

Appendix 2. Qualitative Interview Guides

## Appendix 2. Qualitative interview guides

### EQUALITY Phase 1 Interview Guide

Intro: Thank you for taking the time to meet with me today. My name is and today I'd like to talk with you about your experiences with healthcare and your perspective on providing sexual orientation and gender identity information. First, I'd like to hear about your understanding of the phrases, sexual orientation and gender identity. When I ask about sexual orientation, what does that mean to you? [When I talk about sexual orientation, I am referring to someone's attraction sexually or romantically to specific genders or sexes. For instance, heterosexual, bisexual, and homosexual are all sexual orientations. A person's gender identity, however, refers to a person's psychological identification as male or female. For example, male, female, and transgender are all types of gender identities. Transgender people are people who experience or express their gender differently from what they have been assigned at birth.] Please remember that you are free to discontinue the interview at any time and can decline to answer any question.

#### I. Previous Perceptions of SO/GI Information Collection

*Interviewer: First, I'd like to ask you about your prior experiences with healthcare settings.*

1. Have you ever received care in an emergency department? Please describe.

[Suggested probes, especially if participant answers no to above question: If you have not personally received care in the emergency department, have you ever accompanied someone who received care in the ED? Have you heard any stories from people you know who have received care in the ED?]

2.
  - a) Have you ever been asked directly about your sexual orientation and your gender identity in the ED—verbally, using a form, or otherwise? Please describe. What did you think about this? (Explore positive and negative aspects and ways to improve the process of gathering this information).
  - b) If not, how likely do you think it is that the ED healthcare providers were aware of your sexual orientation and/or gender identity? What makes you think this?
  - c) How would you feel if you were asked about your SO or GI? (Especially for cisgender/heterosexual participants)
  
3. Have you ever been asked directly in the ED about your relationship status (married, single, etc.)—verbally, using a form, or otherwise? Please describe. What did you think about this? (Explore positive and negative aspects and ways to improve the process).
  
4.
  - a) Have you ever kept your sexual orientation and/or gender identity private from a healthcare provider, either in the ED or other healthcare settings? Why?
  - b) Have you ever experienced discrimination in the ED because of your SO/GI? Were there any experiences in the ED where you felt that providers ignored you or offended you because of your SO/GI?
  - c) Have you ever delayed care for a health problem because you did not want to disclose SO/GI information to a provider? Have you ever specifically avoided an ED for the same reason?
  
5. Have you ever been asked directly about other sensitive patient information, such as your income or religion, in the ED—verbally, using a form, or otherwise? Please describe. What did you think about this?

6.

- a) In what ways was your SO/GI relevant to your care experience in the ED? Can you provide an example of a positive event that occurred during this visit related to your SO/GI? Can you provide an example of a negative event that occurred during this visit related to your SO/GI?
- b) In what ways has your SO/GI been relevant to care experiences in other healthcare settings (for example, in the primary care office)? Can you provide an example of a positive event that occurred during one of these visits related to your SO/ GI? Can you provide an example of a negative event that occurred during one of these visits related to your SO/GI?

## II. Barriers and Facilitators to Collecting SO/GI Information

*Interviewer: These next questions ask about different ways to collect information about sexual orientation and gender identity in emergency departments.*

1.

- a) What are the benefits of healthcare providers in the ED knowing information about patient sexual orientation?
- b) What are the risks of healthcare providers in the ED knowing information about patient sexual orientation?

2.

- a) What are the benefits of healthcare providers in the ED knowing information about patient gender identity?
- b) What are the risks of healthcare providers in the ED knowing information about patient gender identity?

3. What concerns would you have about providing SO/GI information in the ED?

FOLLOWING PROBES:

- a) Do you feel safe providing SO/GI information in the ED?
- b) What would help you feel safe providing this information?

4.

- a) What are some things that make it difficult to feel comfortable providing information about SO/GI?
- b) What would help you feel more comfortable? (Probes: setting of the ED; characteristics of provider; relevance to healthcare need)

5.

- a) In what ways is privacy a concern in providing sexual orientation and gender identity information?
- b) What would help you feel that your privacy has been protected?
- c) Are you concerned about SO/GI information being recorded in the electronic medical record once disclosed to a provider?

6.

- a) Do you think that ED providers are prepared to discuss issues about your SO or GI?
- b) What would ED providers need to know to provide better care?

### III. Preferred Means for Collecting SO/GI Information

*Interviewer: I'm going to describe to you a few possible ways to collect this information. For each one, please tell me your thoughts.*

1. Probes for each interviewer—describe, then ask first thoughts, positive aspects, negative aspects, and how to improve or make this method most comfortable:
  - a) Paper form?
  - b) Fill in this information online on a computer?
  - c) Verbally asked by ED doctor?
  - d) Verbally asked by ED nurse?
  - e) Verbally asked by a registrar (person at front desk who records general intake information) in the ED?
  - f) Other ways you might suggest?
2. What would be your *preferred* option for providing SO/GI information out of the above examples? (Explore reasons for chosen option and concerns about other options.)
3. How would you feel about family members, friends, or partners who accompany you to the ED providing your SO/GI information on your behalf in the event that you are unable to provide this information yourself?
4. How would you feel about providing information about your sexual behavior (for example, being asked about with whom you have sex, or if you have sex with males, females, or both) compared to your sexual orientation (for example, being asked whether you identify as lesbian, gay, bisexual, or heterosexual)? Would you prefer being asked about your sexual behavior or your sexual orientation?

*Thank you so much for your time; we really appreciate all of your responses.*

#### IV. Demographic Information

1. What is your race?
  - Black or African
  - American White or Caucasian
  - Asian

Multiracial

American Indian or Alaska Native

Native Hawaiian or other Pacific Islander

2. What is your ethnicity?

Hispanic/Latino/Latina

Not Hispanic/Latino/Latina

3. Do you identify as

Male

Female

Female-to-Male/Transgender Male/Transman Male-to-Female/Transgender

Female/Transwoman

Genderqueer, neither exclusively male nor female

Intersex

Other (please specify)

Decline to answer (please explain why)

4. What sex were you assigned at birth?

Male

Female

Decline to answer (please explain why)

5. Do you identify as

Lesbian, gay, same gender loving, or homosexual

Bisexual

Straight or heterosexual

Asexual

Queer

Something else

Don't know

## Equality Study Provider Interview Guide

Intro: Thank you for taking the time to meet with me today. My name is and today I'd like to talk with you about your experiences working in the emergency department and your perspective on collecting sexual orientation and gender identity information from patients. First, I'd like to hear about your understanding of the phrases, sexual orientation and gender identity. When I ask about sexual orientation, what does that mean to you? [When I talk about sexual orientation, I am referring to someone's attraction sexually or romantically to specific genders or sexes. For instance, heterosexual, bisexual, and homosexual are all sexual orientations. A person's gender identity, however, refers to a person's psychological identification as male or female. For example, male, female, and transgender are all types of gender identities. Transgender people are people who experience or express their gender differently from what they have been assigned at birth.] Please remember that you are free to discontinue the interview at any time and can decline to answer any question.

### I: Previous Perceptions of SO/GI Information Collection

*Interviewer: First, I'd like to ask you about your prior experiences with patient sexual orientation and gender identity information in the emergency department setting.*

1. What have been your experiences with LGB and T patients in the ED?
2. Can you provide an example of a positive event that occurred during a patient visit related to your understanding of their SO/GI? Can you provide an example of a negative event that occurred during a patient visit related to your understanding of their SO/GI?
3. How inclusive and sensitive do you feel the emergency department setting is for lesbian, gay, bisexual, and transgender patients? (For example, does your ED have brochures for SGM patients, training for ED providers, or rainbow pins on white coats).



4.
  - a) Have you ever collected patient SO/GI information in the emergency department? Please describe.
  - b) Have you ever collected information in the emergency department about a patient's relationship status? Please describe.
  - c) Have you ever recorded SO/GI information in the electronic medical record?

5.
  - a) In what ways is patient sexual orientation relevant to your provision of healthcare?
  - b) In what ways is patient gender identity relevant to your provision of healthcare?

Probe if not discussed: Do you think it is important for an ED provider to know a patient's gender identity? What about a patient's sexual orientation?

## II. Barriers and Facilitators to Collecting SO/GI Information

*Interviewer: These next questions ask about different ways to collect information about sexual orientation and gender identity in emergency departments.*

1.
  - a) What are the benefits of healthcare providers in the ED knowing a patient's sexual orientation?
  - b) What are the risks of healthcare providers in the ED knowing a patient's sexual orientation?
2.
  - a) What are the benefits of healthcare providers in the ED knowing a patient's gender identity?

- b) What are the risks of healthcare providers in the ED knowing a patient's gender identity?
- 3. What concerns do you have about collecting sexual orientation and gender identity information in the ED?
- 4.
  - a) What are some things that make it difficult to feel comfortable collecting information about SO/GI?
  - b) What would help you feel more comfortable? (Probes: setting of the ED; characteristics of patient; relevance to healthcare need.)
- 5. How is your workflow affected by collecting SO/GI information? How could this be integrated into your workflow?
- 6. In what ways could patient privacy be a concern in collecting SO/GI information? What would help you to feel that patient privacy had been protected?
- 7.
  - a) How prepared do you feel to address issues of SO/GI?
  - b) How prepared do you feel your colleagues in the ED are to address these issues?
  - c) What would help you to feel better prepared?

Probe if not discussed: How would you feel about asking for information about sexual behavior (for example, asking about with whom the patient has sex) compared to sexual orientation (for example, asking patients if they identify as lesbian, gay, bisexual, or heterosexual)? Would you prefer asking about sexual behavior or sexual orientation?

### III. Preferred Approaches

*Interviewer: I'm going to describe to you a few possible ways to collect this information. For each one, please tell me your thoughts.*

1. Probes for each interviewer—describe, then ask first thoughts, positive aspects, negative aspects, and how to improve or make this method most comfortable:
  - a) Paper form?
  - b) Fill in this information online on a computer?
  - c) Verbally asked by ED doctor?
  - d) Verbally asked by ED nurse?
  - e) Verbally asked by a registrar in the ED? f) Other ways you might suggest?
2. What would be your preferred option for collecting sexual orientation and gender identity information out of the above examples? (Explore reasons for chosen option and concerns about other options.)

*Thank you so much for your time; we really appreciate all of your responses.*

#### IV. Demographic Information

1. What is your role in the ED?
  - Nurse
  - Attending Physician
  - Resident Physician
  - Physician Assistant
  - Nurse Practitioner
  - Other Staff
2. What is your race?
  - Black or African
  - American White or Caucasian
  - Asian
  - Multiracial
  - American Indian or Alaska Native
  - Native Hawaiian or other Pacific Islander

3. What is your ethnicity?  
Hispanic/Latino/Latina  
Not Hispanic/Latino/Latina
4. Do you identify as  
Male  
Female  
Female-to-Male/Transgender Male/Transman Male-to-Female/Transgender  
Female/Transwoman  
Genderqueer, neither exclusively male nor female  
Intersex  
Other (please specify)  
Decline to answer (please explain why)
5. What sex were you assigned at birth?  
Male  
Female  
Decline to answer (please explain why)
6. Do you identify as  
Lesbian, gay, same gender loving, or homosexual  
Bisexual  
Straight or heterosexual  
Asexual  
Queer  
Something else  
Don't know