

Reducing Barriers to Care: Creating a Welcoming and Inclusive Environment for Gender Diverse Patients

Transgender & Gender Non-Binary Health Program

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Pronouns: He/Him or They/Them

November 7, 2019

Part 1 of 2

Disclosures

No Conflicts of Interest or Relationships to Disclose

Takeaways

- ❖ Allied and Inclusive Physical Spaces
- ❖ Staff Awareness and Training
- ❖ Electronic Health Records and Sexual Orientation and Gender Identity Information

You Will care for Transgender and Gender Non-Binary (TGNB) patients if you aren't already

- Approx. 1.4 million trans adults in the U.S.
- Estimated 35,950 trans-identified adults and youth in **Washington**

Wyoming - 1,600

Alaska - 3,050

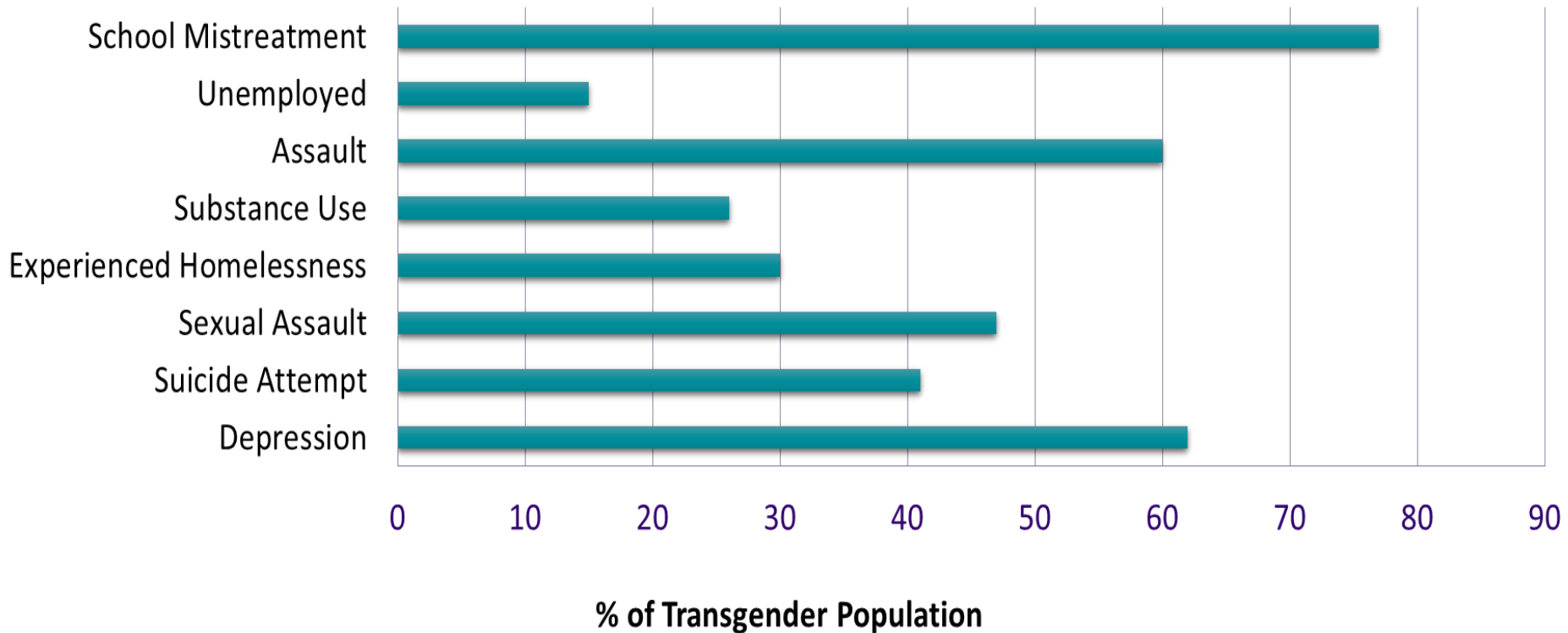
Montana - 3,000

Idaho - 5,450

Oregon - 21,450

TGNB Population Experiences Higher Rates

2015 U.S. NCTE Transgender Survey
(n=27,715)



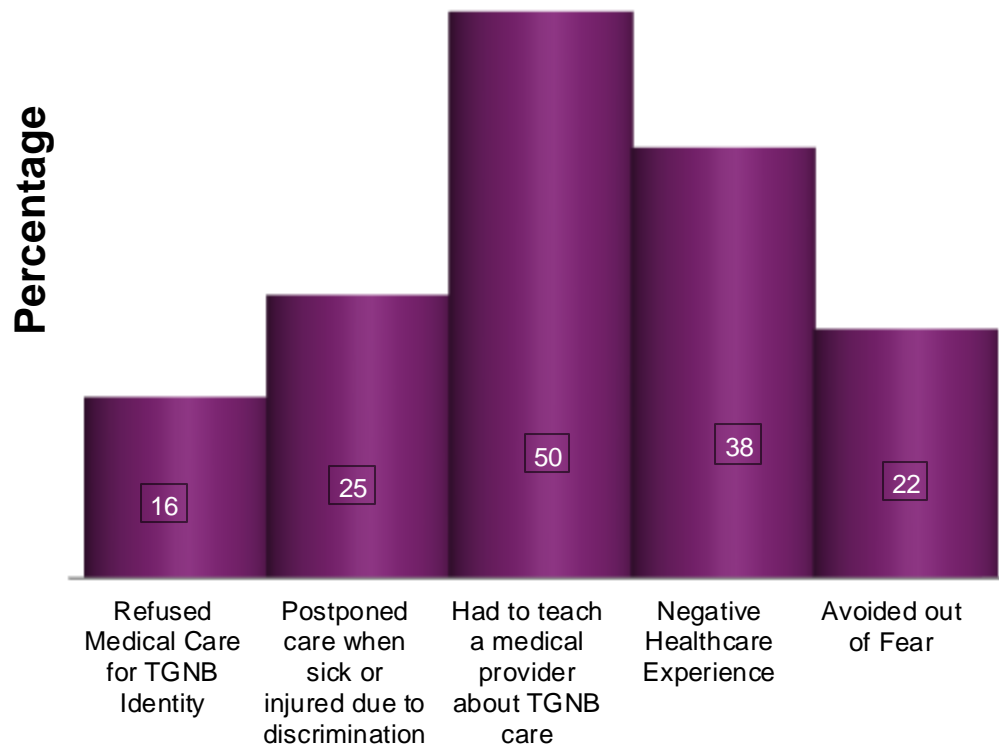
Barriers to Care for TGNB Patients

Barriers to Healthcare Access and Utilization

Discrimination by healthcare providers and staff
Lack of cultural competence among health care providers
Lack of provider knowledge on transgender health and identity issues
Denial of services
Poor communication
Financial constraints and insurance limitations
Inappropriate/incorrect electronic records or forms
Incorrect reference points for biochemical measures
Unwelcoming physical facilities
Lack of transportation and/or housing
Mental health issues

Table 2. Barriers to healthcare access and utilization

2015 NCTE Washington State TGNB Healthcare Experiences (n = 1,667)



Inclusive Settings

What does ***inclusive*** mean for gender diverse patients?

SAFE - advocate, ally, leader

AWARE - knowledgeable medically and culturally

OPEN - adaptive, compassionate, flexible, respectful

WELCOMING – inclusive, representation, belonging

CONSISTENT - system wide, across all facets of health care settings

CONNECTED - trusted, collaborates with TGNB experts, champions, and community groups

ALLIED AND INCLUSIVE PHYSICAL SPACES

What Does the Clinic Space Communicate?

Visible Anti Statements

UW Medicine

We value the safety of our patients and all who work here.

This is a healing place. We do not allow threats or aggression.

Threats and aggression include:

- Rude language
- Acts or threats of violence
- Sexual talk or actions
- Insults based on gender, religion, or race

If you see or feel any threats or aggression, tell staff right away. Or, call Security at 206.598.5555.

We will remove people from the hospital who act in a threatening or aggressive way.

In Washington state, it is against the law to threaten or intimidate a public healthcare employee (RCW 9A.50.020).

- Are anti-discriminations and/or anti-harassment signs posted?
- Do they include sexual orientation, gender identity and gender expression?
- Patients First Anti-Bias commitment to patients in mission and values statement?

Allied Spaces and Values

Do Ask, Do Tell:
Talking to your health care provider about being LGBT



Deserves the same care, no matter which pronoun is used.



Transgender, gay, lesbian, and bisexual people deserve the same care as everyone else. Thousands of healthcare providers in Massachusetts agree. They're working to eliminate barriers to healthcare access, so everyone can be treated well. And stay well.

The Gay, Lesbian, Bisexual and Transgender Health Access Project
MASSACHUSETTS DEPARTMENT of PUBLIC HEALTH
www.glbthhealth.org



Elevating Queer and Trans Community Health



Stop the pathologisation of transgender people!



PRONOUNS MATTER
TELL US YOURS!

callen-lorde.org

CalLEN LORDE
COMMUNITY HEALTH CENTER

336 West 18th Street • New York, NY 10011



Lesbian, Gay, Bisexual and Transgender clinic

Every Monday 9am-12pm

Located in the Santa Cruz Plaza by the DMV and El Palo Alto

Primary Care, Routine Exams, STI testing, Rapid HIV testing, Dietitian services, Hormone maintenance, and more

SANTA PAULA WEST MEDICAL GROUP
534 W Harvard Blvd
Ste B
Santa Paula, CA 93060
(805) 229-0200

Facebook: Santa Paula West Medical Clinic

MONDAYS



Resources, Research, and Campaigns

2017 KING COUNTY TRANS RESOURCE & REFERRAL GUIDE



BEING HEALTHY IS BEING HOTT 

National Youth HIV/AIDS Awareness Day

Safe and supportive testing, treatment, safer sex supplies and more. No insurance required. Learn more at calen-lorde.org/hott

National HIV Testing Week
18-24 November 2017
#TransHealthMatters 



www.cliniq.org.uk

STARTING NOV. 13, 2019

WA STATE ID FEE-FREE GENDER MARKER AMENDMENTS

WA State Residents will be able to self-attest (no need to get a healthcare provider's signature or consent) to update their gender marker (M/F/X) on their WA State IDs. Amending your gender marker (as long as you have a valid/current ID and you're getting the same ID type) will be fee-free!




Transgender Health Services

A program of 

1010 N. Thompson St.
Richmond, VA 23230
www.healthbrigade.org

Transgender Health Services

Health Brigade understands that transgender, gender queer, gender variant, non-binary, gender non-conforming and intersex individuals face unique barriers in accessing responsive and affirmative health care.

We are pleased to offer integrated health and support services to meet a wide spectrum of needs in a safe and welcoming environment. This includes primary care and specialty care.

Each patient has the opportunity to co-create an individualized care plan for their gender transition or exploration with knowledgeable and supportive staff.

To set up an appointment, please contact the **Transgender Health Services Program Manager**
804-716-5832
Monday-Friday 9am-5pm

GENDER CONFIRMING/GRS SURGEON LIST AND RESOURCES FOR PREPARING FOR SURGERY

Calen-Lorde encourages patients to research the credentials and qualifications of providers they are considering for any procedure. Inclusion of a surgeon on this list is in no way an endorsement or recommendation by Calen-Lorde.

Table of Contents

1. Introduction
2. Community Support Resources
3. Community Connections
4. New York City Surgeons
5. Seattle, San Francisco, Washington, and Boston Surgeons
6. National Resources

Surgeons Who Support Our 31-BestWork Benefits Only

- New York City/Southern New York Area Surgeons
- National Surgeons

Hormone Therapy


For some, hormones are an important part of transition while others may choose not to take hormones. However you identify, our team is here to support you. At Health Brigade, we use an "informed consent" model for hormone therapy. This means we do NOT require patients to engage in therapy or provide a letter from a mental health professional before starting hormones.

Voice Therapy

A professionally trained Speech-Language Pathologist (SLP) can assist you in finding your voice. Partner with an experienced SLP to define your personal goals and work through various exercises to safely achieve a voice that feels affirming to you.

Surgery Consultation

If you are interested in exploring your options for gender affirming surgery, we can help. Our staff can help find the right surgeon for you, discuss funding options, write surgery letters and provide support throughout the process.



Sexual Health

Health Brigade provides FREE screening for HIV, gonorrhea, and chlamydia. We have free condoms, dental dams and gloves as well as PEP available to the community. PEP is a pill that when taken daily, reduces the risk of HIV by 95%. You may want to consider PEP if you are an HIV negative person who sometimes has sex without a condom or if you have a partner who is HIV positive. You do not have to be a patient to make a testing appointment or enroll in our PEP program. Appointments can be made by calling 804-358-6343 x102 or emailing Cristina Kincaid at doncadd@healthbrigade.org

Mental Health & Wellness

We assist clients in identifying, understanding and resolving challenges. We offer talk therapy, psychiatric evaluation and medication, substance use counseling and support groups. We also provide services to enhance overall wellness such as acupuncture, meditation, yoga and healing touch (massage).



Legal Support

Legally changing your name and gender marker can be confusing and costly. Our staff and legal volunteers can help you navigate this process and provide financial assistance if needed.



Other Services


Needle Exchange
804-358-6140
Monday 5-8pm & Friday 1-4pm

Provides information and materials to give you options for safer drug use. These include clean needles, syringes, cookers, filters and more at no cost.

Ryan White Part B
804-359-5593

Ryan White Part B is a program that provides supportive services for individuals living with HIV/AIDS. Services include counseling, support groups, case management, medical nutrition therapy as well as emergency financial and transportation assistance. To qualify, individuals must be HIV positive, a resident of Virginia, and be below 600% of the Federal Poverty Line.

DYSPHOOORIA
FOREVER 'TILL THE END OF TIME



SUPER QUEER KART SYBLOG, TUMBLR.COM

CANADIAN TRANS YOUTH HEALTH SURVEY

Age 18-24 between the ages of 18-24
On or before 15 October
2019-2020
www.transyouthsurvey.ca

MAKE SURE YOUR VOICE IS HEARD!



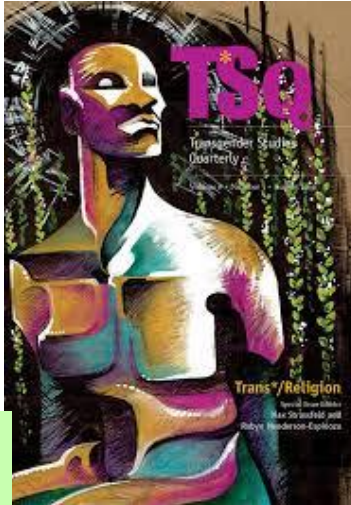

Getting Your Health Care Covered: A Guide For Transgender People



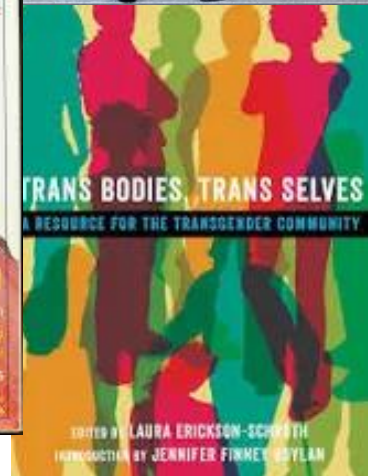

Health Promotion and Information



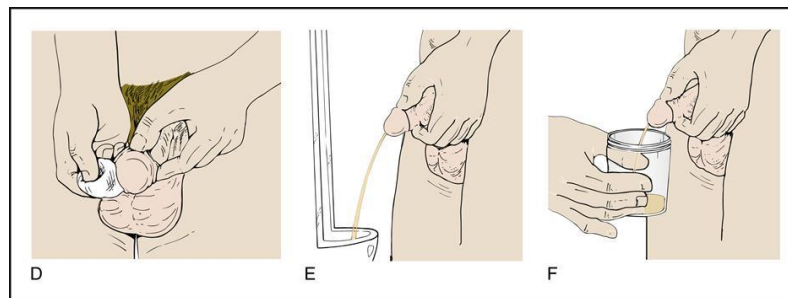
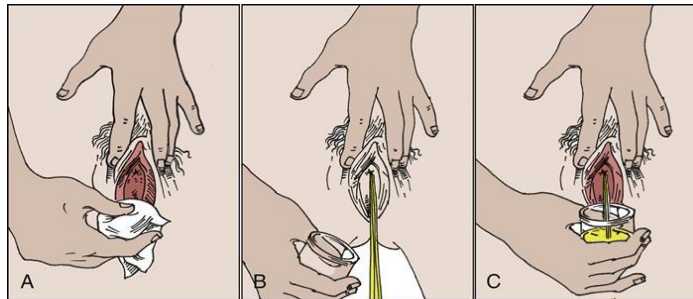
Waiting Room Reading



#EnbyLife
JOURNAL



Bathroom Business



INSTRUCTIONS FOR GIVING URINE SAMPLE

INSTRUCTIONS FOR GIVING URINE SAMPLE

1. Wash hands well with soap, then rinse and dry.



2. Unscrew cap of the urine specimen cup. Place cap on counter. *Do not touch inside of cup or cap.*

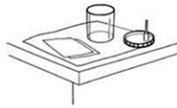
3. Cleanse yourself with towelette as follows:



Male: Clean in a single motion with towelette around urinary opening.



Female: Wipe in front to back along center of genital area.



4. Urinate a small amount into the toilet.



5. Place cup under stream and continue to urinate into cup and collect specimen. About half the cup is enough.

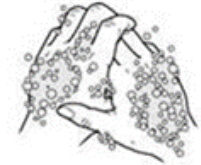
6. Pass the remaining urine into the toilet.



7. Screw the lid on the cup tightly. *Do not touch the inside of the cup or lid.*

8. Wash hands. Return to your bed with the urine cup. Wait for staff to collect the cup.

1. Wash hands well with soap, then rinse and dry.

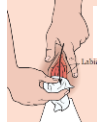


2. Unscrew cap of the urine specimen cup. Place cap on counter. *Do not touch inside of cup or cap.*

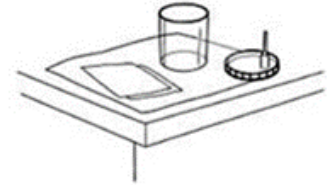
3. Cleanse yourself with towelette as follows:



Penis: Clean in a single motion with towelette around urinary opening.



Vagina: Wipe in front to back along center of genital area.



4. Urinate a small amount into the toilet.

5. Place cup under stream and continue to urinate into cup and collect specimen. About half the cup is enough.



6. Pass the remaining urine into the toilet.

7. Screw the lid on the cup tightly. *Do not touch the inside of the cup or lid.*

8. Wash hands. Return to your bed with the urine cup. Wait for staff to collect the cup.



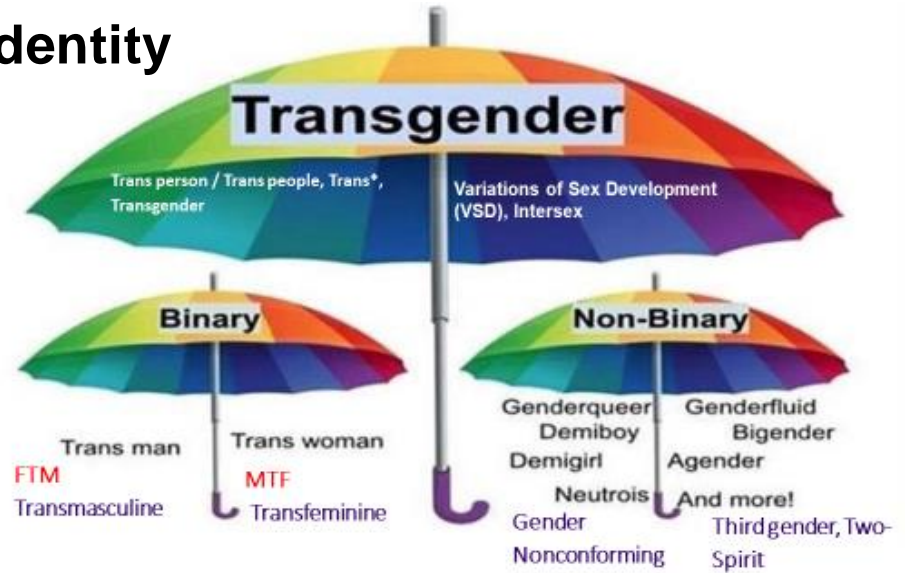
CULTURAL HUMILITY AND STAFF AWARENESS

Sexual Orientation & Gender Identity (SOGI) Information

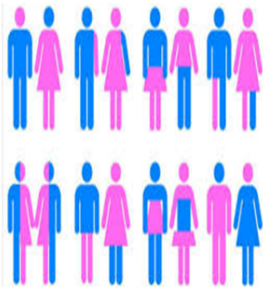
Staff and Provider Training

Sexual Orientation and Gender Identity

- Basic Gender vs. Sex Concepts
- Terminology
- Pronouns
- SOGI Collection
- Trauma Informed Care



Non-Binary Terminology



Genderqueer, Nonconforming or Variant

- Define their gender outside the binary construct of male/female
- Feel their gender identity is intermediate or contains elements of both

Gender Neutral

- May feel themselves to be between genders

<p>Hello Address me as</p> <p>Please Use: They, Them, Theirs</p>	<p>Hello Address me as</p> <p>Please Use: He, Him, His</p>
<p>Hello Address me as</p> <p>Please Use:</p>	<p>Hello Address me as</p> <p>Please Use: She, Her, Hers</p>
<p>Hello Address me as</p> <p>Please Use: Ze, Hir, Xirs</p>	<p>Hello Address me as</p> <p>Please Use: Xe, Xem, Xyrs</p>

Gender (identity)

Internal sense of being male, female, or another gender. Not always visible but can be expressed outwardly.

- Behaviors
- Attitudes
- Feelings
- Clothing/Hair
- Body language/mannerisms

Sex (assigned at birth)

The state of being either male or female – often decided by a physician.

- Sex chromosomes
- Sex hormones
- Internal reproductive organs
- External genitalia

Reinforcing New Ideas

- SOGI explanations for less familiar patients
- Consistent verbal or visible pronouns use

Q: WHY AM I BEING ASKED ABOUT MY SEXUAL ORIENTATION AND GENDER IDENTITY?

Every patient has unique health needs. Research shows that lesbian, gay, bisexual, and transgender (LGBT) people have health needs that differ from the rest of the population. They also experience higher rates of certain health issues compared to others. Learning about sexual orientation and gender identity will help us to deliver appropriate health services and culturally sensitive care to LGBT patients as well as all of our patients.

Q: WHAT IS GENDER IDENTITY?

Gender Identity is a person's inner sense of their gender. For example, a person may think of themselves as male, as female, as a combination of male and female, or as another gender.



Q: WHAT DOES TRANSGENDER MEAN?

Transgender people have a gender identity that is not the same as their sex at birth.

- **Transgender man (FTM)** describes someone assigned female at birth who has a male gender identity
- **Transgender woman (MTF)** describes someone assigned male at birth who has a female gender identity
- **Genderqueer** describes someone who has a gender identity that is neither male nor female, or is a combination of male and female.

Q: WHAT IS SEXUAL ORIENTATION?

Sexual orientation is how a person describes their emotional and sexual attraction to others.

- **Heterosexual (straight)** describes women who are emotionally and sexually attracted to men, and men who are emotionally and sexually attracted to women.
- **Gay** describes a person who is emotionally and sexually attracted to people of their own gender. It is most commonly used when talking about men.
- **Lesbian** describes a woman who is emotionally and sexually attracted to other women.

Q: HOW DO I CHOOSE THE CORRECT INFORMATION?

There are no right or wrong answers. If you don't find an answer that fits, you can choose "Something else" or "Other," or you can talk with your provider.

Q: WHO WILL SEE THIS INFORMATION?

Your provider(s) will see this information, and it will become part of your medical record. In addition, a few other staff will have access to this information. Your information is confidential and protected by law, just like all of your other health information.

Q: WHAT IF I DON'T WANT TO SHARE THIS INFORMATION?

You have the option to check the box "Choose not to disclose." Later, your provider may ask you these questions privately during your visit. You can choose whether to share this information at that point, and/or you can ask your provider more questions.

Q: HOW WILL THIS INFORMATION BE USED?

Your provider(s) will use this information to help meet your health care needs. In addition, gathering this information from all patients allows the health center to see if there are gaps in care or services across different populations. Learning this tells us if we need to improve the care we give to our patients.



My Pronouns are
She/Her

How is SOGI Information Collected?

- Do staff know how to ask appropriately?
- Can it be collected more privately?

To be more inclusive and better serve all of our patients, we will ask every new and existing patient two additional questions at the time of registration and/or scheduling in addition to your Legal Sex:

1. Preferred Name 2. Pronoun(s)

By capturing the patient's preferred name and pronouns, we can be sure to properly and respectfully address you throughout your healthcare relationship with us. *This name will be used out loud unless we are informed not to.*

Fill-in or point to your response

Is there another name you like to be called other than your legal name?

Yes, please call me: _____

No, use my legal name: _____

What pronoun should we use when talking about YOU?

she/her they/theirs

he/him use my name

What is your Legal Sex?

Female Male

Non-Binary X

www.11/17/2019 Patients can update this and more in eCare.



*Kiosk on site: Coming Soon

Electronic Health Records

EPIC Gender Smartform ... and using it

Gender Identity SmartForm

Sexuality

Patient's sexual orientation:

Gender Identity

Autofill with default responses for:

Patient's gender identity:

Patient's sex assigned at birth:

Patient's pronouns: she/her/hers he/him/his they/them/theirs patient's name decline to answer

Steps patient has taken to transition, if any: presentation aligned with gender identity preferred name aligned with gender identity
 legal name aligned with gender identity legal sex aligned with gender identity
 medical or surgical interventions

Patient's future plans to transition, if any:

2 Step Gender Identity Questions

EPIC Gender Smartform Organ Inventory

Organ Inventory

Organs the patient currently has:

breasts cervix ovaries uterus vagina penis prostate testes

Organs present at birth or expected at birth to develop:

Organs hormonally enhanced or developed:

breasts

Organs surgically enhanced or

breasts vagina penis

Does everyone know how to find, modify and use SOGI Information?

- ✓ Front Desk Staff
- ✓ MA's when rooming
- ✓ Clinical Staff

Body Language

Gender Affirming Surgery

Post-op/Pre-op

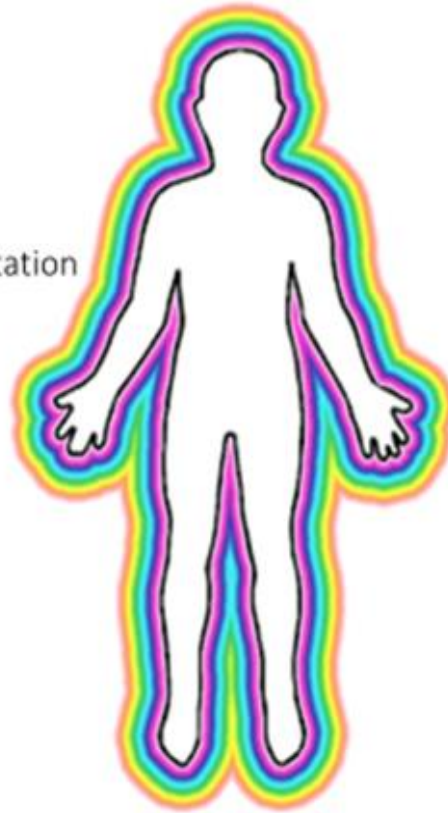
Top Surgery

Chest Masculinization, Breast Augmentation
Breasts ↔ Chest

Bottom Surgery

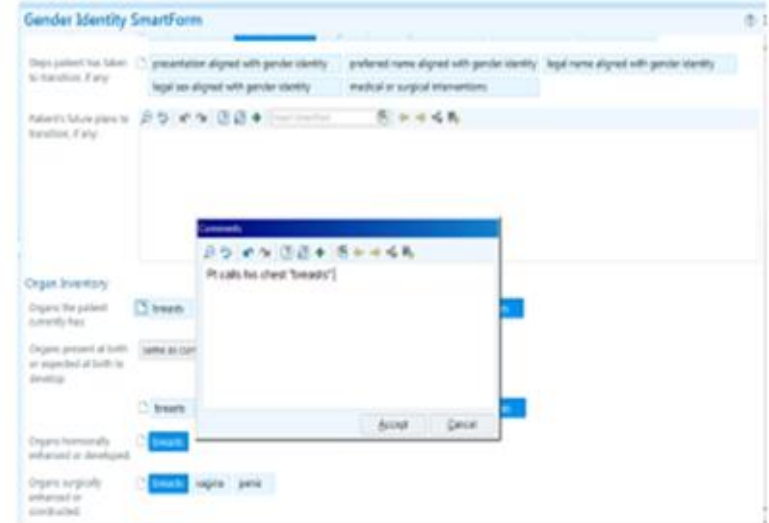
Genital reconstruction, removal of
reproductive organs
Penis ↔ Vagina

Vagina - *Front Hole, Mangina*
Penis - *Girldick, Outie*



Many Trans and Gender Non-Binary people refer to their anatomy differently regardless of surgery

- May use terms descriptive of the gender they identify as
- May use slang or other descriptor



Prepare Staff for Mishaps Ahead of Time

If you make a mistake with someone's name or pronoun:

- don't dwell
- own it
- correct it
- learn from it
- move on!



Otherwise, the patient has to take care of your feelings

Say Thank You for reminding, correcting, informing me!

Flexibility and Openness

Leave Assumptions and Comments at the Door

Some trans people don't pursue surgical or medical interventions

Some are unable to safely express their gender at work, school, home, etc.

Some express their gender in ways that don't conform to societal norms of male/female, masculine/feminine

A person's gender expression may evolve or change during their gender journey



Additional Supports in the Clinic

- Referral system
 - Staff equipped with a list of TGNB specialty providers
 - Has a referral system been organized for appropriate TGNB specific services
 - Mental Health provider network on-site, internal, community
- Documentation
 - Mental health and surgical endorsement letters required for surgical coverage and authorizations
 - Identity documentation letter
- Accessible community and clinical resources
- Insurance and coverage navigator

TGNB Allied Providers

- Champions of change
- Knowledgeable about TGNB health needs, risk, and Standards of Care
- Advocates for accessible and quality healthcare
- Connected to local resources and support
- Collaborate with other health providers
- Continues to learn and engage

QUESTIONS?

5 Tips To Be Gender Aware

1



Make Eye Contact

Show you SEE them as you would anyone else.
Remember to use GENDERLESS GREETINGS!

2



Pronouns Matter

Don't assume!
Ask : What pronouns do you use AND what name do you like to be called? If you aren't sure, using They/Them at first can be a safe alternative. Bonus: provide your own pronouns afterward!

3



Refrain From "Helpful Tips"

- You should try voice coaching.
- I'd never guess you were trans!
- You're so brave!
- I have a friend that's trans...

4



Don't Out Someone

Is she? Are they?
It doesn't matter. A TGNB's identity is their own, as is any previous names or gender markers. Stay in the now and meet them where they're at.

5



Learn Something

Utilize trainings, your Health Program Coordinator, and Gender Ally Providers.
The internet is full of resources, too!

Thank You

For questions contact

Sean Johnson

Phone: 206.520.6205

EMAIL: sean2010@uw.edu

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