



WELCOMING CARE FOR LGBTQ COMMUNITIES

J.M. Jaffe
Founder & CEO
Trans Health Consulting

Trans Health Consulting

BAY AREA, CALIFORNIA

transhealthconsulting@gmail.com

transhealthconsulting.com



Primary care clinic in San Francisco that services cis-women, lesbians, transgender and gender non-conforming people regardless of their ability to pay



P R O J E C T
H E A L T H
H A R N E S S I N G E D U C A T I O N ,
A D V O C A C Y & L E A D E R S H I P
F O R T R A N S G E N D E R H E A L T H

Project HEALTH aims to improve access to transgender health through education, advocacy, and leadership

- *Trainings*
- *Clinical Rotation and NP Residency in transgender medicine at Lyon-Martin*
- *The TransLine*
- *Policy change on local, state, and national level*
- *Surgery referrals at Lyon-Martin*

OBJECTIVES

- Differentiate between assigned sex at birth, biological sex, gender identity, gender expression, and sexuality
- Learn terminology
- Outline ways to create a LGBTQ-inclusive clinic environment

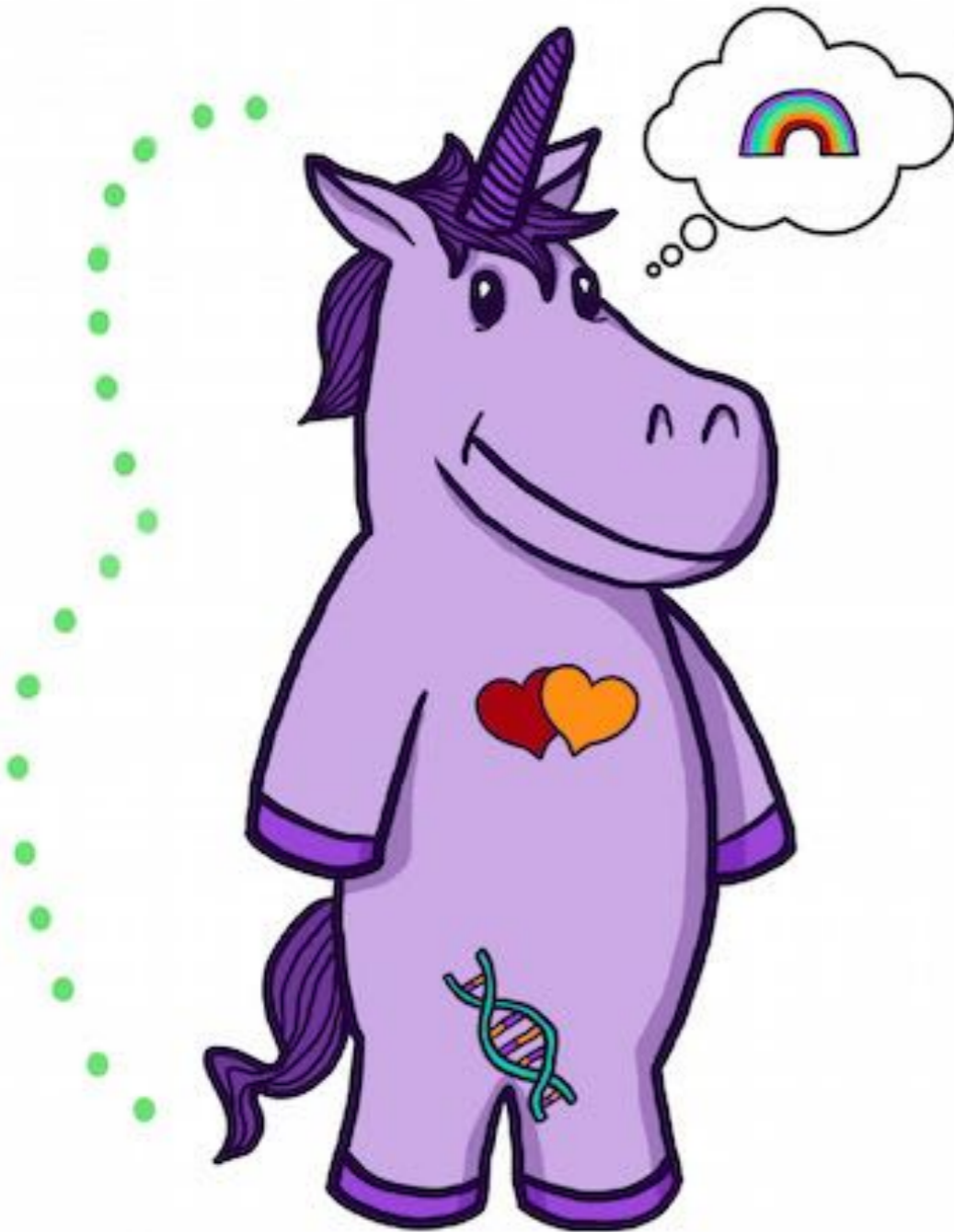







GENDER & SEXUALITY BASICS

The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



Gender Identity

-  Female/Woman/Girl
-  Male/Man/Boy
-  Other Gender(s)

Gender Expression/Presentation

-  Feminine
-  Masculine
-  Other



Sex Assigned at Birth

Intersex

Male



Female



Sexually Attracted To

-  Women
-  Men
-  Other Gender(s)



Romantically/Emotionally Attracted To

-  Women
-  Men
-  Other Gender(s)

To learn more go to:
www.transstudent.org/gender

Design by Landyn Pan

VOCAB: CIS- & TRANS- GENDER

➤ A **cis-gender** person:

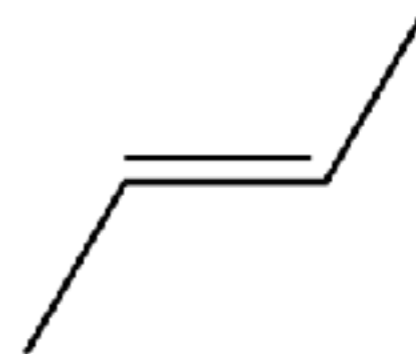
Identifies as the gender that is assumed to **align** with the sex they were assigned at birth



cis (Z)

➤ A **transgender** or "**trans**" person:

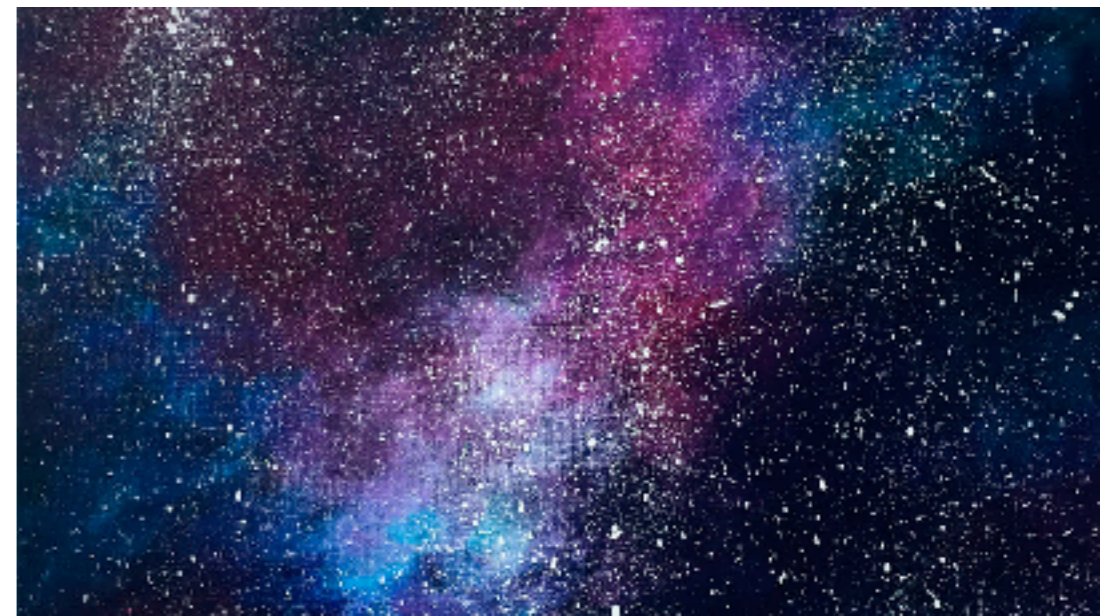
An umbrella term for anyone who identifies as a gender that is **different** that the gender that is assumed to align with the sex they were assigned at birth, as the "**opposite**" gender, as **multiple genders** or **dis-identifies** with any gender



trans (E)

QUEER & TRANS AS UMBRELLA TERMS

- There are an infinite number of other terms used to identify gender and sexuality
- The most important thing to do is to ask and not assume anything based on appearance
- Gender/sexuality is a galaxy



SEXUALITIES

- Heterosexual
- Gay
- Lesbian
- Queer
- Bisexual
- Pansexual
- Demisexual
- Asexual
- Questioning
- Kink/BDSM

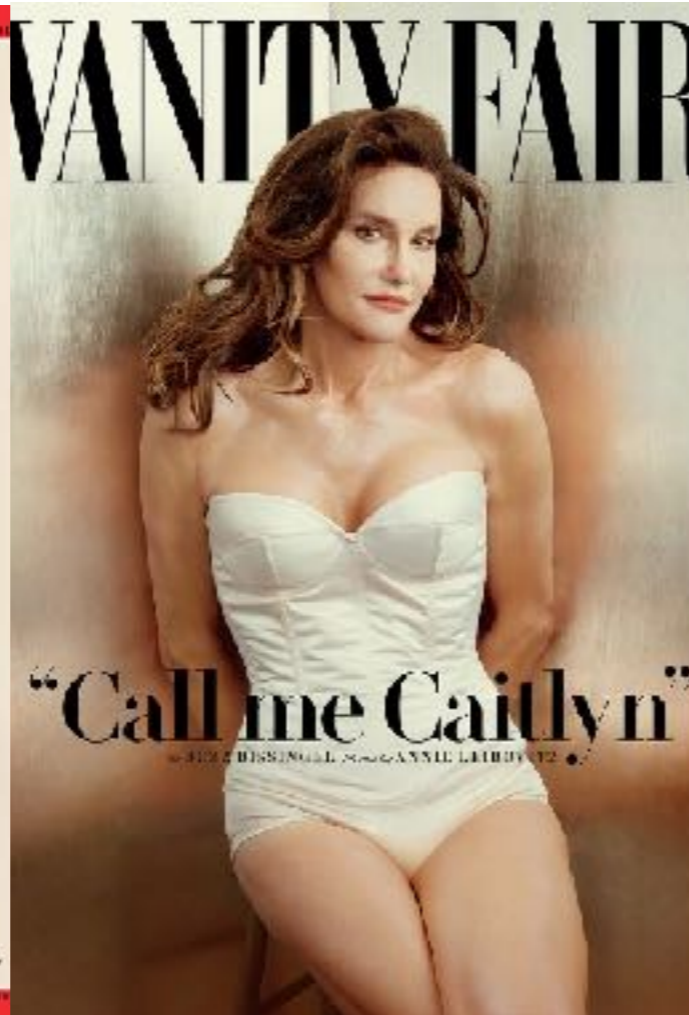


GENDER IDENTITIES

- Man
 - Cis-gender
 - Transgender
- Woman
 - Cis-gender
 - Transgender
- Trans man, FTM, transguy, boi, trans masculine
- Trans woman, MTF, trans girl, trans feminine
- Genderqueer, non-binary, gender fluid, pangender, gender fuck, multi-gender, two-spirit
- Agender



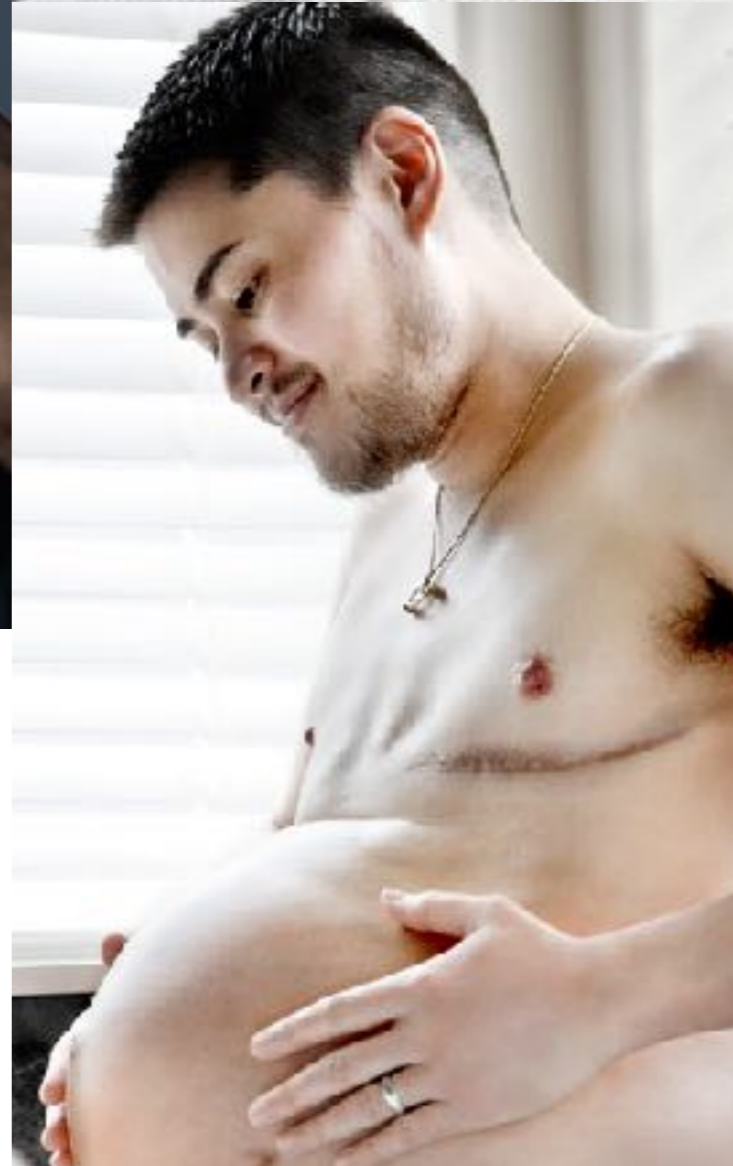
TRANS WOMEN (MALE TO FEMALE - MTF)



Other terms used:
transfeminine, transgirl, woman of trans
experience, woman



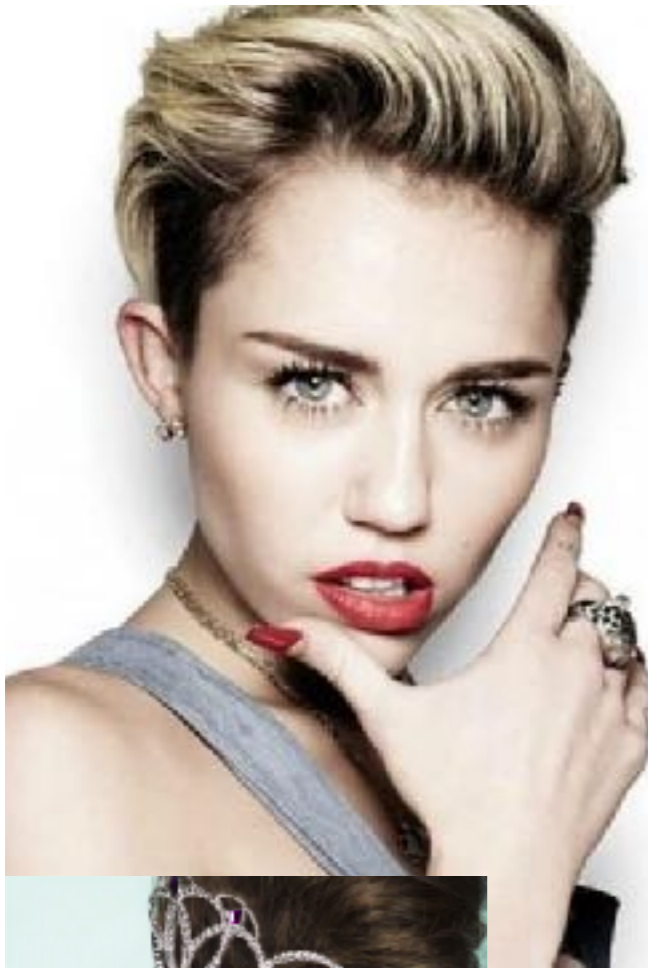
TRANS MEN (FEMALE TO MALE - FTM)



Other terms used:

transmasculine, transguy, man of trans experience, man, boi

GENDERQUEER, GENDER NON-CONFORMING, NON-BINARY



Other terms used:

Gender fluid, pangender, multi-gender,
agender, two-spirit

THE GENDER SPECTRUM: BINARY VS NON-BINARY

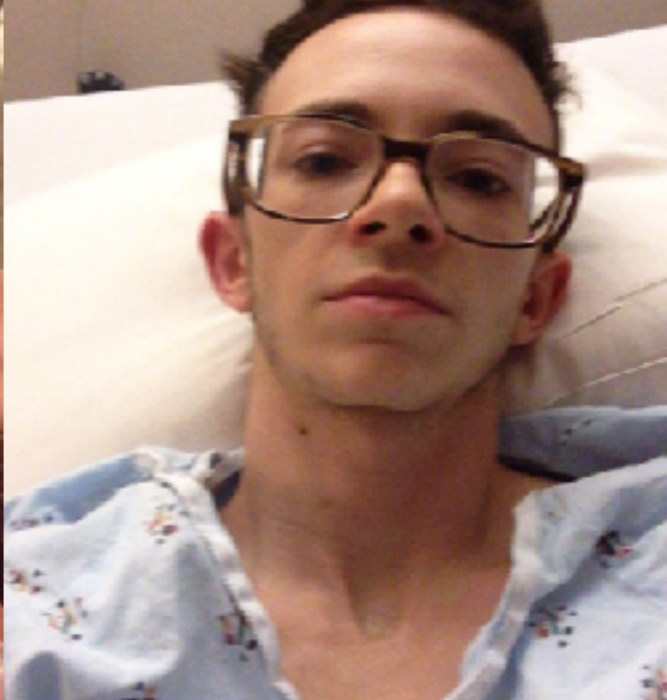


PEOPLE WON'T ALWAYS LOOK HOW YOU THINK THEY WILL

"you dont look like a lesbian"
shit im sorry let me just



instagram.com

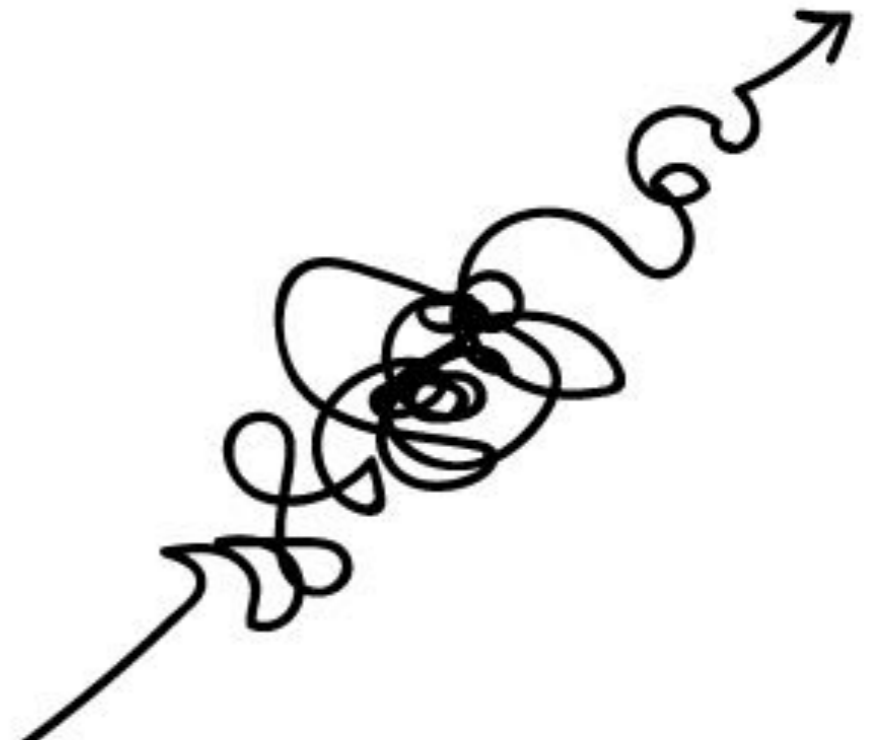




TECHNIQUES OF TRANSITION

TECHNIQUES OF GENDER EXPRESSION

- Change Name
- Change Pronouns
- Come "Out" to Friends, Family, Community
- Change Dress, Clothes, Hair, Make-Up, Nails
- Use Different Gendered Facilities (Bathrooms, Dressing Rooms)
- Change Identity Documents
- Use Compression and/or Prosthetic Devices
- Speak in Different Vocal Pitch
- Body Modification (tattoos, piercings, etc)
- Hormone Therapy
- Surgery





EXPERIENCES SEEKING HEALTHCARE



- ▶ **Postponed care when sick or injured:**
Due to fear of discrimination (23%) or inability to afford it (33%)
- ▶ **Mistreatment or Refusal of care:**
33% reported being verbally or physically harassed in a medical setting or were refused care completely
- ▶ **Inaccessible Surgery:**
70% reported desiring to pursue surgery but found it inaccessible to them (due to the lack of surgeons or lack of insurance coverage)
- ▶ **Uninformed Providers:**
 - ▶ 50% reported having to educate their providers or how to care for them
 - ▶ Unable to answer patient questions
 - ▶ Ask intrusive, unnecessary, or irrelevant questions, judgmental responses
 - ▶ Do not provide appropriate screenings, recommendations, or referrals
 - ▶ Refused to touch
 - ▶ Blamed health status on LGBT identification
 - ▶ Medical School provides an average of 5 hours of LGBT training; 6.8% schools had 0 hours in preclinical years; 33.3% schools had 0 hours in clinical years

SOCIAL DETERMINANTS OF HEALTH



- ▶ **Micro/Macro Rejection:** Many trans people experience rejection of their identity by family, friends, lesbian/gay community, passerbys, and society at large (employers, landlords, legal, medical)
- ▶ **Poverty:** Double the poverty rate (29%) compared with cis-gender people (12%)
- ▶ **Unemployment:** Three times the unemployment rate (15%) compared with cis-gender people (5%)
 - ▶ Trans POC experience four times the unemployment rate than cis-gender people
 - ▶ 90% reported harassment, discrimination, or mistreatment on the job
 - ▶ 47% not hired, fired, or not promoted due to transgender status
 - ▶ 20% engaged in sex work or drug trade overall
 - ▶ Among black transgender people, 53%
- ▶ **Homelessness:** Double the homelessness rate compared to general population
- ▶ **Incarceration:** 16% have been incarcerated at some point in their lives
 - ▶ Among black transgender people, 47%
- ▶ **Harassment & Violence**
 - ▶ 47% reported being sexually assaulted at some point in their lives
 - ▶ 46% verbally harassed
 - ▶ 9% physically attacked
 - ▶ 54% experienced DV
 - ▶ Transgender people of color 6 times more likely to experience physical violence from the police compared with white cis-gender people
 - ▶ 67% of hate crime homicides are transgender women of color (72% transgender women when including white women)

TRANS HEALTH DISPARITIES



- ▶ **Addiction:** 29% of trans people have substance use disorder, compared to 10% of general population
- ▶ **HIV Infection Rate:**
 - ▶ Five times more likely to have HIV compared with the general population (1.4% compared to 1.3%)
 - ▶ Among black trans women 19%
- ▶ **Of those who were unemployed,** 30% turned to sex work or drug trade, 85% had been incarcerated, and they had double the rate of homelessness, double the HIV infection rate, double the addiction rate compared to employed trans people
- ▶ **Eating Disorders:** 16% of transgender people carry a diagnosis compared to 10% of cis-women
- ▶ **Suicide Attempts:** 40% of transgender population has attempted suicide in their lifetime, compared to 4.6% in the general population
- ▶ **Lower screening rates** for breast and cervical cancer in trans men

LESBIAN / BISEXUAL CIS-WOMEN HEALTH DISPARITIES

- Higher rates of alcohol use, smoking, psychological distress
- Higher rates of obesity
- Higher rates of ovarian cancer risk
- Higher rates of breast cancer risk
- Lower screening rates for breast cancer and cervical cancer
- Higher rates of teen pregnancy

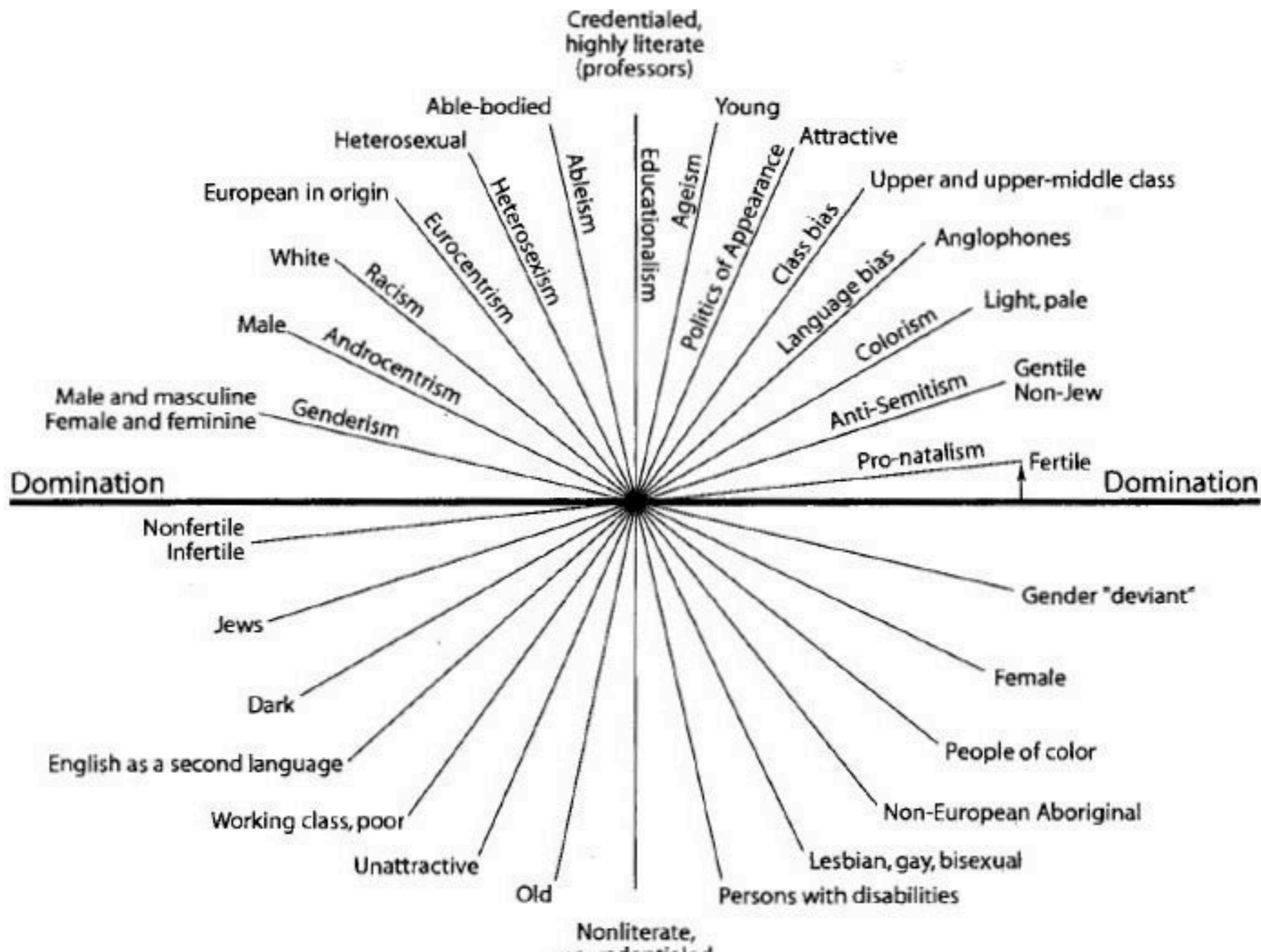


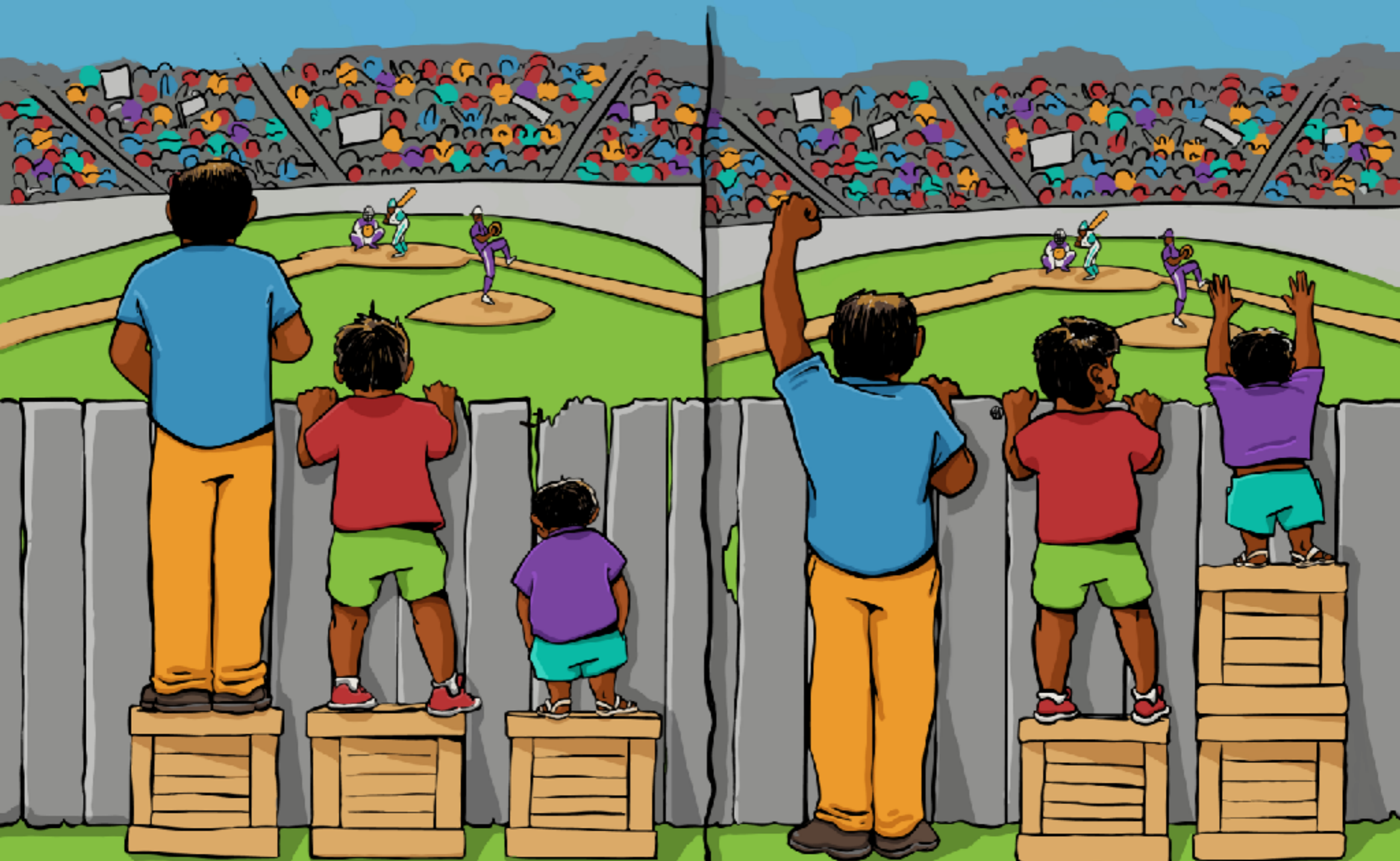
GAY / BISEXUAL CIS-MEN HEALTH DISPARITIES

- Higher rates of alcohol use, smoking, psychological distress
- Higher rates of HIV infection
- Higher rates of STIs
- Higher risk for anal cancer
- Higher rates of eating disorders and body image disorders



INTERSECTIONALITY





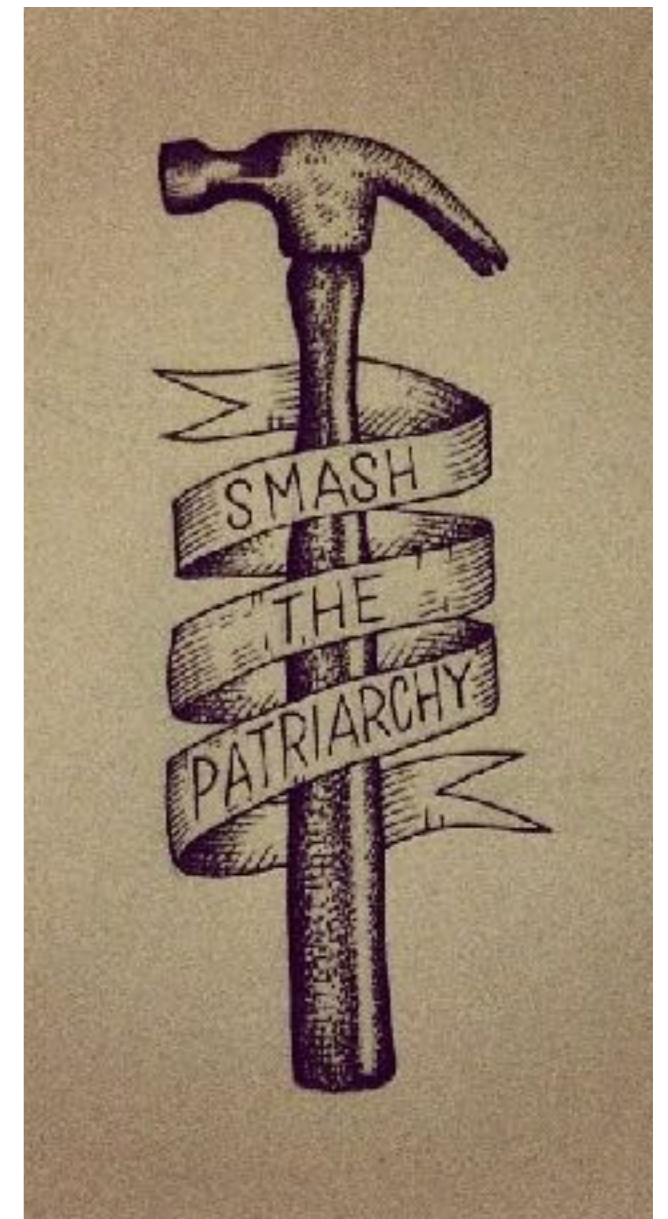
EQUALITY

EQUITY

BOTTOM-UP APPROACH

Non-Judgmental, Trauma-informed, Harm Reduction Model of Care Centering:

- ▶ Everyone that experiences gender oppression (Women & Trans)
- ▶ LGBTQ
- ▶ People of Color
- ▶ Disabled
- ▶ Homeless
- ▶ Unemployed
- ▶ Immigrants/undocumented
- ▶ Multi-Lingual
- ▶ Addicts
- ▶ HIV/Hep C +
- ▶ Sex Workers
- ▶ Incarcerated and Formerly Incarcerated
- ▶ Survivors
- ▶ Those with co-occurring mental and physical health conditions





CREATING AN INCLUSIVE CLINIC



LEARN THE LANGUAGE

TERMS & DEFINITIONS

- Transgender person (adj)
- Gender Transition, transitioning (noun)
- Gender Dysphoria (diagnosis)
- Sex Re-assignment Surgery (SRS), Genital Re-assignment Surgery (GRS), Gender Affirmation Surgery
- AFAB, AMAB - assigned x at birth
- GNC - gender non-conforming
- MOC/FOC - masculine/feminine of center
- Femme - queer person with a feminine gender expression
- Butch - queer person with a masculine gender presentation
- Stealth - living and passing as cis-gender
- Passing - to be perceived as cis-gender
- Misgender - to be referred to as a gender one doesn't identify with
- Clocked - to be recognized/called out as trans (not passing)
- Chaser - someone who exoticizes transgender people sexually
- Fish(y) - to look like a cis-woman
- Dead name - name given at birth
- Egg - someone who isn't out yet
- TERF - trans exclusionary radical feminist


Go on, learn the lingo!

GENDER NEUTRAL LANGUAGE

- Do not use Mr./Mrs., sir/ma'am, ladies/gentlemen
- Use "the client," the chosen name, or gender neutral pronouns like they/them until you know what they prefer
- On the phone, don't assume someone's gender based on the pitch of their voice
- Partner, parent, child, sibling
- Pregnant people



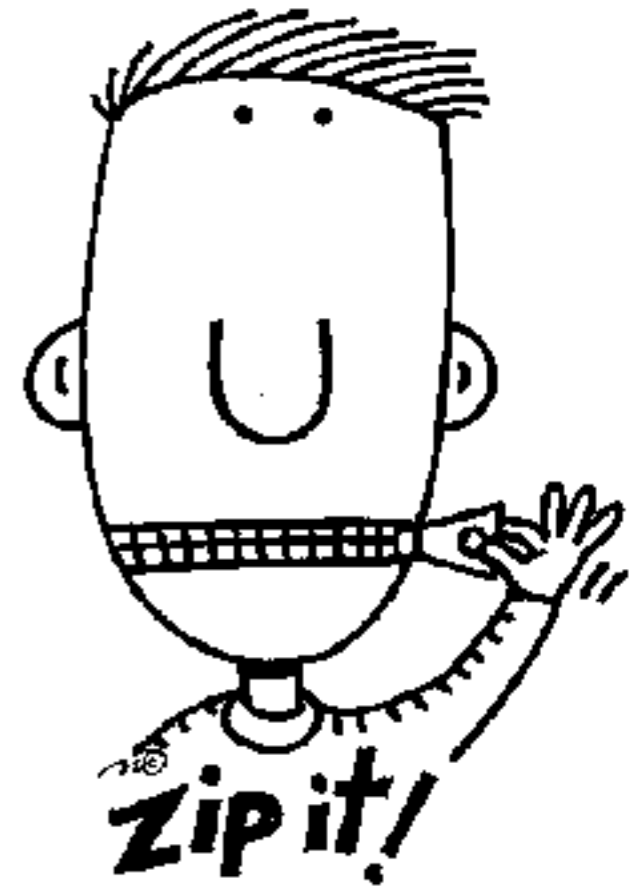
WORDS TO AVOID



- “Preferred” name/pronoun
- Used to be/born a man/
woman
- Tranny
- Dyke/Fag
- Cross-dresser
- Sex change
- The surgery
- It
- Fooling/deceiving
- Transsexual
- Hermaphrodite
- Transvestite
- He-She
- Shemale / he-she
- Drag Queen/Drag King
- Transgenders, a transgender
(noun)
- Transing, Transgendering
(verb)

QUESTIONS/COMMENTS TO AVOID

- Avoid comments on appearance, even if you think it may be a compliment
 - "You're so pretty, you don't look like a lesbian."
 - "You pass so well! I would have never guessed you're trans"
- What did you look like before you transitioned?
- Have you had the surgery?
- Why haven't you medically transitioned?
- How do you pee, have sex, etc.?
- What's your "real" name? What's your "legal" name
- To determine if your question is invasive - ask your self, "would I ask this of someone who is not transgender?"
- Avoid satisfying your curiosity unless it is relevant to your clinical care
- Allow for self-disclosure
- Avoid comments about bravery
- Don't assume sex, gender, anatomy of clients or their partners, especially based on appearance



Hello
my name is

my PRONOUNS are

♀

NAME & PRONOUN

RESPECT CHOSEN NAME AND PRONOUNS

- All the time, on everything
- Even if the person is not around
- Even if you've never heard of that pronoun before
- Even if the person hasn't medically transitioned
- Even if they haven't changed their name or gender marker "legally"
- Even if it makes you feel uncomfortable
- If you are ever unsure of what pronouns someone uses, just privately and politely ask!
- Use they/them until you know what they use
- It is a HUGE safety risk to call someone by the wrong pronoun or their birth name

When somebody calls you by your birthname



instagram.com

DEMOGRAPHIC FORMS

.....

Ask for Billing Name and Gender Marker

Name used, Gender Identity, Sex Assigned at Birth, Pronoun, and Sexual Orientation

Check all that apply:

My gender identity is:

- Woman
- Man
- Trans (MTF)
- Trans (FTM)
- Genderqueer
- Other: _____
- Decline

My sex assigned at birth is:

- Female
- Male
- Intersex
- Other: _____
- Decline

My marital status is:

- Single
- Married
- Divorced
- Registered Domestic Partner
- Widowed
- Unmarried Partner
- Legally Separated
- Other: _____
- Decline

My sexual orientation is:

- Lesbian
- Gay
- Queer
- Bisexual
- Heterosexual
- Asexual
- Questioning
- Other: _____
- Decline

My pronoun is:

- She/her
- He/his
- They/Them/Their
- Zie/Hir
- Other: _____

I live (please check all that apply):

- In a house or apartment or SRO or hotel
- In an RV or vehicle
- On the street
- In a shelter
- In a transitional or treatment program
- My situation is temporary and/or unstable

I am Hispanic/Latin@/Latinx: Yes No

My race is:

- Native American and/or Alaskan Native
- Hispanic/Latin@/Latinx
- Black/African American
- White/Caucasian
- Native Hawaiian
- Asian
- Other Pacific Islander
- More than one race
- Other: _____
- Decline

ELECTRONIC HEALTH RECORD WORK AROUNDS

- Name used
- Pronoun
- SO/GI
- Alerts
- Sticky Notes
- Alias and nickname field

Patient Information(Test, Daniel)

Test, Daniel Don't Send Statements Inactive

General Information **Structured**

Misc Info

Name	Value	Notes
<input type="checkbox"/> Veteran	* Declined	X
<input type="checkbox"/> Seasonal	No	X
<input type="checkbox"/> Migrant		X
<input checked="" type="checkbox"/> Homeless	* Yes	X
<input type="checkbox"/> Homeless Status	Street	X
<input type="checkbox"/> Living Situation	Homeless	X
<input type="checkbox"/> Limited English Proficiency		X
<input type="checkbox"/> Public Housing		X
<input type="checkbox"/> Patient is Transgender:	MtF (male to female)	X
<input type="checkbox"/> HIV Positive		X
<input type="checkbox"/> Sex assigned at birth?	Intersex	X
<input type="checkbox"/> Date of first visit	06/06/2016	MtF (male to female)
<input type="checkbox"/> Pronoun Preference:	He/His	X
<input type="checkbox"/> Sexual Orientation:	Queer	X

Patient Information (Test, Daniel)

Personal Info

Account No: 23738 Prefix: Miss. PCP: Harbatkin, Dawn
Last Name: Test Suffix: Referring Provider: Harbatkin, Dawn
First Name: Daniel MI: Rendering Provider/Primary Care Giver: Harbatkin, Dawn
Previous Name: Dani Date Of Birth: 07/21/1988 Age: 28Y
Address Line 1: 1748 MARKET ST Gestation Age: Sex: F Female Transgender
Address Line 2: APT 201
City: SAN FRANCISCO State: CA Zip: 94102-51 Country: US
Home Phone: 415-565-7667 Cell No: - - Marital Status: Single
Work Phone: - - Ext: Social Security: - - Parent Info: Clear
(statements will be addressed to responsible party)
Responsible Party: Select Set Emergency Contact
Name: Test, Daniel Emergency Contact: smith, bob Relation: Friend
Relation: 1 Self - patient is the insured Acct Balance: 400.00 Patient: 0.00
Last Appt: 09/27/2016 08:30 AM Next Appt: Details Gr. Bal Acc Inquiry

Insurances IE New Case

Sliding Fee Schedule Fee Schedule: 0-100% (2016) Self Pay Add Update Remove

Name	State	Subscriber No	Rel	Insured	Co Pay	Group No
Medicare Nonien	ND	123456	1	Test, Daniel		
Beacon/CHIPA	CA	123456	1	Test, Daniel		
Medi-Cal Managed Care	CA	021234564	1	Test, Daniel		

Release of Information: Y
Rx History Consent: Y Scan
Signature Date: 06/06/2016
Advance Directive: UPDATED (06/06/2016)

WRIST BAND WORK AROUNDS

- Second wrist band with name and pronoun
- Work with EHR to have name and pronoun be able to printed on the tag in addition to billing info
- Sticker name tags
- Write on wrist band



RECONSIDER GENDERED POLICIES

- If your organization has gender segregated rooms or wards, ask the client which they would feel most comfortable in
- If able to be roomed alone, this is usually preferable
- Regarding policies around same-gender surveillance (like urine drug screenings, chaperoning, etc. again, ask the client their preference



**KEEP
CALM
AND
JUST
ASK**

RESPECT CHOSEN NAME AND PRONOUNS FOR STAFF

- Introductions
- E-mail and EHR accounts
- Pronouns listed in e-mail signatures
- Name Tags
- Anything HR related unless insurance or bank name needs to be the same as name on ID

--

J. M. Jaffe

(Pronoun: they/them)

CEO & Founder

Trans Health Consulting, LLC

www.transhealthconsulting.com

P: [\(510\) 666-4068](tel:(510)666-4068) | Cell: [\(802\) 338-0751](tel:(802)338-0751) | F: [\(510\) 666-4202](tel:(510)666-4202)

PRONOUN PRACTICE MAKES PERFECT!

- He/him/his/himself
- She/her/hers/herself
- They/them/theirs/themselves
- It/it/its/itself
- Zie/hir/hirs/hirself
- Co/co/co's/coself
- Yo/yo/yos/yoself
- No pronoun, just name



WHAT IF I MESS UP?!

- Apologize
- Correct yourself
- Move on
- Practice and try your best not to continue to misgender them
- If you hear someone else mess up, correct them! Every. time.
- You are helping them learn
- Practice Worksheet



CHANGING IDENTITY DOCUMENTS

- Court Order
- Social Security
- Drivers License
- Passport
- Birth Certificate
- Immigration Documents
- Employer, Insurance, Bank, Titles, Bills, School Records, etc.





ID Documents Center

Welcome to our one-stop hub for name and gender change information. Find out how to get a legal name change where you live and update your name/gender on state and federal IDs and records.

How friendly is the driver's license gender change policy in your state?

[Check the grade we gave your state.](#)

Last updated August 2018

Name Change, Driver's License & Birth Certificate Policies in:

- Choose State/Territory - ▾

Federal IDs and Records:

- Choose - ▾



Transgender Legal Services Network

[Learn more](#) →



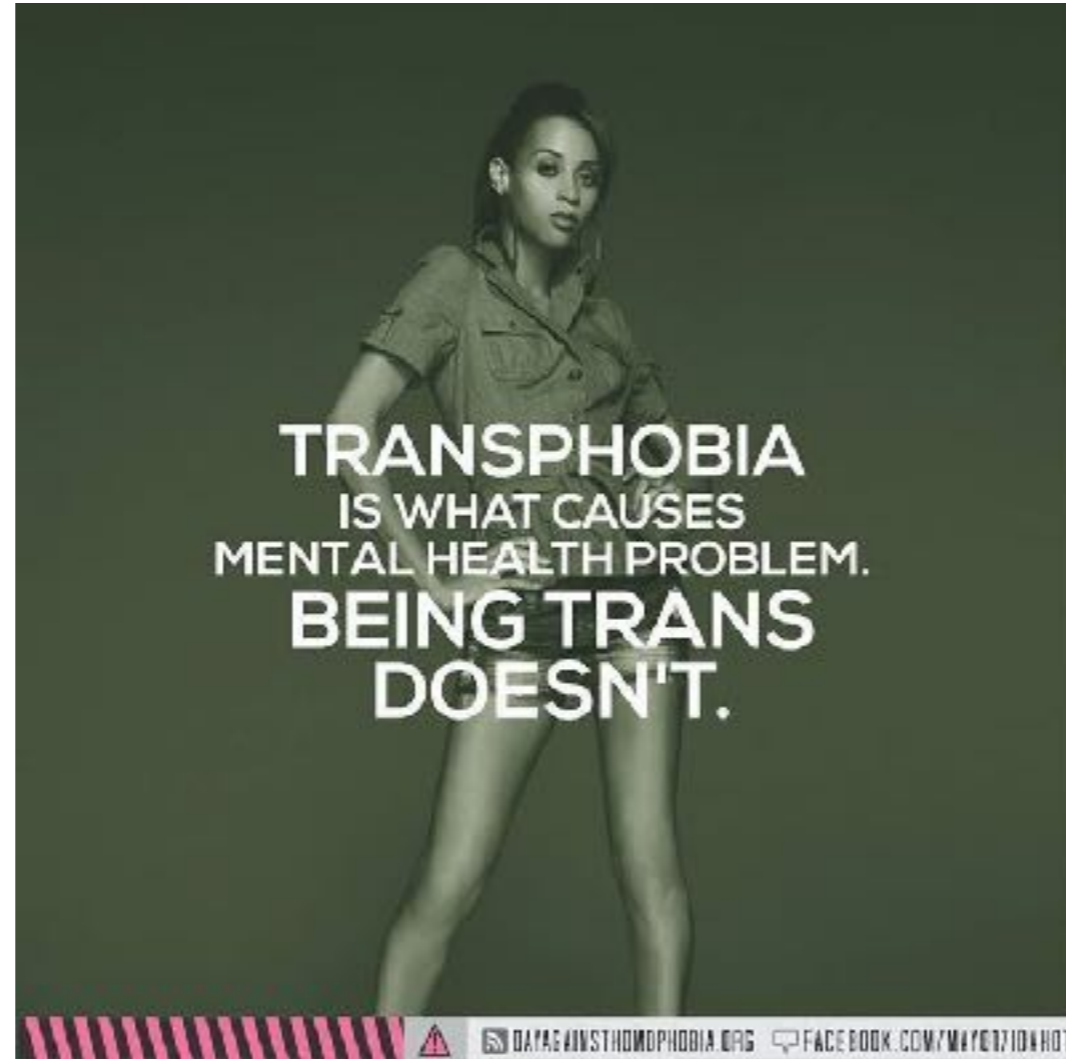
BATHROOMS

GENDER NEUTRAL OR SINGLE STALL BATHROOMS



AB1732: CA law requires all single-stall bathrooms be designated as gender neutral





MENTAL HEALTH SERVICES

MENTAL HEALTH SERVICES



➤ Individual Therapy

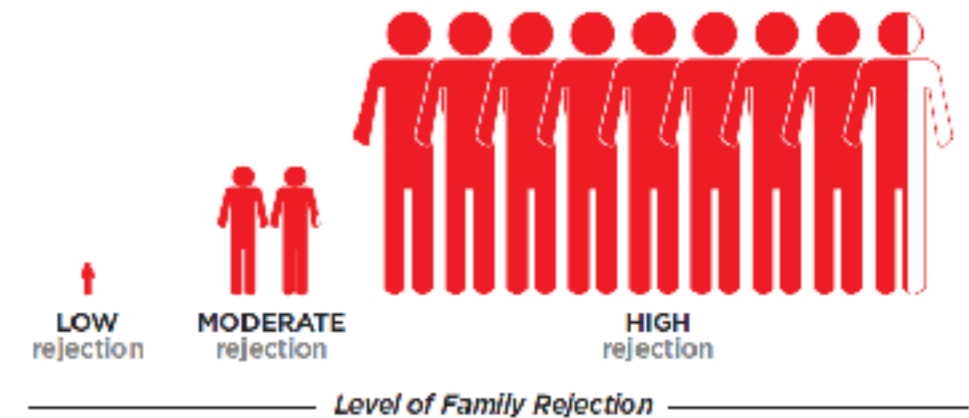
➤ Groups

➤ Psychiatry

➤ Gender Affirming Surgery Readiness Assessments

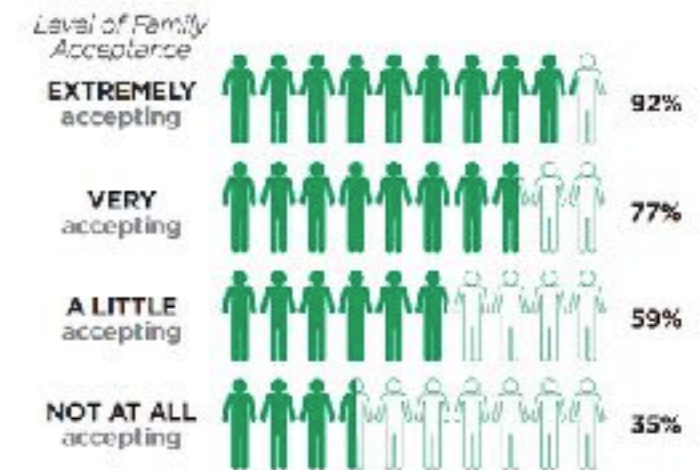
Lifetime Suicide Attempts for Highly Rejected LGBT Young People

(One or more times)



Ryan, Family Acceptance Project, 2014

Youth Believe They Can Be A Happy LGBT Adult



Ryan, Family Acceptance Project, 2009



BE VISIBLY INCLUSIVE

SHOW THAT YOU ARE LGBT FRIENDLY ON YOUR WEBSITE



ABANDON PINK / BLUE COLOR SCHEMES



INCLUSIVE POSTERS AND EDUCATION MATERIALS



If you've ever been sexually active in any way and have a cervix, you need regular Paps. Check out our website for more information and tips on how to make getting a Pap easier.



checkitoutguys.ca

HIRE QUEER & TRANS PEOPLE!

#HIRETRANS

Trans Employment Program
www.transemploymentprogram.org



FRIDA ISOURA ESCHÉ, HER, THEY, THEM IS A HEALTH OUTREACH WORKER.

AVOID GENDERED LANGUAGE IN PATIENT EDUCATION MATERIALS

- Women's health / Men's health
- Pregnant women
- Mom/Dad/Brother/Sister, etc
- Look over patient education materials for any gendered language or gendered branding that may deter trans clients from reading it



PREVENTATIVE CARE / CANCER SCREENINGS



BED-SIDE MANNER

- Test based on what organs are present; don't assume (review chart or ask)
- Use language the patient uses for their body parts (ask)
- Don't assume what kinds of sex people have based on their gender or appearance (ask)
- Don't be invasive, only ask relevant questions, and give context!

**SOME MEN
HAVE
VAGINAS.**

**SOME
WOMEN
HAVE
PENISES.**

MAMMOGRAMS



- Trans Feminine Spectrum:

- Age 50 + 5-10 years of hormone therapy

- Trans Masculine Spectrum:

- For those that have not had mastectomy: Follow guidelines for cis-women
 - For those that have had mastectomy: some breast tissue is left, estrogen still present, consider ultrasound or MRI at/ after age 50, especially if +FHx

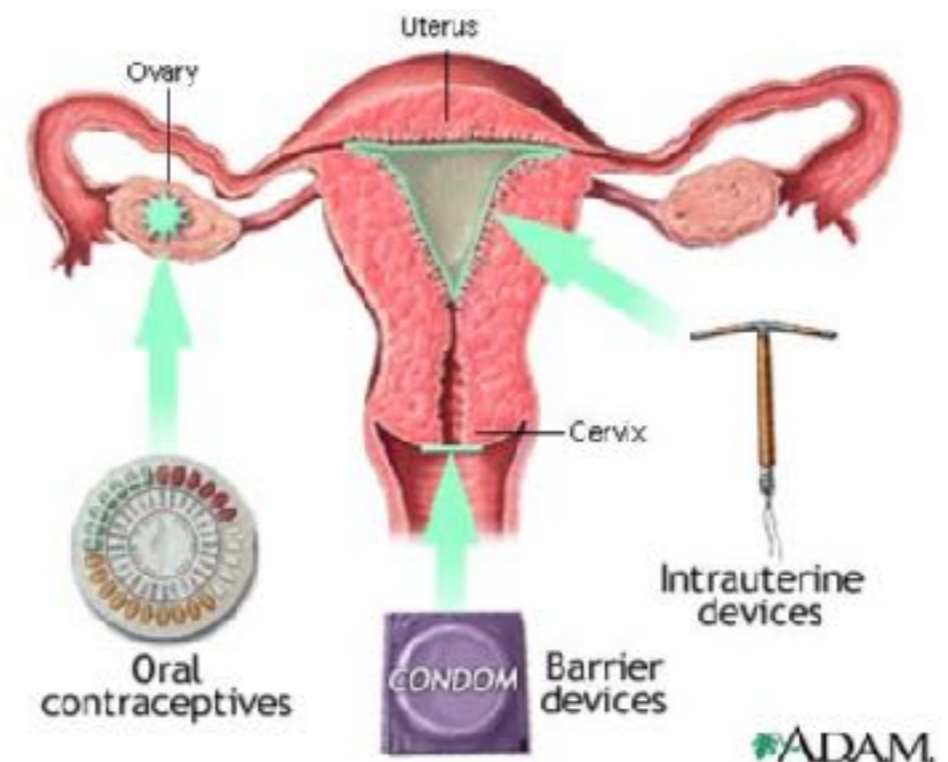
PELVIC EXAMS & PAP SMEARS

- Pelvic exams can be very difficult for trans people who genital gender dysphoria, vaginal atrophy secondary to testosterone use, have had sexual trauma, or have had complications after vaginoplasty.
- Ativan, lots of lube, and a pedi spec can go a long way.
- Vaginal estrogen for a couple weeks prior to the exam can also help with atrophy symptoms.
- Ask what would make it easier for them: having a friend in the room, music, talking through what will happen before or during the exam, squeezing something, etc.
- If refuses or can't tolerate: HPV self-swab is better than nothing
- If no cervix (s/p hysto or s/p vaginoplasty) but high risk for HPV (genital warts, sex work), consider HPV vaginal vault swab and anal pap



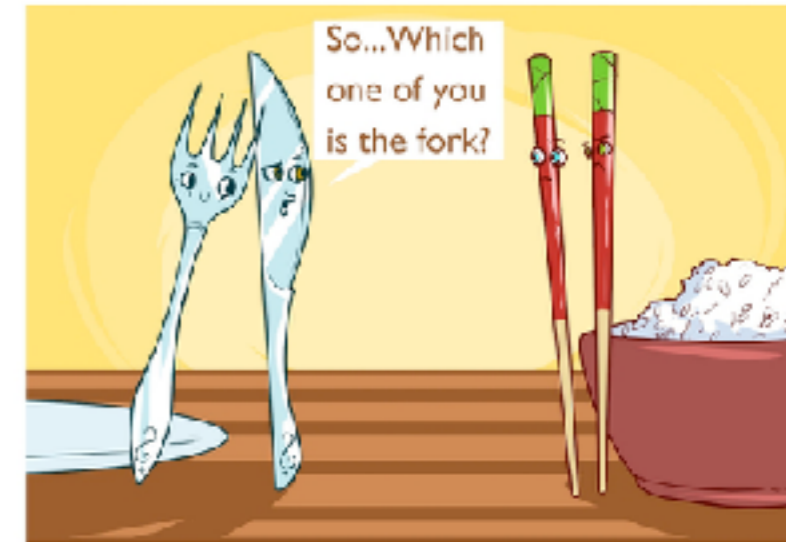
CONTRACEPTION

- Hormone therapy is NOT birth control
- Can use any and all contraceptive options
 - IUD
 - Ring
 - Injectable
 - Pill
 - Condom (Internal/External)
 - Diaphragm, Cervical Cap
 - Patch
 - Implant



SEXUAL HEALTH SCREENINGS

- Don't assume PVI sex when asking about sex.
 - When evaluating pregnancy risk, don't ask "when was the last time you had sex?" Instead ask, "when was the last time you had PVI with someone who produces sperm?"
 - If evaluating STI risk, ask "Was there penetration"
 - "What body parts were used for penetration"
 - "What parts made contact with what parts"
 - "When you last had sex did you come in contact with any bodily fluids?"
- Don't assume LGBTQ folks are not having PVI.
- Don't conflate gender and genitals.
 - "When did you last have sex with a man?" Assumes that all men have penises or produce sperm.
 - Even saying "when did you last have sex with someone with a penis" can be invalidating to someone who has a trans masculine partner who calls their genitalia a penis but doesn't produce sperm.
- Don't assume that if they're not having PVI sex, they aren't at risk for STI transmission.
- Learn about preventative care outside condoms: lube, gloves, dental dams, internal condoms, PrEP/PEP



Keep

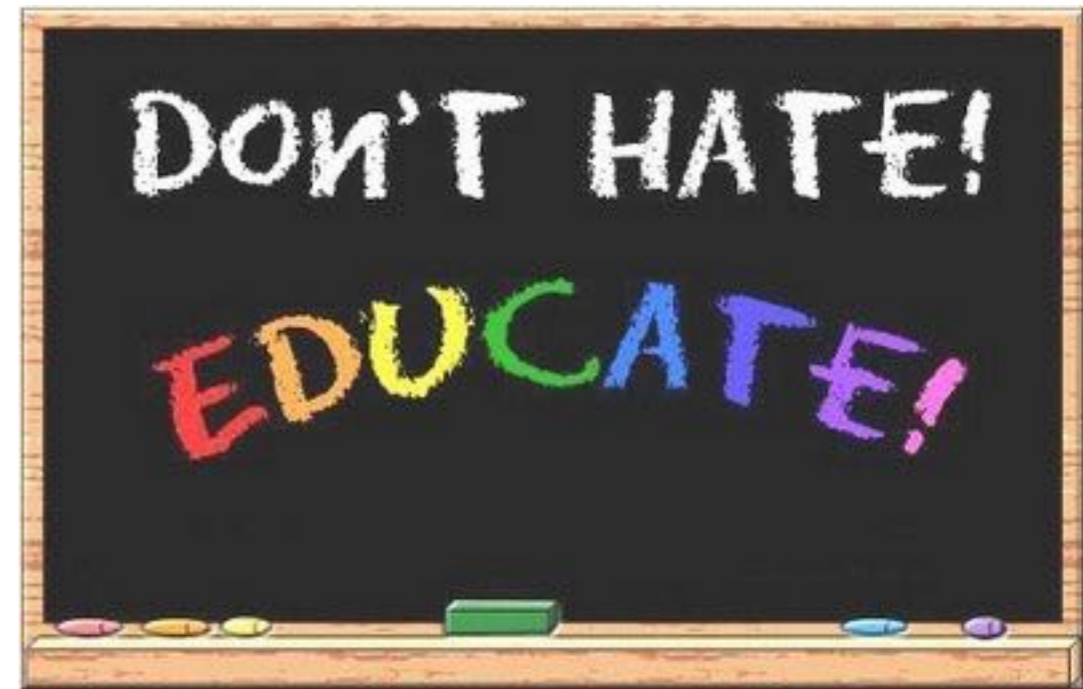
Educating

Yourself



EDUCATE EVERYONE!

- Providers
- Medical Assistants, RNs
- Social Workers, Therapists, Psychiatrists
- Support Staff (front desk, receptionists)
- Billers
- HR
- Grant writers, development team



PROTOCOL RESOURCES

- TransLine
- Fenway's National LGBT Education Center
- Project ECHO LGBT
- WPATH Standards of Care
- UCSF CoE Primary Care Guidelines
- Callen-Lorde Hormone Therapy Guide



