Cultural Competence – LGBT Health

2019

Who am I?

☐ Where was I born?

☐ Who raised me?

☐ Favorite Vacation Spot?

☐ I am a Foodie: Nickname **SNACKS!**

☐ My daughter

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Learning Objectives

- Develop a basic understanding of the Joint Commission standards related to LGBT patient's right

- Learn terminology, statistics in health disparities and discover the facts in LGBT health

- Identify the needs of the LGBT patient population for culturally competent communication and care

- Describe strategies for creating a safe and welcoming environment for LGBT patients and their families

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HOUSE RULES!!!

Understanding Cultural Competence

"Cultural Competence is an 'inside out approach' to being effective in cross-cultural situations. The best way to describe cultural competence is that it is a state of mind where we respond to each other in a way where we appreciate one another's culture. There is reciprocal space, where people look to understand one another."

Dr Franklin Campbell Jones

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Safe Spaces Create…….

A reciprocal space of understanding

Personal Biases, Values, & Attitudes

- How would you feel if an established patient suddenly came out as lesbian, gay, bisexual, or transgender?

- Have you ever stopped yourself from doing or saying something because you might be perceived as gay, lesbian, too masculine, or too feminine?

- Do you think being gay, bisexual, or lesbian is a lifestyle choice?

- Would you be upset if someone thought you were gay, lesbian, bisexual, or transgender?

Unconscious Bias

- Bias is normal and a survival mechanism
- Acts as a filter to help process the onslaught of information
- Product of culture, identity, and experience
- Six ways to recognize and mitigate unconscious bias
    1. Recognize you have bias
    2. Engagement with others
    3. Introspection
    4. Get feedback
    5. Experience awkwardness and discomfort… Ask
    6. Challenge your own certainty

"You must unlearn what you have learned"

(The Empire Strikes Back, Lucasfilm Ltd., 1980)

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Discussing LGBT Status Using Terminology

Lesbian, Gay, Bisexual, Transgender

- **Sexual Orientation** – Describes a person's physical and emotional attraction to another person

- **Gender Identity** – Describes a person's internal knowledge of being a man, woman, both, or neither. Gender identity usually develops at a young age.

- **Gender Expression** – External manifestation of gender identity

- **Transgender** – People whose gender identity/expression differs from the sex they were assigned at birth

- **Transitioning** – Complex process of altering one's birth sex

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The Genderbread Person v3.3

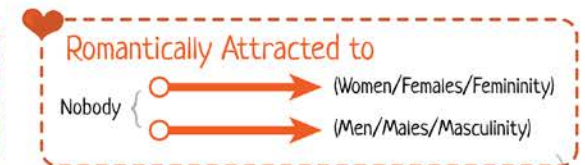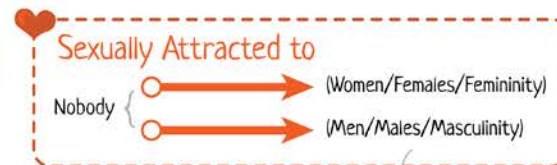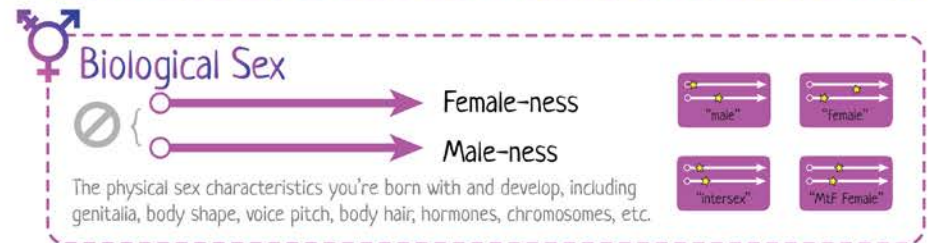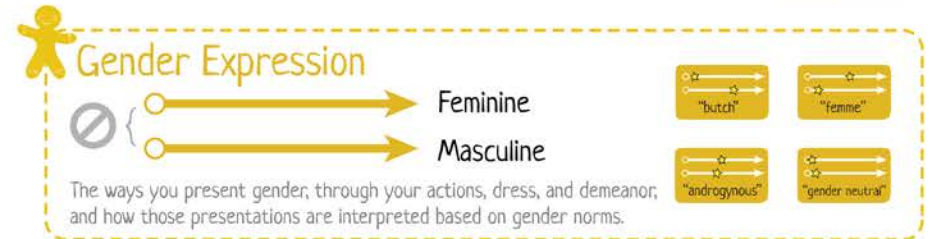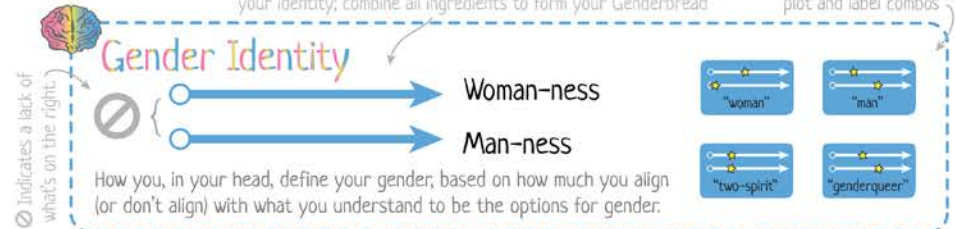Gender is one of those things everyone thinks they understand, but most people don't. Like *Inception*. Gender isn't binary. It's not either/or. In many cases it's both/and. A bit of this, a dash of that. This tasty little guide is meant to be an appetizer for gender understanding. It's okay if you're hungry for more. In fact, that's the idea.
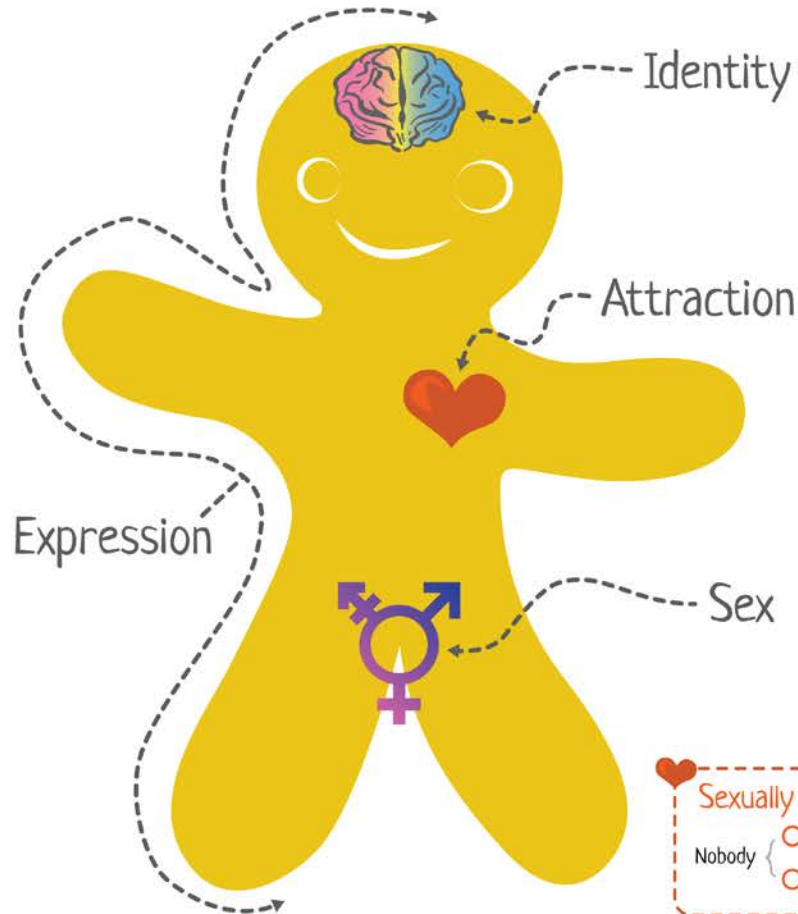
Plot a point on both continua in each category to represent your identity; combine all ingredients to form your Genderbread

4 (of infinite) possible plot and label combos

Identity

Attraction

Expression

Sex

⊘ Indicates a lack of what's on the right.

Gender Identity

→ Woman-ness
→ Man-ness

How you, in your head, define your gender, based on how much you align (or don't align) with what you understand to be the options for gender.

"woman" · "man" · "two-spirit" · "genderqueer"

Gender Expression

→ Feminine
→ Masculine

The ways you present gender, through your actions, dress, and demeanor; and how those presentations are interpreted based on gender norms.

"butch" · "femme" · "androgynous" · "gender neutral"

Biological Sex

→ Female-ness
→ Male-ness

The physical sex characteristics you're born with and develop, including genitalia, body shape, voice pitch, body hair, hormones, chromosomes, etc.

"male" · "female" · "intersex" · "MtF Female"

Sexually Attracted to

Nobody {
→ (Women/Females/Femininity)
→ (Men/Males/Masculinity)

Romantically Attracted to

Nobody {
→ (Women/Females/Femininity)
→ (Men/Males/Masculinity)

In each grouping, circle all that apply to you and plot a point, depicting the aspects of gender toward which you experience attraction.

For a bigger bite, read more at http://bit.ly/genderbread

Developed by Sam Killermann

LGBT Terminology Continued:

- **Lesbian** – A woman attracted to other women

- **Gay** – A man attracted to other men (sometimes an umbrella term)

- **Bisexual** – A person who is attracted to the two genders, not necessarily equally or simultaneously

- **Questioning** – A person who is exploring their sexual identity or orientation

- **Ally** – A person who advocates for/supports the LGBT community

- **Queer** – used as an umbrella term to describe individuals who don't identify as straight. Also used to describe people who have non-normative gender identity or as a political affiliation. Due to its historical use as a derogatory term, it is not embraced or used by all members of the LGBTQ community. The term queer can often be used interchangeably with LGBTQ.

- **Homophobia** – The irrational fear/intolerance of LGBT people

- **Heterosexism** – Assuming everyone is heterosexual

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Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community

The Joint Commission field guide was released in 2009 and updated in 2011 points healthcare facilities to the HRC's Healthcare Equality Index (HEI) as a resource on best practices in LGBT patient-centered care.

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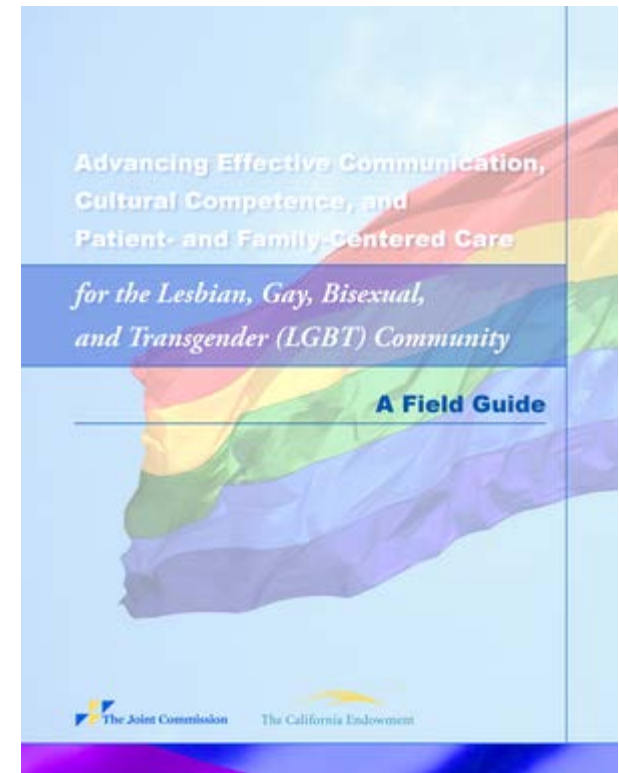
Health Care Equality Index (HEI)

The HEI Also Asks About…

- LGBT patient services
- Transgender patient services
- LGBT patient self-identification
- Medical decision-making
- LGBT employment benefits & policies
- Community engagement

Why is This Important?

A recent literature review found that self-identified **LGB individuals** are **more likely than heterosexuals** to rate their **health as poor**, have more **chronic conditions**, and have **higher prevalence and earlier onset of disabilities**.

http://kaiserfamilyfoundation.files.wordpress.com/2014/01/8539-health-and-access-to-careand-coveragefor-lesbian-gay-bisexual-and-transgender-individuals-in-the-u-s.pdf

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Why is This Important?

International Population based studies indicate that **LGB adults** are **six times more likely** than heterosexuals to attempt **suicide**.

www.ncbi.nlm.nih.gov/pmc/articles/PMC3662085

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Why is This Important?

"**GBT** men smoke **50%** more than other men, and **LBT** women smoke almost **200**% more than other women"

GLMA "Guidelines for Care of Lesbian, Gay, Bisexual, and Transgender patients"

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Why is This Important?

"**Refusal of care**: **19% of transgendered** individuals sampled reported being **refused medical care** due to their transgender or gender non-conforming status, with even high numbers among people of color in the survey.

Uninformed Doctors: **50%** of the sample reported having to **teach their medical providers** about transgender care."

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Common Disparities in Health Care Experienced by LGBT Patients

- Less access to insurance and health care services, including preventive care (such as cancer screenings)

- Lower overall health status

- Higher rates of smoking, alcohol, and substance abuse

- Higher risk for mental health illnesses, such as anxiety and depression

- Higher rates of sexually transmitted diseases, including HIV infection

- Increased incidence of some cancers

Activity Time

- ✓ Break into small groups
- ✓ You can use your smart phones
- ✓ <u>In each group identify</u>:
- ✓ 5 myths and/or stereotypes about transgender people
- ✓ 5 facts about transgender people
- ✓ Identify at least 1 proposed or enacted law or policy at the state or federal level that discriminates against transgender people

Take 15 Minutes

Dispelling the Myths:
Here's What Many People (think they) Know

- Being transgender is a choice
- Transgender = mental illness
- Gender identity = sexual orientation
- All trans people have surgery
- Many transgender people regret transitioning
- Children cannot be transgender

(TGChatroom, 2011; Drescher, 2016; Mula, 2016)

Culturally Competent Intake

How do I conduct an LGBT-sensitive social history?

Language Matters

Culturally Competent Intake Questions

Use words and questions you are comfortable with.
The most important thing is to <u>ask</u>:

- ✓ "Do you have a **partner** or **significant other**?"
- ✓ "What name would you prefer to be called?"
- ✓ "What kind of support structure do you have?"
- ✓ "What should I know about your current sexual activity?"
- ✓ "What concerns, if any, do you have about sexual issues?"
- ✓ "Do you think of yourself as straight, gay, bi or something else?"
- ✓ "Do you have a romantic partner? What is your partner's name?"
- ✓ "Do you currently, or have you ever, used hormones?"

REMEMBER: LGBT patients have often faced negative reactions to "coming out" and may fear being criticized or judged. But they are not looking for your "approval" – just respect and understanding that this is who they are.

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Using Epic to Ask Questions About Gender Identity

Click the Next arrow to continue to the next page.

There are four entry fields in Epic related to gender identity:

- **Sex (Legal)**
- **Sex Assigned at Birth**
- **Gender Identity**
- **Preferred Name**

The first three of these fields are accessed via the Sex and Gender Information pop-up window, invoked by clicking the edit icon on the Sex field on the Patient Demographics page.

Let's take a look at each of these fields now.

Using Epic to Ask Questions About Gender Identity
The Legal/Administrative Sex Field

Understanding Gender Identity

Asking Questions About Gender Identity

- **Why Is It Important to Ask Patients About Gender Identity?**
- **Who Should We Ask About Gender Identity?**
- **Using Epic to Ask Questions About Gender**
- **Best Practices for A Gender-Affirming Environment**

Course Closing

Click the Next arrow to continue to the next page.

The **Legal/Administrative Sex field** in Epic answers the question:

What sex appears on your legal identification documents and insurance cards?

Possible responses for the Legal/Administrative Sex field are:

- **Male**
- **Female**
- **Unknown (e.g., a trauma patient whose sex cannot currently be determined)**

To select a value for the Legal Sex field, click the edit (pencil) icon from the Sex field located on the Patient Demographics page, then click the Search icon from the Sex (legal) field. The Legal/Administrative Sex field selection box will display.

Using Epic to Ask Questions About Gender Identity
The Legal/Administrative Sex Field

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- **Female**
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Note that Yale New Haven Health's billing systems rely on the data captured in the Legal/Administrative Sex field.

The name and sex listed on a patient's insurance must be used on all documents pertaining to insurance, billing, and all associated correspondence.

Using Epic to Ask Questions About Gender Identity
The Sex Assigned at Birth Field

Understanding Gender Identity

Asking Questions About Gender Identity

- Why Is It Important to Ask Patients About Gender Identity?
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Course Closing

Click the Next arrow to continue to the next page.

The **Sex Assigned at Birth field** in Epic answers the question:

What sex appeared on your birth certificate when you were born?

Possible responses are:

- Male
- Female
- Not Recorded on Birth Certificate

- Unknown
- Uncertain
- Choose Not to Disclose

To select a value for the Sex Assigned at Birth field, click the edit (pencil) icon from the Sex field located on the Patient Demographics page, then click the Search icon from the Sex Assigned at Birth field. The Sex Assigned at Birth field selection box will display.

Using Epic to Ask Questions About Gender Identity
The Sex Assigned at Birth Field

The **Sex Assigned at Birth field** in Epic answers the question:

What sex appeared on your birth certificate when you were born?

Possible responses are:

- Male
- Female
- Not Recorded on Birth Certificate

- Unknown
- Uncertain
- Choose Not to Disclose

To view definitions of the value selection choices for an Epic data entry field, click the information (i) icon to the left of the field (where available).

Sex and Gender Information

Sex (legal):	(i)	Female
Gender identity:	(i)	Transgender Female / Ma
Sex assigned at birth:	(i)	Male
Sexual orientation:	(i)	1 Bisexual
		2

✔ Accept   ✘ Cancel

Using Epic to Ask Questions About Gender Identity
The Gender Identity Field

Understanding Gender Identity

Asking Questions About Gender Identity

- **Why Is It Important to Ask Patients About Gender Identity?**
- **Who Should We Ask About Gender Identity?**
- **Using Epic to Ask Questions About Gender**
- **Best Practices for A Gender-Affirming Environment**

Course Closing

Click the blue link to view possible gender identity responses in Epic, the document icon to view the Gender Identity Definitions card, and the Next arrow to go to the next page.

The **Gender Identity field** in Epic describes a person's internal knowledge of being a man, woman, both or neither. When asking about gender identity, please use the following language:

We are currently capturing information regarding gender identity.
Gender identity describes a person's internal knowledge of being a man, woman, both or neither.
May I ask what your gender identity is?

Possible responses for the Gender Identity field are:

- **Male**
- **Female**
- **Transgender male (assigned female at birth; currently identifies male)**
- **Transgender female (assigned male at birth; currently identifies female)**
- **Transsexual (clinical term traditionally used to describe transgender individuals)**
- **Gender non-conforming (expresses gender differently than expected)**
- **Genderqueer (neither exclusively male nor female; non-binary)**
- **Intersex (differences of sex development)**
- **Other**
- **Choose not to disclose**

To view the Epic screen with Gender Identity responses, click here.

Some patients may be reluctant to disclose their gender identity. For tips on how to address their concerns, refer to the Scripting for Gender Identity Epic Fields job aide.

NOTE: To protect patient privacy, give the Gender Identity Definitions card to patients to let them choose their response to the Gender Identity field. Click the document icon to view the Gender Identity Definitions card.

Using Epic to Ask Questions About Gender Identity
The Preferred Name Now Appears on Patient ID Bands, MyChart And More

Asking Questions About Gender Identity

- **Why Is It Important to Ask Patients About Gender Identity?**
- **Who Should We Ask About Gender Identity?**
- **Using Epic to Ask Questions About Gender**
- **Best Practices for A Gender-Affirming Environment**

Course Closing

Click the small patient header and MyChart images to enlarge them.

Click the Next arrow to continue to the next page.

To ensure that we treat each patient respectfully and call patients by their preferred names whenever possible, preferred name displays on the patient header, and on key patient-facing items such as patient identification wristbands and MyChart displays.

OLD

Zzzadt, Jack
MRN: MR9018733   CSN: 80226220
Gender: M   DOB: 5/1/1980 (38 yrs)

Old wristbands displayed Legal Name (not Preferred Name) and also displayed Gender.

NEW

Smith, Jack "Jill"
MRN: MR9018733   CSN: 80226220
DOB: 5/1/1980 (38 yrs)

New wristbands display Legal and Preferred Names and do not display Gender.

Click the image to view the page header which contains Legal and Preferred Names.

Smith, Jack "Jill"
F, 38 yrs, 05/01/1980

Gender Identity: Transgend...   MRN: MR9018733
Birth Sex: Male   Yale Health Plan: None

Click the image to view MyChart which contains Preferred Name only.

Showing Dignity & Respect

− You **WILL** misgender someone or ask a question in a clumsy way **(Because you are human!)**

− When it happens:

 − Apologize in a heartfelt, genuine manner

 − Pay attention and do not make the same mistake twice

SOPB?

Why is disclosure important?

- Trust and Strong Relationship leads to adherence

- Awareness of health care needs / risks

- More likely to access important preventive services and mange chronic disease more effectively

- Ability to incorporate partners / spouses in care planning

- Psychological wellbeing

- Hiding ones identity takes mental energy and may increase stress. These detract from attaining health goals.

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Confidentiality

Why is assuring confidentiality so important to LGBT Patients?

Confidentiality

- Physical Threats

- Risk of Being Stereotyped

- Troubling Discrimination In Health Care

- Loss of Social Support

- Risk of Losing Employment

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Physical Threats

According to 2016 FBI published reports. 1,076 hate crimes were based on sexual orientation bias and 124 were based on gender identity bias.

https://www.hrc.org/blog/new-fbi-data-shows-increased-reported-incidents-of-anti-lgbtq-hate-crimes-i

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Physical Threats

Of those same 124 incidents 105 targeted transgender people, an increase of 44 percent from 2015

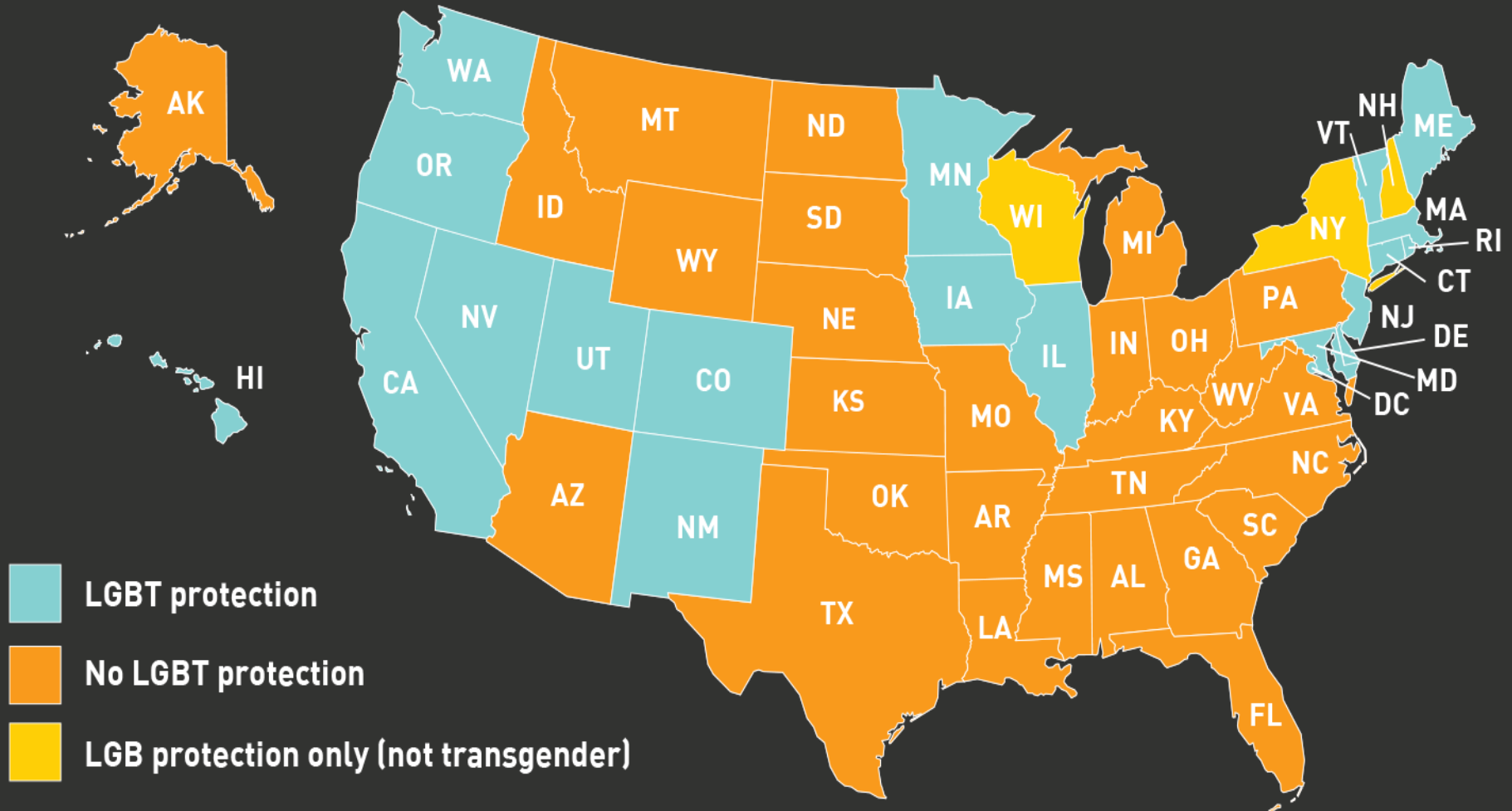https://www.hrc.org/blog/new-fbi-data-shows-increased-reported-incidents-of-anti-lgbtq-hate-crimes-i

Recent alleged attack of Empire Actor Jussie Smollett

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Risk of Losing Employment

Relationships in a work or health care environment may be affected if an individual chooses to come out. Individuals can **legally be fired** for being **gay** In **29 states**, and in **34 states** for being **transgender**. Consider how this may affect your patients, your colleagues, your coworkers......

(http://www.upworthy.com/29-states-can-fire-you-for-being-gay-is-your-state-one-of-them)

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What's An Ally?

Being an Ally:
For Your Patients
&
For Your Community

What Can You Do?

- Always ASK and LISTEN
- Use inclusive language in conversation and paperwork
- Post "Safe Zone" or other signals of your acceptance *(Caution- train staff before doing this)*
- Don't make assumptions

- Educate yourself:
  - Familiarize yourself with resources available to LGBTQ individuals and communities
  - Take time to learn about LGBTQ issues
  - Don't make assumptions
  - **Don't be afraid to ask questions!**

SAFE ZONE
I am an Ally.

This is a safe zone. I am understanding, non-judgemental, and willing to provide an atmosphere of acceptance and assistance for members of the LGBT Community.

HUMAN
RIGHTS
CAMPAIGN.

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What will I do?

Fostering a Culturally Competent Environment

Know Oneself

Increase self-awareness. What are my beliefs, values, norms and traditions that influence my worldview?

Do I include all groups in my circle?

Gather Insights

Take self assessments, such as Implicit Association Test (implicit.Harvard.edu).

Ask diverse groups of associates (friends, family, peers, etc.) to give you feedback on your potential biases. Evaluate your decisions and relationships with an inclusion lens.
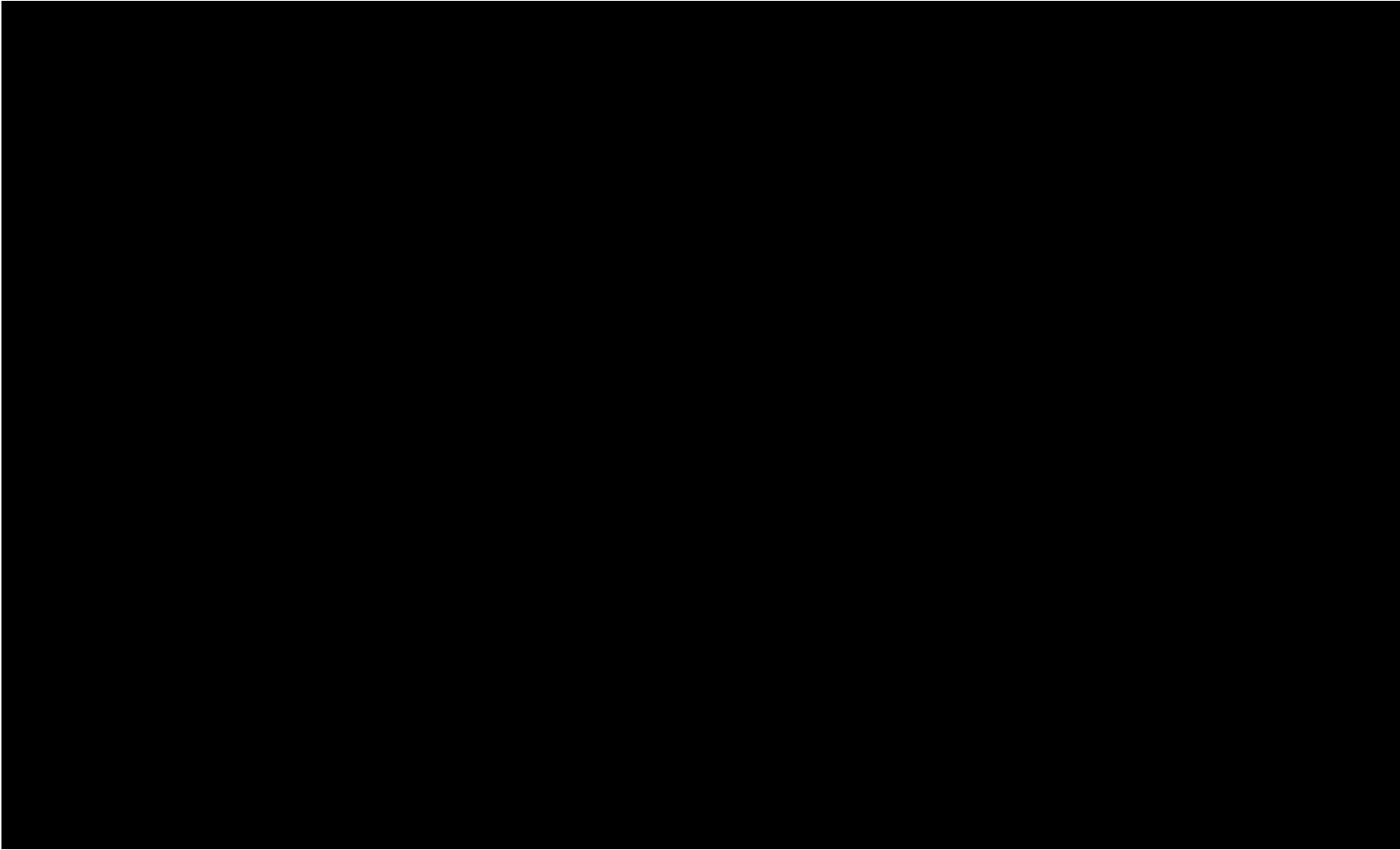
Practice Curiosity

Stretch your comfort zone.

Learn about other cultures. Practice describing differences without judgment. Strive to assess situations using a curiosity lens.

Expand your Circle

Seek out new relationships with people from different backgrounds, styles and cultures with whom you have had little interaction.

Network!!

"To Treat Me You Have To Know Who I Am"

Thank You

Time for Questions?