



UNC  
SCHOOL OF MEDICINE



UNC  
INSTITUTE FOR HEALTHCARE  
QUALITY IMPROVEMENT

# LGBTQI

Strengthening  
LGBTQIA+ Care in  
Outpatient Pediatrics

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# Why This Matters

- LGBTQ adolescents experience a number of mental and physical health disparities.
  - Depression, anxiety, suicide, substance abuse, obesity, eating disorders
    - Nearly half of transgender individuals attempt suicide
  - Childhood onset. Multifactorial.
    - Stigma and rejection
    - Avoidance of health care
- Welcoming pediatric care may:
  - Support LGBTQ teens to reduce health risks
  - Decrease future hesitancy to access care



# Aims

- Create a welcoming environment:
  - Increase staff and provider knowledge and skills by 50% from baseline
  - Visual cues of inclusivity in 100% of patient rooms and on 30% of individuals
  - Ask about sexual orientation and gender identity (SO/GI) at 90% of acute visits
- Support LGBTQ patients
  - Screen for psychosocial stressors for 100% of LGBTQ patients

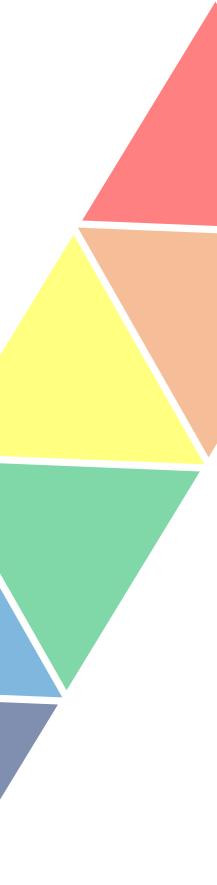
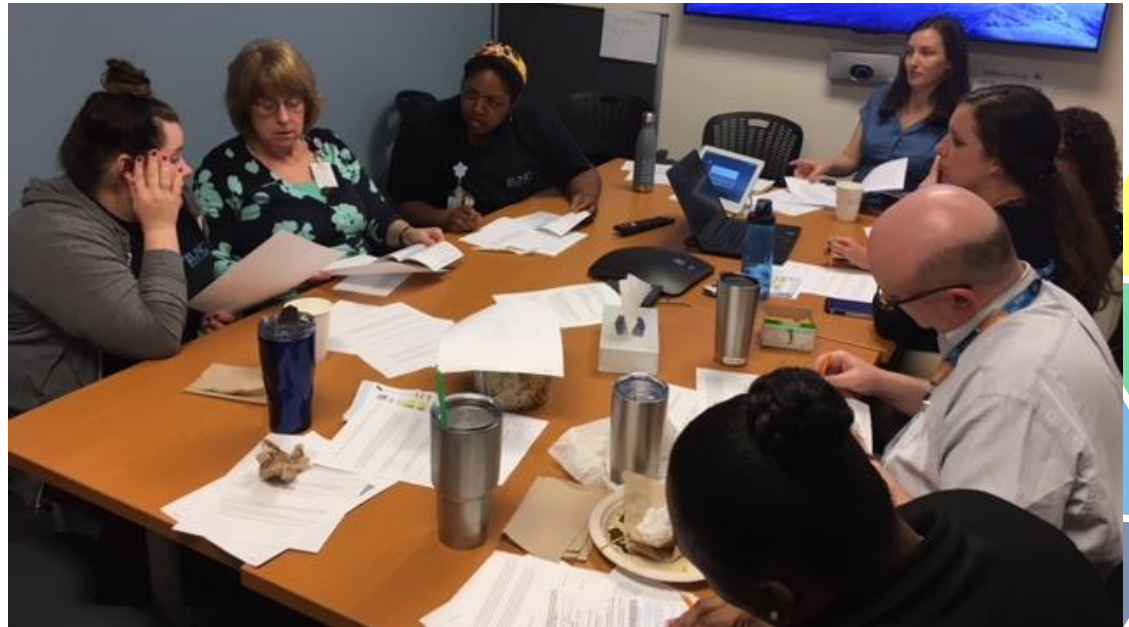
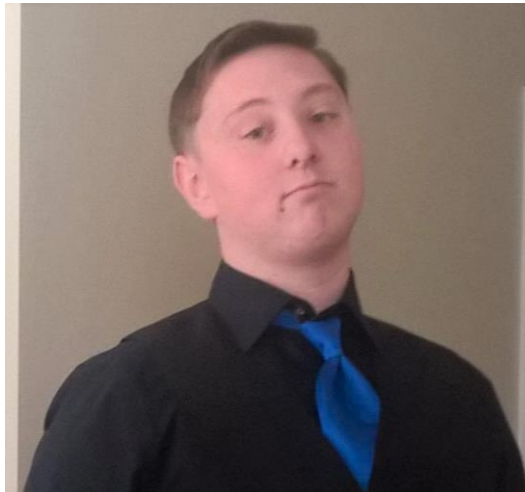


# Changing Clinic Culture: Trainings



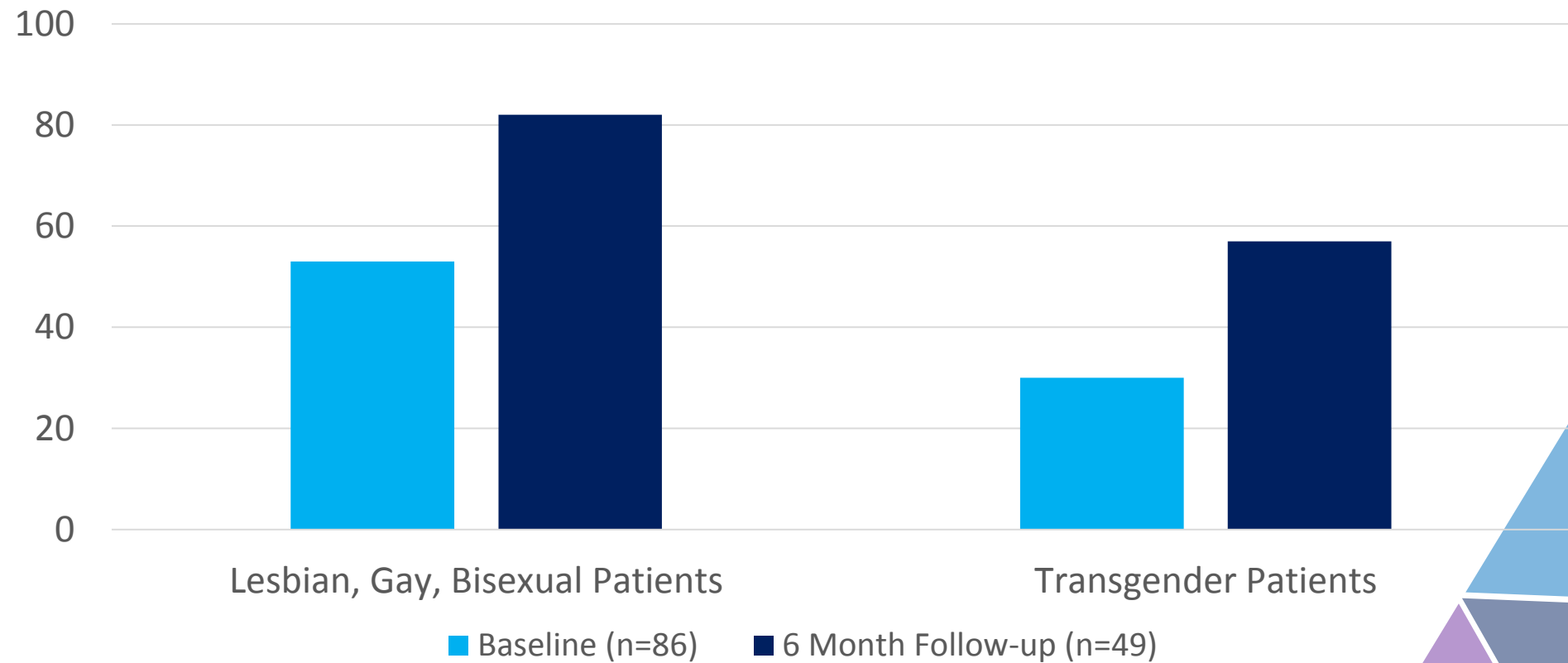
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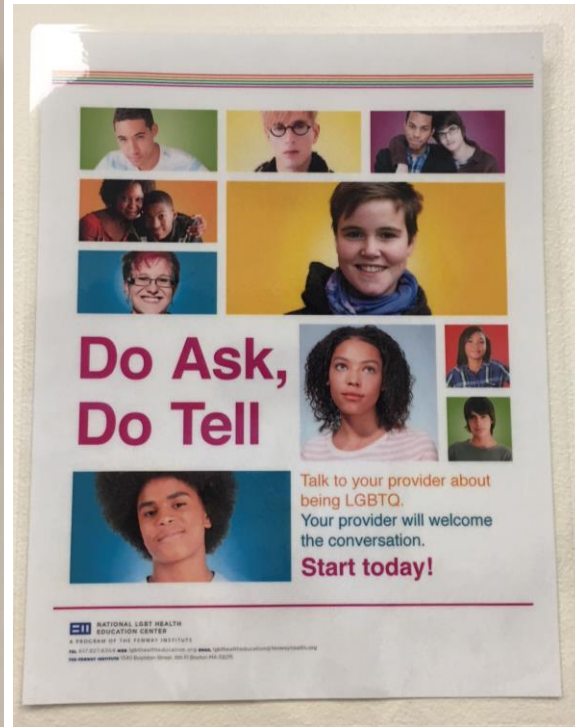


# Changing Clinic Culture

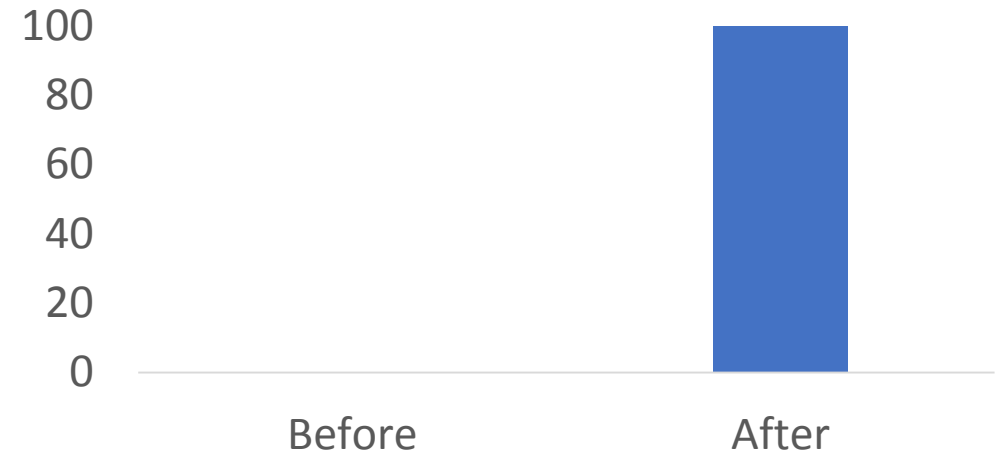
Proportion of Staff and Providers Feeling Prepared to Provide Care



# Visual Welcoming Cues

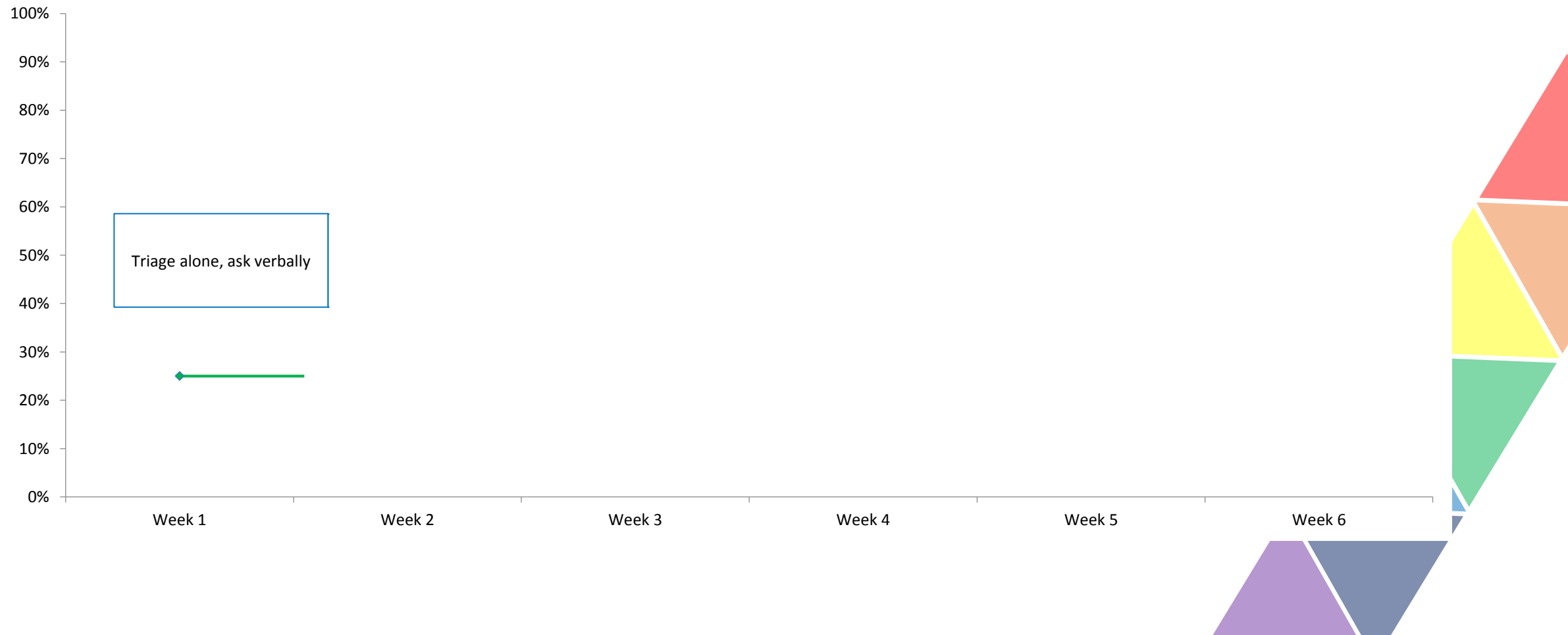


Percentage of Clinic Spaces with Welcoming Cues



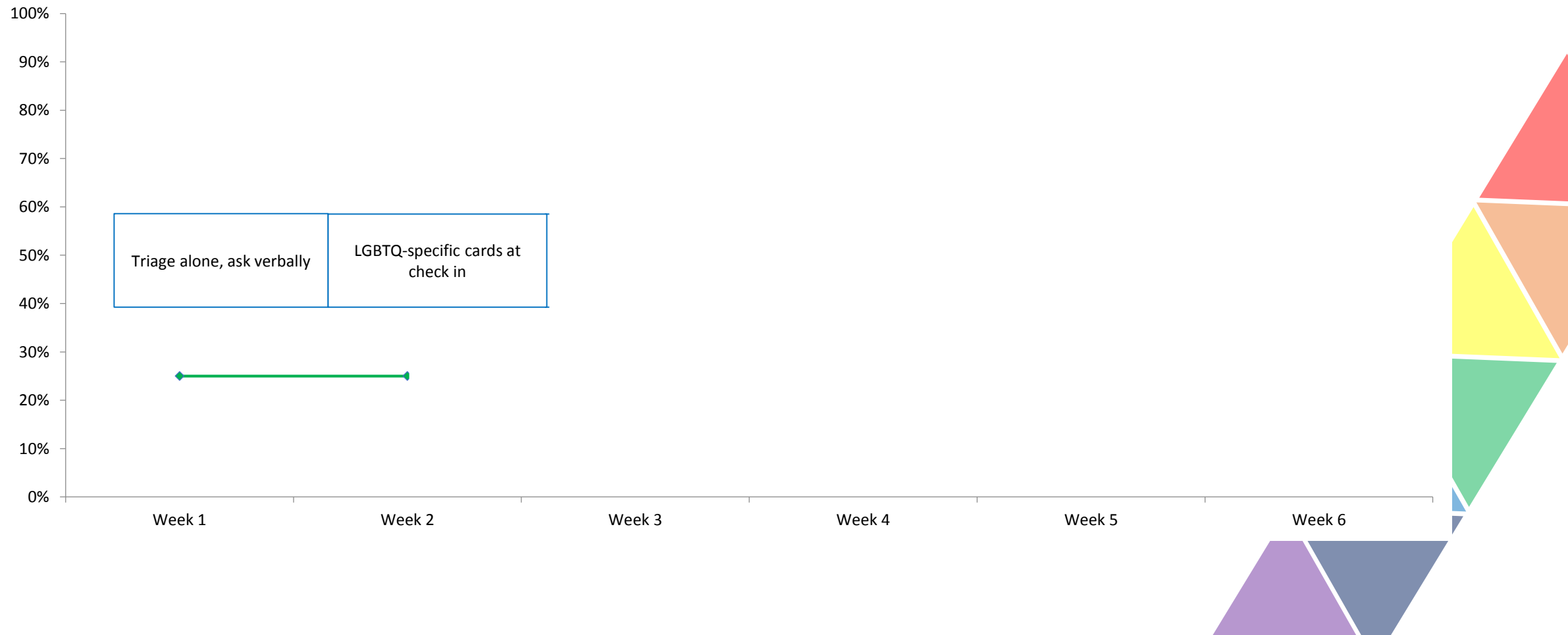
# Asking about SO/GI and Pronouns

Proportion nurses that had collected SO/GI at least once



# Asking about SO/GI and Pronouns

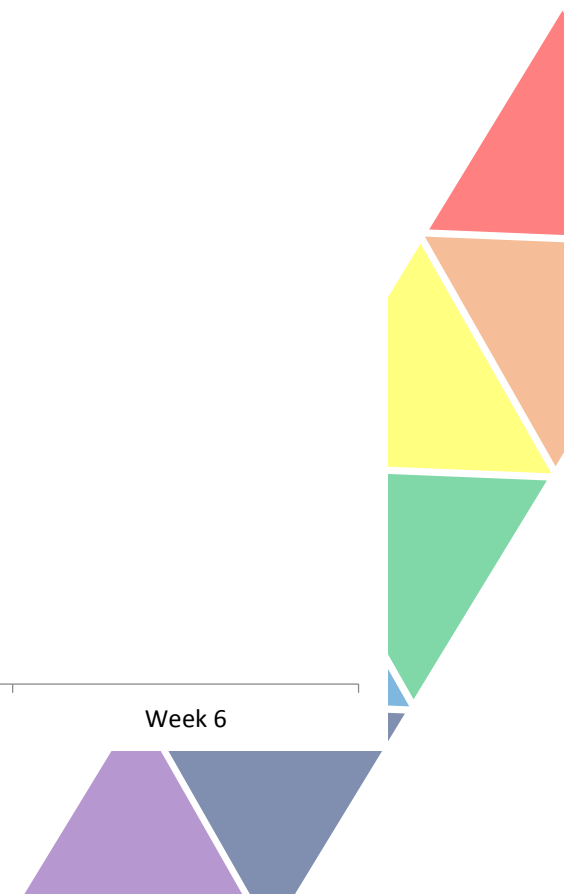
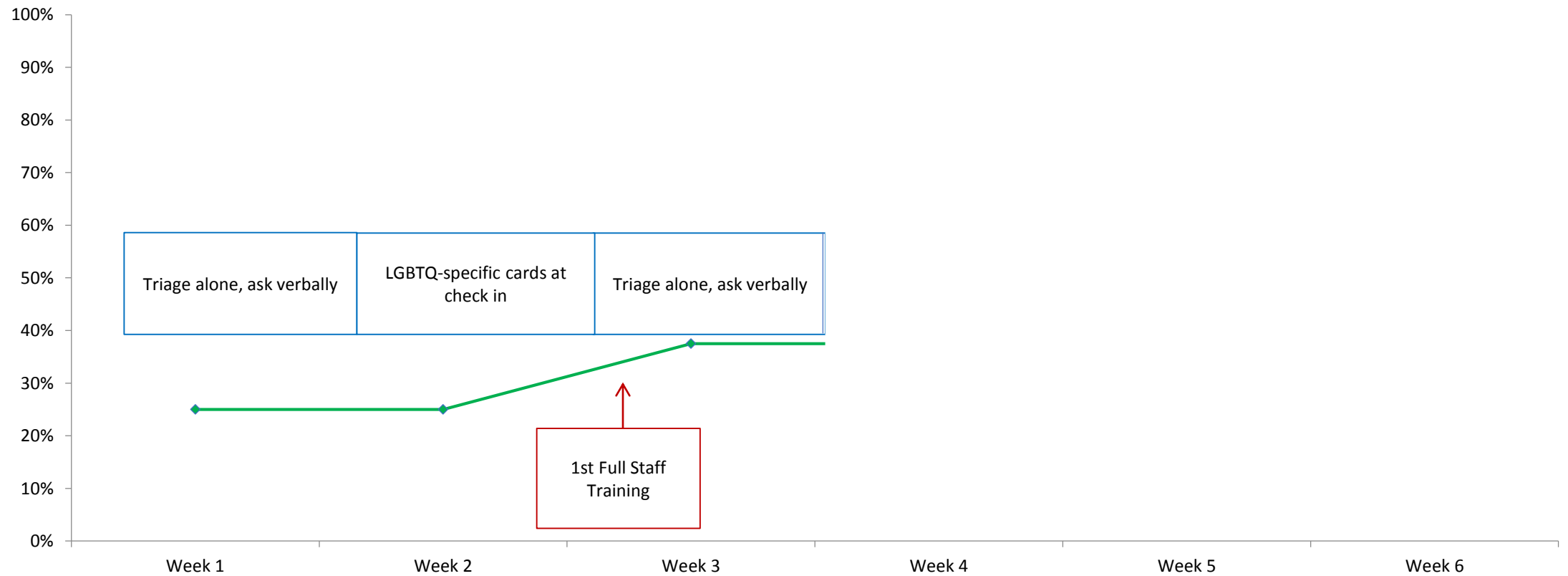
Proportion nurses that had collected SO/GI at least once



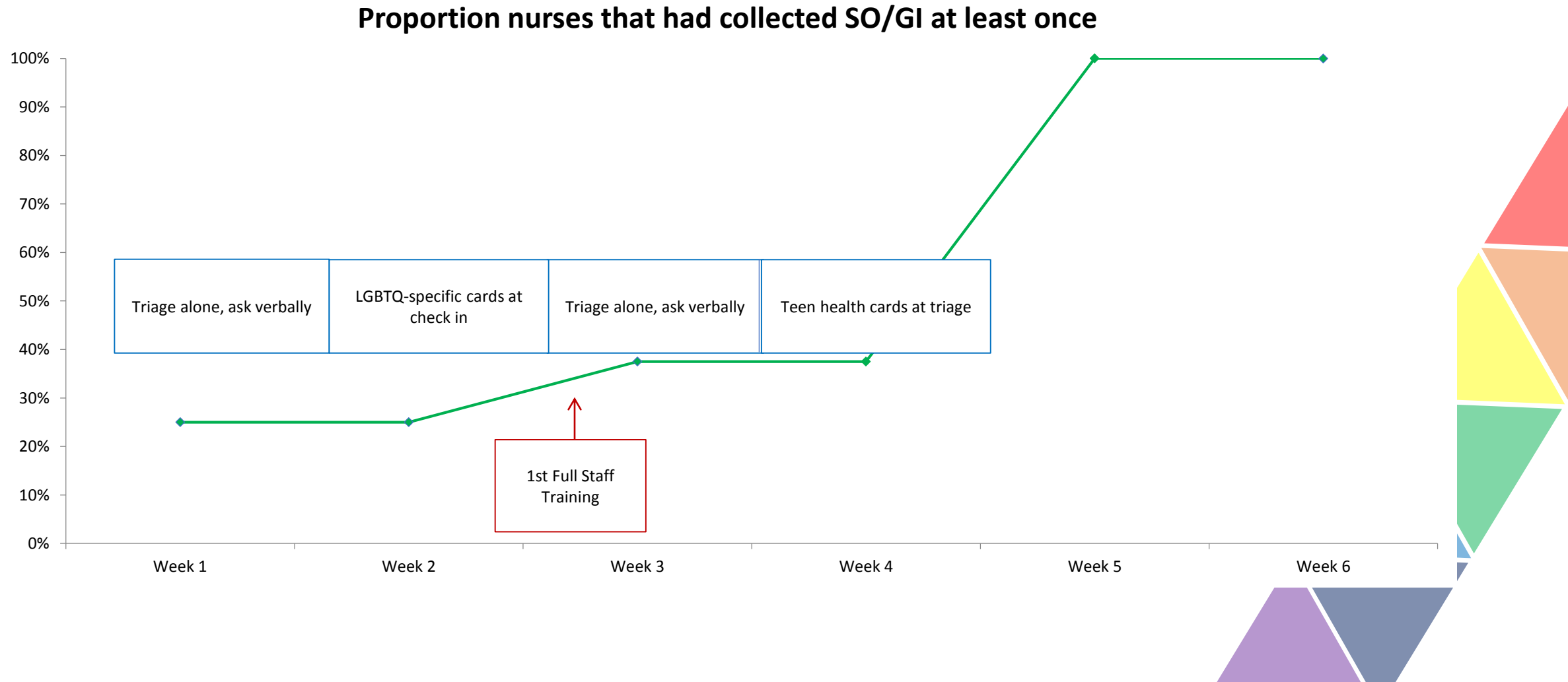


# Asking about SO/GI and Pronouns

Proportion nurses that had collected SO/GI at least once



# Asking about SO/GI and Pronouns



# Intake Forms

## Let's Talk

We ask all teenagers these questions because it is our job to keep you healthy. All answers are confidential. We offer only support, not judgement or criticism.

**Preferred Name:** \_\_\_\_\_

**Name on Insurance Card:** \_\_\_\_\_

Same  Other \_\_\_\_\_

**Pronouns:**

He/Him  She/Her  They/Them

Another \_\_\_\_\_

**Current Gender Identity:**

Male

Female

Transgender Male/Transman

Transgender Female/Transwoman

Genderqueer

Another \_\_\_\_\_

**Sex Assigned at Birth:**

Male

Female

Decline to Answer

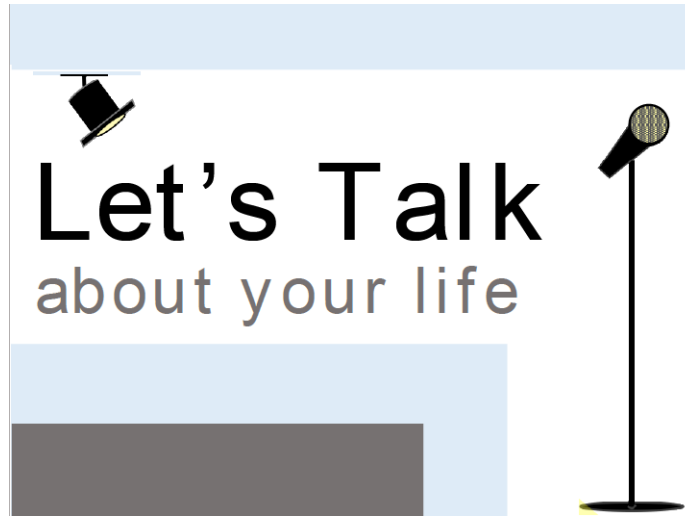
**Do you consider yourself:**

Straight  Bisexual

Gay or Lesbian  Another

Don't know

	YES	NO
<b>In the past 3 months, have you:</b>		
- Smoked (cigarettes, cigars, black and milds, hookah), vaped, or chewed tobacco?		
- Drunk more than a few sips of alcohol?		
- Smoked marijuana, used other street drugs, steroids, or huffed household inhalants?		
- Used someone else's prescription or nonprescription drugs to sleep, stay awake, concentrate, calm down, or get high?		
Have you <b>ever</b> had any type sex (oral, anal, vaginal)?		
Are you interested in talking about ways to <b>prevent pregnancy</b> (contraception, birth control)?		
<b>In the past 12 months</b> , have you seriously thought about killing yourself, tried to kill yourself, or purposefully cut, burned, or otherwise hurt yourself?		
Has anyone <b>ever abused</b> you physically (hit, slapped, kicked), emotionally (threatened, made you feel afraid) or <b>forced you</b> to be involved in sexual activities when you didn't want to?		
Would you like to speak to your doctor <b>alone</b> today?		



## Let's Talk about your life

We ask all teenagers these questions because it is our job to keep you healthy. All answers are confidential. We offer only support, not judgement or criticism.

**Preferred Name:** \_\_\_\_\_

**Name on Insurance Card:**  Same  Other \_\_\_\_\_

**Pronouns:**  He/Him  She/Her  They/Them  \_\_\_\_\_

**Gender Identity: What is your gender?**

Male  Female  Fluid  Non-binary  Not sure

Prefer not to answer  Other \_\_\_\_\_

**Sex Assigned at Birth:**

Male  Female  Intersex  Prefer not to answer

Other \_\_\_\_\_

**Sexual Orientation - Who are you attracted to?**

Male  Female  Both  Neither  Not sure

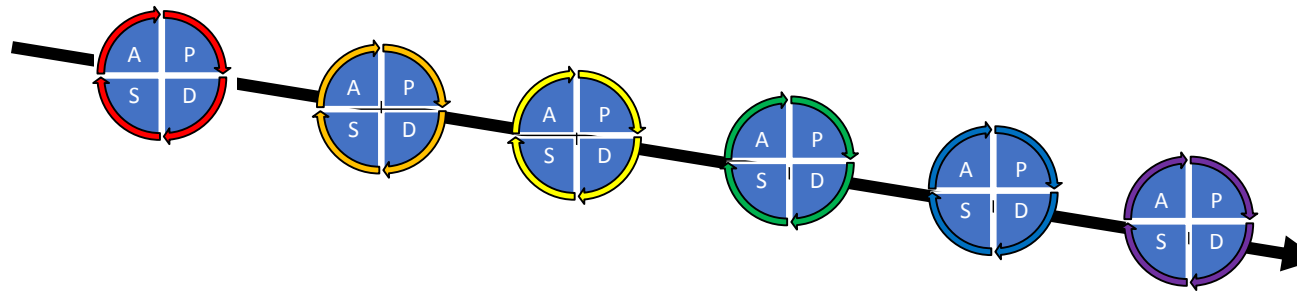
Prefer not to answer  Other \_\_\_\_\_

**Does your family know your gender and sexuality?**  Yes  No

**If you would like info/resources about any of the above, how would you like to receive them?**

I don't need any  Verbal (privately)  Verbal (family may be present)

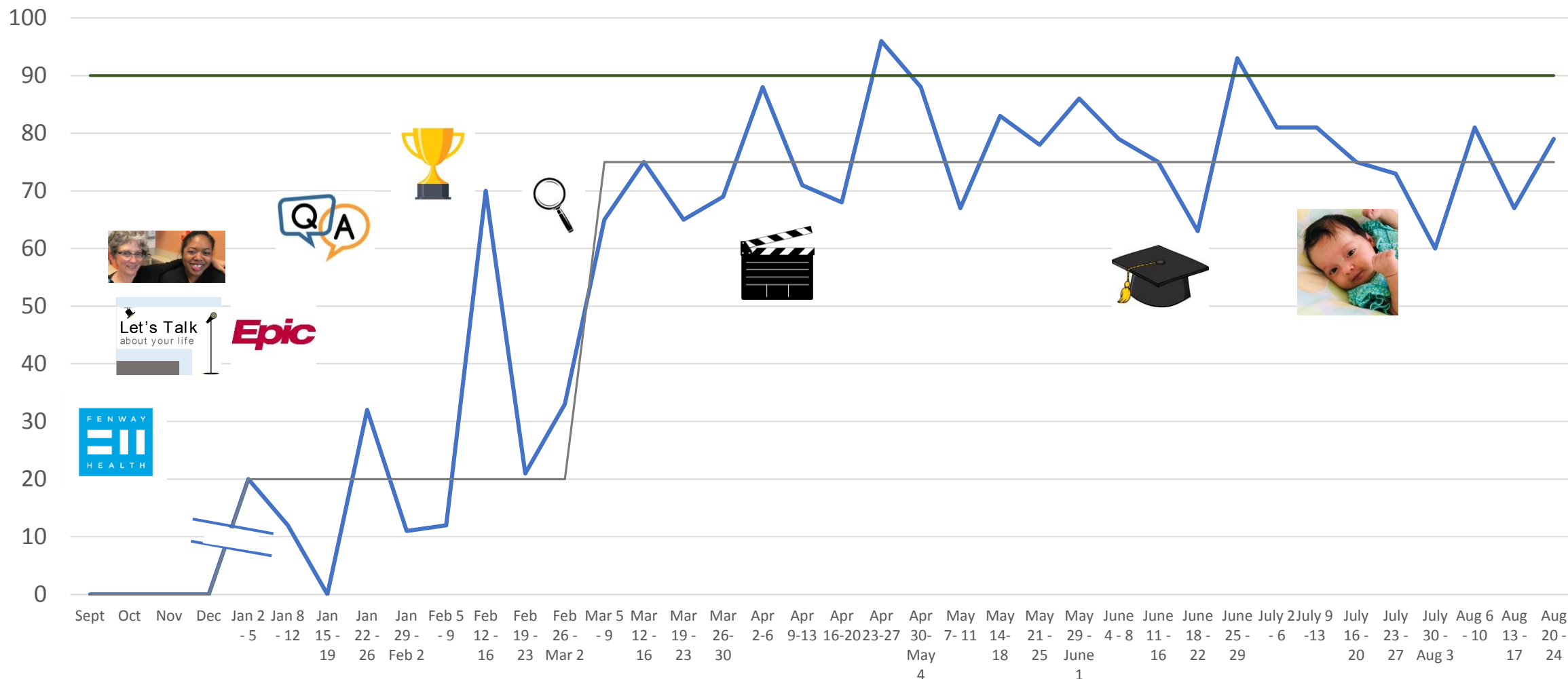
Paper (private)  Part of Visit Documents (family may see)



	YES	NO	PREFER NOT TO ANSWER
Do you need to speak to your doctor alone today?			
<b>In the past 3 months, have you:</b>			
- Smoked (cigarettes, cigars, black and milds, hookah), vaped, or chewed tobacco?			
- Drunk more than a few sips of alcohol?			
- Smoked marijuana, used other street drugs, steroids, or huffed household inhalants?			
- Used someone else's prescription or nonprescription drugs to sleep, stay awake, concentrate, calm down, or get high?			
Have you <b>ever</b> had any type of sex (oral, anal, vaginal)?			
Are you interested in talking about ways to <b>prevent pregnancy</b> (contraception, birth control)?			
<b>In the past 12 months</b> , have you seriously thought about killing yourself, tried to kill yourself, or purposefully cut, burned, or otherwise hurt yourself?			
Has anyone <b>ever abused</b> you physically (hit, slapped, kicked), emotionally (threatened, made you feel afraid) or <b>forced you</b> to be involved in sexual activities when you didn't want to?			

# Rates of SO/GI documentation

Proportion of Teen Acute Visits with SO/GI Documented



# What are people saying?

"I go by Bobby."

"My child is not filling this out."

"I didn't even think about the labels."

"Thank you."

"Can I have a pin?"

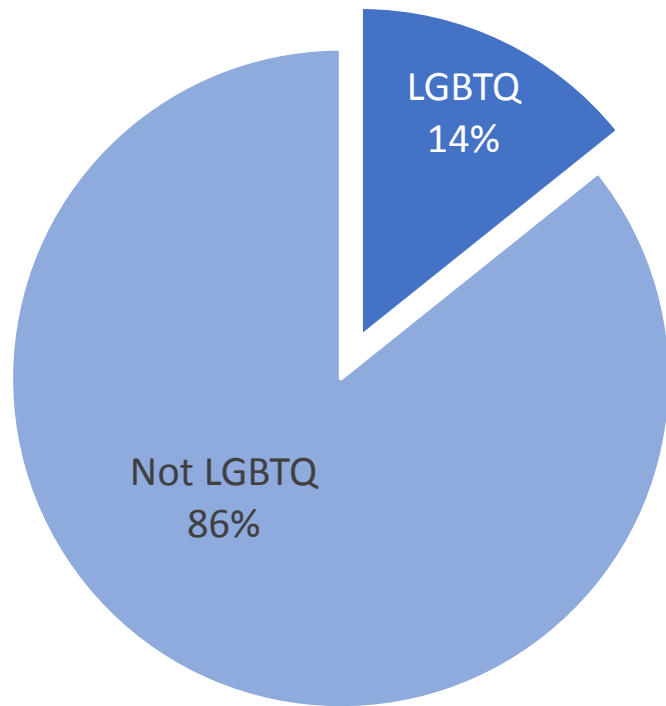
"We should just love everyone."

"Yeah, mom. Sometimes I just feel more like a boy than a girl."



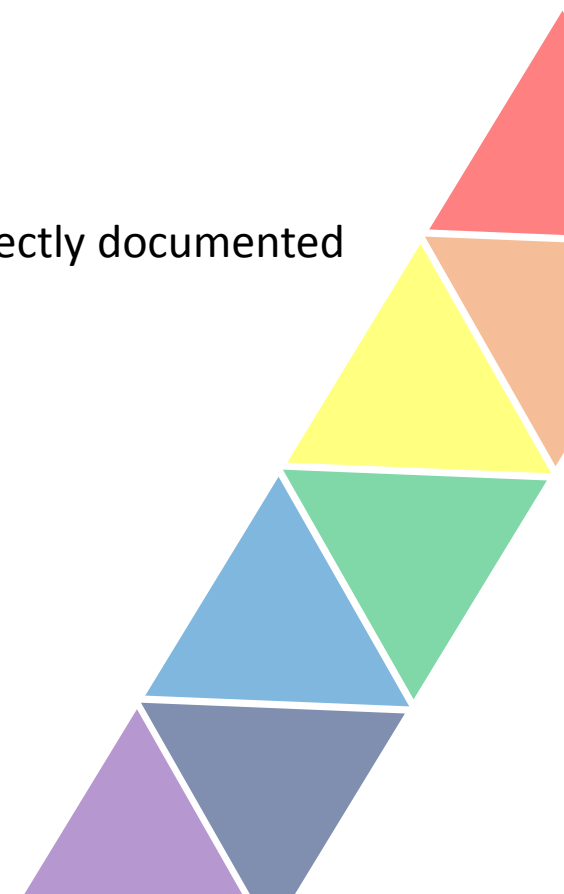
# Did we reach LGBTQ patients?

Acute Visits with SOGI Documented

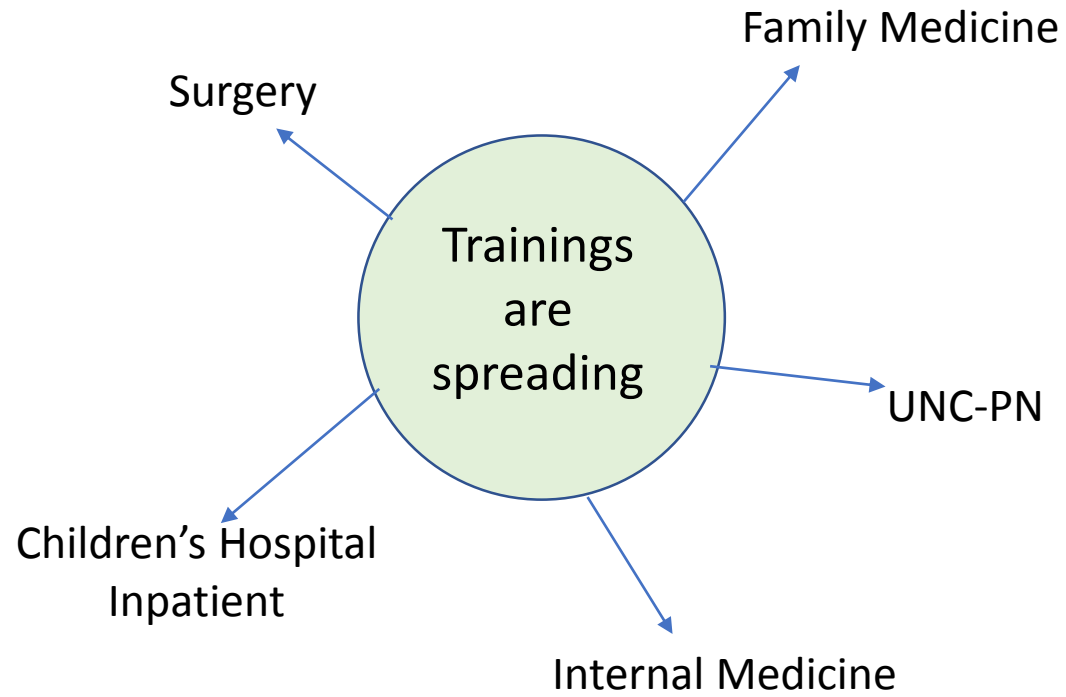


## 24 LGBTQ patients:

- 6: no routine care in past 2 years
- 8: recent well care, but SO/GI status not or incorrectly documented
- 13: depression, anxiety, and/or suicidal ideation

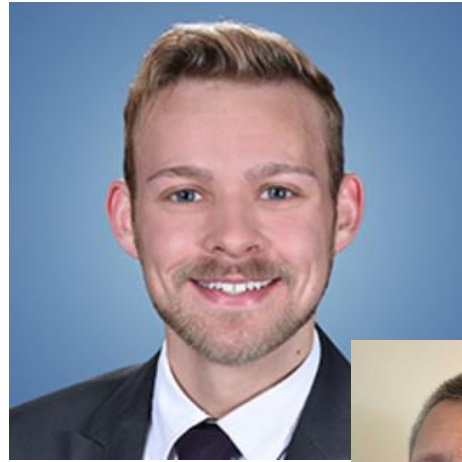
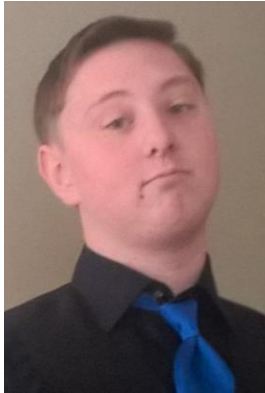


# Spread





# Thank You!



- Tyler McKinnish, Project Co-Lead
- Candice Hunt, Project Manager
- Lincoln Woody, Patient Advisor
- Dave Woody, Family Advisor
- Kendra Stewart, Front Desk
- Tiara Pugh, Nursing
- Rebecca Wellborn, Nursing
- Steve Weinberg, Resident
- Carl Seashore, Epic Physician Liaison
- Jenny Dixon, Practice Manager
- Benjamin Butler, Practice Manager
- Martha Perry, Medical Director
- Beth Sandberg, Endocrinology Fellow
- Stuart Gold, Vice Chair Patient Engagement and Diversity



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# For More Information:

- National LGBT Health Education Center:  
<https://www.lgbthealtheducation.org/>
  - Webinars, posters, glossaries for a variety of clinical settings
- Emily B. Vander Schaaf, MD MPH: [voemily@med.unc.edu](mailto:voemily@med.unc.edu)