Interprofessional Education to Enhance Health-Related Outcomes for LGBT Clients: How One Academic Medical Center is Leading the Way

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I. Current LGBTQ Efforts

II. Process and Introduction to SWOT

III. Small Group Exercise

IV. Wrap Up
I. Rush and Current LGBTQ Efforts
Based in Chicago, Rush is a not-for-profit health care, education and research enterprise comprised of the following:

Rush University Medical Center
Rush University
Rush Oak Park Hospital
Rush Health

As an organization, Rush is all about health, with excellence in patient care the focus of all we do.
2014 Survey Results

Enough time for LGBTQ topics

55% disagree, 30% neutral, 15% agree

Content is evidence-based

21% disagree, 56% neutral, 23% agree

Content is well-integrated into curriculum

43% disagree, 39% neutral, 18% agree

Program is creating LGBTQ competency

53% disagree, 34% neutral, 13% agree

Majority in disagreement on three questions

Majority neutral regarding evidence

Indicator that we have work to do in this area
About Rush

Our mission

The mission of Rush is to provide the best health care for the individuals and diverse communities we serve through the integration of outstanding patient care, education, research and community partnerships.

Our vision

Rush will be the leading academic health system in the region and nationally recognized for transforming health care.

Our values

Rush University Medical Center's core values — innovation, collaboration, accountability, respect and excellence — are the roadmap to our mission and vision.
With the support of Rush’s most senior leaders, including the Diversity Leadership Council, the CEO Council, and the Executive Leadership Council, the LGBTQ Health Committee has adopted the following 5 initial areas of improvement:

• Access
• Resources and Visibility
• Health Records
• Transgender Specific
• Education
II. Process and Introduction to SWOT
Introduction to SWOT

Strengths
Weaknesses
Opportunities
Threats
Introduction to SWOT

• Strengths and Weaknesses – Internal
• Opportunities and Threats – External
• Why are you completing a SWOT? Regarding what?
• Need to assess the current state of your organization as well as the external environment
• What is the organization currently doing well? What could improve?
• What does the external environment look like? Is it conducive to change?
• Why now?
• Need a comprehensive level of understanding
• Setting SMART Goals
Our SWOT Analysis

Strengths

• Organizational commitment to diversity and inclusion (Diversity Leadership Council)

• Robust non-discrimination policies inclusive of both sexual orientation and gender identity (for patients and employees alike)

• Mission statement includes “best health care for the individuals and diverse communities we serve”

• Rated as a “Leader in LGBT Healthcare Equality” by Human Rights Campaign’s Healthcare Equality Index annually since 2009 – Meet 4 criteria

• LGBTQ student affinity group – Rush Pride

• “Physicianship” course in Rush Medical College covers LGBTQ issues

• HEALE Cultural Competency curriculum currently part of GEM student psychiatric nursing rotation

• “Underground Network”
Our SWOT Analysis

Weaknesses

• Diversity Index, our tool to measure diversity and inclusion success, is not inclusive of SOGI

• University Climate Survey identified areas of improvement

• No group or person tasked with bringing best LGBTQ practices to Rush

• Electronic Health Record does not appropriately inquire about SOGI data

• Health Plan not inclusive of transgender healthcare (neither employee nor student)

• No identified LGBTQ competent providers – access concern

• Lack of LGBTQ health and community resources accessible to both patients and providers

• No standardized LGBTQ curriculum across the enterprise
Our SWOT Analysis

Opportunities

• Improving LGBTQ climate in both the State of Illinois and Federal Government (i.e. marriage equality and non-discrimination laws)

• Rush’s Mission / Vision updated to focus on “best people” and updated corporate scorecard to include “new patient visits” – both ought to include LGBTQ

• Ability to capture SOGI data through the EHR – Epic, our EHR, has developed a brief on improvements regarding collecting SOGI

• Transgender health insurance coverage for the City of Chicago, Medicare, and Federal Government

• The Joint Commission / AAMC changing tides – focus on competency for LGBTQ

• Total buying power of the adult U.S. lesbian, gay, bisexual and transgender population is projected at $830 billion (2013 est., Source: Witeck Communications and MarketResearch.com)

• HEI Leader in LGBT Healthcare Equality status at Rush Oak Park Hospital

• Federal strategy to employ more persons with disabilities and veterans

• Road Home Program and the “Do Ask, Do Tell” conference and climate
Our SWOT Analysis

Threats

• Other competitive healthcare institutions more visible to the LGBTQ community and actively engage the community

• More informed consumers are looking for LGBTQ competent providers

• Joint Commission / AAMC changing tides regarding LGBTQ competencies

• Past religious affiliation at Rush Oak Park Hospital (and at Rush University Medical Center)

• Financial implications of transgender health services coverage in the health plan
III. Small Group Exercise
IV. Wrap Up
• Assess the current state of your organization and environment

• Think broadly, but focus on a few specifics at the beginning – SMART goals/objectives

• Involve senior leadership
Thank You! Questions/Comments?

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