

Appendix 1

Patient Qualitative Interview Guide

Thank you for taking the time to meet with me today. My name is _____ and today I'd like to talk with you about your experiences with healthcare and your perspective on providing sexual orientation and gender identity information. First, I'd like to hear about your understanding of the phrases sexual orientation and gender identity. When I ask about sexual orientation, what does that mean to you? [When I talk about sexual orientation, I am referring to someone's attraction sexually or romantically to specific genders or sexes. For instance, heterosexual, bisexual, and homosexual are all sexual orientations. A person's gender identity, however, refers to a person's psychological identification as male or female. For example, male, female, and transgender are all types of gender identities. Transgender people are people who experience or express their gender differently from what they have been assigned at birth.] Please remember that you are free to discontinue the interview at any time and can decline to answer any question.

I. Previous Perceptions of SO/GI Information Collection

Interviewer: First, I'd like to ask you about your prior experiences with healthcare settings.

1. Have you ever received care in an emergency department? Please describe.
2. Have you ever been asked directly about your sexual orientation and your gender identity in the ED – verbally, via a form, or otherwise? Please describe. What did you think about this? (Explore positive and negative aspects and ways to improve the process of gathering this information).
3. In a situation where you were not directly asked, and where you did not provide this information, how likely is it that the ED healthcare providers were aware of your SO/GI?
 - a) Why do you think the provider made this assumption?
 - b) Physical characteristics?
 - c) Presence of partner?
4. How would you feel if you were directly asked about your SO or GI? (Especially for cis-gender/heterosexual participants)
5. Have you ever been asked directly in the ED about your relationship status (married, single, etc.) – verbally, via a form, or otherwise? Please describe. What did you think about this? (Explore positive and negative aspects and ways to improve the process).
6. Have you ever been asked directly about your sexual behavior (for example, being asked if you have sex with males, females or both) compared to your sexual orientation (for example, whether you identify as lesbian, gay, bisexual, or heterosexual)? Would you prefer being asked about your sexual behavior or your sexual orientation? Why?
7. Have you ever not provided SO/GI information to a health care provider?

- a) In the ED?
- b) Other health care settings?
- c) Why?

8. Have you ever experienced discrimination in the ED because of your SO/GI? Were there any experiences in the ED where you felt that providers ignored you or offended you because of your SO/GI?

9. Have you ever delayed care for a health problem because you did not want to disclose SO/GI information to a provider? Have you ever specifically avoided an ED for the same reason?

10. Have you ever been asked directly about other sensitive patient information, such as your income, religion, domestic violence, in the ED – verbally, via a form, or otherwise? Please describe.

- a) What did you think about this?
- b) Do you perceive SO/GI information to be different from these other types of information?

11. In what ways was SO/GI relevant to your care?

- a) Can you provide an example of a positive event that occurred related to your SO/GI?
- b) Can you provide an example of a negative event related to your SO/GI?

12. In what ways has your SO/GI been relevant to care experiences in other healthcare settings (for example, in the primary care office)?

- a) Can you provide an example of a positive event that occurred related to your SO/GI?
- b) Can you provide an example of a negative event related to your SO/GI?

13. Have you ever felt obligated to reveal your SO/GI during any medical encounters? Was this due to a misunderstanding or assumption by someone in the healthcare setting?

II. Barriers and Facilitators to Collecting SO/GI Information

Interviewer: These next questions ask about different ways to collect information about sexual orientation and gender identity in emergency departments.

1. What are the benefits of health care providers in the ED knowing information about patient sexual orientation?

- a) What are the risks of health care providers in the ED knowing information about patient sexual orientation?

2. What are the benefits of health care providers in the ED knowing information about patient gender identity?

- b) What are the risks of health care providers in the ED knowing information about patient gender identity?
3. What concerns would you have about providing SO/GI information in the ED?
4. How would you feel about family members, friends or partners who accompany you to the ED providing your SO/GI information on your behalf in the event that you are unable to provide this information yourself?
5. Do you feel safe providing SO/GI information in the ED?
- a) What characteristics of the physical space in which you provide this information help you to feel safe?
- b) What characteristics of the provider who is collecting this information?
6. What are some things that make it difficult to feel comfortable providing information about SO/GI?
- a) What characteristics of the physical space would help you feel more comfortable? What characteristics of the provider? Is there anything a provider could do that would make it more comfortable?
7. In what ways is privacy a concern in providing sexual orientation and gender identity information?
- a) What would help you to feel that your privacy has been protected?
- b) Are you concerned about SO/GI information being recorded in the electronic medical record once disclosed to a provider?
8. Do you think that ED providers are prepared to discuss issues about your SO/GI?
- a) What would ED providers need to know to provide better care?

III. Preferred Means for Collecting SO/GI Information

Interviewer: I'm going to describe to you a few possible ways to collect this information. For each one, please tell me your thoughts.

1. Probes for each - interviewer describe, then ask first thoughts, positive aspects, negative aspects, how to improve or make this method most comfortable for each:
- a) Paper form? (Describe a paper and pencil form that includes demographic information such as name, birthdate, address, race, ethnicity, SO/GI, etc.)
- b) Fill in this information online on a computer? (Describe a similar format of form as above, but specifies that the information is entered electronically on a computer or tablet at registration)
- c) Enter information into an EMR app (e.g. MyChart)? (Describe a portal that can be accessed from home with computer or smartphone where information can be entered into one's own electronic record.)

- d) Verbally asked by ED doctor? (Describe a doctor asking about SO/GI as part of a social history.)
- e) Verbally asked by ED nurse? (Describe a nurse asking as part of general intake questions along with past medical history, past surgical history, medications, allergies, etc.)
- f) Verbally asked by a registrar in the ED? (Describe the person sitting at front desk when you enter the ED collecting the information along with name, birthdate and chief complaint.)
- g) Other ways you might suggest?

2. What would be your preferred option for providing SO/GI out of the above examples?

a) Why would this be better for you than the others?

b) If this option were implemented today, how would you make it your “ideal” way of asking SO/GI?

3. Were there any other topics you expected to discuss that we did not cover today? Do you have any other comments?

Thank you so much for your time; we really appreciate all of your responses.

IV. Demographic Information

1. What is your race?

- Black or African-American
- White or Caucasian
- Asian
- Multiracial
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander

2. What is your ethnicity?

- Hispanic/Latino/Latina
- Not Hispanic/Latino/Latina

3. Do you identify as:

- Male
- Female
- Female-to-Male/Transgender Male/Trans Man
- Male-to-Female/Transgender Female/Trans Woman

- Genderqueer, neither exclusively male nor female
- Intersexed
- Other (please specify)
- Decline to Answer (please explain why)

4. What sex were you assigned at birth?

- Male
- Female
- Decline to Answer (please explain why)

5. Do you identify as:

- Lesbian, gay, same gender loving, or homosexual
- Bisexual
- Straight or heterosexual
- Asexual
- Queer
- Something else
- Don't know

6. What is the highest level of education you have achieved:

- Did not graduate high school
- Graduated high school
- Some college
- Graduated college
- Graduate level degree
- Something else

Provider Qualitative Interview Guide

Intro: Thank you for taking the time to meet with me today. My name is _____ and today I'd like to talk with you about your experiences with healthcare and your perspective

on collecting sexual orientation and gender identity information. First, I'd like to hear about your understanding of the phrases sexual orientation and gender identity. When I ask about sexual orientation, what does that mean to you? When I ask about gender identity, what does that mean to you? [When I talk about sexual orientation, I am referring to someone's attraction sexually or romantically to specific genders or sexes. For instance, heterosexual, bisexual, and homosexual are all sexual orientations. A person's gender identity, however, refers to a person's psychological identification as male or female. For example, male, female, and transgender are all types of gender identities. Transgender people are people who experience or express their gender differently from what they have been assigned at birth.] Please remember that you are free to discontinue the interview at any time and can decline to answer any question.

I: Previous Perceptions of SO/GI Information Collection

Interviewer: First, I'd like to ask you about your prior experiences with patient sexual orientation and gender identity information in the emergency department setting.

1. What have been your experiences with lesbian, gay, bisexual and/or transgender (LGB and/or T) patients in the ED?
 - a) Can you recall any patient care encounters where you became aware that your patient identified as LGBT?
 - b) In what circumstances do you usually become aware that a patient identifies as LGBT?
 - c) Have you worked in any other ED or healthcare setting? Have your experiences differed with LGBT patients at different places of healthcare employment?
2. Can you provide an example of a patient encounter where your understanding of the patient's SO/GI was helpful or contributed to the quality of care?
3. Can you provide an example of a patient encounter where perhaps there was a misunderstanding related to a patient's SO/GI, or perhaps the patient was upset about issues pertaining to SO/GI?
 - a) Have you ever witnessed discrimination against LGBT patients?
4. Have you ever directly asked a patient about SO/GI information in the emergency department? Please describe. (For example, "What is your sexual orientation? What is your gender identity?")
 - a) Have you ever collected information in the ED about a patient's relationship status? Please describe.
 - b) Have you ever collected information in the ED about a patient's sexual behaviors? (For example, "Do you have sex with men, women or both?")
 - c) Have you ever asked patients how they prefer to be addressed or what pronouns the patients use to refer to themselves?

5. Have you ever collected other relatively sensitive information such as race, ethnicity, income, occupation, domestic violence screening, fall risk? How does this compare or differ with SO/GI?
6. Has a patient ever provided SO/GI information? Why?
7. Have you ever inferred a patient's SO/GI? (Based on relationship with accompanying person, nature of chief complaint, appearance)
8. Have you ever recorded SO/GI information in the electronic medical record?
9. In what ways is patient sexual orientation relevant to your provision of health care?
10. In what ways is patient gender identity relevant to your provision of health care?

II. Barriers and Facilitators to Collecting SO/GI Information

Interviewer: These next questions ask about different ways to collect information about sexual orientation and gender identity in emergency departments.

1. What are the benefits of health care providers in the ED knowing a patient's sexual orientation?
 - a) Please consider benefits to the individual patient and benefits to the population. Remember that we are talking about collecting SO/GI from all patients routinely. Why might this be helpful to an individual patient? Why might this be helpful to physicians or researchers?
2. What are the benefits of health care providers in the ED knowing a patient's gender identity?
 - a) Please consider benefits to the individual patient and benefits to the population. Remember that we are talking about collecting SO/GI from all patients routinely. Why might this be helpful to an individual patient? Why might this be helpful to physicians or researchers?
3. Anytime we implement a new method or procedure in healthcare, certainly there may be concerns or risks in doing so. What are the risks of health care providers in the ED knowing a patient's sexual orientation?
4. What are the risks of health care providers in the ED knowing a patient's gender identity?
5. What personal concerns do you have about collecting sexual orientation and gender identity information in the ED?
6. What are some things that make it difficult to feel comfortable collecting information about SO/GI?

a) What would help you feel more comfortable? (Probes: setting of the ED; characteristics of patient; relevance to healthcare need.)

7. How is your workflow affected by collecting SO/GI information? How could this be integrated into your workflow?

8. In what ways could patient privacy be a concern in collecting SO/GI information? What would help you to feel that patient privacy had been protected?

9. How inclusive and sensitive do you feel the emergency department setting is for lesbian, gay, bisexual, and transgender patients? (For example, does your ED have brochures for LGBT patients, trainings for ED providers, rainbow pins on white coats, etc.).

10. Have you ever received training or online modules related to LGBT health or issues pertaining to SO/GI?

11. How prepared do you feel to address issues of SO/GI?

a) How prepared do you feel your colleagues in the ED are to address these issues?

b) What would help you to feel better prepared?

III. Preferred Approaches

Interviewer: I'm going to describe to you a few possible ways to collect this information. Remember, we are attempting to identify a patient-centered way to routinely collect SO/GI from all patients in the ED as part of the patient's medical record demographics. For each one, please tell me your thoughts.

1. Probes for each - interviewer describe, then ask first thoughts, positive aspects, negative aspects, how to improve or make this method most comfortable for each:

a) Paper form? (Describe a paper and pencil form that includes demographic information such as name, birthdate, address, race, ethnicity, SO/GI, etc.)

b) Fill in this information online on a computer? (Describe a similar format of form as above, but specifies that the information is entered electronically on a computer or tablet at registration.)

c) Enter information into an EMR app (e.g. MyChart)? (Describe a portal that can be accessed from home with computer or smartphone where information can be entered into one's own electronic record.)

d) Verbally asked by ED doctor? (Describe a doctor asking about SO/GI as part of a social history.)

e) Verbally asked by ED nurse? (Describe a nurse asking as part of general intake questions along with past medical history, past surgical history, medications, allergies, etc.)

f) Verbally asked by a registrar in the ED? (Describe the person sitting at front desk when you enter the ED collecting the information along with name, birthdate and chief complaint.)

g) Other ways you might suggest?

2. What would be your preferred option for collecting sexual orientation and gender identity information out of the above examples? (Explore reasons for chosen option and concerns about other options.)

3. Were there any other topics you expected to discuss that we did not cover today? Do you have any other comments?

Thank you so much for your time; we really appreciate all of your responses.

IV. Demographic Information

1. What is your role in the ED?

- Nurse
- Attending Physician
- Resident Physician
- Physician Assistant
- Nurse Practitioner
- Other Staff

2. What is your race?

- Black or African-American
- White or Caucasian
- Asian
- Multiracial
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander

3. What is your ethnicity?

- Hispanic/Latino/Latina
- Not Hispanic/Latino/Latina

4. Do you identify as:

- Male
- Female
- Female-to-Male/Transgender Male/Trans Man
- Male-to-Female/Transgender Female/Trans Woman
- Genderqueer, neither exclusively male nor female

- Intersexed
- Other (please specify)
- Decline to Answer (please explain why)

5. What sex were you assigned at birth?

- Male
- Female
- Decline to Answer (please explain why)

6. Do you identify as:

- Lesbian, gay, same gender loving, or homosexual
- Bisexual
- Straight or heterosexual
- Asexual
- Queer
- Something else
- Don't know

7. What is your age?