

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

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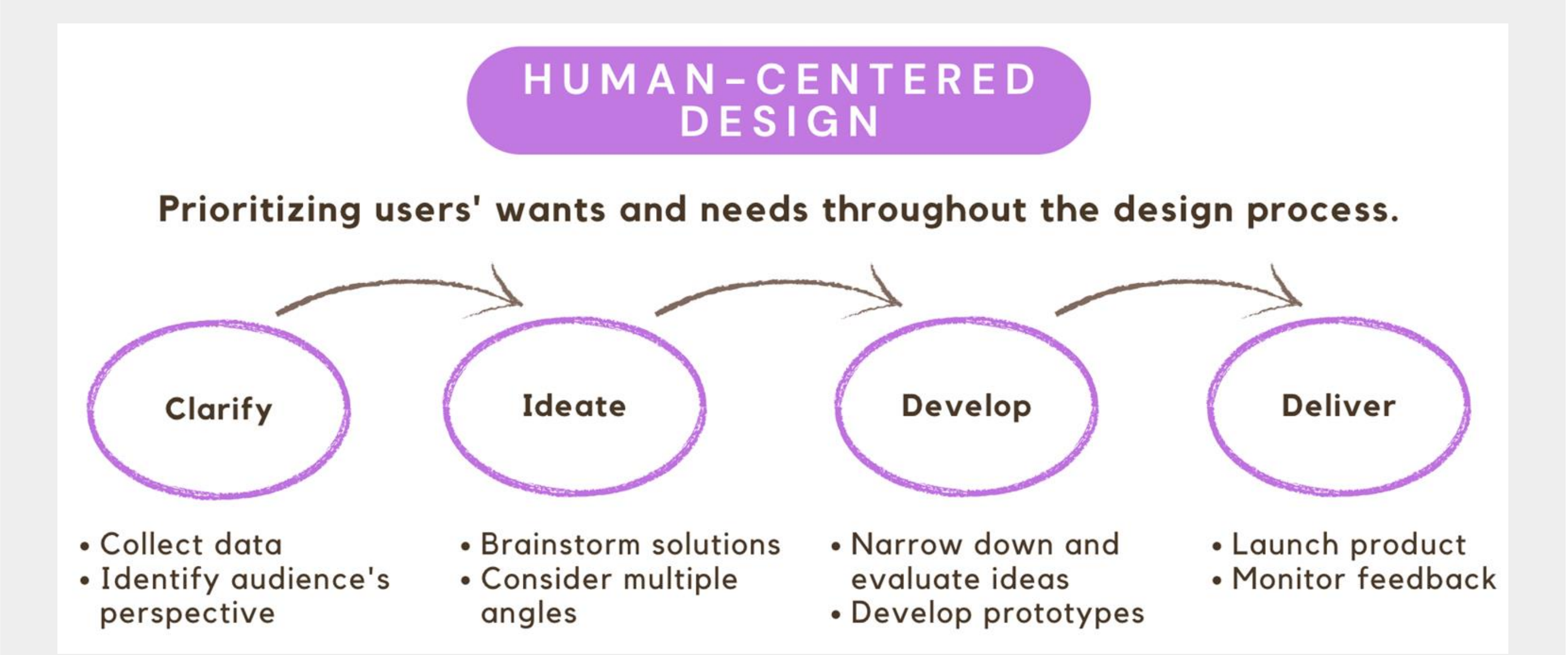


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## Background

- 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



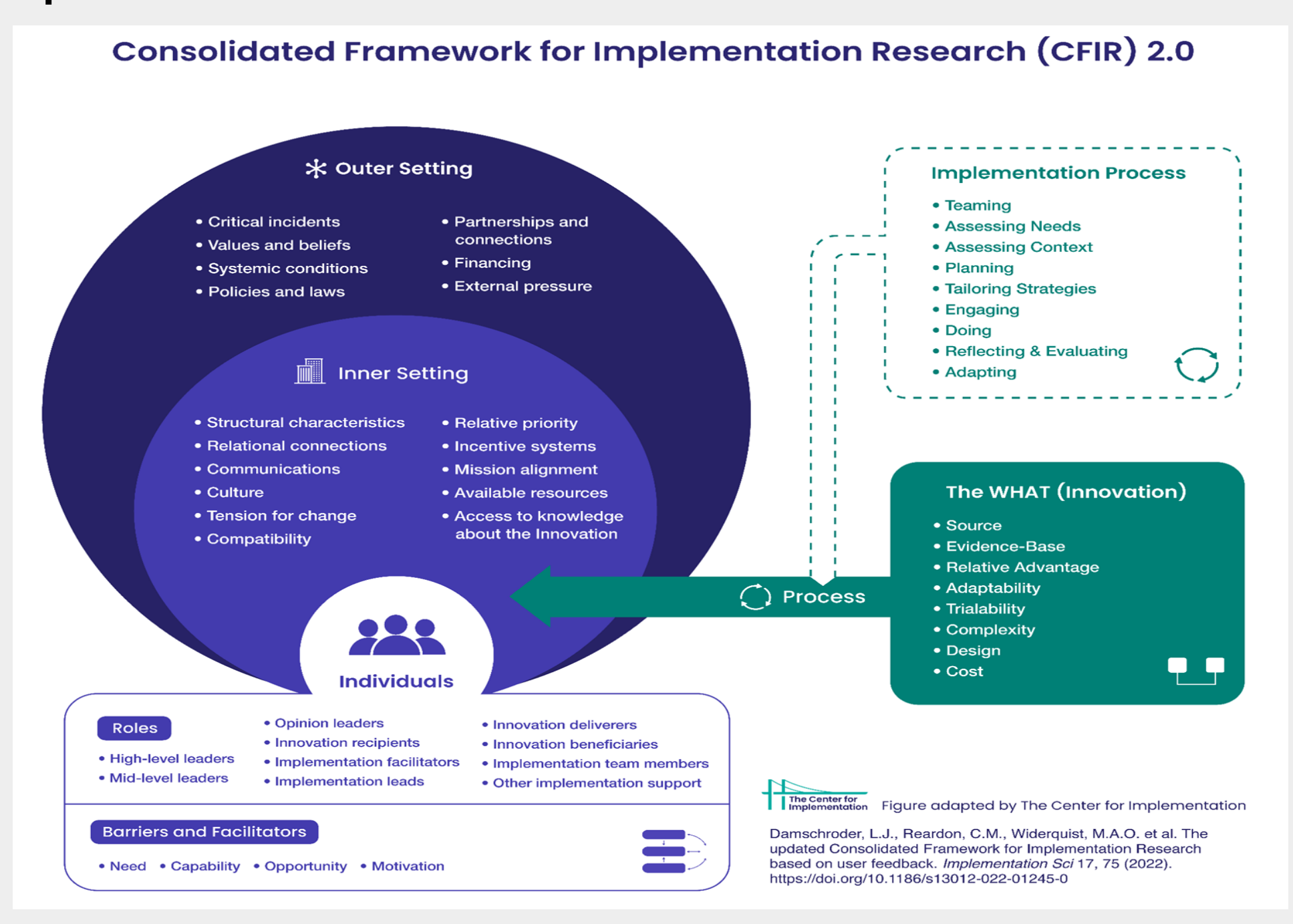
- LGBTQ+ community advisory board formed with key stakeholders
- Monthly meetings held to discuss ongoing progress and knowledge exchange between stakeholders using Human-Centered Design

## 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



## Results

**Resource Toolkit**

- Aging**
  - LGBTQ Dignity: Caregiving, Health and Housing Experiences of Adults 45+ from AARP.org
  - How to Use Gender Pronouns from SAGE
  - Common LGBTQ+ Terms and Definitions from SAGE
  - Facts about Rural Aging for LGBTQ+ Older Adults from SAGE
  - Not Another Second - stories of LGBTQ+ older adults
  - DIGNITY 2022: the experience of LGBTQ older adults from AARP.org - This report provides information about LGBT older adult experiences in the areas of relationships, caregiving, home and community, health care, and financial security.
  - More LGBTQ+ Aging Resources
- Basic Knowledge**
- Best Practices**
- Caregiver Resources**
- Dementia Care**
- Diversity & Inclusion**

**6 Best Practices for LGBTQ+ Care**

- Avoid Assumptions**: Do not assume a patient's sexual orientation or gender identity.
- Avoid Invasive Questions**: Do not ask questions about patients' bodies that aren't related to direct medical care.
- Include Chosen Family in Care Planning**: Make sure LGBTQ+ chosen family members are included in care planning and decision making. Ask specifics regarding advanced care planning.
- Plan Gender-Neutral Socials**: Avoid holding gender-specific social activities.
- Respect and Review Living Policies**: Respect the policies of your facility and ensure they include non-discrimination for LGBTQ+ populations.
- Use Pronouns**: Learn about, ask about, and address patients using their pronouns.
- Learn More**: Visit our website for more resources.

DukeHealth | LITE

- 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:



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