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## MaineHealth Knowledge Connection

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Costas T. Lambrew Research Retreat 2023

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### Optimizing psychological safety- perspectives of Standardized Patients who identify as LGBTQ+

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# Innovative collaboration with LGBTQ+ Standardized Patients yields remarkable impact in development of inclusive sexual health curricula

## Optimizing Psychological Safety

*Using a focus group to acquire perspectives from Standardized Patients who identity as LGBTQ+*

Brandy Brown, Rachel Kupferman, Bethany Rocheleau, Christine Mallar, Beth Gray, Karissa Hannifan, Vicki Hayes, Leah Mallory

### Introduction

- LGBTQ+ patients report poor healthcare experiences due to lack of provider experience
- Simulation can help learners practice DEI related-competencies
- There are psychological safety concerns for Standardized Patients participating in these targeted scenarios
- Our objective was to draw on the lived experience of self-identified LGBTQ+ members of our SP pool to co-create sexual health curriculum

### Methods

1. All MMC Standardized Patients were invited to participate in a focus group for self-identified LGBTQ+ SPs interested in giving feedback.
2. Content experts developed a focus group guide & facilitated the meeting.
3. De-identified notes were taken and reviewed for agreement.
4. An anonymous survey was sent to participants after the event.
5. Narrative Analysis was performed.

### Results

- Six participants participated in the 90-minute focus group session.
- Four completed the follow-up (anonymous) survey
- SPs acknowledge psychological safety risks but universally supported training.
- Most expressed willingness to assume personal risk for "greater good."
- Emphasized importance of LIVED EXPERIENCE to authentic portrayal
- Open to eventual broader casting with coaching & proposed SP peer support.

### Discussion

- SPs appreciated recognition of content expertise & opportunity to contribute to curricular design.
- They shared concerns about LGBTQ+ SPs self-portrayal in simulation & offered creative suggestions to promote psychological safety, including pre-education of learners around microaggressions and SP peer support.

## Focus Group Theme, Sub-Themes and explanations- Excerpt

Role Portrayal	Importance of lived experience (SP is LGBTQ+)	Reactions won't be automatic without that lived experience
		"Don't know what you don't know" Richer for the learner
	Non-LGBTQ+ SP portrayal	Interview vs physical exam: interview just as stressful --> misgender can create (bad) physical sensation Could a close family member (partner, parent) of an LGBTQ+ person authentically portray? Maybe
		May miss microaggressions Would need extra training (look out for nuances such as hesitations, stutters, euphemisms)
	SP Psychological Safety	More vulnerable, danger of "self" portrayal-- emotional support will be important Touch anywhere can be triggering
		Recruitment could be challenging (consider local organizations, other local Sim centers, offer that prospective new SP's could consult with current SPs to discuss safety) Reinforcement of purpose, for learners and all their patients to come, "suffer through personal discomfort to help"
		Ethical/comfort considerations --> gain informed consent from SP, not too many cases in a day, in own clothes (vs hospital gown), virtual in own home (comfortable surroundings) could be helpful



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