



PARTICIPANT HANDOUTS

Creating Safe Spaces in Healthcare for LGBTQ+ People

Thank you for attending today's training. By doing so you are strengthening the ability of your community-based and patient-directed health center to deliver comprehensive, culturally competent, high-quality primary health care services.

Presented by:

Jane Lose, nurse practitioner, nurse midwife, STRIDE Community Health Center APN Medical Director for the Family Planning Program, CDPHE

Live Broadcast Date/Time:

Wednesday, September 28, 2022, 12:00–1:15PM MT / 1:00–2:15PM CT

Target Audience:

The presentations in the series are intended for health center and PCA staff from various positions including clinical and non-clinical. Please see the registration information sent out prior to each training for more information about learning objectives and other details.

Event Overview:

People who identify as LGBTQ+ face many barriers to health care. Some of the obstacles that they can face include limited access, negative experiences once they reach a clinic, and lack of knowledge on the part of those providing services. LGBTQ+ people are less likely to have health insurance, and more likely to delay care when they need it. There are higher rates of suicide, depression and substance abuse in this community. Community Health Centers have always been on the forefront of providing excellent healthcare to underserved communities, and this includes care for those who identify as LGBTQ+. During this webcast, we will outline some steps that organizations can take to improve the care of this community; through creating safe clinic spaces, fostering cultural humility in staff, and building relationships in the broader community to help steer this important work.

Learning Objectives:

By the end of this session, participants will be able to:

- Take steps to improve equity for the LGBTQ+ community who you serve
- Identify and address the challenges that LGBTQ+ people face in accessing healthcare
- Identify several ways to make clinic spaces safer and more welcoming to the LGBTQ+ community
- Utilize the community, patients, and staff to help steer this work

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CCHN/CHAMPS ARCHIVES

This event will be archived online. This online version will be posted within two weeks of the live event and will be available for at least one year from the live presentation date.

For information about all CCHN archives, please visit:
www.CCHN.org/webinar-archive.

For information about all CHAMPS archives, please visit:
www.CHAMPSonline.org/events-trainings/distance-learning.

DESCRIPTION OF CCHN

The Colorado Community Health Network (CCHN) represents the 20 Colorado Community Health Centers that together are the backbone of the primary health care safety-net in Colorado. For more information about CCHN, please visit www.CCHN.org.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally funded Community, Migrant, and Homeless Health Centers they can better serve our patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, and the benefits of CHAMPS Organizational Membership, please visit www.CHAMPSonline.org.

SPEAKER BIOGRAPHY

Jane Lose, RN, ANP, CNM has spent her career in healthcare providing primary care in underserved communities. She is an experienced Nurse Midwife and Nurse Practitioner and has held roles of clinician and administrator, working most of her career in Federally Qualified Health Centers. She is an expert in sexual and reproductive health and provides primary care, prenatal care, HIV care and transgender care in her current practice. She has been a part of national level policy work in sexual and reproductive health and quality, and has presented nationally on the topics of reproductive health and transgender care. Currently, she sees patients at STRIDE Community Health Center and is the APN Medical Director for the Family Planning Program for the state of Colorado.



Creating Safe Spaces in Healthcare for LGBTQ+ People

*Jane Lose, nurse practitioner, nurse midwife
APN Medical Director for the Family Planning Program, CDPHE*

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Outline the importance
of excellent health care
for the LGBTQ+
Community

Look at basics to lead
your organization to be
more welcoming to
LGBTQ+ people

Provide resources to
pave the way for this
work in your agency

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1. OVERVIEW

Striving to make care equitable and inclusive for LGBTQ+ people will make the health care you give to everyone better.

"When all Americans are treated as equal, no matter who they are or whom they love, we are all more free."

- Barack Obama



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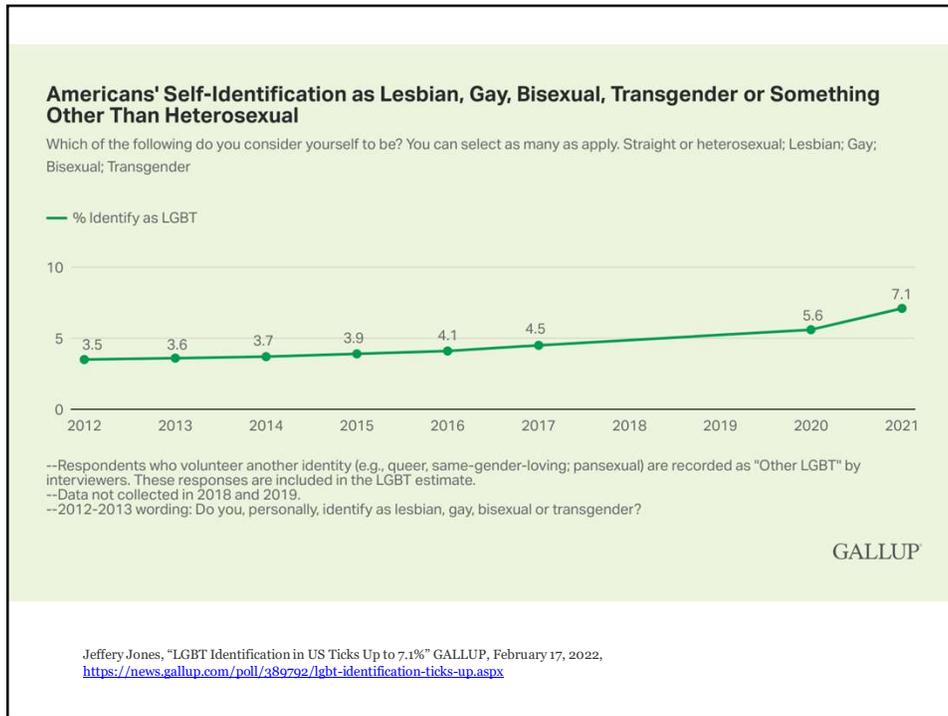
POLL QUESTION

The rate of people identifying as LGBTQ+ is:

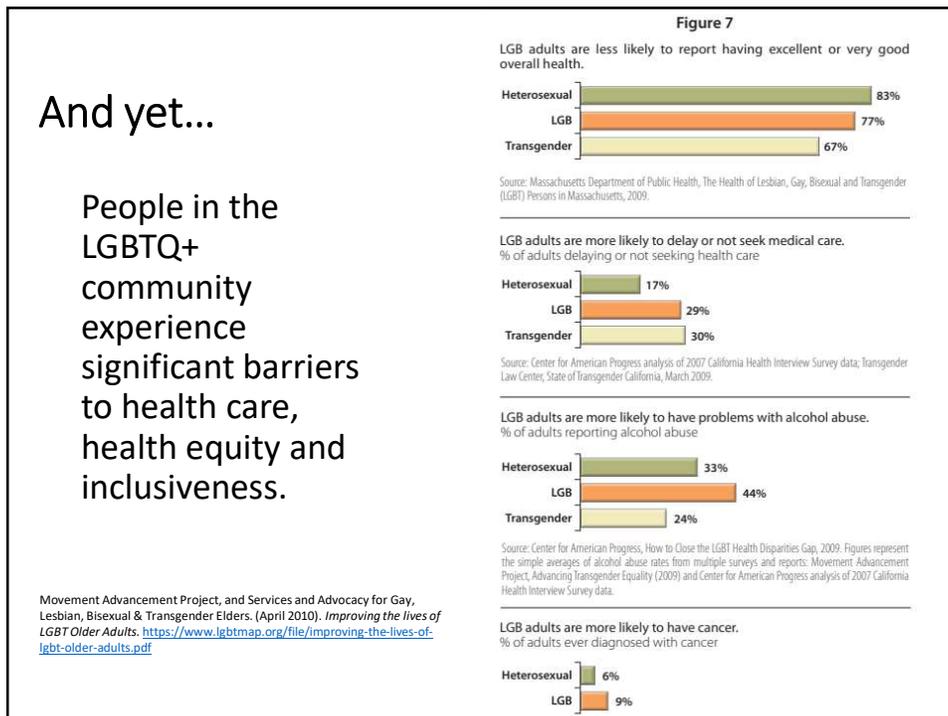
- Rising
- Staying the same
- Falling



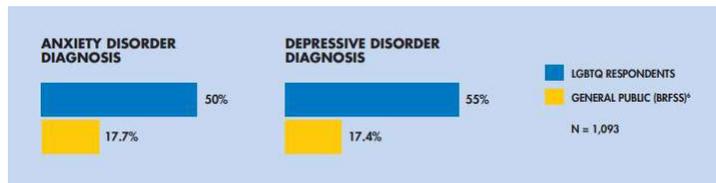
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LGBTQ Coloradans are more than three times as likely to have ever been diagnosed with an anxiety disorder and nearly three times as likely to ever have been diagnosed with depression than non-LGBTQ Coloradans.

One Colorado Education Fund, *Closing the Gap: The Turning Point for LGBTQ Health* (June, 2019), <https://one-colorado.org/wp-content/uploads/2020/06/Closing-the-Gap.pdf>.

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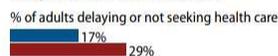
Access to health care and health insurance

■ Heterosexual ■ LGB ■ Transgender

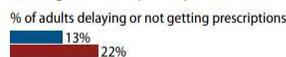
Health Disparity #1: Heterosexual adults are more likely to have health insurance coverage.⁵



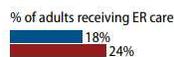
Health Disparity #2: LGB adults are more likely to delay or not seek medical care.⁶



Health Disparity #3: LGB adults are more likely to delay or not get needed prescription medicine.⁷

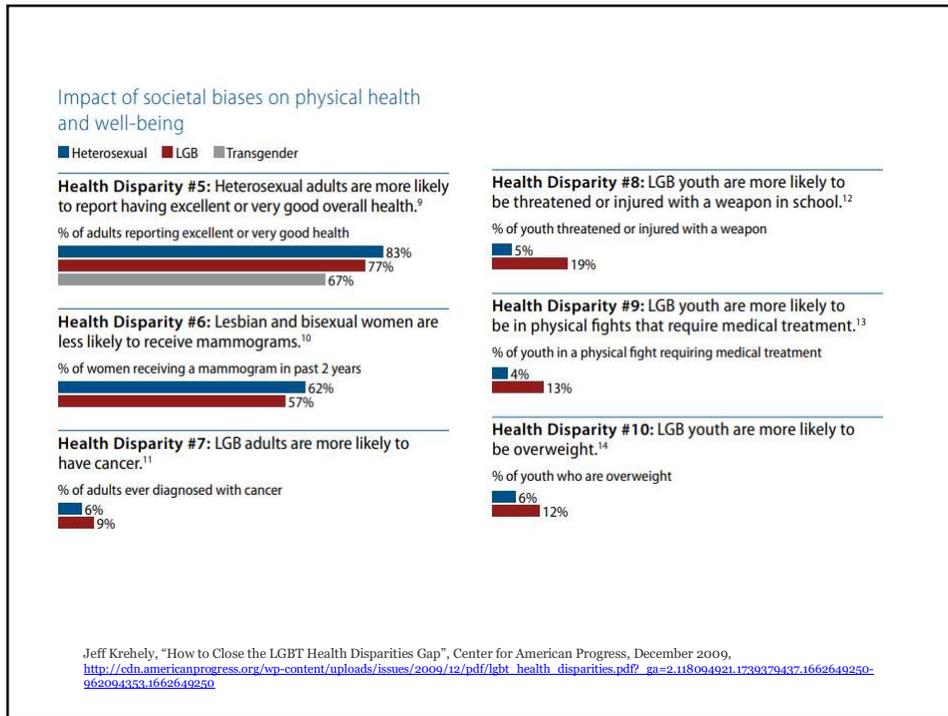


Health Disparity #4: LGB adults are more likely to receive health care services in emergency rooms.⁸



Jeff Krehely, "How to Close the LGBT Health Disparities Gap", Center for American Progress, December 2009, http://cdh.americanprogress.org/wp-content/uploads/issues/2009/12/pdf/lgbt_health_disparities.pdf?_ga=2.118094921.1739379437.1662649250-962094353.1662649250

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POLL QUESTION

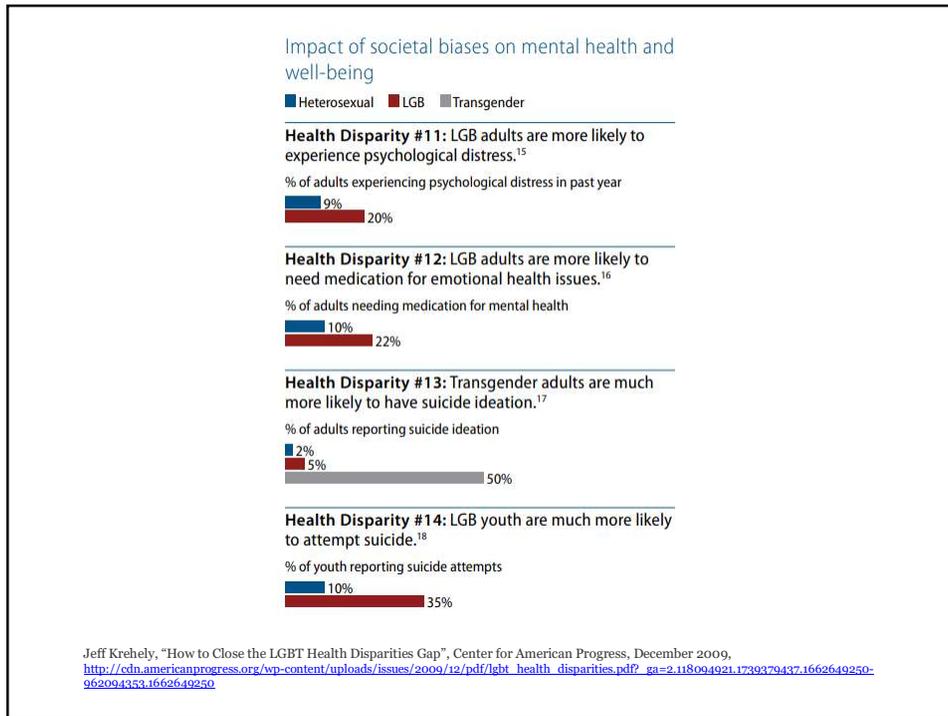
What percentage of LGBTQ+ Youth have attempted suicide?

- 17%
- 35%
- 60%

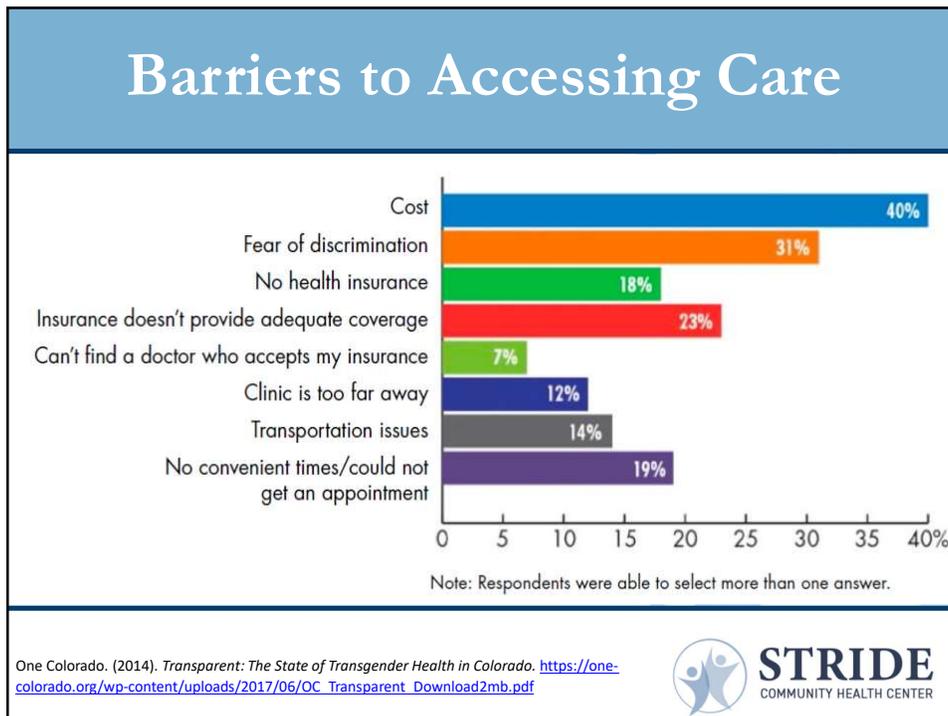




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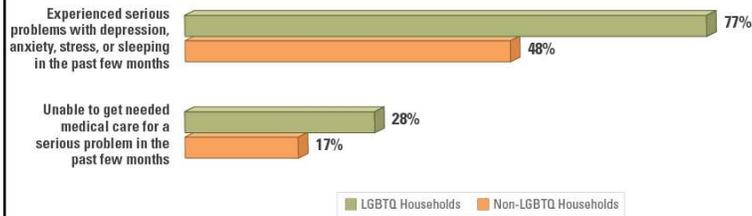
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The COVID Pandemic has contributed to inequities in LGBTQ+ health

LGBTQ Households Report Serious Obstacles to Health and Accessing Health Care In the Past Few Months



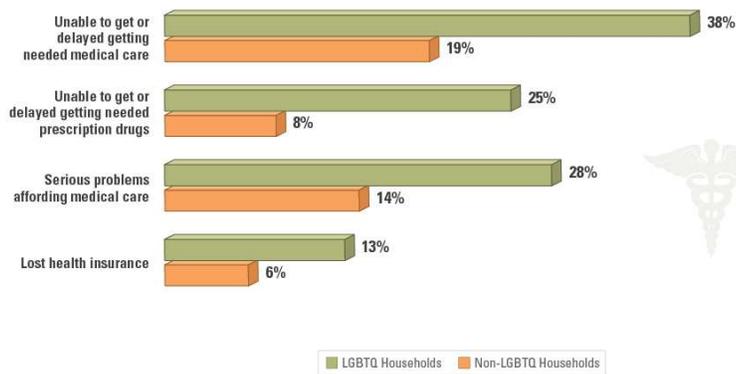
Source: NPR, Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health. Aug-Sept 2021. The Impact of Coronavirus on Households polling series. Data on LGBTQ households provided to MAP.



www.LGBTMAP.org

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LGBTQ Households at Least Twice as Likely to Report Serious Obstacles to Accessing Health Care During the Pandemic

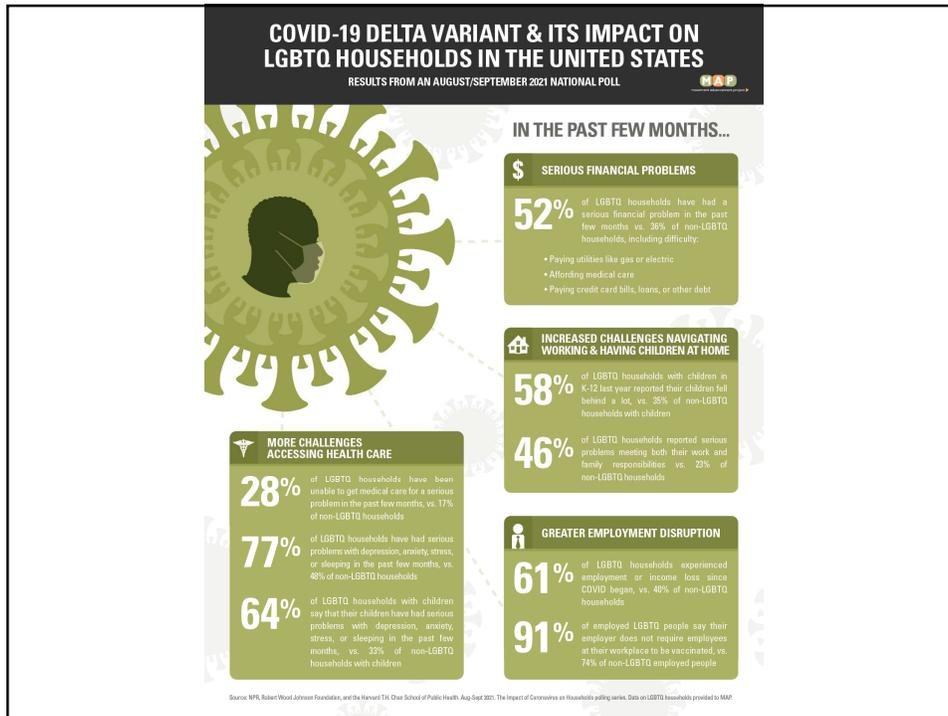


Source: NPR, Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health. July-August 2020. The Impact of Coronavirus on Households polling series. Data on LGBTQ households provided to MAP.

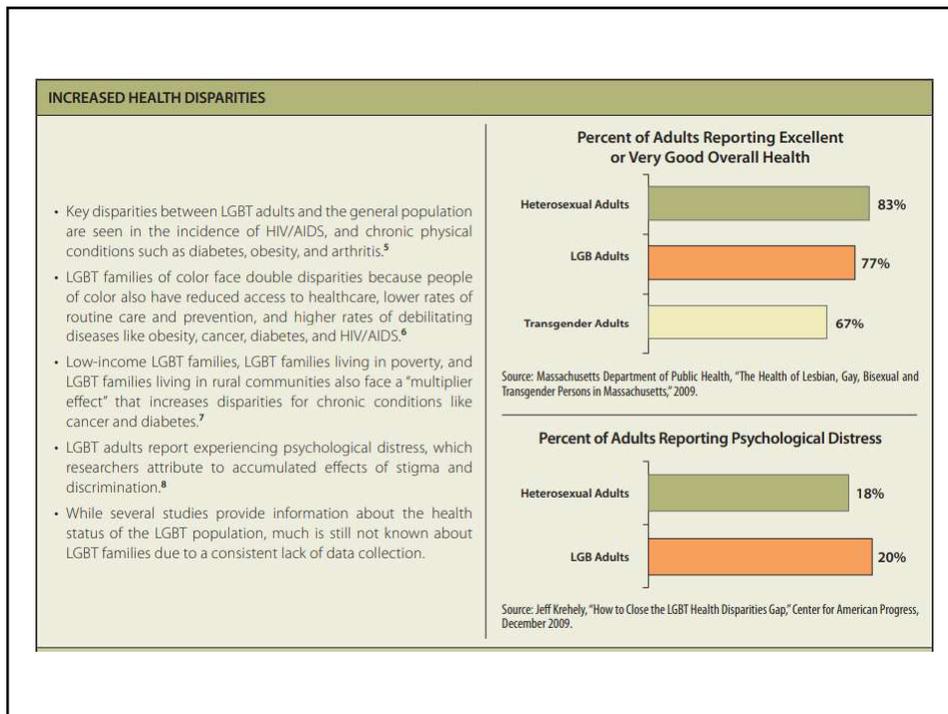


www.LGBTMAP.org

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2. LANGUAGE

*"Speech has power. Words do not fade.
What starts out as a sound, ends in a deed."
-Abraham Joshua Herschel*



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Terminology

- **SEXUAL ORIENTATION:** an individual's inclination to feel sexual attraction or arousal to a particular body type or identity
- **ASSIGNED SEX AT BIRTH:** the aggregate of an individual's biological traits (genotypical and phenotypical) as those traits map to male/female
- **GENDER IDENTITY:** an individual's personal and subjective inner sense of self as belonging to a particular gender.

LGBTQIA+ Glossary of Terms for Health Care Teams

<https://www.lgbtqihealtheducation.org/wp-content/uploads/2020/02/Glossary-2022.02.22-1.pdf>

Safe Zone Project Inclusive Language DOs and DON'Ts

<https://thesafezoneproject.com/wp-content/uploads/2018/09/LGBTQ-Inclusive-Dos-Donts.pdf>

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Gender Identity

How you feel inside, how you identify yourself. Your internal experience of your gender.

- Man
- Woman
- Non-binary
- Other

Sex Assigned at Birth

Male

Female

Intersex

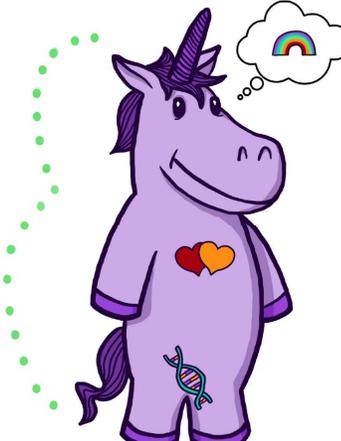
The sex that you are labeled at birth, usually based on the appearance of your genitals.

<https://www.impactprogram.org/lgbtq-youth/gendermap/>

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The Gender Unicorn

Graphic by: **TSER**
Trans Student Educational Resources



Gender Identity

- Female/Woman/Girl
- Male/Man/Boy
- Other Gender(s)

Gender Expression

- Feminine
- Masculine
- Other

Sex Assigned at Birth

- Female
- Male
- Other/Intersex

Physically Attracted to

- Women
- Men
- Other Gender(s)

Emotionally Attracted to

- Women
- Men
- Other Gender(s)

To learn more, go to: www.transstudent.org/gender

Design by Landyn Pan and Anna Moore

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"I just wanted to reach out with the intention of helping to educate the folks at Stride you work with by pointing out this screenshot of the note made by the dental assistant which saw me about my tooth issue.

Clearly this isn't acceptable communication, especially as it's patient accessible."

Comments: Jane Lose asked I see "her" per patient request. Does not meet panel guidelines. Had wisdom teeth removed about a month ago and thinks LR extracted area has pus and has not healed.

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3. FORMS/PAPERWORK

Key Points

- Differentiate between gender identity and sex assigned at birth
- Allow for multiple options in sexual orientation, including a write-in option when possible
- Be thoughtful about options in marital status
- Have a plan about how to answer questions- from patients who do not like the form, and people who wonder why you are asking and what you will do with the information



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Callen-Lorde new patient intake
<http://callen-lorde.org/graphics/2021/07/Patient-Registration-and-Consent-Form.pdf>

Gender Identity:

Male/Man
 Female/Woman
 Trans Male/Trans Man
 Trans Female/Trans Woman
 Genderqueer/Gender nonbinary
 Another Gender: _____
 Decline to Answer

Sex Assigned at Birth:

Male Female

Fenway Health new patient intake
<https://fenwayhealth.org/info/services/forms/>

8. Marital Status

Married
 Partnered
 Single
 Divorced
 Other _____
 Don't know/not sure

How would you like our staff to refer to you?

First Name	Pronouns
------------	----------

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Whitman-Walker new patient intake
https://www.whitman-walker.org/wp-content/uploads/2021/10/WWH_Registration-Form-Packet_Eng_2019.pdf

First Name:		Middle Initial:	Last Name:	
I go by (Name):				
Date of Birth:	Month:	Day:	Year:	Social Security Number: _____
Street Address:			Apt. No.:	D.C. Ward:
City:	State:	Zip:	Whitman-Walker will send you mail to the listed address. We believe it important to communicate with you, and at times, we do mail information.	
Is your housing: <input type="checkbox"/> Stable <input type="checkbox"/> Unstable <input type="checkbox"/> Temporary				
Phone Numbers:		Patient Portal:		
Cell Number: _____		The most secure way to communicate with us is via our patient portal. Please show us your identification and provide your email address.		
Home Number: _____		Email Address: _____		
Work Number: _____				
Gender Identity:	Sex Assigned at Birth:	Do you identify as transgender?	Sexual Orientation:	
<input type="checkbox"/> Man	<input type="checkbox"/> Male	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Lesbian, Gay, Homosexual	
<input type="checkbox"/> Woman	<input type="checkbox"/> Female		<input type="checkbox"/> Straight, Heterosexual	
<input type="checkbox"/> Trans Man	<input type="checkbox"/> Intersex		<input type="checkbox"/> Bisexual	
<input type="checkbox"/> Trans Woman				
<input type="checkbox"/> Genderqueer/Non-binary				
<input type="checkbox"/>				
		Gender Pronouns:		
		<input type="checkbox"/> He/Him/His		
		<input type="checkbox"/> She/Her/Hers		
		<input type="checkbox"/> They/Them/Theirs		
		<input type="checkbox"/>		

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4. CLINICAL ENVIRONMENT

“Openness may not completely disarm prejudice, but it’s a good place to start.”
Jason Collins



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CHAT DISCUSSION

What are some qualities of a gender-affirming provider?



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Do Ask, Do Tell

Let your provider know if you are LGBT. Your provider will welcome the conversation. **Start today!**

Do Ask, Do Tell

Talk to your provider about being LGBTQ. Your provider will welcome the conversation. **Start today!**

NATIONAL LGBT HEALTH EDUCATION CENTER
A PROGRAM OF THE PENNSYLVANIA INSTITUTE FOR PUBLIC HEALTH
1400 Locust Walk, 10th Floor, University Park, PA 16802
TEL: 814.863.7272 FAX: 814.863.7273
WWW.PHILADELPHIAHEALTHEDUCATION.ORG
THE PENNSYLVANIA HEALTH EDUCATION CENTER, 1400 Locust Walk, 10th Floor, University Park, PA 16802

<https://www.lgbtqihealtheducation.org/publication/dadt-poster-2/>

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5. COMMUNITY ENGAGEMENT

*"The beauty of standing up for your rights is others see you standing and stand up as well."
- Cassandra Duffy*



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LGBTQ+ Resources in Denver Metro



LGBTQ+ Health Services

We understand being free to be yourself is the healthiest way to live, mentally and physically. Our LGBTQ+ health services are dedicated to supporting individual identities while providing the finest medical care in Denver Metro. Our team of attentive, friendly providers offers the LGBTQ+ community support and resources that they can count on.

At STRIDE CHC, we provide a multitude of health services for the LGBTQIA+ community in the Denver Metro area. Our expert team of healthcare providers offer a stream of services in affirmation, primary care, family planning, mental health, and more.

We are committed to providing respectful, compassionate care in a private, nondiscriminatory environment for everyone. By protecting our patients' privacy, we intend to maintain the dignity and trust you deserve.

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HEALTH & AGING

How do healthcare facilities near you measure up on LGBTQ+ inclusion?

Use this tool to find healthcare facilities near you that are evaluated in the Healthcare Equality Index. The [HEI 2022](#) features more than 2200 healthcare facilities nationwide, including those that actively took the HEI 2022 survey as well as those that were researched by the HRC Foundation.

HEALTHCARE FACILITIES SEARCH

Enter the name of a healthcare facility or search by state, city, or zip code to find healthcare facilities in your area.

Search by...

→

Powered by [Healthcare Equality Index 2022](#)

<https://www.hrc.org/resources/healthcare-equality-index>

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CrescentCare – Transgender Advisory Committee

Established June 8, 2017

MISSION

- The mission of the Committee is to be a resource and an advocate for gender diversity and inclusion. The Committee serves to educate the CrescentCare community about transgender health issues, support leadership opportunities for transgender and gender non-conforming persons and promote a supportive environment for diverse employees, patients, families, friends and allies. We will achieve success through efforts and activities that aim to:
- Promote a welcoming and inclusive workplace, health center and community where all persons are valued for their contributions and encouraged to be their authentic selves
- Develop a workforce with expertise in transgender health and an understanding of diversity and inclusion as a strategy for organizational success
- Enhance recruitment, retention, and engagement of transgender employees and allies
- Build trust and sustain authentic dialogue with the community

VISION

- To be a leader among health centers by leveraging the strengths of a diverse team to provide excellent healthcare to everyone we serve, regardless of gender identity or expression.

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6. PROVIDERS

“Equality means more than passing laws. The struggle is really won in the hearts and minds of the community, where it really counts.”
– Barbara Gittings

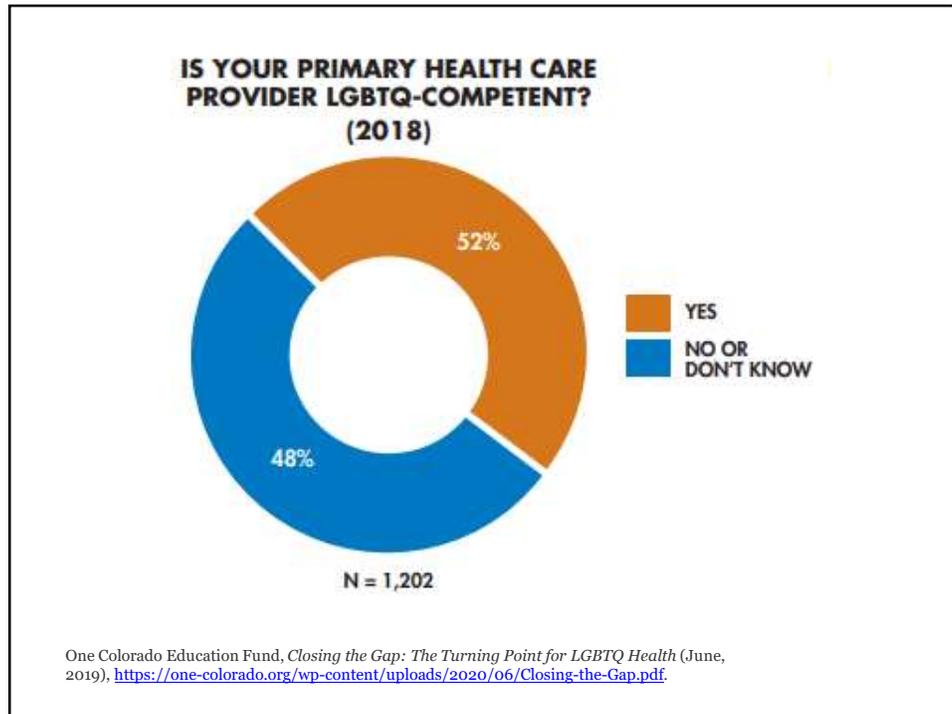


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Most of what you do when providing health care for the LGBTQ+ Community is about being human, not about being LGBTQ+.

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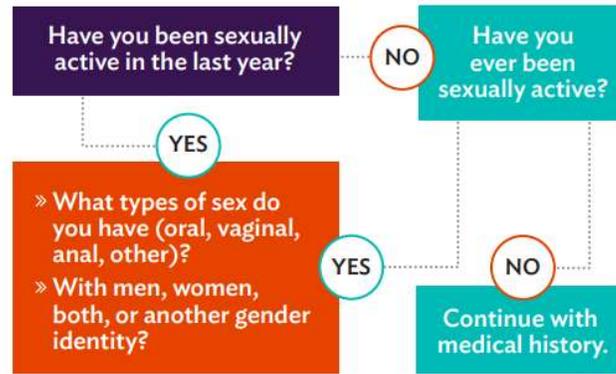
Qualities of an Affirming Provider

- Is comfortable with my sexual orientation or gender identity
- Asks me about my sexual orientation, gender identity, and/or relationship status
- Has LGBTQ-inclusive forms that list sexual orientation, gender identity, relationship status
- Uses gender-neutral language when talking about reproductive health, sexual health, or relationship status
- Has signs, posters, and other visible signals that the office setting is LGBTQ-inclusive
- Includes sexual orientation and gender identity in the organization's posted non-discrimination statement
- Has gender-neutral restrooms in the office and/or clinic setting
- Has LGBTQ people on staff
- Asks me and addresses me by my correct pronouns
- Asks me and addresses me by my chosen name, rather than my legal name
- Has trained frontline and medical support staff on LGBTQ competency
- Has knowledge on transgender-specific and related health care needs
- Is comfortable with patients who identify as transgender
- Addresses my transgender-specific health care needs, not only other medical needs
- Has office policies and forms that are transgender-inclusive
- Has specific knowledge or training to deliver health care services to LGBTQ people

One Colorado Education Fund, *Closing the Gap: The Turning Point for LGBTQ Health* (June, 2019), <https://one-colorado.org/wp-content/uploads/2020/06/Closing-the-Gap.pdf>.

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“I’m going to ask you a few questions about your sexual health. Since sexual health is very important to overall health, I ask all my patients these questions. If you’re uncomfortable answering any of these, just let me know, and we’ll move on. To begin, what questions or sexual concerns would you like to discuss today?”



National Coalition for Sexual Health. *Sexual Health Questions to Ask All Patients.*
<https://nationalcoalitionforsexualhealth.org/tools/for-healthcare-providers/asset/Sexual-Health-Questions-to-Ask-All-Patients.pdf>

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BEST PRACTICE TIP: Language is important

AVOID	INSTEAD USE
Are you married?	What is your current relationship status?
You're married so you don't need STI testing, right?	Have you had any new sexual partners in the last year?
Do you think your partner is cheating on you?	Does your partner have other partners?
Do you sleep with a lot of people?	How many sexual partners have you had?
Are you an IV drug user?	Have you ever injected drugs?

https://www.aafp.org/dam/AAFP/documents/patient_care/sti/hops19-sti-script.pdf

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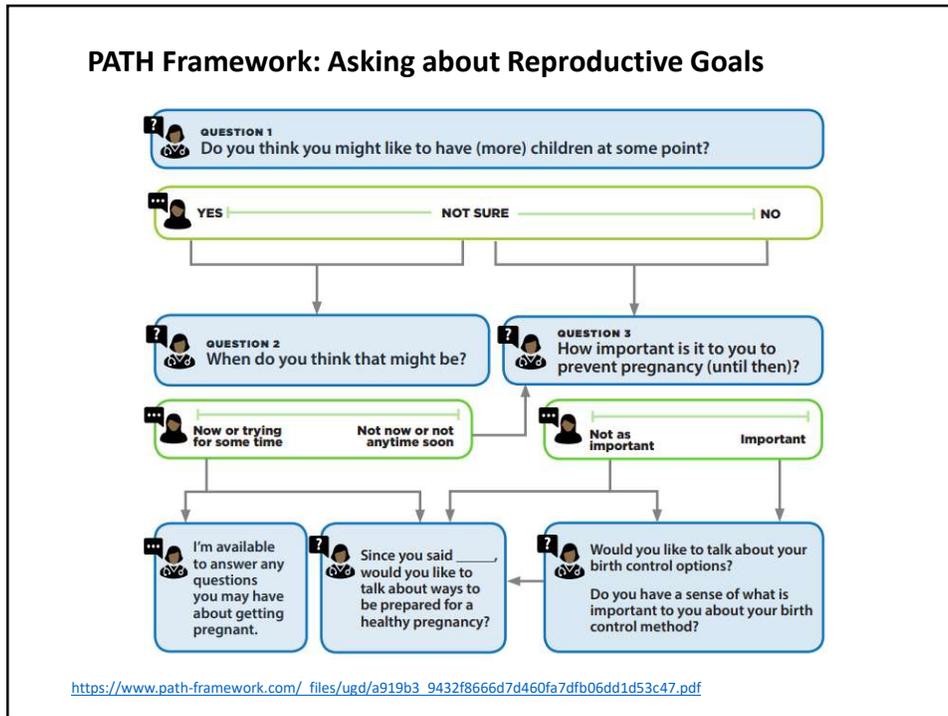
The Five "P"s

To further guide your dialogue with your patient, the 5 "Ps" may be a useful way to help you remember the major aspects of a sexual history.

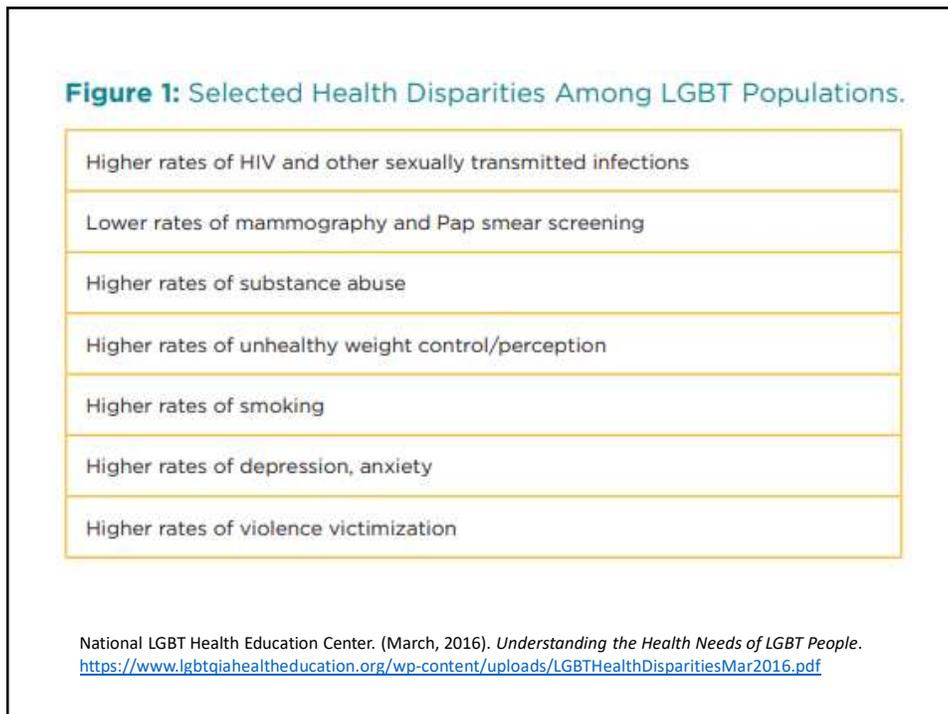
1. Partners
2. Practices
3. Protection from STIs
4. Past History of STIs
5. Pregnancy Intention

Centers for Disease Control and Prevention (CDC). *A Guide to Taking a Sexual History*. <https://www.cdc.gov/std/treatment/sexualhistory.pdf>

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Many patients, including those in the LGBTQ+ community, present with complex trauma histories. Trauma informed primary care helps people heal.



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7. RESOURCES

One Colorado- BECOMING VISIBLE: Working with Colorado Physicians to Improve LGBT Health https://one-colorado.org/wp-content/uploads/2017/06/OC_BecomingVisible_Web.pdf

GLMA (Gay and Lesbian Medical Association) GUIDELINES FOR CARE OF LESBIAN, GAY, BISEXUAL, AND TRANSGENDER PATIENTS https://www.glma.org/_data/n_0001/resources/live/Welcoming%20Environment.pdf

AMA: Creating an LGBTQ-friendly Medical Practice <https://www.ama-assn.org/delivering-care/population-care/creating-lgbtq-friendly-practice>

Healthy People 2020: Lesbian, Gay, Bisexual and Transgender Health <https://www.healthypeople.gov/2020/topics-objectives/topic/lesbian-gay-bisexual-and-transgender-health>

NACHC Toolkit: Transforming Primary Care for LGBTQ+ People <https://www.nachc.org/toolkit-transforming-primary-care-for-lgbt-people/>

National LGBTQIA Health Education Center <https://www.lgbtqihealtheducation.org/>



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Thank you!