Meeting the Needs of LGBT Older Adults

“No matter who you are or who you love...”

Mary Beth Maxwell
Aging with Passion and Purpose:
No One Left Behind
UNMC, Omaha NE
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LGBT Older Adults

- Who are LGBT Older Adults and what are their unique challenges?
- Best Practices
- Resources
- Questions and Discussion
Who are LGBT Older Adults?

• ~ 3 million LGBT adults over 50 currently
• 7 million by 2030
• 2x as likely to be single and to live alone
• 4x as likely not to have children
• A lot of diversity within LGBT
• Real healthy disparities AND resilient
Note: your LGBT community is bigger than the LGBT Older Adults you serve. It also includes family members and friends, professional staff and frontline workers.

LGBT-A: It includes straight and cis residents and community members who know and love someone who is LGBTQ.
Aging and Health Findings

- Nearly half have a disability and nearly 30% report depression.
- 91% engage in wellness activities.
- Almost two-thirds have been victimized three or more times.
- 13% have been denied healthcare or received inferior care.
- More than 20% do not disclose their sexual or gender identity to their physician.
- ~30% do not have a will or durable power of attorney for health care.
- Needed services: senior housing, transportation, legal services, social events

Unique Challenges
The vast majority of LGBT older adults have lived through discrimination, social stigma, and the effects of prejudice both past and present.

This makes LGBT Older Adults at greater risk for:

• Social isolation
• Depression and anxiety
• Poverty
• Chronic illnesses
• Delayed care-seeking
• Poor nutrition
• Premature mortality
Unique Challenges

• Fear of being out and vulnerable
• Verbal or physical harassment by residents or staff
• Refusal to provide basic services or care
• Staff refusal to accept medical power of attorney
• Staff refusal to use preferred name or pronoun of transgender resident
• Discharge or refusal to admit because LGBT

Source: LGBT Older Adults in Long-Term Care Facilities: Justice and Aging 2010 and 2015
1. A majority believed that staff would discriminate against an LGBT elder who was open about his/her sexual orientation.

2. Out of a sample size of 769, 328 people reported 853 instances of mistreatment.
   • Instances of mistreatment include reports of staff harassment to staff refusals to provide basic services or care.
“Within the next two weeks I will be going into assisted living where I will have to share a room with another man. The thought of going back into a closet is making me ill. Frankly, I’m afraid of telling anyone that I’m gay.”

Anonymous, 73 years old, Sylmar, CA
Two friends of mine, Vera and Zayda, had been together for 58 years. When Vera’s Alzheimer’s became too much, Zayda moved her into an assisted living facility. Zayda could barely trust family or neighbors with the truth, let alone strangers, so she and Vera became “sisters.” Much later, after Vera’s death, Zayda needed to move into an assisted living facility herself. She had many, many photos of the love of her life, but dared not to display them in her new home. The other residents would talk about husbands, children, children and grandchildren, but she felt too vulnerable to tell the truth. Zayda was in hiding and terribly isolated.

*Nina L., Carlsbad, CA*
Why Take This On?

- It’s the right thing to do: leave no one behind.
- Trend in Health Care IS to value LGBT cultural competence.
- Momentum for change
  - CA passed legislation – “Seniors Long Term Care Bill of Rights
  - Federal LGBT Elder Americans Act reintroduced last week.
- Business Case – Millions of LGBT Older Adults and their Allies are an important market.
MARGUERITE

Marianne Farley and Marie-Hélène Panisset
HEALTHCARE EQUALITY INDEX 2018
Rising to the New Standard of Promoting Equitable and Inclusive Care for Lesbian, Gay, Bisexual, Transgender & Queer Patients and Their Families

A record 626 healthcare facilities actively participated to have their facilities rated on their commitment to LGBTQ equality and inclusion.
HRC’s Health Equality Index

Criteria 1
Non-discrimination and Staff Training
- Patient Non-discrimination
- Equal Visitation
- Employment Non-discrimination
- Staff Training

Criteria 2
Patient Services and Support
- LGBT Patient Services and Support
- Transgender Patient Services and Support
- Patient Self-identification
- Medical decision-making
Inclusive Services for LGBT Older Adults
A Practical Guide To Creating Welcoming Agencies

National Resource Center ON LGBT AGING
Best Practices

• Addressing Common Misperceptions
• Terminology
  • Language
  • Intake Forms
• Confidentiality
• Demonstrate Inclusion
• Programming
• Transgender Inclusion
• Institutional Change
  • Policies and Procedures
  • Cultural Competency and Training
  • Feedback and Data Collection
Best Practices for LGBT Inclusion

Check out six of our special guides designed to help serve LGBT older adults

Learn More >
Why the HEI? To help LGBTQ patients find LGBTQ-friendly healthcare facilities

In addition to being a valuable tool and resource for healthcare facilities, the HEI is used by LGBTQ patients and their loved ones to find facilities that provide equitable and inclusive care. The ratings for each participating facility are published in the annual HEI report, available on our website and promoted to HRC's more than 3 million supporters.

Consumers can easily search our online database or our interactive map to see how facilities near them rate—giving patients the ability to choose where they would like to receive care in their time of need.

To search the HEI, go to: hrc.org/hei/search

Why Participate?

- Learn best practices for LGBTQ equity and inclusion
- Provide patient-centered care to a long-overlooked group
- Take advantage of free online, on-demand staff training from expert sources that includes CME/CEU credits
- Enhance patient satisfaction ratings
- Ensure compliance with legal, CMS and The Joint Commission requirements
- Improve quality and safety
- Reduce risk of litigation, complaints and negative publicity
- Reach out to a highly loyal market segment
- Enjoy recognition for commitment to equity, inclusion & diversity from the nation's largest LGBTQ civil rights organization

How to Participate

What Organizations are Eligible?

The HEI is primarily intended for inpatient facilities that provide general medical and surgical care. However, specialty hospitals and certain outpatient healthcare facilities may request to participate in the HEI. Typically, a facility or organization must have at least 100 employees to be eligible to participate.

Clinic organizations with multiple locations such as FOHCs (and FOHC look-alikes), Planned Parenthood Affiliates and other similarly structured organizations are eligible to participate—however, they have special guidelines related to meeting the training criteria.

To register to participate: hrc.org/hei/participation-request
Data and Sources

The unique challenges that older adults face in health care, home care, assisted living facilities and nursing homes

- LGBT Older Adults in Long-Term Care Facilities: Stories from the Field
- The Aging and Health Report: Disparities and Resilience among LGBT Older Adults
- Out & Visible: The Experiences and Attitudes of LGBT Older Adults, Ages 45-75
- Opening Doors: An Investigation of Barriers to Senior Housing for Same-Sex Couples
Data and Sources

Resources about Best Practices

• HRC’s Healthcare Equality Index
• Inclusive Services for LGBT Older Adults: A Practical Guide to Creating Welcoming Agencies
• LGBT Programming for Older Adults: A Step-by-Step Guide
• SAGECare cultural competency training and consulting
• Creating Equal Access to Quality Healthcare for Transgender Patients: Transgender-Affirming Hospital Policies
Person Centered Care for LGBT Older Adults

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What are the components of a therapeutic relationship between health care provider and client/patient/person?
Gender Identity
Age
Marital Status
Relationship Status
Family Relationships and Roles
Race
Religion
Cognitive Attributes
Gender Expression
Interests
Sexual Orientation
Education
Profession
Economic Status
Ethnicity
Physical Attributes
Nationality
Mother tongue
Geographic location
• Care for the Person (the Healing Power of Kindness)
• Person to Person Encounters
• Opportunities for Healing
• Potential to Harm
Key Terms

LGBT
Lesbian
Gay
Bisexual
Transgender
Key Terms

Homosexual
Sexual preference

Others?
Assumptions

• Gender Pronouns (she/he/they)
• Relationship between two people
• Assuming someone is married
• Flirty comments or jokes
• Assumptions about interests
Assumptions

• “Who are the most important people in your life?”
• Listen for euphemisms
• Reflect what you hear
Helping Professions, Care Providers

• REDUCE PAIN AND SUFFERING

• PROMOTE HEALING AND WELL-BEING
Optimize Well-Being

Person-Centered Care

- Supports Independence
- Promotes Positive Well-Being
- Honors Choice
- Enhances Dignity
- Empowers residents
- Improves Quality of Life
• Preferences for
• Everyday
• Living
• Inventory
**Consumer Voice Directives**

**MY PERSONAL DIRECTIONS FOR QUALITY LIVING**

Name:  
Date:  

Please use my chosen name or nickname listed below:

My pronouns are:

To My Caregivers (paid and unpaid) & Family of Choice:

I am recording my personal preferences and information about myself in case I need long-term care services in my home or in a long-term care community in the future. Please always talk to me about my day-to-day life to see what it is that I want and enjoy. However, the information below may provide some help in understanding me and in providing my care. I hope this information will be useful to those who assist me.

I want my caregivers and family of choice to know the following important details about my life story:

The way I like to wake up and start my day includes (e.g., how and when to wake up, breakfast preferences, daily beauty and grooming routines, hairstyle):
COMMUNICATION

Language
Intake forms and interviews
Body Language, facial expression, tone
Signage
Symbols
Literature
Questions
Comments
Going forward, I will now....
Evaluate Sessions in the Annual Meeting App

- Go to the sessions icon
- Select the session
- Click on evaluate session link
- Respond to all 6 questions
- Tap submit button