The Ideal LGBT Patient & Family Experience: Policy to Practice

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Family Centered Care

The commitment to integrate the parent perspective in all we do to provide the best, safest care possible.

Including families in the decision making, for an individual patients or for a hospital-wide initiative, ensures better outcomes and adds value.

Far beyond customer service or providing amenities--it is about how all patients & families experience care in every interaction.
‘Nothing for us or about us without us.’
Goal for our time today

- Gain an understanding of the benefit of partnering with LGBT patients & families
- Review ways to integrate best practice for LGBT patients & families
- Identify areas for application
Why LGBT Families are Important

• LGBT children & youth experience many negative health outcomes due to harassment, bullying and negative family reactions

• Many young people report that they trust their medical provider will offer the support they need

• Far too many children and youth completing suicide

Why LGBT Families are Important

Do you think you or your child would be treated differently by your healthcare provider if you were open about your identity?

(Human Rights Campaign, 2013)

- 29% of Lesbian, Gay or Bisexual parent said YES
- 73% of Transgender parents said YES
Why LGBT Families are Important

- Family Centered Care honors all families
- Not all families look the same
- Making assumptions about who is and isn’t family can be detrimental to the child’s care
Why LGBT Families are Important

Healthy People 2020 Topics & Objectives

Goal: Improve the health, safety and well-being of lesbian, gay, bisexual and transgender individuals

1. Reduction in disease transmission & progression
2. Increased mental & physical well-being
3. Reduced health care costs
4. Increased longevity
Creating an LGBT Inclusive Experience

Policy to Practice
Promise of Partnership

Creating an LGBT Inclusive Experience

Policy to Practice

A focused initiative to ensure inclusion of-and respect for patients, families and staff
Creating an LGBT Inclusive Experience

Policy

• Employee Nondiscrimination Policy
  – Sexual Orientation
  – Gender Identity & Expression

• Patient Bill of Rights

• Training Requirements
Creating an LGBT Inclusive Experience

**Health Equality Index Core Four Requirements**

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<th>TJC**</th>
<th>HEI***</th>
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* Center for Medicare & Medicaid Services CoPs, as of January 2011
** Joint Commission standards, as of January 2011
*** HRC Healthcare Equality Index requirements for Leaders
Staff LGBT Competence

• Staff generally eager to learn best practices for inclusion
• Garner executive leadership support and guidance to address patient care expectations & HR concerns
• Partner with Office of Diversity, employee resource groups as champions
• Assess feedback methods from LGBT patients & families
Promise of Partnership

Staff LGBT Competence

Create training program to support staff best practices

— Assess organizational need or pain points
— Assuring organizational communication training aligns with inclusion language
— Strategic training:
  • divisions with cross disciplinary education
  • Grand Rounds
  • on-line training

“Education is the most powerful weapon which you can use to change the world.”
Nelson Mandela
Creating an LGBT Inclusive Experience

Practice

• Build inclusion in Patient or Family Advisory councils
• Looking at the Logistics
• Building Open Dialogue
• Assessing the Space
• Promotion in LGBT Community
Looking at the Logistics

• Forms & Documents
  – Parent 1/Parent 2 or Mother/Father
  – Marital Status: Partnered, Spouse
  – Capturing preferred names & pronouns; adequate communication via EHR
  – Sex vs Gender

• Appreciating our Limitations
  – Explain & apologize
Building Inclusive Dialogue

Strong Foundation of Understanding

• Our language can build respectful partnerships

• Patients & families will feel safe when we say the words first

• Listening happens with our ears, eyes and heart
Building Inclusive Dialogue

How is everyone related to the patient?

Are there other folks who are part of the patient’s support team who will also be coming to the hospital?

Who has legal authority to make healthcare decisions for the patient?
Building Inclusive Dialogue

What names and pronouns would you be most comfortable having the team using with each of you?

What names do your child use for each of you?

Honoring a name improves the partnership and promotes healing
Assessing the Space

How are LGBT patients and families included in your organization?

- Artwork
- Marketing inclusion
- Family examples

What options exist for gender neutral bathrooms? Where are these located throughout the organization?
Promotion in LGBT Community

- Participation in community LGBT Pride Events
- Encourage medical professionals to be listed in GLMA (Gay Lesbian Medical Association)
- Recruiting LGBT patients and families for advisory committees
Key Points to Take Away

1. Assess your institution’s needs.
2. Identify your institutions’ strengths.
3. Build your partnership with LGBT patients, families and staff to open communication.
4. Map out your plan.
5. Implement, assess, implement & reassess.