



Creating an Inclusive Environment for LGBTQ Patients

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About us



Main Line Health®

LANKENAU MEDICAL CENTER

BRYN MAWR HOSPITAL

PAOLI HOSPITAL

RIDDLE HOSPITAL

BRYN MAWR REHAB HOSPITAL

MIRDMONT TREATMENT CENTER

HEMOCARE & HOSPICE

LANKENAU INSTITUTE FOR
MEDICAL RESEARCH



11,357

Employees

2,000+



Medical staff
members

2,000+

Volunteers

1,355  Licensed beds

177,463  ER visits

60,233

Total discharges

7,602  Births

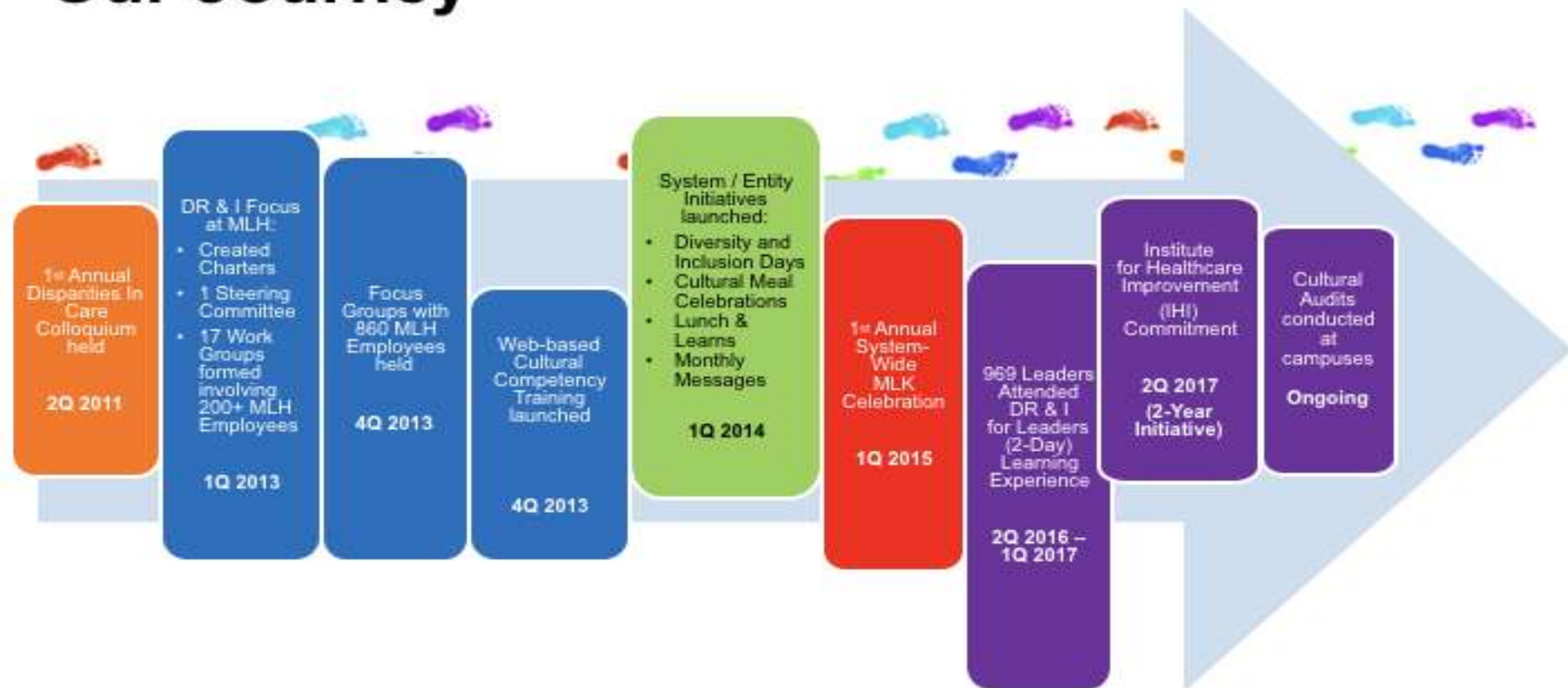
993,308

Outpatient visits

245,731 

Home Health visits

Our Journey



- Additional Resources:**
- CultureVision™
 - Interpretation Services



Our Journey Continues



Care of
LGBTQ
Patients
Web-
Education
1 Q 2018

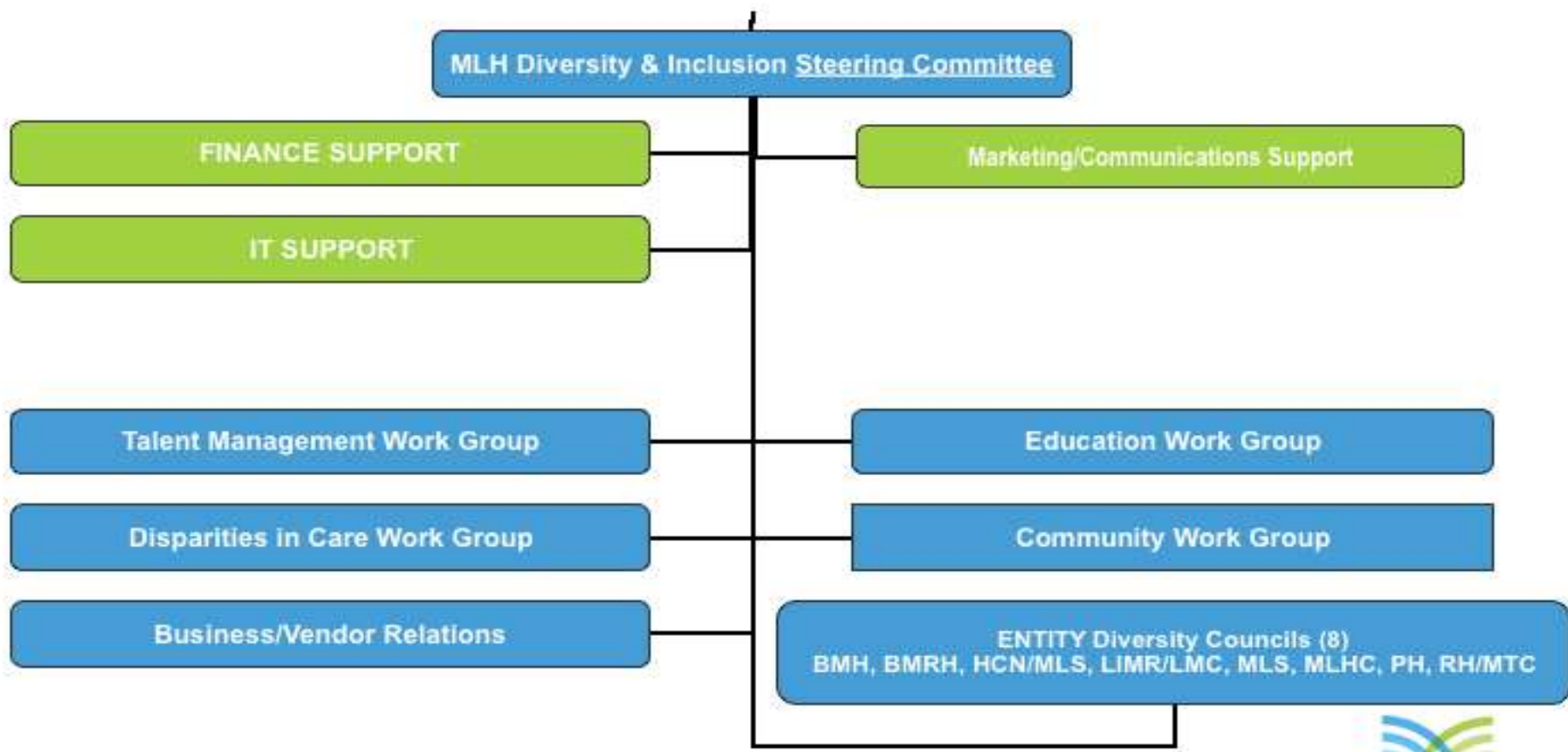
LGBTQ Inclusive
Options in EMR
1 Q 2018

Grand Opening of
LGBTQ Inclusive
Care Centers
• Bryn Mawr
Family Practice
• Paoli Family
Medicine
2Q 2018

Additional Resources:
• CultureVision™
• Interpretation Services

STRUCTURE

Diversity and Inclusion Initiative



Workplace Diversity

**Visible
Diversity
Traits**

Skin color

Physical Traits

Gender
Expression

Behaviors

Age Body Size/Type

Physical Abilities

Religion

Mental health status

Socio-economic Status

Addiction

Sexual Orientation

Military Experience

Level in Organization

Culture

Ethnicity

Geographic Location

Values

Beliefs

Thinking Styles

Family violence

Personality

Marital Status

**Invisible
Diversity
Traits**

Functional Specialty

Habits

Gender Identity

Work Background

Parental Status

Communication Style

Native born/non native

Education

Curriculum

Cultural Competence CBT	DRI Learning Experience
Cultural Competency Definition	Defining visible & invisible diversity
Cross cultural conflicts & impact in healthcare	Implicit/Unconscious Bias
Personal Biases	Power and Privilege
Tools to apply to meet cultural needs	Generational Differences
Care of the LGBTQ Patient	Personality Differences
	LGBTQ



Separate curriculum created for Inclusive Offices / Providers

- ALL staff & providers
- LGBTQ 101
- Language
- Pt experience
- Important stats
- Legal issues
- Creating inclusivity
- Physician/PA/NP
- Hormone therapy
- Screenings
- Consents
- Surgery options
- Additional procedural options

Build through a wide-angle lens...



- ✓ Marketing
- ✓ Signage
- ✓ Web Content
- ✓ Expand Surveys
- ✓ Restrooms
- ✓ EPIC

• [Mainlinehealth.org/specialties/lgbtq-inclusive-care](https://www.mainlinehealth.org/specialties/lgbtq-inclusive-care)

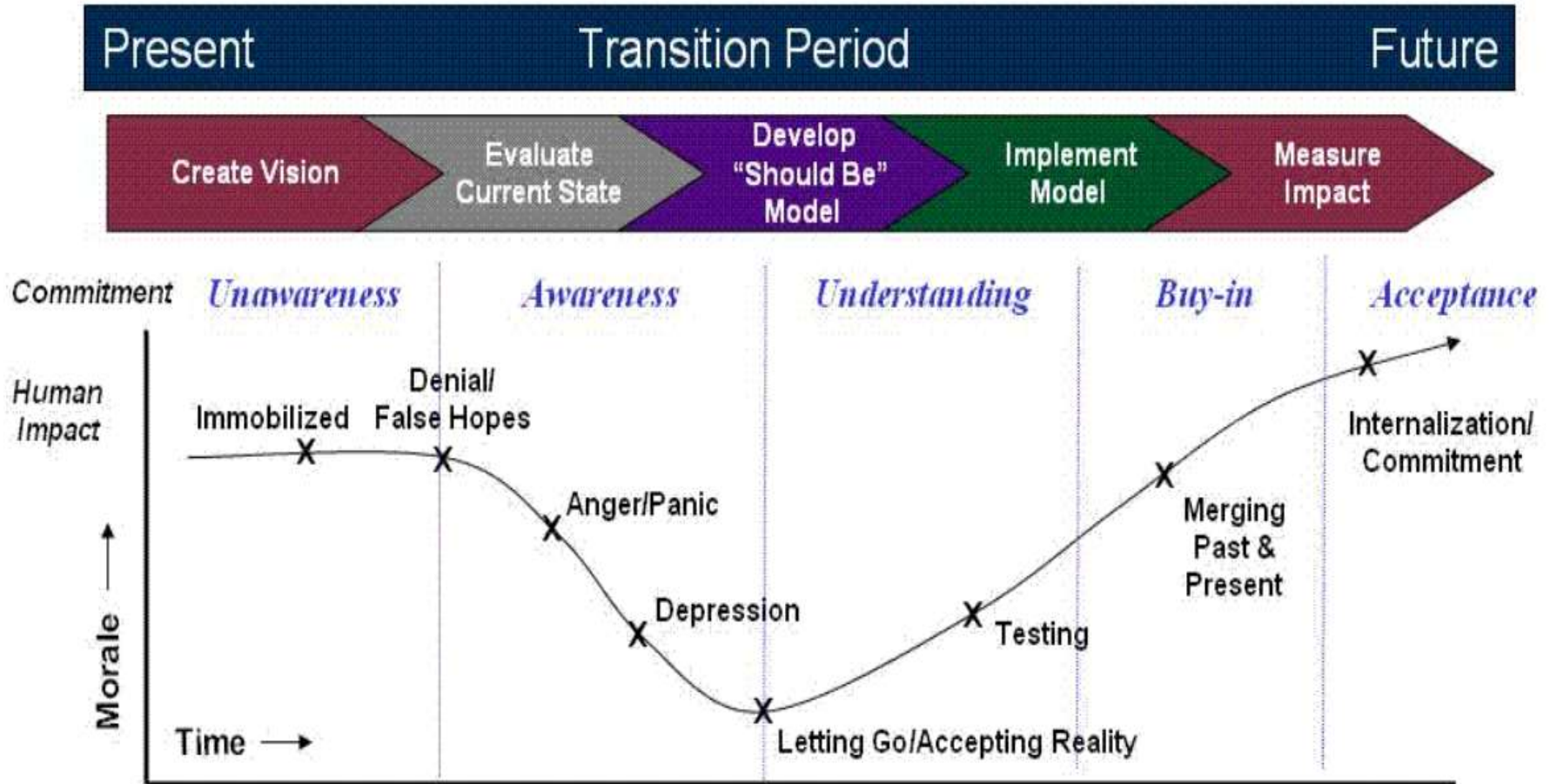


Change Management

- *“The oldest and strongest emotion of mankind is fear, and the oldest and strongest kind of fear is fear of the unknown.” H.P. Lovecraft*
- No matter how well you plan for change you should always expect surprises.
- We fear change at work for a variety of reasons. These fears are often associated with fear of failure, fear of criticism and fear of the unknown.

Why is Change Management Important?

Because individuals will resist changes to their work environment in a variety of ways.



Strategic Oversight

- Establish PIVOT vision and strategy
- Provide final decision making for escalated decisions
- Manage high-level risk identification and mitigation

Operational Oversight and Advisory

- Provide directions and decisions to support integrated patient-centric operations
- Address escalated decisions presented from Advisory Committees, Project Teams and SMEs
- “Clearinghouse for ESC”

Advisory Committees

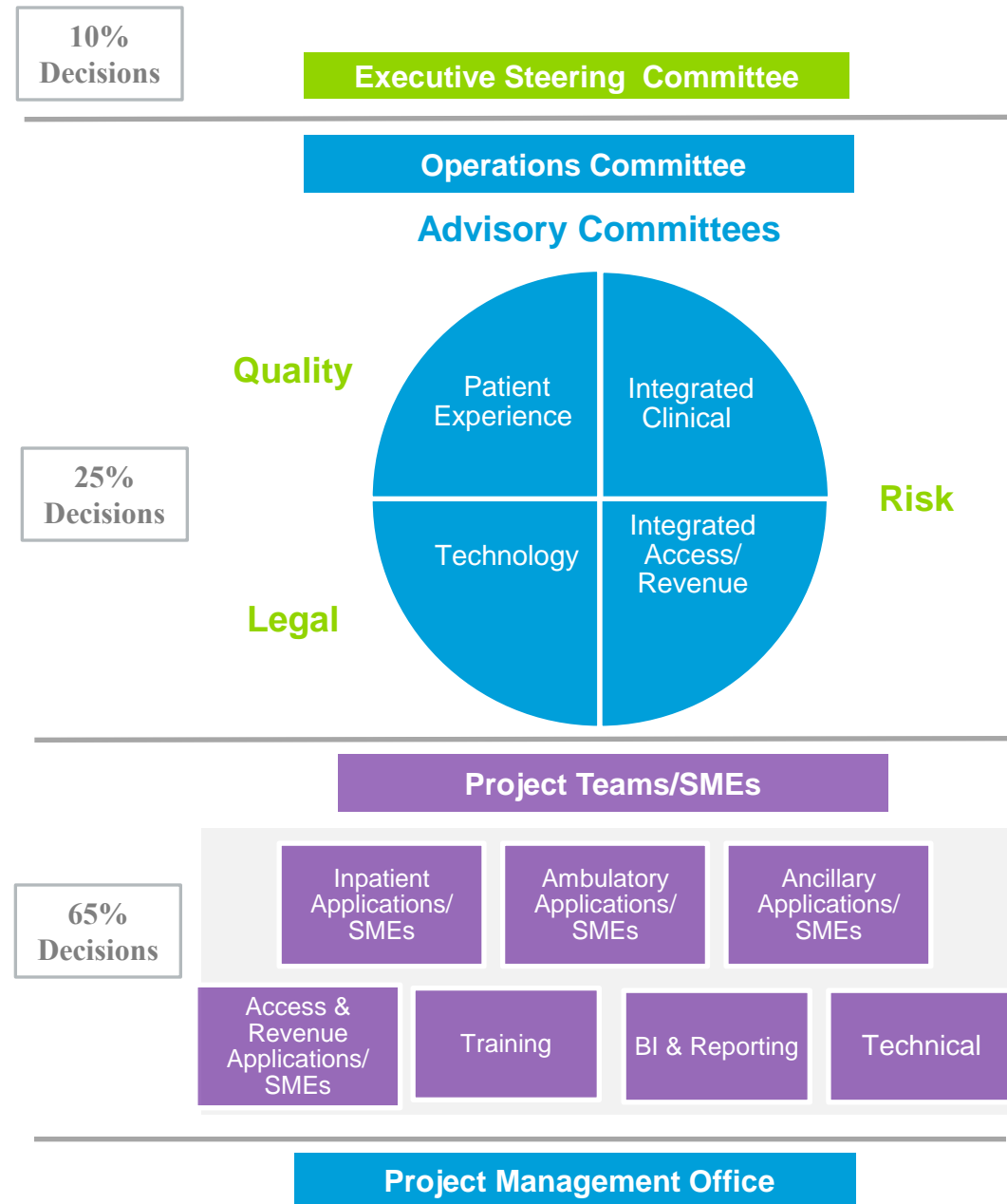
- Provide **operationally-focused** input that drives decision making based upon workflow and policy and procedure impacts
- Understand high-risk workflows and key metrics that pertain to their area
- Provide expertise on process and policy

Project Teams and Subject Matter Experts

- Responsible for build and work flow decisions, issue and risk management based on guidance from Advisory Committees

Project PMO

- Provide program and project specific standards, processes and tools to manage and support successful execution



Designing the Electronic Health Record

- Integrated health record
 - Big Bang on March 3, 2018
 - 5 Hospitals, 96 practices, Urgent Care, 4 Health Care Centers
- Engage the 'right' people
- Are they on board?
 - Setting aside personal feelings
 - Only considering how it affects their departments
 - Can they see the big picture?

Decision making and discussions pre-Epic build

- Reviewed information from:
 - Epic, Elsevier, IOM 2020, Fenway Health, Gay and Lesbian Medical Association (GLMA), Joint Commission (TJC)
- Met with operational SME's and Epic analysts:
 - What will be asked
 - By whom
 - When in the process
 - As meetings progressed, identified additional applications needing to be part of the discussion. In particular, Finance, Legal and Ambulatory

Sex, Gender and Sexual Identification Questions	Epic	Elsevier CPM	Fenway	GLMA	TJC	Question to be Used	"Who should ask?"	Comments
SEX, NAME & PRONOUNS QUESTIONS								
1. Name:								
• Preferred Name	x							
• How do you want to be addressed?		x						
• Name Used			x					
Name (What would you like to be called?)						x	Registration / Scheduling / PAT	Acts as preferred name but removes the word "preferred"
2. Legal Name:			x	x				
• Not needed as a data field because this is part of the registration process						x	Registration / Scheduling / PAT	Registration already collects this information
• What is your legal name?								
3. Legal Sex:			x					
• Current practice is to just ask "what is your sex"						x	Registration / Scheduling / PAT	Registration already collects this information from the ID.
• What was your sex assigned at birth? M/F/Unknown, not recorded on Birth certificate, choose not to disclose, uncertain	x							
• What was your sex assigned at birth? M/F			x		x			
• What sex were you assigned on your original birth certificate?								

Expectations At Launch - March 2018

- All registrars to ask preferred name
- Patient facing material such as ID bands, AVS, Daily Plan of Care would print both name and "preferred name"
- Gender Identity is shown in the Ambulatory snapshot and sidebar reports, *if collected*
- Pronouns and gender identity questions to be asked by IP nurse
- Preferred name and pronouns would be displayed in header next to name, *if collected*

1m 5m 10m 15m 30m 1h 2h 4h 8h 24h Based On: 0700 | Reset | Now

ED to Hosp-Admission (Current) from 12/7/2016 in Bryn Maw...

6/15/18	7/11/18	
1325	1100	Last Filed

Initial Information

Pronoun Preference		
Gender Identity		
How Well Do You Speak English?		
Do You Speak a Language Other		
Source of Information		
Stated Reason for Admission		

Pronoun Preference

Select Multiple Options: (F5)

- she/her/hers
- he/him/his
- they/them/theirs
- patient's name
- decline to answer
- unknown
- other (see comment)

Comment (F6)

1m 5m 10m 15m 30m 1h 2h 4h 8h 24h Based On: 0700 | Reset | Now

ED to Hosp-Admission (Current) from 12/7/2016 in Bryn Maw...

6/15/18	7/11/18	
1325	1100	Last Filed

Initial Information

Pronoun Preference		
Gender Identity		
How Well Do You Speak English?		
Do You Speak a Language Other		
Source of Information		
Stated Reason for Admission		
Patient Aware of Diagnosis		
Other Providers/Services		
Primary Contact Name and Number		
Other Contact(s) Name(s) and		

Gender Identity

Select Multiple Options: (F5)

- male
- female
- trans man
- trans woman
- male to female, (MTF) / transgender woman
- female to male (FTM) / transgender man
- genderqueer, neither exclusively male nor female
- nonbinary
- genderfluid
- decline to answer
- other (see comment)

Comment (F6)

1m 5m 10m 15m 30m 1h 2h 4h 8h 24h Based On: 0700 | Reset | Now

ED to Hosp-Admission (Current) from 12/7/2016 in Bryn Maw...

6/15/18	7/11/18	
1325	1100	Last Filed

Mutuality/Individual Preferences

Describe Yourself		
Other's Description of Patient		
Dominant Hand		
Recent Change in Mood/Behavior		
Personal Strengths		
What Anxieties, Fears, Concerns, or How to Address Anxieties/Fears		
Is There Anything About Yourself or How Would You and/or Your Support		
Additional Documentation		

Is There Anything About Yourself or Those Yo...

Comment (F6)

Row Information

Is there anything about yourself or those you care about that would help us take better care of you?

Challenges and Opportunities for the Epic Build

- ***Upgrade planned for Spring 2019***
 - Pushed back to Fall 2019
- ***Finance / Billing***
 - How will changing names affect billing and insurance?
 - Claims rejection may be a dissatisfier for patients
 - "Just wait till the upgrade"
- ***Third party systems***
 - Blood bank
- ***Opinions***
 - Not all decision makers were on the bus
 - "The transgender population is such a small number; can't we just wait to see the changes in the upgrade?"

Workflow challenges/lessons learned post launch

- Preferred name not always being asked at registration, or not easily visible
- Challenges for the transgender population
 - ID bands print with preferred name in "quotes" Ex. Jones, Mary "John"
 - Radiology and Lab slips don't have preferred name- Patients being outed (safety issues) in waiting rooms
 - In-basket did not show preferred name or pronouns for those making phone calls
 - Provider notes have incorrect pronouns throughout
 - MyChart has no gender identity, pronoun or sex at birth questions
 - Central registration or the front desk did not have access to enter gender identity information if the patient offered

- Snapshot
- Synopsis
- Quick Navigators ▶
- Th Plan and Tranfusion Orders
- Advance Care Planning
- Gender Identity ☆
- Med Student Note
- Orders for Hospital
- Send Message ▶

Required

Reaction	Severity	Reaction Type	Noted
Anaphylaxis	High		4/20/2017

Gender Identity

GENDER IDENTITY Gender Identity

Gender Identity - Gender Identity

Time taken:

Show: Row Info Last Filed

Values By [+ Create Note](#)

Gender Identity

Pronoun Preference she/her/hers he/him/his they/them/theirs patient's name decline to answer unknown other (see co

Gender Identity

male	female	trans man
trans woman	male to female, (MTF) / transgender woman	female to male (FTM) / transgender man
genderqueer, neither exclusively male nor fe...	nonbinary	genderfluid
decline to answer	other (see comment)	

Work Arounds established for Transgender Patients

- Inclusive Care practices and Registration
 - Registered patients by putting their preferred name in the Name field
 - Name on ID entered in Alias/Preferred field
- Billing was challenged on the back end to reconcile name, preferred name and insurance
- However, this is reconciled currently for divorced, recently married patients with name differences upon registration

Short term fixes before the Upgrade

- Highlight preferred name in the header
- Re-educate registration regarding collection of preferred name for ALL patients
- Change radiology and lab slips to contain preferred name
- Educate all ancillary and ambulatory staff to use preferred name when calling for patients

Short Term Fix

The screenshot shows the Epic EMR interface for a patient named Megan Donuts. The browser title is "Hyperspace - Proof of Concept (POC) - BMH LABOR AND DELIV". The Epic logo is in the top left. Navigation icons include "Pt Station", "In Basket", "Schedule", "Support", and "Rec". The patient name "Donuts, Megan" is displayed in a blue header with a close button. Below this, the patient's name "Donuts, Megan" is shown in large bold text. To the right, a summary of preferences is shown: "Pref Name: Meggie" (highlighted in orange), "Pronouns: they/them/th...", "Pref Language: English", and "Interp Needed: None". To the left of this, patient demographics are listed: "Female, 92 y.o., 12/20/1926, [house icon], Outsid...", "MRN: 204530", and "CSN: 100709". On the right side, "Attending:" and "PCP: Stall" are visible, along with a red box containing "TT: None". At the bottom left, there are navigation arrows and a "Summary" tab.

Hyperspace - Proof of Concept (POC) - BMH LABOR AND DELIV

Epic

Pt Station In Basket Schedule Support Rec

Donuts, Megan

Donuts, Megan

Female, 92 y.o., 12/20/1926, [house icon], Outsid...

MRN: 204530

CSN: 100709

Pref Name: **Meggie**

Pronouns: they/them/th...

Pref Language: English

Interp Needed: None

Attending:

PCP: Stall

TT: None

Summary

Next steps: Continued Education

- Develop scripts for education increasing comfort level
- All MLH staff to attend full day DRI education- >1000 have already attended
- Provide short video demonstrations on how to ask questions such as preferred name, pronouns, gender, and sexual orientation
- Provide demos as well if a patient or family gives pushback
- Provide open forum opportunities for a "no dumb questions" conversation if employees are truly going to widen their lens

Next steps: Electronic health record

- Re-establish the SOGI decision-making body
- Take as many upgrade changes as possible
- Be progressive in our thinking
- Budget for tablets at points of entry for self-identification
- Add SOGI questions to MyChart and Self Check In

**"Progress is impossible
without change, and those
who cannot change their
minds cannot change
anything."**

[George Bernard Shaw](#)



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4. GENDER QUESTIONS	Epic	Elsevier CPM	Fenway	GL MA	TJC	Question to be Used	"Who should ask?"	Comments
What is your gender? F/M/Genderqueer or not exclusively male or female / binary / Cis			x					
"What is your current gender identity? (with Choices) Male Female Trans Man Trans Woman Male-to-Female (MTF)/Transgender Woman Female to Male (FTM)/ Transgender Man Genderqueer, neither exclusively male nor female Non-binary Gender fluid Other, please specify: _____ Decline to answer "						x	Nursing / Provider / MA	"Recommend asking post-registration, in private, by a clinician - begin by asking an open-ended question - would you like to discuss your gender identity? If yes then document in this flowsheet - Include definitions in the row information for clinicians MyChart: Questions should be included in the MyChart Portal for patients"
Do you identify as transgender or transsexual?			x					
What is your gender? M/F/Transgender M to F, transgender F to M, other	x		x	x	x			
Are you transgender? No, Yes-transgender M to F, Yes-Transgender F to M, Transgender, Yes-do not identify as M or F				x	x			

Main Line Health – Diversity, Respect and Inclusion

5. PRONOUNS	Epic	Elsevier CPM	Fenway	GLMA	TJC	Question to be Used	"Who should ask?"	Comments
Preferred Pronouns-(open ended blank)			x	x				
Patient's pronouns: she/her/hers; he/him/his; they/them/theirs; patient's name; decline to answer	x					x	Nursing / Provider / MA	"Recommend adding ""Other: please specify"" to allow for a free text option Also could be an option to ask this on the MyChart patient portal"
Pronoun preference		x						
6. TRANSITION QUESTIONS								
Steps taken to transition-presentation aligned with gender identity; preferred name aligned with gender identity; legal name aligned with gender identity, legal sex aligned with gender identity; medical or surgical interventions	x							
Do not ask - part of medical and surgical history						x	Any clinician completing the patient history	
7. ORGAN INVENTORY								
Organs the patient currently has: breasts, cervix, ovaries, uterus, vagina, penis, prostate, testes	x							
Organs present at birth or expected at birth to develop: same as current organs, breasts, cervix, ovaries, uterus, vagina, penis, prostate, testes	x							
Organs hormonally enhanced or developed: breasts	x							
Organs surgically enhanced or constructed: breasts, vagina, penis	x							
Do not ask - would already be part of medical and surgical history						x	Any clinician completing the patient history	

