

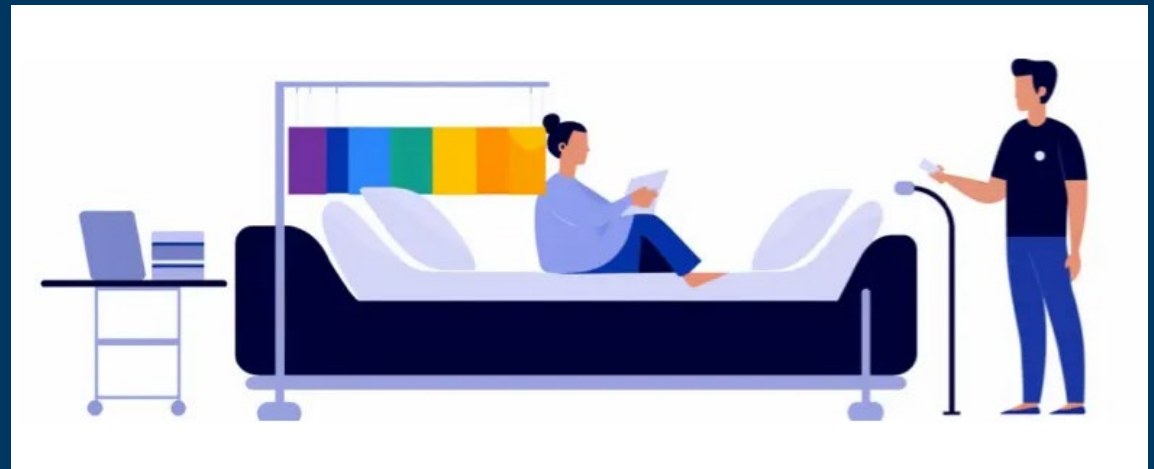


THE UNIVERSITY OF KANSAS HEALTH SYSTEM

# LGBTQIA+ Community: Health Care Snapshot

Gigi Siers, MS, RN, NE-BC

Jayce DeWitt



# Delays to care\*

## Cost

- 1 in 3 postponed or avoided seeking medical care in the last year

## Mistreatment

- 1 in 3 had a negative experience or were mistreated by a mental health professional (2022)

## Fear

- 1 in 5 did NOT seek needed medical care due to fear of disrespect or discrimination

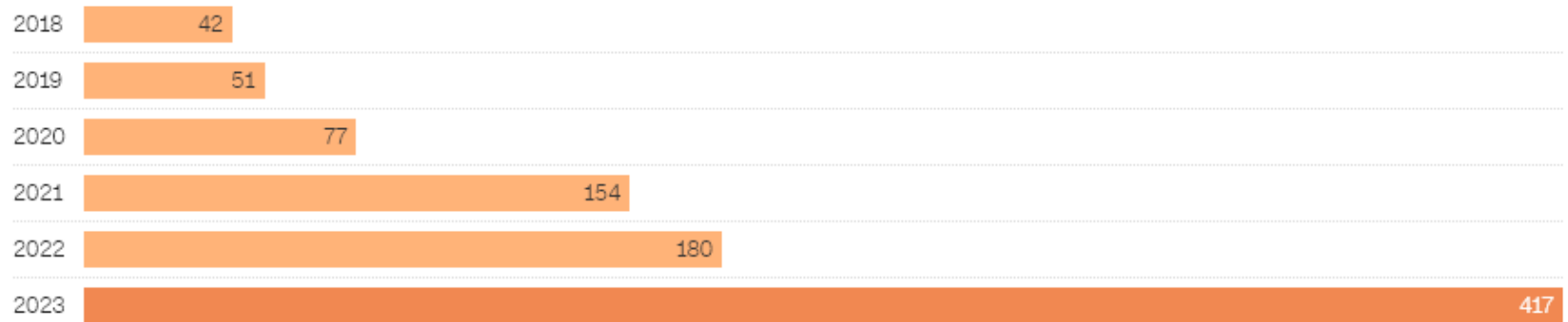
## Lack of insurance

- In 2019, uninsured rates were higher for LGBTQIA+ people than non-LGBTQIA (12.7% vs 11.4%)

# Bills introduced into state legislatures

## Legislation targeting LGBTQ rights more than doubled since last year

Number of anti-LGBTQ bills introduced in state legislatures each session



Note: Data as of April 3, 2023. Bills carried over from previous legislative sessions are included in each year.

Source: American Civil Liberties Union

Graphic: Annette Choi, CNN

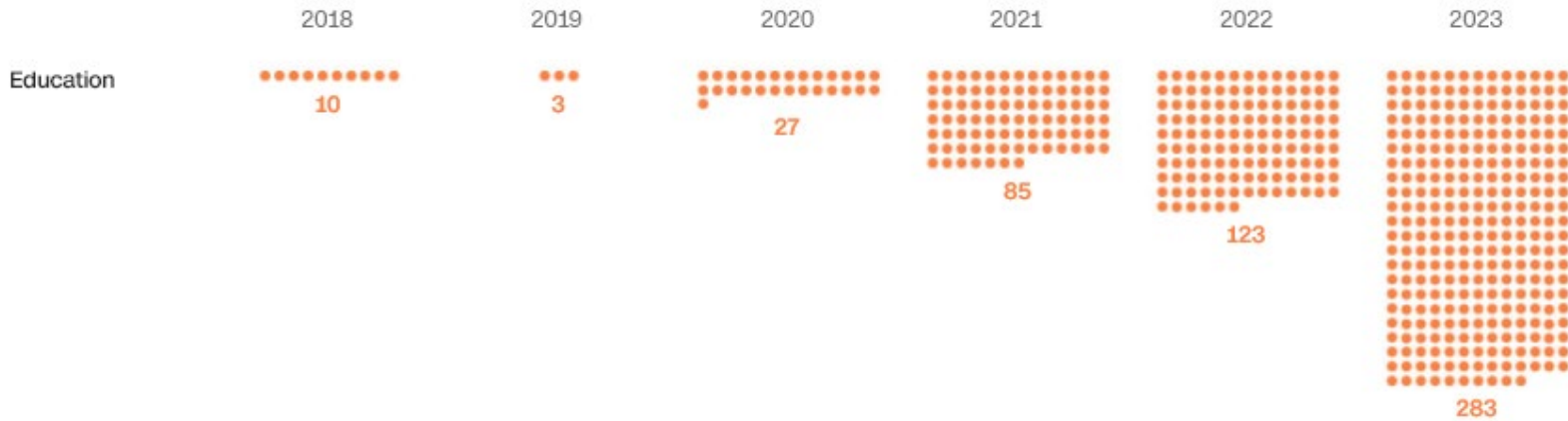


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*A breakdown of anti-LGBTQIA+  
legislation by category*

# Education related bills

- Curriculum censorship
- “Forced outing”
- Youth athletics
- School facilities
- Book bans
- “Other” school barriers (pronouns)

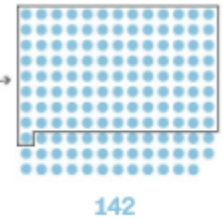
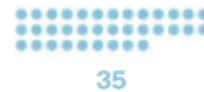


Twice as many Jan-April 2023 compared to CY 2022

# Health care related bills

Year over year, 2018-April 2023

Health care



More than two-thirds of the health care-related bills introduced this year are aimed at blocking trans youth from getting gender-affirming care.

# Drag performances

Year over year, 2018-2023 YTD

Drag performances

This is the first year that states have explicitly targeted drag shows via legislation, classifying them as "adult cabaret" entertainment.



# Civil rights

Year over year, 2018-April 2023

Civil rights





# And more....

Year over year, 2018-April 2023

Accurate IDs



Public accommodations



Other barriers



# Progress towards inclusion

- Policies
  - Company policies that include non-discrimination based on sexual orientation, gender identity and gender expression (SOGI)
  - Section 1557 of the ACA explicitly prohibits discrimination based on SOGI
- Inclusive patient and family care practices
  - SOGI fields in EHR
  - Staff training
- Employee benefits and celebrations
- Community engagement and advocacy

# Epic Story Board

The screenshot displays the Epic Story Board for patient Ross Raptors 'Cora'. The interface is divided into several sections:

- Header:** Shows the Epic logo, navigation tabs (Schedule, In Basket, Encounter, FYI, Releases, Prep for Case, Today's Patients, Appts), and user information (Bucks, Chris).
- Appointment Desk:** The main central area, currently showing "No past appts" and "No Shows".
- Left Sidebar:** Contains patient information for Ross Raptors 'Cora', including demographics, contact info, and insurance details. It also lists the primary care physician, Dr. Richardson, Kimberly J, MD.
- Right Sidebar:** Displays a list of health maintenance actions, such as COVID-19 vaccine, HIV screening, and physical exams, with their respective due dates.
- Bottom Section:** Features a table for "Patient Guarantor Accounts" and a table for "Future" appointments.

**Patient Information (Left Sidebar):**

**Ross Raptors "Cora"**  
 Female, 46 y.o., 05/16/1975  
 316-897-8754  
 MRN: 7711044  
 SSN: xxx-xx-5871  
 Legal Guardian: None

**COVID-19 Vaccine: Unknown**  
**MyChart: Inactive**

**Richardson, Kimberly J, MD**  
 PCP - General

**COVERAGE & FINANCIAL INFO**  
 BCBS KANSAS/BCBS KS PREF CARE BLUE  
 Guarantor: P/F - Self  
 Total Self-Pay: \$0.00

**Appointment Desk (Center):**

**Ross Raptors "Cora"**  
 Ross Raptors (Legal Name)

46 y.o., 5/16/1975  
 Gender identity: Transgender Female / Male-to-Female  
 Legal sex: Male  
 Sex assigned at birth: Male  
 Marital status: Married

123 Main Street  
 FAIRWAY KS 66205

Employer: Google

SSN: xxx-xx-5871  
 MRN: 7711044

**Contact Information:**  
 316-897-8754 (Mobile) ★  
 316-897-8754 (Home Phone)

**Alternate Contact Person:**  
 Raptors, Tina (Spouse)  
 316-745-9641 (Mobile)

**Health Maintenance (Right Sidebar):**

Action	Due Date	Last Done
COVID-19 VACCINE (1)	05/16/1980	
HIV SCREENING	05/16/1990	
DTAP/TDAP	05/16/1993	
VACCINES (1 - Tdap)		
PHYSICAL (COMPREHENSIVE) EXAM	05/16/1993	
HEPATITIS C SCREENING	05/16/1993	
INFLUENZA VACCINE	11/01/2022	

**Patient Guarantor Accounts (Bottom Table):**

Guarantor Account Name	Guarantor Account #	Status	Service Area	Type	Financial Class	Statement Balance
Future						
Encounter Date	Time	Hosp Acct	Procedure	A...	Visit Type	Dept/Loc

# MyChart

## Details About Me



Preferred First Name 

[REDACTED]

Sex Assigned at Birth

Female

Marital Status

Married

Ethnicity

Non Hispanic, Latino or Spanish Origin

Religion

NONE

Gender Identity

Female

Sexual Orientation

Gay

Race

White or Caucasian

Language

ENGLISH

Edit

## Pronouns

What are your pronouns?

she/her/hers

he/him/his

they/them/theirs

my name

decline to answer

unknown

Continue

Finish later

Cancel

# EPIC- Smart Form (Clinical Staff)

*Inform the patient that anything entered here will be visible to anyone with access to this legal medical record.*

## Legal Information

Legal first name:

Legal last name:

Legal sex:

## Gender Identity

Autofill with default responses for:

Patient's gender identity:

Patient's sex assigned at birth:

Patient's pronouns:  she/her/hers  he/him/his  they/them/theirs  patient's name  decline to answer  unknown

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:

## Sexuality

Patient's sexual orientation:

## Organ Inventory

<input type="checkbox"/> Organs the patient currently has:	<input type="checkbox"/> Organs present at birth or expected at birth to develop:	<input type="checkbox"/> Organs surgically enhanced or constructed:	<input type="checkbox"/> Organs hormonally enhanced or developed:
<input type="button" value="+ breasts"/> <input type="button" value="-"/>	<input type="button" value="+ breasts"/> <input type="button" value="-"/>	<input type="button" value="+ breasts"/> <input type="button" value="-"/>	<input type="button" value="+ breasts"/> <input type="button" value="-"/>
<input type="button" value="+ cervix"/> <input type="button" value="-"/>	<input type="button" value="+ cervix"/> <input type="button" value="-"/>	<input type="button" value="+ vagina"/> <input type="button" value="-"/>	
<input type="button" value="+ ovaries"/> <input type="button" value="-"/>	<input type="button" value="+ ovaries"/> <input type="button" value="-"/>	<input type="button" value="+ penis"/> <input type="button" value="-"/>	
<input type="button" value="+ uterus"/> <input type="button" value="-"/>	<input type="button" value="+ uterus"/> <input type="button" value="-"/>		
<input type="button" value="+ vagina"/> <input type="button" value="-"/>	<input type="button" value="+ vagina"/> <input type="button" value="-"/>		
<input type="button" value="+ penis"/> <input type="button" value="-"/>	<input type="button" value="+ penis"/> <input type="button" value="-"/>		
<input type="button" value="+ prostate"/> <input type="button" value="-"/>	<input type="button" value="+ prostate"/> <input type="button" value="-"/>		
<input type="button" value="+ testes"/> <input type="button" value="-"/>	<input type="button" value="+ testes"/> <input type="button" value="-"/>		

# Patient services

- KU School of Law Medical-Legal Partnership
- Pro bono legal services for civil matters
  - Including name and gender marker changes

# Employee benefits

- Equal benefits for same sex partners
- Insurance program that covers gender-affirming care
- Celebrations/recognition for LGBTQIA+ “holidays”
- LGBTQIA+ hiring fairs





# Community involvement





# Community involvement

- LGBT Chamber of Commerce
- Support LGBTQIA+ service agencies
- State-level advocacy



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*“I treat everyone the same.”*

# Assess organizational capacity and needs

- Informal polls
- Message boards
- Discussions with HR, execs, DEI committees
- Who is already interested in LGBTQIA+ issues
- Include opportunity to self-identify

# Sample questions

- What helps you feel welcome
- What helps you feel safe
- What do we do well
- What could we do better
- What do you like/dislike





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# The cost of an unwelcoming environment



## Questions?

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