



LGBTQ Health and Cultural Competency: Strategies for Creating a Welcoming and Inclusive Environment

Presented by:

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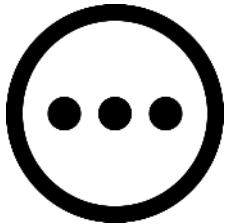
Pronouns: she/her/hers



Please mute your microphone during the presentation



Please utilize the chat if you have any questions; we will also have time at the end for Q&A



You're welcome to add your pronouns alongside your user name: Right click on your name or the "... " and select "Rename"



This session will be recorded for future access and sharing

Objectives

Following this presentation, participants should be able to:

- Understand sexual orientation and gender identity
- Understand healthcare discrimination and LGBTQ health disparities
- Learn culturally competent strategies for creating an inclusive environment as a healthcare provider
- Understand the efforts of Keck Medicine of USC towards reducing health disparities in the LGBTQ community and improving overall quality of care





Terms and Definitions

Sexual Orientation and Gender Identity

- **Everybody** has a sexual orientation and a gender identity
- Terminology varies, and can depend on the time, context, environment, and people using them
- **Understanding how a person self-defines their sexual orientation and gender identity is important to delivering compassionate care**

Sexual Orientation

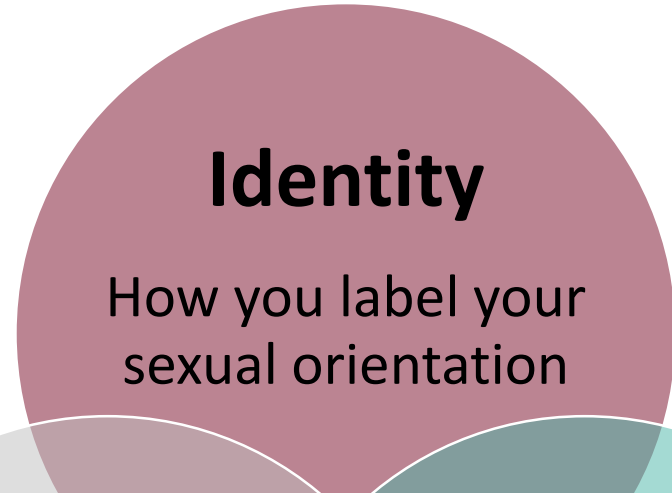
How a person characterizes their potential emotional and sexual attraction to others



Gender Identity

A sense of one's self as a man, woman, non-binary person, or other identities

3 Dimensions of Sexual Orientation



Identity

How you label your sexual orientation

Example: gay, lesbian, bisexual, straight

Attraction

Who you are attracted to, who you fall in love with

Example: capable of being attracted to/fall in love with women/men/people of all genders

Behavior

What you do sexually with others

Example: sexual acts; monogamy/polyamory; numbers/genders of partners

What do we think of when we hear “gender”?

Gender Assignment

(Sex, Birth Sex,
Sex Assigned At Birth)

The determination of an
infant’s sex at birth



Gender Identity (most important!)

A sense of one’s self as a
man, woman, non-binary
person, or other identity



What About the Gender Binary?



Many people think of sex/gender as **binary**:

- Only 2 options – fixed/immutable?
- Female **or** male, man **or** woman, boy **or** girl?

Intersex: a variety of conditions in which a person is born with reproductive or sexual anatomy that doesn't seem to fit typical binary definitions of female or male

Non-binary: someone whose gender identity doesn't fit into the gender binary



Present throughout world history



Several countries grant legal recognition

Non-Binary Patient Documentation

- People are able to choose a gender category of “female, male, or non-binary” on CA driver’s licenses
- New “sex” options for driver’s license: **F, M, or X**
- Keck Medicine needs to ensure we have structures and systems in place that **respect and welcome non-binary people**



Transgender people have a gender identity that is **different** than their sex assigned at birth



Also used as an **umbrella term** for gender identities outside of “male” and “female”

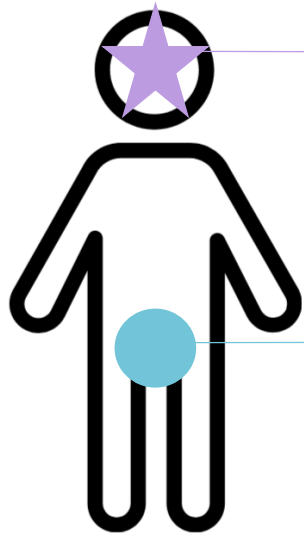
Often abbreviated as **“trans”**

Important to Note: think of and refer to people by their **gender identity**, not birth sex/genitals

Cisgender: describes someone whose gender identity and birth sex **correspond**

Different Transgender Identities

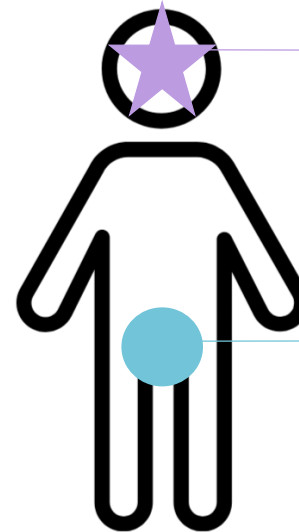
Transgender woman, trans woman, male to female trans person (MTF):
 someone assigned male at birth and whose gender identity is **woman/female**



Gender Identity:
 Woman/Female

“Birth Sex”:
 Male

Transgender man, trans man, female to male trans person (FTM):
 someone assigned female at birth and whose gender identity is **man/male**



Gender Identity:
 Man/Male

“Birth Sex”:
 Female

Non-binary, genderqueer, gender fluid, gender non-conforming:
 someone whose gender identity falls outside the traditional gender binary

- Transitioning is the process by which some transgender people come to **recognize, affirm, and express** their gender identity
- **Social, physical, mental, and emotional components**



Popular narrative: transgender people have to have “the surgery” in order to fully transition

Reality: no “finish line” – each transgender person can go at their own pace and only do what works best for them

Important to Note: gender transition is an individual process – **no “one size fits all”** approach

Gender Transition/Gender Affirmation

General aspects of affirming one's gender identity may include:

Personal/Social



Changing one's name



Wearing clothing that reflects one's gender identity



Requesting others use proper pronouns

Legal/Medical



Changing legal documents



Taking hormones



Undergoing various medical/surgical procedures

Important to Note: ability to transition legally/medically depends on local laws, access to healthcare, and financial resources

Lesbian

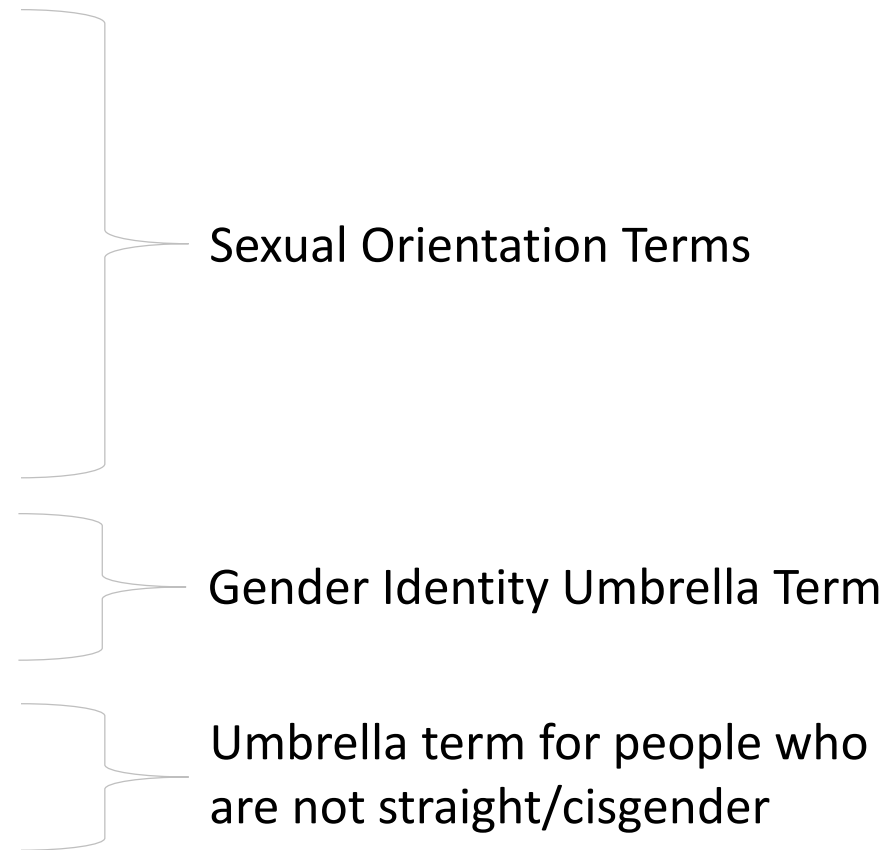
Gay

Bisexual

Transgender

Queer

+ (all other identities)

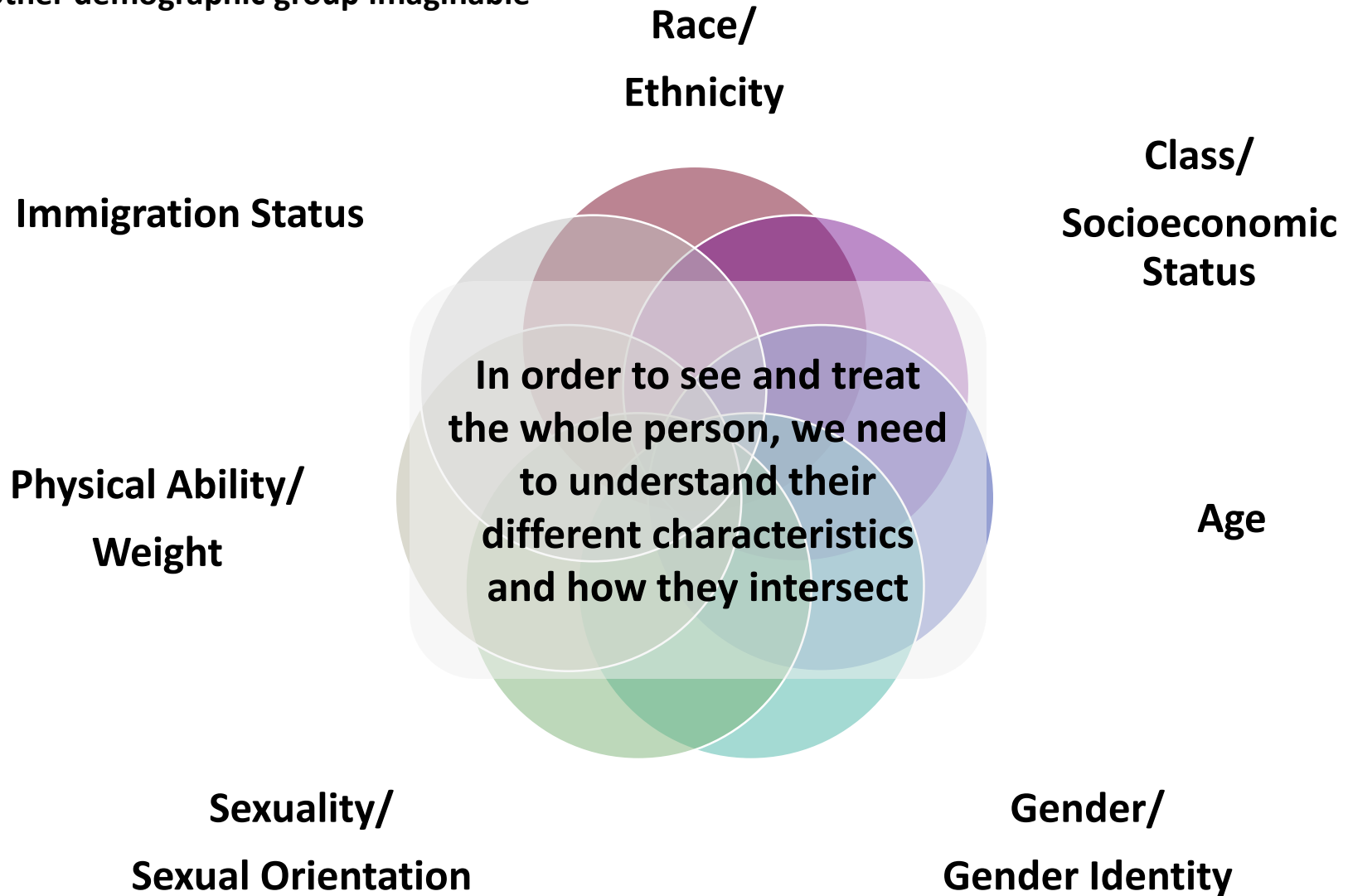




LGBTQ Health: Discrimination and Disparities

Intersectionality

There are LGBTQ members in every racial, ethnic, economic, and other demographic group imaginable



Many LGBTQ people have difficulty finding health care where they feel included and accepted

Healthcare Discrimination:

- Refused needed health care
- Refused to touch or used excessive precautions
- Blamed for health status
- Harsh or abusive language
- Physically rough or abusive treatment

56%

of lesbian, gay, and bisexual respondents

70%

of transgender respondents

What Do Our Patients Say?

“It was overall perfectly fine, I just felt that it would be easier for others, if on the paper you filled out, there was the **option other than just 'male or female,'** because not everybody identifies with just those options.”
– Verdugo Hills Emergency Department

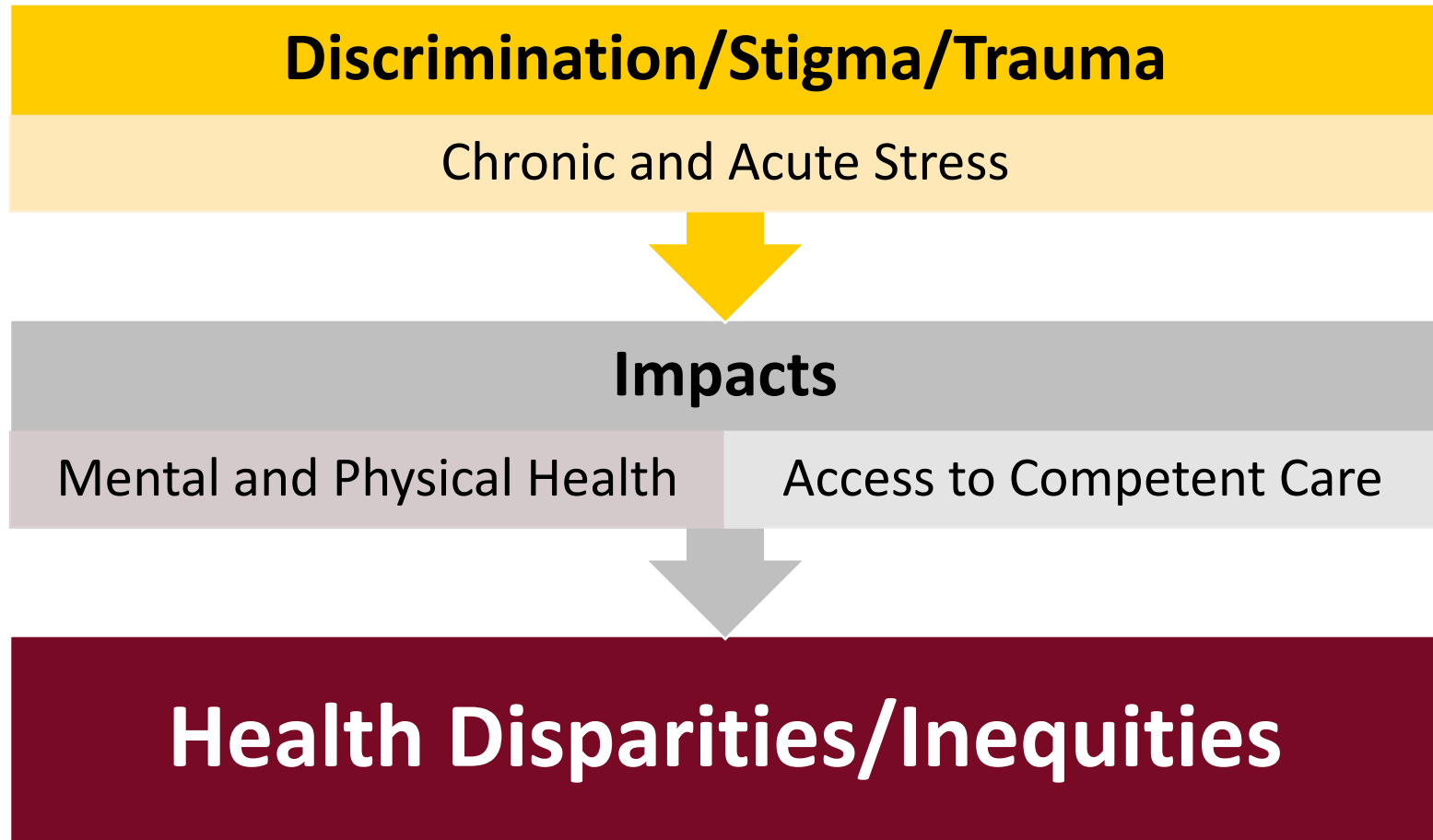
“My sexual orientation was never addressed & **incorrect assumptions** were made.”
– Keck Hospital Inpatient Stay

“Sexual orientation didn't come up but **I was worried about it** so its nice to know you care.”
– Clinic Visit

“The second I mentioned my sexual orientation, [my doctor] got alarmed and mentioned HIV. I spent 3 months **scared for my life** for no reason.”
– Clinic Visit

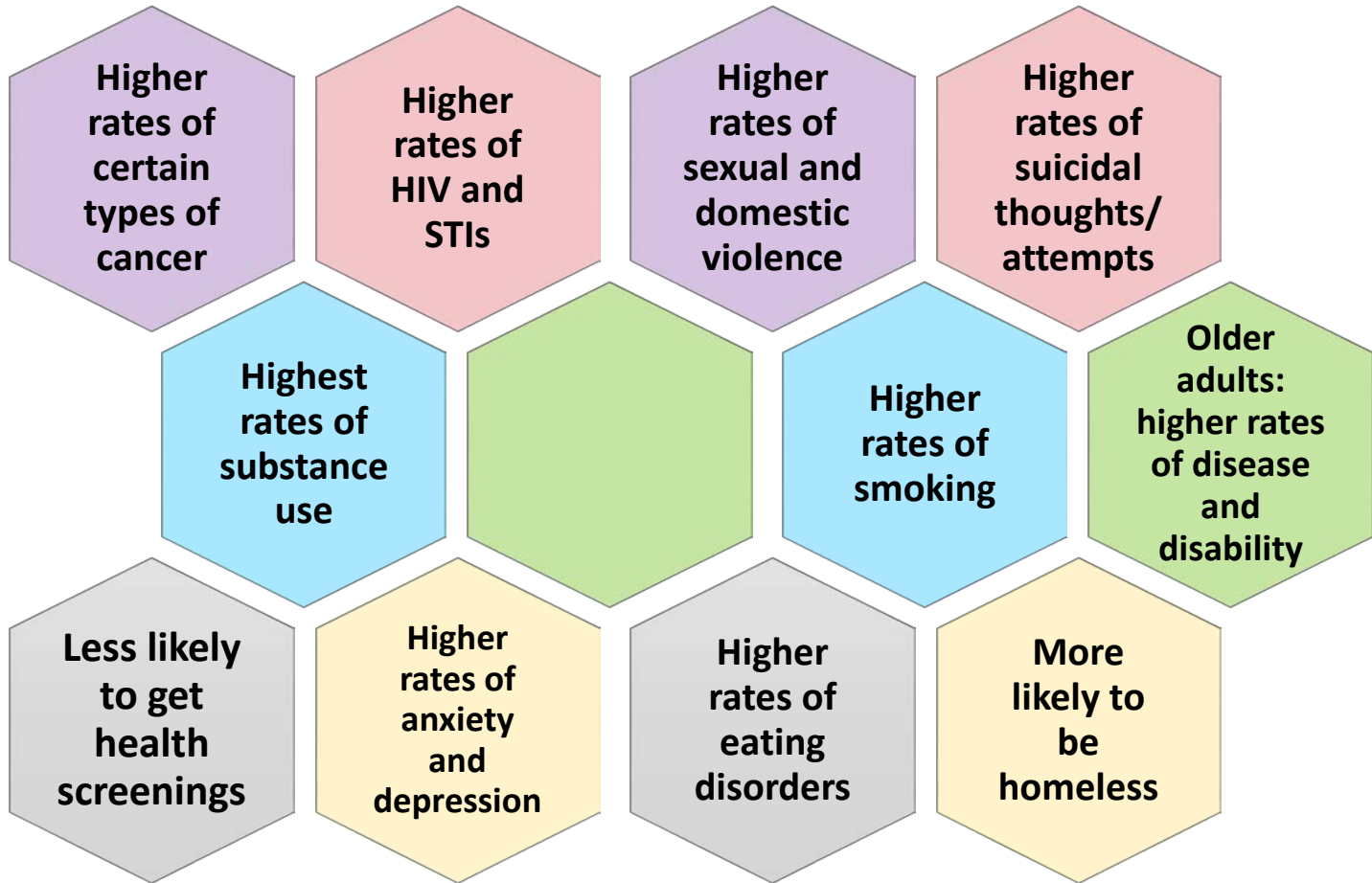
“Nurses were **physically aggressive**, also I was **neglected** with no bathing, & no HIV meds.” – Norris Cancer Hospital Inpatient Stay

“I never felt disrespected, but [having] a practitioner that appears informed about and in command of the language relating to transgender identity **would inspire more confidence about treatment and outcomes.**”
– Clinic Visit



Important to Note: there are no LGBTQ-specific diseases or illnesses

Health Disparities in the LGBTQ Community Include:



Important to Note: Not an exhaustive list, and there are no LGBTQ-specific diseases or illnesses

Barriers on Provider Side



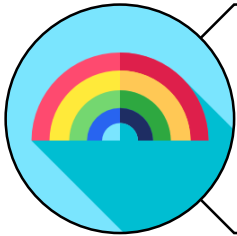
Lack of training in medical and nursing school



Limited but expanding research on LGBTQ populations



Not trained to ask about sexual orientation or gender identity



Lack of LGBTQ leaders in healthcare settings



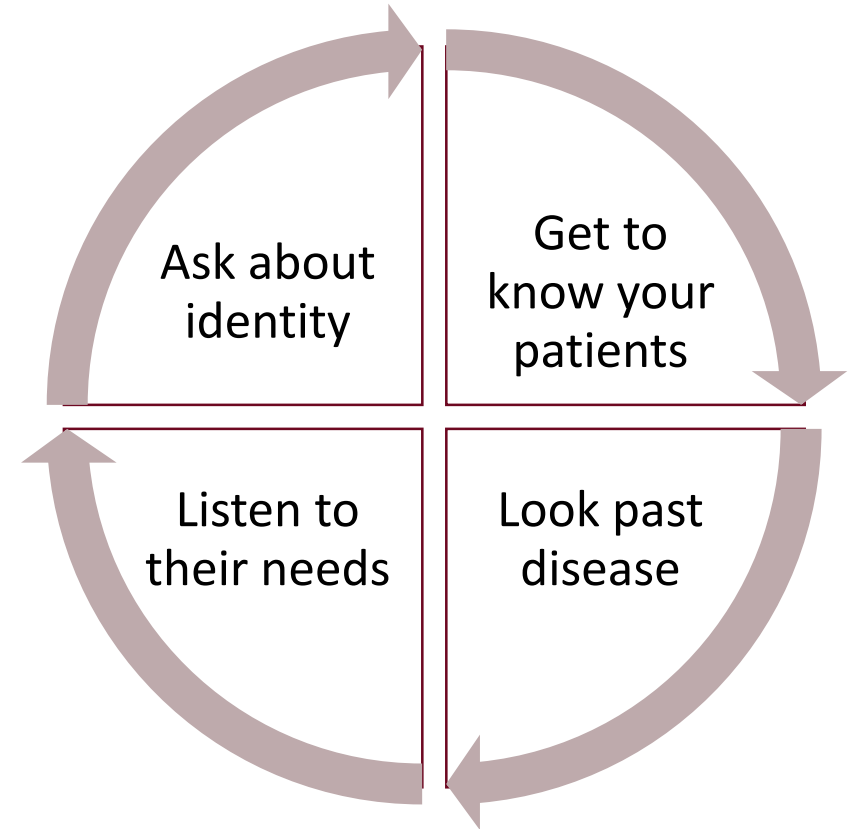
Cultural Competency Strategies

Creating a Welcoming, Inclusive
Healthcare Environment

Change takes place through a lifelong process of learning

“Cultural humility is a lifelong process of self-reflection, self-critique, and commitment to understand and respecting different points of view, and engaging humbly, authentically, and from a place of learning.”

Dr. Melanie Tervalon, Dr. Jann Murray-García



Consider the Patient Journey

At each step in the process, there are many touchpoints where patients can

(or not) Request an appointment

At Keck Medicine of USC, your health and safety are our top priorities. Telehealth and in-person appointments are available to meet all of your health care needs. Our physicians and staff are here for you when you need care.

Upon submission of this form an agent will contact you to schedule an appointment based on the information you provide.

For international appointment requests, [click here](#).

Patients Name *

First

Last

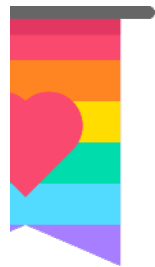
Date of Birth *



Gender *

Male

Female



Respectful Language

- Challenge assumptions and use gender-neutral language
- Avoid “microaggressions”

Data Capture/KeckCare

- Inclusive surveys, forms, and documentation
- Robust collection of sexual orientation/gender identity data

Policies

- Anti-discrimination policies include sexual orientation and gender identity
- Transgender-specific policies



Respectful Language



Our language reflects what we think is “normal” and “natural”



One way to challenge your own implicit biases is to be thoughtful and intentional about using gender-neutral terms

Inclusive Language: Gender-Neutral Terms

Gendered Terms

- Sir/Ma'am
- Ladies and Gentlemen
- Boys and Girls

Gender-Neutral Terms

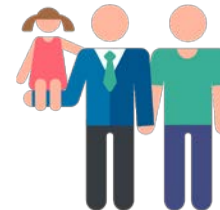
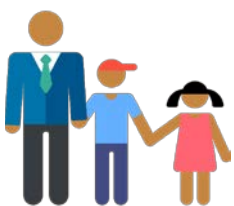
- ✓ Person/People
- ✓ Individuals/Folks
- ✓ Everybody/Everyone
- ✓ Honored Guests
- ✓ Children/Kids

What About Families?

Mother/Father →
Parent/Guardian

Son/Daughter →
Child/Kid

Sister/Brother →
Siblings

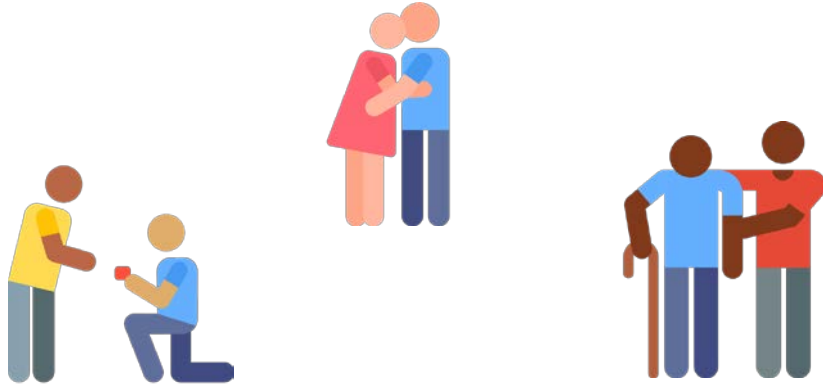


Quick implicit bias check: what words came to mind when you saw these people?

Inclusive Language: Relationships

Avoid Assumptions:

- Boyfriend/Girlfriend
- Wife/Husband



Gender-Neutral Terms:

- ✓ Partner
- ✓ Significant Other
- ✓ Spouse
- ✓ Relationship



Important to Note: just because you know a person's sexual orientation or gender identity, that does not mean you know their relationships with others or the words they are comfortable using

Quick implicit bias check: what assumptions did you make about the genders and relationships of these people?

**“Who do you have
with you today?”**

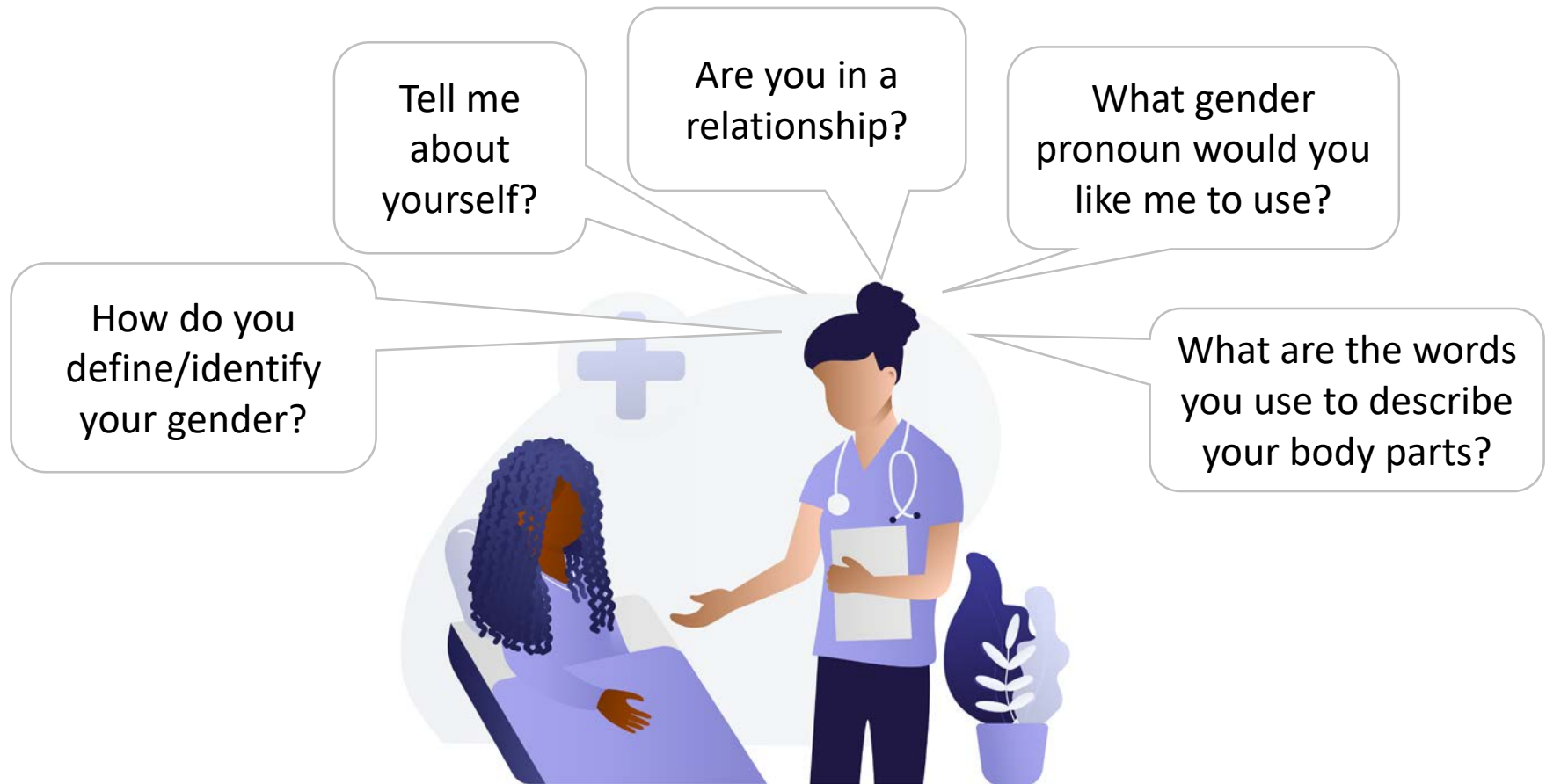
**Give the power to the patient –
let them decide how they want to
define their relationships to you!**



What Other Types of Questions Do We Ask?

Normalize and validate open-ended, gender-neutral questions:

“I ask this of all my patients”



What About the Singular “They” Pronoun?

Gender Pronoun

Some people use **“they/ them/ theirs”** as their personal gender pronouns

Unknown Gender

If you don’t know someone’s gender (or pronouns) yet, use **“they”** until you can find out

Generic Examples

Use **“they”** when talking about a generic person in a profession (e.g., doctors and nurses)

Practice until it comes naturally! 😊



Avoid Microaggressions

Microaggressions are small remarks or statements with **harmful or discriminatory implications** (intentional or unintentional)

You can't be a bisexual woman, you're married to a man

I would have never known you were transgender – you're so pretty

I keep forgetting to use your "preferred" pronouns

You're too pretty to be a lesbian

Who's the mom?

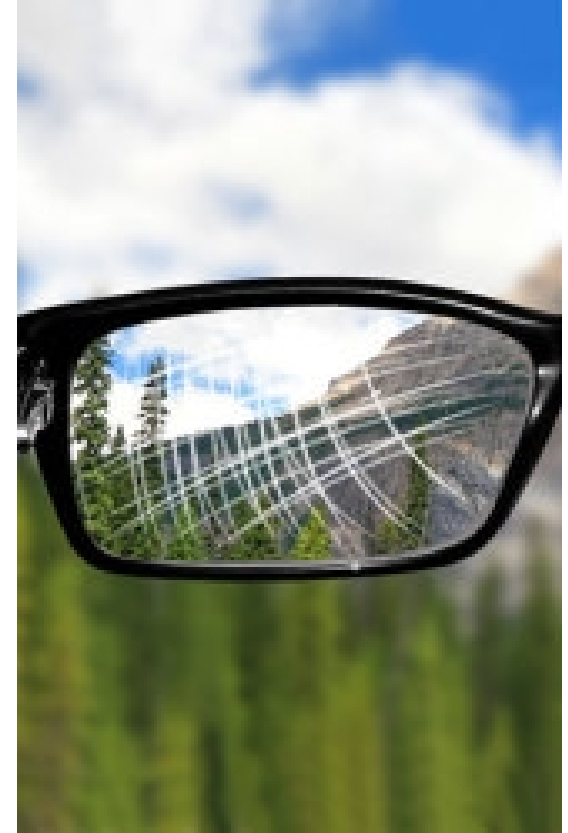
You don't act like a typical gay guy

That's so gay

Sorry, I have to call you by your legal name

You look just like a *real* man

The more people experience microaggressions, the more likely they are to report depression, anxiety, and physical health issues



Mistakes Will Happen

- Many providers avoid discussing sexual orientation or gender identity due to fear of making a mistake and upsetting a patient
- Practice won't make perfect, but will make you more comfortable

Remember that many LGBTQ+ patients have had negative experiences with health care and may anticipate discrimination, rejection, and biased assumptions

A thoughtful apology can go a long way

I'm sorry, I did not mean to disrespect you.





Data Capture



What Do Patients Have to Fill Out?

Appointment Systems/ Intake Forms

Can patients identify if they are transgender or non-binary?

Can patients identify what name and pronouns they want people to use?

Medical/Family History Forms

Are forms capturing relationship status with an unmarried partner?

Are patients able to identify parents/guardians other than “mother/father”?

Patient Experience Surveys

Our Press Ganey surveys ask about how well their needs were met relating to sexual orientation or gender identity

How is that information tracked/used to identify areas for improvements?

OHNS New Patient Form



PATIENT INFORMATION: Please complete all fields

Patient Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: Home (____) _____ Cell (____) _____ Work (____) _____
FAX: (____) _____ Email Address: _____

Is English your primary language? Yes No
If "No," what is your primary language? _____
How well do you speak English? (check one) Very well Well Not well Not at all
What language would you prefer to receive healthcare information? _____

Do you have an advanced directive? Yes No
If medical necessary, would you consent to a blood transfusion? Yes No
Do you have a preferred relative or friend we should contact if we cannot reach you? Yes No
Preferred contact person(s) and relationship to you: _____
Phone: Home (____) _____ Cell (____) _____ Work (____) _____
Other suggestions: _____

- No demographic questions about gender, relationship status
- Emergency Contact information is gender-neutral and open-ended
- Family History: Mother/Father/Sister/Brother/Daughter/Son, 3 blanks for "Other"
- Otherwise, OHNS uses Cerner for registration and check-in

Capabilities in KeckCare/Cerner

Gender Identity and Birth Sex

- Capability to record “Stated Sex” and “Birth Sex” separately – if different, icon will show up next to “Sex” on the banner bar
- Added “Non-binary” as an option for both (Male, Female, Non-binary, Unknown)
- Can be updated from PM Conversation → Patient Info

Gender Pronouns and Preferred Name

- “Patient Info” section now has options for gender pronouns and preferred name – will populate on banner bar when updated
- Can be updated from PM Conversation → Patient Info

Gender Identity/ Sexual Orientation

- When taking a comprehensive social intake, providers can record gender identity and sexual orientation with new options
- Gender Identity Options: Male, Female, Transgender Man, Transgender Woman, Genderqueer (neither exclusively male nor female), Other, Choose not to disclose
- Sexual Orientation Options: Straight, lesbian/gay, bisexual, other, unknown, choose not to disclose



Inclusive Policies



Keck Medical Center of USC:

- **Patient Non-Discrimination Policy** (ADM-1-110)
- **Admitting Guidelines** (ADM-200)
- **Visitors and Overnight Guests** (ADM-1-117)
- **Patient's Rights and Responsibilities** (ADM-1-112)
- **Protocols for Interacting with Transgender Patients** (ADM-2-207)
- **Restroom Access** (ADM-1-150)
- **Admission Process: Admission and Placement of Patient** (CP-1-102)

USC Verdugo Hills Hospital:

- **Patient Non-Discrimination Policy** (ADM-N-1.11)
- **Nondiscrimination of Admissions Policy** (ADM-N-1.1)
- **Equal Visitation Policy** (ADM-V-1.1)
- **Patient's Rights and Responsibilities** (ADM-P-1.01)
- **Protocols for Interacting with Transgender Patients**
- **Restroom Access**
- **Transgender Patients Room Assignment**

To ensure that all Keck staff members interact with transgender patients with professionalism, courtesy, and respect.

Policy:

- Transgender patients will be addressed and referred to on the basis of their self-identified gender
- Staff will not use language/tone that demeans, questions, or invalidates a patient's gender identity or expression
- Staff will not ask questions or make statements about a transgender person's body except for medically necessary reasons

If knowing a patient's sex assigned at birth and/or transition-related procedures is necessary for patient's care, you should **explain to the patient:**

- **Why** the information is relevant to their care
- The information will be kept **confidential**, but some disclosures to the care team may be permitted or required
- Their information is protected by the **HIPAA policy**

All patients, staff, and visitors may **use the restroom that matches their gender identity**, regardless of whether they are making a gender transition or appear to be gender-nonconforming.

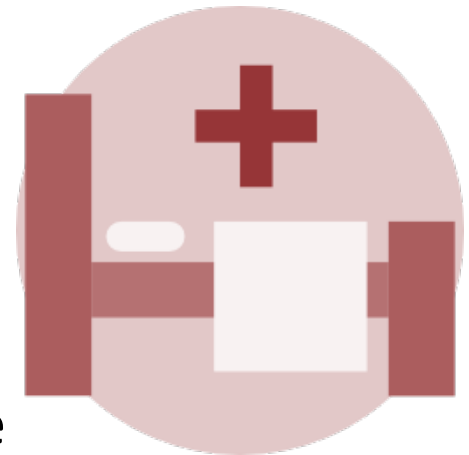


Access to restrooms is a health issue: **59%** of transgender people avoid using restrooms due to harassment and violence

If a room assignment is **gender-based**, patients will be assigned to rooms based on their **gender identity**

Does not matter if gender identity matches:

- physical appearance
- surgical history
- genitalia
- legal sex
- sex assigned at birth
- name and sex as it appears in KeckCare

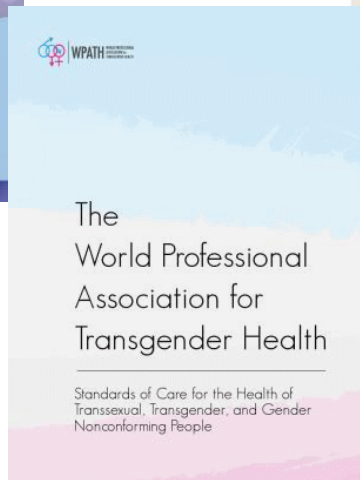
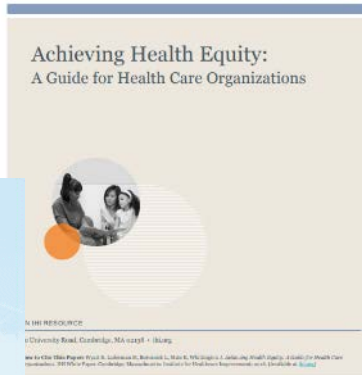
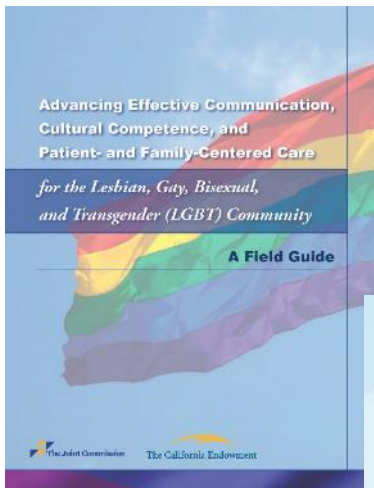




Keck Medicine of USC Resources



CMS and Joint Commission provide guidelines and recommendations for the unique needs of LGBTQ patients



Several national organizations have resources and best practices online

(National LGBTQIA+ Health Education Center, Human Rights Campaign, Lambda Legal, World Professional Association for Transgender Health)

Keck LGBTQ Health Website Launched in April



Keck Medicine
of USC

- Who We Are
- Patients
- Visitors
- Medical Professionals
- Research
- Giving



Inclusive, patient-centered care

Keck Medicine of USC provides personalized and compassionate care for the LGBTQ community.

Information Highlights:

- Non-Discrimination Policy
- HEI “LGBTQ Healthcare Equality Leader”
- Patient Resources
- Restroom Access Policy
- Privacy/Confidentiality
- Advance Health Care Directives
- Keck Pride
- Positive Care Program

<https://www.keckmedicine.org/lgbtq/>

USC LGBTQ-Friendly Providers

Keck Medicine of USC is dedicated to delivering compassionate, quality care to our diverse LGBTQ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning) community. We want to connect patients with providers who have interest and expertise in caring for the LGBTQ community.

If you are a provider at Keck Medicine of USC (including practicing at USC Verdugo Hills Hospital) and would like to be designated as LGBTQ-Friendly, please submit your request by filling out the form below. The information you submit will be private and nothing will be published or shared without your approval.

- Previous experience/training in LGBTQ care
- Specific types of care provided
- Specific ways your clinic is LGBTQ-friendly



<https://tinyurl.com/keckLGBTQ>

KECK PRIDE

Serve as a resource for **LGBTQ-**
related initiatives throughout
Keck Medicine of USC

Patient Care

Employee Engagement

Community Benefit



Real Patient Letter

I have autism and am a transgender male. I started my transition from female to male just over a year ago. Because of having a seizure disorder, I have been to hospital emergency rooms and been admitted to in-patient many times.

I have had **many awful experiences** that resulted in me being very afraid of hospital staff altogether. **Since starting my transition, I became more afraid of being treated badly by hospital staff and physicians.**

The nurses [at the Verdugo Hills Hospital ER] were very sensitive to my needs, **using male pronouns** and treating me with such dignity, that **I felt safe when I was there.** For me, that's huge.

I attend a weekly support group for transgender people, and I hear so many stories of abusive treatment. The world can be very unkind. However, every good experience brings back hope. **Being treated with dignity is so important. It can make such a difference to someone like myself.**



What You Can Do – Starting Today!



Challenge your assumptions and stereotypes



Use inclusive, gender-neutral language



Respect LGBTQ patient privacy



Commit to giving patients the power



Treat everyone with balance and respect



Seek out continuous learning and research

Thank you!

Lindsey Morrison, MHA



Please email to learn more/join the email list:

keckpride@med.usc.edu

<https://www.keckmedicine.org/lgbtq>