Basics of LGBTQ Affirming Care

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He/Him/His
Lead LGBTQ Health Education Trainer
Denver Health’s LGBTQ Center of Excellence
Aspects of Affirming Care

- Language
- Knowledge
- Documentation and Policy
- Clinic Environment
LGBTQ Center of Excellence
- Began providing patient support in 2017
- Decentralized Model of Care
  - Patient Advocates
  - Patient Navigation
  - Internal Training
  - External Training
  - Consultation
  - Research

Current Services:
- Primary Care
- Pediatric Services
- Sexual Health Services
- Hormone Replacement Therapy
- Gender Affirming Surgeries
  - Breast augmentation
  - Chest reconstruction
  - Hysterectomy
  - Orchiectomy
  - Vaginoplasty
- Voice Therapy
- Pelvic Floor Physical Therapy
- Behavioral Health Services
- Specialty Care
“Sexual orientation and gender identity are not risk factors for health problems; stigma associated with those identities creates the risk.”

Eliason et al, LGBTQ Cultures: What Health Care Professionals Need to Know About Sexual and Gender Diversity
Health Disparities within the LGBTQ Community

the facts

- LGBT people are: 2x more likely to smoke
- Lesbian + bisexual women: 10x less likely to get cancer screening
- Gay + bisexual men: 79x more likely to be diagnosed with HIV

1 in 4 low- & middle-income LGBT people are uninsured

all LGBT people are protected from discrimination.

#OUTVISIBLE

www.out2enroll.org   @out2enroll
Health Disparities within the Transgender Community

- 62% have experienced depression
- 41% have attempted suicide
- 30% report smoking daily, compared to 20.6% of U.S. adults.
- 26% of transgender people report using drugs or alcohol to cope with discrimination.

When surveyed, transgender Americans report being harassed or disrespected or physically assaulted:

- 37% in retail stores
- 35% in hotels or restaurants
- 25% in healthcare settings
- 29% by police
LGBTQ Youth in Colorado

Bullied because thought to be LGB.

Ever been forced to have sex.

Attempted suicide in the past year.

“CALLING TRANS YOUTH BY THEIR PREFERRED NAME IS SUICIDE PREVENTION.”

MIRA KRISHNAN
Resilience: Protective Factors

- Supportive Family
- Supportive staff/teachers
  - Policies and programming in school, e.g. Gay-Straight Alliance
- Chosen Family/ Support System
- Role Models
- Social connectedness
- Affirmation of gender identity/ self esteem
  - Affirming name and pronoun
  - Social and Medical transition
- Accessible affirming care
LANGUAGE MATTERS.
YOUR WORDS HAVE POWER
**Terminology**

<table>
<thead>
<tr>
<th>SEXUAL ORIENTATION</th>
<th>SEX ASSIGNED AT BIRTH</th>
<th>GENDER IDENTITY</th>
<th>GENDER EXPRESSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual</td>
<td>Male</td>
<td>(Cis) (Trans) Man</td>
<td>Masculine</td>
</tr>
<tr>
<td>Lesbian</td>
<td>Female</td>
<td>(Cis) (Trans) Woman</td>
<td>Feminine</td>
</tr>
<tr>
<td>Gay</td>
<td></td>
<td>Non-Binary</td>
<td>Androgynous</td>
</tr>
<tr>
<td>Bisexual</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Queer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pansexual</td>
<td>Intersex</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asexual</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Sexual Orientation ≠ Gender Identity*
Communicate Name and Pronouns

- Use affirming name and pronouns, **regardless** of the patient’s appearance, surgical history, legal name, or sex assigned at birth.
- Affirming name and pronouns should be used consistently in charting and notes.
- Address when legal name will appear with client.
Names

- Sometimes the name on someone’s ID may not match the name they use.
- We can ask the following questions to gather information:
  - “What is your name?” or “What name would you like to be called?”
- If we need to collect legal name, we can say:
  - “What name do you go by?” and “What is the name on your legal ID?”
- Address when legal name will appear on documents
## Pronouns

<table>
<thead>
<tr>
<th>Gender</th>
<th>Subject</th>
<th>Object</th>
<th>Pronoun</th>
<th>Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Binary</td>
<td>she</td>
<td>her</td>
<td>hers</td>
<td>as it looks</td>
</tr>
<tr>
<td></td>
<td>he</td>
<td>him</td>
<td>his</td>
<td>as it looks</td>
</tr>
<tr>
<td>Neutral</td>
<td>they*</td>
<td>them*</td>
<td>theirs*</td>
<td>as it looks</td>
</tr>
<tr>
<td></td>
<td>ze</td>
<td>hir</td>
<td>hirs</td>
<td>zhee, here, heres</td>
</tr>
<tr>
<td></td>
<td>ze</td>
<td>zir</td>
<td>zirs</td>
<td>zhee, zhere, zheres</td>
</tr>
<tr>
<td></td>
<td>xe</td>
<td>xem</td>
<td>xyrs</td>
<td>zhee, zhem, zheres</td>
</tr>
</tbody>
</table>

*used as singular
Pronoun Procedure: Asking

- Pronouns are how we refer to other people.
  - Pronouns convey respect.
  - Using someone’s pronouns are not optional.

- How do we ask pronouns?
  - “What pronouns do you use?”
  - “What are your pronouns?”

- Add pronouns to email signatures and work badges
Pronoun Procedure: Mistakes

1. Apologize
2. Correct Yourself
3. Move On

REMINDER: It is often not just one singular, isolated pronoun mistake that can be upsetting but rather the accumulation of being misgendered on a regular daily basis.
**PRONOUNS MATTER**

**SELECT A PRONOUN**

**THEY**
pronounced as _they_
the most common gender neutral pronoun, often used by non-binary or transgender people

**TAP FOR EXAMPLES**

<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>they</th>
</tr>
</thead>
<tbody>
<tr>
<td>OBJECT</td>
<td>them</td>
</tr>
<tr>
<td>POSSESSIVE</td>
<td>their / theirs</td>
</tr>
<tr>
<td>REFLEXIVE</td>
<td>themself</td>
</tr>
</tbody>
</table>

**MyPronouns.org**

**Practicewithpronouns.com**
When greeting others

Avoid:

ladies  gentlemen  ma'am  sir  girls  guys  etc.

Consider using instead:

“Thanks, friends. Have a great night.”

“Good morning, folks!”

“Hi, everyone!”

“Can I get you all something?”

Why?

Shifting to gender-inclusive language respects and acknowledges the gender identities of all people and removes assumption.

Be mindful of language

Based on Toni Latour’s “Hello there” cards.

Learn more at qmunity.ca
Avoiding Assumptions

- You cannot assume someone’s gender or sexual orientation based on how they look or sound
- To avoid assuming gender or sexual orientation with new patients:

  - **Instead of**: “How may I help you, sir?”
  - **Say**: “How may I help you?”
  - **Instead of**: “He is here for his appointment.”
  - **Say**: “The patient is here in the waiting room.”
  - **Instead of**: “Do you have a wife?”
  - **Say**: “Are you in a relationship?”
  - Instead of: “What are your mother and fathers’ names?”
  - **Say**: “What are your parents’ names?”
# Terms to avoid

<table>
<thead>
<tr>
<th>Instead of saying….</th>
<th>Say this!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hermaphrodite</td>
<td>Intersex</td>
</tr>
<tr>
<td>Homosexual</td>
<td>Lesbian; Gay; Bisexual; etc.</td>
</tr>
<tr>
<td>Sexual Preference</td>
<td>Sexual Orientation</td>
</tr>
<tr>
<td>Transgendered/ A transgender</td>
<td>Transgender; Trans</td>
</tr>
<tr>
<td>Sex Change</td>
<td>Gender Affirming Surgery</td>
</tr>
</tbody>
</table>
Documentation and Policy

- Collecting information that is necessary
  - When do we need to collect and how do we document
    - Name vs. Legal Name
    - Gender Identity vs. legal gender marker vs. sex assigned at birth
    - Pronouns
    - Sexual orientation
- Explain why information is collected
- Using affirming name and Pronouns in notes
Documentation

Nate Adamite
Legal: Nancy Adamite
Male 16 y.o., 10/23/2003
Pronouns: he/him/his
MRN: 20008763
Code: Not on file

Allergies: Penicillins

Pre-Charting

Patient Not Arrived Yet

Welcome to the Pre-Charting workspace, where you can get a head start on your patient's chart once they arrive. Here are some other helpful tips:

Nate Adamite
16 y.o., 10/23/2003
Legal Name: Nancy Adamite

Pronouns: he/him/his
Gender Identity: Transgender Male / Female-to-Male (Sensitive)
Legal Sex: Female (Sensitive)
Sex Assigned at Birth: Female (Sensitive)
MRN: 20008763
CSN: 90226
Home Phone: 603-555-9633

Do you consider yourself to be: Straight (not lesbian or gay) Bisexual Not Listed Don't know Choose not to disclose Gay Lesbian Pansexual

What is your gender identity? Female Male Transgender Female / Male-to-Female Transgender Male / Female-to-Male Not Listed Choose not to disclose

What was your sex assigned at birth? Female Male Unknown Not recorded on birth certificate Choose not to disclose Uncertain

Patient’s pronouns: she/her/hers he/him/his they/them/their ze/zem/zir patient’s name decline to answer unknown
Policies

Examples:

- Equal Employment
- Gender Identity & Gender Expression Nondiscrimination Policy
- Patient’s Bill of Rights
- Access to Hormone Therapy/ Letter Writing
- Access to Restrooms
- Access to Personal Items that Assist Gender Presentation
- Pronouns in Email Signature
How we communicate Policy

It is recommended that systems communicate policies to their employees and patients in the following ways:

- Post it on the hospital website and in patient waiting areas and employee work areas;
- Include it in materials routinely given to patients at admitting/registration or at other times;
- Include it in materials routinely available for take-away in patient waiting areas;
- Include it in materials routinely given to employees at orientation;
- Include it in periodic trainings for employees.
Environment
Language Matters!

Everyone deserves to feel at home in their skin.

If you make a mistake, apologize, correct yourself, and move on.

Meet Community where they are.

Gender Affirming Care saves lives.

Every person can make a difference!
Colorado Community Resources

- Colorado Name Change Project
- Transformative Freedom Fund
- YouthSeen
- Community Care Collective
- TYES
- Rainbow Alley
- Urban Peak
- TransAction @ It Takes a Village
- Queer Endeavor
- University of Colorado Hospital Transgender Clinic
- Children’s Hospital – True Clinic
- Mariposa Health (www.getmariposa.com)
https://www.denverhealth.org/services/lgbt-services

OR

Google “Denver Health LGBT”
For further questions or training requests, please contact:
LGBTAdmin@DHHA.ORG