

# LGBTQ+



# PROVIDER TOOLKIT

Last Updated: May 2024

## WHY THIS TOOLKIT IS IMPORTANT?

Upper Peninsula Health Plan's vision is "A healthy Upper Peninsula with people living their best lives." Ensuring our provider network is well-supported and equipped to deliver high-quality, culturally responsive health care for sexual and gender minority populations supports our commitment to building a healthier Upper Peninsula. This toolkit provides practical and adaptable patient care strategies and resources to create an inclusive environment for LGBTQ+ people.

View a 3-minute overview of this year's toolkit resources [here!](#)

## WHO IS THIS TOOLKIT FOR?

This toolkit was designed for UPHP's network of health care practitioners & professionals, community service & support organizations, and contributors to a person's holistic well-being.

## GLOSSARY OF KEY TERMS

LGBTQ+ glossary of terms and concepts.

1. [It Gets Better Project: LGBTQ+ Glossary](#)
2. [Outdated and Insensitive Terms to Replace](#)  
(Adapted from <https://www.lgbtqihealtheducation.org/collection/trans-pediatric-care-toolkit/>)
3. [The Genderbread Person](#): A teaching tool for breaking the big concept of gender down into bite-sized, digestible pieces.  
(<https://www.samkillermann.com/work/genderbread-person/>)
4. [The Gender Unicorn](#): An adaption of the Genderbread Person, recognizing genders outside of the Western gender binary.  
(<https://transstudent.org/gender/>)

## CREATING AN AFFIRMING PHYSICAL ENVIRONMENT

Ideas for creating a welcoming environment for LGBTQ+ communities.

1. [Tips on Providing an Affirming Environment](#)
2. [Q Card](#): A communication tool designed to empower queer youth and educate health care providers.

## USING AFFIRMING AND INCLUSIVE LANGUAGE

Helpful tips on language to use and terms to use both in conversation and on any intake forms.

1. **Common and Easily Implemented Updates for Conversation & Forms** (adapted from Creating an LGBTQ Affirming Clinic: A Guide for Practice Managers and Providers - <https://hhinternet.blob.core.windows.net/uploads/2020/02/creating-an-lgbtq-affirming-clinic-resource-guide.pdf>)
2. **Providing Affirmative Care: Dos & Don'ts** (LGBTQ Competency Toolkit - Diverse & Resilient)

## INCLUSIVE CARE PRACTICES

Guidelines, best practices, and tips for providing affirmative care to sexual and gender minority people.

1. **Got 'em, Screen 'em Campaign:** removes gendered language from cancer screening guidelines and instead focuses on the body parts that need to be screened and when. ([Cancer Screenings - \(pridecentervt.org\)](#))  
*The CDC states that people who are 50 to 74 years old and are at average risk for breast cancer should be screened every two years. People ages 40 to 49 years old should talk to their provider about when and how often to start getting a mammogram.*
2. **IMI** (pronounced: eye-me) is a researched-backed mental health tool for LGBTQ+ teens that provides affirming and interactive activities, stories, and resources across four areas of interest: stress, queerness, stigma, and gender.
3. **PrEP (Pre-Exposure Prophylaxis) For the Prevention of HIV Infection Clinical Practice Guidelines**  
*Taking PrEP as prescribed by a health care provider can reduce the chances of getting HIV by up to 99% for sexual encounters and 74% for injection drug use. Post-Exposure Prophylaxis (PEP) is a preventive treatment that can reduce the chance that a person who is exposed to HIV will become HIV-positive. Source: ([PrEP \(Pre-Exposure Prophylaxis\) \(michigan.gov\)](#))*
4. **Patient education on PrEP (brochure)** developed by MDHHS (2022).
5. **MDHHS/Henry Ford HIV Consultation Program** (provides health care providers with answers about HIV-related issues)
  - a. Non-urgent questions: Visit the HIV Consultation Program page, choose "Request a Consult," and submit your question(s) online. You will receive an answer within 48 hours.
  - b. Urgent questions: Call the 24-hour consultation line at 313-575-0332.
6. **Facts on LGBT Aging** (<https://www.sageusa.org/wp-content/uploads/2021/05/sage-lgbt-aging-final-2021.pdf>)

## MEDIA RESOURCES FOR STAFF TRAINING

Selected media resources for viewing. Idea: host a team lunch & learn during June to celebrate LGBTQ+ Pride Month to view a video and discuss.

- [What I've learned from having balls. | Emily Quinn | TEDxProvidence](#) - YouTube 14:57
- [How to talk \(and listen\) to transgender people | Jackson Bird](#) - YouTube 6:24
- [Why Are Many Doctors Scared of Transgender Patients? | Kristie Overstreet PhD | TEDxLivoniaCCLibrary](#) - YouTube 14:27

*This toolkit includes links to external resources relevant to providing affirming care to LGBTQ+ individuals. Upper Peninsula Health Plan (UPHP) created this toolkit with the utilization of various external resources. While every effort has been made to ensure the accuracy and relevance of the toolkit, it is intended to serve as a general reference and educational resource for health care providers to enhance their knowledge in the treatment of the LGBTQ+ community. UPHP is not responsible for any advertisements or other content that you may see on the resource page. If you have any questions about a resource in the toolkit, please email [jjoffee@uphp.com](mailto:jjoffee@uphp.com).*