

Collecting SOGI Data at a Health Care for the Homeless Site

A multipronged approach

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Boston Health Care for the Homeless Program (BHCHP)
5/17/2023



Agenda

1. **SOGI: What is it, what's the context, and why collect it?**
2. **A little about BHCHP**
3. **SOGI Collection at BHCHP: What has worked and what has been less successful**
4. **Looking ahead**

POLL

What state, city do you live in?

1

SOGI: What is it, what's the context, and why collect it?

SOGI – Sexual orientation/Gender Identity

SEXUAL ORIENTATION

- Straight or Heterosexual
- Bisexual
- Something else
- Don't know
- Choose not to disclose
- Gay
- Lesbian
- Pansexual
- Queer
- Omnisexual
- Asexual

GENDER IDENTITY

- Female
- Male
- Transgender Female
- Transgender Male
- Other
- Choose not to disclose
- Non-binary/genderqueer
- Questioning
- Two Spirit

AND.....

Sexuality

Patient's sexual orientation:

Straight or Heterosexual	Bisexual	Something else	Don't know	Choose not to disclose
Gay	Lesbian	Pansexual	Queer	Omnisexual
Asexual				

Gender Identity

Patient's gender identity:

Female	Male	Transgender Female	Transgender Male	Other
Choose not to disclose	Non-binary/genderqueer	Questioning	Two Spirit	

Patient's sex assigned at birth:

Female	Male	Unknown	Not recorded on birth certificate
Choose not to disclose	Intersex		

Patient's pronouns:

she/her/hers	he/him/his	they/them/theirs	ze/hir/hirs	ey/em/eirs	xe/xem/xyrs	ve/vir/vis
other	patient's name	decline to answer	unknown			

AND.....

Sexual Orientation and Gender Identity SmartForm

Affirmation steps patient has taken, if any:

presentation aligned with gender identity preferred name aligned with gender identity legal name aligned with gender identity
 legal sex aligned with gender identity medical or surgical interventions

Patient's future affirmation plans, if any:

| | | | | ▾

Organ Inventory

Chart by exception only. System will calculate organs as necessary from a combination of sex at birth, legal sex, medications, surgical history.

Organs the patient currently has:

Organs present at birth or expected at birth to develop:

Organs hormonally enhanced or developed:

Organs surgically enhanced or constructed:

What the context?

FACT SHEET: Biden-Harris Administration Releases First-Ever Federal Evidence Agenda on LGBTQI+ Equity

- An overview of the priority evidence gaps the Biden-Harris Administration has identified where increased SOGI data collection will support more evidence-informed programs and policies
- Specific questions that agencies will consider as they seek to build and use evidence to improve the health and well-being of LGBTQI+ people
- Important guidelines for collecting SOGI data on forms, such as benefits applications, including the safeguards agencies might use to enable robust SOGI data collection while protecting individual privacy, security, and civil rights

FEDERAL RESOURCES

[Federal Committee on Statistical Methodology's \(FCSM\) Measuring Sexual Orientation and Gender Identity \(SOGI\) Research Group](#)

[Interagency Technical Working Group on Sexual Orientation and Gender Identity Items in the Household Pulse Survey: Report and Recommendations \(2021\)](#)

[National Institutes of Health Sexual & Gender Minority Research Office](#)

[Centers for Medicare & Medicaid Services Sexual and Gender Minority Clearinghouse](#)

[National Academies Measuring Sex, Gender Identity, and Sexual Orientation \(2022\)](#)

[National Academies Understanding the Well-Being of LGBTQI+ Populations Consensus Study Report \(2020\)](#)

[National Academies the Health of Lesbian, Gay, Bisexual, and Transgender People Consensus Study Report \(2011\)](#)

U.S. passport gender X option

PASSPORT SERVICES SELECTING YOUR GENDER MARKER



Select the gender you would like on your passport

It does NOT need to match your ID or citizenship documents.

3. Gender (Read Instruction Page 3)
M F X Changing gender marker?
 Yes

Changing the gender on your passport?

Only check "yes" if you are changing the gender on your passport. No additional documents are needed.

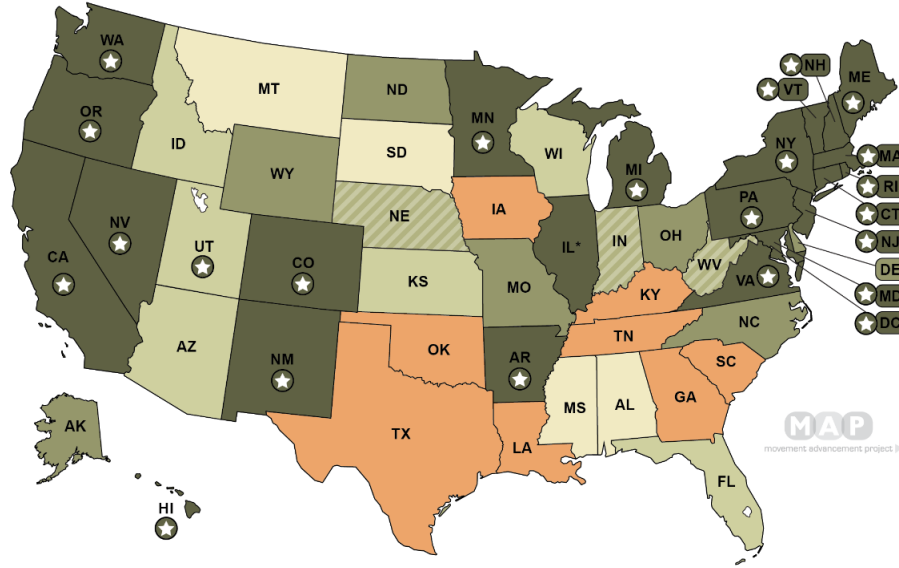
The image shows a portion of the 'APPLICATION FOR A U.S. PASSPORT' form. The section for '3. Gender' is highlighted with a red circle. The form includes checkboxes for 'U.S. Passport Only', 'U.S. Passport Card', and 'Both'. Below the gender options (M, F, X), there is a question 'Changing gender marker?' with a 'Yes' checkbox. The form also includes fields for 'Date of Birth', 'Sex', and 'Race', and a 'STOP! CONTINUE TO PAGE 2' instruction.

We are committed to treating all of our customers with dignity and respect.

States changing laws regarding legal gender markers

MAP

movement advancement project



★ State allows residents to mark M, F, or X on their driver's license (22 states + D.C.)

State uses easy to understand form and does not require provider certification (22 states + D.C.)

State uses easy to understand form and requires provider certification (accepted from wide range of professionals) (7 states, 1 territory)

State uses easy to understand form and requires provider certification (accepted from limited range of professionals) (3 states)

State has no form. No court order or proof of surgery required, but burdensome process requirements and/or provider certification required from limited range of professionals (6 states)

State has unclear, unknown or unwritten policy regarding gender marker changes (4 states, 2 territories)

State requires proof of surgery, court order, or amended birth certificate (8 states, 2 territories)

U.S. Territories

American Samoa

Commonwealth of the Northern Mariana Islands

Guam

Puerto Rico

U.S. Virgin Islands



Why is this important?

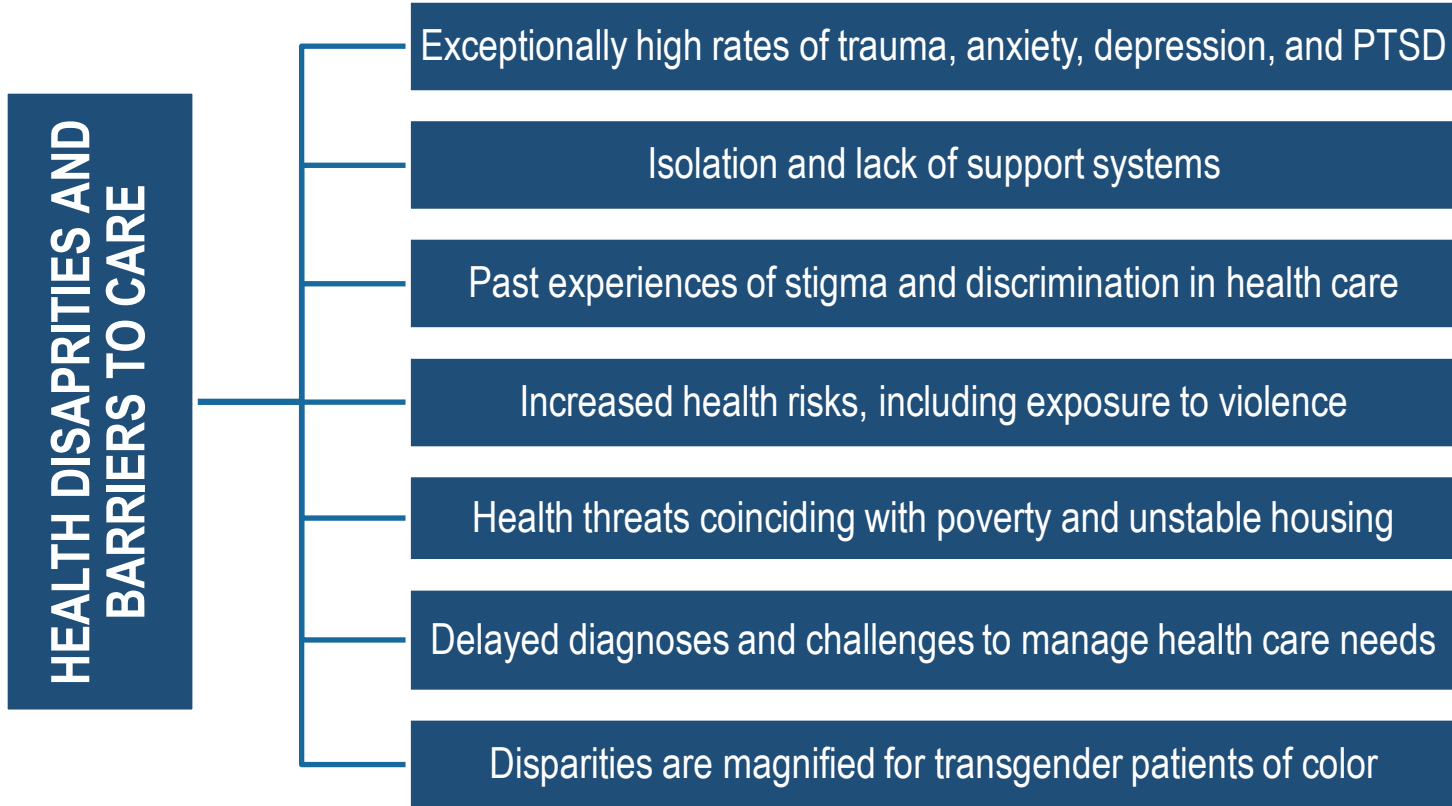


Collecting SO/GI data is essential to providing high-quality, patient-centered care.



Without this information, lesbian, gay, bisexual, and transgender (LGBT) patients and their specific health care needs cannot be identified, the health disparities they experience cannot be addressed, and important health care services may not be delivered.

Transgender & Experiencing Homelessness





Recent Studies

Measuring Household Experiences during the Coronavirus Pandemic

- **13.5% of LGBT** respondents lived in a household that experienced **food insecurity** compared to 7.4% of non-LGBT respondents.
- Nearly a quarter (**21.6%**) of **LGBT** respondents reported the **loss of employment income** in their household compared to 16% of non-LGBT respondents.
- Nearly half (**47.9%**) of **LGBT** respondents reported **experiencing anxiety** for more than half of the days in a week compared to 23.5% of non-LGBT respondents.
- A larger share (**38.2%**) of **LGBT** respondents than non-LGBT respondents (16.1%) **experienced depression** for more than half of the days in a week.

File, T, and Marshall, J. 2021. Household Pulse Survey Shows LGBT Adults More Likely to Report Living in Households With Food and Economic Insecurity Than Non-LGBT Respondents. America Counts: Stories Behind the Numbers. U.S. Census Bureau. Retrieved at: <https://www.census.gov/library/stories/2021/08/lgbt-community-harder-hit-by-economic-impactof-pandemic.html>

Measuring Household Experiences during the Coronavirus Pandemic



File, T, and Marlay, M. 2022. Regardless of Household Type, LGBT Adults Struggled More With Mental Health Than Non-LGBT Adults. America Counts: Stories Behind the Numbers. U.S. Census Bureau. Retrieved at: <https://www.census.gov/library/stories/2022/06/lgbt-adults-report-anxietydepression-during-pandemic.html>

National Crime Victimization Survey (NCVS)

interviews with 223,079 persons completed in 2020:

During 2017 to 2020—

- The rate of violent victimization of lesbian or gay persons (43.5 victimizations per 1,000 persons age 16 or older) was more than two times the rate for straight persons (19.0 per 1,000).
- The rate of violent victimization against transgender persons (51.5 victimizations per 1,000 persons age 16 or older) was 2.5 times the rate among cisgender persons (20.5 per 1,000).
- About 58% of violent victimizations of lesbian or gay persons were reported to police.
- Domestic violence was eight times as high among bisexual persons (32.3 victimizations per 1,000 persons age 16 or older) and more than twice as high among lesbian or gay persons (10.3 per 1,000) as it was among straight persons (4.2 per 1,000).



Louise M

- Louise M is a 59-year-old woman who developed a high fever and chills after head and neck surgery
- The source of infection was her prostate gland (acute prostatitis), but no one knew that she had this anatomy
- No one asked her about her gender identity or knew she was transgender
- She had never had prostate screening



(From the National LGBT Health Education Center, www.lgbthealtheducation.org)

POLL

Do you measure documentation
rate of SO GI at your site?

2. About BHCHP



Founded in 1985, Boston Health Care for the Homeless Program is committed to a singular, powerful mission:

..to ensure unconditionally equitable and dignified access to the highest quality health care for all individuals and families experiencing homelessness in our community.





“The medical problems of homeless persons are rarely exotic but rather common illnesses magnified by prolonged neglect during the daily struggle for survival.”

-Dr. Jim O’Connell, MD
BHCHP’s Founding Physician & President



BHCHP has grown to include over 500 dedicated staff caring for more than 10,000 patients each year.

Key Services:

- Public Health Interventions
- Street Team Outreach
- Mental Health Services
- Transgender Health Services
- Harm Reduction and Treatment Services
- HIV Testing, Counseling, & Treatment
- Hepatitis C Testing & Treatment
- 124 beds of Medical Respite Care
- Meal Services
- Dental Care
- Case Management
- Family and Youth Services



A Community Health Center On the Move



Where we are:

BHCHP brings care wherever homeless individuals and families may be, delivering services at approximately 30 locations, including:

- Emergency shelters
- Family shelters
- Domestic violence shelters
- Day Programs
- Area hospitals
- Two freestanding respite units
- On the street

3.

SOGI Collection at BHCHP:
What has worked and what has
been less successful

Multi-Pronged Approach

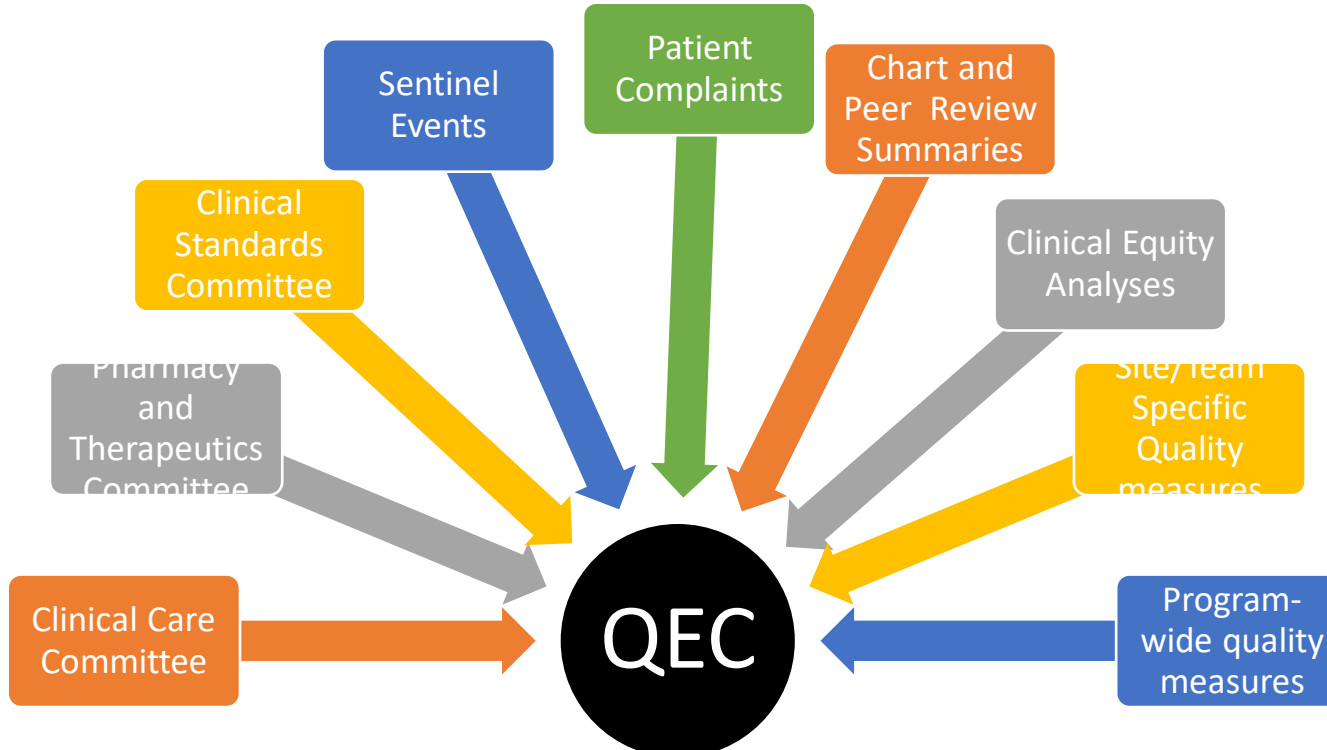


- Quality & Efficiency Committee
- Staff education/resources
- MyChart project
- Patient satisfaction survey project
- Streamlining site-based workflows
- Outreach team efforts
- Data trends
- Clinical application

Quality & Efficiency Committee

BHCHP Mission

The mission of BHCHP is to ensure unconditionally **equitable** and dignified access to the **highest quality health care** for all individuals and families experiencing homelessness in our community. This mission mandates excellence and equity in the provision of primary and preventive medical health care, oral health, mental health and addiction services and has required creativity and extraordinary collaboration with virtually all public and private health care agencies and providers in Boston.



MEMBERS:

1. **Chairperson: Chief Medical Officer**
2. **Co-chair: Director of Quality**
3. Director of Population Health
4. Consumer Advisory Board representatives
5. Medical Director
6. Associate Medical Director
7. Chief Operating Officer
8. Associate Director of Clinical Operations
9. Director of Health Care Operations
10. Chief Equity and Inclusion Officer
11. Site Directors and Nurse Managers
12. Director of Medical Respite
13. Medical Director of Medical Respite
14. Director of Behavioral Health
15. Oral Health Director
16. HIV Director
17. Program Manager of the Institute
18. Chief Information Officer
19. Clinical Informatics Specialist
20. Family Team Director
21. Compliance Officer
22. Senior Health Policy Advisor
23. Representatives of MDs, NPs, PAs, RNs, BH, and CM
24. Others as appropriate

PATIENT EXPERIENCE

PREVENTIVE & CHRONIC CARE

PREVENTIVE & CHRONIC CARE

BEHAVIORAL HEALTH

RESOURCE STEWARDSHIP

EQUITY



- Patient experience survey – PCQ-H



- Cervical cancer screening
- Breast cancer screening
- Colorectal cancer screening
- Tobacco assessment and follow-up
- BMI screening and follow-up
- Oral health evaluation



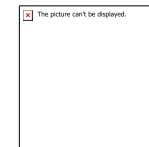
- Diabetes control
- Hypertension control
- HIV Screening
- HCV Screening
- COVID Vaccination
- COVID Booster



- Depression screening and follow-up
- Initiation of Alcohol, Opioid, or Other Drug Abuse or Dependence Treatment
- Engagement of Alcohol, Opioid, or Other Drug Abuse or Dependence
- OUD patients retention in OBAT



- Follow-up after hospitalization



- Hypertension control in Non-Hispanic Black Patients
- REL Completion
- SOGI Completion

RESPIRE

HIV TEAM

ORAL HEALTH

BEHAVIORAL HEALTH

FAMILY TEAM



1. Medical Errors per Day
2. Falls per 1,000 Bed Days & Falls with Serious Injuries per Month
3. ED Send Outs
4. Treatment Program Placement
5. Clinical Quality
 - I. Routine cancer screening (cervical, breast, CRC)
 - II. COVID vaccines (including boosters)
 - III. Hep A/B vaccines
 - IV. Depression Screening
 - V. Osteoporosis screening
 - VI. ASCVD risk assessment with implementation of GDMT as appropriate



1. Retention in HIV Primary Care
2. HIV Viral Load Suppression
3. Number of Active PrEP Prescriptions for People Who Inject Drugs (PWID)



1. Treatment Plan Completion



1. Anxiety Screening among BH Patients
2. Monitoring among BH Patients with Depression
3. Follow-up After Hospitalization for Mental Illness



1. Childhood Immunization

Adding the metric to our Annual Quality Plan

BOSTON HEALTH CARE FOR THE HOMELESS PROGRAM
 QUALITY IMPROVEMENT MEASURES
 2022-2023 Quality Grid

PROGRAM-WIDE MEASURES						
Measure (Measure Source)	Last Result (2020-2021)	Last Goal (2021-2022)	Current Result (2021-2022)	New Goal (2022-2023)	Proposed Interventions (2022-2023)	Measure Champion(s)
Documentation of Patient Race, Ethnicity, and Language (REL) Percentage of all patients with REL data documented (BHCHP)	72% <i>% for individual elements: Race-83% Ethnicity- 90% Language-89%</i>	80%	81%	85%	1. Continue to train front desk and benefits staff and provide resources to help collect demographics 2. Share data by site on a monthly basis 3. Create a quality assurance process to ensure that REL data documented is accurate	Morgan Ward Julie Jones
Documentation of Patient Sexual Orientation and Gender Identity (SO/GI) Percentage of patients aged 12 and older with SO/GI data completed (includes Sexual Orientation (SO), Gender identity (GI), Sex assigned at birth (SAB), and Pronouns (P)) (BHCHP)	41% <i>% for individual elements: SO- 46% GI- 50% SAB- 44% P- 49%</i>	70%	50%	70%	1. Continue to train all staff (especially front desk staff and MAS) and provide information and guidelines on asking SOGI questions 2. Assist patients to use MyChart to complete SO/GI form 3. Share data by site on a monthly basis 4. Site-based support with SOGI workflows 5. Recruit site-based SOGI champions 6. Promote program-wide education and resources to elevate staff cultural competency E.g. pronouns stickers, brown bag sessions, etc. 7. Integrate patient participation in the SOGI workgroup	Pam Klein Claudia Lopez Christina Cavanaro Morgan Ward

- Calculate baseline
- Set Goal
- Propose interventions
- Create workgroup
- Share data monthly

SOGI Completion as a Quality Measure

Measure definition: Percentage of patients 12 years and older with SOGI data completely documented.

SOGI data defined as a composite of the following demographics:

- Sexual orientation (SO),
- Gender identity (GI),
- Sex assigned at birth (SAB), and
- Pronouns (P).

Staff Education/Resources



Training in Learning Management System

RELIAS

BOSTON HEALTH CARE for the HOMELESS PROGRAM

Pamela Klein

Overview

- Home
- Assignments
- Licenses & Certifications
- Course Library
- Transcript

RZV "Shingrix" Vaccine Training Module 0.5 hours	100%		9/27/2022
Safety Training 0.5 hours	100%	1/31/2021	1/7/2021
Safety Training 0.5 hours	100%	10/5/2018	10/2/2018
Safety Training 0.5 hours	100%	7/15/2016	6/10/2016
SOG: Sexual Orientation and Gender Identity 1 hour	100%	2/28/2022	2/8/2022

Certificate of Completion

This certifies that **Pamela Klein** has successfully completed **SOG: Sexual Orientation and Gender Identity** on 2/8/2022

Training Hours: 1.00

10:56 AM
3/21/2023

This certificate may not meet your organization or certification needs for continuing education. See your administrator or board for specific guidelines.

New Staff Orientation- Day 2

Today's Agenda

- ❖ Welcome
- ❖ Acknowledging Pronouns and Understanding their Importance
- ❖ Introductions
- ❖ Pework
- ❖ Harassment
- ❖ Sexual Harassment
- ❖ Consent
- ❖ LGBTQIA+ Community (The Role of Discrimination against the Community)
- ❖ Intersectionality
- ❖ Privilege & Oppression
- ❖ Racism
- ❖ Gender Bias & Discrimination
- ❖ Racial Bias & Discrimination (In BIPOC Communities)
- ❖ Implicit Bias
- ❖ Microaggressions
- ❖ Active Bystander
- ❖ Caucus Groups at BHCHP
- ❖ Survey





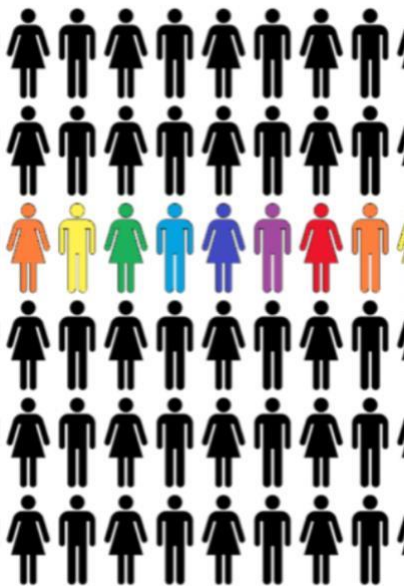
Remember the SOGI tab!

(Sexual Orientation & Gender Identity)



BOSTON HEALTH CARE *for*
the HOMELESS PROGRAM

Ask your patients SOGI questions annually!



Why?

- Asking SOGI questions allows patients who are often invisible to be counted
- Asking SOGI questions allows us to look for and discover potential health care disparities
- Plus, it's a Health Resources and Service Administration (HRSA) requirement!

Grand Rounds, Brown Bags, & Presentation to the Consumer Advisory Board



KEYWORDS



BOSTON HEALTH CARE *for*
the HOMELESS PROGRAM

For BHCHP CAB July 21, 2022
Collecting SOGI info

We are Affected:
LGBTQIA+
Education



Sara Reid (she/her), BHCHP CAB and Board Member, Peer Advocate
Claire Burns (she/her), BHCHP AmeriCorps

White House-led Interagency Working Group on Safety, Inclusion, and Opportunity for Transgender Americans

White House Virtual Convening on Transgender Equality



SOGI CHEAT SHEET

Definitions and Script



We ask all our patients about their sexual orientation, gender identity, sex assigned at birth, and pronouns so that we can know them better and care for them better.

SEXUAL ORIENTATION

Emotional, romantic, or sexual feelings toward other people or no people (Asexual). While sexual activity involves the choices one makes regarding behavior, one's sexual activity does not define one's sexual orientation. Sexual orientation is part of the human condition, and all people have one. Typically, it is attraction that helps determine orientation.

Sexual orientation is about who you are attracted to.

GENDER IDENTITY

A person's deeply held core sense of self in relation to gender. Gender identity does not always correspond to biological sex. Gender identity is a separate concept from sexuality and gender expression.

Gender identity is about your sense of who you are as female, male, gender nonbinary (neither male or female), transgender, or something else. Gender identity is not the same as sexual orientation.

PRONOUNS

The words used to refer to a person other than their name. Common pronouns are they/them, he/him, and she/her. Neopronouns are pronouns created to be specifically gender neutral including xe/xem, ze/zir and fae/faer. For those who use pronouns--and not all people do--they are not preferred, they are essential.

We ask about your pronouns so that our staff members refer to you correctly. Some examples of pronouns are he, she, they, zir. Some people don't use pronouns and want people to only use their name.

SEX ASSIGNED AT BIRTH

The sex assigned to an infant at birth based on the child's visible sex organs, including genitalia and other physical characteristics.

We ask about what sex you were assigned at birth (the sex on your original birth certificate) because if this doesn't match your current gender identity it will help us know how to better take care of your body.

GENDER EXPRESSION (not in SOGI form)

The manner in which a person communicates about gender to others through external means such as clothing, appearance, or mannerisms. This communication may be conscious or subconscious and may or may not reflect their gender identity or sexual orientation. People can present their gender via feminine and androgynous presentation.

RESOURCES AVAILABLE

- Cheat sheet available in BHC Woods Mullen Internal Resources
 - o Epic Resources
 - o ESSJ Resources
 - o Use **SOIHELP** located in Epic

Use **.SOIHELP** in EPIC to access this information when you're with patient



Talking with patients:

We ask all our patients about their sexual orientation, gender identity, sex assigned at birth, and pronouns so that we can know them better and take care of them better.

Sexual orientation is about who you are attracted to.

Gender identity is about your sense of who you are as female, male, gender nonbinary (neither male or female), transgender, or something else. Gender identity is not the same as sexual orientation.

We ask about what sex you were assigned at birth (the sex on your original birth certificate) because if this doesn't match your current gender identity it will help us know how to better take care of your body.

We ask about your pronouns so that our staff members refer to you correctly.

Some people don't use pronouns and want people to only use their name.

The SOGI Cheat Sheet is also available via internal website in EPIC resources and Equity and Social Justice Resources

Patient Brochures at sites in multiple languages



Preguntas sobre orientación sexual e Identidad de género

Información para pacientes

Q: WHY AM I BEING ASKED ABOUT MY SEXUAL ORIENTATION AND GENDER IDENTITY?

Learning about the sexual orientation and gender identity of our patients helps us better understand the populations we are serving. It also allows us to offer culturally responsive care that focuses on a patient's specific needs.

Q: WHAT IS GENDER IDENTITY?

Gender identity is a person's inner sense of being a girl/woman/female, a boy/man/male, something else, or having no gender.

The term "transgender" describes people whose gender identity and sex assigned at birth do not correspond based on traditional expectations.

• **Transgender woman/female** describes someone assigned male at birth who has a female gender identity.

• **Transgender man/male** describes someone assigned female at birth who has a male gender identity.

Additional gender identities include, but are not limited to:

• **Gender fluid:** describes someone whose gender identity is not fixed.

• **Genderqueer/non-binary:** describe people whose gender identity falls outside the traditional gender binary of either girl/woman/female or boy/man/male.

Q: WHAT IS SEXUAL ORIENTATION?

Sexual orientation is how people describe their emotional and physical attraction to others.

• **Heterosexual (straight)** describes women who are primarily attracted to men, and men who are primarily attracted to women.

• **Gay** describes people who are primarily attracted to the same gender as themselves. The term "gay" most commonly refers to men attracted to men.

• **Lesbian** describes women who are primarily attracted to other women.

• **Bisexual** describes people who are emotionally and physically attracted to women/females and men/males. Some people define bisexuality as attraction to all genders.

Some people use other terms, such as **queer**, to describe their sexual orientation.

Q: WHAT IF I'M NOT SURE HOW TO ANSWER?

You can select "**Don't know**" if you are not sure, or you can talk with your provider.

Q: WHAT IF NONE OF THE CATEGORIES DESCRIBE ME?

There are many sexual orientations and gender identities. Unfortunately, it is not possible to list them all. If your sexual orientation or gender identity is not included in the list provided, you can select an additional category or, if space is provided, you can write in the terms you use to describe yourself.

RESOURCES AND INFORMATION

Here are websites LGBTQ youth can visit to find health care or get more information.

- **Questions about your sexual health?** Visit Advocates for Youth: www.advocatesforyouth.org
- **Want support for your friends or family?** Visit the TransYouth Family Allies at www.imatfy.org or Parents and Friends of Lesbians and Gays (PFLAG) for lists of organizations and local support groups. www.pflag.org

Q: WHAT IF I DON'T WANT TO SHARE THIS INFORMATION?

You can select "**Choose not to disclose**." Later, your provider may ask you these questions privately, and you can ask your provider questions. You never have to answer if you do not want to.

Q: WHO WILL SEE THIS INFORMATION?

Your health care providers will see this information, and it may become part of your electronic health record. If a staff member enters the information into your health record, that person will also see your answers. If you have concerns, talk to your provider.

Q: HOW WILL MY INFORMATION BE PROTECTED?

Your sexual orientation and gender identity information is confidential and protected by law, just like all of your other health information. If you are under 18 years old, your parent/guardian may have access to this information. Talk to your provider if you have any concerns.

Q: HOW WILL THIS INFORMATION BE USED?

Your provider(s) will use this information to better understand and meet your health care needs. In addition, gathering this information from all patients allows health centers to see if there are gaps in care or services across different populations.

Q: WHY DO HEALTH CENTERS ASK ABOUT PRONOUNS?

Pronouns are the words people use when they are referring to you, but not using your name. Examples of pronouns are she/her/hers, he/him/his, and they/them/theirs. Asking about pronouns helps staff correctly refer to patients. Otherwise, staff need to make assumptions, which can lead to embarrassing and disrespectful situations.

QUESTIONS YOU MAY HAVE

I don't want anyone besides my provider to know about my sexual orientation or gender identity. Will this information be shared?

Your health care provider is legally required to keep conversations you have with them confidential. They are bound by laws and policies to keep your information private. If you are under 18, these laws will vary by state, and policies may vary by medical practice so you should ask your provider. You can also ask your provider not to enter this information into your medical record.

What if my provider uses the wrong terms or pronouns when referring to me?

Providers may not always know what terms you use. Let them know how you describe yourself. For example, say "I identify as non-binary and don't use those pronouns. You can use 'they' or my name. Thank you."

What if I'm coming out to...

There are ways you connect your friends or use. Finding a provider is important.

This project was led by the National Center for Health and Human Rights. For more information, call 1-800-458-5231 or visit www.nclh.org.

NATIONAL CENTER FOR HEALTH AND HUMAN RIGHTS

A PROGRAM OF THE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Do Ask, Do Tell:

Talking to your health care provider about being LGBTQ



Kesyon Konsènan Preferans Seksyèl ak Identite Seksyèl

Enfòmasyon pou Pasyan yo



Hèl pou ou pran tan ou pou reponn kesyon sa yo. Si ou gen lòl kesyon, ou mèt pou pwofesyonèl swen sante ou a yo.



Razon n ap mande ou preferans seksyèl ou ak identite seksyèl ou se paske nou vle bay plis swen ki satisfè nou pasyan yo. Li fèl sa se pou w ka kongrann bis kesyon yo alyè, ak kijan nou pral itilize enfòmasyon yo pou amelyore swen sante pou tout moun.

NATIONAL LGBT HEALTH EDUCATION CENTER
A PROGRAM OF THE PENNSYLVANIA DEPARTMENT OF HEALTH

Pronouns Stickers for STAFF ID Badges



Patient Experience Survey



Questions related to SOGI data in the Patient Experience Survey

Q17. How do you want to share your gender identity and sexual orientation with the clinic? (Choose all that apply)

- with a behavioral health provider
- with a medical assistant
- with a nurse
- with a provider (MD/NP/PA)
- On paper or a tablet that I fill out myself and turn in
- I don't want to share this information at the clinic
- It doesn't matter to me

Q25. What is your gender identity?

- Male
- Female
- Nonbinary
- Transgender Male
- Transgender Female
- Intersex
- I don't identify with any of these options, I identify as _____
- Prefer not to say

[reset](#)

Q26. What is your sexual orientation?

- Lesbian
- Gay
- Straight
- Bisexual
- Asexual
- I don't identify with any of these options, I identify as _____
- Prefer not to say

[reset](#)

Oversampling gender diverse patients for the annual Patient Experience Survey

- Out of ~100 patients, I was able to submit 8 surveys that represented a diverse patient population of transgender and non-binary patients!
- However, this means we only had an 8% response rate. The biggest roadblock was not being able to reach patient's due to the # not being in service (33%).
- 18%+ of patients were Spanish speaking, and this list was provided to Regina.

Response	# of Patients	% of Total
Hang Up / Do not call back	12	12%
No Answer	19	19%
Spanish Speaking	18	18%
# out of service / no #	33	33%
Answered / Did not complete	9	9%
Completed Survey	8	8%
Total	99	



Patient Experience Survey Response Takeaways

- Many patients were confused about wording "*How do you want to share your gender identity and sexual orientation with the clinic? (Choose all that apply)*". The length and wording of the question likely confused respondents. Just about all responded that it doesn't matter to them how their information was shared.
- The majority of transgender patients were confused about question 25/26 grouped (screenshot) together with gender identify and sexual orientation. Most wanted to answer "Transgender" as both their gender and sexual orientation.

Limitations:

- Patients with #'s not in service: Identify if there is an updated contact number in EPIC (I was unable to get access remotely).
- Limited volunteer time

Recommendations:

- Text message / Email survey: Are there options to text or email the survey to patients?
- Incentives to complete the survey: An incentive could increase the response rates!

MyChart Project

Patient Portal Outreach and Follow-up

En Español

Who?

Patients who do not have any one of the 4 of the SOGI demographics documented AND Patients whose MyChart portal is activated

How?

Send the SOGI screen directly to patients via MyChart. The patient is alerted via email that a screener is waiting for them to complete in the portal.

Please complete the Sexual Orientation Gender Identity form in the section of MyChart. If you are not sure of the meaning of any of the

Sexual Orientation is your emotional, romantic, or sexual feelings (asexual)

Gender Identity is a deeply held core sense of yourself. Some examples include female, non-binary, transgender, gender fluid, queer. Someone's gender identity may be different than the sex they were

Sex Assigned at Birth is the sex added to your birth certificate when

Pronouns – the words used, other than your name, to refer to she/her, he/him, they/their, ze/zir.

The definitions were adapted from PFLAG (<https://pflag.org/gloss>)

Last read by [REDACTED] at 1:06 PM on 5/6/2022.

MyChart Message en Español

Por favor llene el formulario sobre identidad de género y orientación sexual (Sexual Orientation and Gender Identity) en la sección de cuestionarios de MyChart. Para más claridad, a continuación encontrará las definiciones de los términos usados como opciones en el formulario. Orientación sexual describe la atracción emocional, romántica, sexual o afectiva hacia otras personas. Orientación sexual también puede incluir ser asexual (la ausencia de algún tipo de atracción emocional, romántica, física o sexual hacia otras personas).

inglés	español
Heterosexual	Heterosexual
Homosexual/Gay	Homosexual/Gay
Lesbian	Lesbiana
Bisexual	Bisexual
Queer	Queer/Intersexual/ambiguo
Pansexual	Pansexual
Omnisexual	Omnisexual
Asexual	Asexual
Choose not to disclose	Elijo no divulgar
Don't know	No sé
Something else	Algo más

La identidad de género Describe la percepción subjetiva o sentido interno físico y/o psicológico que un ser humano tiene respecto a su autodenominación de género. La identidad de género es fluida, independiente de orientación sexual, características sexuales anatómicas o expresión de género. Las identidades de género incluyen: cisgénero, transgénero, agénero, bigénero, intergénero, género fluido, género no binario, entre otros

Cisgénero se usa para describir personas que se identifican con el género que les fue asignado al nacer, femenino o masculino.

Transgénero, se usa para describir a las personas cuyo género al nacer es diferente a como se identifican. Por ejemplo, una persona transgénero femenino es una persona cuyo género asignado al nacer fue masculino probablemente basado en sus partes anatómicas, pero se identifican con el género femenino.

Expresión de género: Describe la percepción externa del género de una persona según la sociedad y reglas culturales donde la persona viva. La expresión de género es fluida, independiente de identidad de género, orientación sexual o características sexuales anatómicas. Como espectro, la expresión de

MyChart Outreach Results

Round 1

720 patients sent message; No Follow-up
46 responses via MyChart
Some responses had incomplete data

Round 2a

274 Primary Care Patients in English with volunteer follow-up
25 patients outreached via phone for follow-up
2 patients completed over phone; 2 had already completed via MyChart; 21 unable to reach due to no answer, wrong number, etc.

Round 2b

27 patients in Spanish with volunteer follow-up (Primary Care Patients at JYP)
9 patients completed SOGI over phone; 4 had filled out via MyChart; 14 unable to reach due to no answer, wrong number, etc.

POLL

Do you use a patient portal in
your organization to
communicate with your patients?

Streamlining Site-Based Workflows



General Workflow

Patient handed SOGI screen upon check-in along with other screens

Patient self-administers screen

MA, or visit RN/provider enters data into patient chart

SOGI - Orientación sexual e identidad de género

Le hacemos a todos nuestros pacientes las 4 preguntas a continuación. Sus respuestas a estas preguntas nos ayudan a brindarle un mejor cuidado.

Esta información es confidencial. Se ingresa en su registro médico y no se guarda en ningún otro lugar. Si alguna de estas preguntas le incomoda, no sienta que deba responderlas.

ORIENTACIÓN SEXUAL ¿Cómo se identifica?

- Heterosexual
- Bisexual
- Gay
- Queer
- Algo distinto (escríbalo aquí)
- Lesbiana
- Pansexual
- No sé
- Eligo no revelar

IDENTIDAD DE GÉNERO ¿Cómo se identifica?

- Mujer
- Hombre
- Mujer transgénero
- Hombre transgénero
- Algo distinto (escríbalo aquí)
- Género No-binario
- Género queer
- Cuestionando mi género
- Eligo no revelar

¿Cuál fue su sexo asignado al nacer?

- Femenino
- Masculino
- Desconocido
- Eligo no revelar
- Intersexual
- No registrado en el certificado de nacimiento

¿Qué pronombres usaría para describirse? Le preguntamos acerca de sus pronombres para que nuestro personal se refiera a usted correctamente. Por ejemplo: "Él fue a la farmacia. Ella fue a la farmacia. Elle/Elly fue a la farmacia".

- ella/ellas
- él/los
- elle/elles
- Otro
- mi nombre
- No sé
- Eligo no revelar

Added SOGI column on Appointment Desk

Appt Desk

Appointment Desk

Reports Patient Options Printing Scan Barcode

Patient Demographics for [REDACTED]

DOB: [REDACTED] SSN: [REDACTED] Health Maintenance
 Age: 57 yrs Sex: Female
 Home Phone: [REDACTED] Mobile Phone: [REDACTED]
 Work Phone: [REDACTED] E-mail: [REDACTED]
 Address: [REDACTED]
 City/State/Zip: Boston, MA 02118
 Country: United States of America

23%
59 of 254
No Shows

Arrivals	Active Requests	Finalized Requests				SOGI	PHQ Due	THRIVE Due	Last Vacc Date	Next Dose D...	Covid Vacci...
Provider	Visit Type	Mo...	Notes								
[REDACTED] PBH [2002]	Daniel A Goldy [185778]	BH BRIEF [113]	☎	Call Pt at 11am	✓	PHQ-9 Due		11/11/2022		Completed	
[REDACTED] P [2001]	Peter Smith [185866]	OFFICE VISIT 30 MIN [104]			✓	PHQ-9 Due		11/11/2022		Completed	
9:00 a 30	BHCSPEC [158002027]	SA158 OUTSIDE SPECIALTY APPOINTMENTS [1980001]		Clinic: Eye Care Clinic Phone: (617) 414- 4020 Provider: Jenna R Titelbaum Appt Date/ Time: Tuesday Jun 27, 2023 9: 10 AM	✓	PHQ-9 Due		11/11/2022		Completed	
10:30 a 15	BHCJYPBH [158002002]	Daniel A Goldy [185778]	☎	Call Pt at 10: 30am	✓	PHQ-9 Due		11/11/2022		Completed	

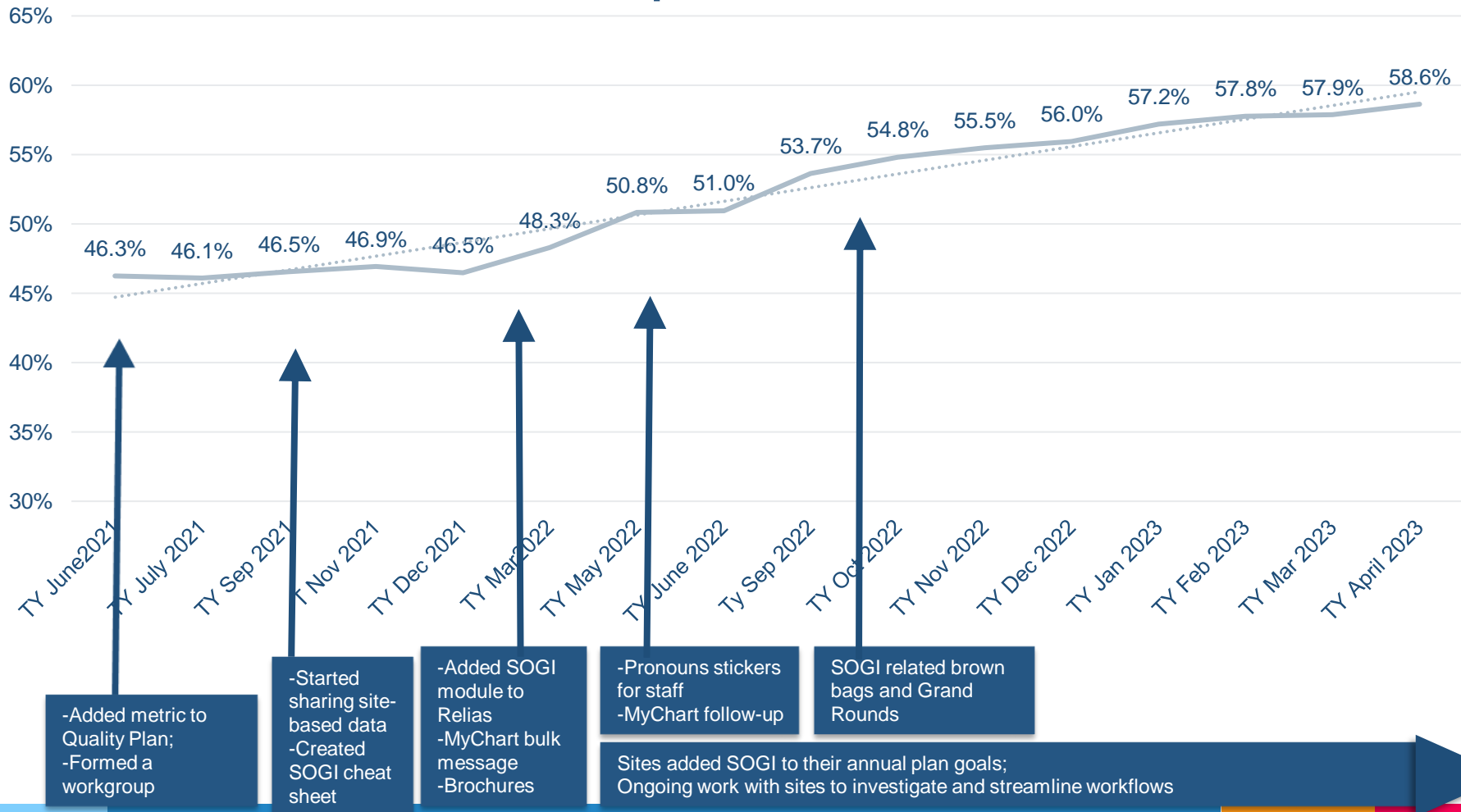
Completed
Needs completion

Sign In Check In Check Out Cancel/Reschedule Change Appointment Edit Appointment Notes Edit Appointment Info Copy into Book It Expand Recur

Data



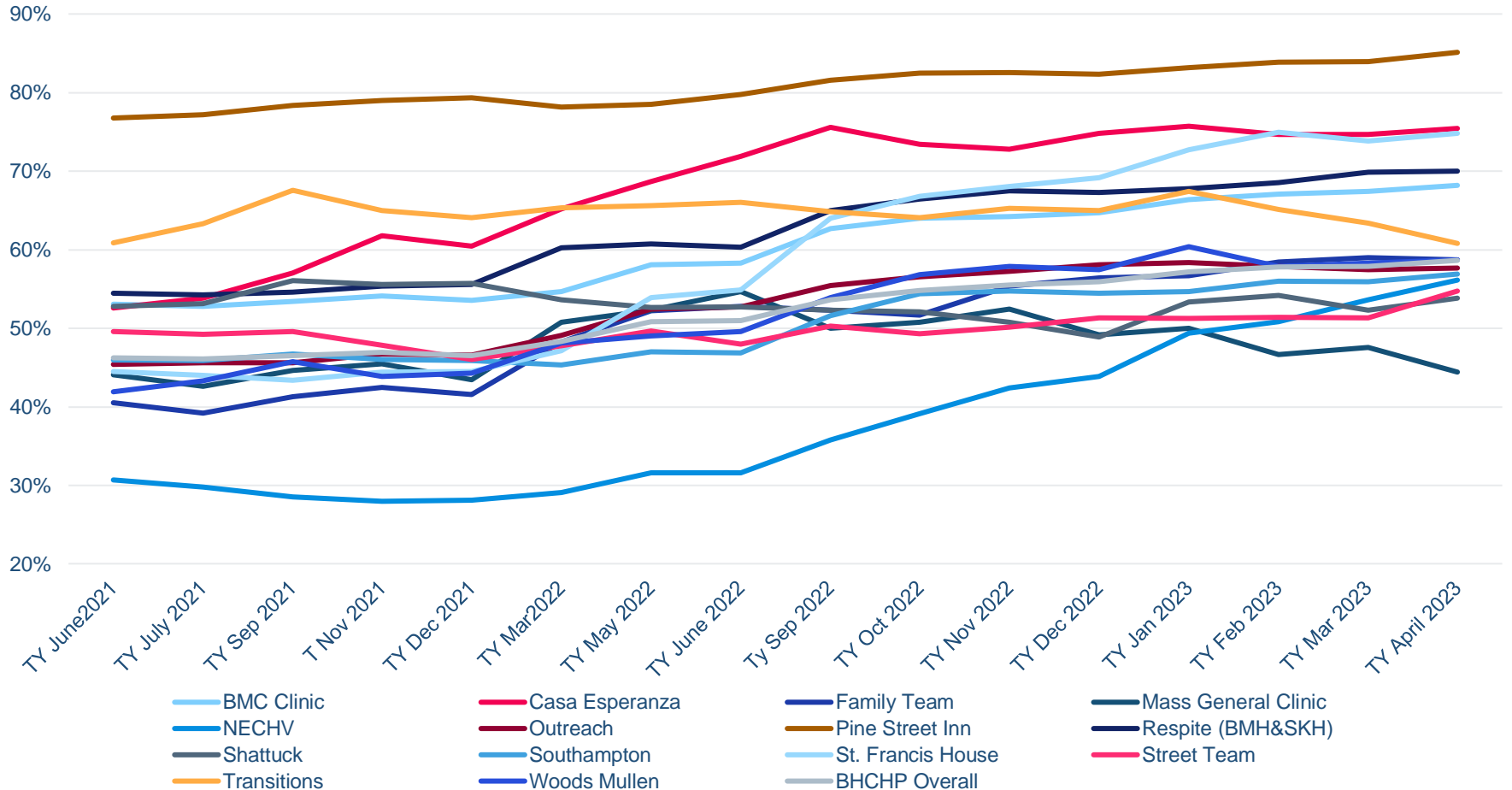
SOGI Completion Rate at BHCHP



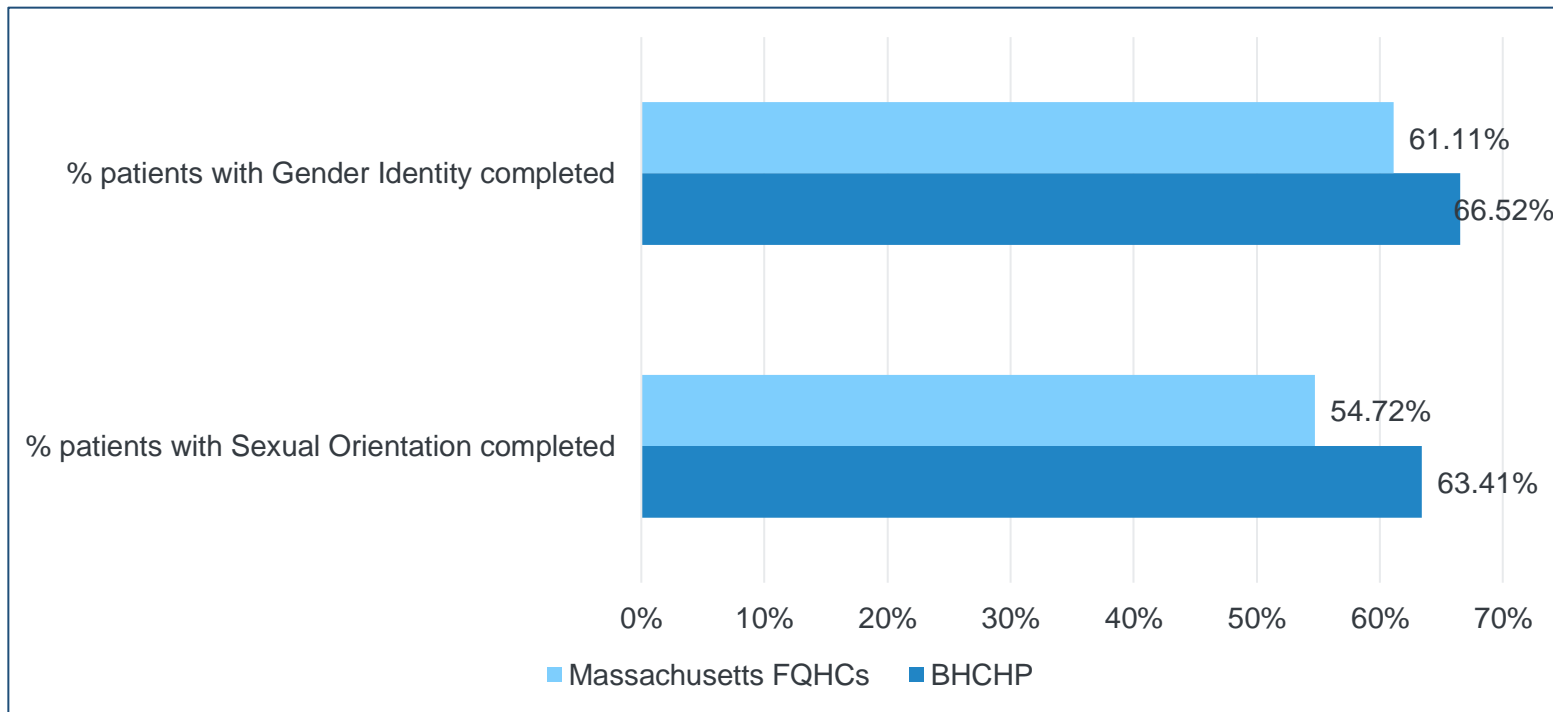
Site-based scorecard screenshot

1	2 Rendering Location	SOGI Completion			REL Completion		
		Den	Num	%	Denom	Num2	%4
3	All Behavioral Health Departments	947	746	78.78%	951	826	86.86%
4	BMC Clinic	1,220	939	76.97%	1,221	1,018	83.37%
5	Casa Esperanza	65	52	80.00%	64	60	93.75%
6	Dental	284	192	67.61%	284	237	83.45%
7	Family Team	135	80	59.26%	167	147	88.02%
8	Father Bill's Place	51	20	39.22%	51	45	88.24%
9	Mass General Clinic	13	6	46.15%	13	11	84.62%
10	NECHV	106	85	80.19%	106	104	98.11%
11	Outreach	662	428	64.65%	662	556	83.99%
12	Pine Street Inn	259	240	92.66%	259	241	93.05%
13	Respite (BMH&SKH)	205	148	72.20%	205	176	85.85%
14	Shattuck	21	11	52.38%	21	17	80.95%
15	Southampton	168	108	64.29%	167	145	86.83%
16	St. Francis House	245	211	86.12%	244	209	85.66%
17	Street Team	109	75	68.81%	109	105	96.33%
18	Transitions	52	24	46.15%	52	45	86.54%
19	Woods Mullen	56	34	60.71%	56	49	87.50%
20	BH CP Program 5.5.23	548	460	83.94%	548	481	87.77%
21	PCMH Green Team 5.5.23	419	356	84.96%	419	367	87.59%
22	PCMH Orange Team 5.5.23	395	322	81.52%	395	339	85.82%
23	PCMH PSI 5.5.23	153	149	97.39%	153	144	94.12%
24	PCMH Purple Team 5.5.23	184	143	77.72%	184	150	81.52%
25	PCMH Red Team 5.5.23	228	198	86.84%	228	201	88.16%
26	PCMH SFH 5.5.23	135	128	94.81%	135	120	88.89%
27	BHCHP Overall	3,289	2,339	71.12%	3,322	2,841	85.52%
28							
29	Reporting period: April 2023						
30							
31							
32							

BHCHP SOGI Completion Rate by Site



Data Comparison



Clinical Application

FYI FLAG

Epic | Appts | Patient Lists | Addendum | Chart | Encounter | Telephone Call | Refill Medication | Quick Tips! | External Clinical Websites | PAMELA K

Zzz Testpatient, Scottie Li... x

Snapshot | Archive | Immun... | Chart... | Synopsis | Roo... | Notes | Orders | Plan | MAR | FYI

FYI

Edit Flag

Flag type:
SA158 TG team

abc | ? | ? | + | Insert SmartText | 100%

Scottie L. Zzz
Testpatient
Legal: Sophiea L. Zzz
Testpatient
Female, 52 year old,
12/4/1970
Pronouns: she/her/hers
MRN: 15800001792
Needs Interpreter: Arabic
(Spoken), Spanish (Written)
Code: Not on file
(has ACP docs)
Guard: Zzztestpatient Site

EPIC REPORTS USING FYI

patient, Scottie Lissette | Reports | PAMELA K. | EpicCare

Open results immediately

MYTG patients
Ready to run

for QI

FYI TG PATIENTS HIV NEGATIVE NO HIV SCREEN IN PAST YEAR Ready to run	FYI TG PATIENTS NO GC/CHLAMYDIA SCREEN PAST YEAR Ready to run
FYI TG PATIENTS NO SYPHILIS SCREEN PAST YEAR Ready to run	FYI TG PATIENTS POSSIBLY ELIGIBLE FOR BONE DENSITY SC... Ready to run
FYI TG PATIENTS ON PrEP/PEP Ready to run	FYI TG PATEINTS ON SPIRONOLACTONE NEED LABS Ready to run
FYI TG patients Ready to run	FYI TG PATIENTS ON SPIRONOLACTONE WHO HAD k/CR DRA... Ready to run
FYI TG PATIENTS 50+ WHO MAY NEED MAMMO Ready to run	FYI TG PATIENTS HIV NEGATIVE Ready to run
FYI TG PATIENTS POSSIBLY NEEDING PAP Ready to run	FYI TG PATIENTS HAD GC/CHLAMYDIA SCREEN PAST YEAR Ready to run

Outreach

Outreach



4. Looking Ahead

- Pediatric guidelines
- Medicaid application/renewal form
- Clinical application

Pediatric Guidelines

CONSIDRATIONS FOR PEDIATRIC PAIENTS

- Take into account developmental stage
- Privacy concerns
- Limitations for adolescents on options
- State law?



Clinician introduction: *“I am going to ask you some questions that I ask all patients your age, because it helps me provide you the best care possible.”* If patient is alone without parents/guardians and the law permits: *“I will not share this information with your parents/guardians or anyone else unless you give me permission to.”*

Gender identity questions (3–13 years)

“Some kids feel like a girl on the inside, some kids feel like a boy on the inside, and some kids feel like neither, both, or someone else. What about you? How do you feel on the inside? There’s no right or wrong answer.”

If you do not know the patient’s sex assigned at birth:

“What sex were you (was your child) assigned at birth? Girl or boy, or another sex?”

Gender identity questions (14–17 years)

“What is your current gender identity? Some teens feel like a girl or woman on the inside, some feel like a boy or man on the inside, and some feel like neither, both, or another gender. What about you? There’s no right or wrong answer.”

If you do not know the patient’s sex assigned at birth:

“What sex were you assigned at birth? Female, male, or another sex?”

Sexual orientation questions (10–13 years)

“Have you ever had a crush on someone?”

If yes: *“Was this crush on a boy, a girl, both, or someone of another gender?”*

Sexual orientation questions (14–17 years)

“Are you sexually attracted to boys, girls, both, neither, another gender, or are you not sure?”

Medicaid application/renewal form

Medicaid in MA – application/renewal form questions

- Changing “sex” question to “sex assigned at birth”
- Trying to move towards gender-neutral format
- Unclear if will include “name used” but we suggested this
- New sex option of “not listed here or intersex” to be added in December



Clinical application

Figure 2. Example of a quarterly report on cervical cancer screening across sexual orientation categories

Sexual Orientation	Received Cervical Cancer Screening	
	Yes (%)	No (%)
Lesbian/Gay	65	35
Bisexual	70	30
Straight/Heterosexual	75	25
Something Else	65	35
Don't Know/Missing	70	30

Figure 3a. Cervical cancer screening according to gender identity

Patient	Gender identity	Age	Received cervical cancer screening	Compliant?
1	Transgender Male	52	No	?
2	Female	45	No	No
3	Genderqueer	27	No	?

Figure 3b. Cervical cancer screening according to gender identity and sex assigned at birth

Patient	Sex assigned at birth	Gender identity	Age	Received cervical cancer screening	Compliant?
1	Female	Transgender Male	52	No	No
2	Male	Female	45	No	N/A
3	Female	Genderqueer	27	No	No

Patient 1	
Sex Assigned at Birth	Female
Gender identity	Transgender male
Age	52
Pronouns	he/him/his



Anatomical inventory	
<input checked="" type="checkbox"/> Cervix	<input checked="" type="checkbox"/> Breasts
<input checked="" type="checkbox"/> Vagina	<input type="checkbox"/> Penis
<input checked="" type="checkbox"/> Ovaries	<input type="checkbox"/> Testes
<input checked="" type="checkbox"/> Uterus	



Due for
<input type="checkbox"/> Cervical cytology
<input type="checkbox"/> Mammogram

IN SUM

1. We love our volunteers but...
2. MyChart uptake poor
3. Data presentation key
4. Competition good!
5. For this to matter need to take further steps in clinical application – NHCH conference 2024?!