




QUEER EYE FOR QI: IMPROVING CARE FOR QUEER CLIENTS USING DATA

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QUESTION


Raise your hand if . . .

- You serve LGBTQ+ clients.
- You know how many LGBTQ+ clients you serve.

...how do you know for sure?




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THEY'RE HERE! THEY'RE QUEER!

- 9% of Californians have diabetes¹
- 8.1% of Californians currently have asthma²
- 5.3% of Californians identify as Lesbian, Gay, Bisexual, or Transgender³
- 5.8% of California middle and high school students identify as LGBT⁴
- 7.3% of Americans 18-36 identify as LGBT⁵

In an average class of 30 students in California, two of those students will identify as LGBT

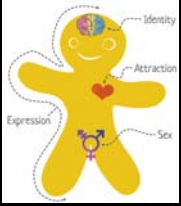


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¹ <http://www.cdc.gov/diabetes/prevention/about-diabetes-prevalence.html>
² <http://www.cdc.gov/asthma/asthma-prevalence-and-trends-by-age-and-race-ethnicity/>
³ <http://www.pewresearch.org/fact-tank/2017/05/02/lesbian-gay-bisexual-transgender-people-in-the-u-s/>
⁴ <http://www.gaystraightalliance.org/our-work/advocacy/advocacy-reports/>
⁵ <http://www.pewresearch.org/fact-tank/2017/06/13/lesbian-gay-bisexual-transgender-people-in-the-u-s/>

WHAT IS SOGI?

- Sexual Orientation and Gender Identity (SOGI)
 - Sex assigned at birth
 - Female, Male, Intersex
 - Gender Identity
 - Female, Male, Genderqueer, Non-binary, Trans Male, Trans Female, etc.
 - Sexual Orientation
 - Bi, Queer, Lesbian, Pansexual, Gay, Straight, etc.
 - Gender Expression
 - Gender Neutral, Feminine, Masculine, etc.




<https://www.queertheat.com>

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QUESTION


- Why is it sexual orientation and gender identity important for clinicians to know?



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WHY SOGI IS RELEVANT TO CLINICAL PRACTICE

- Pronouns – Show respect for clients
- Gender Identity – Need for gender affirming care, awareness of how gender/body part based care quality measures are tracked
- Sexual Orientation – While orientation and practice are different, both are important to screen for need for care such as family planning, certain vaccines, HIV prophylaxis
- Safety – Mail, text messages, parents
- Social Determinants of Health and Health Disparities




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HEALTH DISPARITIES


- LGBT youth are 2 to 3 times more likely to attempt suicide
- LGBT youth are more likely to be homeless
- Lesbians are less likely to get preventive services for cancer
- Gay men are at higher risk of HIV and other STDs, especially among communities of color
- Lesbians and bisexual females are more likely to be overweight or obese
- Transgender individuals have a high prevalence of HIV/STDs, victimization, mental health issues, and suicide, and are less likely to have health insurance than heterosexual or LGB individuals.
- Elderly LGBT individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers.
- LGBT populations have the highest rates of tobacco, alcohol, and other drug use.

<http://www.healthequity.org/wordpress/wp-content/uploads/2014/04/Health-Disparities-Report-2014.pdf>

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QUESTION


- How do we get this information in a culturally competent way?

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SOGI DATA SET AT LOS ANGELES LGBT CENTER

- Birth Sex (sex assigned at birth)
- Identifies As (gender identity)
- Pronoun (gender expression)
- Sexual Orientation (sexual orientation)

- Administrative Sex (typically for insurance purposes)
- Preferred Name (used by patient, not always on ID)


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E-REGISTRATION

Question Name	Question Text	Question Type	Answer Choices
Birth Sex	For medical purposes, please tell us the sex you were assigned at birth.	Single	Male Female Intersex
Birth Sex Other	If you answered either please explain.	Text	
Gender Identity	What is your gender identity?	Multiple	Male Female Trans Female Trans Male Non Binary Gender/Queer Other Decline to answer Unknown
Sexual Orientation	Consider yourself?	Multiple	Gay Bi Straight Lesbian Queer Pansexual Queer/questioning Other Decline to answer Unknown
Sexual Orientation Other	If you answered either please explain.	Text	
Gender Pronoun	What gender pronouns do you use?	Multiple	He/Him She/Her They/Them No Pronoun
Gender Pronoun Other	If you answered either please explain.	Text	

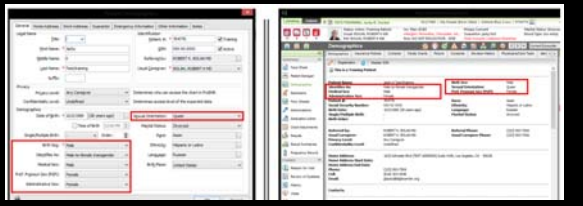
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PRACTICE MANAGEMENT SYSTEM



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ELECTRONIC MEDICAL RECORD



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ANALOG DATA COLLECTION

- Greeting with pronouns
- Default to they/them
 - Avoid gender based greetings
- Sex positive, non-judgmental conversations with all patients

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NO ASSUMPTIONS!

Never, not ever, not even once, not even on vanilla-looking patients, not even pregnant ones, not even "straight" married ones, not ones with "gendered" names, never ever!

GENDER NEUTRAL LANGUAGE


Gendered	Gender Neutral
Guys	Folks, Everyone, Y'all
Sir/Ma'am/Miss	Friend, Use their name
Wife/Husband	Partner/Spouse
Son/Daughter	Child/Kiddo
Mother/Father/Mom/Dad	Parent
She/he	They
Women's Health	Pelvic health, fertility, family planning services
Breast Exam	Chest exam

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ROLE PLAY

- Introduce yourself to your neighbor and include your pronouns
- Tell your neighbor a story about someone, referring to them with they/them pronouns

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SUMMARY

- Elements of SOGI data
- Importance of SOGI data
- Collection of SOGI data

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QUESTION

- What can you do now to improve quality of care for your LGBTQ+ clients?
- Who do you need to involve to make this intervention a success?

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