

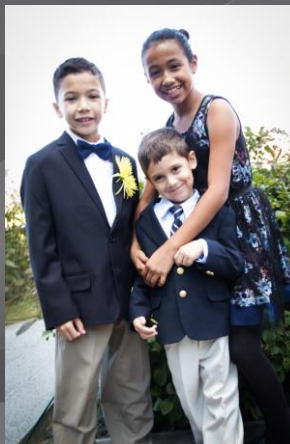
Introduction to Caring For LGBTQ People

Carlos M. Castañeda
Special Populations Outreach



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Provide an Introduction to LGBTQ Outreach



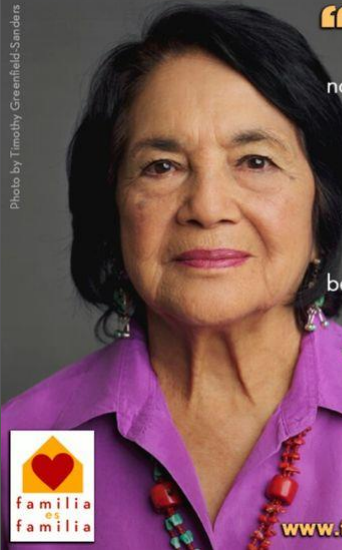
Goal Today



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FEAR

Photo by Timothy Greenfield-Sanders



“ In the Latino community, we do not turn our back on our family. We have a responsibility to nurture the youth in our families - not to push them out because they happen to be gay, lesbian, or transgender. ”

- Dolores Huerta

Civil Rights Leader

www.familiaesfamilia.org



HOPE



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L – Lesbian
G – Gay
B – Bisexual
T – Transgender
Q – Queer*

Terminology



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SO – Sexual Orientation

- A person's physical and emotional attraction to others
- Straight, Lesbian, Gay, Bisexual, Other

GI – Gender Identity

- A person's internal sense of their gender
- Male, Female, Both, Neither

Terminology - SOGI



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Sexual Orientation ≠ Gender Identity

- Are NOT the same thing
- All people have both



Terminology - SOGI



Transgender

- Gender identity not congruent with the assigned sex at birth
- Alternate terminology
Transgender woman, trans woman, male to female (MTF)
Transgender man, trans man, female to male (FTM)
Trans feminine, Trans masculine
- Non-binary, genderqueer
Gender identity is increasingly described as being on a spectrum

Terminology -



Discrimination

- Among LGBT persons overall:
 - 39% rejected by a family member or friend
 - 30% threatened or physically attacked
 - 21% treated unfairly by an employer
- Among transgender persons:
 - 61% physically attacked
 - 55% lost a job due to bias

Statistics



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Disparities

- LGBT Youth
 - 2 to 3 times more likely to attempt suicide
 - More likely to be homeless (20-40% are LGBT)
 - Higher risk of HIV, STIs, Drug and Alcohol Abuse
- Most LGBT experience at some point
 - Fear
 - Isolation
 - Depression
 - Hopelessness
 - Anxiety



Statistics



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LGBTQ Roadmap

1. The Board and Senior Management Are Actively Engaged
2. Policies Reflect the Needs of LGBTQ People
3. Outreach & Engagement Efforts for LGBTQ Community
4. All Staff Receive CLAS Training
5. Process & Forms Reflect LGBTQ People and Their Relationships
6. Data is Collected on Sexual Orientation and Gender Identity
7. All Patients Routine Sexual Health Histories
8. Clinical Care & Services Incorporate LGBTQ Health Care Needs
9. The Physical Environment Welcomes the LGBTQ Community
10. LGBT Staff are Recruited and Retained

10 Things You Can Do



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Project ECHO Experience

- April 2016 - February 2017
- PDSA Cycles to test paper collection of SOGI Questions
 - Front Office – ENG/SPA with definition of terms
 - Back Office – by provider if patient is not comfortable
 - Practice Management – Client Defined Tab
- March 2017 – Pilot implementation at Central Phoenix Health Center
 - Collect SOGI on Patient Health History Form by front office
 - Explanation when requested or necessary by provider
 - Data input to EPM – ability to run SOGI Reports as defined by UDS

Collecting SOGI



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Sexual Orientation

1) Do you think yourself as:

- Straight/Heterosexual, Gay, Lesbian, Bisexual, Don't Know

Gender Identity

2) What is your current gender identity?

- Male, Female, MTF, FTM, Genderqueer, Don't Know

3) What is your sex assigned at birth?

- Male, Female, Decline to Answer

SOGI Questions/Responses



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Sexual Orientation

608 responses

- Heterosexual – 72% (440 pts)
- Lesbian/Gay – 2.8% (17 pts)
- Bisexual – 2.8% (17 pts)
- Decline to answer/something else/don't know – 22.4% (134 pts)

Gender Identity

2) What is your current gender identity?

- *Data collected*

3) What is your sex assigned at birth?

- *Data collected*

SOGI Data during PDSAs



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Safe Zone, Safe Space, Safe Person

- LGBT people scan the environment for clues of acceptance, posters and brochures matter
- Avoid assumptions on heterosexuality
- Use gender neutral terms
- Do Not assume SO is the same as GI
- Respectful curiosity with an open mind goes a long way
- If you make a mistake, apologize



Creating Inclusion



Staff Engagement



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Questions



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