

BEST PRACTICES FOR SERVING LGBTQ+ PATIENTS

HEALTH CENTER ASSESSMENT

PURPOSE:

This health center assessment will help your team to:

- Identify the strengths and gaps in your health center’s work to implement best practices for ensuring access to high-quality care to LGBTQ+ patients in an affirming, inclusive environment; **and**
- Prioritize your health center’s next steps.

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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: Statements relate to the implementation of best practices for ensuring access to high-quality care to LGBTQ+ patients 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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 *Best Practices for Serving LGBTQ+ Patients Resources* for a list of best practices and related resources organized by focus (e.g., customer service) and *Best Practices for Serving LGBTQ+ Patients 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+ patients an organizational priority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Protocols, Health Education & Service Provision	Health center clinical protocols are up-to-date and reflect best practices for serving LGBTQ+ patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The health center offers pre- and post-exposure prophylaxis for HIV (PrEP and PEP).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The health center offers gender-affirming hormone therapy using best practice (i.e., the informed consent model).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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+ patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The health center has conducted market research and developed marketing materials that include LGBTQ+ individuals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	Staff follow customer service best practices as outlined on <i>Best Practices for Serving LGBTQ+ Patients Resources</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environment	Gender-neutral bathrooms are available, accessible, and clearly labeled with gender-neutral signs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Affirming brochures, magazines, and posters are available in waiting, counseling, and examination rooms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Insurance	Health center staff correctly code visits for transgender clients for insurance reimbursement purposes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The health center has customized 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Health center staff enter data into appropriate EHR template(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Discrimination Policies	Institutional nondiscrimination policies include gender identity, gender expression, and sexual orientation and cover both patients and health center staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The non-discrimination policy is posted in waiting room or provided to patients at check-in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A system has been established to address complaints related to the treatment of LGBTQ+ patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Institutional nondiscrimination policies include gender identity, gender expression, and sexual orientation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The institutional nondiscrimination policy is provided to patients or posted in the waiting room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Referrals	Referral list(s) of local support groups, community organizations, specialists, behavioral health providers, and other organizations that are welcoming to LGBTQ+ people exist and are up to date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clinicians and clinical support staff receive training on pre- and post-exposure prophylaxis for HIV (PrEP and PEP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Health center staff receive training on how to correctly code visits for transgender clients for insurance reimbursement purposes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff receive training on how to connect LGBTQ+ patients to health and community resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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