Understanding the Alphabet: LGBT 101

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OBJECTIVES

- Describe terminology that may be used by LGBT patient communities.

- Identify strategies for creating a welcoming space for LGBT patients, colleagues and co-workers.
To Treat Me You Have to Know Who I Am

Welcoming lesbian, gay, bisexual and transgender (LGBT) patients into healthcare

https://www.youtube.com/watch?v=NUhvJgxgAac
10 minutes
ALPHABET 101: Respect and utilize the language individuals use to describe themselves

- Lesbian
- Gay
- Bisexual
- Queer
- Straight
- Pansexual

- Cisgender
- Transgender
- Genderqueer

- Male / Female
- Difference of sex development
- Intersex

- Gender nonconforming
- Gender conforming

Model developed by Kristen L. Eckstrand, MD, PhD
**Overview: Terminology**

**SEX**
Biology and anatomy that determines if a person is 46,XY (“male”), 46,XX (“female”), or another karyotype.

**GENDER**
Set of culturally-defined physical, biological, mental, and behavioral characteristics ascribed to a binary of “masculinity” and “femininity.”

OVERVIEW: TERMINOLOGY

Sexual Orientation
emotional and sexual attraction

Identity
- Lesbian
- Gay
- Bisexual
- Straight

Attraction / Behavior
- Same sex
- Opposite sex

OVERVIEW: TERMINOLOGY

Gender Identity
a person’s sense of their own gender

Identity
- Transgender
- Cisgender
- MTF/FTM
- Genderqueer

Behavior
- Gender expression
- Surgical intervention
- Hormonal intervention

CREATING A WELCOMING CLINICAL CLIMATE

Assure patient forms and paperwork are inclusive and allow for patients to self-identify.

Avoid assumptions about sexual orientation and gender identity

• Remember that gender identity and sexual behavior may change over time
• Do not assume that a patient’s gender identity and/or sexual behavior is (are) the same since the last visit
CREATING A WELCOMING CLINICAL CLIMATE

Ask individuals how they wish to be addressed and what pronouns they use to refer to themselves.

Use the same language to refer to an individual’s significant relationship as that individual uses.

• For example, if a patient refers to their “partner,” use “partner” as well. Do not refer to the partner as “friend” or “spouse” or other term.

Maintain confidentiality, as you should with all patients.
CREATING A SAFE SPACE: *Your* Nondiscrimination Policy

1. Make nondiscrimination your policy.

2. Provide a copy of your nondiscrimination policy to patients.
CREATING A SAFE SPACE: 
*Your* Nondiscrimination Policy

3. Display your nondiscrimination policy prominently. AMA Guidelines:

- **H-65.976** Nondiscriminatory Policy for the Health Care Needs of the Homosexual Population

- **D-65.996** Nondiscriminatory Policy for the Health Care Needs of the Homosexual Population

- **H-65.983** Nondiscrimination Policy

- **E-10.05** Potential Patients
Easy Wins: Start with the Basics

- Sexual orientation and gender identity/expression in employee and patient non-discrimination policies
- Comprehensive visitation and decision-making rights
- Methods for assessing compliance with reporting - and handling of - policy transgressions
- Seeking input from experts (e.g. formation of an LGBT advisory committee) to support decision-making across the institution

**Easy Wins: Faculty/Employees**

- **Domestic partner benefits** equivalent to spousal benefits
- **Recognition of “family”** equivalent to spousal benefits including sick/maternity leave, tuition remission, etc.
- **Insurance coverage** of medical procedures (transition-related care, HRA, etc.)
- **Hiring policies** recognizing strength of diversity
- **LGBT advocates** across the medical center and human resources
- **LGBT employee resource or affinity group**

**Easy Wins: Students**

- **Visible support** of diversity including LGBT
- **LGBT-specific support services**
- Methods to **share LGBT status** on application
- **Consideration of LGBT as a strength** during admissions decisions

**Easy Wins: Hospitals**

- **LGBT-inclusive materials** in hospital and waiting room
- **Gender-neutral** or single-stall restrooms
- Inclusive and unassuming **clinic and intake forms**
- **Clinical decision-making technology** and tools available for providers to support LGBT-specific care

EASY WINS: HOSPITALS

- Confidentiality prioritized for LGBT youth
- Inclusive education for students/faculty/staff on LGBT health needs to support patient care
- Safe Space training for faculty to gain experience on working with LGBT patients
- Visibility of clinicians with LGBT practice focus
- Community interaction

NATIONAL RESOURCES


www.glma.org  www.thefenwayinstitute.org

AAMC Advisory Committee Resources

Faculty Development Video Series

Available online at: www.aamc.org/axis

Part 1:
Definition of Key Terms

Clinical Vignettes

Implementing Curricular and Institutional Climate Changes to Improve Health Care for Individuals Who Are LGBT, Gender Nonconforming, or Born with DSD

A Resource for Medical Educators

Medical Education Guide
Please use the **Q&A panel** located on the right side of your screen to submit your questions. Send your questions to “All Panelists.”