

HEALTHCARE COMPETENCE AND PATIENT DIVERSITY: DELIVERING HEALTHCARE TO GAY, LESBIAN, BISEXUAL AND TRANSGENDER PATIENTS AND NON TRADITIONAL FAMILIES

Wednesday, February 22, 2012

8:00 – 11:30 am

Auditorium, Memorial Regional Hospital, 3501 Johnson Street, Hollywood, FL
(Up to 3 CEUs for mental health and nursing professionals)



So Florida's LGBT Social Service Agency

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Because gay and lesbian partners do not have the option for marriage, they all too often have to argue for their rights to visit with ill loved ones in hospitals and participate in their care. Janice Langbehn was refused those rights and encountered both apathy and outright bigotry when her partner was admitted to Jackson Memorial Hospital. Even though she had durable health care power of attorney, and in spite of national standards for accreditation of hospitals that should have guided the acts of hospital staff, she was repeatedly rebuffed or ignored and even advised that she was in an "anti-gay" state. Since the court's ruling on Langbehn v. Jackson Memorial, even the Federal Department of Health and Human Services, as directed by the President, has underscored the expectation that hospitals and other health care institutions will counter such unacceptable practices of discrimination with active LGBT competency improvements. That is the context for this important symposium

7:45 – 8:15 Registration open

8:15 – 9:15 Continental Breakfast and Keynote Address (1hr)

Gems of Wisdom from The Jackson Case: How Public Policy is Now Moving Health Care Institutions to Implement Culturally Competent Care for LGBT Patients and Their Families.

Presenter: Donald J. Hayden of Baker and McKenzie, LLP, Co-counsel, Langbehn v. Jackson Memorial Hospital

9:30 – 11:30 Break-out sessions (3 simultaneous sessions. You will need to choose only one. It is recommended that your health care facility have at least one participant in each break out session)

1. **After Jackson: Practical Markers for Developing Progressively Competent Policies and Procedures for Services to LGBT Patients and Families.** We will examine the community standards established by the Gay, Lesbian, Bisexual and Transgender Health Access Project (HAP) to determine whether/how they might be implemented in health care settings. We also will discuss how one health care organization has begun implementation. This session is designed for health care organization policy makers.

Presenter: James Lopresti, PhD, LMHC, Director of Clinical Education, SunServe
Training objectives - Participants will:

- Understand the service issues addressed in the HAP Community Standards.
- Understand the principles and practices outlined in each of the 13 standards.
- Identify basic options for implementation of markers for each standard as appropriate for their setting.

2. **After Jackson: Implications in the Law.** Participants will explore the legal status of advance directives and their impact on clinical care with a special emphasis on non-traditional family structures. This session is designed for supervisors and staff who make service delivery decisions.

Presenter: Stephanie Schneider, Esq, Certified Elder Care Attorney
Training objectives - Participants will:

- Understand how to initiate, implement and respect Medical Advanced Directives
- Understand fundamental requirements of DHHS directives
- Identify the skills necessary to work with non-traditional families and patients

3. **After Jackson: Implications for Clinical Practice.** This session uses highly interactive socio-drama processes for group learning. Designed for direct care and supervisory staff from admission to discharge planning, it explores the fundamentals of best practice in clinical care for socially marginalized groups

Presenter: Kris Drumm, LCSW, with One Heart Socio-Drama Group from SunServe
Training objectives - Participants will:

- *Uncover hidden biases in clinical services to LGBT clients in health care settings*
- *Have increased comfort levels with the use of inclusive language for LGBT patients and families*
- *Identify the key elements of best practice skills for health care service for LGBT patients and families*

ABOUT OUR PRESENTERS:



Donald J. Hayden, JD, Co-counsel for the plaintiff in the landmark *Langbehn v. Jackson Memorial* case has been recognized as one of Florida's top attorneys in *Florida Trend* and in the 2011 *South Florida Legal Guide Top Lawyers* publication. He also has the highest ranking available in the prestigious *Martindale Hubbell* rating service

Kris Drumm, LCSW, group therapy coordinator at SunServe, South Florida's LGBT Social Service Agency, is the founder of *One Heart Ensemble*, an LGBT socio-drama group that has served to raise consciousness concerning GBT issues in training settings throughout South Florida



Stephanie Schneider, JD, CELA is a member of the National Academy of Elder Law Attorneys (NAELA), the Florida Bar, the Academy of Florida Trial Lawyers, and the Broward County Trial Lawyer Association. She has developed continuing education programs for legal, health care and financial professionals, including a Florida Bar approved continuing legal education program and an approved continuing education units program for CPAs.

James Lopresti, PhD, LMHC, Senior Clinical Supervisor and Director of Clinical Education at SunServe is a frequent trainer for mental health professionals on issues of LGBT care. The former Director of Mental Health and Addiction Treatment Services at Washington DC's Whitman-Walker Clinic, he has served on clinical faculties at Loyola University of Chicago, Barry University and Johns Hopkins University



There is no cost to register for this program and continental breakfast is included.

This symposium is made possible through the generosity of our host, Memorial Healthcare System,



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Continuing education credits: LCSWs, LMHCs, LMFTs, CNAs, RNs, ARNPs: 1 CEU for keynote and 2CEUs per individual break-out session, Florida Board of Clinical Social Work, Marriage & Family Therapy & Mental Health Counseling Provider (Exp. 3/2013) and Florida Board of Nursing Provider (Exp. 10/31/12). CEBroker #50- 5251. The Florida Board of Psychology requires psychologists to self-submit contact hours for workshops presented by providers approved by "complimentary boards" such as SunServe. SunServe can no longer submit these contact hours for you. Should you have need of supportive documentation for any review required by the Board of Psychology, SunServe will confirm your participation in any of the above training events. All are deemed compliant with FAC 64B19-13.003 (i) and FAC 64B19-13.004 (3) governing continuing education credits for psychologists. If you have questions about your participation in the conference and the process for obtaining CEUs, please contact events@sunserve.org or call 954-764-5150.