

GLMA Nursing Summit 2014

Organization Climate Workgroup

What is Organization Climate?

- Climate= “The prevailing trend of public opinion or of another aspect of life.”
- The prevailing trend of opinions within the organization around LGBT health, LGBT Equality, LGBT cultural competence/sensitivity, and diversity.
- Every organization has its own climate and sub cultures.
- Climate is impacted by geography, people, type of organization, service provided, and many other factors

What does Organization Climate Change look like for the GLMA Nursing Section:

- A political campaign – the “bumper sticker”- to create awareness
- Using our positive message as door opener to “pave the way” for other work group action items
- The Nursing Section/Summit will necessarily lead by example to advance wide-spread climate change in LGBT Healthcare/Nursing

Who are Organization Climate Stakeholders?

- Patients
- Families
- Hospitals
- Long Term Care
- Home Care
- Healthcare clinics/private practice offices
- Insurance companies
- Health Systems
- Nursing Professional Organizations
- ? Other health professional organizations (interdisciplinary approach)
- Schools and Colleges of Nursing
- Diversity Leaders (healthcare and non-healthcare)
- Community organizations
- Faith leaders
- School systems and educators
- Accrediting Organizations and regulators- TJC, OCR, CMS, etc.
- The peopleproject.com and other civil rights organizations

What are the Challenges to organization climate?

- Long time/tenured employees/faculty
- Resistance to change and new perspectives
- MDs and Medical Staff are not on board/leading by example
- Every “group” speaks a different language—there is no true “universal” language spoken in healthcare

- Discrimination continues to exist—both implicitly and explicitly
- There is a lack of awareness of the discrimination against LGBTQ people
- There is a “shyness” about talking about anything related to “sex”
- Curriculum change is needed- health professionals do not learn LGBT health/cultural competence
- Nursing organizations are not united; they disagree on many key points
- There is no support network for LGBTnurses who are discriminated against. (who to call, what to do)
 - Example: “You don’t have any family, you can work the holiday.”

What do we want Organization Climate to look like?

- Strong leadership commitment to LGBTQ Equality and demonstrated interest in understanding LGBTQ health and healthcare issues.
- Strong intersectionality among professions, disciplines, and other demographics- e.g. race, ethnicity, language, religion, etc.

What are our proposed Action Steps?

- Craft our Public Message/PSA/Bumper Sticker
 - Creative/Catchy phrase—“We are queer and we are here.” “Life Gets Better Together” --
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- Craft Fact Sheet about Assessing and Creating a positive Organization Culture for LGBT Equality
- Inform Key Stakeholders
 - Share Public Message/PSA/Bumper Sticker
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- Engage Key stakeholders -- Prioritize the list—consider speciality nursing organizations, magnet designation oversight, Baldrige Award, ASSHRA, identify any “low hanging fruit” and easy wins—include engagement of both people and organizations
- Identify conferences/meetings/opportunities to engage stakeholders; be present, offer education
 - Non- LGBT conferences and meetings
- Develop a plan for effective transformation –
 - Target Deans and Directors of specialty healthcare professional organizations
 - propose addition of LGBT curriculum and competencies in order to achieve specialty licensed and/or certified in healthcare .
- Define responsibilities
- evaluating how the existing organization’s culture might positively or negatively influence the change that needs to take place—and then working to adjust the culture, as needed, so that it supports the change.

Education and Training workgroup

Statement: improve the health of LGBTQI, by advancing education and training... across...