



**BlueCross BlueShield
of North Carolina**

| **HealthyBlue**
Care Together

Needs of LGBTQIA+ Provider Training

Agenda

Needs of LGBTQIA+

- Overview
- Goals
- Objectives
- Wrap Up — Q&A

Overview

- The needs of LGBTQIA+ individuals encompass a broad spectrum of social, emotional, legal, and healthcare-related aspects.
- Addressing these needs requires a comprehensive understanding of the unique challenges they face as well as a commitment to fostering inclusivity and equality.

Goals and Objectives

- Focus on understanding and addressing the unique health needs and disparities faced by the LGBTQIA+ community.
- The primary objectives of this training include:
 - Educate staff on LGBTQIA+ terminology, identities, and experiences.
 - Train personnel on anti-discrimination policies and practices.
 - Highlight specific health disparities and barriers to care faced by LGBTQIA+ individuals, such as higher rates of mental health issues, substance use, and chronic conditions.

Staff Education

- Empowering staff with knowledge about LGBTQIA+ terminology, identities, and experiences is crucial for cultivating an inclusive, respectful, and supportive environment.
- Regular, ongoing education combined with proactive policy and cultural changes can make a significant difference in ensuring that LGBTQIA+ individuals feel valued and respected.

Anti-Discrimination Policies:

- Explicit Protections
- Inclusive Language
- Harassment Prevention
- Confidentiality and Privacy
- Substance Use
- Chronic Conditions

Best Practices for Implementation:

- Training and Education
- Supportive Work and Learning Environments
- Inclusive Benefits and Services
- Policy Review and Accountability
- Inclusive Recruitment and Retention

Disparities and Barriers

Health Disparities

- Mental Health Issues
- Substance Use
- Chronic Conditions

Barriers to Care

- Discrimination and Stigma
- Lack of Cultural Competency
- Economic Barriers
- Access to Specialized Care

Addressing the Disparities and Barriers

- Training and Education
- Inclusive Policies
- Community Outreach
- Support Networks
- Research and Data Collection

Wrap up — Q&A

Thank you!

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