What Does it Mean to Provide Clinically Excellent Care to LGBTQ Patients at LVHN? Development of a Survey Tool and Research Methodology.

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What Does it Mean to Provide Clinically Excellent Care to LGBTQ Patients at LVHN?  
Development of a Survey Tool and Research Methodology  
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**BACKGROUND & INTRODUCTION**

- Lesbian, gay, bisexual, transgender, and queer-identifying (LGBTQ) people have unique healthcare needs, however these needs are often underserved by healthcare facilities
- 56% of LGB and 70% of transgender people report experiencing healthcare discrimination
- 49% of LGB and 89% of transgender patients report concerns of not enough health professionals trained to care for their specific needs
- Unequal provisions and barriers to care contribute to health disparities for LGBTQ patients:
  - Lower rates of preventative care, greater substance abuse, greater tobacco use, and higher rates of STIs including HIV
- Lehigh Valley Health Network is working towards providing respectful, high quality care to the LGBTQ community

**Objectives:**

- Create a survey tool to assess practices, procedures, provisions, knowledge, and self-efficacy of clinical care team members (LVHN colleagues with direct patient contact including front office staff)
- Development of a research plan for using the survey to advance LVHN towards best practices in LGBTQ care

**METHODS: Development Phase**

- Review best practices in LGBTQ patient care
  - Best care practices identified from past studies, LGBTQ care guidelines, and leading LGBTQ health care facilities
- Development of preliminary survey tool
  - Survey questions designed to assess LVHN on best practices as identified through initial review
  - 20 measures
  - Creation of a preliminary codebook
- Review and revisions
  - Review by four stakeholders with relevant knowledge and expertise; revisions adapted; 25 measures

**METHODS: Pilot Phase**

- LGBTQ Patient Care Survey pilot test
  - Piloted to the LVHN LGBTQ Patient and Family Care Team
  - 26 measures including short answer pilot feedback question
  - 50% response rate (19 of 38 surveys completed)
- Revisions
  - 17 revisions adapted following the pilot including additions, exclusions, rewording, and format changes
- Finalization of LGBTQ Patient Care Survey
  - 21 total measures; 12 assessment measures, 7 demographic questions, 1 indicator to be identified as LGBTQ knowledgeable, 1 short answer of respondent's wishes for LVHN
  - Codebook updated and finalized

**OUTCOMES**

**METHODS: Pilot Phase**

- LVHN can work towards best practices in the care of LGBTQ patients by evaluating the current practices using the LGBTQ Patient Care Survey
- LVHN can identify and implement beneficial and relevant trainings and education based opportunities identified in the results of the survey
- LVHN can use survey findings to effectively assess and improve care of LGBTQ existing and future patients at the network

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