

# Exploring the needs for developing educational materials to strengthen inclusive care for LGBTQIA+ individuals in community pharmacies

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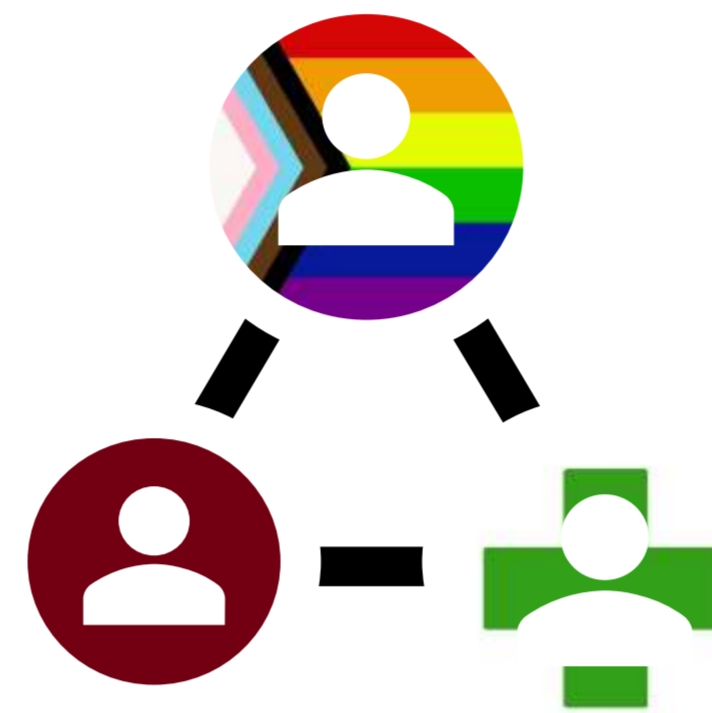
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## Introduction Aims

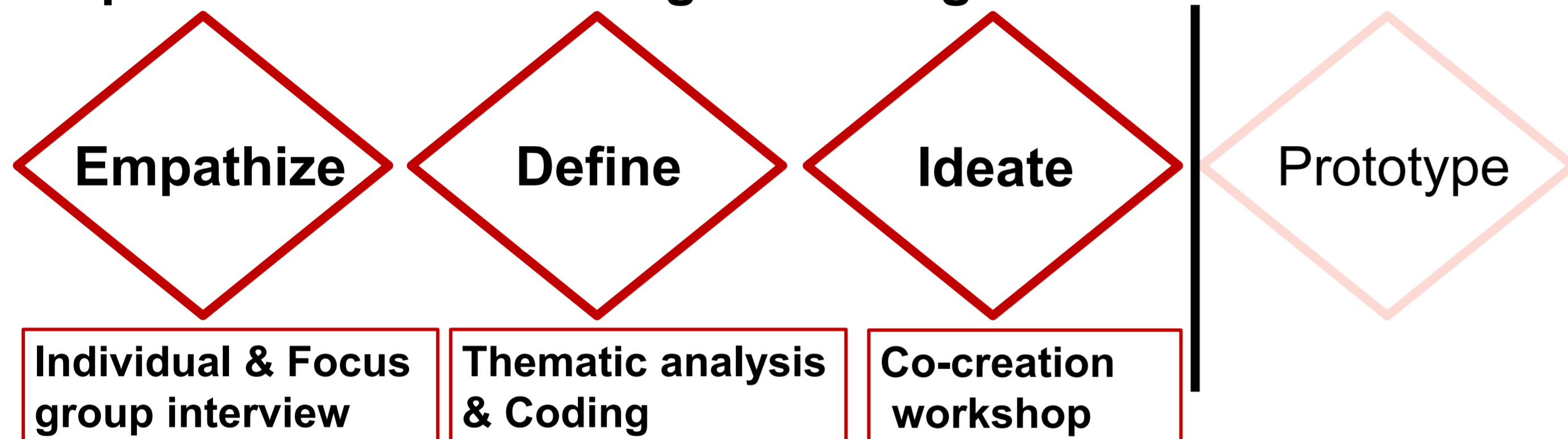
- Denmark is one of the most LGBTQIA+ friendly countries in Europe. However, health disparities still occur.
- Limited research in Denmark on LGBTQIA+ individuals' experiences and needs regarding pharmacy practise.
- Lack of LGBTQIA+ structured education and competency training for pharmacy staff in Denmark.
- Lack of pharmacy staff insights on educational needs in serving LGBTQIA+ people.



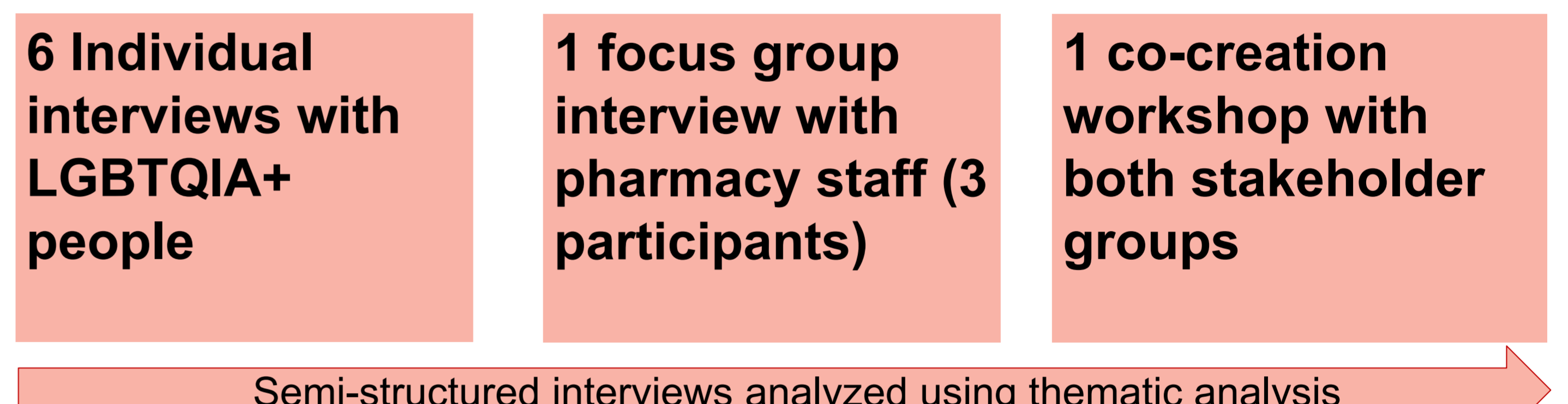
1. Understand LGBTQIA+ community experiences and needs in pharmacy practice.
2. Examine pharmacy staff's experiences and learning needs for inclusive care.
3. Integrate perspectives from both groups to generate proposals for developing inclusive pharmacy education materials.

## Methods

Inspiration from the Design Thinking Model

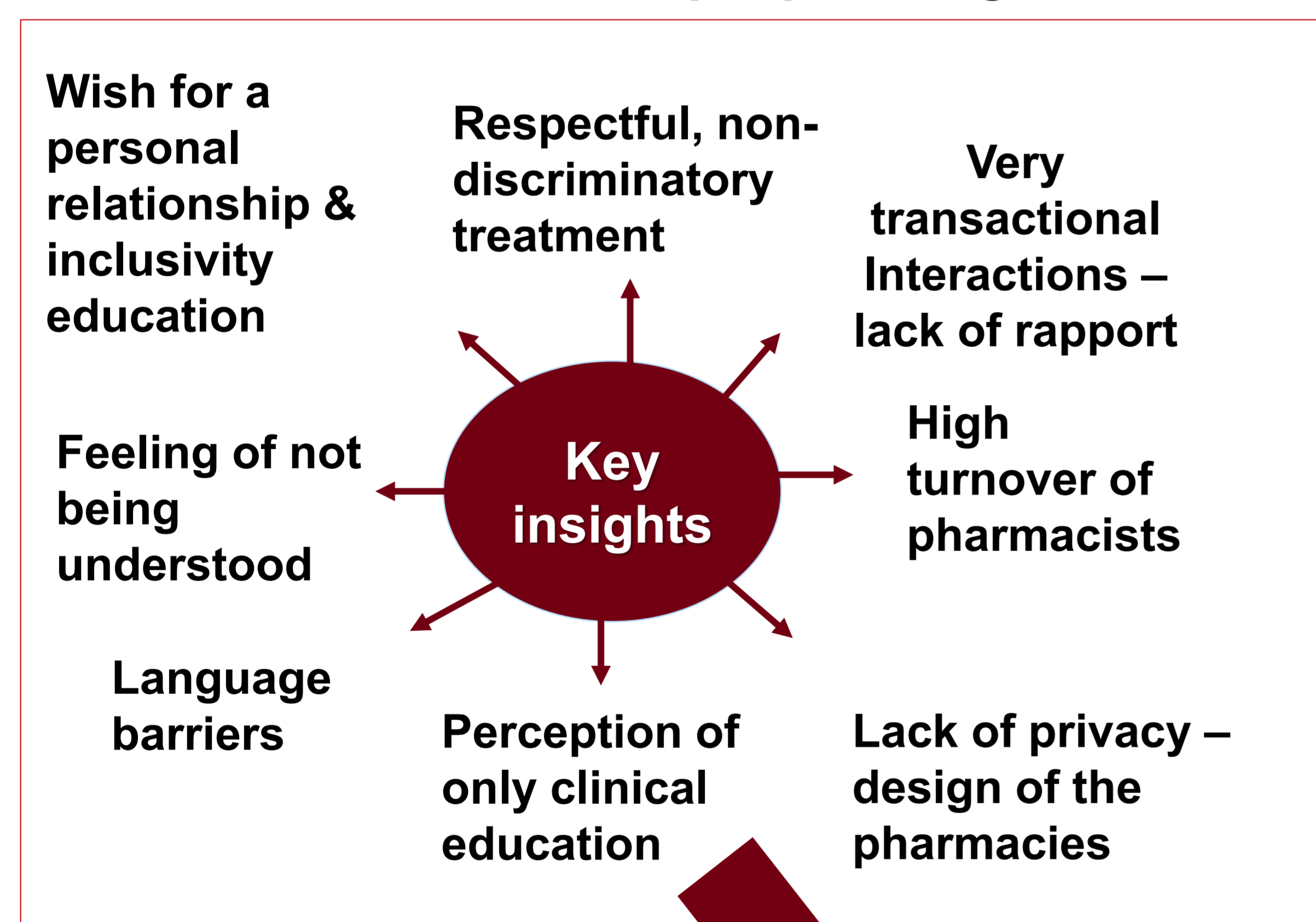


3-phased research project

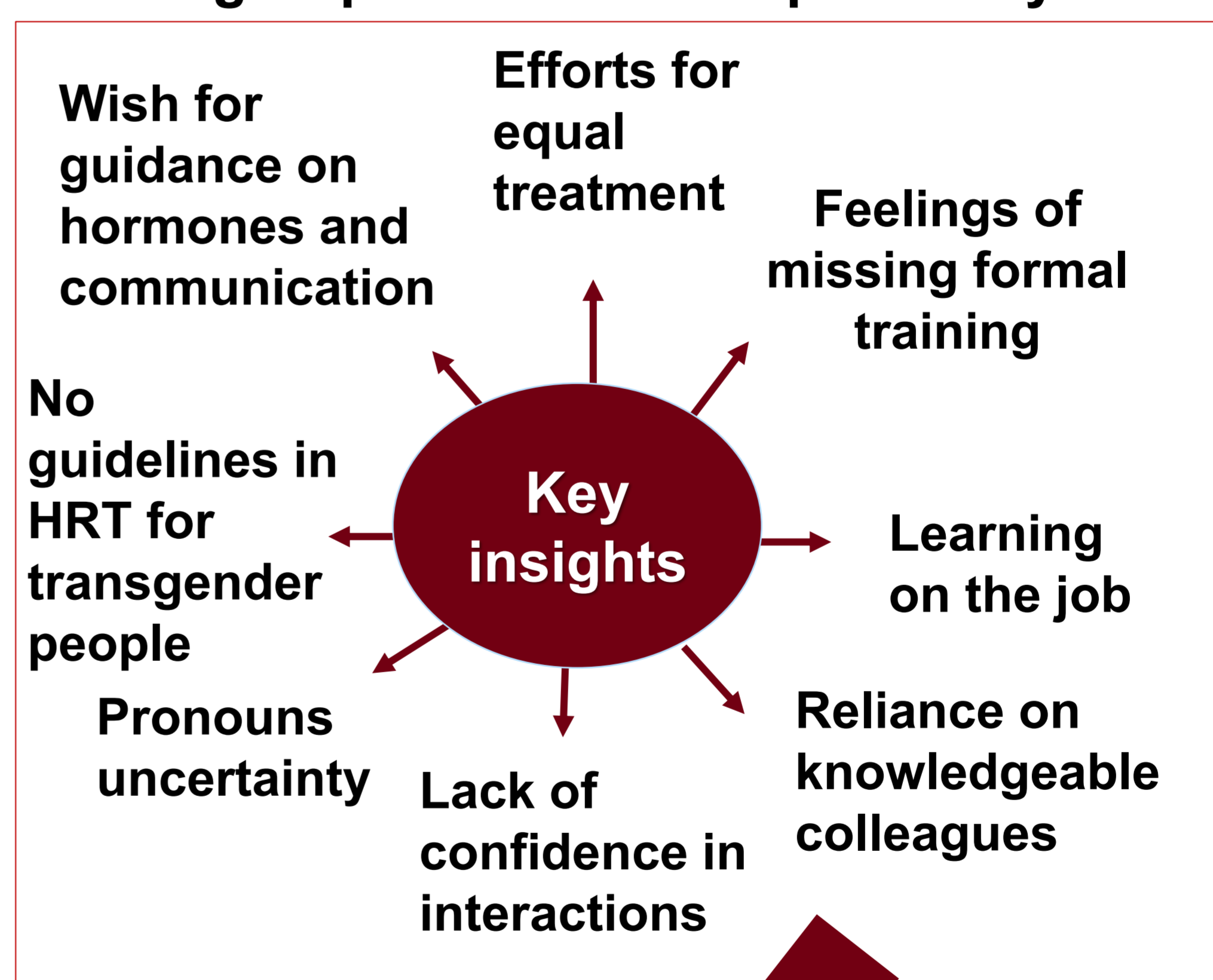


## Results

Interviews with LGBTQIA+ people living in Denmark

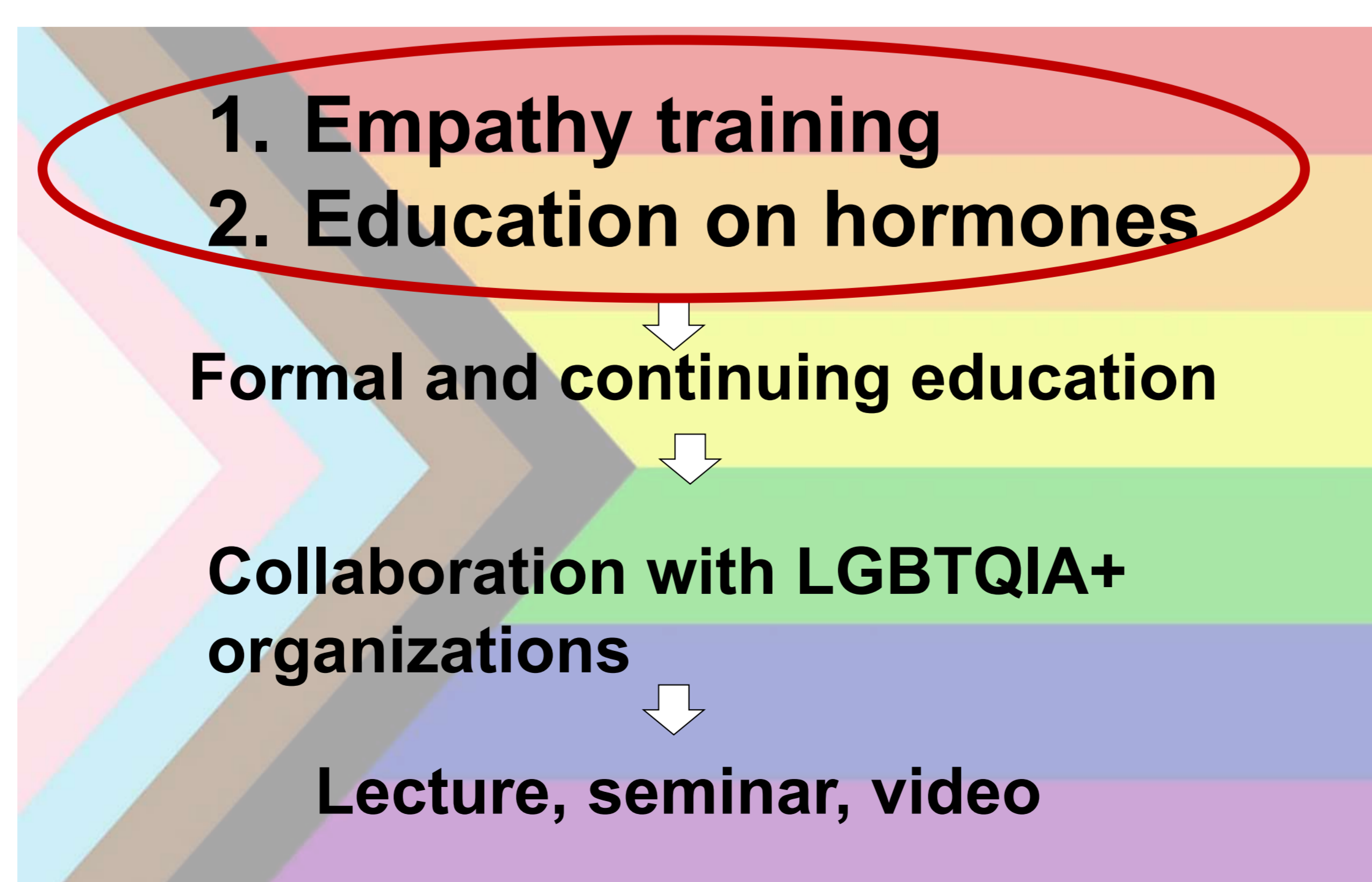


Focus group interview with pharmacy staff



Co-creation workshop

### Proposed educational directions



*"You're more educated on the impact of the drugs, like the interactions between the drugs themselves, but not necessarily on the human side of it, right?" (transgender, non-binary person)*

*"They could also invite a speaker from the community to help explain what it is like to go to the pharmacy as an LGBTQIA+ person." (transgender, non-binary person)*

*"I feel maybe the communication could be better. So, we need more education and communication with the LGBTQIA+ people." (ph. student)*

*"I think more knowledge about hormones and more knowledge about fertility treatment would be good. Because I think those are the two things we see most commonly in LGBT people." (ph. technician)*

## References

1. <https://www.womenscollegehospital.ca/the-progress-pride-flag-all-the-colours-of-the-rainbow/>  
2. <https://innovation.sites.ku.dk/model/design-thinking/>