

Improving Patient Satisfaction Scores in LGBTQ+ Patients Through the Use of Pronoun Cards

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PICOT Question

In hospitalized adult LGBTQ+ patients (P), what is the effect of using preferred pronoun indicator cards outside of patients' rooms (I) on patients' overall satisfaction with care (O) compared to standard process (C) over a 6-month time period (T)?

- P** Adult LGBTQ+ identifying patients being treated in a hospital setting.
- I** Use of a preferred pronoun reminder card outside of the patient's room.
- C** Standard operating procedures in place per individual hospital policy.
- O** Increased patient satisfaction in LGBTQ+ identifying patients.
- T** Over a period of 6 months.

Literature Search

Database: CINAHL, PubMed, Google Scholar, and the National Institute of Health Library of Medicine

Key Terms:

- Inclusive care
- Visual reminder or visual reminders
- Pronouns or gender pronouns
- Satisfaction or patient satisfaction
- LGBTQ+ or lesbian or gay or homosexual or bisexual or transgender or homosexual or queer or sexual minority

Article Selection Criteria:

- Published within the last 5 years (2018-2023)
- Peer reviewed
- Relevant to the research question
- Includes the population (LGBTQ+ adult patients > 18 years old)



Background

Foundational Principles:

- 1 LGBTQ+ patients are currently dissatisfied with medical care they receive in hospitals.
- 2 Using patients preferred pronouns increases LGBTQ+ patient satisfaction.
- 3 Visual reminders are effective at increasing awareness and changing behavior.

- 1 in 6 LGBTQ+ people report avoiding medical care out of fear of discrimination due to their identity.¹
- LGBTQ+ people often have difficulty accessing inclusive medical care. This combined with high rates of mental health disorders such as anxiety and depression leads to high rates of suicide.
- According to the 2022 Trans Survey², as many as 80% of people within the trans community alone have reported seriously considering suicide.
- Proper use of pronouns is one simple yet critical intervention that has been proven to improve the health and well-being of LGBTQ+ people.
- As many as 1 in 4 members of the LGBTQ+ community use pronouns outside of the traditional binary.³
- When people are supported by those around them using their preferred pronouns, they have a drastic improvement in their mental health and chances of suicide decrease by more than half.⁴

Synthesis of Findings

- Individuals of the LGBTQ+ community are discriminated against when receiving healthcare. Healthcare organizations prioritizing LGBTQ+ care were more likely to achieve nursing excellence.^{5,6}
- Patients treated in hospitals dedicated to LGBTQ+ patient centered care are more likely to report high overall patient experiences on their HCAHPS surveys.¹
- Including specific signage in facilities and gender pronoun questions in surveys positively influenced overall satisfaction and comfort level of patients and survey takers.^{7,8}
- A study by Parent indicates that the use of simple visual reminder cards displayed on a door is an effective tool to combat complacency and modify behavior for health care providers.⁹
- The use of appropriate pronouns positively correlates with positive affect, adherence to treatment plan, and mental health outcomes.¹⁰

Decision to Change

- The intervention chosen for the decision to change practice is to implement the use of patient pronoun cards to remind physicians, nurses, and other medical staff of the patients' preferred pronouns before providing care.
- Appropriate use of patient preferred pronouns can lead to increased HCAHPS survey scores in LGBTQ+ patients, resulting in financial gain for the hospital in the form of greater reimbursement of Medicare funds.¹
- The implementation of Kotter's change model will lead to increased practice compliance by offering a step-by-step model needed for successful and sustainable change.¹¹
- By offering education about the specific advantages of using patients' preferred pronouns, healthcare providers will be able to showcase a noticeable improvement in patient satisfaction within the LGBTQ+ community.



Evaluation

- By the end of the sixth month implementation period, the use of pronoun cards will increase patient satisfaction by 40%.
- To evaluate the effectiveness of this intervention the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) satisfaction survey will be used to compare patient satisfaction before and after the implementation of patient pronoun cards.¹²
- The results of this research will be compared to retrospective studies conducted at this time last year to evaluate the improvement of patient satisfaction scores.

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