LGBTQ Health: Improving LGBTQ Health in Iowa
One Iowa Keynote

Regina R. Washington, DrPH
Program Director
LGBT HealthLink, a Program of CenterLink
Learning Objectives

• Learn about best practices of action that institutions and people in positions of power can use to influence policy and systems change.

• Describe three action steps that anyone can do to help improve LGBTQ health outcomes in Iowa.
Reflection and Self-Assessment

Taking your new knowledge from today’s discussion on LGBTQ health care, answer the following questions:

1. What do you see as potential barriers or challenges for taking the next steps in improving LGBTQ health in your community?

2. What are some initial steps you can take in your own practice or everyday life that can improve LGBTQ health care?
Health is affected by more than just health care

- Health starts in:
  - Our homes
  - Our schools
  - Our workplaces
  - Our neighborhoods
  - Our communities

- Social determinants of health are conditions in the environments in which people are born, live, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risk.¹

¹ Image: Healthy People 2020 Social Determinants of Health
Healthy People 2020 Approach to Social Determinants of Health (SDOH)

- Access to health care
- Access to primary care
- Health literacy
- Civic participation
- Discrimination
- Incarceration
- Social Cohesion

- Access to foods that support healthy eating patterns
- Crime and violence
- Environmental conditions
- Quality of housing

- Employment
- Food insecurity
- Housing instability
- Poverty

- Early Childhood Education and Development
- Enrollment in Higher Ed
- High School Graduation
- Language and literacy

- Economic Stability
- SDOH
- Neighborhood and Built Environment
- Health and Health Care
- Education
- Social and Community Context

Image and text from Healthy People 2020 Social Determinants of Health
Applying SDOH to LGBTQ Communities

- Many LGBTQ people don’t have access to LGBTQ competent providers
- Many LGBTQ people are still uninsured or underinsured and certain medications/treatment may not be covered under their plan
- Many LGBTQ youth are homeless due to parental rejection
- LGBTQ people are at risk for abuse and violence
- LGBTQ people may be included in certain communities, but be rejected by others
- Laws may not protect LGBTQ citizens
- LGBTQ youth may be bullied, discriminated against or stigmatized
- Schools may not enforce LGBTQ inclusion and acceptance
- LGBTQ people may face discrimination in the workplace ➔ economic instability

Image: Healthy People 2020 Social Determinants of Health
What can people in positions of power do to improve LGBTQ health?

- Promote anti-discrimination laws in housing and employment
- Educate and provide adequate support to tobacco control
- Promote anti-bullying laws in schools
- Train and educate educators on LGBTQ youth and how to affirm them in school
- Provide/Promote safe places for LGBTQ youth
- Support training of health care providers on the needs of LGBTQ community members
- Promote anti-discrimination laws in all areas
- Engage community members on important issues related to their community and others
- Increase visibility of LGBTQ community
- Promote safe communities for LGBTQ people
- Promote access to safe places for exercise and food
- Promote anti-discrimination laws in housing and employment
- Engage community members on important issues related to their community and others
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- Promote anti-discrimination laws in all areas
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Local Municipalities & Counties with Non-Discrimination Ordinances Covering Private Employment, Housing, and Public Accommodations

**SEXUAL ORIENTATION**
- 100% of population protected

**GENDER IDENTITY**
- 100% of population protected

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**LEGEND**
- State Protections
- County Protections
- City Protections
- No Protections
- NDOs Banned

Image: Movement Advance Project State Profiles: Iowa
Excerpt from: To Treat Me, You Have to Know Who I am: The National LGBT Cancer Network
Tobacco Control within LGBTQ Populations

<table>
<thead>
<tr>
<th>Measures for LGBT-tailed Comprehensive Tobacco Control Programs</th>
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<tr>
<td>1. Promote LGBT professional safety &amp; leadership in public health</td>
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<td>2. Include LGBT community members in policy planning steps</td>
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<td>3. Monitor impact of tobacco on LGBT populations</td>
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<td>4. Establish cultural competency standards for statewide programs</td>
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<td>5. Fund community-based programs to help reduce LGBT tobacco disparities</td>
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<td>6. Routinely integrate LGBT tailored efforts into larger wellness/tobacco campaigns</td>
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<td>7. Disseminate findings and lessons learned</td>
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LGBT Best and Promising Practices for Comprehensive Tobacco Control Programs

www.LGBTCenters.org ● 954-765-6024 ● information@LGBTCenters.org
Greater consideration should be given to the needs of LGBTQ patients across the cancer care continuum, including the following:

- Prevention
- Early detection
- Diagnosis
- Treatment
- Survivorship
- End of Life Care
Promoting LGBTQ health and wellness in health care settings

- Create a welcoming environment inclusive of LGBTQ patients
  - Post hospital’s/clinic’s nondiscrimination policy and/or patient bill of rights
  - Waiting rooms and common areas should include LGBTQ-relevant magazines, posters, local LGBTQ resources, and ally/rainbow stickers/signs where able
  - Décor/images of couples and families should include same-sex families/partners
  - Rainbow lapel pins can be worn by staff
  - Allow for gender-neutral/unisex/single-stall restrooms
  - Customize patient intake forms with questions SOGI information
Cultural competency (often called diversity education or cultural sensitivity training) is a “set of congruent behaviors, attitudes, knowledge and policies that enable effective work in cross-cultural situations”

- Cultural competency is key to promoting health and wellness in the LGBTQ community.
- These trainings, while differing based on audience and other factors, often share a common goal of bringing about positive, LGBTQ-affirming change in participants’ knowledge, attitude and behavior towards LGBTQ patients.

**Common LGBTQ Cultural Competency Training Goals Are:**

1. To increase **knowledge** about LGBTQ health/social service needs.
2. To increase LGBTQ-affirming **attitude**
3. To increase LGBTQ-affirming **behavior**

**TO CHANGE:**

<table>
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<tr>
<th>knowledge</th>
<th>attitude/behavior</th>
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Generally, knowledge-based goals are the easier to change than attitude or behavior-based goals.
### Promoting LGBTQ health and wellness in health care settings

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<th>Focus Area</th>
<th>Description</th>
<th>Achievements</th>
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| **Institutional Climate and Visibility** | Nurture and support LGBT diversity and inclusion in the workplace, classroom, and healthcare settings | - Collection of sexual orientation/gender identity demographics and addition of LGBT visibility questions to annual graduate medical education climate survey (distributed to all residents and fellows at Penn)  
- Supported the launch of an OUTList, which lists out LGBT students, faculty, and staff  
- Sponsored LGBT networking events |
| **Health Education**            | Enhance education of faculty, students, and staff in LGBT health and health disparities | - Delivery of 10 LGBT health-themed lectures  
- Organization of an interdisciplinary seminar titled “Let’s Talk About LGBT Health: Realizing the Unique Health Needs of the LGBT Community,” with 70+ people attending  
- Hosted a seminar titled “Intersections: The Impact of Sexual Orientation, Gender Identity, and Race/Ethnicity on Health”, with 100+ people attending |
| **Research**                    | Foster research on optimal ways to improve the care for LGBT patients and their families | - Participation in 6 LGBT health-related studies  
- Presentations at 3 national meetings |
| **Patient Care**               | Provide improved patient and family-centered care to the LGBT community      | - Development of a patient brochure listing Penn providers with specific expertise in LGBT health  
- “Successfully lead Penn Medicine’s effort to be listed as a 2014 LGBT Healthcare Equality Leader from the Human Rights Campaign” |
| **Community Outreach**         | Increase collaboration between Penn, affiliated health systems, and the Philadelphia LGBT community | - Participation in LGBT community events and health fairs  
- Production of videos featuring community leaders speaking about LGBT health  
- Hosting of LGBT community reception with over 50 attendees |
Promoting LGBTQ health and wellness in health care settings

- Patient Education and Support
  - Enhance patient navigation and care coordination, particularly for those with chronic disease
  - Increase patient access to culturally competent support services (ex. Tobacco cessation programs targeted to LGBTQ communities)
  - Create safe spaces for LGBTQ patients (as mentioned in creating a welcoming environment)
  - Increase patient knowledge of LGBTQ health disparities and appropriate screening recommendations

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Promoting LGBTQ health and wellness in health care settings

➢ Workforce Development and Diversity
  ➢ Expand and promote cultural competency training for all staff including front staff, nursing, physicians, etc.
  ➢ Incorporate/include LGBTQ training into training curricula, training requirements and certification exam content for all staff
  ➢ Foster safe environments for LGBTQ staff and providers through anti-discrimination policies in the workplace
Promoting LGBTQ health and wellness in health care settings

- Quality Improvement Strategies
  - Create LGBTQ inclusive intake forms
  - Collect SOGI information into the electronic medical record and use appropriately and sensitively as a tool to be culturally competent and to have a reminder/primer before speaking with an LGBTQ patient (help to avoid mistakes)
  - Promote importance of patient follow-up and continuity of care (goes along with patient education)
Promoting LGBTQ health and wellness in health care settings

➢ Policy Solutions
  ➢ Create and enforce policies ensuring access to culturally competent, equitable care across the lifespan
  ➢ Promote laws that ensure adequate insurance coverage to meet the needs of LGBTQ patients
  ➢ Promote policies that prohibit discrimination including anti-discrimination laws in housing, marriage, employment, health care, etc.
  ➢ Promote smoke-free LGBTQ bars, workplaces, and restaurants
Promoting LGBTQ health and wellness in health care settings

➢ Research
  ➢ Inclusion of SOGI data in national surveys, national registries, cancer registries, etc. to enable further understanding of LGBTQ health disparities
  ➢ Promote research among LGBTQ populations and include research on the intersections with LGBTQ identities
  ➢ Train the next generation of researchers, educators, physicians, social workers, nurses, and all others who have a role in LGBTQ health
Promoting LGBTQ health and wellness in health care settings

What can you do?

➢ Educate those around you
  ➢ Engage LGBTQ community members on issues that are specific to their community
  ➢ Enhance utilization of online engagement materials → design resources that are a “one-stop shop” for community members
  ➢ Engage with messages that are LGBTQ specific in promoting health promotion, health equity, and health care utilization
Promoting LGBTQ health and wellness in health care settings

What can you do?

➢ Systems Change
  ➢ Reduce barriers to care, enable and promote use of patient navigator for those LGBTQ patients with chronic disease
  ➢ Engage on environmental issues that promote better health such as smoke-free bars and restaurants
  ➢ Promote creating and utilization of LGBTQ-specific resources (tobacco cessation, cancer prevention)
Promoting LGBTQ health and wellness in health care settings

What can you do?

➢ Training
  ➢ Deliver culturally competent care through current recommendations that are supported by evidence
  ➢ Baseline recommendations include:
    ➢ educating staff on LGBTQ health disparities,
    ➢ adjusting approach in taking a social history,
    ➢ use of gender-neutral language in communication and intake forms,
    ➢ learning how to not make hetero-normative assumptions,
    ➢ ways to affirm sexual orientation and gender identity,
    ➢ and displaying LGBTQ-friendly symbols/images
JOIN THE MOVEMENT TO ACHIEVE LGBT HEALTH EQUITY!

www.mylgbthealthlink.org

HealthLink members have access to:

• Weekly LGBT Health News Roundup
• Scholarships to help support and promote leadership in LGBT health
• Members-only online networking groups
• Exclusive webinars and resources available for download
• Co-branding opportunities
THANK YOU!

Regina R. Washington, DrPH
Email: regina@lgbtcenters.org
Direct: 954.765.6024

Web: http://www.lgbthealthlink.org
Blog: http://blog.lgbthealthlink.org

Facebook: LGBT HealthLink
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References