SAFE SPACE: Simple Interventions to Create a More Welcoming Clinic Environment for the LGBTQ+ community

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NI VIII Meeting #3 STORYBOARD
October 2022

BACKGROUND & CONTEXT

- The American College of Obstetricians and Gynecologists (ACOG) reaffirms its support of unrestricted access to legal marriage for adults in all states amongst many recommendations that OB/GYNs:
  - Work to understand, recognize, & 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 affirming and welcoming environments
- 20% of LGBTQ+ individuals have avoided doctor’s offices in order to avoid experiencing discrimination

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

CLINIC
- Clinic décor, signage, and inclusivity
- Educational brochures and pamphlets

TRAINING
- Safe Space Training for residents, faculty, staff
  - Focus on terminology (sexual orientation, gender identity), prevalence, biases in health care, coming out, why we care
  - Use of trigger cases/scenarios for breakouts
  - Repeat training for new staff, faculty, residents
- Continued Training
  - Clinic newsletter to include DEI Corner
  - Monthly clinic staff meetings with short vignettes

METHODS: MEASURES & METRICS

CLINIC
- System and clinic specific patient experience survey
- Pre- and post-environmental assessments with "secret shopper"

TRAINING
- Retrospective pre-post survey for Safe Space Training
  - Clinic staff comfort and competence in providing care for LGBTQ+ patient
  - For Residents – relevant milestone assessments

RESULTS TO DATE

Discussion: Next Steps

CRITICAL NEXT STEPS
- Clinic décor & signage
- Post-change clinic survey
- Secret shopper post assessment
- Continued staff training

AREAS SEEKING INPUT
- How to collect SOGI data during a check-in process that occurs in a nonprivate setting
- Other data that would demonstrate we have created an inclusive space
- How frequently should we do “continued training”
I feel competent to care for LGBTQIA+ patients ___% of time