Educating providers: Two strategies to improve the care of pediatric LGBTQ patients
Children’s Hospital of Philadelphia

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Scan here to learn more about strategy 1

Scan here to learn more about strategy 2

Strategy 1: Educational Program Development

In FY 2019 the CHOP Emergency Department (ED) evaluated 100,000 patients. A conservative estimate of the prevalence of youth within the lesbian, gay, bisexual, transgender and questioning (LGBTQ) umbrella is between 4-17%. Given the large population we serve at CHOP, our providers must have comfort and understanding in supporting gender and sexuality in our patients. We explored the current level of comfort and potential for educational interventions for our ED providers in supporting the needs of our LGBTQ patients and families.

Needs Assessment

Online Course Curriculum

- Video Topics
  - Pronoun and language use
  - Preferred name identification
  - LGBT Families
  - Parent-teen communication
  - Practicing apologies

- Key Stakeholders
  - Nurse Practitioners (14)
  - Nurses (54)
  - Physicians (31)
  - ER Technicians (9)

Strategic 2: LGBTQ Toolkit

This toolkit was created by the national LGBTQ Toolkit Volunteer Workgroup and published in 2019 by the Emergency Nurses Association. The LGBTQ Toolkit is a resource document that provides clinicians with a centralized hub of information regarding topics on LGBTQ health disparities and how these disparities may impact patient care.

Review of Core Content

- Health Disparities and Considerations
- Terminology
- Documentation and the Electronic Medical Record
- LGBTQ law and regulatory requirements
- Staff training and education
- Visitation policies
- Transgender Health

Example Case Study

How should the nurse proceed?
1. What pronouns should the nurse use?
2. What name should be put in the electronic medical record?
3. Should a urine pregnancy test be ordered?
Abstract Submission

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Educating providers: Two strategies to improve the care of pediatric LGBTQ patients.

Abstract:
There is a growing need to address the health disparities of pediatric lesbian, gay, bisexual, transgender, and questioning (LGBTQ) patients, but strategies clinicians can use to address these disparities remain elusive. This poster explores two strategies that can be used to improve the delivery of care for LGBTQ youth; a novel educational program and an LGBTQ Toolkit. The Children’s Hospital of Philadelphia formed a collaboration between their Emergency Department and Gender and Sexuality Development Clinic to create a tailored educational program. The Children’s Hospital of Philadelphia Emergency Department evaluates more than 100,000 patients annually in a busy, urban environment. A needs-based assessment was performed to identify the current level of comfort among emergency department nurse practitioners (14), physicians (31), and nurses (54). Participants self-identified their level of comfort on various aspects of LGBTQ care using a Likert style scale. The findings from this assessment were used to identify trends in educational needs and then, consequently, used to develop a targeted educational series. Topics in the program included the importance of a preferred name, pronoun usage, sensitivity to family structures, and practicing apologies. Although this project is ongoing, initial comparisons to post assessment data revealed improved self-perceived comfort levels. The second strategy explored in this poster is the formation of an LGBTQ Toolkit for emergency department providers. The toolkit was created by the LGBTQ Toolkit Volunteer Workgroup and published by the Emergency Nurses Association. The LGBTQ Toolkit is a streamlined resource document that provides clinicians with a centralized hub of information regarding relevant topics on LGBTQ health disparities and how these disparities may impact patient care. The LGBTQ Toolkit covers a wide range of topics including pediatric transgender health, what to know about hormones and puberty blocking therapies, social dimensions of transition, and LGBTQ differential diagnoses. The LGBTQ Toolkit can be read in its entirety or used as a reference tool as specific inquiries arise. The Toolkit may also be used as an adjunct to other training strategies, such as the educational program previously described. Pediatric clinicians are expected to provide competent care of LGBTQ patients but this can be challenging without effective learning strategies. A targeted education program and LGBTQ Toolkit are two options providers can use to gain confidence and competence when providing pediatric LGTBQ care.

Discussion question:
What are strategies you have incorporated or would like to incorporate into your practice to improve the care of pediatric LGBTQ patients?

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