



# LGBTQ+ Elder Care: Building All-Embracing Person-Centered Healthcare

40% of LGBTQ+ adults 45-plus say their healthcare providers don't know their sexual orientation. Lifelong fear of discrimination affects their long-term health.

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LGBTQ+ Aging Cultural Competency

# Who We Are

[SAGE](#), established in 1978, is America's oldest and largest non-profit dedicated to improving LGBTQ+ older adults' lives. SAGECare is a social enterprise, educational and consulting division of SAGE.



## Pioneering Advocacy

Over 45 years of leadership in LGBTQ+ aging issues, services, and elder support.



## Expanding Reach

SAGECare now delivers vital education and consulting services throughout the US and Canada.



## SAGECare

Our SAGECare social enterprise empowers healthcare providers to meet unique LGBTQ+ elder needs.

**SAGECare's mission:** Equip service providers with essential tools to create truly all-embracing environments for LGBTQ+ older adults.

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# Our Clients

## Hospitals & Health Systems

Comprehensive education for all staff levels



## Long-Term Care & Hospice

Compassionate Residential and End-of-life care education



## Health Insurance & Networks

Inclusive policies and communication



## Skilled Nursing & Home Healthcare

Person-centered care approaches



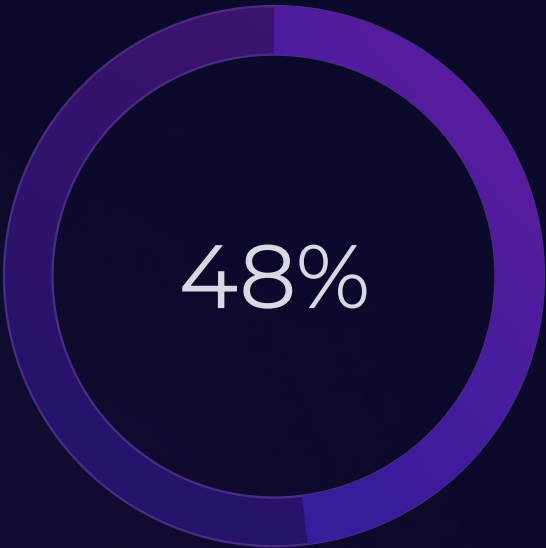
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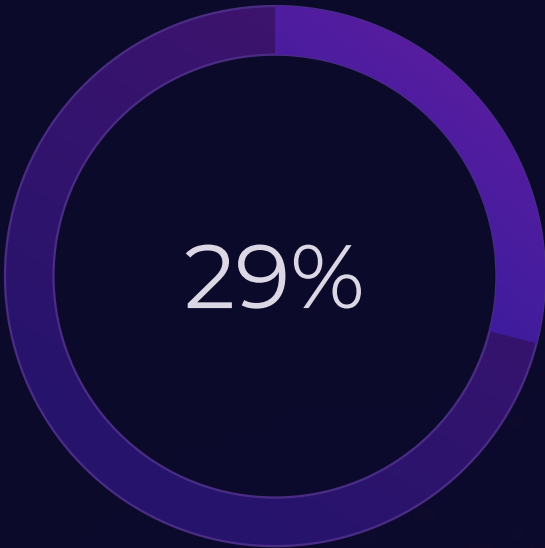
# The Silent Divide in Healthcare Access

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## Social Isolation

45% of LGBTQ+ older adults report feeling a lack of companionship and 48% feel socially isolated.



## Higher Risk of Cognitive Decline

LGBTQ+ older adults more likely to report cognitive decline than their cisgender or heterosexual peers.



## HIV/AIDS

54% of Americans living with HIV are 50+ years old and at a higher risk for diabetes, hypertension and stroke.



## Delayed Care

Nearly 1-5 LGBTQ+ older adults did not seek care for health concerns in the past year.



# What Our Clients Have to Say



## **SAGECare Live Management Training:**

A great, insightful training... I've been working in DEI 13 years, and this was one of the best, if not THE best training, that I've attended. [Our team's] feedback was unanimous—we are excited to continue down this road, being stewards of this work. We all have a hand in it." – Parker Suddeth, Director of Culture and Belonging, Broadmead Lifeplan Community, Maryland



**100% of clients polled would recommend SAGECare's education courses to another organization.**



## **SAGECare eLearning:**

"I love how engaging the content was and the website was very user friendly! I really appreciated the interviews in the training. And the historical perspective and timelines. It was well done. I look forward to my renewal training next year!" - Kelly Strazzeri, Quality Assurance & Project Manager Lionheart Eldercare & Consulting

# The Wellness Gap



## Mental Health

LGBTQ+ elders experience up to 3x higher rates of depression, anxiety, and social isolation compared to their heterosexual peers.



## Chronic Conditions

Elevated rates of HIV, cardiovascular disease, and diabetes mean that clinicians must be alert and attuned to assess risks and develop care plans accordingly.



## Trauma-Informed Care

Lifetime exposure to discrimination and prejudice creates unique psychological needs, calling for healthcare providers with specialized cultural competency.

These profound disparities result from decades of institutional barriers and discrimination. Most healthcare providers lack essential training to address these nuanced and complex health challenges.

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# Addressing Health Disparities



## Education

Knowledge of diverse sexual orientations and gender identities



## Communication

Respectful, affirming language across all touchpoints



## Environment

Creating safe spaces in clinical and long-term care



## Quality Metrics

Tracking quality care, ease of access, patient experience, and clinical outcomes through HEDIS\*, CAHPS\*\* scores, and CMS Quality Ratings.

\*Healthcare Effectiveness Data and Information Set

\*\*Consumer Assessment of Healthcare Providers and Systems





# Core Components of LGBTQ+ Elder Focused Education



## **Person-Centered Care Training**

Staff learn appropriate terminology and historical context affecting LGBTQ+ elders' healthcare experiences.



## **All-Embracing Communication**

Techniques for creating safe conversations and using affirming language that respects diverse identities.



## **Environmental Assessment**

Evaluating physical spaces and policies to ensure they provide a warm and welcoming environment.



## **Business Case Integration**

Connecting LGBTQ+ inclusivity to \$4.7 trillion global purchasing power and to improved quality metrics.

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# What can you do starting TODAY?



## Starting Today

- Try not to assume that everyone is heterosexual or cisgender.
- Expand your definition of family.
- Use LGBTQ+ affirming language.
- Listen carefully to concerns and desires.



## Over the Next Month

- Commit to inclusive person-centered care.
- Understand legal protections and respect relationships.
- Connect people to all-embracing community resources.



# SAGECare Training Solutions

## SAGECare Training Formats

On-demand, live, in-person, and train-the-trainer programs available for all staff levels.

## Comprehensive Education

Inclusive communication, clinical considerations, and family support for LGBTQ+ patients.

## Consulting Services

Facility assessments, policy review, advisory and communication advice, and expert programming support.

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# Connect With SAGECare Today



## Schedule a Discovery Chat

Learn how our educational courses can benefit your organization and the LGBTQ+ elders you serve.



## Improve Patient Outcomes

Strengthen engagement, achieve quality benchmarks, and deliver all-embracing care.



## Organizational Excellence

Demonstrate accountability and prepare staff to serve a growing population.

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