



AMERICA'S ESSENTIAL HOSPITALS

**Are you ready for Sexual Orientation and
Gender Identity (SOGI)?**

August 16, 2016



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

- **Joanne Genet, P.A.**, Lead of the LGBTQ Pride Initiative, Health Equity Team.
Born female, gender female, pronouns she/her, lesbian
- **Rajiv Pramanik, M.D.**, Chief Health Informatics Officer, Health Equity Team.
- **Concepcion James, M.A.**, Manager, Health Equity Team.
- **Contra Costa Health Services** –
 - » Located in San Francisco Bay Area.
 - » Integrated delivery system –
 - » 11 clinics, 1 hospital, health plan
 - » Over 500,000 visits in ambulatory care

Hello
my name is

my pronouns are

Her/she/hers

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

Learning Objectives:

1. Strategies for creating a culture of **inclusiveness**.
2. Identifying best practices for SOGI data collection.
3. Emerging issues with electronic health records.
4. Preparing staff for SOGI data collection.
5. Utilizing Lean methodology, cycles of improvement, to refine SOGI data collection processes and protocols.



THE NEED TO DO THIS WORK

WHY? A lifetime of challenges and discrimination

- 2004-2005 National Behavioral Surveillance System found that 61% of MSM in NYC **did not disclose** same-sex behaviors to their medical providers.



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

THE NEED TO DO THIS WORK:

Social determinants affecting the health of LGBTQ individuals largely relate to **systemic oppression and discrimination.**

Examples include:

- Legal discrimination in access to health insurance, employment, housing, marriage, adoption, and retirement benefits
- Lack of laws protecting against bullying in schools
- Lack of social programs targeted to and/or appropriate for LGBTQ youth, adults, and elders
- Shortage of health care providers who are knowledgeable and culturally competent in LGBTQ health providers.

From Healthy People 2020.



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

THE NEED TO DO THIS WORK

- CMS and the Office of Health Information Technology issued **Meaningful Use, Stage 3 (2015)**;
 - » Requires SOGI data collection and adds sexual orientation and gender identity data to the 2015 EHR definition.

Resource –

“Do Ask, Do Tell: High Levels of Acceptability of Patients of Routine Collection of Sexual Orientation and Gender Identity Data in Four Diverse American Community Health Centers,” PLOS ONE, Sept. 8, 2014.

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

CREATING A CULTURE OF INCLUSIVENESS: We are proud of the changes we have made!

•LGBTQ Pride Initiative -

- **Address staff discomfort and stereotypes**
- **Leverage federal and state policies**
- **Address training issues through existing programs like the Healthcare Equality Index.**

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

CREATING A CULTURE OF INCLUSIVENESS

Strategies for establishing a culture of Lesbian, Gay, Bisexual and Transgender, Queer/Questioning (LGBTQ) inclusion:

The LGBTQ Pride Initiative –

- Utilizes resident expert and experiences of staff;
- Adopted low-hanging fruit strategy.
 - Increased visible signs of welcoming;
 - Analyzed policies for LGBTQ inclusion.



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

CREATING A CULTURE OF INCLUSIVENESS

Integrating words and culture to counter stigma and create a welcoming environment

Lesbian

Gay

Bisexual

Transgender

Queer

Questioning



oCToBER 11

Definitions: <http://www.hrc.org/resources/glossary-of-terms>

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

CREATING A CULTURE OF INCLUSIVENESS

Understand the “T” in LGBTQ

- **Transgender** - An umbrella term for people whose gender identity and/or expression is different the sex they were assigned at birth. **Being transgender does not imply any specific sexual orientation. *Therefore, transgender people may identify as straight, gay, lesbian, bisexual, etc.***
- A complete transgender transition may include any of these: 1) a social transition where an individual lives as their chosen gender; 2) only include taking hormones of their appropriate gender;
- 3) or their transition my include surgery and hormones.
- All three are **complete transitions**.
- Terms may include transman/woman, MtF, FtM. Consider appropriate pronouns.

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES

Utilizing policy development and visuals to create a culture of inclusiveness:

Non-discrimination policy



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES

Utilizing national efforts to increase inclusiveness and quality of care.

- **Contra Costa Regional Medical Center** achieved national “Leader” designation for the past four years!

<http://www.hrc.org/hei/leaders-in-lgbt-healthcare-equality#.V6N97Ut0z1I>



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES

**The Healthcare Equality Index –
Core Four annual requirements for Leadership designation
set national standards for best practices:**



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES

Leverage policies and regulations pertaining to SOGI to create inclusiveness – Section 1557 added to *mandatory Anti-Sexual Harassment Training*:

Affordable Care Act (2016) Section 1557 prohibits discrimination against LGBT people in health insurance coverage and health care and interprets as follows:

1. Section 1557's sex nondiscrimination protections include explicit protections for transgender individuals on the basis of gender identity.
2. Section 1557's sex nondiscrimination protections include explicit protections for lesbian, gay, and bisexual (LGB) individuals on the basis of sex stereotypes
3. No new religious exemption.



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFYING BEST PRACTICES

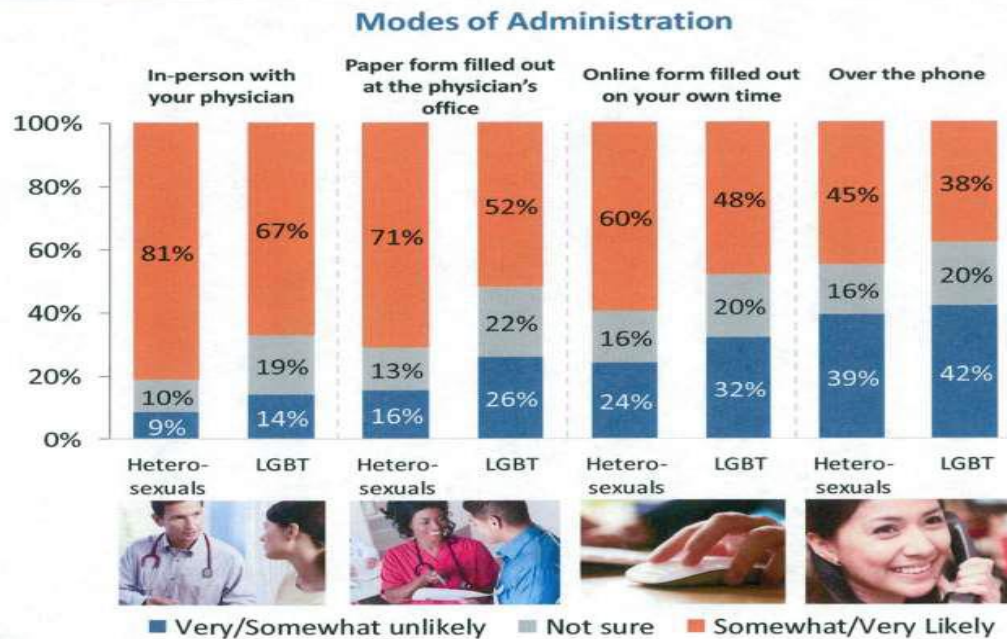
1. Creating the right team for SOGI data collection (medical and nursing staff, registration, medical records, EHR)
2. Privacy & sensitivity issues (awareness of legal protections)
3. Appropriate language and patient safety
4. 2-step gender question



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES

How do we assure welcoming environment and patient safety?



Base: Self-Identified LGBT (n=100); Heterosexual (n=200)
Q.7



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES

Questions vetted and recommended by national LGBTQ organizations include two-step sex/gender question and a sexual orientation question:

1) **What is your gender? Select the option that best describes your current gender identity:** (dropdown menu for the choices)

- Female
- Male
- Transgender: Female to Male
- Transgender: Male to Female
- Another gender identity: _____

2) **What was your sex at birth? Select the sex that was listed on your original birth certificate:**

- Female
- Male

3) **Do you consider yourself to be:**

- Straight or heterosexual
- Gay or lesbian
- I don't know
- Bisexual
- Another sexual orientation

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

IDENTIFY BEST PRACTICES – HRSA required language and format.

Line	Patients by Sexual Orientation	Number (a)
13.	Lesbian, gay or homosexual	
14.	Straight or heterosexual	
15.	Bisexual	
16.	Something else	
17.	Don't know	
18.	Choose not to disclose	
19.	Total Patients (Sum Lines 13 to 18)	

Line	Patients by Gender Identity	Number (a)
20.	Male	
21.	Female	
22.	Transgender Male/ Female-to-Male	
23.	Transgender Female/ Male-to-Female	
24.	Gender queer	
25.	Other	
26.	Choose not to disclose	
27.	Total Patients (Sum Lines 20 to 26)	

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

EMERGING ISSUES WITH THE ELECTRONIC MEDICAL RECORD:

- **Challenges with software application capabilities**
- **Key issues related to clinical considerations**

Example: Issues like labor and delivery with a female-to-male/FtM transman (female at birth and current gender is male) are still being explored and Epic will return to this and issues related to health maintenance in the future.

EMERGING ISSUES WITH THE ELECTRONIC HEALTH RECORD:

1. Billing issues related to Gender Identity are addressed in Epic update for 2016 and allow for an over-ride for insurance listed gender. Registration will be able to over-ride on this.
2. Allowing patient updates on demographics in My Chart have been reasonably successful including SOGI
3. Patient wrist bands can include demographic info.
4. Preferred pronouns are NOT in EPIC 2016.

ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

PREPARING STAFF FOR SOGI DATA COLLECTION

Training & other issues needing to be addressed

- ✓ The mandates and disparity issues that necessitate this work
- ✓ Appropriate language – pronouns, preferred name
- ✓ LGBTQ definitions
- ✓ Rooming and bathroom issues
- ✓ Respect



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

UTILIZING LEAN METHODOLOGY WITH PDSA
(Plan, Do, Study, Act) CYCLES OF IMPROVEMENT-

Testing the normalization and standardization of SOGI collection.

Proposed project: Improve data capture rate by asking SOGI questions during patient registration and increase staff comfort and welcoming of LGBTQ patients through training.

Cycle 1 –

- a) 1-2 clerk(s) over 1-2 clinic days will ask SOGI questions using a confidential paper questionnaire that patient can mark.***
- b) evaluate clerk, provider, patient experience.***
- c) study and develop next cycle of improvement.***



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

Steps toward LGBTQ Health Equity while preparing for SOGI!

- Learn about your local LGBTQ communities
- Review and update local policies for inclusion
- Engaging the right members for the team
- Understand your EHR capabilities and possible work arounds
- Standardize and normalize LGBTQ language & data collection
- Train staff for appropriate language usage and behavioral expectations
- Utilize PDSA methodology to break through sensitivity issues



ARE YOU READY FOR SEXUAL ORIENTATION AND GENDER IDENTITY?

For additional information, please contact:

- Joanne Genet, PA, Joanne.genet@hsd.cccounty.us
- Rajiv Pramanik, MD Rajiv.prmanik@hsd.cccounty.us
- Conception James, MA, Connie.james@hsd.cccounty.us