

Enhancing LGBTQ+ Care Provision at LVHN

Anne Glowacki

Judith Sabino MPH, CDP

Lehigh Valley Health Network, judith.sabino@lvhn.org

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Anne Glowacki and Judith Sabino, MPH
Lehigh Valley Health Network, Allentown, Pennsylvania

Background

- Sexual orientation and gender identity (SOGI) data is valuable for providers to know about their patients to make their care inclusive, respectful, and comfortable for their patients
- SOGI data is also crucial for providers to have when addressing the health disparities that the LGBTQ+ community faces
 - Sexual orientation = how we describe our emotional or sexual attraction to others
 - Gender identity = an internal understanding of our gender based on what we understand about gender from our culture¹
- The current completion rate of the patient entered questionnaires that collect SOGI data is 51.2%.

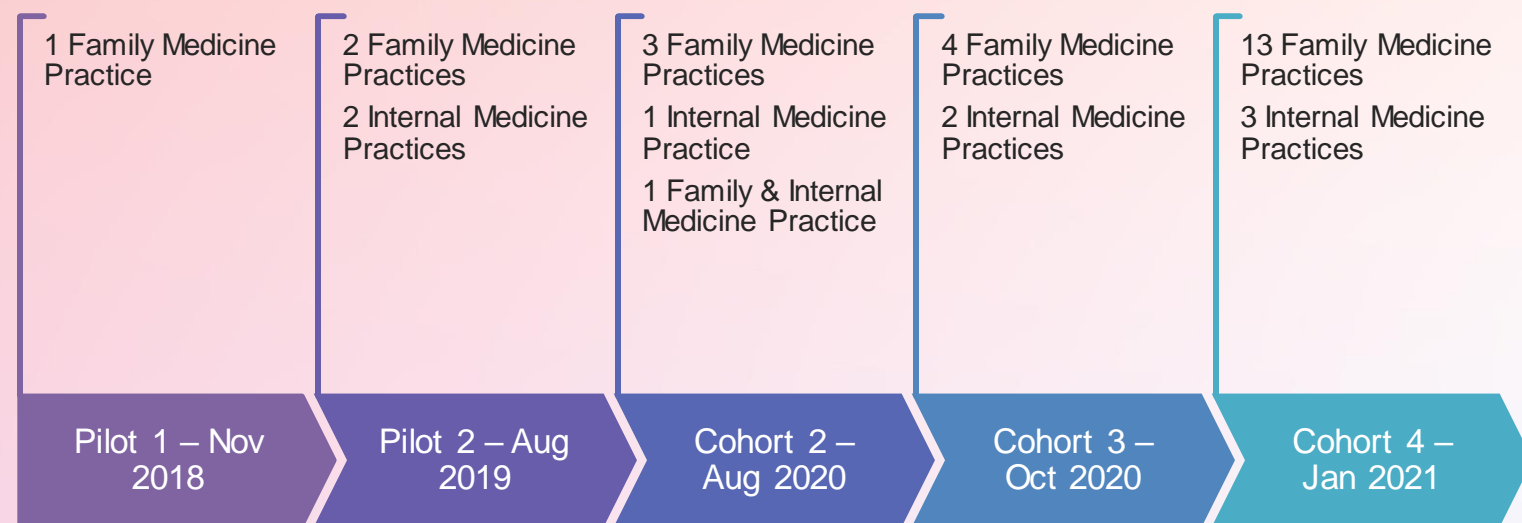
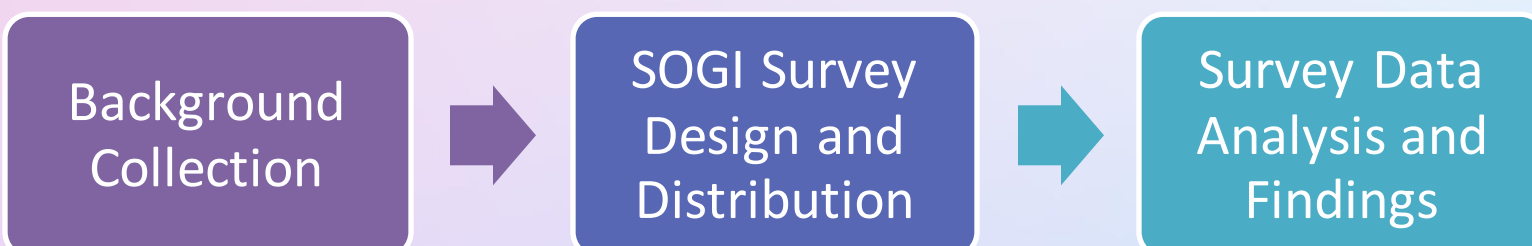


Figure 1. Timeline of when family and internal medicine practices began collection of SOGI data.

Methods



Results

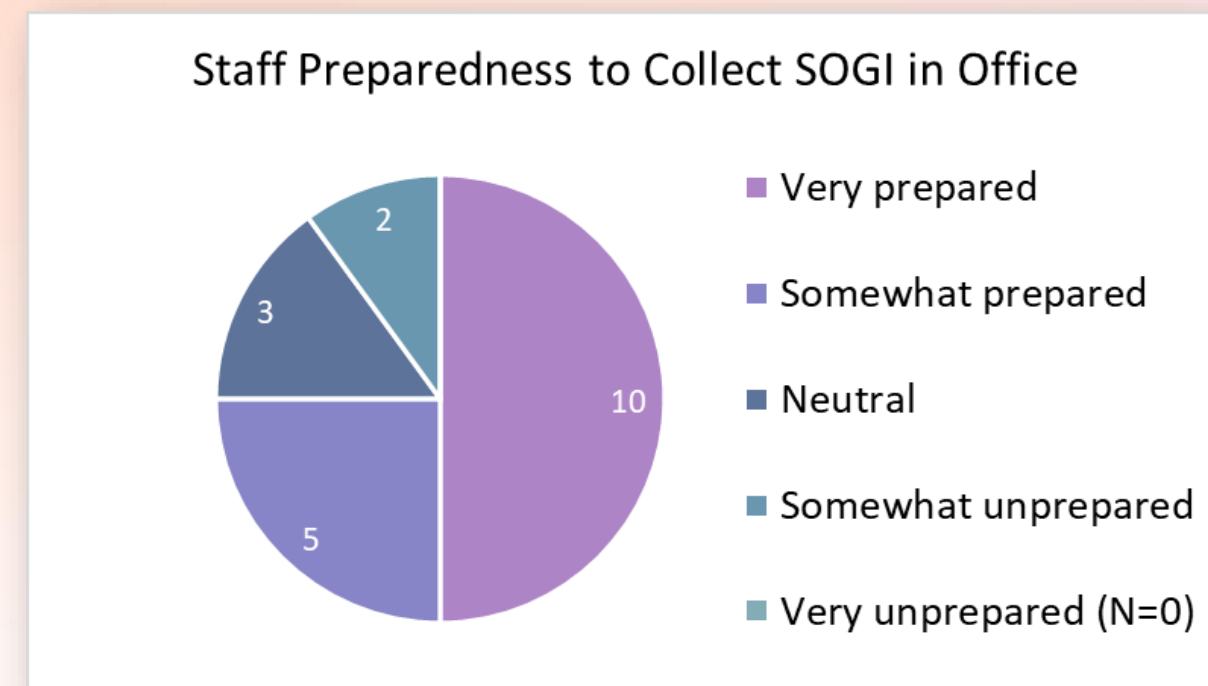


Figure 2. Pie graph of survey responses to the question: how prepared are staff to collect SOGI data in office?

NEGATIVE FEEDBACK	POSITIVE FEEDBACK
"The elderly population doesn't understand why they have to be asked this information."	"Patient felt comforted that facility respected their information and felt comfortable in office."



Figure 3. Word Cloud of the most requested resources to continue learning about SOGI and the importance of the collection process

Conclusions

- All practice directors (100% response rate) surveyed were aware of the collection of SOGI data
- Almost 2 in every 3 practice directors received patient feedback on the collection of SOGI data
- Practice directors reported receiving positive and negative feedback on the SOGI data collection process

Future Paths



References:

¹University of Connecticut Rainbow Center. (2022). *Gender and Pronoun Guide*. <https://rainbowcenter.uconn.edu/gender-and-pronouns-guide/>