



FACTORS AFFECTING RESILIENCE AMONG LGBT HEALTHCARE PROFESSIONALS

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LEARNING OBJECTIVES

1. Identify key barriers to healthy and supportive work environments for LGBT healthcare professionals;
2. Identify opportunities for creating institutional support for LGBT colleagues;
3. Advocate for systemic change to support LGBT colleagues.

INVITATION

- Eckstrand L, Potter J Eds. *Trauma, Resilience, and Health Promotion for LGBT Patients: What Every Healthcare Provider Should Know*. In press
 - Resilience Development among LGBT Health Practitioners

RESILIENCE

- Bounce back from adversity, resist illnesses under adverse conditions, and function in stressful circumstances
- Stems from social support and resources in communities
- Hope and Optimism

Kwon. (2013) Pers Soc Psychol Rev. 17(4):371-383.

Mereish & Poteat. (2015) Psychol Sex Orientat Gend Divers. 2015 Sep;2(3):339-344

Zautra, Hall, Murray. (2010) Resilience: A new definition of health for people and communities. In: Reich JW, Zautra AJ, Hall JS eds Handbook of Adult Resilience. New York, NY: Guildford.

JOY IN WORK

Human Needs Wellness + Meaning	Design	Leaders	Pebbles	Commensality	Habits
Appreciation/Goals		★	★	★	
Equity/Autonomy	★	★	★	★	
Physical Health/Safety	★	★			★
2 nd Victim Support	★	★	★		★
Camaraderie	★		★	★	★
Psychological Safety	★	★	★	★	

Swensen, Kabcenell, Shanafelt. Journal of Healthcare Management. 61:2 105-127 March/April 2016

WORK STRESSORS

- Heavy workload; lack of control over the workload
- Time pressures
- Multiple roles
- Human pain and suffering

McCann et al. (2013). International Journal of Wellbeing, 3(1).

LGBT WORK STRESSORS

- Invisibility
- Loss of referrals
- Fear of being outed
- Overt discrimination or hostility towards LGBT
- Fear of being fired

Perkovich & Veuthy. (2014) Synapse UCSF Student Voices [internet]. Jul 31
Dhalilwal et al. (2013). BMC Research Notes, 6, 154.
Eliaison et al. (2011). Journal of Homosexuality, 58(10), 1355-1371.

ADDRESSING A RESEARCH GAP

- Standardized resiliency scale (Brief Resilience Scale; Smith et al, 2008)
- Common experiences of LGBT health professionals in the workplace drawn from the research literature
- Socio-demographic & workplace/discipline characteristics.
- Open-ended questions about negative/positive experiences in the workplace and respondents' management of them.

BRIEF RESILIENCE SCALE

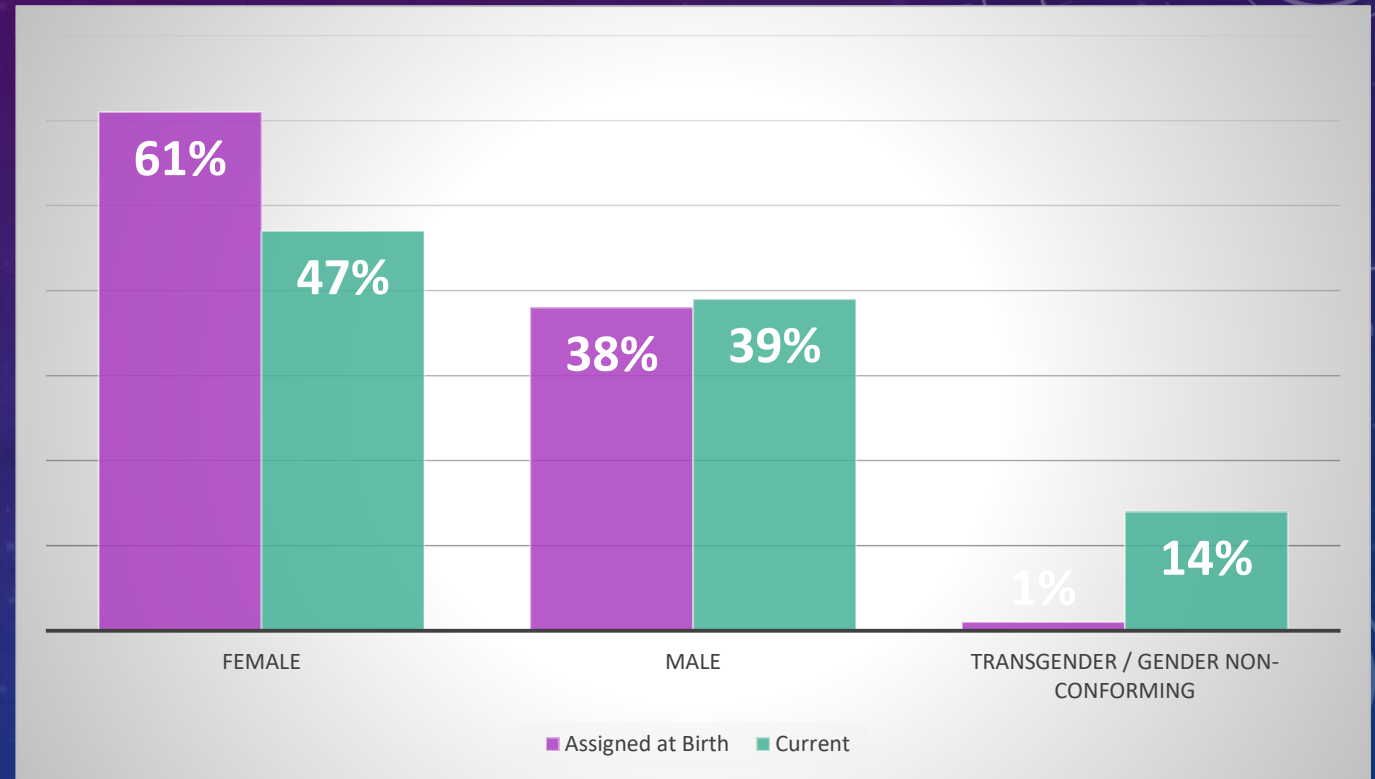
- Three positively worded items on the scale.
- Each statement was rated from 1 (strongly disagree) to 5 (strongly agree).
 - I tend to bounce back quickly after hard times
 - It does not take me long to recover from a stressful event
 - I usually come through difficult times with little trouble.

STUDY SAMPLE

- 277 healthcare providers solicited for online survey via GLMA newsletter, professional networks, and snowball sampling.
 - Age 18-74 (mean 38)
 - Medicine (n = 118); nursing (n = 84); and others (PA, mental health professionals, pharmacists, PTs, etc)
 - 22% were students, 14% residents/interns, 3% postdocs, and the rest practicing providers
 - 42% terminal degree (MD, PhD, JD, etc), 28% master's degree, 28% bachelor's degree

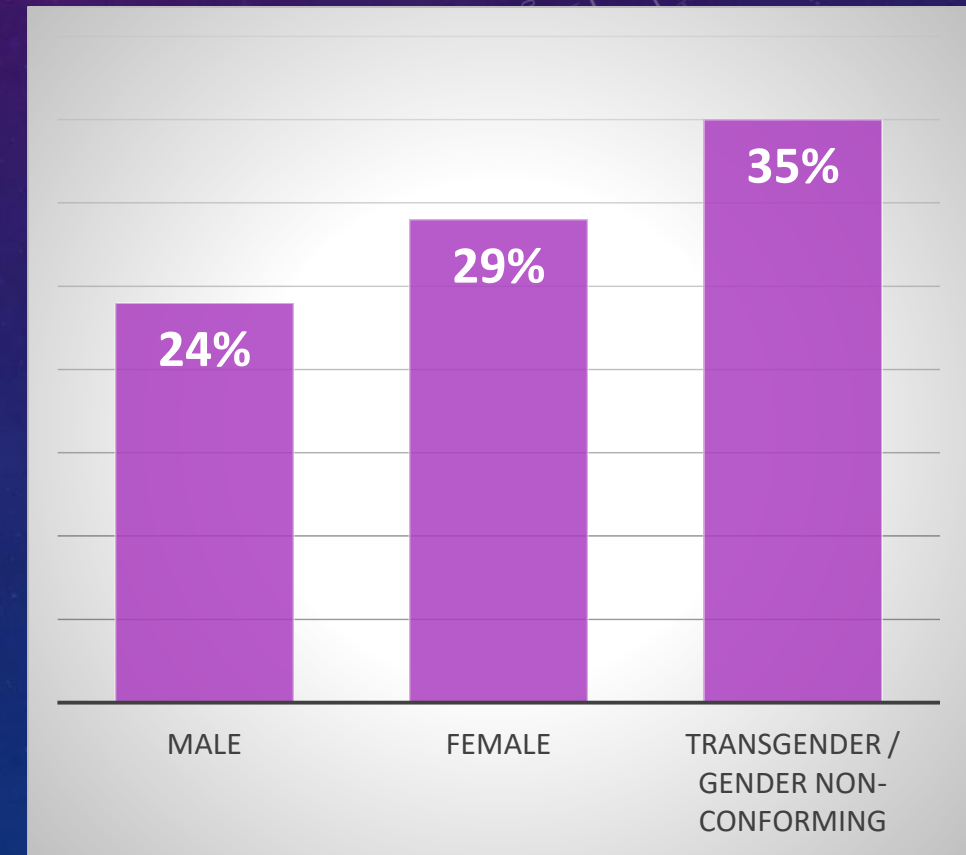
SAMPLE CHARACTERISTICS

- 80% white
- 14% transgender / gender non-conforming
- By sexual identity:
 - 62% lesbian/gay;
 - 10% bisexual;
 - 10% heterosexual;
 - 18% other (queer, genderqueer, other terms)



LOW RESILIENCE

- Using cut-off score indicating neutral or low resilience, 25% of the sample was low in resilience
 - By sexual orientation
 - 23% lesbian / gay
 - 35% heterosexual
 - 5% bisexual
 - 24% of “other”
 - By profession:
 - 21% medicine
 - 28% nursing
 - By current gender identification



LOW VS HIGH RESILIENCE

Characteristic	Low Resilience (n=53)	High Resilience (n=175)
Mean age	39.2 (12.5)	37.3 (11.7)
Number of years in job	5.1 (5.8)	5.8 (7.2)
% White	76%	80%
Current Gender Identification: *		
Female	29%	71%
Male	14%	86%
Transgender/Gender nonconforming	35%	65%
% in urban area	59%	73%
Job Satisfaction * (higher score = more satisfied)	1.6 (0.6)	2.0 (0.8)
% dissatisfied with their job *	12%	4%
# LGBT positive events at work *	8.1 (2.6)	7.3 (2.5)
# LGBT negative events at work *	28.8 (8.4)	30.9 (6.2)

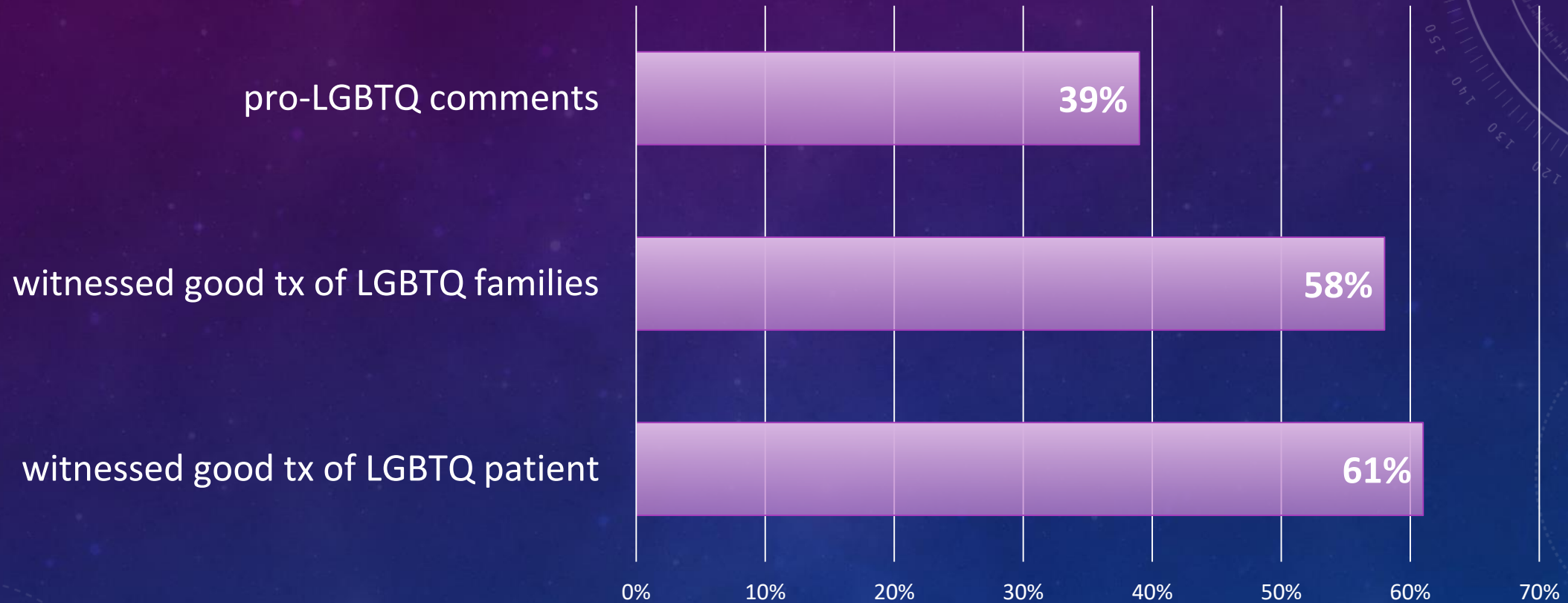
AGENCY POLICIES

Statement	Yes	No	Don't Know
Nondiscrimination policy includes sexual orientation	71%	4%	16%
Nondiscrimination policy includes gender identity	46%	14%	31%
Setting has welcoming and inclusive climate	70%	24%	7%
Setting has LGBT events	50%	43%	7%
Setting has LGBT Advocacy group	53%	36%	11%
Setting has LGBT social group	49%	40%	11%
Institution has benefits for same-sex partners	53%	20%	26%
Institution has employee LGBT training	36%	41%	23%

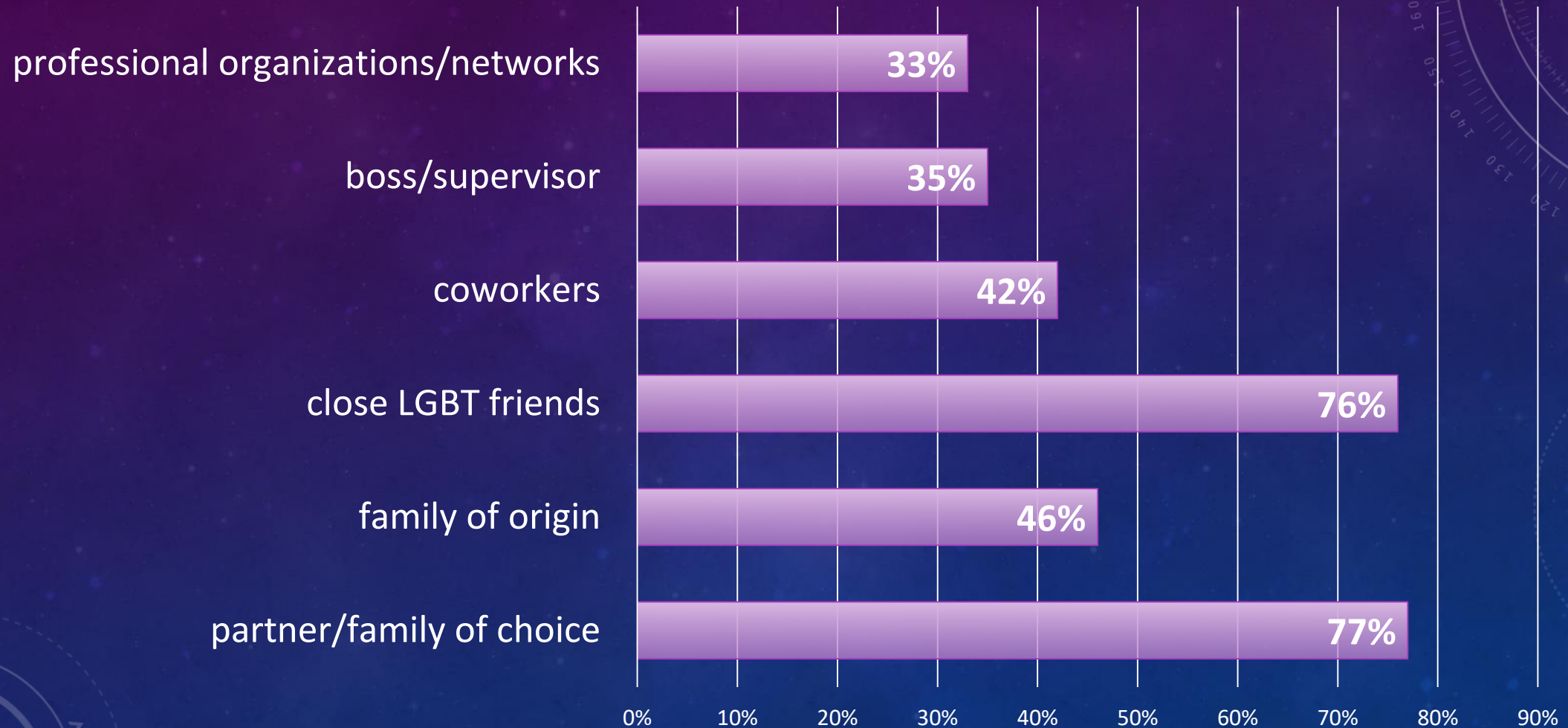
STRESS IN THE WORKPLACE



POSITIVE EVENTS IN WORKPLACE



WHO PROVIDES SUPPORT AGAINST STRESS?



LOW VS HIGH RESILIENCE

Characteristic	Low Resilience (n=53)	High Resilience (n=175)
Overall work-related stress * (higher scores = more stress)	75.1 (15.6)	67.3 (19.3)
LGBT-work related stress *	50.6 (25.3)	27.8 (27.5)
Stress has affected mental health % yes *	71%	45%
Stress has affected physical health *	42%	16%
Stress has affected job satisfaction *	63%	42%
Stress has adversely affected relationships with coworkers *	67%	44%
Stress has affected job promotion/loss of job *	31%	17%
Stress has affected burn out *	60%	31%
Sum of stress-related problems *	15.6 (3.6)	14.5 (3.8)

COMPARISON ACROSS FIELDS

Variable	Medicine (n=137)	Nursing (n=84)	Other (n=56)
Current gender identity: *			
Female	39%	62%	46%
Male	50%	23%	40%
Trans/gender nonconforming	11%	16%	14%
Mean Age (SD) *	34.9 (11.0)	41.0 (12.2)	39.5 (12.6)
People of color *	25%	10%	29%
Identified as L, G, or B	71%	76%	71%
Stress related to LGBT issues	30.2	30.4	28.7
Not satisfied with their job/education	4%	9%	6%
Workplace is welcoming and inclusive	55%	27%	18%
Out to most/all coworkers	77%	71%	80%

PARADOX

- Providers lower in resilience actually had more favorable work environments with more LGBTQ inclusive policies, but self-reported more stress and more adverse consequences of stress.

LIMITATION

- Sample size did not allow for enough power to study effects of ethnicity, occupation, age, and sexual/gender identification, although those who identified as gender queer/queer and trans reported the lowest levels of resiliency.
- Lack of cisgender, heterosexual comparator group

NARRATIVE FINDINGS

- Positive events
 - Pro-LGBT comments
 - Appropriate treatment of LGBT patients and families
- Unacceptably high levels
 - Discriminatory policies
 - Workplace harassment
 - Differential treatment

FUTURE WORK

- Is resilience an inborn personality trait or determined by the environment?
- Some suggestion that the more forms of oppression one has, the more likely they may be low in resilience.
- Interventions need to be at multiple levels:
 - Systematic changes in society to lessen stigma
 - Institutional changes in workplaces to increase knowledge of LGBTQ issues
 - Interpersonal changes in employees to make local level workplaces welcoming and inclusive
 - Individual interventions to build/increase resiliency

OPPORTUNITIES

- **Societal/Public Policy**

- Employment non-discrimination

- **Organizational**

- Policies inclus
- New hire orie
- Appropriate n
- Adequate fac



Hopkins president: Marriage equality is good for business

Ronald Daniels says Question 6 will make Maryland more competitive for institutions like his

November 01, 2012 | By Ronald J. Daniels

Jessica Hallett

Harvard Medical School LGBT Office, Office for Diversity Inclusion and Community Partnership

Greater Boston Area | Higher Education

Current Harvard Medical School

Previous Simmons College, The Municipal Art Society of New York, The New Orleans Institute for Resilience and Innovation

Education Simmons College - Simmons School of Management

OPPORTUNITIES

- **Community Factors**

- Community support can compensate for
- Buffers negative consequences of discrimination

- **Individual Factors**

- Disclosing sexual identities fosters social

THE OUTLIST

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May 2, 2013

[Welcome to the Johns Hopkins OUTList.](#)

This list is just one representation of the value that Hopkins places on diversity within the University. But it represents more than acceptance and tolerance. This list is about supporting, embracing and encouraging the diversity of individuals who contribute to Hopkins's mission and excellence. It is our aim that the list will be a means of community-building for Hopkins students, faculty, staff and trainees. Please scroll down to learn more about the site.

Warm regards,



Meyer (2013). Psychol Sexual Orient Gender Diversity. 1(S):3-26.
Zimmerman et al. (2015). American Journal of Community Psychology, 55, 179-190.
Shilo et al. (2015). American Journal of Community Psychology, 55(1-2), 215-27.

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