



## 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 are not the only factors that determine whether the LGBTQ+ community feels welcomed and included at your business. Physical spaces and organizational systems also play a critical role in how your business attracts and retains LGBTQ+ customers and employees.

### **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 well your company serves the LGBTQ+ community:

- Physical spaces: including lobbies, offices, break rooms, and meeting spaces
- Forms, paperwork, and electronic record-keeping
- Employee handbooks and all policies & procedures
- Advertising and promotional 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](mailto:equitasinstitute@equitashealth.com) or fill out our online request form at [equitashealthinstitute.com/requestform](https://equitashealthinstitute.com/requestform).



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



#### **Bridget DeCrane, Columbus City Attorney's Office: Domestic Violence and Stalking Unit**

A structural competency assessment would be valuable to any public or private agency or business dedicated to equity and inclusion. The Equitas Health Institute team was responsive, thorough, and professional throughout the SCA process. The resulting written assessment outlined what the office was doing well and modifications we could consider to be more inclusive. The recommendations included both easy fixes and substantial physical changes. Based on assessment findings, we updated all print forms and electronic client records to include a space for personal pronouns and a preferred name. We also added pronouns to staff email signature lines. These small adjustments have made a big impact on client and staff engagement. We continue to review and act on recommendations made in the report.



#### **The Cox Health and Counseling Center at Kenyon College**

Our goal was to understand how we could be more affirming and inclusive of LGBTQ+ students. The Equitas Health Institute's Structural Competency Assessment provided a thorough review of all patient experience processes, our online presence, our intake forms, and all of our physical spaces. It also reviewed our student health insurance policies, which helped us identify and address major gaps in equitable coverage for LGBTQ+ students.

The SCA gave us the tools to identify key growth opportunities and a detailed action plan to address them. Given the overwhelmingly positive feedback from LGBTQ+ students on the changes we have made in the past year, I cannot recommend this service highly enough.



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