

# Creating a Welcoming Environment for LGBTQ Individuals

**Audience:** All employees who work in a healthcare setting

**Accreditation Available:** 1 CME, CEU, or CCM Credit

**CE Information:** [qualityinteractions.com/accreditation](http://qualityinteractions.com/accreditation)

## 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.



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