



# Lesbian, Gay, Bisexual and Transgender Patient Centered Care: How to Meet the Requirements for the Joint Commission on Accreditation of Healthcare Organizations and the Healthcare Equality Index

**Conference**  
**May 13, 2013**

Co-Sponsors

**California Hospital Medical Center**

When Dr. Lindley's Private Hospital – the future California Hospital Medical Center (CHMC) first opened its doors in 1887, its commitment to excellence quickly established it as the preferred hospital among some of the community's most prominent residents. Nonetheless, CHMC was committed to providing the highest standard in healthcare for everyone, regardless of socio-economic status – a mission that has not wavered throughout the hospital's 125-year history.

An innovative pioneer from the start, our many trailblazing accomplishments include industry-changing precedents related to the "business" of healthcare, nursing education standards, diagnostic advancements and patient care. Today, our 319-bed hospital offers caring expert staff and state-of-the-art equipment to meet the growing needs of our community. Major programs and services include emergency and trauma services, obstetrics, neonatal intensive care, pediatrics, surgical services, critical care, orthopedics, skilled nursing, cardiovascular services, and stroke care.

We continue to focus on ongoing improvements to the hospital's physical facilities and equipment; efficient management of our financial resources; community service and outreach efforts; plus, staff development initiatives to support our most valuable assets – our people.

We are here to serve – and we welcome opportunities to work together to improve the health, safety and well-being of Los Angeles and the surrounding area.

California Hospital Medical Center  
1401 S. Grand Avenue  
Los Angeles, CA 90015  
(213) 748-2411  
[www.chmcla.org](http://www.chmcla.org)

**Human Rights Campaign**

As the largest civil rights organization working to achieve equality for lesbian, gay, bisexual and transgender Americans, the Human Rights Campaign represents a force of more than 1.5 million members and supporters nationwide — all committed to making HRC's vision a reality.

Founded in 1980, HRC advocates on behalf of LGBT Americans, mobilizes grassroots actions in diverse communities, invests strategically to elect fair-minded individuals to office and educates the public about LGBT issues.

Human Rights Campaign  
1640 Rhode Island Ave. N.W.  
Washington, DC 20036-3278  
(202) 628-4160  
<http://www.hrc.org/>

### **Iris Cantor - UCLA Women's Health Education & Resource Center**

The mission of WHERC is to provide comprehensive, exemplary health education programs to women and their loved ones that inform, support, and empower women to achieve their optimal level of health. UCLA is recognized as a model for women's health care, uniting research, clinical care, medical training, public health education, and the promotion of women professionals around a common mission-to improve the health of diverse women across the life span. Iris Cantor-UCLA Women's Health Center aims to:

1. Provide primary and specialty care specifically tailored for women
2. Discover new and more effective preventive, diagnostic, and therapeutic tools through basic and clinical research
3. Train young physicians and scientist in women's health, including gender differences at the basic science level
4. Educate and empower women to achieve their optimal health

Iris Cantor UCLA Women's Health Center  
Medical Plaza 100, Suite 250  
Los Angeles, CA 90024  
Phone: (310) 794-8063  
[www.womenshealth.ucla.edu](http://www.womenshealth.ucla.edu)

### **Los Angeles County Department of Public Health, Office of Women's Health**

The Office of Women's Health (OWH) was established in 1998 to improve health, health equity, well-being, and access to culturally responsive, comprehensive health services for women in Los Angeles County through county and community collaborations, education, and the promotion of evidence-based programs and policies. The OWH collaborates with community partners on issues affecting women's health, publishes data reports on the health of LA County women, implements programs/campaigns affecting women over 40 years of age ,and makes appointments for free or low cost Pap tests and mammograms for low income women who call the 7 language appointment & referral hotline.

LA County Department of Public Health, Office of Women's Health  
3400 Aerojet Avenue, Third Floor  
El Monte, CA 91731  
Phone: (626) 569-3850  
[www.publichealth.lacounty.gov/owh/](http://www.publichealth.lacounty.gov/owh/)

### **Los Angeles County Lesbian and Bisexual Women's Health Collaborative**

The Los Angeles County Lesbian and Bisexual Women's Health Collaborative (LBWHC) was created by individuals concerned about health disparities for lesbian and bisexual women of Los Angeles. . Lesbian and bisexual women's health was identified as a priority issue at the 2007 Women's Health Summit sponsored by the LA County Department of Public Health's Office of Women's Health. In 2008, the City Council of the City of West Hollywood adopted the Lesbian Health Bill of Rights, which was written by the City of West Hollywood's Lesbian Visibility Committee. Members of the Lesbian Visibility Committee worked with the Los Angeles County Office of Women's Health to host the first meeting of local key stake holders in lesbian and bisexual women's health. This evolved into the LA County Lesbian and Bisexual Women's Health Collaborative (LBWHC), established in 2009.

The LBWHC is made up of individuals and organizations with experience advocating for the health and wellbeing of lesbians and bisexual women. Members represent health care facilities, government agencies, community organizations, and academic institutions. The LBWHC recently completed conducting focus groups with underrepresented lesbian and bisexual women to solicit their health care opinions and experiences. The data collected from this study will serve as the foundation for improving cultural competency training curriculum targeting health care professionals.

Daphne Alexander  
Program Coordinator  
Iris Cantor - UCLA Women's Health Education & Resource Center  
911 Broxton Avenue  
Mail Code: 173617  
Los Angeles, CA 90024  
P: (310) 794-8063  
F: (310) 794-8170  
<http://womenshealth.ucla.edu>

### **Los Angeles Gay and Lesbian Center**

The L.A. Gay & Lesbian Center provides a broad array of services for the lesbian, gay, bisexual, and transgender community, welcoming nearly a quarter-million client visits from ethnically diverse youth and adults each year. Through its Jeffrey Goodman Special Care Clinic and on-site pharmacy, the Center offers free and low-cost health, mental health, HIV/AIDS medical care and HIV/STD testing and prevention. The Center also offers legal, social, cultural, and educational services, with unique programs for seniors, families and youth, including a 24-bed transitional living program for homeless youth.  
LA Gay and Lesbian Center

LA Gay and Lesbian Center  
McDonald/Wright Building  
1625 N. Schrader Boulevard  
Los Angeles, CA 90028-6213  
Ph: 323-993-7400  
[www.lagaycenter.org](http://www.lagaycenter.org)