

LGBTQ+ Healthcare Ally Training



Why this matters?

4.1% of US adults identifies as LGBT (lesbian, gay, bisexual, trans*), with millennials being more than twice as likely as any other generation to identify as LGBT (7.3%). Discrimination coupled with healthcare providers who are well-intentioned but don't know how to provide affirming care, is likely the biggest driver of significant health disparities in this population. These include:

- increased incidence of smoking
- depression
- hazardous weight control behaviors (fasting, vomiting, etc)

One in five transgender persons has been denied care by a physician.

This is just unacceptable. Access to healthcare is a basic human right and the first step to addressing the health needs of LGBTQ+ populations is providing affirming care.

Local Community Surveys

Out of 44 Montanans surveyed who identified as LGBTQ+, 63% of respondents didn't feel the last healthcare worker they saw adequately addressed their gender or sexuality and 55% indicated a low level of comfort with the medical staff.

In their words:

- "My experience was made worse by their lack of awareness of queer experiences/medical needs and obstacles."
- "They closed themselves out after learning about my sexuality."
 - "They didn't really address my sexuality."
- "It was better when they didn't act as though my sexual orientation was something horrendous."

The LGBTQ+ community feels there is a need.

Out of 67 healthcare professionals surveyed in Montana, 48% of healthcare providers had never received education about LGBTQ+ health issues.

25 out of 26 medical providers in and around the Bozeman area said they would like additional training to better meet the needs of their LGBTQ+ patients.

The medical community also feel there is a need.

The LGBTQ+ Healthcare Ally Training is for all members of a clinical setting, both providers and support staff.

The LGBTQ+ Healthcare Ally Training:

- Clarifies common vocabulary relevant to LGBTQ+ healthcare.
- Identifies health disparities among this population.
- Discusses clinic-specific interactions and how to sensitively ask questions.
- Reviews case studies and practices new skills.
- Facilitates activities around microaggressions and biases and how these adversely affect patient health.
- Provides resources and a “toolkit” for how to foster inclusion.

Our Team: staff and volunteers from Bridgercare, Bozeman Health, Montana State University’s Diversity and Inclusion Student Commons, Dr. Kathryn Lowe, and members and allies of the local LGBTQ+ community.

Reference Resources: the Fenway Institute, The Gay and Lesbian Medical Association (GLMA), The Human Rights Campaign and The Safe Zone Project.



Training Details

1. Pre-Training: Introduction to the topic and why it’s important. (30 Minutes)
2. 3 Hour Training (option for 2 X 1.5 hour sessions): Discuss best practices for working with LGBTQ+ patients, identify our implicit biases, and learn how these could affect our patient interactions. We also discuss active listening as a tool to encourage patients to provide us with the necessary information to diagnose and treat them properly and role-play scenarios that could occur in clinical settings.
3. Post-Training: Continue to work with a “Workplace Champion” to identify strategies to make the environment a safer space (updating forms, identifying gender neutral bathrooms, and identifying decor that reflects diversity of sexualities, etc.)

If you have any questions, would like to request a training, or would like to help facilitate these training, please contact Cami at Bridgercare. 587-0681, ext. 113, carmijo@bridgercare.org.