

Queer Eye for QI: Improving Care for Queer Clients Using Data

Presented by: Los Angeles LGBT Center

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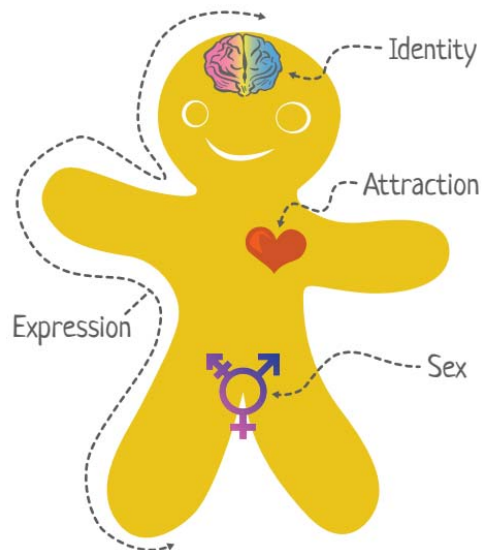
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They're here! They're Queer!

- 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

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.



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

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.

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)

Analog Data Collection

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

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