

Wisconsin Nurses Association – Continuing Nursing Education Program
2020 APRN Pharmacology & Clinical Update
 COMPILED EVALUATION RESULTS
 Virtual ZOOM platform

Monday, August 17

Plenary Session 1

TITLE: Providing Inclusive Care for Lesbian, Gay, Bisexual, Trans, NonBinary and Queer+ Identities in Healthcare

PRESENTER: Willem K. Van Roosenbeek, BS, MS

Registered (8/11/20): 212 # Completed Evaluation: 206

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The presenter(s) demonstrated expertise in this content area.		156	49	1		
The information presented was relevant to my learning needs/practice situation.		116	65	22	3	
					YES	NO
Do you intend to make a change in practice based on what you learned in this session? Please explain:				139	67	
YES	<p><i>Able to use his information, for discussions</i></p> <p><i>Adjust my approach and sensitivity</i></p> <p><i>Although my practice is limited to longterm care, I will try to be more sensitive to the needs of LBGTNQI patients I may be caring for.</i></p> <p><i>Always updating my knowledge of inclusive language for LGBTQ patients. BIPOC is a new term for me.</i></p> <p><i>Appreciated awareness around addressing individuals and how they identify</i></p> <p><i>Appreciated his insight on how to address those who are not cisgender.</i></p> <p><i>As a provider I need to provide a safe space, ask appropriate questions regarding preferred pronouns, sensitively ask about sexual practices and counsel about appropriate screenings.</i></p> <p><i>Ask about preferred pronouns.</i></p> <p><i>Ask more questions on how a patient would like to be called and their preferred pronouns.</i></p> <p><i>Asking more direct questions about preferred pronouns and identity</i></p> <p><i>asking terms the person would like us to use. understanding current terminology.</i></p> <p><i>autonomy for all</i></p> <p><i>awareness of language</i></p> <p><i>Awareness of terminology and definitions of LGBTQ+ and how to utilize correctly</i></p> <p><i>Awareness of using pronouns.</i></p> <p><i>awareness, definitions and approaches</i></p> <p><i>Be aware of sexual orientation/preferences when caring for patients, look for information in Epic</i></p> <p><i>Be better at asking questions and using appropriate pronouns.</i></p> <p><i>Be more aware of pronoun use. Much information was brand new to me.</i></p> <p><i>be more aware of verbiage</i></p> <p><i>Be more cognoscente of pronouns patient would like to use</i></p> <p><i>Be more conscious about terminology.</i></p> <p><i>Be more open</i></p> <p><i>Be more sensitive to this culture of people. Thank you for the great information.</i></p> <p><i>Be sensitive to terms used - semantics - ask questions persons want to be addressed</i></p> <p><i>Becoming more aware of how I provide care for patients who identify as LGBTQ+ and become more comfortable in discussing their care with them.</i></p> <p><i>Being more aware of preferred pronouns.</i></p> <p><i>Being more aware of the terminology will help me communicate better with my patients.</i></p> <p><i>being more sensitive to the pronouns one prefers</i></p> <p><i>better listener without judgement.</i></p> <p><i>Better understand LGBTQ+ identities</i></p> <p><i>better understanding of all the definitions when it comes to this group of people</i></p> <p><i>better use of current terminology for history</i></p> <p><i>Continuing to learn</i></p> <p><i>Definitely pay more attention to gender pronouns!! Be a better resource by becoming more aware and knowledgeable of the needs of LGBTQ groups and providing inclusive quality care! By becoming more knowledgeable affords me an opportunity to share my knowledge with others to help mitigate the barriers often that are often seen among the LGBTQ community.</i></p> <p><i>Description of appropriate terminology was helpful.</i></p> <p><i>Don't be afraid to ask</i></p> <p><i>educate myself with more information r/t LGBT</i></p> <p><i>explained definitions will help me be more understanding, sensitive and supportive with my LGBTQ population</i></p> <p><i>Get to know the patient and gain more knowledge and understanding of the term.</i></p>					

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good information on a subject many lack experience in. Gave good examples on how to approach this population as well as resources available

Great information to know but not really applicable to my current work setting

Great presentation! This is an area that I feel I need more education in. This was helpful for a good beginning. Going through the terms was helpful.

Great reference tools.

Great session, thank you for including this information.

Having a better understanding of the correct terminology used within the LGBTQ+ Community will help me provide more sensitive and appropriate care of patients who identify within this community.

How to better address patients from the LGBTQ community and what may prevent them from seeking care.

I absolutely will take into account all of the recommendations regarding providing inclusive care and moving from the mindset of "ally" to "accomplice".

I am going to be more cognizant of appropriate terminology, and more sensitive when caring for trans patients in acute inpatient settings. I am more aware of the community.

I am more cognizant of the unique health concerns of this vulnerable patient population. I have always treated each individual with respect. However, this presentation helped me empathize more genuinely, understand pronouns and health care challenges.

I am more knowledgeable about the correct language to use in regards to this topic.

I did not know that language and use of homosexual is not considered appropriate. use of LGBTQ is more appropriate

I found it helpful to learn how to address issues

I found this very interesting. I plan to be more aware of different pronouns and I will be careful to not assume I know how one identifies themselves.

I have a better understanding of the use of pronouns and why it is important

I have a significant grouping of transgender, gay, and lesbian patients. I really appreciate learning more so that I can better care for them.

I have had a lot of training in the LGTBQ population already but have a much better idea of patients fears when seeking medical care now. And I can help to minimize these fears by having a more understanding mindset.

I have struggled in working with parents of youth who are not open or willing to accept their child's gender and sexual identify exploration. The significant impact on the child's mental health when families are so unaccepting can contribute to fatal outcomes. I have already been scouring the resources you provided and reached out to some of the agencies to see how I can become a greater ally to the children I serve.

I learned some new terms and will be thinking about different approaches to my patients.

I plan to be more aware and thoughtful in my use of appropriate terminology as well as ways to enhance the patient experience for LGBT patients.

I really appreciated the information about how to address differing people to provide inclusive care. I was not even aware of some of the terminology so it was all helpful

I will verify what pronouns my Transgender patients wish to be called.

I'm more familiar with some of the terminology used in the LGBTQ+ community so can incorporate those terms when providing care to patients of this population.

Improve my sensitivity towards this population.

Improving knowledge of things to simply be aware of and sensitivities to diverse individuals with significantly help me to provide individualized care to my patients.

increased awareness.

Increased communication awareness

Increased understanding of the LGBTNQ communities.

It was helpful to self reflect and understanding how I have inadvertently used micro aggressions when I intended to relate to a person.

Learned better ways to address individuals, in a more general way despite their orientation

Learned more of the language and reassured about freedom to ask questions.

Learned new word language for speaking in gender identity/

More aware of importance of language!

more sensitive as a provider

my awareness went thru the roof compared to before presentation. thank you!

My practice is in a skilled nursing facility and if in fact the need arises I will utilize the information as a tool to review.

Need to study up on all of the terms used.

No current or recent LGBTQ+ patients. Vocabulary was very helpful.

overall trying to be more sensitive to my use of pronouns - asking patient beyond their name what pronouns they prefer I use. Also reinforced to me that "words matter".

Pay more attention to patient self identification and getting familiar with terms.

Presenter gave good info and tips on how to address preferred pronouns which I will incorporate into my practice with patients. I found it helpful discussing gender identity and definitions.

proper terminology, better communication

Reminder to be mindful of pronouns and that the patient may have had negative healthcare experiences in the past, which likely affect current appointment.

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	<p><i>Review verbiage</i> <i>Staying more up to date with language as it changes -going to resources provided by speaker.</i> <i>Strategies to provide better care to LGBTQ population</i> <i>terminology was very helpful</i> <i>Terminology was very helpful so that I know the right terms when asking questions.</i> <i>The information and terminology provided was very helpful. Resources provided are also appreciated!</i> <i>Think carefully about language, patient approach, clinic design, etc. based on the information shared</i> <i>To be more aware of this population</i> <i>To be more aware. As health care providers, we should be treating all patients equally no matter their gender, sexual or whatever way they identify themselves.</i> <i>Use corrective terminology</i> <i>Use different terminology in the office clinic setting.</i> <i>Use in our cultural sensitivity project and in teaching care teams.</i> <i>Use of more appropriate addressing/ pronouns</i> <i>Very helpful to have newest definitions. Also nice to know we are all learning.</i> <i>Very useful info and helpful to care for patients in a better and more comprehensive manner. Ty</i> <i>We already have many things in place to ensure we are sensitive and inclusive in the needs of our patients. Did appreciate the resources.</i> <i>Will change my language to be more inclusive and to increase patient comfort.</i> <i>Work on properly addressing all patients based on their sexual orientation/identities</i></p>			
NO	<p><i>already doing it</i> <i>already using in practice</i> <i>BUT I think that this is an important topic that needs to be discussed and integrated into continuing education more. I see so much bias in clinical practice.</i> <i>I feel I provide safe care for everyone</i> <i>I practice in rural setting and the majority of my patients are over 65. I am open to learning new things and found this presentation to be informative but can't see me using this in my rural geriatric practice at this time.</i> <i>I think this solidified my practice</i> <i>Not currently practicing</i> <i>Reinforced current knowledge</i> <i>Retired. But the presentation was very helpful for raising awareness in everyday life and personal encounters - not just for professional practice purposes.</i> <i>Still confused about pronouns. I really appreciated the information, as I am seeing more transgender and binary patients.</i> <i>The info was very basic. Tech difficulties interfered with learning.</i> <i>There were a lot of technical difficulties, but the content was not specific for advanced practice nurses. I think most of us get this level of content covered in annual training for any institution</i> <i>Well done</i> <i>Will continue to treat all individuals with kindness regardless of their sexual orientation and/or gender identity recognizing that their biological sex may not be the sex that they identify with. I think that this session would have been more beneficial had it included information regarding some of the larger concerns that these patients present with instead of all of the "terms" that are common. I think that providers are aware of how to have appropriate and respectful conversations with patients and just overall did not feel that this particular presentation was as effective and empowering as it could have been. I did not attend the other breakout sessions regarding this topic and would potentially do so in the future regarding this topic as it is absolutely relevant in healthcare today.</i></p>			
			YES	NO
Did you notice any bias or promotion of commercial products in this presentation? If YES – please explain:			1	205
YES	gender identities			
Do you have feedback for the presenter(s)?				
<p><i>Appreciated the honest and personal story as well as content</i> <i>AWESOME PRESENTATION!</i> <i>Choppy internet</i> <i>Did a great job pushing through the technical difficulties. Good online presence and openness</i> <i>Excellent job.</i> <i>excellent presentation</i> <i>excellent presentation with great, updated information</i> <i>Excellent presentation.</i> <i>Excellent presentation. Very informative.</i> <i>Excellent presenter!</i> <i>Excellent speaker.</i></p>				

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Excellent.

Felt bad that there were technical difficulties.

Good job

Good presentation as general knowledge of just being a better friend, co worker and person, in addition to being a better clinician granddaughter just shared with us her LGBTQ status and we had long conversations that this does not change how we feel about her and to be open with us at any time. Open to discussion. Thanks for presentation.

Great Job!

Great presentation

Great presentation, very informative

Great presentation. We are fortunate to have your expertise at the conference. Thank you.

Great presentation. Would like to hear presenter talk again

Great speaker! Very knowledgeable and open.

Great Topic, and excellent presentation. A few computer glitches, otherwise great.

Helpful presentation

I enjoyed this presenter. Great engaging speaking style and able to present information in a way I will remember. Very relevant.

I found this presentation to be very informative. I really liked how the presenter shared his own gender identity, etc with the viewers. It made the presentation even better!!

I greatly appreciated your presentation and the personal insight you had to give to us. The information you presented is unfortunately not well known, and the medical and nursing community needs to do a better job. Thank you for speaking to us and educating us on how to better help our patients. I did not get enough information on this topic in my graduate studies.

I hope you practice using Zoom to become proficient if you are a lecturer at UW Madison. I realize this is a ""new"" format, but our students and cohorts have been using this for 6+ months now.

I think it would have been helpful to provide us with definitions of all the different gender expression and identity. This is so important to begin to understand this.

Important topic in healthcare. Thanks for sharing.

initial trouble with AV equipment caused presentation to get off to a rocky start

It would be helpful to provide specific examples of biases or discriminatory activities providers might inadvertently do. I hear that people are afraid to access care for fear of discrimination but don't know what that would look like. Also any information on providing medical treatment to those undergoing gender surgery or hormones would also be helpful.

many abbreviations

Nice job

Presenter did a great job.

Presenter struggled with presentation

Speaker was very knowledgeable. I'm sorry we ran into technical difficulties but power point provided is helpful.

such important information for all healthcare providers to know, hope you will be providing updates and more presentations in the future! superb.

Technical difficulties were distracting-not sure he could do anything about that. Would have been nice to include some specific health-related risks of the community-many providers feel men having sex with men are at higher risk of HIV but there are also other risks for different populations (i.e. increased BV in women sexually active with women, etc.)

Thank you for answering questions and presenting information that was relatable.

thank you for sharing

thank you for sharing

Thank you for sharing your journey and expertise

Thank you for sharing your knowledge

Thank you for your courage and sharing your knowledge with us,

Thank you for your talk!

Thank you for your time and expertise! This is an area that admittedly, I need more training.

Thank you very much for being very generous with your delivery of well-needed topic.

Thank you!

Thank you! Such important information & well presented!

Thank you! I probably would have not attended this session unless it was plenary. I learned a lot

Thank you, appreciate you sharing your expertise.

Thank You.

Thank you.

Thank you.

Thank you. very good presentation.

Thanks for sharing a little of your personal story. Your knowledge helped me to better understand some of the terminology used within this community.

Thanks for sharing with us!

Thanks for the presentation!

Thanks Will for sharing your personal and professional experience. sorry about the technology challenges; I experience them too.

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The host hit the nail on the head...You are generous! Thanks for that and for providing readily applicable information that I can take immediately to the bedside as a provider. For the host and tech support: Too concerned about the power point slide presentation/tech issues. The presenter was handling it just fine and your over-emphasis served as a disrespectful distraction.

The presenter was informative

there was no focus on health care specifically. would love to hear more to guide my practice, but the general social norms discussed were helpful.

This presentation just had way too many lists in the early part of the presentation for anyone to actually remember what is appropriate.

The last portion of the presentation was much better.

This was very helpful. Thank you!

Too much time spent on terminology which is always changing.

Unfortunately with the current situation of zoom presentations there were a few technical issues that arose that then delayed the presentation and the entire presentation was unable to be completed in the allotted time frame. If this were to happen again I would recommend to the presenter to continue with the presentation as all attendees had access to the handouts prior to the lecture and could follow along on their own.

Valuable presentation!

Very compassionate person.

Very difficult subject. I care for all people and strive to give the best to all. Not sure this added a lot of value to my practice.

Very good speaker- Good information for anyone to know so that I don't offend anyone by using incorrect terms.

Very interested and important.

Very nicely done!

Yes. It would have been even better if the slides were working correctly.