LGBTQ Care and Inclusion: Benchmarking and Opportunities at LVHN.

Sarah Kim  
*Temple University - College of Public Health*

Laura Gutierrez  
*Lehigh Valley Health Network, Laura_T.Gutierrez@lvhn.org*

Judith Sabino MPH, CDP  
*Lehigh Valley Health Network, judith.sabino@lvhn.org*

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The lesbian, bisexual, gay, transgender, and queer (LGBTQ) community faces certain disproportionate health risks based on their status as a sexual orientation and/or gender identity minority.

- For example, lesbian women face higher rates of particular cancers and gay men are more likely to struggle with disordered eating.1

To improve care for LGBTQ people, the Human Rights Campaign Foundation developed the Health Equality Index (HEI) as a benchmarking tool.

- There are 18 “Top Performer” and “Leader in LGBTQ Healthcare Equality” healthcare facilities in Pennsylvania, including Hospital of the University of Pennsylvania, Children’s Hospital of Philadelphia, and VA Pittsburgh Healthcare System.2

Surveyed medical schools reported 5 hours of LGBTQ-centered curriculum on average, which most deans rated as fair.3

- Expanding HEI approved clinical education on LGBTQ health could help to improve patient experience.

**METHODS**

- Reviewed HEI 2018 Benchmark
  - Gathered best practice criteria from HEI
  - Determined stakeholders to identify current practices

- Identified LVHN Current Practices
  - Conducted in-person and virtual interviews
  - Gathered and reviewed LVHN policies and procedures

- Identified Current Status and Room for Growth
  - Scored LVHN per HEI benchmark guidelines
  - Created a guide of LGBTQ-health resources

**RESULTS**

- The HEI evaluates healthcare facilities based on 54 best practice criteria. Facilities can achieve “Leader in LGBTQ Healthcare Equality” with a minimum of 30 best practices.

- LVHN has implemented or has begun to implement 23 of the examined practices to earn 60 points.

- The LGBTQ Health Education Guide contains videos, webinars, suggested readings, learning modules, and external resources to grow provider knowledge.

  - The guide includes several HEI approved materials which could fulfill Criteria 1 staff training requirements.

**HEI Criteria and Scoring System**

<table>
<thead>
<tr>
<th>Criteria 1</th>
<th>Criteria 2</th>
<th>Criteria 3</th>
<th>Criteria 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full credit</td>
<td>8 criteria (8 required)</td>
<td>22 criteria (11 min.)</td>
<td>15 criteria (7 min.)</td>
</tr>
<tr>
<td></td>
<td>40 points</td>
<td>30 points</td>
<td>20 points</td>
</tr>
<tr>
<td>Partial credit</td>
<td>1+ criteria</td>
<td>6-10 criteria</td>
<td>4-6 criteria</td>
</tr>
<tr>
<td></td>
<td>5+ points</td>
<td>15 points</td>
<td>10 points</td>
</tr>
</tbody>
</table>

LVHN status

- 6 criteria (30 points)
- 10 criteria (15 points)
- 4 criteria (10 points)
- 3 criteria (5 points)

LVHN currently earns 60 points.

**LVHN Performance per HEI Criteria (Abridged)**

- **Criteria 1:** Non-discrimination and Staff Training
- **Criteria 2:** Patient Services and Support
- **Criteria 3:** Employee Benefits and Policies
- **Criteria 4:** Community Engagement

**KEY:** Green = fulfilled criteria; yellow = partially fulfilled/in-progress criteria; red = unfulfilled criteria.

**RECOMMENDATIONS**

- Create an LGBTQ health page on LVHN.org which
  - Includes LGBTQ health information;
  - Includes external LGBTQ health resources;
  - Identifies LGBTQ-knowledgable providers.

- Expand network policies to protect transgender community members which
  - Includes gender transition guidelines for employees;
  - Includes care protocol for trans patients.

- Continue implementing recommended best practices for LGBTQ patients as defined by the HEI and other leading facilities.

- Provide the best possible care and achieve excellent health outcomes and levels of satisfaction for LGBTQ patients.

- Earn and maintain the designation of Leader in LGBTQ Healthcare Equality.

*This is the front cover of the LGBTQ Health Education Guide, a digital file with external education resources.*
References

