



SOGI
Implementation: A
Community-
Guided Approach

BINDU NAYAK, MD

ANTON (TJ) GRASCH, MD

Foundations

Internal:

HEDI Group

Pride Group

External:

PFAC

LGTBQIA+ PFAC

Partnerships:

Wenatchee Pride

WSHA

PFLAG

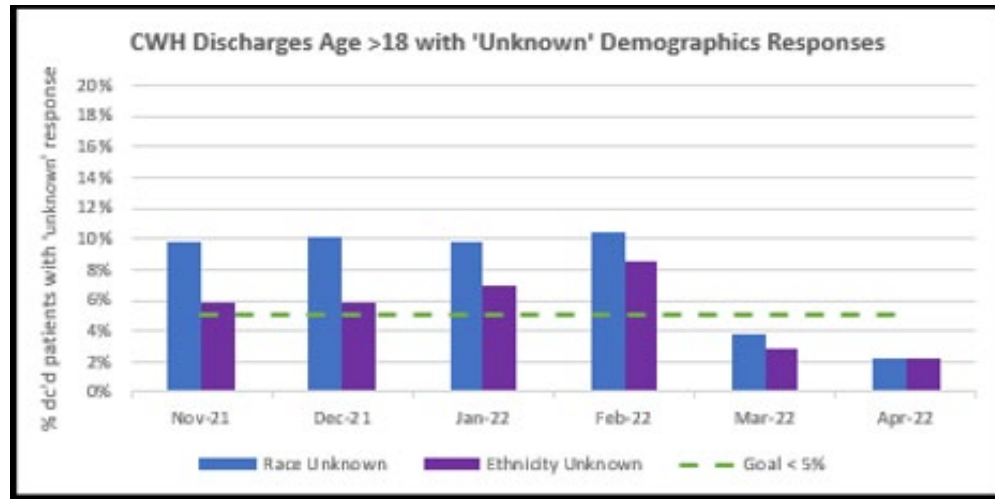
TransEcho

Health Equity, Diversity and Inclusion Council at Confluence Health

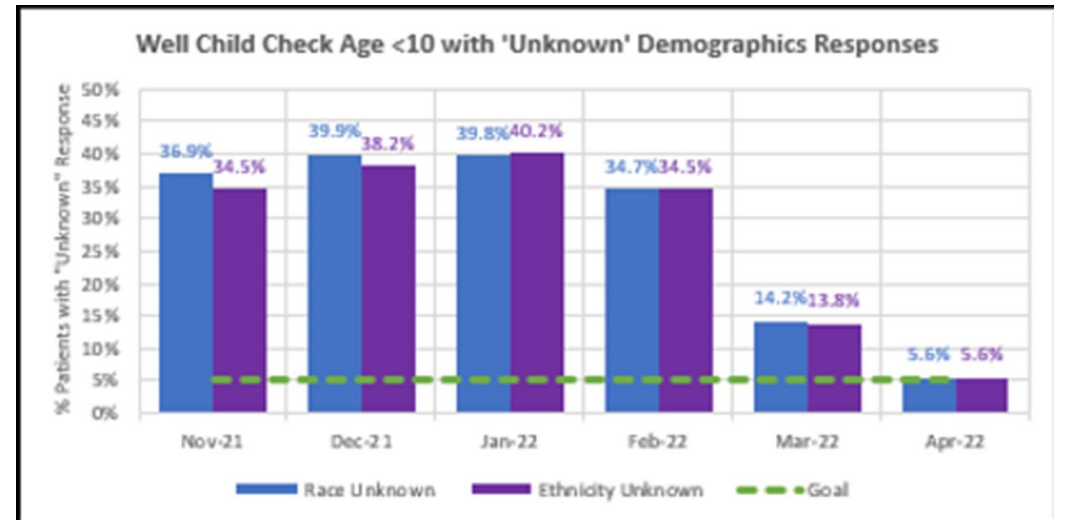
- Founded in 2017 by Dr. Bindu Nayak, Dr. Scot Sherwood and Dr. Mabel Bodell
- Goals were to identify health disparities and work to eliminate them and promote diversity and inclusion in our medical center and for our patients
- Joined the WSHA Health Equity Collaborative in 2021
 - First project, Sprint #1- Improve collection of race and ethnicity information for patients
 - Collection of race/ethnicity using paper form through reception

Confluence Health Data-
**Improvement in Reduction of Percent of patients with Unknown
 Race/ethnicity-**
 November 2021 – April 2022

**Confluence Health patients
 age >18**

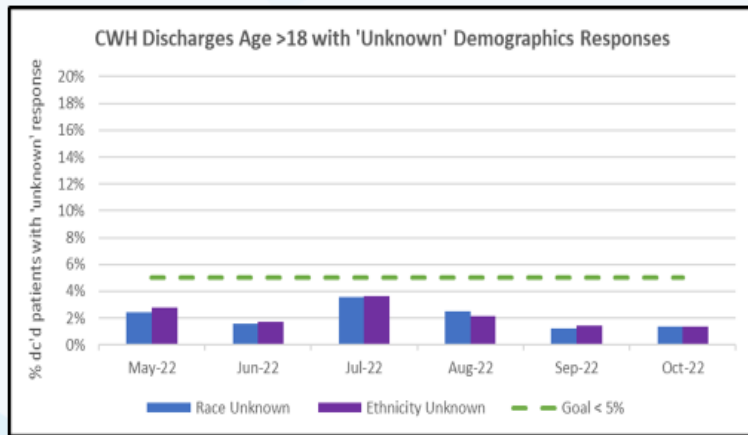


**Confluence Health patients
 age <10**

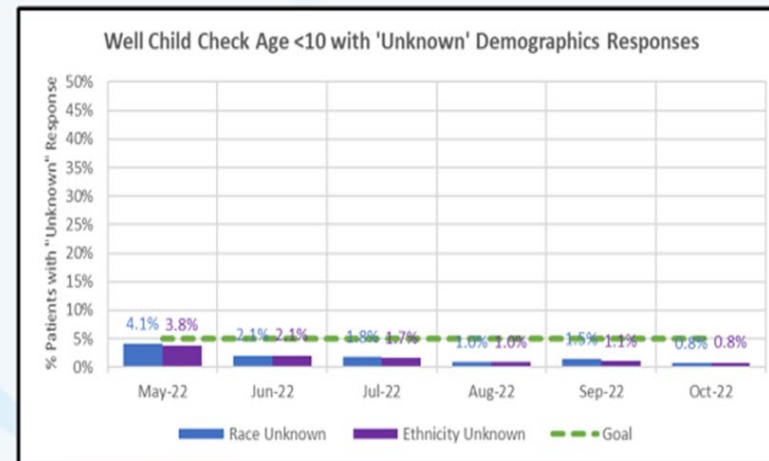


Improvement in Reduction of Percent of patients with Unkown Race/Ethnicity May 2022-October 2022

HEDI Data Dashboard - Adult



HEDI Data Dashboard - Pediatrics



HB 1272

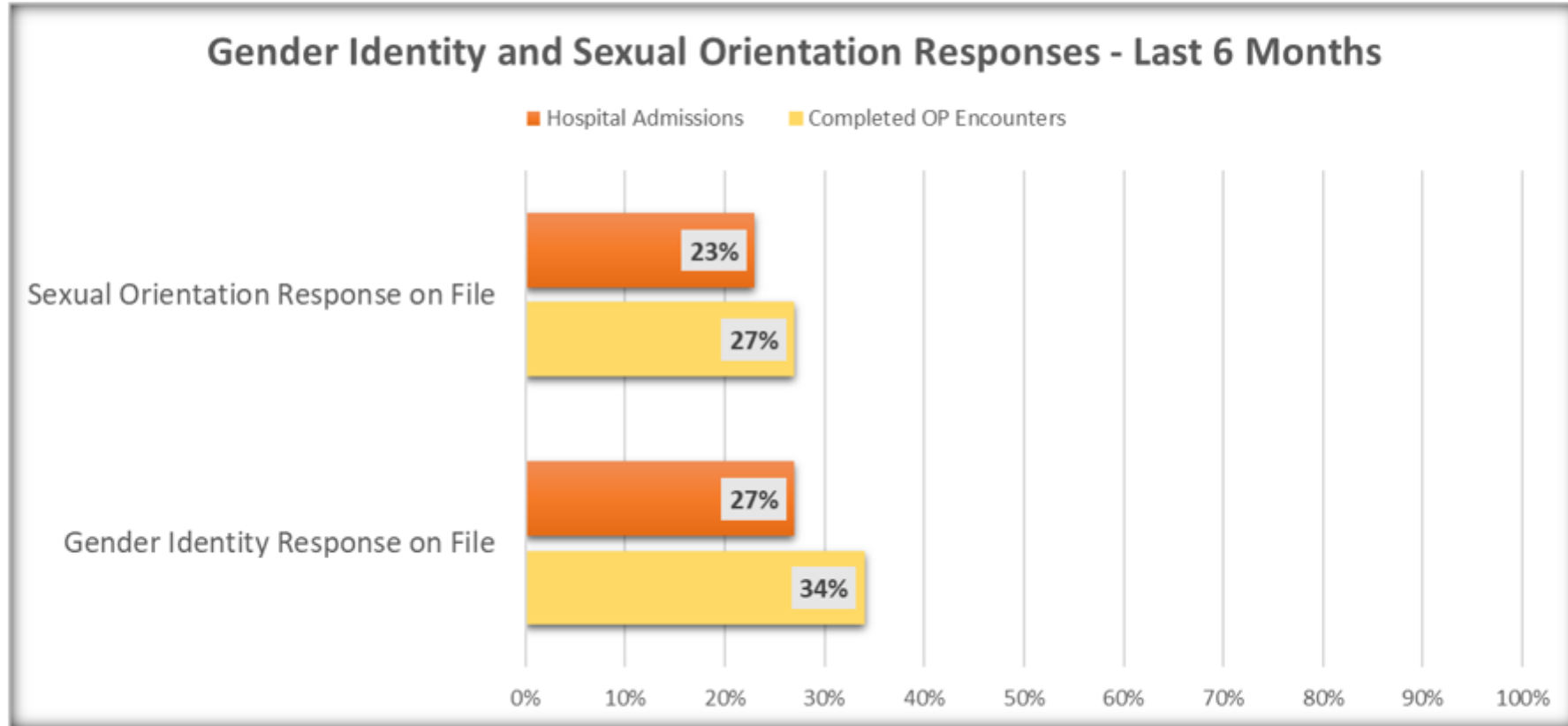
- HEDI council addresses the work needed to implement HB 1272 in May of 2022
 - Organization wide workgroup needed to address all elements that will be involved with implementation
 - WSHA Health Equity Collaborative Sprint #3 for Confluence Health – Improving Knowledge and Training to prepare for HB 1272

Goals for Confluence Health WSHA Health Equity Collaborative Sprint #3

Building a Foundation for SOGI Success

- Increase knowledge and awareness
- Decrease uneasiness and unfamiliarity
- Introduce Sexual Orientation Terms
- Introduce Gender identity Terms
- How does this relate to patient care?
- How do personal pronouns fit in?

How are we doing at baseline?



New Demographics PNWPop – Data Dictionary

Description	Field Description	Instructions			
Patient Birth Sex	Patient sex assigned at birth. Gender Identity is a separate data field.	Code	Category		
		F	Female		
		I	Intersex		
		M	Male		
		U	Unknown		
Patient Gender Identity Code	The patient's gender identity shall be identified by the patient. If the patient self-identifies more than one gender, each gender shall be reported.	Hospital Gender Identity codes must be mapped to PNWPop gender identity codes.			
		Code	Category	Code	Category
		GI01	Agender	GI10	Man or Masculine/Masc
		GI02	Bigender	GI11	Non-binary
		GI03	Cis or cisgender	GI12	Trans* or transgender
		GI04	Demiboy	GI13	Two spirit
		GI05	Demigirl	GI14	Woman or Feminine/Femme
		GI06	Female	GI00	Gender not listed above, please specify
		GI07	Gender fluid	GI88	Patient declined to respond
		GI08	Genderqueer	GI99	Unknown
Patient Gender Identity Text	Gender identity text provided by the patient.	If the patient self-identifies as a gender <u>not</u> listed in the gender identity codes, provide patient reported gender identity text.			
Patient Sexual Orientation Code	The patient's sexual orientation shall be identified by the patient. If the patient self-identifies more than one sexual orientation, each sexual orientation shall be reported.	Hospital Sexual Orientation codes must be mapped to PNWPop sexual identity codes.			
		Code	Category	Code	Category
		SL01	Asexual	SL06	Queer
		SL02	Bisexual	SL07	Straight
		SL03	Gay	SL00	Sexual orientation not listed above, please specify
		SL04	Lesbian	SL88	Patient declined to respond
		SL05	Pansexual/Bi+	SL99	Unknown

HEDI Council discussed HB 1272 at May 2022 monthly meeting and reviewed “Ready, Set, Go!” Guide



Create a Team



Representatives from
administrative and
clinical departments



Staff from Senior
management



Health Information
Technology



Medical



Front desk
reception/registration
representative

Starting a Plan...

HEDI-HB 1272 and Optimization Project

- Health Equity, Diversity and Inclusion Council presented to leadership the **need** for a workgroup in May of 2022 for Confluence Health.
- Confluence Health Created a workgroup by end of June with the first meeting in July of 2022 with members of the group from multiple departments including:
 - HEDI Counsel
 - Marketing
 - Reception
 - Reporting
 - Lab
 - Patient Services
 - IT:
 - Epic
 - Interfaces
 - 3rd Party Apps
 - Security
 - MyChart
 - Informatics

Confluence Health Collection of Sexual Orientation and Gender Identity Information

- Workflow
 - Collection of information: reception vs. clinical staff
- Training
 - Staff Training for reception and clinical staff
 - Training needed to be trackable
 - In house creation of training module
- Paper Forms for Patients
 - History of recent success with patient forms through registration in collection of race and ethnicity data
 - Combination of Fenway brochure and Confluence Health brochure using definitions from communities with lived experiences

Confluence Health

Paper form to be given to patients

Place Patient I.D. Label Here

Health Equity Form

Sexual Orientation and Gender Identity

Healthcare organizations are required by law to ask every patient the following in order to deliver the best care possible (House Bill 1272). Patients can also answer these questions online through their MyChart account.

This information is completely voluntary, and patients are not required to fill out this form in order to be seen.

I decline to provide the below information

Legal Name: _____ Last First Middle Initial		Pronouns: <input type="checkbox"/> she/her/hers <input type="checkbox"/> decline to answer <input type="checkbox"/> he/him/his <input type="checkbox"/> unknown <input type="checkbox"/> they/them/theirs <input type="checkbox"/> not listed <input type="checkbox"/> patient's name
Preferred Name: _____		
1. What is your current Gender Identity? <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Man or Masculine/Masc <input type="checkbox"/> Woman or Feminine/Femme <input type="checkbox"/> Transgender Male <input type="checkbox"/> Transgender Female <input type="checkbox"/> Cis or Cisgender <input type="checkbox"/> Genderqueer <input type="checkbox"/> Nonbinary <input type="checkbox"/> Two Spirit <input type="checkbox"/> Gender Fluid <input type="checkbox"/> Bigender <input type="checkbox"/> Agender <input type="checkbox"/> Demigirl <input type="checkbox"/> Demiboy <input type="checkbox"/> Unknown <input type="checkbox"/> Patient Declined	2. What sex were you assigned at birth? <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Intersex <input type="checkbox"/> Unknown <input type="checkbox"/> Patient Declined	3. Do you think of yourself as: <input type="checkbox"/> Straight <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Queer <input type="checkbox"/> Bisexual <input type="checkbox"/> Pansexual/Bi+ <input type="checkbox"/> Asexual <input type="checkbox"/> Sexual Orientation not listed above <input type="checkbox"/> Unknown <input type="checkbox"/> Patient Declined
Comments: _____		



Sexual Orientation and Gender Identity Questions:

Information for Patients



Thank you for taking the time to complete these questions. If you have additional questions, we encourage you to speak with your provider.



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We are asking you about your sexual orientation and gender identity in order to provide more patient-centered care. Read inside to learn what the questions mean, and how the information will be used to improve health care for all.

Brochure from National LGBT Health Education Center- A program of the Fenway Institute

Q: WHY AM I BEING ASKED ABOUT MY SEXUAL ORIENTATION AND GENDER IDENTITY?

Learning about the sexual orientation and gender identity of our patients helps us better understand the populations we are serving. It also allows us to offer culturally responsive care that focuses on a patient's specific needs.

Q: WHAT IS GENDER IDENTITY?

Gender identity is a person's inner sense of being a girl/woman/female, a boy/man/male, something else, or having no gender.

The term "transgender" describes people whose gender identity and sex assigned at birth do not correspond based on traditional expectations.

- **Transgender woman/female** describes someone assigned male at birth who has a female gender identity.
- **Transgender man/male** describes someone assigned female at birth who has a male gender identity.

Additional gender identities include, but are not limited to:

- **Gender fluid:** describes someone whose gender identity is not fixed.
- **Genderqueer/non-binary:** describe people whose gender identity falls outside the traditional gender binary of either girl/woman/female or boy/man/male.

Q: WHAT IS SEXUAL ORIENTATION?

Sexual orientation is how people describe their emotional and physical attraction to others.

- **Heterosexual (straight)** describes women who are primarily attracted to men, and men who are primarily attracted to women.
- **Gay** describes people who are primarily attracted to the same gender as themselves. The term "gay" most commonly refers to men attracted to men.
- **Lesbian** describes women who are primarily attracted to other women.
- **Bisexual** describes people who are emotionally and physically attracted to women/females and men/males. Some people define bisexuality as attraction to all genders.

Some people use other terms, such as **queer**, to describe their sexual orientation.

Q: WHAT IF I'M NOT SURE HOW TO ANSWER?

You can select "**Don't know**" if you are not sure, or you can talk with your provider.

Q: WHAT IF NONE OF THE CATEGORIES DESCRIBE ME?

There are many sexual orientations and gender identities. Unfortunately, it is not possible to list them all. If your sexual orientation or gender identity is not included in the list provided, you can select an additional category or, if space is provided, you can write in the terms you use to describe yourself.

Q: WHAT IF I DON'T WANT TO SHARE THIS INFORMATION?

You can select "**Choose not to disclose.**" Later, your provider may ask you these questions privately, and you can ask your provider questions. You never have to answer if you do not want to.

Q: WHO WILL SEE THIS INFORMATION?

Your health care providers will see this information, and it may become part of your electronic health record. If a staff member enters the information into your health record, that person will also see your answers. If you have concerns, talk to your provider.

Q: HOW WILL MY INFORMATION BE PROTECTED?

Your sexual orientation and gender identity information is confidential and protected by law, just like all of your other health information. If you are under 18 years old, your parent/guardian may have access to this information. Talk to your provider if you have any concerns.

Q: HOW WILL THIS INFORMATION BE USED?

Your provider(s) will use this information to better understand and meet your health care needs. In addition, gathering this information from all patients allows health centers to see if there are gaps in care or services across different populations.

Q: WHY DO HEALTH CENTERS ASK ABOUT PRONOUNS?

Pronouns are the words people use when they are referring to you, but not using your name. Examples of pronouns are she/her/hers, he/him/his, and they/them/theirs. Asking about pronouns helps staff correctly refer to patients. Otherwise, staff need to make assumptions, which can lead to embarrassing and disrespectful situations.

Patient Family Advisory Committee (PFAC) Review and Feedback on Paper form to collect SOGI data and brochure

Clarity

6 respondents thought the form was clear and easy to understand.

2 respondents mentioned not knowing what many of the identities were/their definitions

potential remedies offered by respondents:

- parenthetical definitions next to terms themselves
- definitions on reverse side of form
- definitions in brochure

Preferences on how to provide

Respondents checked multiple options

In person at reception was checked 1 time

In person in the exam room was checked 1 time

On paper returned to reception was checked 1 time

On paper returned to MA in exam room was checked 1 time

Mychart was checked 8 times

Other: none offered

Brochure

6 respondents said yes it was helpful

1 respondent said it wasn't and emphasized need for definitions for the terms being more helpful

1 respondent said it wasn't helpful and that it "needs to state this is intended to reduce disparities in care received by different groups, not just because it is mandated"

Extra comments:

Requested option to be listed of unsure or questioning or another response that would prompt provider to know patient wanted to discuss this with the provider

Requested a lot of reception training for angry patients as well as making sure reception scripting while handing out the form emphasized why it was important for patients' health and not just because it is required by law

- We used feedback from PFAC to revise form and brochures
- Overwhelming response for preference to provide information on MyChart
- Strong response from PFAC that **additional definitions of terms be provided**

Patient Survey on Paper Form to collect SOGI information

Question #1

90% yes

Question #2

87% yes

Question #4

72% yes

Healthcare organizations are required by law to request voluntary information from patients on sexual orientation and gender identity to provide the best care possible (House Bill 1272). Confluence Health would like to obtain your feedback on the attached Health Equity Form. We care about your preferred method for being asked this information. Please provide your feedback below by completing this survey. It is not necessary for you to complete the attached Health Equity Form, and this information will not be included in your medical record.

1. Does the form make it clear that this information is voluntary?

- Yes
- No

2. Are the instructions on the form clear and easy to understand?

- Yes
- No

If no, please explain how the form could be improved.

3. How would you prefer to provide this information?

- In person at the reception desk.
- In person in the exam room.
- On a paper form returned to the reception desk.
- On a paper form returned to the Medical Assistant in the exam room.
- MyChart
- Other (please specify):

4. Is the brochure helpful in understanding why this information is being requested?

- Yes
- No

Patient Survey asking about preferred method of giving SOGI information

Question #3

Feedback Results from patient Survey- Patients prefer to provide SOGI information:

26%- On a paper form returned to the reception desk

23%- by patient on MyChart

14%- In person at the Reception desk

11%- In person in exam room

6%- On a paper form returned to medical assistant in patient room

No preference and other- 12%

Healthcare organizations are required by law to request voluntary information from patients on sexual orientation and gender identity to provide the best care possible (House Bill 1272). Confluence Health would like to obtain your feedback on the attached Health Equity Form. We care about your preferred method for being asked this information. Please provide your feedback below by completing this survey. It is not necessary for you to complete the attached Health Equity Form, and this information will not be included in your medical record.

1. Does the form make it clear that this information is voluntary?

- Yes
 No

2. Are the instructions on the form clear and easy to understand?

- Yes
 No

If no, please explain how the form could be improved.

3. How would you prefer to provide this information?

- In person at the reception desk.
 In person in the exam room.
 On a paper form returned to the reception desk.
 On a paper form returned to the Medical Assistant in the exam room.
 MyChart
 Other (please specify):

4. Is the brochure helpful in understanding why this information is being requested?

- Yes
 No

Confluence Health Patient Brochure- To be given with the Fenway brochure to patients



Additional SOGI Definitions

Pronouns:

Pronouns are the words people should use when they are referring to you, but not using your name

Gender Identity:

A person's inner sense of being a girl/woman/female, boy/man/male, something else, or having no gender.

- **Cis or Cisgender** describes a person whose gender identity is consistent in a traditional sense with their sex assigned at birth; for example, a person assigned female sex at birth whose gender identity is woman/female.
- **Nonbinary** describes a person whose gender identity falls outside of the traditional gender binary structure of girl/woman and boy/man.
- **Two Spirit** describes a person who embodies both a masculine and a feminine spirit. This is a culture-specific term used among some Native American, American Indian, and First Nations people.
- **Gender Fluid** describes a person whose gender identity is not fixed. A person who is gender fluid may always feel like a mix of more than one gender, may feel more aligned with a certain gender some of the time, another gender at other times, both genders sometimes, and sometimes no gender at all.
- **Bigender** describes a person whose gender identity combines two genders.
- **Agender** describes a person who identifies as having no gender, or who does not experience gender as a primary identity component.

- **Demigirl** describes a person who partially identifies as a woman or girl and feels partly outside the binary and/or agender.
- **Demiboy** describes a person who partially identifies as a man or boy and feels partly outside the binary and/or agender.
- **Questioning** describes a person who is unsure about or is exploring their gender identity.

Sex assigned at birth:

Refers to the sex that is assigned to an infant, most often based on the infant's anatomical and other biological characteristics. Sometimes referred to as birth sex, natal sex, biological sex, or sex.

- **Intersex** describes a group of congenital conditions in which the reproductive organs, genitals, and/or other sexual anatomy do not develop according to traditional expectations for females or males.
- **Sexual Orientation** is how a person characterizes their emotional and sexual attraction to others.
- **Queer** is an umbrella term describing people who think of their sexual orientation or gender identity as outside of societal norms.
- **Pansexual/Bi+** means emotionally and physically attracted to people of all gender identities, or attractions not related to other people's gender.
- **Asexual** means little or no sexual attraction to others. Asexual people may still engage in sexual activity.
- **Questioning** describes a person who is unsure about or is exploring their sexual orientation.

A large, irregular pink brushstroke graphic that serves as a background for the text.

LGBTQIA+
PFAC

Worked with local community Pride group

Worked with internal company Pride group

Meet quarterly for bidirectional feedback

A large, horizontal, pink brushstroke graphic with a textured, irregular edge. The word "Voices" is written in white, italicized serif font across the center of the brushstroke.

Voices

Make optional nature more prominent

Update terminology

Include "Choose not to disclose"

Reinforce messaging around rollout



*“I shouldn’t have to
come out to my
doctor”*

Thank you



PRIDE
HEALTH