

Eliminate Barriers to LGBTQ Patient Care

Create Inclusive Care Environments for LGBTQ Patient Populations

This course focuses on developing sensitivity to LGBTQ patients in a healthcare environment, and encourages care staff to interact appropriately with these patients to ensure they receive the best patient care. This includes accommodation of people across the spectrum of gender identity and promotes being sensitive to their needs, the laws around LGBTQ patient care, and other important patient care considerations. The course examines how to be allies with patients of different sexual orientations, people in transition, health factors common in this patient population, and also provides additional resources.

NEXT UP: HEALTH DISPARITIES

For many years, LGBTQ people have lacked **legal protections** and have experienced **discrimination** and **social exclusion**. These experiences have impacts on health.

Now, we will take a look at factors that have caused **barriers in accessing healthcare** and **health related disparities** for LGBTQ people.



◀ PREV NEXT ▶

“A history of stigma and discrimination has contributed to a number of health disparities experienced by lesbian, gay, bisexual, and transgender patients. Training hospital staff in providing an affirming environment for LGBTQ patients and visitors is essential in removing these barriers faced by LGBTQ folks in accessing health services, and improving the health outcomes of LGBTQ communities. Empowering staff with the knowledge and skills needed to create affirming environments for LGBTQ patients and families enables us to provide the best care possible for our patients, and facilitates an optimal patient and visitor experience.”

Sarah Bender (course author), Director of LGBTQ Services at NYC Health + Hospitals/Metropolitan

IMPACT:

- Improved patient satisfaction
- Better health outcomes
- Legal risk management

FEATURES:

- Use inclusive language and terminology when talking to and about LGBTQ patients
- Identify at least 5 major health disparities impacting LGBTQ patients across the United States
- Describe how to create an affirming environment in their own healthcare practice for LGBTQ patients and families

INITIATIVES AND GOALS SUPPORTED:

- Laws around LGBTQ Patient Care – Section 1557 of ACA
- Medicare & Medicaid compliance for visitors and medical decision-makers
- Anti-discrimination, sensitivity, and appropriate treatment

RECOMMENDED FOR:

- All Staff

COURSEWARE CONTENT:

- Creating a Welcoming Environment for LGBTQ Patients
- “To Treat Me, You Have to Know Who I Am” video
- Acronyms and Defining Sexual Orientation
- Common Gender Identities
- LGBTQ Communities in the U.S.
- Being allies to patients, families and colleagues
- Daily Tips
- Laws around LGBTQ Patient Care
- Additional Resources

Developed by:  cedar interactive

SUBJECT MATTER EXPERTS:

Sarah Bender is currently the Director of LGBTQ Services at NYC Health + Hospitals/Metropolitan. Sarah has seven years of experience designing and facilitating training sessions and speaking engagements related to sexual orientation and gender identity across a variety of industries. In her capacity at Metropolitan Hospital, Sarah has specifically focused on LGBTQ health equity training and curriculum design for New York City's public hospital system. Sarah has always focused on the intersections of gender and sexuality with social issues like health, human rights, and public policy; she previously taught courses on these topics for the Transitional Year Program

at Brandeis University. While serving as a volunteer in Jordan with the U.S. Peace Corps, she was the Founder and Coordinator of their LGBTQ training curriculum and support services for volunteers and staff. A graduate of Denison University, Sarah has her MA in Sustainable Development from the Heller School of Social Policy and Management at Brandeis University, and is a certified specialist in Gender and Development. Gay City News named Sarah a recipient of their 2016 "Impact Awards" for her work in LGBTQ health equity and her commitment to New York City's LGBTQ Communities.