

Creating a Welcoming Environment for LGBTQ Individuals

Audience: All employees who work in a healthcare setting

Accreditation Available: 1 CME, CEU, or CCM Credit

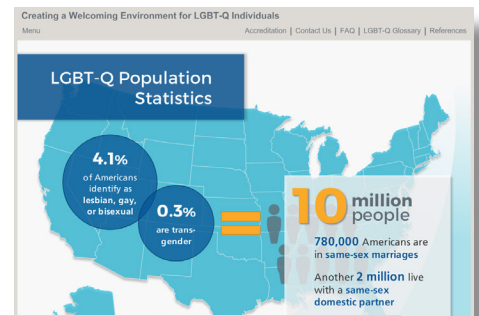
About This Course

Stigma, discrimination, workplace and health sector inequities, and rejection by families and communities put lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) individuals at greater risk for poor healthcare outcomes.

This course utilizes interactive learning techniques to review healthcare concerns and preventative measures specific to the LGBTQ community, laws governing individual rights, and terminology that illustrates understanding and sensitivity. Learners apply evidence-based, actionable tips for creating a welcoming healthcare environment to real-life case scenarios, and pre- and post-test reporting measures relevant knowledge gains.

Learning Outcomes

- Integrate appropriate LGBTQ community-specific terminology in a respectful way.
- Explain the laws governing LGBTQ individual rights and how they impact interactions within the healthcare environment.
- Distinguish healthcare issues specific to LGBTQ individuals.
- Implement strategies for creating a welcoming and inclusive environment for LGBTQ individuals to improve their experience of care and outcomes.



Although social acceptance of LGBTQ individuals has been improving, stigma and discrimination continues.

A long history of anti-LGBT-Q bias continues to affect the healthcare of many LGBTQ individuals.

Many LGBTQ individuals are reluctant to reveal their sexual orientation and gender identity, even when they know it is critical to their healthcare.

Case Vignette 1: Sam Chen

Click on the two strategies that would have improved this interaction.

- Display signs of support
- Avoid assumptions
- Mirror terms & pronouns
- Avoid unnecessary questions
- Assure privacy

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