

Safe & Welcoming

Best Practices for Inclusion of LGBTQIA+

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Conflict of Interest Disclosure Statement

Speaker has nothing to disclose

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Learning Objectives

1. Identify “person-first” terminology to eliminate stigma in your practice setting
2. Recognize methods for LGBTQIA+ inclusion in clinical practice
3. Identify ways to include LGBTQIA+ in educational efforts

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Has a clinician ever asked you about your gender identity or sex assigned at birth?

Yes

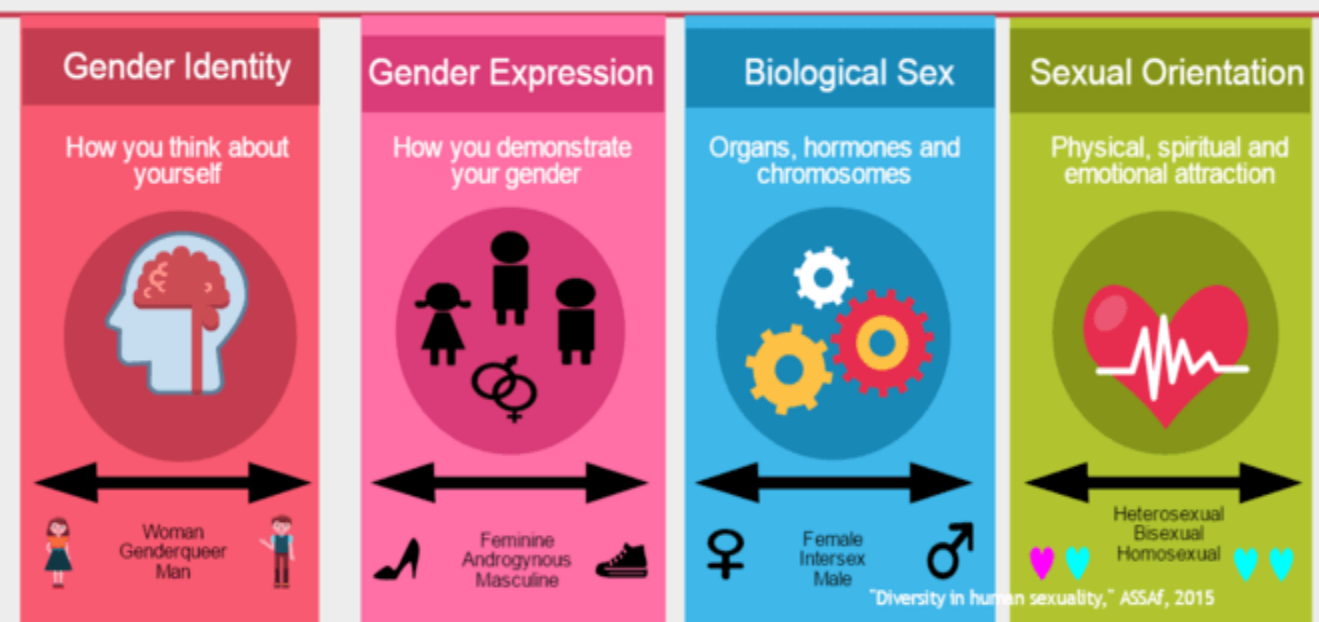
No

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How often do you talk with your patients about their gender identity?

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Diversity of Human Sexuality & Sexual Orientation



- Understanding gender identity and sexual orientation can facilitate better healthcare

Image: <https://sites.psu.edu/mqlrc/2016/02/15/ci-5-sexual-identity-issues/>

Sex & Gender



- ❖ Sex – biological differences
 - Anatomy, chromosomes, hormones, genes, etc
 - Sex assigned at birth
 - AMAB = assigned male at birth
 - AFAB = assigned female at birth
- ❖ Gender – social and cultural distinctions
 - Multidimensional
 - Psychological, social, behavioral
 - Gender identity, gender expression, gender roles

Gender Identity and Expression

❖ Gender Identity

- A person's internal sense of their gender
- Do I consider myself a man, woman, neither, both, or something else?

❖ Gender Expression

- How one presents themselves through their behavior, mannerisms, speech patterns, dress, hairstyles, etc.

LGBTQIA+ Terminology

Lesbian

Gay

Bisexual

Transgender

Queer

Intersex

Asexual

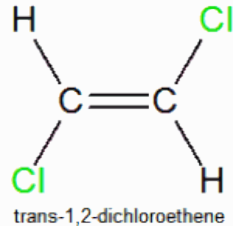
+ for all others

- **Intersex**: someone *born* with biological sex characteristics that aren't traditionally associated with male or female bodies
 - Does *not* refer to sexual orientation or gender identity
 - Can be chromosomes, hormone, external/internal genitalia
 - ~1.7% of people are born intersex

LGBTQIA+ Terminology

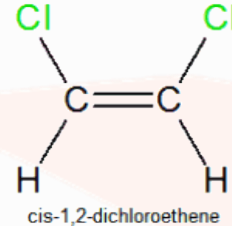
❖ Trans: Gender identity is *different* than the assigned sex at birth

- Transwoman
- Transman



❖ Cis: Gender identity is the *same* as the assigned sex at birth

- Cisman
- Ciswoman



❖ Non-binary, genderqueer, gender diverse

- AMAB, AFAB
- Non-binary pronouns (they, zem, xem, etc.)

Pronouns

Pronouns:	In a sentence:
she/her/hers ★	She wants you to use her pronouns.
he/him/his ★	He wants you to use his pronouns.
ze/hir	Ze wants you to use hir pronouns.
they/ them/ theirs ★	They want you to use their pronouns.
co/cos	Co wants you to use cos pronouns.
No pronoun/name (use the person's name instead of a pronoun)	____(name) wants you to use ____ (name) pronouns.
xe/xem/xyr	Xe wants you to use xyr pronouns.
hy/hym/hys	Hy wants you to use hys pronouns.

Image: https://www.huffpost.com/entry/non-binary-pronouns-why-they-matter_b_5a03107be4b0230facb8419a

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Are pronouns asked at every visit registration at your clinic(s)?

Yes

No

I'm not sure

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If yes, are pronouns easily identifiable for all team members in the medical record?

Yes

No

I don't know, I've never looked

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Do employees have their pronouns easily identifiable (email signature, sticker/badge, etc.)?

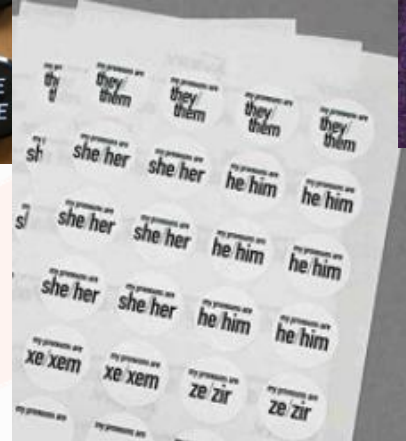
Yes

No

I'm not sure

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Pronoun Buttons, Pins, Stickers



Gender-Neutral Language

Use this	Instead of this
Genitals	Vulva, vagina, penis, testicles
External area, external pelvic area, outside	Vulva
Genital opening, front pelvic opening	Vaginal opening
Internal canal, inside	Vagina
Organs, organs you retain	Uterus, ovaries, cervix
Chest	Breasts
Bleeding	Period, menstruation



Non-Discrimination Policies



- ❖ Patient and employee non-discrimination policies should include gender identity and gender expression
 - Should be known by all
 - Recourse when questions of discrimination are raised should be both clearly laid out and accessible
 - Now required by The Joint Commission

Inclusive Registration and Forms



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

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Old Language	Recommended update
Mother/Father	Parent(s)/Guardian(s)
Husband/Wife	Spouse/Partner(s)
Marital Status	Relationship Status: Single; Married; Partnered; Separated; Divorced; Widowed.
Living Arrangement	Alone; Spouse/Partner(s); Child(ren); Sibling; Parent(s)/Guardian(s); Group setting; Personal care attendant; Other
Sex/Gender: Male or Female	<p>What is your current gender identity: Male; Female; Transgender Male/Transgender Man/ Female-to-Male (FTM); Transgender Female/Transgender Woman/Male-to-Female (MTF); Genderqueer - neither exclusively male nor female; Other; Choose not to disclose.</p> <p>What sex were you assigned at birth on your original birth certificate: Male, Female, Choose not to disclose</p>
Sexual Orientation	Do you think of yourself as: Straight or heterosexual; Lesbian, gay, or homosexual; Bisexual; Something Else; Don't Know; Choose not to disclose.
Family History	Use "Blood relative" in questions.
Nursing Mother	Currently nursing. This wording is inclusive of those who do not identify as a mother (or a woman), but who are currently nursing to be included in this response.
Female Only/ Male Only	Remove sex-specific language and include "Not applicable" as a response option.

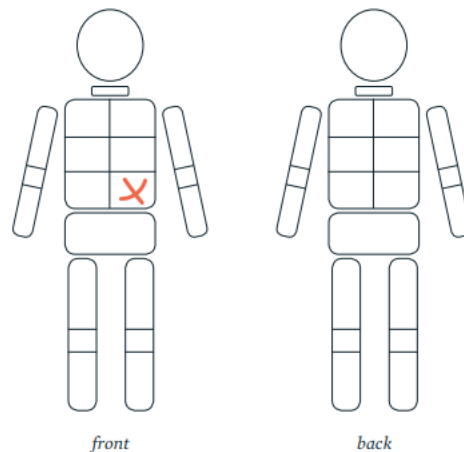
Collecting data on sexual orientation and gender identity should happen routinely. Registration is a key opportunity to let LGBT patients know they are recognized and welcomed.

Taking a routine sexual health history should be part of the comprehensive history for all adult and adolescent patients.

It is critical to review the language in registration and medical history forms, as well as training front-line staff to use LGBT-inclusive language.

Due to the long history of discrimination against LGBT people in health care settings, nondiscrimination and employment policies should include the terms "sexual orientation," "gender identity," and "gender expression."

Please use the diagram below to indicate any areas of pain or concern.



At your clinic, what are some inclusive things you like on your registration and forms?

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What are ways your registration and forms could be more inclusive?

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Culture of Accountability

- ❖ Create an environment of accountability & respect
 - Requires everyone to work together
 - Politely correct colleagues if insensitive comments made

“Those kinds of comments are hurtful to others and do not create a respectful work environment.”

All Gender Restrooms



Workforce Development

- ❖ Recruitment & interview process
- ❖ Training
- ❖ Professional development & mentorship
- ❖ Benefits
 - ❖ FMLA
 - ❖ Health insurance inclusion
- ❖ Retention

LGBTQ-Proficient and Inclusive Workplace Checklist

	Yes	Partial/In Process	No
Primary care clinicians are given access to and time for training in LGBTQ health competencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behavioral health clinicians are given access to and time for training in LGBTQ health competencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ competencies are incorporated into diversity and inclusion training for all staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee nondiscrimination policies include gender identity, gender expression, and sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employees can use restrooms based on their gender identity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dress codes are not gender specific	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dress codes allow employees to dress according to their gender identity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-bullying policies include gender identity, gender expression, and sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Clear protocols for reporting and addressing policy violations have been established	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidelines on employee gender affirmation have been established and disseminated to supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel records include employees' chosen names and pronouns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All staff receive annual training on LGBTQ-inclusive policies and guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisors demonstrate that they know and understand LGBTQ-inclusive policies and guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health insurance plans cover transgender care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family and Medical Leave policy includes anyone related by blood or affinity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ is incorporated into diversity and inclusion training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LGBTQ employee affinity/resource groups are encouraged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events celebrating LGBTQ community and culture are honored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Implicit Bias

Attitudes or stereotypes that **unconsciously** affect beliefs, behaviors, and decisions

- ❖ **Everyone** has them
 - could influence actions
- ❖ Can **undermine efforts** to advance the delivery of high-quality healthcare
- ❖ Prior experiences used to **quickly fill in gaps** when rushed
- ❖ We rely on **implicit assumptions** when feeling stressed, rushed, or afraid

1. Transmission Routes



Transmission
Routes

2. Infection/Disease



Infection/Disease
Transmission
Routes


3. Control/Prevention



Control/Prevention

Implicit Bias

- ❖ Consider a staff development training to identify implicit bias
 - ❖ National LGBT Health Education Center – case scenarios
- ❖ Take the IAT
 - www.implicit.harvard.edu/implicit/selectatest.html
 - ❖ Transgender
 - ❖ Sexuality



Learning to Address
Implicit Bias Towards
LGBTQ Patients:
Case Scenarios

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Community Engagement & Outreach

- ❖ Patient advisory boards
- ❖ Community satisfaction survey
- ❖ Peer support and navigation services
- ❖ Co-sponsor TGD community events & talks
 - Pride
 - TGD day of remembrance in November

What is one key take-away or one action step you commit to after today?

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Resources

- Clinical Consultation Center
<http://nccc.ucsf.edu/>
 - HIV Management
 - Perinatal HIV
 - HIV PrEP
 - HIV PEP line
 - HCV Management
 - Substance Use Management
- Present case on ECHO
<http://echo.unm.edu>
hivecho@salud.unm.edu
- AETC National HIV Curriculum
<https://aidsetc.org/nhc>
- AETC National Coordinating Resource Center
<https://targethiv.org/library/aetc-national-coordinating-resource-center-0>
- Additional trainings
scaetcecho@salud.unm.edu

LGBTQIA+ Resources

- NM DOH
 - [Health equity learning center](#)
- Sage Albuquerque
 - [Advocacy & services for LGBT elders](#)
- Bright Spaces (HEAL+NM)
 - [Recommended policies](#)
 - [Training](#)
- UCSF Transgender Center for Excellence
 - [Resources](#)
- Transgender Resource Center of NM
 - [Training Resources](#)
 - [Drop-In Center](#)

References

- www.lgbtqiahealtheducation.org
 - Inclusive environment: <https://www.lgbtqiahealtheducation.org/wp-content/uploads/2017/08/Forms-and-Policy-Brief.pdf>
 - Workforce development
 - Implicit bias: https://www.lgbtqiahealtheducation.org/wp-content/uploads/2018/10/Implicit-Bias-Guide-2018_Final.pdf
- www.jointcommission.org/lbgt/