

CREATING AN EFFECTIVE, PATIENT-CENTERED ONLINE TRAINING FOR AFFIRMING CARE OF GENDER DIVERSE PEOPLE IN A LARGE ACADEMIC HEALTH SYSTEM'

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Abstract

An affirming health care experience for gender diverse individuals and their families begins from their first contact with the health system and throughout their journey including every clinical, non-clinical and written interaction. The potential for affirming interactions is aided by collection of lived names, pronouns, and gender identity within electronic medical records. However, past professional education and trainings included gendered honorifics and often lacked specifics on LGBTQ+ focused care, which hinders the use of affirming language. Some states (California included) recognized the need for LGBTQ+ centered training and mandated health providers complete such trainings. UCLA Health is a vast health system with 34,000 staff and over 250 locations, presenting a challenge for any training to be effectively executed. We embarked on creating a patient-centered, interactive, online module to provide skills for each employee in the foundations of affirming care.

Objectives

Our key components for the foundational training are to effectively empower the health system staff to conduct affirming interactions with gender diverse individuals, colleagues, and their families included:

- Reinforcing institutional values of providing inclusive and affirming care to LGBTQ+ individuals including patients, staff, trainees, and families.
- Building an understanding of California laws and UCLA policies designed to protect LGBTQ+ individuals and communities
- Modeling inclusive and affirming behaviors with patient scenarios
- Fostering empathy by illustrating manifestations of healthcare harms experienced by LGBTQ+ people and communities through patterns of discrimination
- Providing skills and practices for staff and trainees to foster an affirming workplace and inclusive clinical environment for LGBTQ+ people

Methods

With a panel of LGBTQ+ health experts and LGBTQ+ community members, the Office of Health Equity, Diversity and Inclusion created an online, 60-minute "Affirming Care for LGBTQ+ People" training REQUIRED for all health system staff. The module included real-life examples on how to affirm patients in various healthcare settings, defined basic principles to build upon concepts, and made applicable to many settings throughout the system.

Our goal included:

- Staff, trainees and faculty can consistently use lived names, pronouns, and gender neutral titles (e.g. "parent(s)")
- Biases and assumptions about gender identity and sexual orientation are challenged
- Creating an affirming environment so that LGBTQ+ patients, staff and trainees are invited to share their gender identity and sexual orientation on their own terms
- Staff, trainees and faculty learn the skills needed to repair mistakes and respond respectfully if one misgenders a patient or assumes someone's sexual orientation

Question 4 of 5

These answers are correct. Please continue to the next question.

Pronouns Words used to refer to someone without using their name. (He/ Him/His, She/Her/ Hers, They/Their/ Theirs, etc.)	Lived Name The name a person chooses to use that may be different from their legal name.	Dead Name A reference to a person's legal name when it is not appropriate to use.	Legal Name The name on a person's legal documentation, such as a birth certificate or government identification.
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Why do we collect SOGI information?

We collect information about a patient's **sexual orientation** and **gender identity** (SOGI) to support our teams in delivering inclusive and affirming care to each patient, which includes addressing patients using their lived names and pronouns.

Sometimes, knowing a patient's **sex assigned at birth** helps the medical team choose the medical tests and treatments that are best for them. We aim to collect this information when we first register a patient so that we don't have to ask multiple times. It can be a distressing question to answer if it differs from a person's lived identity.

A patient is checking in at a primary care office. They say, "Hi, my name is Michael Garcia. I have an appointment at 9 o'clock."

After matching the patient using other identifiers like date of birth in the patient's medical record, how should you greet this patient?

Select the best answer, and click **Submit**.

"Welcome, Ana."
 "Welcome, Mr. Garcia."
 "Welcome, Miss Garcia."
 "Welcome, Michael."

Correct

This statement invites Clara and Maya to share their names on their own terms.

It avoids making assumptions about Clara's or Maya's gender identity, or their relationship with each other.

Let's keep going.

CONTINUE

Which of these statements should Talia use to connect with Clara and Maya?

Select the best answer and click **Submit**.

To Clara and Maya: "Hello, I love to see families that are different from ours!"
 To Clara: "Hello, Clara. Did you bring your wife today?"
 To Clara: "Hello, Clara. So, your husband couldn't come today?"
 To Maya: "Hello. Are you also mom?"
 To Clara and Maya: "Hello. How shall I address you both today?"

Question 3 of 5

You can talk about a transgender patient with a coworker as long as the patient cannot hear you. Select true or false and click **Submit**.

A TRUE

B FALSE

Correct

Omar respected Avery's comfort with removing or keeping on any of their clothing, and he explained Avery's options to them without judgment.

Omar used gender-neutral language to describe Avery's clothing, such as "undergarments" instead of "bra and panties."

Let's keep going.

CONTINUE

What did Omar do to support inclusive and affirming? Select all that apply and click **Submit**.

He offered Avery the choice to stay dressed or change into a gown.
 He used gender-neutral language to describe clothing.
 He respected Avery's ability to choose which garments to leave on.
 He explained several different options without judgment.

Take a look at the patient's medical record. You overhear colleagues referring to this patient on your inpatient care team as "Mr. Smith."

What can you do?

Select the best answer, and click **Submit**.

Do nothing because the patient cannot overhear the conversation.
 Invite your colleagues to refer to the patient as "Ms. Smith" because the patient's gender identity is female.
 Invite your colleagues to use the patient's lived name, Michelle Smith, when speaking about her.
 Do nothing because your colleagues are using the title that matches the patient's sex assigned at birth.

Correct

Invite your colleagues to use the patient's lived name, Michelle Smith, when speaking about her.

Do nothing because your colleagues are using the title that matches the patient's sex assigned at birth.

CONTINUE

Conclusions

Training specifically on providing affirming care for gender diverse and LGBTQ+ communities is critical for all health system staff. Online formats can be a valuable modality for providing foundational skills. A well-developed module can be scalable, durable, and effective for organizations, especially considering the dynamic and diverse nature of health care. We recognize that a tiered-educational approach is needed to build upon a foundational module and additional, advanced skill training is needed. Next steps include creating an LGBTQ+ Upstander training and continuing programs to further the skills of our staff, trainees and faculty to provide affirming care for all gender diverse and LGBTQ+ patients, staff, and their families.

Understand key components of a foundational training to effectively empower the health system staff to conduct affirming interactions with gender diverse individuals including 1) modeling inclusive and affirming behaviors with patient scenarios 2) fostering empathy by illustrating manifestations of healthcare harms experienced by LGBTQ+ people and communities through patterns of discrimination and 3) providing skills and practices for staff and trainees to foster an affirming workplace and inclusive clinical environment for LGBTQ+ people

UCLA Health is committed to making sure that every patient and family is treated with respect and dignity. We strive to make every patient feel valued, welcome, and able to express their authentic identity.

It is our responsibility to ensure that LGBTQ+ people, like all people, experience optimal healthcare in an environment that respects their authentic identity and sense of self.



As a UCLA Health employee, you can make a positive impact on the lives of all our patients.



Health