

**Got Cultural Humility?**  
**Communication with patients who are LGBTQ+**  
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MPH Student, University of Iowa



Iowa  
Diabetes + Wellness  
Summit  
November 12 and 19, 2020

*I have no financial relationships to disclose.*

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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.

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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.

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**PBSO NEWS HOUR**

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

Jul 27, 2019 6:45 PM EDT

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### Topics Not Covered Today

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

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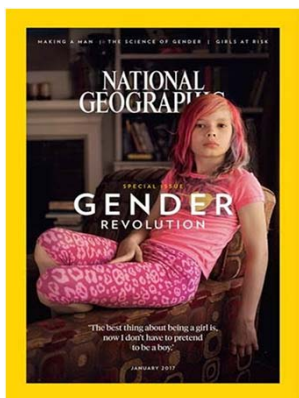
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### Cultural Humility

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

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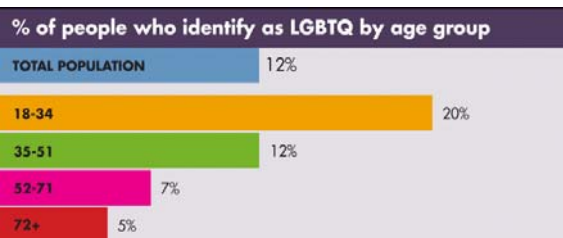
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Young people more likely to openly identify as LGBTQ, gender nonconforming, and outside of labels.



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

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

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

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



Blake Brockington, NC high-school homecoming king.



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



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### 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)

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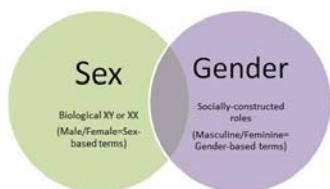
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### Sex ≠ Gender

Gender: "I am a \_\_\_\_\_."

Sex: "I was declared a baby \_\_\_\_\_."



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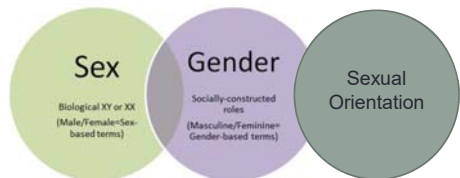
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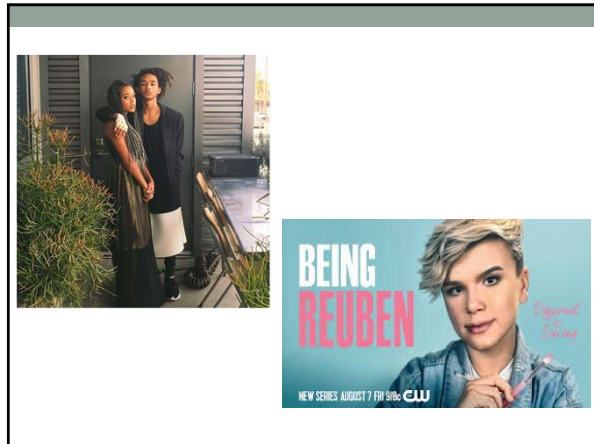
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## Intersex

*Adjective:*

descriptor of anatomy &/or genes  
that vary from expected

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

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### 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")

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

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### 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"

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## SCENARIOS

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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 :-)

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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?

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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?"

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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?**

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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.

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**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.

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**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?

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

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**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.

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



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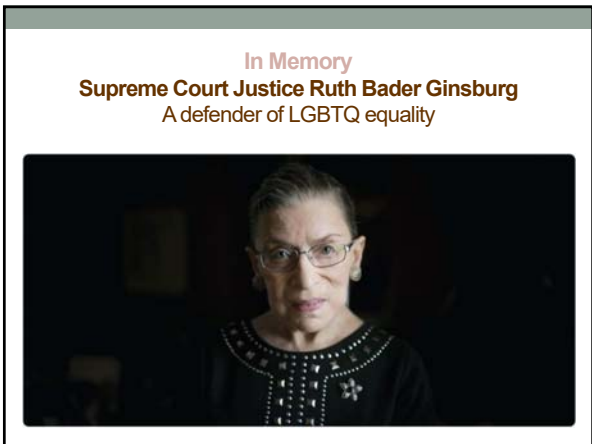
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