



Including Culture In Care: Supporting Individuals Who Identify As LGBTQIA+

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To Treat Me, You Have to Know Who I Am



<https://www.youtube.com/watch?v=NUhvJgxxgAac> or shorter version

<https://www.youtube.com/watch?v=XqH6GU6TrzI>



TRAINING OBJECTIVES



- Learn about the importance of including culture in care
- Create awareness regarding potential experiences of individuals who identify as LGBTQIA+
- Utilize strategies to support health and wellness
- Share local and national resources

Poll Question



My level of experience including culture in care and supporting individuals who are LGBTQIA+ is:

- Extensive
- Somewhat extensive
- Not very much
- None

Terminology

People may have different ideas of terms or use different definitions when self-identifying. Never assume you know what they mean; always ask clarifying questions so you are on the same page from the minute you meet. This starts the relationship on a positive note and can strengthen relationships moving forward.

When someone self-identifies or uses terms/concepts, a great follow-up question is: What does that mean to you?

What is Culture?



Culture is defined as the integrated pattern of human behavior that includes language, thought, communication, actions, customs, beliefs, values and institutions of a racial, ethnic, religious or social group. Culture defines the preferred ways for meeting needs, and may be influenced by factors such as geographic location, lifestyle and age.

Culture is dynamic in nature, and individuals may identify with multiple cultures over the course of their lifetimes.

Culturally competent health care incorporates cultural considerations that include, but are not limited to the following:

Ethnicity

Age

Gender Identity

Primary Language

English Proficiency

Sexual Orientation

Physical Abilities and Limitations

Spiritual Beliefs and Practices

Family Roles

Economic Status

Literacy

Community Networks

Cultural Sensitivity



- Cultural Sensitivity is a set of skills that enables you to learn about and get to know people who are different from you, thereby coming to understand how to serve them better within their own communities. The term cultural sensitivity embodies the knowledge, understanding, skills, and protocols that allow an individual or system to provide services across cultural lines in the best possible way. Cultural Sensitivity permits us to respond with respect and empathy to people of all nationalities, classes, races, religions, ethnic backgrounds and other groups in a manner that recognizes, affirms, and values their worth.

Cultural Sensitivity Begins With:

- Being aware of one's biases, prejudices and knowledge about the person with whom you are interacting. For example:
 - Be aware of assumptions.
 - Challenge your assumptions.
 - Use appropriate language.

How Does Culture Impact Health Care?

- Health care is a *cultural construct* based on cultural issues and beliefs about the nature of disease/illness and the human body.
- Both physical and behavioral health care are included in this.
- Therefore, culture should be considered in the delivery of health services.

Impact of Including Culture in Care



The level of **cultural and linguistic competency** of providers and educators has a powerful impact on the success or failure of any efforts to help individuals achieve optimum health.

- Leads to Health Equity

Health Equity



Health equity is the attainment of the highest level of health for all people.

Individuals across the United States from various cultural backgrounds are unable to attain their highest level of health for several reasons, including:

- the social determinants of health, or those conditions in which individuals are born, grow, live, work, and age (World Health Organization, 2012)
- the existence of historical and current discrimination and social injustice
- the lack of culturally and linguistically appropriate services, broadly defined as care and services that are respectful of and responsive to the cultural and linguistic needs of all individuals

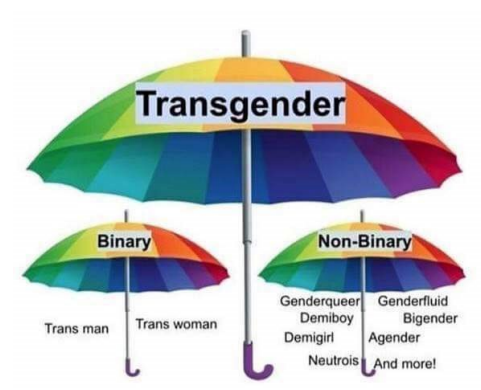


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(U.S. Department of Health and Human Services [HHS] Office of Minority Health, 2011)

Terminology

- Lesbian
- Gay
- Bisexual
- Two Spirit
- Non-binary
- Intersex
- Genderfluid
- Questioning
- Queer
- And more



Heteronormativity



The idea that heterosexuality is the “norm”, either through social, cultural, historical, scientific, or religious constructions and claims.

Often leads to discrimination, challenges, health disparities and inequities for LGBTQIA+ individuals

Policies and Laws

CLAS Standards

Culturally
and

Linguistically

Appropriate

Services
Standards

Intended to advance health equity, improve quality, and help eliminate health care disparities for individuals from various cultural backgrounds

CLAS Standards



- CLAS Standards are:
 - Issued by the U.S. Department of Health and Human Services (HHS) Office of Minority Health (OMH)
 - Required by Federal government for all federally funded health care providers



Section 1557 of the Affordable Care Act

The Department of Health and Human Services (HHS) issued the Final Rule implementing the prohibition of discrimination under Section 1557 of the Affordable Care Act (ACA) of 2010. The Final Rule, *Nondiscrimination in Health Programs and Activities*, will help to advance equity and reduce health disparities by protecting some of the populations that have been most vulnerable to discrimination in the health care context. The final rule explains consumers' rights under the law and provides covered entities important guidance about their obligations.

- **Section 1557 prohibits discrimination based on race, color, national origin, sex, age or disability in certain health programs and activities.**

Needs and Supports

Coming Out



7.1% of U.S. adults

- Roughly 21% of Generation Z Americans who have reached adulthood -- those born between 1997 and 2003 -- identify as LGBTQIA+
- Millennials (born 1981-1996) 10.5%
- Generation X (born 1965-1980) 4.2%
- Baby boomers (born 1946-1964) 2.6%
- Traditionalists (born before 1946) 0.8%
- More than half of LGBT Americans, 57%, indicate they are bisexual. That percentage translates to 4.0% of all U.S. adults.
- 21% of LGBTQIA+ Americans say they are gay, 14% lesbian, 10% transgender and 4% something else.
- Can be expected to grow in the future as younger generations will constitute a larger share of the total U.S. adult population. With one in 10 millennials and one in five Gen Z members identifying as LGBT, the proportion of LGBT Americans should exceed 10% in the near future.

Coming Out Fears/Concerns/Experiences

– Potential Trauma Responses

- Rejection
- Discrimination
- Victimization
- Harassment

Unique Needs



Stigma and victimization may lead to:

- social isolation
- depression and anxiety
- poverty
- chronic illnesses
- delayed care-seeking
- poor nutrition
- premature mortality
- health disparities

Supports

- Creating Welcoming Environments
- Developing inclusive forms and policies
- Not assuming anything
- Using sensitive and inclusive language
- Assess the client's sociocultural background-this is essential for treatment planning
- Tailor the care provided to meet the needs of the individuals -avoiding a stereotypical or “one-size-fits-all” approach to treatment
- Engage the individual
- Asking questions that are open-ended

Tips For Everyone: Respect, Support, Validate, Advocate



- ❖ Don't make assumptions!
- ❖ You don't have to understand to be supportive and respectful.
- ❖ Be open to life beyond your own experiences.
- ❖ Gender is self-defined – It's ok to ask, "Tell me about yourself."
- ❖ Pronouns – Use the pronouns the person asks you to use or says they use. When in doubt, ask. Be consistent. Don't over-apologize when you forget to use the correct one. *Pronoun handout
- ❖ Use inclusive language
- ❖ Refer to person with chosen name, regardless of legal status.
- ❖ Don't confuse gender with someone's sexual orientation. These are separate parts of our identity.
- ❖ Before you ask a question, consider if it would be one that you would answer. If you wouldn't answer it for yourself, then don't ask it.

Tips For Everyone: Respect, Support, Validate, Advocate



- Never “out” someone without their permission.
- The only time the person may be able to be truly authentic with their identity may be with you so allow them the safe and welcoming environment to be themselves.
- Learn more about how to be supportive-Educate yourself about unique needs of LGBTQIA+ individuals.
- Help someone if needed – if they are struggling, listen and connect them to help/school counselor/community resources *resource handout
- Be an ally
- Inform teachers of any bullying you may witness
- It only takes one accepting person to make a difference!
- File a grievance/concern with a provider or their contracting health plan if discrimination or insensitive care is occurring

Let's exchange the gift of resources! Put a resource – local or national – in the chat.

Resource Guides/Publications



- Memorandum: To Federal Agency Civil Rights Directors and General Counsels: Application of Bostock v. Clayton County to Title IX of the Education Amendments of 1972 – 3/26/2021
- A Comprehensive Guide to Intersex, by Jay Kyle Petersen – www.amazon.com
- Long-term Care Equality Index, Health Equality Index, Corporate Equality Index - Human Rights Campaign
- Improving The Health Care of Lesbian, Gay, Bisexual, and Transgender People: Understanding and Eliminating Health Disparities-The Fenway Institute.
- Best Practices for Front-line Health Care Staff - National LGBT Health Education Center A Program Of The Fenway Institute
- Creating Equal Access To Quality Health Care For Transgender Patients: Transgender-Affirming Hospital Policies. Authors-New York City Bar, Lambda Legal, Human Rights Campaign

Resources



- El Rio Health Center – www.elrio.org
- Queer Resource Collective - <http://www.lgbtqconsortium.org/>;
<https://m.facebook.com/QueerResourceCollective/>
- Southern Arizona Gender Alliance – www.sagatucson.org
- Southern Arizona Aids Foundation – www.saaf.org
- Phoenix: Trans*Spectrum of Arizona - www.transpectrum.org
- One Community- <https://www.onecommunity.co/>
- Cochise County: Bisbee Pride – Annual Pride event site with resource links – www.bisbeepride.com
- Yavapai County: Prescott Pride Center – serving the Prescott Community - www.facebook.com/pages/Prescott-Pride-Center/155272274512205
- Yuma: PFLAG-Yuma http://www.pflagarizona.org/yuma_epride.com
- Sage – National Resource Center on LGBTQ+ Aging – www.lgbtagingcenter.org
- Pima Council on Aging – Resources for LGBTQ+ Older Adults - <https://pcoa.org/wp-content/uploads/2019/07/PV-LGBTQ-Resources-07.19.pdf> and programs www.pcoa.org
- Southern Arizona Senior Pride - <https://soazseniorpride.org/>

Questions?



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