



Memorial Sloan Kettering  
Cancer Center

# Simulation for Inclusion: Enhancing Nursing Knowledge and Skills in LGBTQ+ Patient Care

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## BACKGROUND/SIGNIFICANCE

- Transgender individuals are part of the LGBTQ+ community and account for approximately 2 million people aged 13 and older in the U.S. (Williams Institute, 2022)
- New York State is home to over 81,000 transgender adults and 34,000+ transgender youth
- Transgender individuals may change names, pronouns, and physical appearance to align with gender identity (Fenway Institute, 2020)
- In 2022, LGBTQ+ Consult Services had 53 referrals
- 38 of these referrals were due to misgendering, misuse of pronouns, and bias
- 24 of these required on-the-spot education for nursing
- Nurses at Memorial Sloan Kettering (MSK) report:
  - Minimal training in transgender patient care
  - Low self-confidence in providing competent and affirming care
  - Gaps highlighted by internal RISQ reporting and consult data, indicating a need for structured education

## METHODS

- Developed and implemented an educational program, focusing on how to communicate effectively with transgender patients with cancer, for frontline nurse champions.
  - Safe-Zone
    - 2 hour in-person/zoom training
  - Simulation Training
    - 3 Patient Simulation Scenarios
    - 1 Employee Scenario
    - SPs key for success
- Each simulation included a prebrief, simulation and debrief
- Curriculum focused on respectful communication strategies and understanding bias



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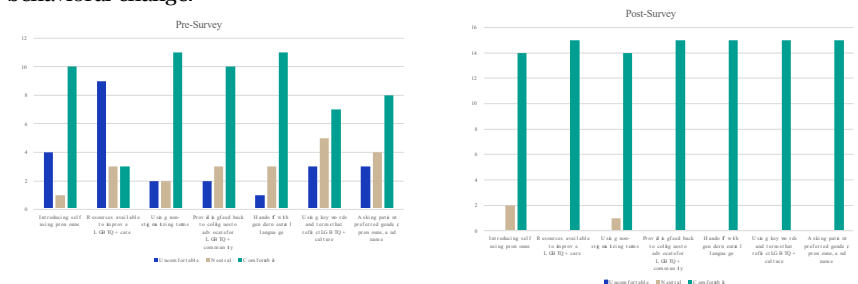
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## RESULTS

- Targeted Training Improves Competence and Confidence**  
Post-training surveys revealed a significant increase in nurse-reported comfort using inclusive language, identifying LGBTQ+ resources, and delivering competent care to transgender patients. Nurses demonstrated improved understanding and confidence in applying communication techniques learned during the simulation-based education.
- Observational Learning Enhances Performance**  
Nurses who observed their peers during scenarios showed enhanced performance in subsequent simulations. This indicates that incorporating observational opportunities—such as peer simulations or pre-training videos—can accelerate learning and reinforce behavioral change.



## CONCLUSION/IMPLEMENTATION FOR PRACTICE

Simulation-based training improved nurse confidence and skill in providing culturally competent care to transgender patients. Ongoing education and expanded peer-learning strategies are essential for sustaining inclusive practices and reducing healthcare disparities.

## PARTICIPANTS REMARKS

All participants rated the simulation experience as excellent. Thank you, I feel better prepared to care for my patients! This experience opened my eyes to my own knowledge gaps. The debriefings brought this all together for me. Thank you for a safe space to learn without judgment! This should be a mandatory class for everyone!