

IN CONJUNCTION WITH HRC'S
**"ON THE ROAD
TO EQUALITY"**

BUS TOUR ARRIVING IN LITTLE ROCK

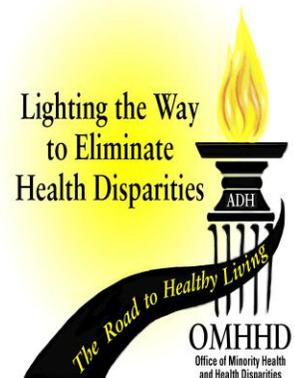
JOIN THE HUMAN RIGHTS CAMPAIGN, THE NATION'S LARGEST LESBIAN, GAY, BISEXUAL AND TRANSGENDER ORGANIZATION DEDICATED TO EQUAL RIGHTS, IN LITTLE ROCK THIS SEPTEMBER.



**LGBT PATIENT-CENTERED CARE:
STRATEGIES TO ENSURE
HEALTH EQUITY & INCLUSION**

How can medical centers and health professionals provide equitable and inclusive care to their lesbian, gay, bisexual, and transgender patients? LGBT health expert Shane Snowdon will discuss the disparities, inequities, and anxieties experienced by LGBT patients and their families – and how health institutions around the country are addressing them. She'll describe reality-tested strategies, tools, and resources for providing LGBT patient-centered care, including the HRC's national Healthcare Equality Index.

PARTICIPANT EVALUATION RESULTS



SEPTEMBER 16, 2011

Mission

To provide leadership in improving health outcomes by advocating for health equity for at-risk populations as defined by race or ethnicity, age, education, disability, gender, geographical location, income, and sexual orientation.

Specifically, the Office of Minority Health & Health Disparities:

- Provides technical assistance, referrals and resources pertaining to the needs of minority populations to all Arkansas Department of Health (ADH) Centers;
- Promotes awareness of health issues related to unequal treatment and social determinants of health in Arkansas with internal and external partners;
- Collaborates with the ADH, Arkansas Minority Health Commission, Arkansas Center for Health Improvement, and the University of Arkansas for Medical Sciences to improve state health data collection, use, and dissemination strategies;
- Serves as a link to the federal OMH and state data resource regarding minority health and health disparities in Arkansas;
- Educates the public about health disparities to increase awareness and capacity for health promotion and disease prevention in Arkansas;
- Ensures representation of diverse populations in state health planning, program development and awareness initiatives, and leadership positions within the ADH;
- Promotes cultural competency, understanding and trust among internal and external partners in Arkansas;
- Supports the development and dissemination of information, strategies, and policies which contribute to the improved health outcomes of minority populations in Arkansas;

PURPOSE

This presentation took place on Friday, September 16 at the Arkansas Department of Health as part of the "On the Road to Equality" bus tour -- a nationwide effort to spread the message of equality – This presentation was sponsored by the Human Rights Campaign and focused on educating medical centers and health professionals on ways provide equitable and inclusive care to their lesbian, gay, bisexual, and transgender patients. Shane Snowden, founding director of the Center for LGBT Health & Equity at the University of California San Francisco, was the keynote speaker. Goals of the discussion were to detail the disparities, inequities, and anxieties experienced by LGBT patients and their families; discuss how health institutions around the country are addressing them. Describe reality-tested strategies, tools, and resources for providing LGBT patient-centered care, including the HRC's national Healthcare Equality Index. At the conclusion of the session, participants were asked to complete a speaker evaluation form to determine if the following learning objectives were met:

- To gain information about LGBT people (definition, demographics and background).
- To gain a sense of LGBT health anxieties, disparities and inequities
- To learn how to address LGBT health needs as individuals, clinicians and facility administrators.

SUMMARY OVERVIEW

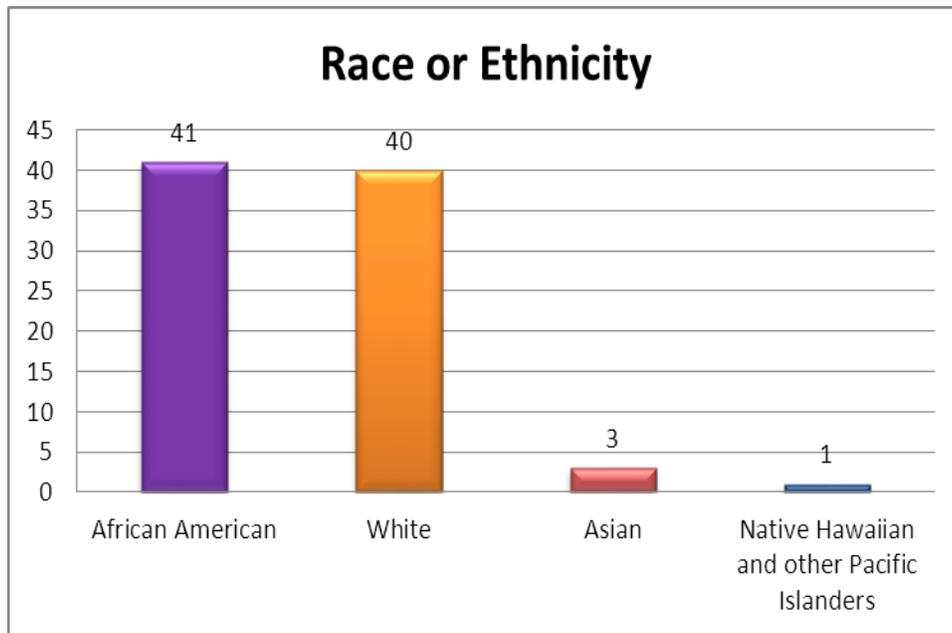
An online RSVP was required to attend, which 108 participants utilized. A total of 103 people signed-in at the door and 86 people completed a speaker evaluation form. The report below details the results of the evaluations.

Title: LGBT Patient-Centered Care: Strategies to Ensure Health Equity & Inclusion

Speaker: Shane Snowden **Date:** September 16, 2011

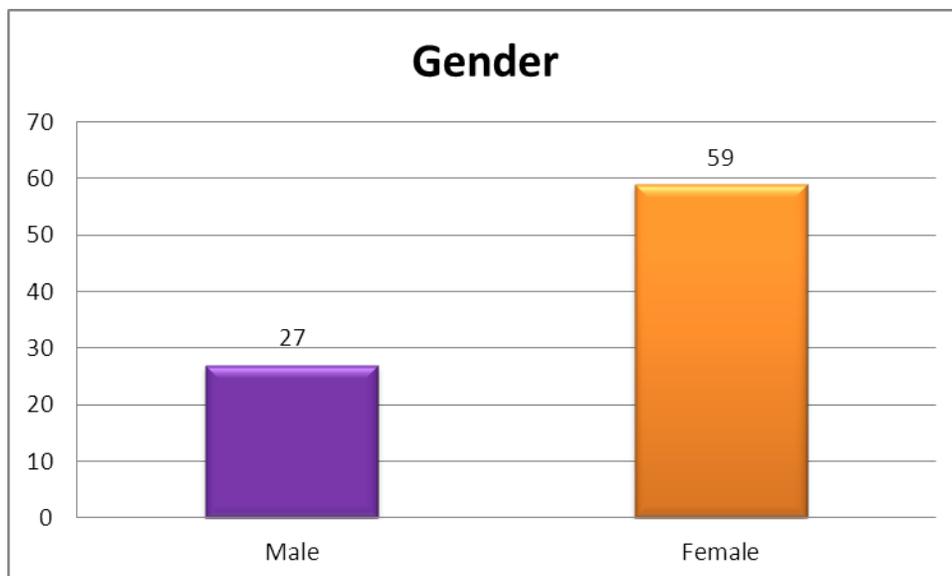
Event Co-sponsors: Arkansas Department of Health (Office of Minority Health & Health Disparities), Arkansas Hospital Association, UAMS Center for Diversity Affairs

DEMOGRAPHIC SUMMARY



N= 85

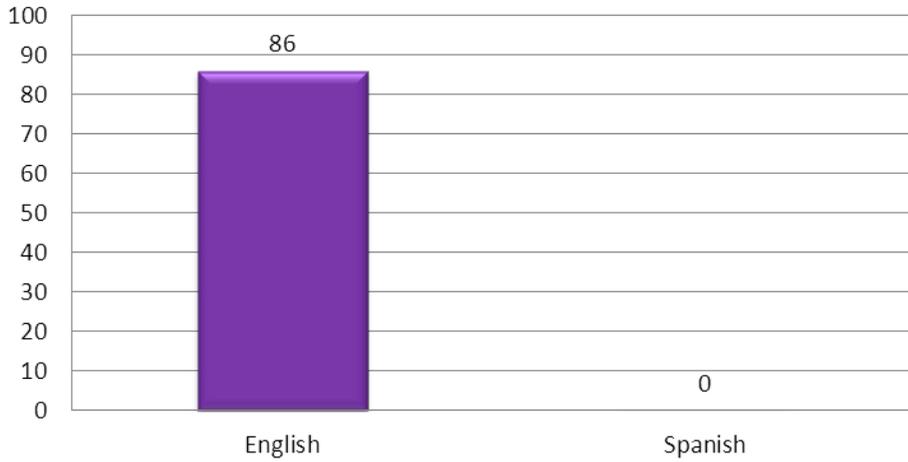
- 41 (48%) people reported being Black or African American.
- 40 (47%) people reported being White.
- 3 (4%) people reported being Asian.
- 1 (1%) person reported being native
- 0 people reported being Native American/Alaska Native or Hispanic/Latino.
- 83% response rate



N= 86

- 27 (31%) people reported being Male.
- 59 (69%) people reported being Female.
- 83% response rate

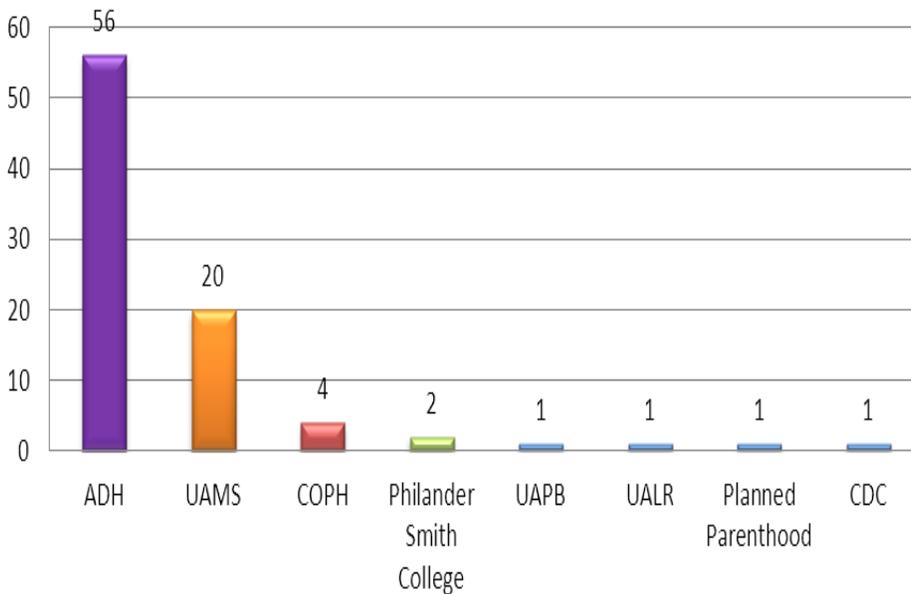
Primary Language



N= 86

- 86 (100%) people reported English has their primary language.
- 0 (0%) people reported Spanish as their primary language.
- 83% response rate

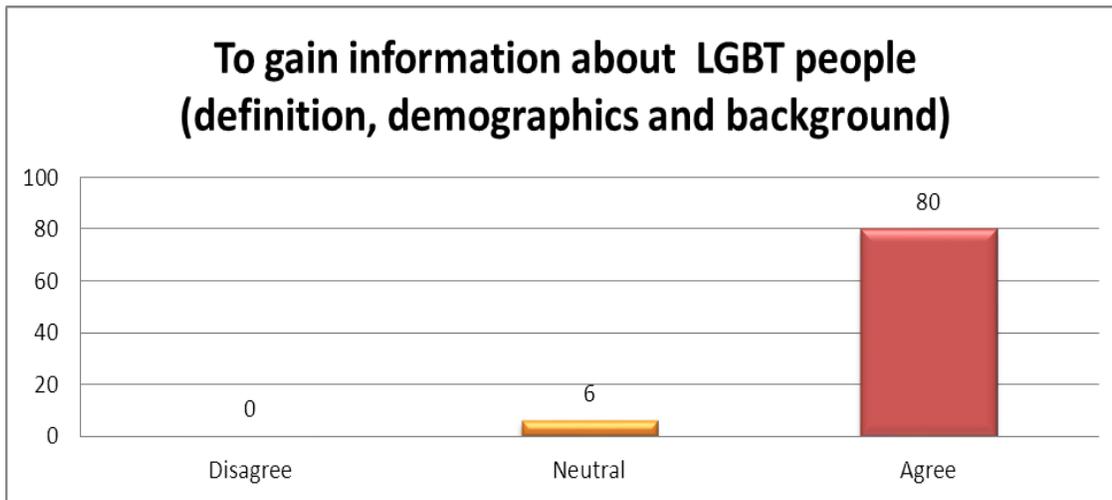
Agency



N= 86

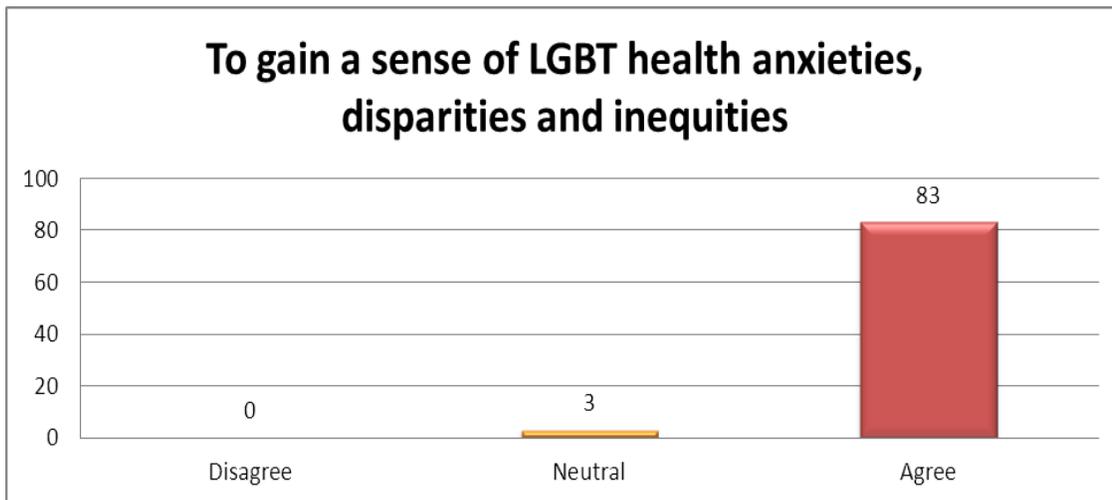
- 56 (65%) people reported working at ADH.
- 20 (23%) people reported working at UAMS.
- 4 (5%) people reported working at COPH.
- 2 (2%) people reported working PSC.
- 20 (23%) people reported working at UAMS.
- Other agencies with 1 representative included: UAPB, UALR, Planned Parenthood, and CDC.
- 83% response rate

LEARNING OBJECTIVES:



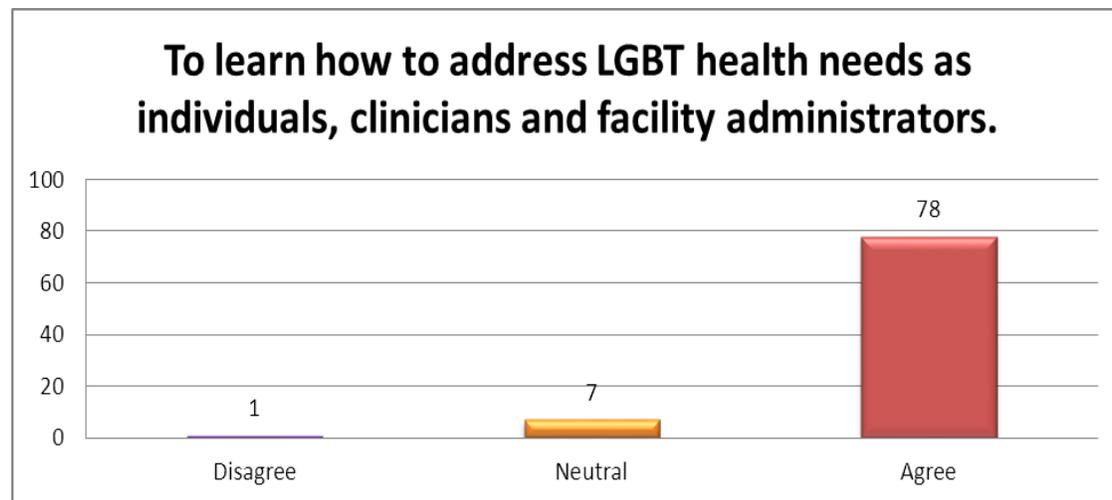
N= 86

- 0 (0%) people disagreed with this statement.
- 6 (7%) people were neutral.
- 80 (93%) people agreed with this statement.
- 83% response rate



N= 86

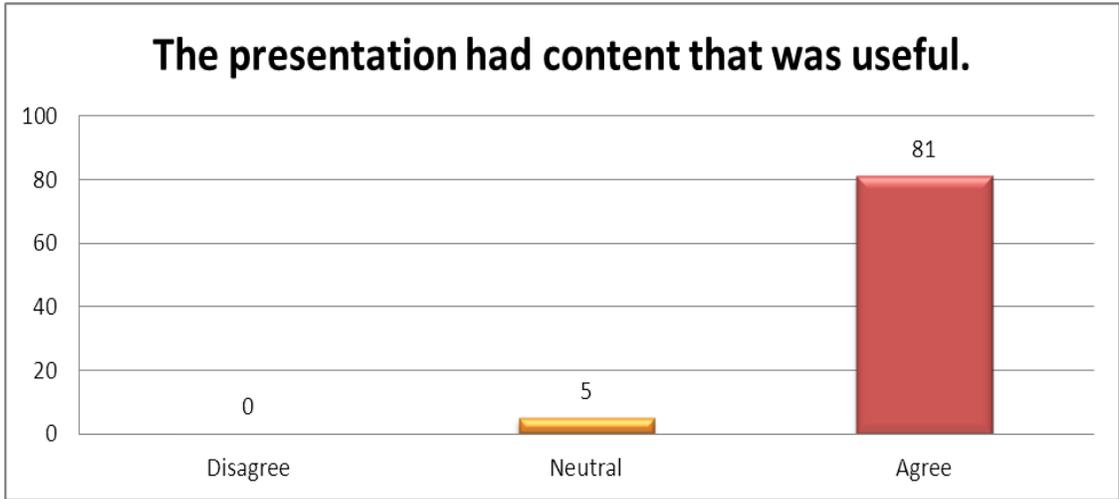
- 0 (0%) people disagreed with this statement.
- 3 (4%) people were neutral.
- 83 (97%) people agreed with this statement.
- 83% response rate



N= 86

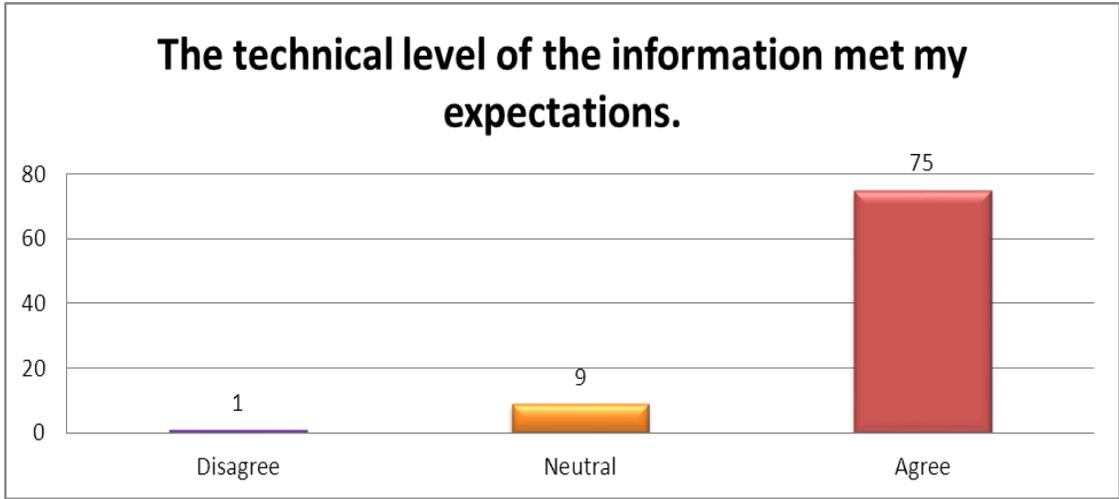
- 1 (1%) person disagreed with this statement.
- 7 (8%) people were neutral.
- 78 (91%) people agreed with this statement.
- 83% response rate

SPEAKER EVALUATION



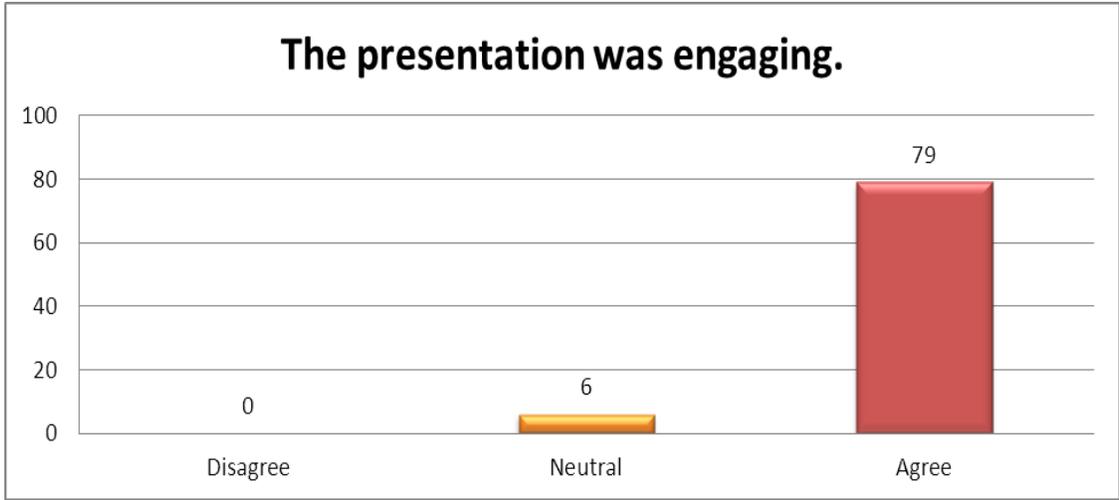
N= 86

- 0 (0%) people disagreed with this statement.
- 5 (6%) people were neutral.
- 81 (94%) people agreed with this statement.
- 83% response rate



N= 85

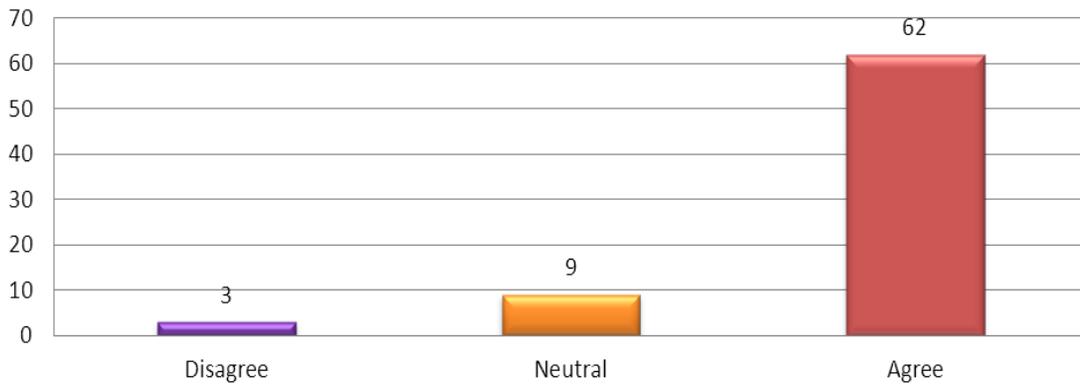
- 1 (1%) person disagreed with this statement.
- 9 (11%) people were neutral.
- 75 (88%) people agreed with this statement.
- 83% response rate



N= 85

- 0 (0%) people disagreed with this statement.
- 6 (7%) people were neutral.
- 79 (93%) people agreed with this statement.
- 83% response rate

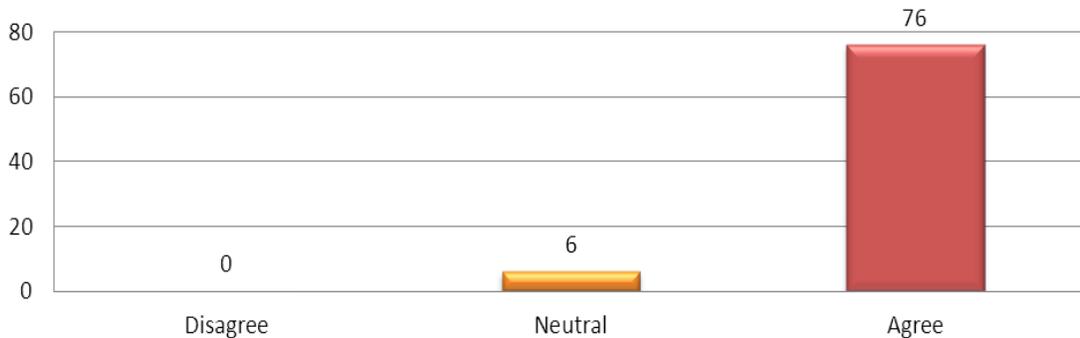
The Speaker provided a valued Q&A period.



N= 74

- 3 (4%) people disagreed with this statement.
- 9 (12%) people were neutral.
- 62 (84%) people agreed with this statement.
- 72% response rate

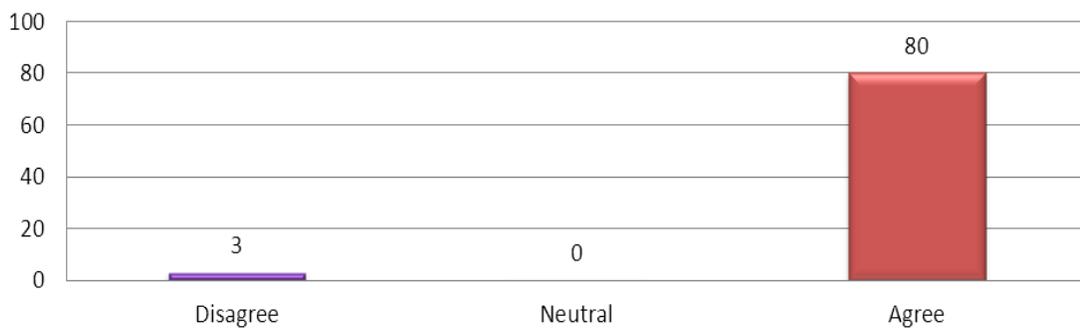
The Speaker developed a rapport with the audience and responded to individual needs.



N= 82

- 0 (0%) people disagreed with this statement.
- 6 (7%) people were neutral.
- 76 (93%) people agreed with this statement.
- 80% response rate

Would recommend this presentation to a colleague.



N= 83

- 3 (4%) people disagreed with this statement.
- 0 (0%) people were neutral.
- 80 (96%) people agreed with this statement.
- 81% response rate

FEEDBACK

This was excellent. She was a really entertaining and compassionate speaker. Please do this again.
Excellent! Thank you!
Offer this presentation/this info again for those who missed it--it's so important for so many people to hear as possible.
Excellent presentation. Very informative overview.
Very informative. Thank you.
Religious convictions should have nothing to do with patient care.
Too cold!!! Great presentation, great leadership in bringing this here.
More information specifically directed toward medical providers and less general LGBT def.
More presenters and literature
Valuable information for all healthcare providers
Excellent!
None very informative even entertaining.
Did not know how critical some of these problems are. How can health care professionals/doctors act that way? What about their "oath." I do not feel or look at it like that with preference.
Great information.
Compelling presentation on background/experiences from LGBT perspectives but not enough time on strategies.
Excellent program. Similar presentation would be extremely valuable in UAMS medicine curriculum.
Very good.
To get LBGT information that I didn't know was out there, in an informative presentation. Looking for more information on internet.
Great presentation.
Wonderful presentation! Speaker very passionate about her work!!!
Good presentation!
Excited to see more up-to-date information regarding comparisons of straight & LGBT disparities.
Very impressive speaker.
Thanks so much!
None-able to easily touch on issues affecting LGBT community-Well done! More need to hear her.
Very informative.
Topic was long over-due.
Longer presentation or training.
Hard to discern what presenter was saying, i.e."fuzzy" mike.
Well put together and much needed. Past due for ADH health care professionals.
Less Drama - Get to the facts.
Excellent Presentation!
The speaker was "very" engaging.
Had to leave early. Apologize for not cancelling my 1:00 class.
Fantastic - we need much more of this.
Need more interaction from or with the audience.
We need more presentations of this nature in Arkansas.