LGBT at UNMH!

Susana Rinderle, M.A. ~ Manager, Office of DEI
June 9, 2011
Management Coffee
Did you know?

- The LGBT population is approximately 5% of the population.
- This is larger than the Asian population of the U.S.
- In New Mexico, the LGBT population is larger than the African American and Asian populations, combined.
Did you know?

Analysis of hate crime statistics 1995-2008:

• LGBT people were the second highest target of hate crimes at 17.8% of 88,463 hate crimes (African Americans highest at 41%)

• As a population, LGBT people are the subject of hate crimes more than any other group, at 8 times the expected rate (given population size and hate crime frequency)

• LGB people are 2.6 times more likely to experience a violent hate crime attack than African Americans, 4.4 times more likely than Muslims and 13.8 more likely than Latinos

(Southern Poverty Law Center, winter 2010)
Did you know?

• National study (2009) of 4,900 respondents experienced one or more of the following:
  • being refused needed care
  • health care professionals refusing to touch them or using excessive precautions
  • health care professionals using harsh or abusive language
  • being blamed for their health status
  • health care professionals being physically rough or abusive

• 56 percent of LGB
• 70% trans/gender non-conforming
• 63% living with HIV
Did you know?

• In almost every category, transgender and gender-nonconforming respondents reported experiencing the highest rates of discrimination and barriers to care.
  — 2-3 times more than LGB

• In nearly every category, a higher proportion of people of color and/or low-income reported experiencing discriminatory and substandard care.

• Respondents reported a high degree of anticipation and belief that they would face discriminatory care and this was a barrier to seeking care.
  — >9% LGB
  — 20% living with HIV
  — >50% trans
Did you know?

- LGBT youth may have an elevated risk for attempted suicide and depression.
- Sexual minority youth may have higher rates of substance use than heterosexual youth.
- One of the barriers to accessing quality health care for LGBT adults is a lack of providers who are knowledgeable about LGBT health needs as well as a fear of discrimination in health care settings.
- LGBT elders are more likely to rely on friends and others as caregivers rather than biological family members.

(IOM report, March 2011)
RI.01.01.01: The hospital respects, protects, and promotes patient rights.

EP 28 The hospital allows a family member, friend, or other individual to be present with the patient for emotional support during the course of stay.

**Note:** *The hospital allows for the presence of a support individual of the patient’s choice, unless the individual’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient’s surrogate decision-maker or legally authorized representative. (For more information on surrogate or family involvement in patient care, treatment and services, refer to RI.01.02.01 EPs 6-8.)*

EP 29 The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
RI.01.01.01: The hospital respects, protects, and promotes patient rights.

EP 28 The hospital allows a family member, friend, or other individual to be present with the patient for emotional support during the course of stay.

Note: The hospital allows for the presence of a support individual of the patient’s choice, unless the individual’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient’s surrogate decision-maker or legally authorized representative. (For more information on surrogate or family involvement in patient care, treatment and services, refer to RI.01.02.01 EPs 6-8.)

EP 29 The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
The 8.8 million LGB people living in the U.S. experience disparities in
the prevalence of certain physical and mental health conditions
in health care due to lack of awareness and insensitivity to their unique needs.

These issues include the denial of visitation access, restrictions on medical decision making for LGBT family members, a distrust of the health care system and hesitation to disclose their sexual orientation and/or gender identity with medical professionals.

With funding from The California Endowment, the Joint Commission convened a panel of stakeholders on September 13, 2010 to identify practices and articulate implementation processes to help promote effective communication and patient- and family-centered care for LGBT patients and families.
IOM report (March ’11)

Recommendations:

- Collection of data on sexual orientation and gender identity in health surveys administered by the U.S. Department of Health and Human Services (HHS) and other relevant federally funded surveys
- Data on sexual and gender minorities should be included in patient demographic information, in the same way that race and ethnicity data are collected
- These data should be collected in electronic health records
- Questions about sexual orientation and gender identity on federally funded surveys should be standardized
- Researchers should include sexual and gender minorities explicitly in their samples
The HRC

Founded in 1980, The Human Rights Campaign represents a force of more than one million members and supporters nationwide.

As the largest national lesbian, gay, bisexual and transgender civil rights organization, HRC envisions an America where LGBT people are ensured of their basic equal rights, and can be open, honest and safe at home, at work and in the community.
The HEI

The Healthcare Equality Index 2010 rated 178 healthcare facilities on their policies related to LGBT healthcare equality.

The release of the report — featuring 11 top-performing individual facilities and one network — comes as the U.S. healthcare landscape is poised to change for the better for LGBT patients and their families.
# HEI results for UNMH

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Credit (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a. Patients’ Bill of Rights/Non-Discrimination Policy Inclusive of Sexual Orientation</td>
<td>Y</td>
</tr>
<tr>
<td>1b. Patients’ Bill of Rights/Non-Discrimination Policy Inclusive of Gender Identity</td>
<td>Y</td>
</tr>
<tr>
<td>2a. Visitation policies grant same-sex couples (partners/spouses/significant others) the same access as different-sex couples and next-of-kin</td>
<td>Y</td>
</tr>
<tr>
<td>2b. Visitation policies grant same-sex parents the same access as different-sex parents for visitation of their minor children</td>
<td>Y</td>
</tr>
<tr>
<td>3. Cultural competency training that addresses healthcare issues related to LGBT community</td>
<td>N</td>
</tr>
<tr>
<td>4a. Employment Non-Discrimination Policy Inclusive of Sexual Orientation</td>
<td>Y</td>
</tr>
<tr>
<td>4b. Employment Non-Discrimination Policy Inclusive of Gender Identity</td>
<td>Y</td>
</tr>
</tbody>
</table>
HEI Results for UNMH

2. Decision Making

Advanced Healthcare Directive training is required to have specific LGBT content for credit at this time, simply because without the specific language it allows for interpretation and therefore, people in the LGBT community may be unintentionally excluded. This is why we require the language for credit in this section.

3. Data Collection

We encourage all the work and effort you have been giving in regards to your data collection methods. GLMA and the HRC website are wonderful resources to use as guides in formatting your data collection methods to be more LGBT inclusive. I look forward to receiving the Intake Form you mentioned.
Our non-discrimination policies

As a patient, you have the right to:

Receive the healthcare you need regardless of your race, creed, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, disability, marital status, or source of payment.

UNM HSC Patient Rights & Responsibilities (10/08)
Our non-discrimination policies

As a patient, you have the right to:

Receive the healthcare you need regardless of your race, creed, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, disability, marital status, or source of payment.

UNM HSC Patient Rights & Responsibilities (10/08)
Our non-discrimination policies

Dismissals will not be based on race, creed, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, disability, marital status or ability to pay.

Patient and Visitor Dismissals Procedure (9/10)
Our non-discrimination policies

Dismissals will not be based on race, creed, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, disability, marital status or ability to pay.

Patient and Visitor Dismissals Procedure (9/10)
Our non-discrimination policies

UNMH adopts the following definition of “family” for purposes of hospital-wide visitation policy: “Family” means any person(s) who plays a significant role in an individual’s life. This may include a person(s) not legally related to the individual. Members of “family” include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” includes a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, stepparents, those serving in loco parentis, and other persons operating in caretaker roles.

Patient and Clinic visitor rights; UNMH patient visitation will not be allowed or restricted on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition.

Patient and Clinic Visitors Procedure (12/10)
UNMH adopts the following definition of “family” for purposes of hospital-wide visitation policy: “Family” means any person(s) who plays a significant role in an individual’s life. This may include a person(s) not legally related to the individual. Members of “family” include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” includes a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, stepparents, those serving in loco parentis, and other persons operating in caretaker roles.

Patient and Clinic visitor rights; UNMH patient visitation will not be allowed or restricted on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition.

Patient and Clinic Visitors Procedure (12/10)
Our non-discrimination policies

UNMH adopts the following definition of “family” for purposes of hospital-wide visitation policy: “Family” means any person(s) who plays a significant role in an individual’s life. This may include a person(s) not legally related to the individual. Members of “family” include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” includes a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, stepparents, those serving in loco parentis, and other persons operating in caretaker roles.

Patient and Clinic visitor rights; UNMH patient visitation will not be allowed or restricted on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition.

Patient and Clinic Visitors Procedure (12/10)
Our non-discrimination policies

UNM Hospitals will not unlawfully discriminate against any employee or applicant on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition in recruiting, hiring, training, promoting, compensation, and all other terms and conditions of employment.

Our non-discrimination policies

UNM Hospitals will not unlawfully discriminate against any employee or applicant on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition in recruiting, hiring, training, promoting, compensation, and all other terms and conditions of employment.

New patient data collection

Current:

Marital Status:
- Divorced
- Married
- Separated
- Single
- Widowed
# New patient data collection

**Current:**

- Divorced
- Married
- Separated
- Single
- Widowed

**Proposed:**

- Relationship Status:
  - Single
  - Legally married
  - Domestic partnership/civil union
  - Partnered, living together
  - Partnered, not living together
  - Divorced/permanently separated
  - Widowed/separated by death
  - Other
Upcoming DEI classes

Do you know the difference between “sexual orientation” and “gender identity”?

Do you understand all the parts of the LGBTQQI acronym?

Do you know how to take a truly inclusive and comprehensive patient history?

Do you know the unique health concerns of lesbian patients? How about trans women?

Come find out!

- LGBT 101, coming this fall!
- A possible online competency for 2012
• PRIDE is a celebration of the LGBT community, which takes place in communities around the world in June.
• The first “gay pride march” was held in 1970.
• For the first time, UNMH will be at Albuquerque PRIDE this year!
• On Saturday, June 11\textsuperscript{th} at the New Mexico State Fairgrounds, UNMH will host a table at the 35th annual Albuquerque PrideFest starting at 11:30 a.m.
• In collaboration with the UNM LGBTQ RC, we will offer information about health maintenance, wellness, and access to hospital services.
• Come get to know your community and stop by the UNMH table and say hello! This is a family-friendly event.
What questions do you have?

Susana Rinderle
SRinderle@salud.unm.edu
272-1698