



WORKING WITH LGBTQA FAMILIES

LIDDY HOPE, PHD

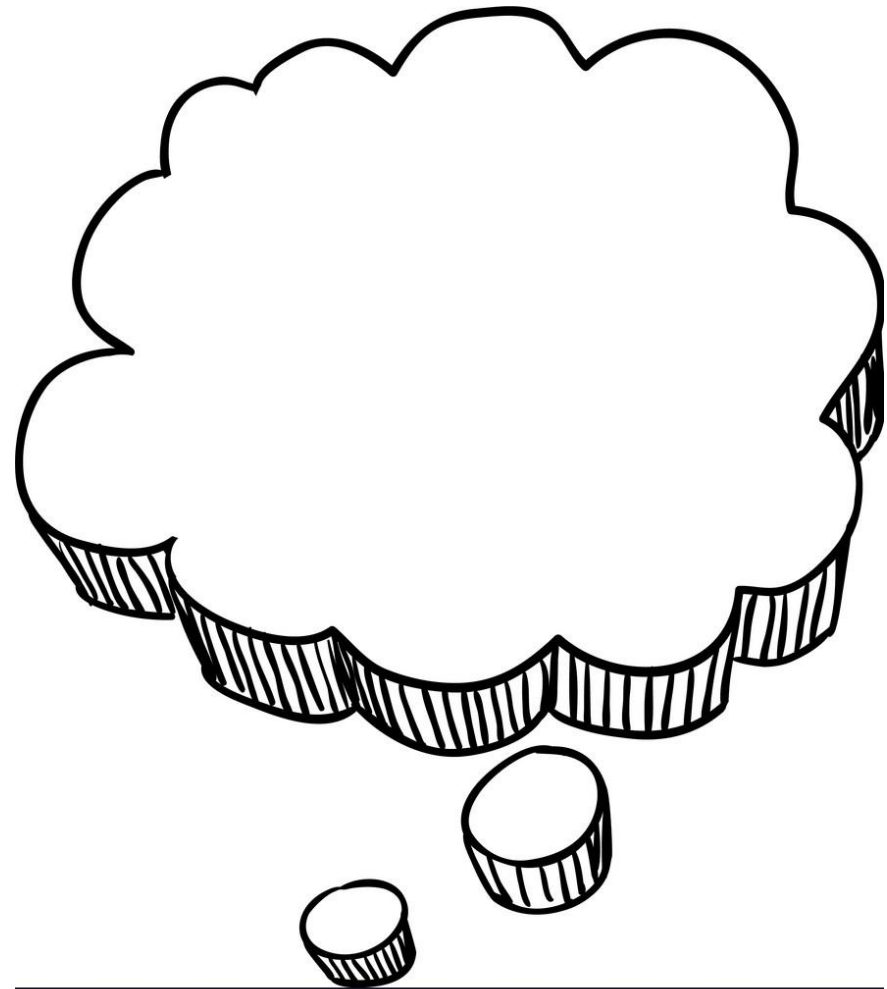
SPRING 2019



RELEVANCE

- Barriers to care for LGBTQA people
 - Limited access
 - Negative experiences
 - Stigma
 - Lack of knowledge
- Common issues facing LGBTQA folks during medical care
 - Lack of recognition & respect
- Family is an ambiguous concept
 - LGBTQA families are anomic
- Compounding stressors

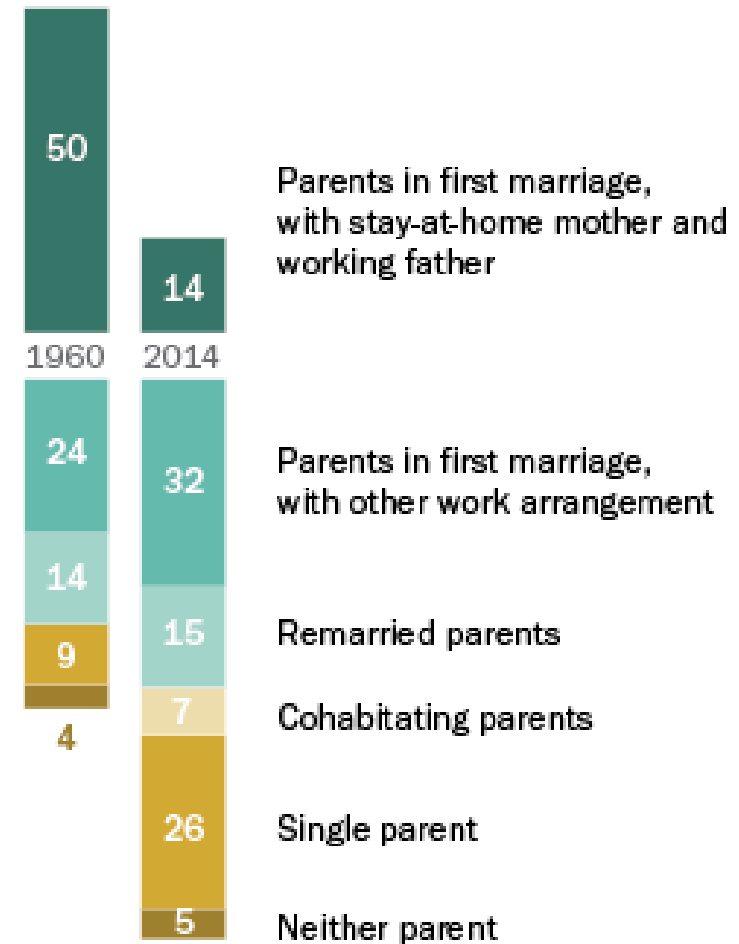
IMAGINE.....



WHAT IS FAMILY?

How the American family has changed

% of children under 18 living with ...



LGBTQ/LGBTQIAA/GSM/DSG?LGBTQ+

- LGBTQIA
 - Lesbian
 - Gay
 - Bisexual
 - Transgendered
 - Queer/Questioning
 - Intersexed
 - Asexual/Ally
- GSM – Gender & Sexual Minorities
- DSG – Diverse Sexualities & Genders



INCLUSIVE LANGUAGE



- Put people first
- Use universal phrases
- Use gender neutral language
- Use language which reflects what people call themselves
- Be intentionally inclusive of diversity in stories, examples & marketing
- Ask!

MICROAGGRESSIONS & IMPLICIT BIAS



ANOMIE

an · o · mie

/'anə,mē/

noun

STRATEGIES

- **Understand diversity and fluidity of expression**
- **Inclusive, safe & comfortable**
 - Train all staff, especially front-line staff
 - All-gender bathrooms
- **Maintain a non-judgmental attitude**
 - Avoid heteronormativity



STRATEGIES



- **Don't assume**
 - Gender or preferred pronoun
 - Family role
 - How “out” they may be to their families, employers
- **We all make mistakes...own them**

ACTION PLAN

- **Appropriate and neutral questioning**
 - Open- ended questions
- **Inclusive and neutral paperwork**
- **What to do when the records don't match?**
- **Create an environment of accountability**
 - Discrimination is unethical and in many states (not all) illegal



- **Inclusive marketing materials**
- **Build your awareness of LGBTQA resources**
- **List your practice with the LGBTQA Organizations**
 - GLMA (Gay and Lesbian Medical Association)
 - National LGBT Health Education Center
 - LGBTQA Media





Q & A