WORKING WITH LGBTQA FAMILIES

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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 ...

- Parents in first marriage, with stay-at-home mother and working father (50% in 1960, 14% in 2014)
- Parents in first marriage, with other work arrangement (24% in 1960, 32% in 2014)
- Remarried parents (14% in both 1960 and 2014)
- Cohabitating parents (15% in both 1960 and 2014)
- Single parent (26% in both 1960 and 2014)
- Neither parent (4% in both 1960 and 2014)
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
an·o·mie
/ˈanəˌmē/  
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
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