

# Transgender patient care: a two-part series

Session 1 Wednesday, May 4

Understanding transgender identities and the unique care needs of transgender people

Session 2 Monday, May 23

How to improve care and the care experience for transgender people

We strongly encourage you join the call by receiving a call-back.

If you choose to dial-in, please be sure to use your attendee # found under the “Event Info” tab.



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Improvement  
Network Better Ideas  
for Care Delivery

# Housekeeping

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- This session will be recorded
- Slides and recording will be posted on CIN website within a week
  - [www.chcf.org/cin](http://www.chcf.org/cin)
- To ask a question:
  - Logistical questions: Use CHAT to the Host
  - Questions for Speakers : Use CHAT to ALL
- Survey: please take a moment at the end of the webinar to give feedback

# Today's Speakers

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JM Jaffe  
Trans Health Manager  
Lyon-Martin Health Services



JoAnne Keatley, MSW  
Director  
UCSF Center of Excellence  
for Transgender Health



# Achieving Excellence in Transgender Patient Care

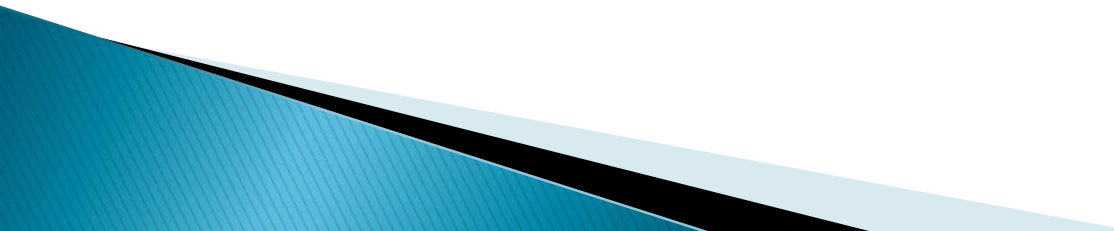
JoAnne Keatley, MSW  
Director, CoE for Transgender Health



Our mission is to increase access to comprehensive, effective, and affirming healthcare services for trans and gender-variant communities.



# Center of Excellence for Transgender Health University of California, San Francisco

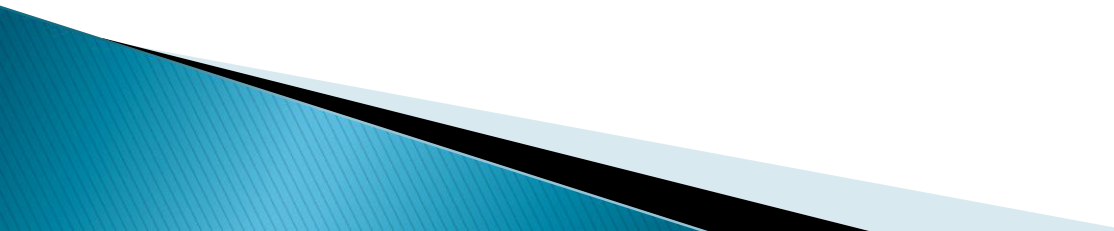
- ▶ At UCSF since 1999 (Formative research)
  - ▶ CoE Founded in 2007
  - ▶ CoE builds on the strengths of two well known centers: Pacific AIDS Education and Training Center (PAETC) and Center for AIDS Prevention Studies (CAPS - Research Arm)
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# Groundbreaking Trans Research

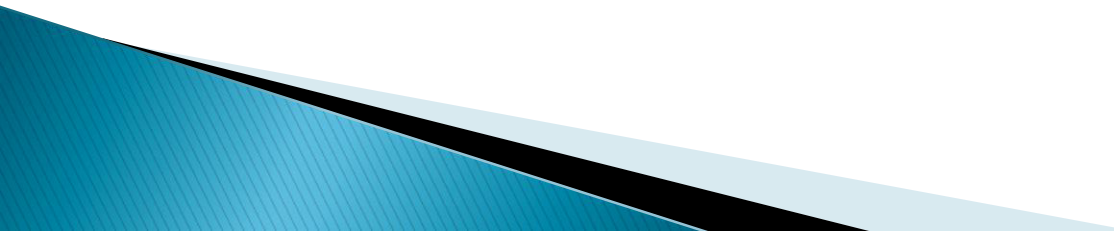
- ▶ *Injustice at Every Turn*: A Report of the National Transgender Discrimination Survey (Grant, Mottet, Tanis et al 2011)
  - ▶ 6,450 respondents (largest survey of trans people to date)
  - ▶ A diverse set of people, from all 50 states, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands, completed online or paper surveys.
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# MEDICAL PROVIDERS' TRANSGENDER HEALTHCARE “LACK OF KNOWLEDGE”

Respondents “often encountered ignorance about basic aspects of transgender health and found themselves required to “teach my provider” to obtain appropriate care. Fully **50% of study respondents reported having to teach providers** about some aspect of their health needs”

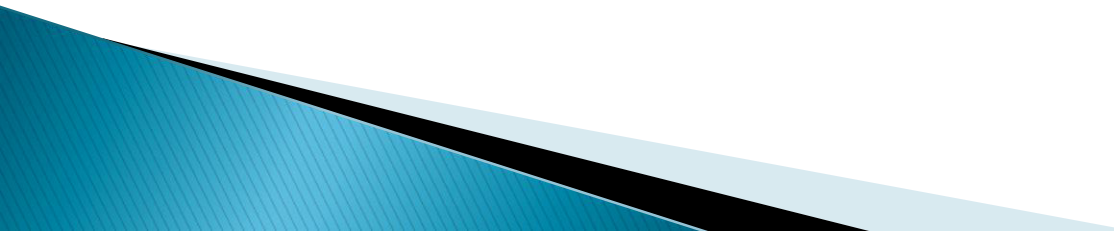


# Barriers to Care

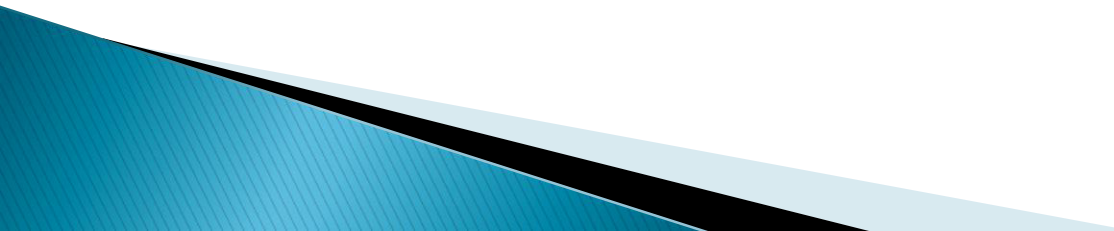
- Anti-transgender bias in care,
  - Disrespect,
  - Refusal of care,
  - Verbal harassment,
  - Physical and sexual abuse.
  - Trans people of color and low-income respondents faced elevated risk of poor health outcomes than the sample as a whole.
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- *Injustice at Every Turn: A Report of the National Transgender Discrimination Survey NCTE 2011*
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# Barriers to Care

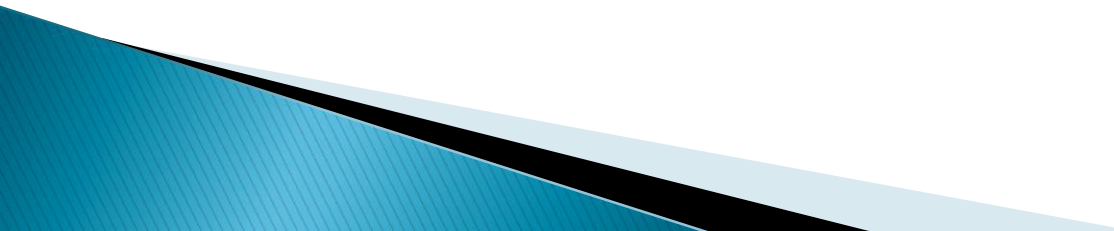
- ▶ Refusal of healthcare: **19%** refused care due to their gender identity
  - ▶ High HIV Rates: Over **4** times the national average, with higher rates among TWOC.
  - ▶ Postponing of Care: **28%** reported delaying care due to fear of discrimination
  - ▶ Affordability: **48%** postponed care because they could not afford
- 

# Discrimination in Public Accommodations

- ▶ Over half (53%) of respondents reported being verbally harassed or disrespected in a place of public accommodation, including hotels, restaurants, buses, airports and government agencies.
  - ▶ One fifth (22%) were denied equal treatment by a government agency or official
  - ▶ One fourth (25%) reported being harassed or disrespected in a Doctor's Office or Hospital
- 



# Anti-Discrimination Laws

- ▶ Some jurisdictions (less than one hundred) explicitly protect people based on gender identity/expression.
  - ▶ Includes 18 States plus the District of Columbia
  - ▶ 37% of Americans live in an area which ban discrimination based on gender identity or expression
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# Patient Intake

- ▶ What is your gender or gender identity?
  - Male
  - Female
  - Transgender Male/Transman
  - Transgender Female/Transwoman
  - Genderqueer
  - Other: please specify\_\_\_\_\_

# Patient Intake

- ▶ What sex were you assigned at birth?
  - Male
  - Female
  - Decline to state

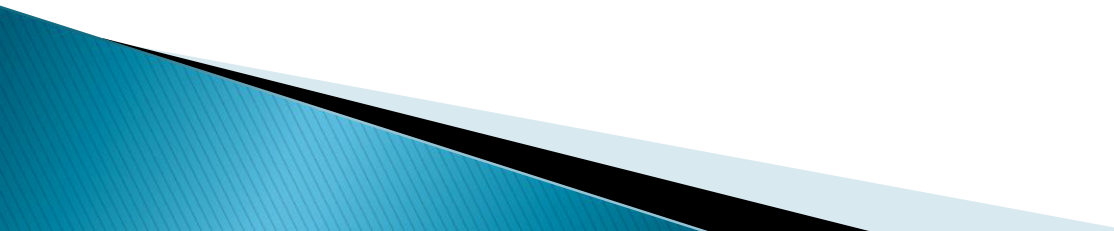


# Patient Intake

- ▶ What pronouns do you prefer?
  - Fill-in-the-blank
  - He, she; hir, ze, they, etc.



# Physical Exam

- ▶ Assess for immediate health needs
  - ▶ Treat the presenting issue and assess the health of organs/body parts that are present
  - ▶ Always respect patient's stated gender
  - ▶ Delay sensitive exams until they are necessary
- 

# Electronic Medical Records

- ▶ Usually require modification
- ▶ Confidentiality issues



# Navigating Insurance Problems

- ▶ Procedures coded for sex
- ▶ Treatments frequently denied for trans patients
- ▶ Physicians can help eliminate stigma

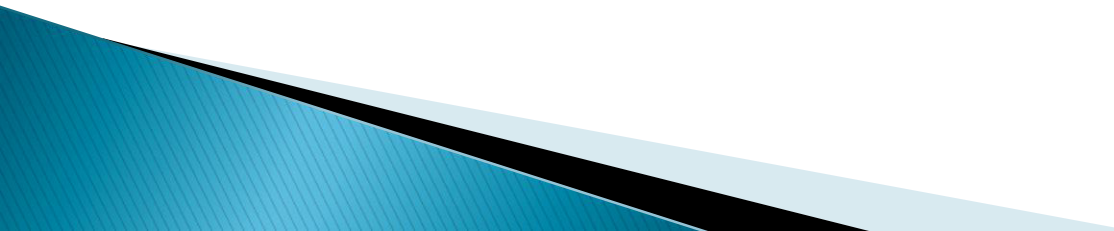


# Sex Segregated Systems

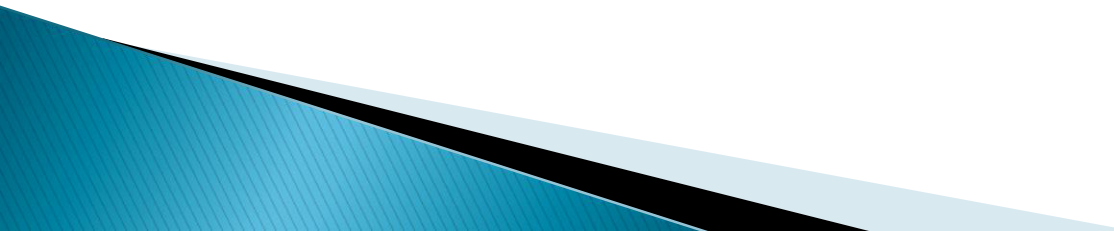
- ▶ Restrooms
- ▶ Secure facilities



# Good Treatment Practices

- Use proper pronouns with all clients
  - Get clinical supervision if you have issues or feelings about working with trans individuals.
  - Accommodate trans clients desire/need to continue the use of hormones
  - Facilitate trans clients using “street” hormones to obtain competent medical care
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# Good Treatment Practices

- Develop a bathroom policy based on gender self-identities and gender roles.
  - Create and maintain a safe environment for all trans clients.
  - Develop and post nondiscrimination policy that explicitly includes gender identity.
  - Provide and encourage training on trans healthcare issues.
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*Increasing access to comprehensive, effective, and affirming healthcare services for trans and gender-variant communities*

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### About Us

Meet Center leadership and staff

### Programs & Services

Learn how we work to improve trans health

### Learning Center

Access current guidelines, articles, and online learning

### Connect

Find partners, services, and leaders in the field

### Calendar

See what's happening in trans health

## OUR TOPICS

[Routine care](#)[HIV prevention](#)[Cultural competency](#)[Mental health](#)[Policy](#)

## WHO WE SERVE

[Health care providers](#)[Researchers](#)[Community organizers](#)[Transgender persons](#)

## EVENTS

### [13th Philadelphia Trans-Health Conference](#)

The Philadelphia Trans-Health Conference is a FREE conference that offers three full days of workshops and activities focused on the health and well-being of transgender people, communities and allies.

June 12-14, 2014

Pennsylvania Convention Center

Philadelphia, PA

[More events](#)[\[\\$\] Donate to us](#)[\[+\] Share this page](#)

## Acknowledging Gender and Sex

New online course helps clinic staff and providers create a welcoming environment for transgender people.

[Learn more >](#)[1](#) [2](#) [3](#) [4](#) [5](#)

## OUR PROGRAMS



### Sheroes

Culturally relevant HIV prevention for transgender women

### Primary Care Protocols Project

Treatment information for Health Care Providers

### TRANSITIONS project

Promoting knowledgeable, sensitive, and effective HIV/AIDS prevention



Center of Excellence for Transgender Health

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*"Of all the forms of inequality, injustice in health care is the most shocking and inhumane."*

Martin Luther King Jr.



► Thank you for being part of the solution!



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