



Approaching Gender Affirming Care: Lessons from a Rural Hospital



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Navigator
Jefferson Healthcare



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Jefferson County Transgender
Support Group Leader

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)

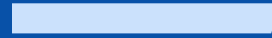
Background: Why Gender Inclusive Care?



Charting a Path Towards Gender Inclusive Care



Getting Everyone on Board: Staff Training

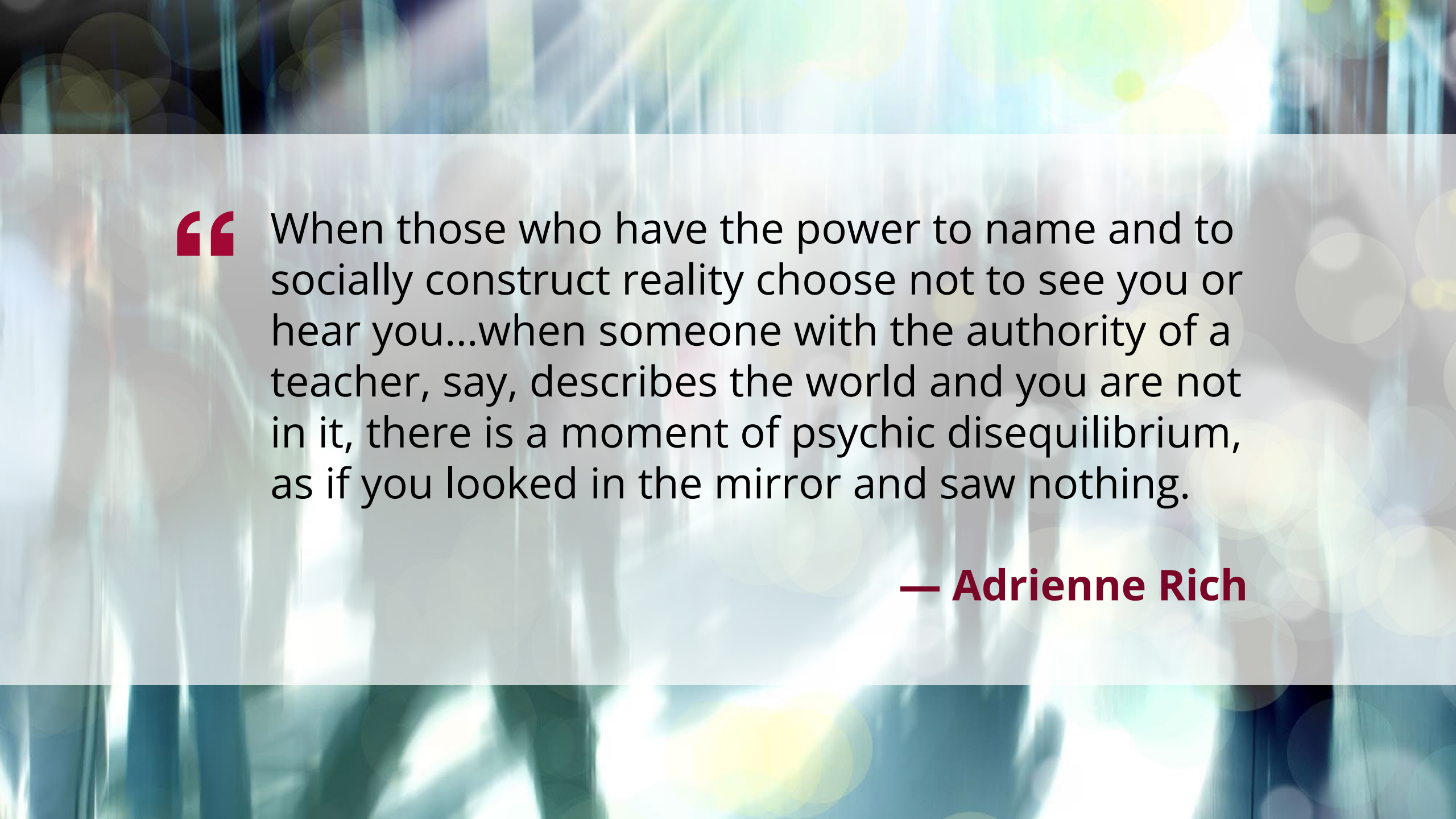


Working Towards Organizational Shifts



Why Gender Inclusive Care?

love
who
you
are



“ When those who have the power to name and to socially construct reality choose not to see you or hear you...when someone with the authority of a teacher, say, describes the world and you are not in it, there is a moment of psychic disequilibrium, as if you looked in the mirror and saw nothing.

— **Adrienne Rich**

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.

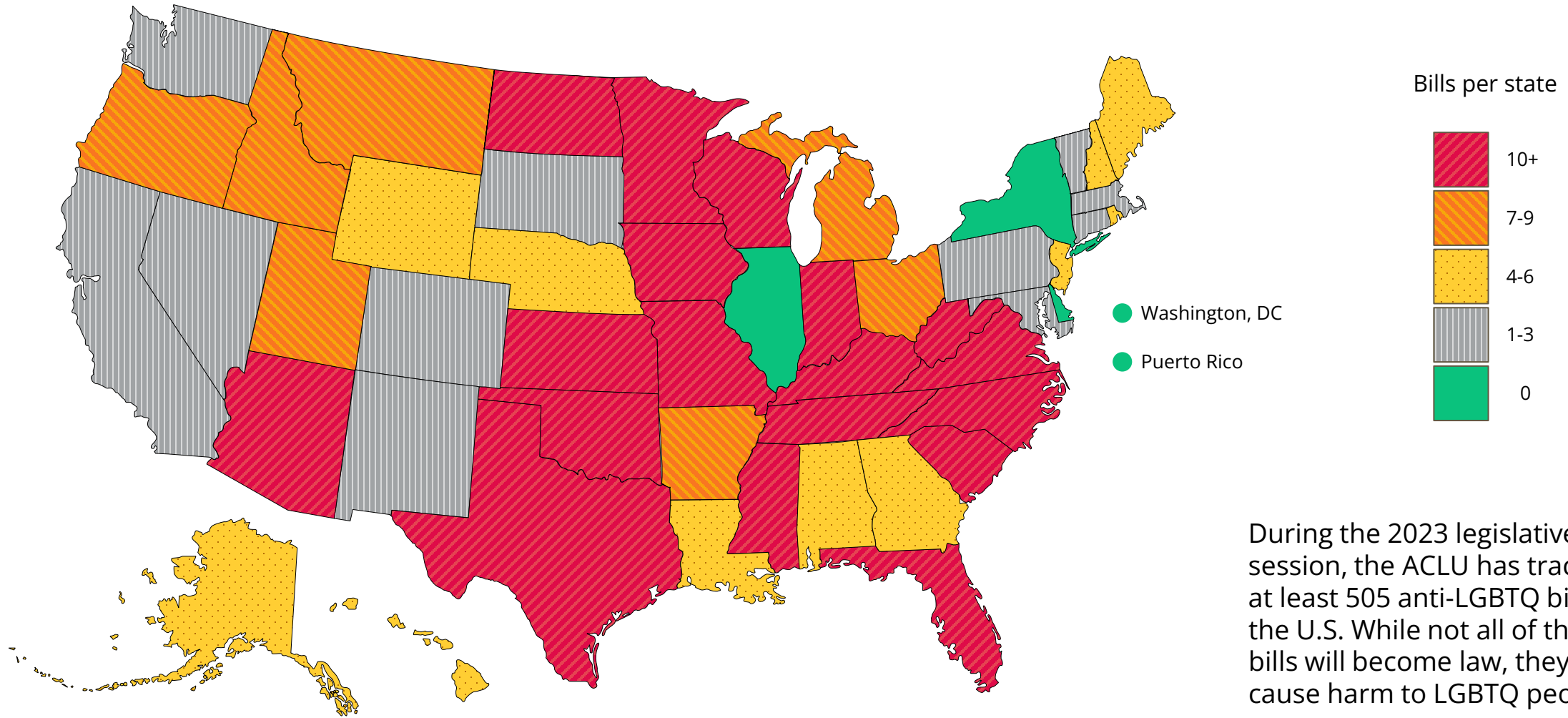
60% of transgender adults report having **poor mental health** at least one day in the past month, compared with 37% of cisgender adults.

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

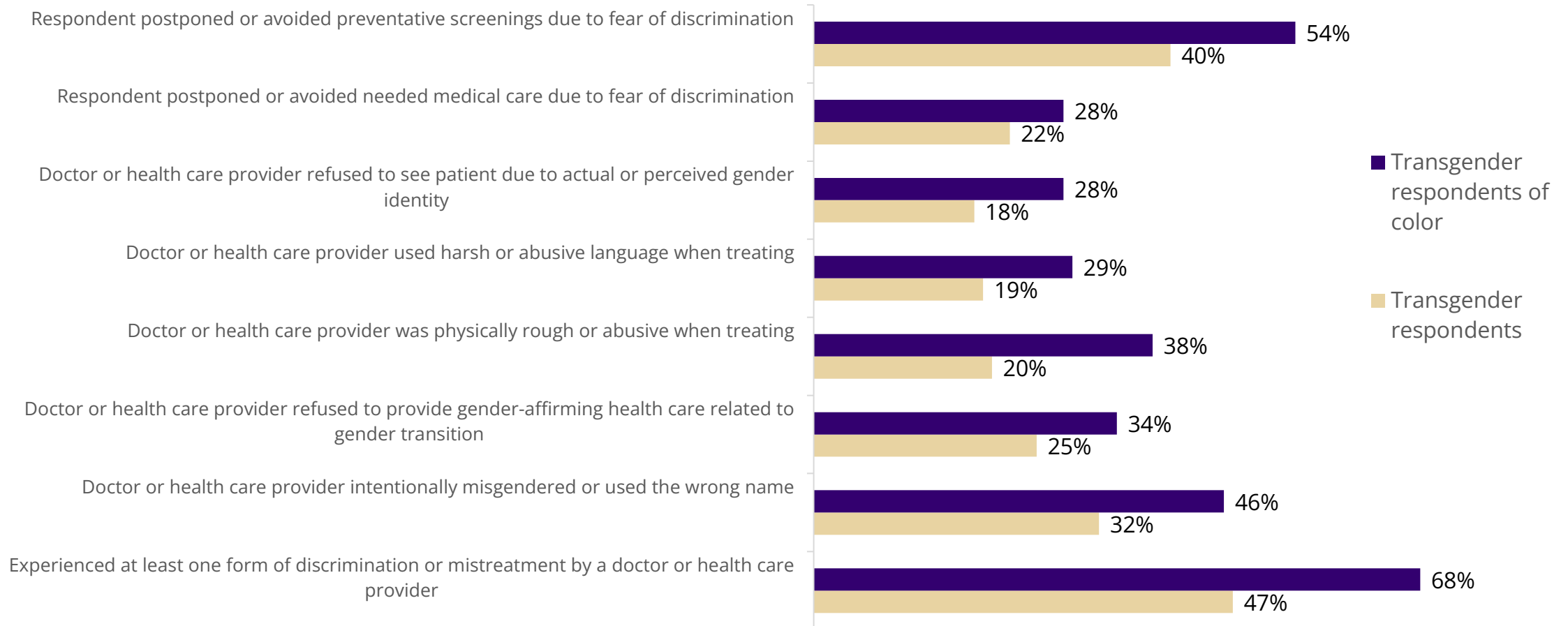
Anti-LGBTQ Bills in the US, 2023 Legislative Session



During the 2023 legislative session, the ACLU has tracked at least 505 anti-LGBTQ bills in the U.S. While not all of these bills will become law, they all cause harm to LGBTQ people.

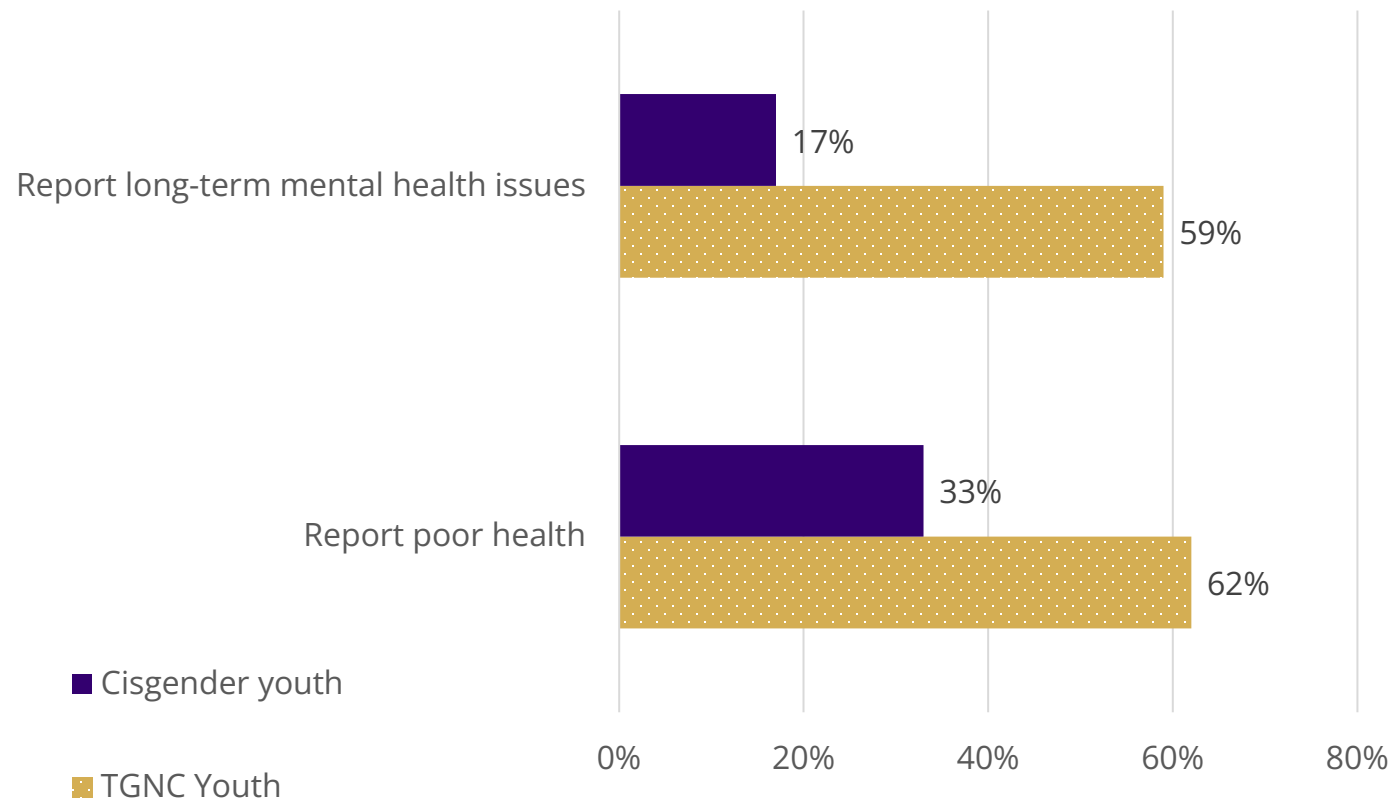
2020 National Survey of LGBTQI+ Identifying Individuals

Nearly half of transgender adults report experiencing mistreatment or discrimination with a health provider:



So What: The Impact of Support

Health outcomes for transgender and gender nonconforming (TGNC) youth who are not gender affirmed:



Gender nonconforming people who ARE gender-affirmed in adolescence and young adulthood have an overall **mental health status similar to that of the general population** as adults

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...

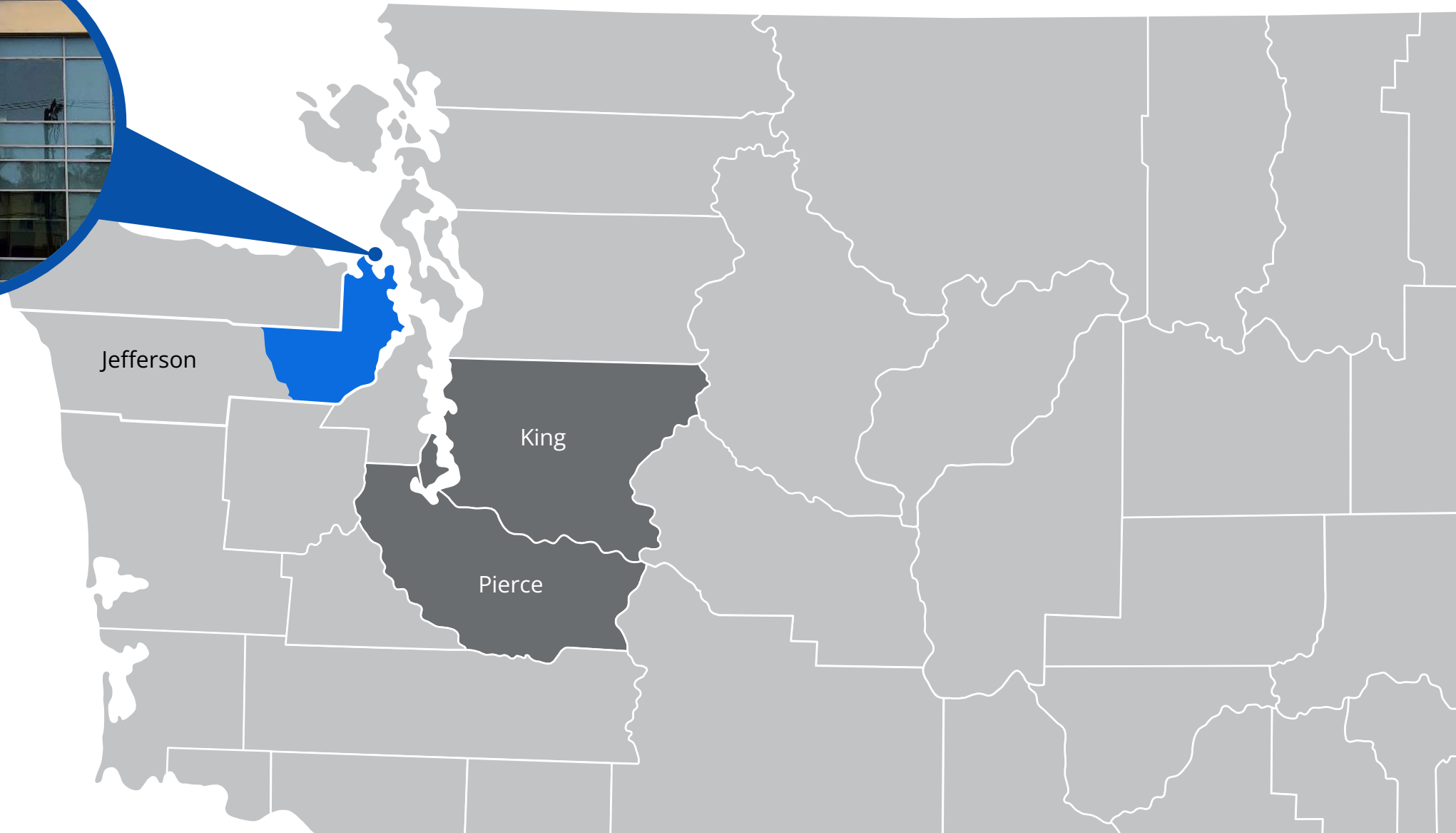
- Including pronouns and gender on paperwork
- Using correct names and pronouns
- Using inclusive imagery on materials
- Training all staff on inclusivity, language, and spectrums of identity in sexuality and gender
- Training providers in care for transitioning patients
- Demographic Data capturing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

Charting a Path Towards Gender Inclusive Care



BLACK

Jefferson Healthcare in Context



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



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



We Are Here: A Transgender Training Video for Healthcare Professionals

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

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

LGBTQIA+ Task Force Activities: A Ten-Year Journey

2013

Apply for HEI
Leader Award

2016

Patient non-discrimination
policy training

2020-2022

Pursuing Equity/Institute of
Healthcare Improvement

2017-Present

Sponsor of Olympic Pride

2014-2016

Sponsor of LGBTQ+
101 for the
community included
Police, Fire and other
City employees

2021-present

Beau Ohlgren provides quarterly
“Lunch & Learns” on Care of
LGBTQIA+ patients

2017-2020

LGBTQIA+ and Gender-Affirming Care training for Primary
Care Providers with Dr. Kevin Wang

2017

Sponsor of *The Trans List* Film shown at QUUF

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

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 sozi info into Epic	CIT/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

LGBTQIA+ Task Force Road Map



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.

Jefferson Healthcare Community Activities



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)

HELLO

MY PRONOUNS ARE

_____ / _____

Getting Everyone on Board: Staff Training

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

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

<https://vimeo.com/260308944>



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 (X)

female (F)

Biological Sex

XY	XYY	XXY	XYYY	XXXY	XXYY	XXXYY	XYYYY	XXYYY	XXXXY	XXXXX	XXXX	XXX	XX	XO
male (M)					intersex (X)					female (F)				

Gender Identity

← man

non-binary: genderqueer/bigender/two-spirit/gender neutral/agender

→ woman

(around the world: hijra, kathoey, xanith, fa'afafine, burrnesha, etc.)

Gender Expression

← masculine

androgynous

→ feminine

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)

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.

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?"

Collecting Demographics in Electronic Medical Records

Part of Best
Care Practices:

Walter Biscayne "Walt"

Male ⓘ, 65 y.o., 8/18/1956

Pronouns: he/him/his

MRN: 2013895701

Needs Interpreter: Sign
Language

Deficit: Hearing

SOGI Information

**Patient's preferred name in
quotation marks**

Walter Biscayne

Walter Biscayne (Legal Name)

Pronouns: he/him/his

65 y.o., 8/18/1956

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

Preferred language: Sign Language

2880 Madrid Dr
PORTLAND OR 97212

SSN: 480-10-8547
MRN: 20013895701
CSN: 50306187427
HAR: 330000736141

Contact Information
503-555-7972 (Home Phone)

Preferred Pharmacy
CVS/pharmacy #9789 - Mission Hills, CA -
9900 Sepulveda Blvd AT corner of Lassen
St
818-892-4321
9900 Sepulveda Blvd
Mission Hills CA 91345

Additional Tips and Guidelines

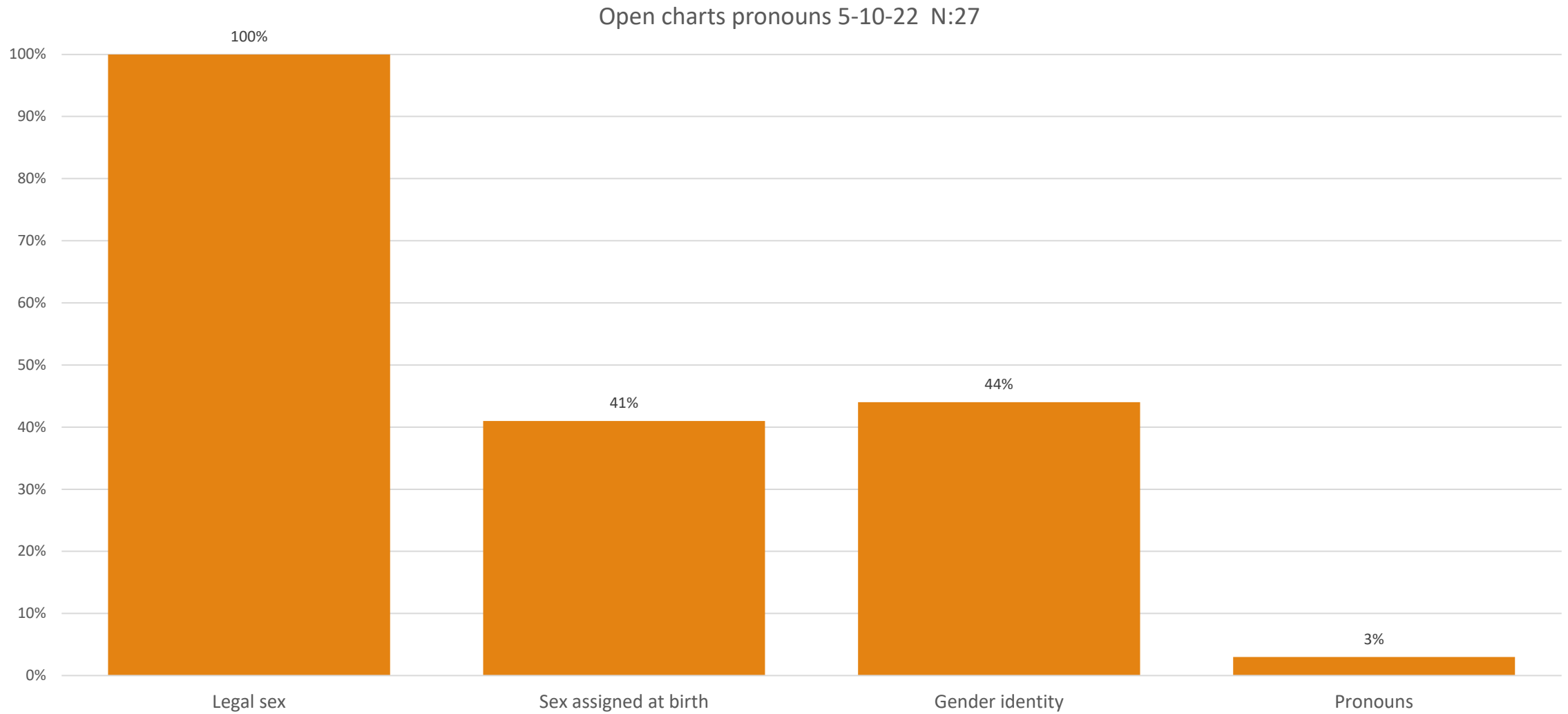


- ✓ **Don't assume**
Avoid guessing pronouns based on how someone looks
- ✓ **Introduce yourself with pronouns**
- ✓ **Include pronouns on paperwork and email signature**
- ✓ **Use names or descriptions when calling on people or referring to others**
"The person in room three is asking..."
- ✓ **Use 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

A stethoscope is positioned diagonally across the frame. The background consists of horizontal stripes in light blue, pink, and white, characteristic of the transgender flag. A semi-transparent gold overlay covers the right side of the image, containing the text. The stethoscope's chest piece is visible at the bottom right, partially obscured by the gold overlay.

Working Towards Organizational Shifts

Internal Audit: Pronoun Documentation



Email Signature

Jackie

Pronouns
following
name

Jackie Levin MS, RN (she/her/hers) ([What's this?](#))
Patient Advocate, Transgender Care Navigator
Jefferson Healthcare

360.385.2200 extension 2235

Patient Advocate Office Hours: M-F 9 AM-5 PM

Jackie's Hours: Tuesday – Friday



This could be a moment to breathe and pause.

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

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



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**

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

Reflection and Discussion

- ① How does your facility put up barriers to trans and nonbinary patients?
- ② What are steps you can take now to create a more gender inclusive environment?
- ③ Walk through your facility and just look at the physical environment, materials, and signage: Who is it including? Who might it be excluding?

A Chat with Jackie Levin and Beau Ohlgren



Sue Grinnell



Jackie Levin



Beau Ohlgren

QUESTIONS?

To ask a question, please click the



icon in the Zoom toolbar to open your Q&A Pod.

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=X22w0I-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>

Resources (cont.)

National LGBTQIA+ Health Education Center

Collecting Sexual Orientation and Gender Identity SOGI Data

<https://www.lgbtqiahealtheducation.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/>

Contact Us



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transjeffco@gmail.com