Cultural Competency Training:
Sexual Orientation/ Gender Identity (SOGI)

Howard Brown Health

Edward Elmhurst Health

Fall 2020

Howard Brown Health

Course Objectives

1. Discuss why EEH is providing this training

2. Express the importance & implications of Sexual Orientation/Gender Identity (SOGI) data collection

3. Explain SOGI terms & definitions

4. Clarify your role in SOGI data collection and use

Conflict of Interest

Edward-Elmhurst Health contracting with Howard Brown Health to provide Sexual Orientation and Gender Identity cultural competency training.

- No Disclosures
- No Conflicts of Interest

Howard Brown Health Mission

*Howard Brown Health exists to eliminate the disparities in health care experienced by lesbian, gay, bisexual and transgender (LGBT) people through research, **education** and the provision of services that promote health and wellness.*

Howard Brown Health

- Howard Brown is the largest LGBTQ health center in the Midwest, with 12 clinics across Chicago.

- They are a Federally Qualified Health Center that provides primary care, HIV treatment and prevention, gender affirming medical care, behavioral health, dental, and social services.

- Howard Brown Health's Center for Education, Research and Advocacy (ERA) conducts rigorous community-based medical and behavioral research, cultivates responsive healthcare professionals, and advances policies that affirm the lives of LGBTQ people and their families.

- ERA seeks to transform the world beyond our clinics, making exceptional and affirming LGBTQ healthcare accessible everywhere. Through Howard Brown, ERA develops and disseminates community-driven, high quality best practices in LGBTQ health.

Edward-Elmhurst Health

Edward-Elmhurst Health is committed to diversity, inclusion and to providing a **safe**, **seamless** and **personal** healthcare experience.

Cultivating an inclusive environment where all patients, families, and team members feel valued, respected and free to be their authentic selves is crucial to the success of the EEH mission and vision.

Applying Edward-Elmhurst Health Vision

- **Safe**: being aware when a patient's gender doesn't match their sex assigned at birth allows the care team to anticipate any impact this might have on their health or plan of care (screening tests, radiation shielding, interpreting results, etc.)
- **Seamless**: data collection across the enterprise is key to providing consistent experiences and preventing disruptions to care and prevents billing or insurance confusion
- **Personal**: learning about our patients helps us connect with them and provides the opportunity for them to share preferences about how they want to be known
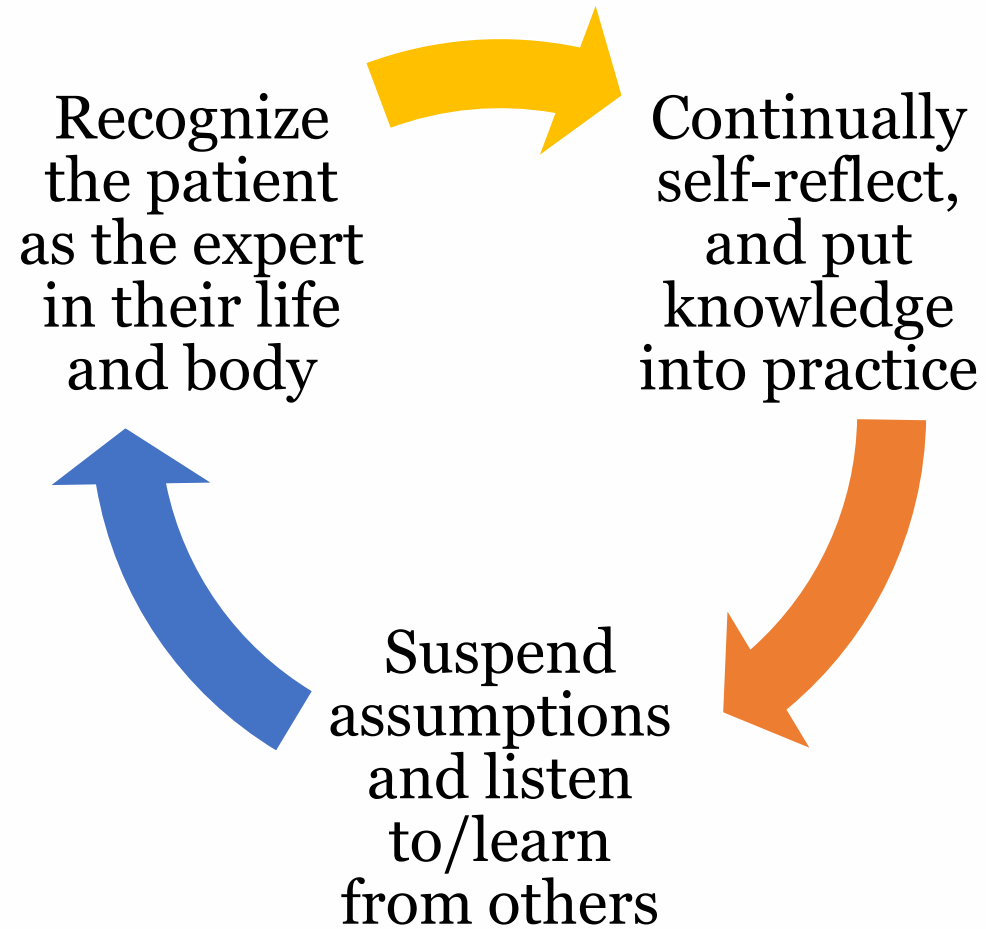
Cultural Humility

*When talking to people about their sexual orientation and gender identity, it is important to practice **cultural humility.***

- An internal awareness of your own biases, assumptions, and the ways in which you hold power.

- A focus on others and recognizing the patient as the expert in their own life.

- Recognizing systems of power and oppression, including the power that we hold as health care providers, and the harm that the medical institution has historically inflicted on LGBTQ people.

- Not a skill to be mastered, but rather a cycle of self-reflection, gaining new knowledge, and putting it into practice.

Cultural Humility and Person–Centered Care

- In health care relationships, the care provider has the power. Recognizing this is crucial to implementing true person-centered care.

- Our patients put their faith in us to guide them on their healthcare journey.

- It is our responsibility to create an environment where the patient can work with us, as the driver of their own health and well-being.

- When we support our patients and meet them where they are, we have our best chance for a successful partnership and improved health outcomes.

Practice a Cycle of Cultural Humility

Recognize the patient as the expert in their life and body

Continually self-reflect, and put knowledge into practice

Suspend assumptions and listen to/learn from others

Implicit Biases when Collecting SOGI Data

- When we apply cultural humility to sexual orientation and gender identity data collection, it is important to acknowledge the assumptions about sexual orientation and gender identity that are built into our culture.

- Most people raised in Western society, including LGBTQ people, are raised believing that people are straight, that their gender identity is the same as their sex assigned at birth, and that gender can be only one of two options.

- Even when we do think about LGBTQ people, our society tends to show us an image of a white, wealthy, gay man.

Implicit Biases when Collecting SOGI Data

The first step we can take in challenging these implicit biases is to ask every single patient about their sexual orientation and gender identity instead of assuming.

Default assumptions:

- People are straight/ heterosexual
- Biological sex determines gender identity
- Gender identity can only be one of two options
- LGBTQ people are white

SOGI Fields in Epic

Starting September 19th, 2020, Epic will have fields that will enable us to collect important Sexual Orientation and Gender Identity information.

We have an opportunity:

- To further understand and connect with our patients
- To create an effective plan of care for a patient population with significant issues related to discrimination and health disparities.
- To collect data on this and all identified populations that we treat, in order to accurately measure the impact of our interventions on their outcomes and identify potential trends related to health issues

- These Epic tools are national, regional and DMG enhancements to Epic.
- In Epic, the term used in collecting this data is **SGN (Sex, Gender, Name)**

Sex/Gender/Name Data Collection in Epic

Who	What	When	Where	How
Emergency Room Patient Service Representative	Ask for patient's chosen name, gender identity, and pronouns	During registration, if patient is conscious	Emergency room	SOGI SmartForm
Emergency Room Staff	Ask last name, first name, and DOB	At triage, first point of contact, when placing patient into EPIC	Triage, initial contact with patient	Will have to verify identity by other means, i.e. address, social security number, DOB
Inpatient Patient Care Technician	View chosen name, gender, pronouns	Preferred name displays on storyboard, hover on gender to see pronoun	At patient location	Use of storyboard
Inpatient RN	Review any previous entries, address any unanswered fields regarding sexuality, gender ID, organ inventory.	During admission history interview or Nursing admission navigator, SGNIP admission SmartForm		Use of storyboard
Medical Assistants	Collect SGN data	During rooming, assessment, collection of Med Hx, or first interaction with patient	Exam Room	EMR (Epic) SOGI SmartForm from Storyboard or Navigator "SGN" link
Physician Practice Patient Service Representative	Request information regarding patient's chosen name, gender identity, and pronouns along with other demographic information	During each office visit registration	Patient Registration, Front Desk of Office	Additional fields being added to paper demographic form, or entry into MyChart prior to appointment

Sex/Gender/Name Data Collection in Epic

Who	What	When	Where	How
Physicians	Collect SOGI data	Every encounter with a patient where collecting relevant medical information (i.e. like allergies)	In the exam room or office during consultation	SOGI SmartForm
Scheduler	Ask for patient's chosen name, gender identity, and pronouns	EMR (Epic) Registration Demographic SGN Hyperlink	In person, over the phone, or in person. If not private, use SOGI Intake Form	Roles that register patients will be given access to enhanced SOGI demographic fields
Social Worker Case Manager	View preferred name, gender, pronouns	During patient contact	At patient location	Use of storyboard - chosen name displays on storyboard, hover on gender to see pronoun
Phlebotomist	Collect SOGI data	During patient registration	At the draw site	Use of storyboard - chosen name displays on storyboard, hover on gender to see pronoun
Financial Counselor	Collect SOGI data	During patient interview	At financial services area	Use of storyboard - chosen name displays on storyboard, hover on gender to see pronoun

Importance and Implications of SOGI Data Collection

Health Disparities

- Since SOGI data has not been routinely collected in national health surveys and medical records, there is great deal we do not know about health disparities experienced by the LGBTQ community.

- However, based on the research we do have, we know that the LGBTQ community often experiences worse health outcomes than straight/heterosexual people and cisgender people (people whose gender identity aligns with their sex assigned at birth)

- For example……

Health Disparities

LGBTQ people experience:

- Higher rates of chronic disease, including cardiovascular disease and diabetes
- Higher cancer rates
- Higher rates of sexually transmitted infections, including HIV, gonorrhea, and syphilis, especially among gay men, bisexual men, and transgender people
- Significantly higher rates of sexual assault, especially among transgender and bisexual people
- Higher rates of alcohol and tobacco use, especially among gay and lesbian people
- Significantly higher rates of depression, anxiety, and suicidal thoughts and attempts, especially among bisexual people, transgender people and young people

Improving Patient Care

- Collecting SOGI data establishes trust and transparency in the provider-patient relationship.

- Asking questions about a patient's sexual orientation and gender identity signals to the patient that they can talk to their care team without judgement or assumptions, establishing trust and transparency in the relationship.

- The collection of SOGI data allows providers to screen for health problems for which the LGBTQ community is at higher risk.

- SOGI data supports LGBTQ advocacy, research & visibility.

- LGBTQ people experience discrimination and minority stress that has an impact on their health - knowing their patients' identities will help providers understand important and relative factors in their health and healthcare.

(National LGBT Health Education Center, 2018)

SOGI Terms and Definitions

Sexual Orientation

Clinical Definition

"A component of identity that includes a person's sexual and emotional attraction to another person and the behavior and/or social affiliation that may result from this attraction"

-American Psychological Association, 2015

Lay Definition

Describes who someone is emotionally and sexually attracted to

A person can be attracted to men, women, both, neither, or people with other gender identities.

Sexual Orientation Terminology

Term	Definition
Lesbian	A sexual orientation that describes a woman who is emotionally and sexually attracted to other women
Gay	A sexual orientation that describes a person who is emotionally and sexually attracted to people of their own gender, most commonly used to describe men
Bisexual	A sexual orientation that describes a person who is emotionally and sexually attracted to people of their own gender and people of other genders
Pansexual	A sexual orientation that describes a person who is emotionally and sexually attracted to people of all gender identities
Asexual	A person who is not interested in sexual acts of intimacy, but rather other means of connecting with another person
Queer	Originally derogatory – now reclaimed as a self-affirming umbrella term for people whose sexual orientation and/or gender identity outside of societal norms.

(National LGBT Health Education Center, 2017)

Sexual Orientation vs. Sexual Behavior

- Sexual ***orientation*** is an important part of someone's health due to experiences related to one's identity (ex: minority stress related to anti-gay discrimination)

- Sexual ***behavior*** is an important part of someone's health due to varying risks for sexually transmitted infections and chance of pregnancy

Sexual behavior may not always correspond with someone's sexual orientation

Key Points to Remember

- Sexual orientation is an **identity** that does not automatically tell you about someone's **behavior**.

- Someone does not have to be sexually active to know that they are gay, just like someone doesn't have to be sexually active to know that they are straight.

- People might engage in sexual behaviors that fall outside of their sexual orientation. Examples:
  - ✓ a lesbian identified woman might have sex with men
  - ✓ a bisexual identified person might only have sex with someone of one gender
  - ✓ a straight identified person might have sex with someone of the same gender

Why do we ask about both sexual behavior *and* orientation? Isn't behavior enough?

Sexual **behavior** tells us:

- A patient's risk for STIs
- The likelihood of a patient being pregnant

Sexual **orientation** tells us:

- what cultural messages say about a patient
- what legal protections are in place for a patient
- what products are advertised to patient
- potential health disparities they may experience
- who a patient may associate with and support systems they may have
- what experiences with harassment and discrimination a patient might encounter

Both are important to create a complete and accurate picture of a patient's health and to understand their needs.

Gender and Sex

Gender is:

- how our culture defines people to be masculine or feminine

Sex is:

- defined by biological characteristics like hormones, chromosomes, and genitalia
- usually assigned at birth based on the appearance of the baby's external genitalia

The Gender Binary
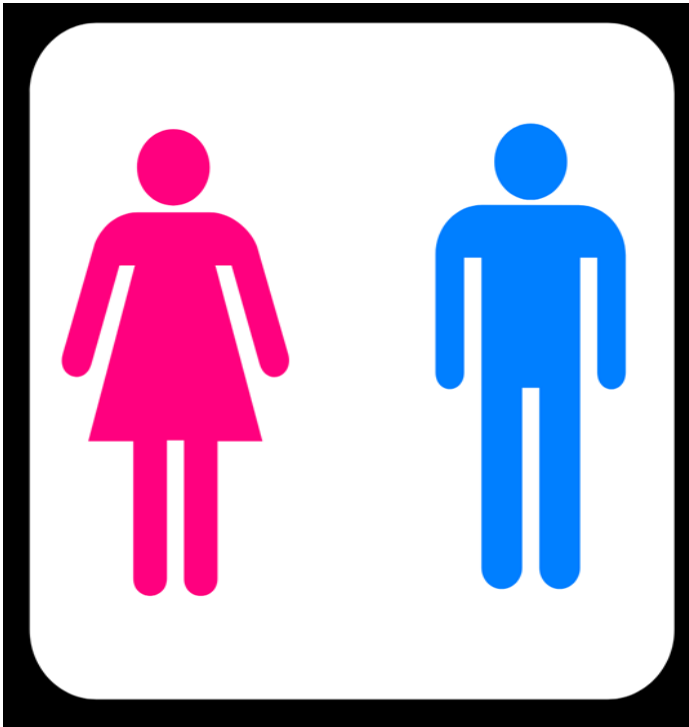
In our culture, we generally think of only two options for gender and assume that these options are based on the sex you were assigned at birth. This way of thinking about gender is called the **gender binary.**

Boy/Girl
Male/Female
Man/Woman

Take a minute to think about how we would treat a baby born with a penis. What colors would they be dressed in? What would they play with? How do they behave?

Now think about how many exceptions there may be. Does everyone fit neatly into one of these two categories?

Gender Identity & Gender Expression

- **Gender identity** is a person's *inner* sense of being a boy/man/male, girl/woman/female, another gender, or no gender
  - May or may not correspond with a person's sex assigned at birth
  - Could be something other than male or female

- **Gender expression** is how someone chooses to express their gender *externally* through things like clothing, hair, voice, non-verbal behaviors, accessories, and makeup

(National LGBT Health Education Center, 2017)

Gender Identity Terminology

Term	Definition
Cisgender	A person whose gender identity is congruent to their sex assigned at birth. A cisgender person would probably identify as male or female.
Transgender	A person whose gender identity is different from the sex they were assigned at birth. Transgender is an umbrella term that refers to anyone whose gender identity is different from the sex they were assigned at birth. Some people might use the word "transgender" as an identity label, but some may not. For example, a transgender man (someone who was assigned female at birth and whose gender identity is male) might just identify as male. Someone who is non-binary or gender nonconforming may or may not use the word transgender to describe themselves.
Gender Non-Conforming	A gender expression that falls out of society's norms for males and females
Gender Queer, Nonbinary	A person whose gender identity falls outside of the gender binary structure

(National LGBT Health Education Center, 2017)

Gender Identity Terminology - Continued

Term	Definition
Trans Man, Transgender Man, Transmasculine	A person assigned female at birth and whose gender identity is male. Some will just use the term man/male.
Trans Woman, Transgender Woman, Transfeminine	A person assigned male at birth and whose gender identity is female. Some will just use the term woman/female.
Pronouns	The words people should use when they are referring to you when not using your name. Examples of pronouns are she/her/hers, he/him/his, and they/them/theirs. Everyone uses pronouns, and the pronouns that people use often reflect their gender identity.
Misgender	To refer to someone (especially a transgender person) using a word, often a pronoun or form of address (i.e.,Mrs., Sir), which does not correctly reflect that person's gender identity

Misgendering

To misgender a person is to use the wrong name, pronoun, or other gendered language for a person

- Even when this is a mistake, this can cause harm to a person
- Misgendering is what we are attempting to avoid by learning these skills
- Part of SOGI data collection should include asking people what pronouns they use

Pronoun Use

- Pronouns are the little words that we use to refer to a person, place, or, thing when we are not using their names.

- While using the appropriate pronoun is especially important for transgender and gender nonconforming people, it is good to remember that everyone uses pronouns.

- Pronouns commonly used for people include:

  she/her/hers   he/him/his   they/them/theirs

- Because pronouns in English and many other languages are gendered, transgender and gender nonconforming people often change the pronouns they use to affirm their gender identity.

- Using the wrong pronouns for someone is a form of misgendering, because it is using the wrong gendered language to refer to them.

  To avoid causing unintended harm to our patients by misgendering, be committed to avoid assumption and ask *all* patients the pronouns they use.

A note on terminology…

Cultural terminology is evolving. As healthcare providers, we need to have a basic understanding of current terminology and to be open to new language as it presents itself.

Limitations of identity labels

- While it is important to collect information about people's sexual orientation and gender identity, it is also important to understand the limitations of identity labels
- Not everyone who shares an identity is the same
- Intersectionality: we don't experience the world through just one identity at a time
- Identity is fluid, expansive and may change over time

Black

Lesbian

Woman
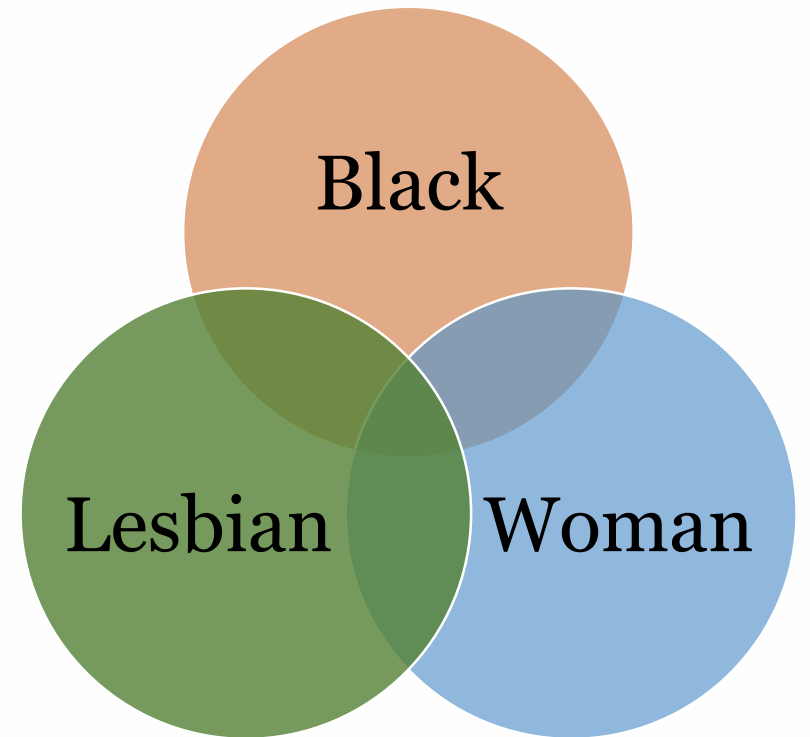
Talking about SOGI Data

- People sometimes have a lot of fear about asking patients about their sexual orientation and gender identity due to a concern that they will offend someone or say the wrong thing.

- You can reduce this risk by always starting the conversation by explaining why the questions are being asked, asking permission to ask the questions, and explaining to the patient that they have a right to not answer.

- **Additional, in-person or virtual training sessions are available for all employees**

Talking about SOGI Data

A response for people who might be offended could be:

"Here at EEH, we believe that the more we know about our patients, the better we can get them the personal healthcare they need and deserve. We ask this of everyone to ensure that we recognize patient preferences and collect accurate clinical data. We do not have to collect this information from you if you would rather not provide it."

Collecting SOGI Data – EPIC System SGN

Legal Name and Preferred* Name

- Within demographics in Epic, the patient's chosen name can be documented in the "Preferred name" field.

*While the Epic field is called "preferred name", patients should be asked for chosen name on forms and verbally

Sex and Gender Information: Patient Demographics

- **Available** to collect data on if obtained:
  - Legal sex
  - Gender identity
  - Sex assigned at birth
  - Sexual orientation
  - Pronouns

- Registration will ask for:
  - Preferred (chosen) name
  - Gender identity
  - Pronouns

- Patients can document this data in their MyChart, which will cross into Epic

View SGN Data In Epic

Hover over the patient's gender in the Storyboard to see:

- Legal sex
- Gender identity
- Sex assigned at birth
- Sexual orientation
- Pronouns
- Pertinent OB/GYN information

SGN SmartForm

- **Clinicians** can access by clicking on the gender in the Storyboard

- Document on: Patient Sexuality, Legal Information, Gender Identity, Organ Inventory

Thank YOU

Edward Elmhurst Health and Howard Brown Health appreciate your time and attention to this important work.

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