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HFHS Departments Office of System Diversity, Equity and Inclusion

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*Free CME Training in LGBTQ Patient-Centered
Care*

HEI LGBTQ Patient Centered Care Training Opportunity

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Henry Ford Health System (HFHS) is committed to advancing diversity, equity, inclusion and social justice within the workplace and within the communities we serve. As part of this commitment, team members have an opportunity to take free online training courses designed to help health care professional expand their knowledge base and better understand how to care for the lesbian, gay, bi-sexual, transgender, and queer (LGBTQ) community.

This training is also part of the broader plan to extend unconscious bias training to a larger portion of the organization.

What is unconscious bias?

Unconscious biases are social stereotypes about certain groups of people based on race, ethnicity, age, gender, sexual orientation, disability, religion or other characteristics that individuals form outside their own conscious awareness. Unconscious bias creates blind spots that can narrow our thinking and influence how we encounter others. In the workplace, unconscious bias can affect recruitment efforts, job advancement and even an organization's culture. In health care, it can negatively impact service excellence and patient care.

LGBTQ patient-centered care training opportunities

The Human Rights Campaign is America's largest civil rights organization working to achieve LGBTQ equality, is offering free training modules to help individuals better understand and care for the LGBTQ community. The training is available through The Center for Affiliated Learning (the CAL) and National LGBT Health Education Center.

This opportunity offers continuing medical education (CME) credits and has the added benefit of helping each participating Henry Ford hospital qualify for the Human Rights Campaign Healthcare Equality Index (HEI) Award. To meet the training requirement, a facility must complete a minimum of 50 hours of LGBTQ patient-centered training approved for HEI credit.

The Center for Affiliated Learning (the CAL) (<http://bit.ly/CALRegister>)

The CAL provides numerous interactive, self-paced and thought-provoking courses including:

- An Introduction to Your LGBTQ Patients.
- Expanding LGBTQ Cultural Competency.
- LGBTQ Patient-Centered Care: An Executive Briefing.

National LGBT Health Education Center (<http://www.lgbthealtheducation.org/>)

This option offers more than 50 webinars on a variety of LGBTQ health topics and online learning modules that are eligible for CME credit including:

- Healthcare for Transgender and Gender Diverse People
- Affirming LGBT People through Effective Communication
- Achieving Health Equity for LGBT People
- Caring for LGBTQ Youth in Clinical Settings

See the [login guide](https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_CAL.pdf) (https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_CAL.pdf) for the CAL and the [guide](https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_National_LGBT_Health_Education_Center_Webinars_%28New%29.pdf?_ga=2.29708346.44904606.1578956623-1923493249.1578335567) (https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_National_LGBT_Health_Education_Center_Webinars_%28New%29.pdf?_ga=2.29708346.44904606.1578956623-1923493249.1578335567) for the National LGBT Health Education Center for sign in instructions.

Team members can take any or all of the modules available. The more modules completed, the more hours each Henry Ford hospital receives toward the required 50 hours (per hospital) to qualify for the HEI Award.

Here's how to get started

- Click on these links to access HEI approved training modules. This allows you to receive CME credit and gives HFHS credit for your work.
 - (<http://bit.ly/CALRegister>) **The Center for Affiliated Learning (the CAL)** (<http://bit.ly/CALRegister>)
 - Review the CAL [login guide](https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_CAL.pdf) (https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_CAL.pdf)

- Use the CAL Security Keyword: [REDACTED]
- (<http://www.lgbthealtheducation.org/>) **National LGBT Health Education Center** (<http://www.lgbthealtheducation.org/>)
 - Use this _
 (https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_National_LGBT_Health_Education_Center_Webinars_%28New%29.pdf?_ga=2.29708346.44904606.1578956623-1923493249.1578335567) **guide**
 (https://assets2.hrc.org/files/assets/resources/How_to_Register_for_The_National_LGBT_Health_Education_Center_Webinars_%28New%29.pdf?_ga=2.29708346.44904606.1578956623-1923493249.1578335567) for sign in instruction
- When registering, enter your HEI Facility ID number:

Facility ID	Account Name
[REDACTED]	Henry Ford Wyandotte
[REDACTED]	Henry Ford Macomb
[REDACTED]	Henry Ford Hospital
[REDACTED]	Henry Ford Allegiance
[REDACTED]	Henry Ford West Bloomfield

- If you do not work at one of the sites listed, pick the site of your preference. HEI facility IDs are only available to hospitals. HAP, Community Care Services, System Support Services and Behavioral Health Services team members can still participate by selecting any above listed Facility ID.
- Then, begin taking courses that interest you.
 - HEI will count all training hours completed before **August 31, 2021**

If you need assistance accessing the training, email hei@hrc.org (mailto:hei@hrc.org).

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ESR (http://esr.hfhs.org/)	Policy Search (https://henryford.policystat.com:443/)	News & Events (/news)	View All Departments (/Pages/hfhs-Departments.aspx)	Culture (/initiatives/hfhstransformation/Pages/cultur-and-purpose-interior-page.aspx)
Halo Clinical Communication (https://secure.dochalo.com:443/)	Policy Search (HAP Users) (https://henryford.policystat.com:443/)	Central Market/HF Allegiance (/allegiancehealth)		HFHS Transformation (/initiatives/hfhstransformation/)
Helios-Epic (/departments/heliosepic)	COVID-19 Policies (https://henryford-all.policystat.com/?It=TM84xOWB-dRdRaEaeSvsrK&next=/policy_search/%3Fq%3Dcovid%2B19)	North Market (/northmarket)		Operating Model (/initiatives/hfhstransformation/Pages/operamodel-page.aspx)
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Laboratory User's Guide (eLUG) (http://pathology.hfhs.org/lug/index.htm)	Search Tutorial (/documentcenter/_layouts/15/DocIdRedirect.aspx?ID=3NCDE7CPVWCX-2-17097&hintUrl=Business+Units+Departments/PolicyStat+Search+Tutorial.pptx)	HF West Bloomfield Hospital (/westbloomfield)		System Redesign and Transformation (/initiatives/hfhstransformation/Pages/srt-interior-page.aspx)
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On Call Schedules (http://mcweb840a/amcom/amcomweb)		HF Behavioral Health Services (/behavioralhealthservices)		
Opioids and Pain Management (/initiatives/opiatereduction)		HF Community Care Services (/communitycareservices)		
OTTR (https://ottr.hfhs.org:443/)				
Physician Communication (/departments/physiciancommunicationresources/Pages/Overview.aspx)				
Procedure Verification (MedHub)				

(<https://hfhs.medhub.com:443/functions/jcaho/index.mh>)

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(</departments/systemradiologyproductline/Pages/Overview.aspx>)

[RL - Risk/feedback](#)

(</departments/qualityandsafety/Pages/RL->

[Risk-Feedback-Reporting-](#)

[Process.aspx](#))

[Syngo Web Portal](#)

(<http://rhwwb700a.corp.ds.hfhs.org/sdportal>)

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