

Making Your Healthcare Organization LGBTQ-Inclusive: A Workbook for Health Care Professionals

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Assessing Your Organization: Part I

1. Go to your organization's website. Are there photos of people on the homepage (main page)?
 YES NO

If you answered "YES" to Question #1, in the space below, describe the age, race, gender, inferred socioeconomic status, etc of the people in the photos:

2. Go to your organization's website and type one of these terms -- gay, lesbian, bisexual, transgender, discrimination, gender identity, gender expression, or sexual orientation -- into the search box embedded on the organization's website.

Did the search yield a link to the patient nondiscrimination statement?

YES NO

3. Go to www.google.com and type the name of your organization and the word "discrimination" in the Google search box.

Did the search yield a link to your organization's patient nondiscrimination statement?

YES NO

4. Copy-and-paste your organization's patient nondiscrimination statement here:

5. Does your organization's patient nondiscrimination statement include the following phrases?

gender identity YES NO

gender expression YES NO

sexual orientation YES NO

6. Does your organization have a nondiscrimination statement pertaining to employees?

YES NO

7. Copy-and-paste your organization's employee nondiscrimination statement here:

8. Does your organization's employee nondiscrimination statement include the following phrases?

gender identity YES NO

gender expression YES NO

sexual orientation YES NO

9. Does your organization either have all gender-neutral bathrooms or a written policy affirming the right of employees to choose the bathroom that aligns with their gender identity?

YES NO I DON'T KNOW

Assessing Your Organization: Part II

1. Does your organization's intake/admission form contain a question asking, "What name would you like to be called?" or something similar?

YES NO I DON'T KNOW

2. Does your organization's intake/admission form contain a question asking, "What sex were you assigned at birth?"

YES NO I DON'T KNOW

3. Does your organization's intake/admission form contain a question asking, "What gender do you identify as now?"

YES NO I DON'T KNOW

4. Does your organization's intake/admission form contain a question asking, "What gender pronouns do you go by?"

YES NO I DON'T KNOW

Action Planning

List three specific steps you will take in the next 30 days to foster LGBTQ-inclusive care in your organization.

Action Step 1:

Who will you work with to accomplish this?

What will you do to accomplish this?

When will you accomplish this?

Why do you want to accomplish this?

How will you know you've accomplished this?

Action Step 2:

Who will you work with to accomplish this?

What will you do to accomplish this?

When will you accomplish this?

Why do you want to accomplish this?

How will you know you've accomplished this?

Action Step 3:

Who will you work with to accomplish this?

What will you do to accomplish this?

When will you accomplish this?

Why do you want to accomplish this?

How will you know you've accomplished this?

Notes

**Assessment Tool for LGBTQ-Inclusive
Hospice & Palliative Care**
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For hospice and palliative care professionals, learning how to provide LGBTQ-inclusive care requires a different approach than the typical one-hour "cultural competency training." LGBTQ-inclusive care isn't about how to care for LGBTQ patients and families - it's about how you care for *all* the patients and families you serve, as well as about your employment policies and benefits. *LGBTQ-Inclusive Hospice and Palliative Care: A Practical Guide to Transforming Professional Practice* provides a detailed roadmap to delivering inclusive care. Based on the content of the book, the author created the following assessment tool for programs to use in auditing their current policies and practices.

1. Nondiscrimination Statement/Policy	Criteria Met?	Link to Document Demonstrating This Criteria Has Been Met
1.1 The organization has an LGBTQ-inclusive patient nondiscrimination statement/policy that includes the phrases "gender identity," "gender expression," and "sexual orientation."		
1.2 The organization has an employee nondiscrimination statement/policy that includes the phrases "gender identity," "gender expression," and "sexual orientation."		
1.3 When a visitor to the organization's website types the term gay, lesbian, bisexual, transgender, discrimination, gender identity, gender expression, or sexual orientation into the search box embedded on the organization's website, the search yields a link to the patient nondiscrimination statement.		
1.4 When someone enters the name of the organization and the word "discrimination" in the Google search box, the search yields a link to the organization's patient nondiscrimination statement.		
2. Employee Benefits	Criteria Met?	Document Demonstrating This Criteria Has Been Met
2.1 There is parity between the COBRA benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.2 There is parity between the health care benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.3 There is parity between the dental benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.4 There is parity between the vision benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		

2.5 There is parity between the bereavement leave benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.6 There is parity between the legal dependent coverage provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.7 There is parity between the employer-provided supplemental life insurance for partners provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.8 There is parity between the relocation/travel assistance benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.9 There is parity between the adoption assistance benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.10 There is parity between the qualified joint and survivor annuity for partners provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.11 There is parity between the qualified pre-retirement survivor annuity for partners provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.12 There is parity between the retiree healthcare benefits provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.13 There is parity between the employee discounts provided by the organization to employees with different-sex spouses and same-sex partners or spouses.		
2.14 The organization offers health coverage for transgender employees for medically-necessary care, without exclusions.		
2.15 The organization has gender transition guidelines. (See sample guidelines here: http://hrc-assets.s3-website-us-east-1.amazonaws.com/files/assets/resources/ErnstYoung-TransitionGuidelines.pdf)		
2.16 The organization either has all gender-neutral bathrooms or a written policy affirming the right of employees to choose the bathroom that aligns with their gender identity.		

2.17 The organization includes optional questions on sexual orientation and gender identity on its employee data collection forms.		
3. Employee orientation	Criteria Met?	Document Demonstrating This Criteria Has Been Met
3.1 The organization's employee orientation/training materials include the organization's nondiscrimination policy.		
3.2 The organization's employee orientation includes information about the ways that marginalized populations (LGBTQ people, people of color, people living with HIV, etc) have been discriminated against in health care settings, and about the organization's policies designed to prevent such discrimination.		
3.3 The organization's employee orientation materials include information about the seven-step CAMPERS process that employees can use to improve their ability to provide inclusive, nonjudgmental care when they are planning, engaging in, and reflecting on a patient interaction.		
3.4 The organization's employee orientation materials include content about the appropriate use of empathic and facilitating behaviors, self-disclosure, humor, touch		
3.5 The organization's employee orientation materials include information for about how to use the Five-Dimension Assessment Model with patients and families.		
3.6 The organization's employee orientation materials include information about how to use the "Risk-Benefit Discussion Tool for Shared Decision Making in Hospice and Palliative Care."		
3.7 The organization's employee orientation materials include information about how to use the "Patient and Family Outcomes-Focused Inquiry for Interdisciplinary Teams."		
3.8 The organization requires all health professionals it employs to complete at least 2 hours of training about providing culturally-competent care to LGBTQ patients and families.		
4. Intake forms and processes	Criteria Met?	Document Demonstrating This Criteria Has Been Met
4.1 The organization's intake/admission forms contain the question, "What name would you like to be called?"		
4.2 The organization's intake/admission forms contain the question, "What sex were you assigned at birth?", with the following list of choices provided: (a) female, (b) male, (c) intersex		

<p>4.3 The organization’s intake/admission forms contain the question, “What gender do you identify as now?”, with the following list of choices provided: (a) Female/Woman, (b) Male/Man, (c) Female-to-Male (FTM)/Transgender Male/Trans Man, (d) Male-to-Female (MTF)/ Transgender Female/Trans Woman, (e) Non-binary/genderqueer/neither exclusively male nor female, (f) Other: _____, (g) I prefer not to answer.</p>		
<p>4.4 The organization’s intake/admission forms contain the question, “What gender pronouns do you go by? (e.g., he/him, she/her, them/their, ze/zir)”</p>		
<p>4.5 The organization’s intake/admission forms contain the question, “Do you think of yourself as…” with the following list of choices provided: (a) Lesbian, gay, or homosexual, (b) Bisexual, (c) Straight or heterosexual, (d) Something else, (e) I don’t know, (f) I prefer not to answer.</p>		
<p>5. Care Delivery</p>	<p>Criteria Met?</p>	<p>Document Demonstrating This Criteria Has Been Met</p>
<p>5.1 The organization’s electronic health record (or paper documentation system if no EHR is used) is structured around the Five-Dimension Assessment Model (Dimension 1A: Patient as Person, Part 1; Dimension 2: Illness/Treatment Summary; Dimension 3: Functional Activities and Symptoms; Dimension 4: Decision Making; Dimension 5: Anticipatory Planning for Death; Dimension 1B: Patient as Person, Part 2).</p>		
<p>5.2 The organization’s electronic health record (or paper documentation system if no EHR is used) contains the recommended questions for assessing knowledge and teaching patients and caregivers patient-care skills.</p>		
<p>5.3 The organization’s electronic health record (or paper documentation system if no EHR is used) contains the recommended questions for assessing knowledge and teaching patients and caregivers about end-stage disease progression.</p>		
<p>5.4 The organization’s electronic health record (or paper documentation system if no EHR is used) contains the recommended questions for assessing knowledge and teaching patients and caregivers about pain and symptom management.</p>		
<p>5.5 The organization’s electronic health record (or paper documentation system if no EHR is used) contains the recommended questions for assessing knowledge and teaching patients and caregivers about medication management.</p>		
<p>5.6 The organization’s electronic health record (or paper documentation system if no EHR is used) contains the recommended questions for assessing knowledge and teaching patients and caregivers about disposal of supplies.</p>		

5.7 The organization's electronic health record (or paper documentation system if no EHR is used) contains the recommended questions for assessing knowledge and teaching patients and caregivers about the signs and symptoms of imminent death		
5.8 The organization's electronic health record (or paper documentation system if no EHR is used) contains options for documenting spiritual histories, spiritual assessments, AND spiritual interventions.		
6. Marketing and community engagement	Criteria Met?	Document Demonstrating This Criteria Has Been Met
6.1 The organization's LGBTQ-inclusive patient nondiscrimination statement/policy is present on the organization's website on the homepage.		
6.2 The organization's website includes photos of at least one same-gender dyad of similar age.		
6.3 The organization's LGBTQ-inclusive patient nondiscrimination statement/policy is printed on the organization's primary brochure.		
6.4 The organization's primary brochure includes photos of at least one same-gender dyad of similar age.		
6.5 The organization has placed at least one paid advertisement in a local LGBTQ newspaper (either print or online) in the past 12 months.		
6.6 The organization had a booth at a local LGBTQ Pride festival in the past 12 months.		
6.7 The organization offered at least one LGBTQ-specific bereavement group in the past 12 months.		