



# **Evaluating Experiences of Healthcare Providers and Administrators for LGBTQ+ Inclusive Care and Affirmative Practices & International Service-Learning Experience in Guatemala**

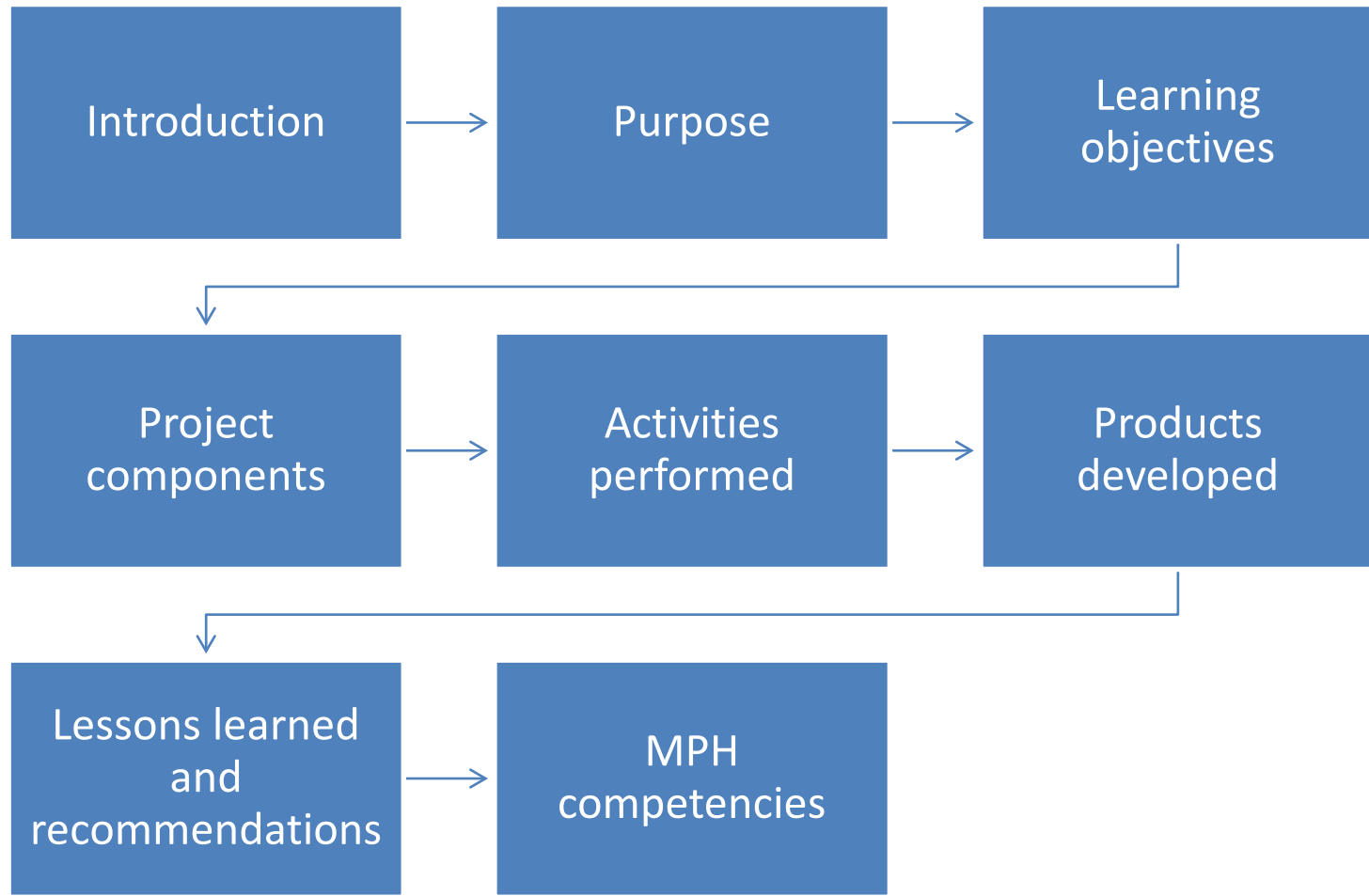
Tiasia Saunders, CHES (she/her/hers)  
Master of Public Health Candidate 2022  
Kansas State University

# Background

- Grew up in Columbia, South Carolina
- Graduated with a BS in Public Health/Health Care Administration from Austin Peay State University
- Established interest in Community Health, Food Security, and Health Education & Equity
- August 2019 (K-State)
- Graduate Research Assistant
  - ❖ Office of Educational Innovation and Evaluation (OEIE)
- Graduate Teaching Assistant
  - ❖ Basic Nutrition
  - ❖ Life Span Nutrition



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# Introduction

- The Wichita LGBTQ+ Health Coalition is a non-profit established to help LGBTQA+ Kansans connect to safe, knowledgeable, and affirming healthcare.
- Improve access to health services and create a community of local listing healthcare providers who deliver competent services and understand the unique health concerns of the lesbian, gay, bisexual, and transgender community.



# Purpose

- (1) measure the experiences of healthcare providers and administrators on their affirming and inclusive practices or those who are in the process of transforming
- (2) provide recommendations for sustainable affirming and inclusive care practices

## Exploring

Exploring the values and resources needed to publicly commit to embarking upon a journey toward health equity.

## Committing

Committing the resources to listen, learn, train, and implement policies and practices that establish equity as the standard practice.

## Immersing

Immersing the leadership and system into accountability for implementing policies, procedures, and cultural structures that support diversity, equity, and inclusion.

## Affirming

Affirming a just and equitable system culture with continuous equity self-assessments of policies and practices that remove structural barriers to equity.

## Transforming

Transforming beyond the system toward supporting a sustainable and equitable ecosystem of health care within the community.



# Objectives

- ❖ To design a survey instrument to measure the experiences of health care practitioners and administrators for LGBTQ+ affirmative and inclusive care practices
- ❖ To develop interprofessional teamwork and communication skills virtually during the COVID-19 pandemic
- ❖ To communicate and interpret results of data analysis for public health practice and research



# Project Components:

- Part 1: Literature Review



# Establishing need:

- Literature review:
  - What are health care practitioners and administrators doing? Facilities?
    - Are they interested in learning what others are doing?
  - What are their biggest barriers?
  - How are they overcoming those barriers? What are the best practices?





# Existing resources

- ✓ Human Rights Campaign Health Care Equality Index
- ✓ Fenway Institute National LGBTQIA+ Health Education Center
- ✓ US Professional Association for Transgender Health
- ✓ Conferences
- ✓ Symposiums



Essential Components for High-Quality Inclusive LGBTQ+ Care (Menkin et al, 2020).



# Project Components:

- Part 1: Literature review
- Part 2: Survey development

# Survey Development Phase 1



## Key Opinion Leader (KOL) Feedback & Research

Tapped into key minds, to determine challenges and opportunities, target audiences, and input to survey development.

# Survey Development Phase 2



## Pilot Survey

Prior to implementation, a pilot survey was distributed to 13 health care professionals two weeks before the initial survey was released for distribution. During this time, valuable feedback was collected which helped to improve the validity of the survey.

# Methodology: Framework

- Mixed Methods Survey
  - qualitative & quantitative data
- Online survey via email and electronic flyer
- Data collected from 1/28/2022 to 2/25/2022



**ASSESSING LGBTQ+ INCLUSIVE CARE AND AFFIRMATIVE PRACTICES**

**Purpose**  
An online survey that will measure experiences of health care providers and administrators who have transformed or are in the process of transforming, existing practices to provide more LGBTQ+ inclusive and affirming care

*Recruiting health care providers and administrators*



Scan the QR code to complete the short 15 min survey



## RESULTS

**Providers/administrators:** Many respondents were health care providers (47.41%, n = 64), health care administrators (12.59%, n = 17), both administrator and provider (6.67%, n = 9), while (33.33%, n = 45) were neither administrator nor provider.

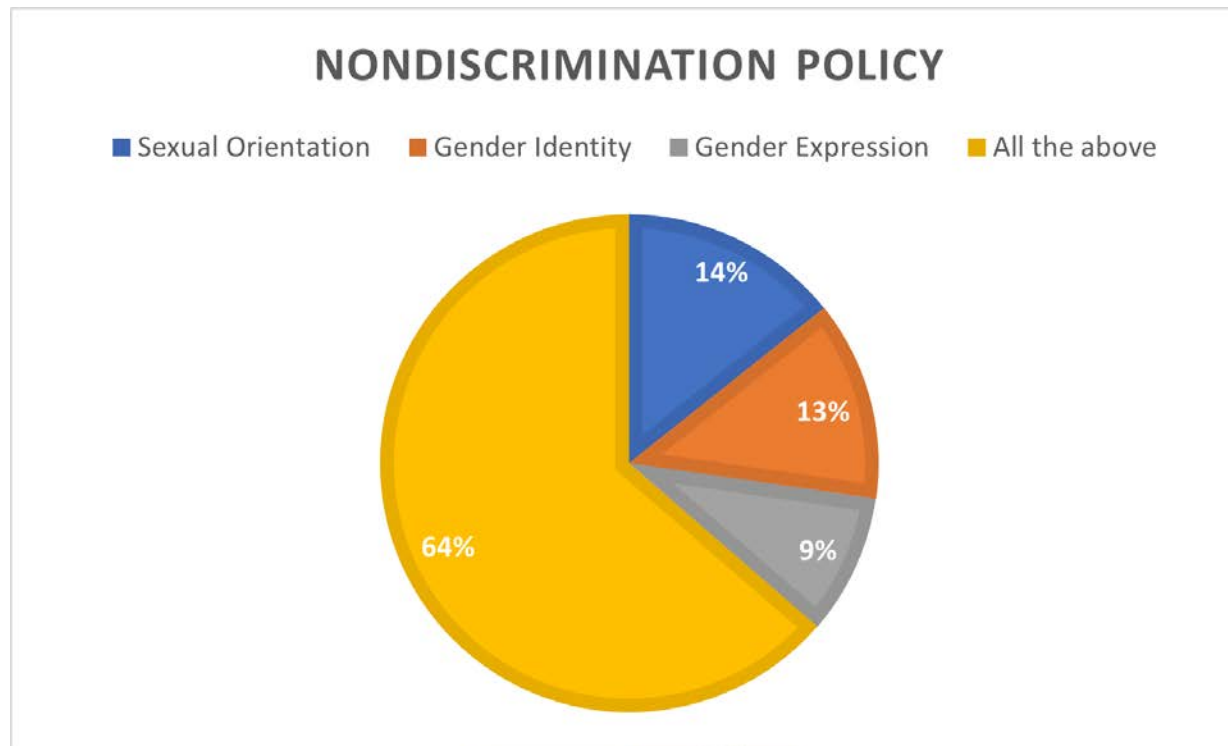
**Location:** Respondents from (N = 11) states answered the survey, with majority of respondents being from Kansas and Missouri. The breakdown of responses per area is as follows: rural (15.04%, n = 17), urban (50.44%, n = 57), suburban (34.51%, n = 39).

**Demographics:** The majority self-identified as female (85.00%, n = 51), white (93.65%, n = 59), non-Hispanic (93.33%, n = 56), and heterosexual (66.67%, n = 40).



# RESULTS

## Nondiscrimination policy with inclusive language



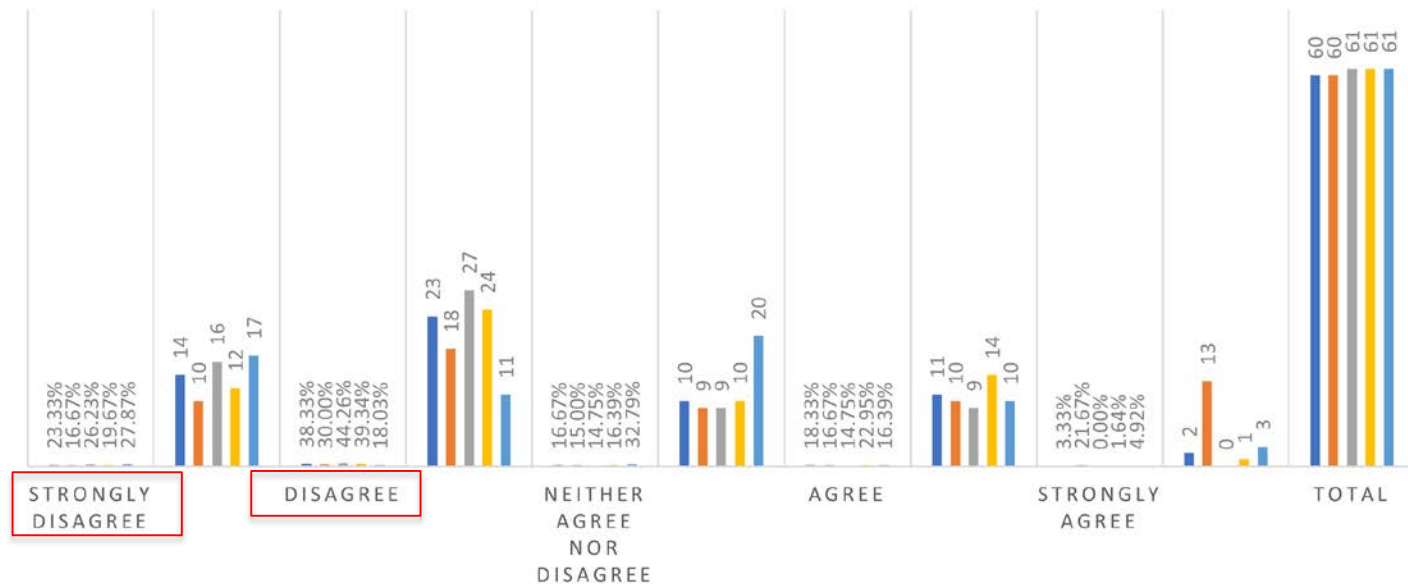
(68.48%, n = 63)



# Barriers to implementing a more LGBTQ+ friendly practice

## BARRIERS

- 1 I do not know what would be helpful for this community
- 2 I share a practice with other providers and want to be considerate of my colleagues
- 3 I do not have the resources, skills, or knowledge base (i.e., training, LGBTQ colleagues or team)
- 4 While I have done some things to create a more inclusive environment, I also feel that there isn't much more that I can do
- 5 Healthcare administrators are resistant to making the changes





# Results

Majority of respondents (71.19%; n = 42) indicate that they consider their organization to be an **inclusive and affirming health care practice.**

Nearly  $\frac{3}{4}$  of respondents (74.14%, n = 43) were interested in learning ways **to transition their environment** to an inclusive, affirming practice setting.



# Conclusions

Many health care providers and administrators are transforming and are open to transforming their environments to become more inclusive and affirming.

There was limited barriers to transforming their environment.



# Strengths

- A strength of the online survey was the high response rate (N = 159) and representation from 11 states and 9 practice areas.



# Limitations

- Participants may not be familiar with terminology used in the survey
- Did not ask participants how they identify in public



# Recommendations

- The Health Equity Transformation Assessment, an electronic assessment tool by the American Hospital Association (AHA), provides hospitals and health systems with their current position on the health equity journey
- LGBTQ+ specific training for all health care staff
- Updated Electronic Medical Records to include inclusive language as options
- Enhance visible support for LGBTQ+ patients and staff

# Products Produced



Survey  
Instrument

Recruitment  
flyer

Presentations

# Products

**KANSAS STATE**  
UNIVERSITY

Topic: Evaluating experiences of health care providers and administrators for LGBTQ+ inclusive care & affirmative practices

## Health Equity: LGBTQ+ Health

Researchers:

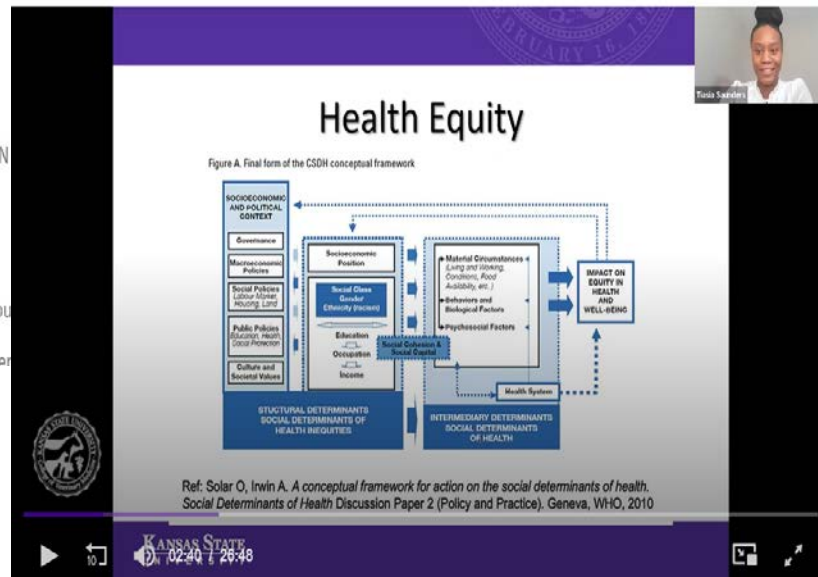
Tiasia Saunders, CHES®

Hope Krebill, MSW, BSN, RN

Susan Rensing, Ph.D.

Thank you for supporting our

commitment to measuring outcomes



## ASSESSING LGBTQ+ INCLUSIVE CARE AND AFFIRMATIVE PRACTICES



*Recruiting health  
care providers and  
administrators*

### Purpose

An online survey that will measure experiences of health care providers and administrators who have transformed or are in the process of transforming, existing practices to provide more LGBTQ+ inclusive and affirming care

**Kansas LGBTQ+ Leadership Conference Fall 2021**

WE NEVER WALK ALONE

When Working For

- Inclusion - Diversity - Empowerment
- Authenticity - Leadership

Friday, October 15th, 2021, 100% Online!!!

Register Here!!

<https://www.k-state.edu/lgbt/leadershipconference/index.html>

LGBT Research Center

Commerce Bank

KANSAS STATE UNIVERSITY

### "LGBTQ+ Inclusion in Healthcare in Kansas"

Susan Rensing, Ph.D.; Tori Gleason, DC, DACBSP; Amanda Mogoi, MSN, APRN, FNP-C; Lacey Stewart, MS, LPCC (NM), LCPC (KS), NCC; and Tiasia Saunders, CHES.

This panel will discuss best practices for inclusion of LGBTQ+ people in healthcare settings in Kansas. Presenters will discuss rural outreach and access for LGBTQ+ people in Kansas, a mental health "bill of rights" for queer patients, and the importance of affirmative care in healthcare settings.

**KANSAS STATE**  
UNIVERSITY



# International Service-Learning Experience in Guatemala





# Earth University

## Background

Earth University is a private, non-profit university based in Costa Rica that offers an undergraduate degree in agricultural sciences

## Purpose

1) improve the sustainable management of their farms and 2) increase access to local & national markets as a means of strengthening overall livelihoods for participating farmers and their families



# Objectives

Main Goal: To help increase market access

- ❖ To develop a nutrient database of the products the three farmer-producing organizations are growing and will grow
- ❖ To design information cards for each of the farmer-producing organizations to market their products and business



# Products Produced

Nutrient  
Profile  
Database

Community  
Leader  
Interviews

Information  
Cards



# CORCI

## Association Coordination Regional of Cooperatives Integrals



**BROCCOLI**  
*Brocoli*

Broccoli contains a high percentage of vitamin C and dietary fiber; it is an excellent food to keep bones healthy and strong, given its calcium, phosphorus, and magnesium content. It is also excellent for eye health and the immune system.



 (502) 5767-1421  
 [www.corci.org.gt](http://www.corci.org.gt)  
 Associations CORCI  
 [direction@corci.org.gt](mailto:direction@corci.org.gt)

 Global G.A.P.  Fair Trade  
 Sustainable  Small Farmers  
 Healthy



**CAULIFLOWER**  
*Coliflor*

Cauliflower is rich in vitamin C, B6, B5, as well as small amounts of other B vitamins. It has diuretic properties due to its high content of water and minerals, especially potassium and phosphorus, which help the body to recover after an important physical effort.



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 Global G.A.P.  Fair Trade  
 Sustainable  Small Farmers  
 Healthy



**CARROTS**  
*Mini Zanahoria*

Mini carrots are an excellent source vitamins C, K, B6, folic acid and minerals such as iron, potassium and copper. Its most important properties are the strengthening and protection of the skin and eye health.



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 Global G.A.P.  Fair Trade  
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 Healthy



**SWEET PEA**  
*Arveja Dule*

Sweet peas are an excellent source of vitamin C. This type of edible pod provides potassium, phosphorus, calcium, iron, fibers, sugars, carbohydrates and proteins, as well as vitamin A. It is recommended for diabetics and helps eliminate cholesterol.



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 Global G.A.P.  Fair Trade  
 Sustainable  Small Farmers  
 Healthy

# AIDA

## Comprehensive Association for the Development of the Altiplano



**AIDA**  
ASOCIACIÓN INTEGRAL DE DESARROLLO DEL ALTIPLANO



✓ Sustainable  
✓ Small Farmers

**Tomato**

✓ Fresh  
✓ Healthy

Tomatoes are a good source of several vitamins and minerals, such as vitamin C, potassium, vitamin K, and folate.

(502) 57563795 [altiplanoaida@gmail.com](mailto:altiplanoaida@gmail.com)



**AIDA**  
ASOCIACIÓN INTEGRAL DE DESARROLLO DEL ALTIPLANO



✓ Sustainable  
✓ Small Farmers

**Hass Avocado**

✓ Fresh  
✓ Healthy

Avocados are rich in many nutrients, including fiber, healthy fats, vitamin C, vitamin E, vitamin B6, potassium, magnesium, and folate.

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**AIDA**  
ASOCIACIÓN INTEGRAL DE DESARROLLO DEL ALTIPLANO



✓ Sustainable  
✓ Small Farmers

**Amaranth**

✓ Fresh  
✓ Healthy

Amaranth is a good source of fiber, protein, manganese, magnesium, phosphorus and iron.

(502) 57563795 [altiplanoaida@gmail.com](mailto:altiplanoaida@gmail.com)



**AIDA**  
ASOCIACIÓN INTEGRAL DE DESARROLLO DEL ALTIPLANO



✓ Sustainable  
✓ Small Farmers

**Coffee**

✓ Fresh  
✓ Healthy

Coffee contains a number of useful nutrients, including riboflavin (vitamin B2), niacin (vitamin B3), magnesium, potassium, and antioxidants.

(502) 57563795 [altiplanoaida@gmail.com](mailto:altiplanoaida@gmail.com)

# LA CUMBRE

## Commercial Branch of the Prominiego Patanatic Committee



### MAÍZ

El maíz es rico en vitamina C y una buena fuente de los carotenoides luteína y zeaxantina, que son buenos para la salud ocular y ayudan a prevenir el daño del cristalino que conduce a las cataratas.

- ✓ Pequeños agricultores
- ✓ Frescos
- ✓ Sostenible
- ✓ Saludable

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### CHAMPIÑONES

Los champiñones son una buena fuente de vitamina B, fósforo, vitamina D, selenio, cobre y potasio.

- ✓ Pequeños agricultores
- ✓ Frescos
- ✓ Sostenible
- ✓ Saludable

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### AMARANTO

El amaranto es una buena fuente de fibra, proteína, manganeso, magnesio, fósforo y hierro.

- ✓ Pequeños agricultores
- ✓ Frescos
- ✓ Sostenible
- ✓ Saludable

(502) 41750914 (502) 54653458



### BERRO

El berro es una buena fuente de vitamina A, vitamina C, vitamina K y Potasio.

- ✓ Pequeños agricultores
- ✓ Frescos
- ✓ Sostenible
- ✓ Saludable

(502) 41750914 (502) 54653458





| Number and Competency |                                                                                                                                                                                               | Description                                                                                                                                                                                                   |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2                     | Select quantitative and qualitative data collection methods appropriate for a given public health context                                                                                     | Created survey instrument and selected a mixed methods approach for the survey to best collect data.                                                                                                          |
| 3                     | Analyze quantitative and qualitative data using biostatistics, informatics, computer-based programming and software, as appropriate                                                           | Survey results were analyzed using Excel, IBM SPSS statistics, and Qualtrics.                                                                                                                                 |
| 6                     | Discuss the means by which structural bias, social inequities, and racism undermine health and create challenges to achieving health equity at organizational, community, and societal levels | Research focused on inclusive and affirming practices for the LGBTQ+ population. Presentation during National Public Health week on Health Equity as well as a panel for Kansas LGBTQ+ Leadership Conference. |
| 9                     | Design a population-based policy, program, project, or intervention                                                                                                                           | Designed a survey specifically for health care providers and administrators to share their experiences of working with the LGBTQ+ population.                                                                 |
| 21                    | Perform effectively on interprofessional teams                                                                                                                                                | Collaborated with various professionals during each phase of the research process.                                                                                                                            |





# MPH Emphasis Area: Public Health Nutrition

| Number and Competency |                                                 | Description                                                                                          |
|-----------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1                     | Information literacy of public health nutrition | A literature review of common agricultural challenges and solutions was conducted.                   |
| 2                     | Compare and relate research into practice       | Visited communities and conducted interviews to compare to current literature and suggest solutions. |
| 3                     | Population-based health administration          | Critically examined three population-based nutrition programs.                                       |
| 4                     | Analysis of human nutrition principles          | Examined methods of agricultural practices to improve population health and reduce disease risk.     |
| 5                     | Analysis of nutrition epidemiology              | Describe criteria for validity in nutritional epidemiological methodology.                           |



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Questions?

**THANK YOU!**