

Got Cultural Humility?

Communication with patients who are LGBTQ+

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Iowa

Diabetes + Wellness
Summit

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I have no financial relationships to disclose.

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.

PBS
NEWS
HOUR

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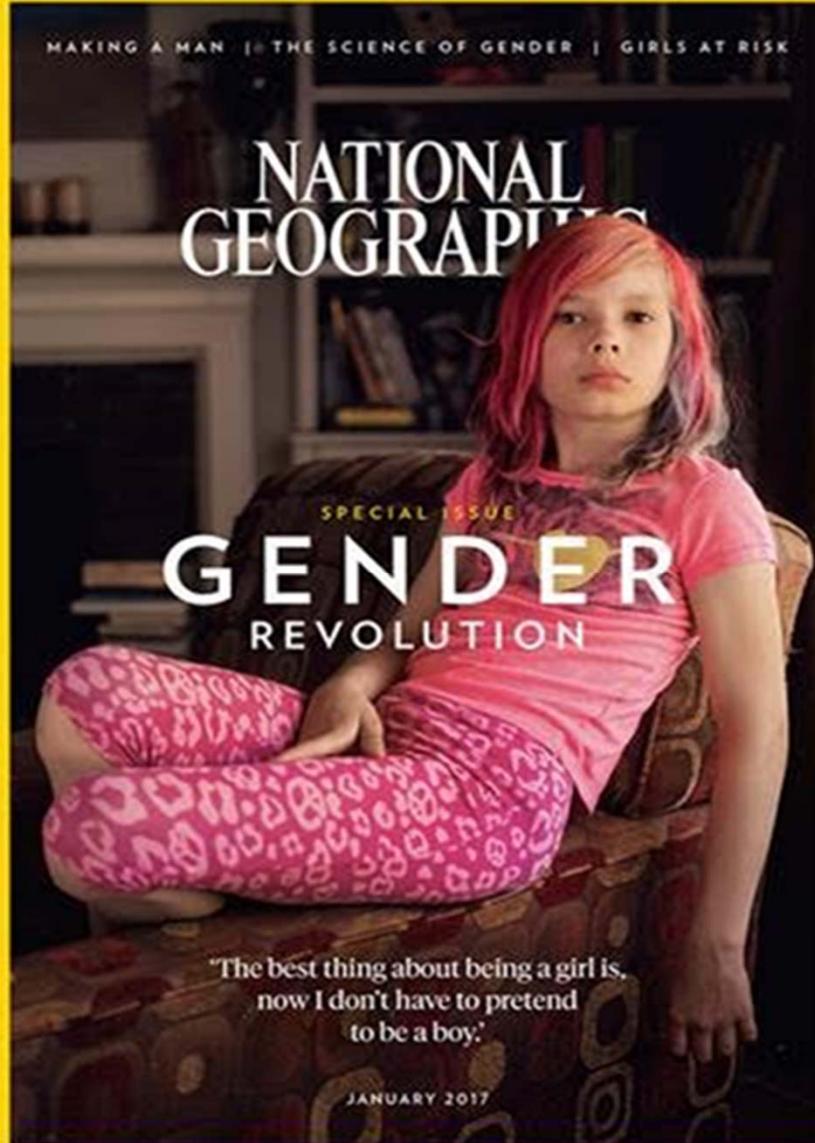
In Poland, simmering anti-LGBTQ sentiment boils over into violence

Jul 22, 2019 6:45 PM EDT

PBS
NEWS
HOUR

Topics Not Covered Today

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



Cultural Humility

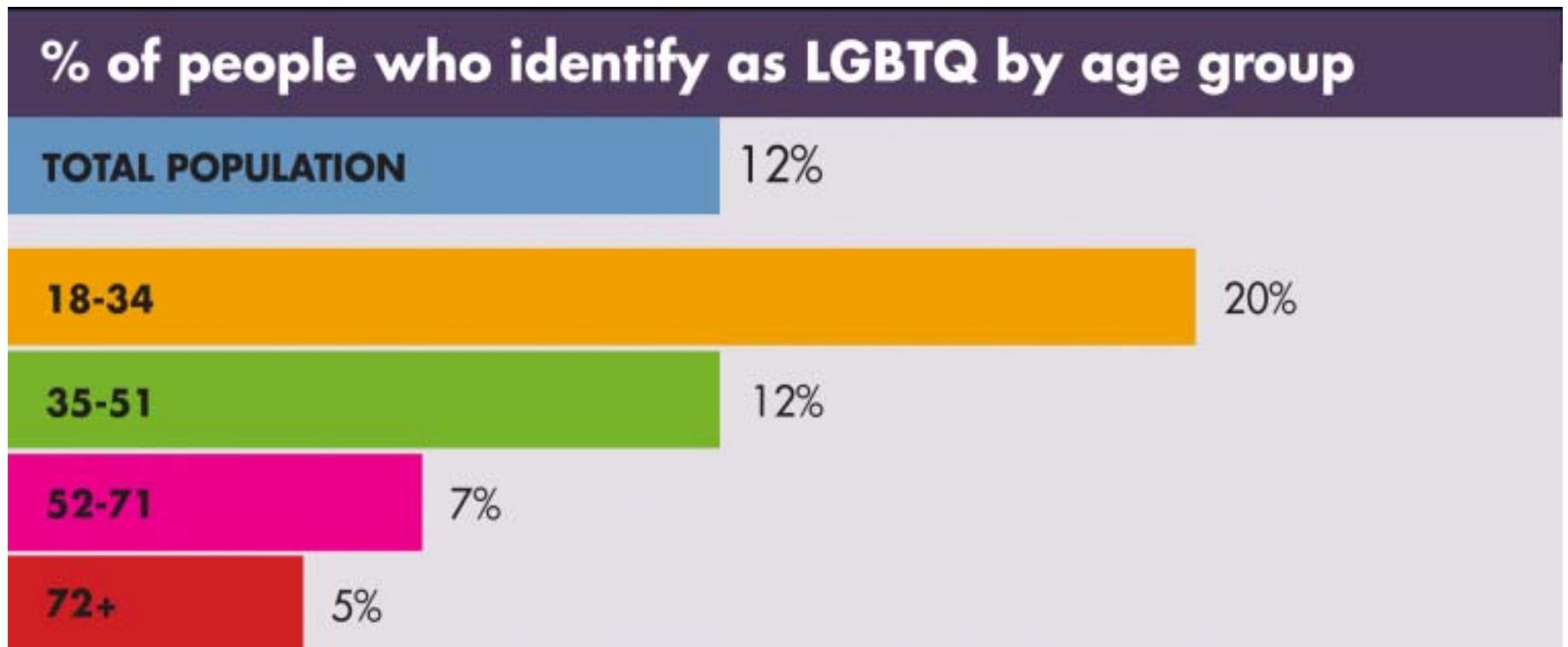
Individualized respect

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



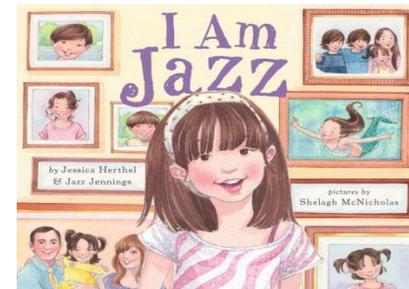
Trans- **GUY**
female-to-male



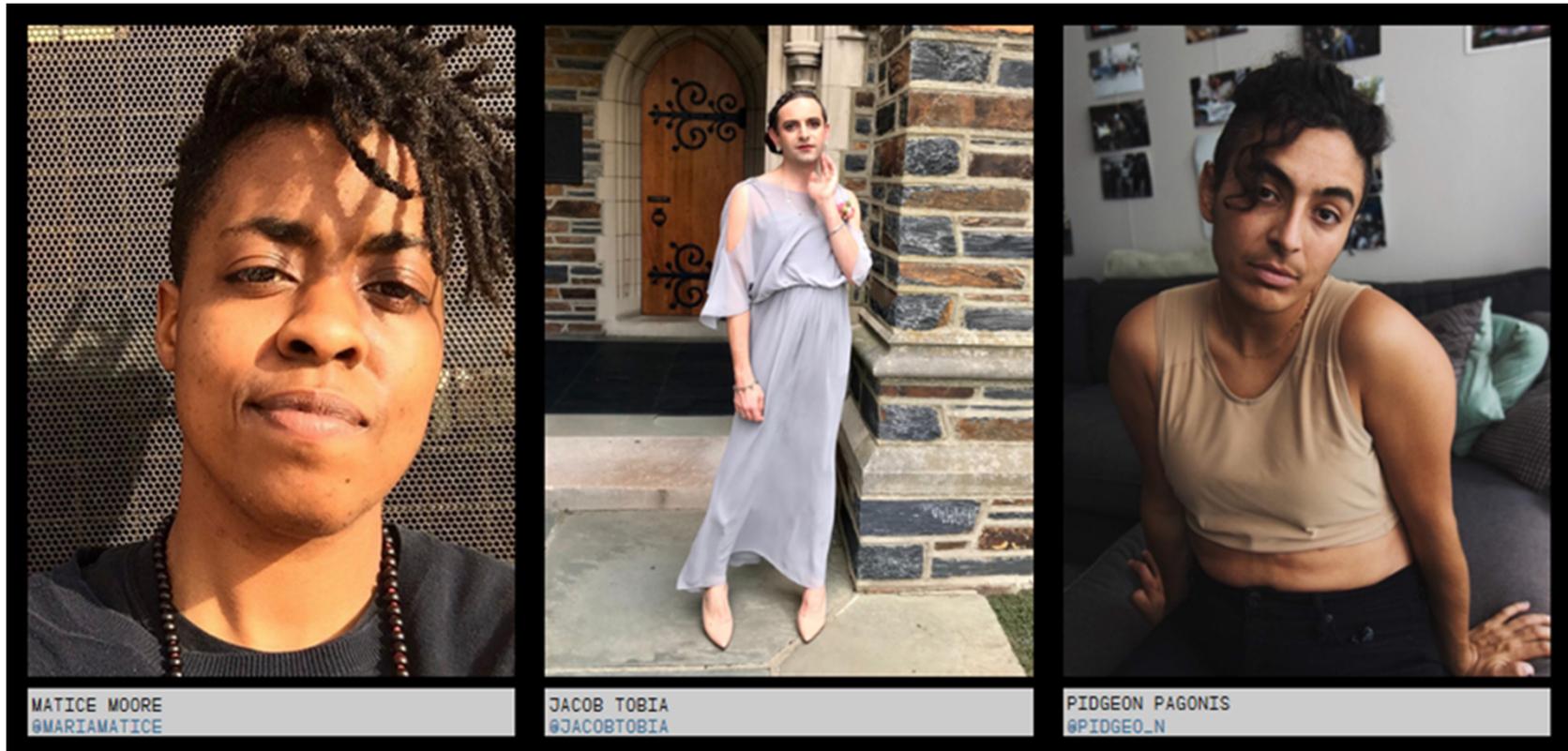
Blake Brockington, NC high-school homecoming king.



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



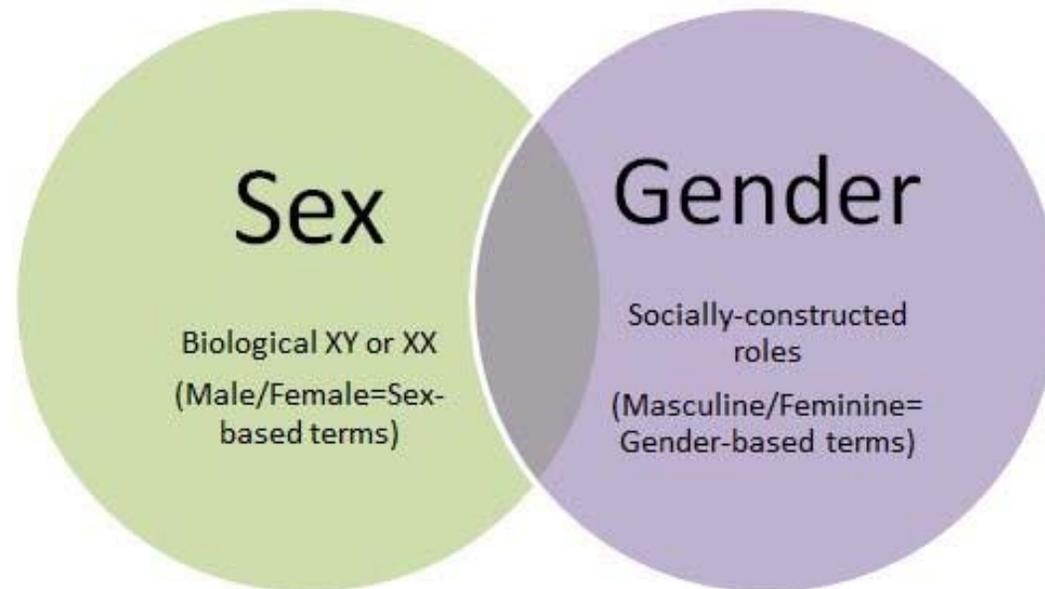
Non-Conforming, Fluid, Non-Binary

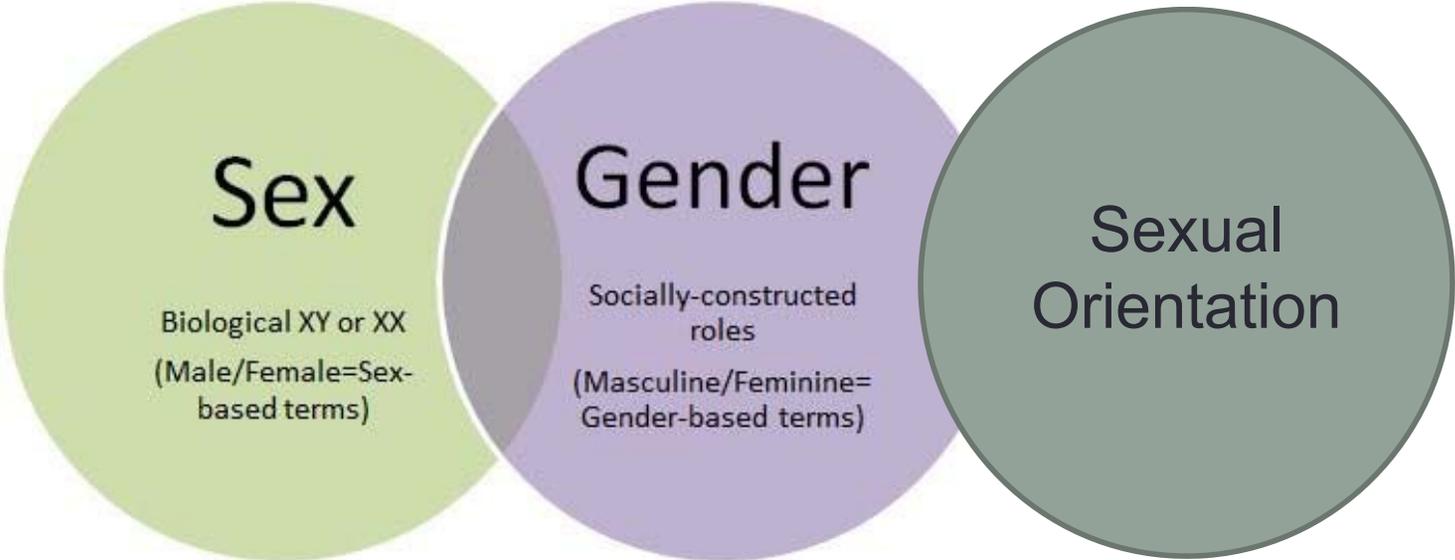


Sex ≠ Gender

Gender: “I am a _____.”

Sex: “I was declared a baby _____.”





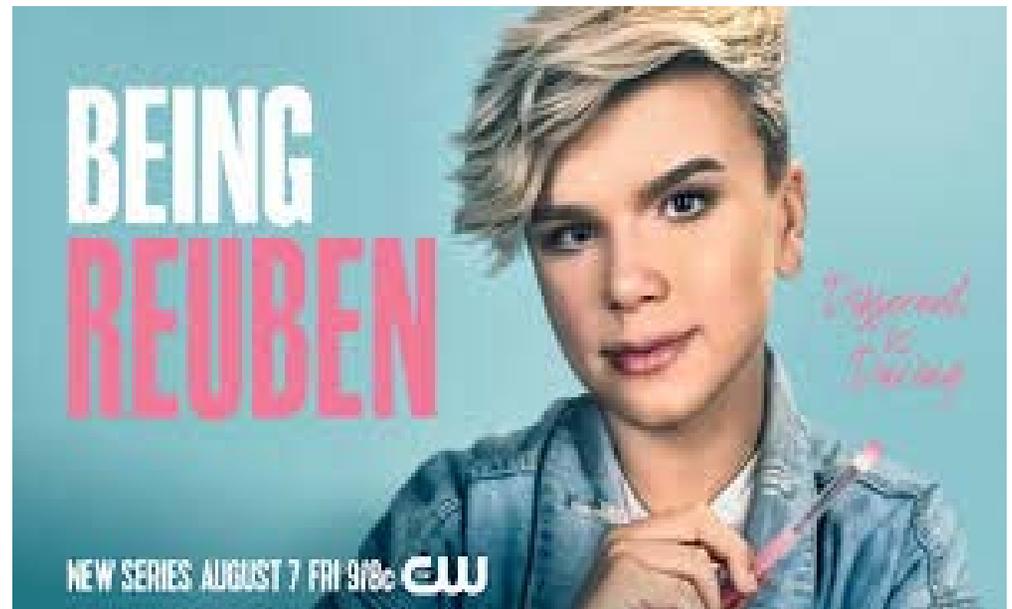
Sex

Biological XY or XX
(Male/Female=Sex-based terms)

Gender

Socially-constructed
roles
(Masculine/Feminine=
Gender-based terms)

Sexual Orientation





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 respective 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

Client get needs addressed fairly & feel more welcomed.

When organization commits to systems change

There is more consistent care for all clients.



Careful! *Implicit bias will still inhibit optimum advocacy.*

Careful! *You can lose sight of the individual; mandatory trainings may not change anything.*



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



In Memory
Supreme Court Justice Ruth Bader Ginsburg
A defender of LGBTQ equality



Thank You

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