



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

LGBT Health Line

News from the National LGBT Health Education Center

SO/GI Office Hours

August 3rd, 12:30-2:00pm

Join us to discuss progress and questions on how to collect data on sexual orientation and gender identity in EHRs

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.

We are excited to host our third session of SO/GI Office Hours for health center staff. SO/GI Office Hours will be a one-and-a-half-hour 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.

As part of SO/GI Office Hours, we invite you to [submit questions in advance of the session](#). Dr. Makadon and Ms. Grasso will review the submissions in an effort to group similar questions together and gauge what kinds of questions are most relevant for health centers. Participants will also have the opportunity to type in questions live during office hours.

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.

Upcoming SO/GI Webinars

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

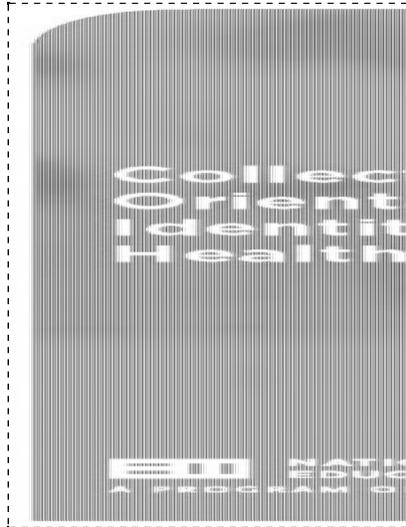


Faculty: Amika Brewster, Director of Patient Services and Financial Assistance, Fenway Health
Dr. Harvey Makadon, Director of Education and Training Programs, The Fenway Institute
Chris Grasso, Associate Director of Director for Informatics & Data Services, The Fenway Institute

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

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 should 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.

[Register](#)



"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 \[PDF\].](#)

FAQ: UDS REPORTING ON SO/GI

Because sexual orientation and gender identity (SO/GI) are new Uniform Data System (UDS) elements, health centers will have questions about what to do with missing data, among other issues. The following FAQ provides current guidance in addressing questions that have arisen so far:

Q: How should we report missing data?

A: For patients with missing SO/GI data in 2016, HRSA would like health centers to mark the "choose not to disclose" option. This may change for future reports.

Q: How should we code genderqueer?

A: Genderqueer is currently not included as a UDS field. When reporting in the UDS, health centers can include genderqueer in the "Other" category.

Q: What age should we start collecting SO/GI data?

A: HRSA does not intend to mandate SO/GI data collection from minors and encourages health centers to have established data collection systems in place in the event a patient prefers to offer clarification on his/her/their sexual orientation and gender identity. HRSA's expectation is that health centers would adhere to state laws and/or institutional policies. Some health centers choose to collect sexual orientation data starting at 12 years. Gender identity data can be collected as young as age 2 or 3. Health centers may want to ask these questions of adolescents in private, with a clinician, rather than at registration or with parents in the room.

Frequently Asked Questions: UDS Reporting on SO/GI

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



Preguntas Sobre Orientación Sexual E Identidad De Género

This tool provides recommended questions for asking patients their sexual orientation and gender identity in electronic health records as well as some key terms and their definitions, all translated into Spanish.

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

For more information, visit our website's Collecting Sexual Orientation and Gender Identity Data Topic Page!

Add me to your mailing list!

Sign Up Now!

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