs. Back Office SOGI Collection
 - Self Responding vs. Prompted Questions
 - Front Office – 26% Decline to answer (patient led)
 - Back Office – 13% Decline to answer (MA/Provider led)
 - LGBT CLAS Training
 - Provider and clinical staff basic training – Fenway Model
 - Scripting practice with SOGI/LGBT Terminology
 - English and Spanish

SOGI Data Collection

Barriers

- Electronic Health Records – NextGen
 - Work around to collect SOGI Data
 - Technical difficulties in extracting data
 - EMR communication with Electronic Practice Management
 - Front Office doesn't communicate with back office automatically
- Capacity
 - 1 part time provider testing changes
 - Community unaware of SOGI/LGBT Terms
 - Uneasy, unaware, unwilling to disclose SOGI
 - LGBT youth not protected if parents request records from ins.
 - Limited time for providers to discuss/explain/educate on SOGI terms/Sexual Histories/Sexual Risk Assessments

Outreach to Farmworkers

Farmworker Field Outreach

- All Outreach Workers Trained in LGBT CLAS
 - DO NOT single out workers or discuss LGBT Terms in public
 - DO NOT assume SOGI or OUT workers
- Make material available to all farmworkers
 - Condoms
 - LGBT Collateral – along with other collateral
 - Health pamphlets – STD, STI, Etc.
- Appoint a designated contact person for LGBT Program
- Know the LGBT resources in the community
- Health Center Staff hotline to LGBT Program Contact

