

# 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

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Part 2

# Disclosures

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No Conflicts of Interest or Relationships to Disclose

# Takeaways

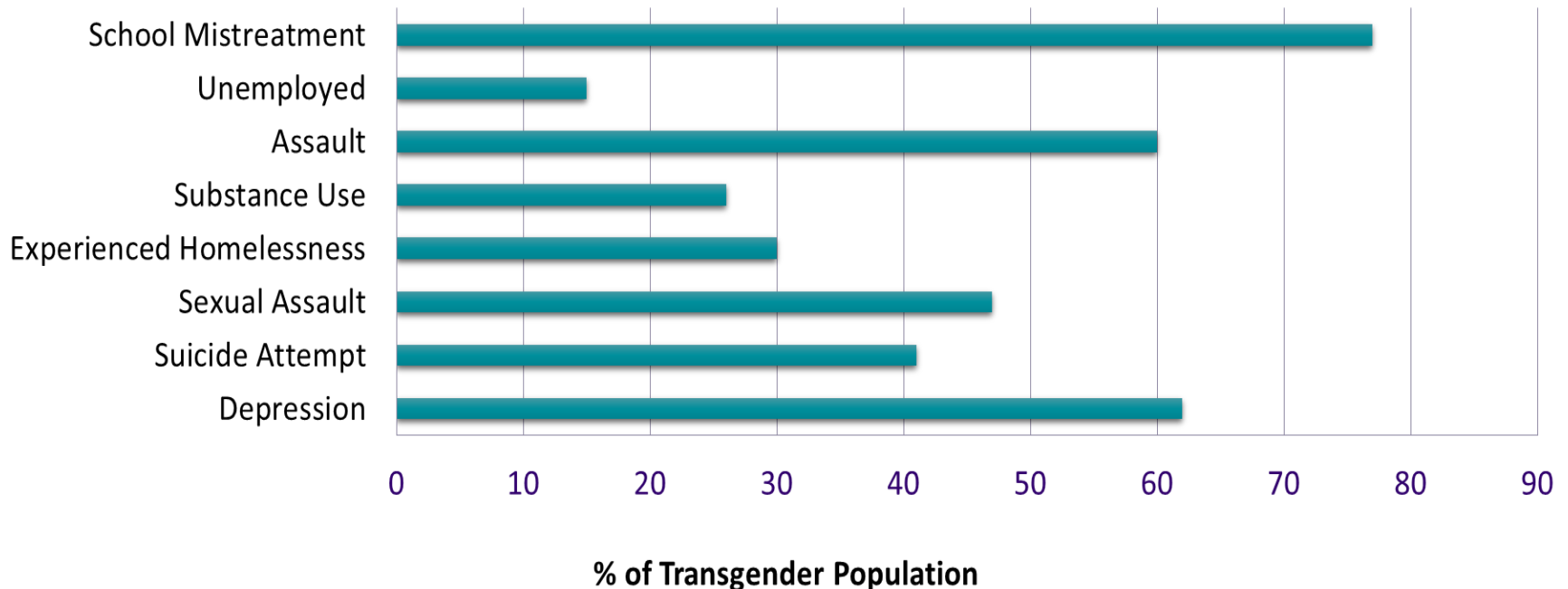
- ❖ Written and Posted Policies
- ❖ Inclusive Forms and Health Histories
- ❖ Systems – Quality Assurance
- ❖ Resources Available to Patients

# 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)

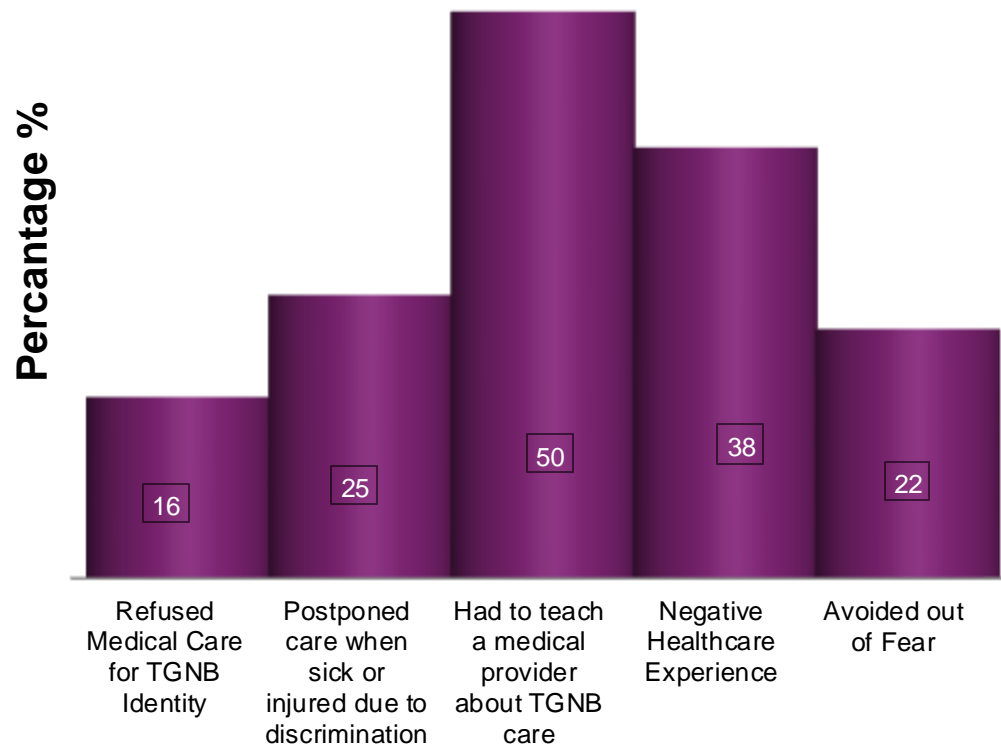


# Barriers to Care for TGNB Patients

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

DOES THIS APPLY TO EVERYONE

# Questionnaires and Language



# Inclusive Forms and Interviewing

## Inclusive Intake Forms

Non-Inclusive Language (Alienating to LGBT)	Inclusive Language (A Better Option)	Inclusive Language (Another Good Option)	Explanation (Message)
Single, Married, Divorced, Widowed	S, M, D/S, W, Domestic Partnership, Civil Union	Relationship status?	Many LGBT people are uncomfortable if not allowed to indicate a same-sex relationship.
Husband/Wife's Name Spouse's Name	With whom do you live? What is your relationship?	Spouse/ Partner Emergency Contact	If the only option is "husband, wife or spouse," LGBT clients may assume it is unsafe to list a same-sex partner.



## Inclusive Health Histories

Non-Inclusive Language	Inclusive Language	Explanation (Message)
Are you sexually active?	Are you currently sexually active? With men, women or both? Were you sexually active in the past? With men, women or both?	By asking "men, women or both" the provider is signaling to <i>all</i> patients that it is okay to discuss their sexual behaviors.
What form of birth control do you use?	Do you need to use birth control?	Not all sexually active women need birth control



# Avoid Gendered Language

AVOID THESE GENDERED, RELATIONSHIP-SPECIFIC TERMS	TRY TO INCORPORATE THESE GENDER-NEUTRAL, RELATIONSHIP-NEUTRAL TERMS
Pregnant mom/woman Laboring mom/woman Birthing mom/woman Mother/Mom/Mama Female anatomy	Gestational parent Pregnant parent Pregnant person Birthing parent Birthing person Client Parent Pelvic anatomy
Father/Dad/Papa Husband/Spouse	Nongestational parent Nonpregnant parent Coparent Partner Birth partner Sperm donor
Motherhood Fatherhood	Parenthood
Breastfeeding Breastfeeding mother/mom	Lactation Nursing Chestfeeding Nursing parent Lactating parent

## Patient Communications

- ❖ Health brochures, instructions, reminders, test results
- ❖ Patient letters

## Interviewing language

- ❖ Histories, intake, registration

## Charting

- ❖ Smart phrases, dot phrases, templates

# Policy and Resources

# Written and Posted Policies

- ❑ Nondiscrimination Policy that includes Gender Identity & Gender Expression, and Sexual Orientation
  - ✓ Can be referenced by staff and known to patients
  - ✓ Enforcement and Reporting
- ❑ Posted anti-bias or non-harassment statement that includes gender identity and expression, and sexual orientation
  - ✓ Commitment to patients and staff
  - ✓ Sets expectations for everyone
- ❑ Access to Hormone Therapy
  - ✓ Informed Consent – ICATH



- ❑ Room assignments and restrooms
  - ✓ Multi occupancy by gender vs single
  - ✓ Patient preference if no private room
  
- ❑ Access to gender presentation devices and personal items
  - ✓ Underwear, STPs, binders, augmenting bras
  
- ❑ Accommodations if in-patient
  - ✓ Care provider gender preference – daily care, toileting, bathing, wound ostomy
  - ✓ Hygiene – shaving
  - ✓ HRT continuance if no HRT induced risk

# Make Resources Available

- Health promotion, awareness, and education
- Support and Info for TGNB youth, parents, elders and for family or loved ones of TGNB people
- Clinical and gender awareness resources for staff and providers
- Legal
  - ID documentation, passports, birth certificates, SS, etc.,
- Medical and Mental Health
  - List of local providers offering TGNB specific care
- Community Organizations
  - Support groups, domestic violence, chemical dependency, employment, state assistance, crisis, etc.,

# Quality Assurance

## **Labs and other reports**

- How are specimens labeled, analyzed, and reported back to patients

## **Billing snags**

- Legal ID gender and Insurance gender do not match
- Legal gender and service provided causes denial
- Labs or services are billed under GD diagnosis but covered under routine care

## **EHR issues**

- Patient letters and other systems documentation
- Health Hx questions appropriate for anatomy

**Extended care team and facilities** - Which partners will extend our standards of care and inclusivity?

- Home Health, Skilled Nursing, LTACs, Adult Family and group homes

# Summary

- Posted non-discrimination policies including sexual orientation, gender identity and expression
- Written policies for TGNB accommodations, services, rights, and privacy
- Gender Awareness training for all staff, appropriate interactions with gender diverse patients and SOGI interviewing
- Staff can facilitate and provide appropriate referrals to specialty services, list of TGNB providers, surgical letters of endorsement, identity documentation statements, community and local resources, and insurance navigation.
- Clinicians are knowledgeable about TGNB specific medical concerns and management
- Clinic forms, health questionnaires, health histories, patient letters, charting smart phrases, etc., use inclusive language
- Quality assurance (EHRs, billing, laboratory, etc.) can adapt to TGNB identities and challenges
- Health promotion, education, and resource materials include gender diverse people
- Clinic magazines, posters, and signs include gender diverse people
- Clinic leadership is connected to agencies and providers with expertise in transgender health concerns.



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!

2018 · Pickering, MA LMHC

# Thank You

For questions contact

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