

- Advocate within nursing research organizations to increase emphasis on LGBTQ+ health disparities.
- Actively recruit faculty, researchers, and students who will pursue LGBTQ+ research topics.
- Advocate for SOGI data collection in electronic health records, research, and in local and national surveys.

Public and Organizational Policy

- Take a lead in nursing organizations to take strong actions and develop strong statements in support of LGBTQ+ communities.
- Pressure health care organizations and institutions of higher learning to create policies that foster environments that are safe and affirming for LGBTQ+ individuals.
- Hold organizations accountable for following protective and affirming LGBTQ+ policies.
- Advocate for nondiscrimination policies (local, state, national) on housing, employment, K-12 education, military, health care organizations, businesses, nursing homes, assisted living.
- Advocate for a ban on any practice that harms LGBTQ+ people, such as conversion therapy or limiting access to bathrooms based on gender identity.
- Call for insurance coverage that is inclusive of LGBTQ+ needs, particularly transition/gender-affirming treatment and reproductive technology access.
- Advocate for all agencies that provide services to children, youth, and the older population to recognize and provide services appropriate for LGBTQ+ people.

Nursing Education

- Develop accreditation standards and take leadership to assure that LGBTQ+ health issues and care are incorporated in all educational programs at all levels.
- Develop standards that require LGBTQ+ content in continuing education offered through health care organizations.
- Create policies that foster a safe and affirming environment for LGBTQ+ students, faculty, and staff.
- Include questions that test for competency and knowledge of LGBTQ+ care and disparities in all licensing examinations.
- Recruit and retain LGBTQ+ faculty, staff, and students in nursing schools.

Nursing Practice and the Care Environment

- Develop policies that require adequate LGBTQ+ competencies for all nurses and others providing direct health care services.
- Develop organizational policies that support open and welcoming environments for LGBTQ+ people and families.

- Develop data collection forms that are LGBTQ+ inclusive.
- Create all-gender and/or single stall restrooms that are safe for all regardless of gender identity or expression.
- Develop policies to enforce nondiscrimination and anti-bullying that include safe reporting avenues and outline clear consequences when discrimination occurs.
- Recruit and retain LGBTQ+ staff.

CONCLUSION

Nurses are in an exciting yet precarious moment in time. There has been a huge increase in LGBTQ+ research, affirming national policy, and nursing literature. On the other hand, negative attitudes about LGBTQ+ communities persist, especially toward transgender individuals (Brown, 2017; Norton & Herek, 2013). Nursing has a great opportunity as well as a great responsibility to build on positive momentum and make change in research, education, policy, and practice to take us down a road toward equity.

DISCUSSION QUESTIONS

- Identify and discuss resources available in your community to serve LGBTQ+ people.
- Discuss ways your work setting can be more supportive of LGBTQ+ people.
- Discuss the reasons for LGBTQ+ health disparities and ways to address them. How might you contribute?
- Discuss how you can make your institution friendlier to LGBTQ+ patients and staff.

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TABLE 26.4 Continuing Education Resources for LGBTQ+ Competent Care—cont'd

	Substance Abuse and Mental Health Services Administration (SAMHSA) (2012) top health issues for LGBT populations information and resource kit: https://store.samhsa.gov/system/files/sma12-4684.pdf
	<i>LGBTQ Cultures: What Health Care Professionals Need to Know About Sexual and Gender Diversity</i> (Eliason & Chinn, 2015)
Transgender care	World Professional Association for Transgender Health (WPATH): www.wpath.org UCSF Center of Excellence for Transgender Health: www.transhealth.ucsf.edu <i>Endocrine Treatment of Gender-Dysphoric/Gender-Incongruent Persons: An Endocrine Society, Clinical Practice Guideline</i> (Hembree et al., 2017)
LGBT advocacy	GLMA: Health Professionals Advancing LGBTQ Equality: www.glma.org National Gay and Lesbian Task Force: www.thetaskforce.org National Resource Center on LGBT Aging: www.lgbtagingcenter.org Services and advocacy for LGBT elders: www.sageusa.org Human Rights Campaign—includes Healthcare Equality Index (HEI) with guidelines and hospital rankings: www.hrc.org

References: Radix, A., & Maingi, S. (2018). LGBT cultural competence and interventions to help oncology nurses and other health care providers. *Seminars in Oncology Nursing*, 34(1), 80-89; Bosse, J.D., Nestey, J.A., & Randall, C.E. (2015). Integrating sexual minority health issues into a health assessment class. *Journal of Professional Nursing*, 31(6), 498-507.

HEALTH CARE ORGANIZATIONS AND POLICY

In the absence of comprehensive state and federal nondiscrimination laws for LGBTQ+ people, hospitals, health systems, and other health care organizations can take the initiative to protect their employees, patients, and visitors with policies prohibiting discrimination based on SOGI. These policies establish an organizational culture and commitment to promote inclusion and a safe environment for LGBTQ+ communities. Many LGBTQ+ individuals, and especially transgender people, report experiencing a hostile health care environment due to discrimination and lack of respect by providers,

contributing to avoidance of care and inadequate care (Grant et al., 2010; Radix & Maingi, 2018).

Notably, nurses have stepped up to address the harmful effects of discrimination that has pervaded many workplaces where nurses are employed (see Table 26.5 showing a LGBTQ+ Welcoming and Inclusive Services Checklist developed by nurses for nurses). For further recommendations, refer to the Healthcare Equality Index Scoring Criteria, Fenway Health “Ten Things: Creating Inclusive Environments for LGBT People,” and the GLMA Nursing Section Workplace Climate Scale (www.hrc.org/hej/hej-scoring-criteria).