



Culturally Competent Care for the LGBT Community

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Learning Objectives



- Be able to define LGBT and associated terms
- List two groups that people "come out" to
- List two ways having welcoming strategies may impact mental and physical health of a LGBT person
- Identify three LGBT culturally competent practices/ strategies
- Locate resources

“What If” Activity



- Think about:
- How you identify yourself:
 - For example: Mother, son, artist, clinician, French, Italian, etc.
- Please write down:
 - The four ways that you identify yourself

Definitions



- LGBT: An umbrella term referring to people who identify as Lesbian, Gay, Bisexual, or Transgender (also GLBT).
- Sexuality: Refers to how one experiences oneself with regard to sexual feelings and behaviors, inclusive of sexual orientation.
- Sexual Orientation: The inner feelings of who we are attracted to emotionally and sexually.

Definitions



- Heterosexual: A sexual orientation and/or identity of a person who is emotionally and sexually attracted to some members of another sex.
- Homosexual: A sexual orientation and/or identity of a person who is sexually and emotionally attracted to some people of the same sex.
- Bisexual: A sexual orientation and/or identity of a person who is sexually and emotionally attracted to some males and some females.

Definitions



- Gay: Homosexual
- Lesbian: A sexual orientation and/or identity of a person who is female-identified and who is sexually and emotionally attracted to some other females.
- Straight: Heterosexual
- Coming Out: Declaring one's identity, specifically as being LGBT, whether to a person or a group of people.

What do the letters in LGBT stand for?

Terms that may be added to the acronym:

- Q for Queer or Questioning
- I for Intersex
- A for Ally



Definitions



- **Gender Expression:** An individual's physical characteristics, behaviors and presentation linked to either masculinity or femininity: appearance, mannerisms, speech patterns and social interaction.
- **Gender Identity:** How we identify ourselves in terms of our gender.
- **Gender Dysphoria:** Term for clinical symptoms of excessive discomfort, confusion, pain and anguish from feeling an incongruity with the gender assigned at birth.
- **Transgender:** An identity of a person whose gender identity is not aligned with their sex assigned at birth and/or whose gender expression is non-conforming.

Definitions



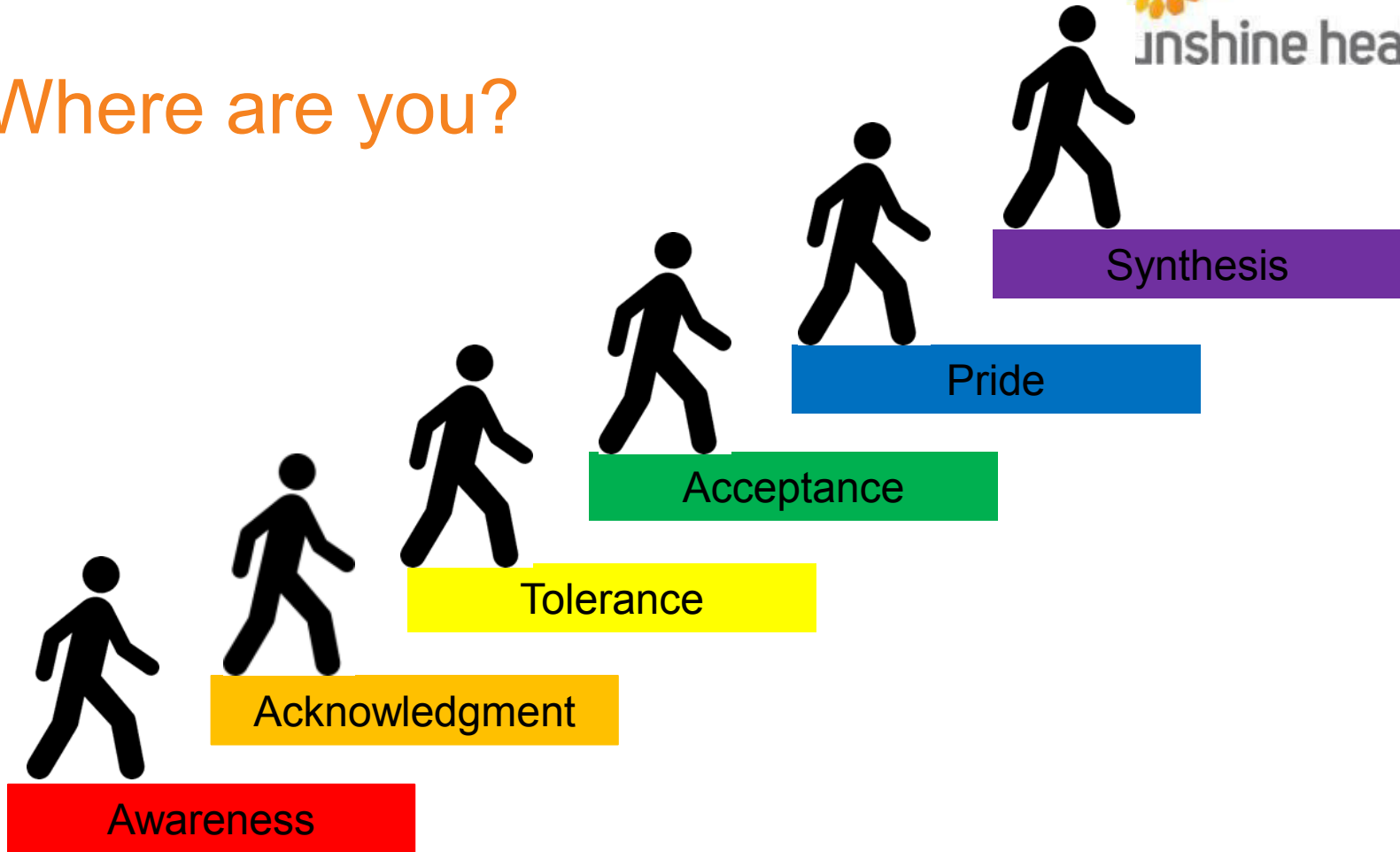
- Heterosexism: Applies to attitudes, bias and discrimination in favor of heterosexual sexuality and relationships. It is the belief that everyone is or should be heterosexual.
 - Assuming everyone is heterosexual
 - Belief that heterosexuality is the only normal form of sexual orientation
 - Prejudice
 - Discrimination

Definitions



- Homophobia - An irrational fear of or aversion to homosexuality or lesbian, gay or bisexual people.
- May be expressed as:
 - Verbal assault
 - Vandalism
 - Physical assault

Where are you?



Degrees of Out-ness



- Being Out to Others
- Who to be “out” to?
 - Friends
 - Family
 - School/work peers
 - Religious/spiritual community
 - Acquaintances
 - Strangers

A closet
is a
very lonely
home.

Degrees of Out-ness in the World

Degrees of "Out-ness" Scale

Not Out ----- Completely Out



Degrees of Out-ness in the World

OUTNESS INVENTORY

Use the following rating scale to indicate how open you are about your sexual orientation to the people listed below. Try to respond to all of the items, but leave items blank if they do not apply to you. If an item refers to a group of people (e.g., work peers), then indicate how out you generally are to that group.

- 1 = person definitely does NOT know about your sexual orientation status
- 2 = person might know about your sexual orientation status, but it is NEVER talked about
- 3 = person probably knows about your sexual orientation status, but it is NEVER talked about
- 4 = person probably knows about your sexual orientation status, but it is RARELY talked about
- 5 = person definitely knows about your sexual orientation status, but it is RARELY talked about
- 6 = person definitely knows about your sexual orientation status, and it is SOMETIMES talked about
- 7 = person definitely knows about your sexual orientation status, and it is OPENLY talked about
- 0 = not applicable to your situation; there is no such person or group of people in your life

1. mother	1	2	3	4	5	6	7	0
2. father	1	2	3	4	5	6	7	0
3. siblings (sisters, brothers)	1	2	3	4	5	6	7	0
4. extended family/relatives	1	2	3	4	5	6	7	0
5. my new straight friends	1	2	3	4	5	6	7	0
6. my work peers	1	2	3	4	5	6	7	0
7. my work supervisor(s)	1	2	3	4	5	6	7	0
8. members of my religious community (e.g., church, temple)	1	2	3	4	5	6	7	0
9. leaders of my religious community (e.g., church, temple)	1	2	3	4	5	6	7	0
10. strangers, new acquaintances	1	2	3	4	5	6	7	0
11. my old heterosexual friends	1	2	3	4	5	6	7	0

Being “Out” in the World



- Holding hands/expressing affection
- Eating together in restaurants
- Personal safety
- Concerns about being seen as LGBT

Strategies to Serve the LGBT Community



- Per the APA Council of Representatives
- and the Joint Commission

Ensure a Quality of Care



Regardless of social/ personal characteristics, ALL clients have the right to be:

- Treated with dignity and respect in health care settings
- Made comfortable to provide information relevant to their care

Creating a Welcoming Environment

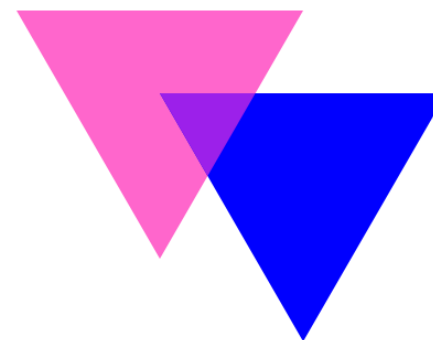
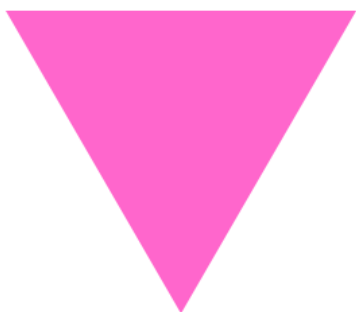
- Prominently post the facility's nondiscrimination policy or patient bill of rights
- Common areas reflecting/being inclusive of LGBT community
- Being mindful of visitation policies/ How laws may affect the LGBT population
- Determining mechanisms for handling patient-to-patient discrimination

Facilitating disclosure of sexual orientation and gender identity

- Having forms that contain inclusive, gender-neutral language that allows for self-identification
- Being aware, that clients may not want to discuss with the provider how they identify
- Allowing them to provide the information at their own pace

Creating a Welcoming Environment

Common areas reflecting/being inclusive of LGBT community



Cultural Factors



- Ethnicity and/or Race: Many cultures have strong beliefs about LGBT people.
- Religion: Many religions teach that homosexuality is a sin or goes against God.
- Socio-economic status may influence attitudes toward LGBT people.
- Community Factors (urban/rural, etc.): Geography may influence attitudes about LGBT people.

Cultural Factors



- Social condemnation of LGBT people.
- Cultural “machismo” in Hispanic cultures.
- Expectations of carrying on the family name.
- Values regarding shaming the family in Asian cultures.
- Church influence in African American communities.
- Church influence in the south “Bible belt”.
- “Good ol’ boy” attitudes in some areas.

Rapport Discussion Activity



- Your male client is wearing a wedding ring
- He brings a person in with him that appears male. How would you refer to that person when you first meet them?

Strive for Understanding



Understanding of the client's identity/ behaviors may assist with:

- More competent care
- Targeted risk-reduction counseling and screenings
- Targeted treatment and referrals
- Enhanced patient–provider relationship
- Improved patient's follow up with care

Strive for Understanding



Providers are encouraged to work towards understanding:

- The effects of stigma/ prejudice/ discrimination/ violence and its various contextual manifestations in the lives of the LGBT community
- That lesbian, gay, and bisexual orientations are not mental illnesses

Strive for Understanding



Providers are encouraged to work towards understanding:

- The unique workplace issues that exist for the LGBT community
- That the families of lesbian, gay, and bisexual people may include people who are not legally or biologically related
- That self-identification and behaviors do not always align

Resources

Related to the LGBT Community

Resources for Clients/ Members



Resource	Information
Cenpatico case management programs	<ul style="list-style-type: none">• Intensive case management• Disease management
United Way information and referrals	<ul style="list-style-type: none">• 211• http://www.211.org/
myStrength	<ul style="list-style-type: none">• On online resource for self care• www.mystrength.com

Resources for Providers



Resource	Information
Cenpatico Clinical Development & Training Team	<ul style="list-style-type: none">• Always working to support providers through training• Clinicaltraining@cenpatico.com
Fenway Institute	<ul style="list-style-type: none">• Mission- to ensure access to quality, culturally competent medical and mental health care for traditionally underserved communities• http://thefenwayinstitute.org
The Joint Commission	<ul style="list-style-type: none">• Offers a free field guide for advancing effective care• www.jointcommission.org

Websites



- www.glsen.org
- www.hatchyouth.org
- www.plaghouston.org
- www.tolerance.org
- www.thinkb4youspeak.com
- <http://familyproject.sfsu.edu/>
- http://www.dfps.state.tx.us/child_protection/foster_care/rights.asp

References



- “Providing Services and Supports for Youth who are Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex or Two-Spirit, Practice Brief,” The National Center for Cultural Competence, Center for Mental Health Services, Child, Adolescent and Family Branch; Substance Abuse and Mental Health Services Administration; U.S. Dept. of Health and Human Services.

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