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

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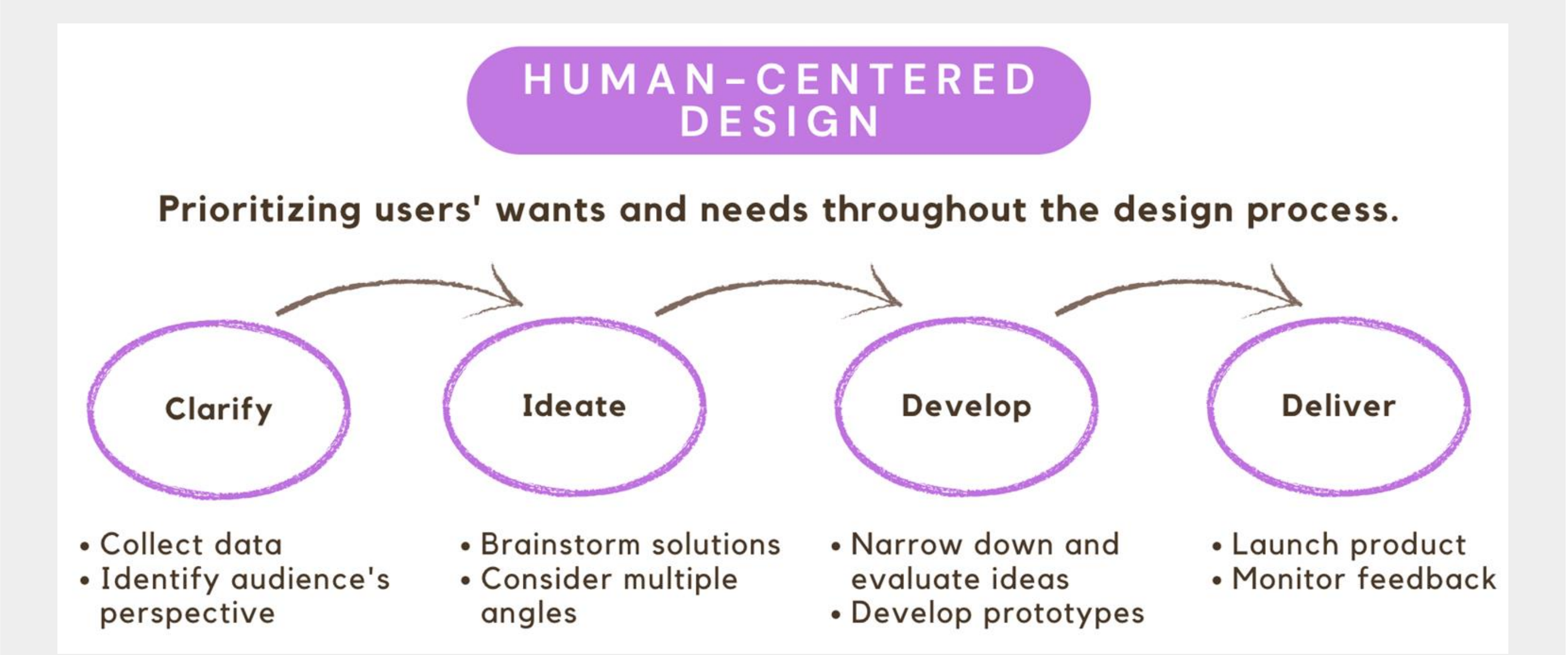
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Background

➔ 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
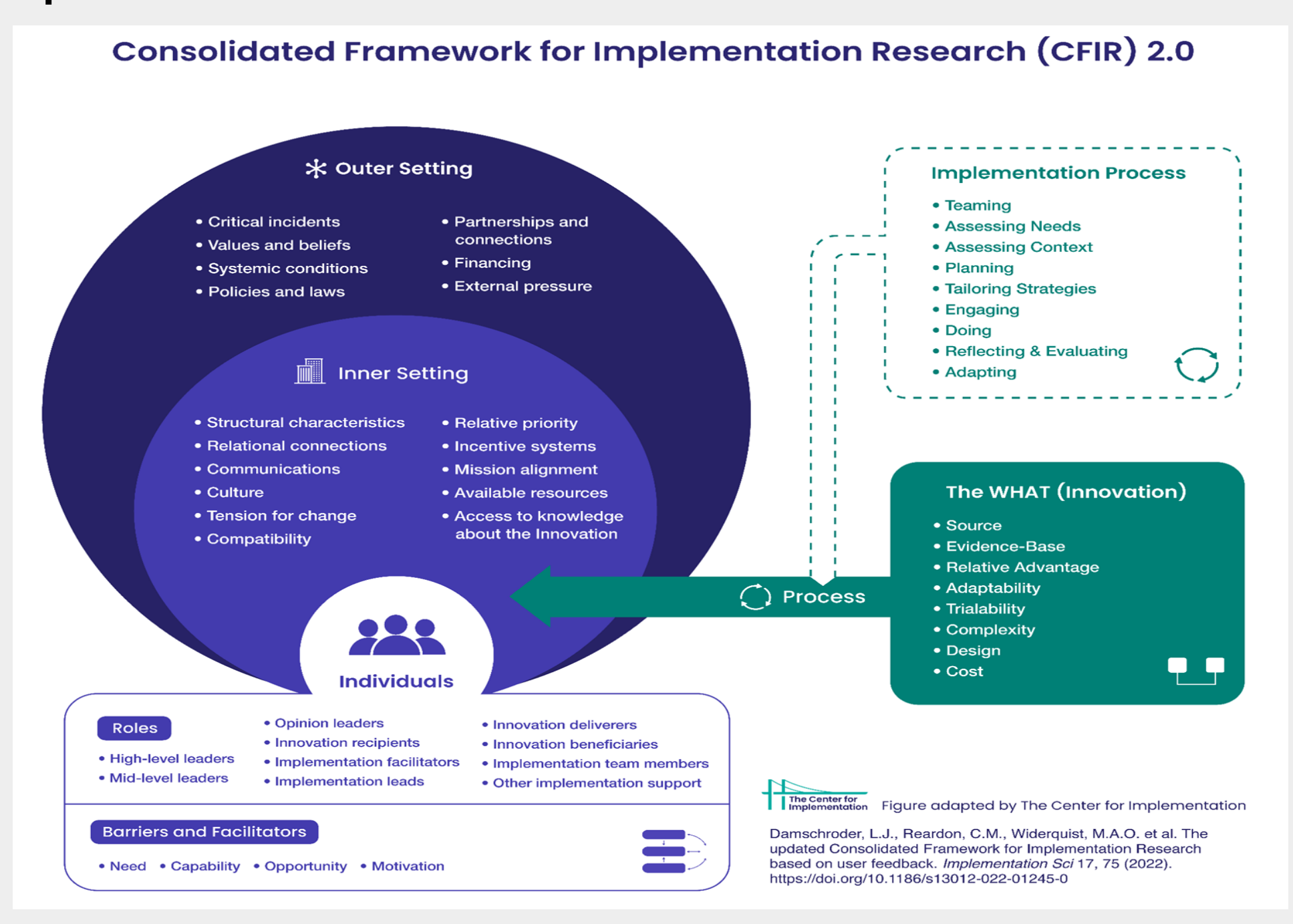
Human-Centered Design

➔ 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

Figure adapted by The Center for Implementation

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: