

“More than Welcoming: Creating an Inclusive Environment for LGBTQ Patients”

Joseph A. Greco, MD & Joanne B. Glusman, MSW, LSW

**More Than Welcoming:
Creating an Inclusive
Environment for LGBTQ
Patients**

LGBTQ
**Inclusive
Care**

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- Neither Joanne Glusman nor Dr. Greco have any relational or financial conflict of interest to report

Dr Rachel Levine


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OBJECTIVES

- Provide Historical perspective on LGBTQ disparities in health care settings
- Describe social issues complicating obtaining and providing care for LGBTQ people
- Highlight specific needs for this patient demographic
- Describe the journey of Main Line Health toward establishing LGBTQ Inclusive Care
- Identify EMR issues
- Describe Community Response to establishing an outward facing inclusive program
- Provide the elements necessary to establishing a “community of care”.

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Terms and Language

- Getting on the same page:
 - L G B T Q Q I A
 - MTF FTM SAB
 - Cisgender
 - Blockers for kids
 - Binders
 - Pronouns vs. “grammar”
 - 3rd pronoun (“Hen” meaning neutral in Sweden)

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Merriam Webster:

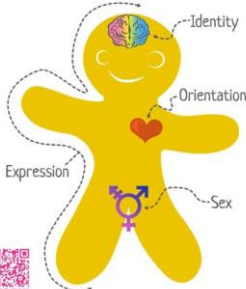
Much has been written on *they*, and we aren't going to attempt to cover it here. We will note that *they* has been in consistent use as a singular pronoun since the late 1300s; that the development of singular *they* mirrors the development of the singular *you* from the plural *you*, yet we don't complain that singular *you* is ungrammatical

“There is a long tradition in English of using plural pronouns (such as ‘they,’ ‘their,’ or ‘them’) for a singular character, rather than ascribing gender in a seemingly indeterminate fashion,” the site notes. “The habit of always using ‘he,’ ‘him,’ or ‘his’ began to be strongly advocated for after 18th century grammarians decided that indefinite pronouns should be singular.”

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The Genderbread Person

by www.ItsPronouncedMetrosexual.com



Gender Identity

Woman — Genderqueer — Man

Gender identity is how you, in your head, think about yourself. It's the chemistry that composes you (e.g., hormonal levels) and how you interpret what that means.

Gender Expression

Feminine — Androgynous — Masculine

Gender expression is how you demonstrate your gender (based on traditional gender roles) through the way you act, dress, behave, and interact.

Biological Sex

Female — Intersex — Male

Biological sex refers to the objectively measurable organs, hormones, and chromosomes. Female = vagina, ovaries, XX chromosomes; male = penis, testes, XY chromosomes; intersex = a combination of the two.

Sexual Orientation

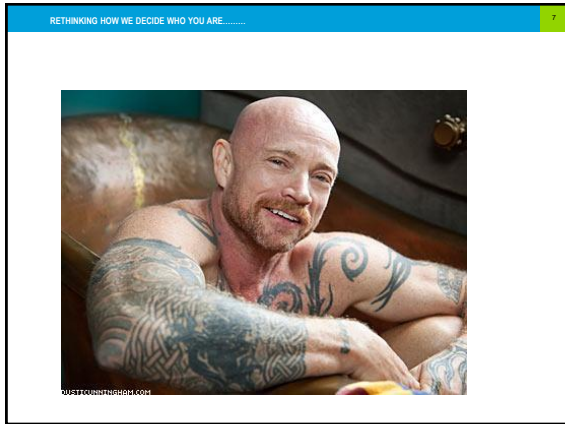
Heterosexual — Bisexual — Homosexual

Sexual orientation is who you are physically, spiritually, and emotionally attracted to, based on their assigned gender in relation to your own.

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Options regarding gender are changing



- In U.S., some birth certificate changes:
 - NJ added a non-binary / gender neutral option Feb 2019 making it easier also to change a birth certificate to affirm one gender
 - PA just announced gender neutral option for drivers license
 - Oregon, California and Washington, Arkansas, Colorado, are similar
 - Maine, Minnesota get stickers for IDs with "X"
 - New York City, Washington D.C.
 - Utah issued a non-binary ID by court order
- For the Intersex community:
 - Colorado was first in U.S to issue an Intersex birth certificate
 - NY
 - Ohio (2012 added "hermaphrodite" option) [not the preferred term]

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Organizational Statements

- All governing bodies of physicians, PA's and NPs, etc have position statements supporting the access of care for LGBTQ people (AMA, AAPA, ACOG, etc)
- <https://transcendlegal.org/medical-organization-statements>
- American Osteopathic Association:**
Statement Summary:
The AOA represents more than 137,000 osteopathic physicians and medical students, promotes public health and serves as the primary certifying body for DOs.
H445-A15 Gender Identity Non-Discrimination: "The American Osteopathic Association supports the provision of adequate and medically necessary treatment for transgender and gender-variant people and opposes discrimination on the basis of gender identity." 2010; reaffirmed 2015
Dated: 2010
- Laura Arrowsmith, D.O. letter to editor re: medical school curriculum:
<https://jaoa.org/article.aspx?articleid=2210647>

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two genders only?
not always and not all places.

- Hijra community in India (as far back as Antiquity) has legal recognition as third gender
- The Muxe people are a third gender in Mexico
- Germany has a third gender option on birth certificates
- In Indonesia, the Bugis recognize five genders
- Pre-colonial Andean’s worshipped a Chuqui Chinchay – a dual-gendered God
- Native Americans have “two-spirited”

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The youth experience

- ✓ Over 12,000 respondents in the HRC 2018 Youth Report (ages13-17)
- ✓ Completed by Human Rights Campaign and U of Ct researchers
- ✓ 77% felt depressed or down over the past week
 - ✓ only 41% of those had counseling to address such in the past 12 months
- ✓ 95% reported trouble sleeping
- ✓ 50% of gender expansive and trans youth said “they can never use school restrooms that align with their gender identity”.
- ✓ 70% or more reported feelings of hopelessness in the past week
- ✓ 26% said they “always feel safe in their classrooms”
- ✓ 5% said all of their teachers and school staff are supportive of LGBTQ people
- ✓ 67% have heard family members make negative comments about LGBTQ people
- ✓ 12% received info about safer sex that was relevant to them as a LBGTQ person
- ✓ 2/3rd of LGBTQ youth are not out to a health care provider
- ✓ 49% experience harassment via electronic devices

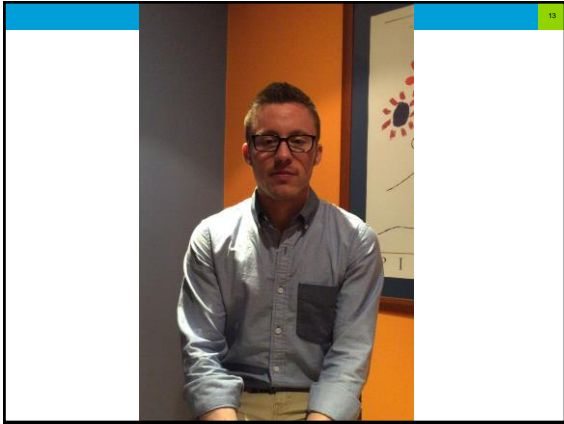
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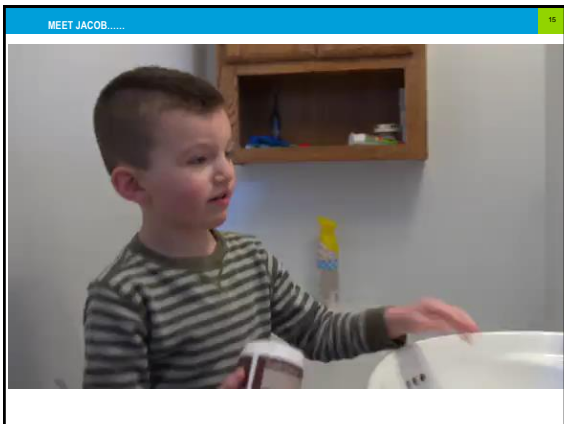
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quote from a dad, who is also a physician...

- When asked, by a medical student, if having a trans kid was hard to accept....



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ADULT LGBTQ POPULATION 16

National Data (Victory Institute)

- ◆ **Workplace Experience**
 - ◆ 1 in 5 have had difficulty emerging as early as the application process
 - ◆ 1 in 10 left a job due to unwelcoming environment
 - ◆ Transgender respondents had 3x higher rates of unemployment
- ◆ There is no federal law barring discrimination
 - ◆ fired in 28 states for being gay
 - ◆ 30 for being trans
 - ◆ only 20 states have protections for sexual orientation & gender identity combined, in employment
- ◆ 3 states have laws preventing local government from passing non-discrimination laws

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Employment non-discrimination law covers sexual orientation and gender identity (20 states + D.C.)

Employment non-discrimination law covers only sexual orientation, though federal law offers some protections (see note) (2 states)

No employment non-discrimination law covering sexual orientation or gender identity, though federal law offers some protections (see note) (28 states)

State has law preventing passage or enforcement of local nondiscrimination laws

movement advancement project lgbtmop.org

Housing and public accommodations protected by law

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Those with less supports = higher risk

- ✓ National Institute on Drug Abuse:
 - ✓ 20-30% LGBTQ vs 9% non, used illicit drugs in one year
 - ✓ adolescent numbers are even higher
 - ✓ Only 7.4% of treatment programs offer specialized services for this population
- ✓ Eating disorders, depression, and suicide all more common
- ✓ 1 in 5 Trans people are refused medical care
- ✓ 2/3 are not disclosing their orientation or gender status to providers
- ✓ 1/2 report having to educate providers on trans care

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Issues May Be Present Across The Life Span

Older Adults


- ✓ Many over 60, grew up in an era of outward discrimination and exclusion from community resources
- ✓ 1/3rd are not out to neighbors
- ✓ 40% are not out to healthcare providers
- ✓ 40% report a shrinking support network, compared to 27% of non-LGBTQ
- ✓ 1 in 4 transgender elders report discrimination in housing
- ✓ Majority of LGBTQ cancer patients receive diagnosis alone
- ✓ Gap in welcoming support groups (bereavement, caregiver, etc)
- ✓ Some refuse in-home services rather than risk...
- ✓ Funerals refused or stopped in process when LGBTQ status is learned

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Bev Nance 68 and Mary Walsh 72

- Married in 2009 in Missouri
- Paid deposit on senior living community in 2018
- Application rejected for being gay
- Judge ruled that they are not protected under Fair Housing Act
- one of many reasons why elders who are "out" go back into closet as they age




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LANKENAU MEDICAL CENTER
BRYN MAWR HOSPITAL
PADLI HOSPITAL
WIDDLE HOSPITAL
BRYN MAWR REHAB HOSPITAL
HIGHMONT TREATMENT CENTER
HOMECARE & HOSPICE
LANKENAU INSTITUTE FOR MEDICAL RESEARCH




11,357
Employees




2,000+
Medical staff members



2,000+
Volunteers




1,355
Licensed beds




177,463
ER visits

60,233
Total discharges



7,602
Births

993,308
Outpatient visits



245,731
Home Health visits

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Main Line Health – Diversity, Respect and Inclusion 20

Curriculum For Leaders and Employee Experience

Cultural Competence CBT	DRI Learning Experience
Cultural Competency Definition	Defining visible & invisible diversity
Cross cultural conflicts & impact in healthcare	Implicit/Unconscious Bias
Personal Biases	Power and Privilege
Tools to apply to meet cultural needs	Generational Differences
Care of the LGBTQ Patient	Personality Differences
	LGBTQ



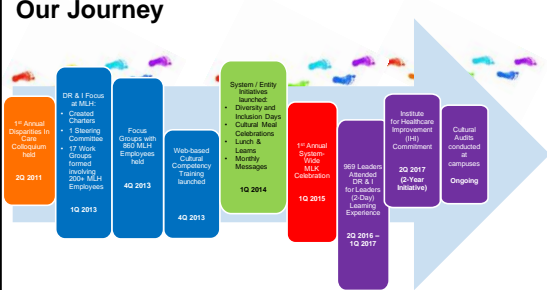
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How We Got Here: 23

- ✓ MLH began its Diversity, Respect and Inclusion Journey in 2011
 - ✓ Focus Groups, Charter, Steering Committees including executives, Entity Councils, Web Based Cultural Competency Training, and many lunch and learns and other in-person sessions.
 - ✓ All Leaders went through a mandatory 2 day "learning experience"
 - ✓ All employees are presently attending a 1 day program
- ✓ Focused curriculum was developed to create Inclusive Care "hubs" within primary care
 - ✓ 4 hours
 - ✓ 2 hours with all on LGBTQ 101
 - ✓ 2 hours with physician/PANP on clinical care
 - ✓ Resource book provided
 - ✓ Launched our LGBTQ Inclusive Care last June
 - ✓ Hired a CRNP specialized in LGBTQ Care to see pt's and grow program at system level.
 - ✓ Expanded our Press Ganey questions to include orientation and gender identity to better identify disparities or areas for improvement
 - ✓ Chose EMR which had more options for gender/orientation and customization

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Our Journey 24



Additional Resources:

- CultureVision™
- Interpretation Services

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Our Journey Continues

- Care of LGBTQ Patients Web Education 1 Q 2018
- LGBTQ Inclusive Options in EMR 1 Q 2018
- Grand Opening of LGBTQ Inclusive Care Centers 2 Q 2018
 - Broome
 - Family Practice
 - Paul Family Medicine

Additional Resources:

- CultureVision™
- Interpretation Services

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LGBTQ Inclusive Care

Staff Education

- ✓ LGBTQ Basics
- ✓ Terminology
- ✓ Epidemiology/Demographics
- ✓ Registration Forms
- ✓ Privacy
- ✓ EMR
- ✓ Minor/Adult Consent
- ✓ Disparities/Social Issues
- ✓ Legal/Insurance Issues

Provider Education

- ✓ LGBTQ Basics
- ✓ Taking a Patient History
 - ✓ Behaviors
 - ✓ Substance Abuse
 - ✓ Caregiving
 - ✓ Older Adults
 - ✓ Sexual Health History
 - ✓ Sexual Dysfunction
 - ✓ Intimate Partner Violence
 - ✓ Relationship Issues
 - ✓ Childbearing/child rearing
- ✓ Health Disparities across the Lifespan
 - ✓ Barriers to Care
 - ✓ Coordinating Care
- ✓ PrEP and STI screening

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LGBTQ Inclusive Care

Education

- Providers
- Office Staff
- Clinical Staff
- Pharmacy Staff

Infrastructure

- IT (Epic)
- Pharmacy

People

- Navigator/coordinator
- Provider lists (PCP safe hubs)
- Provider lists (Specialist safe hubs) ID, OB, Fertility, Endo and other specialists
- Legal Resource Provider list-Surgery
- Medical Director
- Steering Committee



Marketing

- Website
- Social Media
- Printed Literature
- Advertising Campaigns

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Providing Comprehensive Medical Care



- ✓ If you don't provide the invitation to tell....
 - ✓ you may not learn a MTF patient has a prostate
 - ✓ exams to perform
 - ✓ labs or studies to order
 - ✓ you would miss a proper and relevant sexual health history



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Community and Employee Response


- ✓ Intent was to create an environment where LGBTQ patients felt **expected** rather than simple “welcome”
- ✓ Patients already in practices, began to share their previously unspoken LGBTQ status with practitioners
- ✓ Many new patients were added, locally and from significant distances
- ✓ Transgender employees came out and transitioned, now feeling safe to do so
- ✓ Calls to a private LGBTQ phone line average 3-5 calls per week



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Wrap up

- ✓ We are committed to taking care of ALL of our patients
- ✓ Doing so requires on-going education, both medical knowledge and keeping up with the culture around us
- ✓ Disparities in care are significant in LGBTQ Community
- ✓ Research tells us LGBTQ people with support, do better physically, have lower at risk behaviors and less mental health issues.
- ✓ Access to competent medical care is essential
- ✓ Intentional out-reach to communities known to have disparities and previously poor relationships with the medical community is key
- ✓ Your affirmation and expertise will be the difference, sometimes life-saving, in a group that could otherwise, go completely unnoticed.



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Thanks 

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