

Safe and Visible: Creating a Healthcare Practice Welcoming to LGBT Seniors

Step 1- Go to <https://www.udemy.com/creating-a-healthcare-practice-welcoming-to-lgbt-seniors/>

Step 2- Click 'Start Learning Now'

Step 3- Enter name and email and create password

Step 4- Start the Course!

Course Content

<p>Course Title: Safe & Visible: Creating a Healthcare Practice Welcoming to LGBT Seniors</p>	<p>Total Length of Time: Entire curriculum -45 minutes</p>
<p>Course Purpose: Teach an age-based, culturally responsive provider curriculum regarding the specific needs and issues of LGBT older adults and elders.</p>	
<p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. Understand the social ramifications of having grown up and come of age as an LGBT individual in the 1950s through the 1980s 2. Identify common mental and physical healthcare issues found in LGBT elders 3. Become familiar with ways to make healthcare environments comfortable and welcoming to LGBT elders 4. Improve intake/interview procedures for LGBT elders 5. Acquire methods to increase access to support and resources for LGBT elders 6. Acquire or improve best practices in communication with LGBT and unknown elders 	
<p>Key Concepts to be Taught:</p> <ol style="list-style-type: none"> 1. Understand reasons behind and ways to ameliorate, disparities in health care access for LGBT elders 2. Understand reasons behind and ways to ameliorate the high rates of isolation and common health concerns of LGBT elders 3. Understand how to serve LGBT elders in ways that are predictive of the best outcomes 	
<p>Target Audience: Health care professionals: social workers, therapists, case managers, psychologists, doctors. All those who work in a health care setting where they may encounter seniors.</p>	
<p>Module/Section & estimated length of time:</p> <ul style="list-style-type: none"> • One 10-question pre-test • Section 1: 9.38 min • Section 2: 9.30 min • Section 3: 9.15 min • Section 4: 3.4 min • Section 5: 10.3 min • 5 downloadable resources within Section 5 • One 10-question post-test 	
<p>Specific Content – Focus Area</p> <p>Section 1: Background and History of reasons for chronic trauma in today’s elders + testimonials</p> <p>Section 2: Creating Safety with Inclusive Language/ Understanding terminology/Stats</p> <p>Section 3: Health Issues and The Service Setting including a deeper understanding of internalized homophobia, isolation and how they relate to health disparity and poor outcomes. Visual Communications, Policies and Training</p> <p>Section 4: Assessment & Outreach: Configuring an appropriate intake, learning appropriate interviewing, communicating confidentiality, identifying barriers to support.</p> <p>Section 5: Outreach and Marketing</p>	

Notes:

Lesbian, gay, bisexual and transgender (LGBT) elders are a subset of a population already resistant to seeking mental and physical health care. LGBT elders deal with significant economic and health disparities as compared with heterosexual seniors. According to a 2011 national health study co-authored by the Center for American Progress and Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE), more than half of LGBT respondents have been told by a doctor that they have depression; 39% have seriously contemplated suicide; and 53% feel isolated from others. Social isolation remains a major issue as LGBT seniors are 3-4 times less likely to have children, twice as likely to live alone, and twice as likely to be single. Yet it remains very difficult for them to trust providers after decades of fear resulting in rampant deferred mental and physical health care issues. .

In 1996 the American Medical Association made a public call to improve the education of health care personnel regarding best practices for improving care provided to LGBT patients. Despite the AMA's recommendations, even now, the quality of care provided to LGBT patients in the U.S. has not improved substantially.

In attempt to help change this, Lavender Seniors of the East Bay – a community based organization - developed an in-depth curriculum for care providers in 2006. It consists of a Q & A with a panel of LGBT seniors and a 2 hour training. It includes:

- A history and the backdrop of the era in which today's seniors came of age,
- Concrete methods on how to create a welcoming environment for LGBT elders in being cared for in hospitals, medical offices or mental health facilities and
- Ways to use and modify language, paperwork, outreach and employee training to in order to maintain and setting where LGBT seniors can feel safe to open up about their support systems and health needs.

Finally we have been able to translate our curriculum into a free online training where any professional can access and review the training at any time. Of course, training is usually better done in a group setting with a trained facilitator to guide a discussion afterwards, but we have found that to be impractical given staff turnover, training costs, and busy schedules. It became difficult for clinics and agencies to keep everyone trained.

Written and directed by Dan Ashbrook of **Lavender Seniors of the East Bay** with Patricia Osage and Anna Runkle

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