

**TRAINING MEDICAL
STAFF TO WORK WITH
LGBTQ+ ADULTS**





WORDS TO PONDER:

“No matter how old we are, justice requires that all people are equal and full members of our communities, and the safety and dignity of all its members are preserved, including older adults.”

**- Elder Justice
Coordinating Council**



WHY:



Equality

Respect

Safe environment

Do NO Harm



NOTHING HAS CHANGED: THE AFFORDABLE CARE ACT
PROHIBITS DISCRIMINATION
IN HEALTH INSURANCE AND HEALTH CARE.

WHO IS PROTECTED?

All LGBTQ people are protected.

The protections apply to:

- LGB people
- Transgender people
- Gender nonconforming people
- Non-binary people
- Intersex people

WHAT DOES THE LAW SAY?

No one can treat you differently because you are LGBTQ, including:

- health insurers
- hospitals
- clinics
- doctors
- nurses
- or anyone else in the health care industry

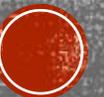
WHAT SHOULD YOU DO?

Discrimination by an insurer or health provider?

APPEAL with your health insurer. Visit: <http://bit.ly/2hGFuWn>

FILE A COMPLAINT with your state insurance department.

GET HELP from a legal organization at: <http://bit.ly/2hHKLxi>



EDUCATION IS THE KEY TO SUCCESS

Never stop learning
as things always are
changing

Educate yourself,
staff, residents and
anyone else who may
be in contact with
residents or patients

Inservice trainings
and utilize outside
community resources





FACTS ABOUT LGBTQ+ ELDERS



2x more likely to
live alone

70% fear that
they will have to
“re-closet” when
searching for
housing or
facilities to move
in to

53% of all
LGBTQ+ elders
feel isolated

41% report
having a
disability
compared to
35% of
heterosexual
elders



Secretaries

Nurses/CNA/ Medical Assistants

Physicians

Billing Staff

Janitorial Staff

CONCERNS LGBTQ+ RESIDENTS HAVE

Bullying abuse from
other residents/staff

Staff disclosing
personal information
to others regarding
resident's sexual
orientation or gender
identity

Afraid to seek medical
attention or services
due to fear or
discrimination or
disrespect



HOW THIS AFFECTS RESIDENTS

Quick Stats

radixhealth

47%

of transgender individuals say they experience some form of negative and/or discriminatory treatment from a doctor or health care provider

73%

of transgender Americans say they believe they would be refused medical services because of their LGBTQ status

20%

of LGBTQ+ individuals say they have avoided doctor's offices in order to avoid experiencing discrimination

16%

of all LGBTQ Americans have postponed or not tried to get preventive screenings because of disrespect or discrimination from doctors or other health care providers in the past year.

Only

67%

of those hospitals that publish or provide an anti-discrimination policy were found to have a patient non-discrimination policy that includes both "sexual orientation" and "gender identity."

29%

of LGBTQ Americans who reported experiencing discrimination in the past year have postponed or not tried to get preventive screenings because of disrespect or discrimination from doctors or other health care providers.

Data from Center for American Progress 2020 Survey & HRC Healthcare Equality Index 2020

47% of Transgender Individuals have experienced negative or discriminatory treatment from a Doctor or Healthcare provider.

20% LGBTQ+ Individuals have avoided care to avoid discrimination

73% Believed they would be refused proper treatment

16% of LGBTQ Americans postponed or avoided preventative screenings because of disrespect/discrimination they experienced from doctors or healthcare providers



RESIDENT'S RIGHTS: DIGNITY AND RESPECT

- Participate in personal care plans**
- Self-determination**
- To be in an environment free from abuse, mistreatment, neglect,**
- Facility must accommodate needs related to medical, physical, psychological and social needs**

PRIVACY:

- Unrestricted communication with person/people of choice**
- Right to intimacy**
- Room with spouse/partner as long as both parties are consenting**
- Ability to have visitors and meet in a private location**

HOW DOES THIS INCLUSIVITY LOOK

- **Inclusive signs**
- **Proper Pronouns**
- **Inclusive Paperwork**
- **Welcoming Staff**
- **Non-Judgmental
Physicians who are
educated on caring for
LGBTQ+ community**



WHAT CAN BE DONE?

Ask	Always ask opened ended questions when interviewing residents or patients. Don't assume how a person identifies, let them disclose that information
Provide	Provide speakers/activities on LGBTQ specific issues that can serve as a learning tool/positive conversations even for heterosexual residents
Educate	Educate staff/physicians on LGBTQ+ unique health issues and promote inclusivity without judgement
KEEP	KEEP ALL INFORMATION SHARED CONFIDENTIAL! IT IS THEIR INFORMATION TO SHARE NOT YOURS!
Report	Report known information to the federal survey, this helps increase funding available for LGBTQ+ programs and advocacy





CONCLUSION:

BE KIND, and put your own personal beliefs/judgements/stereotypes to the side, humans are humans and deserved to be treated with respect and dignity



REFERENCES

<https://www.familyequality.org/2018/11/14/open-enrollment/>

<https://www.radixhealth.com/blog/lgbtq-patient-access>

https://www.lgbtqiahealtheducation.org/wp-content/uploads/12-054_LGBTHealtharticle_v3_07-09-12

