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# The Attitude of Medical Practices Toward LGBTQ Older Adults Before and After Intervention

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## BACKGROUND

- Between 2-8% of the population aged 65 and older identify as LGBT<sup>1</sup>
- Negative experiences at the hands of health care professionals are a primary barrier to care faced by older LGBT adults<sup>2</sup>
- Training health care professionals with the film, Gen Silent, is one way the knowledge gaps and biases of health care professionals have been addressed<sup>3-4</sup>
- Utilizing the survey previously validated by Porter et al., our primary outcome was to measure significant changes in health professionals' knowledge, perceptions, and attitudes toward LGBTQ older adults after viewing Gen Silent<sup>5</sup>

## MATERIALS AND METHODS

- Participation was voluntary and all answers were anonymous
- No incentive was offered to participate
- Pretest and posttest questions included: 16 Five-point Likert scale questions, 7 true/false responses, and 2 yes/no responses, job title, practice site, and previous LGBT training
- Pretest surveys were piloted by health care providers to ensure question clarity
- Data from pre- and posttests were analyzed for all participants who viewed entirety of Gen Silent using a paired t-test

## RESULTS

Four primary care practices participated in this study.

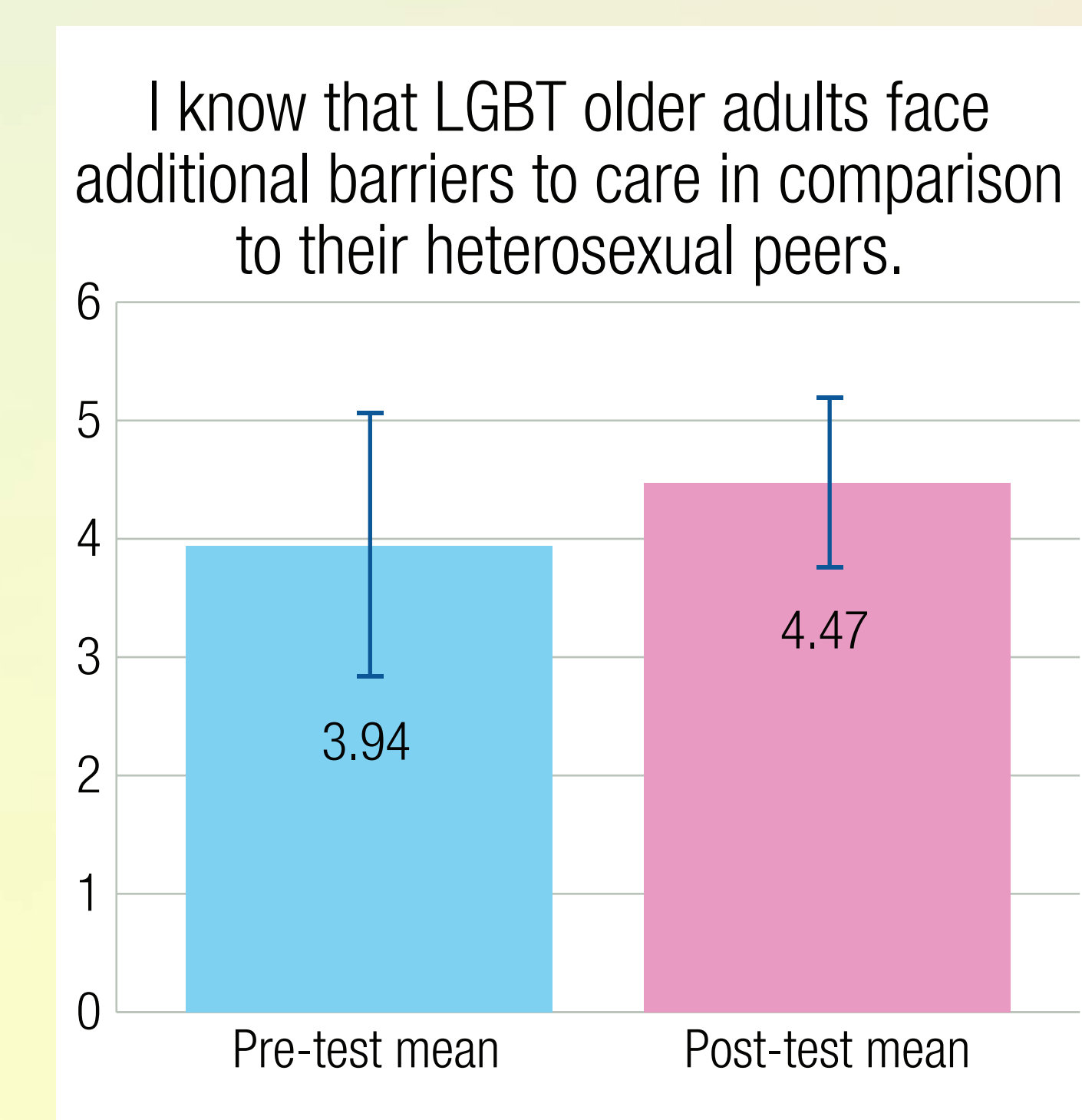
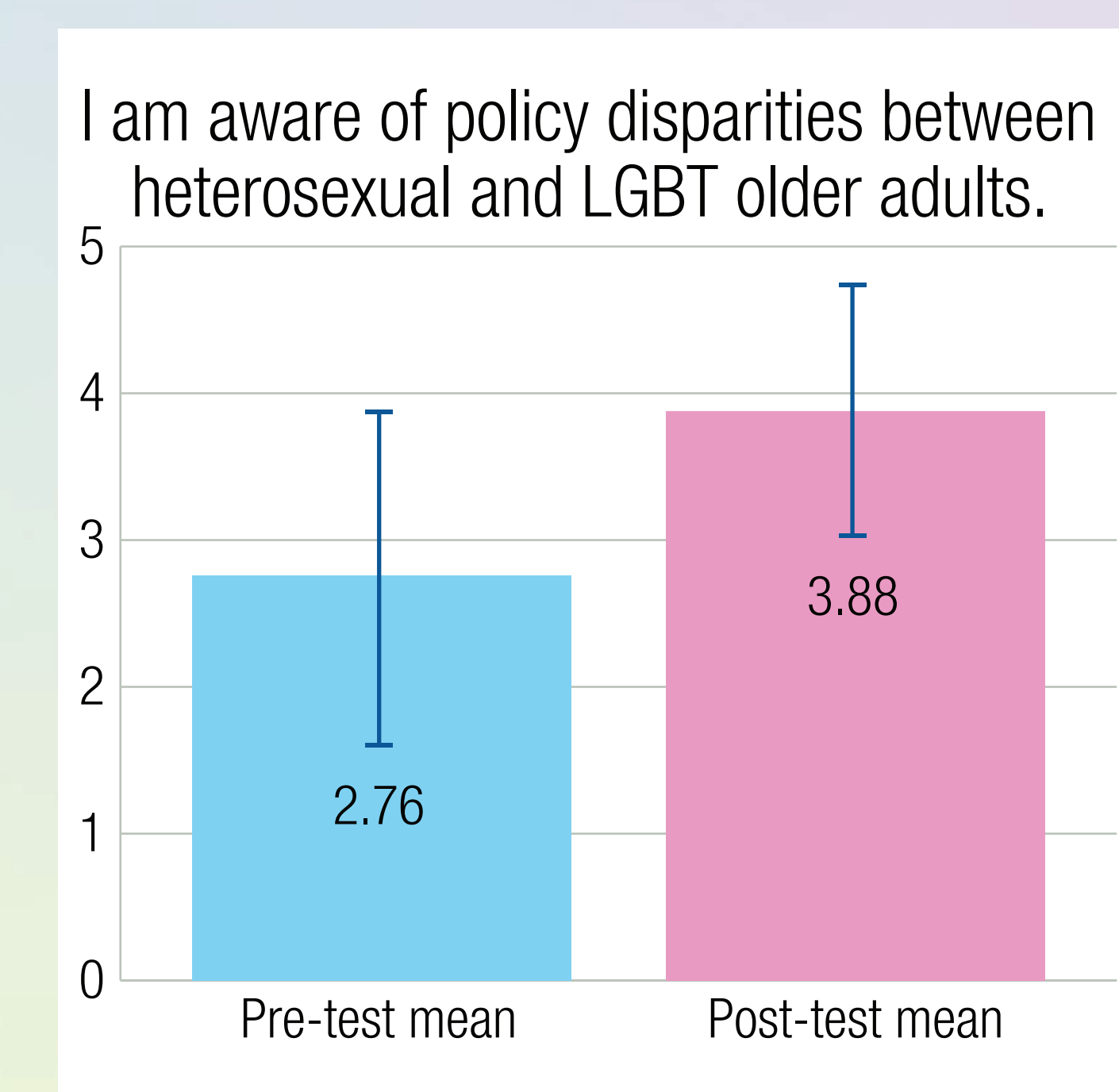
### PROFESSIONAL ROLES OF STUDY PARTICIPANTS (N=17)

Profession/Role	n (%)
Medical Assistant	6 (35)
Nurse	4 (24)
Physician	2 (12)
Clinical Coordinator	1 (6)
Medical Interpreter	1 (6)
Office Coordinator	1 (6)
Patient Service Representative	1 (6)
Social Service Representative	1 (6)

### DID PARTICIPANTS RECEIVE PREVIOUS LGBT TRAINING? (N=17)

Previous LGBT Training?	n (%)
No	14 (82)
Yes	3 (18)

### TWO LIKERT SCALE QUESTIONS EXHIBITED SIGNIFICANT CHANGE



## DISCUSSION

- Training using Gen Silent can effectively alter primary care professionals' perception, attitude, and knowledge of LGBTQ older adults
- Nearly all questions exhibited changes between pre- and post-test responses
- Physicians exhibited greater knowledge of LGBT-specific issues and more positive attitudes towards LGBTQ older adults after training

### LIMITATIONS

- Small sample size
- Lack of control group
- Uncertainty about long term efficacy

### FUTURE OPPORTUNITIES

- Increase number of primary care participants
- Expansion to other specialties
- Use of longer interval follow-up survey

## CONCLUSIONS

- While limited, the results of this study indicate that primary care practices would benefit from training specific to the aging LGBT population
- Utilizing Gen Silent as a training modality may be effective
- Expanding this work to more primary care practices and other specialties may help improve care for LGBTQ older adults
- Utilizing follow-up surveys with longer intervals would allow for assessment of long term efficacy of this training

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