



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

LGBT Health Line

News from the National LGBT Health Education Center



In the wake of the senseless murders in Orlando, we support one another in our grief and healing.

If you, your colleagues, or your patients needs to talk to someone about this tragedy, we have compiled some resources here:

LGBT Helpline (Ages 25+)

(888) 340-4528 or (617) 267-9001

Hours: Monday - Saturday, 6:00 PM - 11:00 PM ET

Peer Listening Line (Ages 25 and Under)

(800) 399-PEER or (617) 267-2535

Hours: Monday - Saturday, 5:30 PM - 10:00 PM ET

Online Peer-Support Chat

Hours (Pacific Time): Monday - Friday, 1:00 PM - 9:00 PM; Saturday, 9:00 AM - 2:00 PM

Hours (Eastern Time): Monday - Friday, 4:00 PM - Midnight;
Saturday, Noon - 5:00 PM

- Online Programming Survey.
- Webinars on Latino(a) LGBTQ Youth, the ACA and Training Frontline Staff.
- New Publication: Understanding the Health Needs of LGBT People.
- Resources on collecting SO/GI Data in Electronic Health Records.

Survey

Online Training Follow-up Evaluation Survey

We want to know whether our online programs are helping you change and improve your work with LGBT people. If you have completed at least one of our online programs in the past (e.g., webinar, learning module, video course), we want to hear from you! [Click here to](https://www.surveymonkey.com/r/LGBT-Training-Follow-up) complete a brief 10-question survey or cut and paste this link: <https://www.surveymonkey.com/r/LGBT-Training-Follow-up>

All survey participants will be eligible to enter a raffle for a \$50 American Express gift card. Responses are anonymous and will only be used for grant reporting and program evaluation. Entries into the raffle for the \$50 American Express Gift Card are separate from survey responses. **Respond by the end of business on Thursday, June 23rd to be eligible for the gift card raffle.**

Upcoming Webinars

Addressing Social Determinants of Health Among LGBTQ Latino(a) Young Adults

Latino(a) youth and young adult men who have sex with men or who identify as lesbian, gay, bisexual, and/or transgender often face stigma, discrimination, and language barriers that prevent them from accessing prevention and treatment at health care centers, and leaving them vulnerable to high rates of HIV and other health disparities. In this session, panelists Suyanna Linhales Barker, DrPH, Manuel Diaz-Ramirez, and Alexa Rodriguez, all from La Clinica del Pueblo, will discuss the social determinants of health that create barriers to prevention and care for young adult Latino(a)s. The panelists will draw on their



experiences working with this population, including young Latinos living with HIV, and transgender Latino(a)s in the Washington, DC area to give participants the tools to recognize barriers within their own organizations to better facilitate prevention and care opportunities for transgender and MSM Latino(a) young adults.

Date/Time: Thursday, June 22, 2016, 1:00-2:00pm ET

Faculty: Suyanna Barker, Community Health Action Department Director, La Clínica del Pueblo, Manuel Diaz-Ramirez, ¡Empodérate! Youth Center Manager, La Clínica del Pueblo, Alexa Rodriguez, Transgender Program Coordinator for ¡Empoderáte! Youth Center

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[Register](#)

Deep Dive: What the Affordable Care Act Means for LGBT People

Under the Affordable Care Act, health centers and community based organizations continue to serve a critical role in helping LGBT people access health insurance coverage. In this webinar, Kellan Baker, MPH, MA, Associate Director of the LGBT Research and Communications Project at the Center for American Progress, will take a deeper look at ways the ACA addresses exclusions



that impact health care for LGBT people, including prevention and wellness care, data collection, and health insurance coverage. He will also address strategies that health centers and other organizations can use to enhance enrollment of LGBT people into health care to continue to reduce the number of uninsured LGBT people, especially Transgender individuals and people living with HIV/AIDS.

Date/Time: Tuesday, July 12, 2016, 2:00-3:00pm ET

Faculty: Kellan Baker, MPH, MA, Associate Director of the LGBT Research and Communications Project at the Center for American Progress

Sponsor: The National LGBT Health Education Center

[Register](#)

Training Frontline Staff to Collect Data on Sexual Orientation and Gender Identity

Collecting sexual orientation and gender identity (SO/GI) data can lead to improvements in population health for lesbian, gay, bisexual, and transgender (LGBT) patients, a vulnerable population that experiences multiple health disparities. Now that HRSA requires SO/GI data be included in the Uniform Data System (UDS) reporting for CY 2016, health centers need to train their frontline staff



(including front desk staff, medical assistants, and other clinical and non-clinical staff) to collect, quality check, and apply this data in a culturally sensitive and confidential manner. In this interactive webinar, experts in SO/GI data collection will discuss their recommendations for frontline staff, covering the topics of effective communication techniques, privacy and confidentiality, data quality, and addressing mistakes that inevitably occur. Amika Brewster, Director of Patient Services and Financial Assistance at Fenway Health will be joined by Dr. Harvey Makadon, Director of Education and Training Programs at the Fenway Institute, and Chris Grasso, Associate Director of Director for Informatics & Data Services at the Fenway Institute to present the webinar.

Date/Time: Wednesday, July 13, 2016 1:00 - 2:00 pm ET

Faculty: Amika Brewster, Director of Patient Services and Financial Assistance, Fenway Health; Dr. Harvey Makadon, Director of Education and Training Programs, The Fenway Institute; and Chris Grasso, Associate Director of Director for Informatics & Data Services, The Fenway Institute

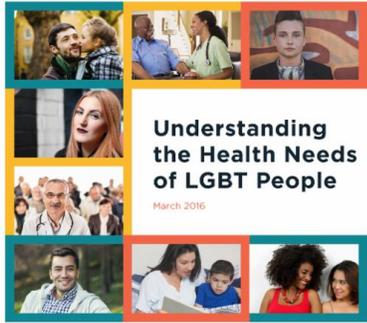
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[Register](#)

New Publication

Understanding the Health Needs of LGBT People

Lesbian, gay, bisexual, and transgender individuals continue to face stigma and discrimination even though social acceptance is improving. This stigma and discrimination can result in negative experiences that combine with lack of access to culturally-affirming and informed health professionals to result in multiple health disparities for LGBT populations. Therefore, there is an urgent need to



provide inclusive, high-quality health services to LGBT people so they can achieve the highest possible level of health. This document reviews LGBT concepts and demographics, discusses health disparities affecting LGBT groups, and outlines steps that clinicians, health centers, and other health care organizations can take to provide patient-centered care for LGBT people.

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Do Ask, Do Tell: End LGBT Invisibility in Healthcare

Collecting Sexual Orientation and Gender Identity Data in Health Centers

On March 22, HRSA issued a [Program Assistance Letter \(PAL\)](#) detailing approved changes to the Uniform Data System (UDS) to include reporting sexual orientation and gender identity (SO/GI) data in Tables 3A and 3B. To help health centers prepare for collecting this data, the Education Center has many resources and is planning continuous training on collecting SO/GI data.

SO/GI Office Hours: August 3rd, 12:30pm-2pm

SO/GI Office Hours will be a 90-minute session featuring Dr. Harvey Makadon, Director of Education and Training Programs at the Fenway Institute, and Chris Grasso, MPH, Associate Director of Informatics and Data Services, Fenway Health.

Dr. Makadon and Ms. Grasso will be available to answer questions, detail recommended practices, and describe strategies for adding SO/GI questions to registration documents, integration into EHRs, and appropriate staff training on how to collect the data.

We strongly recommend [watching our webinar "Do Ask, Do Tell! Collecting Data on Sexual Orientation and Gender Identity in Health Centers"](#) before participating in office hours. This webinar covers the barriers to care that many LGBT people face, describes inequities in health outcomes for LGBT people, and details both how and why to collect SO/GI data in electronic health records. It is available live and on-demand and provides free CME/CEU credit.



"Collecting Sexual Orientation and Gender Identity Data in Electronic Health Records: Taking the Next Steps" is a brief designed for health centers to help understand why collecting SO/GI data is important to providing quality care to LGBT people, what questions to ask, and how to incorporate SO/GI questions into the EHR.

[View/download the brief \[PDF\].](#)

For more information, visit our website's [Collecting Sexual Orientation and Gender Identity Data Topic Page!](#)

Online Education

On-Demand Webinars

We offer 30 on-demand webinars on topics such as [Ten Things: Providing an Inclusive and Affirmative Health Care Environment for LGBT People](#) and others:

- Introduction to LGBT Health
- LGBT Youth
- Transgender Health Care
- HIV Prevention
- Same-Sex Domestic Violence
- and more!
- For more information, [click here!](#)

Now Available!

Optimizing Transgender Health: A Core Course for Healthcare Providers

is a series of six online videos on transgender health topics including Gender Affirming Surgeries, Caring for Gender

Nonconforming Youth and Adolescents, and more! **The series provides FREE CME/CEU credit.**



[More Info](#)

CME/CEU and HRC HEI Credits Available

We offer FREE CME/CEU credit from the American Academy of Family Physicians for most of our webinars and online trainings. [Click here](#) for more information.



**HUMAN
RIGHTS
CAMPAIGN**
FOUNDATIONTM

Our live and on-demand webinars fulfill the on-going training requirement of the HRC's Healthcare Equality Index! [Click here](#) to learn more.

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