



Welcome to Behavioral Health Technical Assistance (BH TA) Virtual Peer Learning Office Hours

Supported by the HRSA Bureau of Primary Health Care (BPHC), Office of Quality Improvement (OQI)

Vision: Healthy Communities, Healthy People



NATIONAL LGBTQIA+ HEALTH
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Striving for Integrated Behavioral Health Equity for LGBTQIA+ Communities

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Virtual TA/Office Hours Task Lead & Facilitator

June 1, 2022

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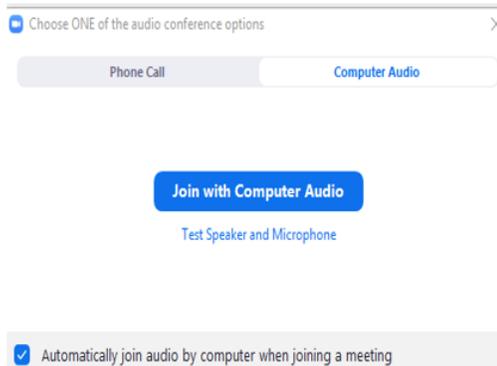


Housekeeping

To establish an audio connection:

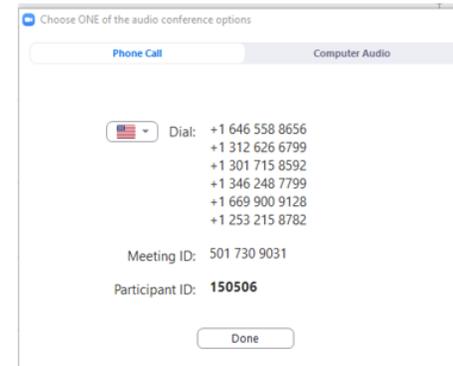
By computer:

- Click **Join with Computer Audio**.



By phone:

- Click the **Phone Call** tab, dial a listed phone number, and enter **Meeting ID** and **Participant ID**.



- You will begin muted. To **unmute/mute**, click the **microphone** icon located at the bottom left of your Zoom window.



- We encourage everyone to keep their video enabled. Click **Start Video** to join by webcam.



- To ask a question using the **Chat** feature, click the **Chat** icon located at the bottom center of your Zoom window.



Notes:

- Please participate and, if possible, be on camera.
- Please mute your phone line if dialed in for audio and remain on mute until you would like to speak.
- This TA event is being recorded.

Continuing Education

- We will be offering **1 CE credit** for your attendance at today's event.
- You **must** complete the Health Center Satisfaction Assessment to be eligible for CEs.
- **CE credits will be distributed within 3 weeks of the event.**



This course has been approved by JBS International, Inc. as a NAADAC Approved Education Provider, for educational credits. NAADAC Provider #86832, JBS international, Inc. is responsible for all aspects of their programming.



JBS International, Inc. has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6442. Programs that do not qualify for NBCC credit are clearly identified. JBS International, Inc. is solely responsible for all aspects of the programs.

Virtual TA: Presenters & Facilitators



Presenter:

Alex Keuroghlian, MD, MPH

Associate Professor of Psychiatry, Harvard Medical School
Director, Psychiatry Gender Identity Program,
Massachusetts General Hospital
Director, The National LGBTQIA+ Health Education Center
at The Fenway Institute



Facilitator:

Amber Murray, BSN, MA
Technical Expert & Task Lead
JBS International, Inc.



Today's Agenda

- Welcome & Introductions
- Presenter Presentation
 - *Striving for Integrated Behavioral Health Equity for LGBTQIA+ Communities*
- Facilitated Discussion
- Announcements
 - Office hours for this event
 - Future TA events
 - Satisfaction assessment form



Source: iStock



Striving for Integrated Behavioral Health Equity for LGBTQIA+ Communities

Vision: Healthy Communities, Healthy People



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LGBTQIA+ Education and Training

The National LGBTQIA+ Health Education Center offers educational programs, resources, and consultation to health care organizations with the goal of providing affirmative, high quality, cost-effective health care for lesbian, gay, bisexual, transgender, queer, intersex and asexual, and all sexual and gender minority (LGBTQIA+) people.

- Training and Technical Assistance
- Grand Rounds
- ECHO Programs
- Online Learning
 - Webinars and Learning Modules
 - CE, and HEI Credit
- Resources and Publications
- www.lgbtqiahealtheducation.org

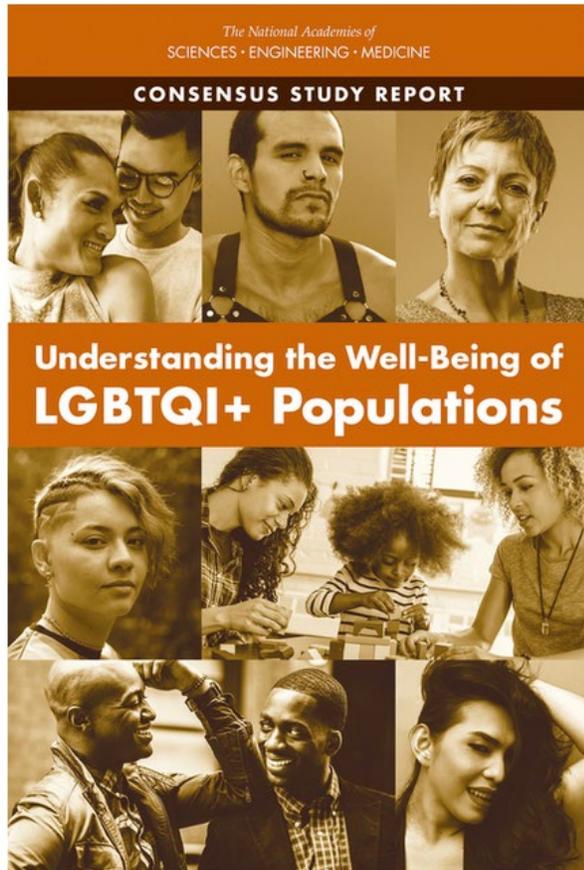


Creating a Transgender Health Program
 at Your Health Center:

From Planning to Implementation

SEPTEMBER 2018

Why Tailor Behavioral Health Integration for LGBTQIA+ People?



BOX 1-1 Statement of Task

The Committee on Population (CPOP) of the National Academies of Sciences, Engineering, and Medicine will undertake a consensus study that will review the available data and future research needs on persons of diverse sexualities and genders (e.g., LGBTQ+ and MSM), as well as persons with differences in sex development (sometimes known as intersex), along multiple intersecting dimensions across the life course. Areas of focus will include, but are not limited to, the following:

- Families and social relationships
- Patterns of stigma, violence, and victimization
- Role of community, cultural, educational, healthcare, and religious organizations and institutions
- Civic engagement, political participation, and military service
- Socioeconomic status/stratification, housing, and workforce issues
- Justice and legal systems
- Social change and geographic variations in public attitudes and public policies
- Population health and well-being

From NASEM Consensus Study Report: Understanding the Well-Being of LGBTQI+ Populations (2020)

Sexual Orientation and Gender Identity are Not the Same

- All people have a sexual orientation and gender identity
 - How people identify can change
 - Terminology varies
- Gender Identity \neq Sexual Orientation



Sex Assigned at Birth

Female

Intersex

Male

Gender Identity and Gender Expression

- Gender identity

- A person's inner sense of being a girl/woman, boy/man, beyond, or having no gender
- All people have a gender identity

- Gender expression

- How one presents themselves through their behavior, mannerisms, speech patterns, dress, and hairstyles
- May be on a continuum

A complete glossary of terms is available at <https://www.lgbtqiahealtheducation.org/publication/lgbtqia-glossary-of-terms-for-health-care-teams/>

Gender Identity Terminology

- Gender identity not congruent with the assigned sex at birth
- Binary terminology
 - Transgender woman, trans woman
 - Transgender man, trans man
- Non-binary
 - Genderqueer person, gender fluid person
- Trans masculine, Trans feminine
- Gender identity is increasingly described as being on a continuum

Terminology:

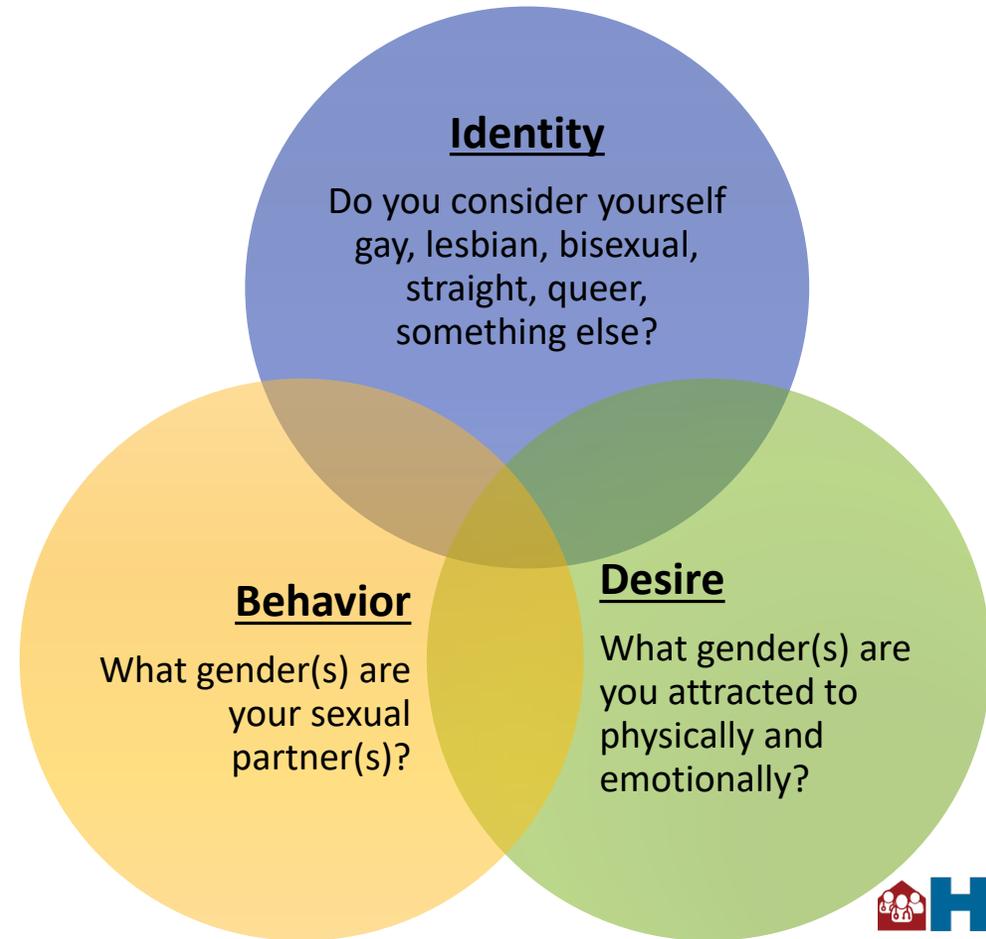
Understanding “Transition” or “Affirmation”

- The process of changing from living and being perceived as the gender traditionally associated with the sex assigned at birth (e.g., F or M) to living and being perceived as the individual sees and understands themselves
 - Social affirmation
 - Legal/document changes
 - Hormone therapy
 - Surgical affirmation
- Many prefer the term “gender affirmation” over “gender confirmation”

Sexual Orientation

- Sexual orientation: how a person experiences their physical, emotional and romantic attachments to others
- Desire
- Behavior
 - Risk of sexually transmitted infections is related to behavior, not identity
- Identity
 - e.g., straight, gay, lesbian, bisexual, queer, asexual, pansexual

Dimensions of Sexual Orientation:



What Does 'Q' Stand For?

- 'Q' may reflect someone who is 'questioning' their sexual orientation or gender identity.
- 'Q' may stand for 'queer,' a way some people identify to state they are not straight but also don't identify with gay, lesbian or bisexual identities. It is now also a term of self-identification for many transgender and gender diverse people. The term queer is particularly commonly used by younger people, and also by people of all ages.

Gender Minority Stress Framework

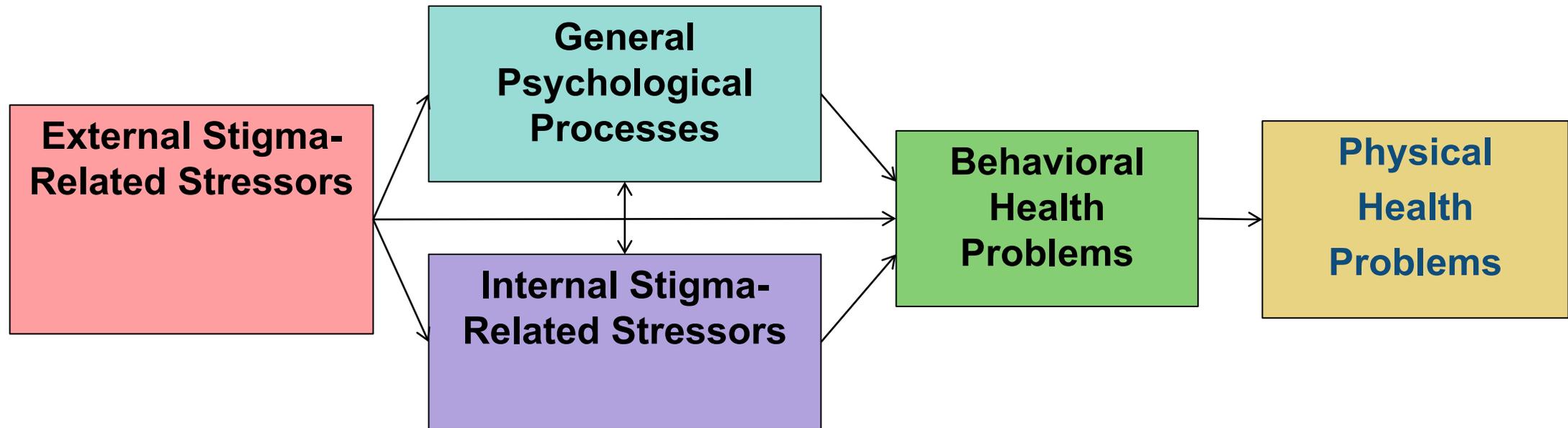
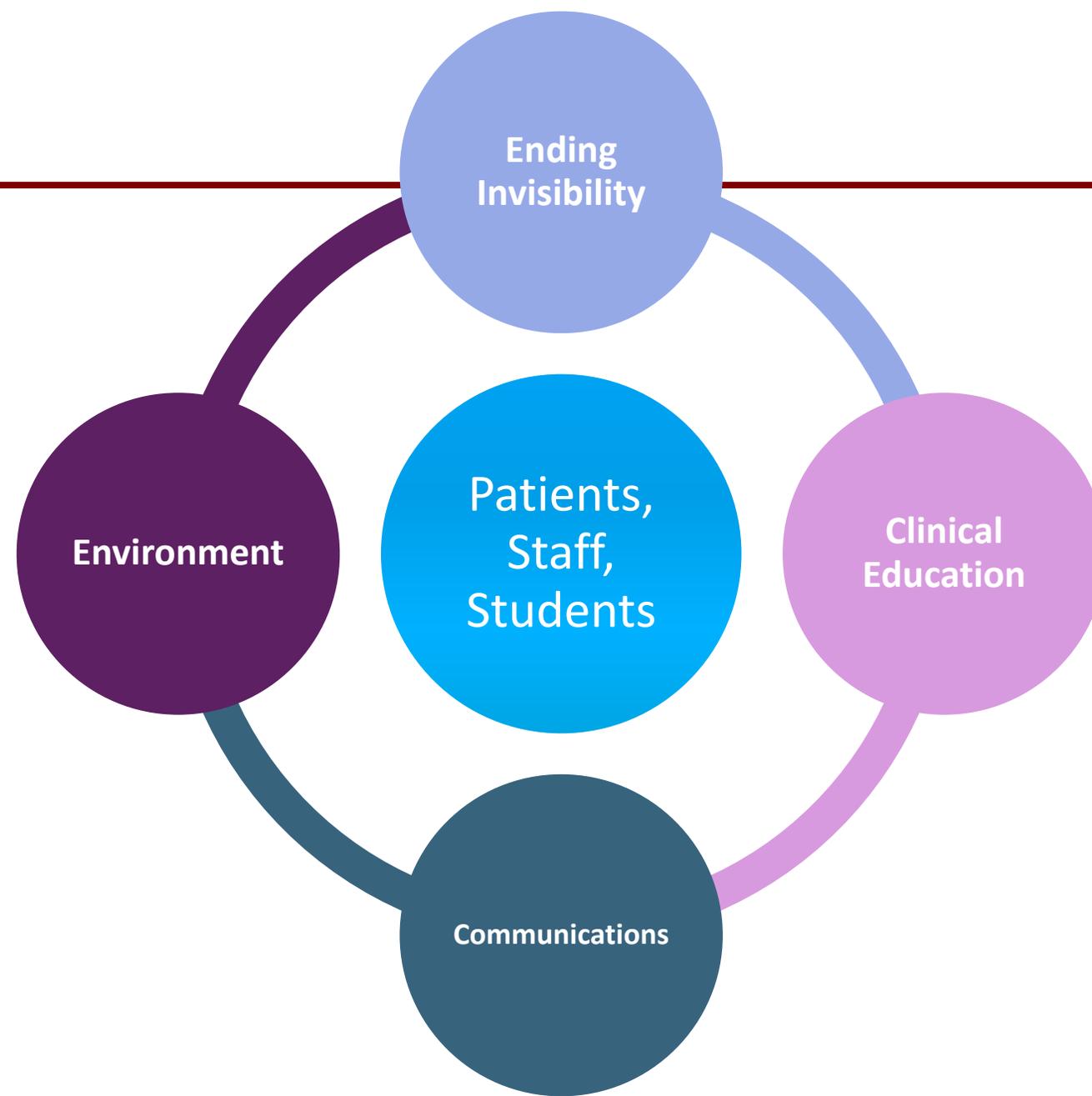


Fig. 1: Adapted from *Hatzenbuehler (2009)*



Training All Staff in Addressing Implicit Bias



Learning to Address Implicit Bias Towards LGBTQ Patients: Case Scenarios

September 2018

Psychosomatics 2020; ■: ■-■

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Perspective

Strategies to Mitigate Clinician Implicit Bias Against Sexual and Gender Minority Patients

Michal J. McDowell, M.D., M.P.H., Hilary Goldhammer, S.M., Jennifer E. Potter, M.D., Alex S. Keuroghlian, M.D., M.P.H.

Background: *Implicit bias is an ingrained, unconscious cultural stereotype that can negatively affect a person's interactions with members of stigmatized groups, including sexual and gender minorities. Clinician implicit biases may negatively impact the quality of patient care.*
Methods: *This article uses 4 case scenarios to illustrate how implicit bias among psychiatrists and other clinicians can affect patient-clinician communication and diminish the quality of health care provided to sexual and*

gender minority people. We offer strategies for clinicians to recognize, challenge, and address implicit bias.
Discussion: *Through continuing education, self-reflection, and practice, psychiatrists and other clinicians can improve communication and foster more affirming care experiences for their sexual and gender minority patients, with the goal of addressing and ultimately eliminating sexual and gender minority health disparities.*

(*Psychosomatics* 2020; ■: ■-■)

Key words: sexual minority, gender minority, implicit bias, unconscious bias, LGBT, communication.

Addressing Implicit Biases

- Implicit bias is the association of negative attributes to a particular group without conscious awareness
- All people are susceptible to implicit bias
 - Implicit association self-tests exist: <https://implicit.harvard.edu/implicit/>
- Providers' implicit biases regarding gender identity or expression can negatively impact:
 - Provider decision-making
 - Patients' perception of care
 - Patient-provider communication

Strategies to Reduce Implicit Bias

1) Stereotype replacement

- Replace stereotypic thoughts or responses with responses not based on stereotypes

2) Counter-stereotypic imaging

- Imagine in detail a person who represents the opposite of your stereotype for that group

3) Individuation

- Obtain specific information about group members to encourage evaluation based on personal, rather than group-based, attributes

4) Perspective taking

- Taking the perspective of the stereotyped group to increase psychological closeness

5) Increasing opportunities for contact

- Seek opportunities to engage in positive interactions with stigmatized group members

Devine PG, Forscher PS, Austin AJ, Cox WT. Long-term reduction in implicit race bias: A prejudice habit-breaking intervention. *J Exp Soc Psychol.* 2012;48(6):1267-1278. doi:10.1016/j.jesp.2012.06.003

Keeping Up with Terminology

- Obvious “don’ts” include
 - Use of any disrespectful language
 - Gossiping about a person’s appearance or behavior
 - Saying things about someone not necessary for their care:
 - “You look great, you look like a real woman/real man!”

Avoid these Outdated Terms (in English)	Consider these Terms Instead
Homosexual	Gay, lesbian, bisexual, or LGBTQIA+
Transvestite; Transgendered	Transgender
Sexual preference; Lifestyle choice	Sexual orientation
Sex Change	Gender-affirming surgery/care

Sexual Orientation and Gender Identity

Data Collection

Novas perguntas sobre orientação sexual e identidade de gênero:
Informação aos pacientes



Recentemente, adicionamos novas perguntas sobre orientação sexual e identidade de gênero aos nossos formulários de inscrição.

Our health center believes that it is important to learn this information from our patients. Inside are some frequent and asked questions about why we are asking these questions and how the information will be used.

Brazilian Portuguese

أسئلة حول التوجه الجنسي الجديدة والهوية الجندرية:
معلومات حول المرضى



قمنا بإضافة أسئلة جديدة حول التوجه الجنسي والهوية الجندرية إلى نماذج التسجيل.

Our health center believes that it is important to learn this information from our patients. Inside are some frequent and asked questions about why we are asking these questions and how the information will be used.

Arabic

New Sexual Orientation and Gender Identity Questions:
Information for Patients



We recently added new questions about sexual orientation and gender identity to our registration forms.

Our health center believes that it is important to learn this information from our patients. Inside are some frequent and asked questions about why we are asking these questions and how the information will be used.

English

سؤالات مربوط به گرایش جنسی و هویت جنسیتی:
اطلاعات برای بیماران



از شما در مورد گرایش جنسی و هویت جنسیتی ما می‌خواهیم تا مطمئن شویم اطلاعاتی که از شما می‌گیریم را می‌توانیم به درستی استفاده کنیم.

Our health center believes that it is important to learn this information from our patients. Inside are some frequent and asked questions about why we are asking these questions and how the information will be used.

Farsi

Nouvo kesyon sou preferans seksyèl epi sou idantite seksyèl:
Enfòmasyon pou pasyan



Tou dènyejan la, nou ajoute, nan fòmilè enskripsyon nou yo, nouvo kesyon sou oryantasyon seksyèl epi sou idantite jann.

Dispanse nou anpanse li enpòtan pou n konnen enfòmasyon sa yo sou pasyan nou yo. Gen anndan kesyon moun poze souvan sou pouki nou poze kesyon sa yo ak kijan enfòmasyon yo ap itize.

Haitian Creole

有关性取向和性别认同的新问题:
向患者提供的信息



我们近期在我们的登记表中增加了一些有关性取向和性别认同的新问题。

我们的健康中心认为，向我们的患者了解此类信息很重要。我们在手册中列出了一些常见问题，以说明我们为什么要了解这些信息以及我们将如何使用这些信息。

Simplified Chinese

Вопросы сексуальной ориентации и гендерной идентичности:
информация для пациентов



Мы задает вам вопросы о вашей сексуальной ориентации и гендерной идентичности, чтобы лучше обслуживать. В формуле регистрации появились новые вопросы, чтобы узнать, как лучше всего обслуживать вас.

Our health center believes that it is important to learn this information from our patients. Inside are some frequent and asked questions about why we are asking these questions and how the information will be used.

Russian

Nuevas preguntas sobre la orientación sexual y la identidad de género:
Información para pacientes



Recentemente hemos añadido nuevas preguntas sobre la orientación sexual y la identidad de género a nuestros formularios de registro.

Nuestro centro de salud cree que es importante que conozcamos esta información sobre nuestros pacientes. A continuación, se encuentran algunas preguntas frecuentes sobre por qué estamos haciendo estas preguntas y cómo se usará esta información.

Spanish

Mga Katanungan para sa Sekswal na Oriyentasyon at Pagkakakilanlan ng Kasarian:
Impormasyon para sa mga Pasyente



Kami ay nagtatampag sa iyo tungkol sa iyong sekswal na oriyentasyon at pagkakakilanlan ng kasarian upang mapagpatibay ang mas maayos na serbisyo ng pag-alaga. Sa loob ng mga itinatampag na mga katanungan, kami kung paano pagtatampag ang impormasyon natin mapapaluan ang pangangailangan ng pag-alaga para sa iyo.

Our health center believes that it is important to learn this information from our patients. Inside are some frequent and asked questions about why we are asking these questions and how the information will be used.

Tagalog

Những Câu Hỏi Về Khuynh Hướng Tính Dục Và Bản Sắc Giới Tính:
Thông Tin Cho Bệnh Nhân



Chúng tôi muốn hỏi về xu hướng tính dục và bản sắc giới tính của bạn để có thể cung cấp dịch vụ y tế tốt hơn cho bệnh nhân. Hãy đọc thông tin ở một trong các thẻ hỏi về ý nghĩa của các câu hỏi và cách thức sử dụng thông tin với mục đích cải thiện dịch vụ y tế cho tất cả mọi người.

Vietnamese



Collecting Data on Gender Identity

- What name do you use?
- What name is on your insurance records?
- What are your pronouns (e.g., she/her, he/him, they/them)?
- What is your current gender identity?
- What sex were you assigned at birth?



Sexual Orientation and Gender Identity Questions For Pediatric Patients

- At what age do you start asking these questions?
 - Recommend first asking about gender identity in early childhood, sexual orientation in early puberty
- At what age do you start recording gender identity data?
 - Are parents answering these questions?
 - Potential bias

Journal of the American Medical Informatics Association, 00(0), 2022, 1–7
<https://doi.org/10.1093/jamia/ocac048>
Perspective


INFORMATIC'S PROFESSIONALS, LEADING THE WAY.

OXFORD

Perspective

Pediatric sexual orientation and gender identity data collection in the electronic health record

Hilary Goldhammer¹, Chris Grasso¹, Sabra L. Katz-Wise^{2,3,4}, Katharine Thomson^{5,6}, Allegra R. Gordon^{2,3,7}, and Alex S. Keuroghlian^{1,6,8}

¹The Fenway Institute, Fenway Health, Boston, Massachusetts, USA, ²Division of Adolescent/Young Adult Medicine, Boston Children's Hospital, Boston, Massachusetts, USA, ³Department of Pediatrics, Harvard Medical School, Boston, Massachusetts, USA, ⁴Department of Social and Behavioral Sciences, Harvard T. H. Chan School of Public Health, Boston, Massachusetts, USA, ⁵Department of Psychiatry, Boston Children's Hospital, Boston, Massachusetts, USA, ⁶Department of Psychiatry, Harvard Medical School, Boston, Massachusetts, USA, ⁷Department of Community Health Sciences, Boston University School of Public Health, Boston, Massachusetts, USA and ⁸Department of Psychiatry, Massachusetts General Hospital, Boston, Massachusetts, USA

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Pronouns

People may have a range of pronouns, including she/her/hers and he/him/his, as well as less-common pronouns such as they/them/theirs and ze/hir/hirs (pronounced zee/hear/hears).



Subjective	Objective	Possessive	Examples
He	Him	His	He is in the waiting room. The doctor is ready to see him. That chart is his.
She	Her	Hers	She is in the waiting room. The doctor is ready to see her. That chart is hers.
They	Them	Theirs	They are in the waiting room. The doctor is ready to see them. That chart is theirs.
Ze	Hir	Hirs	Ze is in the waiting room. The doctor is ready to see hir. That chart is hirs.

Sexual Anticipating and Managing Expectations

- LGBTQIA+ people have a history of experiencing stigma and discrimination in diverse settings
- Don't be surprised if a mistake results in a patient becoming upset
- Don't personalize the reaction
- Apologizing when patients become upset, even if what was said was well-intentioned, can help defuse a difficult situation and re-establish a constructive dialogue

Inclusive Registration and Medical History Forms

Avoid these terms...	Replace with...
Mother/Father	Parent/Guardian
Husband/Wife	Spouse/Partner(s)
Marital Status	Relationship Status
Family History	Blood Relatives
Nursing Mother	Currently Nursing
Female Only/Male Only	Allow patients to choose <i>not applicable</i> .



Focus on Forms and Policy:
**Creating an Inclusive Environment
for LGBT Patients**

Preparation in Clinical Settings

- **Clinicians:** Need to learn about LGBTQIA+ health and the range of experiences related to gender identity and sexual orientation.
- **Non-clinical staff:** Front desk and patient registration staff must also receive training on LGBTQIA+ health, communicating with LGBTQIA+ patients, and achieving quality service delivery with LGBTQIA+ patient populations
- **Patients:** Need to learn about why it is important to communicate this information, and feel comfortable that it will be used appropriately

Responding to Staff Concerns

- Some staff may need extra coaching and reassurance
- Supervisors should explain that the organization is trying to provide the best care for all patients, and staff do not need to change their own core values to serve LGBTQIA+ communities
- Regular check-ins with staff members will help identify and address their concerns

Workforce Development

- Recruitment
- Interview Process
- Training
- Professional Development
- Mentorship
- Benefits
- Retention





Facilitated Discussion:

- What are your primary concerns/challenges providing supportive care to this population?
- What information/tips have you learned today that will help you address these concerns/challenges?
- What are the main 'takeaways' for you from today's presentation?



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The Education Center is part of The Fenway Institute, the research, training, and health policy division of Fenway Health, a Federally Qualified Health Center, and one of the world's largest LGBTQIA+ focused health centers.

☎ 617.927.6354

✉ education@fenwayhealth.org

🌐 www.lgbtqiahealtheducation.org

📖 www.acponline.org/fenway



Wrap-Up Polling Question

What were the main reasons for your participation in today's event? Select all that apply.

1. To learn more about the topic from the presenter
2. To engage with other health centers
3. To raise questions about this topic as it relates to my health center
4. To learn about the experiences other health centers have related to this topic



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Wrap-Up Polling Question

What about today's session did you find the most helpful? Select all that apply.

1. The presentation
2. The polling questions
3. The discussion
4. None of it



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BPHC-BH TA Portal

<https://bphc-ta.jbsinternational.com/>

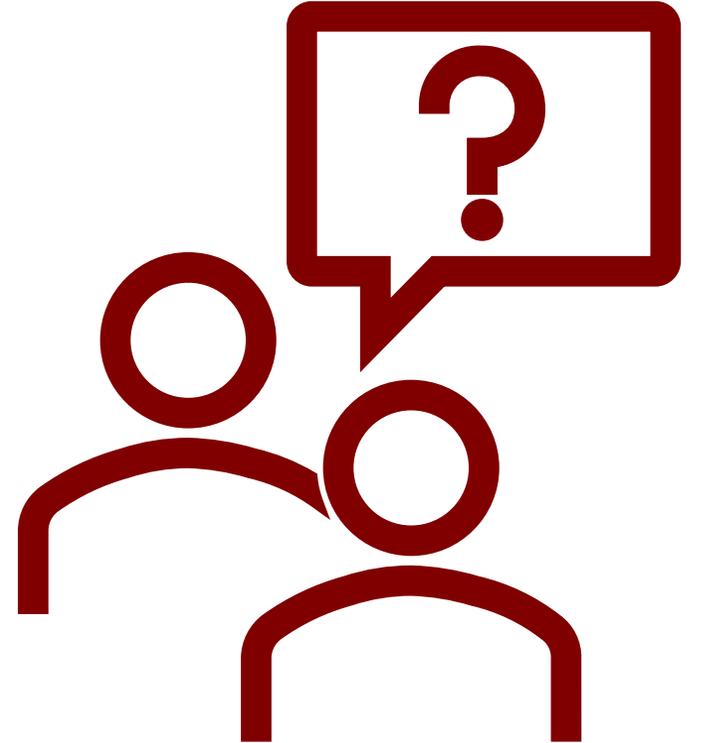
- Request TA
- Access Learning Management System (LMS) modules
- Learn more about BH TA options
 - One-on-One Coaching
 - E-learning Webinars
 - Strategies for Community Outreach
 - Virtual Site Visits to Improve Outcomes
 - Join a Community of Practice (CoP)



The screenshot shows the homepage of the BPHC-BH TA Portal. At the top left is a logo consisting of a grid of colored squares (blue, yellow, red, green) next to the text "BPHC-BH TA" and "Bureau of Primary Health Care Behavioral Health Technical Assistance" below it. A dark navigation bar contains the following links: "Home", "Request Technical Assistance", "Learning Management System", "About Us", and "Contact Us". The main content area features a large heading "Welcome to the BPHC-BH TA Resource Portal!" in red. Below this heading is a table with four columns: "View", "Edit", "Delete", and "Revisions". Under the "View" column, there is a paragraph of text: "The Bureau of Primary Health Care (BPHC) Behavioral Health (BH) Technical Assistance (TA) portal is designed to meet the specific needs of HRSA health centers and shall focus on both mental health and substance use disorders (referred to jointly as 'behavioral health'), with an emphasis on the opioid epidemic." To the right of the main content area, there are two side panels. The top panel is titled "Learn About BH TA Options" and lists four bullet points: "One-on-One Coaching", "E-learning Webinars", "Strategies for Community Outreach", and "Virtual Site Visits to Improve Outcomes". The bottom panel is titled "Complete the Readiness Assessment" in red text.

TA Opportunities for Health Centers

- One-on-One Coaching
- Communities of Practices (CoPs)
- Virtual Intensive T/TA
- SDoH Roundtables
- Office Hours
- Webinars



Upcoming TA Opportunities!

Virtual Peer TA Office Hours

Perinatal Substance Use Disorder: Practice, Policy, and Equity Considerations for Providing Care in the Fourth Trimester and Beyond

Thursday, June 23, 2022, 11:00–1:00 p.m. EST

Presenter: *Patricia Bruckenthal, PhD, APRN-BC, FAAN*

Professor and Associate Dean for Nursing Research and Innovation

Stony Brook University School of Nursing

Registration link: <https://us06web.zoom.us/meeting/register/tZwrd-ivqzlvH93crfmRr1dZ0JC9Vm2Bh--D>



BHTA Satisfaction Assessment

- We'd love your feedback – please complete a satisfaction assessment.
 - <https://survey.alchemer.com/s3/6624870/Health-Center-TA-Satisfaction-Assessment-Office-Hours-General>
- Remember! – if you want to obtain CEUs for your time today, you must complete a satisfaction assessment.
- There are two ways navigate to the assessment:
 1. Follow the link provided in the chat here.
 2. You will be emailed a link from us via Alchemer, our survey platform.

CE Revisited

- We will be offering **1 CE credit** for attending today's training.
- **You MUST complete the Health Center Satisfaction Assessment after each session for which you plan on receiving CEs.**
- CE credits will be distributed to training participants who complete the Satisfaction Assessment within 3 weeks of training.



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Thank You!

Please submit questions to
Amber Murray: amurray@jbsinternational.com

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