

# PRIDE MONTH 2024 WORKSHOP

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## CREATE A NEW TOOL TO PROMOTE LGBTQIA+ HEALTH ACCESS AND EQUITY

### Part 2

Screening and Addressing LGBTQIA+ Health Needs

May 14, 2024 | 2-3 PM ET



**Katie Hathaway, JD**  
**Consultant**



NATIONAL LGBTQIA+ HEALTH  
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

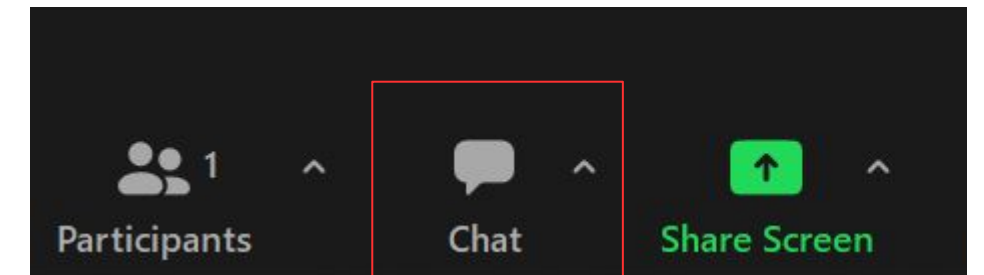
National Center for Medical  Legal Partnership

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# HOUSEKEEPING

- Use the Zoom platform to engage: chat, raise your hand to speak, send questions, and share reactions.
- Send a chat to the Hosts & Panelists for help.
- To activate captions, select “Live Transcript” and “Show Subtitle.”
- Slides, recordings and resources are available and will be emailed post the session.

*For any assistance, email [ncmlp@gwu.edu](mailto:ncmlp@gwu.edu)*





Health Resources & Services Administration

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# ABOUT THE NATIONAL CENTER FOR MEDICAL-LEGAL PARTNERSHIP

Established in 2006, the **National Center for Medical-Legal Partnership** (NCMLP) leads education, research, and technical assistance efforts to help every health organization in the United States leverage legal services as a standard part of the way they respond to social needs.

For more information about NCMLP, please visit [www.medical-legalpartnership.org](http://www.medical-legalpartnership.org)

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# ABOUT THE NATIONAL LGBTQIA+ HEALTH EDUCATION CENTER

The **National LGBTQIA+ Health Education Center** offers educational programs, resources, and consultation to health care organizations with the goal of providing affirmative, high quality, cost-effective health care for lesbian, gay, bisexual, transgender, queer, questioning, intersex, and asexual (LGBTQIA+) people.

- Training and Technical Assistance
- Grand Rounds
- Online Learning
- CE and HEI Credit
- Environmental Influences On Child Health Outcomes (ECHO) Programs
- Publications and Resources

[www.lgbtqiahealtheducation.org](http://www.lgbtqiahealtheducation.org)

# FACULTY



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# What is this Learning Collaborative About?

Prepare for Pride Month 2024 by creating a tool to promote LGBTQIA+ health access and equity!

An engaging four-part Learning Collaborative (LC) designed as a workshop to equip health centers and their partners with the knowledge, skills, and tools needed to address health disparities within the LGBTQIA+ community. Facilitated by the National Center for Medical-Legal Partnership and the National LGBTQIA+ Health Education Center, participants will first learn about the unique health needs and social barriers faced by LGBTQIA+ individuals. Subsequent sessions will focus on screening techniques, addressing health-related social needs, and collaboratively developing a new tool tailored for Pride Month. The LC concludes with a presentation and implementation plan for the developed tool, empowering participants to improve access to care for LGBTQIA+ individuals and aligning their work with objectives for enhancing health equity.





## LEARNING OBJECTIVES

1

Gain a better understanding of the unique health disparities faced by the LGBTQIA+ community.

2

Acquire knowledge of effective screening techniques for identifying health related social needs within the LGBTQIA+ population.

3

Develop skills in addressing health-related social needs and barriers to care for LGBTQIA+ individuals.

4

Collaboratively design and create a practical tool aimed at promoting LGBTQIA+ health access and equity for Pride Month 2024.

## RECAP

Gain a comprehensive understanding of the barriers to care experienced by LGBTQIA+ individuals, including discrimination, stigma, and lack of culturally competent healthcare services.



### **Session 1**

## **Understanding LGBTQIA+ Health Disparities**

## FEEDBACK

- Sending out links posted in chat box in email post-session
- Templates for evaluating inclusivity and gender affirming
- LGBTQ+ equity self-assessment tools for public health departments
- Resources for same-sex couples submitting child's birth certificate
- Managing unsupportive parents when serving transgender youth
- Transgender care standards & inclusion into care environments
- More questions for the audience to interact with

Effective screening techniques and strategies for addressing the health needs of LGBTQIA+ individuals.

**Session 2**  
**Screening and Addressing**  
**LGBTQIA+ Health Needs**

## GUEST SPEAKERS



**Colette Oesterle, MD**

Pediatrician  
El Rio Health



**Gabrielle Ochoa, MD**

Internist  
El Rio Health



**Paul Sacamano, PhD, MPH,  
NP-C, AAHIVS**

Nurse Practitioner  
El Rio Health

# Screening and Addressing LGBTQIA+ Health Needs

El Rio Health, Tucson, AZ

Gabrielle Ochoa, MD

Colette Oesterle, MD

Paul Sacamano, PhD, NP-C, AAHIVS

# Institutional practices

- Advertise clinic is accepting, has specialists
- Posters with LGBTQI+ symbols, patient brochures, magazines, days of observance
- SOGI data collected annually and for new patients
- Preferred name displayed in chart EMR
- Front facing staff are important!
- Medical assistant: SDOH, PHQ-9, DAST-10 questionnaires
- Input from Transmedicine group
- Community Health Advisor lunch-time legal aid sessions

# System change is slower than individual change

- Gain understanding of our own biases about sex, gender, mental health and substance use and how these may affect patient care
- Understand how homophobia, transphobia, ageism can lead to lack of engagement in care and poor health outcomes





# Cultural competence: a process not an endpoint

- Don't make assumptions about patients based on age, appearance, health or marital status
- Consider potential for prior negative experiences within the health care setting, including discrimination as well as physical or emotional abuse
- Recognize internalized and external shame and judgement, HIV and sexually intertwined
- Be aware of influence of social desirability and privacy concerns
- Always be a student, learn from your patients

# Establish trust to identify needs/barriers

- Therapeutic relationship
- Understand prevalent culture, vernacular, health behaviors and risks
- Older LGBTQI+ face social isolation - sometimes the visit is the most interaction they have
- Don't pathologize sex or gender
- Don't over medicalize patient
- See your patient as a unique individual not just a member of "risk group"
- LGBTQI+ identified providers

# Approach

- Ask open ended question
- Avoid language that assumes heterosexuality
- Avoid offensive terms (sexual preference, gay lifestyle)
- Ask for preferred pronouns and use gender neutral forms of address: avoid Ma'am, Sir, Mr/Mrs/Ms
- Ask the patient to clarify terms or behavior with which you are unfamiliar
- Listen to your patients and how they describe their own sexual orientation, partner(s) and relationship(s), partners
- Make a note in the chart about preferred terms for body parts, partners
- Caution that terms used by patients may not be appropriate as when used by healthcare workers

# Approach

- Initiate discussion re sexual and mental health, substance use
- Harm reduction around chemsex
- Indigenous and immigrant communities
- Crossing border to access medications and care, bidirectional
- Referrals:
  - Know community specialists that are LGTBQI+ friendly and those that are not
  - Community Health Advisors and referrals for legal aid in EMR
- Educate colleagues and community partners

# Gender Diverse Youth Medical-Legal Issues

## **Medical asylum seeking from other states:**

### What works:

- In-person visits
- Records review prior to visit
- Connection to local Lambda Legal reps
- Supportive central leadership and legal team

### What doesn't work:

- Capacity if increasing demand
- Prior authorization/pharmacy/refills

## **Anti-trans bills/proposals in state and local school districts:**

### What works:

- Favorable governor currently
- Advocacy committee monitoring
- Community partnerships with SAGA (though this is changing)

### What doesn't work:

- Sustainability if change in governor
- Chilling effect on clinicians and families (ie recent Cass report)

# Gender Diverse Youth Medical-Social Issues

## Access to Care/Supports

### What works:

- Expedited scheduling for establish care trans/gender diverse patients and families through PC
- Many providers for ages 16+ and a system of training for residents
- BHC support for 12 and up
- Psychiatry support for required letters
- Teen clinic model with Title X support and frequent trainings (ie non-directive options counseling training, trauma informed, neutral language for sexual hx etc)
- Valid USA affirming closet w/binders and bras program

### What doesn't work:

- Limited under 16 clinician pool and less formalized in training for residents
- No dedicated nursing/support staff to facilitate prior authorizations
- Difficulty of prior auths and changing landscape of insurance requirements (again chilling effect)
- Limited number of clinicians for puberty blocker implant placement/change out/removals



# Discussion

**NEXT SESSION**

## **Session 3**

# **Developing a Tool for Pride Month**

**May 21, 2024 at 2 - 3 PM ET**



# Resources

**Take a look at our recent publication!**

Transgender Health & Medical-Legal Partnerships

<https://www.lgbtqiahealtheducation.org/publications/transgender-health-medical-legal-partnerships/>



## Transgender Health & Medical-Legal Partnerships

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# Upcoming Trainings at NCMLP!

- Exploring Health Center vs. Hospital-Based MLPs – Insights from Georgia Legal Services Program  
May 23, 2024 | 1 – 2.30 PM ET
- MLPs in EMR, the Next Frontier: One System’s Success  
May 30, 2024 | 1-2.30 PM ET
- Crafting Effective Trainings to Strengthen the Health Center MLP Workforce  
June 6, 2024 | 1-2.30 PM ET
- Ditch the Pitch: Building Effective Messaging for Different Medical-Legal Partnership Audiences  
June 13, 2024 | 1-2.30 PM ET

Learn more about our upcoming learning opportunities here <https://medical-legalpartnership.org/learning-opportunities/>

A graphic for a webinar series. The top half has an orange background with white text: "HEALTH CENTER MLP PLANNING, IMPLEMENTATION & PRACTICE WEBINAR SERIES". To the right is an illustration of a blue house with a white cross on its roof, a blue person silhouette in front, and a group of colorful person silhouettes. The bottom half has a dark blue background with yellow text: "FEBRUARY - JUNE 2024". Logos for Texas A&M Health Institute for Healthcare Access and National Center for Medical Legal Partnership at The George Washington University are at the bottom.

**HEALTH CENTER MLP  
PLANNING,  
IMPLEMENTATION  
& PRACTICE  
WEBINAR SERIES**

**FEBRUARY - JUNE 2024**

ATM TEXAS A&M HEALTH  
Institute for  
Healthcare Access

National Center for Medical Legal Partnership  
AT THE GEORGE WASHINGTON UNIVERSITY

# Upcoming Trainings at National LGBTQIA+ Health Education Center!

- HIV Treatment, Suppression, and Patient Adherence - Learning Collaborative

## Session dates:

- May 21st, 1-2 PM EST
- May 28th 1-2 PM EST
- June 4th 1-2 PM EST
- June 11th 1-2 PM EST

## Register:

[https://us02web.zoom.us/webinar/register/WN\\_GjbA9ob9QiuAkMlXrVJR9g#/registration](https://us02web.zoom.us/webinar/register/WN_GjbA9ob9QiuAkMlXrVJR9g#/registration)





**THANK YOU**

Please help us improve future sessions by completing our short evaluation!

<https://www.surveymonkey.com/r/WV3THJH>