

Efforts to Create an LGBTQs Friendly Hospital

Yukako Tanabe (Kubota)¹⁾, Saki Kobayashi¹⁾, Tsukasa Hashimoto¹⁾, Seiji Inokuchi¹⁾,
Atsushi Nishiyama¹⁾, Etsuji Kawamata¹⁾

1)Kofu Kyoritsu hospital HPH promotion committee

Relation to HPH

Contributing to the provision of equitable health care services to people with conditions that violate their human rights.




Raising awareness of health issues among staff.

Background and Objectives

LGBTQs is a general term for sexual minority parties. They are reported to exist at a rate of 1.6 - 10.0%.

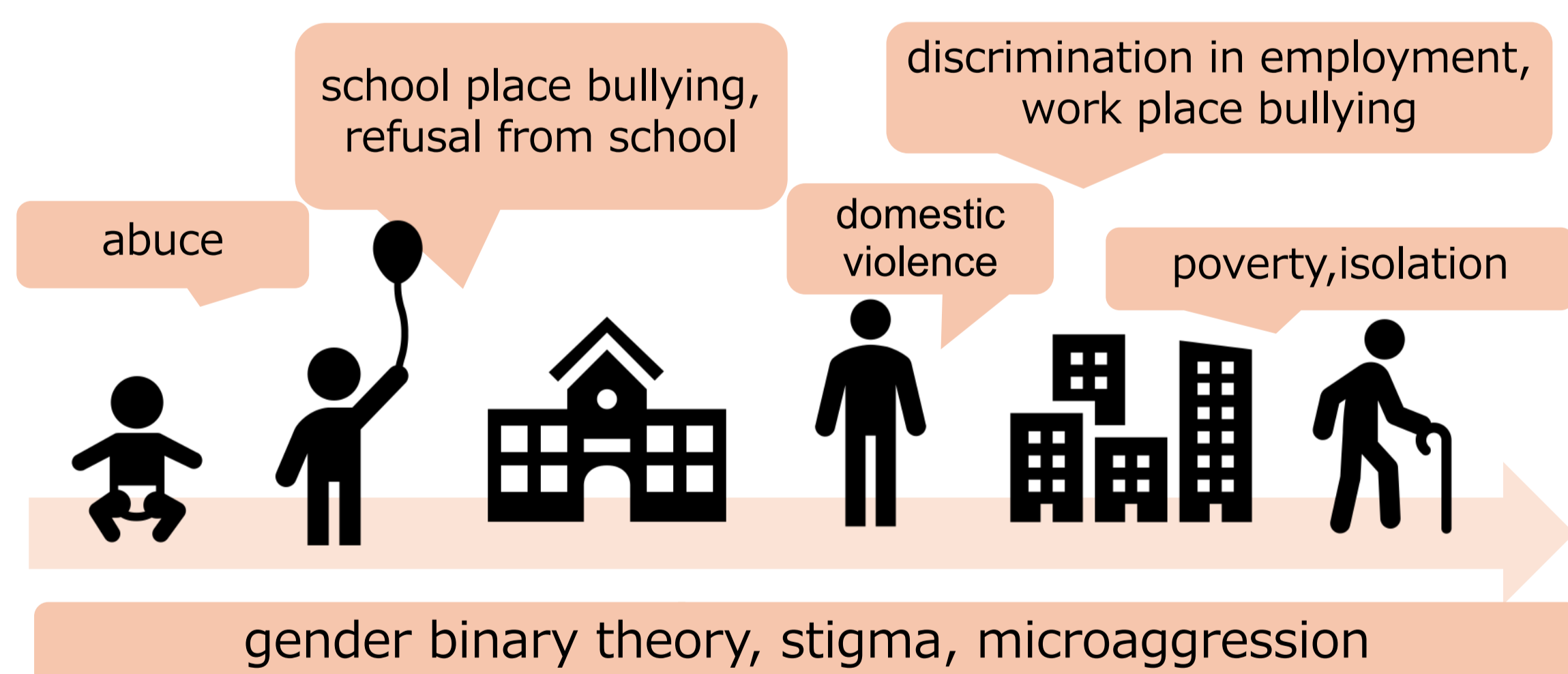
| | |
|--------------------|---|
| Lesbian | Persons whose gender identity is female and whose sexual orientation is female. |
| Gay | Persons whose gender identity is male and whose sexual orientation is male. |
| Bisexual | Persons who sexually or romantically attracted to more than one sex or gender. |
| Transgender | Persons whose gender identity is different from the gender they were thought to be when they were born. |
| Questioning | Persons in the process of determining their sexual orientation and/or gender identity |
| Queer | Persons who are not heterosexual or are not cisgender. |
| s | Represents a variety of sexuality. |

LGBTQs are exposed to various health risks.

| | | |
|---|--|--|
| <p>Sexually Transmitted Diseases</p>  <p>HIV hepatitis B virus gonorrhea Chlamydia syphilis</p> | <p>Mental illness</p>  <p>depression self-harm suicidal thoughts Substance Use Disorder (alcohol, drug, tobacco)</p> | <p>Malignant tumor</p>  <p>anal cancer cervical cancer</p> |
|---|--|--|

On the other hand, LGBTQs tend to avoid seeking medical care.

The above facts are related to various difficulties that LGBTQs persons have experienced from childhood. And the ignorance of the medical profession has led to further distancing LGBTQs persons from medical care.

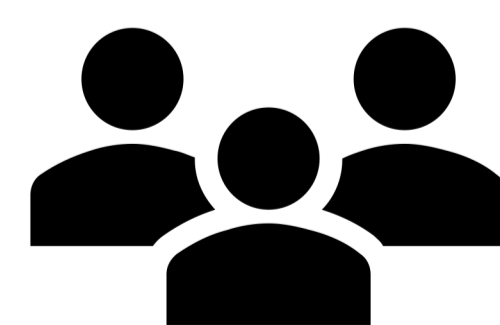


We report that we have made various efforts to make Kofu Kyoritsu hospital LGBTQs friendly hospital.

Methods Interventions

In May 2023, we formed project team for making LGBTQs-friendly hospital within the Health Promoting Hospital Promotion Committee.

The team examined and implemented what initiatives were required to become an LGBTQs-friendly hospital, referring to the efforts of other hospitals.



Results

Effort 1

Project team and volunteer organized a study group. The group included several medical professions, for example, physicians, nurses, medical clerk. We learned basic knowledge about LGBTQs using literature and materials.



Effort 2

Project team have developed and distributed a behavioral guideline for employees that describes how to deal with LGBTQs persons. And we made a document to hospital users that clearly states that our employees do not discriminate based on gender identity or sexual orientation.

甲府共立病院 LGBTQs 当事者に対する職員行動指針

- 患者・職員問わず、「目の前にいるのは LGBTQs 当事者かもしれない」という気持ちを持つ
- 患者のセクシャリティを見た目や名前を決めつけない
- 性行歴など、得られた情報に対して批判的な発言をしない
- 患者のセクシャリティが分からない場合、できる限り「パートナー」「保護者」という言葉を用いる。「彼女・彼氏・妻・夫・父・母」という言葉は、患者本人が用いない限り使わない。「ホモ・レス」という言葉は差別的な意味合いが含まれるため、使わない

多様性の尊重を目指す病院として

甲府共立病院は、性的指向及び性自認に関わらず、1人1人の人権が尊重され、多様な生き方や価値観を認め合い、誰もが自分らしく生きることができる社会の実現を目指します。そのために次のことを進めてまいります。

- 性自認・性的指向で差別しないための職員教育を行います
- どんな方でも受診しやすい診療環境を整えます
- 性自認・性的指向を推測せず、ジェンダー中立な言葉を使います
- セクシュアリティに関して守秘義務を守ります
- 患者・利用者の皆さまからフィードバックができるシステムを整えます。
- ご意見箱やトイレ個室内のQRコードアンケートからご意見をお寄せください。
- 地域の多様なリソースと繋がり、必要に応じて患者さまに紹介します。

2024年〇月〇日 病院長 小西利幸

Effort 3

Project team held workshops for hospital staff. During the workshop, we asked participants to consider "what obstacles they would face in using this hospital if they were an LGBTQs person".



Conclusion / Lessons Learned

We were able to work on raising awareness of LGBTQs among hospital staff including ourselves. Issues related to LGBTQs are highly individualized and complex. We need to continue to learn more and improve our systems.