

Evidence-Based Care of LGBTQ Patients Using The eQuality Toolkit

This activity was created to address the professional practice gaps listed below:

- Identifying LGBTQ/DSD health disparities.
- Providing inclusive patient encounters by ensuring that the patient's previous experiences in life and in health care are considered when discussing treatment options.
- Utilizing identity questions to avoid making assumptions about patient identity and sexual orientation.
- Recognizing basic gender-affirming care in order to discuss healthcare options with transgender patients who transition.

1. Please respond regarding how much you agree or disagree that the gaps listed above were addressed.

	Strongly Disagree		Strongly Agree		
Participating in this educational activity changed your KNOWLEDGE in the professional practice gaps listed above. [286-3.60]	(5)	1.75%	(10) 3.50%	(80) 27.97%	(191) 66.78%
Participating in this educational activity changed your COMPETENCE in the professional practice gaps listed above. [286-3.58]	(5)	1.75%	(9) 3.15%	(87) 30.42%	(185) 64.69%
Do you feel participating in this educational activity will change your PERFORMANCE in the professional practice gaps listed above? [286-3.58]	(6)	2.10%	(8) 2.80%	(85) 29.72%	(187) 65.38%

2. Please elaborate on your previous answers. (128)

I have already completed extensive training and research in treating this population prior to this toolkit. I completed this to ensure I was not missing a knowledge gap.

Well done! much more comfortable

I will utilize the toolkit provided.

utilize the toolkit

Not actively providing nursing care.

Very informative,

I am going to work on being more inclusive in my lectures and power points and use my preferred pronouns.

get

N/A

The course definitely increased my awareness of the issues facing the LGBTQ/DSD individuals

This course was a great introductory and educational course for students. Would highly recommend.

good program

UPDATED

Improved gender inclusive language.

Increased my awareness of how to treat patients of the LGBTQ community

learned better interview techniques and terminology

interview techniques

I have not worked with too many LGBTQ patients before school.

I am much more prepared to treat new patients with the information I gained.

Learning LGBTQ terminology and communication strategies will make me a better healthcare provider

I think this class improves my skill with LGBT and all pts

great

I have a much better understanding on how to approach certain topics using positive neutral language during the patient interview, which will help to build more trust in the patient-provider relationship. I have also learned about important screening tools, high risks associated with the LGBTQ/DSD community, and strategies/options to optimize comfort during a sensitive physical exam.

It's great to have a discussion about a topic that many have not been exposed to prior to providing care to all patients.

As a student, this was valuable information

i was able to learn up dated information

it was informative

This course was thorough and in-depth. It provided essential information about the LGBTQ/DSD health disparities.

Well Done with a wealth of information.

I feel more confident about not making assumptions. And also about being able to start hormone therapy in primary care

It was very informative in knowing more about the subject

I feel more knowledgeable and competent for providing care to LGBTQ patient population

The course provided an excellent level of knowledge that was very beneficial in terms of my future care.

I learned about language to use when addressing LGBTQ patients

I feel better prepared on treating my future LGBTQ patients to provide quality care

Improved comprehension

I had a lot of preconceived notions about hormone therapy in particular and I now feel much more informed and capable of prescribing than I did before.

I definitely agree that this training has made me a more competent provider. I think the knowledge in this module was fantastic and i still have the resource to look back at when needed. It can be very confusing when discussing sexual orientation vs gender

identity vs gender expression but this module explained these concepts very well. I truly appreciate the training.

learned a lot

This course provided adequate detail on terminology when addressing and care for patients of the LGBTQ community

This helped me understand the disparities against the LGBTQ community and gain knowledge on how to address them

I was aware of many challenges the LGBTQ+ community faces in healthcare, but this module helped go more in depth of the issues they face and how to combat them.

I was a little unfamiliar with some of the terminology, and best ways to hold some of the conversation topics discussed

Good patient encounter example to follow and learn.

I now feel more confident in my ability to engage with patients using more inclusive language that is not assumptive.

Reading is not as effective as practice

learned about what might be considered a microaggression and how best to communicate with new or existing LGBTQ patients

it was very informative

Yes

I am familiar with LGBTQ+ terminology, the community, etc. But this module helped me clarify how to approach the community in clinical practice.

Very effective learning experience.

na

No

none

Gained more info about how to go about screening for patients who are not cisgender.

I am more enriched and aware of the struggles of LGBTQ patients and now realized how to better manage their care

I recognized some bias I was carrying.

Better understanding of this patient population.

I was provided new information.

I hope this makes me better at respecting gender identification

Excellent module with explanations. Easy to understand for immediate application.

Thank you for providing specifics on how to conduct histories and physicals.

Learned important information

My first training on LGBTQ-DSD and appropriate terminology. Intend to use.

Excellent and important course!

Well done

Situational-based learning seen in this module makes me reassured I will have improved knowledge/competence afterwards, and that I will at least begin to change my behaviors/performance. I believe the behavioral change requires more immersive educational activities along with more exposures to the information over time. The limit

of online content usually is how immersive it can be, but I think there is room for training in shorter, spaced-out increments.

Very helpful.

very informative. information on a topic not addressed enough

All areas improved knowledge

I was provided with helpful resources and ways to address more difficult or sensitive topics.

Some of the information presented was new to me.

ok

Great course.

Better understanding

It provided guidance regarding how to begin each and every visit with each and every patient to promote inclusion.

It is important to be competent in practice

This training did a great job of giving me practical things that I can do to make patients feel more comfortable during encounters. It also highlighted biases that I did not even think about and gave options for other ways to think about the situation.

strategies to provide more effective care to LGBTQ population

Help me learn new facts

Very good information

Great Course

I am a lot more knowledge and will utilize my skills into future practice.

This course helped me to see that there are a lot of changes that need to be made in care of LGBTQ patients in order to make these populations feel more welcomed, seen and cared for

This presentation gave me a broader understanding of gender diversity and will make me feel more comfortable treating all patients

This module was very helpful

This program was very informative.

I feel more competent after this activity

I learned a lot about specific care practices.

Will use more inclusive language

3. Please evaluate the effectiveness of the activity in improving your knowledge, competence and/or performance. (Poor = 1, Excellent = 4)

	Poor	Fair	Good	Excellent
[272-3.54]	(3) 1.10%	(9) 3.31%	(97) 35.66%	(163) 59.93%

4. Please elaborate on your previous answers. (112)

This is a great activity/exercise for those with minimal background in this area.

I will utilize the toolkit provided.

utilize the toolkit

Not an advanced practice nurse, so no prescriptive authority. Additionally, not actively providing patient care.

Hard, needed more time than I had.

I have learned so much in how to better provide care to everyone.

trg

N/A

In terms of the awareness of language, specific issues and solution options

good program

UPDATED

Very informative

learned terminologies, interview techniques, treatment options

interview techniques, terminology, treatment options

Very informative resource, the toolkit. I learned a lot about frequent difficulties faced.

The activity was effective and important for foundational knowledge.

Presentation was easy to follow along

I have a much better understanding on how to approach certain topics using positive neutral language during the patient interview, which will help to build more trust in the patient-provider relationship. I have also learned about important screening tools, high risks associated with the LGBTQ/DSD community, and strategies/options to optimize comfort during a sensitive physical exam.

I liked the format of an interview throughout the activity.

this was more foundational, and I think this was framed as if I were already practicing medicine

na

it was informative

Provided great information.

Well Done.

I learned applicable information

Questions went very well with referring back to the book.

good experience

I feel like I have a better understanding on how to navigate future visits with LGBTQ patients

Excellent

I really learned a lot

greatly increased my knowledge

I thought the questions in every section were helpful

Some of the wording in questions were a little unclear to me so I had to go back to re-read after the answers were explained and a few areas I still will need to review the manual provided

Easy to navigate and learn

Lots of great informaton that I was unaware of with my lack of training in working with LGBTQ individuals.

Reading is not as effective as practice

Learned about pronouns, hormone therapy, physical exam skills

it was very informative

Yes

Very good use of examples.

No

none

Great info, clear and well put together.

I have a better understanding of how to manage care

This was effective in helping me recognize bias.

Was valuable training.

dsfsd

Clear and concise information

Good

Excellent module with explanations. Easy to understand for immediate application.

Learned important information

Well done

Uses an active learning format, which is generally very effective. The display of information could include more media (diagrams, videos, etc.) that explain things more concisely than paragraph explanations.

Learned a lot.

very helpful

I feel more competent

Same answer as above

Some of the information presented was new to me.

Scenarios were easy to follow and the supplementary text was very helpful in assisting in the learning process.

ok

Fills a gap in education.

Better understanding

The case studies solidified information from the reading.

Not the most engaging, having to read 35 pages of a manual is a lot

WE must be respectful of our patients

I think this is a very effective training.

made me feel more comfortable

new information

The use of the manual and the scenarios helped to enforce the material in a useful way.

I learned a lot about hormone therapy and polices that I was not aware of before

I learned a lot.

It is a good starting point, but is something that I will always need to educate myself in and be aware of.

The program was well written and very interactive.

Case based questions helped to learn the concepts

Provided actionable steps to improve patient

5. Please identify a change that you will implement into practice as a result of attending this educational activity (new protocols, different medications, etc.) (165)

new phrasing of questions when asking about partners

Start with SAAB and ask gender identify with

assess gender assigned at birth and sexual behavior

use inclusive language

Use of more inclusive language; site to practice use of alternative pronouns

Be more comfortable when taking with them

I will share knowledge with others in the role of patient care

Making sure my lectures are inclusive and using my preferred pronouns when introducing myself to new students.

gre

Applying screening guidelines to my trans patients

primarily language changes

anal pap

incusion in Education

Correct use of pronouns

better knowledge of hormone treatment

HISTORY TAKING

Watching my assumptions in my basic day to day language and using pronouns that the patient may not agree with.

Working on using correct pronouns

n/a, currently a student

n/a- retired at this time

N/A retired

Being sure I ask all patients about gender at birth and sexual orientation/gender identity

I'll look into hormone therapies and transitional surgeries to be more informed for my patients.

More visual tools (videos, pictures, etc.)

Asking my patients how they'd like to be addressed as the first question

asking "how would you like to be called"

nothing its fine

Maintaining awareness of the language I use to describe body parts, relationships, and the way in which I address patients so that it reflects their own identity.

Increased comfort in my interviewing of all patients and prescribing hormone medications.

gender inclusive medicine

be more careful about the language I am using when addressing patients so that I am not inadvertently making assumptions

I have a better understanding of the appropriate terminology to use for a transgender patient. Also the screening, treatment, and resources available for the LGBTQ community.

I will use gender affirming questions during the patient interview.

create active partnership with the patient

be more inclusive

Utilizing neutral terms to provide a safer more inclusive environment.

Work towards creating an open friendly environment for patients.

Ask questions before assuming

Continuously keeping up to date with hormone therapies to provide better care for my future LGBTQ patients

Addressing alternative lifestyles

Always ask about orientation and gender identity

Gender-affirming language

more inclusive language

Beginning visits by asking patients how they would like to be addressed

I will definitely utilize asking my patient their sex assigned at birth and gender identity.

I will also be mindful of making certain assumptions such as naming a partner based on my patients gender identity, as opposed to just asking my patient directly.

using correct pronouns

I will implement the correct terminology as well as how to correctly address the patient that doesn't imply biases and create assumptions.

At the start of new patient visits I will make a point to ask how a patient likes to be addressed. In addition when talking about sexual practices, I will make an effort to use more inclusive terms to minimize assumptions and make patients feel more comfortable talking to me if they are of the LGBTQ population.

One specific skill I will implement in future practice is being inclusive while avoiding making assumptions. This will make the patient feel respected, heard, and comfortable when coming to see me.

Encouraging use of inclusive forms, further empowering patients to feel cared for and included

Will begin to better utilize more inclusive language.

I will discuss family planning and surgery with trans patients

"how would you like me to address you?"

N/A

new protocols

will start my encounters with establishing pronouns

Not making assumptions about patients based on their appearance or SAAB & better understanding of hormone replacement therapy options, benefits, and risks

using appropriate words and terms

Being more comfortable talking to my patients about their sexuality

Yes

Being more open regarding questions I ask my patients

provide hormone therapy in the future

Hormone therapy

Using more inclusive terms

Ask pronouns.

When seeing new patients, start with "how do you prefer to be addressed" instead of "are you Mr/Ms name"

Better understanding of providing treatment regardless of gender identity.

Better open ended questions

Proper vocabulary and questions.

New phrasing of questions

new protocols in interviewing patients

Verifying gender identity and sex-assigned at birth in the initial patient visit

NO

asking preferred pronouns

knowledge, competence, performance as noted above

Starting conversations regarding gender, sexual orientation, etc

I will be more systematic in asking how patients want to be addressed.

Wording

Asking about pronouns at the very beginning of the interview

Ask how should I address you at the start of a new patient.

i will be more able to care for lgbtq patients

I will try not to approach people from my culturally biased perception.

ask the questions that need to be asked

asdasd

Using the correct pronouns

requesting pronouns

using appropriate screening tests according to patient sex assigned at birth, gender identity, expression and sexual orientation.

Better screening protocols for LGBTQ+ community

Altering how the note is written

Utilize inclusive intake forms.

Not assuming gender based on presentation.

I'm going to be conscious of biases

NA

Ask about sexual orientation

I'm advocating for HRT training and abilities at my residency.

Providing appropriate screenings

pronoun usage

I look forward to learning how to provide hormones.

Appropriate use of pronouns and sensitive approach to asking.

Asking a patient about the pronouns preferred before starting an encounter.

already done

More conscious history gathering

including gender affirming pronouns in notes

Prompt pronouns at beginning of interactions

Ask all patients of their pronouns

educate myself on hormone therapy

Ensuring I know sex assigned at birth and gender identity at the beginning of a new patient encounter

Better treatment of patients

ask how pts would like to be addressed

Will consider hormonal therapy as an option in the primary care setting for patients of this demographic rather than requiring a specialist.

encouraging pts chosen pronouns and working to make that a permanent part of my practice

I will ask patients about their sex assigned at birth and gender identity and will use proper pronouns in medical documentation.

ensuring i ask my patients pertinent questions in a respectful way

using proper pronouns

Ask the important questions

I will be more intentional asking about birth sex, gender identity, and pronouns my patient uses

Asking patient how to they want to be identified.

Asking patients about their sexual practices

Use of proper terminology. Better, more appropriate treatment, history taking.

Improved patients' care

I'm not yet doing these things.

I'm not yet a physician, but I feel more confident in providing, or assisting in providing hormone therapy for patients who request it.

ok

New protocols.

HRT

asking all patients gender identity

I will ask each and every patient their pronouns as well as their preferred anatomy terminology.

New order of interviewing

I'm not in practice

I will allow the patient the opportunity to tell me things about them before I assume an answer. I will try to implement this framework with every patient.

using more sensitive language

Asking ALL patients how they identify

Offer advice and treatments

New intake forms with more inclusive questions

Use of gender affirming language and how to communicate in a nonbinary way

I will establish rapport with my patients by starting the visit with asking how they would like to be addressed and keep an open mind to not assume anything.

Making sure to address people the way they wish to be addressed and to ask gender identity and sex assigned at birth somewhat early on

Knowing to ask for the appropriate pronouns

I will use all the knowledge obtained when I am a practicing provider. I will implement this when I see patients as a student as well.

order of questions

I will make sure that I address all of my patients properly. I will also make sure that I make them feel comfortable before, during, and after each visit.

make an inclusive environment

I will be more aware of the words I choose

i will make sure to advocate for my patients

I will begin patient interaction by asking gender identity

Will use more inclusive language

Improve history taking

6. How certain are you that you will implement this change?

(215)

Very Certain (105-
48.84%)

Certain (86-
40.00%)

Maybe (9-
4.19%)

N/A (10-
4.65%)

Not Certain (3-
1.40%)

Will not implement (2-0.93%)

7. What topics do you want to hear more about, and what issues(s) in your practice will they address? (111)

building a culture of competency and accountability with practice partners

forensic, sexual assault, domestic/intimate partner violence

n/a

Sexual assault exam specifics, and discharge teaching for LGBTQ/DSD patients.

Services that are available in the community and on campus.

er

cannabis as it applies to various communities- I specialize in cannabis medicine so it would be helpful to learn more about various cohorts

more about specific hormonal therapy interventions

geriatrics

MANAGEMENT

I want to hear more about the risks of transitional hormone treatment. N/A not part of a practice yet

health disparities

I'd like to hear more about frequent struggles and issues affecting the LGBTQ community to better understand where my pts may be coming from and be able to anticipate.

na

role playing

I would like to learn more about managing hormone therapy, as well as the community resources available to aid LGBTQ/DSD patients.

It would be nice to hear more directly from patients. I'd like to know what their experiences have been - thinking testimonials, both good and bad experiences.

not sure

All of the topics were sufficient.

More specific pitfall to avoid.

social determinants of health

Therapy regimens

A greater explanation on communication with scenarios.

More examples of how to ask questions in a non-offensive way

Infectious disease

Preventative care

up to date practice regarding gender reassignment surgery

How to deal with a patient who is upset about being asked which pronouns they use. I can think of a few patients I have had that might feel very offended if I did not assume their gender and I wonder if there is a way to diffuse or deal with that.

Transgender

How to become trained in hormone therapies

Sensitive physical exam - making it more comfortable for the patient

Pediatric setting

Yes

Statistics and ways that have reduced barriers to healthcare.

medical management for surgical specialities

none

There wasn't much in the way of discussion about disorders of sex development. It would be interesting to hear more from that community.

I think this exercise was very concise

interview skills.

asdasd

how to handle patients with suicidal ideation

many

LGBTQ intimate partner violence

Prep in ED

Perhaps more on the medical management of conditions that are unique to those in the LGBTQ community.

hormone therapy

How to describe an individual

trans people in an OBGYN setting

Terminology

reassignment surgeries

Screening for LGBTQ

LGBT political issues in medicine. New treatment options.

I can't think of anything at this time.

ok

Disparity reduction

Surgery

nothing comes to mind

I think it covered multiple topics well. I cannot think of anything else to add to the training.

Transgender pt interviewing

How to perform exams on transgender and non binary patients in an understanding way that makes everyone feel comfortable

Resources available to out LGB community

Estrogen and testosterone treatment

Transgender healthcare disparities

I am a student.

not sure yet

I am interested to learn more about the laws surrounding protection and care.

Initiating and maintenance of gender affirming hormone therapy

Homelessness and teens leaving their home after coming out.

8. Were the patient recommendations based on acceptable practices in medicine?
(206)

Yes (192-
93.20%)

N/A (12-
5.83%)

No (2-
0.97%)

9. If you answered No on the question above, please explain which recommendation(s) were not based on acceptable practices in medicine? (30)

na

tye

none

n/a

I'm not sure what evidence-based research is about there about these topics

ok

10. Do you think the presentation was without commercial bias?
(212)

Yes (200-
94.34%)

No (12-
5.66%)

11. If you answered No on the above question, please list the topics that were biased?
(27)

na

none

n/a

I could definitely detect the political affiliations of the creator of this module

ok

12. Please provide any additional comments you may have about this educational activity. (65)

na

the questions about perceptions were hard to answer; not sure if you were asking about ME or "other" physicians

n/a

Thank you!

rth

I do think this course represents a very specific mind set and may not take into consideration that physicians do have choices about whom they feel competent or comfortable to treat

none

EXCELLENT

excellent educational activity

I don't have any further comments. Thanks!

none.

It was very well done and very helpful

Great activity

this was great

Look, I understand this is an important topic for physicians to know, because I understand the LGBTQ community is oftentimes discriminated against/not accurately represented, esp. in the medical community. But there are a couple things that I disagreed with in this module: 1. The module asserted that a physician cannot tell a patient that they are not knowledgeable enough about hormone treatment to help them, because physicians are supposed to be life-long learners. You can't force a physician to perform treatment they are genuinely uncomfortable with. Just like an OBGYN is allowed to refuse to perform an abortion as long as they refer the patient to someone else, primary care physicians should be allowed to refuse prescribing hormone therapy as long as they're able to refer the patient to someone else. As a pediatrician, I already know I'm not going to feel comfortable prescribing puberty suppression (because the concept of halting a major physiological process genuinely worries me, even if it is "reversible", because I don't think there is enough research out there that there aren't long-term repercussions). However, I WILL refer to someone who is more comfortable doing so, like an endocrinologist. This doesn't make me a bad physician. 2. The "they" pronoun may make the patient more comfortable, but it may be grammatically confusing in the medical record, considering this is a pronoun used to refer to a plural group of people. You can't enforced that we use this pronoun and then say nothing when there is genuine GRAMMATICAL confusion within the medical record. 3. The "gendered language" in regards to body parts → these are MEDICAL terms, do not tell me that MEDICAL terms are now offensive to people. I'm going to keep using these terms because they're MEDICAL, and if someone tells me they're offended, I'll explain why I use these terms. Everything else was fine.

Yes

Very thorough educational experience.

asdada

Please continue to support the LGBTQ-DSD community as well as under-represented minorities in the healthcare industry.

great

N//a

ok

13. How did you hear about The eQuality Toolkit and/or this course? (140)

webinar

yesterday's webinar

listened to an NIHCM webinar the other day Addressing Health Disparity in LGBTQ populations

mailing list

NIHCM

email

Attending the LGBTQ+ Healthcare Series in Louisville last night.

tyr

Twitter

internet

iCollaborative

AMA

Google

none

WEBSITE

School

It is a required assignment by my university.

Instructor

university

online search

School assignment

Samuel Merritt University

Through school.

school program

SMU MPA program.

Required for a class.

Physcial exam course in school

schoolwork

Through professor as an assignment for class.

Required by PA program

PAEA and colleague

Per professor

through South University PA Program

Program Instructor

Class

Program instructor

UofL CME page

ECU PA Program

required for school

medical school module

Required class assignment

school

Medical School

.my school

EVMS

Required activity

N/A

Through my medical school

Medical school requirement

required by my medical school

Through medical school

Coursework

my school

asdsada

Required for medical school

Medical school course.

Preceptor

Medical School

through medical school training

School mandated curriculum.

Through my institution.

Required Transition into practice course for EVMS

My program

Through a school course.

required to take it by my University

program required additional credentialing

through ECU

Recommendation from LinkedIn

ok

Alumni

UNCW psych class for DNP program

it was for school evaluation

My program had us complete this training as part of supplemental work during our clinical year.

na

Required to take this course for physician assistant school

Through the PA program I am currently enrolled in

Through my physical diagnosis lecturer!

It was required for my class.

Through Samuel Merritt University.

Through Samuel Merritt University PA Program.

school

PA School course

Through my MPA program.

School

As one of the participants of this educational activity, we want to encourage you to implement those ideas that were appropriate to your healthcare environment.

This evaluation is confidential and no individual will be identified by this office (Continuing Medical Education and Professional Development). It will only be used for quality improvement.

We look forward to seeing you at future University of Louisville events. Thank you very much.