Providing Culturally Competent Care to Members of the LGBTQ Community

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Presentation Objectives

As a result of this presentation, the learner will be able to:

- Define basic terminology related to the LGBTQ+ community
- Identify health disparities and unique needs of LGBTQ people
- Discuss clinical implications and best practices for care of LGBTQ+ clients
- Identify strategies to support LGBTQ+ hospice/palliative care providers

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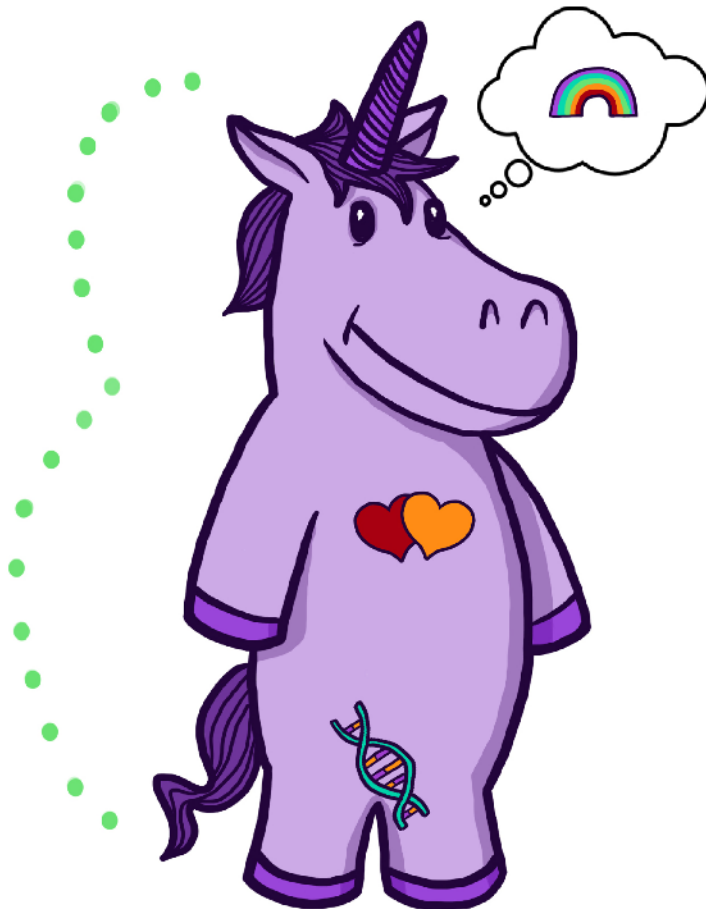
Categories of Terminology

Sexual Orientation

- "Other-focused"
- Who an individual is sexually and/or romantically attracted to

Gender Identity

- "Self-focused"
- Who an individual is
- May or may not be the same as the sex assumed at birth based on appearance of genitals
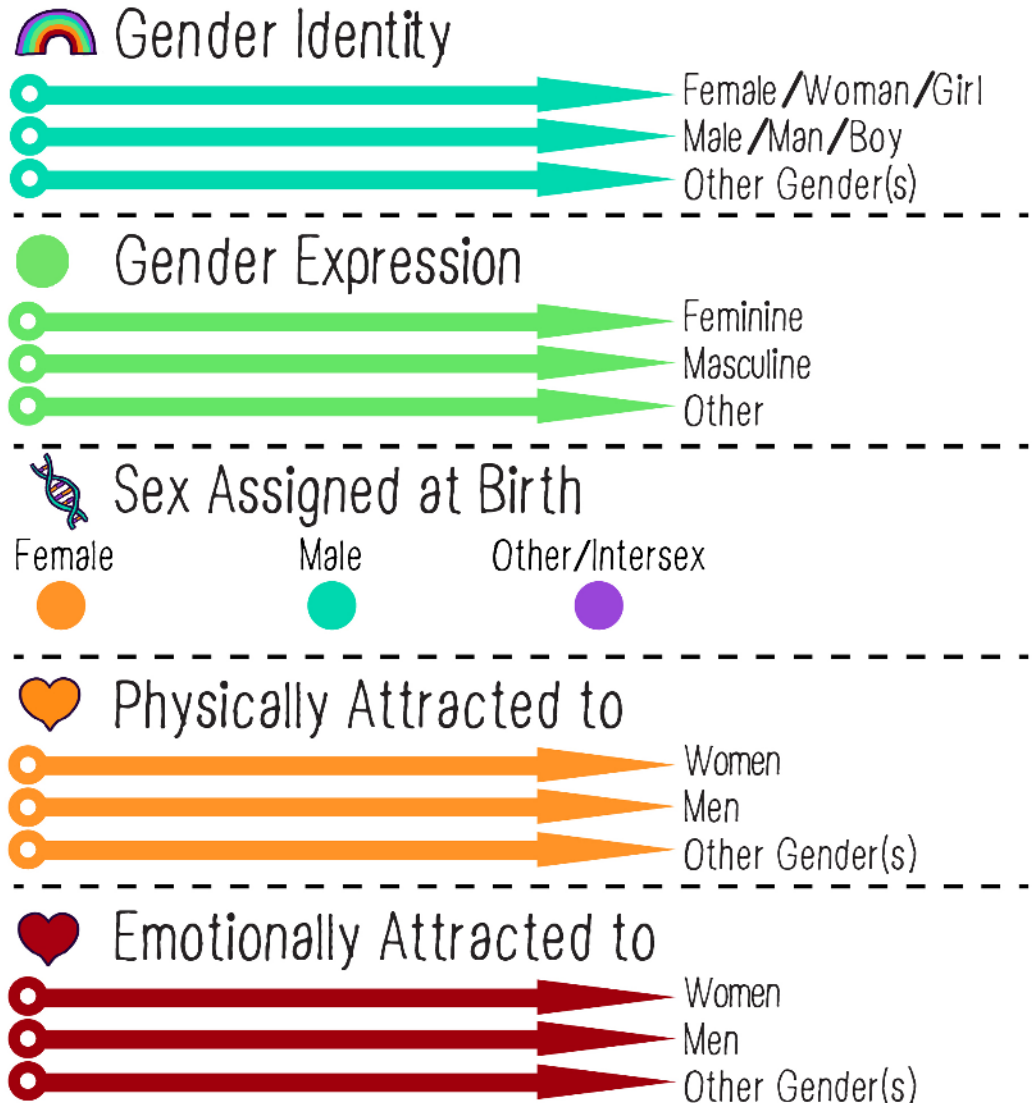
The Gender Unicorn

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

Sexual Orientation Terminology

Lesbian: female-identified individual sexually and/or romantically attracted to female-identified individuals

Gay: male-identified individual sexually and/or romantically attracted to male-identified people; may also be used as a broader term for non-heterosexual people

Bisexual: ividual who is attracted to two or more genders; may also be identified as attraction to genders similar to and different from one's own gender

Asexual: individual who never or seldom experiences sexual attraction

Pansexual: individual who is attracted to individuals irrespective of gender

Queer: broad term from someone who is not heterosexual, cisgender, and/or allosexual; not accepted/utilized by all LGBTQ+ people
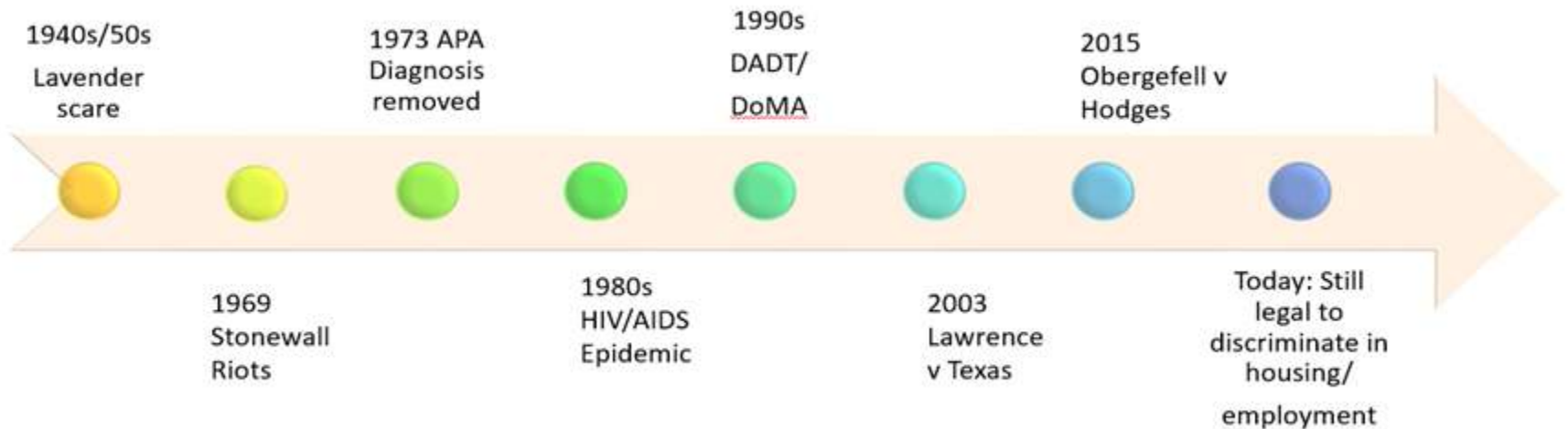
Transitioning

Legal Transition-changing legal documents (birth certificate, driver's license, legal name) to match gender

Physical/Medical Transition-may include using hormone therapy or surgical intervention to match physical appearance to gender

Social Transition-changing clothing, name, pronouns to match gender

LGBTQ+ History (In Brief)[1]

1940s/50s
Lavender
scare

1973 APA
Diagnosis
removed

1990s
DADT/
DoMA

2015
Obergefell v
Hodges

1969
Stonewall
Riots

1980s
HIV/AIDS
Epidemic

2003
Lawrence
v Texas

Today: Still
legal to
discriminate in
housing/
employment

Health Disparities

Cancer Rates[2]
Substance use/abuse[3]
Mental health[3]
Other medical diagnoses[3]
Violence[3]
Multiple Minority Stress[3]

Disparities in Access to Health Care

Discrimination
Stigma
Poverty[3]
Insurance[3]
Lack of cultural competence[3]

Clinical Implications

- Ask every patient for sexual orientation, gender identity and document if the patient is comfortable

- Ask name and pronouns on every visit
- Recognize impact of higher rates of poverty
- Support systems, especially for older adults
- Understand implications of LGBTQ+ history in patient expectations and prior experiences
- Advance directives

Administrative Changes

- Update intake forms
- Document sexual orientation, gender identity, pronouns for all clients in EHR (if okay with client)
- Non-discrimination statement
- Ongoing training for <u>all</u> staff
- Consider LGBTQ+ liaison position
- Environmental changes

What about LGBTQ+ providers?

"For your organization to be a place where LGBTQ individuals and their families feel safe and comfortable accessing services, it needs to be a place where LGBTQ employees feel safe, comfortable, and valued." [4] (p.214)

Employment Protections

21 states & DC prohibit employment discrimination due to SO & GI[5]

- Wisconsin-sexual orientation only[5]

- 6 states-SO & GI protection only for public employees[5]

- 5 states-SO protection only for public employees[5]

- Some local governments may have own protections

Employee Policies/Procedures

- Insurance coverage[4]
- Non-discrimination statement[4]
- Mandatory training[4]
- Affinity groups

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Resources

General Terminology Resources:

- GLAAD Media Reference Guides:
  - Transgender
    - https://www.glaad.org/reference/transgender
  - Gay, Lesbian, Bisexual, Queer
    - https://www.glaad.org/reference/lgbtq
  - Terms to Avoid
    - https://www.glaad.org/reference/offensive

Resources

Organizations

- [SAGE: Services & Advocacy for LGBT Elders](#)
- [National Resource Center for LGBT Aging](#)
- AAHPM/HPNA LGBTQ SIGs
- [GLMA: Healthcare Professionals Advancing LGBT Equality](#)

Resources

Further Reading

- Maingi, S., Bagabag, A., & O'Mahoney, S. (2018). Current best practices for sexual and gender minorities in hospice and palliative care settings. *Journal of Pain and Symptom Management, 55*(5), 1420-1427.
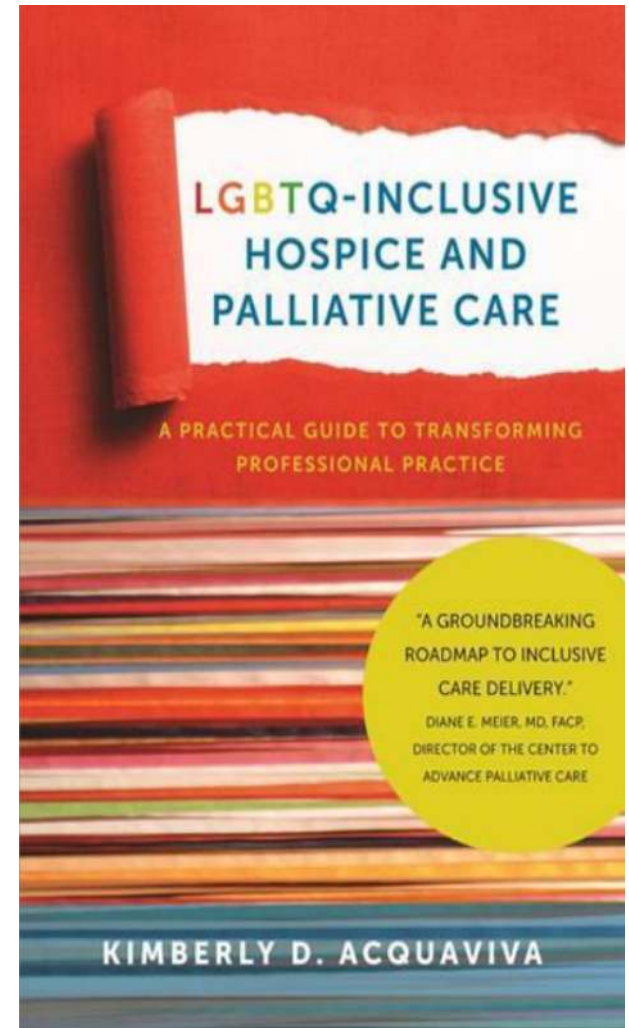
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2. Boehmer, U; Elk, R. *Cancer and the LGBT Community: Unique Perspectives from Risk to Survivorship.* Cham, Switzerland: Springer International Publishing; 2015

3. Kates, J.; Ranji, U.; Beamesderfer, A.; & Dawson, L. The Kaiser Family Foundation. Health and Access to Care and Coverage for Lesbien, Gay, Bisexual and Transgender (LGBT) Individuals in the U.S. https://www.kff.org/report-section/health-and-access-to-care-and-coverage-lgbt-individuals-in-the-us-the-lgbt-community/ Published May 3, 2018. Accessed June 15, 2018.

References

4. Acquaviva, K. *LGBTQ-Inclusive Hospice and Palliative Care.* New York, NY: Harrington Park Press; 2017

5. Human Rights Campaign. State maps of laws & policies: Employment. https://www.hrc.org/state-maps/employment; Accessed June 24, 2018