LGBTQ+ Cultural Competency

Resources & Strategies for Creating a Welcoming & Inclusive Clinical Environment
Agenda

1. Library Guide
2. Terminology
3. Case Studies
4. Keck Pride & USC trainings
Creating a welcoming & inclusive environment
When Health Care Isn't Caring

Lambda Legal
making the case for equality

https://www.hrc.org/hei
4 Elements of LGBTQ Patient-Centered Care

1. An LGBTQ-inclusive patient non-discrimination policy
2. An LGBTQ-inclusive visitation policy
3. An LGBTQ-inclusive employment non-discrimination policy
4. Staff training in LGBTQ patient-centered care

- Keck Medical Center of USC 100%
- Verdugo Hills 100%
- LAC-USC Medical Center 95%

https://www.hrc.org/hei
Terminology

https://thesafezoneproject.com/resources/#Handouts
<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Sex</th>
<th>Gender Identity</th>
<th>Gender Expression</th>
</tr>
</thead>
<tbody>
<tr>
<td>An inherent or immutable enduring emotional, romantic or sexual attraction to other people.</td>
<td>Assigned at birth or during ultrasound) based on genitalia. Biological status. Typically categorized as male, female, or intersex.</td>
<td>One’s innermost concept of self as male, female, a blend of both or neither – how individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.</td>
<td>External appearance of one's gender identity, usually expressed through behavior, clothing, haircut or voice.</td>
</tr>
</tbody>
</table>

https://www.hrc.org/resources/glossary-of-terms
The Genderbread Person

Identity ≠ Expression ≠ Sex
Gender ≠ Sexual Orientation

Sex Assigned At Birth
- Female
- Intersex
- Male

Sexually Attracted to...
- Women a/o Feminine a/o Female People
- Men a/o Masculine a/o Male People

Romantically Attracted to...
- Women a/o Feminine a/o Female People
- Men a/o Masculine a/o Male People

https://thesafezoneproject.com/resources/#Handouts
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesbian</td>
<td>A woman who is emotionally, romantically or sexually attracted to other women.</td>
</tr>
<tr>
<td>Gay</td>
<td>A person who is emotionally, romantically or sexually attracted to members of the same gender.</td>
</tr>
<tr>
<td>Bisexual</td>
<td>A person emotionally, romantically or sexually attracted to more than one sex or gender identity.</td>
</tr>
<tr>
<td>Trans/Transgender</td>
<td>Umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth.</td>
</tr>
<tr>
<td>Queer</td>
<td>Term to express fluid identities and orientations.</td>
</tr>
<tr>
<td>Gender Transition/Transitioning</td>
<td>The process by which some people strive to more closely align their internal knowledge of gender with its outward appearance. Some people socially transition while others undergo physical transitions through medical interventions.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
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<td>----------------------------------</td>
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</tr>
<tr>
<td>Cisgender</td>
<td>Person whose gender identity aligns with those typically associated with the sex assigned to them at birth.</td>
</tr>
<tr>
<td>Genderqueer/gender non-binary/gender non-conforming/gender fluid/two-spirit</td>
<td>All have slightly different meanings, but all reject social gender norms, ideologies, and the idea of a static or fixed gender identity.</td>
</tr>
<tr>
<td>Intersex</td>
<td>An umbrella term describing people born with reproductive or sexual anatomy and/or a chromosome pattern that can't be classified as typically male or female. Avoid the outdated and derogatory term &quot;hermaphrodite.&quot; Not the same as Transgender.</td>
</tr>
<tr>
<td>Asexual</td>
<td>Lack of a sexual attraction/desire for other people.</td>
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</tbody>
</table>

https://www.hrc.org/resources/glossary-of-terms
https://www.glaad.org/reference/lgbtq
<table>
<thead>
<tr>
<th>Offensive</th>
<th>Preferred</th>
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<tbody>
<tr>
<td>&quot;homosexual&quot; (n. or adj.)</td>
<td>&quot;gay&quot; (adj.); &quot;gay man&quot; or &quot;lesbian person/people&quot;</td>
</tr>
<tr>
<td>&quot;homosexual relations/relationship,&quot; &quot;homosexual couple,&quot; &quot;homosexual sex,&quot; etc.</td>
<td>&quot;relationship,&quot; &quot;couple&quot; (or, if necessary, &quot;gay/lesbian/same-sex couple&quot;), &quot;sex,&quot; etc.</td>
</tr>
<tr>
<td>&quot;sexual preference&quot;</td>
<td>&quot;sexual orientation&quot; or &quot;orientation&quot;</td>
</tr>
<tr>
<td>&quot;gay lifestyle,&quot; &quot;homosexual lifestyle,&quot; or &quot;transgender lifestyle&quot;</td>
<td>&quot;LGBTQ people and their lives&quot;</td>
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<tr>
<td>&quot;admitted homosexual&quot; or &quot;avowed homosexual&quot;</td>
<td>&quot;out gay man,&quot; &quot;out lesbian,&quot; or &quot;out queer person&quot;</td>
</tr>
<tr>
<td>&quot;gay agenda&quot; or &quot;homosexual agenda&quot;</td>
<td>&quot;Accurate descriptions of the issues (e.g., &quot;inclusion in existing nondiscrimination laws,&quot; &quot;securing equal employment protections&quot;)</td>
</tr>
<tr>
<td>&quot;special rights&quot;</td>
<td>equal rights&quot; or &quot;equal protection&quot;</td>
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</table>

[https://www.glaad.org/reference/lgbtq](https://www.glaad.org/reference/lgbtq)
## Gender Pronouns

<table>
<thead>
<tr>
<th>She/her/hers/herself</th>
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</thead>
<tbody>
<tr>
<td>He/him/his/himself</td>
</tr>
<tr>
<td>They/them/theirs/Themself</td>
</tr>
<tr>
<td>Ze</td>
</tr>
<tr>
<td>hir/zir</td>
</tr>
<tr>
<td>hirs/zirs</td>
</tr>
<tr>
<td>hirself/zirself</td>
</tr>
</tbody>
</table>

[https://lgbtrc.usc.edu/trans/transgender/pronouns/](https://lgbtrc.usc.edu/trans/transgender/pronouns/)
<table>
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<tr>
<th>BEST PRACTICES</th>
<th>EXAMPLES</th>
</tr>
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<tbody>
<tr>
<td>When addressing patients, avoid using gender terms like “sir” or “ma’am.”</td>
<td>“How may I help you today?”</td>
</tr>
<tr>
<td>When talking about patients, avoid pronouns and other gender terms. Or, use gender neutral words such as “they.” Never refer to someone as “it”.</td>
<td>“Your patient is here in the waiting room.”</td>
</tr>
<tr>
<td></td>
<td>“They are here for their 3 o’clock appointment,”</td>
</tr>
<tr>
<td>Politey ask if you are unsure about a patient’s preferred name.</td>
<td>“What name would you like us to use?”</td>
</tr>
<tr>
<td></td>
<td>“I would like to be respectful—how would you like to be addressed?”</td>
</tr>
<tr>
<td>Ask respectfully about names if they do not match in your records.</td>
<td>“Could your chart be under another name?”</td>
</tr>
<tr>
<td></td>
<td>“What is the name on your insurance?”</td>
</tr>
<tr>
<td>Did you goof? Politely apologize.</td>
<td>“I apologize for using the wrong pronoun. I did not mean to disrespect you.”</td>
</tr>
<tr>
<td>Only ask information that is required.</td>
<td>Ask yourself: What do I know? What do I need to know? How can I ask in a sensitive way?</td>
</tr>
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</table>
Case Scenarios

We are using the following case scenarios with permission from the National LGBT Health Center/Fenway Institute. The case scenarios are protected by copyright.

https://www.lgbthealtheducation.org/lgbt-education/learning-modules/
Case Scenario: Ethan
Gladys, the medical assistant, is asked to prepare a patient for a preventative screening. Gladys glances at the chart and notes that the name on the chart is “Emily Turner.” When Gladys enters the examination room where the patient is waiting, she sees a man leaning against the exam table. He says, “Hi, I’m Ethan.”

- How can Gladys politely determine if she is in the correct room and if the patient is here for a Pap smear?
- What is the best to convey transgender patients’ preferred names to all staff involved in their care?
Case Scenario: Herb
Stella, a case manager, is meeting a new patient, an older gentleman named Herb. Stella asks Herb who will be his Emergency Contact. Herb remains silent for a bit, appearing to be unsure of who he would want to list. He eventually gives a name, and Stella asks what Herb’s relationship is to this contact. Herb says, “Well, I guess you could say that he is my friend.”

Stella is surprised that he would choose a friend and asks Herb if he has any family he could include instead. Herb is upset as he sits through the rest of the registration process.

Why might Herb be upset?
Why might Herb have named a friend instead of family?
What could be done to prevent this situation?
Case Scenario: Gloria
Gloria was seeing her primary care provider for her annual wellness checkup. When taking a history of her sexual health, Gloria and her provider discuss that Gloria identifies as bisexual, and is currently in a monogamous relationship with another woman.

The provider then started talking to Gloria about pregnancy prevention. Gloria said that it wasn’t necessary and that she wasn’t interested, but the provider insisted.

The provider said Gloria should take the birth control prescription because “bisexuals sometimes go back to men because they are confused and cannot make up their minds.”

- What should the provider have said instead?
- How could Gloria’s provider talk to her about birth control while being respectful?
- I have heard some people describe themselves as pansexual. Is that the same as bisexual?
Keck Pride is the committee whose members help design and implement strategies to foster a welcoming environment for LGBTQ patients, families, and employees throughout Keck Medicine of USC. We are comprised of staff, faculty, and students from across the medical enterprise, including Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital, USC Ambulatory Care Clinics, Keck School of Medicine, and more.

Keck Pride reviews Healthcare Equality Index (HEI) recommendations and guidelines on a yearly basis and prioritizes implementation strategies that align with Keck Medicine of USC’s goals for patient care, employee engagement, and community benefit.

Chair: Lindsey Lawrence
Executive Sponsor (KMC): Felipe Osorno
Executive Sponsor (VHH): Theresa Murphy

Serve as a resource for LGBTQ-related initiatives throughout Keck Medicine of USC, including but not limited to:

- **Patient Care**: provide training to staff, provide assistance and best practices for policies/procedures, sexual orientation and gender identity data collection, etc.
- **Employee Engagement**: provide peer support and community, provide assistance and best practices for HR, promote visibility (social events, celebrations, etc).
- **Community Benefit**: liaise with community partners, plan community visibility events, and sponsor LGBTQ health-related events.
Healthcare Equality Index Participation: KMC and VHH

- Updated public-facing websites to include our expanded non-discrimination policy and equal visitation policy
- Walked in the Los Angeles Pride Parade for first time ever
- 3rd Annual Pride Breakfast at Keck Hospital
- Created and approved 3 new policies on caring for transgender patients
- Trained 175+ staff members across health system on LGBTQ Health
- Worked with IT to incorporate best practices (family relationships, collecting SOGI info)

Keck Hospital of USC
USC Norris Cancer Hospital
USC Verdugo Hills Hospital

http://www.hrc.org/hei
2019 Application: 135 questions, with corresponding documentation and examples
New capabilities for recording gender identity, birth sex, and sexual orientation in KeckCare

For all admissions, users are now able to separate out gender identity and birth sex, and accurately capture nonbinary patients.

Providers are also able to record more detailed information about gender identity and sexual orientation, using options from the federal government (not mandatory).

- “Stated Sex” replaces “Sex,” also known as “administrative sex” or “gender identity.”
- The patient’s response should populate “Stated Sex,” even if their gender identity is different from their legal documents.
- At Keck, we do not require anyone to take legal or medical steps in order to recognize and affirm their gender identity.
- No “proof” is required to respect someone’s gender identity, preferred name, or pronoun use.
**Inclusive Policies/Procedures**

Hospital non-discrimination, admitting, visitor, and patient rights and responsibilities policies were revised to include “gender identity” as protected in 2015:

- **Patient Non-Discrimination Policy**
- **Admitting Guidelines**
- **Visitors and Overnight Guests**
- **Patient's Rights and Responsibilities**

### NEW: Protocols for Interacting with Transgender Patients

- To ensure that staff interact with transgender people with professionalism, courtesy, and respect:
  - Proper pronouns and name in use
  - Not asking about someone’s transgender status unless medically necessary

### NEW: Restroom Access

- To ensure that all patients, staff, and visitors have safe and equal access to restrooms:
  - People use the restroom that matches their gender identity
  - Harassment will not be tolerated

### REVISED: Admission Process: Admission and Placement of Patient

- To ensure that transgender patients are roomed appropriately:
  - Gender-based room assignments are based on the patient’s self-identified gender identity, regardless of legal sex, surgical history, or name/sex on hospital records
Policies/Training Make an Impact: Real Patient Letter

I have autism and am a transgender male. I started my transition from female to male just over a year ago. Because of having a seizure disorder, I have been to hospital emergency rooms and been admitted to in-patient many times. I have had many awful experiences that resulted in me being very afraid of hospital staff altogether. Since starting my transition, I became more afraid of being treated badly by hospital staff and physicians.

The nurses [at the Verdugo Hills Hospital ER] were very sensitive to my needs, using male pronouns and treating me with such dignity, that I felt safe when I was there. For me, that’s huge.

I attend a weekly support group for transgender people, and I hear so many stories of abusive treatment. The world can be very unkind. However, every good experience brings back hope. Being treated with dignity is so important. It can make such a difference to someone like myself.

I was told hospital staff are offered classes on how to better treat patients of the LGBTQ community. Thank you.
Thank you!
Lindsey Lawrence, MHA
Lindsey.Lawrence@med.usc.edu

Join the Keck Pride email list to find out more about what’s happening for Keck Medicine of USC!

keckpride@med.usc.edu

If you have a @med.usc.edu email address, you can access the Keck Pride SharePoint Site! (Facebook page coming in 2019!)

Go to kecknet.usc.edu
and look under “Important Links”

Keck PRIDE
Keck Services
Keck Wellness
KMC Human Resources
Kronos
myUSChart
Nurses Portal
Nursing Administration
Office of Compliance
Physician Privilege portal
Provider Call Schedule
USC Credit Union
USC Directories
USC Employee Gateway
MedLambda Information

- SoCal LGBTQIA+ Conference: January 20th, 2019 at UC Irvine School of Medicine
  - Ticket Leap: [https://socallgbthealthconference.ticketleap.com/](https://socallgbthealthconference.ticketleap.com/)
  - Facebook page: [https://www.facebook.com/events/923786521150094/](https://www.facebook.com/events/923786521150094/)
  - Event Website: [http://www.socallgbthealthconference.org/](http://www.socallgbthealthconference.org/)
- Email medlambda@gmail.com for more information and to join our listserv for monthly events!
Hannah Schilperoort

- Information Services Librarian
- schilper@usc.edu
- LGBTQ+ Health & Cultural Competency Library Guide

Research Help

- Desk – Plaza Level
- Phone: (323) 442-1116
- Chat: see red box at lower right-hand corner of page
- Email: medlib@usc.edu
- Request a consultation
- Ask a Librarian form
THANK YOU