



NYP's Transformation: *Journey for Inclusion of the LGBTQ Community*

Vous êtes les bienvenus ici

אתה רצוי כאן

You are welcome here

Usted es bienvenido aquí

أهلاً بكم هنا

Sie sind hier willkommen

欢迎您的到来

AMAZING
THINGS
ARE
HAPPENING
HERE

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NYPH Hospital Overview

- **6 Campuses**
- **2,508 Certified Beds**
- **2.2 Million Inpatient and Outpatient Visits**
- **14,318 Deliveries**
- **286,696 Emergency Department Visits**
- **25,000+ Total Employees**



Same-Sex Parents Still Face
Legal Complications
The New York Times
6/20/17

Degrading experiences at the
Doctor's Office for LGBT patients
The Washington Post
10/3/16

The Question You Should Never Ask A Lesbian Mom

THE HUFFINGTON POST

2/2/13

2016 was the deadliest year on
record for the LGBTQ community
6/12/17

USA
TODAY
A GANNETT COMPANY

When Doctors Refuse to Treat
LGBT Patients
The Atlantic
4/19/16

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Leader in LGBTQ Healthcare Equality



2016
2017

HEI 2017 Criteria

New Core Four Leader Criteria

1. Non-Discrimination & Staff Training (40 pts)

Patient Non-Discrimination
Equal Visitation
Employee Non-Discrimination
Staff Training

2. LGBT Patient Services & Support (30 pts)

LGBT Patient Services & Support
Transgender Patient Services & Support
Patient Self Identification
Medical Decision Making

3. Employee Benefits & Policies (20 pts)

4. LGBT Patient & Community Engagement (10 pts)

NYPH LGBTQ Inclusion Strategy

- **Develop:**

- ✓ LGBTQ Taskforce
- ✓ Policies: Patients and Employees
- ✓ Staff training and education
- ✓ Community activities and initiatives
- ✓ EMR Updates
- ✓ Naming convention issues



Hospital Policies: Best Practices for Inclusion

Patient Rights & Responsibilities Policy: P120



The hospital does not discriminate against any person on the basis of many characteristics including sexual orientation, gender identity or expression

Equal Visitation Policy: V110



The hospital supports open visitation hours and does not restrict, limit or otherwise deny visitation privileges on the basis of many characteristics including sexual orientation, gender identity or expression

Employee Non-Discrimination Policy: HR 501



The hospital provides equal opportunity to all employees and applicants for employment without regard to many characteristics including sexual orientation, gender identity or expression

Inclusive Workplace Policy: 519



To create a safe and productive workplace environment for all employees and set guidelines to address the needs of our transgender and gender non-conforming employees

Staff Training & Education

- NYP E-Learning Module: *Caring for the LGBT Patient, Family and Staff of NYP*
 - ✓ Review terminology associated with LGBT community
 - ✓ Create an inclusive environment for the LGBT community
 - ✓ Completed by 10,000 + Employees
- Human Rights Campaign Training available to staff:
 - ✓ Introduction to LGBTQ Health and Patients
 - ✓ Expanding LGBTQ Cultural Competency
 - ✓ LGBTQ Healthcare for Clinicians
 - ✓ Working with Trans Youth and Trans Adults



Patient Facing Information

[NYP.org](#) > [About Us](#) > [Community Health](#) > [LGBT Services, Programs, and Collaborators](#)

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LGBT SERVICES, PROGRAMS, AND COLLABORATORS



Ensuring Access to World-Class Healthcare

People from all over the world and all walks of life come to NewYork-Presbyterian for our renowned healthcare services. This quality of care extends to members of the lesbian, gay, bisexual, and transgender (LGBT) community. We provide care that is rooted in equality, respect, and

LGBT SERVICES, PROGRAMS, AND COLLABORATORS

[Programs](#)

[Collaborators](#)

[Events](#)

[Research](#)

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Community Activities & Support

- ✓ Healthcare sponsor of NYC Pride
- ✓ Presenting Sponsor of Harlem Pride
- ✓ Sponsor for Big Bold and Beautiful Ball for LGBTQ Youth
- ✓ Worked with NYC community based organizations to form REACH (Ready to End AIDS and Cure Hepatitis C)
- ✓ Sponsor for annual LGBT Health Workforce Conference



LGBTQ Benefits & Recruitment

- Recruitment by Talent Acquisition at LGBTQ Career Fair
- Talent Acquisition creating onboarding material catered to trans-employees
- Employee Benefits:
 - Coverage for same-sex spouses and domestic partners
 - NYP's benefits plans meet the Standards of Care of the World Professional Association for Transgender Health (WPATH)



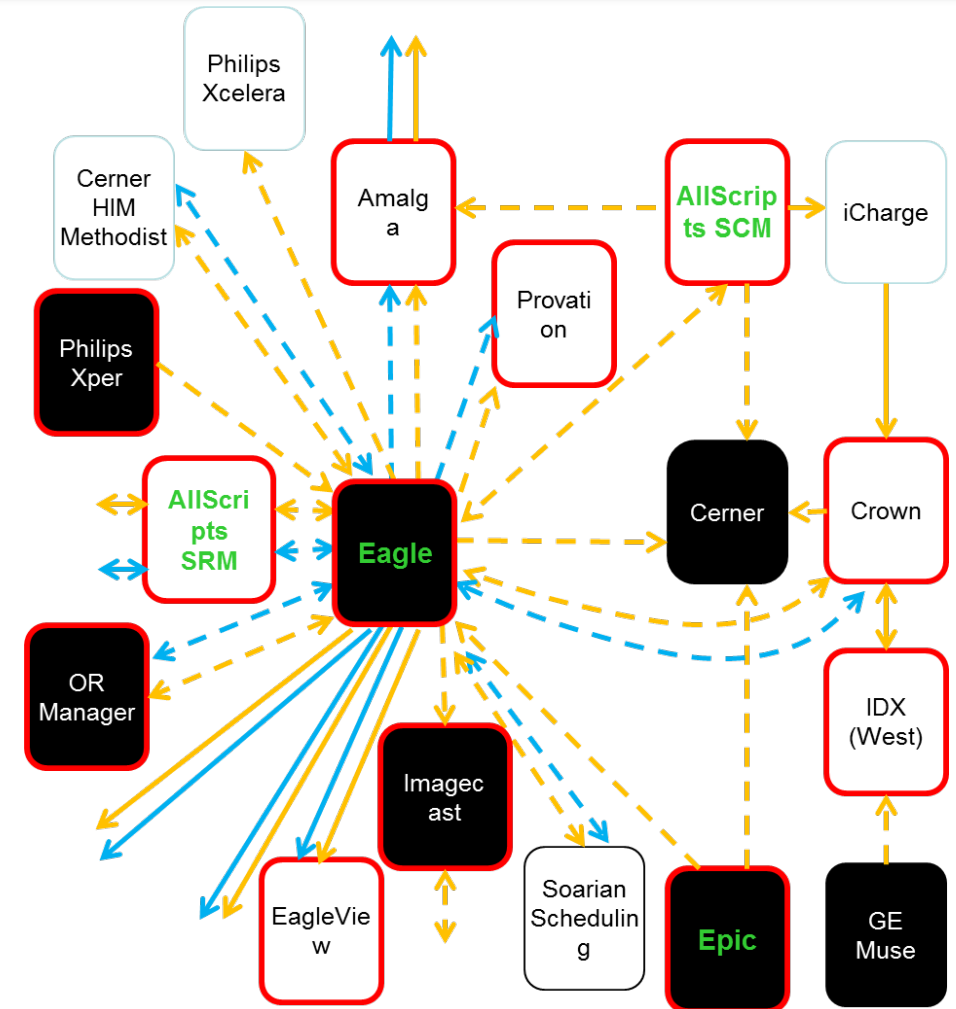
Process for Collecting Sexual Orientation & Gender Identity data

- Multidisciplinary focus group created to explore best practices on SOGI data collection
 - Review points of contact with patient to determine best time to collect information
 - Review current patient intake forms to incorporate changes
- Currently running a pilot trial in community clinic of collecting SOGI data from paper intake forms



Collecting Sexual Orientation & Gender Identity Data

- EMR field modifications
 - Parent 1 / Parent 2
 - Sexual Orientation
 - Gender Identity
 - Chosen Name
- Interface updates for various systems
 - Multiple downstream systems
- Chosen name on Patient ID Bands



Training and Education on Collecting SOGI Data

- Conceptualizing a stratified education approach
 - Training and education to front end staff collecting SOGI data and recording it into EMR
 - Training for healthcare providers on questions to incorporate during clinical assessment
 - Education for all staff on process workflow to insure patient is being identified with chosen name and pronouns





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