

Caring for LGBTQ patients: exploring physicians' personal and professional value conflicts

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+ Contents



- Terminology
- What is bias?
- Current local and national attitudes surrounding the LGBT population
- Improving physician cultural competence

+ LGBTQ+ Terminology



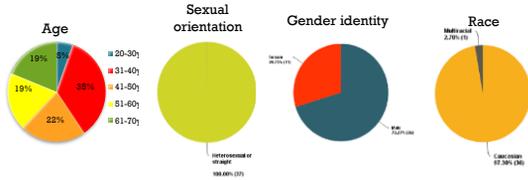
- Lesbian
- Gay
- Bisexual
- Transgender
- Queer/Questioning
- Cisgender
- Ally

+ How does IAT work?

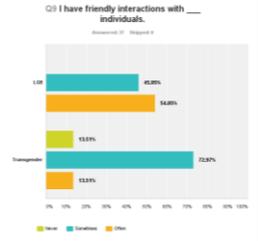
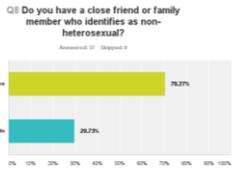


+ Local physician LGBTQ attitudes

- Survey sent to 106 primary care providers in the Ogden area
- 39/106 responses, 2 incomplete (35% response rate)
- Demographics of responders:



+ Personal relationships and interactions with LGBTQ individuals

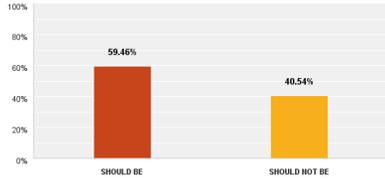


+ Exploring local attitudes surrounding LGBTQ rights



Same sex marriages _____ recognized by the law as valid with the same rights as opposite sex marriages

Answered: 37 Skipped: 0

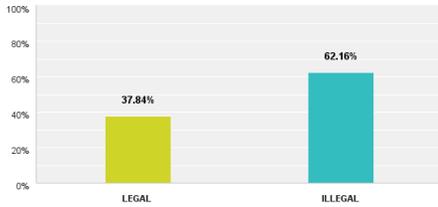


+ Exploring local attitudes surrounding LGBTQ rights



It should be _____ for business owners to refuse to serve same-sex partners.

Answered: 37 Skipped: 0

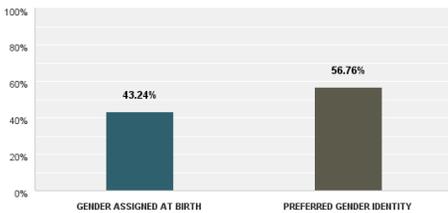


+ Exploring local attitudes surrounding LGBTQ rights



Transgender people should use the bathroom/locker room of their _____.

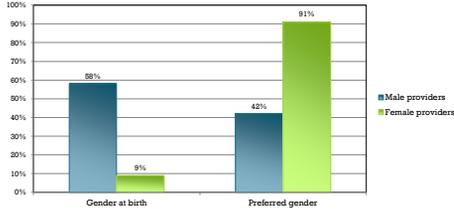
Answered: 37 Skipped: 0



+ Exploring local attitudes, female providers v. male providers



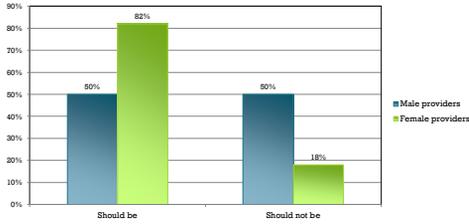
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Same sex marriages _____ recognized by the law as valid with the same right as opposite sex marriages

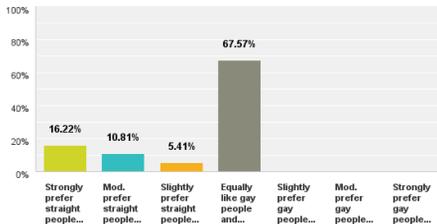


+ LGBTQ explicit attitudes



Which statement best describes you?

Answered: 37 Skipped: 0



+ Medical student CHANGES study

- 45.8% of respondents expressed some explicit bias against gay and lesbian individuals
 - Self reported with a feelings thermometer
- 81.5% of respondents expressed some implicit bias against gay and lesbian individuals using the IAT
 - 74.3% of those who did not express explicit bias demonstrated implicit bias
- Greatest predictor of implicit attitude was amount and quality/favorability of contact with gay and lesbian individuals

+ How can we improve physician cultural competence in caring for LGBTQ patients?

Education

Q15 The education and/or training I received in __ regarding treatment and care for LGBTQ patients was:

Answered: 27 Skipped: 0

	None	Minimal quality	Moderate quality	Strong quality	Total	Weighted Average
medical school	32.43%	37.04%	27.04%	13.51%	17	2.03
residency	37.84%	43.24%	13.51%	6.41%	27	1.86

- Oregon Providence Family Medicine Residency Program created a "Caring for LGBTQ Patients" curriculum
 - Bias awareness
 - Defining terms
 - Discussing barriers to care and health disparities
 - Establishing empathy

+ How can we improve our clinics in caring for LGBTQ patients?

- Creating a welcoming and open practice
 - Small symbols (rainbow flag, equal symbol)
 - Inclusive forms/intake process
 - Don't assume someone is cisgender/heterosexual
 - Have a non-discrimination statement
 - Register with glma.org or other provider referral programs.

This information is for demographic purposes only and will not affect your care.

1) What is your sexual orientation? Heterosexual Gay Lesbian Bisexual Transgender Other

2) How many people (including you) does your practice support? None 1-2 3-4 5-6 7-8 9-10 11-20 21-30 31-40 41-50 51-60 61-70 71-80 81-90 91-100 More than 100

3) Preferred Language (Please check all that apply) English Spanish Vietnamese Other

4) What is your gender? Female Male Other

5) Employment Status Employed full time Employed part time Student full time Student part time Unemployed Other

6) Ethnicity (check all that apply) Hispanic/Latino Not Hispanic/Latino Asian Caucasian / White Native Hawaiian Other

7) Country of Birth USA Other

8) Marital Status Married Divorced Single Widowed Other

9) Insurance Status Medicare Medicaid Private Other

10) Medical History Self Family Member Health Provider Emergency Services Other

11) Please mark over

+ Conclusions



- Bias, both implicit and explicit, exists in the world and in the medical field
- Bias can impact the way physicians practice medicine
- LGBTQ patients suffer from healthcare disparities
- Being aware of our own beliefs and biases may help improve rapport and relationships with patients
- There is a room for improvement in medical school and residency education surrounding LGBT healthcare

+ Resources



- Burke, Sara E., and John F. Dovidio. "Do contact and empathy mitigate bias against gay and lesbian people among heterosexual medical students? A reports from medical student CHANGES." *Academic Medicine* 90.5 (2015): 648-51.
- Fallin-Bennett, Keisa. "Implicit bias against sexual minorities in medicine: cycles of professional influence and the role of the hidden curriculum." *Academic Medicine* 90.5 (2015): 549-52.
- FitzGerald, Chloe, and Samia Hurst. "Implicit bias in healthcare professionals: a systemic review." *BioMed Central Medical Ethics* 18.19 (2017)
- <https://implicit.harvard.edu/implicit/>
- Klein, Elizabeth W., and Maliheh Nakhai. "Caring for LGBTQ patients: methods for improving physician competence." *The International Journal of Psychiatry in Medicine* 51.4 (2016): 315-24. ijp.sagepub.com.
- <https://williamsinstitute.law.ucla.edu/>
