


SIBLEY MEMORIAL HOSPITAL
JOHNS HOPKINS MEDICINE

Creating An Inclusive Health Care Environment for LGBTQ Patients

Suzanne Dutton, MSN, RN, GNP-BC
 Matt Brown, MSN, RN-BC
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LGBTQ Sensitivity



Trust in the Healer is Essential to Healing Itself.




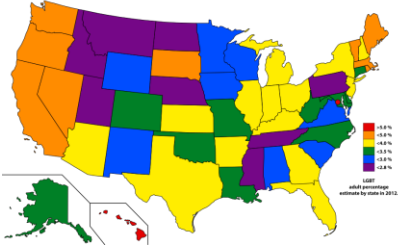


1 out of 10 LGBT older adults






LGBT Demographics





Legend: LGBT population percentage estimated by state in 2012.
 18.8%
 14.8%
 10.8%
 6.8%
 2.8%

The Purpose



Our Goal is to be
the
MOST Welcoming
Hospital to the
LGBTQ
Community



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Human Rights Campaign



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Human Rights Campaign Healthcare Equality Index



Criteria	Points Possible	Points Received
Non-Discrimination and Staff Training	40	40
Patient Services and Support	30	30
Employee Benefits & Policies	20	10
Patient and Community Engagement	10	10
Responsible Citizenship	-25	0
Total HEI Score	100	90



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HEI Criteria 1

Non-Discrimination and Staff Training



- LGBTQ-Inclusive Patient Non-Discrimination Policy (PND)
- Equal Visitation Policy
- LGBT-Inclusive employment Non-Discrimination Policy
- Training in LGBTQ Patient-Centered Care
- HEI Training Options Promoted to All Patient Care Staff



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Education



NATIONAL LGBT HEALTH EDUCATION CENTER
A PROGRAM OF
THE TENWAY INSTITUTE

E-learning
Online education
electronically support
Web-based learning
Web-based classroom of
virtual classroom of
collaboration



NEW
EMPLOYEES



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1st Annual Pride Lunch & Learn



Transgender 101



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HEI Criteria 2

Patient Services and Support



- LGBTQ Patient Services & Support
- Transgender Patient Services & Support
- Patient Self-Identification
- Medical Decision Making



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LGBTQ Resource Nurse



RNIG



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LGBTQ Physician Survey



- Practice
- Knowledge
- Willingness
- Educational Needs



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HEI Criteria 3 Employee Benefits & Policies



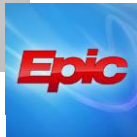
WORKFORCE



DIVERSITY



LGBTQ Initiatives



HEI Criteria 4 Patient and Community Engagement



Community Conversation Design Thinking Project



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D.C. Pride



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HEI Criteria 5 Responsible Citizenship



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GEN Silent



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RESULTS



Design: 16 Question Pre/Post Likert Survey
Setting: New Employee Orientation

Significant results ($p < 0.05$, C.I. = 95%)

KNOWLEDGE QUESTIONS

1. LGBTQ communities experience differential access to health care.
2. Gender reassignment surgery is not easily available or covered by most insurance policies.



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Thank you!



Suzanne Dutton, MSN, RN, GNP-BC
sdutton4@jhmi.edu
(202) 243-5167

Matt Brown, MSN, RN-BC
mbrow163@jhmi.edu
(202) 660-5416



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Dedicated to Jane McDowell MSN, GNP-BC
and her contributions to
Geriatric Nursing & Geriatric Research
(1967-2017)