

# Z5069 Know Me: Providing Inclusive Healthcare - Narration script *(rev. 05/07/19)*

## **Title page:**

Welcome to Novant Health's online learning experience, Know Me: Providing Inclusive Healthcare. We're glad you are here! You may click the document icon on this page to access a copy of the narration. When you're ready to start, please select the "Click here to begin" button or if you are using a mobile device, swipe this page to the left to advance.

## **Learning objectives:**

Before reviewing the learning objectives, there are some housekeeping notes to share so that you have a great experience navigating this online program. On each page, in the upper left corner, the section title is displayed. On the right side, a page counter shows how many pages are in a particular section. And, as a last navigation tip, a back, pause and forward button are provided in the lower left corner of the page.

After successfully completing this education, you will be able to:

- Explain why collecting accurate patient demographic information helps Novant Health to provide inclusive, remarkable healthcare.
- Identify the difference between "Sexual Orientation" and "Gender Identity" (SOGI)
- List specific healthcare concerns and disparities for LGBTQ (lesbian, gay, bisexual, transgender and queer) patients.
- Access resources to assist with providing remarkable care for LGBTQ patients.

When you ready to continue, please select the forward button.

## **Main menu:**

This is the main menu page for this course. From this page you'll access all of the featured topics. You'll need to first complete the topic, Why is SOGI data important? After completing that topic the remaining topics will be available to explore in any sequence. Please note that Additional Resources will not be available until all topics have been completed. After completing a topic, the program returns you to this main menu page where a checkmark beside a topic indicates completion.

Also, the course automatically bookmarks your progress each time you exit. You **do not** have to complete the entire course in one sitting! When you return to the course, you'll enter exactly where you left off. The checkmarks on the main menu will remain as a constant reminder regarding completed topics so you can keep moving forward!

Now let's get started! Please select the topic labeled "Why is SOGI data important?"

### **Why it's important: Statistics**

Select each of the numbered data points on the chart's timeline to explore SOGI statistical details. After reviewing this page, you'll be challenged to respond to some knowledge checks on the following pages to wrap up this section.

### **Definitions and terms: Some things to consider**

Let's start with understanding some foundational concepts such as gender identity, gender expression, sex assigned at birth and sexual orientation. Select and explore all of the terms on the genderbread figure to learn more!

### **Definitions and terms: SOGI terms and definitions**

It is important to remember that gender identity and sexual orientation are independent of one another. Sexual orientation refers to how a person defines their physical and emotional attraction to others. Whereas gender identity is a person's internal sense of their gender. And some individuals don't identify with any gender at all.

Gender identity is very personal. Not everyone will use a label for their gender identity or their sexual orientation and that's okay. Language depends on the person, different terms can mean different things depending on the person. On the following pages, you can explore terms and definitions associated with sexual orientation and terms associated with gender identity.

Click the forward button to begin.

### **Definitions and terms: Sexual orientation vocabulary**

These are terms associated with sexual orientation. Keep in mind that sexual orientation is how a person defines their physical and emotional attraction to others. Select the terms to find out more details about sexual orientation.

### **Definitions and terms: Gender identity vocabulary**

These are terms associated with gender identity. Gender identity is a person's internal sense of their gender. Select the terms to find out more details about gender identity.

After reviewing all of the content provided here, you have a knowledge check on the following page to wrap up this section.

### **Dimensions system updates: Technology enhancing care!**

The plan to use tablets to enable all patients to input their demographics allows for comfort and privacy. Confidentiality is key! Team members must be aware of the potential impact on a patient if sexual orientation and gender identity is inappropriately shared with a patient's friend or family member.

When you are ready to continue, more specific details around system updates for capturing SOGI data are provided on the next page.

## **Dimensions system updates: Specific system updates**

Select each of the system buttons listed on this page to learn specifics of how updates are being implemented to support SOGI data collection and enhance our LGBTQ patients' experiences.

After reviewing all of the system updates, you'll respond to some knowledge checks on the following pages to wrap up this section.

## **Service Standards in action: The SOGI perspective**

Novant Health strives to deliver a remarkable healthcare experience for each of our patients, and knowing how our patients identify in terms of their sexual orientation and gender identity helps us to achieve that goal. Essential to this is the consistent application of our Service Standards - know me, respect me, care about me and delight me. In this section, two videos are featured – one shows a lack of service standards and the second illustrates our service standards in action. As you review the following videos make observations on how we do or do not fulfill our service standards and the effect on our patient, Roberta who is a transgender woman.

So, let's get started. On the following page, you'll watch a short video of Roberta visiting a practice where our Service Standards are definitely not applied. When you're ready, click forward to see the video.

## **Service Standards in action: Debrief of the negative example**

The video you just viewed was a demonstration of what it looks like if our service standards, are *not* used and how those interactions run counter to our mission vision and values. Watch the next video to explore how the experience for our LGBTQ patients is positively affected when our service standards *are* engaged. When you're ready, click forward to see the video.

## **Service Standards in action: Debrief of the positive example**

Take a moment to reflect on how this experience created an authentic relationship with the patient. How collecting sexual orientation and gender identity information in a respectful, informed, and caring way exemplifies our vision to deliver remarkable authentic and personalized relationships. It embodied our values of diversity and inclusion, personal excellence, and compassion.

Click forward to return to the main menu.

## **Myth or reality?**

In this section, there are a series of questions to explore on your own. Click forward to respond to the first question.

## **Make it remarkable!**

Work through the checklist of items on the clipboard by selecting them to explore remarkable behaviors we can demonstrate throughout every patient touchpoint and all encounters when caring for our LGBTQ patients.

### **Make it remarkable: Communication strategies**

Here are some strategies for effectively communicating with our LGBTQ patients. Additional narration is available for some of the listed items where indicated by the sound icon. Click the sound icons to hear that narration. For your first pass through this page, you must listen to those additional narration items prior to advancing to the next page.

- **(bullet 3)** For example if your patient says, my wife, or my husband, or uses the words my spouse or my partner, mirror this language.
- **(bullet 4)** Think about the language we use every day and find ways to replace words or phrases that assume a certain gender identity or sexual orientation. For example, avoid using words like sir, ma'am, Mrs., or Mr. You can make some very simple adjustments in language and have a remarkable impact. For example, instead of saying, "How may I help you, sir?" you can simply say "How may I help you?" and instead of *the phrase*, "She is here for her appointment." You can easily say, "The patient is here in the waiting room." And "What are your mother and fathers' names?" can be replaced with "What are your parents or guardians' names?"
- **(bullet 5)** If you do make a mistake then confidently and quickly apologize and move forward. For example, if you greet a patient with their legal name and that is not what they go by, say, "I'm sorry." State their preferred name and say. "I will use this name going forward."

### **Make it remarkable: Some closing thoughts**

Here are some closing thoughts to consider. It is okay to still have questions. By exploring this learning and continuing to learn more our confidence will grow which will translate to patients comfort. The remarkable behaviors that you explored earlier in this section help us deliver on the remarkable patient experience. Take a moment to consider what you can start doing today.

There are some knowledge checks for you to answer as wrap-up to this section.

### **Additional resources:**

Here on the additional resources page, you are provided a list of links to external sites offering further information regarding the LGBTQ community. These links are also included in the Key Course Content document linked on the right side of this page. Also linked are the Course Narration and Social Connect instructions documents.

After completing this course, you are encouraged to follow the Connect Community in I-Learn for this course, Know Me: Providing Inclusive Healthcare. By following this Connect Community, it's a great way to engage with other team members, post questions to subject matter experts and continue learning about LGBTQ community. Please print or save these documents to your desktop for future reference.

Click forward when you are ready to continue.

**Course credit question is answered:**

Congratulations, you have completed this online learning experience about how we can provide inclusive healthcare for LGBTQ patients!

So, now you have a couple of options...

Do you want to exit the course? If so, close this browser window displaying the course to exit and move it to your completed transcript in I-Learn.

If you want to stay in the course and review it further, then select “Click here” to return to the main menu page. Also, your completed orientation will be available for review at a future time by accessing your completed transcript in I-Learn. Before you exit, be sure to save a copy of the Course Reference document linked to the additional resources section!

And, please be sure to remember to follow the Connect Community for Know Me: Providing Inclusive Healthcare in I-Learn to continue learning about our LGBTQ community.

Thanks for your participation!