



ABHCA Cultural Conversations: LGBTQ Healthcare Experiences Matter

Agenda

1. Welcome & Introductions
2. Short Video
3. Presentation
4. Discussion
5. Resources

This is a conversation, please ask questions
along the way...

Jill Webber, MPH

- **Cultural & Health Equity Director, Health Educator**
- **Been with ABHCA since January, 2018**
- **Previously worked with FQHCs and Community Based Organizations**



Presentation Goals

1. Define some key terms and concepts related to people who identify as LGBTQ;
2. Discuss LGBTQ healthcare disparities and social determinants of health that drive disparities;
3. Share resources and strategies for creating welcoming and affirming healthcare experiences for LGBTQ members

**Why are we talking
about this?**

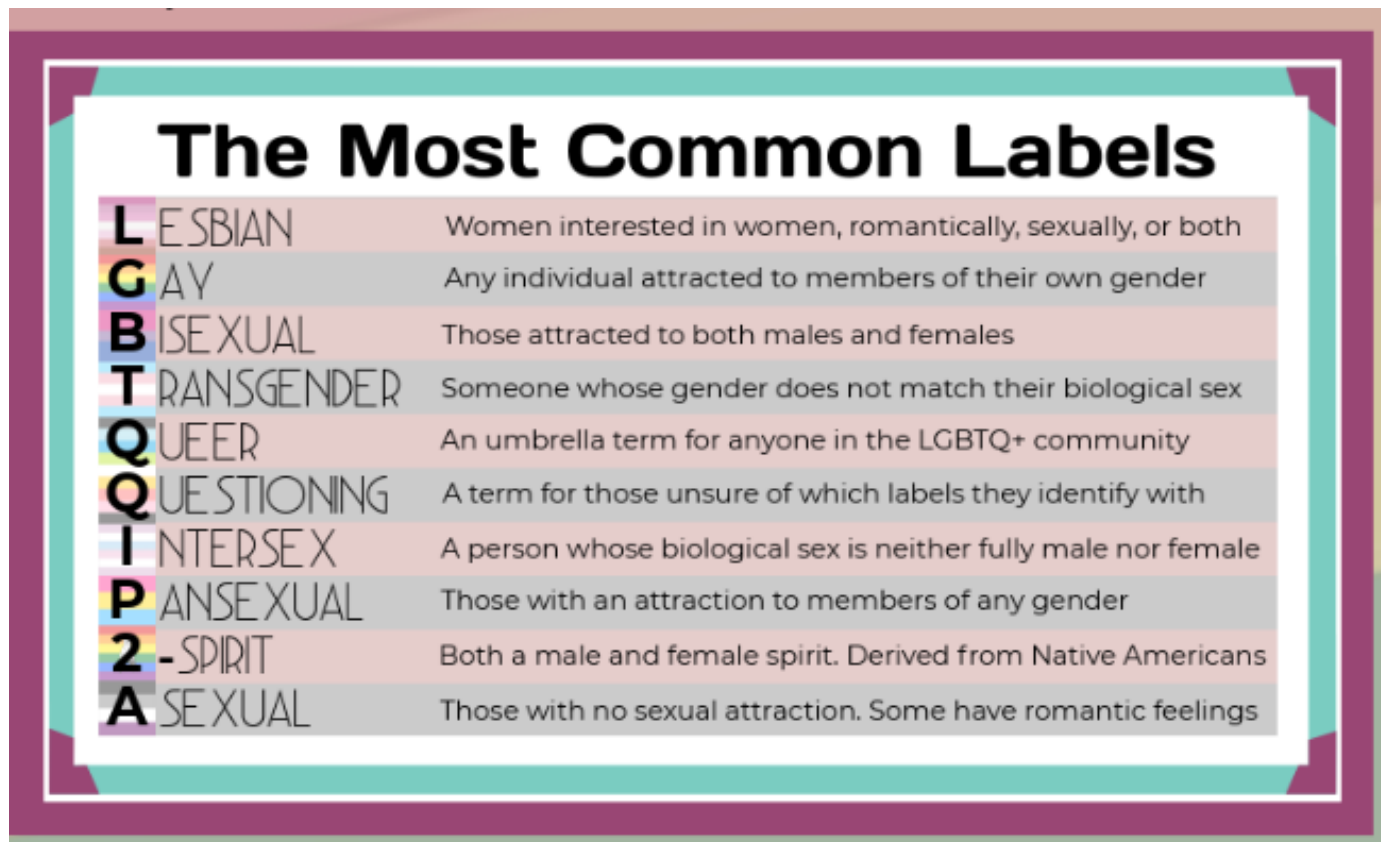
Experiences Accessing Healthcare Video

https://www.youtube.com/watch?v=Q5-7t_qBw14

Common Labels

Common Labels

Cisgender: A term for people whose gender identity matches the sex that they were assigned at birth. For example, someone who identifies as a woman and was assigned female at birth is a cisgender woman. The term cisgender is the opposite of the word transgender.

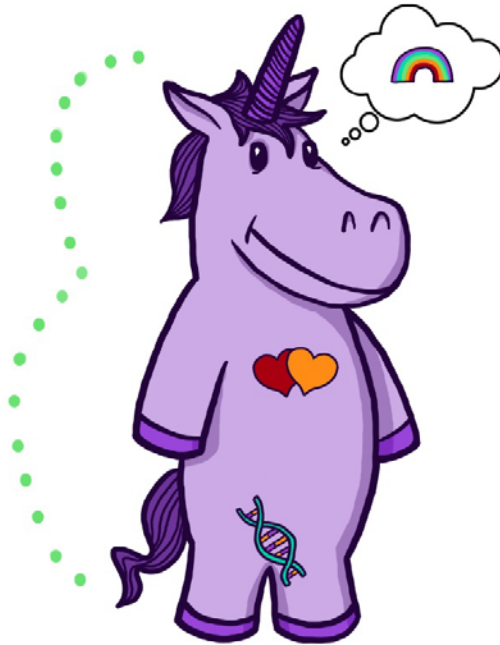


The Most Common Labels	
L ESBIAN	Women interested in women, romantically, sexually, or both
G AY	Any individual attracted to members of their own gender
B ISEXUAL	Those attracted to both males and females
T RANSGENDER	Someone whose gender does not match their biological sex
Q UEER	An umbrella term for anyone in the LGBTQ+ community
Q UESTIONING	A term for those unsure of which labels they identify with
I NTERSEX	A person whose biological sex is neither fully male nor female
P ANSEXUAL	Those with an attraction to members of any gender
2 -SPIRIT	Both a male and female spirit. Derived from Native Americans
A SEXUAL	Those with no sexual attraction. Some have romantic feelings

Gender Identity

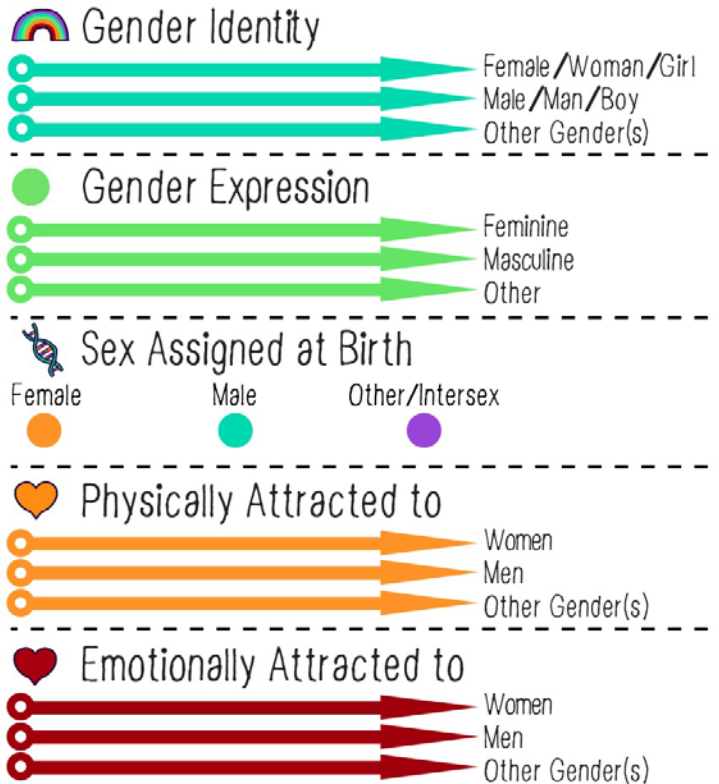
The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



To learn more, go to:
www.transstudent.org/gender

Design by Landyn Pan and Anna Moore



Gender Neutral/Nonbinary Pronouns

People whose gender is not male or female use many different terms to describe themselves, with **non-binary** being one of the most common. Other terms include **genderqueer**, **agender**, **bigender**, and more. None of these terms mean exactly the same thing – but all speak to an experience of gender that is not simply male or female.

Pronouns:	In a sentence:
she/her/hers	She wants you to use her pronouns.
he/him/his	He wants you to use his pronouns.
ze/hir	Ze wants you to use hir pronouns.
they/ them/ theirs	They want you to use their pronouns.
co/cos	Co wants you to use cos pronouns.
No pronoun/name (use the person's name instead of a pronoun)	____(name) wants you to use ____ (name) pronouns.
xe/xem/xyr	Xe wants you to use xyr pronouns.
hy/hym/hys	Hy wants you to use hys pronouns.

LGBT Health Disparities

- Research suggests that LGBT individuals face health disparities linked to societal stigma, discrimination, and denial of their civil and human rights.
- Discrimination against LGBT persons has been associated with high rates of psychiatric disorders, substance abuse, and suicide.
- Experiences of violence and victimization are frequent for LGBT individuals, and have long-lasting effects on the individual and the community.
- Personal, family, and social acceptance of sexual orientation and gender identity affects the mental health and personal safety of LGBT individuals.

Source: [Healthypeople.gov](https://www.healthypeople.gov)

LGBT Health Disparities (cont.)

LGBT health requires specific attention from health care and public health professionals to address a number of disparities, including:

- LGBT youth are 2 to 3 times more likely to attempt suicide.
- LGBT youth are more likely to be homeless.
- Lesbians are less likely to get preventive services for cancer.
- Gay men are at higher risk of HIV and other STDs, especially among communities of color.
- Lesbians and bisexual females are more likely to be overweight or obese.
- Transgender individuals have a high prevalence of HIV/STDs, victimization, mental health issues and suicide and are less likely to have health insurance than heterosexual or LGB individuals.
- Elderly LGBT individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers.
- LGBT populations have the highest rates of tobacco, alcohol, and other drug use.

Source: Healthypeople.gov

LGBTQ Social Determinants of Health

Social determinants affecting the health of LGBT individuals largely relate to oppression and discrimination. Examples include:

- Legal discrimination in access to health insurance, employment, housing, marriage, adoption, and retirement benefits
- Lack of laws protecting against bullying in schools
- Lack of social programs targeted to and/or appropriate for LGBT youth, adults, and elders
- Shortage of health care providers who are knowledgeable and culturally competent in LGBT health

Source: Healthypeople.gov

Creating Positive Experiences

Tips for Providers

1. Welcome LGBTQ members by displaying LGBTQ positive cues in your office.
2. Treat LGBTQ individuals as you would like to be treated.
3. Remember to always refer to LGBTQ (especially transgender) people by the name and pronoun that corresponds with their gender identity.
4. If you are unsure about a person's gender identify or how they wish to be addressed, ask politely for clarification.
5. Establish an effective policy for addressing discriminatory comments and behavior in your office.

Source: Transgender Law Center

Tips for Providers (cont.)

6. Remember to keep focus on care rather than indulging in questions out of curiosity.
7. Keep in mind that the presence of a transgender person in your treatment room is not always and appropriate “training opportunity” for other health care providers.
8. It is inappropriate to ask patients about their genital status if it is unrelated to their care.
9. Never disclose a person’s LGBTQ (especially transgender) status to anyone who does not explicitly need this information for care.
10. Become knowledgeable about LGBTQ health care issues.

From Where You Sit

What, if any, obstacles have you faced in helping LGBTQ members get care?

What other topics would you like us to converse about?

Resources

Gender Neutral Pronouns: https://www.huffpost.com/entry/non-binary-pronouns-why-they-matter_b_5a03107be4b0230facb8419a

LGBTQ Implicit Bias: <https://www.glsen.org/sites/default/files/Safe%20Space%20Kit.pdf>

LGBTQ Definitions <http://lzigelyte.digitalscholar.rochester.edu/LGBTQexperiences/wp-content/uploads/2018/03/000.png>

LGBTQ Healthcare Experiences Video: https://www.youtube.com/watch?v=Q5-7t_qBw14

National LGBT Health Education Center: <https://www.lgbthealtheducation.org/>

CDC LGBT Health: <https://www.cdc.gov/lgbthealth/index.htm>

HHS.gov Health and Well-being for LGBT Americans: <https://www.hhs.gov/programs/topic-sites/lgbt/index.html>

The Center San Diego: <https://thecentersd.org/>

San Diego Pride: www.sdpride.org

Transgender Law Center: <https://transgenderlawcenter.org/resources>

Healthypeople.gov: <https://www.healthypeople.gov/2020/topics-objectives/topic/lesbian-gay-bisexual-and-transgender-health>

Thank you!



Jill Webber
Cultural & Health Equity Director, Health Educator
WebberJ@aetna.com

aetna®