

LGBTQ Care and Inclusion: Benchmarking and Opportunities at LVHN.

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LGBTQ Care and Inclusion: Benchmarking and Opportunities at LVHN

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BACKGROUND

- 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

HEI Criteria and Scoring System

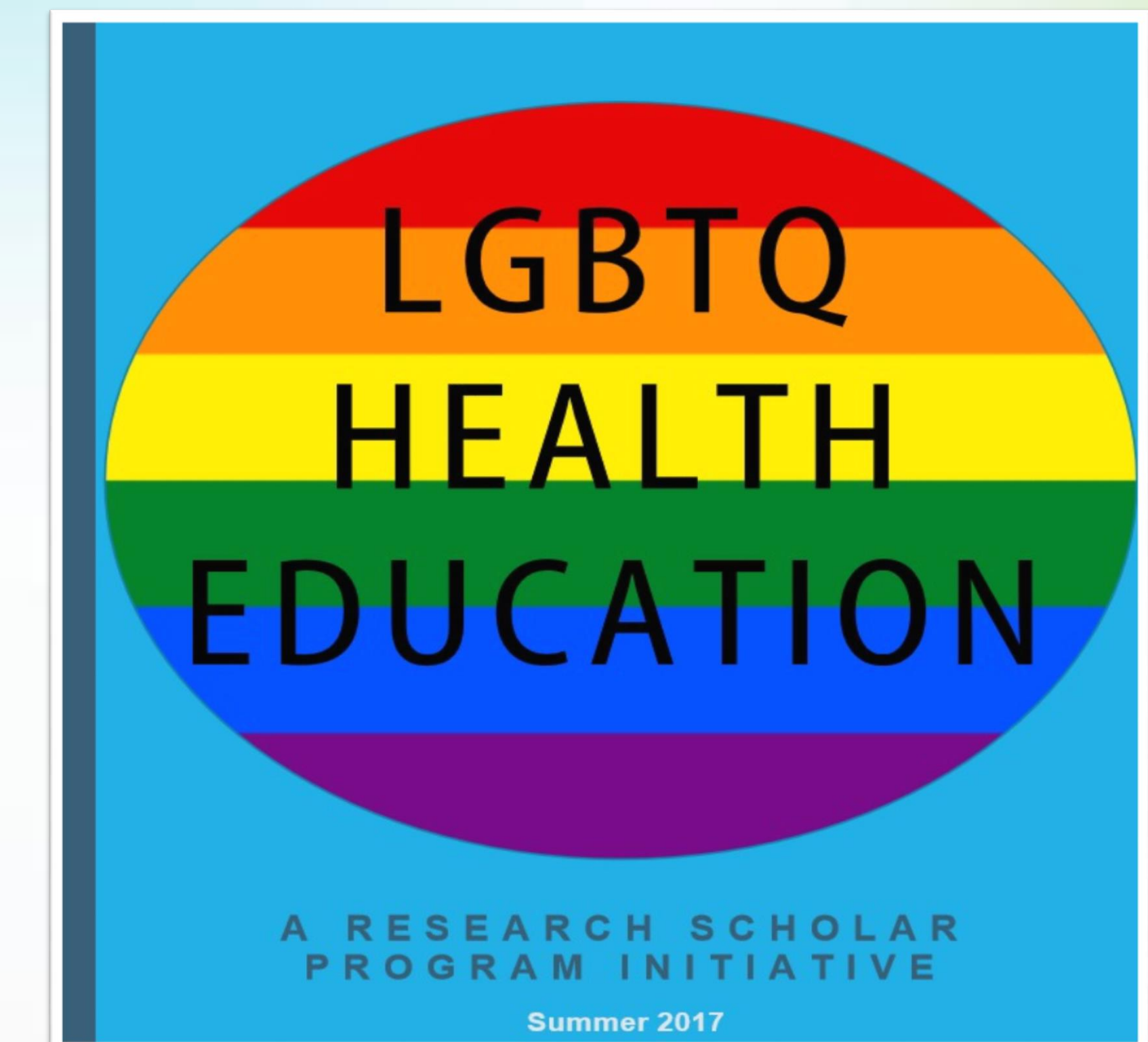
	Criteria 1	Criteria 2	Criteria 3	Criteria 4	
Full credit	8 criteria (8 required) 40 points	22 criteria (11 min.) 30 points	15 criteria (7 min.) 20 points	9 criteria (4 min.) 10 points	Leader in LGBTQ Healthcare Equality designation is earned by scoring 100 points.
Partial credit	1+ criteria 5+ points	6-10 criteria 15 points	4-6 criteria 10 points	2-3 criteria 5 points	Top Performer designation is earned by scoring 80-95 points.
LVHN status	6 criteria 30 points	10 criteria 15 points	4 criteria 10 points	3 criteria 5 points	LVHN currently earns 60 points.

- 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.

LVHN Performance per HEI Criteria (Abridged)

Criteria	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
Criteria 1: Non-discrimination and Staff Training	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Criteria 2: Patient Services and Support	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Criteria 3: Employee Benefits and Policies	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Criteria 4: Community Engagement	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green

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



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

RECOMMENDATIONS

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

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610-402-CARE LVHN.org



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