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

Emery H. Chang, MD, Rebecca Rada, DO, MBA, MS, Beckett Maravelias, Gifty-Maria Ntim. MD, MPH, Amy Weimer, MD

UCLA David Geffen School of Medicine, Los Angeles, California

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 patientcentered, 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:

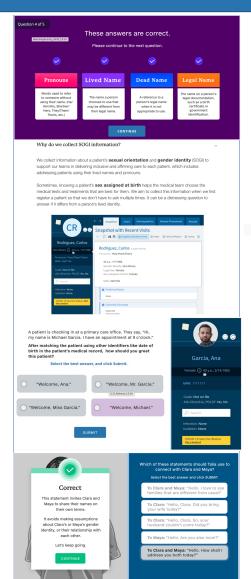
- -Reinforcing institutional values of providing inclusive and affirming care to LGBTQ+ individuals including patients, staff, trainees, and families.
- -Building an understanding of California laws and UCLA policies designed to protect LGBTQ+ individuals and communities -Modeling inclusive and affirming 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





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

It is our responsibility to ensure that LGBTQ+ people, like all people, experience optima





