Building Your Practice: Providing Optimal Care to LGBTQ+ Communities (Part 2)

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Objectives

1. Commit to HPP’s non-discrimination policies regarding expectations for care, as outlined in the Provider Manual
2. Develop and apply best practices when caring for LGBTQ+ patients
3. Describe ways to provide trauma-informed care to LGBTQ+ patients
Knowledge Check
**Review: 4 Elements of Gender & Sexual Identity**

**Gender Identity**
- A person’s deep-rooted internal understanding of their identity on a gendered spectrum of man, woman, neither, both, and/or other genders, regardless of the sex assigned to them.

**Assigned Sex**
- Sometimes called ‘biological sex.’ Determined by 4 factors: external genitalia, internal reproductive organs, hormones, & chromosomes.

**Sexual/Romantic Orientation**
- How a person externally communicates gender through clothes, hairstyle, mannerisms, etc.

**Gender Expression**
- The only visible element.
Inclusive policies & procedures are about **behaviors**, not beliefs.
Inclusive policies & procedures are about behaviors, not beliefs.

What does it mean when someone says: “I treat everyone equally.”?
HPP’s Nondiscrimination Policies

“Members enrolled in Health Partners Plans have the right to receive and expect courteous, quality care regardless of race, color, creed, sex, religion, age, national or ethnic origin, ancestry, marital status, sexual preference, gender identity and expression, genetic information, physical or mental illness, disability, veteran status, source of payment, visual or hearing limitations, or the ability to speak English.” (Provider Manual, pg. 2.8)
HPP’s Nondiscrimination Policies

“The medical provider should state expressly that the provider prohibits discrimination based upon sexual orientation and gender identity.”

“Categorical coverage exclusions or limitations for all health care services related to gender transition are discriminatory.”

“Sex-specific health programs or activities are permissible only if the entity can demonstrate an exceedingly persuasive justification.”

“Individuals must be treated consistent with their gender identity, including in access to facilities... Providers may not deny or limit treatment for any health services that are ordinarily or exclusively available to individuals of one gender based on the fact that a person seeking such services identifies as belonging to another gender.”

Re: Sex Discrimination (Provider Manual, pg. 2.9)
Your Role as Providers

Set an example for all HPP providers, staff, and patients by…

- Enforcing and reinforcing policies
- Providing protection and support to employees & patients
- Modeling appropriate, expected behavior
- Reinforcing expectations at all times
- Continue developing and supporting LGBTQ-affirming and protecting policies
3 Action Steps
for Best Practices
"How are you all doing?"

"May I have everyone’s attention?"

"Good morning, <name>!"

Avoid gendered language.

you guys — ladies & gentlemen — ma’am/Mrs./sir/Mr.

Always affirm folks’ pronouns and the language they use to describe themself. If you’re unsure, use gender-neutral pronouns until you’ve had the chance to ask them.

they/them
Inclusive options for intake paperwork

<table>
<thead>
<tr>
<th>NAME: ___________________________</th>
<th>ASSIGNED SEX:</th>
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<tbody>
<tr>
<td>NAME YOU'D LIKE US TO CALL YOU</td>
<td>INTERSEX</td>
</tr>
<tr>
<td>LEGAL NAME: ______________________</td>
<td>FEMALE</td>
</tr>
<tr>
<td>NAME THAT APPEARS ON YOUR LEGAL OR MEDICAL RECORDS</td>
<td>MALE</td>
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<thead>
<tr>
<th>GENDER: PLEASE CHECK ALL THAT APPLY</th>
<th>HONORIFIC:</th>
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<tbody>
<tr>
<td>WOMAN</td>
<td>MS.</td>
</tr>
<tr>
<td>MAN</td>
<td>MX.</td>
</tr>
<tr>
<td>AGENDER</td>
<td>MR.</td>
</tr>
<tr>
<td>TRANSGENDER</td>
<td>MRS.</td>
</tr>
<tr>
<td>NON-BINARY</td>
<td>MISS</td>
</tr>
<tr>
<td>GENDERFJIG</td>
<td>DR.</td>
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<thead>
<tr>
<th>PRONOUN: PLEASE CHECK ALL THAT APPLY</th>
<th></th>
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<tbody>
<tr>
<td>SHE / HER / HERS</td>
<td></td>
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<tr>
<td>THEY / THEM / THEIR</td>
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<td>HE / HIM / HIS</td>
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<table>
<thead>
<tr>
<th>SEXUAL ORIENTATION: PLEASE CHECK ALL THAT APPLY</th>
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<tbody>
<tr>
<td>GAY / LESBIAN</td>
<td>QUEER</td>
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<tr>
<td>BISEXUAL</td>
<td>ASEXUAL / ACE</td>
</tr>
<tr>
<td>STRAIGHT / HETEROSEXUAL</td>
<td>PANSEXUAL</td>
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| ___________________________ | |
| ___________________________ | |
Interpersonal Communication

Action Step 1

- Body language
- Informed consent
- Respect others’ boundaries
- Discuss medically necessary/relevant information, don’t ask questions out of curiosity
- Do not out someone without their permission

Coming out is a personal choice.
Inclusive Physical Spaces

Action Step 2

1. Gender-neutral or all-gender bathrooms
2. Inclusive & gender-neutral self-education materials with diverse photos
3. Flags, stickers, and pins (avoid performative allyship)
4. Use gender-neutral colors
5. Recognizing days relevant to LGBTQ+ communities
Accountability

Action Step 3

○ Self-awareness re: biases
○ Self-education and commitment to growth
○ Calling in (or calling out) colleagues
○ Leadership
○ Buy-in
○ Training or consultation for staff & teams
Trauma-Informed Care
What is trauma?

An event that is (or is perceived as) threatening one’s or other’s safety and overwhelms an individual’s ability to cope.

Without treatment & support, trauma can evolve into PTSD, anxiety, depression, suicidal ideation, addiction, self-harm, and more.

**CAN BE:**
Direct or Indirect
Natural or Intentional
Acute or Chronic
Highly Individualized
Trauma-Informed Approach

Trauma-Informed Care is a comprehensive, long-term, multidisciplinary approach to care that considers trauma histories in all aspects of care & actively seeks to prevent the re-traumatization of patients.
## 5 Principles of Trauma-Informed Care

<table>
<thead>
<tr>
<th>SAFETY</th>
<th>TRUSTWORTHINESS</th>
<th>CHOICE</th>
<th>COLLABORATION</th>
<th>EMPOWERMENT</th>
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<tr>
<td>- Ask what will make them more comfortable</td>
<td>- Invest in building trust</td>
<td>- Patient's choice to disclose identities &amp; experiences</td>
<td>- With the patient re: health priorities and concerns</td>
<td>- Highlight patient's resilience and strength</td>
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<td>- Respect confidentiality</td>
<td>- Share the 'why'</td>
<td>- Discuss physical exams</td>
<td>- With other providers</td>
<td>- Encourage patients to be an active participant in their care</td>
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<td>- Use best practices and appropriate body language</td>
<td>- Be reliable, honest, and follow through</td>
<td>- Practice seeking informed consent</td>
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Why implement trauma-informed approaches to LGBTQ+ supportive policies and practices?

- Less discrimination and increased inclusivity of expansive identities
- Reduced harm and retraumatization
- Effective care is that is relevant and sensitive to patients’ individual experiences, behaviors, and identities
- Increased patient satisfaction, feelings of safety, and positive health outcomes
- Improved reputation
- Strengthened patient relationships
Application: Case Scenarios
You’re seeing Devin, a 24-year-old graduate student. Devin made an appointment today for a possible sinus infection. On the intake paperwork Devin selected genderqueer and asexual for gender and sexual orientation fields, respectively. You’re not sure what either of those terms mean. How do you proceed?
You walk into an exam room and see a very masculine person with a full beard sitting on the exam table in a gown at your OBGYN office. The chart says the person’s name is Jamie, but that’s crossed out and someone has written “James?” above it. The appointment is for an annual gynecological exam and pap. How do you proceed?
Where is the nearest gender-neutral bathroom?

Do you seek feedback from patients? How?

Are your nondiscrimination policies posted?

How are you giving patients power and choice?

Do you share your own pronouns?

Do you ask patients what pronouns they use?

What non-binary options are on your intake forms?

Self-Assessment
Q & A with Dr. Shanin Gross

bit.ly/hpp2post
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Presented by Mazzoni Center

LGBTQ Health and Well-Being

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Resources & References
### Local LGBTQ+ Resources

- **Mazzoni Center** (medical, sexual health, behavioral health, legal, education)
- **Attic Youth Center** (housing, behavioral health, community)
- **Philly FIGHT** (medical, sexual health housing)
- **William Way** (community center)
- **Colours** (Black LGBT community org)
- **Kraemer, Manes & Associates LLC** (Law firm in Pittsburgh and Philadelphia)

### Online LGBTQ+ Resources

- National LGBT Health Education Center (Fenway Institute)
- GLMA (Gay & Lesbian Medical Association)
- WPATH Standards of Care Vol. 7 (World Professional Association for Transgender Health)
- Center of Excellence for Transgender Health
- National Center for Trans Equality
- Do Ask, Do Tell (SO/GI data collection)
- Lambda Legal
References


Resources

● 2010 National Transgender Discrimination Survey (Pennsylvania Results), [https://transequality.org/sites/default/files/docs/resources/ntds_state_pa.pdf](https://transequality.org/sites/default/files/docs/resources/ntds_state_pa.pdf)


● City of Philadelphia’s LGBTQ Protections, [https://beta.phila.gov/2017-12-04-philadelphias-lgbtq-protections/](https://beta.phila.gov/2017-12-04-philadelphias-lgbtq-protections/)

● Coming Out in the Workplace as Transgender, [https://www.hrc.org/resources/entry/transgender-visibility-guide](https://www.hrc.org/resources/entry/transgender-visibility-guide)

● How to File a Charge of Employment Discrimination, [https://www.eeoc.gov//employees/howtofile.cfm](https://www.eeoc.gov//employees/howtofile.cfm)


● Know Your Rights, [https://transequality.org/know-your-rights/employment-general](https://transequality.org/know-your-rights/employment-general)