

LGBT HEALTH: CHALLENGES & OPPORTUNITIES

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LGBT Terminology

- **LGBT:** Lesbian, Gay, Bisexual, Transgender
- **Sexual orientation:** Not just about sexuality or who you are attracted to—also about who you love and who you create a family with.
- **Gender identity:** A person's internal sense of being male, female, or another gender. Since gender identity is internal, a person's gender identity is not necessarily visible to others.
- **Gender expression:** The manner in which a person represents or expresses their gender identity to others.



Transgender Terminology

- **Transgender:** A person whose gender identity and/or expression is different from that typically associated with their assigned sex at birth. This term is generally preferred over “transsexual.”
- **Trans man:** A person who was assigned the female sex at birth but identifies and lives as a man. This term is generally preferred over “FTM” or “female-to-male.”
- **Trans woman:** A person who was assigned the male sex at birth but identifies and lives as a woman. This term is generally preferred over “MTF” or “male-to-female.”



- At least 8 million Americans identify as gay, lesbian, or bisexual
- At least 700,000 Americans identify as transgender

= At least 9 million LGBT Americans



9 million LGBT Americans =



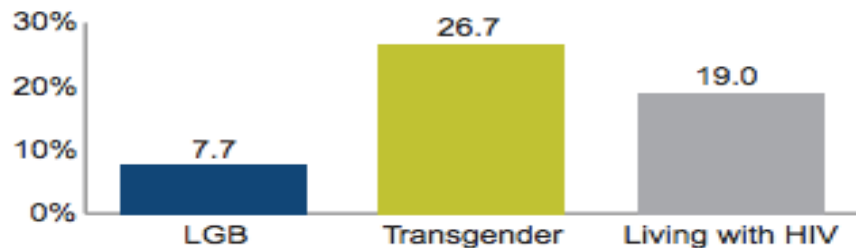
LGBT Health Disparities

- ↑ Tobacco and other substance use
- ↑ Mental health concerns, such as depression and suicidal ideation
- ↑ Certain cancers, such as breast cancer
- ↑ Experiences of bullying and violence
- ↑ HIV/AIDS and other STIs

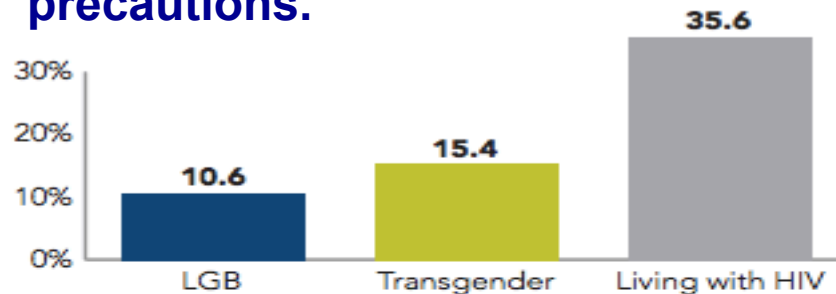




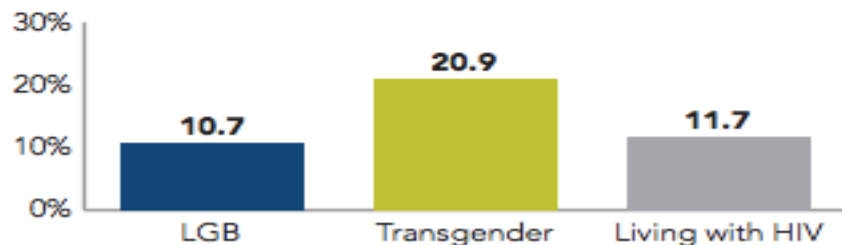
I was refused needed health care.



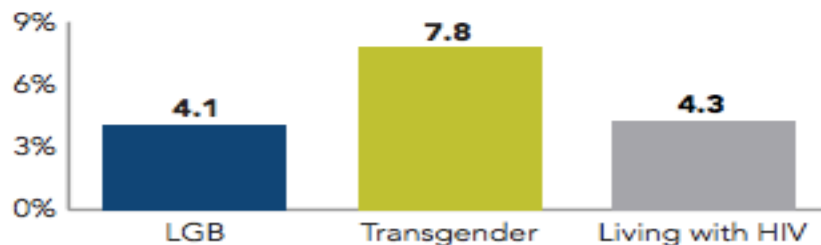
Health care professionals refused to touch me or used excessive precautions.



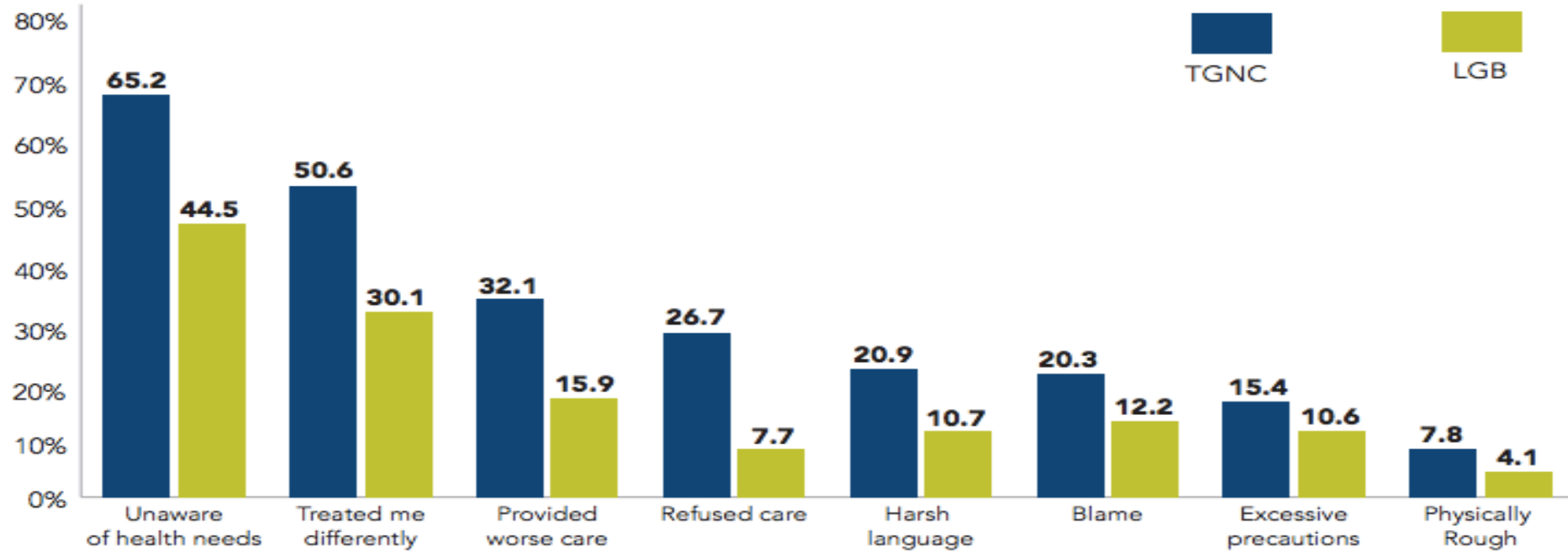
Health care professionals used harsh or abusive language.



Health care professionals were physically rough or abusive.

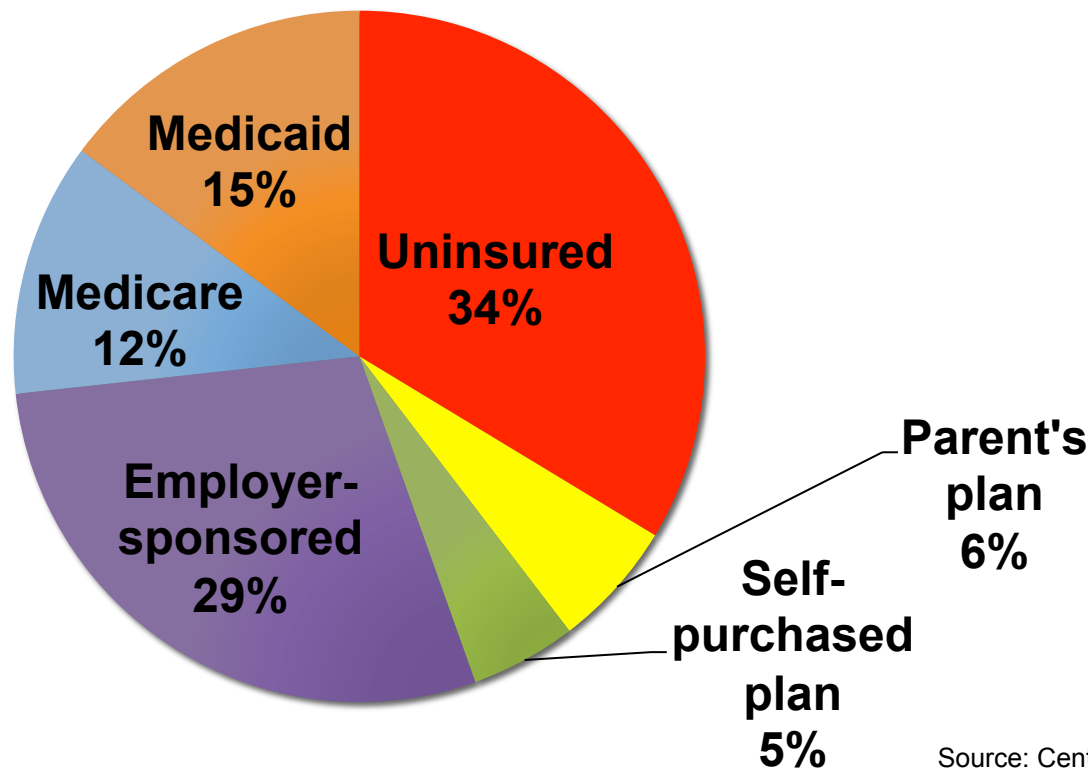


Anti-Transgender Discrimination



Current Sources of LGBT Coverage

(incomes under 400% FPL)



“You can’t be healthy if you have to hide who you are, or if you think you have to hide who you are because you don’t know if it’s safe.”

- Transgender man

“We are the group that they don’t talk about. Or the group that they don’t want to talk about.”

- Transgender woman talking about healthcare providers



Riding the Wave:

National LGBT health resources since 2010

**Healthy
People 2020**

**IOM reports
on LGBT
health**

**The Joint
Commission
LGBT guide**

**SAMHSA
LGBT health
toolkits**

**AHRQ
healthcare
disparities
reports**

**National
LGBT Health
Education
Center**

**New CLAS
Standards**





“The Affordable Care Act may represent the strongest foundation we have ever created to begin closing LGBT health disparities.”

Health Reform Highlights

- Nondiscrimination
- Fair access to quality coverage
- Family coverage
- Financial assistance



LGBT Patient-Centered Care

- ✓ Create a welcoming environment.
- ✓ Don't make assumptions.
- ✓ Use appropriate language.
- ✓ Be familiar with LGBT questions and concerns.
- ✓ Collect LGBT data.

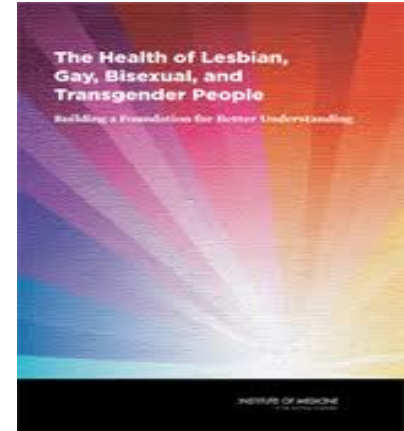


Do Ask, Do Tell: LGBT Data Collection

- Sexual orientation identity
- Sexual attraction
- Sexual behavior
- Relationship status
- Transgender status
- Sex assigned at birth
- Current gender identity
- Preferred name and pronoun

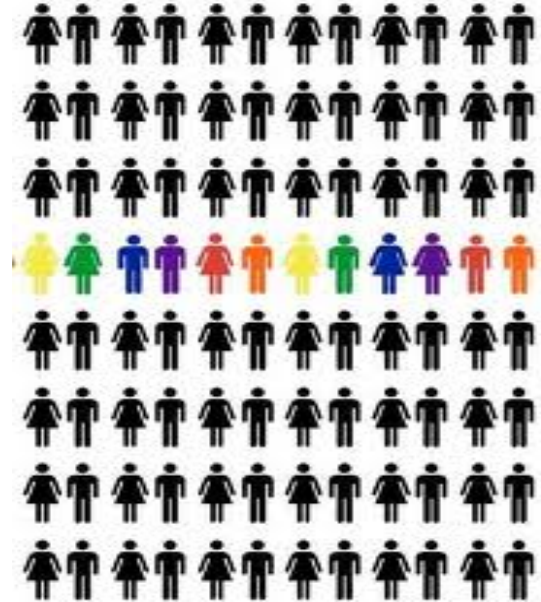


- *The Health of LGBT People: Building a Foundation for Better Understanding* (2011): “Data on sexual orientation and gender identity should be collected in electronic health records.”
- *Collecting SOGI Data in Electronic Health Records* (2012): “...data collection should start now to better understand the health care issues experienced by LGBT people.”



Why Do These Data Matter?

- Prevention and wellness
- Sexual health
- Mental and behavioral health
- Family support
- Transgender status
- Quality control and patient satisfaction
- Research



Meaningful Use

- Incentive program promoting conversion to electronic health records
- Established under the HITECH Act Open to “eligible facilities” and “eligible providers” participating in Medicare or Medicaid
- Three stages (to date) overseen by CMS and the Office of the National Coordinator for Health Information Technology



HITPC Stage 3 Recommendations

(March 2014)

Updated Stage 3 Objective	
	<ul style="list-style-type: none">• Certification criteria• CEHRT provides the functionality to capture<ul style="list-style-type: none">○ Patient preferred method of communication (e.g., online, telephone, letter)○ Occupation and Industry codes○ Sexual orientation, gender identity (SOGI)○ Disability status



Mainstreaming LGBT Health : Progress and Challenges In Implementing LGBT Culturally and Clinically Competent Care

Barbara E. Warren, Psy.D.

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Office for Diversity and Inclusion

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**Mount
Sinai**

WHY ?

1. Eliminate Disparities
2. Improve Health Outcomes
3. Ethical Responsibility
4. Legal Compliance
5. Increase Revenues

**4.1% LGB in New York City or more than
350,000 LGB persons residing in NYC**

Necessary Elements

- ▶ **Leadership Support**
- ▶ **Funding**
- ▶ **Buy In**
- ▶ **Designated Staff**
- ▶ **LGBT ERG and Allies**

Necessary Elements

- ▶ **LGBT Communities Visibility and Credibility**
- ▶ **Access to current LGBT information and resources**
- ▶ **Web based and social media resources**
- ▶ **Legal and ethical protections: Internal and external**
- ▶ **Political and field mandates**

MOUNT SINAI OFFICE OF DIVERSITY AND INCLUSION

MISSION AND FOCUS

**Recruitment,
Retention, and
Advancement**

**Leadership/Talent
Development**

**Education and
Training**

**Research on
Workforce and
Health Disparities**

**Youth Education
Programs**

**Compliance and
Data Collection &
Reporting**

**LGBT Health
Programs and
Policy**

ADA/Disabilities

**Diversity Councils
and Employee
Resource Groups**

Communications

**Community
Engagement**

Supplier Diversity

LGBT Health Services Program Model

Mount Sinai Beth Israel

Assess Needs

- ▶ Conduct Internal and External Needs Assessment
- ▶ Meet with local LGBT stakeholders
e.g. LGBT CBOs; Manhattan Chamber of Commerce LGBT Committee; Elected Officials; Patient Groups

Build System Capacity

- ▶ Employee and Student Education and Training
- ▶ Resource and Referral Tools
- ▶ Sub Specialty Capacity:
 - LGBT Families, Anal Paps, PreP, Transgender Hormones/
Surgeries
- LGBT Research and Evaluation

Community Relations and Promotion

- ▶ LGBT community health screenings and education
- ▶ LGBT community advisory boards and committees
- ▶ Sponsor LGBT community events and activities
- ▶ Dedicated Mount Sinai LGBT website
- ▶ Print Media and Web Banner Ads

LGBT

HEALTH SERVICES

A PROGRAM OF
BETH ISRAEL MEDICAL CENTER

*Addressing the Special Needs of the Lesbian,
Gay, Bisexual and Transgender (LGBT) Community*



LGBT

HEALTH SERVICES

A PROGRAM OF
BETH ISRAEL MEDICAL CENTER

WHO WE ARE

LGBT Health Services is committed to meeting the special health care needs of the lesbian, gay, bisexual and transgender (LGBT) community with respect and compassion. We provide an array of health, referral and educational services, promote LGBT health equity and access to care, and develop effective partnerships with LGBT organizations, agencies and allies.

Beth Israel Medical Center has been consistently acknowledged by the Human Rights Campaign—a national leader in LGBT advocacy—for our efforts in caring for LGBT patients and recognizing the contributions of our LGBT staff.

WHAT WE OFFER

- **Information, Referral and Patient Navigation** for LGBT patients and consumers
- **Outreach and Health Education** for LGBT organizations and communities in New York City
- **Professional Education and Training** for providers in LGBT health care topics
- **Advocacy for LGBT Health Equity** with local and national health policymakers, researchers and educators
- **Sponsorship of LGBT Events and Activities**

FOR MORE INFORMATION

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www.lgbthealthservices.org

We take
pride in
your health.

A photograph of two men in red shirts holding a baby. The man on the right is holding the baby up, and the man on the left is supporting him from behind. They are all smiling and looking at the baby. The background is a solid green color.


Mount
Sinai

We take pride
in your health.

A photograph of two women in pink shirts. The woman on the left is smiling and looking towards the camera, while the woman on the right is looking at her. They are both smiling and appear to be in a close embrace. The background is a solid purple color.


Mount
Sinai

Challenges

- Time for training and competing priorities
- Patient expectations
- Electronic health records and confidentiality
- Lack of patient outcome data for monitoring and evaluation

Challenges

- Diversity of employee backgrounds, beliefs and values
- Size and geography of institution
- Lack of expertise in clinical care for trans* patients
- Need for more funding and staff

