

justushealth  OPPORTUNITY CONFERENCE VIRTUAL SERIES

AFFIRMATIVE CARE

WORKING WITH PEOPLE WHO ARE TRANSGENDER, INTERSEX, & GENDER-NONCONFORMING


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OBJECTIVES

- Define cultural humility and how it can improve communications with clients who are TG, IS, &/or GNC.
- Learn effective ways to create an affirming environment.
- Describe how systems change advances inclusivity, decreases inequities, and improves client care.

Institute of Medicine & Healthy People 2020: **Stigma & discrimination are associated with health inequities among people who are queer.**

Fenway Institute has a training specific to **phone & registration** office workers: National LGBT Health Education Center, & US Dept of HHS Bureau of Primary Health Care: Best Practices for Front-line Health Care Staff. 2014.



PBSO NEWS HOUR

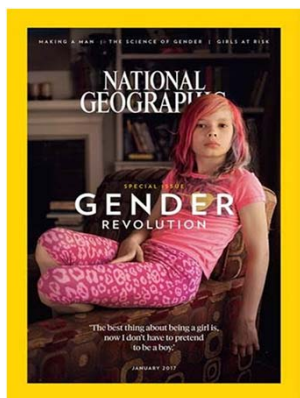
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In Poland, simmering anti-LGBTQ sentiment boils over into violence

JUL 22, 2019 6:45 PM EDT

Topics Not Covered Today

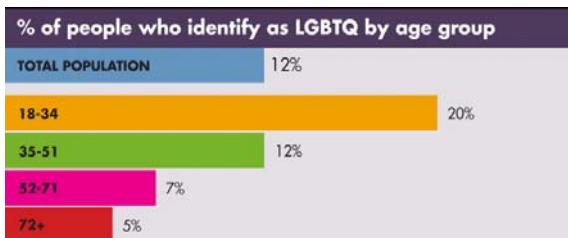
- Laws, insurance, billing, costs
- Puberty hormone suppression tx details
- Gender-affirming hormone tx details
- Doubting client's sincerity






Cultural Humility

- Individualized respect
- Acceptance that in one common experience, each person will experience it differently
- Centering on the other
- Dignity




Young people more likely to openly identify as LGBTQ, gender nonconforming, and outside of labels.



GLAAD, Gay & Lesbian Alliance Against Defamation: 20% of millennials identify as GNC or LGBTQ.




Jonathan Van Ness, Ani DeFranco, Jolie-Pitt family: (children can dress and be named as they want to)




Laverne Cox & Trace Lysette, Asia Kate Dillon, Elliot Fletcher


Trans- **GUY**
female-to-male



Blake Brockington, NC high-school homecoming king.



Trans- **GIRL** male-to-female



Non-Conforming, Fluid, Non-Binary

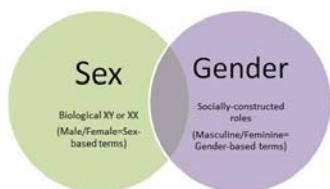


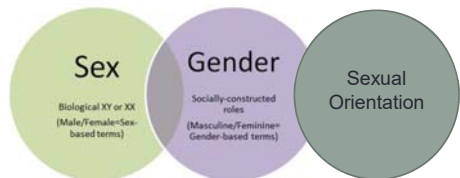
[nytimes.com/interactive/2018/11/16/magazine/tech-design-instagram-gender.html](https://www.nytimes.com/interactive/2018/11/16/magazine/tech-design-instagram-gender.html)

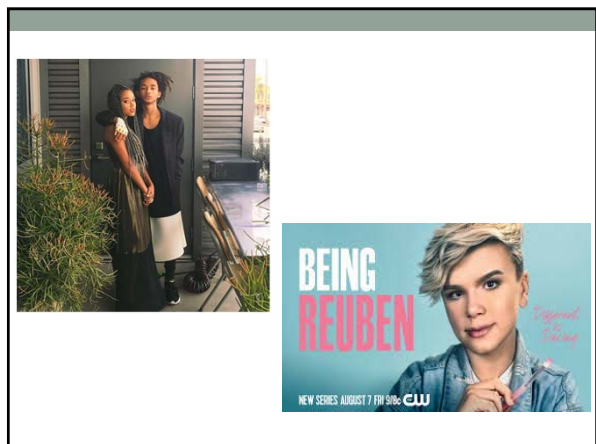
Sex ≠ Gender

Gender: "I am a _____."

Sex: "I was declared a baby _____."







Intersex

Adjective:

descriptor of anatomy &/or genes
that vary from expected



"Gender Revolution: A Journey With Katie Couric"
Documentary explores societal challenges placed on
babies, teens, & adults who are intersex

Variations in sex development (VSD)

1-3% of all of us have some noticeable body variations

How often is a child born with atypical genitalia?

1 in 1500 to 2000 births

Regardless of the numbers, body variations are part of each person's innate sense of self.

WHO: VSD frequency: 1:600 (Klinefelter s) to 1:5,000 (CAH);
VSD can be associated w/ pre- & post-natal testosterone ("T")



Let's Move Into Communication,
Case Scenarios,
& Organizational Tips

Communication Tips

"What would you like to be called?"

Instead of saying . . . Use this . . .

"How may I help you, ma'am?" "How may I help you?"
"Ms" or "Mr" Use first name or stated title

If You Slip Up
"Sorry, what should I use?"

If Name Can't Be Found In the Record
"Could your chart be under a different name?"
Never ask "What is your *real* name?" (**Never deadname** someone.)

Pop quiz: What is a formal title besides Ms, Mr, or Mrs?
Answer: "Mx"

SCENARIOS

You teach a women's yoga class at the community center. You incidentally notice that a participant has the outline of male genitalia under their clothes.

What might you do?

- Nothing different, keep on teaching.
- As always, be mindful of pronouns, gender references, etc. This should happen in any class you teach :-)

You are a PA student present at the birth of a baby with kind of male-like yet ambiguous genitalia. Someone exclaims, "Congratulations, it's a boy!"

You visit the parents & baby 2 hours later & ask, "Have you picked a name yet?"

They say:
"Well, we chose our favorite boy name, Theo, but I think our baby is a girl."

What might you wonder?
What might you do?

A 17-year-old visits the clinic where you are med student volunteer. She says she'd like birth control. You know she is trans-gender (natal male at birth, gender identifies as a girl).

How might you handle this situation?

- "Great, tell me more."
- "Let's go thru the questions that everyone gets asked."
- Have reproductive history Qs that include "Check here, are you cis-gender, trans-gender, intersex, gender-nonconforming, etc."
- Do an up-to-date anatomic survey, eg, "Do you have a uterus?"

You co-facilitate a sex-ed course. You are about to have the teens fill out some forms. One participant has never volunteered their gender identity, and the survey forms are binary: 1 set for Boys, 1 set for Girls.

How would you hand out the forms?

You are a pediatrician. Parents always accompany their teens in the exam room. You, however, learned at a conference how important it is to interview teens independently to ensure you are using the pronouns & chosen name they want to be used.

How could you change your practice?


Advocate, announce your policy; educate parents this is protocol, etc. Note: identity includes chosen name, pronouns, how they dress, how they think, etc.

Organizational Strategy, Systems Change, & Structural Competency

- Forms should include space for gender, name, & pronouns the client uses.
- Post policies on support of gender identity and gender expression.
- Ensure that clients can use the bathroom they align with.
- Do regular trainings & new-hire orientations.
- Create a trusted line of referral / find a point person for fielding any concerns.
- Hold staff accountable for negative or discriminatory actions.
- Normalize respectful language use.
- Look for examples of stereotyping at your work & other businesses.

Quiz

1. When developing inclusive policies at work, name a department that is often overlooked.
2. Should a worksite's queer advocate be from HR?

When the professional practices cultural humility	When organization commits to systems change
Client get needs addressed fairly & feel more welcomed.	There is more consistent care for all clients.
	
<i>Careful! Implicit bias will still inhibit optimum advocacy.</i>	<i>Careful! You can lose sight of the individual; mandatory trainings may not change anything.</i>

SUMMARY
Practice Cultural Humility

- Let each client tell you know who they are.
- Never assume anything.
- Avoid unnecessary questions, gossip, & joking about clients.
- Even if they aren't present, use a client's chosen name & pronouns.
- Treat each person as a unique individual. Give dignity.
- Give respect.

In Memory
Sasha Marie Olsen
Northern Minnesota Teen Activist
b. Jan 28, 1993 / d. March 30, 2019

