



**SAFE ZONE: CREATING A  
WELCOMING ENVIRONMENT TO  
IMPROVE CARE FOR PATIENTS IN  
THE LGBT COMMUNITY**

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# DISCLOSURES

- We have nothing to disclose



# INTRODUCTIONS

- Stephanie Brown, MBBS – Rainbow PGY-3, Critical Care Bound
- Christopher Jones, DO – Rainbow PGY-3, Emergency-Medicine Bound
- Marie Clark, MD, MPH - Developmental-Behavioral Pediatrician, Director of Rainbow Child Advocacy Program



# WORKSHOP OBJECTIVES

After participating in this session, participants will be able to:

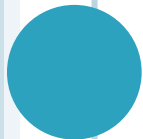
1. Utilize the provided materials to design a "Safe Zone" training in their home institution
2. Evaluate the efficacy of the "Safe Zone training" in addressing implicit bias and attitudes related to gender and sexual identity
3. Develop a strategy to leverage "Safe Zone" training to move forward LGBT-friendly policies and programming in their local programs and communities



# WORKSHOP AGENDA

- Introductions/Goals and Objectives
- Current recommendations and policies for LGBT community
- Safe Zone Curriculum Overview
- Small Group Activity: "Privilege for Sale"
- Small Group Discussion: Implementation Challenges and Solutions in your Institution
- Large Group Discussion: Evaluating the Safe Zone Curriculum and Trainee Participants
- Small Group Discussion: Making Connections in Your Local Community to Leverage Change for the LGBT Population
- Questions and Feedback





# **CARE FOR LGBT PATIENTS**

**Research and current recommendations**

# LGBT YOUTH

- More likely to be bullied at school
- Proportion who have:
  - Been Verbally Harassed: 84%
  - Been threatened/Injured with a weapon: 12-28%
  - Victim of Dating Violence: 18-29%
  - Victim of Rape: 14-32%
  - Dropped out of school due to harassment: 28%

Levine DA, Committee on Adolescence. Office-based care for Lesbian, Gay, Bisexual, Transgender and Questioning youth. Elk Grove, IL. Pediatrics. Jul 2013;132(1):198-203. doi:10.1542/peds.2013-1282  
Centers for Disease Control and Prevention. Sexual identity, sex of sexual contacts, and health-risk behaviors among students in grades 9-12—Youth Risk Behavior Surveillance, selected sites, United States, 2001-2009. MMWR. 2011.

Birkett M, Espelage DL, Koenig B. LGB and questioning students in schools: The moderating effects of homophobic bullying and school climate on negative outcomes. Journal of Youth and Adolescence 2009;38:989-1000.

# LGBT YOUTH

- Depression more common
- 2x more likely to attempt suicide
  - One study sound suicide attempt rate as high as 25%
- Higher rates of smoking, as well as alcohol and drug use
- Increased risk of homelessness – Associated with risky sexual behaviors and survival sex

Levine DA, Committee on Adolescence. Office-based care for Lesbian, Gay, Bisexual, Transgender and Questioning youth. Elk Grove, IL. Pediatrics. Jul 2013;132(1):198-203. doi:10.1542/peds.2013-1282

Russell ST, Joyner K. Adolescent sexual orientation and suicide risk: Evidence from a national study. American Journal of Public Health 2001;91:1276–1281.

Grossman AH, D'Augelli AR. Transgender youth and life-threatening behaviors. Suicide & life-threatening behavior 2007;37:527-537.



# IMPACT OF ENVIRONMENT

- Poor outcomes often due to distress from discrimination and stigma
- Self-image damaged by homophobia and heterosexism
- Parental rejection is common, leading to homelessness

# FINDING RESILIENCE

- Resilience Factors:
  - Caring adult
  - Safe school environment
  - Supportive family

Levine DA, Committee on Adolescence. Office-based care for Lesbian, Gay, Bisexual, Transgender and Questioning youth. Elk Grove, IL. Pediatrics. Jul 2013;132(1):198-203. doi:10.1542/peds.2013-1282

Olson KR, Durwood L, DeMeules M, et al. Mental Health of Transgender Children Who Are Supported in Their Identities. Pediatrics. 2016;137(3):e20153223

# FAMILY SUPPORT

- Study of 73 Transgender Children published in Pediatrics, 2016
  - Social transition supported by family
  - Compared to control group
    - Same rates of depression and anxiety
    - Slightly higher risk of anxiety compared to general population
- If well supported, many LGBTQ youth have no increase in risk behaviors

# SUPPORTIVE SCHOOLS

- Positive School Environment
  - Student run LGBT support groups
  - Ally/LGBT alliances
  - Zero tolerance policy
  - Effective bullying programs
- Associated with reduced risk of
  - Missed school
  - Substance abuse
  - Depression
  - Suicide

## Recommendations from the AAP



# AAP RECOMMENDATIONS

- Offices welcoming to LGBT patients
- Encourage adolescents to discuss their sexual identity
- Ensure confidential care
- Gender-neutral terms and questions
- Staff and forms should not “presume heterosexuality of patients or parents”

# AAP RECOMMENDATIONS

- Support or create:
  - School gay-straight alliances
  - “Zero tolerance policies for homophobic teasing, bullying, harassment, and violence”
- Pediatricians should become educated about local and national organizations which support LGBT youth

# TRANSGENDER YOUTH

- Pediatricians should:
  - Identify strengths and resources
  - Supportive counseling
  - Provide affirmation
  - Support family through transition
  - Provide information about transition and refer to specialists where appropriate



# TRANSITION

- Gonadotropin-releasing hormone analogs to delay puberty
- Cross hormone administration
- Gender-confirmation surgery



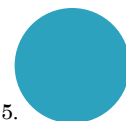
# **SAFE ZONE TRAINING**

**The Safe Zone Project Curriculum**

# WHAT IS A “SAFE ZONE”

- Training about gender, sexual identity and LGBT issues provided to staff, volunteers, students, etc
- These participants then identify themselves as an “Ally” or “Safe Zone” for LGBT people by wearing stickers or buttons
- Safe zone programs are also very common on college campuses, where they have been shown to be effective (A,B)





# CURRICULUM OBJECTIVES

- Assess personal beliefs and biases regarding gender and sexuality
- Develop familiarity with vocabulary used to describe gender and sexual identity
- Understand some challenges faced by people who identify as LGBT
- Learn to communicate more effectively about gender and sexual identity
- Become an Ally



# OVERVIEW

- Typically takes 2-3 hours to complete
- Can be condensed for groups who already know each other well
- Highly interactive
- Ground Rules – Discussions should be kept confidential



# CURRICULUM LAYOUT

1. Introduction & Group Norms (5-15min)
2. First Impressions of LGBTQ (10min)
3. Core Vocabulary (10-20 min)
4. Genderbread Person and LGBTQ Umbrella (10-15 min)
5. Privilege for Sale & Coming Out (10-20 min)
6. Anonymous Q&A (5-15 min)
7. Scenarios (15 min – optional)
8. Wrap-Up and Feedback (5-10 min)



# 1ST IMPRESSIONS

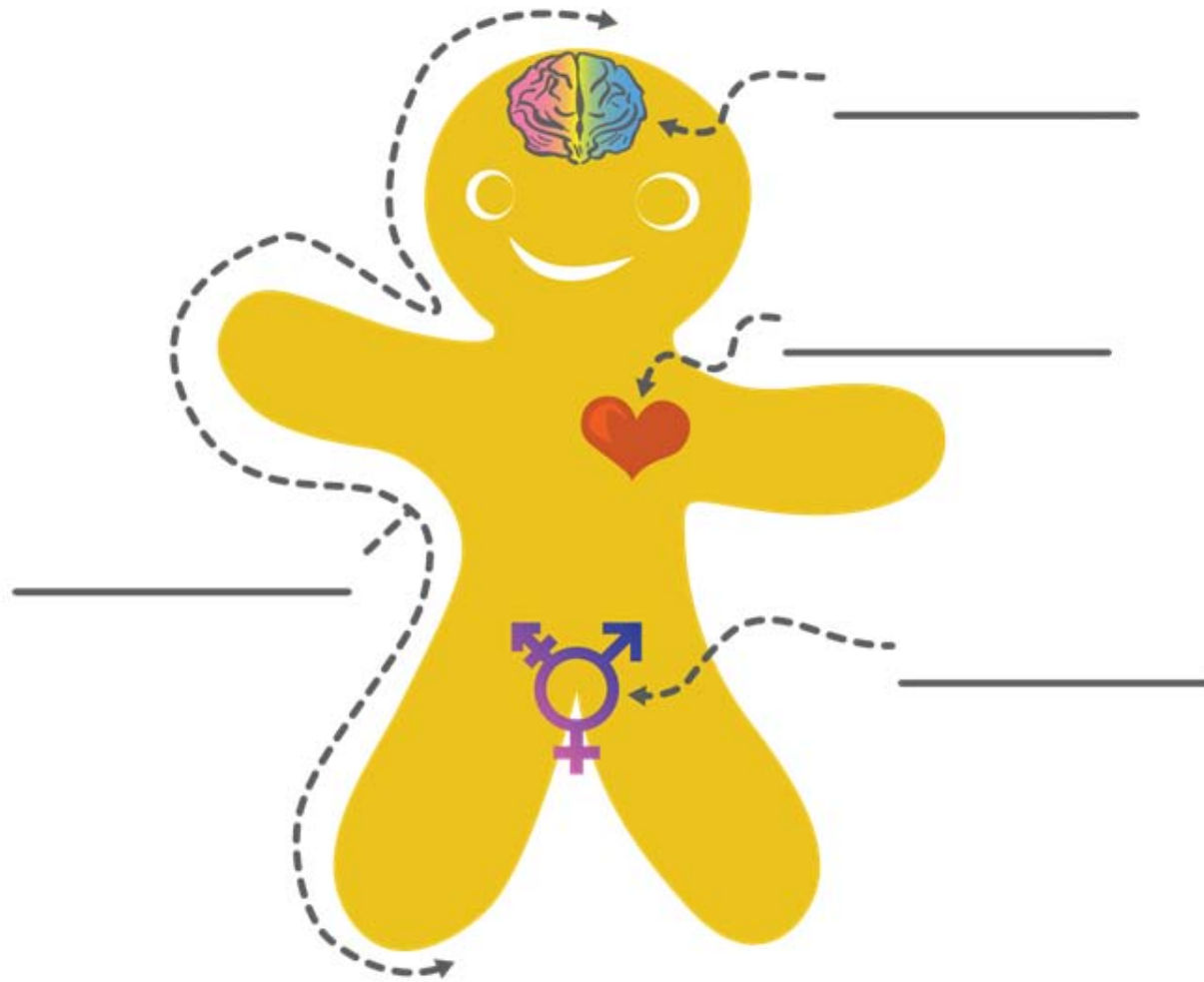
- When's the first time you can remember learning that some people are lesbian, gay, bisexual, or queer?
- Where did most of the influence of your initial impressions/understanding of lesbian, gay, bisexual, and queer people come from? (e.g., family, friends, television, books, news, church)
- When's the first time you can remember learning that some people are transgender?
- Where did most of the influence of your initial impressions/understanding of transgender people come from? (e.g., family, friends, television, books, news, church)
- How have your impressions/understanding of LGBTQ (lesbian, gay, bisexual, transgender, and queer/questioning) people changed or evolved throughout your life?



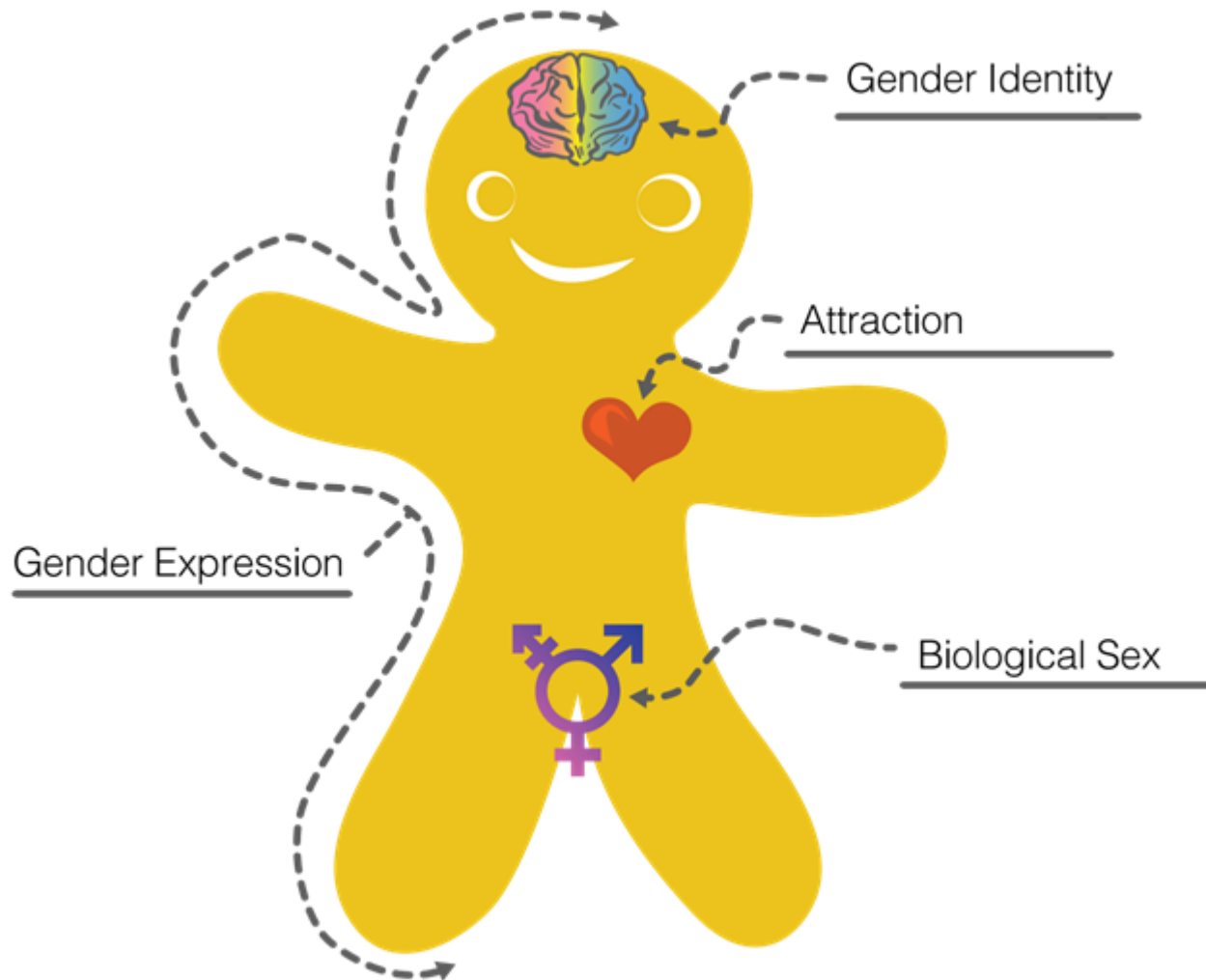




# GENDERBREAD PERSON



# GENDERBREAD PERSON



# CORE VOCABULARY

- Changes frequently
- Not an exhaustive list
- In general, use terms as adjectives, not nouns
- Trust an individual's personal definition of a term over any other definition



# CORE VOCABULARY

- Ally
- Heteronormativity
- Questioning
- Transgender
- Cisgender
- Gender Fluid
- Passing
- Gender Confirmation Surgery



# PRONOUNS

	Subject	Object	Pronoun	Pronunciation
Gender Binary	<b>she</b>	<b>her</b>	<b>hers</b>	<b>as it looks</b>
	<b>he</b>	<b>him</b>	<b>his</b>	<b>as it looks</b>
Gender Neutral	<b>they*</b>	<b>them*</b>	<b>their*</b>	<b>as it looks</b>
	<b>ze</b>	<b>hir</b>	<b>hirs</b>	<b>zhee, here, heres</b>
	<b>ze</b>	<b>zir</b>	<b>zirs</b>	<b>zhee, zhere, zheres</b>
	<b>xe</b>	<b>xem</b>	<b>xyr</b>	<b>zhee, zhem, zhere</b>

*\*used as singular*

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## **SMALL GROUP ACTIVITY: PRIVILEGE FOR SALE**

# PRIVILEGE FOR SALE

- Each privilege costs \$100
- You have \$500 to spend
- Decide as a group what you will purchase





# PRIVILEGE FOR SALE

- How did this activity make you feel?
- Was it difficult to choose?
- What on the list surprised you?
- Why did we specifically use money for this exercise?



# COMING OUT

- A series of decisions
- May vary in different spaces
- Helpful responses:
  - Acknowledge that this is a huge sign of trust
  - Remember this is only one dimension of who they are
  - Show interest and curiosity
  - Ask how you can support them
  - Find out how confidential this information is



# SCENARIOS

- Presented with possible scenarios they may encounter
- Groups of 3-4 work each work through a scenario (~5 min)
- Each group presents their scenario and response
- Can adapt depending on size/needs of group



# QUESTION & ANSWER

- Opportunity to ask questions not previously addressed
- May choose to have participants submit anonymous questions
- If no questions, use list of common questions from guide
- Be honest, it's OK if you don't have the answer



## AFTER SAFE ZONE TRAINING

- Participants encouraged to identify themselves as an Ally (pin, sticker, etc)
- Include community resources at the end of the training
- Develop an advocacy and/or QI project as a group to improve care
- Evaluate the curriculum and any resulting projects





# CURRICULUM EVALUATION

# CURRICULUM EVALUATION

- Our study: pre and post test evaluations of knowledge, attitudes and self-report behavior
  - 10 Knowledge Items: Matching terms from Safe Zone training
  - 8 Attitude Items<sup>1</sup>: “When I first meet a patient or colleague, I assume that person is heterosexual.”
  - 3 Behavior Items (post-only): “I plan to wear the ‘Safe Zone’ pin provided at the end of this training program.”
- Preliminary Results

1. Grubb H, Hutcherson H, Amiel J, Bogart J, Laird J. Cultural Humility with Lesbian, Gay, Bisexual, and Transgender Populations: A Novel Curriculum in LGBT Health for Clinical Medical Students. MedEdPORTAL Publications; 2013. Available from: <https://www.mededportal.org/publication/9542>

## PREVIOUSLY PUBLISHED EVALUATIONS

- Kelley L, Chou CL, Dibble SL, Robertson PA. A critical intervention in lesbian, gay, bisexual, and transgender health: knowledge and attitude outcomes among second-year medical students. *Teach Learn Med.* Jul-Sep 2008; 20(3):248-253
- Sanchez NF, Rabatin J, Sanchez JP, Hubbard S, Kalet A. Medical students' ability to care for lesbian, gay, bisexual, and transgendered patients. *Fam Med.* Jan 2006; 38(1):21-27
- Grubb H, Hutcherson H, Amiel J, Bogart J, Laird J. Cultural Humility with Lesbian, Gay, Bisexual, and Transgender Populations: A Novel Curriculum in LGBT Health for Clinical Medical Students. *MedEdPORTAL Publications*; 2013. Available from: <https://www.mededportal.org/publication/9542>





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# **COMPETENCY-BASED EVALUATIONS**

# RESIDENT EVALUATIONS

- ACGME Milestone structure
  - Safe Zone Training is a unique opportunity to assess some of the more difficult to measure competencies
- Potential competencies addressed:
  - Interpersonal and Communication Skills
  - Professionalism
  - Systems-based Practice



# INTERPERSONAL AND COMMUNICATION SKILLS

- Relevant Sub-competencies
  - ICS 1: Communicate effectively with patients, families, and the public, as appropriate, across a broad range of socioeconomic and cultural backgrounds



# PROFESSIONALISM

- Relevant Sub-competencies:
  - PROF 3: Humanism, compassion, integrity, and respect for others; based on the characteristics of an empathetic practitioner



# SYSTEMS-BASED PRACTICE

- Relevant Sub-competencies
  - SBP 2: Advocate for quality patient care and optimal patient care systems



# EVALUATION STRATEGIES

- Feedback from instructor and/or partners with site visits
  - Challenge: may be difficult to elicit meaningful comments, facilitators already providing service
- Resident written reflections
- Resident self-evaluation with sub-Competencies
  - Challenge: extra written assignments



# DISCUSSION: LARGE GROUP

- How could you implement competency-based evaluations in your own program?
  - What method (feedback/reflection/other) would you use?
  - Which sub-competencies would you address?
  - What barriers to implementation do you perceive?





**MAKING CONNECTIONS IN YOUR  
LOCAL COMMUNITY TO LEVERAGE  
CHANGE FOR THE LGBT  
POPULATION**



# NATIONAL LGBTQ ORGANIZATIONS

## GENERAL

- Human Rights Campaign
- Family Equality Council
- The GLBT National Help Center
- The National LGBTQ Task Force
- PFLAG (Parents and Families of Lesbians and Gays)

## LEGAL

- GLAD (Gay and Lesbian Advocates and Defenders)
- Lambda Legal Defense and Education Fund
- NLGLA (National Lesbian and Gay Law Association)
- TLC (Transgender Law Center)
- AIC (Advocates for Informed Choice)

## VETERANS

- AVER (American Veterans for Equal Rights)
- OutServe-SLDN



# NATIONAL LGBTQ ORGANIZATIONS

## PROFESSIONAL

- GLSEN (Gay, Lesbian & Straight Educators Network)
- GLMA (Gay and Lesbian Medical Association)
- NGLCC (National Gay and Lesbian Chamber of Commerce)
- NOGLSTP (National Organization of Gay and Lesbian Scientists and Technical Professionals)
- NGPA (National Gay Pilots Association)
- NLGJA (National Lesbian and Gay Journalists Association)

## WORKPLACE

- Out at Work
- Out and Equal Workplace Advocates


## ELDERLY

- GLARP (Gay and Lesbian Association of Retiring Persons)
- SAGE (Services & Advocacy for Gay, Lesbian, Bisexual and Transgender Elders)





# HUMAN RIGHTS CAMPAIGN

- Largest LGBTQ Civil Rights Organization
  - More than 1.5 million members
  - Founded in 1980
  - Leader in marriage equality
  - Hate Crimes Prevention Act – 2009
  - HIV Positive Travel Ban Overturned - 2009
  - Don't Ask, Don't Tell Repeal - 2011
  - Employment Nondiscrimination Act – 2013
- 



# HUMAN RIGHTS CAMPAIGN

- Health Equality Index (HEI)
  - 50% of LGB patients have experienced discrimination
  - 70% of transgendered patients have experienced discrimination





- “Connects, supports, and represents the three million parents who are lesbian, gay, bisexual, transgender and queer in this country and their six million children”
- Started in 1979
- BECAUSE of THEIR WORK:
  - Children with parents who are LGBTQ can meet, play, and make friends with other children who have LGBTQ parents.
  - LGBTQ men and women can find information on starting a family, adopting, or becoming foster parents—and children can find forever families.
  - The law more often recognizes those who have made the commitment to be parents, regardless of their sexual orientation or gender identity.
  - March 31<sup>st</sup>, 2016 – all states officially legalized adoption for gay couples.
  - Still concerns for fostering children





- Founded in 1990
- “At GLSEN, we want every student, in every school, to be valued and treated with respect, regardless of their sexual orientation, gender identity or gender expression. We believe that all students deserve a safe and affirming school environment where they can learn and grow.”
- Student Nondiscrimination Act (SNDA) – trying to pass
  - Prohibit discrimination based on perceived sexual orientation
- Safe Schools Improvement Act (SSIA) – trying to pass
  - Require an anti-bullying policy
- According to GLSEN's 2013 National School Climate Survey, 74.1% of LGBT middle and high school students said they had been bullied in the past year.
- Multiple chapters in cities, organizations can join!





# GLMA

GAY & LESBIAN MEDICAL ASSOCIATION

- “GLMA's mission is to ensure equality in healthcare for lesbian, gay, bisexual and transgender (LGBT) individuals and healthcare providers.”
- Founded in 1981
- Can join the provider directory
- Website provides recommendations for; nondiscrimination policy guidelines and for a visitation policy.
- HEI (Healthcare Equality Index) 2016 showed:
  - 2060 hospitals were rated, 496 were given LGBT leader
  - Many hospitals still have not adopted LGBT-inclusive patient nondiscrimination and equal visitation policies and place them on the hospital's website





# GLMA

GAY & LESBIAN MEDICAL ASSOCIATION

## ○ Highlights of the HEI:

### • Core Four Leader Criteria Include:

#### ○ Patient Non-Discrimination Policies

- Only 434 of the hospitals or 58% were found to have a patient non-discrimination policy that included both the terms “sexual orientation” and “gender identity.”
- FYI: Joint Commission put out a policy requiring this in 2011

#### ○ Equal Visitation Policies

- For those hospitals where the HEI received or found a policy, 615 of the hospitals or 93% were found to have an equal visitation policy in place
- FYI: President Barack Obama directed the U.S. Secretary of Health & Human Services to develop regulations protecting the visitation rights of all patients in 2010. These regulations are now in effect at all hospitals across the U.S. that accept Medicare or Medicaid payments—the vast majority of facilities.







**GLMA**

GAY & LESBIAN MEDICAL ASSOCIATION

- Highlights of the HEI:

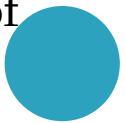
- Core Four Leader Criteria Include:

- Employment Non-Discrimination Policies

- For those hospitals where policy was found or received, only 395 of the hospitals or 52% were found to have an LGBT-inclusive employment non-discrimination policy in place
- Federal law does not yet protect employees from discrimination based on real or perceived sexual orientation or gender identity. Furthermore, fewer than half of states have passed laws prohibiting discrimination on basis of sexual orientation or gender identity

- Training in LGBT Patient-Centered Care

- To assist with this the HRC and other organizations came together to offer over 50 online and on-demand training options FREE of charge.



# STATEWIDE ORGANIZATIONS (34)

- **Alabama** - Equality Alabama
- **Arkansas** – Center for Artistic Revolution
- **California**
  - Californians Against Hate, Courage Campaign, EQCA, Los Angeles LGBT Center, Love Honor Cherish, Trikone
- **Colorado** - The Pink Panthers
- **Florida** – Equality Florida
- **Georgia** – Georgia Equality
- **Hawaii** – Equality Hawaii
- **Illinois** – CMI Rights Agenda, Equality Illinois
- **Indiana** – Gay Civil Rights
- **Iowa** – One Iowa
- **Kansas** – Kansas Equality Coalition, Simply Equal
- **Kentucky** – Fairness Campaign, Kentucky Equality Federation
- **Louisiana** – Forum for Equality
- **Maine** – EqualityMaine, Wilde Stein Alliance for Sexual Diversity
- **Maryland** – Equality Maryland, Genders Rights Maryland, Maryland Coalition for Trans Equality
- **Massachusetts**
  - Harvard Gay & Lesbian Caucus, Knowthyneighbor.org, Massachusetts Transgender Political Coalition, MassEquality
- **Michigan** – Equality Michigan
- **Minnesota** – OutFront Minnesota
- **Mississippi** – Equality Mississippi, Mississippi Safe Schools Coalition
- **Missouri** – Missourians for Equality
- **New Jersey** – Garden State Equality
- **New York**
  - African Ancestral Lesbians United for Societal Change, Audre Lorde Project, Empire State Pride Agenda, NY Area Bisexual Network, New Yorkers United for Marriage, Sex Panic!, Sylvia Rivera Law Project

# STATEWIDE ORGANIZATIONS

- **North Carolina** – Equality North Carolina
- **North Dakota** – Ten Percent Society
- **Ohio** – Equality Ohio
- **Oklahoma** - Cimarron Alliance Foundation
- **Oregon**– Basic Rights Oregon
- **Pennsylvania** – Equality Pennsylvania
- **Tennessee** – Tennessee Equality Project
- **Texas** – Equality Texas, Houston GLBT Political Caucus, Queer Liberation
- **Utah** – Equality Utah, Stonewall Shooting Sports of Utah
- **Washington** – Equal Rights Washington
- **Washington D.C.** – Gay and Lesbian Activists Alliance
- **Wisconsin** - Equality Wisconsin



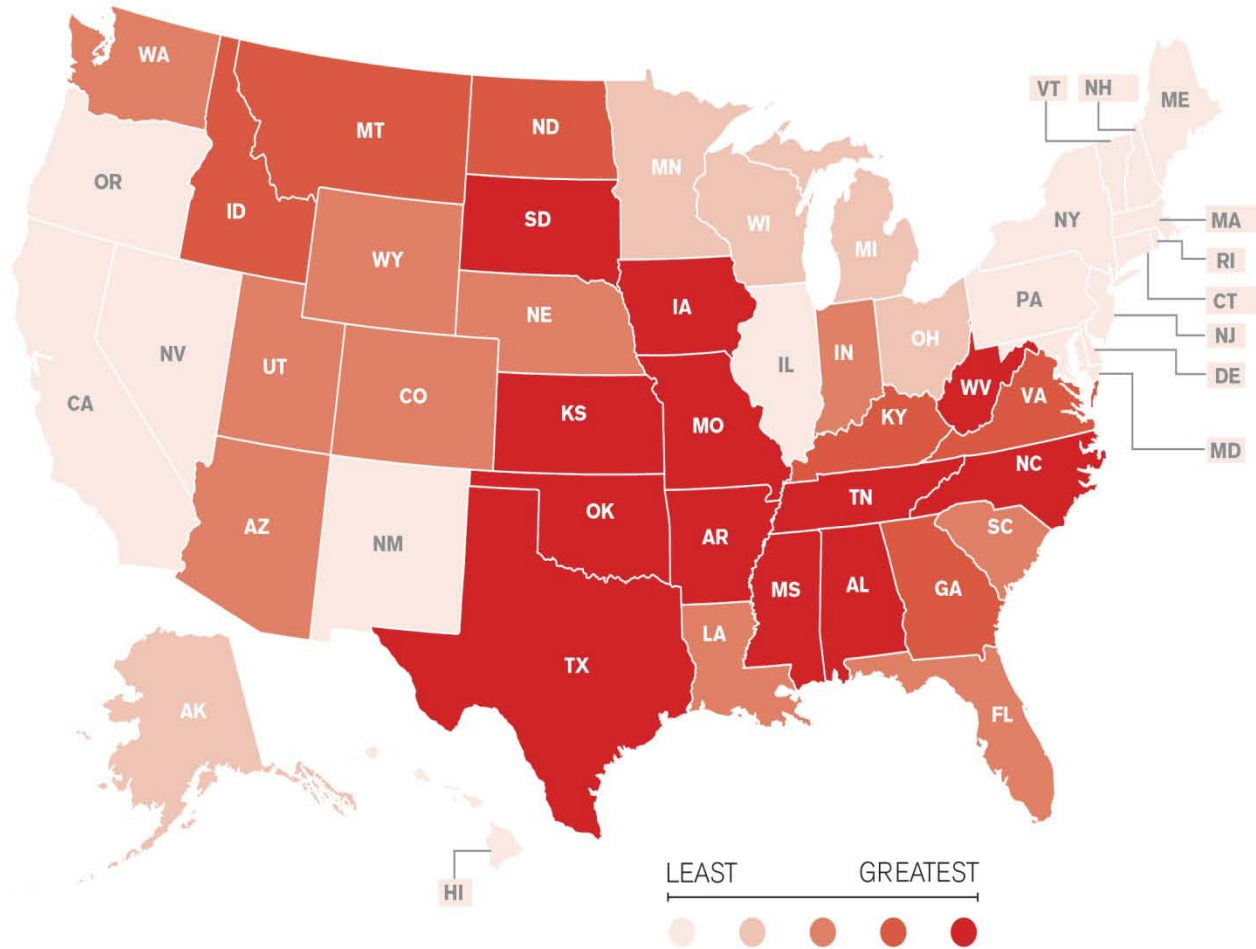
# SO WE'RE GOOD NOW...RIGHT?

## ○ **5 THINGS TO KNOW ABOUT LGBTQ ISSUES**

- There are roughly 10 million LGBTQ adults in the U.S., or roughly 4.1 percent of the population.
- Sixteen percent of same-sex couples are raising children according to the U.S. Census Bureau's 2011 Current Population Survey.
- There is no federal law that consistently protects LGBTQ individuals from employment discrimination; there are no state laws in 28 states that explicitly prohibit discrimination based on sexual orientation, and in 30 states that do so based on gender identity.
- More than 100 anti-LGBTQ bills have been filed in 29 state legislatures in the 2017 state legislative session.
- The FBI reported 1,167 hate crimes based on sexual orientation or gender identity in 2015. This is likely a dramatic undercount since thousands of agencies didn't submit any data and reporting is not mandatory.



## Likelihood of Anti-LGBTQ Bills in 2017





## SMALL GROUP DISCUSSION

- What are some groups you can partner with in your own community?
- How could you advocate for the LGBT at the local, regional and national level?



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# QUESTIONS, COMMENTS & FEEDBACK



Thank You!

