



AETC AIDS Education & Training Center Program
Southeast

Breaking Down Barriers

Reducing Stigma and Creating LGBTQ Friendly Practices

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Disclosures

- The activity planners and speakers do not have any financial relationships with commercial entities to disclose.
- The speakers will not discuss any off-label use or investigational product during the program.

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Learning Objectives

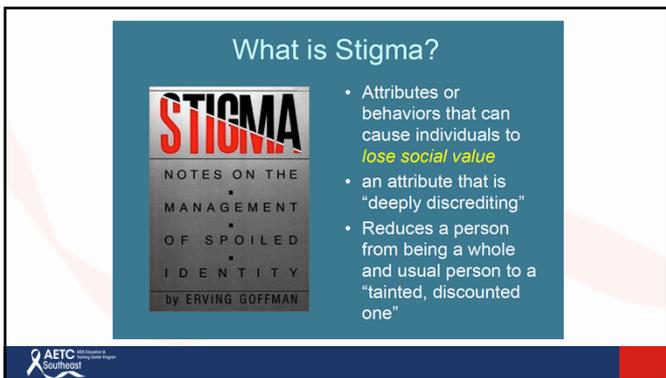
Describe	Describe types of stigma
Explain	Explain how stigma impacts care
List	List ways to reduce stigma in the care of LGBTQ identifying patients



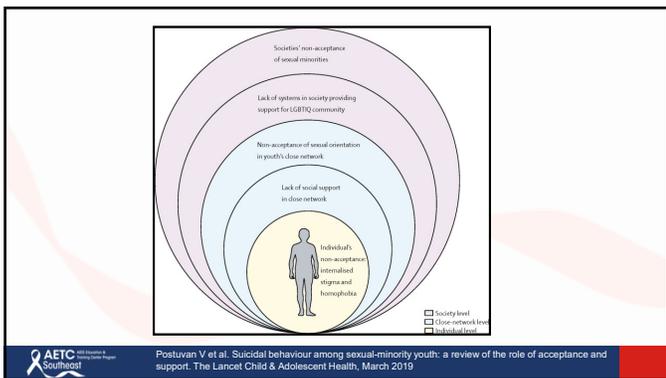
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Stigma

HELLO
I AM
 what you
 label me

- Enacted**
 - Behaviors that express stigma – verbal or physical abuse, shunning, discrimination
- Felt**
 - Awareness of the possibility of stigma. Felt stigma can be adaptive in that it protects individual from enacted stigma though many times at a cost
- Internalized**
 - Accepting the way in which individuals manifest stigma by accepting the legitimacy of society's negative regard for the stigmatized group
 - Feel that they don't deserve respect or same level of care
- Structural**
 - Manifestation of stigma within the institutions of society which perpetuate stigma based differential in status and power

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Intersectionality

Sex and gender identity are just two of many factors that influence the lives and health of individual

Others: geography, race, ethnicity, religion, socioeconomic status

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<https://www.womankind.org.uk/intersectionality-101-what-is-it-and-why-is-it-important>

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What does stigma feel like?

Activity



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"I've lied on intake forms before. If I ever get the vibe that I shouldn't say anything about my sexuality, I don't. Maybe if the nurses are kind of close-minded based on how they talk to me and the other people or how they present themselves. Sometimes I won't put "gay," and just leave it blank or put, "straight." Just to make sure I'm safe in that situation, I will avoid it if I feel like I should."

- LGBTQ+ Identifying Patient North Florida



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Stigma in Healthcare

Inclusion of homosexuality in the *Diagnostic and Statistical Manual of Mental Disorders* until 1973 shaped sexual-minority patients' interactions with the health care system

National Transgender Discrimination Study, Florida Results

- 26% were refused medical care based on their gender identity/expression
- 29% postponed needed care given fear of discrimination

1. National Transgender Discrimination Study, 2011



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"I was going into the door with my wife because she wanted me to. As I'm walking through the door with her, he started slamming the door into my face. He wasn't going to let me into the room. Oh, it pissed me off. I opened the door and I asked, "What are you doing? This is my partner and she wants me in here. What's wrong with you?" And he said, "Partner, what do you mean partner?" He was totally clueless. My wife was getting upset about it. I did stay for the appointment, but that whole thing could have been completed averted had he had the training. You know what I did? I called the cops on him. I did."

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Examples of Health Disparities



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LGBTQ youth

- 3.4 times more likely to attempt suicide¹
- Amongst homeless, LGBT youth are more likely to have survival sex, engage in substance misuse/injection drug use²
- More likely to be homeless, make up 22% of the homeless youth population²



1. Cantorini, WF, RC, Wisore LS, et al. Sexual orientation and risk of suicide attempts among a representative sample of youth. Arch Pediatr Adolesc Med. 1999;153(9):887-893.
2. Van Liew, JM, Boyd, S, Salomonson-Saunders, S, et al. Lesbian, gay, and bisexual homeless youth: An eight-city public health perspective. Child Welfare. 2008; 88(4):603-14.

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Lesbian and Bisexual Women

Less likely to have had cancer screening with pap smear and mammogram¹

More likely to be overweight or obese, have diabetes, smoke, and drink alcohol^{1,2}

1. Clancy JA, Simmons RW, Boyson MJ, et al. Demonstrating the importance and feasibility of including sexual orientation in public health surveys: Health disparities in the Pacific Northwest. *Am J Public Health*. 2010;100(3):460-7.
2. Struble CB, Lindsay LL, Montgomery K, et al. Overweight and obesity in lesbian and bisexual college women. *J Am College Health*. 2010;58(1):51-6.

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What is the lifetime risk of HIV diagnosis for black men who have sex with men (MSM)?

- A) 5%
- B) 10%
- C) 20%
- D) 50%

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MSM HIV/STIs

In 2010 **63%** of new HIV infections were in MSM

Lifetime Risk of HIV Diagnosis by Transmission Group

MSM	1 in 6
Women Who Inject Drugs	1 in 23
Men Who Inject Drugs	1 in 26
Heterosexual Women	1 in 241
Heterosexual Men	1 in 473

Lifetime Risk of HIV Diagnosis among MSM by Race/Ethnicity

African American MSM	1 in 2
Hispanic MSM	1 in 4
White MSM	1 in 11

Source: Centers for Disease Control and Prevention

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What percentage of transgender people will attempt suicide at some point in their life?

- A) 15%
- B) 25%
- C) 35%
- D) 50%



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Transgender People

-  **35%** reported attempting suicide at some point in their life, 22 times higher than the general population¹
-  **81%** report workplace harassment or mistreatment¹
-  **78%** report harassment, **41%** reported physical assault at school¹
-  Transwomen HIV prevalence (11.8 self reported, **27.7%** testing), Black Transwomen **56.3%** (testing)²



1. National Transgender Discrimination Study, 2011
2. Herbst JH, Jacobs ED, Finlayson TJ, et al. Estimating HIV prevalence and risk behaviors of transgender persons in the United States. A systematic review. AIDS Behav. 2008;12(1):1-17.

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Elderly LGBTQ

Higher rates of social isolation, depression, anxiety

- Many without children
- Less likely to access the aging network services
- May fear coming out and describe partner as friend, roommate, or sibling






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Improving LGBTQ Healthcare

- Language
- Practice Design
- Medical Record
- Patient Advocates
- Engaging communities

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Reduce Stigma: WALLS

- Watch** your language: avoid stigmatizing language
- Ask** questions: learn from LGBTQ clients
- Learn** more: reduce misunderstandings and less stigma
- Listen** to experiences: listen to clients' experiences
- Speak out:** speak out when others stigmatize

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Cultural Humility

“Proposes change through a lifelong process of learning, including self-examination and refinement of one’s own awareness, knowledge, behavior and attitudes on the interplay of power, privilege and social contexts”

Tervalon, M. & Murray-Garcia, J. (1998) Cultural humility versus cultural competence: A critical distinction in defining physician-training outcomes in multicultural education. Journal of Health Care for the Poor and Underserved, 9(2), 117.

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Language

Language is very powerful. Language does not describe reality. Language creates the reality it describes.

- Desmond Tutu



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Language



Be mindful of the words you use



Be patient centered and ask –

- What name do you prefer?
- What gender pronouns do you prefer?



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Language

To err is human....it is okay if you mess up, people understand if your heart is in the right place and you are trying. Just apologize and get it right the next time.



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Terminology

Gender Identity: Personal sense of their own gender. All people have a gender identity; however, transgender people feel their gender identity does not reflect the sex they were assigned at birth.

Gender expression: How one externally manifests their gender identity through behavior, mannerisms, speech patterns, dress, and hairstyles. Gender expression falls along a spectrum and may not directly correlate with gender identity.



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Terminology

Transgender: Refers to a person whose gender identity does not correspond to their sex assigned at birth (umbrella term). Transman (FTM), Transwoman (MTF)

Cisgender: Refers to a person who is not transgender; a person whose gender identity corresponds with their sex assigned at birth



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Terminology

Genderqueer: A person who blurs or bends the gender binary, identifies outside of the gender binary and/or identifies as both male and female

Gender non conforming: Refers to people whose gender expression differs from their gender identity based on a given society's norms for males and females.



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Terminology

Trans man (FTM): A person who was assigned female sex at birth and who now identifies as male. Some people use the term FTM (female to male)

Trans woman (MTF): Opposite of above

Transition: refers to the period that a person "transitions" from one gender to another.



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Top surgery FTM = Bilateral Mastectomy



Fred McConnell, The Gift of a Lifetime: How Trans Top Surgery changed my life, theguardian.com, accessed 5/10/16



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Bottom Surgery = Genital Reconstructive Surgery



Results of SRS surgery performed by Eugene Schrang, M.D., of Neenah, WI, <http://ai.eecs.umich.edu/people/comway/TS/SRS.html>, accessed 5/10/16



Results of SRS surgery performed by Drs. Browstein and Crane of San Francisco, CA, www.browstein-crane.com, accessed 5/10/16



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Silicone Injection



The High Price of Looking Like a Woman
By LAURA MURRAY MURRAY AETC 10/2011

Laura Murray, The High Price of Looking Like a Woman, New York Times, 8/19/2011

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Practice Design - Starts at the front door!

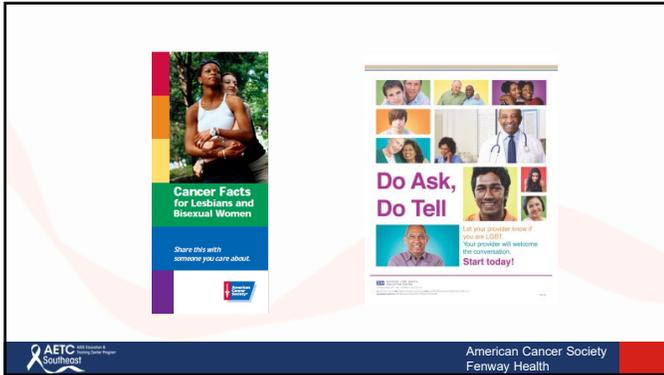
- Cultural competency training for all staff
- Welcoming waiting room, provides privacy
 - Chairs facing away from door, trees/plants, TV
- LGBT inclusive signs, brochures
- Inclusive patient registration forms
- Openly display non-discrimination statement

Guidelines for the Care of Lesbian, Gay, Bisexual, Transgender Patients, GLMA.org, Accessed 5/10/16

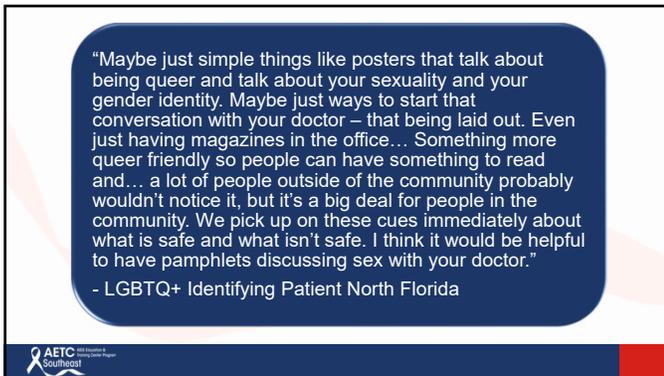
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"I'm going to specifically look for a doctor that has some kind of active symbol. I don't care if it's a rainbow flag by their door or a sticker by the receptionist – just something that says that they actively think about people who are LGBT."
- LGBTQ+ Identifying Patient North Florida

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Improving Medical Records

They may wish to be referred to as 'Women' in one situation (e.g., in their record with the physician's office and in personal interactions with the physician and staff), but 'Men' in other situations (e.g., on forms related to their insurance coverage, lab work, etc.).

System must be flexible

Most Electronic Medical Records (EMRs) have add on programs which better help document gender identity, preferred name and pronouns

J Am Med Inform Assoc. 2013 Jul; 20(4): 700–703.

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Engaging Patients/Communities

Patient advocates,
navigators,
community health
workers

Participate in local
PRIDE events

Speak or table at
local LGBTQ
events/venues






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LGBTQ Services at the Equal Access Clinic Network

Take pride in your health!

Who we are

The Equal Access Clinic Network is a group of providers who have been recognized for providing care to underserved and underserved patients in community clinics.

What we offer:

- Gender-related concerns
- LGBTQ+ Health
- Mental health
- Safe and private environment
- Cultural competence
- Hormone replacement therapy
- PrEP services

Contact Information:

Third Monday of each month, 11:00am - 12:00pm








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Summary



Stigma has major impact on the health of our LGBTQ identifying patients and **EACH** of us must work to deconstruct this stigma



What changes can you make in your clinic to make sure it is more welcoming to LGBTQ populations?



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AETC Program – National Centers and National HIV Curriculum

- National Coordinating Resource Center – serves as the central web-based repository for AETC Program training and capacity building resources; its website includes a free virtual library with training and technical assistance materials, a program directory, and a calendar of trainings and other events. Learn more: <https://aidsetc.org/>
- National Clinician Consultation Center – provides free, peer-to-peer, expert advice for health professionals on HIV prevention, care, and treatment and related topics. Learn more: <https://nccc.ucsf.edu>
- National HIV Curriculum – provides ongoing, up-to-date HIV training and information for health professionals through a free, web-based curriculum; also provides free CME credits, CNE contact hours, CE contact hours, and maintenance of certification credits. Learn more: www.hiv.uw.edu



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National Coordinating Resource Center

- **The National Coordinating Resource Center (NCRC)** is the central “hub” of the entire AETC program that supports the work of the eight regional AETCs, two national AETCs, and the National HIV Curriculum
- **What Does the NCRC Do?**
 - Provides **free, self-directed or downloadable resources** for education of health care providers working with people with or at-risk of HIV
 - Serves as the **central web-based repository** for AETC Program training and capacity building resources
 - Fosters **communities of practice, collaboration, group facilitation, and resource development** among AETCs and with external partners
 - Coordinates and facilitates national **AETC Program webinars**
 - Maintains a **free virtual library** with training and technical assistance materials, a **program directory**, and a **calendar of trainings** and events Learn more: <https://aidsetc.org/>



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National Coordinating Resource Center

- The AETC NCRC website aidsetc.org includes:
- Free virtual library with training and technical assistance materials
 - Program directory for AETC Program
 - Calendar of AETC trainings and other events
 - Online learning and training tools



- The AETC NCRC Social Media Channels:
- Free [Facebook](#), [Twitter](#), [YouTube](#), [LinkedIn](#), and [Pinterest](#)
 - *HIV Care Tools mobile app coming soon!*



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National Clinician Consultation Center

The **National Clinician Consultation Center (NCCC)** provides free expert clinical advice to health care professionals on HIV prevention, care, and treatment and related topics (e.g., hepatitis C) through telephone and e-consultation

The **NCCC** manages the following hotline and warmlines:

- HIV/AIDS Management Warmline
- Perinatal HIV Hotline (open 24/7)
- Hepatitis C Management Warmline
- Substance Use Management Warmline
- PEPline Warmline
- PrEPline Warmline

▪ Learn more: <https://nccc.ucsf.edu>



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National HIV Curriculum (NHC)

The **National HIV Curriculum (NHC)**, developed by the University of Washington, is a free, web-based curriculum that provides ongoing, up-to-date HIV training information to health professionals

The **NHC**:

- Contains 6 self-study course modules designed to provide health care providers with core knowledge on HIV prevention, screening, diagnosis, and ongoing treatment and care
- Offers free CME credit, CNE contact hours, CE contact hours, and maintenance of certification (MOC) credits
- Is appropriate for all levels –from novice to expert

▪ Learn more: www.hiv.uw.edu



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Resources - Images

- <https://swimpony.org/2014/05/13/labeling/>
- <https://www.lgbtagingcenter.org>
- <https://www.speedybuttons.com/shop/custom-buttons-pins-catalog/pride-button-cap309>
- <https://www.bidmc.org/give/development-news-updates/january-2020/top-10>
- <https://www.mountsinai.org/about/lgbt-health>



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Thank you and Questions!
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All Evidence-Based Teaching & Learning

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