A close-up, slightly blurred image of a rainbow flag, showing the vibrant colors of the stripes (red, orange, yellow, green, blue, and purple) flowing diagonally across the frame. The flag is set against a dark, muted blue background.

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

Barbuto

Nursing: [REDACTED] Health Care Quality Improvement

[REDACTED] University

Problem and Evidence

- Approximately 9 million individuals in the United States identify as lesbian, gay, bisexual and transgender (LBGT) (Gates, 2011)
- An 2017 Gallup Tracking survey estimates 5% of Massachusetts 6.86 million residents identity as LBGT.
- Over the last 18 months BIDMC experienced an increase in LBGT patients seeking specialty care resulting in increase hospital complaints and grievances from these patients

Problem and Evidence

- Collecting detailed patient level data, with adequate privacy and security protection is needed in the EHRs to assist in identifying and addressing LBGT health disparities (IOM, 2011).
- Health People 2020 highlights the need for greater research on sexual orientation and gender identity (SOGI) to better understand health disparities in LBGT communities (Healthy People 2020)
- With the adoption of EHRs presents an important opportunity to optimize care for the LBGT by:
 - capturing in a structured form patient sexual orientation and gender identity
 - patient's preferred name and pronouns (Donald & Ehrenfeld, 2015)

Global Aim

To improve BIDMC's gender identity management system, called Gender Link, ensuring correct lexicon data in a patient's EHR. Improvements will enhance patient-centric health care, reduce health disparities, *improve* positive outcomes and potentially decrease LGBT patient complaints and grievances. This change is targeted to frontline care staff providing direct patient care in the ambulatory microsystems.

In alignment with IOM Domains of Healthcare Quality: Safe, effective and patient-centered care.



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

Specific Aim Statement

- To decrease the number of LGBT patient complaints and grievances by 85% by November 2019 with the roll out of a LGBT health education training module and the implementation of a standardize data capture of gender identity information in the patient's EHR through the Gender Link information system



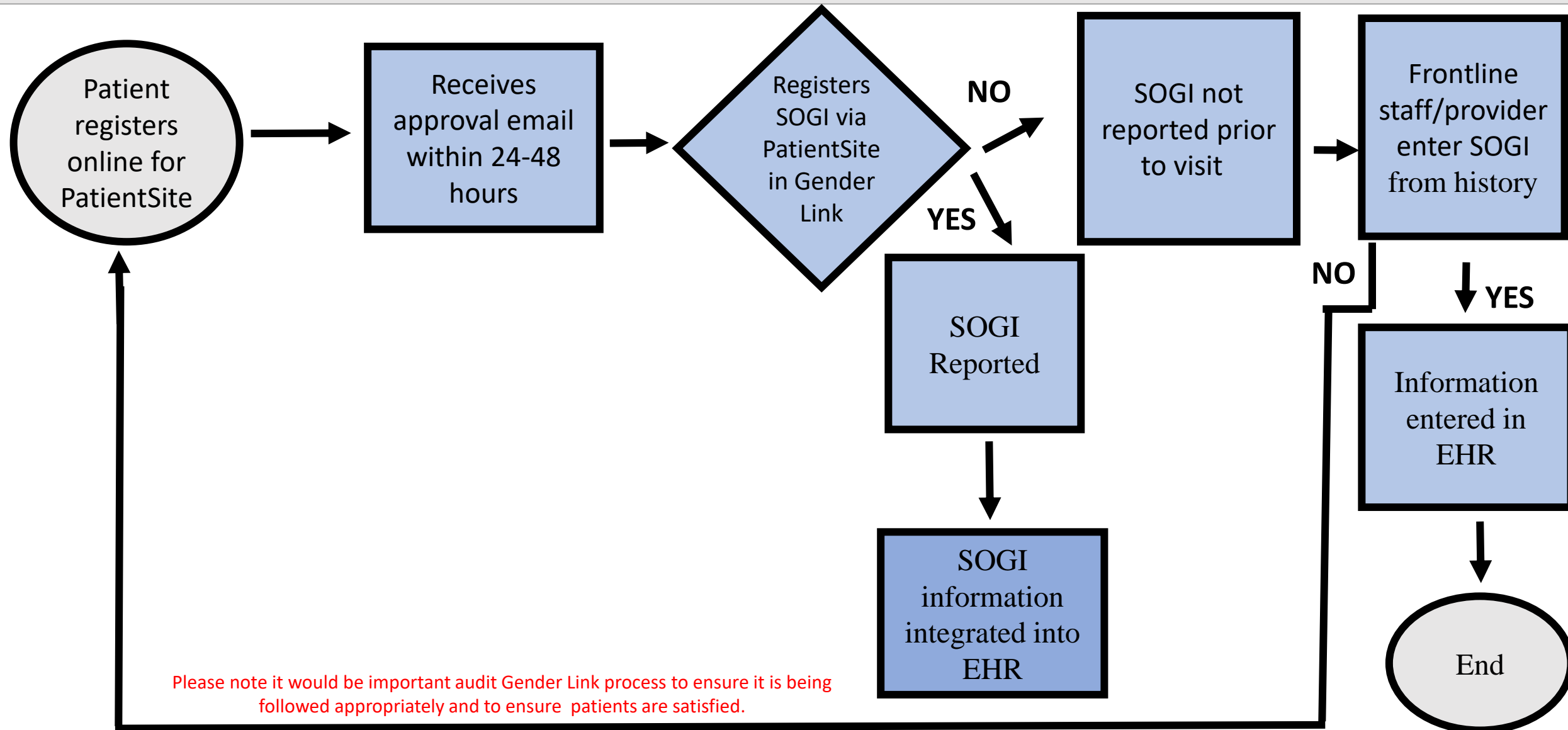
Outcome Measures

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

Operational Definitions

- **LBGT Health Education Module:** Educational module guided with learning objectives to assist staff understanding of gender identity and distinguish the differences between gender identity and sexual orientation. Module will explain the impact of negative healthcare experiences on LBGT health status and describe methods to create a gender inclusive environment at BIDMC. The module will also incorporate a tutorial on how to use patient pronouns and modify patient information via the Gender Link system.
- **Baseline Ambulatory Patient Complaint and Grievance Data with a focus on LBGT patient complaints/grievances.**
$$\frac{\text{Total number of complaints/grievances from Ambulatory Care patients}}{\text{Total number of complaints/grievances from LBGT patients from Ambulatory Care}} \times 100$$

Flow Chart Diagram for Collecting SOGI Data from Patients



Gender Identity Info via Gender Link

FROG,KERMIT

[Patient Safety Reporting System](#)

[Atrius Health](#)

[Inpatient Dashboard](#)

[eFlowsheets](#)

Provider Order Entry

Main Menu

[Enter Orders](#)

[Admission Orders](#)

[Pre Admission Medications](#) **Not verified**

[ED Holding Orders](#)

[Transfer Orders](#)

[Discharge Planning](#) ****In Progress**

[Hemodialysis Orders](#)

[Perioperative Orders](#)

[Resume Session](#)

[View Orders](#)

[eMAR](#)

[RN Acknowledge](#)

[RN Active Orders Report](#)

[eMAR Transfer Report](#)

[eFlowsheet Transfer Report](#)

[Allergies/Adverse Drug Reactions](#)

[Patient Profile](#)

[MAR Renewal Labels](#)

[Print Patient Labels](#)

[Print Wristband](#)

[Discharge Summary](#)

[Trigger Event](#)

[RN Kardex](#)

[Print RN Kardex](#)

[PEVA](#)

[Pending Immunizations](#)

This patient has current hem/onc orders.

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

Patient Identification Alert (click to view)

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

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

[Discharge Planning Display](#)

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

Patient Profile

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

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

*The attending change was confirmed on 04/16 @ 1047,
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

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

Gender Identity Information

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

Last Updated: 06/16/2016

[Update](#) [Done](#)

Add link for tool: [Quick Tips: Communicating with Transgender/Gender Diverse Patients](#)

sulfite / Optiray 160 / Corticosteroids (Glucocorticoids) / Nitroimidazoles / Penicilli
adient.

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

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

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Healthy People 2020



Questions