


Transforming LGBTQIA+ Health Quality at UPMC



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Learning Objectives

- Discuss core components of LGBTQIA+ Health Quality at UPMC
- Understand opportunities at UPMC to provide affirming health care to LGBTQIA+ patients

"Our team is dedicated to providing the LGBTQIA+ community with a safe, supportive, and affirming space in which they may learn ways to manage their mental health."
— Sarah Lee, MD

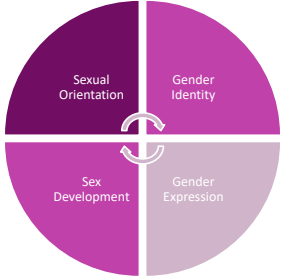


LGBTQIA+ Health Quality at UPMC UPMC
LIFE CHANGING MEDICINE

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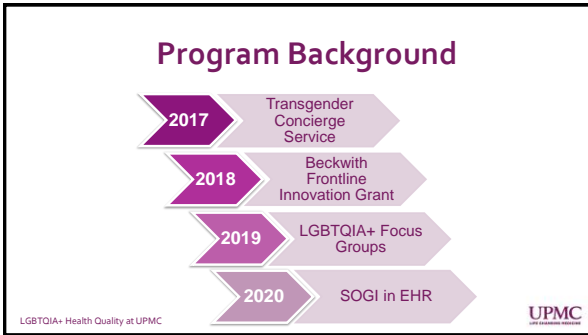
The Starting Point

- LGBTQIA+ people have inequities in accessing and receiving high quality healthcare
- Inequities contribute to health disparities
- LGBTQIA+ people are deserving of equitable, affirming, and high-quality healthcare



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Health Plan Concierge Service

- Started in 2017
- 1st dedicated insurance call line to support transgender and gender diverse individuals
- Call 1-844-202-0126 (TTY 711)

An advertisement for the Health Plan Concierge Service. It features a woman in a blue floral dress walking on a sandy beach with waves in the background. The text reads: "A LIFE CHANGING Transition" and "UPMC's new Health Concierge" with a small description below. The UPMC logo is in the bottom right corner.

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Beckwith Grant: Creating LGBTQIA+ Inclusive Hospitals

- **Goals:** Increase UPMC hospital participation and designation in the Healthcare Equality Index
- **Who:** 26 out of 34 UPMC hospitals
- **How:**
 - Four trainings run across Pennsylvania
 - Leaders across administration, HR, nursing, patient experience, registration, and informatics

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Beckwith Grant: Creating LGBTQIA+ Inclusive Hospitals

Feedback from hospitals:

1. Urgent need to address LGBTQIA+ health
2. More education, resources, and clinical training
3. Better EHR documentation



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Focus Groups

Goal: Assess LGBTQIA+ individual's experiences, needs, barriers, and facilitators in navigating healthcare access and health insurance benefits

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"There's a certain level of decency that I expect from providers, in the sense that I don't expect them to know every permutation of pronouns...but I do expect them to come at it from a certain degree of respect for people."



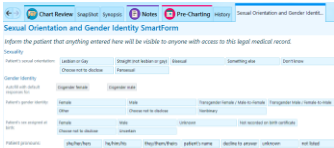
"I feel the issue that I'm running into with finding [a provider] is because I'm trying to find that middle ground of, you have the experience in the medical field but you're still up-to-date."



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Sexual Orientation & Gender Identity (SOGI) in EHR

- 2-year work group
- Established two options for collecting SOGI information
- Provider-input (Epic)
- Patient-input (next page)



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Sexual Orientation & Gender Identity (SOGI) in EHR

Patient-input MyUPMC

Health Summary
Review your medical chart, browse health resources, and download your health information.

Medical Record
Health Resources
Documents Center

Health Resources

Resources from Your Provider
Browse articles, videos, products, and other important health information recommended to you from your provider.

View Provider Recommended Resources

Join Pitt+Me
The research community to research studies at the University of Pittsburgh and other, find studies, articles, view the photos, or by mail.

UPMC's Health Library
The UPMC online health library is a great resource to help guide your health information care team. Use the search bar to look up a specific topic, or browse all health topics.

Sexual Orientation and Gender Identity
We strive to care for everyone with dignity and respect while receiving care at UPMC. Share your sexual orientation and gender identity to help us provide care that is personalized and sensitive to your needs.

Not Us? Please Contact Us

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UPMC LGBTQIA+ Health Quality

SisTers PGH Vaccine Clinic

Somerset Pride

Millvale Pride Vaccine Clinic

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Strategic Goals

- 1 Increase SOGI Data Collection and Documentation
- 2 Improve LGBTQIA+ Patient Access to Affirming Health Care
- 3 Enhancing Healthcare Quality and Capacity for LGBTQIA+ Patients

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Goal 1: SOGI Data Collection

- Sexual Orientation and Gender Identity
- Pronounced soh-gee

- Name
- Pronouns
- Gender identity
- Sexual orientation
- Transition history
- Transition plans
- Organ inventory

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Goal 1: SOGI Data Collection

- 9,321 training hours delivered at 10 hospitals
- PUH Medical Innovation Grant: If you build it, will the data come?

Provider Focus Groups

- High perceived importance of collecting SOGI, but difficulties in asking and documenting
- Perceived discomfort from non-LGBTQIA+ patients
- Desire for more resources and standardized collection processes to collect data without mistakes
- Concerns that asking will negatively impact LGBTQIA+ patients experiences

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Goal 1: SOGI Data Collection

- PUH Medical Innovation Grant: If you build it, will the data come?

SOGI Documentation Following Training
% of past-month epic visits with documentation (out of 11,908 visits)

Category	Entered	Not Entered
PRONOUNS	96%	4%
CHOSEN NAME	98%	2%
SEXUAL ORIENTATION	98%	2%
GENDER IDENTITY	98%	2%

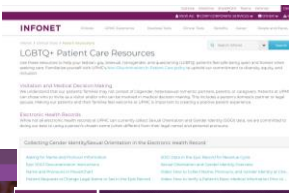

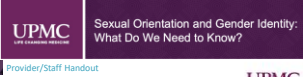
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Goal 1: SOGI Data Collection

- ★ Cerner Updated!
- ★ Name change policy in effect
- SOGI is a *teachable* skill
- Infonet Page
- HR Direct (OLC4263668)

Training Resources

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Goal 2: Affirming Health Care

Health Plan's LGBTQIA+ Affirming Provider Designation

- 3 CME eligible modules with attestations
- Co-developed with local and national experts and community members
- Can be used to support resident/fellow training



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Goal 3: Enhancing Healthcare Quality and Capacity

Health Plan's Affirming Provider Designation

New Services Covered!




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News + LGBTIQ+ January 27, 2022

Facial feminization surgeries for trans women now covered by UPMC
By Jessica Kucharski



As of this year, UPMC is the first health insurer in the Pittsburgh area to cover medically necessary facial feminization surgery for trans women. FFS describes a set of surgeries including hairline lowering, jaw reduction, rhinoplasty, and eyelid surgery designed to make one's face more feminine.

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Goal 3: Enhancing Healthcare Quality and Capacity

New Clinical Services

LGBTQIA+ Intensive Outpatient Program (IOP)

The LGBTQIA+ Intensive Outpatient Program (IOP) at UPMC Western Psychiatric Hospital offers evidence-based mental health care for adult members of the LGBTQIA+ community.



LGBTQIA+ TEEN PROCESSING GROUP

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Physician Leaders in LGBTQIA+ Health



Carolyn De La Cruz Ed Garofolo Rachel Green Jesse Goldstein Ken Ho Kathleen Hwang Janet Leung



Sarah Lim Gerald Montano Vu Nguyen Brodie Parent Tom Pineo Sarah Tilstro Eloho Ufomata

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Pride Health ERG

- Started by Dena Hofkosh, MD
- Visible LGBTQIA+ career and support mentors
- Elevated allyship
- Visibility of LGBTQIA+ diversity in DEI spaces
- Brunches and potlucks for LGBTQIA+ residents, fellows, and early faculty

2021 LIFETIME ACHIEVEMENT AWARD RECIPIENT

DENA HOFKOSH, MD, MED
Vice chair of pediatrics, faculty affairs (retired)

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Employee Resource Group Co-Chairs



Nicole Steele
She/Her
Creative & Expressive Arts Therapist III




Michael DiMeo
He/Him
Manager, Business Ops & Project Imp

UPMC PRIDE HEALTH

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PRIDE Health ERG

- Visibility of LGBTQIA+ Colleagues
- Elevated allyship
- Visibility of LGBTQIA+ diversity in DEI spaces
- LGBTQIA+ Employee Resources
- 2 monthly meetings:
 - Business meeting
 - Discussion group
- UPMC MLK Community Service Projects
- Participation in Pride and Juneteenth



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Thank you to our UPMC team members!

Informatics

- Rich Ambrosino
- Mike Curren
- Tony Fiorillo
- Samantha Jakiel
- Glenn Updike

Wolff Center:

- Suzanne Martin
- Tami Minnier
- Amy Triola

Health Services:

- HEI leads at 30+ hospitals
- Physician leaders across Medicine, OBGYN, Pediatrics, Psychiatry, and Surgery

Health Plan:

- Keira DeSantis
- Shireen Haq
- Suzanne Kinsky
- Dan LaVallee
- John Lovelace
- Mike Shirilla

CFEI:

- David Bubas
- Cassie Cooper
- Chris Robinson
- James Taylor

Even More Thanks:

- Sarah Lim, MD
- Mike Dimeo
- Nicole Steele
- Chaton Turner
- Many more...

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Thank you!

Contact us at LGBTQHealth@upmc.edu

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