

DELIVERING INCLUSIVE CARE FOR LGBTQ PEOPLE

HEALTH CENTER ASSESSMENT

PURPOSE:

This Health Center Assessment is designed to support the implementation of best practices for ensuring access to high-quality care for LGBTQ people. It does so by identifying gaps in your health center's work and aiding in the prioritization of your next steps to achieve an affirming and inclusive environment.

INSTRUCTIONS:

With your health center in mind, read each of the following best practice statements and indicate how:

A. Strongly you agree or disagree with the statement.

LEVEL OF AGREEMENT				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="checkbox"/>				

Note: Statements relate to the implementation of best practices for ensuring access to high-quality care for LGBTQ people at your health center. It is best to work quickly and record your first impression.

B. High or low you think the priority is to implement the best practice.

LEVEL OF PRIORITY				
Highest	High	Medium	Low	Lowest
<input type="checkbox"/>				

Note: "Level of Priority" should be based on potential impact and the urgency with which you believe your health center should act to implement the best practices.

C. After you complete the assessment, compare and discuss your answers with members of your team.

Note: Please refer to *Delivering Inclusive Care for LGBTQ People Resource Guide* for a list of best practices and related resources organized by focus (e.g., customer service) and *Delivering Inclusive Care for LGBTQ People Action Plan Guide* to support the implementation of best practices.

FOCUS	BEST PRACTICE	LEVEL OF AGREEMENT					LEVEL OF PRIORITY				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Highest	High	Medium	Low	Lowest
Buy-in	Leadership at the senior executive level (CEO, CFO, Medical Director) and the Board of Directors has made providing affirming, inclusive, high-quality health care to LGBTQ people an organizational priority.	<input type="checkbox"/>									
Clinical Protocols, Health Education & Service Provision	Health center clinical protocols are up-to-date and reflect best practices for serving LGBTQ people.	<input type="checkbox"/>									
	The health center offers pre- and post-exposure prophylaxis for HIV (PrEP and PEP).	<input type="checkbox"/>									
	The health center offers gender-affirming hormone therapy using best practices (i.e., the informed consent model).	<input type="checkbox"/>									
Community Outreach & Engagement	The health center has connected with local LGBTQ organizations to learn about their programming, the LGBTQ community's needs, and opportunities for collaboration.	<input type="checkbox"/>									
	A Community Advisory Committee has been established to create an ongoing dialogue between the agency and LGBTQ communities and to provide guidance and advice on the needs of LGBTQ people.	<input type="checkbox"/>									
	The health center has conducted market research and developed marketing materials that include LGBTQ people	<input type="checkbox"/>									
Customer Service	Staff follow customer service best practices as outlined on <i>Delivering Inclusive Care for LGBTQ People Action Plan Guide</i> .	<input type="checkbox"/>									
Environment	Gender-neutral bathrooms are available, accessible, and clearly labeled with gender-neutral signs.	<input type="checkbox"/>									
	Affirming brochures, magazines, and posters are available in waiting, counseling, and examination rooms.	<input type="checkbox"/>									

FOCUS	BEST PRACTICE	LEVEL OF AGREEMENT					LEVEL OF PRIORITY				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Highest	High	Medium	Low	Lowest
Insurance	Health center staff correctly code visits for transgender people for insurance reimbursement purposes.	<input type="checkbox"/>									
Intake Forms, Data Collection & EHR	Intake/registration forms ask for gender identity, pronouns, and name the patient goes by, as well as name and sex/gender listed on the patient's insurance card if it differs.	<input type="checkbox"/>									
	The health center has customized Electronic Health Record (EHR) templates to: <ul style="list-style-type: none"> ▪ Capture gender identity-related information (e.g., name, pronouns, gender identity); and ▪ Include prompt questions and data fields with language that mirrors clinical protocols. 	<input type="checkbox"/>									
	Health center staff enter data into appropriate EHR template(s).	<input type="checkbox"/>									
Non-Discrimination Policies	Institutional nondiscrimination policies include gender identity, gender expression, and sexual orientation. These policies cover both patients and health center staff.	<input type="checkbox"/>									
	The non-discrimination policy is posted in waiting room or provided to patients at check-in.	<input type="checkbox"/>									
	A system has been established to address complaints related to the treatment of LGBTQ people.	<input type="checkbox"/>									

FOCUS	BEST PRACTICE	LEVEL OF AGREEMENT					LEVEL OF PRIORITY				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Highest	High	Medium	Low	Lowest
Referrals	Referral list(s) of local support groups, community organizations, specialists, behavioral health providers, and other organizations that are welcoming to LGBTQ people are up to date.	<input type="checkbox"/>									
Training	Clinicians and clinical support staff receive training on how to: <ul style="list-style-type: none"> Provide education, screening, and services appropriate to a patient's behavior, risk, health status, and anatomy; Use inclusive questions when taking a medical history; Ask patients what terms they use for their anatomy and then mirror those during the exam; and Only ask for required and medically necessary information. 	<input type="checkbox"/>									
	Clinicians and clinical support staff receive training on pre- and post-exposure prophylaxis for HIV (PrEP and PEP)	<input type="checkbox"/>									
	Clinicians and clinical support staff receive training on gender-affirming hormone therapy using best practice (i.e., the informed consent model).	<input type="checkbox"/>									

FOCUS	BEST PRACTICE	LEVEL OF AGREEMENT					LEVEL OF PRIORITY				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Highest	High	Medium	Low	Lowest
Training (continued)	Health center staff receive training in cultural humility, implicit bias, and customer service best practices, including how to be: <ul style="list-style-type: none"> ▪ Mindful of language; ▪ Use the correct name and pronouns for the patient; and ▪ Communicate effectively and respectfully with patients about the reasons for data collection and how data will be used for patient care. 	<input type="checkbox"/>									
	Health center staff receive training on how to correctly code visits for transgender clients for insurance reimbursement purposes.	<input type="checkbox"/>									
	Health center staff receive training on how to enter data into EHR and reference data relevant to a patient's visit (e.g., their pronouns).	<input type="checkbox"/>									
	Health center staff receive training on the health center's non-discrimination policies and procedures and how to handle patient complaints.	<input type="checkbox"/>									
	Staff receive training on how to connect LGBTQ people to health and community resources.	<input type="checkbox"/>									

For more information, contact Daryn Eikner at deikner@nfprha.org.

National Family Planning & Reproductive Health Association
1025 Vermont Ave., Suite 800, Washington, DC 20005
www.nationalfamilyplanning.org • (202) 293-3114 • info@nfprha.org