



UNIVERSITY OF LOUISVILLE
LGBT STAKEHOLDER
MEETING



WELCOME!

- Evolution of UofL LGBT efforts
- Smaller workgroup
- Community Assessment
- Trainings
- LGBTQ Website
- Feedback



CHARTER – GOALS AND OBJECTIVES

- **Objectives:** The University of Louisville Physicians (ULP) and the University of Louisville School of Medicine are embarking on a new initiative to develop and implement a coordinated training and care model for the LGBT patient population. The “Work Group” will collect data, publish findings and create long term vision and strategy while engaging the LGBT Steering Committee to solicit their input and create an implementation plan.



WORKGROUP TEAM MEMBERS

- Stacie Steinbock, HSC LGBT Center
- Lisa Coleman, ULP Strategy
- Chris Poteet, ULP Operations
- Diane Partridge, ULP Marketing
- Eli Pendleton, Family Medicine
- Suzanne Kingery, Pediatric Endocrinology
- Kathy Vincent, Psychiatry
- Kendall Pucell, General Pediatrics
- Karan Chavis, Dean's Office Liaison



COMMUNITY ASSESSMENT SURVEY

- **LGBT Healthcare Assessment: Louisville, Kentucky**
- University of Louisville, LGBT Center, University of Louisville Physicians Collaborative
- Authorship:
Poteet, Christopher D., Kingery, Suzanne E., Combs, Ryan, Partridge, Diane H., Pendleton, M. Eli



THE WHY

LGBT individuals face consistent health care disparities (Hughto, Reisner, & Pachankis, 2015).

LGBT Communities have higher rates of:

- HIV (Wejnert, Le, Rose, Oster, Smith, Zhu, & Paz-Bailey, 2013)
- Weight control problems (Conron, Mimiaga, & Landers, 2010)
- Psychiatric disorders (McLaughlin, Hatzenbuehler, & Keyes, 2010),
- Substance abuse (Ipanez, Purcell, Stall, Parsons, & Gomez, 2005; Herek & Garnets, 2007)
- Suicide (Ramafedi, French, Story, Resnick, & Blum, 1998)



THE WHY

Lambda Legal (2010) conducted a survey on healthcare for LGBT individuals and found:

- 41.8% of transgender,
- 36% of HIV patients,
- 33% of people of color or low socioeconomic status, and
- 56% of all LGBT patients surveyed reported:
 - Discrimination,
 - Denial of care,
 - Harassment or,
 - Physical abuse by a primary care provider or health professional.

The 2011 National Transgender Discrimination Survey of more than 6000 transgender individuals found:

- 28% delayed care due to past discrimination and
- 19% were denied care outright.

50% of transgender individuals reported having to teach their providers about their health care. (Grant, Mottet, Tanis, Harrison, Herman, Keisling, 2011)



WHY THE SURVEY

- How do national and regional statistics translate into the Louisville population?
- Equitable care means different things to different people; what would it mean to our demographic?
- What does LGBT Competency mean to our population?
- What barriers, if any, are there for the Louisville LGBT Community to seek healthcare?
- What are the experiences of the LGBT Community within the Louisville Healthcare System?



METHOD

Population Sample:

- 2015 Louisville Population Estimate = 615,366 (US Census Bureau, 2016)
- 4.5% of total Louisville population identifying as LGBT (Newport & Gates, 2015)
- $n_{\text{LGBT}} = 379$ at $95\% \pm 5\%$

Survey:

- Modified Schirmer Survey Instrument
- IRB Approval: University of Louisville

Sample selection for the survey is non-probability voluntary.

Administration:

- Louisville Pride Festival (Highlands)
- September 16, 2016



SURVEY EXPERIENCE

We needed **379** responses to meet the confidence interval.

We received **678** in a single day.

What was the experience like?



RESULTS

678 individuals completed the survey.

Of those individuals:

- 95 respondents identified as heterosexual (excluded)
- Two transgender individuals identified as heterosexual (included)
- **Final inclusion result = 585 surveys.**

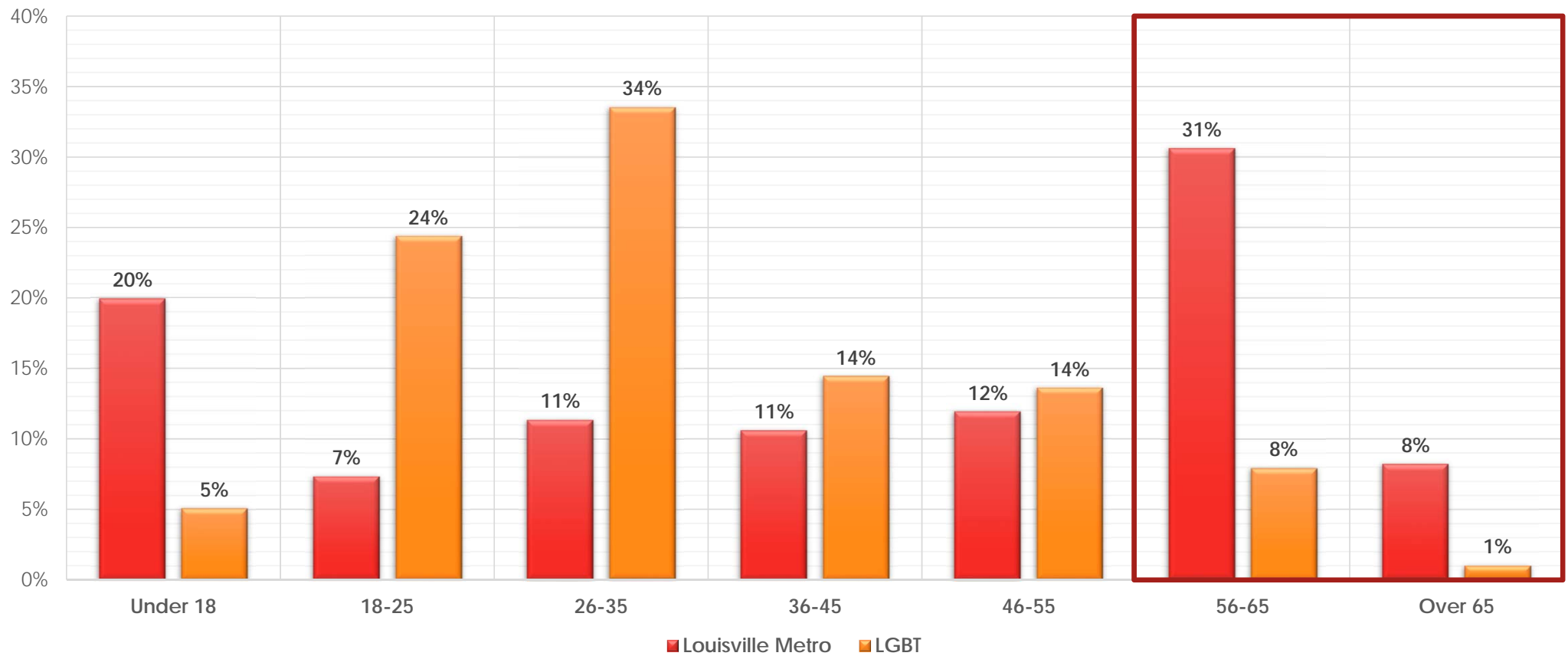
Data Entry:

- Surveys were numbered, and
- Results were entered into an electronic repository by a single individual
- Validation of transcription accuracy performed by two independent individuals.

AGE DISTRIBUTION (n = 492)

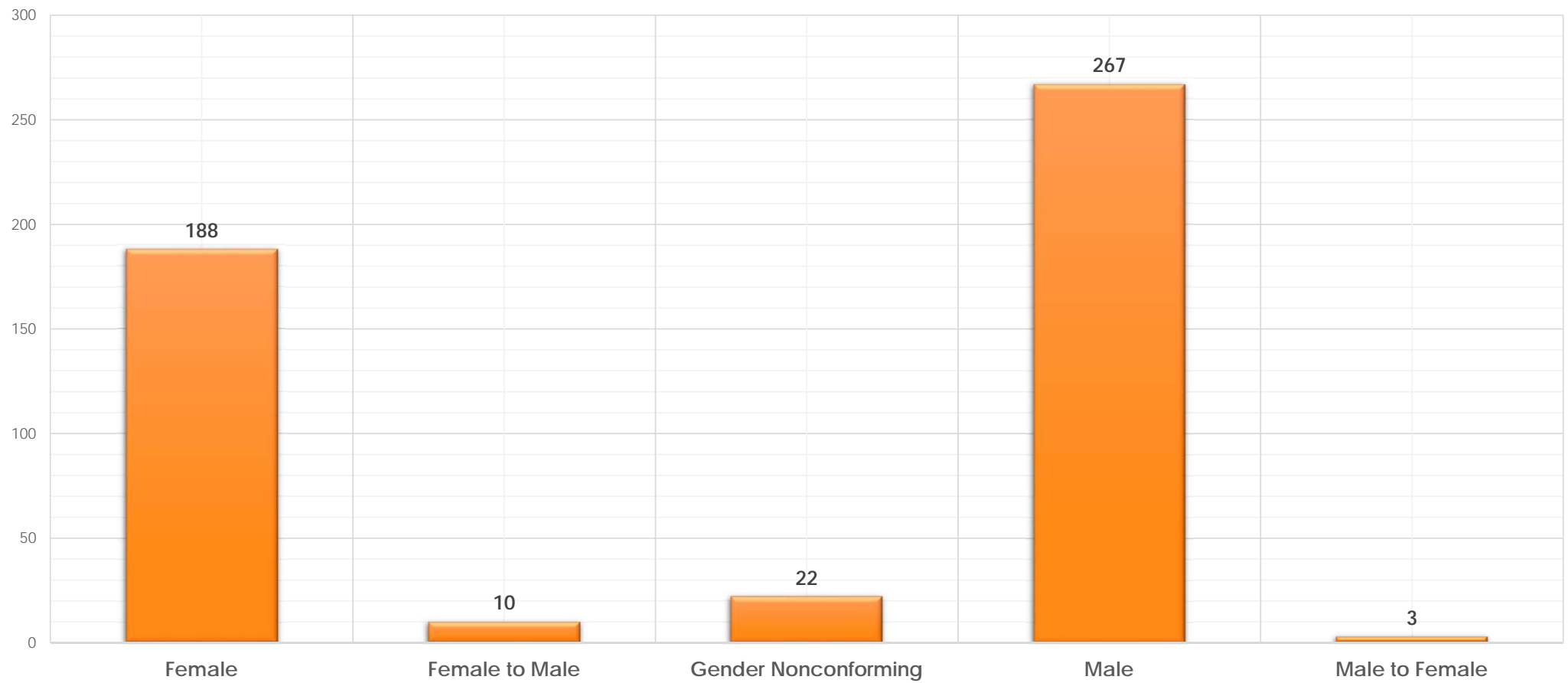
COMPREHENSIVE LOUISVILLE POPULATION: AGE DISTRIBUTION 2016 METROPOLITAN CENSUS DATA (SUBURBAN STATS, 2016)
LGBT SURVEY, 2016

1. What is your age?



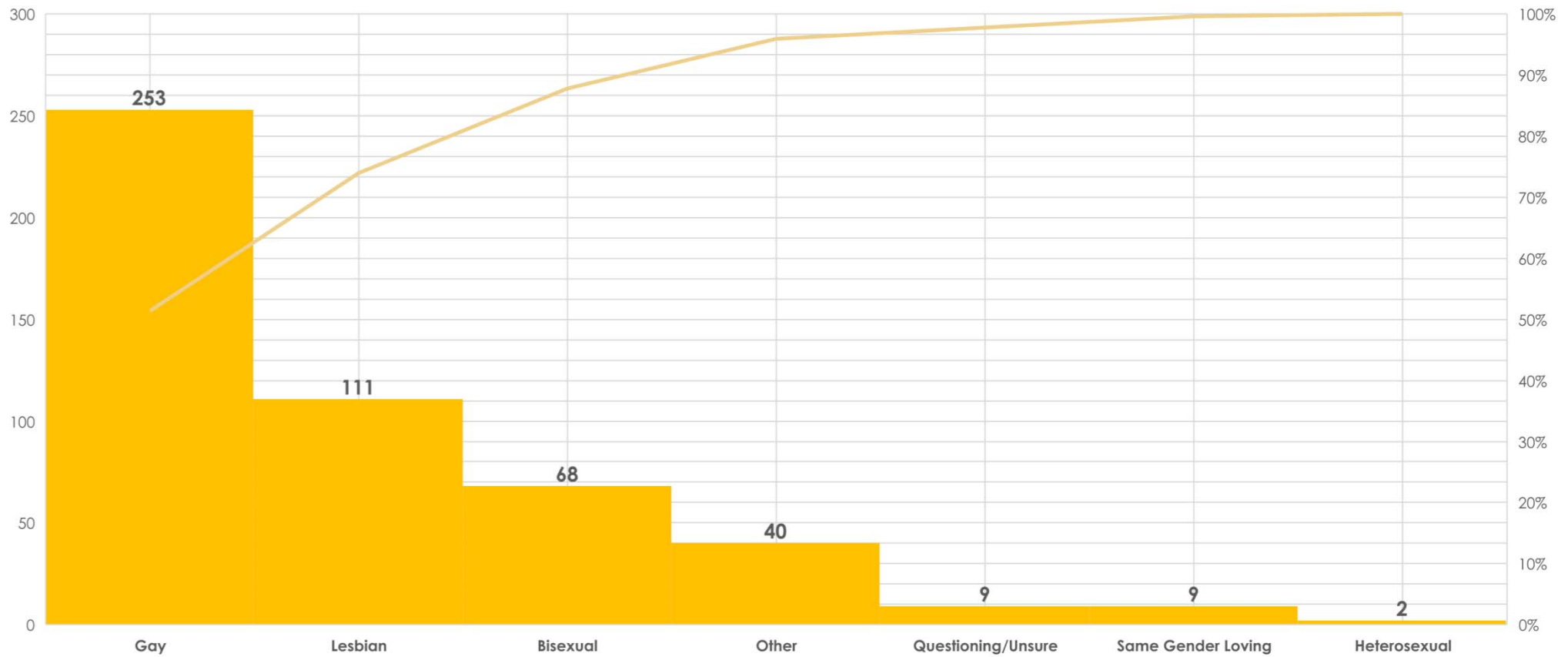
GENDER IDENTITY (n = 490)

2. Do you identify as:



SEXUAL ORIENTATION (n = 492)

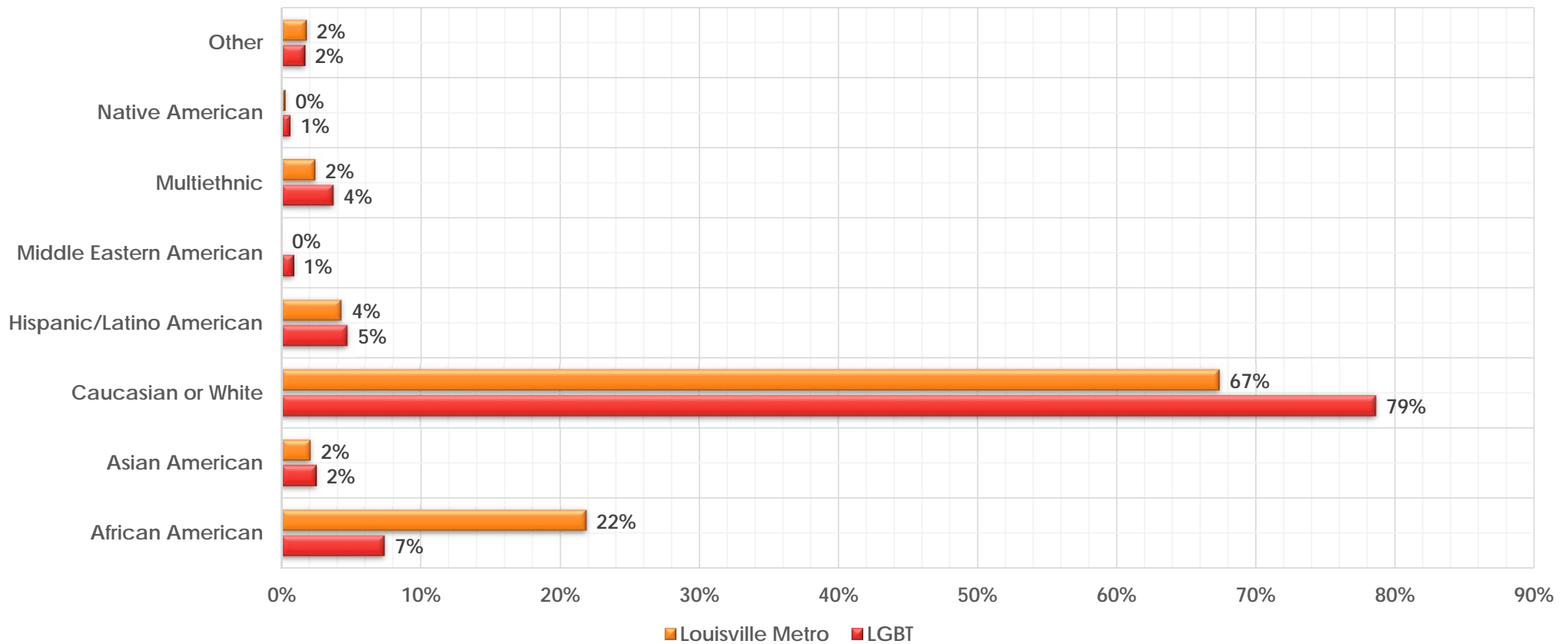
3. What is your sexual orientation?



RACE/ETHNIC BACKGROUND (n = 487)

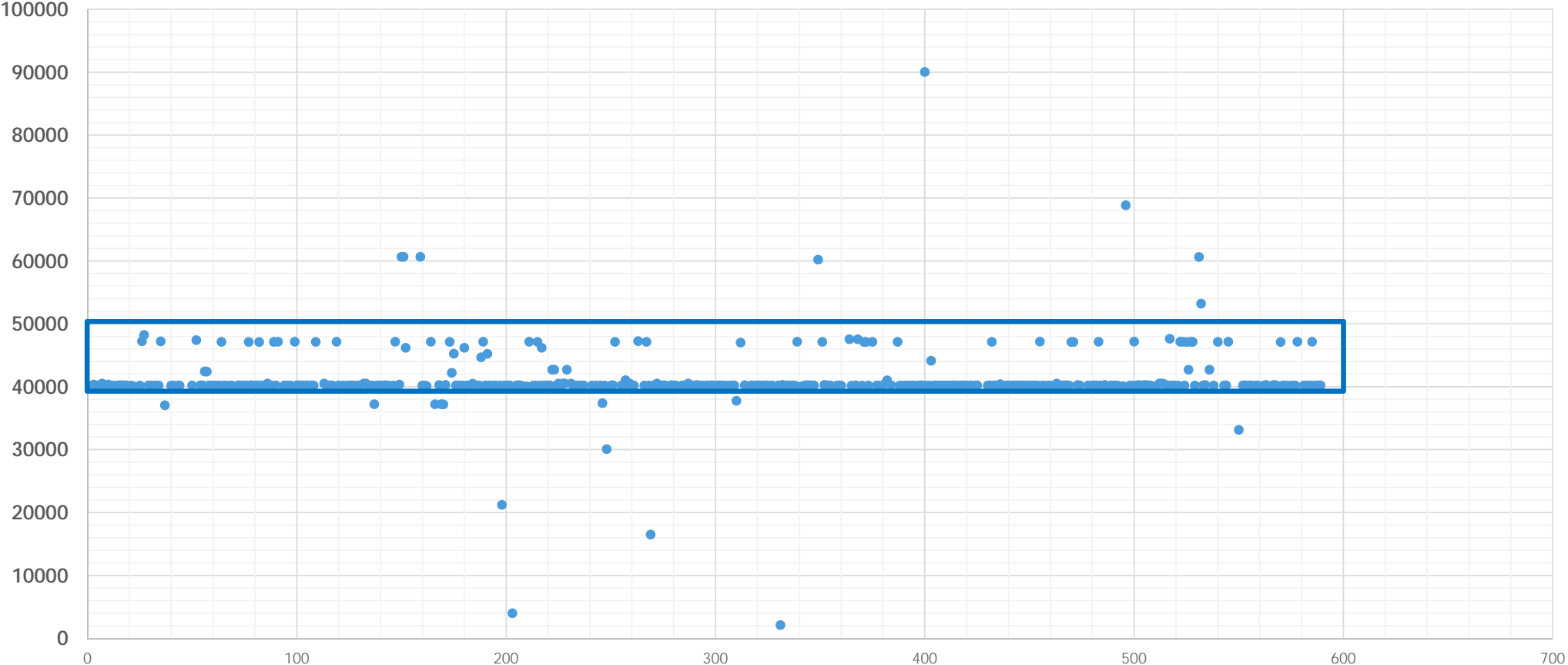
COMPREHENSIVE LOUISVILLE POPULATION: RACIAL/ETHNIC BACKGROUND 2016 METROPOLITAN CENSUS DATA (SUBURBAN STATS, 2016)
LGBT SURVEY, 2016

4. What is your racial/ethnic background?



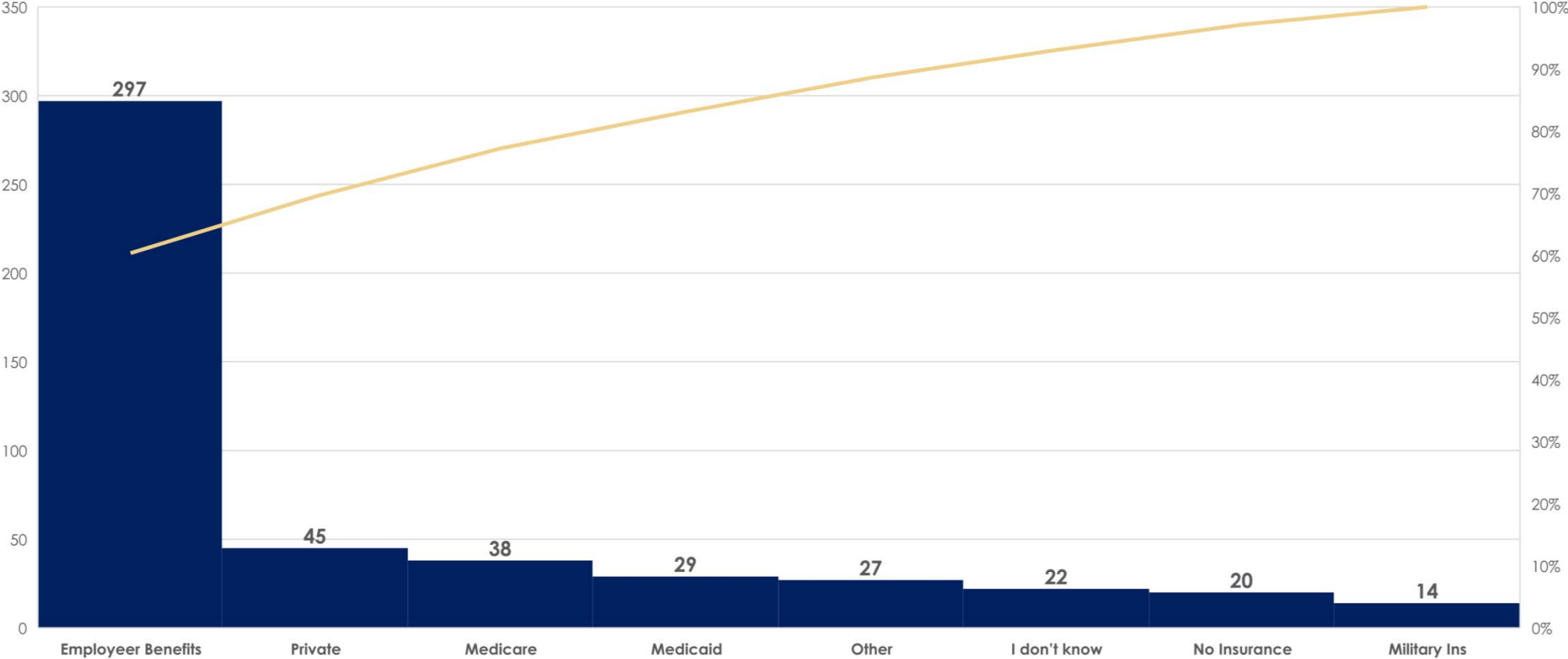
ZIP CODE DISTRIBUTION (n = 548)

5. What is your zip code?

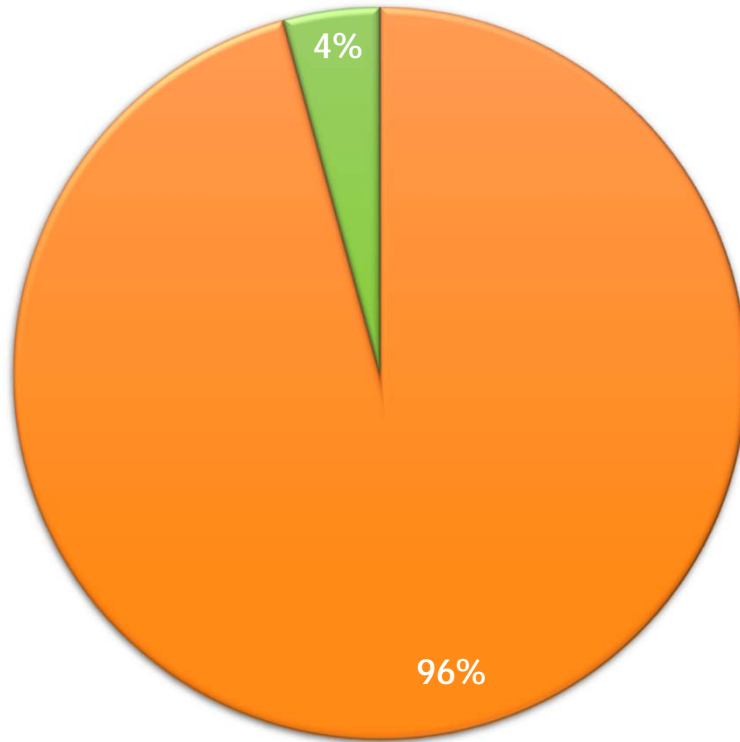


INSURANCE COVERAGE DISTRIBUTION (n = 492)

6. What type of healthcare insurance do you have?



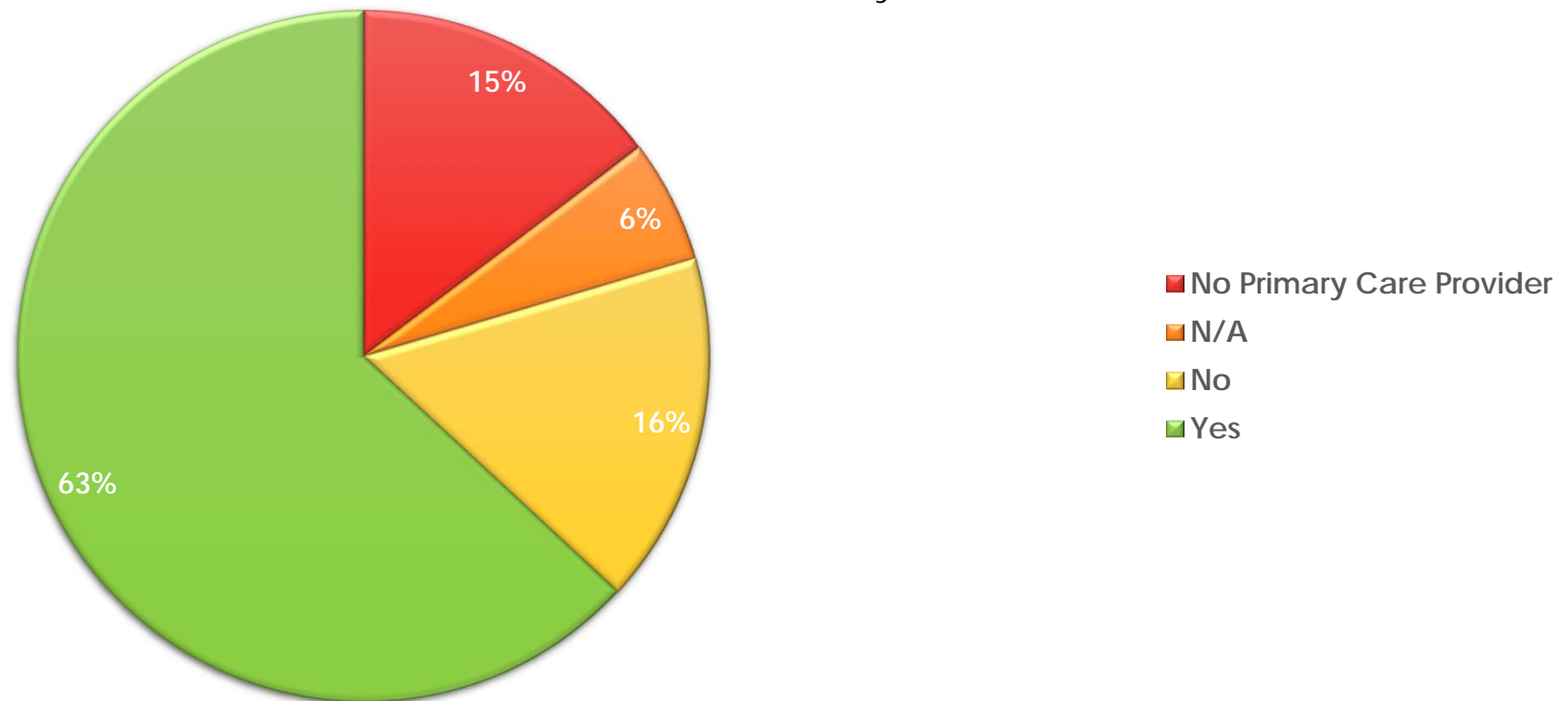
CALCULATED INDIGENT POPULATION (n = 492)



- Have Insurance
- Do Not Have Insurance

CURRENT PRIMARY CARE MEETING HEALTH NEEDS (n = 485)

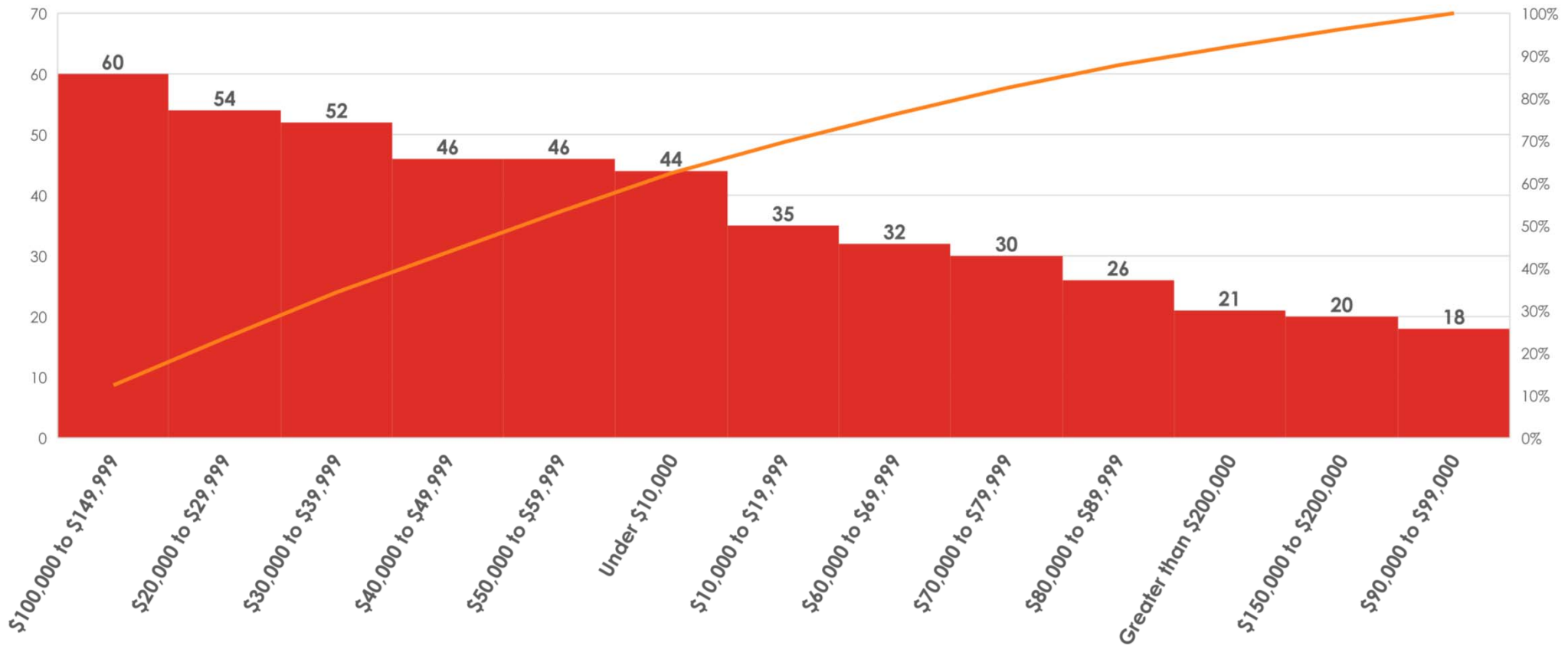
7. Do you feel that your current Primary Care Provider meets your healthcare needs as a member of the LGBT Community?



HOUSEHOLD INCOME (n = 484)

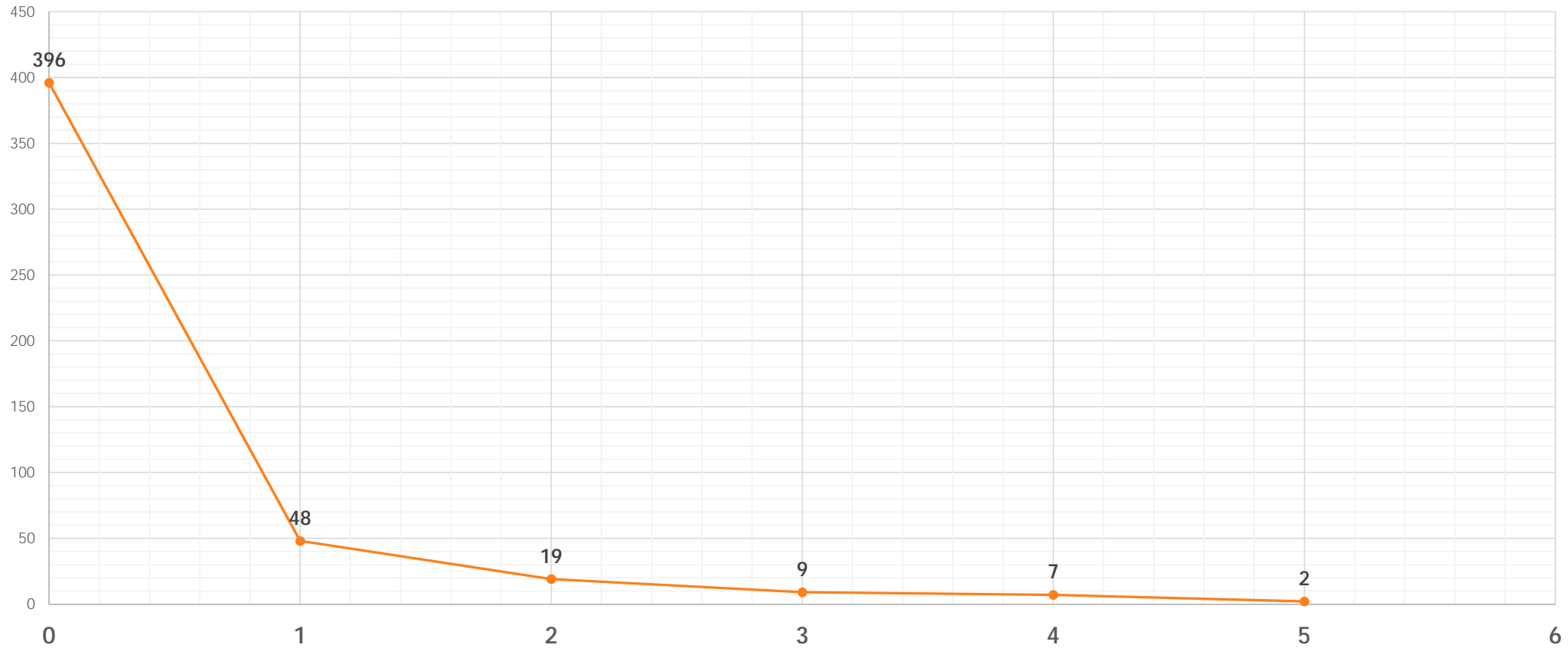
61.78% > \$40K; 20.87% > \$100K

8. What best describes your household income last year?



NUMBER OF CHILDREN IN HOUSEHOLD (n = 481)

9. How many children live with you, even part time?





LGBT COMPETENT PROVIDER CRITERIA

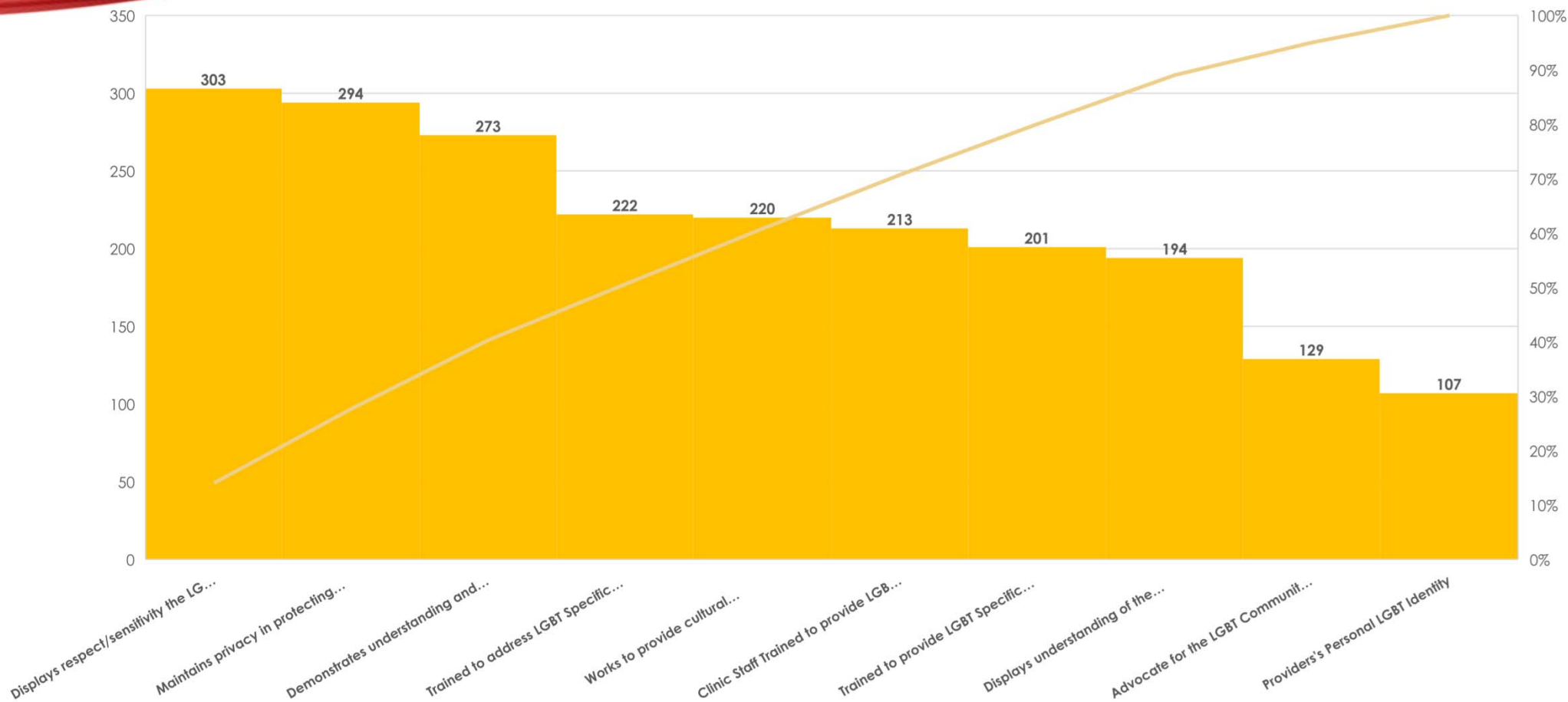
10. "LGBT Competent Provider" is a term used in healthcare. Think about what this means to you. (Likert Scale)

LGBT Competent Provider:

- LGBT Specific Care (n = 456)
- LGBT Specific Psychological Needs (n = 452)
- Respect/Sensitivity to LGBT Community (n = 453)
- Understanding of SI Transition (n = 448)
- Advocate for the LGBT Community (n = 492)
- Demonstrates Understanding/compassion with Sensitive Questions (n = 450)
- Provides Cultural Competency (n = 447)
- Maintains Privacy with GI Information (n = 447)
- PCP Personal LGBT Identity (n = 449)
- Clinic Staff Trained to Provide LGBT Specific Healthcare (n = 444)

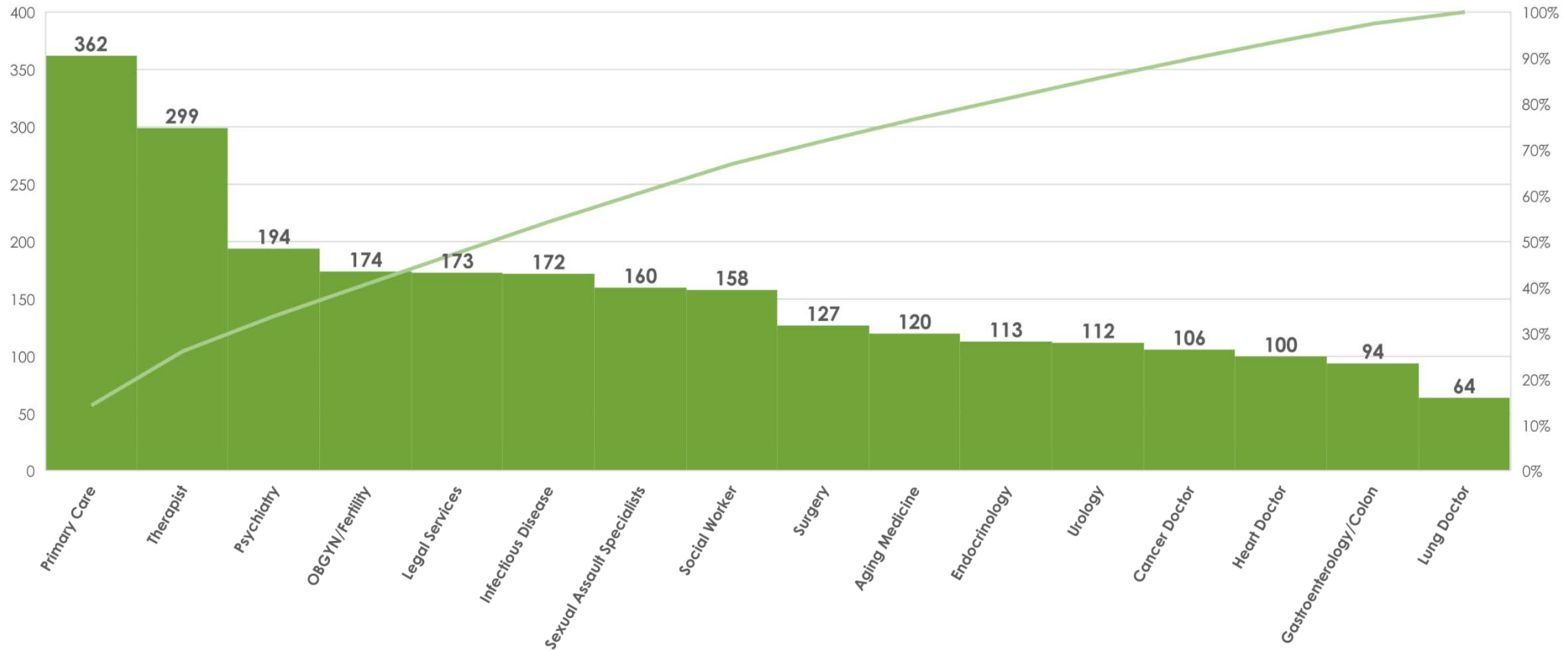
- Response Range = 444 - 492

LGBT COMPETENT PROVIDER: CRITICALITY INDEX



INDICATED PROVIDER MIX NEEDS (n = 495)

11. If offered a LGBT Healthcare Network of Providers, what kind of healthcare is important to you today?





BARRIER TO HEALTHCARE CRITERIA

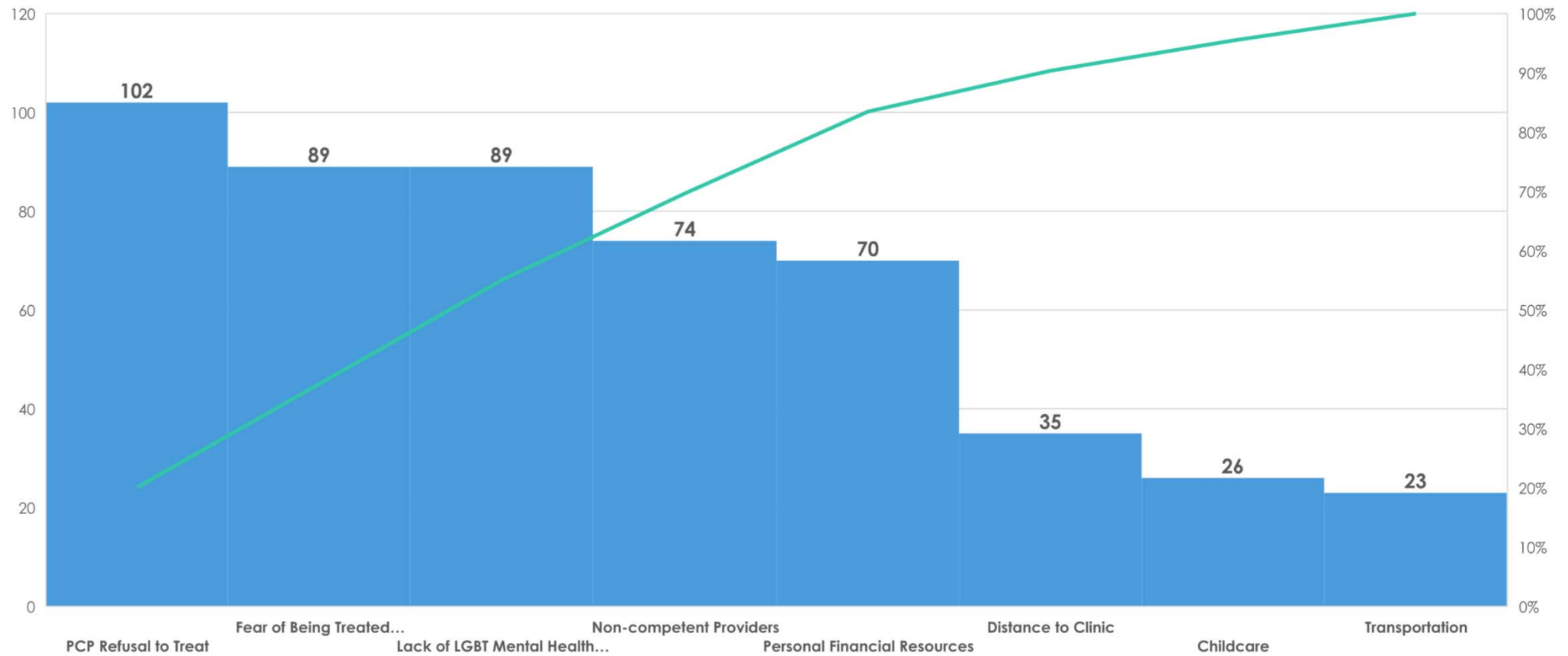
12. How much does each of the following barriers make it hard for you to receive the healthcare, services, or opportunities you need? (Likert Scale)

Barrier:

- Distance to Clinic (n = 469)
- Non-competent Providers (n = 467)
- PCP Refusal to Treat (n = 468)
- Fear of Being Treated Differently (n = 469)
- Lack of LGBT Mental Health Providers (n = 469)
- Personal Financial Resources (n = 469)
- Transportation (n = 464)
- Childcare (n = 457)

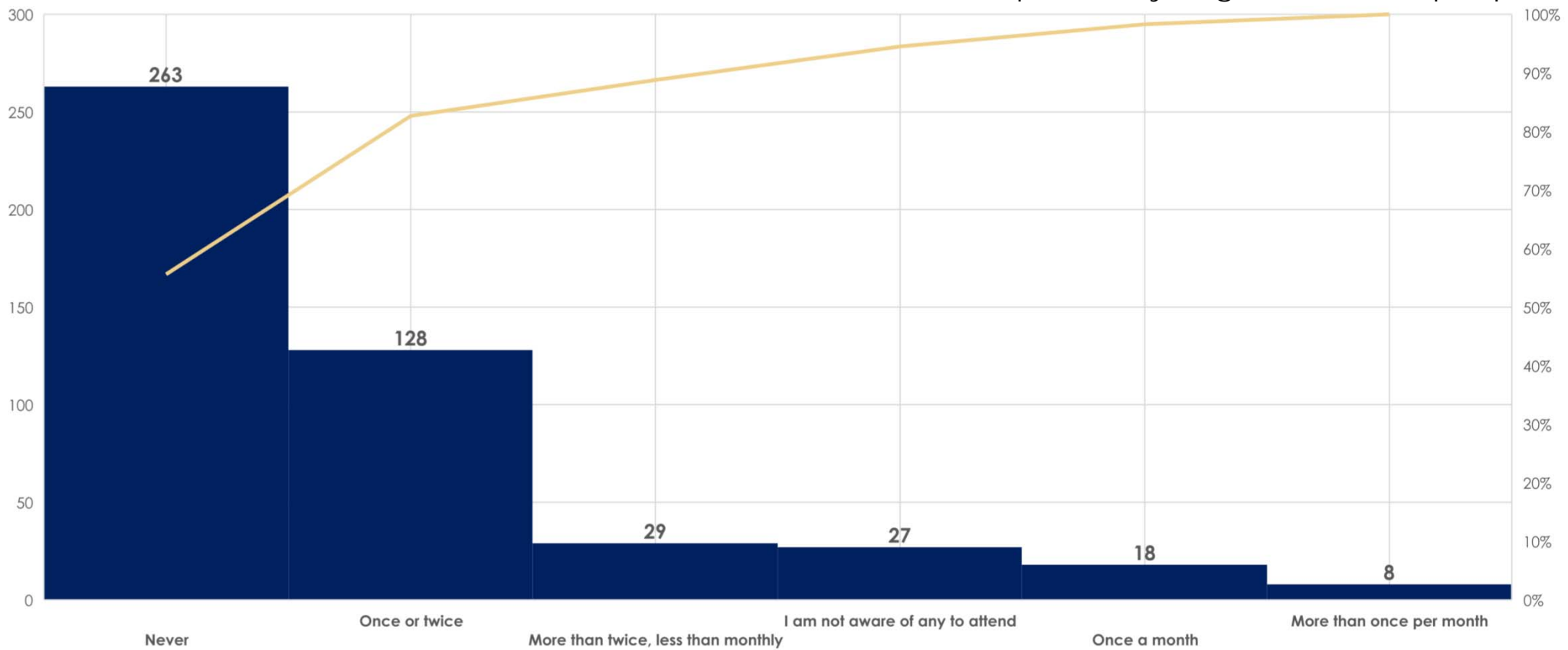
- Response Range = 457-469

BARRIER TO HEALTHCARE CRITICALITY INDEX



UTILIZATION OF LGBT SPECIFIC HEALTHCARE SERVICES (n = 473)

13. Over the past year, how often have you used health or human services that were specifically targeted to LGBT people?





MARKETING CRITERIA

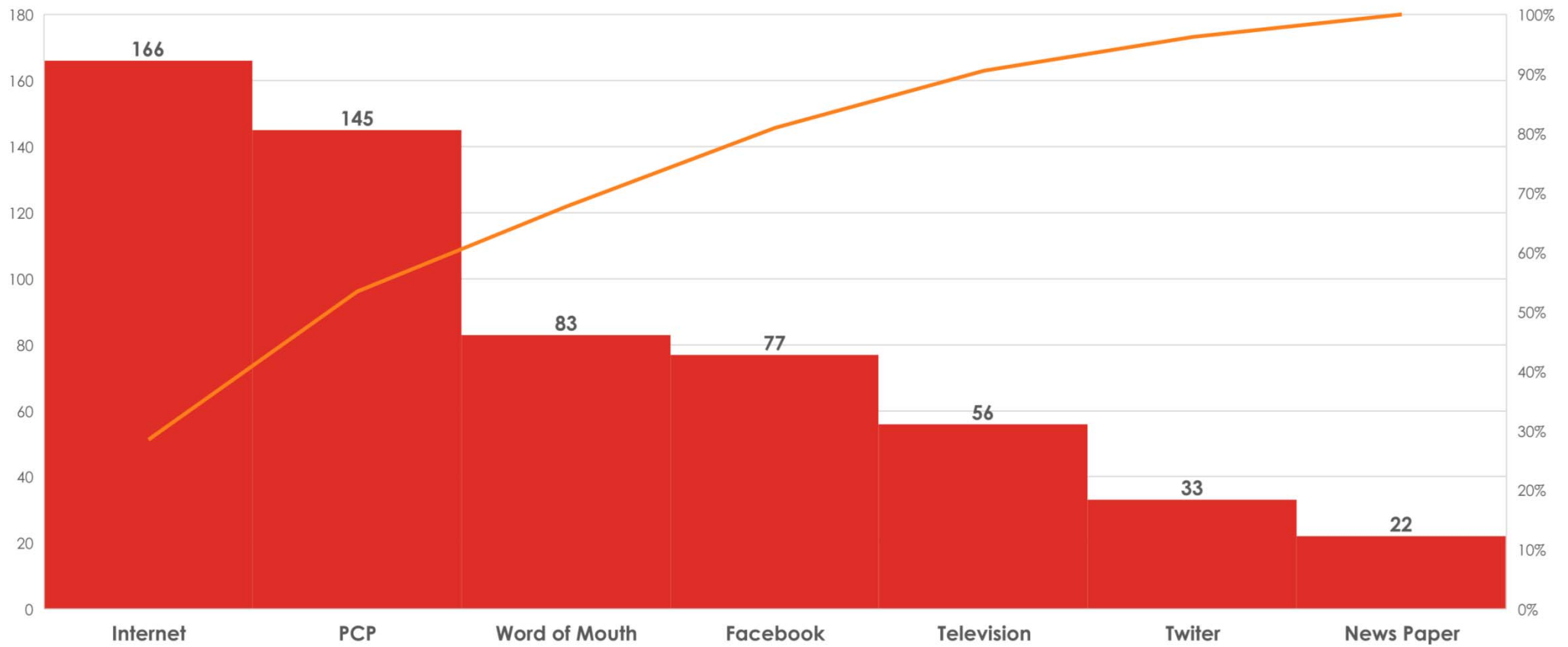
14. How do you receive information about Healthcare Services? (Likert Scale)

Marketing Media:

- Internet Criticality (n = 385)
- Newspaper Criticality (n = 356)
- Television Criticality (n = 360)
- Facebook Criticality (n = 364)
- Twitter Criticality (n = 352)
- Word of Mouth Criticality (n = 492)
- PCP Recommendation Criticality (n = 492)

- Response Range = 352 - 492

MARKETING CRITICALITY INDEX





NEXT STEPS

Focus Groups

- African American Population
- Geriatric Population
- Parents and Guardians of LGBT Youth

Complete Clinic Pro Forma

- Under Review with L. Coleman

Continue to Build on LGBT Provider Website

- ULP LGBT Provider Website Pending
- Survey for Inclusion Pending

Publication of Data

- Currently Underway
- Principle Authors:
 - Poteet, C. D.
 - Kingery, S. E.

Continued ULP Education

- LGBT Inclusion
- LGBT Healthcare
- ULP Clinical Educator FTE

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COMMUNITY ASSESSMENT FOCUS GROUPS

- Three focus groups
 - Parents and guardians of LGBT youth
 - LGBT elders (65+)
 - LGBT people of color, particularly African-American
- Three research questions
 - Identify what “trustworthy care” means to LGBT patients
 - Identify what services are important to the LGBT community
 - Create community goodwill and buy in for ULP to be the provider of choice
- Anticipate results to be available by mid-summer



TRAINING

- Identified need for training of staff re: LGBT cultural competency
- Identified offices that currently serve high proportion of LGBT patients
- LGBT Center delivered training to 7 groups with at least 25 people at each training
 - Internal Medicine -1, Psychiatry -2, Pediatric Endocrine – 2, Family Medicine – 2
- More training currently requested
 - Contemplating strategy to meet the need



ULP LGBTQ CARE NETWORK

- ULP website
- UofL Physicians and the UofL School of Medicine have joined together with the LGBT Center and community members to develop an important initiative focused on addressing the health care needs of the LGBTQ community.
 - <http://www.uoflphysicians.com/lgbtq-care>



FEEDBACK

- Thank you for your time and attention