# Enhancing Inclusive and Affirmative LGBTQ Clinical Practice:
A Quality Improvement Project
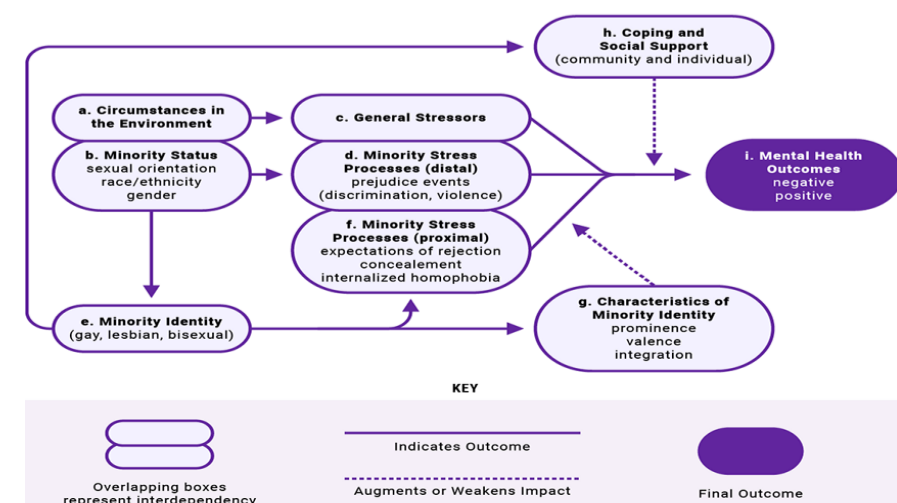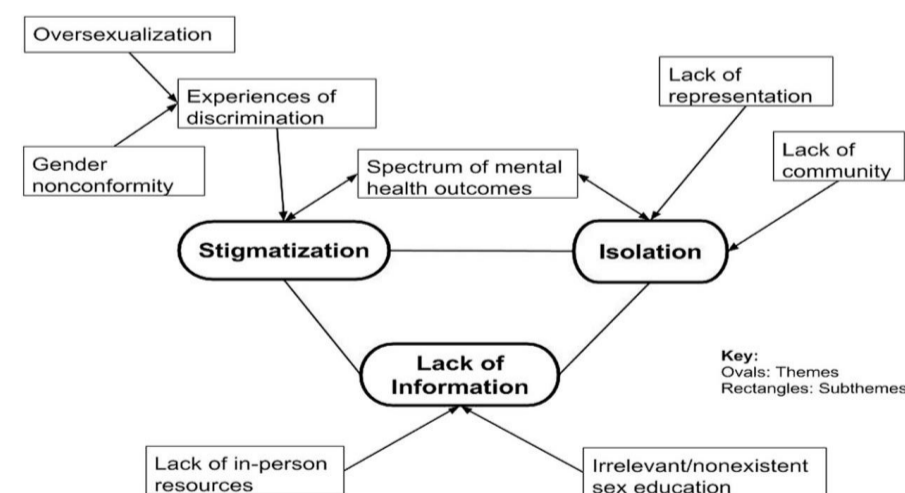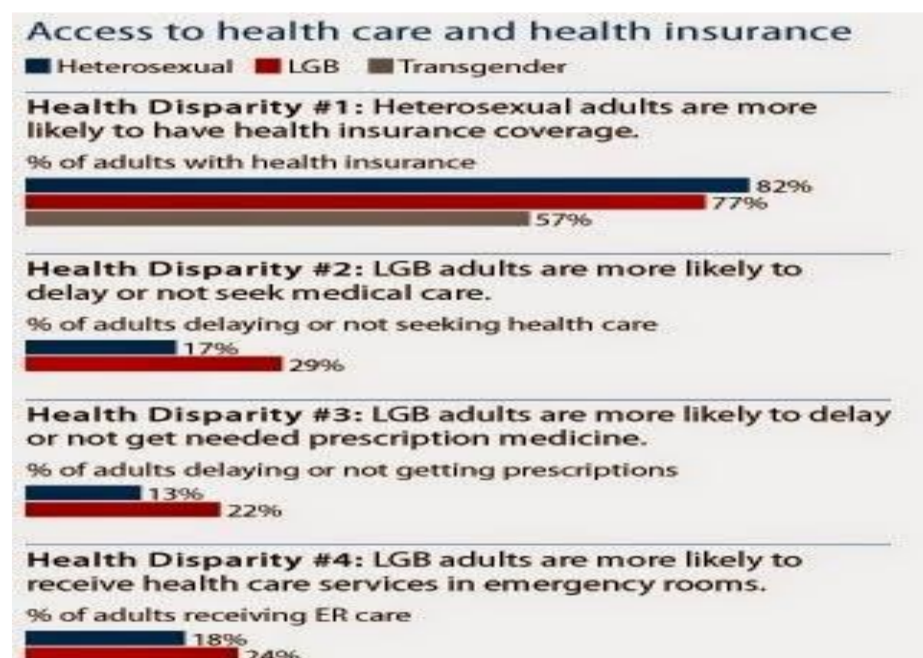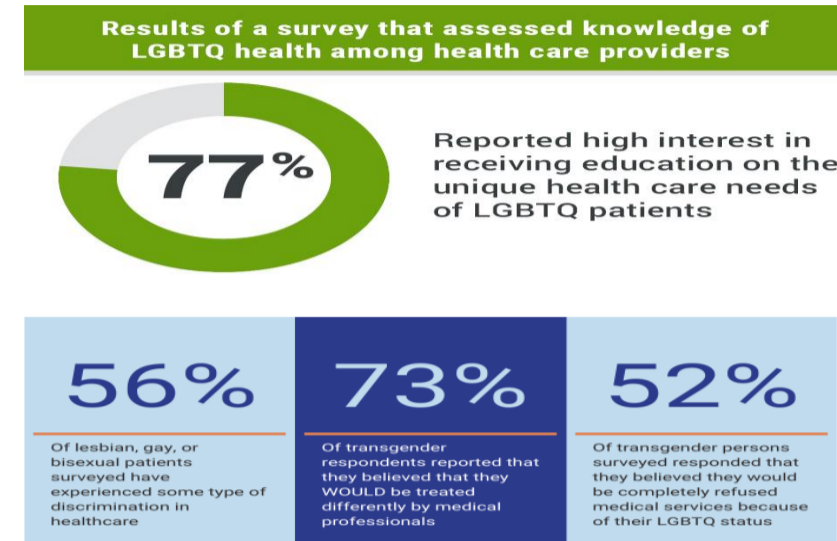## Carnika Donald, PMHNP-BC

ABSTRACT

- (LGBTQ) persons are a diverse community disproportionately impacted by significant health disparities.
- LGBTQ health has emerged as a national concern due to the growing body of evidence indicating significant health care disparities experienced by the LGBTQ community.
- Historical stigmatization based on sexual orientation and gender identity (SOGI) has influenced and reflect contemporary LGBTQ health disparities
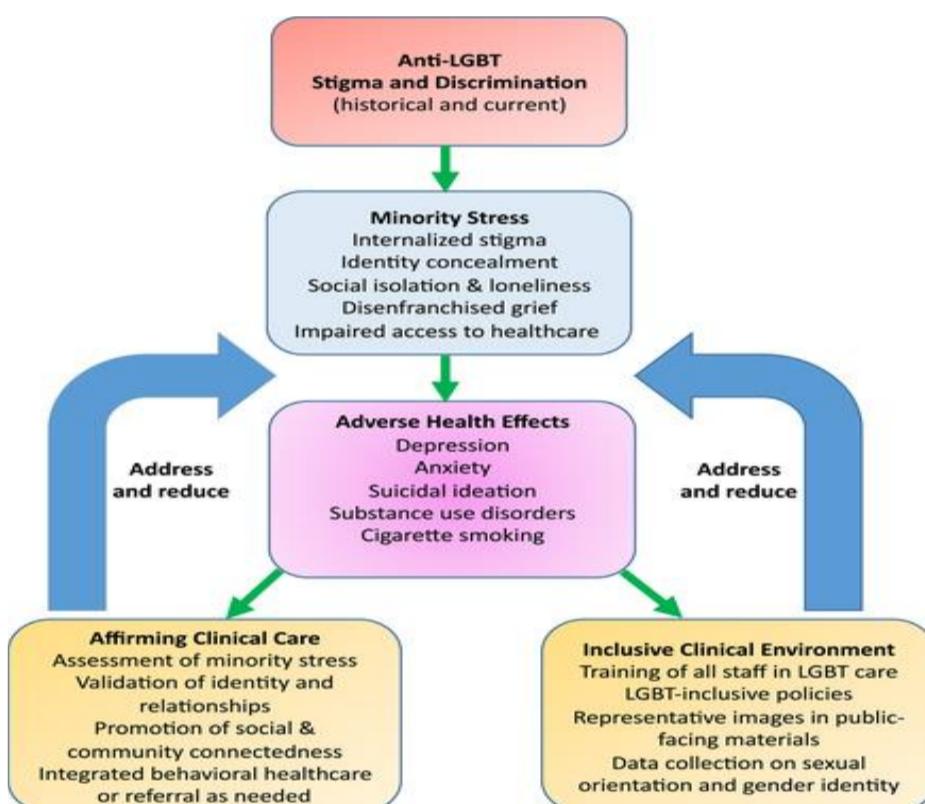
OBJECTIVES

- Implement an evidence-based protocol to transform the physical care environment into an environment that fosters LGBTQ safety, inclusivity and gender-affirming clinical practices.
- Revise/redesign organization's current non-discriminatory policy to reflect culturally appropriate, affirming, inclusive LGBTQ language and make it visible to all patients and staff.
- Educate all staff on policy revisions and administer LGBTQ-specific training to increase staff LGBTQ cultural and communicative competencies.
- Identify as an LGBTQ-friendly site by listing practice in the GLMA Provider Directory as evidenced by the accessibility of practice site in GLMA directory of LGBTQ-friendly practices.

BACKGROUND

Results of a survey that assessed knowledge of LGBTQ health among health care providers

77% Reported high interest in receiving education on the unique health care needs of LGBTQ patients

56% Of lesbian, gay, or bisexual patients surveyed have experienced some type of discrimination in healthcare

73% Of transgender respondents reported that they believed that they WOULD be treated differently by medical professionals

52% Of transgender persons surveyed responded that they believed they would be completely refused medical services because of their LGBTQ status

Access to health care and health insurance
Legend: ■ Heterosexual ■ LGB ■ Transgender

Health Disparity #1: Heterosexual adults are more likely to have health insurance coverage.
% of adults with health insurance — 82% / 77% / 57%

Health Disparity #2: LGB adults are more likely to delay or not seek medical care.
% of adults delaying or not seeking health care — 17% / 29%

Health Disparity #3: LGB adults are more likely to delay or not get needed prescription medicine.
% of adults delaying or not getting prescriptions — 13% / 22%

Health Disparity #4: LGB adults are more likely to receive health care services in emergency rooms.
% of adults receiving ER care — 18% / 24%

Key:
Ovals: Themes
Rectangles: Subthemes

KEY

MATERIALS & METHODS

The tools/instruments that will be utilized for this DNP project are SOCCS survey pre and post implementation, a redesigned protocol, educational trainings, supplemental handouts, and an EHR system.

Quantitative Data Gathering
- This project involved a pre-survey of skills, attitudes, and knowledge related to the care of LGBTQ individuals, exposure to the intervention, which seeks to increase requisite staff knowledge of LGBTQ culture and communicative care competencies, and a post-survey.

Analysis of Results
- The results of the data analyzed pre-and post-implementation of the protocol provide evidence supporting prejudicial attitudes, lack of awareness, low staff respondent skill and knowledge, non-affirming practices, exclusive policies, and limited cultural competency.
- The one-month post-implementation of the safe space protocol scores resulted 88%-96% compared to pre-implementation scores of 69%-77%. The average pre-survey score for all providers and staff was 72%, and post-survey was 92%. The 20% increase was highly significant. The results were approximated using a paired t-test. A compliance audit checklist was used to assess for compliance and to observe adherence of the protocol, pre-post compliancy increased from 2% to 91%.
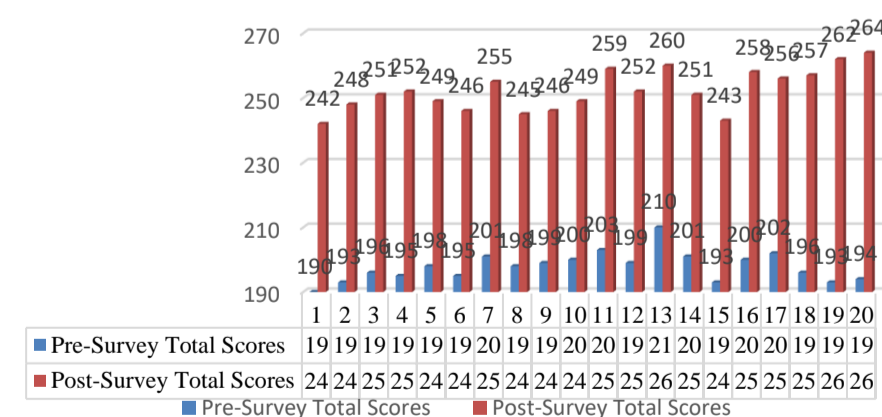
Administer Pre-Survey

Implementation of Intervention

Implementation of Safe Space Protocol

SafeZONE

Administer Post-Survey

Pre and Post Survey Scores

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Pre-Survey Total Scores	19	19	19	19	19	19	19	20	19	19	20	20	19	21	20	19	20	20	19	19
Post-Survey Total Scores	24	24	25	25	24	24	25	24	24	24	25	25	26	25	24	25	25	25	26	26

The Quality, Implementation, and Evaluation (QIE) Model
Types of Outcomes in Implementation Science

CONCLUSION

Why LGBT Health?
- Bias in Health Care
- Stigma and Discrimination
- Social Determinants

Health Care Disparities

WHAT CAN WE DO ABOUT STIGMA?

PROTECT / INCLUDE / EMPOWER / EDUCATE

ADVOCATE FOR ACTION!

Creating an LGBTQ Affirming Clinic
A Guide for Practice Managers and Providers

LGBTQ AFFIRMING PROVIDER