

ENSURING INSTITUTIONAL INCLUSIVENESS

CHAPTER OBJECTIVES

1. Discuss your role in strengthening the inclusion of LGBTQ individuals and families in the palliative care or hospice institution/facility/program in which you work.
2. Assess the inclusiveness of wording on the intake or admission forms your institution/facility/program uses.
3. Assess marketing and outreach materials for inclusive language and imagery.
4. List five policies or benefits that demonstrate an employer's commitment to being LGBTQ-inclusive.
5. List one action you will take in the next month as an individual health care provider to strengthen the inclusion of LGBTQ individuals and their families in your institution/facility/program.

Key Terms: employee benefits, orientation, and training; intake forms and processes; marketing and community engagement

The first nine chapters of *LGBTQ-Inclusive Hospice and Palliative Care* describe how individual health care providers can deliver high-quality palliative care and hospice care that is inclusive of LGBTQ individuals and their families. For palliative care and hospice professionals to have the best opportunity to put this knowledge into practice, however, they need to take a few steps at the institutional level to ensure that LGBTQ patients and their families feel welcome and safe coming to them for care. The care that individual health care professionals provide to patients and families is a bit like a clinic on an offshore island. The care provided on that island may be the best in the world, but if patients and families can't reach it, those health care professionals lose out on the opportunity to serve them. This chapter explains how to assess the structural integrity of an institution's bridge to LGBTQ patients, and how to extend and strengthen that bridge to reach, welcome, and serve LGBTQ individuals and their families.