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### Providing Affirmative Care for our LGBTQ+ Population

Laura Herrera

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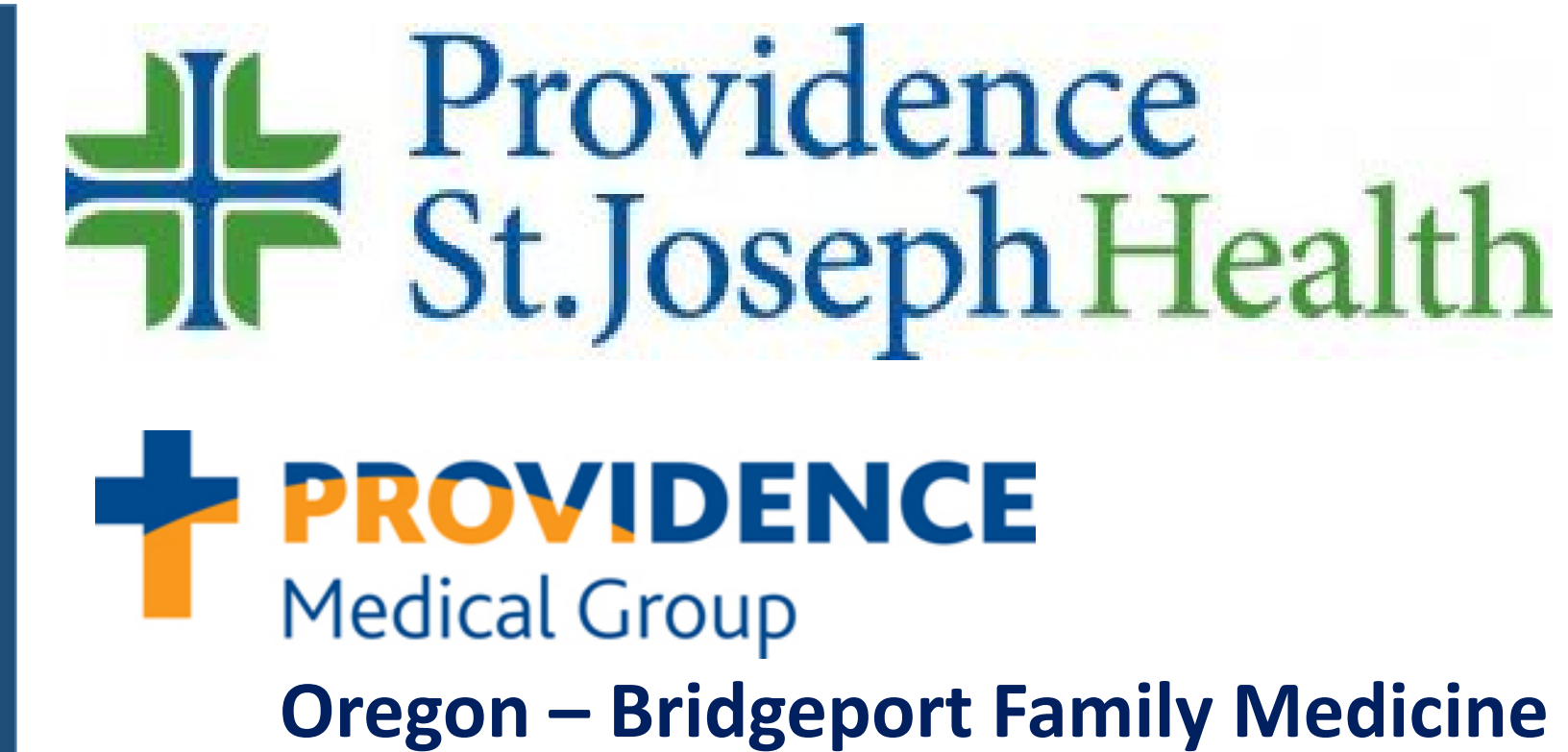


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# Providing Affirming Care to our LGBTQ+ Population

Laura Herrera, BSN, RN-BC



## Pronouns: She/Her/Hers

### Background

- Members of the LGBTQ+ community are at increased risk for a number of health threats when compared to their heterosexual peers
- Many avoid healthcare providers because of lack of insurance, discrimination, and lack of provider education/understanding
- LGBTQ+ Youth are more likely to be homeless and 2-3 times more likely to attempt suicide
- Transgender individuals have a high prevalence of HIV/STDs, victimization, mental health issues, and suicide and are less likely to have health insurance than heterosexual **or** LGB individuals.
- A goal of Healthy People 2020 is collecting data on Sexual Orientation and Gender Identity (SOGI)

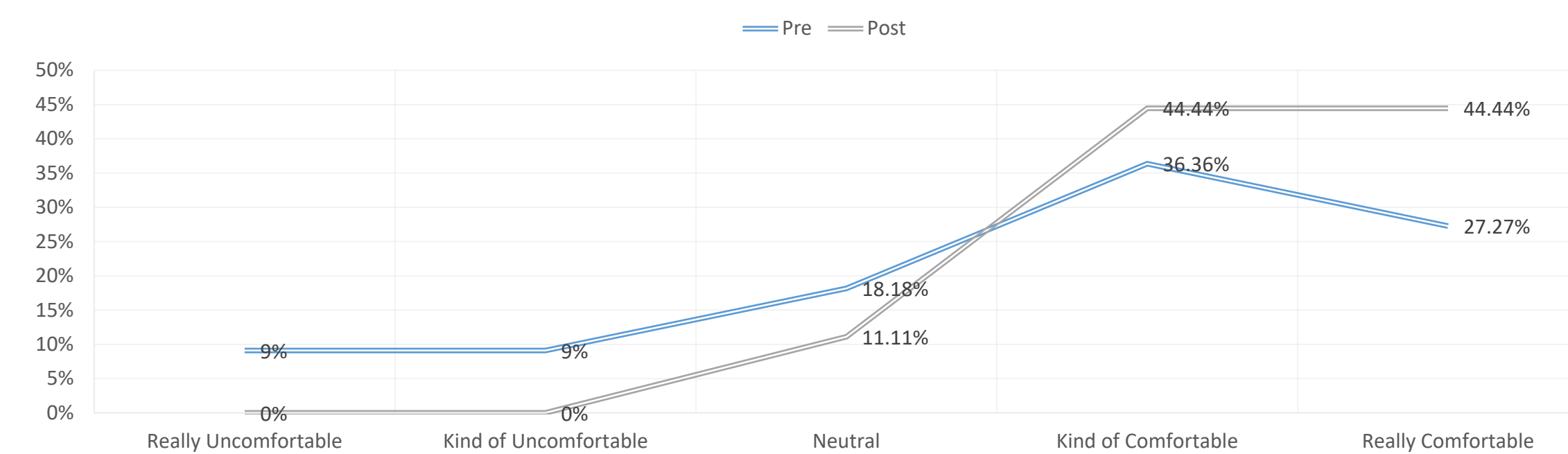
### Purpose

- Ensure that our Family Medicine Clinic is trained and prepared to provide high quality, affirming healthcare to our LGBTQ+ population.

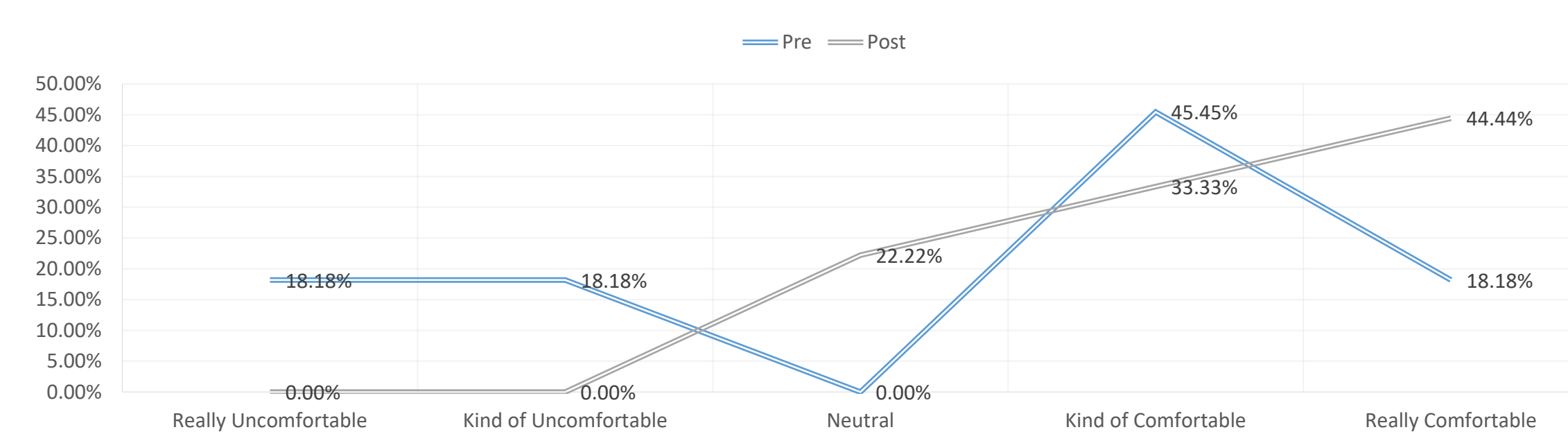
### Methods

- Collected SOGI data at the start of the project as well as throughout.
- Survey to Caregivers about comfort levels asking about sexual orientation, gender identity, and pronouns before and after education and implementation.
- Presentation about Sexual Orientation and Gender Identity which included definitions, causes of disparity, and what we can do to change outcomes.
- Engaged “Peer Leaders” to help support the work from within the teams and give tips/tricks
- Regularly rounded and gave feedback and advice

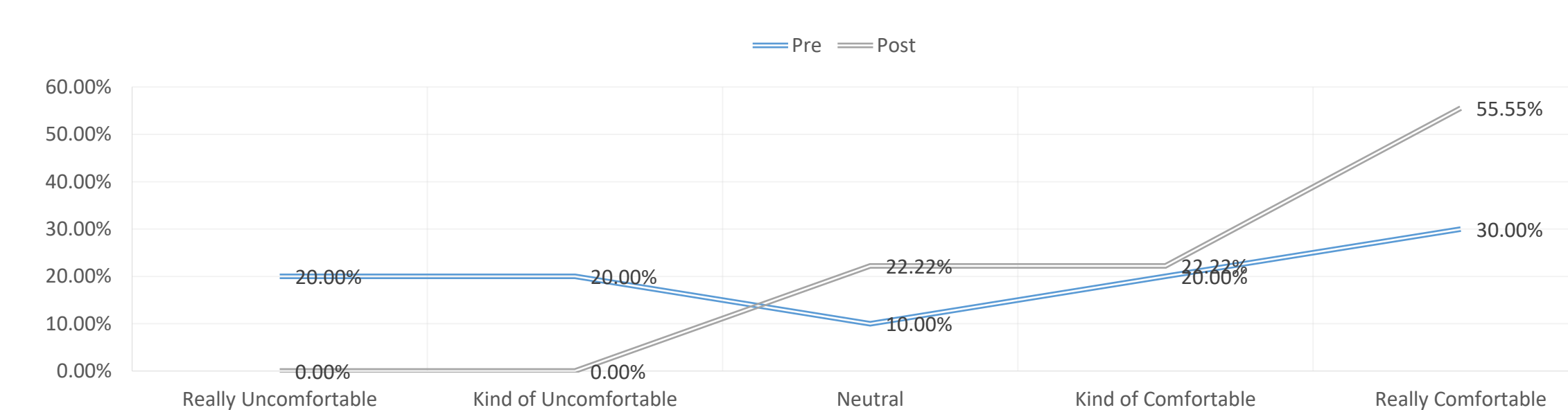
HOW COMFORTABLE DO YOU FEEL ASKING PATIENTS ABOUT THEIR SEXUAL ORIENTATION?



HOW COMFORTABLE DO YOU FEEL ASKING PATIENTS ABOUT THEIR GENDER IDENTITY?



HOW COMFORTABLE DO YOU FEEL ASKING PATIENTS ABOUT THEIR PRONOUNS?



	Gender Identity	Sexual Orientation
8/9/19	928	768
6/23/20	4088	3773
Increase	340%	391%

#### References:

Martos, A.J, Wilson,P., Meyer, I.H (2017). Lesbian, gay, bisexual, and transgender (LGBT) health services in the United States: Origins, evolution, and contemporary landscape. PLoS One ,12 (7): e0180544.  
 CDC: LGBT Health  
 Healthy People 2020: LGBT Health  
 National LGBT Health Education Center

### Results

- We had over **300%** increases in data regarding SOGI in less than a year
- Education and practice made a *huge* difference for our caregivers
- After 2 months, 0% of caregivers felt “Really” or “Kind of” uncomfortable with any of the questions. Before, those rate were as high as 40% (re: pronouns)
- This data collection showed that our rate of LGBTQ+ patients is actually in line with the national average, not less
- Caregivers received great feedback from patients and families who were very grateful

### Discussion/ Implications

- Having SOGI data is a critical step to providing better care for this high risk group
- A team is more likely to take an active role in supporting this vulnerable population when the history of discrimination is discussed
- Supporting the team with coaching, practice, and tips from peer leaders was very important
- Open and affirmative caregivers save lives