

2019 Spring Symposium

Track B: Customer Service in Healthcare

Session 1

Topic: Creating a Welcoming Environment in the EHR for our LGBTQ Patients

Speakers: Eileen Phillips, Epic Nurse Leader, Main Line Health

Joanne Glusman, Social Worker, Main Line Health

Session Abstract

Improving the health of gender and sexual minorities in the LGBTQ community is supported by the Institute of Medicine, Healthy People 2020. This suburban Philadelphia health system has made a significant commitment, financially, educationally, and practically to welcome the LGBTQ population through the efforts of the Diversity, Respect and Inclusion Committee, in conjunction with leadership, and the analysts building the EMR. The focus of this presentation will be When and How to ask the right questions, incorporating relevant assessments and questions, addressing optimization needs, and educating the entire health system to operationalize these changes.