

Certification Process

- ❑ Indicate your commitment, via a Letter of Intent.
- ❑ Complete application, after receiving application link.
- ❑ Receive designation, once application is completed with a perfect score.
- ❑ BCBSRI LGBTQ Safe Zone certified practices will be listed on www.bcbsri.com.
- ❑ BCBSRI LGBTQ Safe Zone practice sites will be provided with a plaque and window clings for their office door(s) and window(s), specifying the year of certification.

For supporting resources and information, email Jason Furlan at:

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LGBTQ Safe Zone Program

A Guide for Healthcare Practices



www.bcbsri.com/safezones

BCBSRI's LGBTQ Safe Zone certification encourages community healthcare providers to openly identify their practices as supporters of LGBTQ patients.

LGBTQ Safe Zone certification reflects one of BCBSRI's primary goals: To foster environments in which LGBTQ members feel welcome and safe in their healthcare communities.

Background¹

A national survey of nearly 5,000 lesbian, gay, bisexual, and transgender individuals showed:

- 70% of surveyed transgender or gender non-conforming and 56% of lesbian, gay, bisexual (LGB) patients have experienced some type of discrimination in healthcare.
- 73% of transgender respondents and 29% of LGB respondents reported believing they would be treated differently by medical personnel because of their LGBT identity.
- 52% of transgender respondents and 9% of LGB respondents reported believing they would be refused medical services because of their LGBT identity.

When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV. New York: Lambda Legal, 2010.
Available at: <http://www.lambdalegal.org/publications/when-health-care-isnt-caring>

Requirements

TRAINING

- Each staff member has completed cultural competence training for LGBT care in the last 12 months. Training may include classroom learning, e-learning, and/or relevant conferences. Examples include, but are not limited to:

Webinars and online training

- On-demand webinars provided by The National LGBT Health Education Center²
- Anthem's "Creating an LGBT-Friendly Practice"
- Remote training provided by Human Rights Campaign

On-site trainings

- "Reexamining LGBT Healthcare" provided by the National LGBT Cancer Network
- LGBTQ Cultural Competence Workshop provided by the Center for Sexual Pleasure and Health

Conferences

- RI Trans* Health Conference
- Philadelphia Trans-Health Conference
- GLMA Annual Conference

² These webinars are on-demand, free and open to the public, and provide free CME/CEU credits for those who register.

Requirements, continued

PHYSICAL SPACE

- At least one gender-neutral bathroom is available for patient use. Practice sites will clearly post their patient non-discrimination policy (i.e., patient's bill of rights), including the terms "sexual orientation" and "gender identity or expression."

FORMS

- Allow for patient's legal and preferred name.
- Allow patient to list preferred pronouns.
- Allow patients to select "other" as a gender option.

PROCEDURES

- Patients are called from the waiting room in a gender-nonspecific way.
- Staff members follow procedures for using the patient's preferred name and pronouns that may be different from legal name and sex.
- Staff follows procedures for handling a patient's sexual orientation or gender, when referring the patient to another provider, as appropriate.
- Clinical practices are reviewed annually to ensure providers are not assuming a patient's gender, marital/partnered status, and/or sexual activity.