



Approaching Gender Affirming Care: Lessons from a Rural Hospital

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hot topics in practice www.mhcc.org/practice

Northwest Center
FOR PUBLIC HEALTH PRACTICE





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Question for the Viewers

How would you describe your familiarity with your organization's gender inclusivity efforts?

- A. Very familiar
- B. Somewhat familiar
- C. Not familiar
- D. Other (please type in chat)

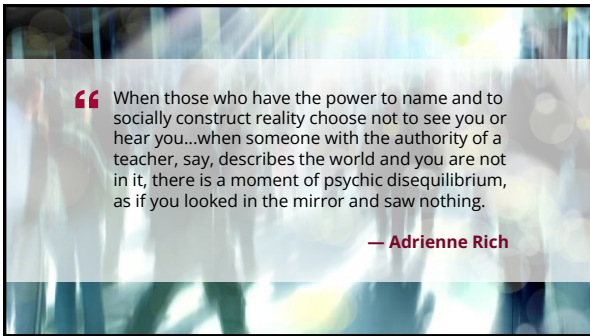
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Background: Why Gender Inclusive Care?	Charting a Path Towards Gender Inclusive Care	Getting Everyone on Board: Staff Training	Working Towards Organizational Shifts
			

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So What: Disparities

Transgender adults report **higher rates of smoking tobacco** some days or every day compared with cisgender adults, at **59% and 39%**, respectively.

22% of transgender adults report being informed they **have asthma**, compared with 14% of cisgender adults.

60% of transgender adults report having **poor mental health** at least one day in the past month, compared with 37% of cisgender adults.

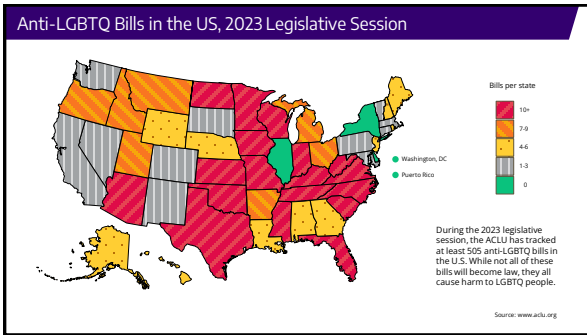
54% of transgender adults report having had **poor physical health** at least one day in the past month compared with 36% of cisgender adults.

Trans/gender/sexual: A person whose gender identity differs from the sex they were assigned at birth—includes non-binary identities like genderqueer, bigender, agender, gender neutral, etc. along with the binary identities of male and female

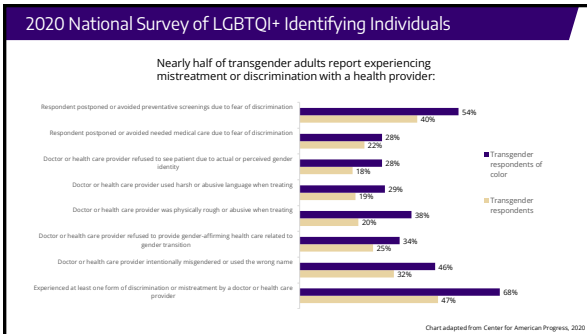
Cisgender: A person whose gender identity aligns with the sex they were assigned at birth

Center for Disease Control and Prevention, 2019

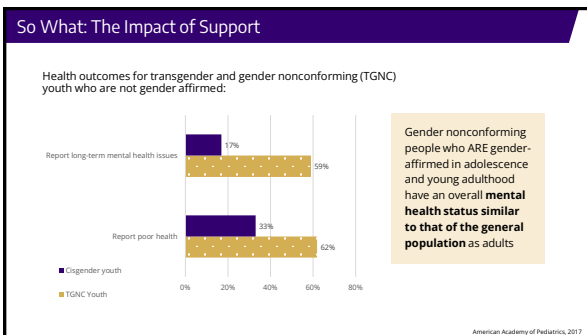
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What is Gender Affirming Care?

Care that supports each individual's gender identity and is anticipatory and inclusive of all people without assumptions of how they identify.



Gender affirming care can look like...

- Including pronouns and gender on paperwork
- Using correct names and pronouns
- Using inclusive imagery on materials
- Training all staff on inclusivity, language, and spectrums of identity in sexuality and gender
- Training providers in care for transitioning patients
- Demographic Data capturing pronouns & sexual orientation and gender identity (SOGI)

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Jefferson Healthcare in Context



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Jefferson Healthcare Pathway

- A Patient Concern 2013...**
 Emelia, a transgender woman, was misgendered multiple times during an Emergency Department visit.
- How we'd been approaching transgender care at the time**
- One person at a time through the Patient Advocate concern/complaint process
 - Not a strategic shift in awareness or culture



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Jefferson Healthcare Begins

- Applied for the Human Rights Campaign Healthcare Equality Index Leader Award
- Creation of *LGBTQ 101* developed by Emelia and two others as training for Jefferson Healthcare staff, local police, fire and EMS departments
- Formation of the Health Equality Committee
 - Informal recruitment and meeting style
 - *We Are Here* video commissioned by Mike Glenn, CEO
- Petitioned Providence/Epic to add Sexual Orientation/Gender Identity (SOGI) pages, added organ inventory later




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Healthcare Equality Index Award



- Non-Discrimination and Staff Training
 - LGBTQIA+ inclusive patient non-discrimination policy
 - Must include "sexual orientation" and "gender-identity and expression"
- Patient Services and Support
 - Transgender Care Navigator Role
- Employee Benefits and Policies
- Patient and Community Engagement
- Responsible Citizenship

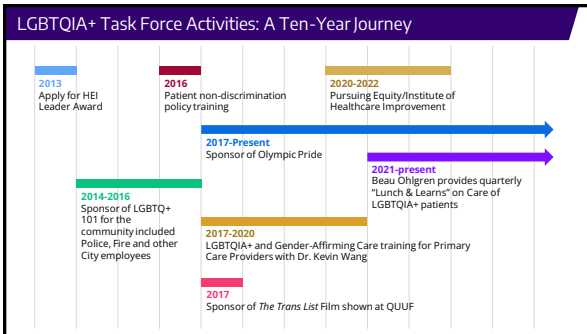
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Transgender Care Navigator Role

- Helps patients find PCPs
- Local Resources
- Share concerns
- Bring visibility through website
- Continue to assess culture biases
- Chair of LGBTQIA+ Task Force
 - Internal Audit-Diagnosis Gender Dysphoria closed chart review of SOGI/pronouns

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LGBTQIA+ Task Force 2023

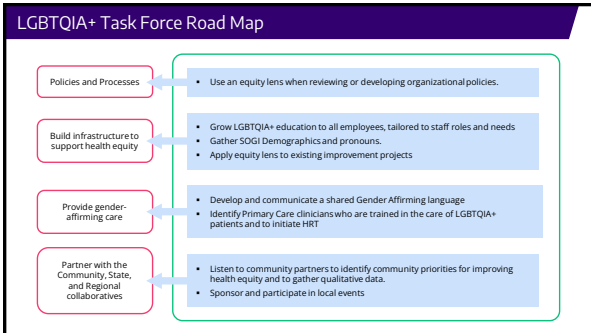
- ✓ **Community presence:** Sponsor of Olympic Pride June 2023
- ✓ **Provider Training:** For Primary Care Providers with Dr. Kayden Vargas
- ✓ **All Staff Training:** Beau Ohlgren Gender Affirming Care presentations quarterly
- ✓ Front-end staff specific training to ask and enter patient's pronouns into Epic—Yearly Safety Module
- ✓ Option to add your pronoun to your ID badge/Email signature

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What's Next: Task Force Task List

OBJECTIVE	TASK	Who	STATUS
Using Correct Pronouns Work	Options to put our pronouns on our badges	Jackie/Janessa	In progress
Staff Education and Training Plans	Update information web and rack cards	Tina/Lindsay	In progress
Ensure policies are inclusive	Update 2 LGBTQIA+ Policies, and review bereavement policy with comments for HR	Jackie/Carrie/Tina	Started
Staff Education and Training Plans	Beau to teach quarterly 2024	Jackie	In progress
Staff Education and Training Plans	Training front line staff on pronoun and sgp info into Epic	CT/Alex/Jackie	Complete-ongoing
Staff Education and Training Plans	Implement Affinity group	Jackie/Tina/Janessa	On hold
LGBTQIA+ Community Survey	LGBTQIA+ Community Survey Results—Send to task forces	Jackie, Cheryl and/or Ellen Michael	Completed-ongoing

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JH Gender-Affirming Care Policies

Patient Rights
 Jefferson Healthcare shall not limit, restrict, or deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or expression, disability or ability to pay.

Transgender Patient Services
 To provide guidance for staff to bring gender-affirming care and gender-affirming communication when working with all patients and to recognize the unique challenges transgender, gender-nonbinary and gender-fluid patients can face while receiving health care.

LGBTQIA+ Patient and Employee Services Plan

Patient Non-Discrimination: Sexual orientation and gender identity are personally determined and must be respected components of patient rights. Family is individually defined and Jefferson Healthcare encourages and facilitates visitation and support from those who the patient desires and requests.

Employee Non-Discrimination: JH employment policies promote equity for LGBTQIA+ employees and supports all forms of gender expression. Every benefit Jefferson Healthcare offers our employees are the same for all employees regardless of their sexual orientation or gender identity or marital status.

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Question for the Viewers

?

How would you describe your organization's approach to supporting health equity for the transgender and gender non-conforming population?

- A. It has been identified as a priority, and we are actively implementing policies and best practices
- B. It has been identified as a priority, but we have not yet begun implementing changes
- C. It has not yet been identified as a priority, and we have not begun implementing changes
- D. Unsure
- E. Other (please type in chat)

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Training: Every Part of the Organization invited



- Clinical:** Understands all aspects of anatomy and identity
- Registration:** Initial patient contact with organization, can ask for update of pronoun, name, at the same time as other demographics.
- Advocacy:** Connect community with local resources
- Billing:** Understanding legal name and sex changes and how to navigate insurance requirements
- Ancillary Departments (Diagnostic Imaging, Lab):** Awareness of sex-linked lab values and organ inventory for diagnostic imaging
- Administration:** Values patient and staff clinical, psychosocial needs

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Finding a Transgender Person's Record Who Has Changed Their Name



<https://vimeo.com/260308944>

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Sexual Orientation
 attracted to women attracted to multiple genders, bi/pansexual attracted to men

Sexual Behavior
 sex with women sex with people of multiple genders attracted to men

Sex Assigned At Birth
 male (M) intersex (O) female (F)

Biological Sex
 XY XYY XXY XYYY XXYY XXXYY XXXYY XYYY XXXYY XXXXX XXXX XXX XX XO
 male (M) intersex (O) female (F)

Gender Identity
 man non-binary, genderqueer, bigender, two-spirit, gender neutral, gender (around the world: hijra, kathoey, xanith, fa'afafine, burmesha, etc.) woman

Gender Expression
 masculine androgynous feminine

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What: Important Terminology

- L** — Lesbian (woman attracted to women)
- G** — Gay (man attracted to men OR: an umbrella term used for any people attracted to the same gender)
- B** — Bisexual (person attracted to people of two (or more) genders)
- T** — Trans/gender/sexual (a person whose gender identity differs from the sex they were assigned at birth- includes non-binary identities like genderqueer, bigender, agender, gender neutral, etc. along with the binary identities of male and female)
- Q** — Queer (umbrella term for folks whose gender identity or sexual orientation goes beyond heterosexual or cisgender identity)

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Pronouns

- HE/HIM**
I talked to Taylor last week and he said he would bring his swim-trunks with him.
- SHE/HER**
I talked to Taylor last week and she said she would bring her swim-trunks with her.
- THEY/THEM**
I talked to Taylor last week and they said they would bring their swim-trunks with them.
- ZE/HIR**
I talked to Taylor last week and ze said ze would bring hir swim-trunks with hir.

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Now What: Pronoun Best Practices



- Affirm where they **are**
- Inquire into their understanding of what gender and sexuality means to them
- Use their own terminology for how they identify
- When someone comes out:
 - "Thank you."*
 - "What does that mean for you?"*
 - "How can I help?"*

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Collecting Demographics in Electronic Medical Records

Part of Best Care Practices:

Patient's preferred name in quotation marks

SOGI Information

Walter Biscayne "Walt"
 Male ♂, 65 y.o., 6/18/1958
 Preferred name: Walt
 Preferred name: Sign language: Hearing

Walter Biscayne
 Gender identity: Transgender Male / Female-to-Male
 Legal sex: Male
 Sex assigned at birth: Female
 Organ inventory (current): penis, testes
 Organ inventory (birth): breasts, cervix, ovaries, uterus, vagina
 Marital status: Married
 Race: White or Caucasian
 Ethnicity: Not Hispanic or Latino
 Interpreter language: Sign Language
 ID: 2060-Maple Dr
 PORTLAND, OR 97212
 TEL: 485-10-6547
 FAX: 20613892701
 CEN: 20610187427
 HSN: 33000734141

Contact information:
 503-535-3923 (voice - Phone)
 Inland Pharmacy
 2700 Parkway NW
 9500 Sepulveda Blvd AT corner of Lassen Dr
 918-892-4321
 9901 Sepulveda Blvd
 Mission Hills, CA 91345

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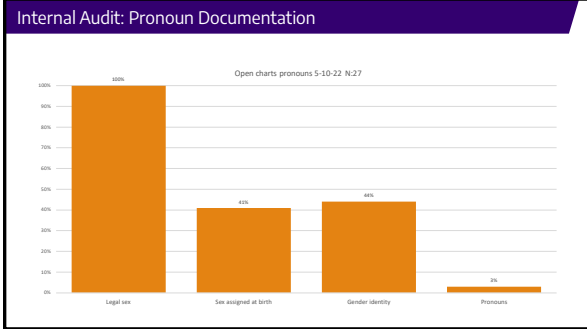
Additional Tips and Guidelines

- ✓ **Don't assume**
 Avoid guessing pronouns based on how someone looks
- ✓ **Introduce yourself with pronouns**
- ✓ **Include pronouns on paperwork and email signature**
- ✓ **Use names or descriptions when calling on people or referring to others**
 "The person in room three is asking..."
- ✓ **Use inclusive/gender neutral language when discussing hypotheticals**
 Use "they" instead of "he or she"
- ✓ **Signage (bathrooms, etc) and describing bodies**
 Don't overcomplicate; be precise

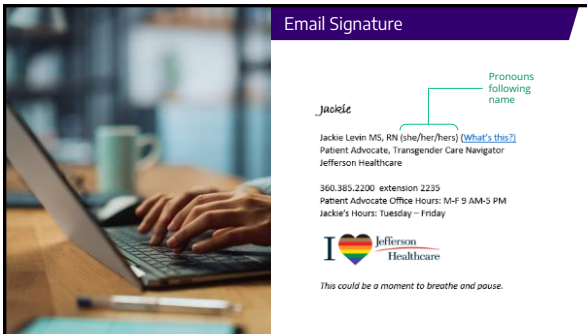
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Working Towards Organizational Shifts

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- ### Best Practices for Training Promotion
- Promote multiple times and in multiple ways
 - Intranet
 - Staff newsletter
 - New hire materials
 - Mass emails
 - Other
 - Training can (and should) happen year-round
 - Training should not just during Pride Month or the HEI survey timeframe

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Barriers to Consistent Inclusive Care



- Staff turnover
- There is a lot of material in New Employee Orientation
- Continued issues: auto texting of appointments with legal vs chosen name
- Signage
- Older staff formal education/training is different than younger staff
- Generational differences in awareness, culture, language
- Discomfort with LGBTQIA+ conversation
- Staff are busy
- Not hard-wired into our EMR — no forced stops

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“ I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. — Maya Angelou

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Key Takeaways

- ✓ Learn what your organization is currently doing on gender affirming care, from front desk to direct care
- ✓ Check to see that there is ongoing training available at your organization
- ✓ Connect with local communities
- ✓ Ensure that what is available is fully communicated to your local communities
- ✓ Identify barriers within your organization to trans and nonbinary people

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Reflection and Discussion

- ? How does your facility put up barriers to trans and nonbinary patients?
- ? What are steps you can take now to create a more gender inclusive environment?
- ? Walk through your facility and just look at the physical environment, materials, and signage: Who is it including? Who might it be excluding?

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A Chat with Jackie Levin and Beau Ohlgren



Sue Grinnell



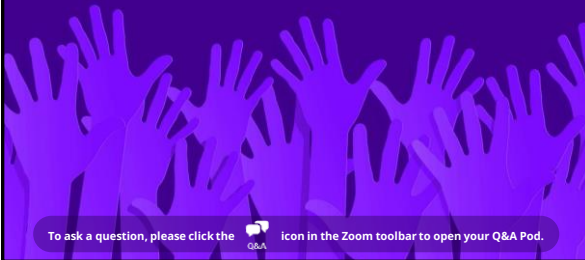
Jackie Levin



Beau Ohlgren

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QUESTIONS?



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Resources

Jefferson County Transgender Support Group
<https://transjeffco.weebly.com/>

Transgender Care at Jefferson Hospital
LGBTQIA+ Services | Jefferson Healthcare
<https://jeffersonhealthcare.org/services/lgbtq-resources/>

We are Here
Transgender Training Video for Healthcare Professionals
<https://www.youtube.com/watch?v=X22w0l-RQkQ>

Advancing Health Equity: A guide to language, narrative and concepts
<https://www.ama-assn.org/system/files/ama-aamc-equity-guide.pdf>

ACLU Tracking Anti-LGBTQ Legislation
<https://www.aclu.org/legislative-attacks-on-lgbtq-rights>

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Resources (cont.)

National LGBTQIA+ Health Education Center
Collecting Sexual Orientation and Gender Identity SOGI Data
<https://www.lgbtqihealtheducation.org/wp-content/uploads/2020/11/Collecting-Sexual-Orientation-and-Gender-Identity-SOGI-Data-2020.pdf>

The Fenway Institute
<https://fenwayhealth.org/the-fenway-institute/>

Human Rights Campaign
Healthcare Equality Index Resource Guide
<https://www.thehrcfoundation.org/professional-resources/hei-resource-guide>

APA Inclusive Language Guide
<https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines>

Pronouns Matter
<https://pronouns.org/>

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Contact Us



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