



Structural Competency Assessment Services

Analyzing the ability of your organization's systems and environments to engage the LGBTQ+ community effectively.



Structural competency and LGBTQ+ patient engagement

Interpersonal encounters while seeking and receiving medical care are not the only factors that contribute to the stigma and health disparities faced by the LGBTQ+ community. Physical spaces and organizational systems can have an equally influential impact on LGBTQ+ patient engagement. Not only will greater structural competency improve your LGBTQ+ patient outcomes and retention, it will also increase your organization's ability to recruit and retain LGBTQ+ staff and providers.

Increase LGBTQ+ patient and staff engagement with a Structural Competency Assessment

A structural competency assessment provides an in-depth analysis of the following to determine how welcoming your agency is to LGBTQ+ patients and staff:

- Physical spaces: including lobbies, offices, exam rooms, and consultation rooms
- Forms, paperwork, and electronic record-keeping
- Employee Handbooks and all policies & procedures
- Patient education materials
- Website and social media platforms, such as Facebook, Twitter, and Instagram

What happens after our assessment?

After our analysis, your organization will receive a clear action plan on how to adjust your existing systems and environments in order to serve the LGBTQ+ community better:

- A comprehensive written report, outlining key opportunities to increase competency
- Practical recommendations to address areas of opportunity
- An LGBTQ+ diversity tool kit for supplemental training & development

Take the next step to becoming a more LGBTQ+ affirming provider.

To learn more about our consulting services and fees, send us an email at equitasinstitute@equitashealth.com or fill out our online request form at equitashealthinstitute.com/requestform.



Structural Competency Assessment Services

Analyzing the ability of your organization's systems and environments to engage the LGBTQ+ community effectively.



What your peers are saying about their Structural Competency Assessment (SCA) Assessment Services



Cryobio-Columbus, Ohio

We welcomed the Equitas Health Institute into our offices to learn how to provide more culturally humble and competent care to the LGBTQ+ community. Their presentation integrated personal stories and research-backed recommendations that provided valuable insight into how to improve the LGBTQ+ community's healthcare experience. We also benefited from a structural competency assessment. Both the training and the input we received from the SCA have helped make our office a more welcoming space for our LGBTQ+ clients. We have already recommended these services to other providers, and we look forward to working with the Institute team in the near future.



North Community Counseling-Columbus, Ohio

As an agency, we want to be able to provide a safe and inclusive space for all of our clients. The SCA provided a detailed look into everything—from the physical space to the language we use in the intake process—to ensure no stone was left unturned in our journey to be an LGBTQIA+ affirming provider. The Institute staff were personable and provided excellent feedback and actionable steps to help us achieve our goals. We truly value the information gained from the SCA and would recommend it to any provider or organization!



Take the next step to becoming a more LGBTQ+ affirming provider.

To learn more about our consulting services and fees, send us an email at equitasinstitute@equitashealth.com or fill out our online request form at equitashealthinstitute.com/requestform.