

Is This A Gay Friendly Hospital?

Creating a Positive LGBTQI Atmosphere

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Health System

Objectives

- Discuss differences of DADT and current thoughts.
- Identify unique health disparities of LGBTIQ patients.
- Recognize common barriers to creating a positive atmosphere for LGBTQI patients and staff.
- Create and list methods to create safety for LGBTIQ patients and staff.

OUTLINE

- The Why?
- The What and How?
- The Where to Go Next?



Why Do We Care?

Personal
narrative



Patient Narrative

- 16yo boy admitted s/p strangling.
- Football player.
- Doesn't remember incident.
- Reports bullying in school.
- Risks?

Health Disparities

- Youth -Caitlyn Ryan
- L &G – increases in AOD, CA and mood disorders
- Transgender – higher rates of HIV infection, murder and suicide.



The What:

What Does Your Workplace Do/ Have?



What Atmosphere Does Your Workplace Have?

- Policies?
- Staff/ Affinity Groups?
- Staff training?
- Medical school curriculum?
- Visibility? Events?
- Support groups?
- Community engagement?

The What: UC Davis Health System

- Social Potlucks



Dean's LGBTIQ Advisory Council



Charge from the Dean of Medical School

- Ask patients SOGI questions
- EMR
- 2009
- Associate Dean of Academic Personnel started a task force, including Allies.
- Any personnel.

A large pink circle is centered on a white background. Inside the circle, there is a smaller, downward-pointing triangle of a slightly darker shade of pink. The text is centered within the circle and the triangle.

STRAIGHT
but not
NARROW

Channel 13 News Clip:

UC Davis Medical Center First To Ask About
Sexual Orientation

<http://sacramento.cbslocal.com/video?autoStart=true&topVideoCatNo=default&clipId=8991195>



The What: Challenges

- Administrator Doubt
- Patient Doubt
- Provider list- not needed, “color blind”
- EMR logistics
- Diversity Burnout

Medical School Curriculum

- Advisory Team
- Lectures, patient vignettes, classes throughout the 4 years.
- One elective class is not recommended.
- All Day summit/ retreat.

Staff Group

- GLEE (Gays, Lesbians, Everyone who cares Employees)
- 2011
- Start with email lists, New Employee Orientation
- Events – National Coming Out Day.
- Support from Dean, CEO, etc?

Rainbow Stickers



Staff Group/ GLEE

- Coordinate with other staff groups – Allies.
- Annual representation in community Pride.
- Trainings/ Workshops
- Always provide give-a-ways and food.
- Visability



Celebrations/ Events

FOR EQUALITY



Please join us for National Coming Out Day

An opportunity to celebrate diversity, inclusion and awareness of sexual orientation and gender identity at UC Davis Health System.

Tuesday, October 11

11:30 A.M. TO 1 P.M.

PSSB OUTDOOR COURTYARD

Information tables • Light lunch provided • Brief program

SPECIAL GUEST SPEAKERS:

John A. Perez

California Speaker of the Assembly

Ralph J. Hexter

UC Davis Provost and
Executive Vice Chancellor

Sponsored by the UC Davis Health System

Policy for Transgender Patients

The screenshot displays a web browser window with the URL ucdmc.ucdavis.edu/policies/hospital_policies_and_procedures/patients_general/2816.shtml. The page header includes the UC Davis Health System logo and the title 'Policies & Procedures'. A search bar is located in the top right corner. On the left side, there is a vertical navigation menu listing various hospital policies and procedures, such as 'Hospital Policies & Procedures', 'Patient Care Standards', 'Structure Standards', 'Anesthesia', 'Apheresis / PICC Services', 'Food & Nutrition', 'GI Endoscopy Unit', 'Home Health & Hospice', 'Operating Room & Same Day Surgery Center', 'Pediatric Interventional Cardiology', 'Pharmacy', 'Post Anesthesia Care Units', 'Pulmonary Services Laboratory', 'Radiology', 'Respiratory Care', 'Transplant', 'Trauma and Acute Care Surgery', 'Ventricular Assist Device (VAD) Program', 'Emergency Operations Plan', 'EMIR - Guidelines for Effective Use', 'Multidisciplinary Patient Education Resources', 'Skills and Competencies', 'Obstetrics & Gynecology Standard Operating Procedures', 'Standardized Procedures', 'UC Davis Administrative Manuals', and 'UC Systemwide Policies and Guidelines'. The main content area is titled 'Access Guidelines for Quality Care for Transgender Patients'. It is organized into sections: I. PURPOSE, II. SETTING, III. DEFINITIONS, IV. POLICY, and V. PROCEDURE/RESPONSIBILITY. Section I states the purpose is to provide guidance for staff interaction with transgender patients. Section II identifies the setting as the Medical Center. Section III defines terms like 'Transgender', 'transition', 'Gender Identity', and 'Gender expression'. Section IV outlines the policy for addressing transgender patients. Section V details the protocol for interaction, including determining the patient's preferred pronoun and name.

UC DAVIS
HEALTH SYSTEM | Policies & Procedures

Insider
Search all Search this site

Access Guidelines for Quality Care for Transgender Patients

I. PURPOSE

To provide guidance for staff interaction with transgender patients to the University of California, Davis Medical Center (UCDMC) for care.

II. SETTING

Medical Center

III. DEFINITIONS

A. Transgender—is an umbrella term used to describe people whose gender identity, one's inner sense of being male or female, differs from their assigned or presumed sex at birth. Transgender patients generally are admitted to hospitals for the same types of care as other patients, although transgender patients may also enter hospitals for transition-related health services.

B. To "transition" means to undergo a process by which a person changes their physical sex characteristics and/or gender expression to match their inner sense of being male or female. A person may refer to themselves as "in transition" when asked about their gender. The process may include a name change, a change in preferred pronouns, and a change in social gender expression through things such as hair, clothing, and restroom use. It may or may not include hormones and surgery.

C. Gender Identity—is one's internal, personal sense of being a man or a woman.

D. Gender expression—is the external manifestation of one's gender identity, usually expressed through "masculine", "feminine", or gender-variant behavior, clothing, haircut, voice, or body characteristics.

IV. POLICY

When a transgender patient presents for health care, they will be addressed and referred to on the basis of their self-identified gender, using their preferred pronoun and name, regardless of the patient's appearance, surgical history, legal name, or sex assigned at birth.

V. PROCEDURE/RESPONSIBILITY

A. Protocol for interaction with transgender patients:

1. A transgender patient's preferred pronoun should be determined as follows:
 - a. If the patient's gender presentation clearly indicates to a reasonable person the gender with which the patient wishes to be identified, the hospital staff member should refer to the patient using pronouns appropriate to that gender.
 - b. If the hospital staff member determines the patient's preferred pronoun on the basis of the patient's gender presentation, but is then corrected by the patient, the staff member should then use the pronouns associated with the gender identity verbally expressed by the patient.
 - c. If the patient's gender presentation does not clearly indicate the patient's gender identity, the hospital staff member should discreetly and politely ask the patient for the patient's preferred pronoun and name.
2. Staff may only ask patients about their transgender status, sex assigned at birth or transition-related procedures when such information is directly relevant to the patient's care.

UC Davis Medical Center
Hospital Policies and Procedures
Policy ID: 2816
New 02/26/2015



Training

- Medical Students and other learners
- Staff – Training and Development or HR
- Residents/ Grand Rounds – Social Services, Psychiatry, Pediatrics, Family Practice
- Nurses
- Chaplains
- Coordinate with HR, CPPN, OME

Human Rights Campaign

- Healthcare Equality Index



LGBTQI Welcoming Provider List



ACADEMIC MEDICINE

Journal of the American Association of Medical Colleges



Advancements in Medicine and
Public Health

Supplemental Research and
Writing

1998-2000

www.aacme.org

Introducing Sexual Orientation and Gender Identity Into the Electronic Health Record: One Academic Health Center's Experience:

Edward J. Callahan, PhD, Nicole Sitkin, Hendry
Ton, MD, W. Suzanne Eidson-Ton, MD, Julie
Weckstein, MSW, and Darin Latimore, MD

Award Recognition



Education Conference

- ImprovingOUTcomesConference.com
- 2 day conference
- Medical and Mental health
- CMEs and CEUs
- Free for students

Questions and Discussion

