



# Inclusive Care In Action: Developing LGBTQ+ Training for a Leading Healthcare Provider

## AT A GLANCE

This case study explores how IDLance helped a leading healthcare provider significantly increase their staff's knowledge of **LGBTQ+ patient care** through **custom eLearning**.



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## THE CLIENT

A leading healthcare company committed to providing holistic care and **promoting inclusiveness**.

## THE PROJECT

Development of an **eLearning program** to educate the healthcare company's staff on **empathetically and compassionately treating LGBTQ+ patients**.

## THE PROBLEM

The healthcare company was at a critical juncture. It had committed to a mission of holistic care and inclusiveness, but there was a **gap in its training programs, particularly regarding LGBTQ+ health**.

The company recognized the urgent need to educate its staff on **LGBTQ+ health terms, concepts, and disparities to provide them with the best care tailored to their specific needs**. They wanted their frontline staff to be adept at communicating effectively with LGBTQ+ patients and proficient in collecting sexual orientation and gender identity data.

However, they faced several hurdles. Their in-house Learning & Development team was **stretched thin and needed additional support**. Off-the-shelf training solutions didn't align with the company's needs and values, and a **bespoke solution** was necessary. Adding to the pressure, a **strict deadline loomed**, requiring rapid development and deployment of the training program.

The company needed a partner who could deliver **high-quality, tailor-made eLearning content quickly**.



## THE SOLUTION

IDLance was brought on board to address these challenges. **Here's how we tackled the project:**

### Course 1: Introduction to LGBTQ+ Health

IDLance designed a comprehensive introductory course that delved into essential LGBTQ+ health terms and concepts. The course highlighted significant health disparities faced by the LGBTQ+ community, all within the context of the company's holistic care mission. We designed and developed interactive modules and real-world scenarios to ensure engaging and memorable content.

### Course 2: Frontline Staff Training

Understanding the pivotal role of frontline staff, IDLance crafted a detailed course that provided actionable insights into effective communication with LGBTQ+ patients. We focused on practical training for collecting sexual orientation and gender identity data mindfully and respectfully while also ensuring it was captured correctly in the EMR system. This course featured role-playing exercises and simulations, offering staff a safe space to practice and refine their skills.

## THE NEEDS MET

IDLance's tailored approach met the client's needs in several ways:

- **Expert L&D Support:** Our team provided the necessary expertise and support, ensuring the training was pedagogically sound and engaging. In addition to strong designers and developers, we enlisted the support of a DEI consultant.
- **Custom Design:** We developed bespoke courses that aligned perfectly with the healthcare company's values and mission, ensuring relevance and impact.
- **Timely Delivery:** Despite the tight deadline, IDLance delivered the complete eLearning program on time, ready for immediate deployment.

## THE RESULT

The healthcare company saw significant benefits from the eLearning program in terms of allyship and DEI (Diversity, Equity, and Inclusion):

- **Enhanced Allyship:** Frontline staff reported increased confidence and competence in supporting and interacting with LGBTQ+ patients, reflecting a stronger commitment to allyship within the organization.
- **Inclusive Patient Experience:** The training fostered a more inclusive and welcoming environment for LGBTQ+ patients, reinforcing the company's dedication to holistic care and DEI principles.
- **Positive Participant Feedback:** The courses received excellent feedback from participants, who appreciated the practical, engaging, and informative content and recognized its value in promoting DEI.

Overall, IDLance's eLearning solution not only met the immediate training needs of the healthcare company but also significantly contributed to fostering **a more inclusive and understanding healthcare environment, embodying the principles of allyship and DEI.**