



Best Practices for Gender Affirming Care

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Objectives & Content to be Covered



Recall terminology and concepts critical to understanding LGBTQ+ communities



Understand the impact of bias and discrimination on health disparities experienced by gender diverse people



Identify best practice strategies for creating inclusive healthcare environments

Go to [Slido.com](https://www.slido.com)

Enter
#32782





**In one word, what comes to mind
when you hear health equity?**



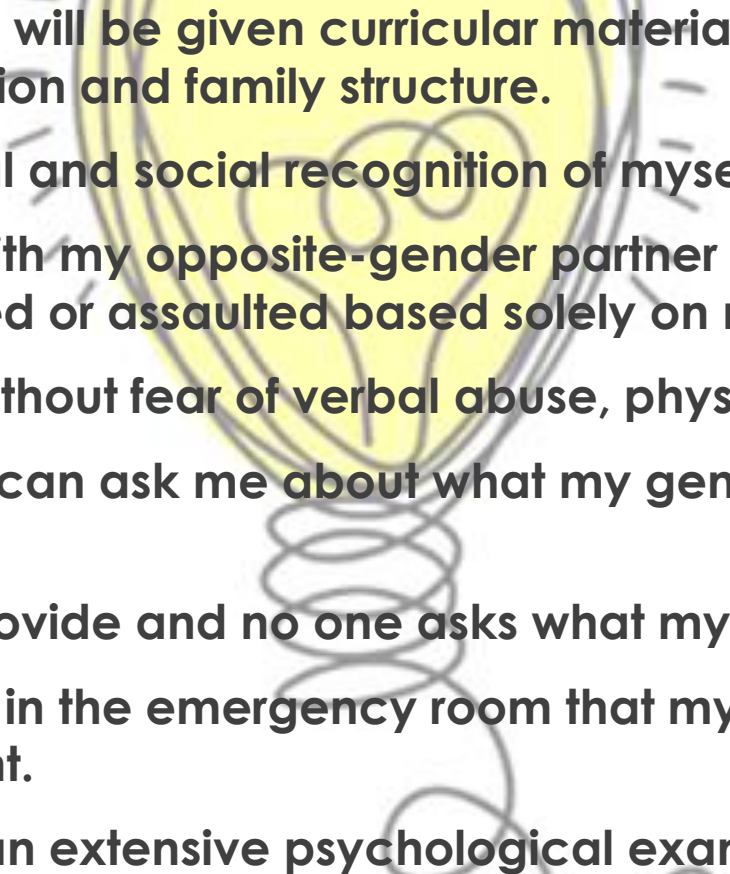
A person's sexual orientation and gender identity is an important part of understanding overall health.



Gender is a biological determination assigned at birth.

Reflection Exercise

7

- 
1. I am certain that my children will be given curricular materials that testify to the existence and validity of my sexual orientation and family structure.
 2. I do not need to fight for legal and social recognition of myself or my family.
 3. I can walk down the street with my opposite-gender partner or spouse holding hands without fear of being bullied, harassed or assaulted based solely on my sexual orientation.
 4. I can use public restrooms without fear of verbal abuse, physical intimidation, or arrest.
 5. Strangers don't assume they can ask me about what my genitals look like and how I have sex.
 6. I am called by the name I provide and no one asks what my real name is.
 7. I do not worry that if I end up in the emergency room that my gender will keep me from getting appropriate treatment.
 8. I do not have to go through an extensive psychological exam to receive basic medical care.

Counting our Communities



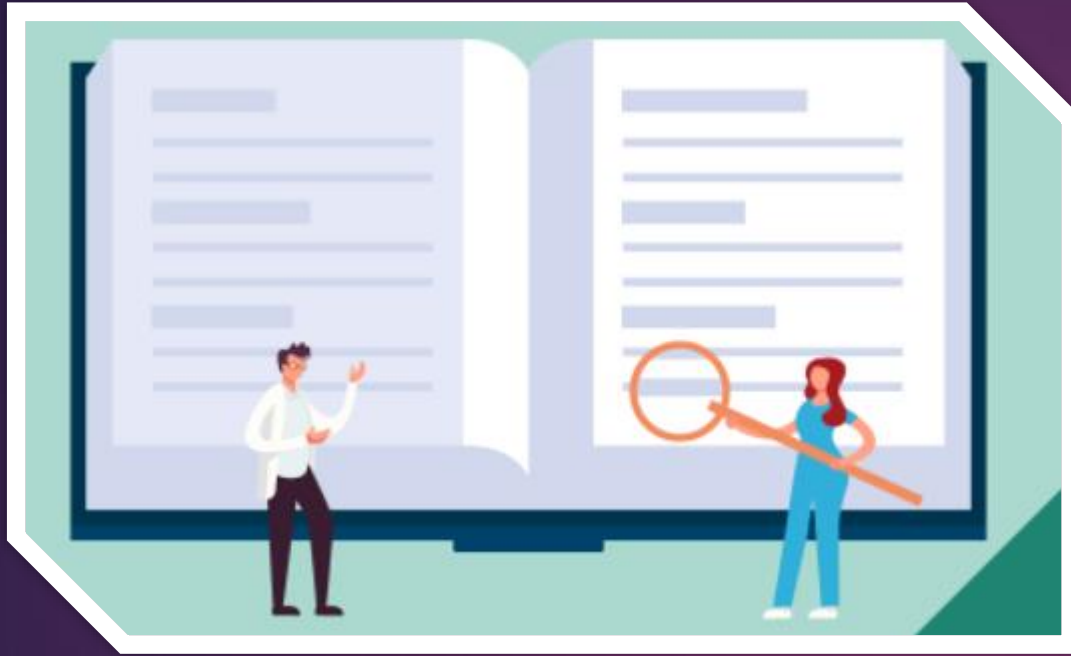
20 Million



>2 Million



7-9%



Terminology & Concepts

Human Experience



Gender Identity

- Female/Woman/Girl
- Male/Man/Boy
- Other Gender(s)



Gender Expression

- Feminine
- Masculine
- Other



Sex Assigned at Birth

- Discernment of infant sex at birth, most commonly assigned by a physician



Physically Attracted To

- Women
- Men
- Other Gender(s)



Sexual Orientation



Emotionally Attracted To

- Women
- Men
- Other Gender(s)

Sex Assigned at Birth

Assigned Female at Birth

Based on the presence of a vulva



Assigned Male at Birth

Based on the presence of a penis



Intersex

Umbrella term for differences in sex development

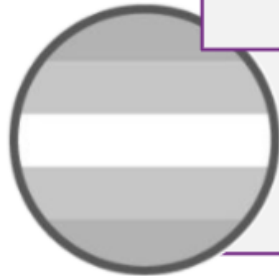


Gender Identity



GENDER BINARY

The state of being male or female, typically regarding social constructs rather than physical attributes



CISGENDER

Refers to someone who identifies with the gender they were assigned at birth



GENDER FLUID

Refers to someone whose gender identity changes over time from one end of the spectrum to the other



TRANSGENDER

Refers to someone who does not identify with the gender they were assigned at birth



NON-BINARY

Refers to someone who does not identify as exclusively male or female



GENDERQUEER

Refers to someone whose gender identity falls on the spectrum between male and female

Gender is a Social Construct





Gender Diversity is Global

Gender Expression



Gender Affirmation

- **Social:** coming out, dress/style, mannerisms, voice
- **Body modifications:** tucking, binding, prosthetics
- **Legal:** gender marker, legal name on birth certificate, drivers license, at school
- **Medical:** HRT, fertility treatment, OBGYN care
- **Surgical:** top and bottom surgery, facial feminization



Sexual Orientation



Identity

Do you consider yourself gay, lesbian, bisexual, straight, queer or something else?



Behavior

What gender(s) are your sexual partner(s)?



Desire

What gender(s) are you attracted to physically and emotionally?

All Communities use Labels

Lesbian
Gay
Bisexual
Queer
Asexual
Pansexual

.....



Language Changes

Homosexual

Gay, lesbian,
bisexual or LGBT

Sexual
preference;
lifestyle choice

Sexual
orientation

Biological
female/male
"Natural" or
"Real" man/
woman

Sex assigned at
birth, assigned
female/male
at birth

Transvestite;
transgendered;
transsexual;
transgenderism;
tranny

Transgender or
gender diverse

Sex change; sex
reassignment;
gender
reconstruction

Gender
affirmation/
affirming care

"Real" name

Name on legal
documents
Chosen name or
name used

Female-to-male
(FTM) & Male-to-
female (MTF)

Transgender
man and
transgender
woman

Gender Identity
Disorder

Gender
dysphoria

Disorders of sex
development;
hermaphrodite;
ambiguous
genitalia

Intersex

Chosen Family

Familial rejection is common, so many LGBTQ people will choose family outside of biological ties.

Deadnaming

Using the birth or former name of a transgender person without their consent.

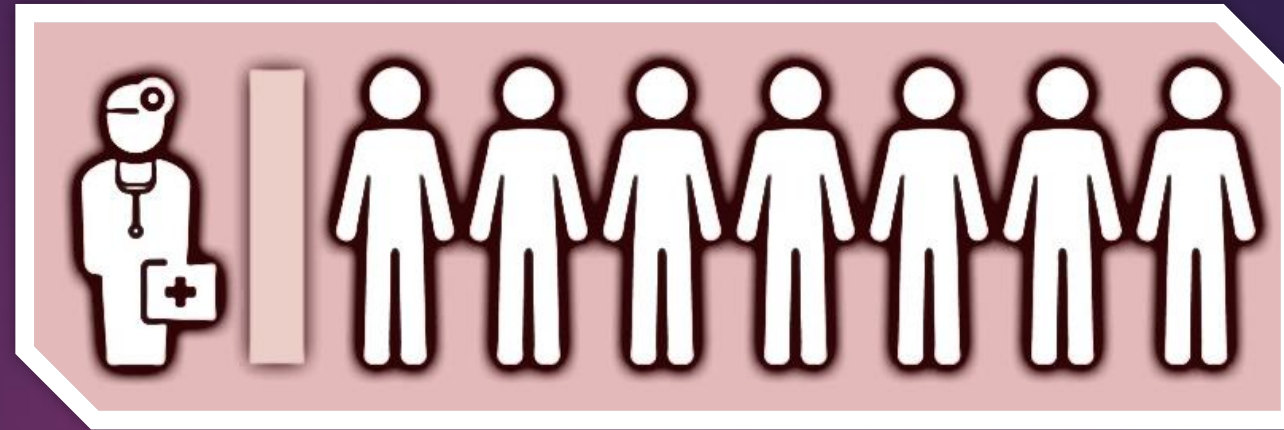
Misgendering

Referring to someone with a pronoun that does not correctly reflect their gender.

Outing

Involuntary or unwanted disclosure of someone's gender identity or sexual orientation.

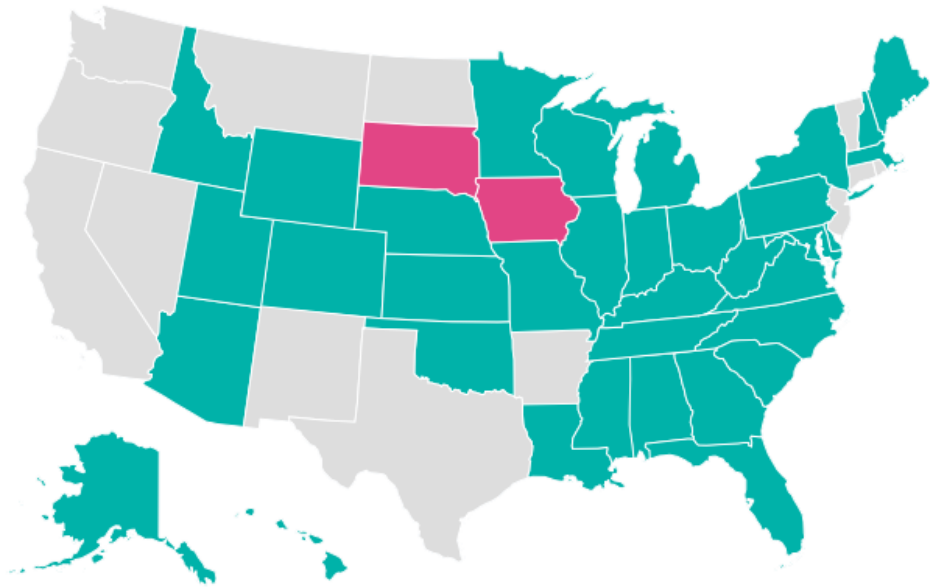
Unique Experiences of LGBTQ People



Bias & Discrimination as Barriers to Care



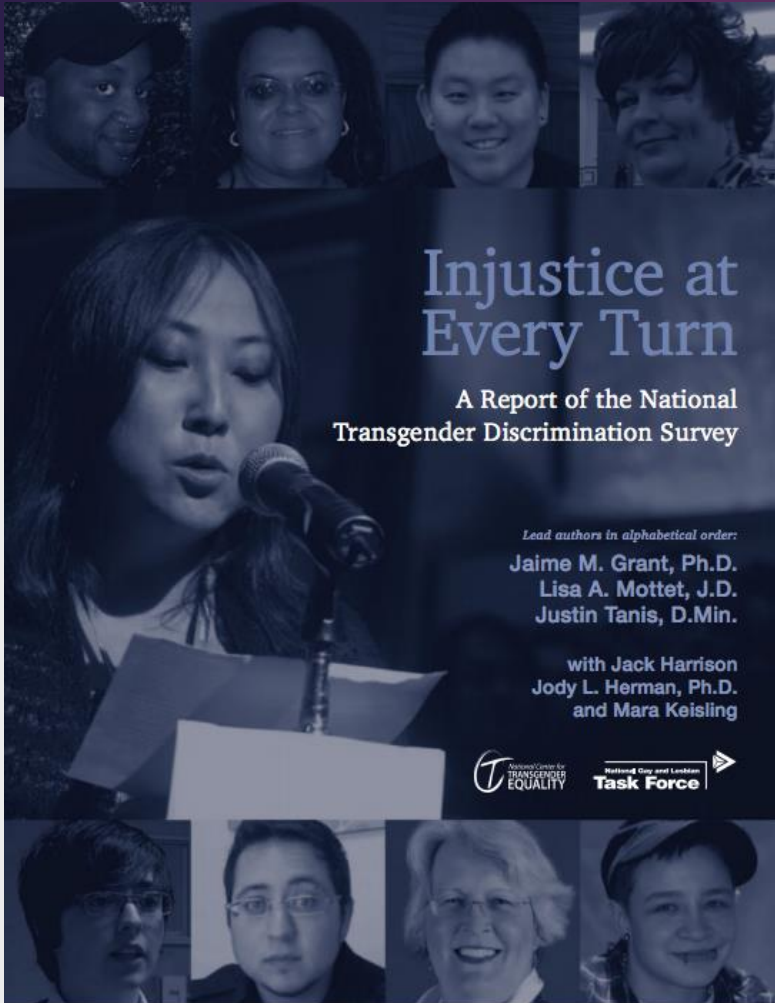
ANTI-LGBTQ BILLS IN 2022



Updated Friday, March 11, 2022

- States with no anti-LGBTQ bills introduced/not in legislative session (13 States & DC):** Arkansas, California, Connecticut, Montana, Nevada, New Jersey, New Mexico, North Dakota, Oregon, Rhode Island, Texas, Vermont, Washington, Washington, DC
- States that have introduced anti-LGBTQ bills (35 States):** Alabama, Alaska, Arizona, Colorado, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, New Hampshire, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina, Tennessee, Utah, Virginia, West Virginia, Wisconsin, Wyoming
- States that have signed anti-LGBTQ bills into law (2 States):** Iowa, South Dakota





63%

Loss of relationships

Denial of medical service



Stigma/Discrimination

Interpersonal Stigma

Structural Stigma

Intrapersonal Stigma



Intersectionality

Race

Gender

Ability

Age

Sexual
Orientation

Education



Impacts

Mental Health

Physical Health

Access to Care

Access to Competent
Care

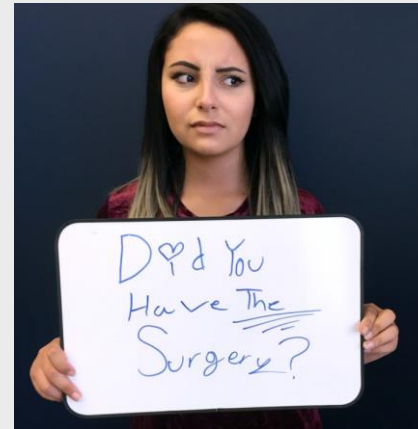


Health Disparities/Inequities

Microaggressions

"I did then what I knew how to do. Now that I know better, I do better."

– Maya Angelou



Best Practices



What Matters to Patients



Asking for Chosen Name

1. What name would you like us to use?
2. What is your legal name?



Pronouns

WHAT ARE PRONOUNS?

Pronouns are the words we use to refer to people when not using a name (they/them/theirs, he/him/his, she/her/hers).

Using someone's correct pronouns is a way to respect them and create an inclusive environment, just as using a person's name can be a way to respect them.

A (non-exhaustive)
List of Pronouns

He She They
Ne Ve Ey
Ze/Hir Ze/Zir Xe

WHY ARE PRONOUNS IMPORTANT?

Pronouns often imply gender but these assumptions are not usually accurate.

The act of making an assumption (even if correct) sends a potentially harmful message -- that people have to look a certain way to demonstrate the gender that they are or are not.

MISTAKES, IT'S OKAY

By this we mean, it's okay to make mistakes while you're practicing you'll get better the more you try.

If someone corrects you for accidentally misgendering someone, say thank you. If you notice yourself use an incorrect pronoun, apologize and move on with the correct pronouns.

SHARING & ASKING FOR PRONOUNS

- "Hi my name is Sarah, I use she/her pronouns. What are your name and pronouns?"
- Add your pronouns to your email signature, Zoom account, social account profiles, etc.
- Include pronouns on name tags at conferences and events
- Use the default gender neutral pronoun they/them to refer to people until you know their pronouns

GENDER NEUTRAL LANGUAGE

The best way to be inclusive with our language is to default to using gender neutral alternatives. This allows people the ability to fill in the blanks with what language they would like us to use.

Examples:

- Instead of using "sir" or "ma'am" just say "How may I help you today?"
- Instead of he/she, "They are here for their 3:00pm appt"
- Instead of "husband/wife" use "partner"

Examples: How to ask patients about their pronouns

1. What pronouns do you use?
2. My name is Sam, I use they/them. How about you?
3. How do you like to be addressed?

WHAT DOES IT MEAN TO MISGENDER SOMEONE?

Misgendering is referring to someone, intentionally or unintentionally, as a gender other than the one with which that person identifies. Persistent or unaddressed misgendering can harm the relationship of trust between you and your patient and make them feel unwelcome at your pharmacy.

For example: Misgendering occurs when a patient who identifies as a woman is referred to using the terms like "sir," "he," "man" or "gentleman."

MANAGING MISTAKES:

If you misgender someone and notice right away, the best course of action is to quickly apologize and correct your mistake. This models accurate and respectful use of pronouns for others who may be present and shows your commitment to addressing the error.

"His prescription is - I'm sorry - their prescription is ready."

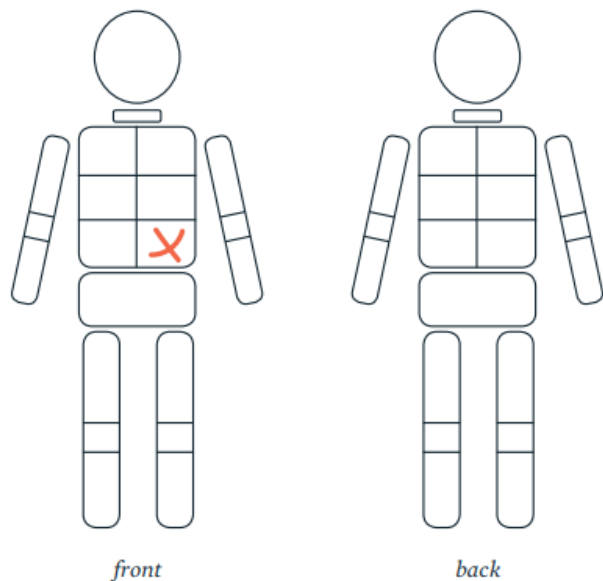
If the mistake is realized later, addressing it with a brief apology is the best practice. It is important to center the patient and not over-apologize; this can shift the focus from addressing the mistake to the patient feeling pressured to reassure you.

"I'm sorry that I used the wrong pronoun the last time you picked up your prescriptions. I'll be more careful next time."

Misgendering & Managing Mistakes

Gender Inclusive Language

Please use the diagram below to indicate any areas of pain or concern.



Old Language	Recommended update
Mother/Father	Parent(s)/Guardian(s)
Husband/Wife	Spouse/Partner(s)
Marital Status	Relationship Status: Single; Married; Partnered; Separated; Divorced; Widowed.
Living Arrangement	Alone; Spouse/Partner(s); Child(ren); Sibling; Parent(s)/Guardian(s); Group setting; Personal care attendant; Other
Sex/Gender: Male or Female	<p>What is your current gender identity: Male; Female; Transgender Male/Transgender Man/ Female-to-Male (FTM); Transgender Female/Transgender Woman/Male-to-Female (MTF); Genderqueer – neither exclusively male nor female; Other; Choose not to disclose.</p> <p>What sex were you assigned at birth on your original birth certificate: Male, Female, Choose not to disclose</p>
Sexual Orientation	Do you think of yourself as: Straight or heterosexual; Lesbian, gay, or homosexual; Bisexual; Something Else; Don't Know; Choose not to disclose.
Family History	Use "Blood relative" in questions.
Nursing Mother	Currently nursing. This wording is inclusive of those who do not identify as a mother (or a woman), but who are currently nursing to be included in this response.
Female Only/ Male Only	Remove sex-specific language and include "Not applicable" as a response option.

Talking About Bodies

TRY

INSTEAD OF

Upper body

Breast / Chest

Erogenous or erectile tissue / External genitals / Genitals

Penis

Erogenous or erectile tissue

Clitoris

External genital area

Vulva

Opening of the genitals

Introitus / Opening of the vagina

Internal genitals / Genitals

Vagina

External gonads

Testes / Testicles

Internal gonads

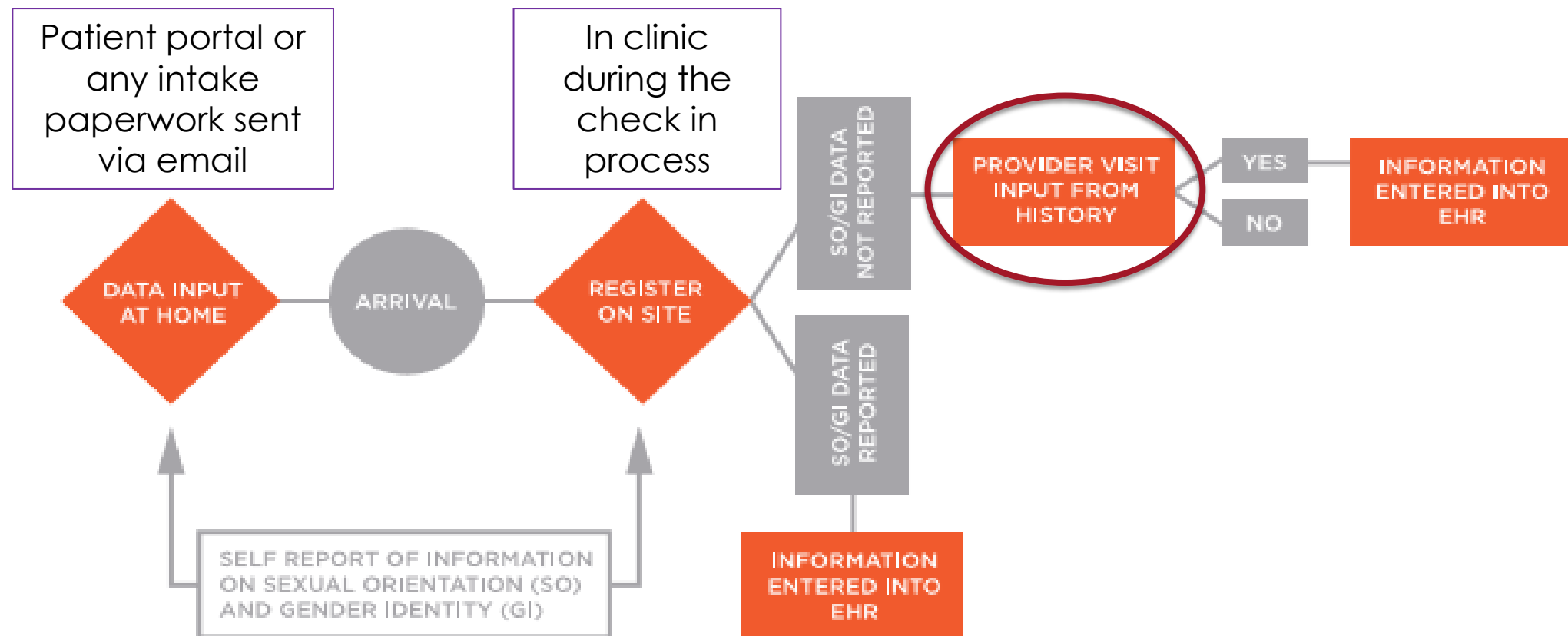
Ovaries

Internal reproductive organs

Female reproductive organs

Asking Patients About SOGI

Figure 2. Sample Process of Collecting SO/GI Data



Recommended SOGI Questions

How we ask these questions can impact if people feel safe answering them.

Figure 2. SOGI Questions

Do you think of yourself as (Check one):

- Straight or heterosexual
- Lesbian, gay, or homosexual
- Bisexual
- Something else (e.g., queer, pansexual, asexual.) Please specify: _____
- Don't know
- Choose not to disclose

What is your current gender identity? (Check one):

- Female
- Male
- Transgender Woman/Transgender Female
- Transgender Man/Transgender Male
- Other* (e.g., non-binary, genderqueer, gender-diverse, or gender fluid)
Please specify: _____
- Choose not to disclose

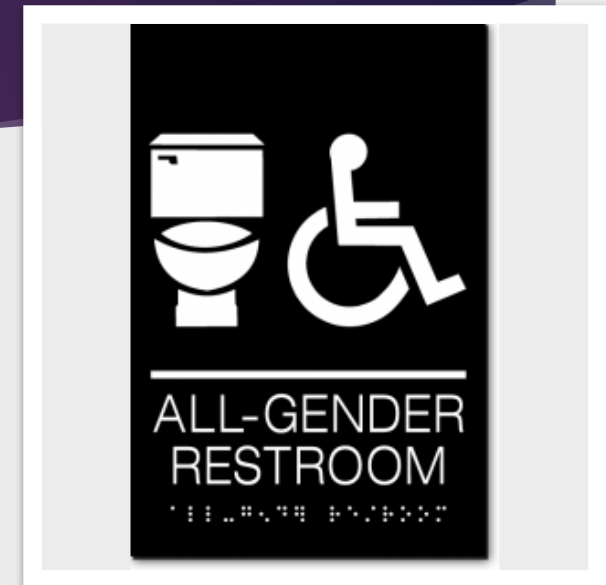
What sex were you assigned at birth? (Check one):

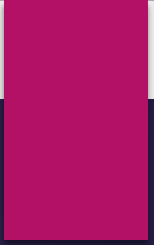
- Female
- Male

* You may replace the term "other" on patient-facing forms with the term that is most affirming for the communities you serve (e.g., "something else," or "additional category.")

Inclusive Policies

- ▶ Non-discrimination policies
 - ▶ Does it include sexual orientation, gender identity, and gender expression?
- ▶ Inpatient bed policies
 - ▶ Are patients assigned to beds based on gender identity or legal sex?
- ▶ Patient bill of rights
 - ▶ Rights to privacy explicitly including transgender status
- ▶ Restroom policies
 - ▶ Mark all single stall restrooms as All Gender, if you can't make sure you have a policy that allows people to use the restroom that aligns with their gender identity
- ▶ Gender transition guidelines for employees
 - ▶ A guide for managers on how to support transgender employees who pursue medical or surgical gender affirmation





“I love when I go somewhere and I see even a tiny LGBTQ flag or a small card welcoming LGBTQ patients or customers. It’s almost like your level of anxiety goes down a bit. The more people see that, see us, and meet me, the more they realize I’m just like you.”

PATIENT STORIES



New Sexual Orientation and Gender Identity Questions:
Information for Patients



Thank you for taking the time to complete these questions. If you have additional questions, we encourage you to speak with your provider.



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NATIONAL LGBT HEALTH EDUCATION CENTER
A PROGRAM OF THE PENWAY INSTITUTE

We recently added new questions about sexual orientation and gender identity to our registration forms.

Our health center thinks it is important to learn this information from our patients. Inside are some frequently asked questions about why we are asking these questions and how the information will be used.

Do's

- ▶ Do mirror the language a patient is using about their identity
- ▶ Do refer to patients by their chosen name and pronouns
- ▶ Do ask, when in doubt (if it's appropriate to their care, not because you're curious)
- ▶ Do respect a patient's choice in how they identify
- ▶ Do frame all questions in a respectful manner
- ▶ Do acknowledge and try to mitigate the power dynamic between healthcare provider and patient

Don'ts

- ▶ Don't assume anatomy based on legal sex or gender marker
- ▶ Don't use stereotypes or ask questions that are not necessary for care
- ▶ Don't assume person's orientation or identity based on gender, appearance, partner(s), or behaviors
- ▶ Don't assume all people use traditional labels



“

“99% of the time, I do not give a single care about someone's innate knowledge of transition matters and trans care, what I really care about is someone's ability to treat me like a fellow human being and their ability to really be honest with me about not knowing something where they can say, 'Hey, I don't know about this, but I think I know someone who does, and I will go find out and work with you on getting the care that you need.'”

”

PATIENT STORIES

Accountability is Key

- ▶ LGBTQ+ people have a history of experiencing stigma/discrimination
- ▶ Don't be surprised if a mistake results in a person becoming upset
- ▶ Don't personalize the reaction
- ▶ Apologize when people become upset, even if it was well-intentioned, this can defuse the situation and re-establish constructive dialogue
- ▶ Don't be afraid to correct colleagues if they make insensitive comments or make a mistake too

Further resources

Community Resources

- ▶ [Transgender Health Program](#)
- ▶ [Utah Pride Center](#)
- ▶ [Genderbands](#)
- ▶ [Encircle](#)
- ▶ [LGBT Allied Lawyers of Utah](#)
- ▶ [LGBTQ Affirmative Therapists Guild of Utah](#)
- ▶ [Know Your Healthcare Rights](#)

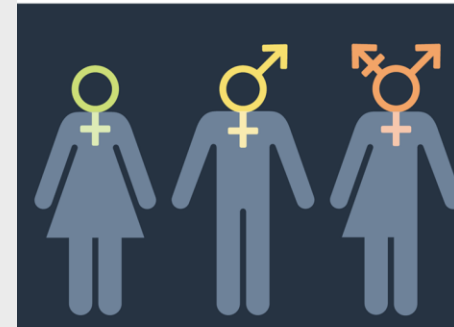
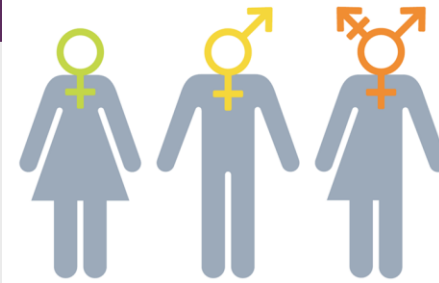
Continuing Education

- ▶ [LGBTQIA Health Education Center](#)
- ▶ [LGBTQIA Glossary of Terms for Healthcare Teams](#)
- ▶ [Trans Hub](#)
- ▶ [Building Trust with your Transgender Patients](#)
- ▶ [Pronouns](#)
- ▶ [Human Rights Campaign Transgender FAQs](#)

Free, CME eligible, Online Canvas Course

Topics include:

- 1) Getting to know the community
- 2) Barriers to care
- 3) Transgender medicine
- 4) Inclusive data collection
- 5) Best practices



TRANSGENDER
MEDICINE
CANVAS COURSE
A BEGINNER'S
GUIDE TO
GENDER
AFFIRMING CARE
For providers &
healthcare teams

REGISTER AT:
bit.ly/UtahTransgenderMed



Thank You!