

Join us for WSHA's

## SOGI Webinar Series



Beau Ohlgren, Consultant



### **A Call to Action for Quality Leaders to Champion Patient-Centered Collection of Gender Identity and Sexual Orientation (SOGI).**

Washington hospitals are implementing changes to comply with new state laws to report patient demographics. Collection of patient self-reported gender identity and sexual orientation (SOGI) may create welcoming and inclusive experiences, or it may cause harm. Patients may feel seen and respected, or guarded and suspicious. Staff may feel empowered or uncomfortable. This webinar will review the “why” behind collecting SOGI information from patients, and how it can be used to improve quality and experience of care. Learn how Quality Leaders play a critical role in championing improvement efforts, common pitfalls to avoid, and how to assess the quality of your current data collection process.



### **Building Staff Awareness of Gender Identity and Creating Safe Spaces**

This tactical webinar will share best practices for collecting patient sexual orientation and gender identity (SOGI). Participants will review in-depth SOGI terms and concepts and learn how to provide safe affirming experiences for patients. Emphasis will be on differentiating between identities and behaviors, communication strategies, and ensuring privacy. Examples of inclusive spaces will be provided as well as guidance for developing policies and procedures. Plenty of time will be available for questions!



### **Improving Comfort Talking about Gender Identity and Sexual Orientation**

Staff discomfort is the most frequently reported barrier to collecting patients' self-reported sexual orientation and gender identity (SOGI). Registration and nursing staff must navigate responding to patient questions, providing education and diffusing tense situations. This webinar will review SOGI terms and concepts, as well as important communication strategies. Roleplay will be provided for practicing using pronouns and chosen names. Participants will also learn the importance of not misgendering patients or deadnaming (using a legal name instead of a chosen name), which causes harm and creates negative experiences. Nurses will be eligible to receive continuing education contact hour credit.

# Mar 19



**1-2:30pm**

**Audience:** Quality leaders, Patient Experience Professionals, Risk Managers



[REGISTER ON ZOOM](#)

# Apr 23



**1-2:30pm**

**Audience:** Registration Staff, Clinic Managers, Quality Leaders, Patient Experience Professionals, Nursing Staff, Compliance and Risk Managers, HR



[REGISTER ON ZOOM](#)

# Jun 4



**1-2:30pm**

**Audience:** Nursing Staff, Clinical Staff, MAs, Social Workers, Interpreters, Registration Staff, Patient Experience Professionals



[REGISTER ON ZOOM](#)

### **Contact**



abigailb@wsa.org



(206) 216-2544