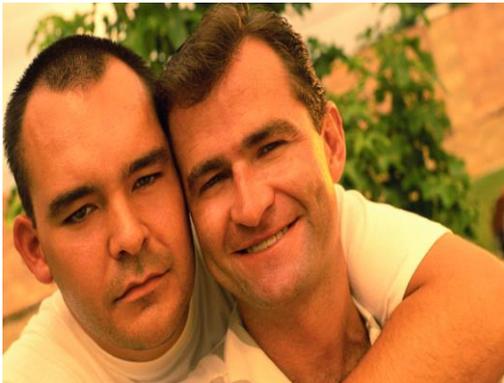


## Creating a positive experience for LGBTQ patients and employees:

- ~ Refrain from making assumptions about a person's sexual orientation or gender identity based on appearance.
- ~Be aware of misconceptions, bias, stereotypes, and other communication barriers.
- ~Recognize that self-identification and behaviors do not always align.
- ~Use neutral and inclusive language in interviews and when talking with patients.
- ~Listen to and reflect patients' choice of language when they describe their own sexual orientation and how they refer to their relationship or partner.
- ~ Become familiar with online and local resources available for LGBTQ people.
- ~Seek information and stay up to date on LGBTQ health topics.



## AtlantiCare's Commitment to Diversity

AtlantiCare's commitment to diversity supports creating a culture of inclusion, where all employees are encouraged to contribute their diversity of ideas, background, talents and experiences. We will attain a culture of inclusion by promoting open communication, knowledge sharing and innovation, and creating a mutually respectful environment for our workforce and customers.

Contact us at:  
[diversity@atlanticare.org](mailto:diversity@atlanticare.org)



## P.R.I.D.E.

Promoting Respect for  
Individuality, Diversity and Equality

**Engaging and  
Serving our  
LGBTQ  
Employees and  
Customers**

LGBTQ individuals experience disparity in the prevalence of certain physical and mental health concerns, and in receiving care, due to a variety of factors including bad experiences, stigma, lack of awareness, and insensitivity to their unique needs. These disparities include the following:

- Less access to insurance and health care services, including preventive care (such as cancer screenings).
- Lower overall health status.
- Higher rates of smoking, alcohol, and substance abuse.
- Higher risk for mental health illnesses, such as anxiety and depression
- Higher rates of sexually transmitted diseases, including HIV infection
- Increased incidence of some cancers
- Studies reflect cause is lack of environmental and community supports, vs. biological predisposition. YOU can make the difference!

Source: *Advancing Effective Communication, Cultural Competence, and Patient-and Family- Centered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community: A Field Guide – The Joint Commission*

### AtlantiCare's PRIDE Employee Resource Group:

Supports AtlantiCare's commitment to fostering an inclusive workplace for all employees.

Supports AtlantiCare's commitment to provide consistent, respectful, and inclusive healthcare services to members of the LGBT community.



### Leader in LGBTQ Healthcare Equality

AtlantiCare has been recognized as a "Leader in LGBTQ Healthcare Equality" in the Healthcare Equality Index™ report since 2012, an annual survey conducted by the Human Rights Campaign (HRC) Foundation.



### LGBTQ Youth

Many LGBTQ youth live with bullying as a part of their daily lives at school, putting their mental health and education at risk, as well as their physical well-being. Gay, lesbian, and bisexual youth are up to four times more likely to attempt suicide than their heterosexual counterparts. For more information and help, visit the "It Gets Better" Project at <http://www.itgetsbetter.org/>.

### LGBTQ Elders

LGBTQ elders are less likely to have children than heterosexual elders, and are less likely to receive care from adult children. They may have higher rates of isolation due to a lack of family or social support. *For more information visit:* <http://www.lgbtagingcenter.org/index.cfm>.

### DID YOU KNOW?

In a 2010 Lambda Legal study, a majority of LGBTQ interviewed reported:

- Being refused needed care
- Healthcare professionals refusing to touch them; and using harsh or abrasive language
- Being blamed for their health condition or status
- Healthcare professionals being physically aggressive