

Fostering a Health Care Workforce Able to Address Current and Emerging Needs

Session 2 - Implementation
March 25, 2020



This session will be recorded and available for you to share with your team.

Please alert Danielle of any technical challenges with Webex through the chat box feature.

SDOH Academy 2020



2020 Topics Addressing Social Determinants of Health:

1. Humanizing Your Enabling Services Data for Patient Care

- February 12 and 26: 2 - 3:30pm Eastern Time

2. Fostering a Health Care Workforce Able to Address Current and Emerging Needs

- March 11 and 25: 2 - 3:30 pm Eastern Time

3. Reducing Health Disparities through Community Partnerships

- April 8 and April 22: 2 - 3:30 pm Eastern Time

4. Equitable Preparedness for Vulnerable Populations

- May 20 and June 3: 2 - 3:30 pm Eastern Time

Learning Objectives

1. Understand the importance of **community health workers** and **LGBTQIA+ cultural competence** in healthcare settings, and appreciate that this competence is part of productive workplace
2. Identify strategies for **training, recruiting, and retaining staff who are able to serve the LGBTQIA+ community**
3. Learn strategies to **recruit, retain, train, and support community health workers**
4. Learn how to **cultivate buy-in for workplace improvement in the service of caring for sexual and gender minority patients** across all tiers of healthcare administration including board, c-suite, front-desk staff, and clinicians

Today's Session

Presented by:



(he, him, his)

Cei Lambert, Program
Manager
**The Fenway Institute,
The National LGBT
Health Education Center**



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Colleen Velez
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**Association of Clinicians
for the Underserved**

Brief Session Evaluation

Please complete the brief follow up survey that will be **launched immediately following this session** and also will be emailed to participants.

Office Hours

After the webinar, presenters will stay online for 30-minutes



Integrating CHWs Who Have Experienced Homelessness Into Care Teams



Recruiting and Hiring People with Lived Experience



2 Stage Process:

Recruit- involves candidate search, identification, screen, and assessment

Hire- involves candidate selection, offer, negotiation, and onboarding

Best Practices: Recruiting People with Lived Experience



Sources and Referrals

- Clients/Patients
- Community Board
- Service partners
 - Case Managers
 - Housing providers
 - Health providers
- Current staff scouting
- Gov't agencies, foundations and other funders
- Workforce and job readiness programs

Communications

- Outreach at community meetings, newsletters, postings
- Networking
- CHW presentations and shared experiences
- Access to current CHW to learn about the role
- Encouragement and positive reinforcement

Logistics

- Materials to market the role and opportunity
- Position description that speaks to potential candidates
- Hiring process/steps outline
- Innovative and flexible interview and assessment
- Sample CHW scenarios
- FAQ

Hurdles and Strategies

HR Protocols and Thresholds

Life experience =
work/education
experience

Volunteer and
Community Advisory
participation

Internships, part-time,
and temp2perm

Informed background
criteria

Interview and Presentation

Quality and skill
assessment

Scenarios and role
plays

Explore technology
basics

Organizing skills

Work Culture

Clear Expectations

On the Job Training

Interpersonal skill
training

Feedback and
Coaching (360)

Sustainability:
transportation, living
wage, benefits

HEAL (Healthcare Employment Advancement Ladder) Peer Specialist Training

- 8 week employment preparation program for people with lived experiences to gain skills enabling them to seek, secure, and retain their job of choice as a Peer Specialist
- Participants recruited from local service providers
- Curriculum – combination of self-esteem and self-care, knowledge and skill building, work readiness, and best practices for peer engagement
- Build work experience through internship placements in targeted fields
- On going support for individual goals, permanent employment, retention, and stability

Preparing Your Healthcare Workforce to Provide Excellence in LGBTQIA+ Care - Part 2

Cei Lambert, Program Manager
The National LGBT Health Education Center



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



Training All Staff in LGBTQIA+ Cultural Responsiveness



Learning to Address Implicit Bias Towards LGBTQ Patients: Case Scenarios

September 2018

EO NATIONAL LGBT HEALTH
EDUCATION CENTER
A PROGRAM OF THE FENWAY INSTITUTE

- LGBTQIA+ concepts and common terms
- LGBTQIA+ health disparities
- Implicit Bias
- Sensitive and effective communication
- SOGI data collection
- Confidentiality and privacy



TRAINING YOUR STAFF- THE DETAILS

Anticipating and Managing Expectations



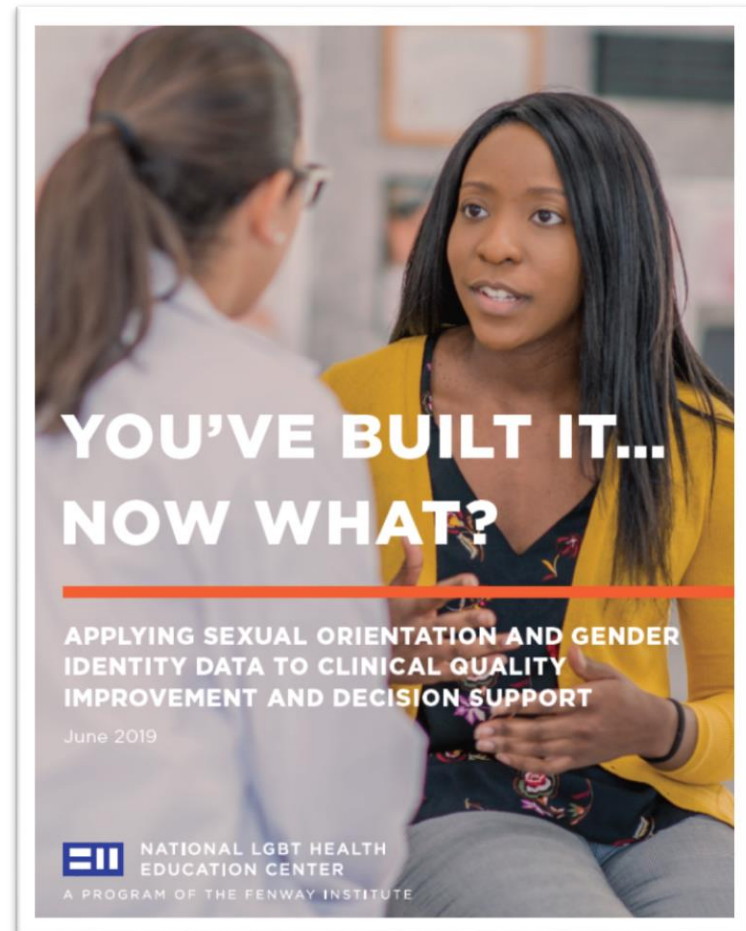
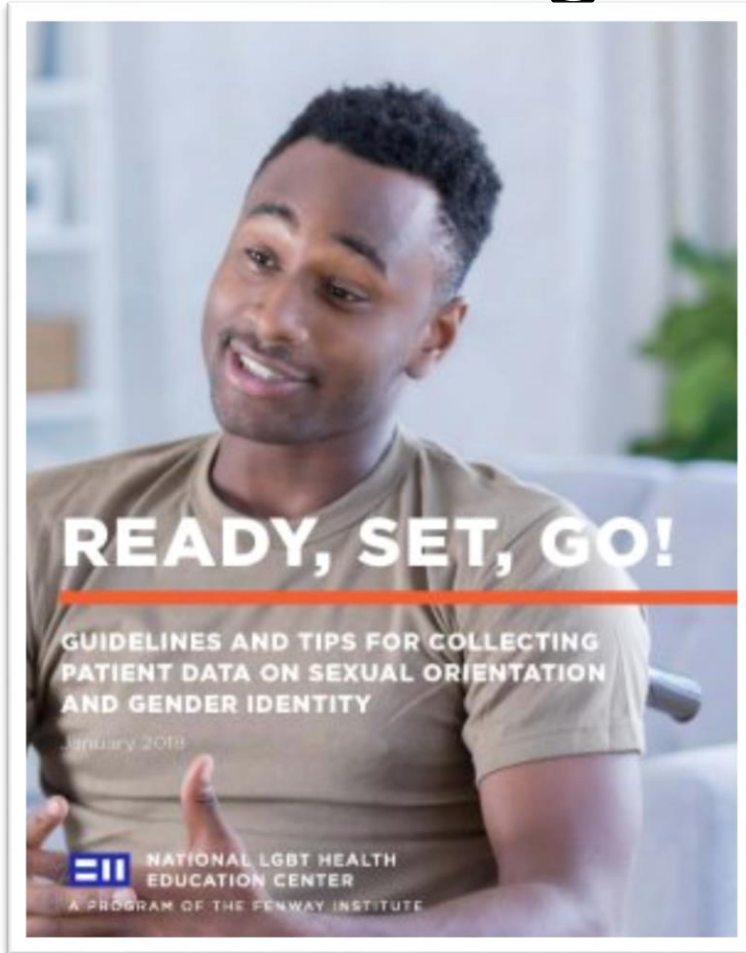
- LGBTQIA+ people have a history of experiencing stigma and discrimination in diverse settings
- Don't be surprised if a mistake results in a patient becoming upset
- Don't personalize the reaction
- Apologizing when patients become upset, even if what was said was well-intentioned, can help defuse a difficult situation and re-establish a constructive dialogue

Avoiding Assumptions



- You cannot assume someone's gender identity or sexual orientation based on how they look or sound.
- To avoid assuming gender identity or sexual orientation with new patients:
 - *Instead of:* “How may I help you, sir?”
 - *Say:* “How may I help you?”
 - *Instead of:* “He is here for his appointment.”
 - *Say:* “The patient is here in the waiting room.”
 - *Instead of:* “Do you have a wife?”
 - *Say:* “Are you in a relationship?”
 - *Instead of:* “What are your mother's and father's names?”
 - *Say:* “What is your guardian's name?”

Collecting SO/GI Information



Sexual Orientation and Gender Identity (SOGI) Patient Pamphlets

New Sexual Orientation and Gender Identity Questions:

Information for Patients



We recently added new questions about sexual orientation and gender identity to our registration forms.

Our health center finds it is important to learn this information from our patients. Inside are some frequent questions about why we are asking these questions and how the information will be used.

English

أسئلة حول التوجه الجنسي الجديدة والهوية الجنسية:

معلومات حول المرضى



تمنا بإضافة أسئلة جديدة حول التوجه الجنسي والهوية الجنسية إلى نماذج التسجيل.

يعتقد المركز الصحي لدينا أنه من المهم معرفة هذه المعلومات من مرضائنا لتوجد في الداخل بعض الأسئلة الأكثر شيوعًا حول غايتنا من طرح هذه الأسئلة وكيف سيتم استخدام هذه المعلومات.

Arabic

Novas perguntas sobre orientação sexual e identidade de gênero:

Informação aos pacientes



Recentemente, adicionamos novas perguntas sobre orientação sexual e identidade de gênero aos nossos formulários de inscrição.

Nosso centro de saúde acredita que é importante aprender estas informações de nossos pacientes. Dentro deste folheto estão perguntas frequentes sobre porque estamos fazendo essas perguntas e como essa informação será usada.

Brazilian Portuguese

有关性取向和性别认同的新问题:

向患者提供的信息



我们近期在我们的登记表中增加了一些有关性取向和性别认同的新问题。

我们的健康中心认为，向我们的患者了解此类信息很重要。我们在手册中列出了一些常见问题，以说明我们为什么要了解这些信息以及我们将如何使用这些信息。

Simplified Chinese

Nouvo kesyon sou preferans seksyèl epi sou idantite seksyèl :

Enfòmasyon pou pasyan



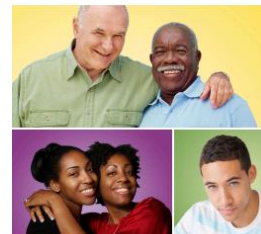
Tou dènye nan la, nou ajoute, nan fòmèl enskripsyon nou yo, nouvo kesyon sou oryantasyon seksyèl epi sou idantite jann.

Dispanse nou anpanse li enpòtan pou n konn enfòmasyon sa yo sou pasyan nou yo. Gen anpil kesyon moun poze souvan sou pouki nou poze kesyon sa yo ak kijan enfòmasyon yo ap itize.

Haitian Creole

Nuevas preguntas sobre la orientación sexual y la identidad de género:

Información para pacientes



Recentemente hemos añadido nuevas preguntas sobre la orientación sexual y la identidad de género a nuestros formularios de registro.

Nuestro centro de salud cree que es importante que conozcamos esta información sobre nuestros pacientes. A continuación, se encuentran algunas preguntas frecuentes sobre por qué estamos haciendo estas preguntas y cómo se usará esta información.

Spanish

Tools for Your Workforce

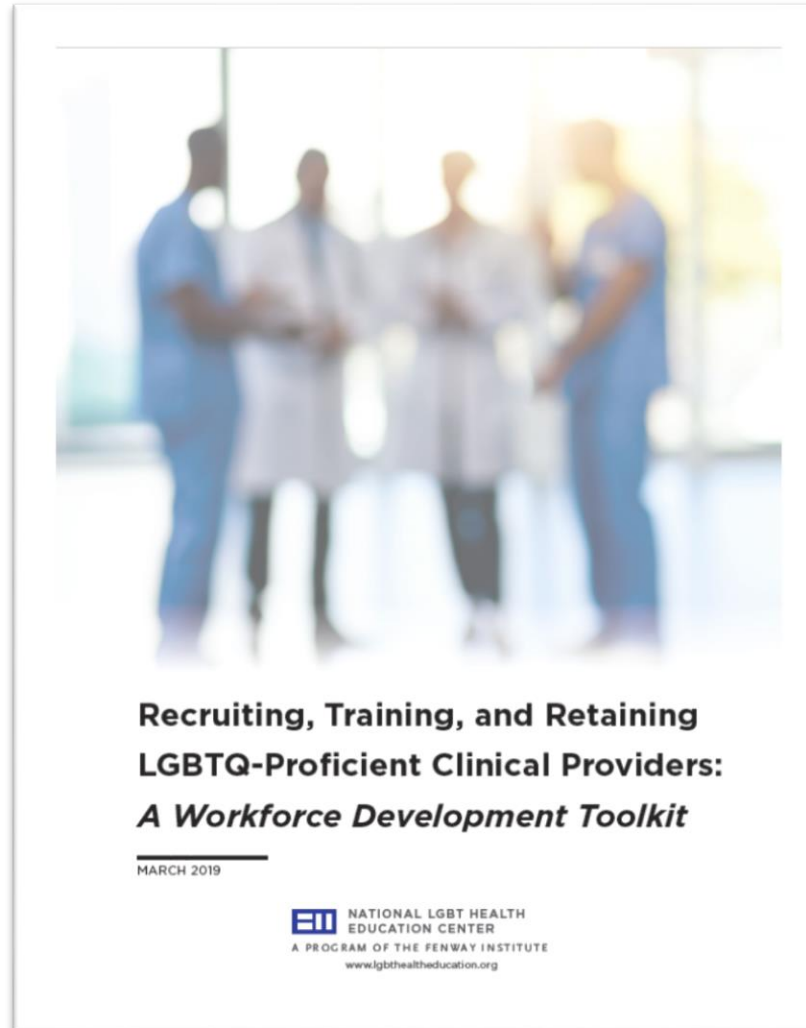


Tools for Supporting Gender Diverse Patients



<https://www.lgbthealtheducation.org/resources/in/transgender-health/type/publication/>

Tools for Your Workforce





**GETTING BUY-IN
AND EXECUTING ON
YOUR STRATEGY**

The Board and Senior Management Are Actively Engaged



- Proactive efforts are essential to build an environment that is inclusive for LGBTQIA+ people.
- Engaged leadership from both the Board and senior management is critical.
- Leadership can set a tone and build LGBTQIA+ inclusiveness as part of a commitment to equitable care for all. They also need to provide resources to create change.
- Staff champions also need to be involved in designing and implementing change.

Non-Discrimination Policies for LGBTQIA+ People



- Patient and employee non-discrimination policies should include sexual orientation, gender identity, and gender expression.
- These policies should be known by all, and recourse when questions of discrimination are raised should be both clearly laid out and accessible.
- Nondiscrimination policies are now required by The Joint Commission:
www.jointcommission.org/lgbt/

Accountability



- Creating an environment of accountability and respect requires everyone to work together
- Don't be afraid to politely correct your colleagues if they make insensitive comments
 - *“Those kinds of comments are hurtful to others and do not create a respectful work environment.”*

Community Engagement and Outreach



- Patient advisory boards
- Community satisfaction surveys
- Peer support and navigation services
- Co-sponsor LGBTQIA+ events & talks with community-based organizations



QUESTIONS?

Next Session - April 8th

Reducing Health Disparities through Community Partnerships

- Session 1 - Overview
- Wednesday, April 8, 2020 @ 2:00 - 3:30 PM EST
- Register here: <https://sdohacademy.com/collaboratives>

Brief Webinar Evaluation

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Office Hours



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CHWs in Action during a Health Emergency

- What valuable expertise do CHWs with lived experience bring to this healthcare crisis?
- What triggers in the environment could put the CHW with lived experience at-risk?
- Is the training for CHWs sufficiently robust to prepare for health emergencies?

COVID-19 Considerations for Sexual and Gender Minorities



- What are some considerations for sexual and gender minority college students who are now being asked to return home?
- What fears might someone who is LGBTQIA+ have about their healthcare in the context of COVID-19?
- What can your organization do to help support the needs of LGBTQIA+ patients during the pandemic?



Thank you!

<https://sdohacademy.com/collaboratives>

