



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



Welcome to today's webinar:
**LGBT Health Care with Asian
American Populations**

.....

This training will begin at 2:00pm ET

WebEx Technical Support: 1-866-229-3239

Or e-mail us at lgbthealtheducation@fenwayhealth.org

Our Roots

Fenway Health

- Independent 501(c)(3) FQHC
- Founded 1971
- Mission: To enhance the wellbeing of the LGBT community as well as people in our neighborhoods and beyond through access to the highest quality health care, education, research and advocacy
- Integrated Primary Care Model, including HIV services

The Fenway Institute

- Research, Education, Policy





NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

We are here to help you!



Harvey Makadon, Adrianna Sicari, Hilary Goldhammer

 617.927.6354

 lgbthealtheducation@fenwayhealth.org

 www.lgbthealtheducation.org

Technical Questions?

- Please call WebEx Technical Support:
 - 1-866-229-3239
- You can also contact the webinar host, using the Q&A panel in the right hand part of your screen. To see the panel, you may need to expand the panel by clicking on the small triangle next to “Q&A”
- Alternatively, e-mail us at lgbthealtheducation@fenwayhealth.org



Sound Issues?

- Check if your computer speakers are muted
- If you can not listen through your computer speakers:
 - Click on the “Info” tab at the top of the screen
 - Pick up your telephone, and dial the phone number and access code.

When the Webinar Concludes

- When the webinar concludes, close the browser, and an evaluation will automatically open for you to complete
- We very much appreciate receiving feedback from all participants
- Completing the evaluation is required in order to obtain a CME/CEU certificate

CME/CEU Information

This activity has been reviewed and is acceptable for up to 1.0 Prescribed credits by the American Academy of Family Physicians. Participants should claim only the credit commensurate with the extent of their participation in this activity.

PHYSICIANS: AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed, not as Category 1.

NURSES: The American Nurses Credentialing Center accepts credits awarded by the AAFP. 1 AAFP Prescribed credit = 1 contact hour = .1 CEU

Please refer to www.nursecredentialing.org for more information on nursing credits.

OTHER HEALTH PROFESSIONALS: Confirm equivalency of credits with relevant licensing body.

Webinar Slides

- You can download today's slides from the webinar section of our website
- They will also be available on the evaluation page that appears when you close your browser at the end of the webinar
- Within the next 2 days, today's presentation will be archived and available for free CME credit in the "webinars on demand" section of our website

Today's Faculty



June Kim

Program Director of
Technical Assistance
AAPCHO



Kevin Shi, PA-C

Primary Care
Provider
Fenway Health



Kevin Ard, MD, MPH

Infectious Disease
Massachusetts
General Hospital



Kerry Kay, MD, MPH

Family Medicine
Asian Health Services

CME Disclosure

- **Program Faculty: June Kim**
- Current Position: Program Director of Technical Assistance, AAPCHO
- Disclosure: No relevant financial relationships. Presentation does not include discussion of off-label products.
- **Program Faculty: Kevin Ard, MD, MPH**
- Current Position: Infectious Disease, Massachusetts General Hospital
- Disclosure: No relevant financial relationships. Presentation does not include discussion of off-label products.
- **Program Faculty: Kevin Shi, PA-C**
- Current Position: Physician's Assistant, Fenway Health
- Disclosure: No relevant financial relationships. Presentation does not include discussion of off-label products.
- **Program Faculty: Kerry Kay, MD, MPH**
- Current Position: Family Medicine, Asian Health Services
- Disclosure: No relevant financial relationships. Presentation does not include discussion of off-label products.

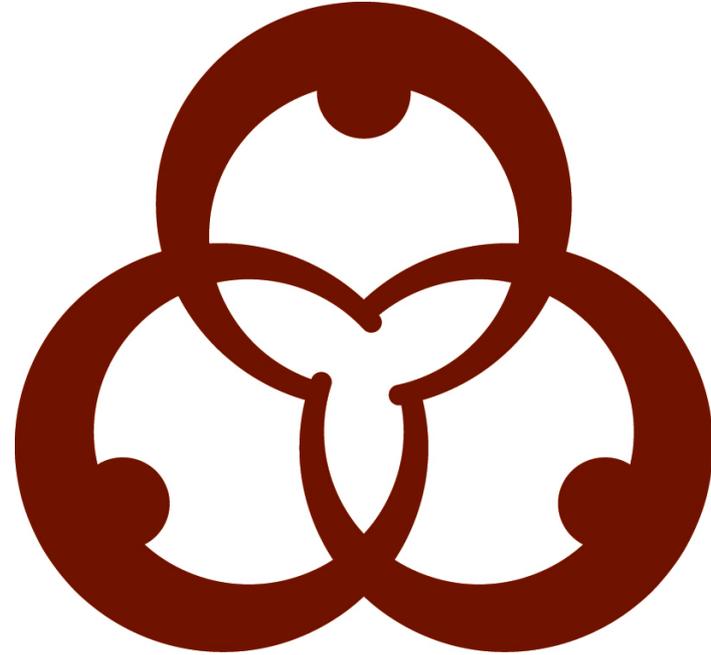
It is the policy of The National LGBT Health Education Center, Fenway Health that all CME planning committee/faculty/authors/editors/staff disclose relationships with commercial entities upon nomination/invitation of participation. Disclosure documents are reviewed for potential conflicts of interest and, if identified, they are resolved prior to confirmation of participation. Only participants who have no conflict of interest or who agree to an identified resolution process prior to their participation were involved in this CME activity.



Learning Objectives

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

1. Describe LGBT population terms, concepts, and health disparities
2. Explain the intersection between LGBT and Asian American cultures and its impact on health care
3. Describe lessons learned from Asian Health Services' process to increase organizational LGBT cultural competence



AAPCHO

Disparities Among AA&NHOPIs

- Lack of access to regular care
- Less satisfaction with care
- Few preventive services
- Poorer quality care
- Higher disease incidence



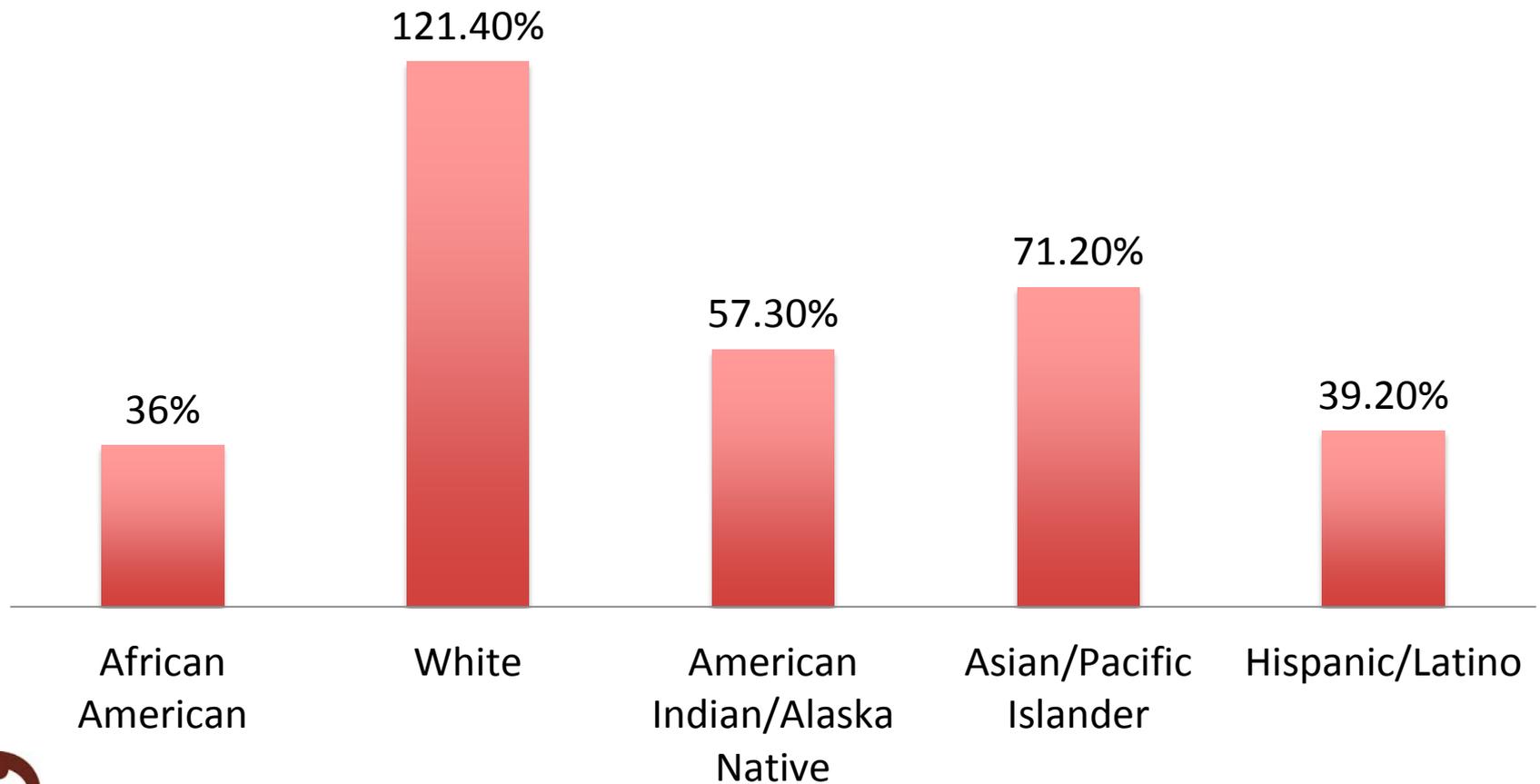
AAPCHO Demographics

- 35 Members
- 430,892 Total Patients Served in 2012
- 88.6% Patients at or below 200% FPL



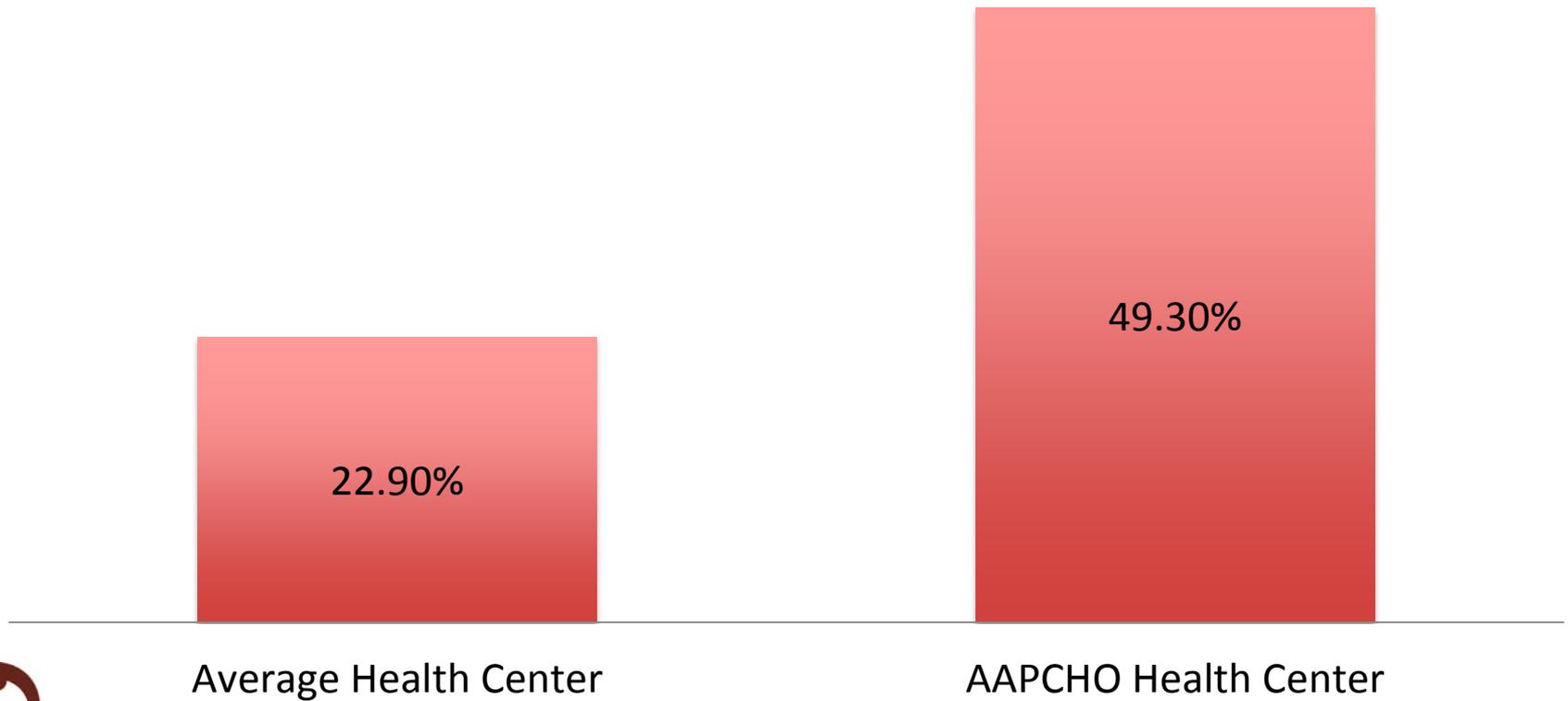


Growth Rate of Health Center Patients by Race/Ethnicity, 2005-2011

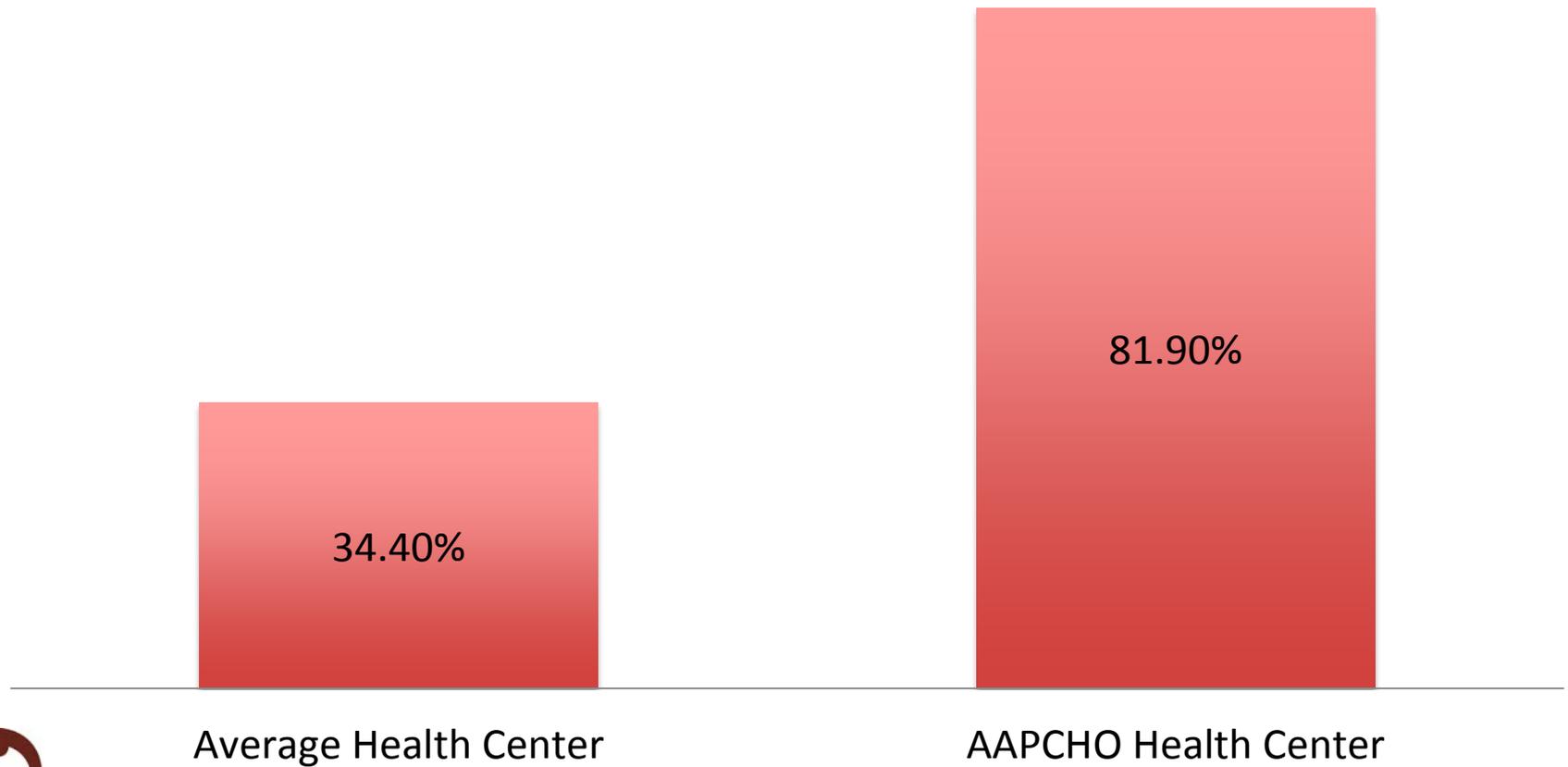


*Note: Based on percent known, includes only federally-funded health centers
Source: Bureau of Primary Health Center, HRSA, DHHS, 2005-2011 Uniform Data System*

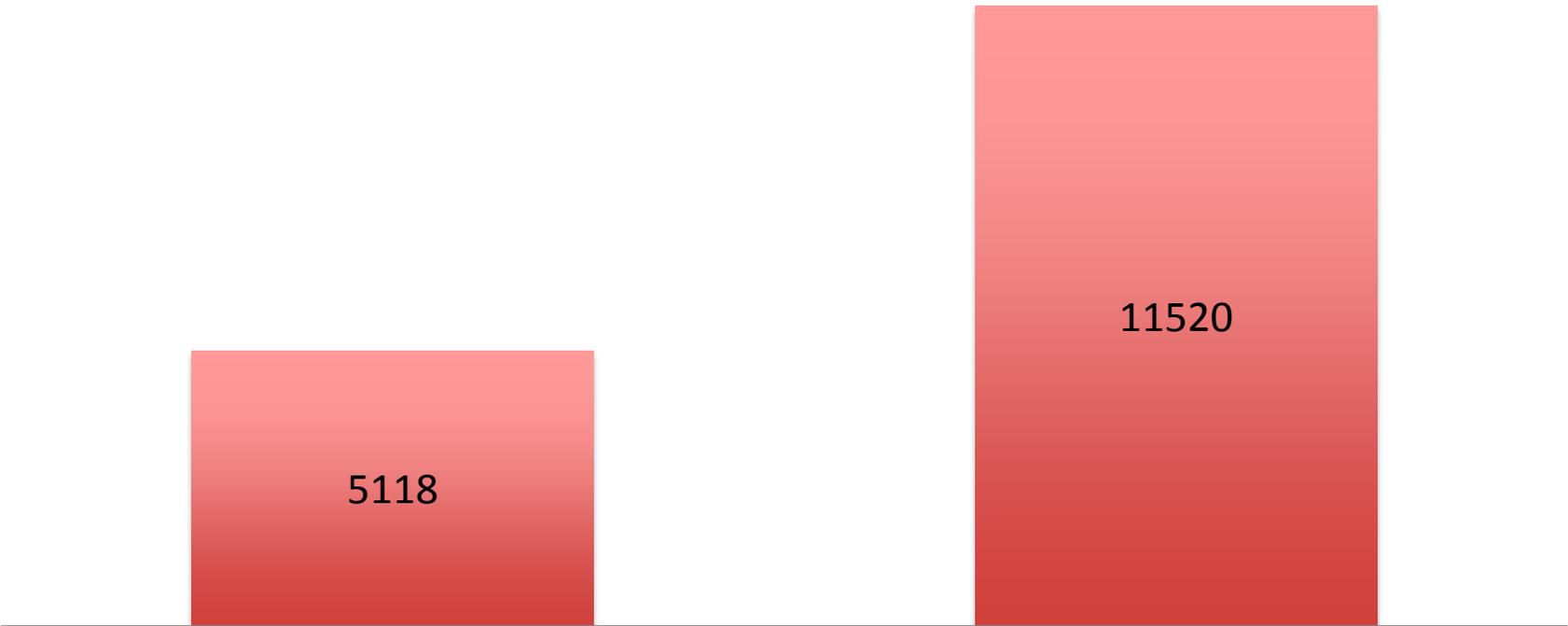
Patients Best Served in language other than English



Non-White Patients Served at Health Center



Average Enabling Services Encounters



Average Health Center

AAPCHO Health Center



TA/Training Goals

- **Better Data:** Representative, Disaggregated, and accommodating of small sample size
- **Culture and Language Access:** Standardization of Quality Assurance and Improvement measures/benchmarks





Our Services

We are a community health center that offers primary health care services with 36 exam rooms and a dental clinic with 7 chairs.

We serve over 24,000 patients and over 105,000 patient visits annually.

Our staff is fluent in English and eleven Asian languages: *Cantonese, Vietnamese, Mandarin, Karen Korean, Khmer (Cambodian), Mien, Mongolian, Tagalog, Lao and Burmese.*

Learn more about our **health care services**, our **advocacy programs** and our **providers**.

\$1 MILLION DONATION FROM ROLLAND AND KATHRYN LOWE

[Read the announcement >>](#)



AHS 40TH ANNIVERSARY VIDEO

Film directed by Tony Nguyen
[See the video >>](#)



LEARN ABOUT THE NEW HEALTH CARE LAW





NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



Lesbian, Gay, Bisexual, and Transgender Concepts and Demographics

.....

Kevin L. Ard, MD, MPH

The National LGBT Health Education Center, The Fenway Institute
Infectious Disease Division, Massachusetts General Hospital



Sexual orientation ≠ gender identity

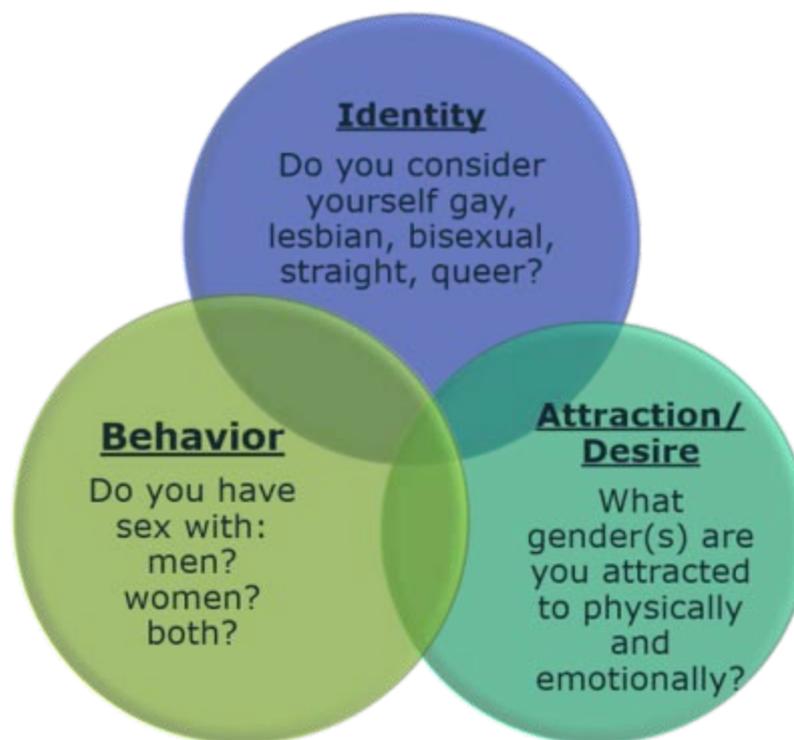
All people have a sexual orientation and gender identity

- How people identify can change over time
- Terminology varies



What is sexual orientation?

Dimensions of Sexual Orientation:





Attraction ≠ behavior ≠ identity

- Same sex attraction and behavior are more common than LGB identity (1):

SAME-SEX ATTRACTION		SAME-SEX BEHAVIOR		GAY, LESBIAN, BISEXUAL	
MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
1.75	3.5	1.5	2.75	1.0	1.0

- NYC:** 73% of MSM identified as heterosexual. Compared to gay-identified MSM, these MSM were more likely to be married, foreign-born, of lower socioeconomic status, and of minority race (2).

1. Mosher WD, et al. Sexual behavior and selected health measures: men and women 15-44 years of age, United States, 2002. *Advance Data*; 2005:362.
2. Pathela P, et al. Discordance between sexual behavior and self-reported sexual identity: a population-based survey of New York City men. *Ann Intern Med*. 2006;145(6):416-425.

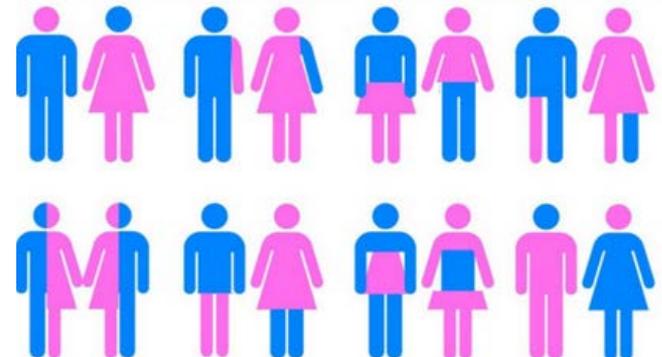
The B in LGBT: What is bisexuality?

- **One definition:** “People who acknowledge the potential to be attracted, romantically and/or sexually, to people of more than one sex and/or gender, not necessarily at the same time, not necessarily in the same way, and not necessarily to the same degree.”

- Robyn Ochs

What is gender identity?

- Gender identity
 - A person's internal sense of their gender (does one feel male, female, both, neither?)
 - All people have a gender identity.
- Gender expression
 - How one externally manifests one's gender identity, through behavior, mannerisms, speech, dress, and hairstyles



The T in LGBT: Transgender

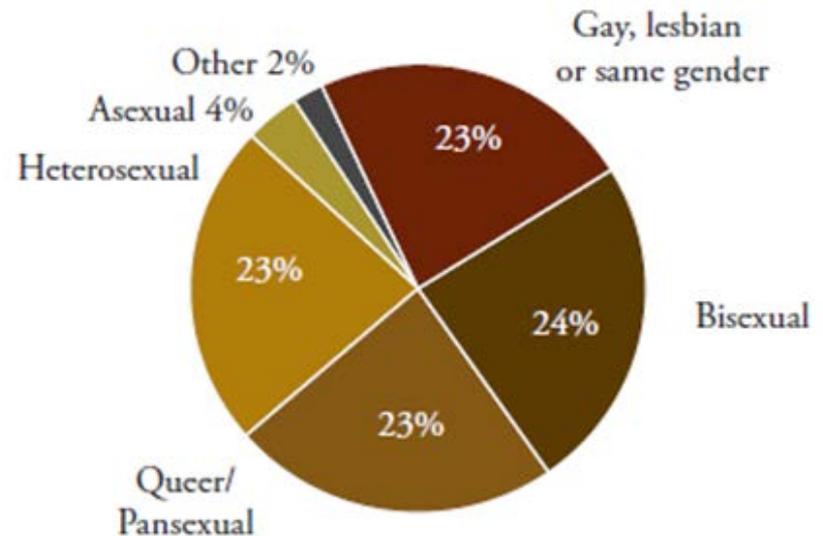


- Transgender
 - Umbrella term
 - Gender identity not congruent with the assigned sex at birth
 - Alternate terminology
 - Transgender woman, trans woman, male-to-female (MTF)
 - Transgender man, trans man, female-to-male (FTM)
- Gender dysphoria
 - DSM V diagnosis applicable to people who experience distress at the incongruence between their gender identity and the sex they were assigned at birth.



The T in LGBT: Transgender

- Gender affirmation – process by which individuals are affirmed in their gender identity
 - Social
 - Medical
 - Legal
- Transgender people can be of any sexual orientation
- Cisgender = non-transgender



Polling Question: The number of Americans who identify as LGBT is closest to the population of which state?

- a) Wyoming (600,000)
- b) Iowa (3 million)
- c) Ohio (11 million)
- d) California (38 million)



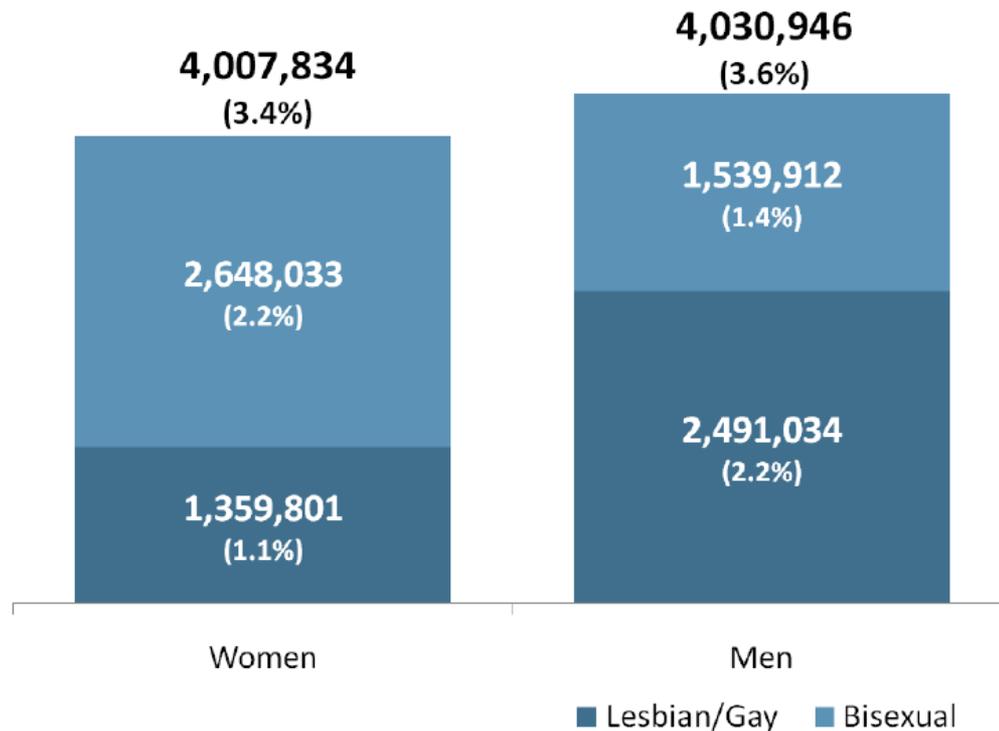


How many people identify as LGB?

- 3.5% (Gates, 2011)
 - 4.3% of Asian-Americans identify as LGBT (Gates, 2012)
- 8.2% report same-sex sexual contact
- 7.5-11% report same-sex attraction

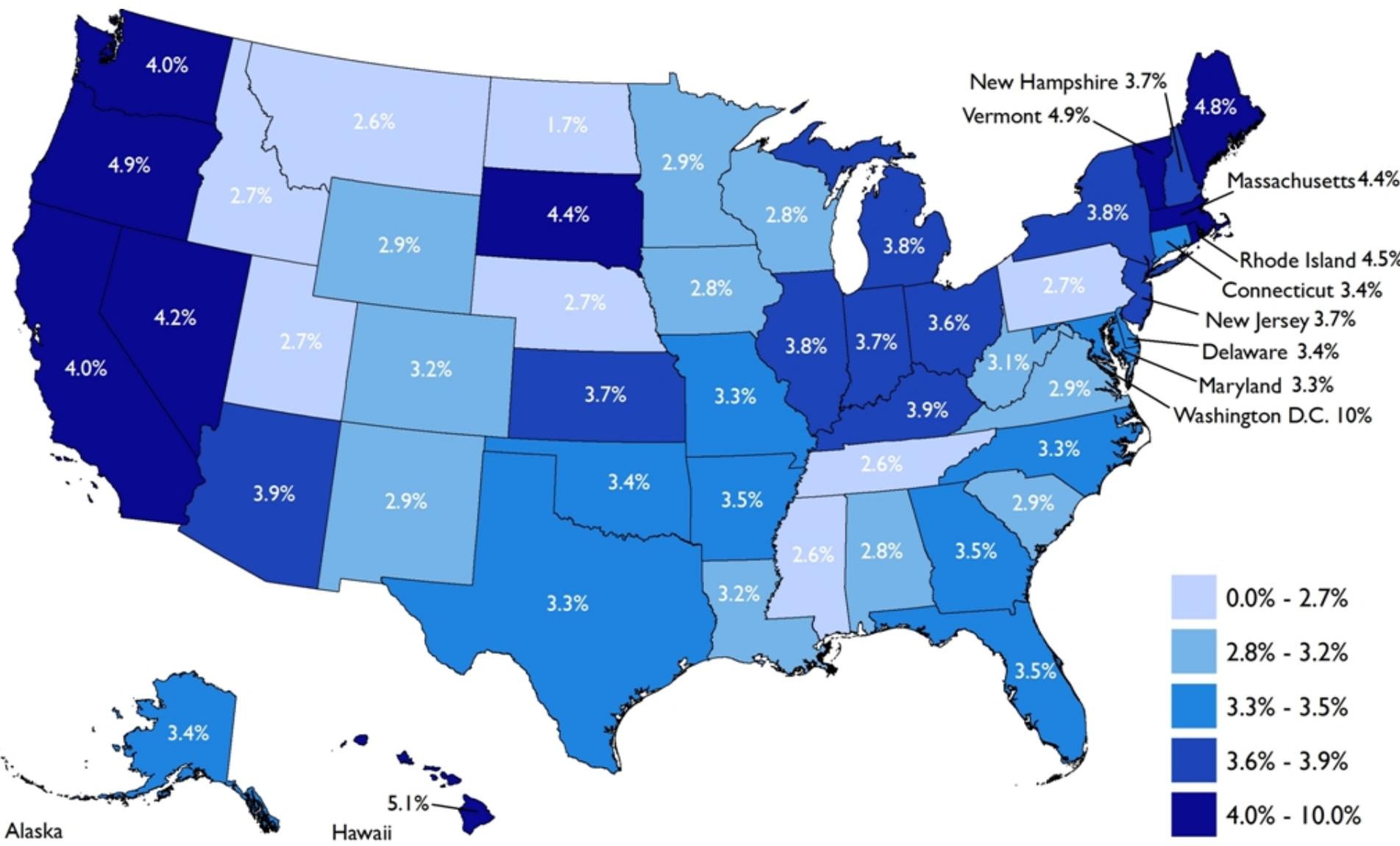
How many people identify as bisexual?

- Overall, more people identify as bisexual than as gay/lesbian, but there is a gender difference.



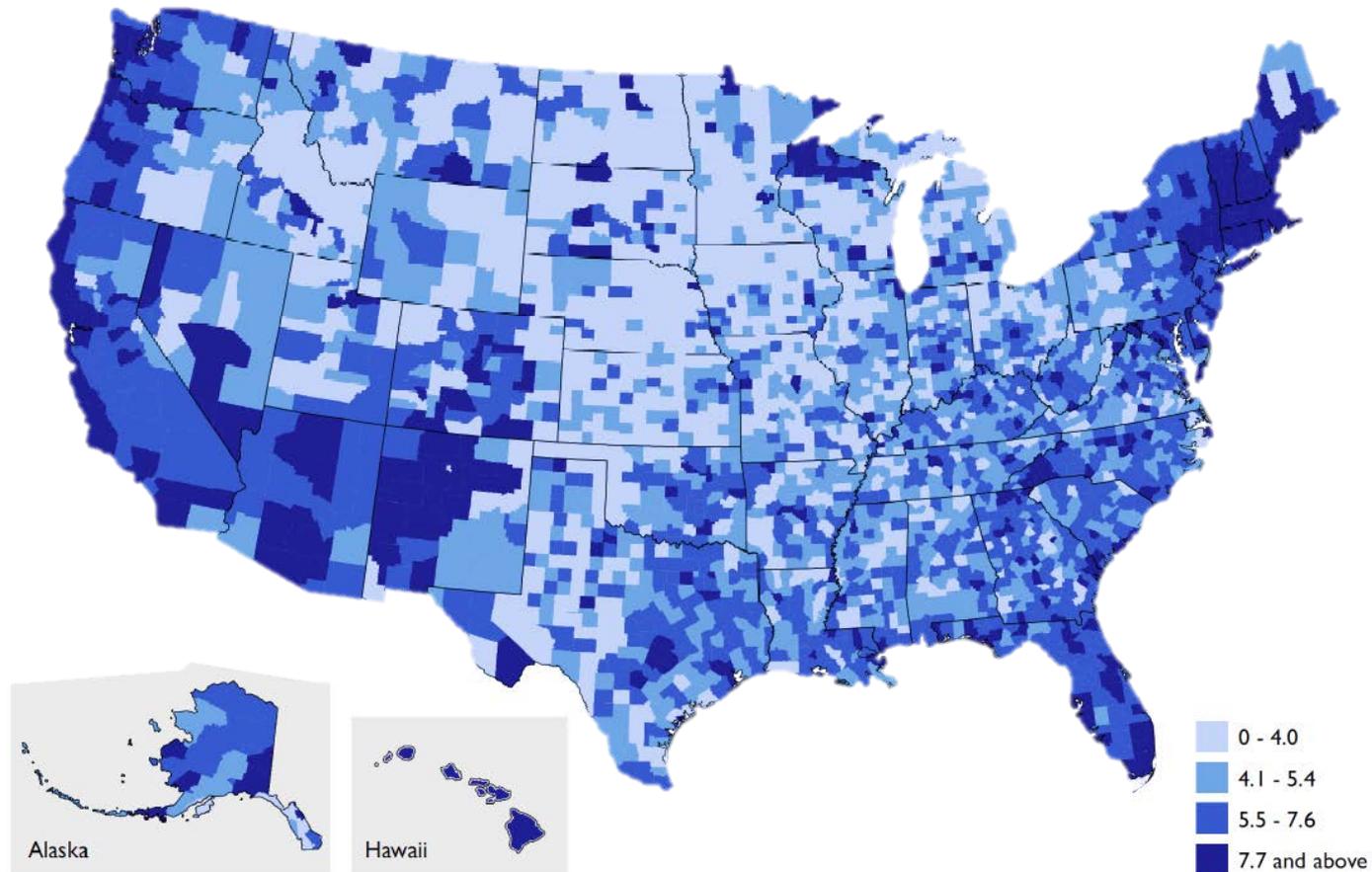
Transgender people in the US

- Population-based studies are limited
- Massachusetts Behavioral Risk Factor Surveillance Survey (2007, 2009)
 - 0.5% of population between ages 18-64
- California LGBT Tobacco Survey
 - 0.1% of adult population
- U.S. estimate from the Williams Institute
 - 0.3% of adults
 - Approximately ~700,000 people





Same-Sex families per 1,000 households





Stigma and discrimination



➡ health disparities

Multiple health disparities affect LGBT populations

DISPARITY	POPULATIONS AFFECTED
Limited health care access	
Sexual assault	
Smoking, drug use	
Depression	
HIV/STIs	
Cancer screening	
Overweight/obesity	



Take-home points

- Sexual orientation and gender identity are distinct concepts.
- Sexual orientation consists of identity, behavior, and attraction; these dimensions may not overlap in a given individual.
- ~3.5% of Americans identify as LGB; ~0.3% of Americans identify as transgender.
- LGBT populations are affected by health disparities, many of which stem from stigma.

Experiences with LGBT Asian Americans in Care

Kevin Shi, PA-C

Fenway Health

LGBT Asian Americans

- Often, seeing generalizations of the diversity of API communities
- LGBT API individuals exist at a unique intersection of identities
 - Racism vs. Homophobia/Transphobia
- Where the intersection lies for the patient matters!



Considerations with Patients

- Shame
 - Are they out?
 - Are they comfortable talking about sex?
 - Are they comfortable negotiating power dynamics in sexual behavior?
- Is their family supportive?

Stragtegies



- Partner with community organizations
 - Queer Asian Pacific Islander Alliance (QAPA) www.qapa.org
 - Massachusetts Asian and Pacific Islanders (MAP for Health) www.mapforhealth.org
- Create a space where the patient's complete self is celebrated



The Experience of Improving Care for LGBTQ Patients at an API Community Health Center

Kerry Kay, MD, MPH



The experience of improving care for LGBTQ patients at an API Community Health Center
 Kerry Kay, MD, MPH
 February 9, 2015

Who we are

Asian Health Services

6 sites: including Oakland High School, Laney College, Teen Clinic

Languages served:

English and eleven Asian languages including Chinese, Vietnamese, Korean, Tagalog, Lao, Hm, Khmer, Karen, Mongolian and Burmese

Learning Objectives

Background about Asian Health Services and the Oakland community

Share our experiences around improving LGBTQ services

Discuss impacts and challenges

Oakland

Alameda County

Population: 400,000

LGBTQ population

- More lesbian couples per capita than any other major US city
- 3rd in gay/lesbian headed households in the nation



The experience of improving care for LGBTQ patients at an API Community Health Center
 Kerry Kay, MD, MPH
 February 9, 2015

Who we are

Asian Health Services

6 sites: including Oakland High School, Laney College, Teen Clinic

Languages served:

English and eleven Asian languages including Chinese, Vietnamese, Korean, Tagalog, Lao, Hmong, Khmer, Karen, Mongolian and Burmese

Learning Objectives

Background about Asian Health Services and the Oakland community

Share our experiences around improving LGBTQ services

Discuss impacts and challenges

Oakland

Alameda County

Population: 400,000

LGBTQ population

- More lesbian couples per capita than any other major US city
- 3rd in gay/lesbian headed households in the nation

Learning Objectives

Background about Asian Health Services and the Oakland community

Share our experiences around improving LGBTQ services

Discuss keypoints and challenges

Who we are

Asian Health Services

**6 sites: including Oakland High School,
Laney College, Teen Clinic**

Languages served:

**English and eleven Asian languages
including Chinese, Vietnamese, Korean,
Tagalog, Lao, Mien, Khmer, Karen,
Mongolian and Burmese**



Background

- **Medium size organization**
- **Not LGBTQ specific clinic**
- **Immigrant population**
- **Low-income**
- **Uninsured, Medicaid, Medicare**
- **Monolingual**
- **Small (unknown?) LGBTQ population**

M's STORY

LGBT Inservice-2009



Prop 8

Panel: gay physician, Helen Zia, gay youth, parent of LGBTQ youth



Moderated, language-specific small group

Post survey

AHS LGBTQ Alliance

Mission statement

Mission Statement

The AHS Health Services LGBTQ Alliance promotes an inclusive, understanding and supportive environment for all AHS workers, patients, employees, managers, donors and volunteering partners and staff.

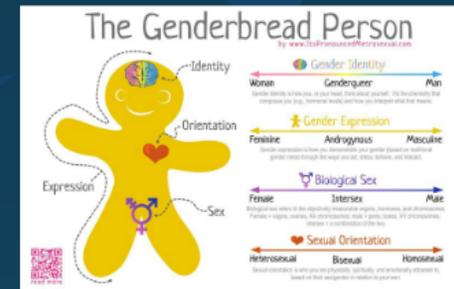
The LGBTQ Alliance is composed of LGBTQ staff allies and employees. These allies work to join us as we strive for equality and justice for all members of our community.

Agenda-setting



Transgender Cultural Competency Talk

Presentation to Management Team: 2012



Mission Statement

The Asian Health Services LGBTQ Alliance promotes education, understanding and advocacy to foster a safe and supportive environment for all AHS lesbian, gay, bisexual, transgender, queer and questioning patients and staff.

The LGBTQ Alliance is composed of LGBTQ and allies and welcomes those who wish to join us as we strive for equality and justice for all members of our community.

AHS LGBTQ Alliance

Mission statement

Mission Statement

The AHS Health Services LGBTQ Alliance promotes an inclusive, understanding and supportive environment for all AHS workers, patients, employees, students, donors and guesting patients and staff.

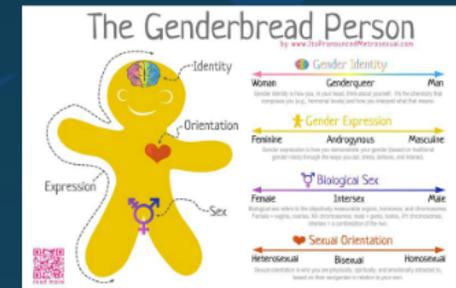
The LGBTQ Alliance is composed of LGBTQ staff allies and employees. These allies work to join us as we strive for equality and justice for all members of our community.

Agenda-setting



Transgender Cultural Competency Talk

Presentation to Management Team: 2012

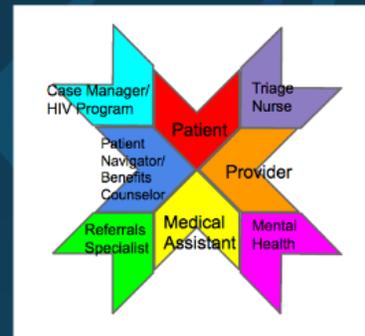


Patient Specific Initiatives

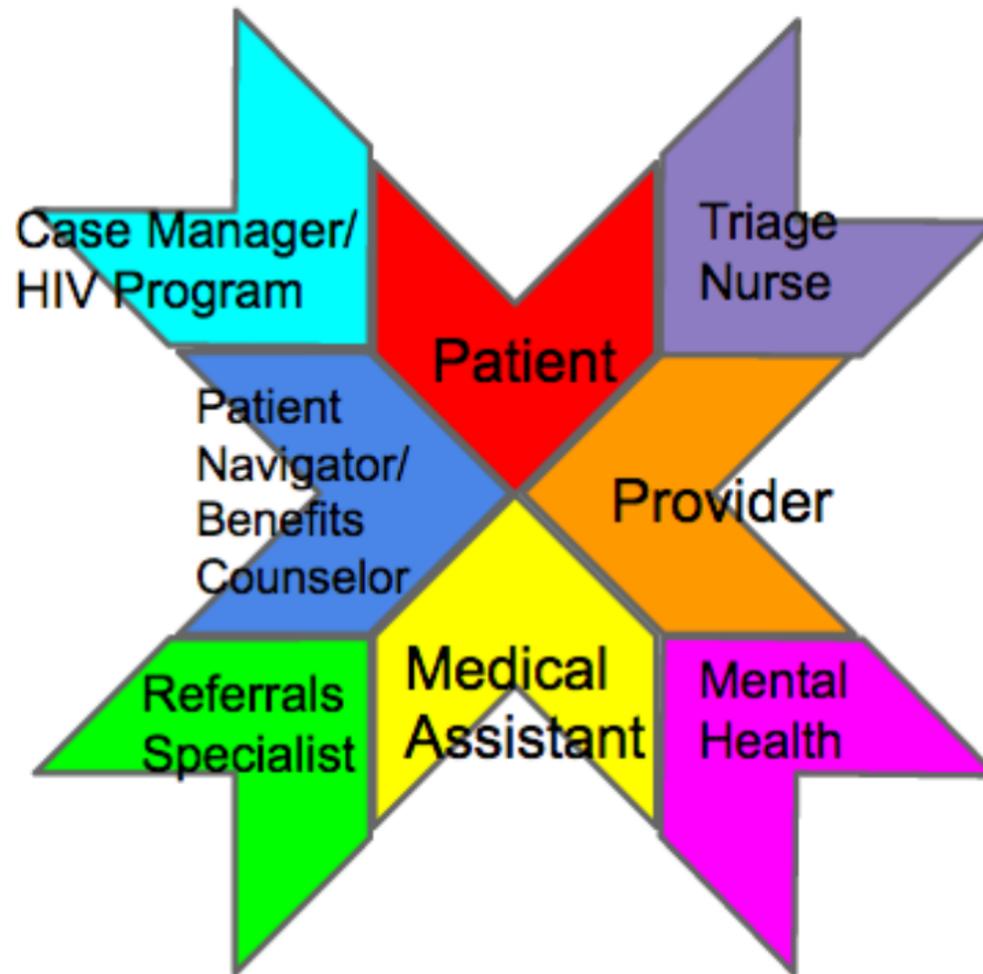
Transgender/HIV Care Team

HIV Program
STI testing
HIV patients
PrEP

Transgender/HIV Care Team



Transgender/HIV Care Team

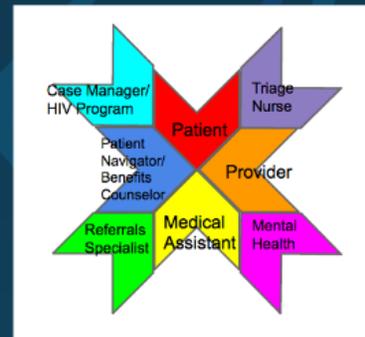


Patient Specific Initiatives

Transgender/HIV Care Team

HIV Program
STI testing
HIV patients
PrEP

Transgender/HIV Care Team



Keypoints

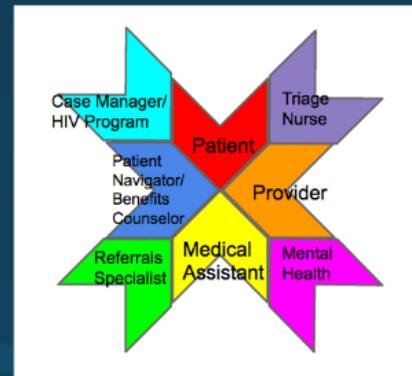


LGBTQ Alliance

- you're not alone!
- can function task force
- presence within agency

Demonstration Projects

- start small, expand as needed
- easier to obtain buy-in
- easier to create change



Patient Care Team

- clinical
- customized, wrap-around care
- less staff to train
- guarantee clinic experience

M's STORY

3 Continuing Challenges



- invisible population
- electronic health record: who collects data, what data to collect, terms

Language and Culture



- key terms in language
- MD for pt's whole family



- not a niche population
- medicine's culture of specializing
- sexual history training for providers

M's STORY

Why is this important?

- Importance of having an LGBTQ friendly provider
- Lack of access for LGBTQ patients
- LGBTQ patients may be invisible, but they are present
- API clinics are especially skilled in cultural competency
- Opportunity to bring API and LGBTQ community together

LGBT friendly provider

Lack of Access

Invisible

Cultural Competency

API vs LGBTQ