

Improving Family Planning Services and Care for LGBTQ+ Clients

July 21, 2021

Learning Objectives

By the end of the webinar, participants will be able to:

- Describe at least one opportunity to tailor family planning services for LGBTQ+ clients.
- Describe at least one opportunity to strengthen comfortability of LGBTQ+ clients receiving family planning services.
- Identify one strategy described by a peer that can be integrated in your family planning program to improve family planning services for LGBTQ+ clients.

Moderators

Chanel Richmond (she/her),
MPH, TTA Provider



Caitlin Hungate (she/her),
MDP, TTA Provider



Strengths and Resilience in Care Delivery

Chance Krempasky (he/him),
WHNP-BC, FNP-BC, AAHIVS
Associate Director of Medicine-
Education
Callen-Lorde Community Health
Center



Speaker

Colleen Jason (she/her), MPH
Former New York State Department of Health Family
Planning Program Intern



Purpose

- Assess the delivery of reproductive healthcare services to the LGBTQ+ community
- Develop recommendations for the delivery of reproductive healthcare services to LGBTQ+ clients
- Key topics: patient experience, access to family planning services, barriers to providing quality care

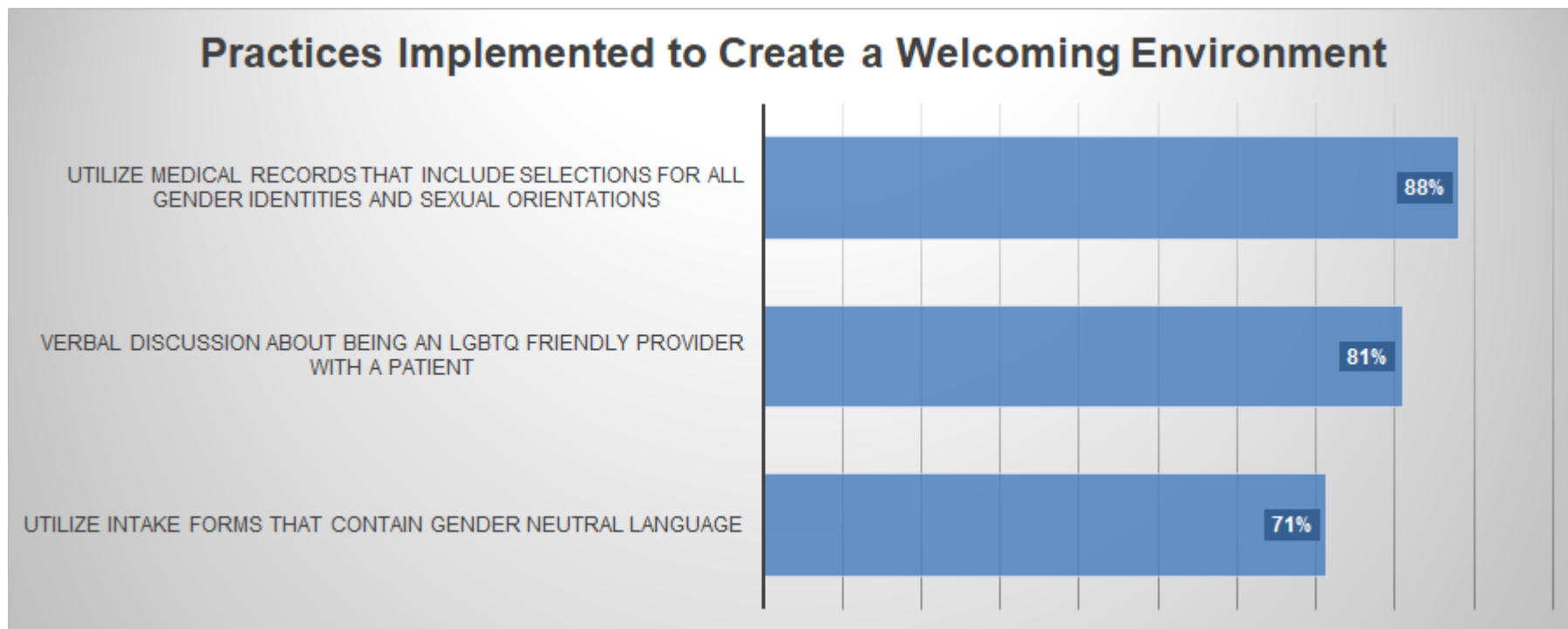
Patient Experience:

- Shaped by interactions with healthcare systems
- Creating a positive patient experience for LGBTQ+ individuals includes:
 - Inclusive language used by all staff
 - Inclusive options in medical records
 - Taking responsibility for mistakes
 - Discussing confidentiality
 - Having an accessible and inclusive clinic environment

Patient Experience:

Survey Question:

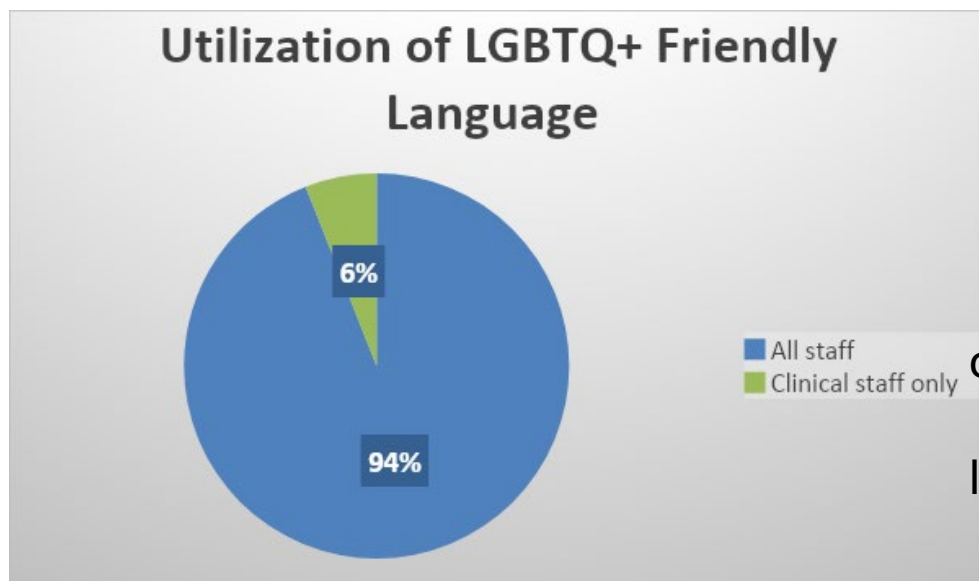
Which of the following practices, if any, have your family planning clinics implemented to create a welcoming environment for LGBTQ clients?



Patient Experience:

Interview Questions:

- Do you use language and terminology that is LGBTQ+ friendly within your family planning clinics?
- What type of personnel employed by your clinics utilize these language strategies?
- Which of the following language strategies do you utilize routinely within your clinics?



85% of Agencies Report:

- Asking about pronouns
- Asking about gender identity
- Asking about sexual orientation
- Using gender neutral language

Patient Experience:

Interview Question:

How do you confront a mistake about name's or pronouns within your family planning clinics?

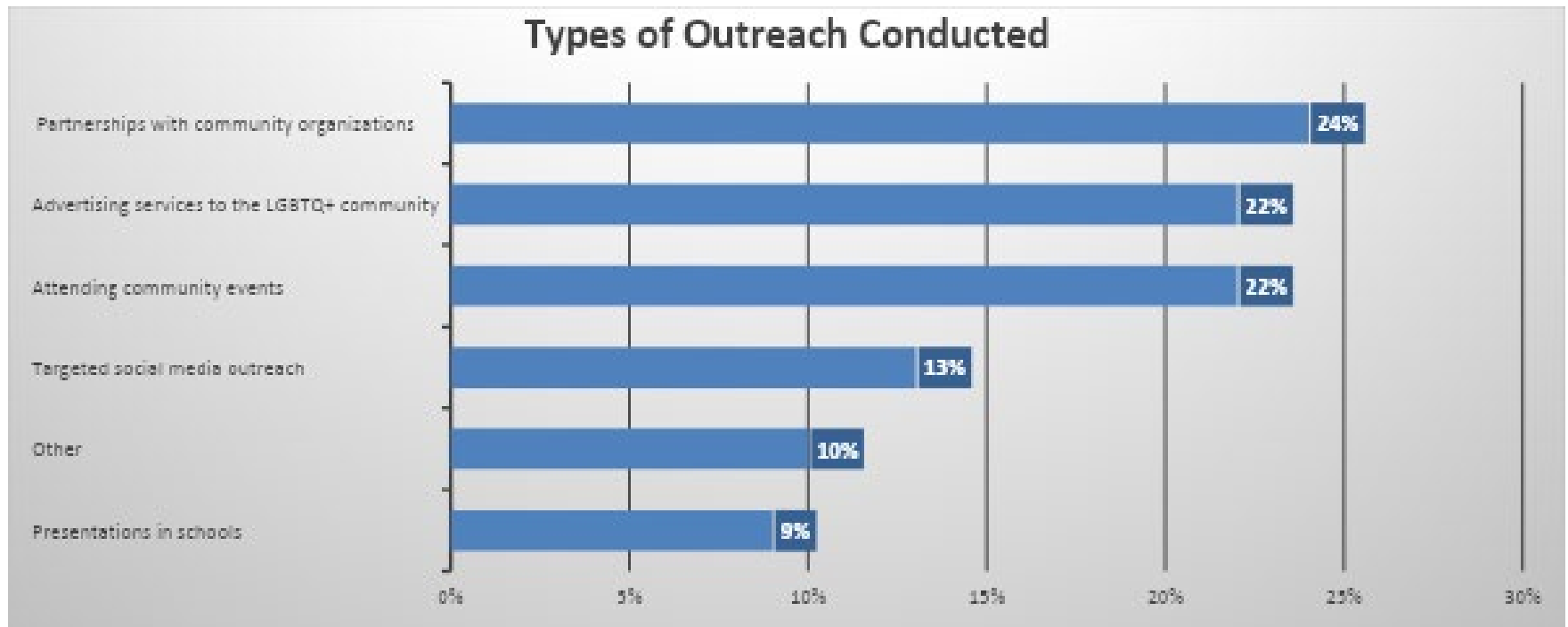


Access to Services:

Interview Question:

Do your family planning clinics conduct any form of targeted outreach to the LGBTQ+ community?

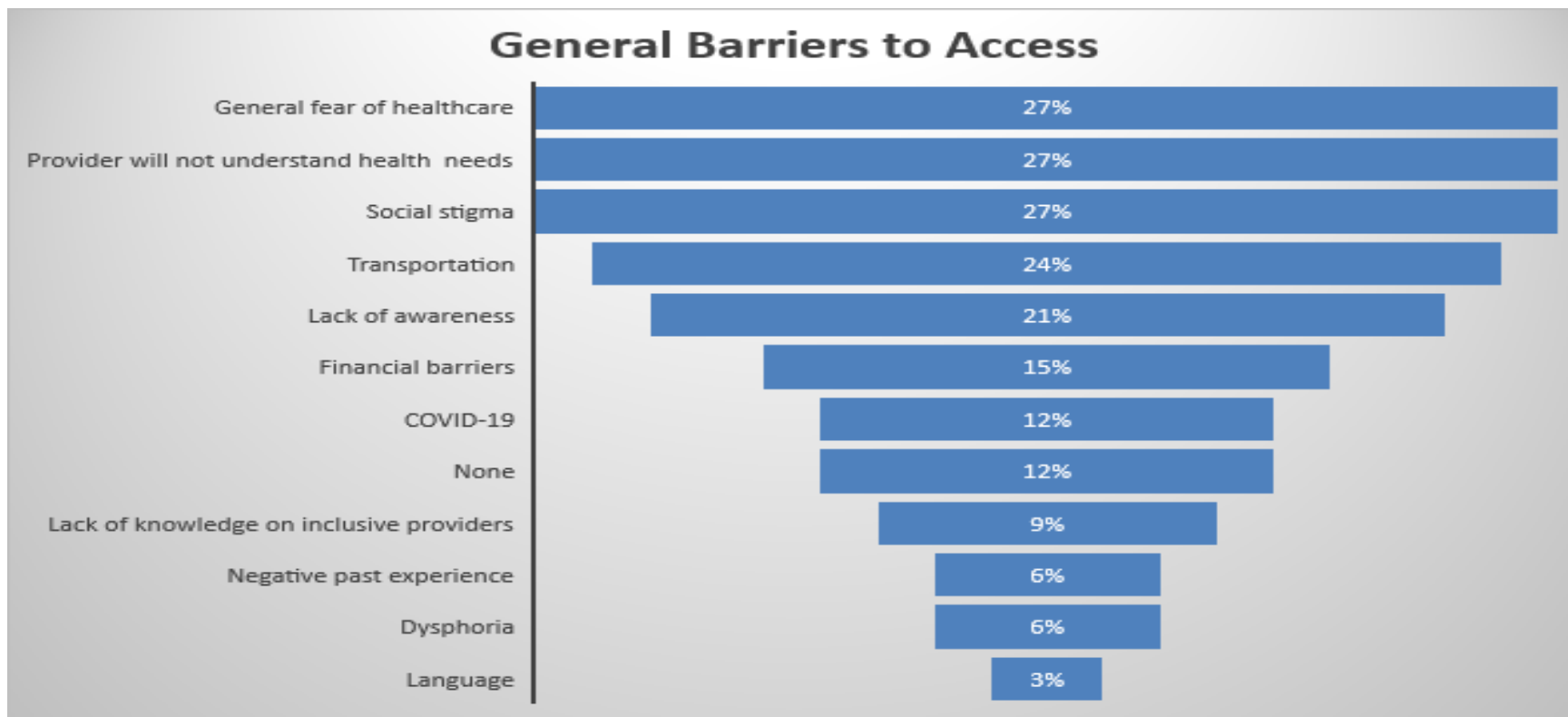
61% of facilities report conducting outreach to the LGBTQ+ community



Barriers:

Interview Question:

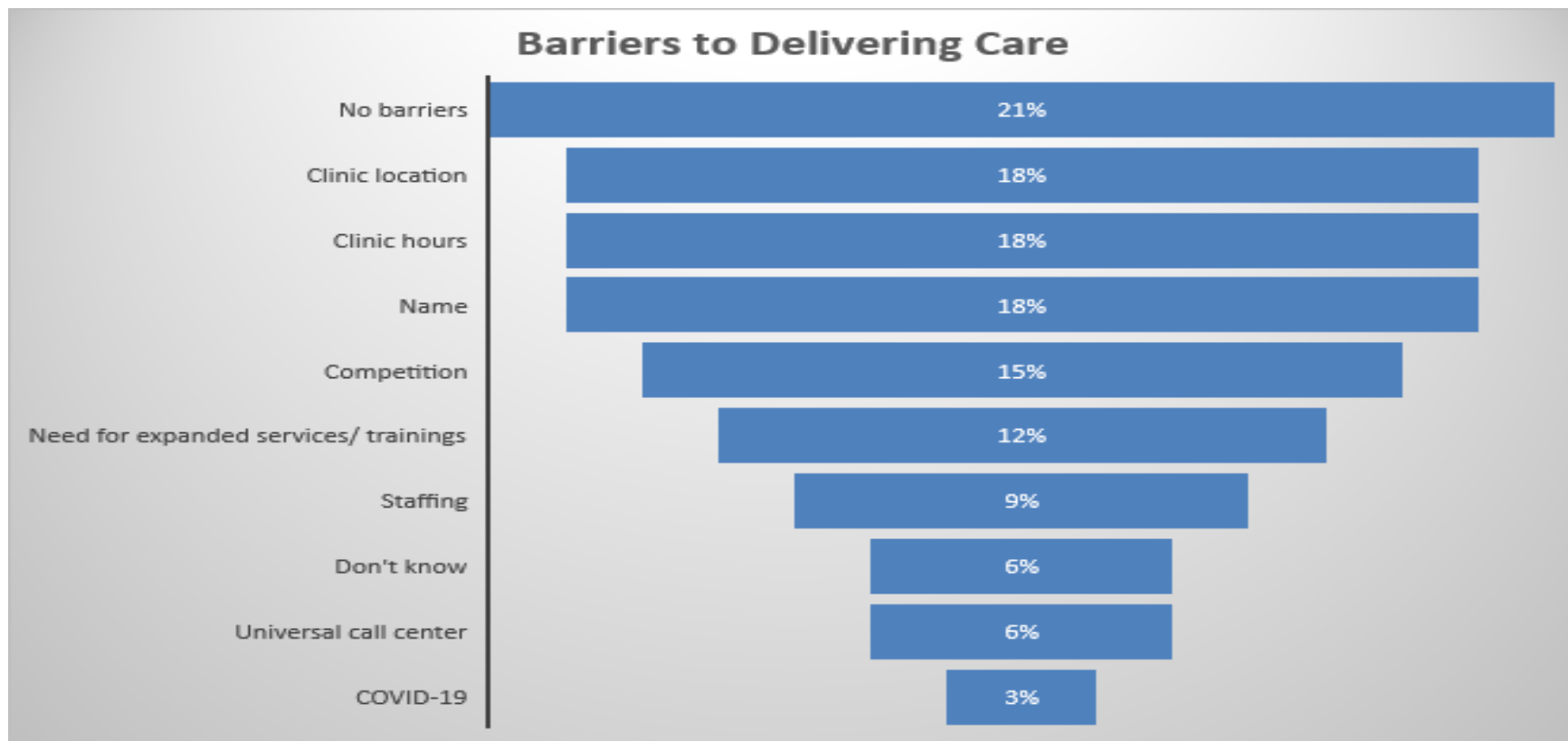
What do you believe are barriers for your LGBTQ+ clients to accessing family planning services?



Barriers:

Interview Question:

What are your barriers to delivering care and services to LGBTQ+ clients?



What FPP Providers are Doing Well:

Utilizing resources to create an inclusive clinic environment

Routine utilization of inclusive language

Have strategies to address mistakes with LGBTQ+ clients

Addressing confidentiality with patients

Providing access to condoms within the clinic

Discussing contraception and fertility goals with all patients

Having patient led conversations to determine the need for contraception

Providing education opportunities to personnel

Understand the barriers that LGBTQ+ clients face when accessing care

Most barriers to delivering care are beyond the control of the agency

What FPP Providers Need to Improve on:

Practices to create an inclusive environment

Outreach efforts

Offering drop-in hours and after-hours clinics

Making condoms available in a way that maintains the privacy of a patient

Collecting relative health information on LGBTQ+ clients

Need for more frequent education opportunities for non-clinical staff

Addressing barriers to delivering care

Questions?

Hear From Your Peers



Cali Sweeting
(she/her), BA,
Coordinator of
Reproductive Health,
Oswego County
Opportunities



Cathy Mota
(she/her), MD
Women's Health
Manager,
William F. Ryan
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Marissa St. Onge
(she/her),
Health Education
Manager,
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Opportunities



Chance Krempasky
(he/him),
WHNP-BC, FNP-BC,
AAHIVS
Associate Director of
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Callen-Lorde
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Center

Breakout Room Discussions

15 minute small group discussions talking about:

1. What is one strategy/approach to inclusive care that your agency is doing well?
2. What is one opportunity for improving access and quality of care for LGBTQ+ clients?

Report Out

What is one thing you can do to ensure services are inclusive and meet the needs of LGBTQ+ clients?

Resources

- Review past New York State Family Planning Training Center's [events](#)
- Read [Not Up for Debate: LGBTQ People Need and Deserve Tailored Sexual and Reproductive Health Care](#), a publication from the Guttmacher Institute
- Review a [glossary of terms](#) from the Trevor Project
- Learn from the [Fenway Center](#) and follow the [National LGBTQIA+ Health Education Center](#) for events, training, and TA
- Review [resources](#) to support providing inclusive care to LGBTQ+ clients from the Reproductive Health National Training Center

Coming Soon: Advancing Trauma-informed, Resilience- Oriented and Equitable Approaches Learning Collaborative



- 5 month learning collaborative focused on trauma, resilience and equity as catalysts for organizational resilience.
 - October 2021 through February 2022
- Registration for the learning collaborative will open soon

Thank you!

Contact:

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