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# Promoting Cultural Humility: LGBTQIA+ Education for Healthcare Providers

Lexi Robertson, BScN, RN-BC and Lauren Connelly, BSN, RN-BC



## Purpose

- To determine and implement the best method for an educational program to increase the levels of culturally competent care for the lesbian, gay, bisexual, transgender, queer/questioning, intersex, and asexual (LGBTQIA+) patient population.

## Background

- LGBTQIA+ patients face substantial mental health and substance abuse disparities.
- The Healthcare Equality Index calls for education to demonstrate healthcare organizations' commitment to LGBTQIA+ patients.

## Summary of Evidence

- Training sessions ranging from 2 hours to semester-long courses were effective at increasing cultural competency.
- Literature suggested training sessions include essential terminology and concepts, interactive activities such as role-playing difficult situations or interactions, and discussing barriers to healthcare which LGBTQIA+ patients face.
- Methods used to evaluate effectiveness of training sessions included scales measuring behavioral, cognitive, and affective components of competency.

Category Level of Evidence	Number of Studies	Overall Quality Rating
I	1	High
II	7	High
III	4	High
IV	1	High
V	5	Good/High

## Implementation

- The authors created a 2-hour workshop as a result of a nursing evidence-based practice program within their organization.
- Authors partnered with the organization's affiliate university psychologists to develop a VCU Health specific Safe Zone workshop.
- National guidelines were utilized to develop healthcare-specific LGBTQIA+ education, such as those from the National LGBT Cancer Care Network, The Joint Commission, and the Healthcare Equality Index.
- The 2-hour workshop includes basic concepts such as LGBTQIA+ terminology, the minority stress model, and discrimination often faced in healthcare.
- Workshop aims to increase empathy and cultural humility through various exercises, including role playing difficult scenarios, group reflective work, and challenging participants to identify ways they plan to change their practice.
- The workshop was presented multiple times over the course of a year and refined as deemed necessary by various departments and committees throughout the organization, which culminated in two successful workshop pilots.
- Authors developed a network of stakeholders to review and approve the workshop, including Education and Professional Development, Risk Management, Regulatory Oversight, Patient Centered Services, Human Resources, and the organization's Chief Nursing Officer.



## Results

- Authors developed and utilized pre- and post-education surveys, as suggested by the authors' literature review.
- Surveys measured behavioral, cognitive, and affective components of interacting with LGBTQIA+ individuals, as well as the perceived effectiveness of the workshop.
- Surveys included modified versions of various validated scales, such as the Attitudes Towards Homosexuality Scale.
- Results from the surveys included:
  - 96% of participants "strongly agreed" the workshop was beneficial to their practice
  - 98% of participants "strongly agreed" their coworkers would benefit from taking the workshop
  - 100% of participants reported increased comfort interacting with and advocating for LGBTQIA+ patients

## Outcome

- The authors have begun dissemination of the "Safe Zone for the Healthcare Provider" workshop on a voluntary enrollment basis across the organization.



## Implications

- Further dissemination of the workshop is recommended as appropriate.
- Further examination is recommended to determine whether the workshop is improving the patient care experience for LGBTQIA+ patients across the organization.

\*References available on request.

