

# Title: Sexual Orientation and Gender Identification (SO/GI) Implementation at LHH

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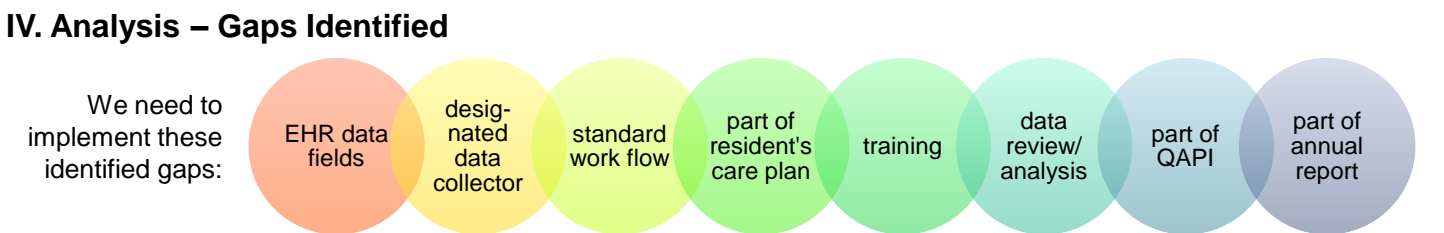
**I. Background:**  
 Although the Department has approved two policies: Sex and Gender Guidelines (2016) and Sexual Orientation and Gender Identification Guidelines (2014), Laguna Honda and the rest of the delivery system has not yet operationalized or standardized the assessment and data collection of residents' sexual orientation and gender identify information.  
  
 Starting FY16-17, the SFHN established creating a standard workflow to capture Sexual Orientation and Gender Identification (SO/GI) data as part of the Equity True North Metric. LHH needs to meet this True North goal.

**II. Current Conditions**  
 An inventory survey was conducted to ascertain how SO/GI data is captured by front end registration or clinical staff. The following are the findings:

IT System or Department	Who completes assessment?	Comment	Data Collection Info
ADL	MDS Coordinator	Section A0800	Male Female
Invision	A&E Staff	Sex	M = Male F = Female U = Unknown There is a Transgender Code used only by Tom Waddell HC: T = Transgender
RTZ and Social Services	Social Worker	Not currently captured as a data field on SFGetCare or as part of standardized assessment	If completed, written in as a narrative note (need to confirm with Janet)
Activity Therapy	Activity Therapist	Not currently captured as a data field as part of standardized assessment	If completed, written in as a narrative note
Rehabilitation Services	OT, PT or SP	Not currently captured as a data field as part of standardized assessment	If completed, written in as a narrative note
Medical Services	Primary Care/ Attending Physician	Not currently captured as a data field as part of standardized assessment	If completed, written in as a narrative note
Avatar	Behavioral Health Practitioner	Gender Identification	M = Male F = Female T = Transgender
eCW	Not presently used	SOGI fields within the progress notes section	Per ACHIO, has most of fields per DPH P&P

**Problem Statement**  
 There is not currently a standard workflow or system that captures residents' SO/GI data as part of its care assessment at Laguna Honda.

**III. Goals & Targets**  
  
 Goal: By end of FY16-17, an admission workflow will be determined and a discipline identified to collect SO/GI information. Beginning in FY17-18, every resident admitted will be asked for SOGI information as part of care planning during the hospital stay.  
  
 Target: By end of FY 17-18, 100% of residents newly admitted will have SOGI data entered on a DPH-designated electronic health record system



**V. Recommendations / Proposed Countermeasures**

LHH leadership will participate at DPH/LHH meetings and will operationalize SO/GI implementation at LHH, including the following recommendations: add to future EHR fields, training for those collecting data and care team members for care experience, P&P development, request reports and review/analyze data as part of performance improvement, identify who will be collecting, include residents' SO/GI needs as part of the care plan.

**VI. Plan**

PLAN	DO	CHECK	ACT	STATUS
<b>Designate who will collect SOGI info by 2/28/17</b>	2/6/17 – Meeting with Donna Valencia, Michael McShane, Jennifer Carton-Wade, Sheri Lee and Mivic Hirose	Data collection tested by nursing using small group of data collectors (MDS Coordinators)	Nursing will ask residents on admission as part of the admission process and will also include as part of the resident's plan of care	<b>COMPLETED</b> February 2017
<b>Pilot identified workflow process and form where SOGI information will be documented by 5/1/17</b>	4/17 – 4/21 Conduct Kaizen #2	Testing of workflow was done during Kaizen #2 Pilot as part of admission process.	Admitting neighborhood will conduct pilot from 5/01/2017 thru 5/31/2017.	<b>COMPLETED</b> June 2017
<b>Identify EHR System to enter data by 12/31/2017</b>	Participate at DPH/SFHN SOGI meetings and also include ACHIO with planning	2/21/17- Meeting will be dedicated to IT applications availability	SOGI Steering Committee DPH/SFHN working with IT testing fields in LCR vs ECW	<b>COMPLETED</b> March 2018
<b>Training by 6/30/18</b>	2/17/2017 – Leanne Johnson, Ronald Radoc, Amie Fishman have been designated by Donna V. to lead the SOGI training program for LHH LN.	LHH Educators participates in SOGI DPH/SFHN SOGI Training sub group that meets 2 x a month.	Current training program curriculum completed and is being tested in various DPH site.	<b>LHH Training started April 2018.</b>
<b>System integration by 7/31/2017</b>	Run quarterly summary reports after implementation to review and analyze data. Will include data as part of demographics section in annual and other reports when a full fiscal year of data is available.		SOGI DPH/SFHN Steering Committee in process of testing system.	<b>Via Invision COMPLETED</b> March 2018

**VII. Follow-Up**

- 1) Track training completion.
- 2) Data review and analysis when reports are available.
- 3) Data inclusion in Annual Report when reports can be made available.