

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

We are Advocate Aurora Health  
OB/GYN Residency Program at Aurora  
Sinai Medical Center  
 Auroraobgyn\_residency

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## BACKGROUND & CONTEXT

- 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, & 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
- 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



## BARRIERS & STRATEGIES

- BARRIER:** Clinic redecoration was more expensive than anticipated, limited funding
  - STRATEGY:** Photo contest within department for clinic "art" with specific guidelines on content
- BARRIER:** No closed off space for SOGI data collection at check-in
  - STRATEGY:** Defer conversation until roomed
- BARRIER:** Creating inclusivity for all clinic patients without offending anyone's identity
  - STRATEGY:** Images on clinic walls do not depict people or anatomy; brochures available in clinic rooms

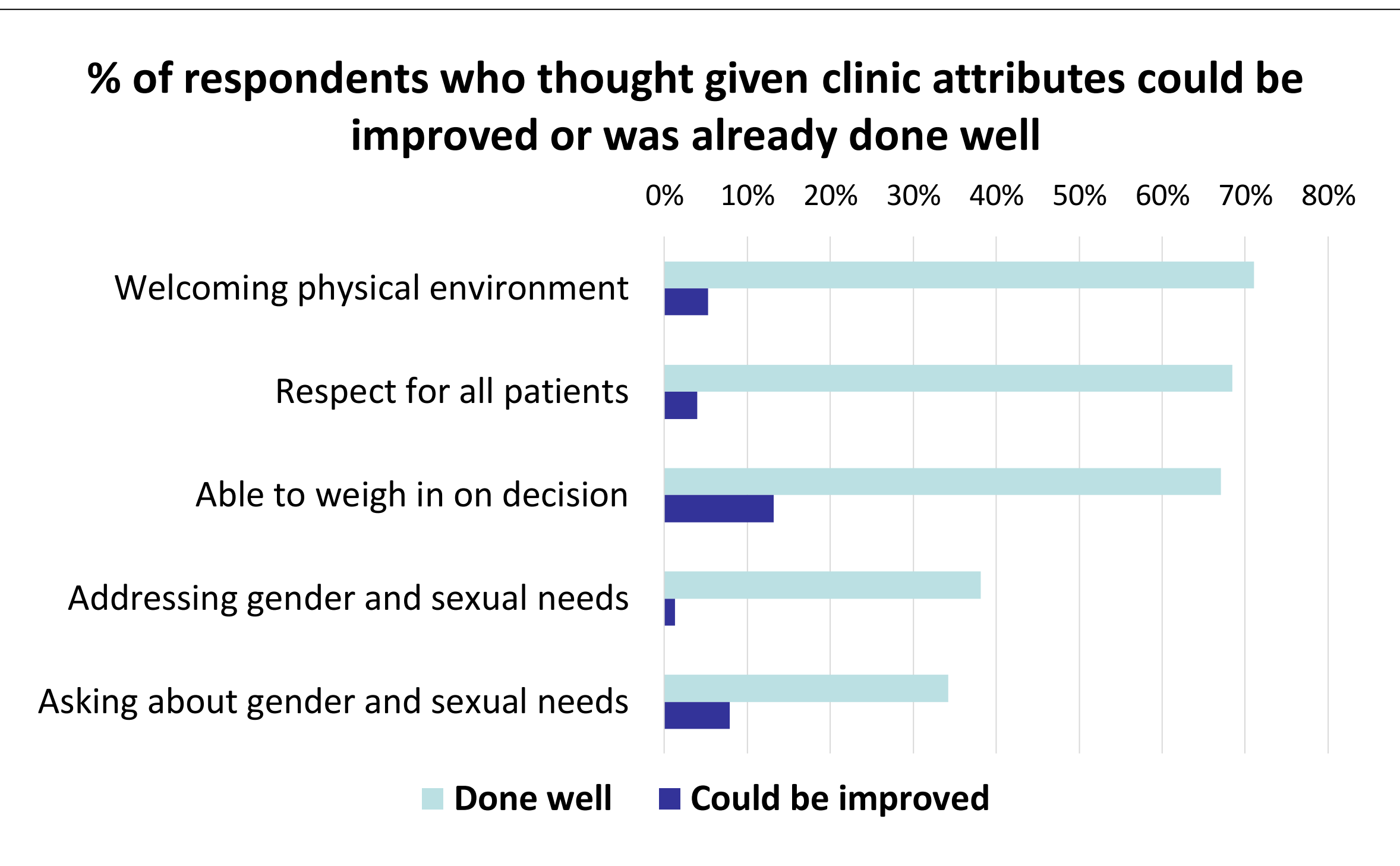
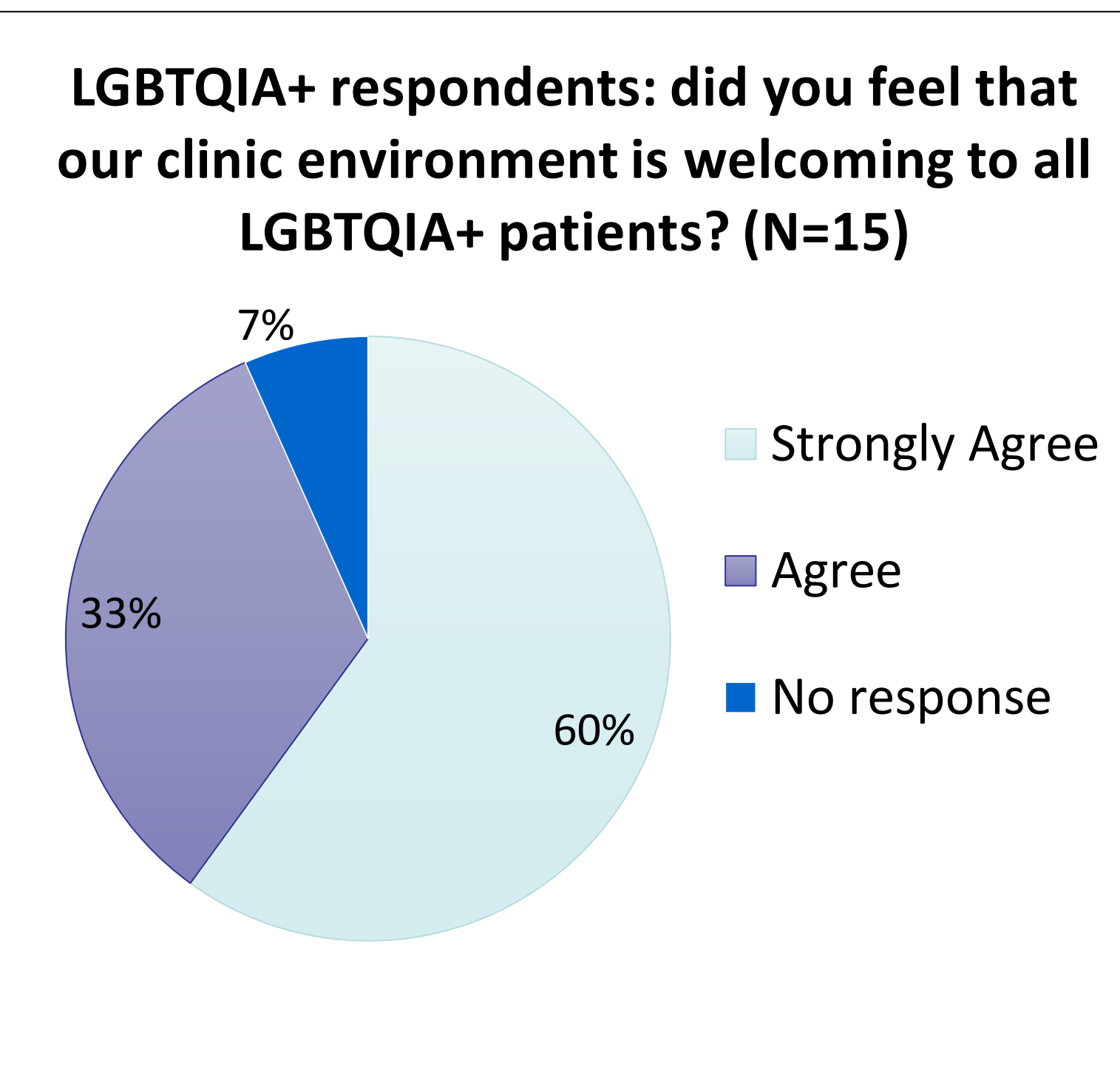
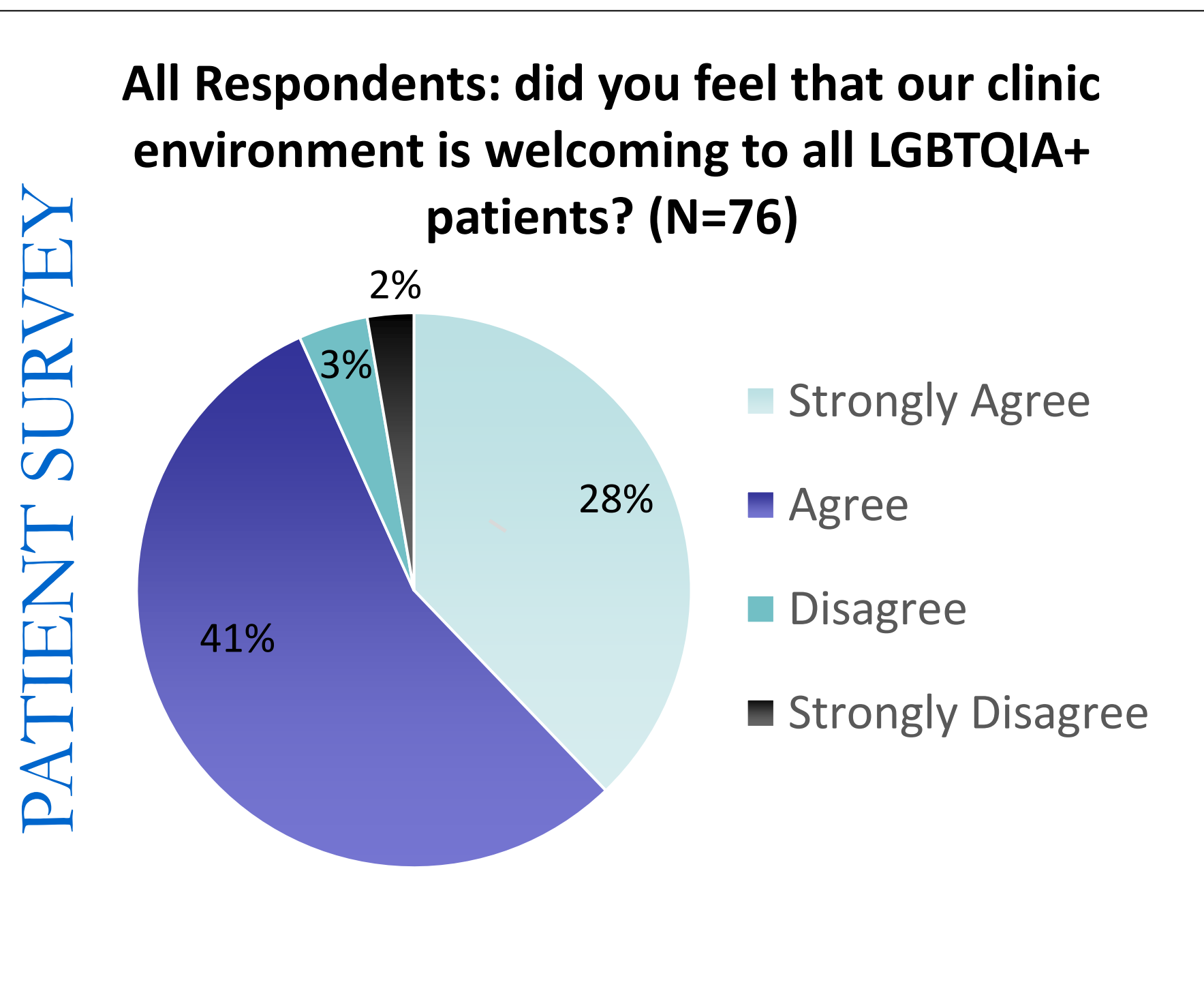
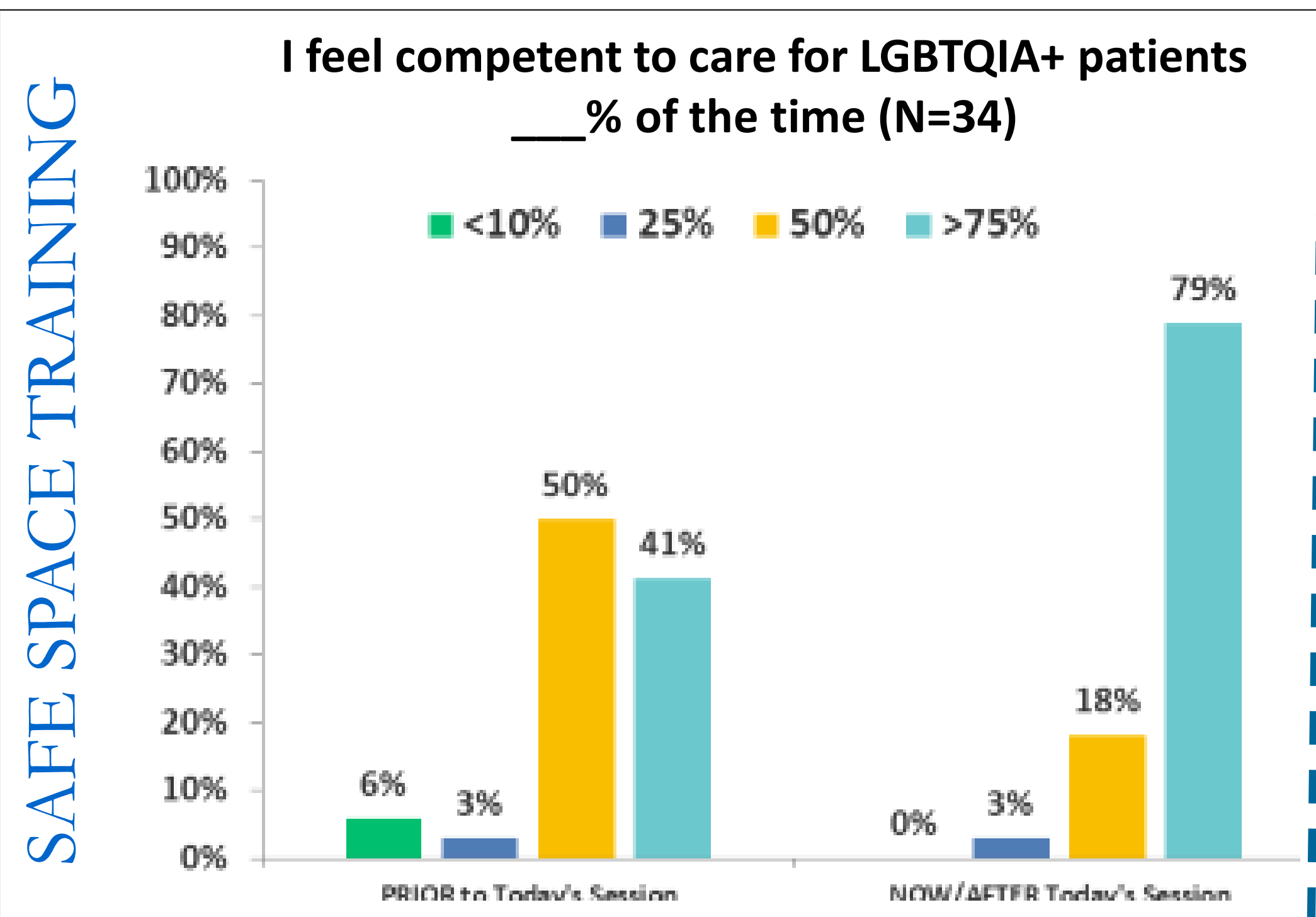
## Discussion: Next Steps

- 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"

## 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



I feel competent to care for LGBTQIA+ patients \_\_\_% of time

Answered: 34 Skipped: 0

