Values Clarification Workshop Outline

Activity A: Ice-breaker activity

Activity B: Orientation to Workshop

* Establishing rules for group interaction
  + Everyone is heard and respected – the facilitator will take note of when someone wants to speak and encourages participants to write down or keep track of questions or comments to be cued at the next available opportunity (no talking over others please)
  + Refrain from value judgments – if you disagree with something or something does not sit well with you, provide concrete examples of behavior that need to be addressed
  + Participants may choose to record their thoughts and feelings but keep them private if desired
* Defining values systems
  + What is a value? A value is something we come to hold to believe is true – about ourselves, others, the world around us. Values are partially inherited from our family, our culture, the ways in which we are educated. Values are developed and can evolve somewhat or a lot in response to various life experiences – this can mean that our values become challenged, and can subsequently become reinforced or will change in response to that challenge.

Values inform the way in which we handle many situations, from the simple and mundane to the complex and challenging.

Activity C: Reflection and clarification

* Think about a time you were asked to do something that you did not agree with or weren’t sure how you felt about the situation.

1. What was challenging about this for you?
2. What did you find yourself thinking about the situation, what kinds of questions did you have for yourself or others?
3. What kinds of feelings did you have – emotional and/or physical?
4. How did you react to this situation – what did you do or not do?
5. How could you summarize in a short phrase, your basic values that influenced how you handled this situation?

Activity D: Introduction to Trans Health Care and LGBTQ-affirmative Health Care at IFH

We are currently starting an initiative to offer improved health and mental health care to our patients who identify as LGBTQ and as transgender in particular. It is critical, especially given our mission of working to reduce health disparities for all, that we strive to better understand and meet the needs of this vulnerable population of patients. All staff are expected to provide a courteous and affirming environment for our LGBTQ patients, from appointment scheduling, to basic provision of routine health care, urgent care, and crisis intervention. Our medical providers will be trained to provide hormone treatment to transgender patients who are in the process of reconciling their physical body to confirm their gender identity. We recognize that the transition process or even the concept of non-heteronormative orientation or non-cisgender identity may be in conflict or may challenge one’s values, and while we do not expect *all* providers to become credentialed in or practice hormone treatment, we do expect that all staff and providers will be oriented to the process and services to be offered, and that they will provide the same quality of care and customer service that we expect for all of our patients.

Activity E: Clarifying values related to provision of LGBTQ-affirmative care

* What are your thoughts, feelings, and beliefs about human sexuality, particularly sexual orientation and gender identity?
* How have your own experiences, whether personal or with regard to family or friends, interacted with your values around sexuality and identity? Do you have a clear understanding of your own orientation or identity?
* What kinds of questions do you have about sexual orientation and gender identity?
* What is your degree of willingness to learn more about these things?

Activity F: Ways to work through value conflicts

* Remind yourself that you are interacting with a patient and with a vulnerable human being who is asking for your help
* Assuming the care indicated is within your scope of practice but is beyond the area of expertise for routine health care, and is in conflict with your values
  + Express to the patient that they are in the right place and that you can provide routine care to them
  + Express to the patient that anything additional that they need or are seeking is beyond the scope of your expertise, and provide a facilitated referral of the patient to a colleague who can work with the patient
  + Allow the patient to ask questions and reflect on this process
  + Be mindful of thoughts and feelings that may interfere with your ability to treat the patient with compassion and respect
  + Challenge any thoughts or feelings, and reframe unhelpful thoughts or behavior
* Brief Introduction to Cognitive Reframing