

**2022 YAVAPAI
LGBTQ+
HEALTHCARE
ACCESS
SURVEY**

**REPORT
AND
RECOMMENDATIONS**

**PREPARED BY
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Community Health
Services**



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What is Yavapai Pride in Our Health?

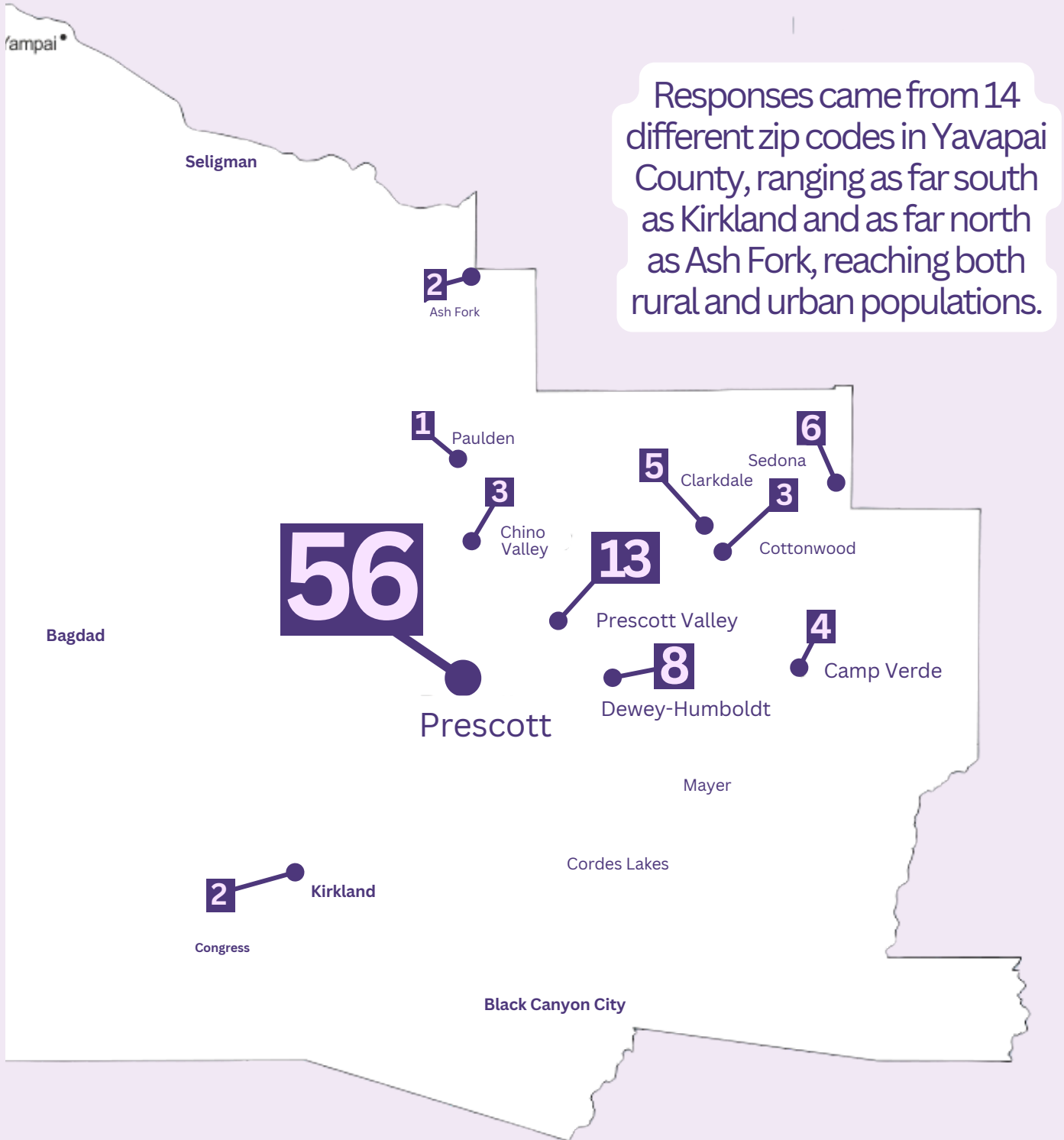
Yavapai Pride in Our Health is a program of Yavapai County Community Health Services directed at increasing access to quality care for all individuals, regardless of sexual orientation or gender identity (SOGI). YPOH provides resources to the lesbian, gay, bisexual, transgender, queer/questioning, and others (LGBTQ+) community on how to find a competent healthcare provider. YPOH also maintains a partnership program with local healthcare facilities and providers to identify culturally competent and sensitive providers committed to providing the highest quality care to all people, including sexual and gender minorities.

Survey Methods

A quantitative cross-sectional survey was used to collect data via Survey Monkey between November 7th, 2022 and January 6th, 2023. A sample of individuals who identify as LGBTQ+ and reside in Yavapai County, Arizona was recruited via social media, in-person outreach, and The Prism Network newsletter. For the purposes of this survey, respondents are defined as LGBTQ+ if they identified themselves as a gender identity other than cisgender, a sexual orientation other than heterosexual, or a combination of both. Qualified respondents completed an online survey of 22 questions. Respondents were offered incentives to respond, courtesy of the Prism Network. Several responses were screened out based on zip code being outside of Yavapai County, responses from the same IP address, duplicate responses, or determined to be bot-generated based on written responses. After screening, 121 responses remained.

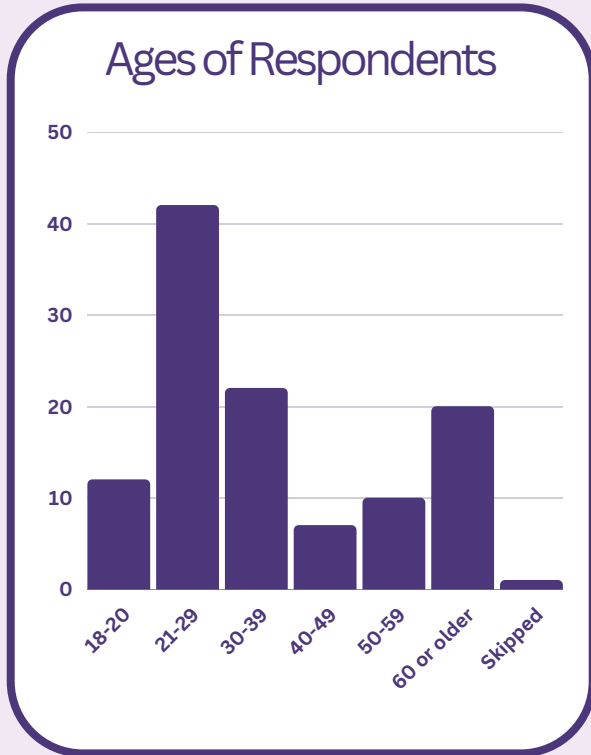
Thank you to the Prism Network for supporting this project.

Areas Represented in the Survey

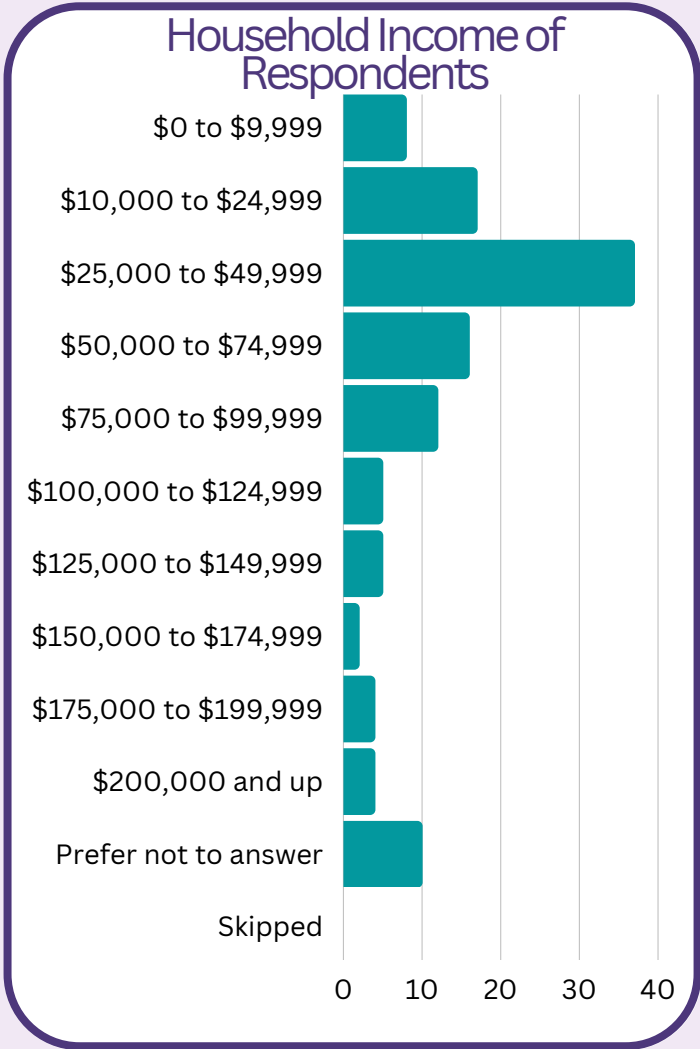


Map of Yavapai County

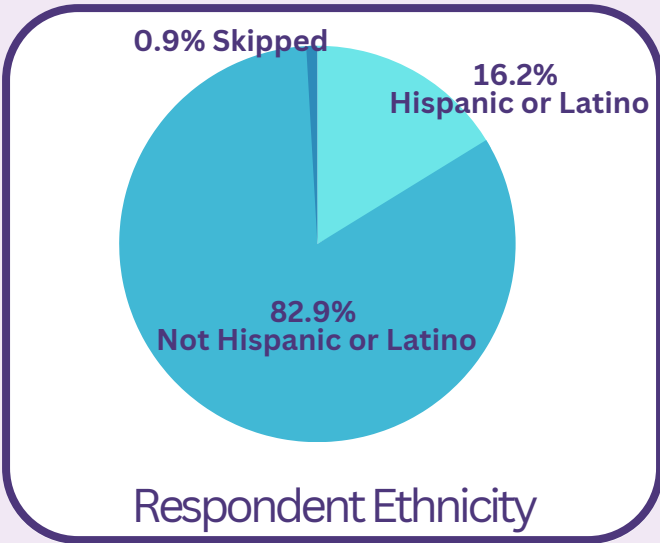
Respondent Demographics



17% of survey respondents reside in a household with at least one child age 17 or under.



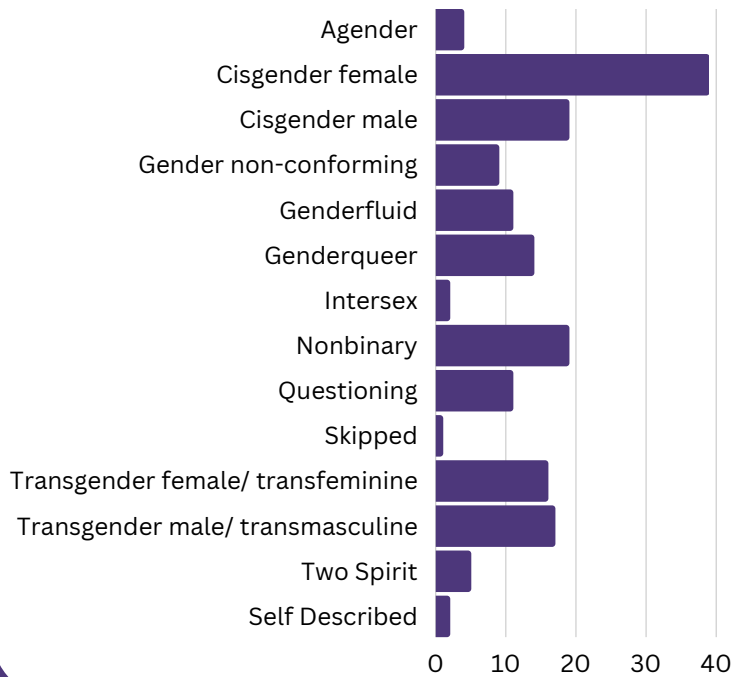
58% of survey respondents hold an associate degree or higher.



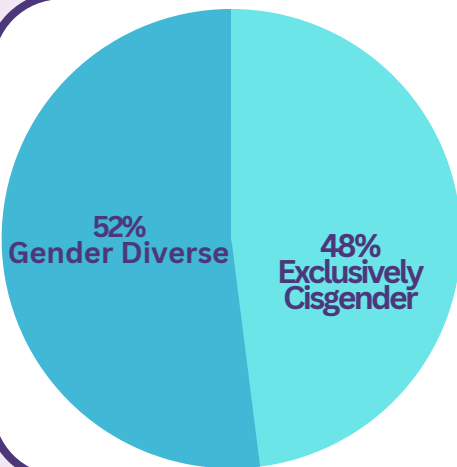
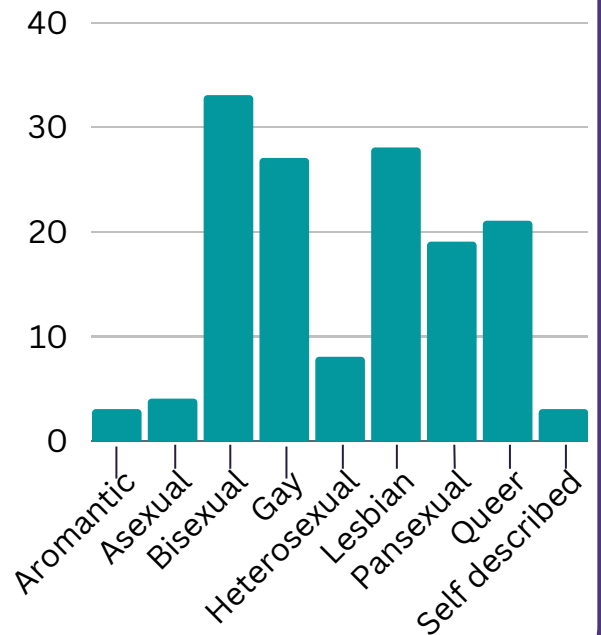
73% of survey respondents are employed and 15% are retired.

Sexual Orientation and Gender Identity

Gender Identity



Sexual Orientation



Gender Diversity
of Respondents

62% of gender diverse
respondents identify as
transgender.

Terminology:

SO/GI: Sexual orientation and gender identity.

Sexual orientation: Refers to a person's physical, romantic, and/or sexual attraction towards another person.

Gender identity: Refers to a person's internal sense of their gender.

Cisgender: A person whose gender identity and sex assigned at birth correspond.

Transgender: A person whose sex assigned at birth and gender identity do not correspond.

If you have any specific questions about any of the identities listed, please visit hrc.org/resources/sexual-orientation-and-gender-identity-terminology-and-definitions or contact PrideInOurHealth@yavapaiaz.gov for more info.

Healthcare Experiences

“ Because of some of these past experiences, worrying that my doctors and therapists might be queer-phobic is a huge fear that I have [...] I am afraid that people will say ignorant things to me, give me false information, or treat me differently if they find out I'm not straight. Having these fears [...] led to me delaying getting set up with a PCP for months, so there was some delay in care for issues that needed to be dealt with. ”

“ I'm terrified of going to an OBGYN in my current area, and the fear is terrifying given current health concerns[...]I have outright had to make the decision to not go to a doctor because I cannot travel far and I don't believe I'll receive the care I need as a transgender person. ”

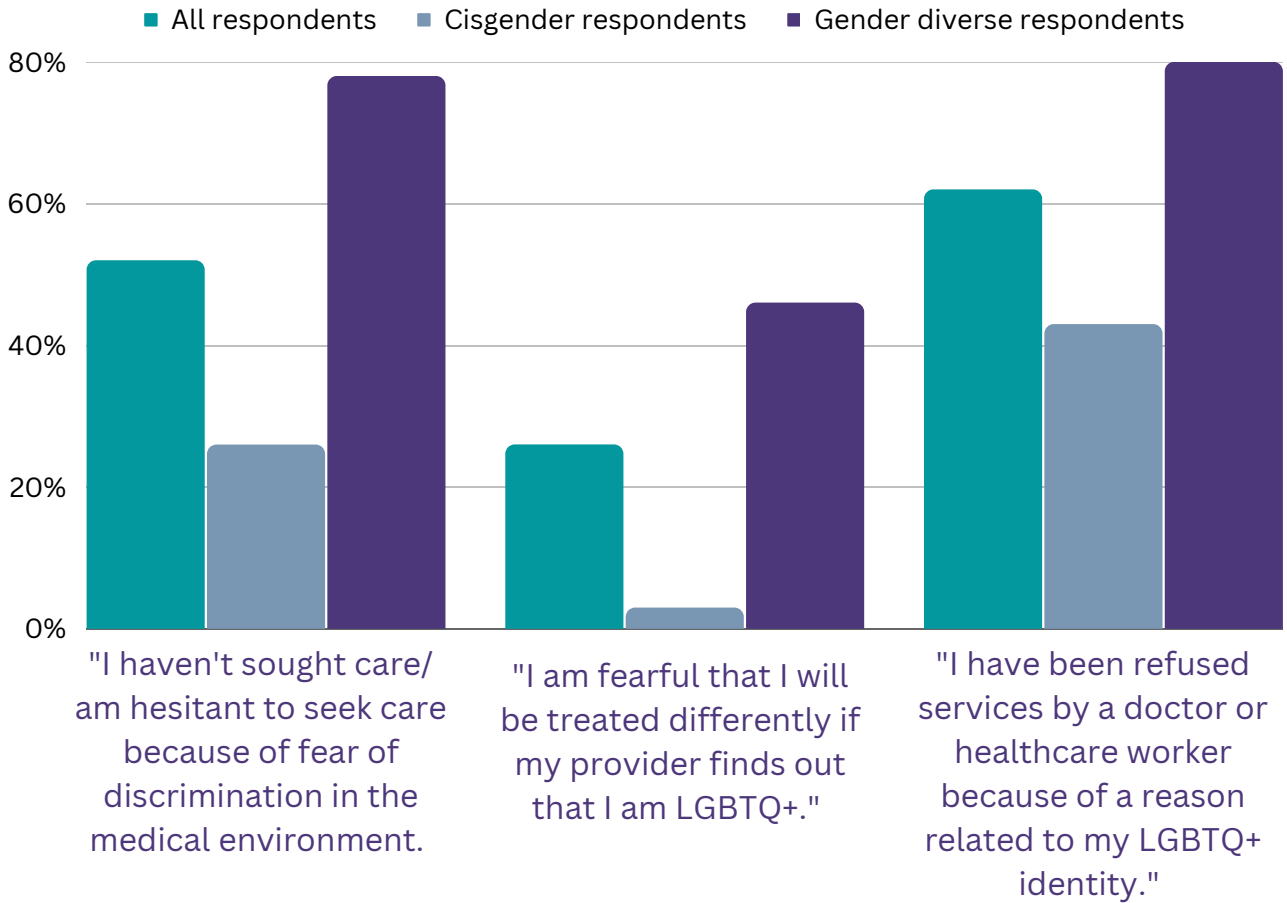
62% of all respondents said they agree or somewhat agree **they have been refused care due to their LGBTQ+ identity.**
When looking at just gender diverse respondents, that number jumps to **80%.**

“ I don't always tell my healthcare providers I am queer and none of them know I am questioning my gender. ”

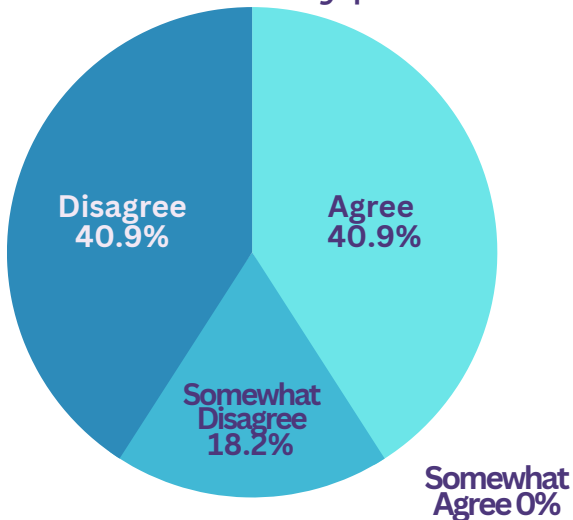
“ [I was] denied medical care and accused of lying while trying to get help for a genuinely concerning issue [...] I was told more than once that **‘we don't assist with personal medical agendas’** as well as **‘we can't help people like you’.** ”

“ We have to use healthcare professionals in Phoenix because several local pediatricians have shamed us [...] and that was very painful. ”

% of respondents who agree or somewhat agree with the following statements



"I receive gender-affirming healthcare from my provider"*



*Data only includes gender diverse respondents

Only 1 in 4 respondents feel accepted and safe with their provider.

17% of all respondents and **23%** of all gender diverse respondents **do not seek care.**

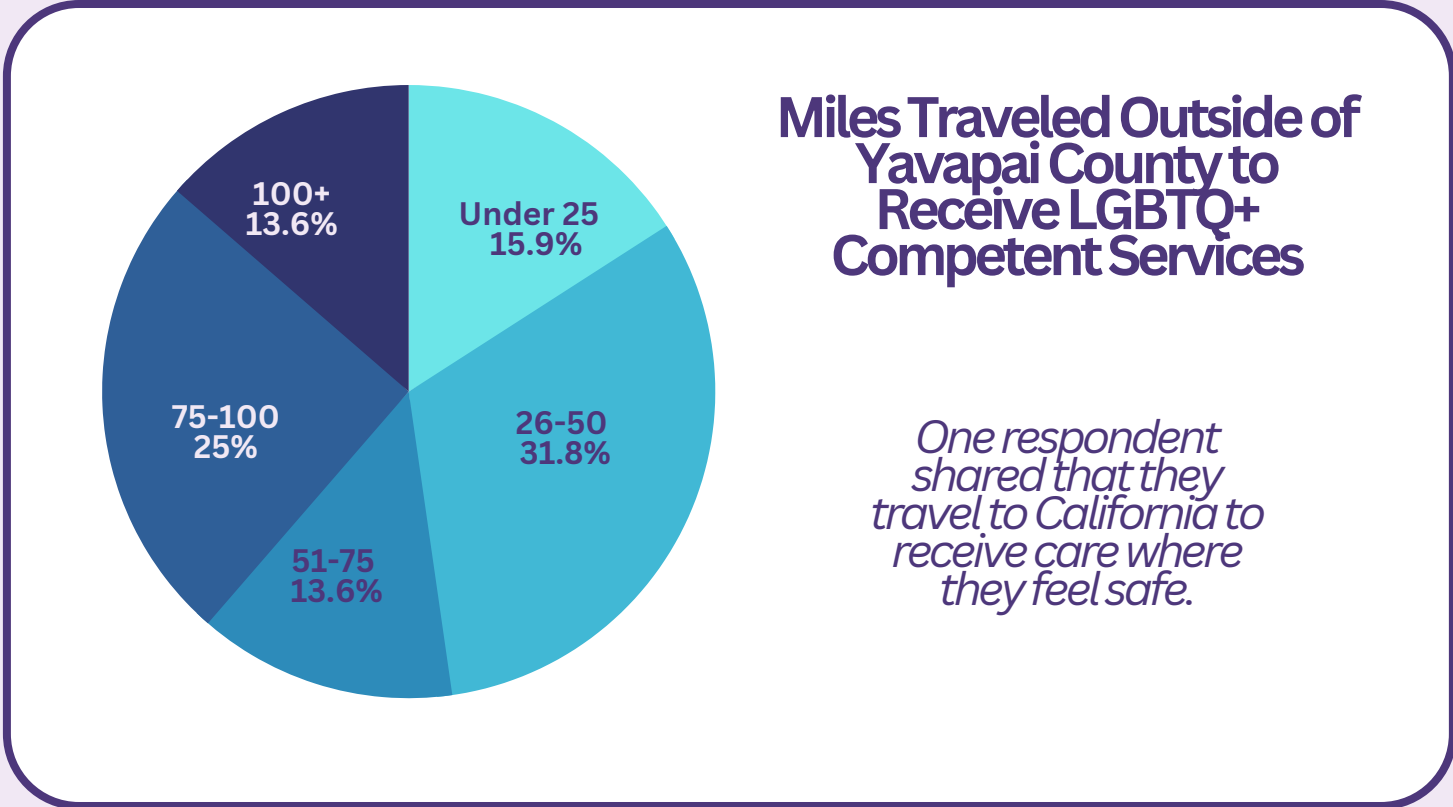
Healthcare Access

73%
of all respondents agree or somewhat agree they **do not know how to access healthcare professionals who are adequately trained to deliver healthcare to LGBTQ+ people.**

44% of all respondents either **seek medical care in another county or online instead of in-person in Yavapai County.**

84% of all respondents have medical insurance.

83% of all respondents have access to reliable transportation.





Recommendations for Healthcare Professionals

1. Provide Visual Cues

Include visual cues in your office or waiting area that communicate to patients that your practice is an inclusive space. You can do this by posting a non-discrimination policy, brochures about LGBTQ+ health risks, or magazines with LGBTQ+ imagery.

2. Take a LGBTQ+ Course or Training

There are numerous free and paid trainings, webinars, conferences, and online training modules available to get up to speed on LGBTQ+ health disparities and learning how to communicate with this diverse and unique population. Contact PrideInOurHealth@YavapaiAZ.gov for a list of recommended trainings to find one suited to your organization's needs.

3. Collect SO/GI Data

Collect SO/GI data such as sex assigned at birth, name on health insurance, chosen name, pronouns, and sexual orientation on intake forms. At the minimum, you can introduce yourself with your pronouns to your patients and ask them for theirs, too.

4. Hire LGBTQ+ staff and allies

Hired staff should represent the values of the organization. Additionally, having LGBTQ+ staff members makes LGBTQ+ staff members make patients feel safer.

5. Join Yavapai Pride in Our Health

Not sure where to start? Is your practice already inclusive of the LGBTQ+ community, but you don't have many LGBTQ+ patients? We have you covered. Apply to be a Pride Provider with Yavapai Pride in Our Health or reach out to PrideInOurHealth@yavapaiaz.gov for more information.

Remember, it's about progress, not perfection. Members of the LGBTQ+ community do not expect their provider to know everything about the nuances of their identity, only to be treated with respect, have their unique experiences acknowledged, and to be given the same quality care as all other patients.

