

# 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

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# *Knowledge Check*



# Review: 4 Elements of Gender & Sexual 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.

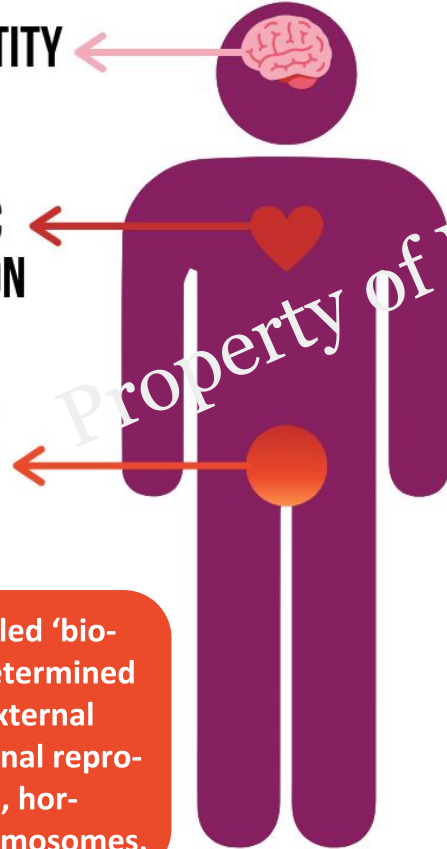
A person's physical, romantic, sexual, emotional, spiritual, and/or other forms of attraction to others.

**GENDER IDENTITY**

**SEXUAL/  
ROMANTIC  
ORIENTATION**

**ASSIGNED  
SEX**

Sometimes called 'biological sex.' Determined by 4 factors: external genitalia, internal reproductive organs, hormones, & chromosomes.



**GENDER  
EXPRESSION**

How a person externally communicates gender through clothes, hairstyle, mannerisms, etc.  
\*The only visible element.

*Inclusive policies & procedures  
are about **behaviors**, not beliefs.*



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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.”

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

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

“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*



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# Interpersonal Communication

## Action Step 1

Avoid gendered language.

~~you guys~~ ~~ladies & gentlemen~~ ~~ma'am/Mrs./sir/Mr.~~

“How are you all doing?”

“May I have everyone's attention?”

“Good morning, <name>!”

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

they/them

*Inclusive options for intake paperwork*

→ **NAME:** \_\_\_\_\_  
NAME YOU'D LIKE US TO CALL YOU

→ **LEGAL NAME:** \_\_\_\_\_  
NAME THAT APPEARS ON YOUR LEGAL OR MEDICAL RECORDS

→ **ASSIGNED SEX:**

INTERSEX  
 FEMALE  
 MALE

→ **GENDER:** PLEASE CHECK ALL THAT APPLY

WOMAN       TRANSGENDER  
 MAN           NON-BINARY  
 AGENDER       GENDERFLUID  
 \_\_\_\_\_

→ **HONORIFIC:**

MS.  
 MX.  
 MR.  
 MRS.  
 MISS  
 DR.  
 \_\_\_\_\_

→ **PRONOUNS:** PLEASE CHECK ALL THAT APPLY

SHE / HER / HERS  
 THEY / THEM / THEIR  
 HE / HIM / HIS  
 \_\_\_\_\_

→ **SEXUAL ORIENTATION:** PLEASE CHECK ALL THAT APPLY

GAY / LESBIAN       QUEER  
 BISEXUAL             ASEXUAL / ACE  
 STRAIGHT / HETEROSEXUAL       PANSEXUAL  
 \_\_\_\_\_



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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*



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# *What is trauma?*

CAN BE:

Direct or Indirect  
Natural or Intentional  
Acute or Chronic  
Highly Individualized

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.

# *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.

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# 5 Principles of Trauma-Informed Care

SAFETY	TRUSTWORTHINESS	CHOICE	COLLABORATION	EMPOWERMENT
<ul style="list-style-type: none"><li>- Ask what will make them more comfortable</li><li>- Respect confidentiality</li><li>- Use best practices and appropriate body language</li></ul>	<ul style="list-style-type: none"><li>- Invest in building trust</li><li>- Share the 'why'</li><li>- Be reliable, honest, and follow through</li></ul>	<ul style="list-style-type: none"><li>- Patient's choice to disclose identities &amp; experiences</li><li>- Discuss physical exams</li><li>- Practice seeking informed consent</li><li>- Patient's choice of provider</li></ul>	<ul style="list-style-type: none"><li>- With the patient re: health priorities and concerns</li><li>- With other providers</li></ul>	<ul style="list-style-type: none"><li>- Highlight patient's resilience and strength</li><li>- Encourage patients to be an active participant in their care</li></ul>

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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

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# *Application: Case Scenarios*

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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?

Do you seek feedback from patients? How?

Are your nondiscrimination policies posted?

How are you giving patients power and choice?

Where is the nearest gender-neutral bathroom?

# *Self-Assessment*

Do you ask patients what pronouns they use?

What non-binary options are on your intake forms?

Do you share your own pronouns?



# *Q & A with Dr. Shanin Gross*

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[bit.ly/hpp2post](https://bit.ly/hpp2post)

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

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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

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# Resources

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- A Report of the National Transgender Discrimination Survey (2011), <https://www.lambdalegal.org/know-your-rights/article/trans-workplace>
- City of Philadelphia's 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>
- How to File a Charge of Employment Discrimination, <https://www.eeoc.gov//employees/howtofile.cfm>
- Human Rights Campaign (HRC) Employment Laws in the U.S., <http://www.hrc.org/state-maps/employment>
- Know Your Rights, <https://transequality.org/know-your-rights/employment-general>