What does it mean to identify as LGBTQ?

What are the unique health concerns of LGBTQ persons?

Why do these health concerns exist?

How can we provide culturally competent care?
What does it mean to identify as LGBTQ?

Sex at birth

Male

Female

Disorder of Sex Development (1 in 100 births)

Genetically female (X,X) male genitalia

Genetically male (X,Y) female genitalia

Both ovaries and testes/intersex

Abnormal chromosome arrangement (extra or missing X) or abnormal gonads/endocrine concerns at puberty.

Klein Sexual Orientation Grid

**Sexual Attraction.**
To whom are you sexually attracted?

**Sexual Behavior.**
With whom have you had sex?

**Emotional Preference.**
Who do you feel more drawn to or close to emotionally?

**Social Preference.**
Which gender do you socialize with?

<table>
<thead>
<tr>
<th></th>
<th>Past</th>
<th>Present</th>
<th>Ideal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Different sex only</td>
<td>Different sex mostly</td>
<td>Different sex somewhat more</td>
<td>Both sexes equally</td>
</tr>
<tr>
<td>Similar sex somewhat more</td>
<td>Similar sex mostly</td>
<td>Similar sex only</td>
<td></td>
</tr>
</tbody>
</table>

Prevalence of LGBT attraction and behavior is greater than identity

<table>
<thead>
<tr>
<th></th>
<th>Women</th>
<th>Men</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same-sex attraction</td>
<td>7.5%</td>
<td>7.7%</td>
</tr>
<tr>
<td>Same-sex behavior since puberty</td>
<td>4.3%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Identity as homosexual or bisexual</td>
<td>1.4%</td>
<td>2.8%</td>
</tr>
</tbody>
</table>


We lack reliable data on the prevalence of transgender persons. The estimated prevalence is between 0.00003-0.002%.

Source: www.glma.org

Be comfortable with fluidity

Sex (Biological/Medical Assignment)

- Male
  - Gender Identity (Internal)
  - Gender Expression (External)
- Female
  - Gender Identity (Internal)
  - Gender Expression (External)
Males
- Masculine
  - Sexual Identity (Attraction)
- Feminine
  - Sexual Identity (Attraction)
Females
- Sexual Expression (Behaviors)
  - Males

Source: Allies of Texas State, Texas State University – San Marcos

What are the unique health concerns of LGBTQ persons?
Health concerns of LGBT youth

- LGBT youth do not feel safe at school
  - 80% experience verbal harassment
  - 40% experience physical harassment
  - 60% feel unsafe

- Up to 40% homeless youth identify as LGBT

- LGBT youth are 2x more likely to attempt suicide than their heterosexual peers
  - www.thetrevorproject.org

- LGBT youth are more likely than heterosexual youth to report depression, anxiety, and substance use


Health concerns of lesbian and bisexual women

- Elevated risk for heart disease, breast cancer & gynecological cancers
  - Lower likelihood of screening
  - Late Diagnosis/Complications

- Access to culturally competent healthcare
  - Uninsured or underinsured

- Increased depression, anxiety, tobacco, alcohol and substance use

- Sexual and relationship concerns:
  - Intimate Partner Violence
  - Sexually Transmitted Diseases and Bacterial Vaginosis


Health concerns of gay and bisexual men

- Access to culturally competent healthcare

- High rates of HIV infection
  - 63% new infections among MSM
  - Infection among young African American MSM is particularly high

- High rates of STI infection
  - Syphilis, chlamydia, and gonorrhea
  - Anal cancers

- Higher prevalence of depression, anxiety, and substance use than heterosexuals

Health concerns of transgender persons

- Equitable access to healthcare
- Hormone therapy & surgical procedures
- Culturally competent healthcare providers
- High rates of HIV/STI infection
- Higher prevalence of depression, anxiety, and substance use than heterosexuals
- Increased risk of cardiovascular disease and cancers resulting from hormone treatment, smoking, obesity, high blood pressure, and diabetes


Health concerns of LGBT seniors

- Access to culturally competent healthcare
- 1st senior cohort living with HIV
- Comorbidities include heart disease, cancer, and HIV-associated neurocognitive disorders
- Social isolation and a limited social support
- Access to culturally competent senior housing and care


Why do these health concerns exist?
Understand the cycle of socialization/oppression

- Born into society
- Confusion
- Hurt
- Anger
- CORE
- Fear
- Actions reinforce the existing paradigm
- Dissonance develops
- Institutional and cultural standards reinforce paradigm

- Socialized to accept a dominant paradigm

Dissonance


A personal reflection on heterosexual and cisgender privilege

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Appreciate intersecting identities

Consider your:
- Race
- Class
- Sex/gender & gender identity
- Sexual orientation
- Spiritual practice/religion
- Age
- Nationality
- Ableness

Source: Robyn Ochs, Creating Change 2014, Houston, Texas.
How can we provide culturally competent care?

Understand your organization’s culture

Use the change management model

- People
- Practices
- Policies
Do the hard work needed to succeed

- Open & honest communication
- Full participation (at each person's comfort level)
- Speak from personal experience
- Listen respectfully
- Encourage others to participate
- Be open to new perspectives
- Take risks
- Respect and maintain confidentiality
- Notice and name triggers
- Trust that dialogue will take everyone to a deeper level of understanding and acceptance
- Have fun

Take your time and do it well

Policies and procedures
- Include sexual orientation and gender identity in nondiscrimination policy
- Have a patients' bill of rights that allows patients to identify a support person of their choice
- Integrate a broad definition of family into policies

Demonstrate commitment to inclusivity
- Develop mechanism for reporting discrimination
- Develop a disciplinary procedure for discrimination claims
- Identify stakeholders and community advisory groups supportive of LGBT patients and families

Creating a welcoming environment
- Display the nondiscrimination policy and patient bill of rights
- Include visual cues in public spaces
- Create unisex or single-stall restrooms
- Ensure equal access to services

Avoid assumptions about sexual orientation or gender identity
- Be aware of assumptions and biases based on appearance
- Be aware of how biases affect communication
- Recognize that identities and behaviors do not always align; embrace fluidity

Facilitate safe disclosure of sexual or gender identity
- Recognize coming out is an individual decision
- Use gender neutral language
- Listen and reflect on the other person's preferred language about their gender and their partners


Source: IOM (2011). The health of lesbian, gay, bisexual, and transgender people: Building a foundation for a better understanding.

Source: IOM (2011). The health of lesbian, gay, bisexual, and transgender people: Building a foundation for a better understanding.
Provide information appropriate to specific health concerns

- To make good referrals, become familiar with local and online resources, http://pridecentersa.org/resources/

Ensure equitable treatment of LGBT employees

- Include sexual orientation and gender identity in employee nondiscrimination policy
- Equalize benefits for persons in same-sex relationships and transgender persons
- Demonstrate a commitment to LGBT inclusion in recruitment and hiring
- Provide LGBT cultural competency training
- Develop a transition plan supportive of transgender employees
- Support an LGBT employee organization

Source: IOM (2011). The health of lesbian, gay, bisexual, and transgender people: Building a foundation for a better understanding.

When collecting data, include sexual orientation and gender identity

- Create an electronic medical record (EMR) template that includes sexual orientation and gender identity
- Ensure EMR templates and treatment algorithms cue healthcare providers to needs unique to LGBT patients
- Collect quantitative and qualitative employee and patient satisfaction data
- Ensure confidentiality
- Allow for voluntary disclosure
- Use metrics to inform service delivery

Tailor outreach and patient education

- Ensure outreach activities are LGBT-inclusive
- Hire outreach workers who are familiar with the LGBT community
- Collaborate with LGBT-friendly agencies with expertise different than your own
- Tailor sections of your website, social media, and print materials to meet the needs of LGBT patients
- Provide community education for members of the LGBT community and their allies

Source: IOM (2011). The health of lesbian, gay, bisexual, and transgender people: Building a foundation for a better understanding.

Culturally Sensitive Language: Lesbian, Gay, Bisexual, Transgender and Queer

<table>
<thead>
<tr>
<th>Instead of...</th>
<th>Consider Gender Neutral Alternatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should I contact your HUSBAND/WIFE?</td>
<td>Spouse or Partner</td>
</tr>
<tr>
<td>Are you MARRIED?</td>
<td>Partnership or Relationship</td>
</tr>
<tr>
<td>Are you the child's MOTHER/FATHER?</td>
<td>Parent or Guardian</td>
</tr>
</tbody>
</table>
Culturally Sensitive Language: Transgender/Queer

<table>
<thead>
<tr>
<th>Subject Pronoun</th>
<th>Object Pronoun</th>
<th>Possessive Pronoun</th>
</tr>
</thead>
<tbody>
<tr>
<td>She</td>
<td>her</td>
<td>her</td>
</tr>
<tr>
<td>He</td>
<td>him</td>
<td>his</td>
</tr>
<tr>
<td>They (are)</td>
<td>them</td>
<td>their</td>
</tr>
<tr>
<td>Ze</td>
<td>hir</td>
<td>hir/hirs</td>
</tr>
<tr>
<td>Ze</td>
<td>zir</td>
<td>zir/zirs</td>
</tr>
<tr>
<td>Name</td>
<td>Name</td>
<td>Name's</td>
</tr>
</tbody>
</table>

HEALTHCARE EQUALITY INDEX

- Healthcare organizations that would like to evaluate whether they are providing equitable and inclusive healthcare to LGBT individuals: [http://www.hrc.org/hei/](http://www.hrc.org/hei/)

Recommended reading and websites

- Gay and Lesbian Medical Association, [www.glma.org](http://www.glma.org)
- The Fenway Institute National LGBT Health Education Center, [www.lgbthealtheducation.org](http://www.lgbthealtheducation.org)
Recommended reading and websites

- The National Gay and Lesbian Task Force, [www.thetaskforce.org](http://www.thetaskforce.org)
- LGBT data, [www.lgbtdata.com](http://www.lgbtdata.com)
- CDC LGBT Health, [www.cdc.gov/lgbthealth](http://www.cdc.gov/lgbthealth)
- UCSF Center of Excellence for Transgender Health, [www.transhealth.ucsf.edu](http://www.transhealth.ucsf.edu)
- George Washington University Graduate Certificate in LGBT Health, [www.lgbt.columbian.gwu.edu](http://www.lgbt.columbian.gwu.edu)

Local Resources

San Antonio
- San Antonio LGBT Chamber of Commerce: Foster a positive image of LGBT persons as well as the business community, and promote a positive image of LGBT business and the businesses and professional organizations that support them.

Houston

National
- GLBT National Helpline: 888.843.4564
- LGBT Helpline: 888.340.4528

Questions?

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