

# Serving Our Community with Pride

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# Serving Our Community with Pride

Mandy McHale

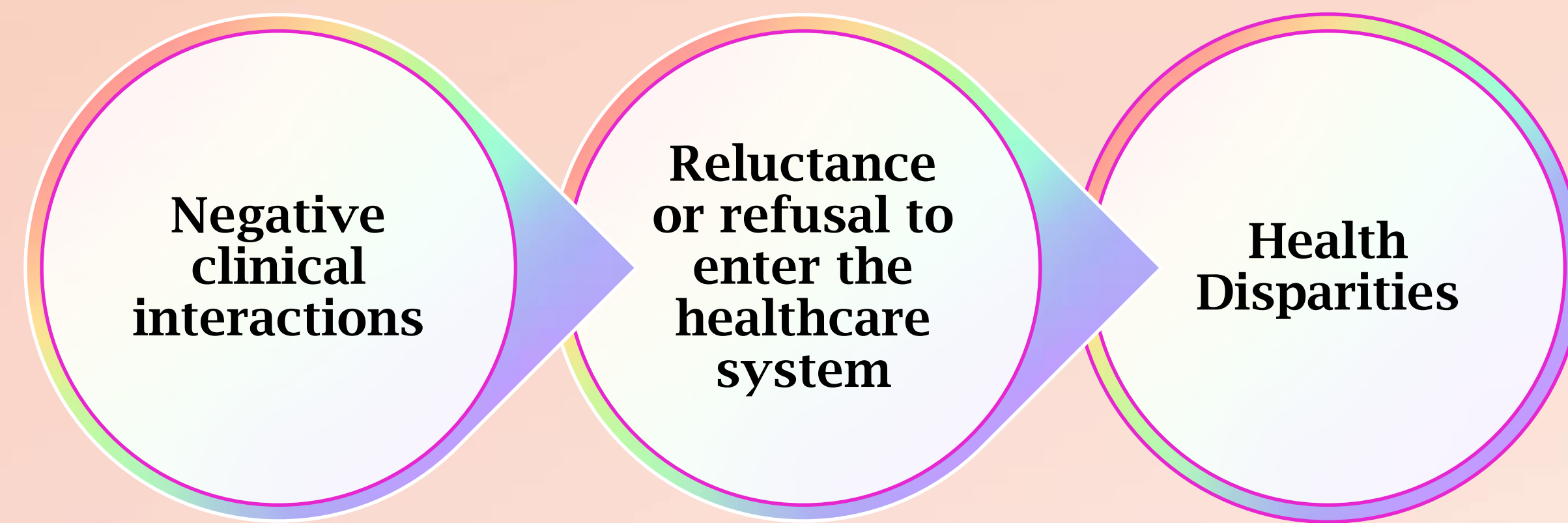
Mentor: Judy Sabino, MPH, CDP

Lehigh Valley Health Network, Allentown, Pennsylvania

Special thanks to the participants of the education session.



## BACKGROUND



## RESEARCH FINDINGS

- 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.

## METHODS

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

Module title	Objective
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.

## RESULTS

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

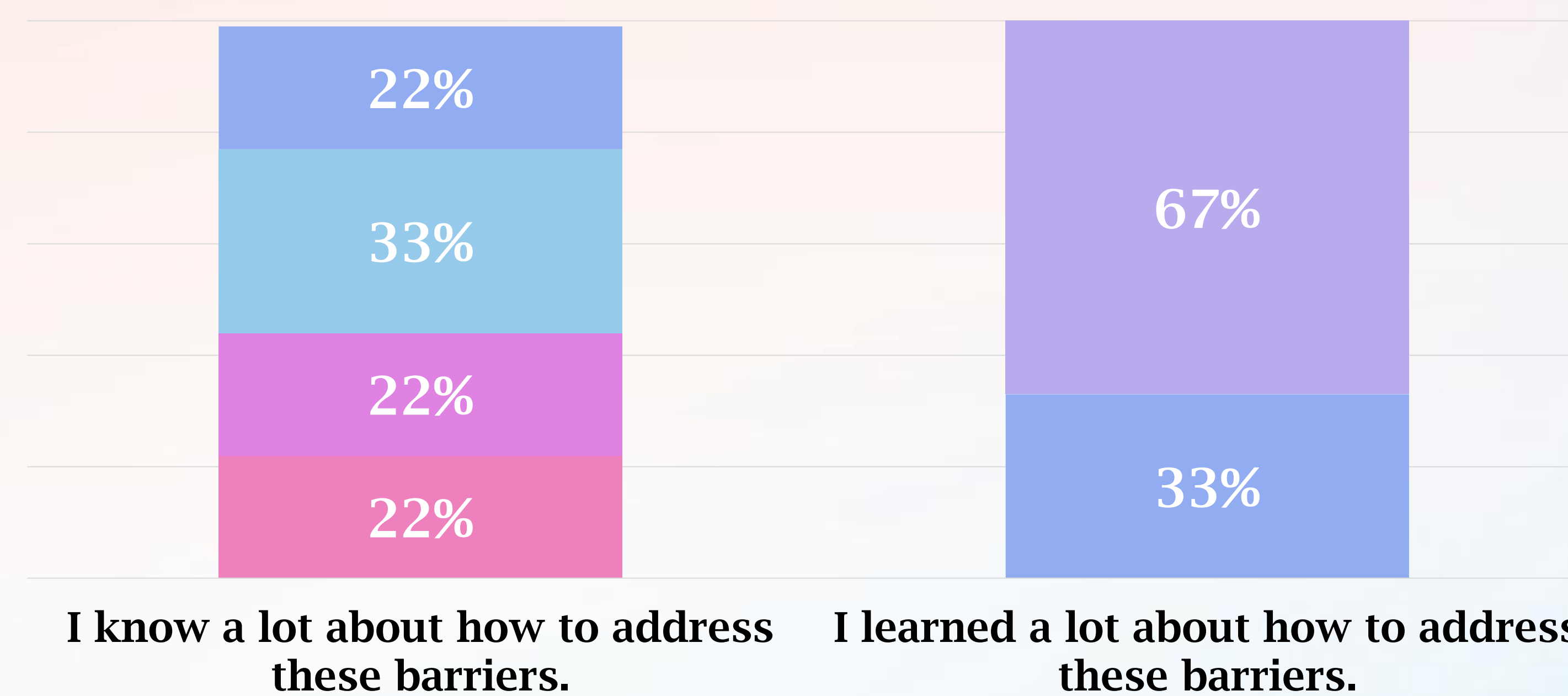


Fig. 1 shows the significant increase in knowledge about addressing barriers to care.

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

Strongly Disagree Disagree Neutral Agree Strongly Agree

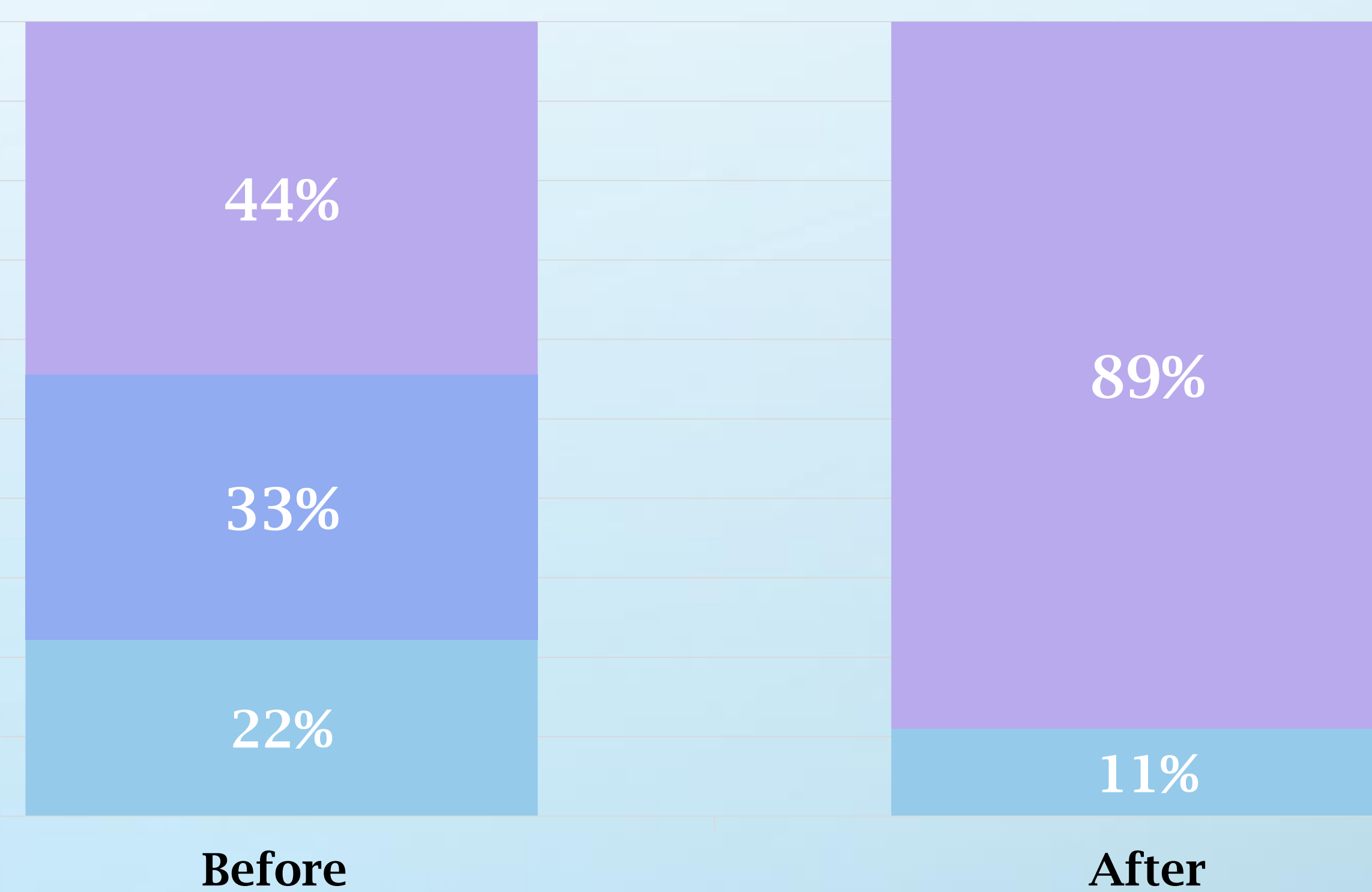


Fig. 2 shows the shift in knowledge about the statement "The LGBTQ community faces significant barriers to healthcare."

## RESULTS

How Much Do You Agree With The Statement, "In General, Most Clinicians Are LGBTQ Knowledgeable?"

Strongly Disagree Disagree Neutral Agree Strongly Agree

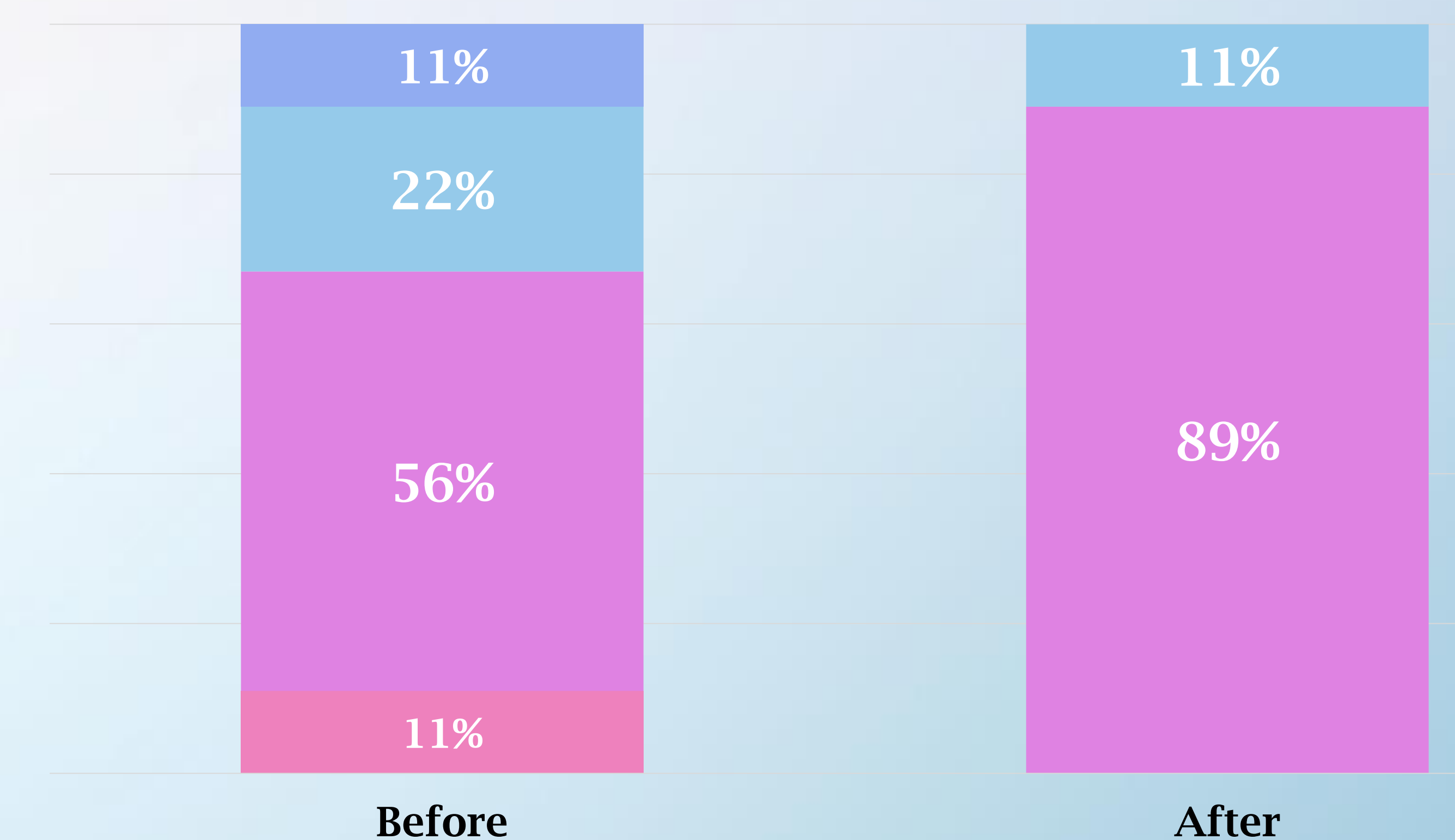


Fig.3 shows the shift in knowledge about the statement "In general, most clinicians are LGBTQ knowledgeable."

## 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.

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