Serving Our Community with Pride

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Serving Our Community with Pride
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Lehigh Valley Health Network, Allentown, Pennsylvania
Special thanks to the participants of the education session.

BACKGROUND

• Physical disparities included cancer, STIs and obesity. Behavioral disparities included depression and anxiety; suicide and self harm; and substance abuse issues.
• Barriers to LGBTQ quality healthcare included a lack of LGBTQ knowledgeable clinicians and unwelcoming clinical practices.
• Effects of these barriers shown above.
• Ways to address these barriers included LGBTQ health education, welcoming clinical practices, and better language practices.

RESEARCH FINDINGS

- Conducted literature reviews on LGBTQ health disparities, barriers to care, effects of barriers to care, and how to address these barriers.
- Developed a presentation to teach about these topics.
- Created pre and post presentation surveys to evaluate the effectiveness of the presentation.

METHODS

• Implemented protocol to identify the biggest barriers that prevent LGBTQ healthcare, including both physical and mental health disparities the LGBTQ community faces.
• To identify behaviors that facilitate a welcoming clinical environment and encourage the patient to continue their care.
• Fig. 1 shows the significant increase in knowledge about addressing barriers to care.

RESULTS

How Much Did Participants Already Know vs. How Much Did They Learn About Addressing Barriers To Care?

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<tr>
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<th>Strongly Disagree</th>
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<th>Agree</th>
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I know a lot about how to address these barriers.
I learned a lot about how to address these barriers.

Fig. 1 shows the significant increase in knowledge about addressing barriers to care.

How Much Do You Agree With The Statement "The LGBTQ Community Faces Significant Barriers to Care?"

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<tr>
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<th>Strongly Disagree</th>
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Fig. 2 shows the shift in knowledge about the statement "The LGBTQ community faces significant barriers to healthcare."

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Fig. 3 shows the shift in knowledge about the statement "In general, most clinicians are LGBTQ knowledgeable."

FUTURE DIRECTIONS

• Create a mandatory education session for all clinicians to attend.
• Identify a subject matter expert in every practice.
• Implement protocol and criteria to identify LGBTQ knowledgeable clinicians.

Module title | Objective
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Gender Unicorn and LGBTQ Terminology | To define basic terminology in order to provide context to the community and how members identify themselves.
LGBTQ Health Disparities | To identify the biggest behavioral and physical health disparities the LGBTQ community faces.
Barriers to Care | To identify the biggest barriers that prevent the LGBTQ community from entering or delaying getting care.
Effects of Barriers to Care | To show the link between LGBTQ health disparities and barriers to care.
Addressing Barriers to Care | To identify behaviors that facilitate a welcoming clinical environment and encourage the patient to continue their care.
Scenarios | To apply what was learned from the presentation by roleplaying situations LGBTQ individuals often face in healthcare.

REFERENCES