

Becoming an Ally: Creating an Inclusive Environment for LGBTQ+ Patients

CareQuest Institute Continuing Education Webinar

June 30, 2022

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- We will keep all lines muted to avoid background noise.
- We will send a copy of the slides and a link to the recording via email after the live program.
- We'll also make the slides and recording available on carequest.org.

To receive CE Credits:

- Look for the evaluation form, which we'll send via email.
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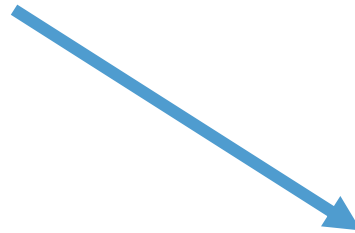


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*Full disclosures available upon request

Question & Answer Logistics

- Feel free to enter your questions into the **Question & Answer box** throughout the presentations.
- We will turn to your questions and comments toward the end of the hour.

A screenshot of a 'Question and Answer' box interface. The window has a title bar with a blue icon and the text 'Question and Answer'. Inside the window, the text 'Welcome' is centered, followed by 'Feel free to ask the host and panelists questions'. At the bottom, there is a text input field with the placeholder text 'Type your question here...'. The window has standard minimize, maximize, and close buttons in the top right corner.

Learning Objectives

At the end of this webinar, you'll be able to:

- Examine the latest research on the oral health perceptions of LGBTQ+ individuals in the United States.
- Define common LGBTQ+ terms.
- Recognize the longstanding health disparities that affect LGBTQ+ patients.
- Identify several ways to be an ally to members of the LGBTQ+ community.
- Discuss how to create an inclusive, welcoming environment for all genders and sexualities.

Our Strategy

Vision

A future where every person can reach their full potential through optimal health

Mission

To improve the oral health of all

Purpose

To catalyze the future of health through oral health



Today's Presenters

Becoming an Ally: Creating an Inclusive Environment for LGBTQ+ Patients



WEBINAR | Thursday, June 30, 2022 | 1–2 p.m. ET | ADA CERP Credits: 1

MODERATOR



Kelly Schroeder, RDH, MS
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President,
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Rosa Chaviano-Moran, DMD, FICD
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LGBTQ+ Inequities in Oral Health Care

Kelly L. Schroeder, RDH, MS

Lisa J. Heaton, PhD

Adrianna C. Sonnek, MPH

Madhuli Thakkar-Samtani, BDS, MPH

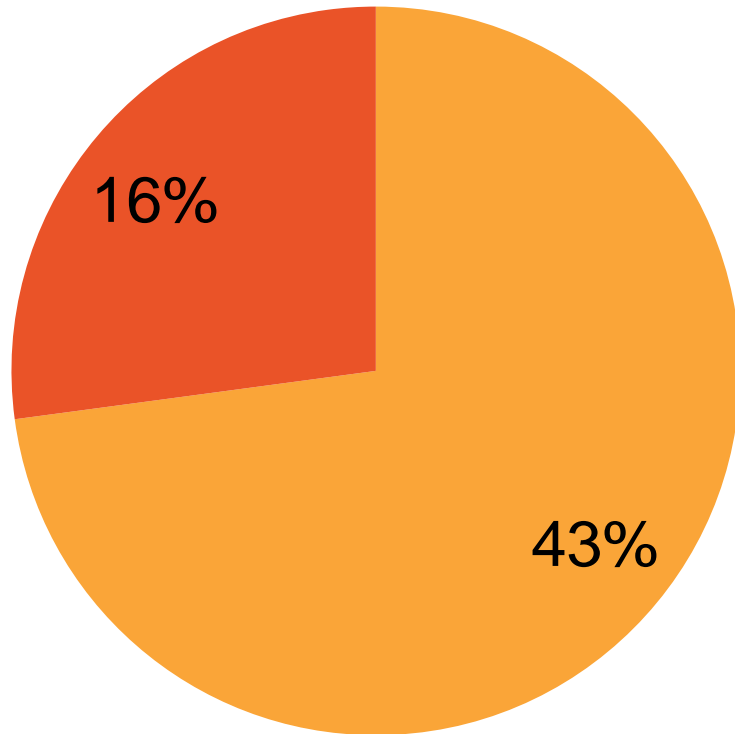
Eric P. Tranby, PhD



Definitions

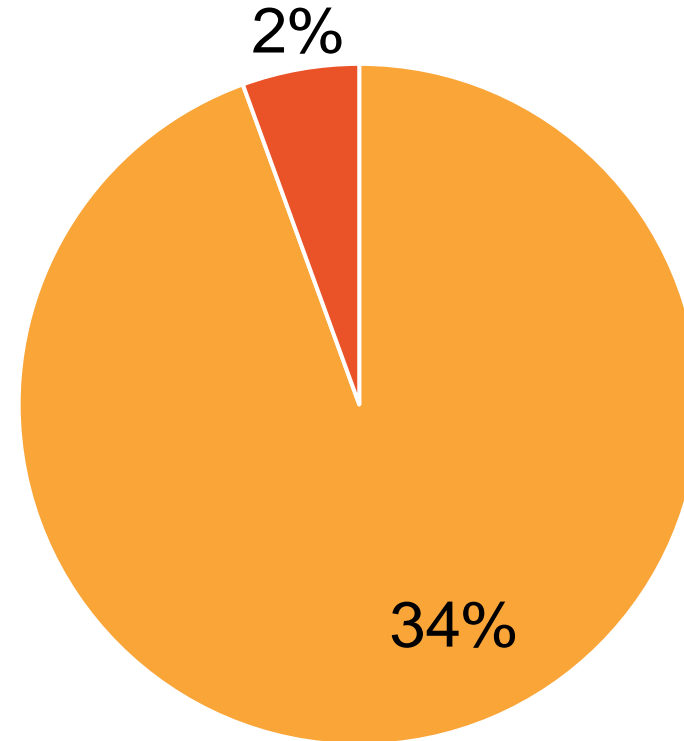
- Ally: Someone who actively supports LGBTQ+ individuals.
- LGBTQ+: Lesbian, Gay, Bisexual, Transgender, Queer, and other words to describe self identification.

Comfortable in Dental Setting for LGBTQ+



■ LGBTQ+ Patients ■ Oral Health Providers

Unfair Treatment in Dental Setting for LGBTQ+



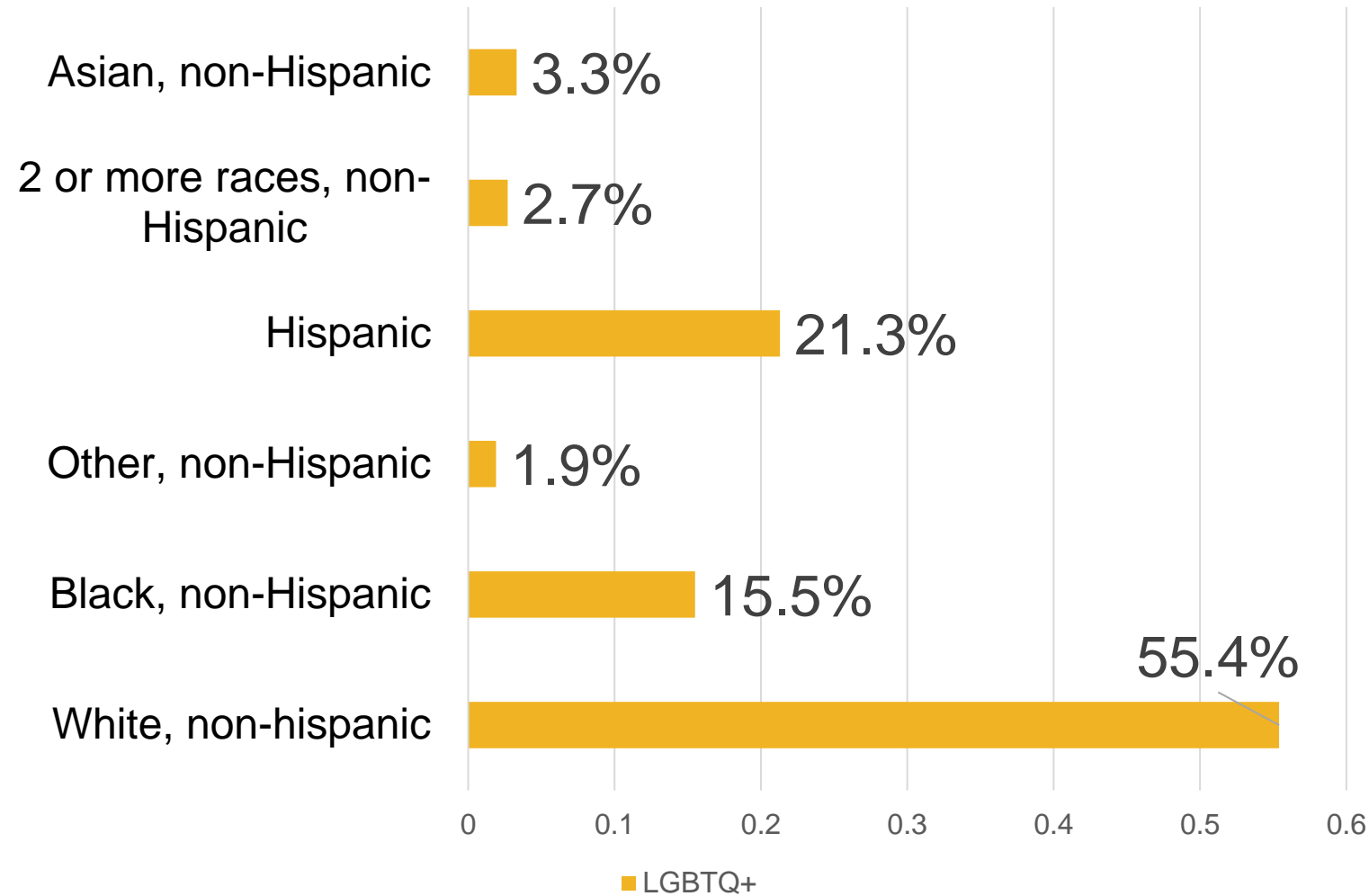
■ LGBTQ+ Respondents
■ Oral Health Providers

State of Oral Health Equity in America (SOHEA) Survey

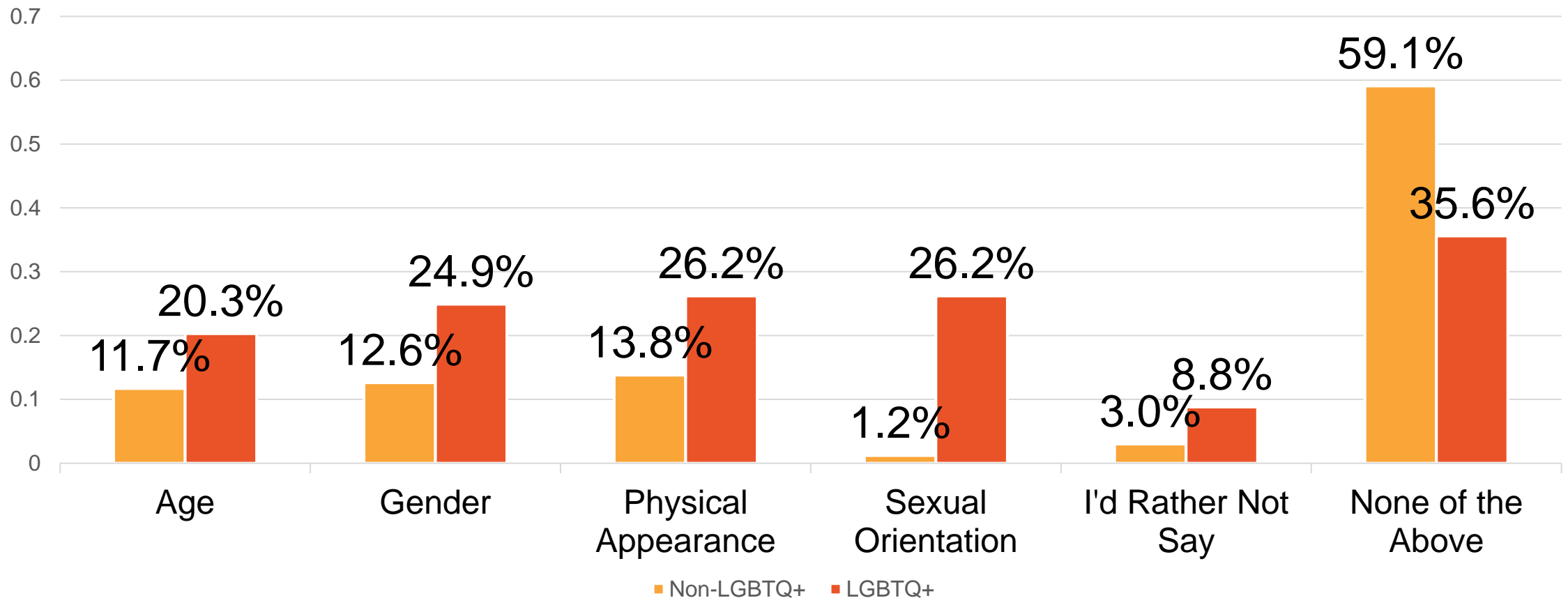
The SOHEA survey is a **nationally representative**, probability-based survey of adult consumer attitudes, experiences, and behaviors on oral health.

- Data was collected by the National Opinion Research Center (NORC) in two rounds, collected from January to February of both **2021** and **2022**
- Survey was conducted online and by telephone through NORC's AmeriSpeak® Panel
- Sampling strata based on age, race/Hispanic ethnicity, education and gender
 - Additional sample of American Indian/Native Alaskan panelists in 2022
- Limited to **adults age 18+**; one response per household
- Final Sample size after exclusions:
 - **2021 N=5,320**
 - **2022 N=5,682**

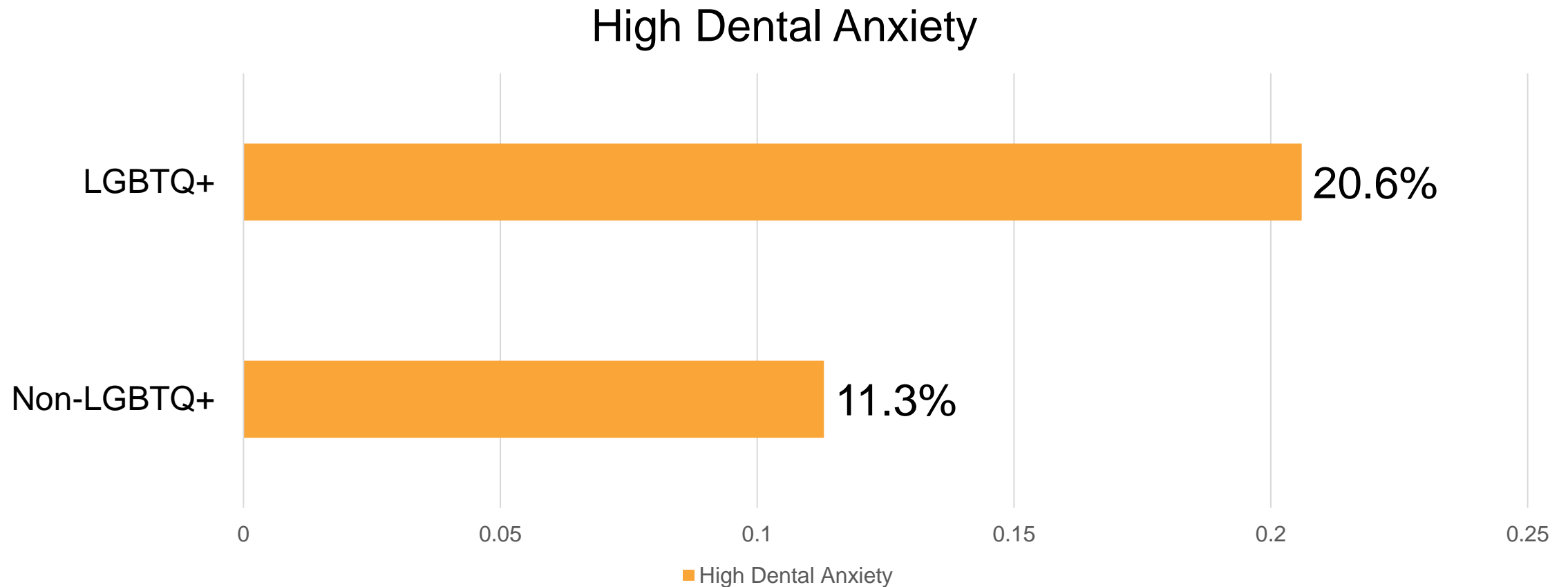
Demographic Data – Sample and Race/Ethnicity



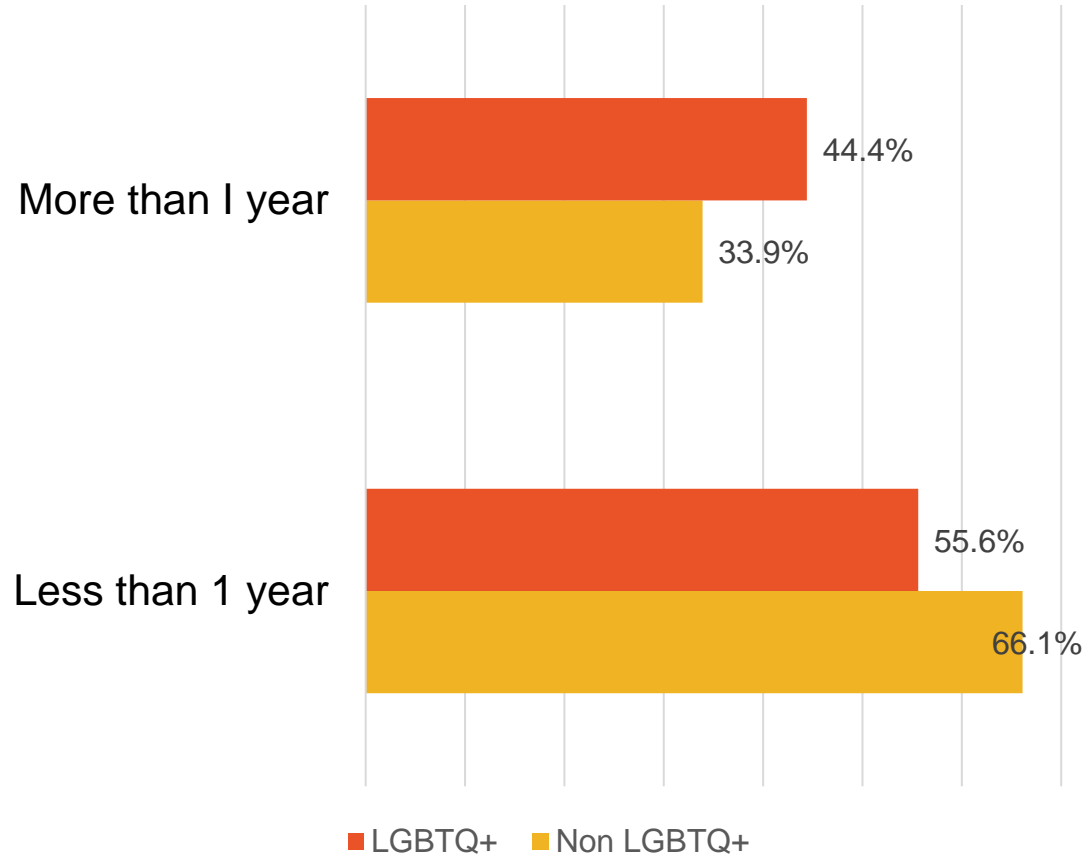
Have you experienced discrimination as a result of any of the following in your lifetime?



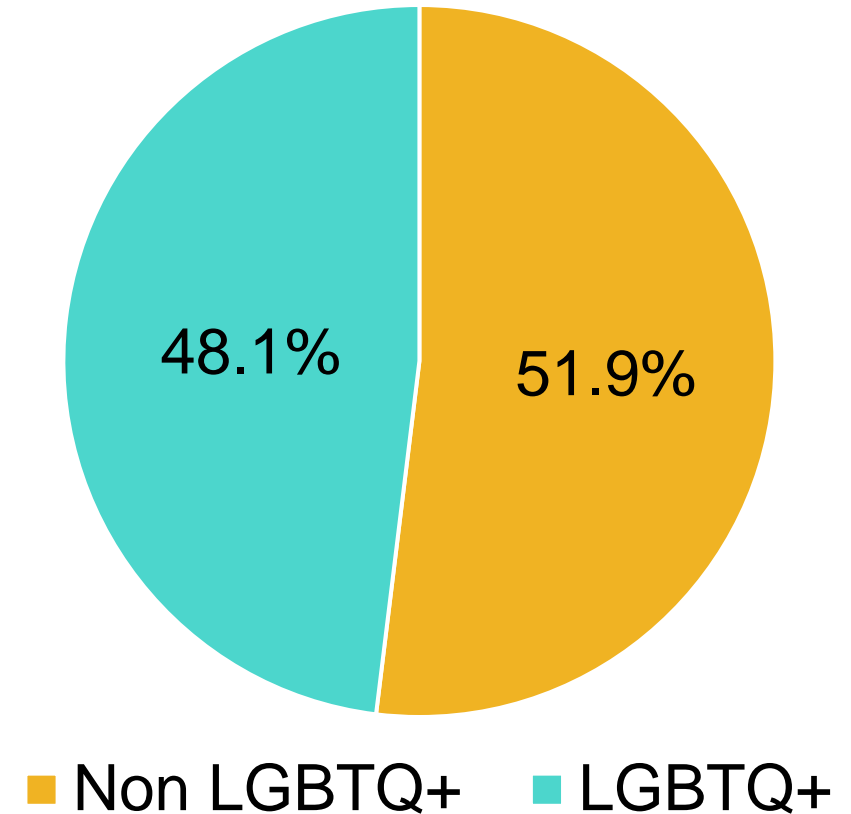
Dental Anxiety: Modified Dental Anxiety Scale (MDAS)



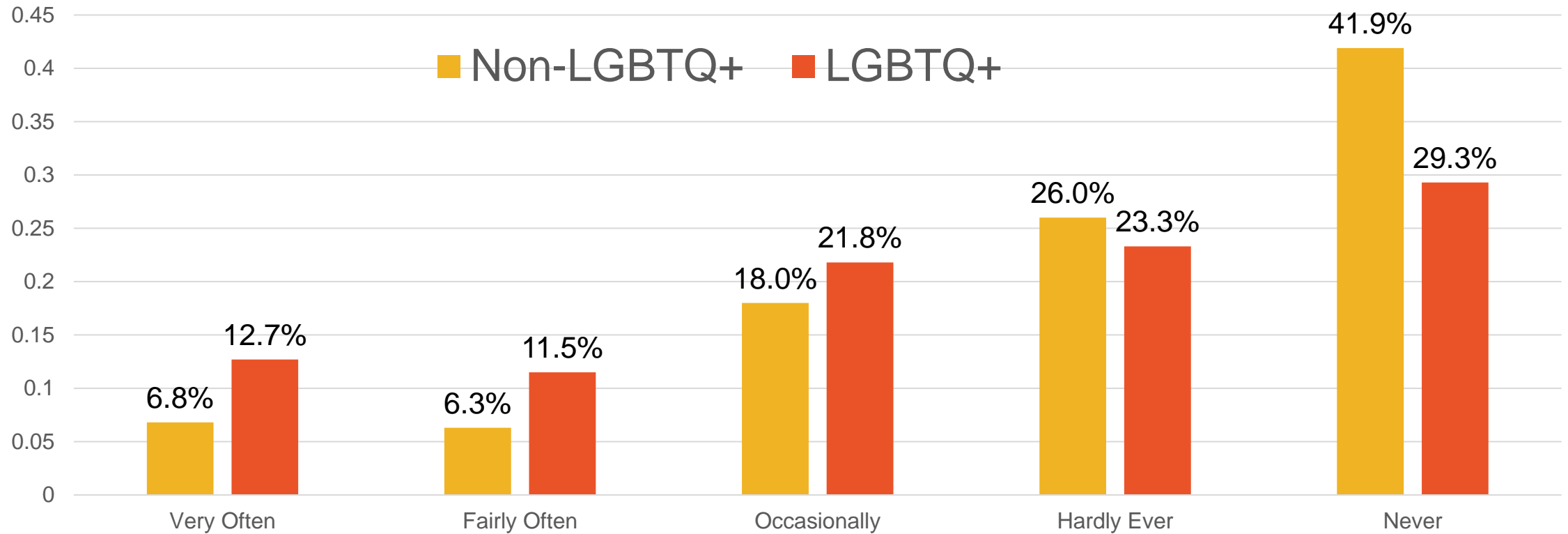
When was your last visit to a dentist?



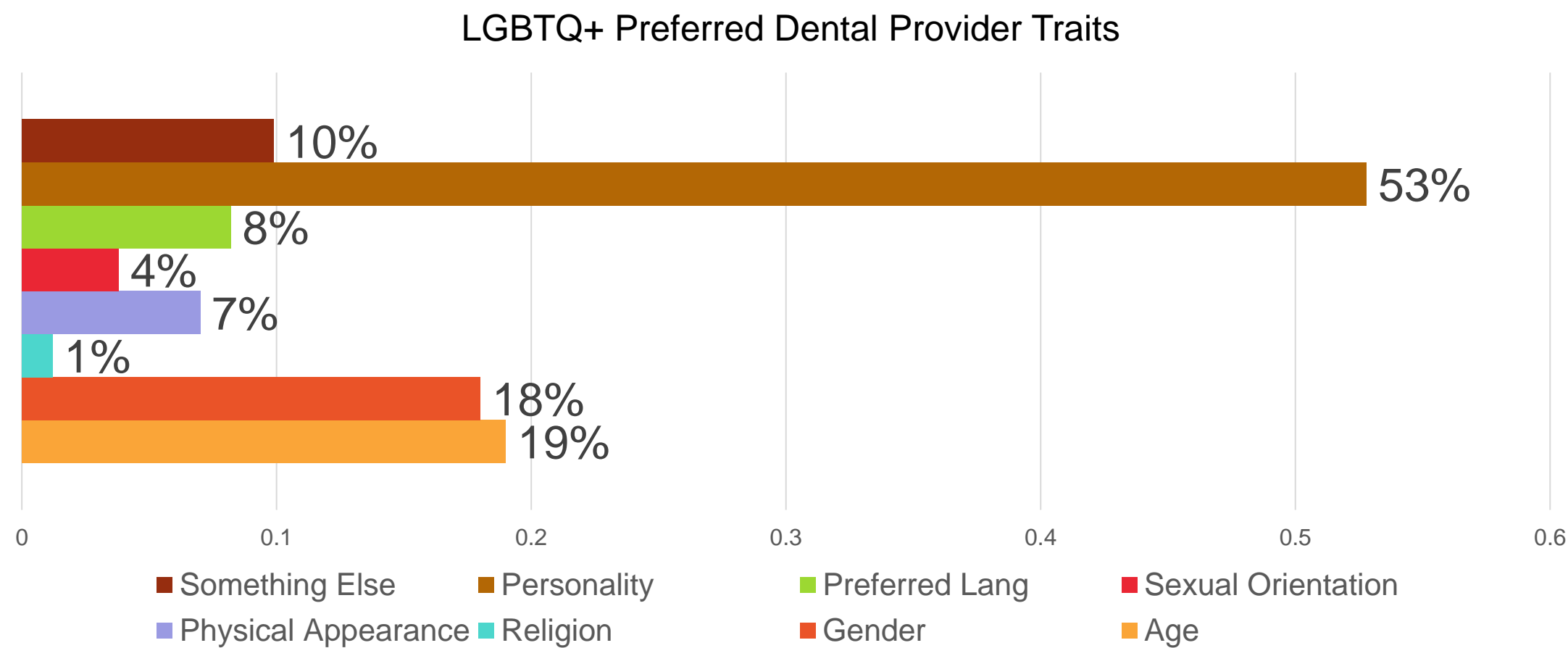
Planning to see an oral health provider in the next year for routine or preventive care.



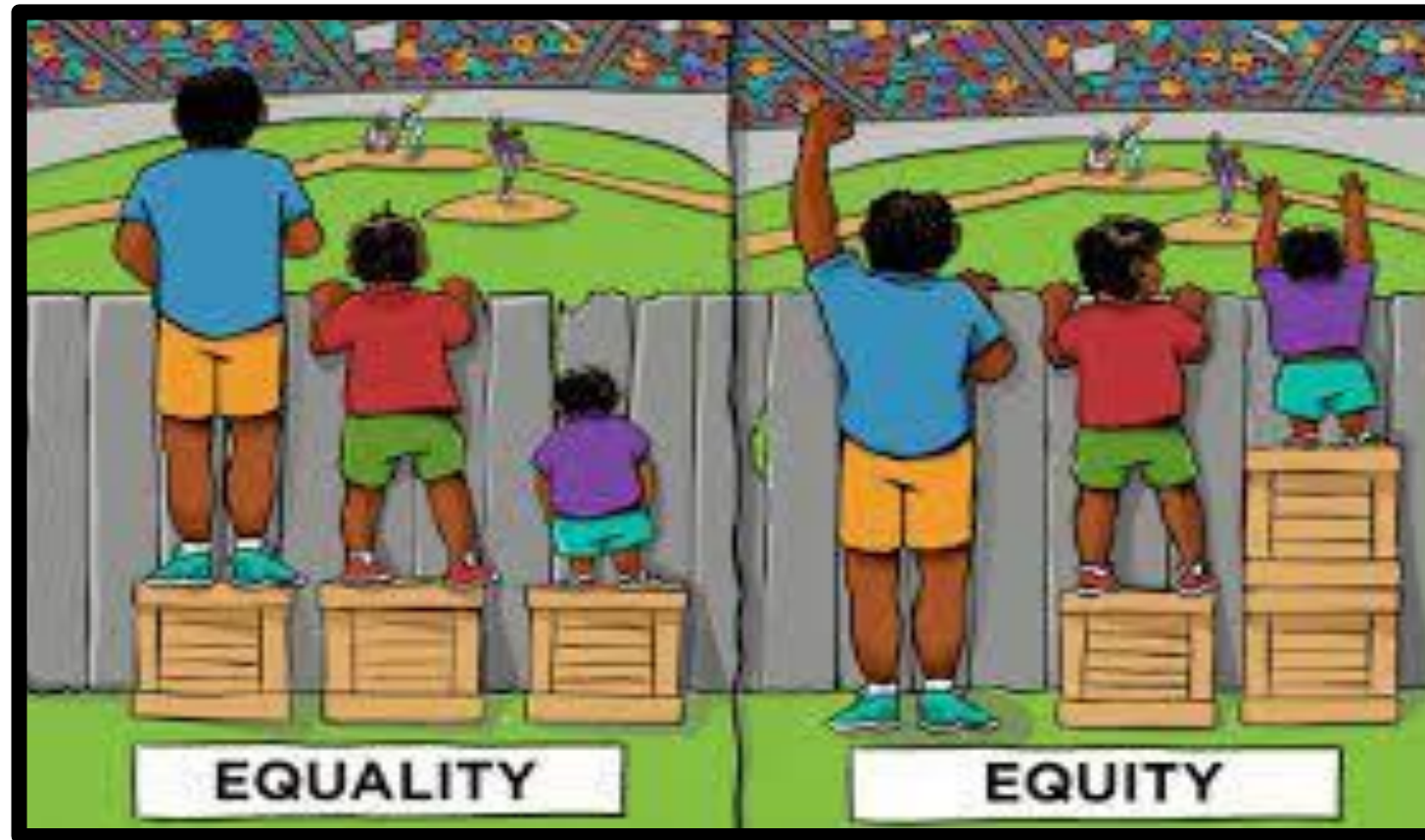
How often in the last year have you been self-conscious or embarrassed because of your teeth, mouth, or dentures?



Which of the following characteristics of the dental provider made it easier to talk to this provider?



Equality Vs. Equity





Contact Information

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Health Science Specialist,
Analytics and Evaluation

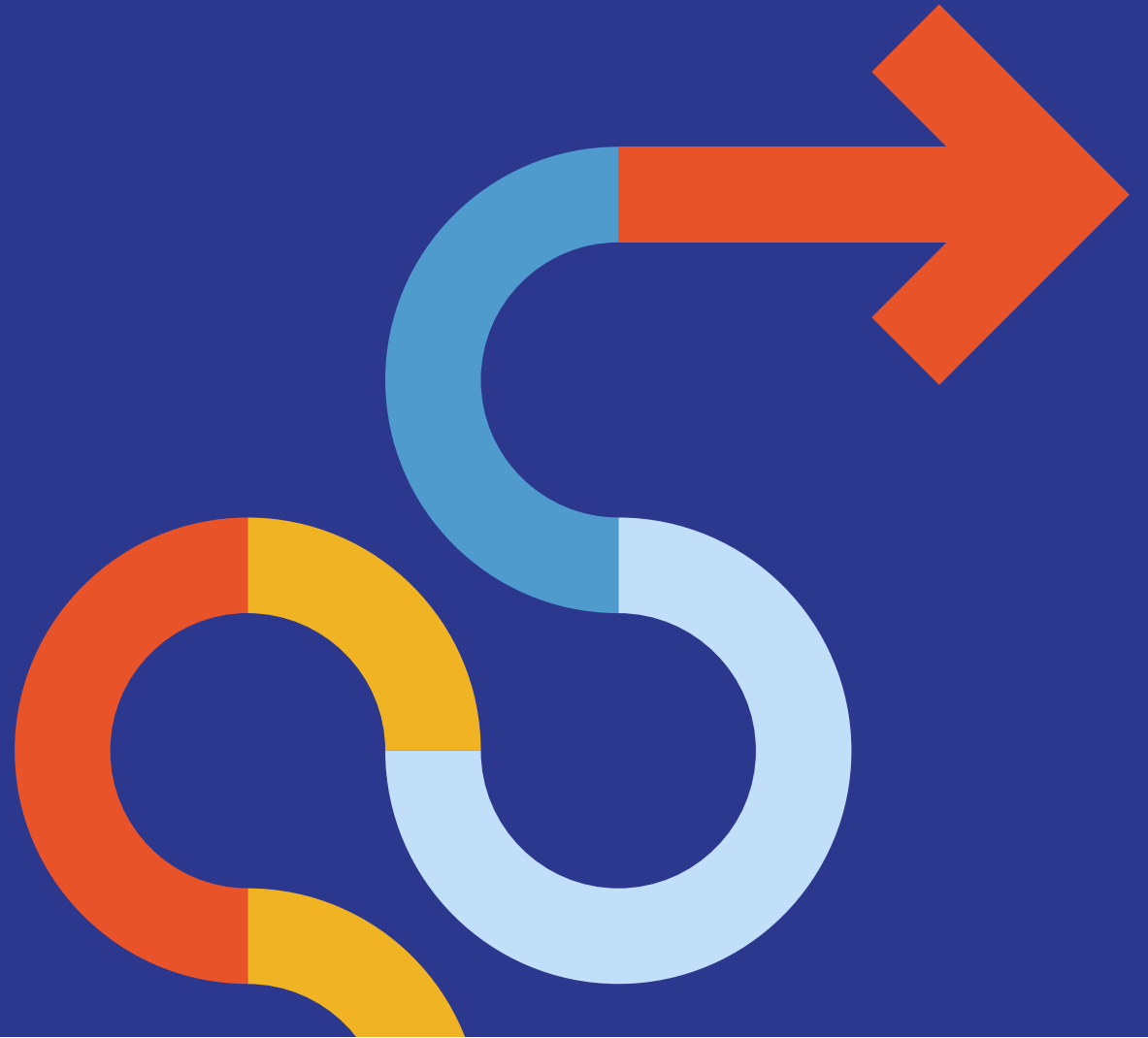
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kschroeder@carequest.org

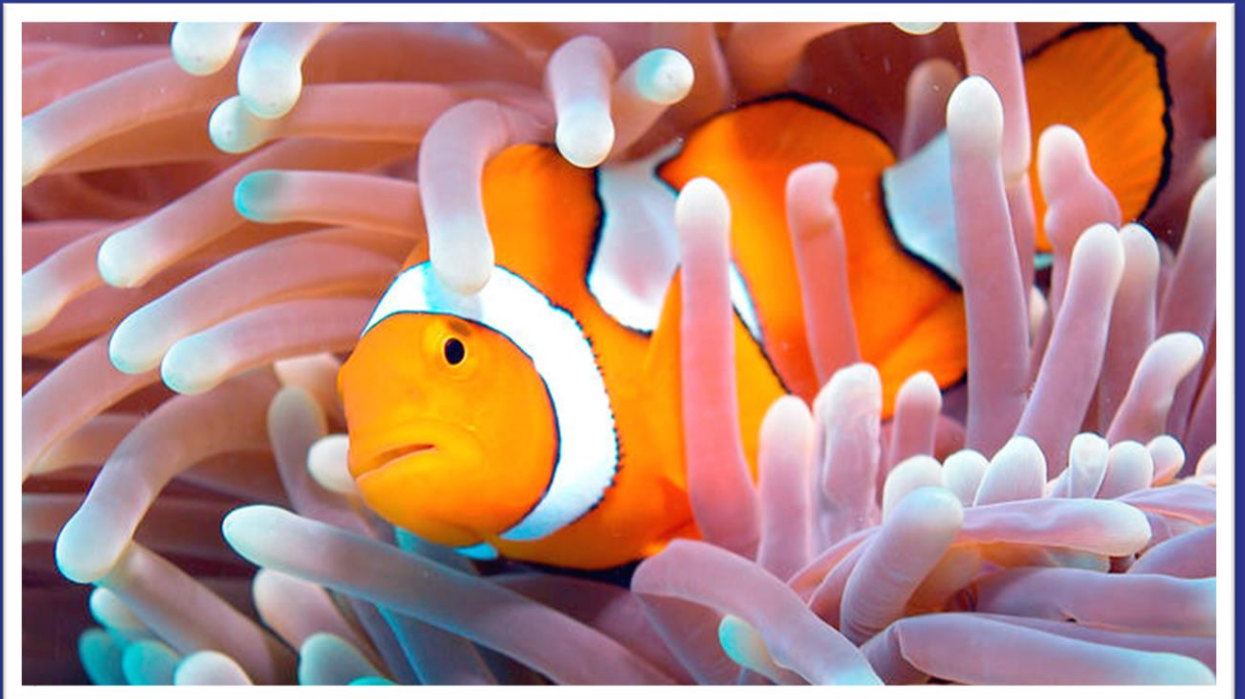
LGBTQ+ Care in Dentistry

What the Dental Health Provider
Should Know

Alex Barrera, DDS



Diversity in Nature

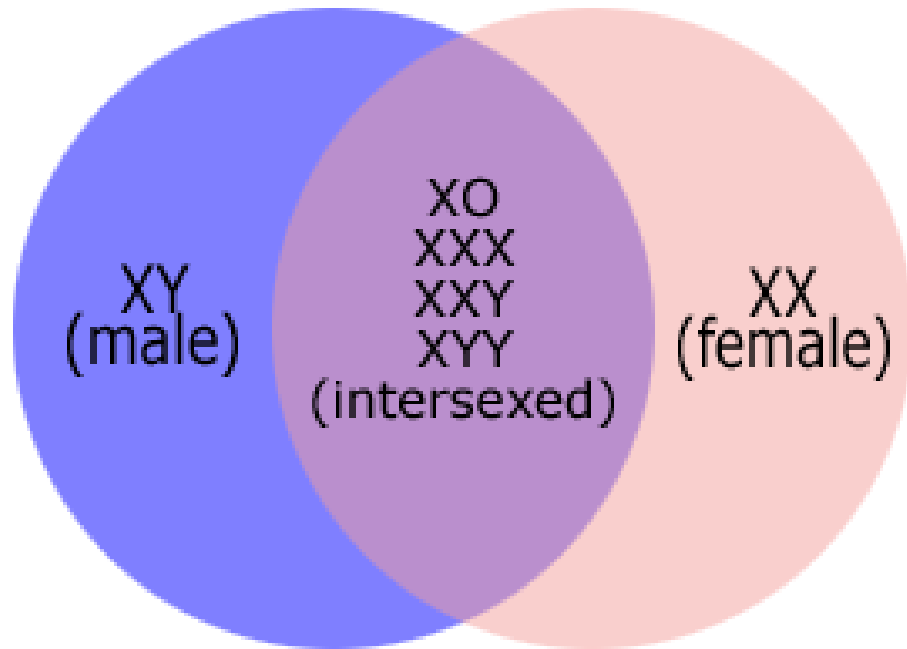




Sexual Diversity in Nature

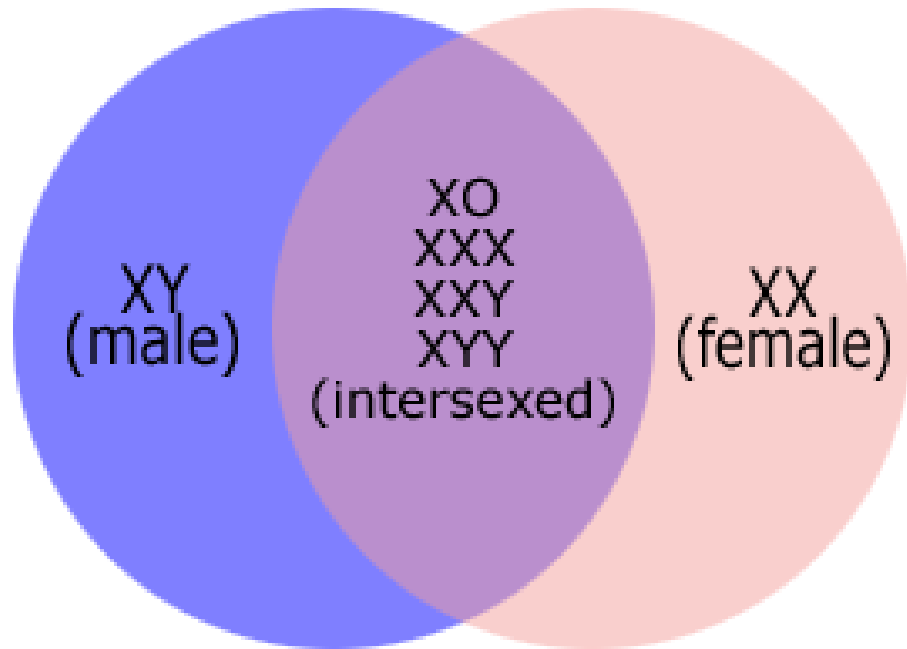
- Nature shows that sexual diversity and gender fluidity is normal!
 - Thousands of species of gender fluid animals
 - 500 species of fish express gender diversity
 - Female Asian Sheepshead Wrasse

Differences in Sex Development



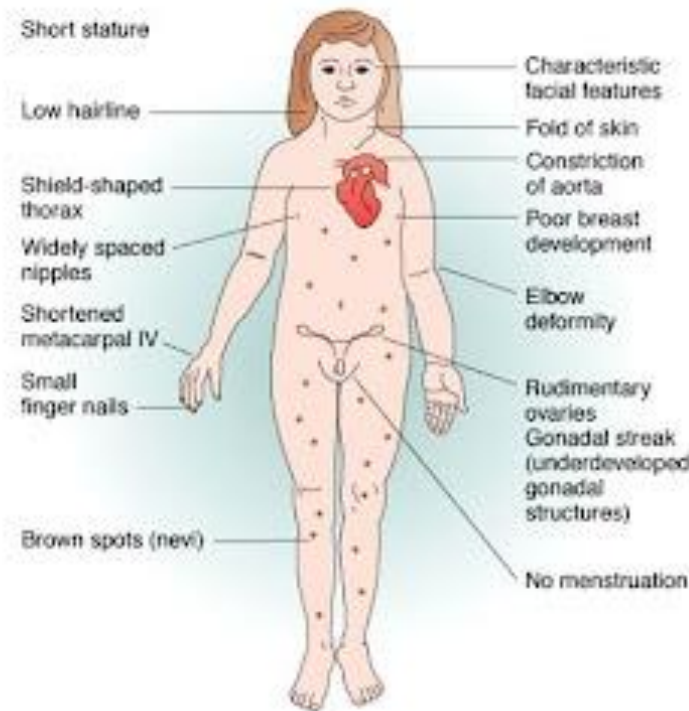
- Differences in sex development (DSD) is a group of rare conditions involving genes, hormones, and reproductive organs, including genitals.
- It means a person's sex development is different from most other people's.

Differences in Sex Development

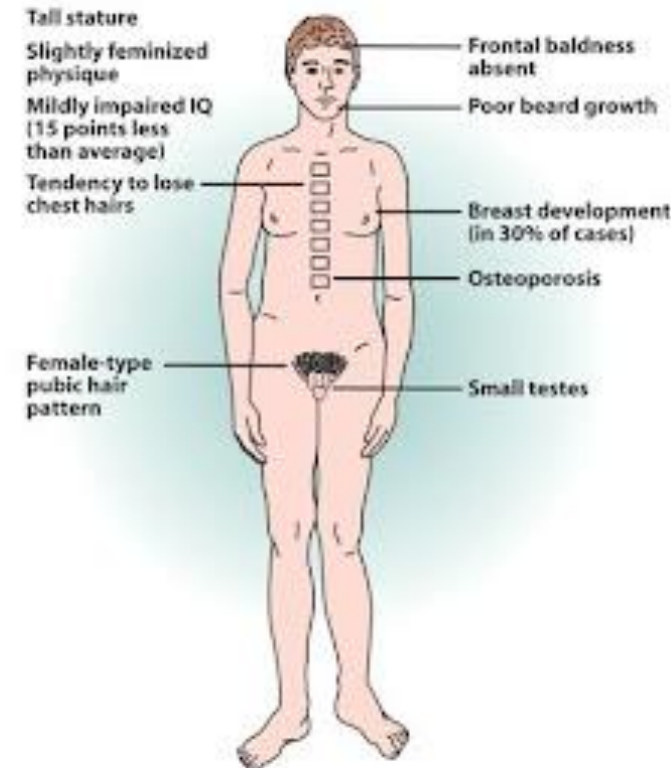


- Intersex Humans
 - Chromosomal/biological gender is not binary
 - Turner's Syndrome
 - Females missing 2nd X chromosome
 - Klinefelter's Syndrome
 - Males with extra X chromosome
 - Ambiguous genitals
- 1.7% of the population is intersex

Sex chromosomes abnormalities



Turner syndrome (X0)



Klinefelter syndrome (XXY)



Gender Fluidity

- Non-Western Traditions
 - Kathoey (Thai ladyboys)
 - Aztecs & Nahuas (Natives of Mexico and Guatemala)
 - Two Spirit (Most North American Native tribes)
 - Hijras (South Asia and India)
 - Myanmar, Madagascar, Samoa, Afghanistan, Egypt, Hawaii, & more



Muxe (Mexico)

- A recognized third gender among the Zapotec people in Oaxaca.

Hijra (India)



- Hijra refers to the third gender of several South Asian nations. For a long time, hijra was India's third gender. But just as India was fractured by colonization, so too was the hijra community.
- Hijras occupy a space in the region's ancient religious traditions.

Terms & Definitions



Gender vs. Sexuality

Gender Identity

- The internal perception of one's gender, and how they label themselves, based on how much they align or don't align with what they understand their options for gender to be. Often conflated with biological sex.

Gender Expression

- The external display of one's gender, through a combination of clothing, grooming, demeanor, social behavior, and other factors, generally made sense of on scales of masculinity and femininity.

Sexual Orientation

- An individual's physical, romantic and/or emotional attraction to members of the same and/or opposite sex, including lesbian, gay, bisexual, and heterosexual orientations.

Gender vs. Sexuality

Gender Identity

- Male

Gender Expression

- Dresses in mostly traditionally “masculine” clothing

Sexual Orientation

- Bisexual

Gender vs. Sexuality

Gender Identity

- Male

Gender Expression

- Dresses in mostly traditionally “feminine” clothing
- Dresses, skirts, make up, long hair, high heels

Sexual Orientation

- Gay

Gender vs. Sexuality

Gender Identity

- Trans Female

Gender Expression

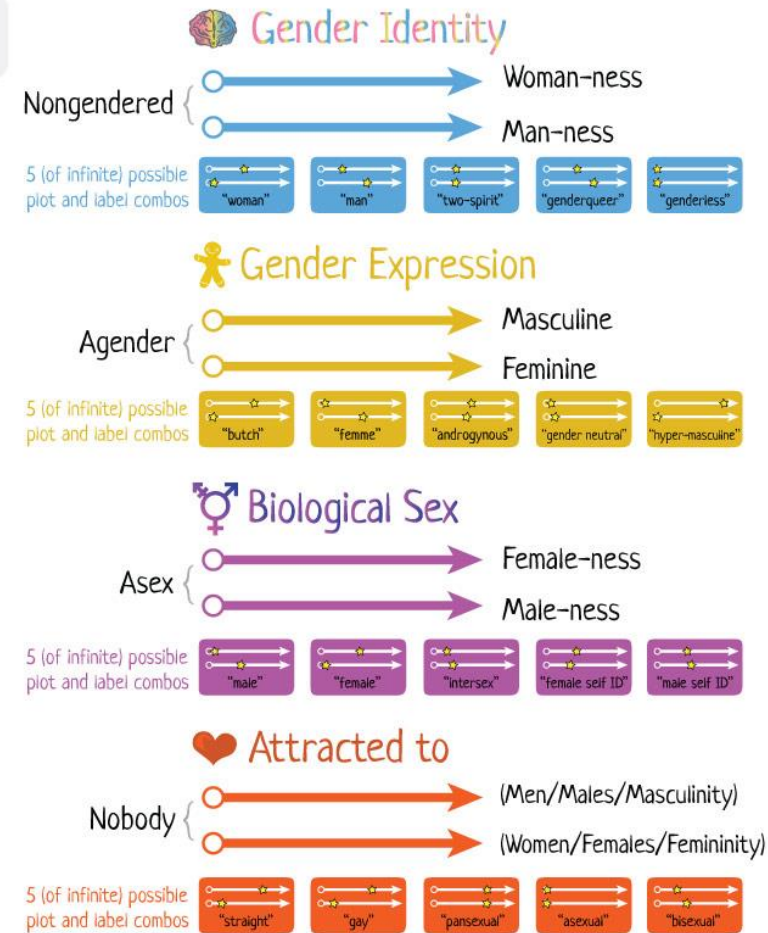
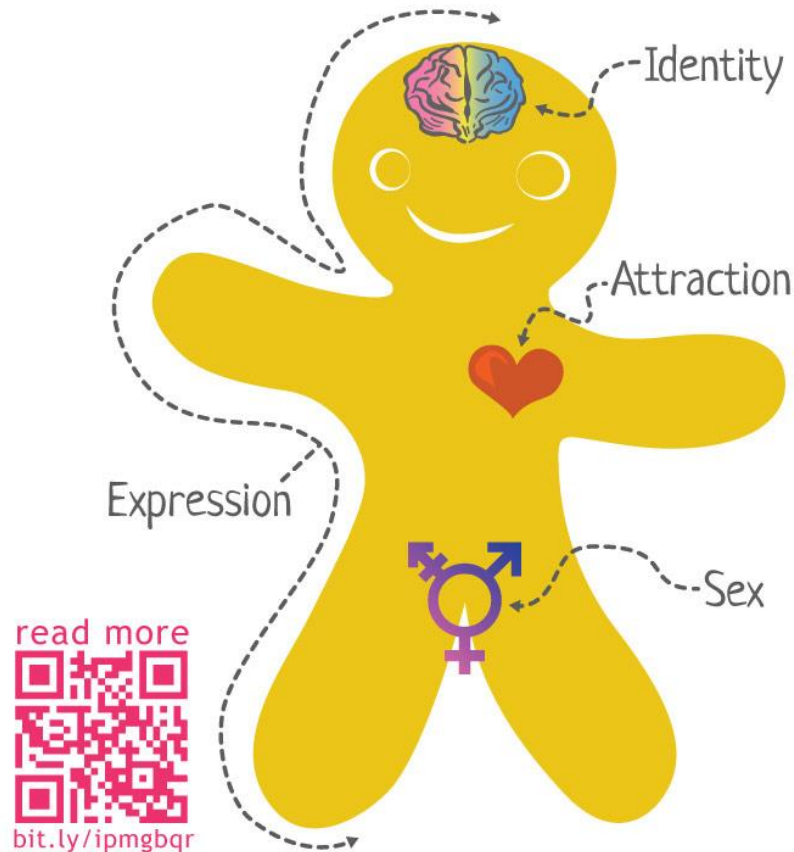
- Dresses in mostly traditionally “feminine” clothing
- Dresses, skirts, make up, long hair, high heels

Sexual Orientation

- Queer

The Genderbread Person v2.0 by its pronounced METROsexual.com

Gender is one of those things everyone thinks they understand, but most people don't. Like *Inception*. Gender isn't binary. It's not either/or. In many cases it's both/and. A bit of this, a dash of that. This tasty little guide is meant to be an appetizer for understanding. It's okay if you're hungry for more.



LGBTQ+ Vocabulary

Term	Definition
Homosexual	Experiencing emotional, physical, and/or sexual attraction to members of the same sex/gender.
Heterosexual	Experiencing attraction solely (or primarily) to some members of a different gender.
Gay	Men who are primarily attracted to men.
Lesbian	Women who are primarily attracted to women.
Bisexual	A person who experiences attraction to their gender and another gender.

LGBTQ+ Vocabulary

Term	Definition
Pansexual	<p>Experiencing emotional, physical, and/or sexual attraction to members of the same sex/gender.</p> <p>A person who experiences sexual, romantic, physical, and/or spiritual attraction for members of all gender identities/expressions.</p>
Demisexual	<p>A person who only feels sexually attracted to someone when they have an emotional bond with the person. They can be gay, straight, bisexual, or pansexual, and may have any gender identity.</p>
Asexual	<p>Experiencing little or no sexual attraction to others and/or a lack of interest in sexual relationships/behavior.</p>
Queer	<p>An umbrella term to describe individuals who don't identify as straight and/or cisgender.</p> <p>The term "queer" can often be use interchangeably with LGBTQ+.</p>

LGBTQ+ Vocabulary

Term	Definition
Biological Sex	A medical term used to refer to the chromosomal, hormonal, and anatomical characteristics that are used to classify an individual as female or male or intersex.
Transgender	A term for anyone whose sex assigned at birth and gender identity do not correspond in the expected way.
Cisgender	A term for anyone whose sex assigned at birth and gender identity correspond in the expected way.
Intersex	Term for a combination of chromosomes, gonads, hormones, internal sex organs, and genitals that differs from the two expected patterns of male or female.
Non-Binary	An umbrella term for gender identities that are neither male nor female — identities that are outside the gender binary.

Offensive vs. Preferred Terms

- Homosexual VS Gay, Lesbian, Bisexual, Queer
- Sexual preference VS sexual orientation
- Special rights VS equal rights
- Sex reassignment surgery VS gender affirming surgery

LGBTQ+ Health Disparities



Heteronormativity

- The assumption that everyone is heterosexual, and that heterosexuality is superior to all other sexualities
- Leads to invisibility and stigmatizing of other sexualities
- Gender normativity and gender roles: the assumption that individuals should identify as men and women and be masculine men and feminine women

Heteronormativity is the cause of Homophobia



Health & Wellness Considerations



Behavioral

Increased mental health conditions, including depression, anxiety, and risk of self-harm



Medical

Increased risk of substance abuse and higher risk of certain cancers



Sexual

Increased risk of HIV, STIs, and sexual abuse.



Sociopolitical

LGBTQ+ people living in areas with high prejudice and/or anti-LGBTQ+ laws die sooner (12 years on average) than those living in more accepting communities.

LGBTQ+ Health Disparities

- In 2016, the community was identified as a “health disparity population” by the National Institute on Minority Health.
 - Less access to health care
 - Higher burdens of certain diseases, such as depression, cancer, and HIV/AIDS
 - Unique health challenges such as transgender people taking exogenous hormones
 - Emphasized the need for research

LGBTQ+ Health Disparities

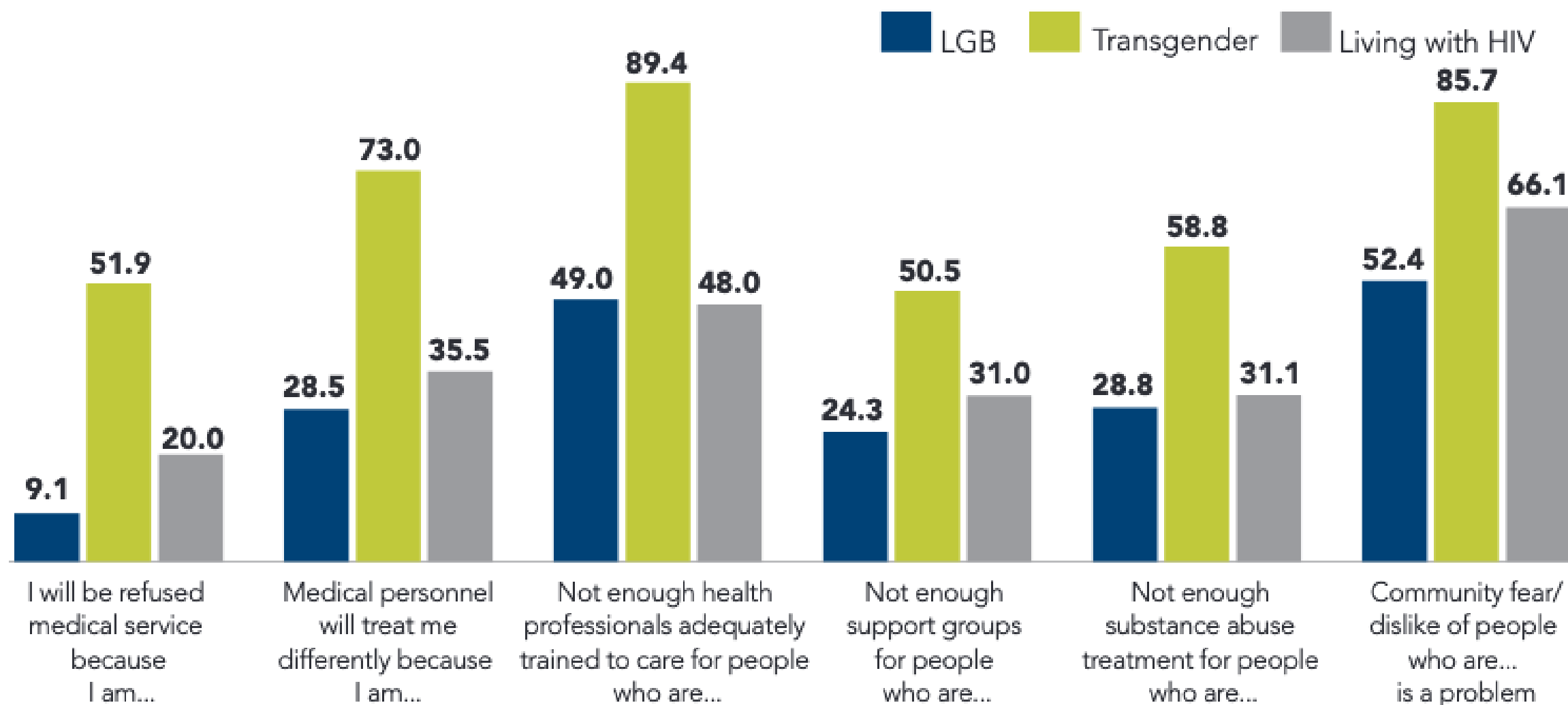
25% LGBTQ+ reported experiencing health care discrimination

10% LGBTQ+ reported being refused care from a provider

30% Trans people reported providers refusing to see them based on their gender identity

33% Trans people reported hearing negative comments at a health care facility

Fears and concerns about accessing health care



HIV & AIDS: Overview

- An estimated 1.2 million Americans are living with HIV, and 1 out of 8 people with HIV do not know they have it.
- Although recent data show that annual HIV infections declined 18% in the U.S. from 2008 to 2014, HIV continues to spread.
- An estimated 36,400 new HIV infections occurred in the United States in 2018.
- In 2018, 37,968 people received an HIV diagnosis in the US.
 - 7% decrease compared with 2014

HIV & AIDS: Overview

- **Gay, bisexual and other men who have sex with men (MSM)** are the population most affected by HIV in the US.
- While there has been an overall decrease in new infections, the number of HIV infections for transgender adults and adolescents has increased.

Living with HIV

- **In 2018, about 76% of those living with HIV have received some HIV care, 58% were retained in care, and 65% were virally suppressed or undetectable.**
- Having a suppressed or undetectable viral load protects the health of a person living with HIV, preventing disease progression.
- There is also a major prevention benefit in HIV treatment.

HIV Prevention

Pre-exposure prophylaxis

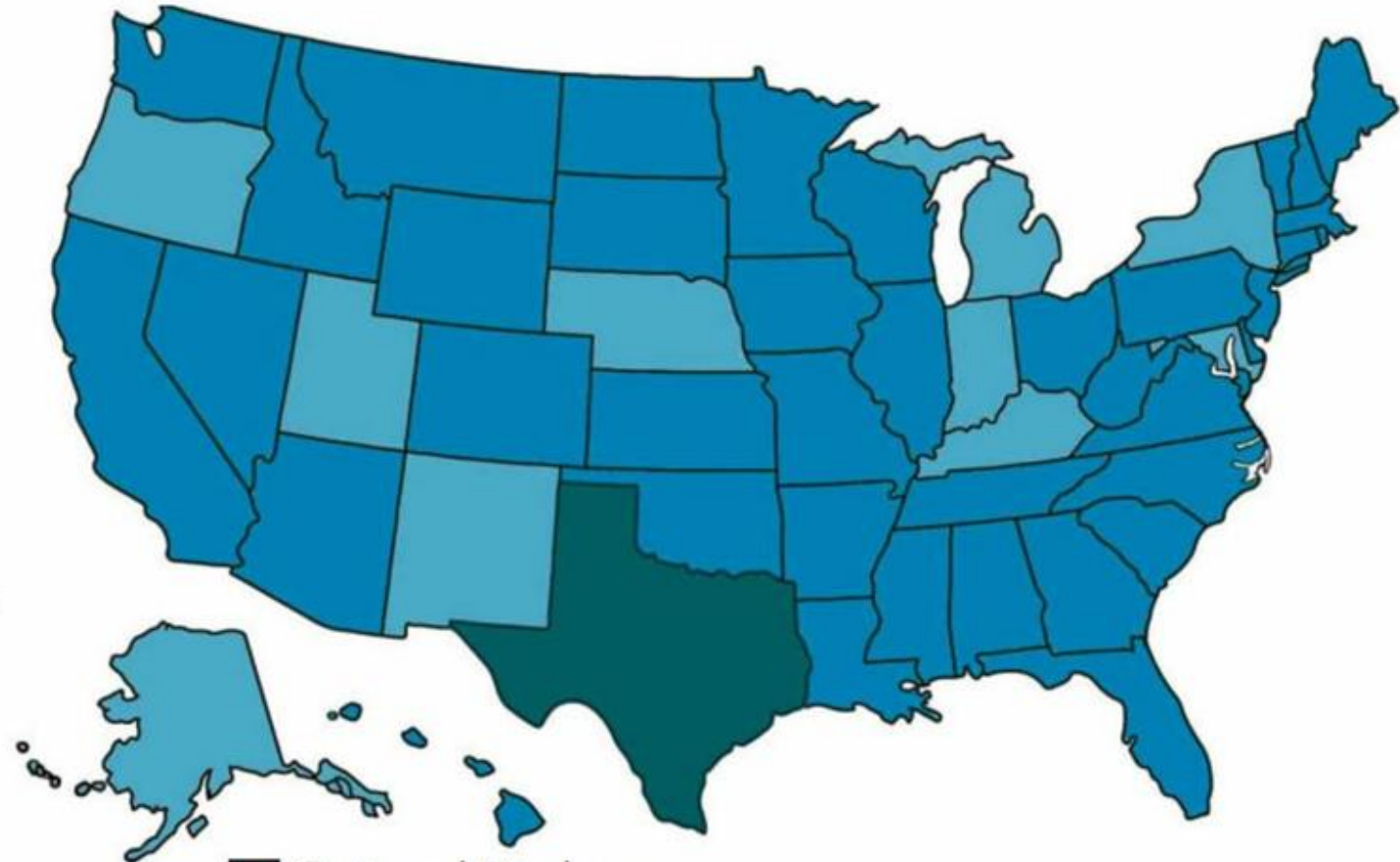
- PrEP is medicine people at risk for HIV take to prevent getting HIV from sex or injection drug use. When taken as prescribed, PrEP is highly effective for preventing HIV.
- There are two medications approved for use as PrEP: Truvada and Descovy.
- PrEP reduces the risk of getting HIV from sex by about **99%** when taken as prescribed.



Apretude

- In 2021, the FDA approved the first injectable treatment for HIV PrEP.
- **Apretude** is an injection drug given every two months rather than a daily pill.
- It's an important tool to help end the HIV epidemic.





- Optional Disclosure
- Required Disclosure to Expert Review Panel
- Required Disclosure to Expert Review Panel and Patients

Texas Administrative Code Rule §108.25

“A dental health care worker who is infected with HIV or HBV and is HbeAg positive shall notify a prospective patient of the dental health care worker's seropositive status and **obtain the patient's consent** before the patient undergoes an exposure-prone procedure performed by the notifying dental health care worker.”

Treating Transgender Patients in Dentistry

Understanding the Transgender Patient

Gender identity vs. gender expression

- A transgender identity is **not** necessarily dependent on physical appearance or medical procedures.
- Many transgender patients are prescribed hormones to align their bodies with their gender identity, and many undergo surgery, but hormones and surgery are not part of every transgender person's experience.
- A gender-nonconforming individual may present with aspects of both stereotypical gender identities, such as a beard and high heels, or may choose to present more androgynously.

Transitioning

- Referring to the process of a transgender person changing aspects of themselves (e.g., their appearance, name, pronouns, or making physical changes to their body) to be more congruent with the gender they know themselves to be.

Transition varies widely

- Appearance/dress
- Name/pronouns
- Medical transitioning
 - Hormones and hormone blockers
 - Surgeries
 - Dental cosmetics

A person does NOT need a certain procedure or surgery to validate their gender identity.



Social Considerations for Transitioning

- Self-acceptance and acceptance of others
- Social/religious acceptance
- Being prepared to lose people in your life
- Fear of dating
- Financial considerations
- Finding the right health care providers

Patient Intake

Legal name vs. correct name

- Avoid “dead naming”

Pronouns

- Gender-nonconforming individuals may use pronouns that are outside of the binary and new to you.
- “What are your pronouns?” is always okay to ask!
- Okay to use gender-neutral pronouns: **they/them**

Patient Intake

Update intake forms and electronic health records

- Have more gender choices than just male/female
- Add non-binary or empty space
- Add option to not disclose gender
- Having patients use correct name and acknowledging them with that name.
- Add options for pronouns in your forms

To which gender identity do you most identify?

- ☐ Female
- ☐ Male
- ☐ Transgender Female
- ☐ Transgender Male
- ☐ Gender Variant/Non-Conforming
- ☐ Not Listed
- ☐ Prefer Not to Answer

Patient Intake

Things to ask vs. things not to ask

- Surgeries & medical transition: Don't ask unless it's medically relevant
 - **Most of the time for a dentist, it's not!**
- “Is there anything else you'd like us to know about you or your transition to make your dental care more comfortable for you?”

Oral Health Concerns

- Access to care
- Much less likely to have seen a dentist recently or to see another in the future
 - Less conservative treatment options
- Increased risks of STI's & HIV
- Increased risk of tobacco use
- Increased risk of depression and anxiety

Becoming a Better Ally



Improving as a Profession

- Increasing awareness and education amongst professionals
 - CE courses, webinars, dental schools
- Creating safe spaces
 - LGBTQ+ inclusion in diversity & inclusion committees
 - Diverse hiring/admissions board
 - Non-discrimination clauses
- Diversifying our profession
 - Include queer youth in pipeline and student success programs

5 Steps to Becoming a Better Ally

1. Recognize your privilege.
2. Learn and use inclusive language.
3. Create a safe space.
4. Update forms and electronic health records.
5. Don't minimize our queerness.

Contact Information

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Becoming an Ally: Creating an Inclusive Environment for LGBTQ+ Patients

The Academic Perspective

Rosa Chaviano Moran, DMD

Rutgers School of Dental Medicine

Associate Dean for Admissions

chaviaro@sdm.rutgers.edu



Objectives

- ❖ Recruiting and retaining LGBTQ students.
- ❖ Recognizing LGBTQ students' obstacles and challenges.
- ❖ Recognizing the importance of an inclusive, thriving institutional and clinical environment.
- ❖ Becoming an “Ally.”



Recruiting and Retaining LGBTQ+ Students

- ❖ Dental Institutions must create welcoming, diverse and equitable environments for all candidates.
- ❖ The admissions process must be inclusive of **all** applicants regardless of gender, race, ethnicity, national origin, age, sexual orientation, gender identity, gender expression, and socioeconomic status.



**** A diverse student body builds a diverse oral health workforce.****

****A diverse workforce will increase access for and support a diverse patient population.****

****Create an inclusive and welcoming environment for LGBTQ+ Patients****



LGBTQ+ Applicants'/Dental Students' Obstacles & Challenges

- ❖ Considering a dental career vs. the perceptions of a conservative profession.
- ❖ System policies and practices in dental education that do not support sexual orientation and limit gender expression.
- ❖ Applicants that identify as LGBTQ+ express concern of unfair judgement and stereotyping during their admissions application and interview process in both dental education programs.

****When applying to specialty/residency programs, this concern is magnified ****

Creating an Inclusive & Thriving Environment

- ❖ In recent years, there has been an increase in the number of people who identify as LGBTQ+.
- ❖ The increase is driven mostly by millennials; 8.1% of millennials identify as members of the LGBTQ+ community.
- ❖ 0.6% (1.4 million) of adults identify as transgender.
- ❖ Academic/clinical programs have the responsibility to create awareness, educate, and train oral health care professionals on this important topic.



Dental institutions must incorporate curricula and programs that promote and ensure an inclusive and equitable environment.

- ❖ Provide knowledge and interpersonal skills to understand, appreciate, and work with individuals from all cultures and marginalized groups.
- ❖ Learn mechanisms to provide proper, respectful, and nondiscriminatory care.
- ❖ Empower students to feel competent and comfortable providing care to this vulnerable patient population.
- ❖ Recognize that this is a lifelong commitment to their patients and the community.
- ❖ Strive toward the optimal patient-provider relationship.

Becoming an “Ally”

1. Be open-minded.
2. Confront your own prejudices and biases.
3. Don't assume.
4. Listen.
5. Be willing to talk.
6. Believe that all people, regardless of gender identity and sexual orientation, should be treated with dignity and respect.
7. Convey to LGBTQ community members that they will be safe, understood, accepted, and able to thrive.
8. Encourage LGBTQ students to feel open and comfortable being who they are.
9. ***As allies and health care professionals, we must value and know that diversity breeds educational excellence.***



Recommendations

- ❖ Learn about and/or join a **LGBTQ+** professional organization.
- ❖ Stand up against homophobia.
- ❖ Integrate **LGBTQ+** topics into your professional life.
- ❖ Pursue related professional development.



THANK YOU



Contact Information

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Questions & Discussion

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Search

Title	Topic	Type
Improving Care Coordination Between Oral and Medical Providers	Care Coordination	Video
Veteran Oral Health: Expanding Access and Equity	Expanding Access	White Paper
2021 Oral Health Information Technology Virtual Convening	Care Coordination	Presentation
Dental Fear Is Real. Providers Can Help.	Expanding Access, Health Equity	Visual Report
Why We (Still) Need to Add Dental to Medicare	Adult Dental Benefit, Expanding Access, Health Equity	Report
A Cross-Sectional Analysis of Oral Health Care Spending over the Life Span in Commercial- and Medicaid-Insured Populations	Expanding Access, Health Equity	Article
Time Is on the Side of Change in Dentistry	COVID-19 and Oral Health, Health	Article

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Missed Connections
Providers and Consumers Want
More Medical-Dental Integration

Oral health and overall health are inextricably linked. There is mounting evidence to suggest that poor oral health is related to a variety of chronic health conditions, such as high blood pressure, dementia, diabetes, and obesity. Despite this known connection, dental care is still largely siloed from medical care. The Centers for Disease Control and Prevention (CDC) estimates that integrating basic health screenings into a dental setting could save the health care system up to \$100 million every year.¹

CareQuest Institute for Oral Health conducted a nationally representative survey in January and February 2021 to assess consumers' perspectives on oral and overall health (n=5,320). CareQuest Institute also conducted a nationwide survey of oral health providers to assess perspectives and current behaviors related to interprofessional practice (n=377). Consumers and oral health providers described a lack of integration between medical and oral health care, and a desire for increased interprofessional collaboration.

Key Findings:
Medical-dental collaboration is currently uncommon.

63% of consumers report that their primary medical doctor "rarely" or "never" asks about their oral health.

33% of consumers report that their oral health provider "rarely" or "never" asks about their overall health.

45% of responding oral health providers report "rarely" integrating their care with clinicians outside of dentistry, with only 14% reporting it is part of their "daily" practice.

- Less than a third of consumers report receiving general health screenings from their oral health provider.
- A majority (89%) of adults report never receiving a referral from their oral health provider to a non-oral health professional.
- Almost a fourth (24%) of participating oral health providers report currently implementing interprofessional practice.

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Webinar Evaluation

Complete the **evaluation by Friday, July 8** to receive CE credit.

Upcoming Webinars:

Thursday July 21, 2022: 1 – 2 p.m. ET

Taking Action to Advance Anti-Racism in Dental Public Health

Thursday July 28, 2022: 1 – 2 p.m. ET

Advancing Health Equity through Dental Therapy

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