TRANSFORMING PRIMARY CARE FOR LGBT PEOPLE

NATIONAL ASSOCIATION OF
Community Health Centers

▶ This toolkit is a deliverable of Year One of the NACHC *Transforming Primary Care for LGBT People* initiative. It was produced by reviewing the details of the change ideas each health center team employed and any associated tools and resources; this document is a compilation of the best and most valuable items that emerged from this work. The toolkit is structured **around identifying LGBT patients and engaging LGBT patients in culturally responsible, clinically competent care.** These two steps are critical precursors to managing preventive care and impacting health outcomes for LGBT people.

Ideas are organized into three domains: infrastructure, population health management, and patient visits. Priority interventions are supported with implementation tips, tools, and resources.

IDENTIFY LGBT PATIENT + **ENGAGE PATIENT IN CARE** + **MANAGE PREVENTIVE CARE** = **IMPROVED HEALTH OUTCOMES**

FOCUS ON YEAR ONE

MAKE LGBT HEALTH AN ORGANIZATIONAL PRIORITY

▶ PRIORITY INTERVENTIONS

Leadership communicates LGBT health as a priority

▶ IMPLEMENTATION TIPS

› Conduct an initial clinic assessment on LGBT health to identify practice change and training needs, and communicate results to health center leaders.

› Include LGBT health goals into the health center's organizational strategic plan, mission, or vision.

› If you have someone LGBT who is interested and excited, empower them to effect change by including them on the improvement team and/or designating them an LGBT health champion.

› Identify an executive champion who can make high-level decisions related to LGBT health goals. Having the executive champion in attendance at early improvement team meetings is a morale boost.

› Use existing channels, such as all-staff meetings or advisory committees, or develop new channels, for leadership to communicate organizational priorities around LGBT health to all staff and for staff to inform leadership about work to improve LGBT health.

› Leadership and the improvement team can work together to pursue designation as a Leader in LGBT Healthcare Equality. Consider hiring an outside consultant to support your assessment; fresh eyes help.

› Promote services that may appeal to LGBT patients on the health center website.

TOOLS AND RESOURCES

The National LGBT Health Education Center, a program of the Fenway Institute, provides educational programs, resources, and consultation to health care organizations with the goal of optimizing quality, cost-effective health care for lesbian, gay, bisexual, and transgender (LGBT) people.

Ten Things: Providing an Affirmative Environment for LGBT People

President's Advisory Committee on Diversity and Inclusion purpose, vision, mission (provided by Great Lakes Bay Health Centers)

Human Rights Campaign Healthcare Equality Index

Transgender health services featured on health center website (provided by El Rio Community Health Center)

MAKE LGBT HEALTH AN ORGANIZATIONAL PRIORITY

▶ PRIORITY INTERVENTIONS

Form an LGBT health improvement team

▶ IMPLEMENTATION TIPS

› Team or committee should meet weekly or biweekly to plan and execute practice improvements to achieve LGBT health goals.

› The improvement team should include a clinic site manager, health educator, provider, behavioral health representative.

› The improvement team should meet once a month with CEO, CMO and CFO to communicate changes, gain approval and troubleshoot workflows.

› Designate one person of the group as the LGBT health champion.

MAKE LGBT HEALTH AN ORGANIZATIONAL PRIORITY

▶ PRIORITY INTERVENTIONS

Designate an LGBT health champion

▶ IMPLEMENTATION TIPS

› Identify an LGBT health champion who participates In local coalitions actively, such as HIV community mobilization groups, college or university LGBT group meetings, etc.

› The LGBT health champion will be someone influential in the organization, and if there are multiple clinical sites, consider one champion per site.

IDENTIFY LGBT PATIENTS

▸ PRIORITY INTERVENTIONS

Develop workflows to collect sexual orientation and gender identity (SO/GI) data

    ▸ IMPLEMENTATION TIPS

› Standardize the SO/GI data collection process and consider carefully who asks the SO/GI questions or responds to patient inquiries about the questions, where the questions are asked, how the questions are asked, and how frequently the questions are asked.

› Workflows may include these data collection practices:

» Patients provide written responses to SO/GI data questions on the paper annual Uniform Data System (UDS) verification form.

» Front desk staff collect SO/GI data by collecting patient written responses to SO/GI questions at check-in and enter as demographic data.

» Medical assistants collect SO/GI data by verbally asking patients SO/GI questions while rooming and enter into the clinical record.

› Run plan-do-study-act (PDSA) cycles to assess workflow, language and include definition of terms for the community. These small tests of change will help reveal solutions or barriers you may not have considered.

› Involve staff from impacted departments, such as health information technology and administrative areas, in workflow development from the beginning.

› Involve patients in workflow development.

TOOLS AND RESOURCES

Collecting Sexual Orientation and Gender Identity Data in Electronic Health Records: Taking the Next Steps learning module, especially "Do Ask, Do Tell! Collecting Data on Sexual Orientation and Gender Identity in Health Centers" webinar

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UDS Annual Verification Form (provided by Great Lakes Bay Health Centers)

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PDSA Learning Module

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SO/GI Data Collection Form with Glossary, in English (provided by Project Vida Health Center)

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SO/GI Data Collection Form with Glossary, in Spanish (provided by Project Vida Health Center)

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Mapping Workflow Diagram: Institute for Healthcare Improvement. Planned Care Visit Workflow (can be adapted for processes related to LGBT Care)

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IDENTIFY LGBT PATIENTS

▶ PRIORITY INTERVENTIONS

Configure the electronic health record (EHR) to collect SO/GI

▶ IMPLEMENTATION TIPS

› Connect with other organizations using the same EHR to share best practices around SO/GI data collection.

› Engage health center health information technology (HIT) staff to add SO/GI questions as structural fields.

› Determine how often SO/GI information will be collected and how the EHR will generate an alert reminding staff to collect SO/GI.

› Tell your EHR vendor what you need and let them know they need to do it rather than asking what the EHR vendor currently provides.

TOOLS AND RESOURCES

Collecting Sexual Orientation and Gender Identity Data in EHRs brochure (provided by the National LGBT Health Education Center)

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National LGBT Health Education Center webinars and trainings on SO/GI data collection

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EHR Form Screenshot (provided by Project Vida)

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Documentation of Sexual Partner Gender Is Low in Electronic Health Records: Observations, Predictors, and Recommendations to Improve Population Health Management in Primary Care

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Using Health IT in Practice Redesign: Impact of Health IT on Workflow report (provided by Agency for Healthcare Research and Qulaity)

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IDENTIFY LGBT PATIENTS

▸ PRIORITY INTERVENTIONS

Train staff to collect SO/GI and respond to patient questions about SO/GI

▸ IMPLEMENTATION TIPS

› Train all staff at each site, making sure that SO/GI training for each site is based on the needs of the staff.

› Provide SO/GI training at different levels and in a variety of ways (provider meetings, staff meetings, overview vs. real-time).

› Build scenarios into training along with definition of terminology and language to use with staff.

› Ensure an LGBT health champion is available for staff to bring questions and challenges around SO/GI data collection.

› Provide staff with language and/or scripts to use when patients ask why their SO/GI information is being collected.

TOOLS AND RESOURCES ✂️

Collecting Sexual Orientation and Gender Identity data webinars and learning modules from the National LGBT Health Education Center, especially "Training Frontline Staff to Collect Data on Sexual Orientation and Gender Identity" webinar (provided by the National LGBT Health Education Center)

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ESTABLISH A WELCOMING, AFFIRMATIVE ENVIRONMENT FOR LGBT AND ALL PATIENTS

▸ PRIORITY INTERVENTIONS

Ensure all-staff competency on LGBT health basics including terminology and health disparities

▸ IMPLEMENTATION TIPS

› Train all staff on LGBT health competency, LGBT terminology, and health disparities.

› Include LGBT health basics in onboarding training and/or compliance trainings.

› Provide on-going trainings (yearly at minimum) but focus on staff at different levels (i.e., provider meetings, site meetings, "all staff day", etc.).

› Find community support if you are not able to offer trainings in-house. There are many LGBT organizations and healthcare entities that have offerings around this.

› Create an email and online survey to help staff have easier access to resources and determine additional resources staff might need.

› Do not rely on video or Healthstream. Use live people and try to involve patients.

TOOLS AND RESOURCES

"Introduction to LGBT Health" webinars, learning modules, ad publications (provided by the National LGBT Health Education Center)

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Human Rights Commission training series hosted on The CAL

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LGBT definition matching resource for training on terminology (provided by Family First Health)

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Orientation training (provided by Family First Health)

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Our Role in Health Equity staff training (provided by El Rio Community Health Center)

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Gender Affirming Guidelines (provided by CrescentCare)

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National Network of Prevention Training Centers

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Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care for LGBT (provided by the Joint Commission)

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ESTABLISH A WELCOMING, AFFIRMATIVE ENVIRONMENT FOR LGBT AND ALL PATIENTS

▶ PRIORITY INTERVENTIONS

Form support groups for patients and advisory boards of patients

▶ IMPLEMENTATION TIPS

› Establish a Transgender Advisory Committee led by transgender employees and allies.

› Providers or other staff can recruit select LGBT patients to participate in advisory boards.

› Leadership and open valuing of the community voice will make forming an advisory board easier.

› Involve LGBT people of color (POC) who represent the makeup of your community.

TOOLS AND RESOURCES

Transgender Advisory Committee mission & vision (provided by CrescentCare)

ESTABLISH A WELCOMING, AFFIRMATIVE ENVIRONMENT FOR LGBT AND ALL PATIENTS

▸ PRIORITY INTERVENTIONS

Use signage and language that is inclusive of LGBT patients

▸ IMPLEMENTATION TIPS

› Display "Do Ask, Do Tell" posters in the waiting room to encourage patients to share their sexual orientation and gender identity with health center staff.

› Have gender-neutral restrooms in the waiting area and clinic area.

› Display of equality flag and rainbow flags in waiting room.

› Use gender neutral pronouns on forms, such as asking about "parent/guardian" rather than "mother/father" when possible.

› Ask all patients what pronouns they use and what name they should be called if it differs from their legal or "insurance" name.

TOOLS AND RESOURCES

"Do Ask, Do Tell" posters (provided by the National LGBT Health Education Center)

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"Health Starts Here. For Everyone" poster (provided by LGBT HealthLink)

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Gender neutral restroom sign (provided by MCPN)

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"Why we need gender-neutral bathrooms" TED Talk

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ESTABLISH A WELCOMING, AFFIRMATIVE ENVIRONMENT
FOR LGBT AND ALL PATIENTS

▶ PRIORITY INTERVENTIONS

Hire LGBT staff

▶ IMPLEMENTATION TIPS

› Include LGBT-inclusive non-discrimination policies on job listings.

› Actively recruit LGBT people by emphasizing LGBT people as a group
encouraged to apply in job postings and by recruiting at events and
on websites that target LGBT people.

› If your organization becomes known as one that is welcoming to LGBT
patients, it will then become known as welcoming to LGBT employees.

› Be intentional in inviting employees who identify as LGBT to be part
of LGBT health improvement work.

ESTABLISH A WELCOMING, AFFIRMATIVE ENVIRONMENT FOR LGBT AND ALL PATIENTS

▶ PRIORITY INTERVENTIONS

Establish policies that explicitly include LGBT people as those who should be free from discrimination

▶ IMPLEMENTATION TIPS

› Establish non-discrimination policies for patients and staff.

› Review current manual for employees and clients, make necessary changes, gain approval from leadership and submit to Board for approval.

› Communicate policy changes to all staff via email and to clients by providing a copy of Patient Bill of rights during registration for new patients and posted Bill of Rights poster in waiting areas/website.

› Negotiate health insurance policies for staff that cover same-sex spouses or partners.

TOOLS AND RESOURCES

Sample Patient Non-Discrimination Policies
(provided by the Human Rights Commission)

Bill of Rights Poster displayed at waiting areas
(provided by Project Vida Health Center)

ESTABLISH LGBT HEALTH AS PART OF THE HEALTH CENTER QI PLAN

▸ PRIORITY INTERVENTIONS

Gain buy-in from and regularly update the board

▸ IMPLEMENTATION TIPS

› Identify a board champion.

› Include a board member on any advisory groups that you form.

› Provide LGBT health and SO/GI updates to board QI Committee on a quarterly basis.

ESTABLISH LGBT HEALTH AS PART OF THE HEALTH CENTER QI PLAN

▸ PRIORITY INTERVENTIONS

Incorporate LGBT health metrics into quality plan

▸ IMPLEMENTATION TIPS

› Track SO/GI data collection rates (a UDS measure) to build support for SOGI collection.

› Develop an action plan with clinical leadership to continue working on LGBT health metrics and to ensure sustainability of improvement work.

TOOLS AND RESOURCES

Example LGBT health metrics (provided by the Transforming Primary Care for LGBT People initiative)

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ESTABLISH LGBT HEALTH AS PART OF THE HEALTH CENTER QI PLAN

▸ PRIORITY INTERVENTIONS

Ensure the quality of your data

▸ IMPLEMENTATION TIPS

› Validate SO/GI data captured in your systems.

› Expand data staff by leveraging relationships with local colleges and universities to include interns on the data team.

TOOLS AND RESOURCES

Collecting Data on Sexual Orientation and Gender Identity: Data Integrity and Quality Improvement webinar (provided by the National LGBT Health Education Center)

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Checklist for Analyzing Data for Validity and Integrity (provided by NACHC)

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Data Validation and Integrity Presentation (provided by NACHC)

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BUILD PARTNERSHIPS

▶ PRIORITY INTERVENTIONS

Engage with primary care associations (PCAs) and health center controlled networks (HCCNs) for support with data, policy, and clinical improvement

▶ IMPLEMENTATION TIPS

› Advocate for the health center's data and HIT support needs to better engage LGBT patients and identify population health disparities.

› Participate in the planning of a PCA-sponsored LGBT conference to offer education and training tailored to health centers.

BUILD PARTNERSHIPS

▸ PRIORITY INTERVENTIONS

Form relationships with labs to provide appropriate risk-based screenings and tests

▸ IMPLEMENTATION TIPS

› Communicate with your lab carrier for specific screenings and price, for example pharyngeal screenings and anal paps.

› Engage with the health department if necessary to liaise with laboratories.

BUILD PARTNERSHIPS

▶ PRIORITY INTERVENTIONS

Engage with community-based organizations and academic institutions for clinical training

    ▶ IMPLEMENTATION TIPS

        › Contact the state or local Department of Public Health to bring training to providers on specific topics such as hormone replacement therapy or pre-exposure prophylaxis (PrEP).

        › Find out who your local LGBT organizations are and try to find out the political 'lay of the land' before you dive in.

IMPLEMENT WORKFLOWS AND SUPPORTS FOR SCREENING, PREVENTION, AND CARE IN AREAS WHERE LGBT PEOPLE SEE GREATER RISK OR HEALTH DISPARITIES

▸ PRIORITY INTERVENTIONS

Implement a pre-exposure prophylaxis (PrEP) workflow to support prevention of HIV in populations most at-risk

▸ IMPLEMENTATION TIPS

› Develop a PrEP policy and protocol.

› Create a resource binder including PrEP workflows, resources, payment algorithms, and other items that support implementation of PrEP in the health center.

› Use existing resources to develop a workflow for PrEP, such as a customized PrEP workflow from Denver Prevention Training Center.

TOOLS AND RESOURCES

PrEP protocol (provided by Great Lakes Bay Health Centers)

PrEP Program Presentation (provided by Great Lakes Bay Health Centers)

PrEP binder table of contents (provided by Family First Health)

Denver Prevention Training Center HIV Prevention Capacity Building Assistance program is federally funded to provide free training and technical assistance to health care organizations including health centers

IMPLEMENT WORKFLOWS AND SUPPORTS FOR SCREENING, PREVENTION, AND CARE IN AREAS WHERE LGBT PEOPLE SEE GREATER RISK OR HEALTH DISPARITIES

▸ PRIORITY INTERVENTIONS

Implement a policy and process to screen every patient for sexual history and sexual risk

▸ IMPLEMENTATION TIPS

› Include a basic, 3-question sexual health history as part of intake.

› Train providers and care team staff on routine sexual histories and sexual risk assessments.

› Use tablet-based technology to capture sexual history and sexual risk.

TOOLS AND RESOURCES

Taking Routine Histories of Sexual Health toolkit

Sexual Health and Your Patients: A Provider's Guide (provided by the National Coalition for Sexual Health)

Sexual Risk Assessment Form (provided by Great Lakes Bay Health Centers)

Acceptability and willingness among men who have sex with men (MSM) to use a tablet-based HIV risk assessment in a clinical setting

Compendium of Sexual & Reproductive Health Resources for Healthcare Providers (provided by the National Coalition for Sexual Health)

IMPLEMENT WORKFLOWS AND SUPPORTS FOR SCREENING, PREVENTION, AND CARE IN AREAS WHERE LGBT PEOPLE SEE GREATER RISK OR HEALTH DISPARITIES

▸ PRIORITY INTERVENTIONS

Implement a policy and process to screen every patient for HIV and STIs based on sexual risk

  ▸ IMPLEMENTATION TIPS

    › Develop workflows that allow care teams to use patient sexual history and sexual risk information to screen for STIs and HIV.

TOOLS AND RESOURCES

CDC 2015 Sexually Transmitted Diseases Treatment Guidelines for special populations including men who have sex with men, women who have sex with women, and transgender women

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Screening and Testing for Sexually Transmitted Infections in Gay, Bisexual and Other Men Who Have Sex with Men (CME Module) (provided by the National LGBT Health Education Center)

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MSM Sexual Health Standards of Care (provided by the National Coalition of STD Directors)

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ESTABLISH STRATEGIES FOR CLINICAL TRAINING

▶ PRIORITY INTERVENTIONS

Provider training on hormone replacement therapy (HRT), PrEP, STI and HIV screening and treatment builds confidence in caring for patients

▶ IMPLEMENTATION TIPS

› Use established guidelines to guide clinical care.

› Bring clinical experts from local academic medical centers into the health center to provide grand rounds.

› Invite the Department of Public Health to provide training on PrEP for all providers.

› Utilize free training and technical assistance resources from clinical experts.

› Access free training and technical assistance from AIDS Education and Training Centers (AETCs), Prevention Training Centers (PTCs), and other clinical trainers that are funded to provide these services.

TOOLS AND RESOURCES

UCSF Guidelines for the Primary and Gender-Affirming Care of Transgender and Gender Nonbinary People

CDC 2015 Sexually Transmitted Infection Treatment Guidelines

CDC HIV/AIDS Guidelines

CDC PrEP Resources for Providers

Denver Prevention Training Center HIV Prevention Capacity Building Assistance program is federally funded to provide free training and technical assistance to health care organizations including health centers

The National Network of STD Clinical Prevention Training Centers (NNPTC) is a CDC-funded group of training centers created

in partnership with health departments and universities. The PTCs are dedicated to increasing the knowledge and skills of health professionals in the areas of sexual health. The NNPTC provides health professionals with a spectrum of state-of-the-art educational opportunities including experiential learning with an emphasis on STD treatment and prevention.

Training and education materials from the National LGBT Health Education Center:

· PrEP
· HIV/STI Treatment and Prevention
· Hormone Replacement Therapy

The AIDS Education and Training Center (AETC) Program supports national HIV priorities by building clinician capacity and expertise along the HIV care continuum

STI Screening Chart, from New York City Prevention Training Center

Providing Optimal Care for Your MSM Patients brochure from the National Prevention Information Network

Prioritizing the Health of MSM: Extragenital STD Screening Call-to-Action from the National Alliance of State and Territorial AIDS Directors

USE DATA TO INFORM STRATEGIES TO IMPROVE LGBT HEALTH CARE

▸ PRIORITY INTERVENTIONS

Locate and use local epidemiological data to identify and educate providers on local STI/HIV rates

▸ IMPLEMENTATION TIPS

› Use visual maps to represent the local epidemic.

› Connect to the state or local department of public health to collect local, up-to-date data on STI/HIV rates.

TOOLS AND RESOURCES

AIDSVu is an interactive online map displaying HIV/AIDS prevalence in the U.S., a project of Emory University and Gilead Sciences, Inc.

USE DATA TO INFORM STRATEGIES TO IMPROVE LGBT HEALTH CARE

▸ PRIORITY INTERVENTIONS

Use data to engage local community partners to support gaps in care

▸ IMPLEMENTATION TIPS

› Join a local community mobilization group in which agencies that serve LGBT populations are present and task forces work on different gaps.

USE DATA TO INFORM STRATEGIES TO IMPROVE LGBT HEALTH CARE

▸ PRIORITY INTERVENTIONS

Use data from the EHR to improve health center population health

    ▸ IMPLEMENTATION TIPS

       › Create reports that produce clinical data for patients in each SO/GI category and track over time to target disparities and needs.

OPTIMIZE CARE AT INTAKE (E.G., CHECK-IN, WAITING, ROOMING)

▸ PRIORITY INTERVENTIONS

Educate patients on SO/GI

▸ IMPLEMENTATION TIPS

› Include a small paragraph that explains why the health center collects this information as well as a list of terms on the back portion side of the form.

TOOLS AND RESOURCES

New SOGI Questions: Information for Patients brochure (provided by the National LGBT Health Education Center)

OPTIMIZE CARE AT INTAKE (E.G., CHECK-IN, WAITING, ROOMING)

▸ PRIORITY INTERVENTIONS

Collect and document SO/GI, preferred name, and pronoun accurately

▸ IMPLEMENTATION TIPS

› Develop SO/GI fields that populate throughout the EHR.

› Make the EHR banner color-coded to indicate gender identity. Be sure to include a third color for intersex, non-binary, and other non-conforming patients.

› Update the UDS Annual Verification Form to collect SO/GI information.

› Disseminate pronoun buttons among staff and clients to reinforce concepts learned during trainings regarding respectful communication.

› Create a form where all these rubrics are collected and entered into the EHR as well as scanned to patient documents.

TOOLS AND RESOURCES

UDS Annual Verification Form (provided by GreatLakes Bay Health Centers)

SO/GI Collection form screenshot of EHR (provided by Project Vida Health Center)

OPTIMIZE CARE AT INTAKE (E.G., CHECK-IN, WAITING, ROOMING)

▸ **PRIORITY INTERVENTIONS**

Ensure SO/GI terms and other forms are appropriately translated into key primary languages

    ▸ **IMPLEMENTATION TIPS**

        › Test SO/GI questions with patients early on to ensure clarity of translations.

TOOLS AND RESOURCES

Preguntas Sobre Orientaction Sexual E Identidad de Genero (provided by the National LGBT Health Education Center)

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LGBTQ Glossary Burmese Chinese Korean Vietnamese (provided by Asian Health Services)

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OPTIMIZE CARE AT INTAKE (E.G., CHECK-IN, WAITING, ROOMING)

▸ PRIORITY INTERVENTIONS

Educate patients on PrEP

    ▸ IMPLEMENTATION TIPS

       › Create tri-fold wallet-sized PrEP handouts that are easy to disseminate at outreach events.

       › Deploy a PrEP navigator who can walk the patient through the process of obtaining the PrEP.

TOOLS AND RESOURCES

PrEP palm card for patients template (provided by CrescentCare)

OPTIMIZE CARE IN THE EXAM ROOM

▸ PRIORITY INTERVENTIONS

Use motivational interviewing techniques to engage patients in discussions about their health

> ▸ IMPLEMENTATION TIPS

> › Partner or contract with organizations that can provide training for all providers, health educators, and site managers on motivational interviewing.

TOOLS AND RESOURCES

Possibilities for Change (P4C) Motivational Interviewing Training

TRANSFORMING PRIMARY CARE FOR **LGBT** PEOPLE

OPTIMIZE CARE IN THE EXAM ROOM

▸ **PRIORITY INTERVENTIONS**

Provide patients with information about their care

    ▸ **IMPLEMENTATION TIPS**

      › Provide patients who are transgender and have questions about what hormone replacement therapy entails with clear, concise, affirming information.

      › Provide patients with information about sexual health care and preventive services.

TOOLS AND RESOURCES

"What to Expect" hormone therapy brochure for patients (provided by Fenway Health)

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For Men Only: Your Sexual Health brochure (provided by the National Alliance of State and Territorial AIDS Directors)

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BUILD RELATIONSHIPS WITH COMMUNITY PARTNERS

▸ PRIORITY INTERVENTIONS

Attend community-based organizations and community events to promote the care you provide

▸ IMPLEMENTATION TIPS

› Partner with local LGBT organizations that can provide education, advocacy, and other forms of support to health centers and patients.

› Seek out equality, pride, and LGBT-specific events.

› Ensure the marketing team uses images that include a diversity of people and family types.

› Celebrate Pride month and other health related LGBT-specific days and observances on social media.

› Create an LGBT Outreach Program Coordinator role to support local events promoting equality. They should also attend community events promoting the services the health center provides and collaborate with different agencies that serve the local LGBT population to promote the health center services.

TOOLS AND RESOURCES

Example Pride month post provided by South End Community Health Center

BUILD RELATIONSHIPS WITH COMMUNITY PARTNERS

▸ PRIORITY INTERVENTIONS

Identify resources in the community that can support patients with complex care needs

▸ IMPLEMENTATION TIPS

› Develop a resource guide for your particular community and patients.

› Conduct a community environment scan to identify services in the area as well as cost.

› Create referral agreements with providers who are doing hormone replacement (if your health center is not already) and gender-confirming surgeries and include partnerships and resources in the resource guide.

TOOLS AND RESOURCES

Local LGBT Resource Guide (provided by Family First Health)