



# Best Practices for Gender Affirming Care: A Guide for the Whole Healthcare Team

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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.**



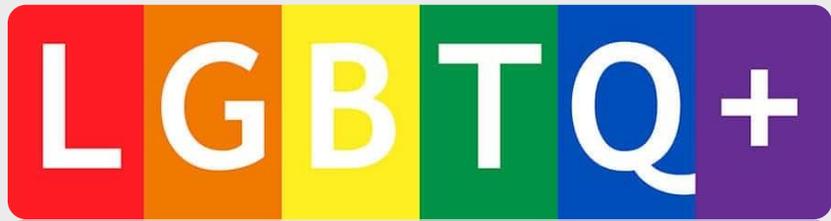
**Gender is a biological determination assigned at birth.**

# 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



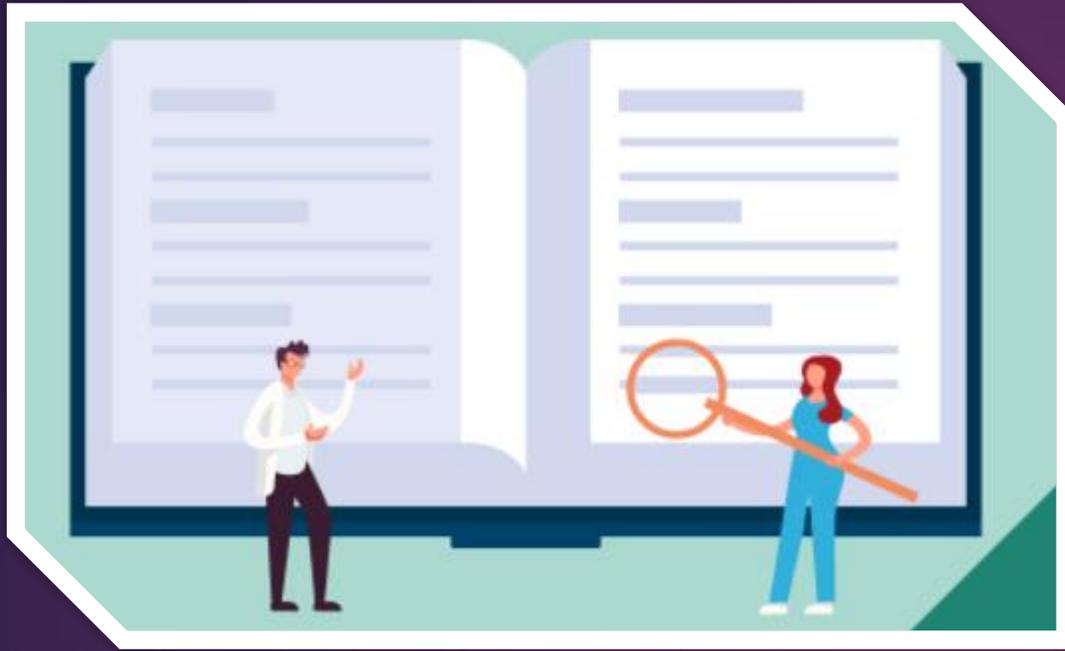
20 Million



>2 Million



7-9%



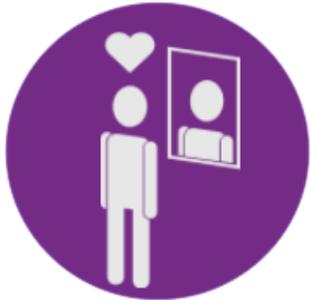
# Terminology & Concepts

# 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



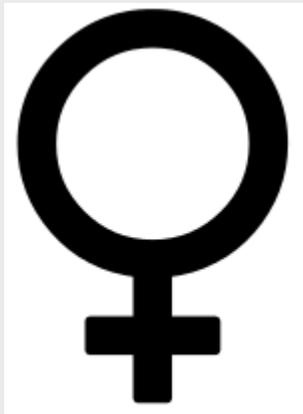
## Emotionally Attracted To

- Women
- Men
- Other Gender(s)

# Sex Assigned at Birth

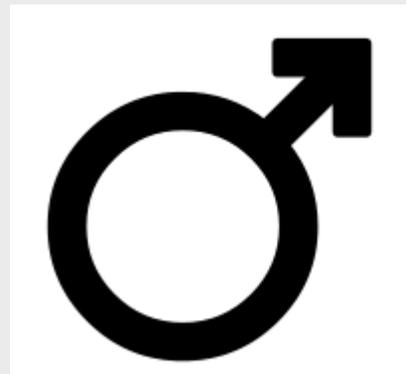
## Assigned Female at Birth

Based on the presence of a vulva



## Assigned Male at Birth

Based on the presence of a penis

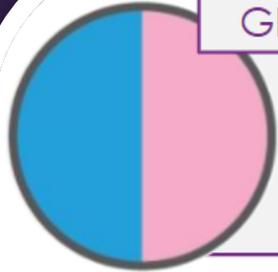


## Intersex

Umbrella term for differences in sex development

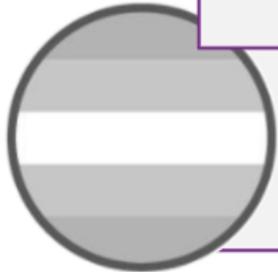


# Gender Identity



## 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



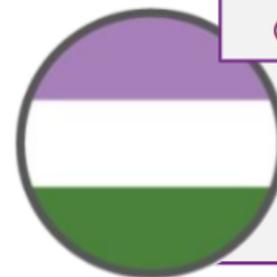
## TRANSGENDER

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

**Cis/hetero-normativity:** Assuming that the “normal” or default for people to identify with is cisgender and heterosexual.





Gender Diversity is Global

# Gender Expression



# Gender Affirmation

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- **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;  
Gender  
incongruence

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

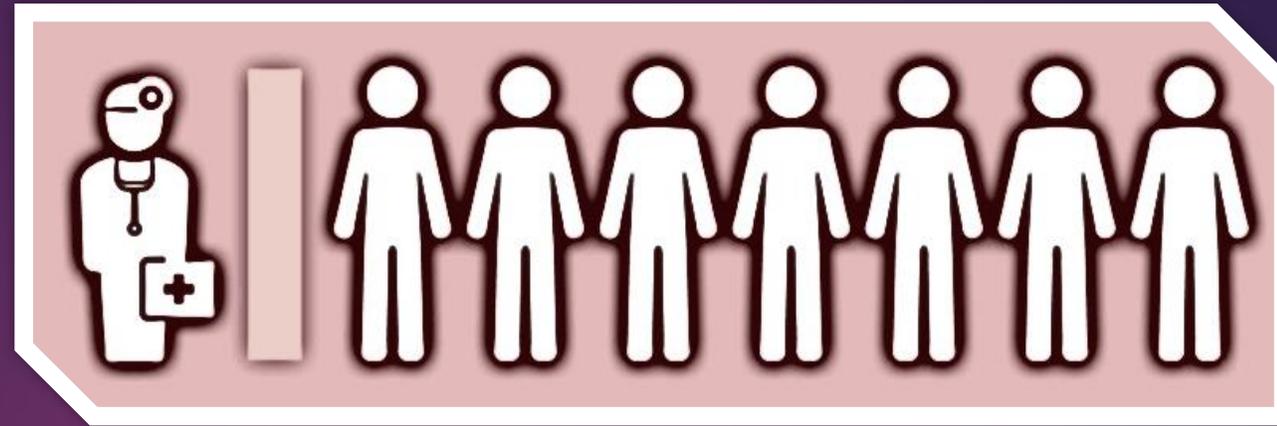
Referring to someone with a pronoun that does not correctly reflect their gender.

### Outing

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

# Unique Experiences of LGBTQ People

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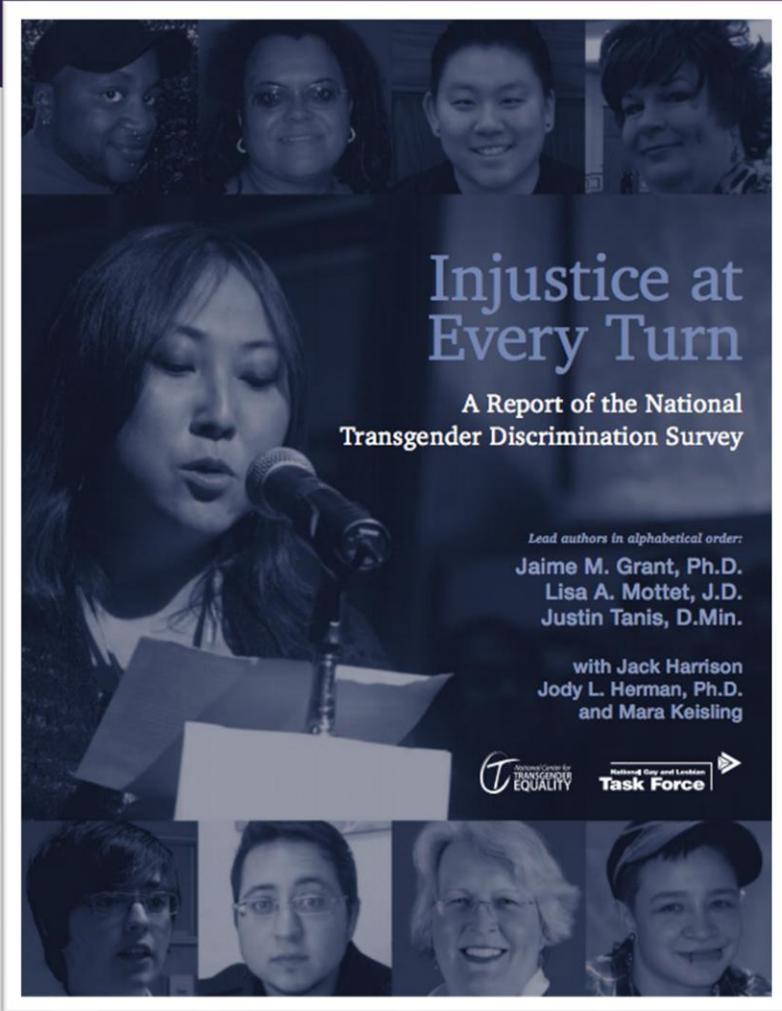


# Bias & Discrimination as Barriers to Care

# Gender Affirming Care is:

- ▶ Age appropriate
- ▶ Medically necessary
- ▶ Supported by all major medical organizations representing over 1.3 million US doctors
- ▶ Well researched
- ▶ Made in consultation with medical and mental health professionals AND parents/guardians
- ▶ Safe





63%

Loss of relationships

Denial of medical service

Teacher harassment

Loss of a job

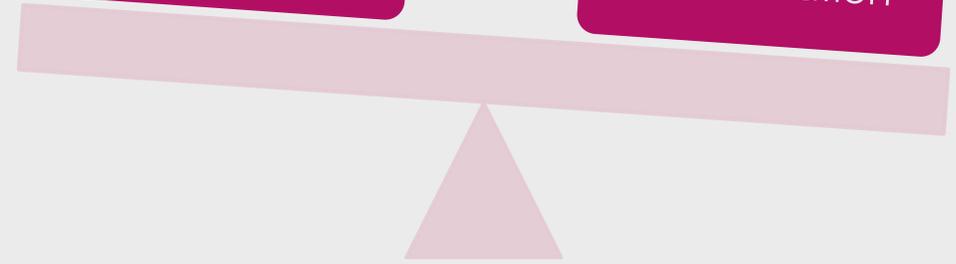
Eviction

School bullying

Homelessness

Physical & sexual assault

Incarceration



# Stigma/Discrimination

Interpersonal Stigma

Structural Stigma

Intrapersonal Stigma



# Intersectionality

Race

Gender

Ability

Age

Sexual  
Orientation

Education



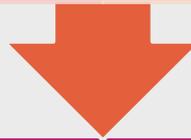
# Impacts

Mental Health

Physical Health

Access to Care

Access to Competent  
Care

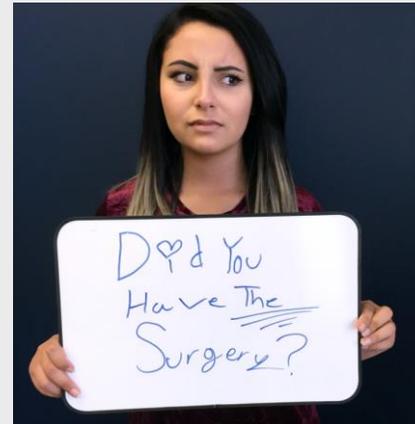
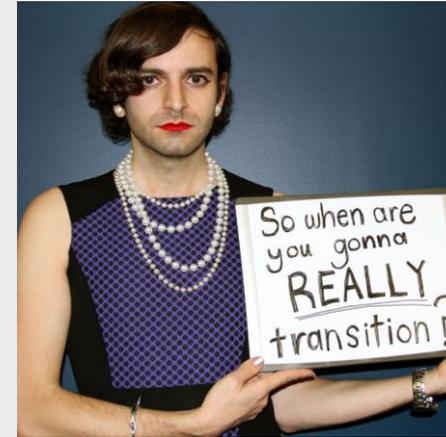


# Health Disparities/Inequities

# 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



[LINK](#) to video

# 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"



## 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."***

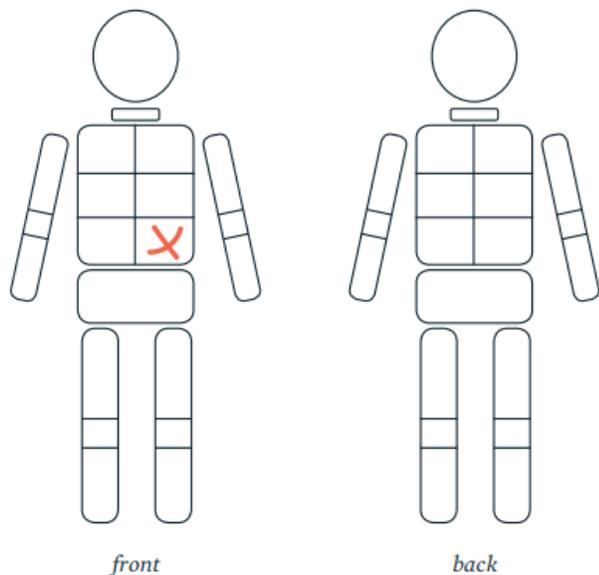
If the mistake is realized later, addressing it with a brief apology is the best practice. It is important to center the patient and not over-apologize; this can shift the focus from addressing the mistake to the patient feeling pressured to reassure you.

***"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
<b>Mother/Father</b>	Parent(s)/Guardian(s)
<b>Husband/Wife</b>	Spouse/Partner(s)
<b>Marital Status</b>	Relationship Status: Single; Married; Partnered; Separated; Divorced; Widowed.
<b>Living Arrangement</b>	Alone; Spouse/Partner(s); Child(ren); Sibling; Parent(s)/Guardian(s); Group setting; Personal care attendant; Other
<b>Sex/Gender: Male or Female</b>	<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>
<b>Sexual Orientation</b>	Do you think of yourself as: Straight or heterosexual; Lesbian, gay, or homosexual; Bisexual; Something Else; Don't Know; Choose not to disclose.
<b>Family History</b>	Use "Blood relative" in questions.
<b>Nursing Mother</b>	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.
<b>Female Only/ Male Only</b>	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

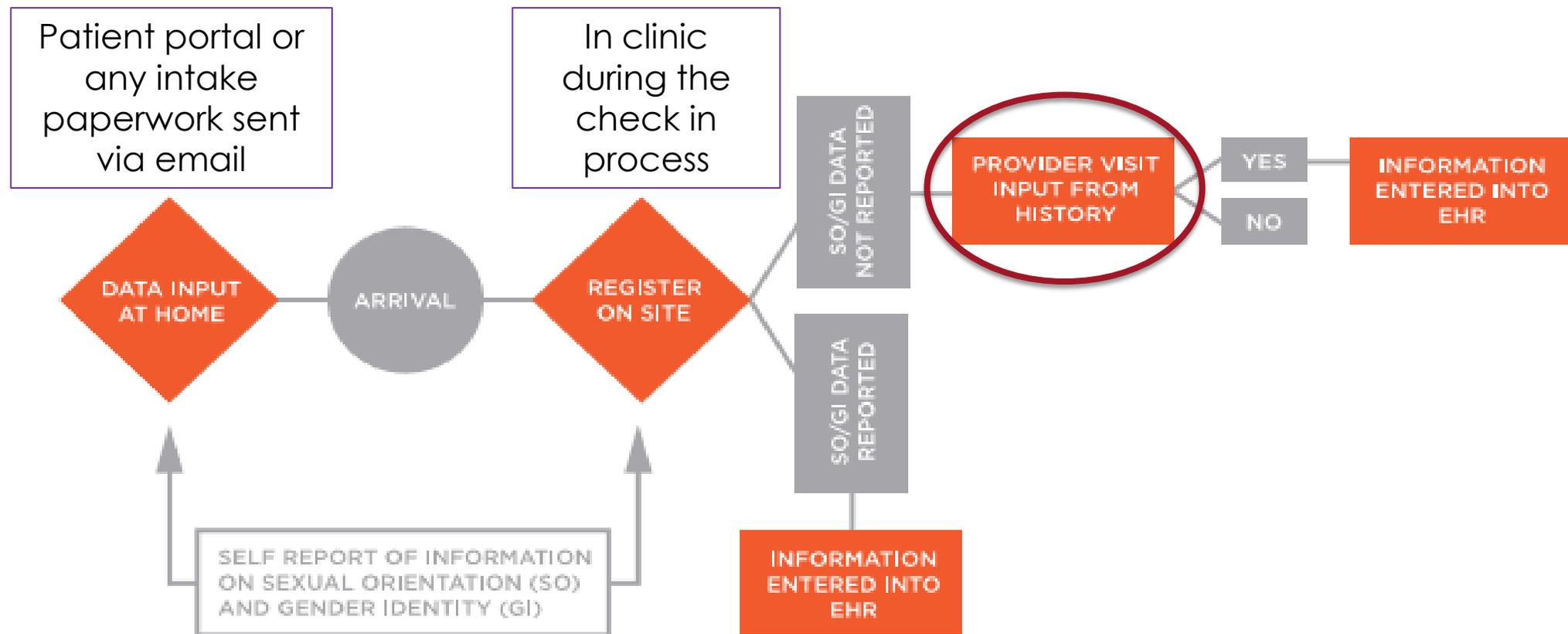
Ovaries

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

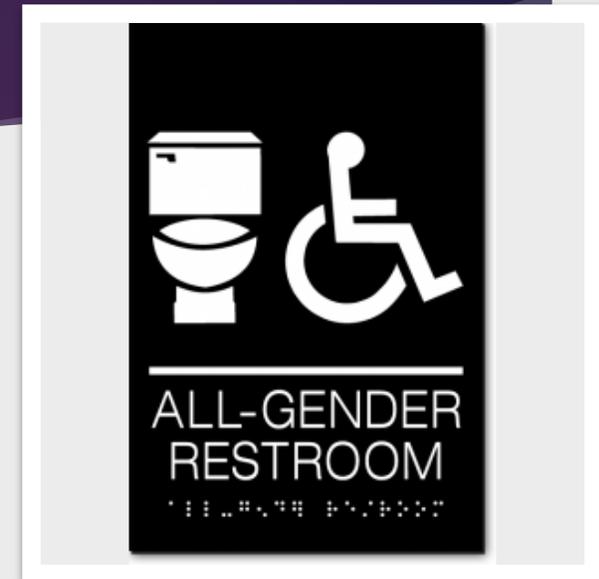
What sex were you assigned at birth? (Check one):

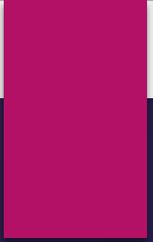
- Female
- Male

\* 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.



This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U50CS22742, Training and Technical Assistance National Cooperative Agreements (NCAs) for \$449,985.00 with 0% of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS, or the U.S. Government.

**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](#)



# Mountain West Transforming Care Conference

*The leading comprehensive LGBTQ+ medical conference in the Mountain West*

up to  
**22**  
CME/  
CEUs



MAY 22-24, 2023  
8 a.m. - 5 p.m. | SLC, UT



FLEXIBLE HYBRID FORMAT  
In-Person and via Zoom



COMPREHENSIVE SESSIONS  
Topics may include:

- Gender-Affirming Care
- HIV PrEP/STI Prevention and Treatment
- Substance Use Disorder Diagnosis and Treatment
- Mental Health, Sexual Health and Wellness
- Reproductive Health and Family Planning
- Education and Residency Training
- Healthcare Advocacy and Equity



SCAN ME

Registration  
[Link Here](#)

Thank You!