

A close-up, slightly blurred image of a rainbow flag, showing the vibrant colors of the stripes (red, orange, yellow, green, blue, and purple) draped together.

# Implement Sexual Orientation and Gender Identity Staff Education Module and Standardized Capture within the Electronic Health Record

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Nursing: [REDACTED] Health Care Quality Improvement

[REDACTED] University

# Problem and Evidence

- ~ 9,000,000 people identify LGBTQ<sup>1</sup>
- ~5% of Massachusetts ~ 7 million residents identify LGBTQ<sup>2</sup>.
- 7% increase in LGBTQ patients needing specialty care created  
→ 5% increase complaints and grievances

1.gates.2011

2.gallup.tracking.2017

# Problem and Evidence

Greater research is needed on sexual orientation and gender identity to increase transparency of health disparities in LGBTQ communities<sup>1</sup>.

Electronic health records (EHR) need LGBTQ patient data identifiers to enable staff to better manage health disparities at a patient's point of service<sup>2</sup>.

EHR adoption enables optimized LGBTQ care

- ✓ capturing in a structured manner sexual orientation and gender identity.
- ✓ providing staff with a patient's preferred name and pronouns.

1.IOM.2011

2.heathy.people.2020

3.Donald.ehrenfold.2015

Improve Gender Link identity management system to help ensure correct patient lexicon in their EHR.

Enhance patient-centric health care, reduce health disparities, improve positive outcomes, and potentially decrease LBGT patient complaints and grievances.

Provide frontline care staff with data to improve information exchange in ambulatory microsystems.

Aligns with Institute of Medicine's Healthcare Quality domain

Safe, effective and patient-centered care.



<http://www.redbubble.com/people/wonderdon>  
<https://womensenews.org/2015/10/22768/>

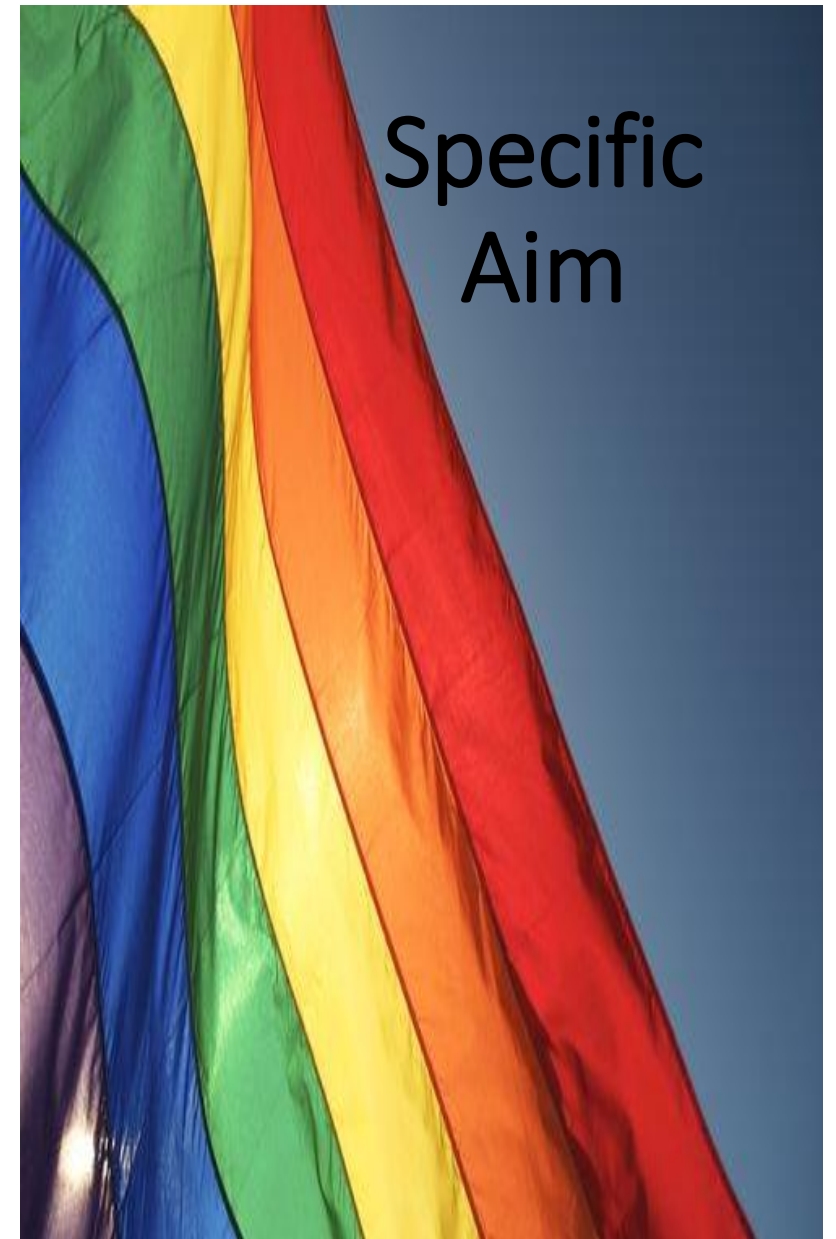


Decrease number of LBGT patient complaints and grievances by 85% by November 2019.

Roll out of a LBGT health education training module.

Implement standardization of gender identity information in a patient's EHR.

Facilitate by upgrading Gender Link system.



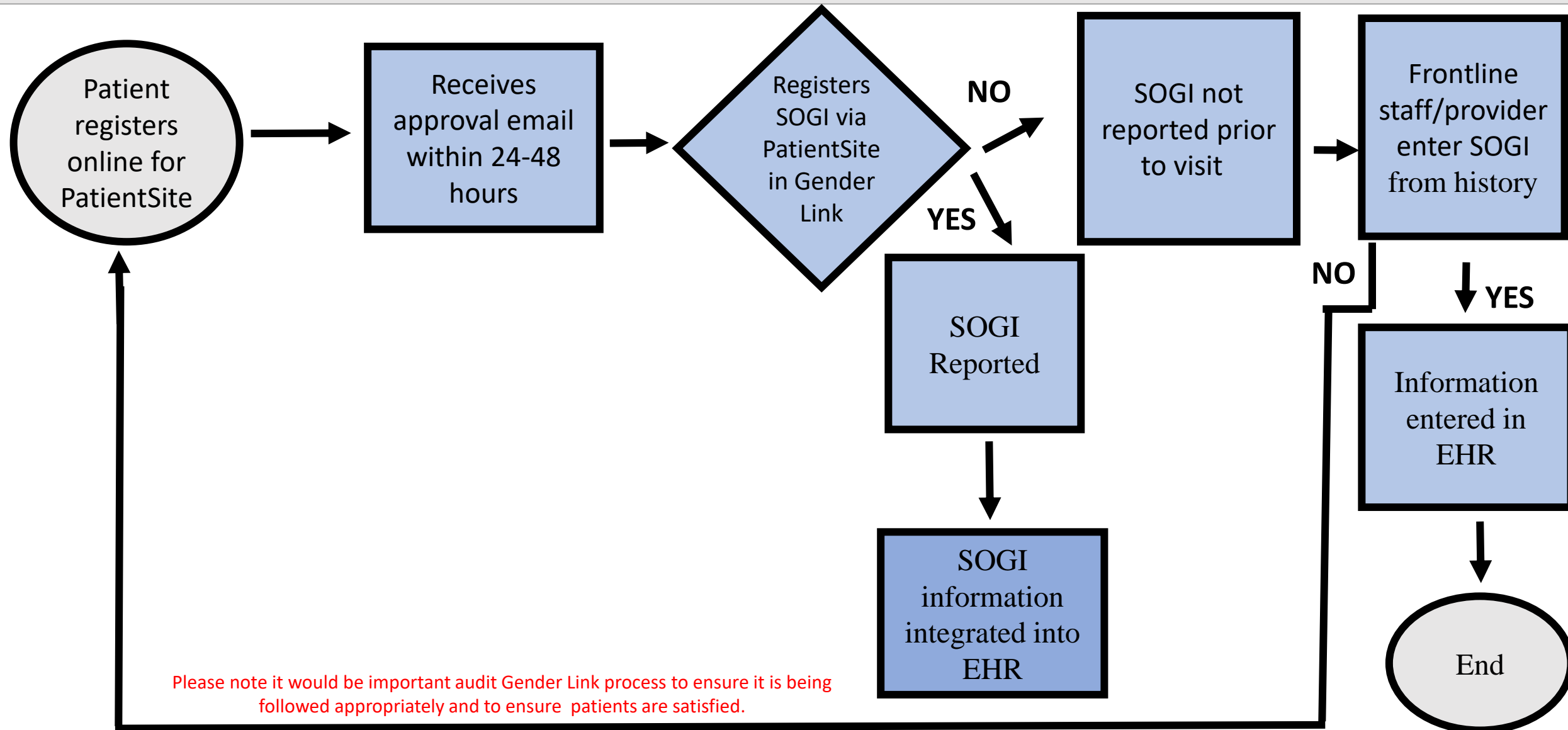
# Outcome Measures

- **Outcome Measures:** Decrease the number of LBGT patient complaints and grievances by 85% by November 2019. Baseline data from the past 18 months from September 2018 thru April 2019 will be compare to post intervention data beginning in September thru November 2019.
- **Intervention:** Implementation of mandatory staff LBGT educational module between May –August 2019 with the implementation of Gender Link.
- **Target Measures:** To decrease the number of LBGT patient complaints and grievances by 85% by the beginning of August 2019.

# Operation Definitions

- **Gender Identify:** The identity a person's inner sense has of themselves as a male, female, combination of a male or female, or as another gender. (Human Rights Campaign, 2019).
- **Complaint/grievance:** A complaint is expressed as dissatisfaction by a patient or his/her authorized representative about the quality of care and/or services provided by BIDMC. A grievance is a written or verbal complaint from an outpatient or his/her authorized representative regarding the provided patient's care.
- **Ambulatory Visit:** Medical services provided on an outpatient basis including primary care, specialty care, diagnostic procedures, and but not limited to urgent care.

# Flow Chart Diagram for Collecting SOGI Data from Patients





This patient has current hem/onc orders.

Indwelling urinary catheter - Foley Reminder: Select "Enter Orders" to address.

Medically Fit for Discharge? [Arranging Post-Acute Service/Placement](#) [Edit](#)

**\*\*Discharge Status/Date has not been updated in 6 hours\*\***

[Discharge Planning Display](#) [Patient Profile](#)

Name: FROG, KERMIT

**\*Safety Alert\*-Last Update: 10/27/14 -[View](#)**

DOB: 09/21/1933

MRN: 0901910

Sex/Age: M 84

Admit Date: 12/16/1977

Tobacco Use History: Never used

Admitting DX: FX LEFT ARM

Heart Failure Diagnosis 08/13/2015

Allergies/ADR: Influenza Virus Vacc, Specific [Link to tool to select the correct medication for transgender patients](#) / amoxicillin / paclitaxel / sulfite / Optiray 160 / Corticosteroids (Glucocorticoids) / Nitroimidazoles /

Food Allergies: Milk (Limits all products containing milk or milk protein as an ingredient.

NOT for lactose intolerance - please select Low Lactose Diet), chocolate

## Patient Profile

**Patient Identification  
Alert (click to view)**



https://holmes.caregroup.org/?MGWLPN=MYCROFT&\_WEBT=845787

Gender Identity Information

Sex Assigned at Birth:	Male
Current Gender Identity:	Female
Name Used:	Kerrin
Pronoun Used:	She/Her
Special Considerations:	

Last Updated: 05/15/2015

PCP: IVES, DAVID V. 781-528-2440

Attending MD: CAMPBELL, DAVID R.\* [Request Change](#)

\*The attending change was confirmed on 04/16 @ 10:00 but may not be posted yet in all clinical systems.

Referring Physician:

**Admit To:**

**Resident:**

**Intern:**

**RN: BOURIE, TRICIA**

**24/7 Critical Result Contact:**

[BIDMC Paging Directory](#)

[Intermediate Care](#)

Team/Service: MED

Pronouns:

Special Considerations

# Balanced Measures

- Increased burden to frontline staff to complete LBGT education module within the specified timeframe
- Limited number of available computers to access LBGT educational module
- New LBGT patients will continue to establish ambulatory care throughout education role-out & Gender Link implementation .



# Lessons Learned



- Important to understand and clearly define your process, outcome and balanced measures.
- Essential to have all key stakeholders buy-in with the ability to influence frontline staff of the importance of such training.
- The initial PDSA cycle will involve shaping the path by supporting the cultivation of positive behaviors and the mitigation of poor behaviors.

# References

Gates, G.J. (2011) How Many People are Lesbian, Gay, Bisexual, and Transgender? The Williams Institute, Los Angeles, CA. Retrieved from: <https://williamsinstitute.law.ucla.edu/research/census-lgbt-demographics-studies/how-many-people-are-lesbian-gay-bisexual-and-transgender/>

Grasso, C., McDowell, M., Goldhammer, H., & Keuroghlian, A. (2019). Planning and implementing sexual orientation and gender identity data collection in electronic health records. *Journal of the American Medical Informatics Association : JAMIA.*, 26(1), 66 70.

Health People 2020. (2014). Lesbian, Gay, Bisexual, and Transgender Health. Retrieved from: <https://www.healthypeople.gov/2020/topics-objectives/topic/lesbian-gay-bisexual-an-transgender-health>

Human Rights Campaign Foundation. (2018). Health Care Quality Index 2018. Rising to a New Standard of Promoting Equitable and Inclusive Care for Lesbian, Gay Bisexual, Transgender & Queer Patients and Their Families. Retrieved from: [https://assets2.hrc.org/files/assets/resources/HEI-2018FinalReport.pdf?\\_ga=2.148467575.1161541694.1549247718-543038201.1549247718](https://assets2.hrc.org/files/assets/resources/HEI-2018FinalReport.pdf?_ga=2.148467575.1161541694.1549247718-543038201.1549247718)



# Healthy People 2020



# Questions