

Appendix A

Summary of Content for Each Skit in the Video

Introduction	Introduction about the background relating to LGBTQIA+ health care and the purpose of the video followed by an overview of the LGBTQ acronym, meaning and brief description of each term.
Scene 1 Topic: <i>Patient Centered Care/ Professionalism</i>	In Scene 1 the nurse (Nurse 1) interacted with the lesbian patient in an unprofessional manner. The nurse displayed lack of knowledge by inappropriately verbalizing personal perceptions of a lesbian person. The nurse used incorrect pronouns during the interaction with the patient. The nurse ridiculed the patient for referring to another female at the bedside as a wife. The nurse discussed the lesbian patient and wife with a colleague (Nurse 2) and verbalized lack of interest in caring for patients who identify as LGBTQIA+. The patient and family member were offended and verbalized that the experience was an ongoing issue. The nurse displayed incompetence in providing patient centered care, a key nursing competency.
Scene 2 Topic: <i>Patient Centered Care/Evidence Based Practice/ Professionalism</i>	Scene 2 was the react of scene one with correction of the unprofessional behaviors. Nurse 2 (the colleague) invited nurse one to a meeting during the lunch break. Nurse 2 discussed the unprofessional behaviors with Nurse 1 and shared personal information of being raised by a couple from the LGBTQIA+ community. Nurse 2 provided Nurse 1 with evidence -based resources for education on LGBTQIA+ care. Some of the resources were viewed and discussed during the lunch break interaction between Nurse 1 and Nurse 2. Nurse 1 identified and verbalized the negative impact that unprofessional behaviors can have on patients and colleagues. The scene was repeated to include professional nurse patient interaction.
Scene 3 Topic: <i>Professionalism/ Safety/ Assessment</i>	The triage nurse began an assessment of a transgender male to female who had sex reassignment surgery. The patient was dressed in a pair of pants, boots, and a shirt. The patient had low cut hair that was not neatly groomed. The triage nurse referred to the patient as “Young man” and was corrected by the patient. The triage nurse imposed her opinion regarding the patient’s sex reassignment and ridiculed the patient for the patient’s choice. The triage nurse used condescending language and tone. In addition, the triage nurse dismissed the patient’s request to be recognized as a female. The triage nurse denied the patient’s request for the use of a female bathroom and suggested the use of a male bathroom instead. The triage nurse also asked questions that were irrelevant to the patient’s care. The unprofessional behaviors compromised the safety of the patient because the patient walked out without receiving the necessary care.

<p>Scene 4 Topic: <i>Quality Improvement/ Evidence Based Practice/ Informatics/ Teamwork and Collaboration</i></p>	<p>The triage nurse was sent by the nurse manager for training on Culturally Competent Care. The nurse educator provided verbal coaching before asking the triage nurse to view a LGBTQIA+ training video. The training video provided data from the CDC on the health disparities among the LGBTQIA+ population. The training video also provided an overview of self -bias/ awareness, professional communication recommended by the CDC, guide for assessment and the professional role of the nurse. The nurse manager and nurse educator collaborated to provide evidence- based training for the triage nurse. The training of the nurse is a quality improvement strategy.</p>
<p>Scene 5 Topic: <i>Assessment/ Professionalism/ Patient Centered Care/ Safety</i></p>	<p>Scene 5 was repeated to depict corrected behaviors. The triage nurse displayed professional behaviors that enhanced the safety of the patient. During the assessment of the patient, the triage nurse displayed professional behaviors that elicited a positive comment from the patient. The triage nurse used appropriate terms and a nonjudgmental attitude during the nurse patient interaction. The triage nurse only asked those questions that were relevant to the patient’s care. The patient’s needs were met, and the outcomes were positive. The interaction was a good example of patient centered care.</p>
<p>Scene 6 Topic: <i>Professionalism/ Patient Centered Care/ Assessment/ Safety</i></p>	<p>In scene 6 the triage nurse at the emergency department cared for a transgender male to female who did not have sex reassignment surgery. The patient wore a dress and a pair of high heel sandal. The patient had long hair and wore make up. The triage nurse interviewed the patient using appropriate language and asked questions that were pertinent to the patient’s care. The triage nurse had a nonjudgmental attitude and used a tone of voice that conveyed respect. The patient verbalized appreciation of the nurse’s professionalism and stated a sense of safety.</p>
<p>Conclusion</p>	<p>The video ended with a summary of key concepts, recap of the CDC’s recommended do’s and don’ts and a list of common assumption that should be avoided. The cast were acknowledged, and references were provided. Key contributors and funding source were also acknowledged.</p>