



ADDRESSING STIGMA WITHIN HEALTHCARE AND SOCIAL SERVICE PROVISION

Thursday, October 10th, 2019
10 am PST/ 11 am MST/ 12 pm CST/ 1 pm EST

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www.futureswithoutviolence.org/addressing-stigma-within-hc-and-social-service-provision/



CME Information

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CME Information

If you are a physician or resident:

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2. Complete the evaluation at the end of the activity. Provide your **license number** (required).

Both documents are required in order to obtain CME certificates.

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- Presenters do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.
- This webinar is not sponsored or funded by federal funding.



Today's speakers

Ondine Quinn, MSW, CSW, Training and Technical Assistance Specialist, Provide

Graciela Olguín, Program Assistant, Futures Without Violence

Kate Vander Tuig, Program Manager, Futures Without Violence



Who is Provide?

Provide is a nonprofit that works in partnership with health and social service providers to build a healthcare system that is equipped to respond to needs related to unintended pregnancy and abortion.

We envision a system that cares for the whole person, meets needs with dignity and respect, and where workers have the tools and support to offer the best care to their patients and clients.

Our Values



Together,
*building a stronger
system of care.*



Who We Work With

We partner to integrate unintended pregnancy referral practices throughout five of the most critical systems of care for patients and clients of reproductive age:



Domestic & Sexual
Violence



Primary Care



Family Planning

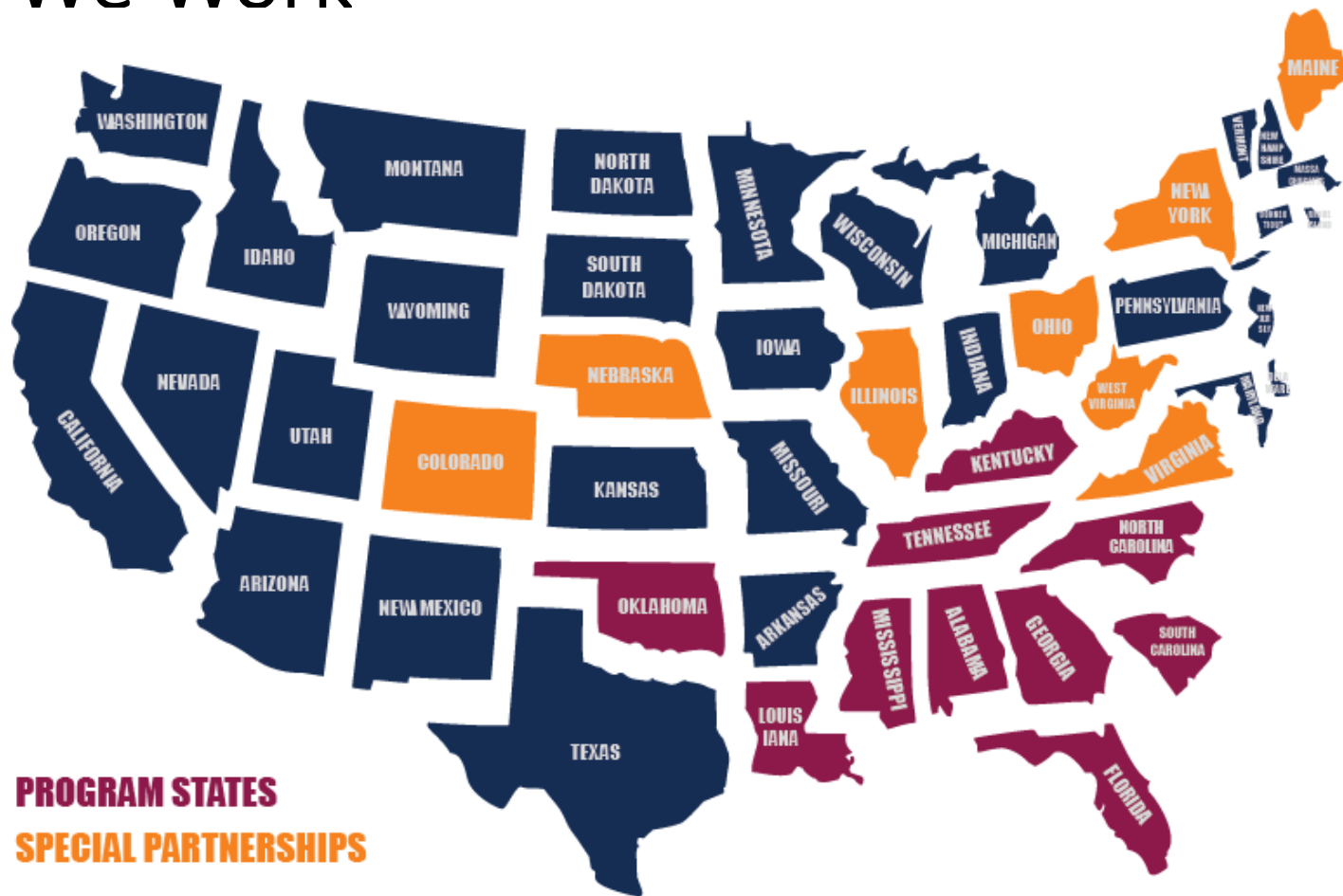


Substance Use



HIV

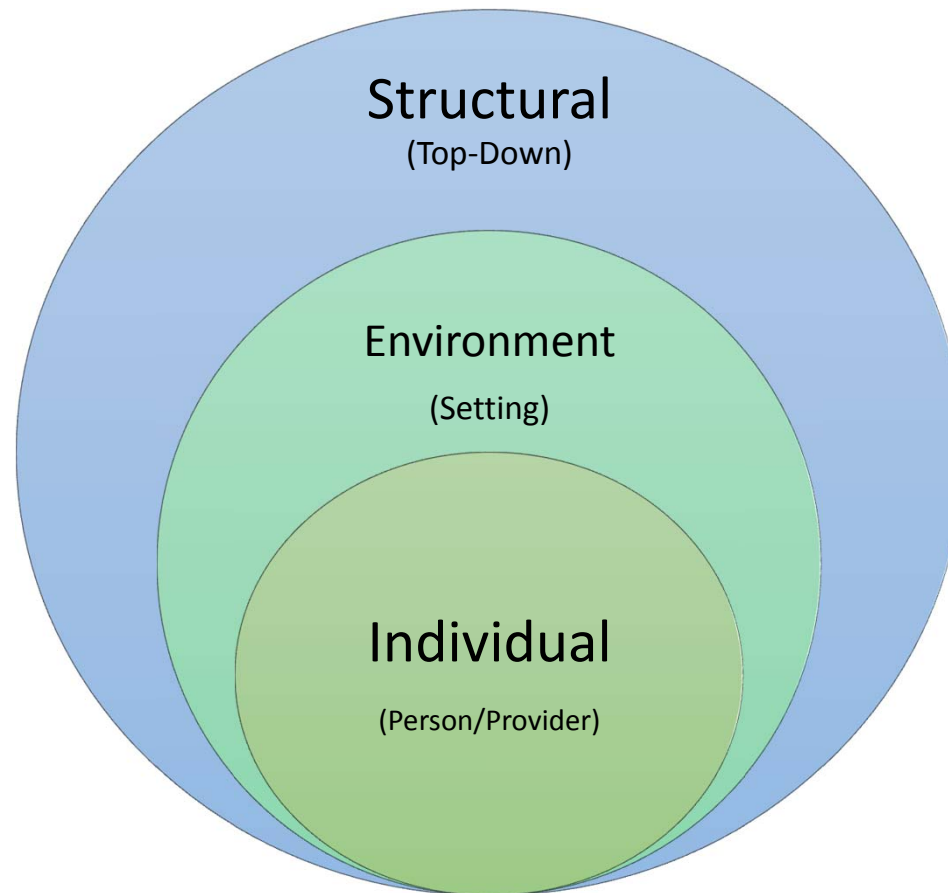
Where We Work



What is **Stigma**?

Stereotypes or negative views attributed to a person or groups of people when their characteristics or behaviors are viewed as different from or inferior to societal norms.

IDENTIFYING THE THREE LEVELS OF STIGMA



How Does Stigma Show Up in the Delivery of Health Care and Social Services?

For Patients/Clients...	For Providers...	In Policy...
➤ Accessing treatment	➤ Interfere with delivery of service	➤ Fewer resources
➤ Utilizing prevention services	➤ Treat patients/clients differently	➤ Lack of research funding
➤ Adhering to treatment recommendations	➤ Burn out	➤ Lack of insurance coverage
➤ Reluctant to fully disclose risk factors, current conditions, concerns	➤ Paid less	➤ Fewer educational opportunities
➤ May contribute to poor self image, depression, anxiety	➤ Lack of people entering the workforce	
	➤ Interfere with delivery of service	



Stigmatized Health and Social Services

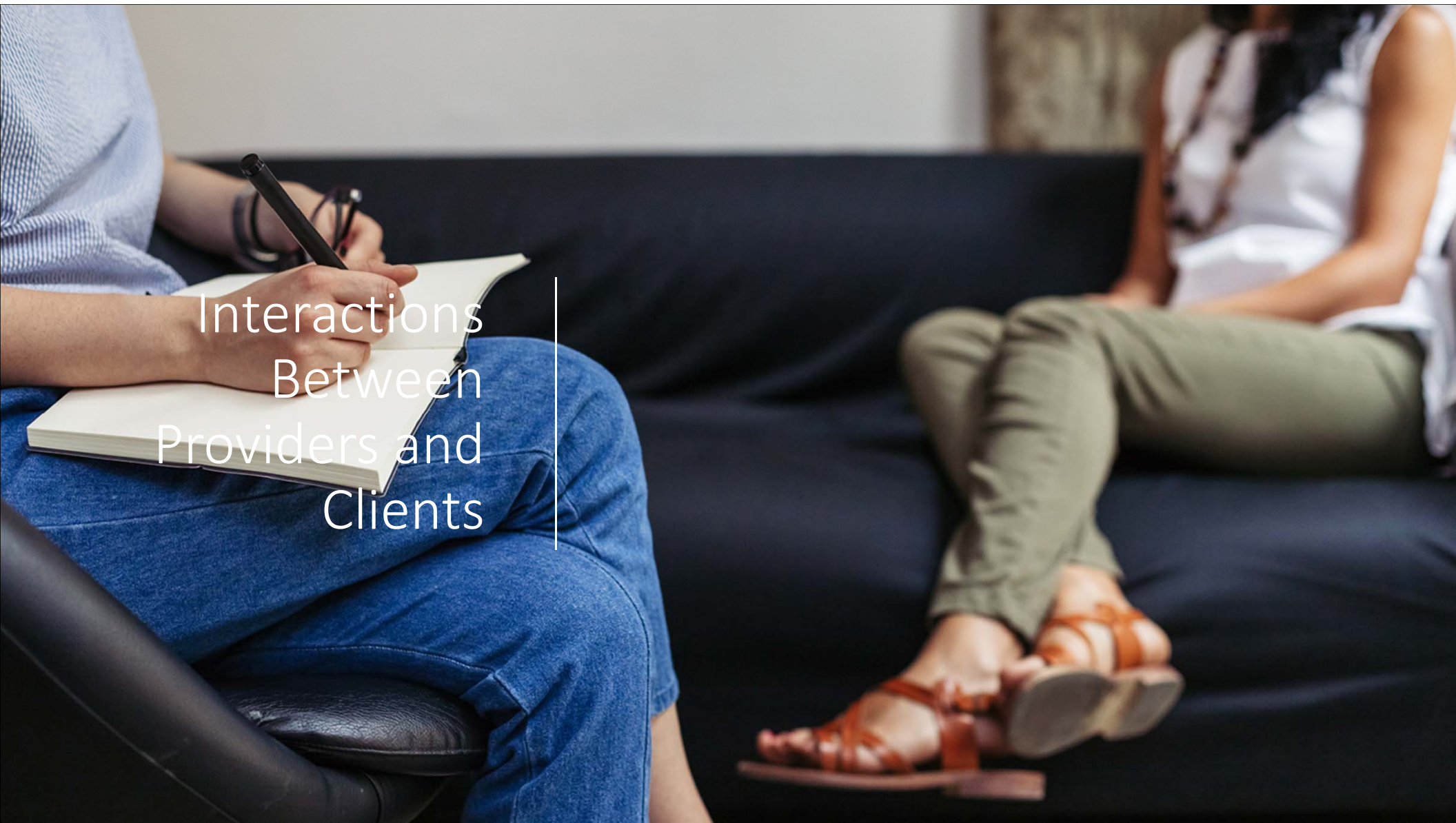
Treatment for substance use disorders
and addiction

Testing and treatment for STIs

Services for survivors of sexual and
domestic violence

Abortion care

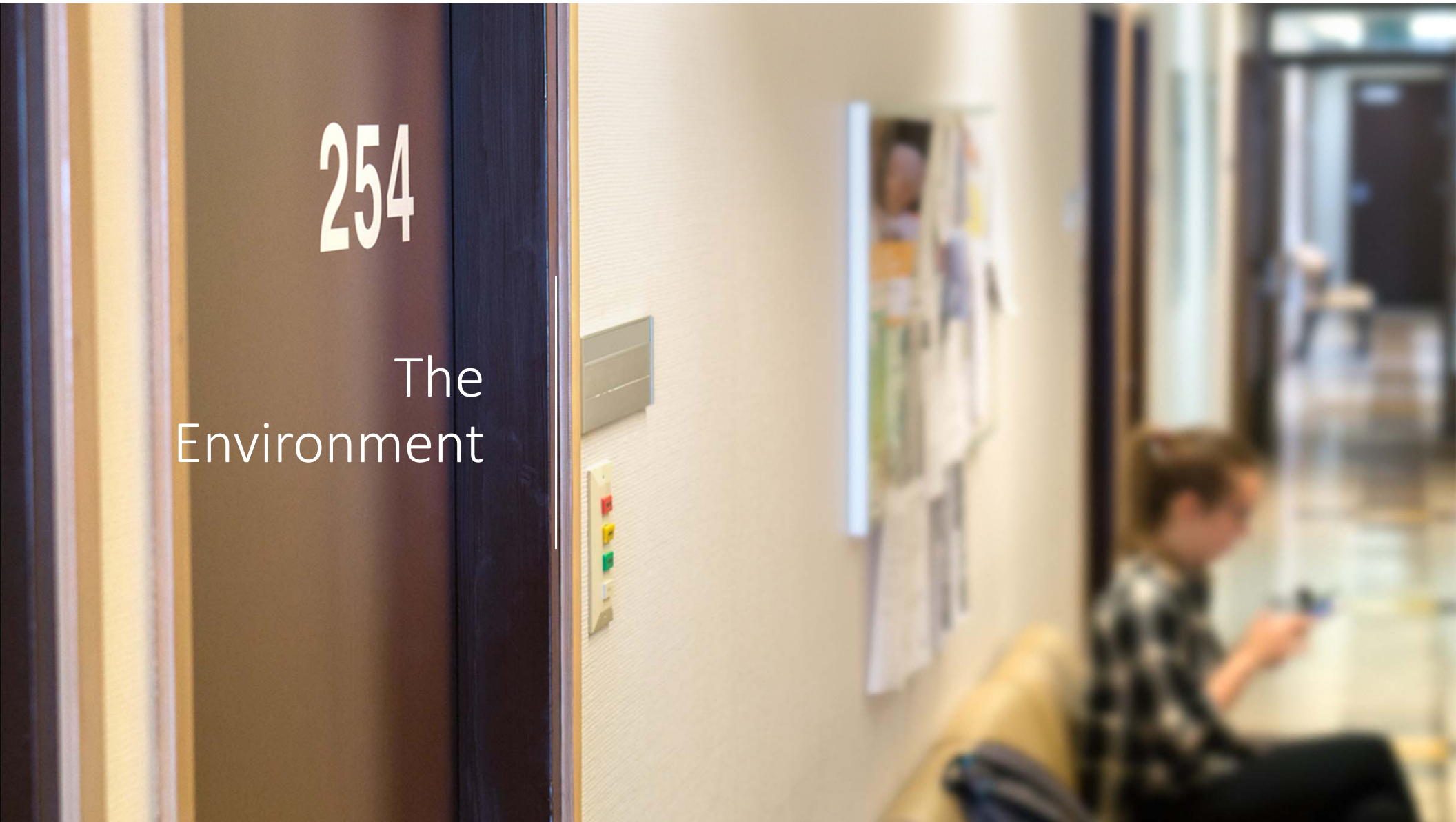
Gender affirming care



Interactions Between Providers and Clients

254

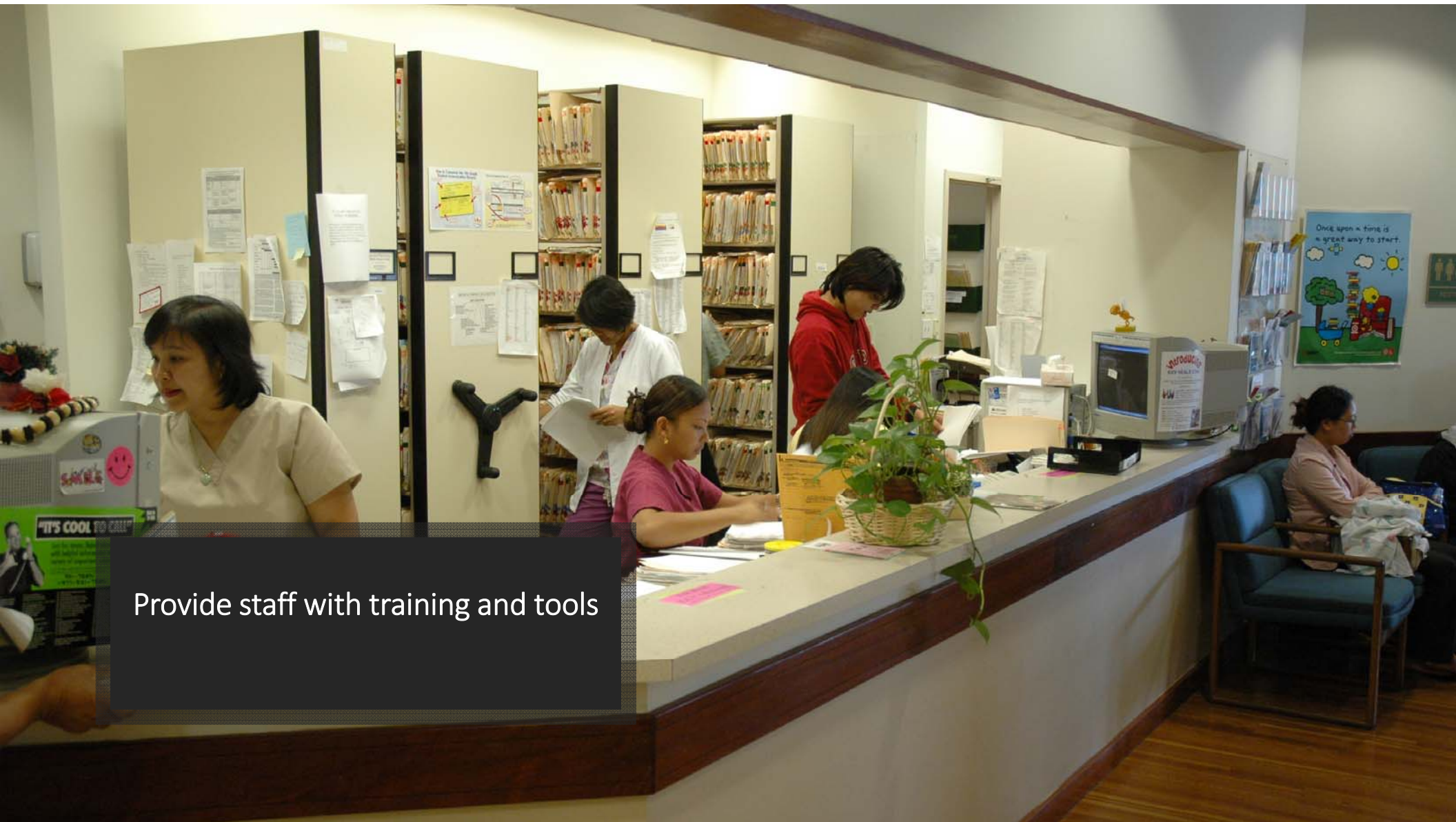
The Environment





The Institution

So what do we do?

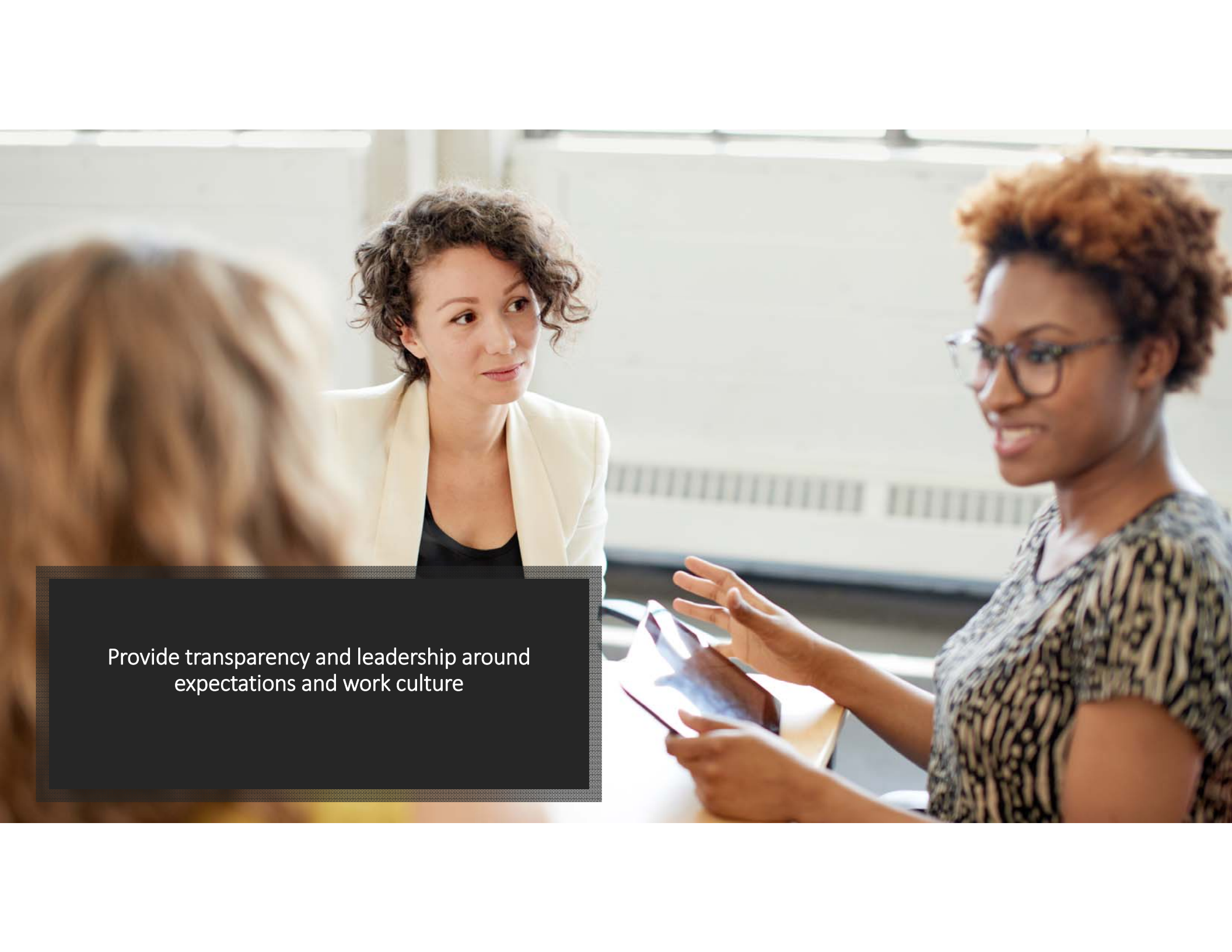


Provide staff with training and tools



Let people know that no topic is off limits





Provide transparency and leadership around expectations and work culture

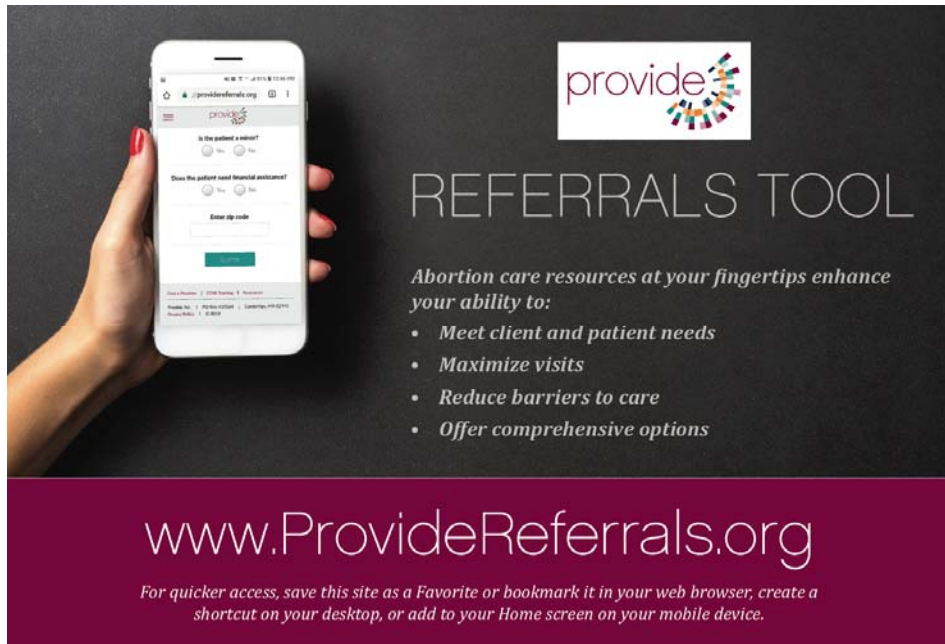
Activity: Identifying Stigma





Implementing
tools that
combat stigma

www.ProvideReferrals.org



provide

REFERRALS TOOL

Abortion care resources at your fingertips enhance your ability to:

- Meet client and patient needs
- Maximize visits
- Reduce barriers to care
- Offer comprehensive options

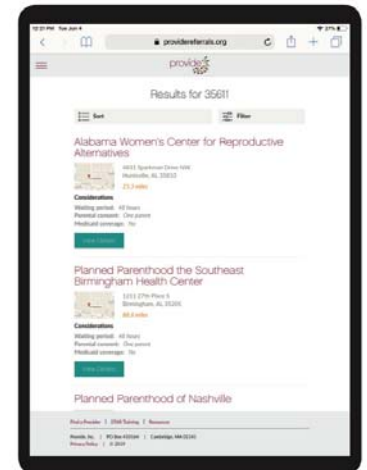
www.ProvideReferrals.org

For quicker access, save this site as a Favorite or bookmark it in your web browser, create a shortcut on your desktop, or add to your Home screen on your mobile device.

Find information about:

- Nearest abortion clinics by zip code*
- Mandatory waiting periods
- Parental consent and notification
- Laws and policies that may impact access to care*
- Financial assistance
- Reproductive terms and definitions
- Our STAR Model of referral making

** Information is updated as clinics open or close and as laws change. Pregnancy resource centers and crisis pregnancy centers are not abortion providers and therefore are not included.*



info@providecare.org | www.providecare.org

Healthy Relationships and Pregnancy Safety Card

<https://providecare.org/services/technical-assistance/>



Everyone deserves a healthy and respectful relationship. We know that doesn't always happen. If you are being hurt by your partner, it is NOT your fault. The Hotline has staff who are trained to help people in unsafe relationships.

The Hotline - 24/7 | Confidential | Free

1-800-799-SAFE (1-800-799-7233)

TTY 1-800-787-3224 | thehotline.org

Develop a safety plan using this app:

joinonelove.org/my_plan_app

For more info on pregnancy options:

alloptions.org | 1-888-493-0092

FUTURES
WITHOUT VIOLENCE

provide
providecare.org

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Pictured above: the Resources and Title panels of this 10-panel safety tool.

Patient Education: Safety Cards

- Educates patients universally on the connections between health and relationships
- Normalizes the conversation about relationships in health settings
- Removes the transactional exchange of needing to disclose violence in order to get access to services
- Extends beyond the clinical interaction to friends and family

***Learn more about using safety cards
with the CUES Intervention at <https://ipvhealth.org/>***

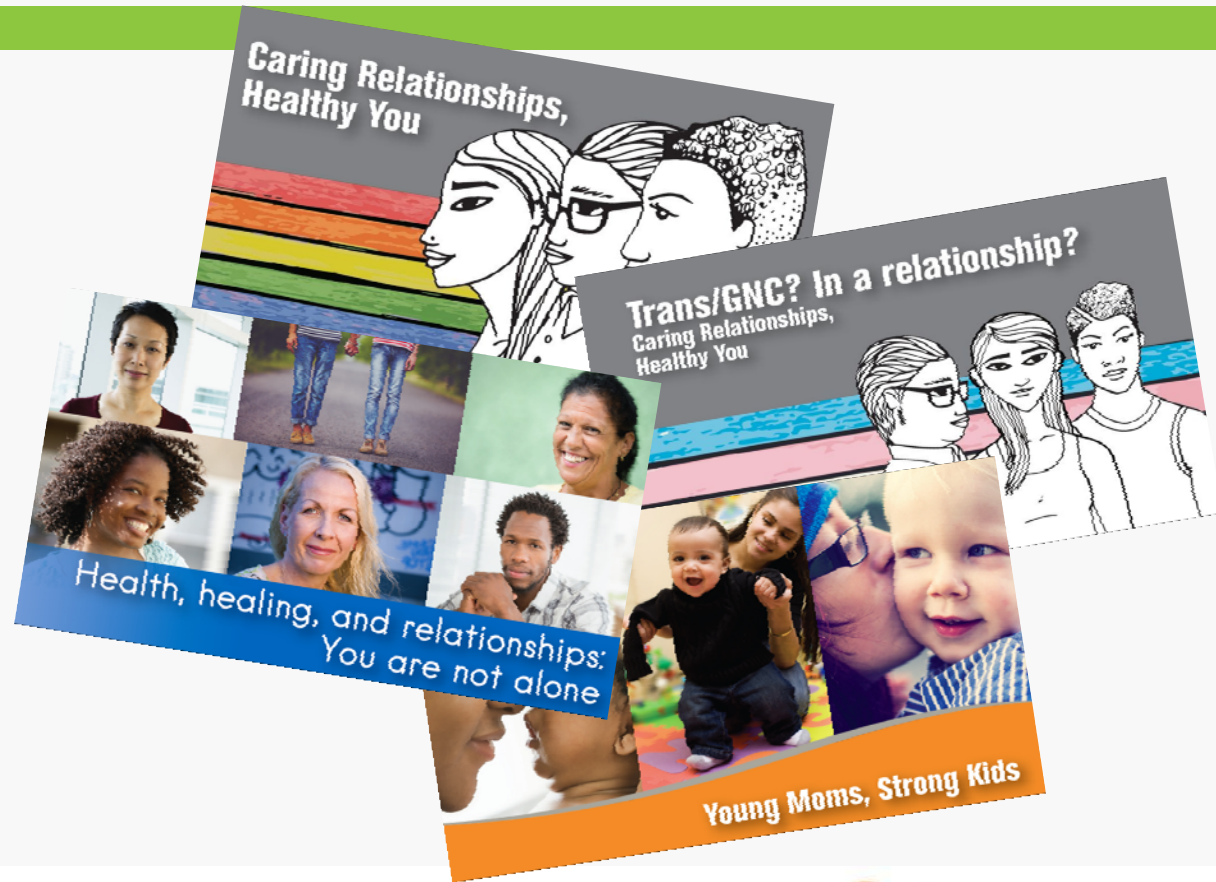


Other Patient Education Tools

Patient education tools are available for specific communities and settings including reproductive health, LGBTQ/Trans and Gender Non-Conforming, HIV testing and care, Young Moms.

Many are available in Spanish and other languages.

www.futureswithoutviolence.org under “order material”



CUES

AN EVIDENCE-BASED INTERVENTION TO ADDRESS DOMESTIC AND SEXUAL VIOLENCE IN HEALTH SETTINGS

shown to improve health and safety outcomes for survivors

Survivors say they want health providers to:

Be nonjudgmental * Listen * Offer information and support * Not push for disclosure

C: Confidentiality
**UE: Universal Education
+ Empowerment**
S: Support



Tips For Implementing the Patient Safety Card and Abortion Referral Tool



Provide training to new and existing staff



Communicate the need for the tool and its benefits



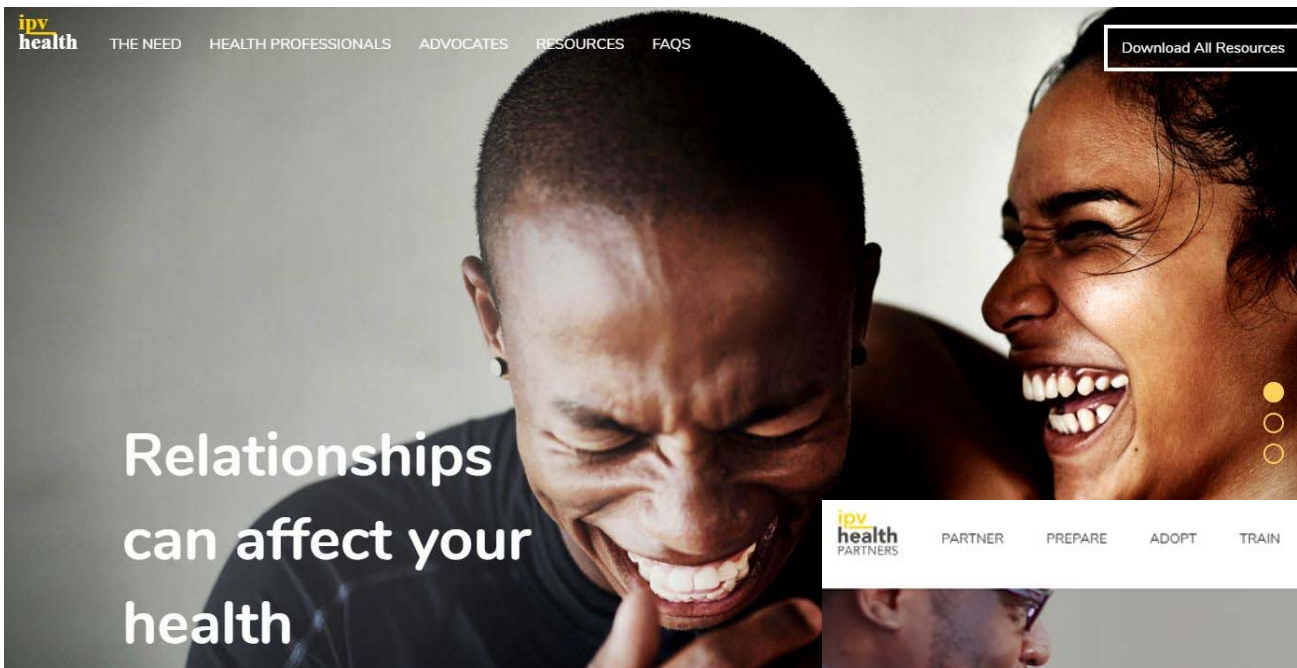
Communicate expectations agency-wide



Get support from managers and supervisors

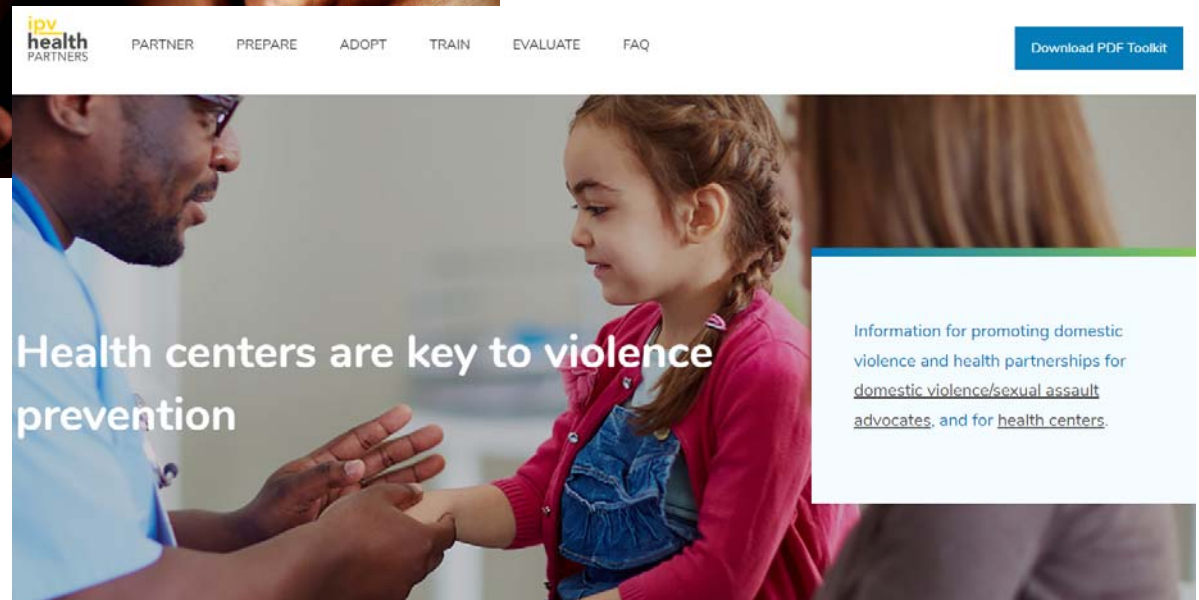


Get feedback from staff



ipvhealth.org
ipvhealthpartners.org

Online tool kits for health care providers, health systems, advocates, and community health centers to address and prevent violence



Activity: Identifying Stigma



Questions and Next Steps