

## Session 26: Cultural Sensitivity: Sexual Orientation

### Quality Improvement: How Can you Facilitate Discussion about Change?

#### Key Takeaways:

- A change concept is a general notion or approach to change that has been found to be useful in developing specific ideas for improvement. Change concepts can be helpful when revisiting your process map does not generate new ideas.
- Affinity diagramming or fishbone diagramming (also known as cause-and-effect diagramming, or Ishikawa diagramming) can help you organize your ideas around potential causes of error.
- Utilize quality improvement tools to identify changes which are most likely to be successful
- The hierarchy of actions and impact/effort matrix can help you to assess the potential impact of a change idea and the practicality of implementing it.
- Sexual orientation is how a person describes their emotional and physical attraction to others. A person's sexual orientation can change over time.
- Sexual orientation is about the genders of your romantic AND sexual partners. We cannot assume a person's sexual orientation based on their sexual behavior.

#### Further Reading:

Quality Improvement	Institute for Healthcare Improvement: <a href="#">Using Change Concepts for Improvement</a>
	IHI Quality Improvement Toolkit: <a href="#">Flowcharts Resources</a>
	Institute for Healthcare Improvement: <a href="#">Cause-and-Effect (Fishbone) Diagram Resources</a>
	VA National Center for Patient Safety Action Hierarchy Tool. <a href="#">Betsy Lehman Center Website.</a>
	Impact/Effort Matrix. <a href="#">American Society for Quality Website.</a>
	How to Use the Impact Effort Matrix to Prioritize Projects. <a href="#">Six Sigma Daily Website.</a>
Cultural Sensitivity	LGBTQIA+ Glossary of Terms for Health Care Teams: <a href="https://www.lgbtqiahealtheducation.org/wp-content/uploads/2020/02/Glossary-2022.02.22-1.pdf">https://www.lgbtqiahealtheducation.org/wp-content/uploads/2020/02/Glossary-2022.02.22-1.pdf</a>
	Sexual Orientation Spectrum: <a href="https://www.amsa.org/wp-content/uploads/2019/11/LGBTQ-Health-101-Leaders-Guide-112219.pdf">https://www.amsa.org/wp-content/uploads/2019/11/LGBTQ-Health-101-Leaders-Guide-112219.pdf</a>
	To Treat Me, you Have to Know Who I Am (video): <a href="https://youtu.be/NUhvJgxAac">https://youtu.be/NUhvJgxAac</a>
	National LGBTQIA+ Health Education Center: <a href="https://www.lgbtqiahealtheducation.org/">https://www.lgbtqiahealtheducation.org/</a>
	Creating an LGBTQ Affirming Clinic: <a href="https://hhinternet.blob.core.windows.net/uploads/2020/02/creating-an-lgbtq-affirming-clinic-resource-guide.pdf">https://hhinternet.blob.core.windows.net/uploads/2020/02/creating-an-lgbtq-affirming-clinic-resource-guide.pdf</a>
	LGBT Rights Timeline in American History: <a href="https://www.lgbtqhistory.org/lgbt-rights-timeline-in-american-history/">https://www.lgbtqhistory.org/lgbt-rights-timeline-in-american-history/</a>
	When Healthcare isn't Caring (report): <a href="https://www.lambdalegal.org/publications/when-health-care-isnt-caring">https://www.lambdalegal.org/publications/when-health-care-isnt-caring</a>
	Serving our Youth 2015 (report): <a href="https://williamsinstitute.law.ucla.edu/publications/serving-our-youth-lgbtq/">https://williamsinstitute.law.ucla.edu/publications/serving-our-youth-lgbtq/</a>
	Discrimination Prevents LGBTQ People From Accessing Health Care (article): <a href="https://www.americanprogress.org/article/discrimination-prevents-lgbtq-people-accessing-health-care/">https://www.americanprogress.org/article/discrimination-prevents-lgbtq-people-accessing-health-care/</a>

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