

# Can We Talk Engagement Process

**Can We Talk** is a workshop designed for LGBTQ patients and health care providers to share and learn from each other how to better provide quality health care to LGBTQ patients. The workshop has two main parts. The first part has LGBTQ patients sitting in an inner circle, sharing stories and issues they encounter as patients. The health care providers sit in an outer circle and listen. The second part has health care providers and patients switching circles and roles. Both parts are led by experienced facilitators. The goal of the workshop is for both patients and providers to leave with a better understanding of the issues and sensitivities involved in providing quality health care to the LGBTQ community.

## Identify core team members

- **Champion:** Individual who decides to commit to making a CWT workshop happen. Identifies a sponsor, often it has been a manager of an organization, but could also be a leader in some context, e.g. leader for a youth community center. Shares motivation to do this workshop with core team members and introduces Sponsor at beginning of the workshop.
- **Sponsor:** Provides resources and contacts needed. Set the stage for his/her team - says a few words as to why this workshop is important and how it fits in with the organization's strategies

Note: Champion and Sponsor could be the same person

- **Network Coordinators:** Individuals who can contact and solicit participants for the workshop. Typically two coordinators are needed, one for the LGBTQ patients and one for the health care providers
- **Logistic Coordinator:** Someone who can identify and reserve room for workshop. Communicate to core team members and workshop participants.
- **Workshop Facilitators:** Facilitators need to have attended a previous Can We Talk workshop. They need to be able to remain neutral, insure the participants share personal experiences and allow all to speak.

## Work Shop Objectives

### LGBTQ Patients

- Share issues important when receiving health care
- Appreciate the value of talking openly to health care providers
- Learn what supportive health care can be and how to ask for it

### Health Care Providers

- Understand issues LGBTQ patients bring to their medical practice
- Examine feelings toward LGBTQ patients and how they could affect treatment
- Share best practices with peer providers

## Room Logistics

- A room large enough to arrange 2 concentric circles of chairs
- Chairs for all participants
- 2 flip charts, markers and easels: with pre-written OBJECTIVES and GROUND RULES (see facilitator materials)
- name tags
- table for dinner/snack break refreshments