Developing Nursing Resources for LGBTQ+ Older Adult Care Using Human-Centered Design

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**Background**

➔ LGBTQ+ people face stigma and discrimination throughout their lives which contributes to poorer health outcomes compared to non-LGBTQ+ people

➔ Discrimination from staff, administration, and other residents can continue into skilled-nursing facilities (SNF)

➔ Some LGBTQ+ residents in SNFs have concealed their gender identity or sexual orientation out of fear for their health and safety

➔ SNF staff express a need for more training and education about the needs and experiences of LGBTQ+ older adults

➔ The HOPE-SNF Collaborative consists of 25 SNFs in 7 counties throughout NC that provide coordinated care with Duke

**Human-Centered Design**

➔ LGBTQ+ community advisory board formed with key stakeholders

➔ Monthly meetings held to discuss ongoing progress and knowledge exchange between stakeholders using Human-Centered Design

**Aims**

Collaborate with key stakeholders to create an LGBTQ+ educational resource

Develop, deploy, and analyze a survey to determine the satisfaction, benefits, and usability of the LGBTQ+ Resources to the HOPE Collaborative. Conduct qualitative interviews to determine barriers and facilitators of using the resource.

**Methods**

1. Search for resources, organizing by category and length

2. Develop a toolkit including a website, best practices flyers, badge pins, and LITE writing pens

3. Distribute toolkit to SNF-HOPE Collaborative

4. Use elements of HCD to evaluate for usability, feasibility, and general content of website with Qualtrics survey

5. Using the CFIR framework, conduct and analyze qualitative interviews

**Results**

Resource Toolkit

➔ LITE program creates visibility around LGBTQ+ older adults

➔ Education of healthcare workers will help meet social and health needs of LGBTQ+ older adults

➔ Providing an inclusive environment provides feelings of safety, eases transitions, and may change perceptions

**References and Acknowledgements**

➔ Scan this QR code to access our acknowledgements, references, and website: