Sexual Orientation and Gender Identity Data Collection in Electronic Health Records

Kaiser Permanente’s LGBTI Health Equity Efforts

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Chair, National Diversity Council
Incoming Chief Diversity Officer

IOM Workshop
Washington D.C.
October 12, 2012
Discussion Outline

- Internal and External Drivers
- Kaiser Permanente’s Approach
- Implementation Considerations
About Kaiser Permanente

Nation’s largest **not-for-profit** health plan

Integrated health care delivery

~9+ million members

~16,000+ physicians

~180,000+ employees

Serving 9 states and DC

37 hospitals and medical centers and 500+ medical offices

Diverse member population with 230+ granular ethnicities and over 170 different languages
Internal and External Drivers

**Internal Drivers:**
- Values
- Mission
- Vision

**External Drivers:**
- Evidence of Disparities
- LGBT Health Issues
KP’s Values & Mission: A Rich Tradition of Diversity

Diversity efforts during the pre-civil rights era:

Hiring women and racially/ethnically diverse physicians

Providing medical care in racially integrated facilities

These acts set industry precedents in equal employment and affirmative action

**KP MISSION:** Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.
KP’s Vision: Total Health – for ALL

- CARE
  Zero Disparities

- Community
  Best Quality

- Workforce
  Best Service

- Marketplace
  Best Place to Work

PATIENT
AND
MEMBER
FOCUS

MOST
AFFORDABLE
Substance Abuse and Mental Health Services Administration Report: ‘Due to homophobia and discrimination against LGBT individuals, some may find it difficult or uncomfortable to access treatment services’

Institute of Medicine
2011 Report

- “The experiences of LGBT individuals are not uniform and are shaped by factors of race, ethnicity, socioeconomic status, geographical location, and age, any of which can have an effect on health-related concerns and needs.”

Williams Institute
2011 Report

- 9 million individuals in the U.S. identify as gay, lesbian, bisexual or transgender
- 8.2% of individuals in the U.S. reported participating in same-sex sexual activity and about 11% acknowledge same-sex sexual attraction

Health and Human Services
2011 Announcement

- HHS Secretary Kathleen Sebelius announced that HHS would begin collecting data in its health surveys to facilitate identification of health issues and reduction of health disparities in LGBT populations

Centers for Disease Control and Prevention

- There is a need for LGBT culturally competent medical care and prevention services
External Drivers: LGBT Health Issues

Percent of LGBT People in the Needs Assessment Survey Who Said the Following Barriers Were Problems or Major Problems in Accessing Healthcare

Source: LGBT HHS in NY State 2009 Report
Kaiser Permanente’s Approach: PHASE I

- KP Pride Caucus Proposal to National Diversity Council
- ND Council Response
- LGBT Health Sub-Committee: Study Groups’ Charge
- Study Group’s Working Assumptions
1. Add LGBT to the Health Connect demographics and any other health care delivery survey data collection

2. Formalize and integrate LGBT knowledgeable/sensitive physicians and other clinicians into the referral process
LGBT Health Sub-Committee: Study Groups’ Charge

- **LGBT Data Collection Study Group**
  1) Data values and code sets
  2) Data capture methodology and mechanism
  3) Implementation strategies

- **LGBT Referral Process Study Group**
  1) Definition of LGBT knowledgeable/sensitive clinicians
  2) Methodology in identifying LGBT knowledgeable/sensitive clinicians
  3) A description of the referral process
  4) Define the role of the identified LGBT knowledgeable/sensitive clinicians, such as, patient empanelment, listed as a resource for call centers’ use, etc.
  5) Recommend appropriate rewards and recognition for those identified clinicians
Data Collection Study Group: Working Assumptions

- Future legislation will require and regulate collection of LGBT data
- Data will be collected in KP HealthConnect (EHR)
- Technical issues *can* be overcome (Proven with Race, Ethnicity and Language data)
- Individuals will have the right to opt out, i.e., refuse to answer a question
- Implementation may look different in each Kaiser Permanente Region, but the data format will be the same
Study group recommended the collection of self-identified data at the patient-level, and recorded in KP’s EHR system with reportable fields:

1. Sexual Orientation
   - How do you identify yourself sexually?

2. Gender Identity
   - What gender (sex) do you consider yourself?
   - What gender was recorded on your original birth certificate?

3. Sexual Behavior
   - In the last 24 months, with whom have you had sex?
Kaiser Permanente’s Approach: PHASE II

- Centers of Excellence in Culturally Competent Care for LGBTI Health Equity Launched
  - LGBTI Health Equity Action Teams Formed
  - LGBTI Health Equity Action Teams Leading Goals
  - Implementation Considerations
Center of Excellence in Culturally Competent Care for LGBTI Health Equity: **Accelerating Capabilities for Zero Disparities**

- Vietnamese Health Equity (San Jose)
- Latino Health (CO)
- Latino Health (MAS)
- LGBTI Health Equity (Los Angeles Medical Center)
- African American Health CO
- African American Health (OH)
- Linguistic and Cultural Services (San Francisco)
- Persons with Disabilities (Vallejo)
- Women’s Health (Hayward/Fremont)
- Armenian Health (Glendale)
- African American Health (Los Angeles)

Represents CECCCs
LGBTI Health Equity Action Teams

NDC Sub-Committee on LGBTI Health Equity

Technology and Systems

Operations and Workflow

Education and Training

Brand Strategy: Public and Government Relations

Expert Consultants
**Leading Goals by Action Teams**

**LEAD ACTION TEAM**

- **Technology and Systems**
- **Operations and Workflow**
- **Education and Training**
- **Brand Strategy: Public and Government Relations**

**GOAL**

- To develop and implement a valid and reliable system in collecting, storing, and using LGBTI data
- To embed in KP infrastructure and practice an LGBTI Clinician referral System
- To develop Education & Training programs that address learnings to advance different levels of core competency in caring for LGBTI communities
- To position KP as the Employer and Health Plan of choice for LGBTI individuals and families and as a leader in health equity

**TIMELINE**

- **End of Q2 2013**
- **End of Q2 2013**
- **End of Q2 2013**
- **End of Q3 2013**
Implementation Considerations

- Technology
- Security and Compliance
- Marketing and Advocacy
- Training and Education
- Financial
## LGBT Health Equity Timeline & Milestones

<table>
<thead>
<tr>
<th>Phase I: Study &amp; Recommend</th>
<th>Phase II: Feasibility &amp; Testing</th>
<th>Phase III: Planning &amp; Act</th>
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**LGBT Health Equity Kick-Off**
- Study Group Members
- Expert Consultants
- LGBT Sub-Committee
- Senior Leaders engagement

**LGBT Health equity Phase I celebration luncheon with senior leaders & sponsors**

**Center of Excellence for LGBT Health Equity launched**

**Review of testing results and gain endorsement from the NDC for implementation**

**Scalable implementation of LGBT data collection and clinician referral system**

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<thead>
<tr>
<th>Year</th>
<th>Event</th>
<th>Details</th>
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<tr>
<td>2009</td>
<td>Jun 2010</td>
<td>LGBT Health Equity Kick-Off</td>
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<tr>
<td></td>
<td>Apr 2011</td>
<td>LGBT Health equity Phase I celebration luncheon with senior leaders &amp; sponsors</td>
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<tr>
<td>2010</td>
<td>Jun 2011</td>
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<td></td>
<td>Aug 2011</td>
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<td></td>
<td>Nov 2011 - Apr 2012</td>
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<td>2011</td>
<td>Mar - Dec 2012</td>
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<td>Dec 2012 - Mar 2013</td>
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<td>2013</td>
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- **Presented final recommendations to the National Diversity Council**
- **KP Pride Caucus Proposal**
- **NDC LGBT Sub committee found**
- **1:1 key senior leaders’ engagement and endorsement**
- **Testing data collection questions, processes and needs for training around LGBT data collection**
- **Action Teams Kick-Off**

**Scalable Program wide Implementation**
Thank You!