

# Defining and Characterizing the Role of the Liaison in Supporting 2SLGTBQIA+ People to Navigate Health-Service Settings: A Scoping Review

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**Objective:** This scoping review seeks to identify what is known about the role of liaisons who support two-spirit, lesbian, gay, bisexual, trans, queer, intersex, and asexual (2SLGTBQIA+) people receiving care in health-service settings, and specifically, how the 2SLGTBQIA+ liaison role is defined and characterized.

## Introduction

The World Health Organization recognized 2SLGTBQIA+ people experience human rights violations globally, including “denial of care, discriminatory attitudes and inappropriate pathologizing in health care settings based on their sexual orientations, gender identities, gender expressions, and sex characteristics.” 1(para.2)

To mitigate the stigma and discrimination experienced by 2SLGTBQIA+ people in health-service settings, a 2SLGTBQIA+ liaison position was initiated at the Royal Jubilee Hospital in Victoria, BC. A comprehensive understanding of the 2SLGTBQIA+ liaison role is integral to the implementation of 2SLGTBQIA+ positions in health-service settings globally.

## Island Health 2SLGTBQIA+ Liaison Nurse

- Emotional support
- Healthcare advocacy
- Connection and referral to community and social resources
- Patient and family education
- Connection to gender affirming care

(2)

## Review Questions

How does the literature define and characterize the role of the liaison in supporting 2SLGTBQIA+ people seeking and/or receiving care in health-service settings?

- What titles are used?
- What are the professional, disciplinary, and educational backgrounds?
- What are the primary articulated responsibilities?

## Inclusion Criteria

No limitations on publication date, age, geography, liaison position title, or the professional, disciplinary, or educational background of the liaison.

## Participants

People who identify as 2SLGTBQIA+.

## Concept

Literature that defines and characterizes the liaison role. Providing navigation services and enhancing patient care.

## Context

Studies conducted in any health-service setting. No geographic limitations.

## Methods

JBI methodology for scoping reviews.

### Search Strategy

Published and unpublished primary studies, reviews, and text and opinion papers:

- CINAHL (EBSCOhost), MEDLINE (Ovid), APA PsychInfo EBSCOhost), Scopus, Web of Science

Sources of unpublished studies:

- ProQuest Dissertations and Theses, Google search with keywords

### Evidence Selection

- Title and abstract screening - 9653 studies
- Full text screening

### Data Extraction

- Two screeners
- Conflicts discussed at monthly meetings

## Acknowledgements

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## References

1. Hampton G. Improving LGBTQ+ health and well-being with consideration for SOGIESC [internet]. WHO; 2024 [cited 2024 May 14]. Available from: <https://www.who.int/activities/improving-lgbtqi-health-and-well-being-with-consideration-for-sogiesc>.
2. Island Health. 2SLGTBQIA+ liaison nurses [internet]. Island Health; 2024 [cited 2024 Mar 29]. Available from: <https://www.islandhealth.ca/our-services/diversity-equity-inclusion-services/2slgbtqia-liaison-nurses>.