

# Perioperative Provider and Staff Competency in Providing Culturally Competent LGBTQ Healthcare.



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## Introduction

- Children and adolescents identifying lesbian, gay, bisexual, transgender, or queer/questioning (LGBTQ) may encounter a lack of knowledge regarding their sexuality and gender identity, leading to reluctance to seek basic medical care.
- Due to the short duration of the perioperative period, the interaction is limited.
- We undertook surveys before and after a 2 part educational series among the pediatric perioperative staff including anesthesia providers to understand the impact of providing education and cultural competency training regarding the LGBTQ community.

## Methods

- A survey was distributed to perioperative healthcare providers before and after a lecture series on cultural competency in caring for LGBTQ patients.
- Providers self-reported their knowledge and comfort on a 1-5 point scale (5 being most knowledgeable or comfortable) in 6 domains of caring for LGBTQ patients: sensitivity about language and nonverbal communication; not assuming all patients are heterosexual, all patients identify with their sex assigned at birth; awareness of multiple minority status; and nonjudgmental communication.
- Objective knowledge of LGBTQ issues was assessed using 7 questions based on lecture material.

## Results

- The analysis included 90 responses by 45 participants.
- Before training, median ratings of knowledge and comfort were 3 or 4 out of a maximum of 5 for each domain; while 6 providers (13%) rated their knowledge or comfort as low (1-2) on at least one of 12 questions.
- The pre-training median score on the 7-item test of LGBTQ cultural competency was 5 (IQR: 4, 6).
- After training, knowledge and comfort self-ratings did not improve, but the score on the objective knowledge test increased to a median of 6 (IQR: 4, 7; p=0.011) of 7 possible points.

**Table.** Self-rated knowledge and comfort with competencies in caring for lesbian, gay, bisexual, transgender, and queer/questioning (LGBTQ) patients, reported by healthcare providers before and after completing LGBTQ cultural competency training (N = 45).

Self-rated competency (Rated as, 1=very low; 2=low; 3=moderate; 4=high; 5=very high)	Before training Median (IQR)	After training Median (IQR)	p
<i>Sensitivity about language used</i>			
Knowledge	4 (3, 4)	4 (3, 4)	0.292
Comfort	4 (3, 5)	4 (3, 4)	0.905
<i>Sensitivity about non-verbal communication used</i>			
Knowledge	4 (3, 4)	4 (3, 4)	0.361
Comfort	4 (3, 4)	4 (3, 4)	0.233
<i>Not assuming all patients are heterosexual</i>			
Knowledge	3 (3, 4)	4 (3, 4)	0.226
Comfort	3 (3, 4)	4 (3, 4)	0.401
<i>Not assuming all patients identify with their sex assigned at birth</i>			
Knowledge	3 (3, 4)	4 (3, 4)	0.236
Comfort	3 (3, 4)	4 (3, 4)	0.360
<i>Awareness of multiple minority status</i>			
Knowledge	4 (3, 4)	4 (4, 4)	0.074
Comfort	4 (3, 4)	4 (3, 4)	0.411
<i>Nonjudgmental communication</i>			
Knowledge	4 (4, 4)	4 (4, 4)	0.796
Comfort	4 (4, 5)	4 (4, 4)	0.593

IQR, interquartile range

## Discussion

- Healthcare providers play a vital role during the perioperative period in easing the associated anxiety by showing compassion, acceptance and approaching patients with an open mind.
- The goal of this initiative was to ensure an appropriate knowledge base in our perioperative team thereby ensuring the provision of the best care to our LGBTQ patients.
- On objective assessment, knowledge of LGBTQ issues improved after a formal cultural competency training.

### References:

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Remafedi G. Fundamental issues in the care of homosexual youth. Med Clin North Am 1990;74:1169-79.

