



LGBTQ Cultural Competency 101: Tools to Improve Patient Communication, Care and Outcomes



2019 Oregon Rural Health Conference

October 3, 2019

**Liz James Co-Chair, 2019 SO LGBTQ+ Health & Wellness Summit
Former CEO, Lesbian Health Initiative of Houston, Inc.**

Disclosure



I have no conflicts of interest or relationships to disclose.

Agenda



- Relevant background
- Defining LGBTQ identities and issues
- LGBTQ healthcare barriers, disparities, health issues and increased risks
- Creating an LGBTQ welcoming environment
- LGBTQ healthcare provider resources

Objectives for Today's Session



- Define need for LGBTQ+ cultural competency in healthcare
- Identify current terminology used to describe (LGBTQ+) individuals.
- Describe the challenges faced by LGBTQ+ patients that can result in increases in health issues.
- Discuss how to create an LGBTQ+ welcoming environment for patients.
- Identify healthcare related LGBTQ+ resources.

Background



Equality,

A Powerful Prescription for Health.™



We are the Community, We are the Change.™



Lesbian Health Initiative of Houston, Inc.



Mission

Dedicated to eliminating barriers to healthcare and promoting health and wellness for LGBT-identified women and transgender men through Education, Access and Advocacy programs

Vision

That by working together, as a community, we will illuminate and eliminate all barriers to ensure all have clear and equal access to the health and wellness services that they need and deserve, regardless of sexual orientation, gender identification or gender expression.

LHI Access Programs



Equality.
A Powerful Prescription for Health.™

LHI Spring 2015 Health Fair








THE UNIVERSITY OF TEXAS
MD Anderson Cancer Center
















MaryAlice Cowan, MD OB/GYN
Cynthia McNeil, MD OB/GYN



**We are the Community.
We are the Change.™**

Lesbian Health Initiative of Houston, Inc. (LHI) is a 501(c)(3) nonprofit

Provide safe, welcoming and LGBT culturally sensitive and competent healthcare access for uninsured LGBT women and transgender men

- *Held at/with FQHC (PCP, DDS, BH)*
- *Heart & Vascular Risk Assessments*
- *Pap/well person exams*
- *Blood tests*
- *Mammograms*
- *Body & Skin Scans*
- *Heart & Vascular Risk Assessments*
- *Behavioral Health Assistance & Resources*
- *OB-GYN consultations*
- *ACA Marketplace and CHIP Info/Enrollment*
- *Health & Wellness Resources*

What LHI Health Fair (System) Clients Say...



- There are so many wonderful resources that I had no idea existed.
- Having providers that are sensitive to my sexual orientation is very important to me.
- It is a safe and comfortable environment.
- I have not had insurance in over 2 years and have not kept up with health issues
- Many years ago I had an unpleasant pap smear from two different male physicians. Both were homophobic and not sensitive regarding exam.
- Laid off from job - no longer have insurance.

LHI's Education & Access Programs - adaptable, evidence-based, collaborative, replicable and transformative service delivery and system change vehicle recognized as an HHS AHRQ Innovation March 2015

The screenshot shows the AHRQ Health Care Innovations Exchange website. At the top, there is a header for the U.S. Department of Health & Human Services and the Agency for Healthcare Research and Quality (AHRQ). Below this is a navigation bar with links for Home, What's New, Browse By Subject, Downloadable Database, Videos, Scale Up & Spread, and Articles & Guides. A search bar is also present. The main content area features a green banner for the 'Service Delivery Innovation Profile' of the 'Collaborative Health Education and Access Events Offer No-Cost Screenings and Navigation Services To Connect Lesbian, Gay, Bisexual, and Transgender Individuals With Medical Homes Offering Culturally Competent Care'. Below the banner, there is a sidebar with tabs for 'Innovation', 'What They Did', 'Did It Work?', and 'How They Did It'. The 'Innovation' tab is selected, showing a 'Snapshot' and a 'Summary' section. The 'Summary' section describes the Lesbian Health Initiative of Houston, Inc. as a program for lesbian, gay, bisexual, and transgender individuals through a program that combines cultural screening, and patient navigation. The main content area contains a detailed description of the program's history and goals, enclosed in a red box.

U.S. Department of Health & Human Services

Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

AHRQ HEALTH CARE INNOVATIONS EXCHANGE
Innovations and Tools to Improve Quality and Reduce Disparities

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Events

Service Delivery Innovation Profile

Collaborative Health Education and Access Events Offer No-Cost Screenings and Navigation Services To Connect Lesbian, Gay, Bisexual, and Transgender Individuals With Medical Homes Offering Culturally Competent Care

Innovation

What They Did | Did It Work? | How They Did It

Snapshot

Summary

Lesbian Health Initiative of Houston, Inc. is a program for lesbian, gay, bisexual, and transgender individuals through a program that combines cultural screening, and patient navigation. The d

The impetus for the current, more comprehensive program came in 2011, with the passage of the Affordable Care Act and the incorporation of goals related to LGBT health issues in the Healthy People 2020 objectives. In this environment, LHI leaders saw an opportunity to extend the organization's reach and effectiveness by connecting people to health insurance and a culturally competent source of ongoing care. To that end, LHI hired its first employee and began forming partnerships with national and local organizations, with the goal of reducing health disparities and enhancing access to care for the LGBT community.

LGBT Health/Healthcare Education Resources

THE STATE OF HEALTH IN HOUSTON/HARRIS COUNTY 2015-16

Economic Impact of LGBT

National data suggests that health disparities faced by the LGBT community, coupled with poverty, result in great economic impact.

Some of the risk factors identified in the LGBT population include: increased rate of negative health behaviors such as smoking, an increase in emergency care utilization as a result of a lack of health insurance, and higher rates of expensive chronic health conditions due to low rates of preventative care and delay in seeking care. These factors also contribute to absenteeism or poor work performance.

Examples of LGBT Health Disparities

Increased:

- Tobacco use
- Alcoholism and other substance use
- Mental health concerns, including suicide attempts
- Cancer
- Experience of violence and other abuse
- HIV/AIDS infection
- Care from emergency departments

Decreased:

- Insurance coverage
- Medical care
- Preventive screening^{1,8}

Beginning in 2015, the Texas Behavior Risk Factor Surveillance System (BRFSS)

will include questions of sexual identity and gender identification which will provide local data on personal health behaviors that affect premature morbidity and mortality.¹⁰

Healthy People 2020

In 2012, two objectives were added with the goal of gathering data and improving the health, safety, and well-being of lesbian, gay, bisexual, and transgender (LGBT) individuals.

OBJECTIVE LGBT-1.1 Increase the number of population-based data systems used to monitor Healthy People 2020 objectives that include in their core a standardized set of questions that identify lesbian, gay, and bisexual populations.

OBJECTIVE LGBT-1.2 Increase the number of population-based data systems used to monitor Healthy People 2020 objectives that include in their core a standardized set of questions that identify transgender populations.

Note: As of the time of this publication, baseline and target data were not available.

Public Health Actions

- Gather sexual orientation and gender identity data to monitor LGBT health status.
- Educate the public about LGBT populations.
- Develop policies and plans that support efforts to improve LGBT health, decrease disparities, and increase cultural competency among those working with LGBT persons.

For More Information

CDC, LGBT Health: <http://www.cdc.gov/lgbthealth/index.htm>

The Fenway Institute: <http://thefenwayinstitute.org/>

The Williams Institute: <http://williamsinstitute.law.ucla.edu/>

1. Gates, GJ. LGBT Demographics: Comparisons among population-based surveys. Williams Institute, UCLA School of Law. Williams Institute Web site. <http://williamsinstitute.law.ucla.edu/wp-content/uploads/LGBT-Demographics-2014.pdf>. Accessed December 11, 2014.

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3. Baker, K.E., Quinn, L.E., Gray, A. Moving the needle. Center for American Progress. <http://cdn.americanprogress.org/wp-content/uploads/2014/11/LGBT-and-ACA-report.pdf>. Published November 2014. Accessed December 11, 2014.

4. James, L. Lesbian Health Institute of Houston, Inc. (LHI). Presented at 2014 Harris County Healthcare Alliance annual membership meeting, August 13, 2014. http://www.lhi-houston.org/images/LHI_HCHIA_8-2014_Presentation_FNL.pdf. Accessed December 13, 2014.

5. Gates, GJ. In U.S., LGBT more likely than non-LGBT to be uninsured. Gallup Web site. <http://www.gallup.com/poll/175445/lgbt-likely-uninsured.aspx>. Accessed December 11, 2014.

6. Rens, U., Beaumadier, A., Kato, J., Seligson, A. Health and Access to Care and Coverage for Lesbian, Gay, Bisexual, and Transgender Individuals in the U.S. The Henry J. Kaiser Family Foundation Web site. Published October 22, 2014. Accessed December 11, 2014.

7. Institute of Medicine (IOM). Committee on Lesbian, Gay, Bisexual, and Transgender Health Issues and Research Gaps: Board on the Health of Selected Populations. The Health of Lesbian, Gay, Bisexual, and Transgender People: Building a Foundation for Better Understanding. http://www.nap.edu/catalog.php?record_id=13126. Published 2011. Accessed December 11, 2014.

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9. Grant, JM, Motzer, LA, Tanis, J, Hartson, J, Herman, JH, Keilding, M. Injustice at every turn: a report of the National Transgender Discrimination Survey. National Center for Transgender Equality and National Gay and Lesbian Taskforce. http://transequality.org/PDF/NTDS_Exec_Summary.pdf. Published 2011. Accessed December 11, 2014.

10. Texas Department of State Health Services (TDSHS). Attachment B: 2015 CDC draft BRFSS survey outline of questions. Isolation of Module 16 confirmed by Rebecca Wood, TDSHS. https://www.dshs.state.tx.us/about/health/department/attach_b.htm. Updated June 13, 2014. Accessed December 22, 2014.

The State of Health HOUSTON & HARRIS COUNTY 2015 - 2016

Public Health Actions

- Gather sexual orientation and gender identity data to monitor LGBT health status.
- Educate the public about LGBT populations.
- Develop policies and plans that support efforts to improve LGBT health, decrease disparities, and increase cultural competency among those working with LGBT persons

How many LGBTQ+ patients are there?



- 10,388,000* adults in U.S. identify as gay, lesbian, or bisexual
- 1,397,500* adults in U.S. identify as transgender

**Over 11 million* U.S. adults
identify as LGBT people**

(4.5% of adult U.S. population)

*Estimated Williams Institute 2018

How many LGBTQ+ patients are there?



Millennials (18-34)

- **More than 2X as likely to identify as LGBTQ as Boomers (52-71)**
- **56% more likely to identify as LGBTQ a Gen Xers (35-51)**
- **12% identify as transgender or gender nonconforming**

GLAAD 2017 Accelerating Acceptance Survey

<http://www.glaad.org/files/aa/Accelerating%20Acceptance%202018.pdf>

How many LGBTQ+ patients are there?



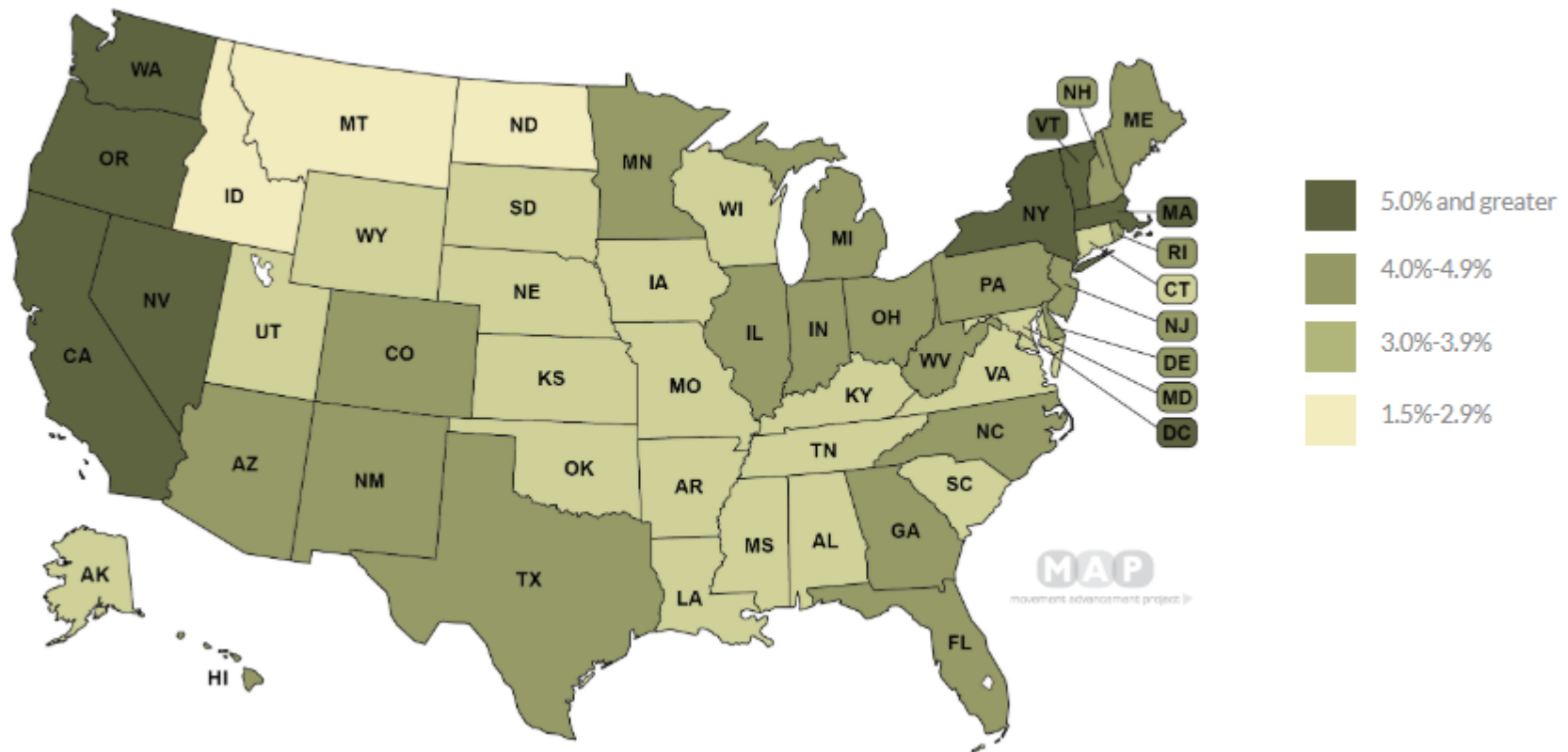
How Many LGBT Older Adults?

- **Today: 1.4–3.8 million in U.S.** (Harley & Tester, 2016)
- **2030: 3.8-7.2 million in U.S.** (Harley & Tester, 2016)

Three Generations

- **Invisible** – came of age during Great Depression - WWII
- **Silenced** – greatest generation – same sex behavior criminalized/APA disorder
- **Pride** – baby boomers & beyond - Stonewall – removal of APA disorder and on

LGBT POPULATION DENSITY



This map shows the estimated percentage of each state's adult population that identifies as LGBT, based on a [2018 analysis by The Williams Institute](http://www.lgbtmap.org/equality-maps/lgbt_populations).

How many LGBTQ+ patients are there?



- 169,000* adults in Oregon identify as gay, lesbian, or bisexual
- 19,750* adults in Oregon identify as transgender

185, 760 Oregon adults
identify as LGBT people**

(5.6% of adult Oregon population - 2nd behind DC 9.8%)

* Estimate - Williams Institute 2018 analysis

**Williams Institute 2018 analysis & 2018 Census Bureau Estimates

How many LGBTQ+ patients are there?



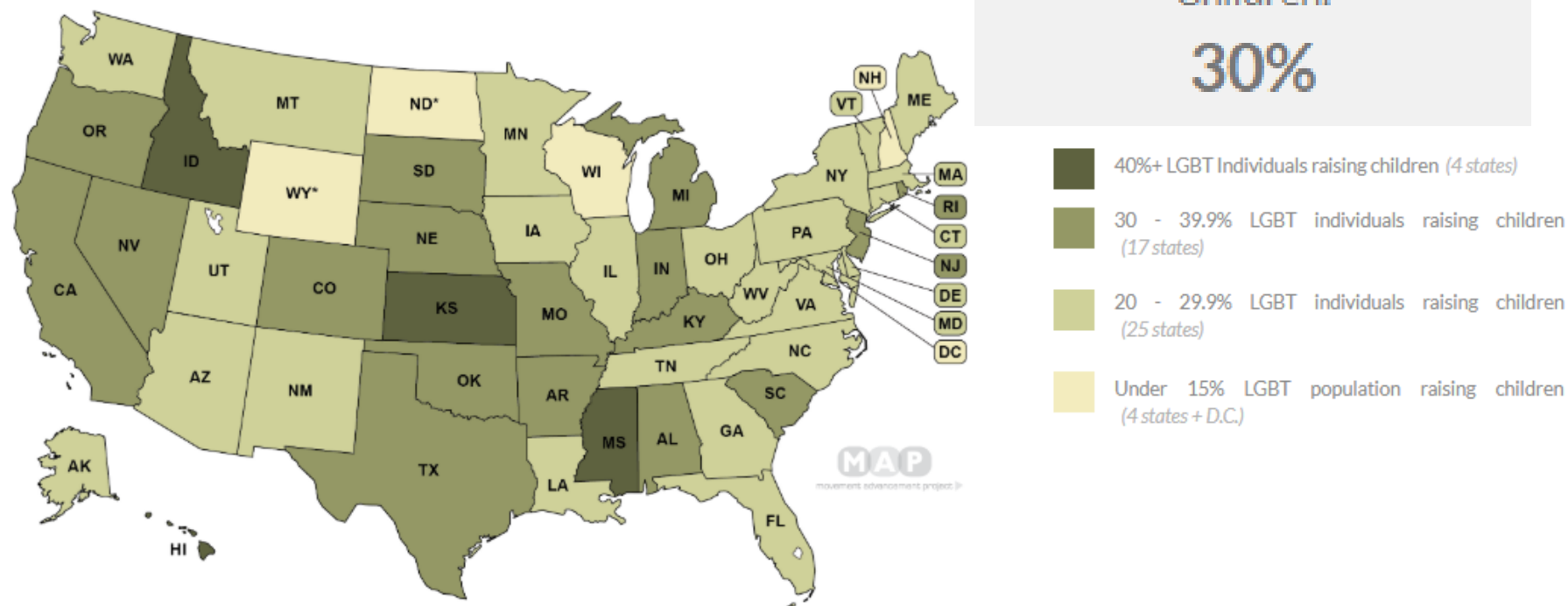
OREGON 2017 Healthy Teen Survey

- **17%** 11th Graders identified as LGBTQ
 - 7.5% identified as Bisexual
- **5%** Identified as questioning
- **6%** Reported as non-binary or multiple gender

LGBT PEOPLE RAISING CHILDREN

Oregon

% of LGBT Individuals Raising Children:
30%



This map shows the percent of LGBT people raising children in each state, based on data collected by Gallup and analyzed by the [The Williams Institute](http://www.thewilliamsinstitute.org/).

http://www.lgbtmap.org/equality-maps/lgbt_populations

How many LGBTQ+ patients are there?

WHERE WE CALL HOME: LGBTQ+ PEOPLE IN RURAL AMERICA

WHERE WE CALL HOME:
LGBT PEOPLE IN RURAL AMERICA

April 2019

RURAL AMERICA IS HOME TO MANY LGBT PEOPLE

**2.9-3.8
MILLION**

**LGBT PEOPLE IN
RURAL AMERICA**

LGBT people are a fundamental part of the fabric of rural communities, working as teachers, ministers, small business owners, and more. For many of these millions of LGBT people, living in a rural community may be just as or more important to their identity as is being LGBT. Rural America is where many LGBT people choose to call home.

LGBTQ is NOT One Word & NOT a Community



- ▶ **Reside in 99% of all counties in U.S. (2010 Census)**
- ▶ **All races/ethnicities, faiths, cultures, and education and income levels**
- ▶ **Single, divorced, partnered/married, parent/family**
- ▶ **Uninsured, under-insured and insured**

Why do we need to know who our LGBTQ patients are?



- Provides you increased knowledge about patients'
 - Health risks
 - Support system
- Those who come out are more likely to access healthcare, adhere to treatment, and develop trust in the facility
 - Women who were open with their primary care doctors and gynecologists about their sexual orientation were nearly 2½ to three times more likely to have routine screening than those who did not disclose it*

*BMC Public Health. 2013; 13: 442. Published online 2013 May 4. doi: 10.1186/1471-2458-13-442 J Kathleen Tracy, Nicholas H Schluterman, and Deborah R Greenberg

Why do we need to know who our LGBTQ patients are?



- **31% transgender individuals** that had healthcare reported that none of their health care providers knew they were transgender. (2015 US Transgender Survey)
- **40% of gay men** (NYC, 2008) have not told their doctor they are gay
- **70% lesbians** do disclose their sexual orientation to their provider, although only 29% were asked by their provider (Stein, 2001)

Why do we need to know who our LGBTQ patients are?



Policies

- **Affordable Care Act**
- **Oregon OHP (Medicaid Expansion)**
- **Oregon RHEA**
- **Oregon DFR2016-1**

The ACA, the key to LGBT Health Equity



“The Affordable Care Act may represent the strongest foundation we have ever created to begin closing LGBT health disparities.”

Ex-HHS Secretary, Kathleen Sebelius,
quote from early 2012 speech

ACA implementation has proven this true

Why do we need to know who our LGBTQ patients are?

ACA Health Reform Highlights for LGBT

- **Nondiscrimination:** The ACA prohibits discrimination on the basis of sexual orientation and gender identity by Marketplaces, consumer assisters, and qualified health plans.
- **Financial assistance:** advanced premium tax credits Medicaid expansion (OHP)
- **Fair access to coverage:** Plans may not refuse coverage or charge higher premiums
- **Essential Health Benefits and no co-pay preventative care:** ACA requires inclusion in all plans.
- **Family coverage:** all Marketplace plans that offer spousal or family coverage must offer it to same-sex spouses.

Why do we need to know who our LGBTQ patients are?



- **Medicare** now applies equally to all married couples, regardless of where the couple resides
- **Joint Commission Standards for Patient Centered Communications** - Visitation and Non-Discrimination in Care (RI.01.01.01 EP 28 & EP 29)



Why do we need to know who our LGBTQ patients are?



On January 1st, 2015, Oregon extended coverage for most transition-related healthcare under the **Oregon Health Plan (OHP)**, the State's Medicaid Program

- These services include coverage for:
 - puberty suppression
 - primary care and specialist doctor visits
 - mental health care visits
 - cross-sex hormones, anti-androgens
 - lab work
 - some surgeries

Why do we need to know who our LGBTQ patients are?



Reproductive Health Equity Act

The Bill includes prohibition of services on the basis of actual or perceived race, color, national origin, sex, sexual orientation, gender identity, age or disability.

- For example, an individual who was assigned female at birth and identifies as male goes into a provider for cervical cancer screening, but his insurance only covers these screenings for females.
- The RHEA ensures insurance must cover services for this individual, regardless of his name, or what gender is on his driver's license or his birth certificate.

Why do we need to know who our LGBTQ patients are?



Oregon

Kate Brown, Governor

Department of Consumer and Business Services

Division of Financial Regulation

350 Winter St. NE, Room 410

P.O. Box 14480

Salem, OR 97309-0405

OREGON DIVISION OF FINANCIAL REGULATION BULLETIN DFR 2016-1

TO: All Entities Transacting Insurance in Oregon

RE: Nondiscrimination Related to Transgender Persons in the Transaction of Insurance in Oregon

The purpose of this bulletin is to clarify prohibitions against unfair discrimination in the transaction of insurance in Oregon and to reiterate expectations of the Department of Consumer and Business Services (DCBS) about how insurers and other licensees, and authorized entities must address issues related to transgender persons.

The Good News



You don't have to be an expert on LGBTQ culture to offer culturally competent care

- You just need
 - Basic information
 - A willingness to learn
 - An openness to hear what your patient is trying to tell you

LGBTQ – Defining the Alphabet



- ▶ **L** – Lesbian (sexual orientation)
- ▶ **G** – Gay (sexual orientation)
- ▶ **B** – Bisexual (sexual orientation)
- ▶ **T** – Transgender (gender identity)
- ▶ **Q** – Queer

Other letters/terms: Q - questioning, I - intersex, 2S - 2 spirit, same gender loving, pansexual

LGBTQ – Defining the Alphabet



Sexual Orientation

- How a person identifies their physical and emotional attraction to others
 - Lesbian
 - Gay
 - Bisexual
 - Heterosexual
 - Queer – terminology continues to evolve

LGBTQ – Defining the Alphabet



Sexual Orientation

- **Lesbian** – an *identity* label for women who have primary sexual, romantic attraction towards women
- **Gay** – an *identity* label for men* who have primary sexual, romantic and relational attraction towards men
- **Bisexual** – an *identity* label for people who have sexual, romantic attraction toward with either men or women.
- **Pansexual** – an *identity* label for people who have romantic or emotional attraction towards people regardless of their sex or gender identity

* Some women refer to themselves as Gay

LGBTQ – Defining the Alphabet



Sex, Gender, and Gender Identity

- **Sex:** Biological and anatomic differences assigned at birth, generally male or female
- **Gender:** A social construct that refers to the rules and norms that a society assigns to varying degrees of maleness and femaleness
- **Gender Identity:** A person's internal sense of their gender (do I feel male, female, both, neither?)

LGBTQ – Defining the Alphabet



Gender Identity

- All people have a gender identity
- A person's internal sense of their gender (do I consider myself male, female, both or neither)
- For many this matches the sex assigned at birth, for transgender people it does not
- Our gender identity may or may NOT match one's appearance, body, or other's perception
- Gender identity is increasingly described as being on the spectrum

LGBTQ – Defining the Alphabet



Gender Expression

- How one presents themselves through their behavior, mannerisms, speech patterns, dress and hairstyle
- May be on the spectrum

LGBTQ – Defining the Alphabet



Transgender people

- Gender identity not congruent with the assigned sex at birth
- Alternate terminology
 - Transgender man, trans man, female to male (FTM)
 - Transgender women, trans woman, male to female (MTF)
- Non-binary, genderqueer, gender neutral
 - Genderqueer person
- Trans masculine, Trans feminine
- May decide to transition at any age
- May or may not change their names/pronouns
- May or may not use hormones or surgery

LGBTQ – Defining the Alphabet



Gender Identity ≠ Sexual Orientation

- All people have a gender identity and a sexual orientation
 - How people identify can change
 - Terminology varies
- Gender identity is not the same as sexual orientation

Remember



It is not always obvious who is LGBTQ!

- The form is not going to tell you what you need to know.
- It is OK to ask questions about partners, gender, preferred pronouns, language used for body parts
- It is ok to feel awkward as you learn to ask

Barriers to Healthcare



- Lack of health insurance, including lack of spousal benefit
- Being afraid to tell your doctor about your sexuality or your sexual history
- Having a healthcare provider who does not know the disease risks or the issues that affect LGBTQ individuals
- Multiple stigma: ethnicity/race, gender, ability, citizenship, etc.
- Not understanding one's risk for health issues and disease
- Lack of knowledge about available health and wellness resources
- from benefits to providers

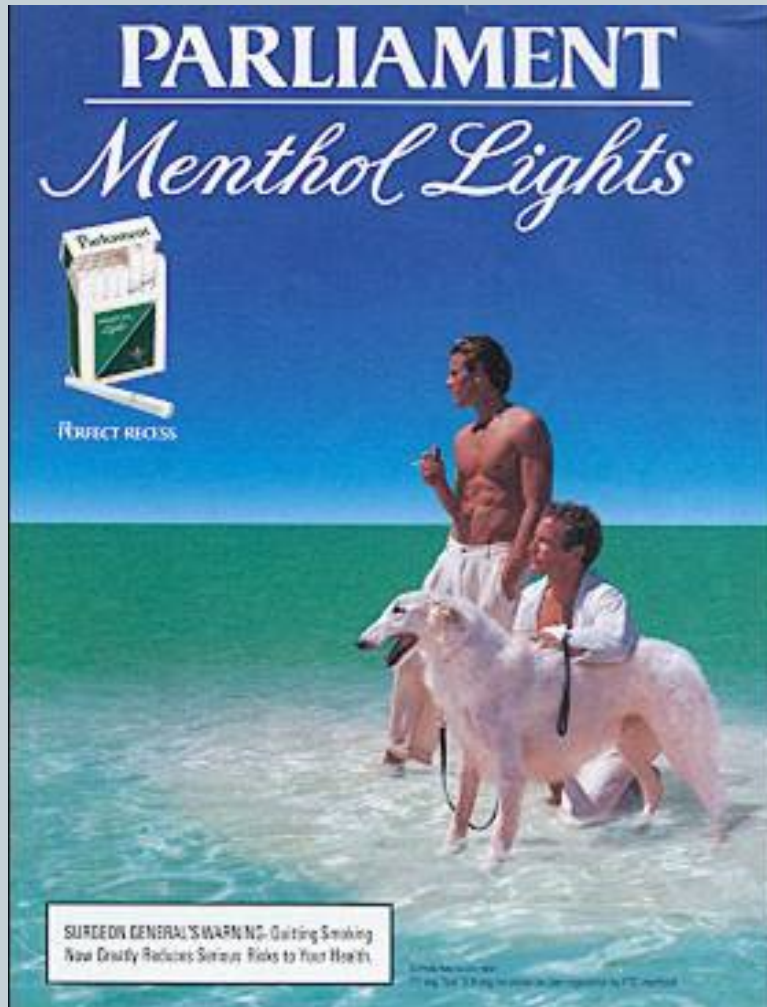
LGBTQ Disparities & Risks



Health Disparities & Risks

- Tobacco
- Alcohol
- Mental Health
- Cancer
- Obesity
- Cardio Vascular Disease
- HIV
- Drugs

High Smoking Rates



Adults in U.S
20.6% LGB and
35.5% Transgender
VS.
14.9% non-LGBT
smoke cigarettes

Mental Health – Increased Risk



LGBT individuals have
1.5x HIGHER RISK
of DEPRESSION and
ANXIETY DISORDERS
than heterosexual
individuals.



LGBT Cancer Risks



Dramatically higher cancer risk factors

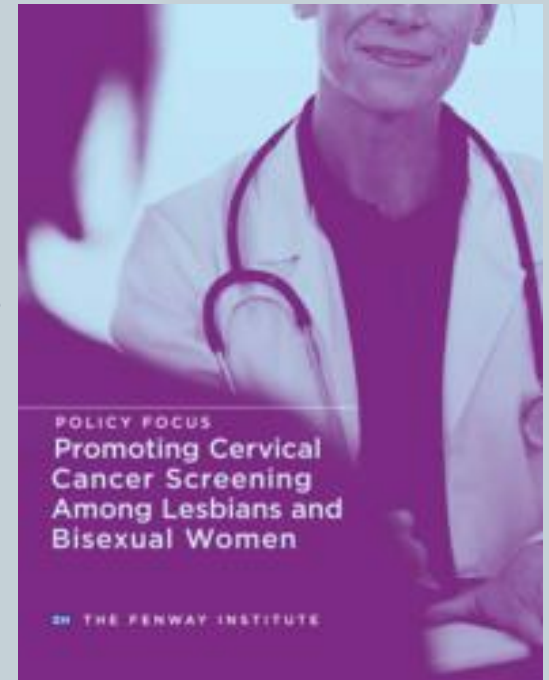
- Tobacco
- Alcohol
- Obesity
- Nulliparity
- HPV
- HIV
- Lack of access

Lower Cancer Screening Rates



Dramatically lower screening rates

- Mammograms
- Cervical Pap/Well Person exams
 - LB women 10 x less likely to have Pap tests
- Anal Pap Smears
- Colonoscopies



The Fenway Institute analysis, titled [Promoting Cervical Cancer Screening among Lesbians and Bisexual Women](#),

Increased Breast Cancer Risk



FACTS FOR LIFE Lesbian, Gay, Bisexual and Transgender

Is there an increased risk?

Lesbian, gay, bisexual women and transgender people have a greater risk of breast cancer than other women. The risk is not because of their sexual orientation. Rather, it is because some risk factors for breast cancer and barriers for breast cancer detection — never having children and not seeing a doctor on a regular basis — occur more often in these populations.



LGBT Lack of PCP



LGBT Women Almost Twice As Likely Than Non-LGBT Women to Lack a Personal Doctor

Percentage in U.S. Without a Personal Doctor, by LGBT Status and Gender

Do you have a personal doctor? (% No)

	LGBT %	Non-LGBT %	Difference (pct. pts.)
All adults	29	21	8
Men	29	27	2
Women	29	16	13

Gallup-Healthways Well-Being Index
Jan. 1-June 23, 2014

LGBTQ Health Issues & Risks



The 2015 U.S. Transgender Survey (USTS) is the largest survey examining the experiences of transgender people in the United States, with 27,715 respondents from all fifty states, the District of Columbia, American Samoa, Guam, Puerto Rico, and U.S. military bases overseas.

LGBTQ Health Issues & Risks



2015

U.S.

TRANSGENDER

SURVEY

Adult Experiences

- **31%** reported none of their health care providers knew they were transgender
- **23%** did not see a doctor when they needed to because of fear of being mistreated as a transgender person
- **33%** who saw a health care provider in the past year reported having at least one negative experience related to being transgender - higher % for people of color & people with disabilities
- **29%** living in poverty (vs. 12% in the U.S. pop) - **38-43%** trans people of color were living in poverty
- **30%** experienced homelessness at some point in their lives
- **68%** reported *none* of their IDs had the name and gender they preferred
- **47%** of respondents were sexually assaulted at some point in their lifetime
- **40%** have attempted suicide (vs. 4.6% U.S. pop)

<http://www.ustranssurvey.org/reports>

LGBT Health Issues & Risks

2015

U.S.

TRANSGENDER
SURVEY



Kindergarten - K12 Experience

- **77%** of those who were out or perceived as transgender **experienced some form of mistreatment**
- **54%** of those who were out or perceived as transgender **were verbally harassed**
- **24%** of those who were out or perceived as transgender **physically attacked**
- **13% sexually assaulted** in K–12 because of being transgender
- **17%** faced such severe mistreatment as a transgender person that they **left a K–12 school**

LGBTQ Health Issues & Risks



2019 LGBTQ Teen Survey - 12,000 respondents 13-27 from 50 states & DC

- **77%** reported feeling depressed or down over the past week
- **95%** reported trouble sleeping at night
- **> 70%** reported feelings of worthlessness and hopelessness in the past week
- **77%** reported they've heard family members make negative comments about LGBTQ people
- LGBTQ youth of color and transgender teenagers experience unique challenges and elevated stress – only **11%** of youth of color surveyed believe their racial or ethnic group is regarded positively in the U.S., and over **50%** of trans and gender expansive youth said they can *never* use school restrooms that align with their gender identity



LGBTQ Health Issues & Risks



LGBTQ+ Youth

- 2 to 3 times more likely to attempt suicide
- More likely to be homeless (20-40% LGBTQ)
- Risk of HIV, STDs

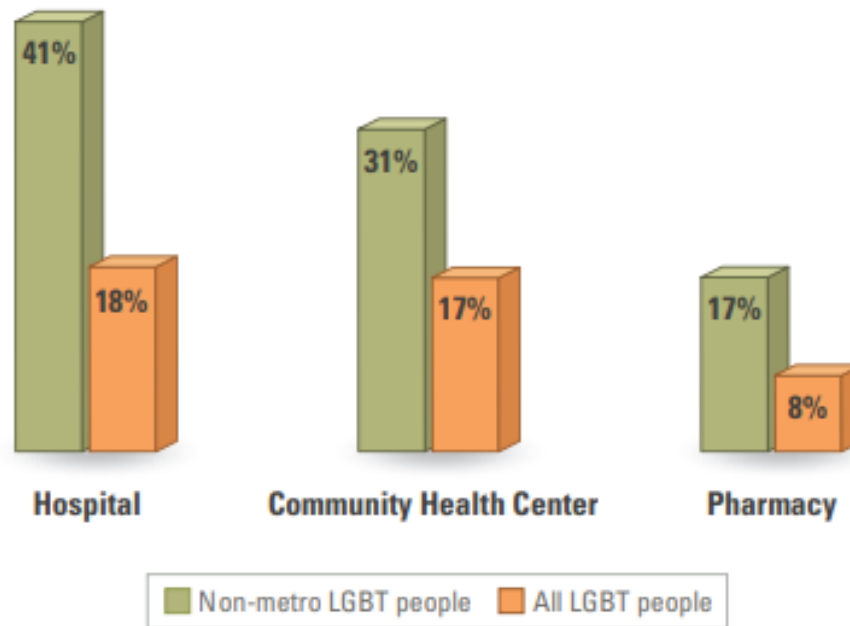
LGBTQ Health Issues & Risks



- **How do sexual orientation and gender identity impact health for rural residents?**
 - Not accessing healthcare due to anticipated, internalized and enacted stigma
 - Privacy and confidentiality concerns
 - Patients not disclosing sexual orientation or gender identity to a provider, which could impact provision of needed urgent and preventative care
 - Limited training of healthcare providers related to LGBT health-related issues
 - Provider bias or discrimination, which can be more problematic in a rural area with fewer providers to choose from

Why do we need to know who our LGBTQ patients are?

Figure 17: More Difficult for Rural LGBT People to Find Health Care If They Are Discriminated Against
% of LGBT people saying that, if they were turned away by each provider, it would be “very difficult” or “not possible” for them to find those services somewhere else



Source: Center for American Progress, 2018, “Discrimination Prevents LGBTQ People From Accessing Health Care.”

Creating a Welcoming Environment & Overcoming Barriers



Individual / Practitioner Level Interventions



- **DON'T ASSUME** anything about a patient
 - Gender and gender identity
 - Sexual orientation
 - Relationship status
 - HIV/AIDS status
- **Change your LANGUAGE**
 - Use gender-neutral language “partner”, “spouse”.
 - Mirror the language people use for themselves, their partners and their body parts

Individual / Practitioner Level Interventions



- **Show your OPENESS**
 - Assure confidentiality to make coming out safe
 - Have LGBT publications/health literature in waiting room
- **LEARN more**
 - Read more about the LGBT community
 - Learn about LGBT families and health risks

Individual / Practitioner Level Interventions



What to do when you meet transgender or non-binary customers?

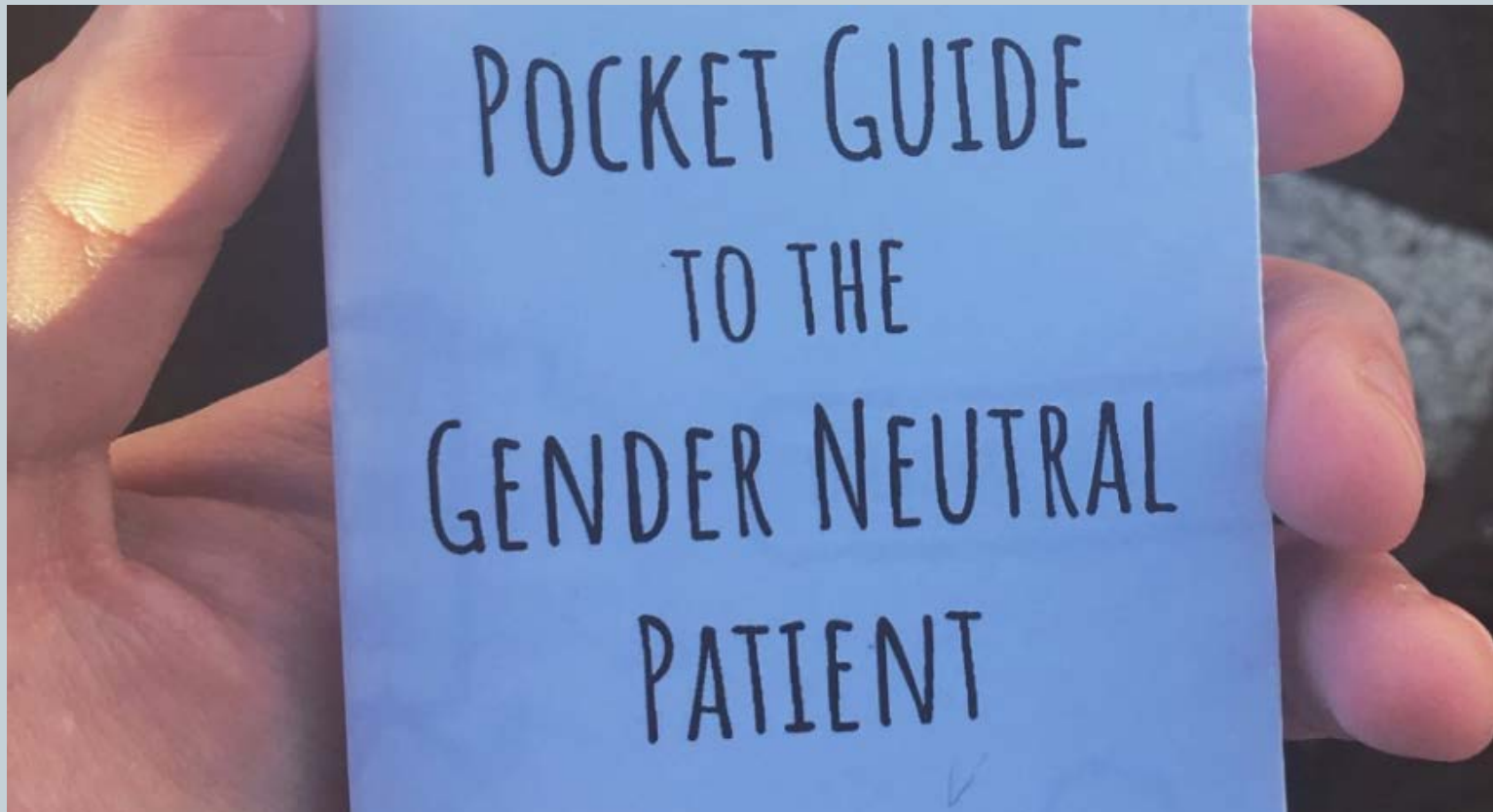
- Ask for name if different from legal name on file
- If unsure, politely ask for name and pronoun they would like you to use
- Listen and/or ask and use preferred names for their body parts
- Avoid invasive unnecessary questions
- In case of mistake, say I'm sorry, I didn't mean to be disrespectful and move on

Examples of How to Identify your LGBT Patients



- **Instead of “Are you married”**
 - “Are you in a relationship?”
 - “Are you seeing someone now?”
 - “Do you have a significant other?”
 - “Your partner...?”
- **Instead of “ Who is his mother and father?”**
 - “Who are your parents?”
- **Instead of using the gender/name found on forms**
 - “I would like to be respectful, what name and pronoun would you like me to use?”

Tools to Help you Engage Your LGBTQ Patient



Transgender Cancer Patient Project

INCLUSIVE HEALTHCARE, COMMUNITY BUILDING, PATIENT ADVOCACY

<https://transcancerzine.com/zines/>

Building Inclusive Rural Practices

“ At 14, I wouldn't tell the doctor my sexual orientation because I'd know he also sees my parents. I think I'd feel the opposite if he would have said, 'well I want you to know this is confidential and I ask this of everyone.' That's a very different conversation.

5 simple tips to improve LGBTQ patient-provider interactions

- Change office environment to include positive LGBTQ artwork, pamphlets, etc.
- Use culturally appropriate and specific terminology and pronouns that stretch across the sexual/gender spectrum on intake forms and in exchanges
- Encourage respectful, direct, and open-ended questions in patient-provider interactions
- Provide training on LGBTQ issues for all staff
- Reflect on assumptions, biases and preconceived notions. Perspectives can be changed and unlearned.

Sources:

Flemmer, N., Dekker, L., Doutrich, D. (2014). Empathetic Partnership: An Interdisciplinary Framework for Primary Care Practice. *The Journal for Nurse Practitioners*, 10(8): 545-551.

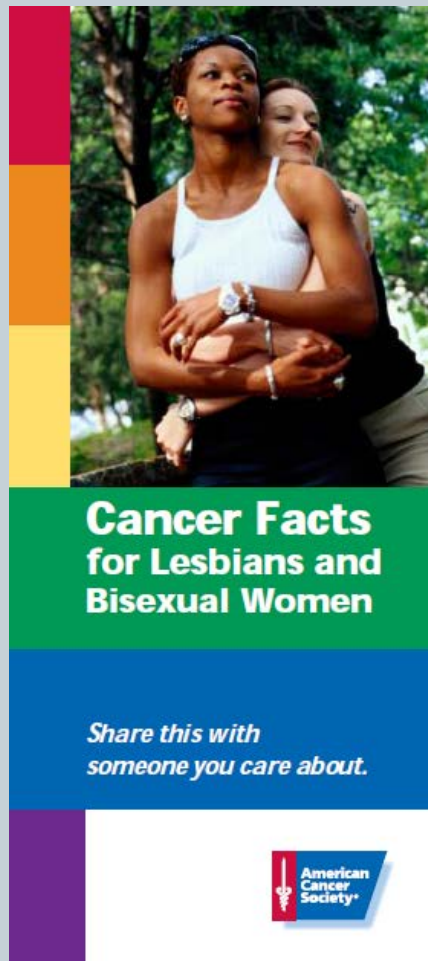
Kano, M., Silva-Bañuelos, A., Sturum, R., Willging, C. (2016). Stakeholders' Recommendations to Improve Patient-centered "LGBTQ" Primary Care in Rural and Multicultural Practices. *Journal of the American Board of Family Medicine*. 29(1): 156-160.

Organizational –Level Changes



- Provide visible LGBT symbols and literature in waiting room
- Incorporate all LGBT –defined “family” members into the treatment and recovery process
- Have current list of LGBT referrals available
- Implement and LGBT task force or committee

ACS LGBT Brochures



Other Suggested Changes



- **Post and enforce LGBT-inclusive nondiscrimination policies.**
- **Offer staff continuing education on LGBT health**
- **Hire LGBT staff**
- **Collect data on LGBT patients and conduct research on LGBT health**
- **Pursue Human Right's Campaign (HRC's) Healthcare Equality Index (HEI) rating**

○ VA Portland Medical Center, Oregon Health & Science University Hospital, Kaiser Permanente Hospitals, Legacy Health – all 100



Health People 2020 *LGBT*
page

OWH, *Lesbian and
Bisexual Health*

**Hospital Visitation
policy**

Affordable Care Act

CDC LGBT health pages

Joint Commission LGBT
Field Guide

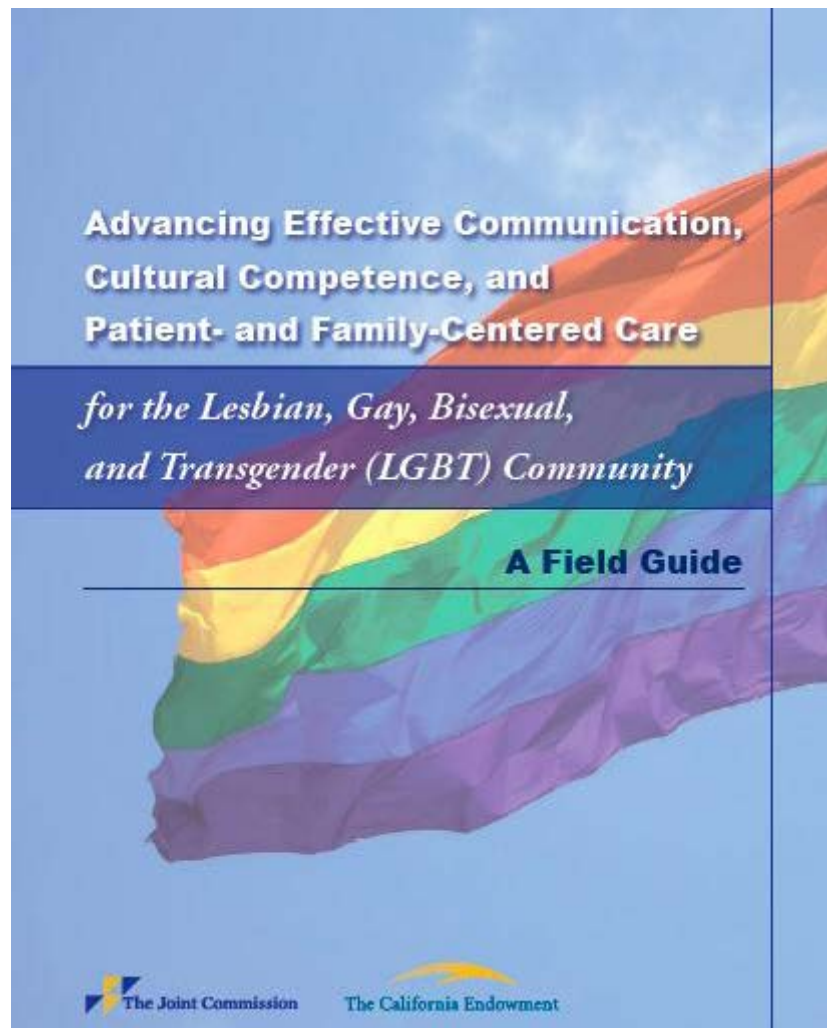
Institute of Medicine
report *The Health of
LGBT People*

HHS LGBT Issues
Coordinating Committee
2012 Report

*When Health Care Isn't
Caring*, Lambda Legal

HRC HEI

LGBT Health/Healthcare Education Information and Resources



LGBT Health/Healthcare Education Resources



2016 *Journal of the American Board of Family Medicine* article offers guidance to primary care providers to improve LGBTQ care delivery.

Stakeholders' Recommendations to Improve Patient-centered "LGBTQ" Primary Care in Rural and Multicultural Practices

Miria Kano, PhD, Alma Rosa Silva-Bañuelos, BA, Robert Sturm, MA, and Cathleen E. Willging, PhD

***Purpose:* Individuals among gender/sexual minorities share experiences of stigma and discrimination, yet have distinctive health care needs influenced by ethnic/racial minority and rural realities.**

LGBT Health/Healthcare Education Resources



A day-long training event for healthcare and social service professionals, the Meaningful Care Conference aims to promote LGBTQ+ cultural competency in health care and social services, share current LGBTQ+ best practices, and to develop and diversify networks of LGBTQ+ culturally competent health care and social service providers.

PORTLAND AIRPORT SHERATON

8235 NE Airport Way, Portland OR 97220

<https://meaningfulcare.org/>

LGBT Health/Healthcare Education Resources



Transgender Health Program

[OHSU Home](#)[Find a Doctor](#)[MyChart](#)[Donate](#)[Jobs](#)[Directions](#)[About Transgender Health Program](#)[Services](#)[Our Team](#)[For Providers](#)[Volunteer Opportunities](#)[Frequently Asked Questions](#)[Resources](#)[Contact Us](#)

Affirming health care for trans communities

The OHSU Transgender Health Program provides safe, comprehensive, affirming health care for the transgender and gender nonconforming communities. [Learn more](#)

<https://www.ohsu.edu/transgender-health>

LGBT Health/Healthcare Education Resources



Welcome to the Oregon AETC!



The Oregon AIDS Education and Training Center (AETC) is a program of the **Mountain West AETC** funded in part by the Oregon Health Authority (OHA) and the Health Resources and Services Administration (HRSA) to offer provider education to improve patient health outcomes for people at risk or living with HIV while preventing new infections in our community.

Currently serving 12 counties in Oregon and SW Washington, the OREGON AETC continues to expand our efforts statewide.

See **Upcoming Events!**

What We Do...

COMING SOON

2019 HIV CONTINUUM OF CARE CONFERENCE

September 24 - 25, 2019

Upcoming Events

Contact

► LOCATION

Portland VA Research Foundation
3710 SW Veterans Hospital Road
Portland, OR 97239

📞 CONTACT

Dayna K. Morrison, MPH, Program Manager
dayna@oraetc.org
971.200.5266

LGBT Health/Healthcare Education Resources

- Certified to offer prescribed credits from the American Academy of Family Physicians.
- Prescribed credit is accepted by the AMA & the American Nurses Credentialing Center

The screenshot displays the website for The Fenway Institute, specifically the National LGBT Health Education Center. The header includes the Fenway Institute logo, a link to sign up for email updates, a Facebook icon, and a search bar. The main navigation menu lists: Home, About Us, Education, Technical Assistance, News, Calendar, Publications & Resources, and Contact Us. A large banner image shows a diverse group of healthcare professionals. Below the banner, a dropdown menu is open, listing various resources: Educational Programming, Upcoming Webinars, On-Demand Webinars, Learning Modules, Special Programs, Grand Rounds, About HRC HEI Credit, and About CME/CEU Credit. The main content area features two promotional boxes. The left box, titled 'Check out our updated Learning Modules on LGBT Health, Transgender Health, LGBT Youth, and LGBT Older Adults', includes a 'More information' link. The right box, titled 'The Fenway Guide to Lesbian, Gay, Bisexual, and Transgender Health 2nd Edition is now available!', also includes a 'More information' link.

THE FENWAY INSTITUTE SIGN UP FOR EMAIL UPDATES f Search our website

THE NATIONAL LGBT HEALTH EDUCATION CENTER

Home About Us Education Technical Assistance News Calendar Publications & Resources Contact Us

The National LGBT Health Education Center provides consultation to health care organizations on how to provide care for lesbian, gay, bisexual, and transgender patients.

The Education Center is a part of The Fenway Institute, a division of Fenway Health, a Federally Qualified Health Center (FQHC) serving the LGBT community.

- Educational Programming
- Upcoming Webinars
- On-Demand Webinars
- Learning Modules
- Special Programs
- Grand Rounds
- About HRC HEI Credit
- About CME/CEU Credit

Check out our updated Learning Modules on LGBT Health, Transgender Health, LGBT Youth, and LGBT Older Adults

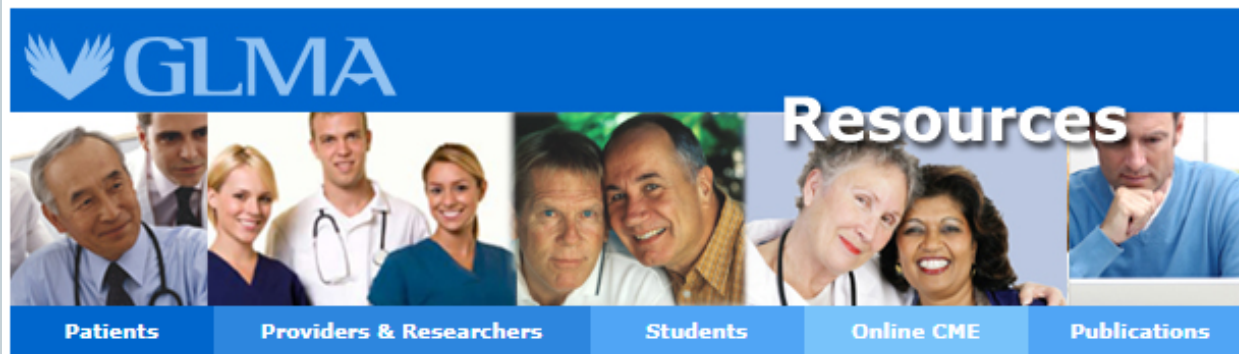
More information

ACP THE FENWAY GUIDE TO LESBIAN, GAY, BISEXUAL, AND TRANSGENDER HEALTH 2nd Edition

The Fenway Guide to Lesbian, Gay, Bisexual, and Transgender Health 2nd Edition is now available!

More information

LGBT Health/Healthcare Education Resources



For Patients

- [Find a Provider](#)
- [Healthcare Equality Index](#)
- [10 Things Gay Men Should Discuss with Their Healthcare Providers](#)
- [10 Things Lesbians Should Discuss with Their Healthcare Providers](#)
- [10 Things Bisexuals Should Discuss with Their Healthcare Providers](#)
- [10 Things Transgender Persons Should Discuss with Their Healthcare Providers](#)
- [Lambda Legal](#)
- [Trans Health Resources](#)
- [Hepatitis](#)
- [Depression](#)

For Providers & Researchers

- [Join the Provider Directory](#)
- [Crystal Meth](#)
- [Physician Survey Project](#)
- [Trans Health](#)
- [Provider Guidelines for Creating a Welcoming Environment](#)
- [Healthy People 2010 Companion Document](#)
- [Columbia University - GLMA White Paper: Report on Health of Lesbian, Gay Male, Bisexual, and Transgender Individuals](#)
- [American Cancer Society: Research Proposals Directed at Poor and Underserved Populations](#)
- www.gaydata.org

LGBT Health/Healthcare Education Resources

GLMA: *Health Professionals Advancing LGBTQ Equality* (previously known as the Gay & Lesbian Medical Association) is the world's largest and oldest association of lesbian, gay, bisexual, transgender and queer (LGBTQ) healthcare professionals.

7th Annual GLMA Nursing Summit

37th GLMA Annual Conference on LGBTQ Health

37th GLMA Annual Conference on LGBTQ Health

Hilton New Orleans Riverside
New Orleans, LA



September 11-14, 2019

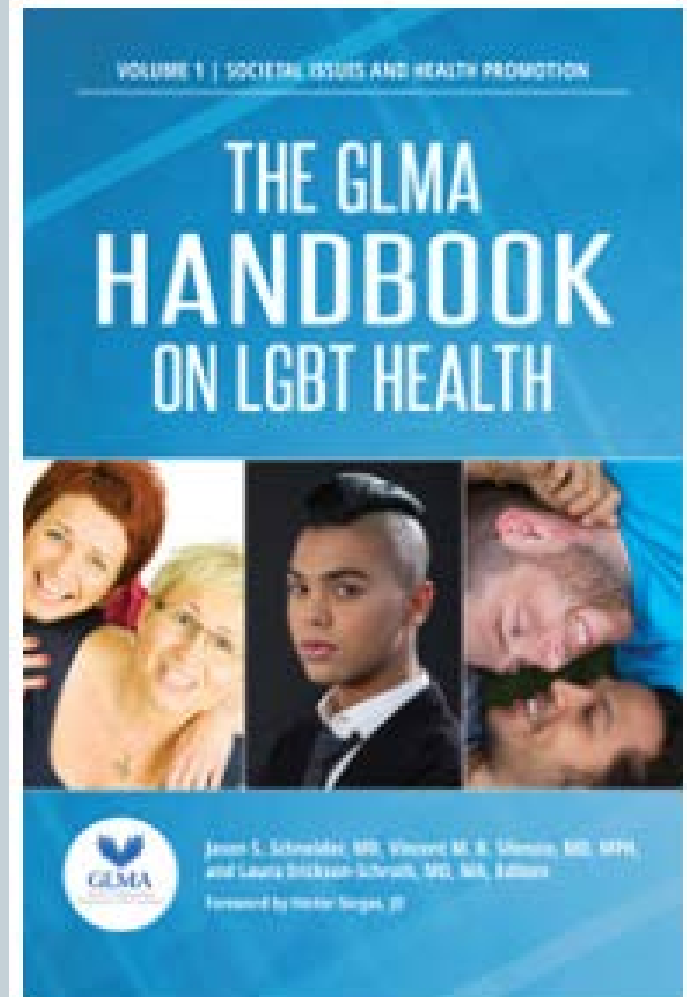
Full-day summit for LGBTQ nurses,
nurse allies and nurse supporters
organized and led by the
GLMA Nursing Section!



<http://glma.org/>

LGBT Health/Healthcare Education Resources

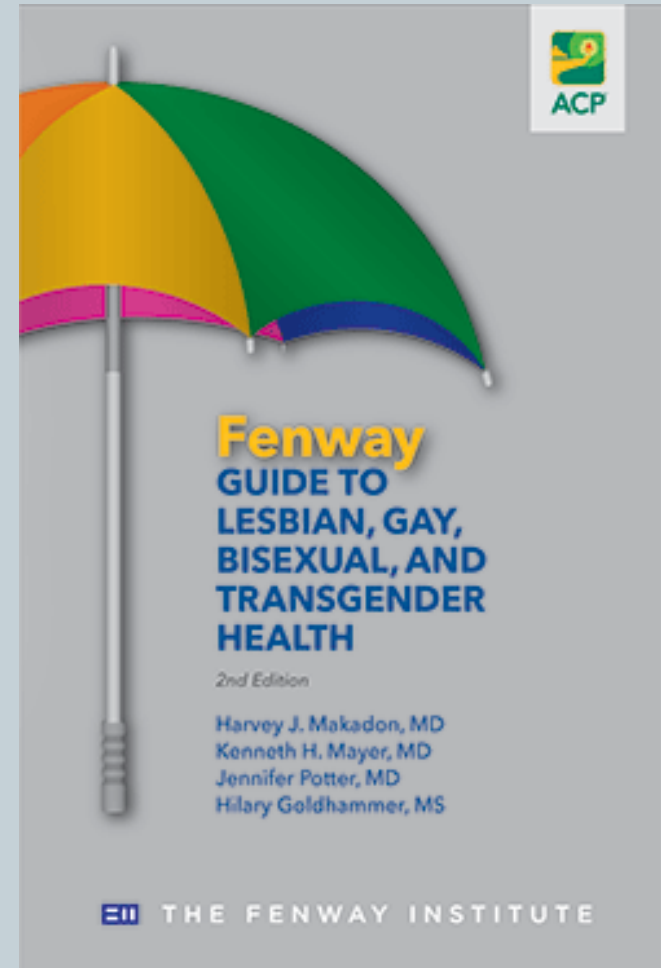
Handbook on LGBT physical and mental health created by the world's oldest and largest association of lesbian, gay, bisexual, and transgender health care professionals.



LGBT Health/Healthcare Education Resources

Publisher: American College of Physicians; 2 edition (May 8, 2015)

- Principles for taking an LGBT-inclusive health history
- Caring for LGBTQ youth, families, and older adults
- Behavioral Health Care: coming out, intimate partner violence, drug, alcohol, and tobacco use
- Understanding health care needs of transgender people
- Development of gender identity in children and adolescents
- Sexual health and HIV prevention
- Policy and legal issues



LGBT Health/Healthcare Education Resources

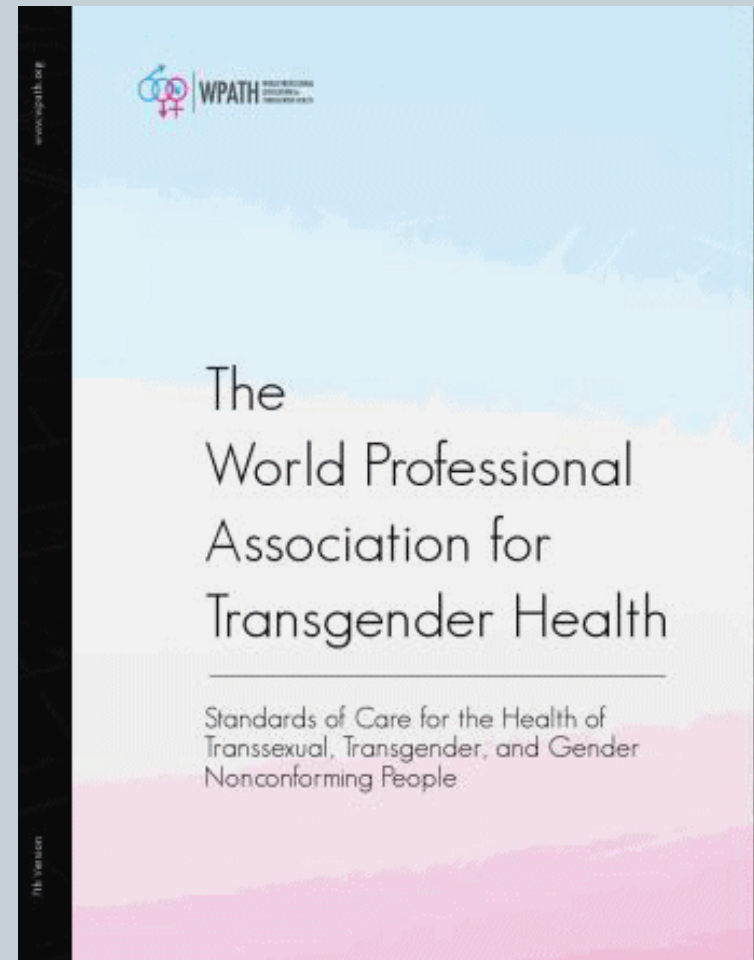
WPATH

STANDARDS OF CARE VERSION 7

FREE PDF version

Available in 18 Languages

Arabic	Chinese	Croatian
English	Finnish	French
German	Hindi	Italian
Japanese	Korean	Norwegian
Persian	Portuguese	Russian
Serbian	Spanish	Vietnamese



<https://www.wpath.org/publications/soc>

LGBT Health/Healthcare Education Resources



healthcare
BILLOF RIGHTS
HealthcareBillOfRights.org

Your personal life and relationships affect your health more than you realize, so your doctor and other providers need to know your story.

We should all feel safe talking about our sexual partners, sex lives, sexual orientation, HIV status, and gender identity.

RIGHT TO BE TREATED WITH EQUALITY AND RESPECT

- You deserve to be treated with respect and made to feel welcome no matter who you are.
- You have a right to not be denied service or given inferior service.

RIGHT TO AFFIRMATION OF YOUR TRUE GENDER IDENTITY

RIGHT TO HELP DESIGNATING WHO WILL MAKE DECISIONS FOR YOU

RIGHT TO VISITATION BY ANYONE YOU CHOOSE

RIGHT TO YOUR PRIVACY

RIGHT TO PROTECTIONS IF YOU ARE DISCHARGED DUE TO DISCRIMINATION

LEARN MORE AT
HEALTHCAREBILLORIGHTS.ORG

LGBT
HEALTHLINK
The National HIV/AIDS Education Center

 promo
PROVIDING INFORMATION



LGBT Health/Healthcare Education Resources

**National
Resource
Center**
ON LGBT AGING



10 TIPS FOR FINDING LGBT-AFFIRMING SERVICES

sage

Advocacy & Services
for LGBT Elders
We refuse to be invisible

National Resource Center
on LGBT Aging
National Headquarters
c/o Services & Advocacy
for GLBT Elders (SAGE)
305 Seventh Avenue
6th Floor
New York, NY 10001

212-741-2247 phone
212-366-1947 fax

As an LGBT older adult or a caregiver, you and your loved one might be considering home care or long-term care services. However, you might be concerned about finding services and programs that are LGBT affirming. Inviting someone into your home or revealing personal information can be intimidating at any time, and you may be feeling particularly vulnerable at this point in time. It is important to find service providers who understand LGBT issues and can be trusted to provide you with competent, respectful care. Here are ten helpful tips on finding an LGBT-affirming service provider:

1. The best references come from the people you already know and trust. Ask friends with similar circumstances who they have worked with. and whether they felt

HEI 2019 Rating System and Methodology

The Healthcare Equality Index has four core objectives:

- **Ensure foundational non-discrimination protection** for patients, visitors and staff in patient and staff policies and provide cultural competency training on LGBTQ-inclusion
- Demonstrate progress toward **inclusion on LGBTQ patient care services and support**
- Cultivate an inclusive workplace by providing **LGBTQ-inclusive employee policies and benefits**
- Demonstrate **engagement with and public commitment** to the LGBTQ community

Criteria 1 – Non-Discrimination and Staff Training	40 Points Total
<p>This criteria encompasses what was previously considered the Core Four Leader Criteria.</p> <p>All questions in this section are scored and must be met in order to attain Leader status.</p>	
<p>Patient Non-Discrimination</p> <p>a. LGBTQ-inclusive Patient Non-Discrimination Policy</p> <ul style="list-style-type: none">• Policy must include the terms “sexual orientation” and “gender identity and expression” (or “gender identity”) <p>b. Patient non-discrimination is communicated to patients and staff</p> <ul style="list-style-type: none">• Policy is shared in two ways with the public, typically online and in-print• Policy is shared with staff in at least one way.	<p>5 points</p> <p>5 points</p>
Equal Visitation	

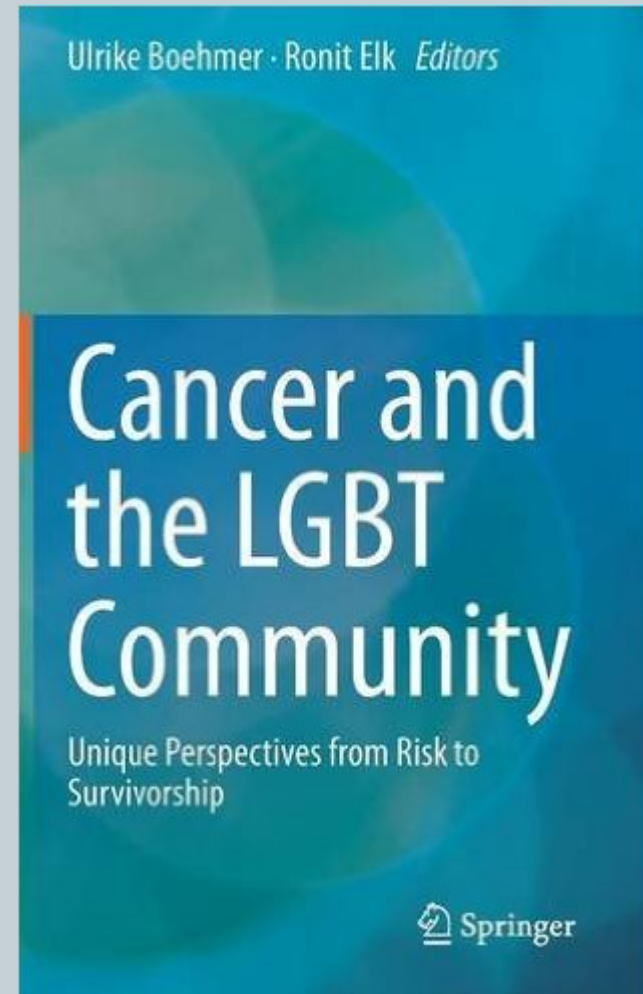
https://assets2.hrc.org/files/assets/resources/HEI_Scoring_Criteria.pdf?_ga=2.247120004.1269968112.1565716792-1630196508.1565716792

<https://www.hrc.org/hei/hei-scoring-criteria>

LGBT Health/Healthcare Education Resources

Publisher: Springer; 2015 edition (June 9, 2015)

- First book ever written on cancer in LGBT communities
- Offers an in-depth look at the most up to date research in this field
- Provides a roadmap for future researchers, policy makers, advocates and health care providers



LGBT Health/Healthcare Education Resources

LGBT Health

Quarterly peer-reviewed journal dedicated to promoting optimal healthcare for millions of sexual and gender minority persons worldwide.

Editor-in-chief: William Byne, MD, PhD

ISSN: 2325-8292 • Published Quarterly • Online

ISSN: 2325-8306

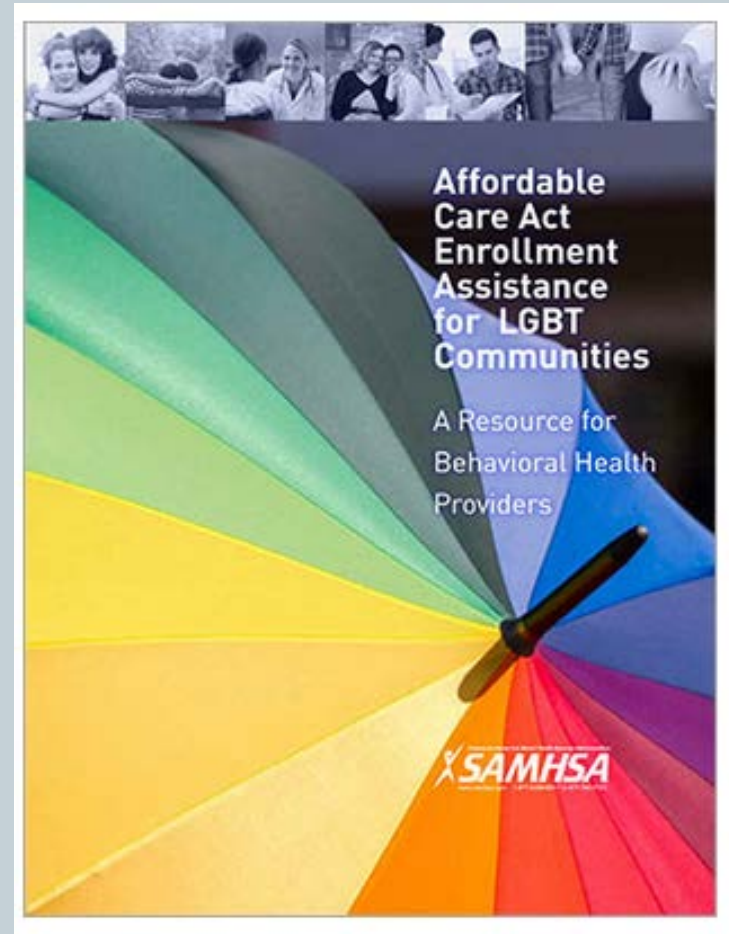
<http://www.liebertpub.com/overview/lgbt-health/618/>



LGBT Health/Healthcare Education Resources



- Guides health professionals in helping lesbian, gay, bisexual and transgender (LGBT) people understand health insurance options, particularly mental health and substance abuse benefits and services, under the Affordable Care Act (ACA) and enroll in plan



Do Ask, Do Tell

A Toolkit for Collecting Data on Sexual Orientation and Gender Identity in Clinical Settings

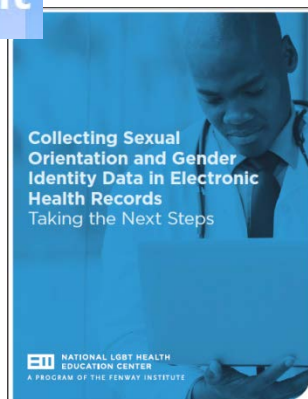


Do Ask, Do Tell

A Toolkit for Collecting Data on Sexual Orientation and Gender Identity in Clinical Settings

Who Should Use The Toolkit

- Patients & Consumers
- Clinicians
- Front-line Staff
- IT & Medical Informatics Staff
- Leadership
- Quality Improvement Staff
- Clinical Researchers
- Legal Affairs Staff



ACCESS TO CARE AND RESOURCES

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 health care? The National LGBT Health Education Center has publications and resources for patients and providers: www.lgbthealtheducation.org

Want more information about transgender health issues? The Center of Excellence for Transgender Health has many resources: www.transhealth.ucsf.edu

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

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



FREQUENTLY ASKED QUESTIONS

I don't want anyone besides my provider to know that I'm gay/lesbian/bi/trans. Will this information be shared?

Your provider will keep conversations you have confidential. Your health care provider is bound by laws and policies to keep your information private. If you are under 18, these laws will vary by state and policies may vary by medical practice. You can also ask your provider not to enter this information into your medical record.

What if my provider uses the wrong terms or pronouns when referring to me or my spouse/partner?

Providers may not always know what terms you prefer to use. Let them know how you describe yourself and your partner(s), and they should start to use those words.

What if I still don't feel comfortable coming out to my current provider? There are several ways to find a provider you connect with. To start, you can talk to friends or use the resources in this brochure. Finding a provider you are comfortable with is essential to your all-around health and wellness.

This publication was produced by the National LGBT Health Education Center, The Fenway Institute, Fenway Health with funding under cooperative agreement #U59CE002742 from the U.S. Department of Health and Human Services, Health Resources and Services Administration, Bureau of Primary Health Care. The contents of this publication are solely the responsibility of the authors and do not necessarily represent the official views of HHS or HRSA.

NATIONAL LGBT HEALTH EDUCATION CENTER
A PROGRAM OF THE FENWAY INSTITUTE

COM-15-07

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



Why Collect SO/GI Data?

Question Design Methodology: How to Ask SO/GI Questions

LGBT Data Collection in Clinical Setting



LGBT Health
Volume 1, Number 1, 2013
© Mary Ann Liebert, Inc.
DOI: 10.1089/lgbt.2013.0001

ORIGINAL ARTICLE

Sexual Orientation and Gender Identity Data Collection in Clinical Settings and in Electronic Health Records: A Key to Ending LGBT Health Disparities

Sean Cahill, PhD^{1,2} and Harvey Makadon, MD^{3,4}

Do you think of yourself as:

- ☐ *Lesbian, gay, or homosexual*
- ☐ *Straight or heterosexual*
- ☐ *Bisexual*
- ☐ *Something else*
- ☐ *Don't know*²⁶

What is your current gender identity?

- ☐ *Male*
- ☐ *Female*
- ☐ *Transgender Man/Transman*
- ☐ *Transgender Woman/Transwoman*
- ☐ *Genderqueer*
- ☐ *Additional Category* _____
- ☐ *Decline to State*

What sex were you assigned at birth?

- ☐ *Male*
- ☐ *Female*
- ☐ *Decline to State*²⁷

<http://online.liebertpub.com/doi/pdfplus/10.1089/lgbt.2013.0001>

LGBT Health/Healthcare Education Resources



..."Many physicians incorrectly believe that lesbian patients do not need cervical cancer screening,"...



The American College of
Obstetricians and Gynecologists
WOMEN'S HEALTH CARE PHYSICIANS

COMMITTEE OPINION

Number 525 • May 2012

Committee on Health Care for Underserved Women

This information should not be construed as dictating an exclusive course of treatment or procedure to be followed.

Health Care for Lesbians and Bisexual Women

ABSTRACT: Lesbians and bisexual women encounter barriers to health care that include concerns about confidentiality and disclosure, discriminatory attitudes and treatment, limited access to health care and health insurance, and often a limited understanding as to what their health risks may be. Health care providers should offer quality care to all women regardless of sexual orientation. The American College of Obstetricians and Gynecologists endorses equitable treatment for lesbians and bisexual women and their families, not only for direct health care needs, but also for indirect health care issues.

LGBT Health/Healthcare Education Resources



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LGBT Individuals & Communities

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Building on recent social and political advances in the U.S. to protect the human rights of same-sex partnership and expand traditional perspectives on gender identity, *Diversity Awareness in Professional Nursing* is privileged to provide what we hope will be a wealth of resources to support nursing practice for LGBT individuals and communities.

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A Scholarly Journal of the American Nurses Association

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AMERICAN NURSES ASSOCIATION
OJIN is a peer-reviewed,
online publication that
addresses current topics
affecting nursing practice,
research, education, and
the wider health care

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Changing the Culture of Long-Term Care: Combating Heterosexism

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LGBT Health/Healthcare Education Resources



AMERICAN PSYCHOLOGICAL ASSOCIATION

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August 6, 2015

APA Adopts Guidelines for Working With Transgender, Gender Nonconforming People

Aim is to ensure well-informed care, treatment and research

The document lays out 16 guidelines aimed at helping professionals better understand the lifespan development, stigma, discrimination and barriers to care faced by this population, as well as the state of research surrounding transgender and gender nonconforming people.

<http://www.apa.org/news/press/releases/2015/08/working-transgender.aspx>

American College of Clinical Pharmacy Resources



ACCP WHITE PAPER

Cultural Competency in Health Care and Its Implications for Pharmacy Part 3A: Emphasis on Pharmacy Education, Curriculums, and Future Directions

American College of Clinical Pharmacy

Mary Beth O'Connell,* Magaly Rodriguez de Bittner, Therese Poirier, Lamis R. Karaoui,
Margarita Echeverri, Aleda M.H. Chen, Shin-Yu Lee, Deepti Vyas, Christine K. O'Neil, and
Anita N. Jackson

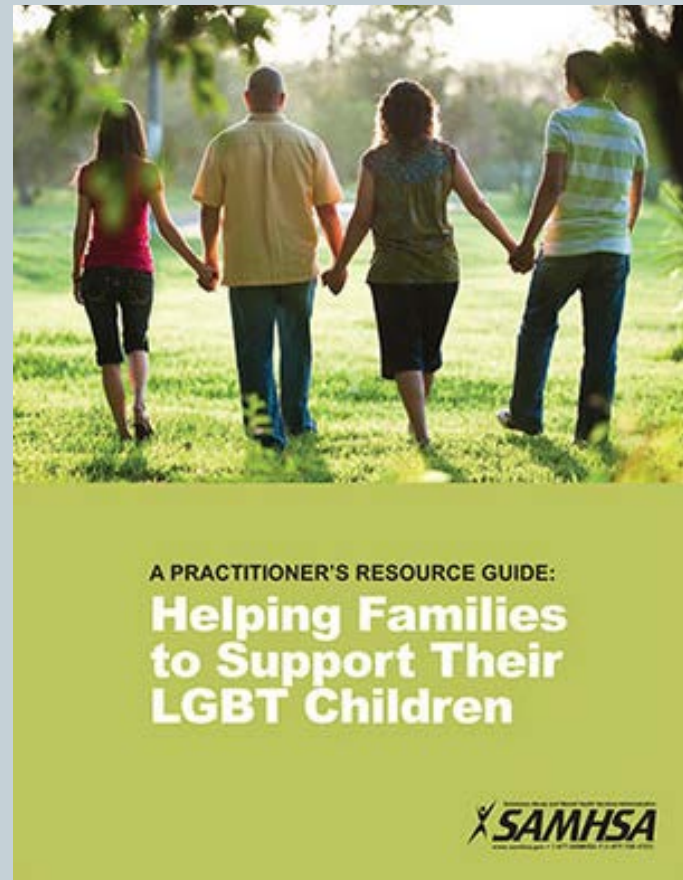
Sexual orientation and gender identification should also be incorporated into the cultural sensitivity pharmacy curriculum. Proposed methods for including lesbian, gay, bisexual, transgender, and/or questioning sexual identity (LGBTQ) cultures and health issues in curriculums include exposure to LGBTQ individuals and the use of

standardized patient scenarios, didactic lectures and seminars, guest panel discussions, poster presentations, and student reflections.⁷⁷ The LGBTQ curricular content and primary literature analysis that focus on human immunodeficiency virus/acquired immunodeficiency syndrome (HIV/AIDS) and other sexually transmitted infections as the predominant or exclusive topic of study are not reflective of the overall health care needs of the LGBTQ community and can reinforce stereotypes of sexual risk behavior.^{77, 78}

Pharmacy faculty should consider adding LGBTQ case scenarios and curricular content to examine and increase student awareness of other health concerns in addition to HIV/AIDS and the sexually transmitted illnesses that affect the LGBTQ community (e.g., smoking, alcohol and substance abuse, obesity, physical abuse, depression, suicide) and issues related to their health care (e.g., appropriate terminology and communications, reasons for avoiding health care providers, consequences of culturally incompetent care).⁷⁹

LGBT Health/Healthcare Education Resources

- Guides health professionals in helping lesbian, gay, bisexual and transgender (LGBT) people understand health insurance options, particularly mental health and substance abuse benefits and services, under the Affordable Care Act (ACA) and enroll in plan



LGBT Health/Healthcare Education Resources



Implementing Curricular and Institutional Climate Changes to Improve Health Care for Individuals Who Are LGBT, Gender Nonconforming, or Born with DSD

A Resource for Medical Educators

Implementing Curricular and Institutional Climate Changes to Improve Health Care for Individuals Who Are LGBT, Gender Nonconforming, or Born with DSD: A Resource for Medical Educators



FIGURE 1.1: STIGMA: A MULTILEVEL CONSTRUCT



Thank you!



Q & A

Thank You!



Contact information:

Liz James

Liz.James02@gmail.com