Introduction

The American College of Obstetricians and Gynecologists "ACOG" reaffirms its support of unrestricted access to legal marriage for all adults and states amongst many recommendations that OB/GYNs:

- Work to understand, recognize, and address the challenges the LGBTQ+ community faces in accessing reproductive health care, including family building
- Work to eliminate overt and covert discriminatory procedures and practices in their clinical spaces through creating of affirming and welcoming environments

Mission/Vision Statement

Advocate Aurora Health is committed to providing quality healthcare to LGBTQ+ patients and strives to create a safe and welcoming environment for them to obtain healthcare services.

Aims

- Create a more welcoming clinic environment for the LGBTQ+ community
- Provide culturally sensitive guidance specific to concerns and challenges of the LGBTQ+ community
- Increase patient satisfaction and provider comfort

Methods: Interventions & Metrics

**INTERVENTIONS:**
- Secret shopper* to simulate patient experience a clinic appointment
- Environment assessment clinic décor and inclusivity
- Safe Space Training for residents, faculty, staff

**METRICS:** Data collected pre/post Safe Space training
- System and clinic specific patient experience survey
- Clinic staff comfort and competence in providing care for LGBTQ+ patients

Discussion: Next Steps

**CRITICAL NEXT STEPS**
- Analyze baseline patient perception → identify interventions
- Implement the Safe Space training
- Identify artwork and medical infographics to replace the current ones within budget

**AREAS SEEKING INPUT**
- How to increase clinic staff engagement
- How to make clinical environments more welcoming to LGBTQ+ patients

**20%** Of LGBTQ+ individuals have avoided doctor’s offices in order to avoid experiencing discrimination

**47%** Of transgender individuals say they experience some form of negative &/or discriminatory tx from a doctor or hlth care provider

**73%** Of transgender individuals say they believe they would be refused medical services because of their LGBTQ+ status