

# Kindness is easy – simple interventions to create a more welcoming clinic environment for the LGBTQ+ community

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## 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 OBGYNs:

- 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

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

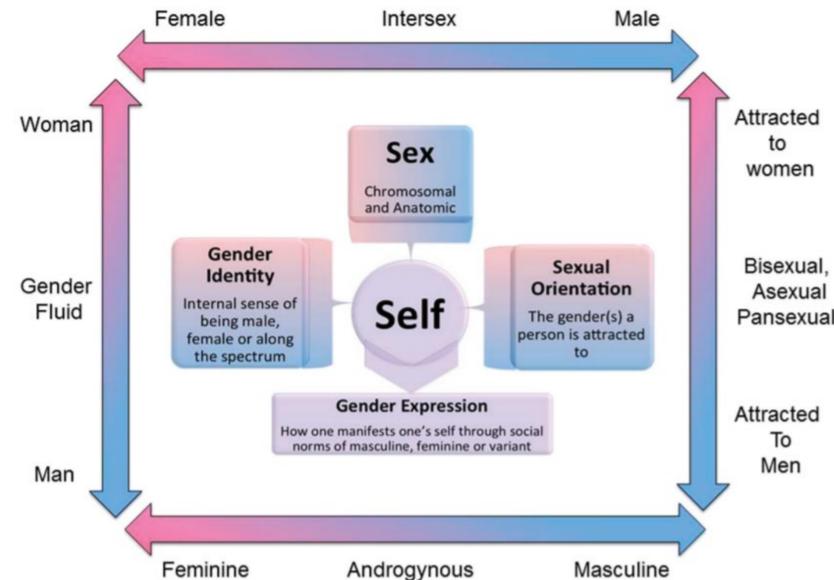


Figure 1: Concepts of Sex and Gender. Mayo Clinic. <https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/transgender-facts/rt-20266812>.

## 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

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

## Barriers – Strategies

- Staff hesitancy in making widespread clinic changes (values, against faith)
- Cost of replacing artwork and medical infographics in the clinic to create a more LGBTQ-friendly environment
- Response bias - patient participation in filling out survey
- Legal barriers to clinic changes, including renaming clinics (Women's Health Center; Exclusively for Women)



## 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

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

## Group Feedback