

# Supply of Health Services in The Lesbian, Gay, Bisexual and Transgender (LGBT) Group in Padang

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**Abstract.** LGBT need therapy from psychological and medical perspectives. Of the 1437 HIV cases in Padang in 2015, 12% of them were LGBT. This group has a high risk of transmitting sexually transmitted diseases (STDs) so that the supply of health services should be well accessible. This study aimed to analyze the availability of health service supply for LGBT in Padang. Research with a qualitative was conducted in February-July 2016. Informants were determined by purposive sampling as many as six people. Data were collected by using in-depth interviews, document review and observation. The results show that the supply of health services for the LGBT has been available and incorporated into the HIV-AIDS program since 2011. The service providers consist of doctors, midwives, nurses, and health analysts who have been trained. Services in the form of counselling and health checks, namely physical and supporting examinations to detect HIV, STDs and tuberculosis. The service time, the equipment standard and the infrastructure are the same for reproductive health services. There is no particular service program for LGBT, because it has been integrated into reproductive health services. However, it is necessary to create a particular consultation room so that the LGBT feels more comfortable.

**Keywords:** LGBT, Reproductive Health, Service Supply

## 1 Introduction

Humans are unique creatures, very different from other living things. Their thoughts and social environment control them in meeting their biological needs. Humans view other humans as creatures always driven by pent-up desires, including natural desires (Notoadmodjo. S, 2010). The primary desire of individuals to fulfil the need for love, related to closeness or a sense of intimacy, is called human sexual orientation. Usually, human sexual orientation is sexual orientation directed at the opposite sex.

However, there is a deviation in sexual orientation under certain conditions, called Same-Sex Attraction (SSA). SSA is a term used to describe that a person has a sense of sexual attraction to the same sex, either totally, really only interested in the same sex (homosexual orientation) or partially, there is still sexual interest with the other sex (bisexual orientation) (Sinyo, 2014).

Homosexual or homosexual is a term used in science about sexual identity broadly, in addition to heterosexual and bisexual. However, homosexuality also has the meaning of same-sex sexual orientation or same-sex sexual acts. When discussing homosexuality's, it is related

to the terms lesbian, gay, bisexual, and transgender, which today are known as LGBT (Sinyo, 2014).

The LGBT group is vulnerable and has a high risk of contracting the Human Immunodeficiency Virus (HIV) that causes AIDS. The World Health Organization (WHO) cites global estimates of sexually transmitted diseases, published in the journal PLOS ONE, showing that an estimated 357 million new infections occur annually. More than 1 million sexually transmitted infections occur every day. STD transmission is mainly through sexual contact, including vaginal, anal, and oral sex (Noyman, L, 2015).

The World Health Organization reports that LGBT people often experience poorer health outcomes than the general population and face barriers such as discrimination, negative stigma, and less favourable healthcare treatment that significantly affect their overall health (WHO, 2013). Statistically, it is difficult to determine the number of LGBT people in Indonesia because few have opened up to the general public. However, in recent years this group has begun to venture to emerge and voice their freedom to the broader community.

Padang City is a city in West Sumatra that has the largest population. In 2015 the population in the city of Padang was 872,617 people with a total of 276,449 family heads. Of the total population, data from the West Sumatra Health Service in 2015 stated that for those who have HIV, there were 1435 cases in Padang City, AIDS 1346 new cases, while HIV 173 cases caused by LGBT subjects (Departement of Health, 2015).

Another source said that the impact of health problems on the LGBT is that the LGBT can cause various venereal diseases, including gonorrhoea and syphilis, which can cause damage to the reproductive organs and infertility. Besides physical health problems, LGBT people are also vulnerable to psychological effects that are not good for themselves, such as homosexuals who often feel insecure about their identity (Hasan, S, 2008). The health status of the LGBT group creates the need that makes the LGBT decide whether to seek help or not. The use of health services is influenced by desire, demand, and need. The need for health services is distinguished on the perceived need, namely the sum of individual needs for a health service and normative needs, namely the needs provided by health service providers to patients based on health science standards (Budiarto, W, 1996).

Based on the Indonesian National Report, health services for LGBT people are only focused on people living with HIV and sexually transmitted diseases. Sexual and reproductive health services are only intended for heterosexual people. Whereas counselling services and attention to psychosexual problems and sexual well-being for transgender people are also very much needed (USAID, 2013). Such condition causes LGBT actors in Indonesia to be reluctant to consult about their health problems.

Based on interviews with LGBT perpetrators themselves, they stated that they had willing to have their health condition checked but did not know what kind of health services would be provided for them; besides that, they were also afraid of being discriminated against after arriving at the health service because of their sexual behavior.

## **2 Methodology**

This study used a qualitative design. This research was conducted in February - July 2016 in the city of Padang. The technique of determining informants is by purposive sampling. Informants in this study consisted of the Head of Disease Eradication and Disaster Management,

HIV Program Holders, Adolescent Reproductive Health Program Staff, VCT Midwives, Psychologists, and Reproductive Health Midwives.

**Table 1. Research Informants of Health Service Supply for LGBT in Padang City**

No.	Informants	Number of	Methods
1	Head of Provincial Health Office	One person	In-depth interview
2	Head of City Health Office	One person	In-depth interview
3	Head of BKKBN	One person	In-depth interview
4	Health Service Providers in Government Hospitals (Doctors, Nurses, Midwives)	One person	In-depth interview
5	Service Providers Health in Private Hospitals (Doctors, Nurses, Midwives)	One person	In-depth interview
6	Health Service Providers at the Public Health Center/ Puskesmas (Doctors, Nurses, Midwives)	One person	In-depth interview
7	Psychologists	One person	In-depth interview
8	Reproductive Health Experts (Obstetricians, Sexologists)	One person	In-depth interview
9	Mental Health Expert	One person	In-depth interview

The technique of collecting data in this research is by in-depth interviews, document review, and observation. Data collection tools used were interview guides, notebooks, tape recorders, and video recordings. Data in this study are processed utilizing data reduction, data presentation, and drawing conclusions and verification. Data analysis was carried out utilizing triangulation of sources and triangulation of techniques.

### 3 Result and Discussion

#### 3.1 Supply of Health Services Health Service

From the results of in-depth interviews conducted by researchers, health services for the LGBT people already exist and are the same as other health services, and there is no discrimination in health services.

**Table 2. Matrix Triangulation (Health Services)**

Aspects examined	In-depth Interview	Document Assessing	Conclusion
Number of Visits	The number of visits this LGBT to health services has reached hundreds each year	The number of visits to the MSM was 155, for a total transvestite 15 people in Seberang Padang Public Health Center, 2015.	The number of visits by this LGBT to health services is quite large.

### **Types of Health Services**

The types of services are counselling, counselling, and health checks, both physical and labor. The counselling given regarding health issues is counselling about the introduction of reproductive health, while the counselling that has been carried out is counselling about LGBT in schools, including universities so that teenagers know the impact of LGBT. In addition, the provision of condoms has also been carried out by health workers to this LGBT group.

### **Service Time**

Based on the results of in-depth interviews that researchers conducted, the time for health services for the LGBT was the same as for other health services, there was no specific time provided for them, but if they wanted to do counselling, they could communicate directly with the counsellor by telephone.

### **Health Checkup**

Based on the results of in-depth interviews conducted by researchers, health checks have been carried out and given to the LGBT group, such as physical and labour examinations for HIV, STIs, and Tuberculosis.

#### a. Physical Examination and Labor

The examination was provided according to their needs. The examination consists of a physical examination and a laboratory examination. The physical examination is in the form of health checks for the LGBT, while the laboratory examinations provided are testing for HIV, Sexually Transmitted Infections (STIs), and Tuberculosis. Officers at the Public Health Center (Puskesmas) also received referrals from the M.Djamil and Yos Sudarso Hospitals to carry out STI checks for LGBT groups.

#### b. Ongoing Comprehensive Service Examination

The examination provided to the LGBT group is called the Continuous Comprehensive Service, which includes all services, both physical and labor examinations.

**Table 3.** Triangulation Matrix (Health Check)

<b>Aspects examined</b>	<b>In-depth Interview</b>	<b>Document Review</b>	<b>Conclusion</b>
Health Check-up	Health checks have been provided for this LGBT group, both physical and labour examinations.	HIV examinations or tests were carried out on LGBT groups with a total of 22 MSM and shemale	Health checks have been carried out for LGBT people

### **Health Workers**

#### a. Personnel Involved

Based on in-depth interviews conducted by the researchers, it was found that the health workers involved in providing health services to the LGBT group were doctors, midwives, nurses, analysts, recording reports and other health workers, both medical and non-medical. Especially for workers who have received training.

#### b. Special Health Workers

There is no need for extraordinary health workers to provide health services to these LGBT groups because all health workers are involved in providing services to them; training for health workers needs to be provided.

#### c. Training

Training has been given to health workers in 10 Public Health Center, consisting of Public Health Center Seberang Padang, Padang Pasir, Air Dingin, Lubuk Buaya, Bungus, Pauh, Andalas, and there are still several Public Health Center and other health workers who will be included in the training.

**Table 4.** Triangulation Matrix (Health Personnel)

Aspects examined	In-depth Interview	Observation	Conclusion
Health Workers	Health workers involved in providing services to LGBT are doctors, nurses, midwives and other health workers	Two personnel are involved in providing health services at the Public Health Center Seberang Padang, namely doctors and midwives.	The health workers involved in providing services to the LGBT group are all health workers

### Medical Equipment

a. Equipment provided

Health equipment provided for health services for the LGBT group is generally the same as equipment for others because the logistics at the health service center all come from the center.

b. Special Equipment

There is no need for special medical equipment for the LGBT group, but for Public Health Center that have received training and carry out continuous comprehensive service checks, they have equipment for HIV testing for all patients, not only for the LGBT group.

**Table 5.** Matrix of Triangulation (Health Equipment)

Aspects examined	In-depth Interview	Observation	Conclusion
Medical Equipment	No special equipment is needed, but in Public Health Center that have received training, tools are provided for HIV testing	Availability of equipment for HIV examination at Seberang Padang Public Health Center, which is used for all patients	No, there are special medical equipment provided for the LGBT group

### Facilities and Infrastructure

a. Means and Infrastructure Provided

Based on the in-depth interviews with informants, it is known that health facilities and infrastructure are the same for all services. There are no special facilities and infrastructure provided for this LGBT group because if special facilities and infrastructure are provided, this LGBT group will feel increasingly discriminated against.

b. Special Clinic

There is no special clinic for them. The Health Office only provides VCT clinics for Public Health Center that have received training, where all patients can use the clinic, but so far, the ones who conduct the most examinations at the clinic are LGBT people. At the Seberang Padang Health Center, the clinic was named a particular clinic; the clinic also provides counselling services for the LGBT group.

### Health Program

a. Special Health Program

Based on the interviews with informants, there is no particular health program for the LGBT group because it will make them feel discriminated against. In addition, the health program is generally the same from the start of providing services to them until they receive treatment.

b. Existing Programs

Health programs in health services for the LGBT group have been incorporated into the HIV prevention program, and the health programs have been sustainable.

**Table 6. Triangulation Matrix (Health Program)**

Aspects examined	In-depth Interview	Document Review	Conclusion
Health Program	Program for LGBT groups is part of the HIV prevention program	Data on the HIV situation in West Sumatra 2015, which includes LGBT people	Health program for LGBT is included in the HIV prevention program

### **Supply of Health Services**

Based on the results of in-depth interviews with informants, it was found that the supply of health services already exists for this LGBT group. There it is explained that there is no discrimination against this group. The types of services have been provided in counselling, counselling, health checks, physical examinations, and supporting examinations. One of the research informants also said that one of the measures to prevent HIV transmission among LGBT-risk groups was distributing condoms and free HIV checks at Primary Health Services. Counselling on LGBT has also been carried out in schools, including universities, so that students can know the impact of LGBT.

Based on the results of a document review at the Seberang Padang Public Health Center, the researchers saw that the number of visits in 2015 was 155 for MSM and 15 for shemale. In the three years running the VCT clinic at the Seberang Padang Public Health Center, the MSM group has always occupied the total number of people caught as HIV-positive. Of the 155 MSM visits at the VCT clinic, 14.2% of them were HIV positive.

Laetitia C. Rispel (2011) explains that there is still a scarcity of health services for LGBT perpetrators because health services only focus on LGBT actors who have contracted HIV. One of the informants from this study said that he did not know where to go for a health check because the Government Hospital did not provide a program for them, and the hospital only accepted LGBT people with whom they were related. In this study, researchers also cross-checked LGBT actors, including transgender and lesbian.

From this confession, they admitted that they still often feel discriminated against when seeking treatment at health services and do not get precise information about their health services. Therefore, it is hoped that all health agencies, including the one with no exception, can provide comprehensive health services to this group and to relevant health agencies to be able to carry out health promotion and more active screening for this LGBT group so that they also get more accurate information about health services, which is good for them (Rispel. L, 2011).

### **Health Examination**

Based on in-depth interviews with informants, it was found that health checks for the LGBT group had been carried out; the examinations provided included physical examinations and supporting examinations such as labor for HIV tests. This examination consists of testing for HIV, Sexually Transmitted Infections and Tuberculosis.

Research conducted by Christopher M. Fisher, et al. (2011) explained that the LGBT had received health examinations and counselling. The health examinations obtained consisted of, Genital examinations/ HPV, Herpes, HIV, Hepatitis A, B, and C, Gonorrhoea, Chlamydia and Syphilis. For other examinations such as mental health counselling and medicines (Christopher. M, 2011).

### **Health Workers**

Based on interviews with informants, it was found that the health workers involved in providing health services to the LGBT were almost all health workers, including doctors, midwives, nurses, health analysts and the recording and reporting division. Medical and non-medical personnel, and most importantly, once was a health worker who had received training on health services for the LGBT.

The training has been given to health workers by the West Sumatra Provincial Health Office. The training was attended by 10 Public Health Center, including the Seberang Padang, Padang Pasir, Air Dingin, Lubuk Buaya, Bungus, Pauh, Andalas, and many more health centers. Each Public Health Center consists of doctors, midwives, and nurses. The training provided is in the form of training on handling these LGBT, such as interviewing them and handling them when they make a complaint.

Research from Khalili (2015) states that it is still challenging to find competent doctors to handle LGBT cases in California because there is no special training and program for doctors dealing with LGBT health problems (Khalili. J, 2015). Therefore, it is hoped that all health workers should be involved in providing services to this group, and all health workers should also receive training on health services for this LGBT group without exception. Not only that, for health service units that have not received training, so that in the future they can also be given training on handling this LGBT group, such as health service units that have received it.

### **Medical Equipment**

Based on in-depth interviews with informants, the researcher found that the medical equipment provided for the LGBT group is the same as the equipment for other health services; there is no difference because the equipment provided is directly imported from the centre. Health centers that have received training are provided with equipment for HIV testing. This thing is called device centrivius.

Based on the interviews conducted, the results showed that, in general, medical equipment was the same; there was no difference for any group. Health equipment for HIV testing provided at the Public Health Center can be used for everyone who wants to do an HIV test, not only for certain groups, such as the LGBT group.

It is hoped that all Public Health Center in the city of Padang have this tool for HIV testing so that all people, including the LGBT group, can easily carry out HIV checks at any Public Health Center.

### **Facilities and Infrastructure**

Based on interviews with informants, the researchers found no difference in facilities and infrastructure for this LGBT group. Special health facilities and infrastructure are also not provided because if special facilities and infrastructure are provided for them, they are afraid that they will feel increasingly discriminated against. However, several health workers also stated that there needs to be room to conduct consultations with these LGBT groups because they often feel uncomfortable conducting consultations. After all, the room is also used for other patients in health checks.

Facilities and infrastructure according to the Ministry of Health of the Republic of Indonesia in 2010, facilities are all physical objects that can be visualized by the eyes or palpable by the five senses and can be easily recognized by patients and (generally) are part of a building itself. An infrastructure is an object, network, or installation that makes existing facilities function according to expected goals (Kemenkes RI, 2010).

Research conducted by Kevin and Harvey (2015) says that basically, the health care facilities available for LGBT people are the same as health care facilities in general. Then there is a special clinic provided to accommodate various health information about LGBT; there are two

reasons why this clinic should exist. First, the health service focuses on their current health problems and examines the causes of past health problems. This particular clinic has unlimited access for LGBT people, called the Access Care Unit (Kevin. L, 2015).

The results of this study are that there are no special facilities and infrastructure, but it is hoped that there will be one facility such as a counselling room that they will use to conduct consultations so that when they consult with health workers, they can be more open without any interference from other patients.

### **Health Program**

Based on in-depth interviews with several informants, it was found that the health program itself is not necessary. There is no plan to establish a particular health program for these LGBT groups because if a particular program is formed for them, they will feel increasingly discriminated against. However, this program's health care for LGBT has been integrated into the HIV prevention program, wherein conducting a document review, the researcher looked at the HIV situation in West Sumatra in 2015, in the report, which included cases of the LGBT group.

According to Sardu Siyoto (2015), the health program is a collection of projects in the health sector, both short-term and long-term. In general, a health program is held as a realization of a health program plan in the health sector that will improve a community's health status (Siyoto. S, 2015).

Based on the results of interviews with theories about health programs, from the results of research so far, health programs for the LGBT group have been included in the HIV control program. Based on the existing theory with in-depth interviews, it is almost the same, but it is not necessary for health programs in particular because health workers do not want them to feel increasingly discriminated against, and there is no particular health program planning far.

Therefore, the researcher hopes that the existing program can be maintained so that the health impact of this LGBT group can be reduced and the health status for this group and other communities can be further improved.

## **4 Conclusion**

Based on the results of research conducted by researchers, it can be concluded that the types of health services are counselling, counselling, and health examinations, both physical examinations and supporting examinations such as labour. The service time is the same as the time for health services in general. The health checks were provided to the LGBT group include physical and supporting examinations such as HIV, STI, and Tuberculosis examinations. Health workers involved in providing services are Doctors, Midwives, Nurses, and Health Analysts. Health workers have also been given training on services provided to the LGBT group. The health equipment used is the same as health equipment in general, and the facilities and infrastructure available are the same for all types of health services. So far, the health program for LGBT is incorporated in the HIV prevention program, no need for a particular program for this group because health services integrating it with other reproductive health. However, in the future, it is necessary to create a consultation room for them to be more comfortable and open in conducting consultations with health workers.



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