



CREATING AN AFFIRMING ENVIRONMENT IN YOUR HEALTH CENTER

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ADOLESCENT
HEALTH INITIATIVE

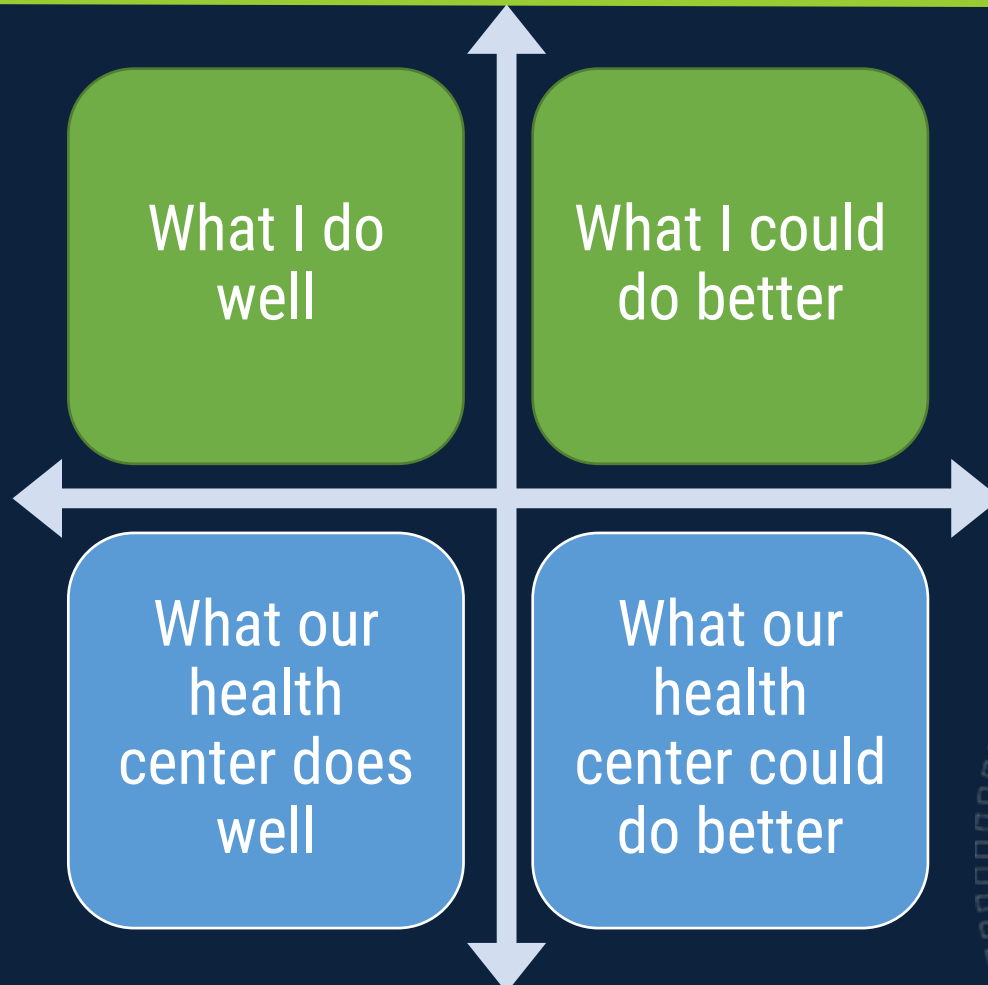
- Develop strategies to support LGBTQ+ and allied youth in promoting a welcoming environment in your health center.



OBJECTIVES - CONTINUED

- Describe characteristics of an LGBTQ+ friendly and affirming environment in a health center.
- Know how to access materials and resources to create an LGBTQ+ welcoming environment.
- Understand how confidentiality practices contribute to an affirming environment for LGBTQ+ youth.
- Support youth involvement and leadership in the health center, through mechanisms such as a Youth Advisory Council, Peer Ed group, or other activities.

REFLECTION & PLANNING



LGBTQ+ YOUTH



Creating an Affirming Environment

- Common Terms & Concepts
- Inclusive Language
- Welcoming Environments: Forms, Fields, and Physical Spaces
- Caring for Transgender Youth

Lesbian
Gay
Bisexual
Transgender
Queer or Questioning
+





Pronouns:
He/Him/His

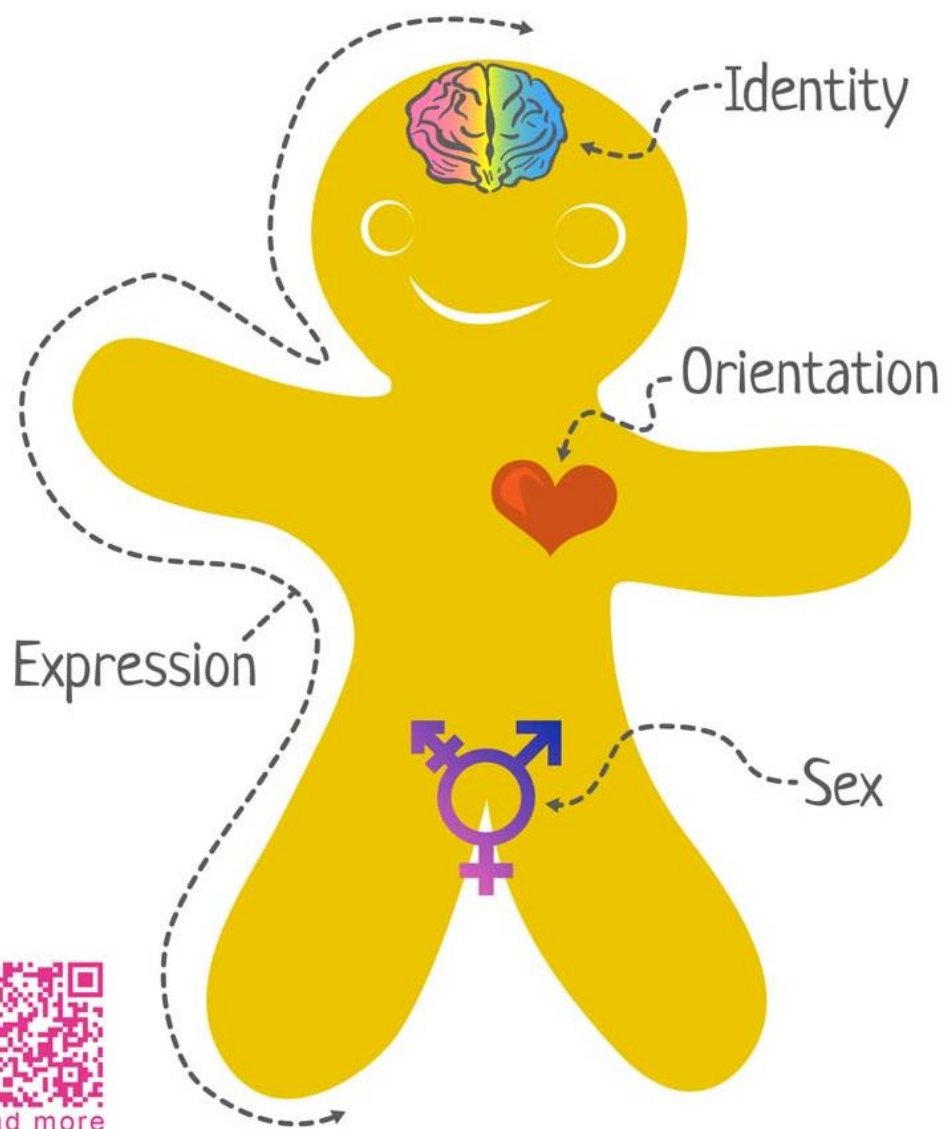
Gender Identity:
Boy

Sex Assigned at Birth:
Female

Sexual Orientation:
Bisexual



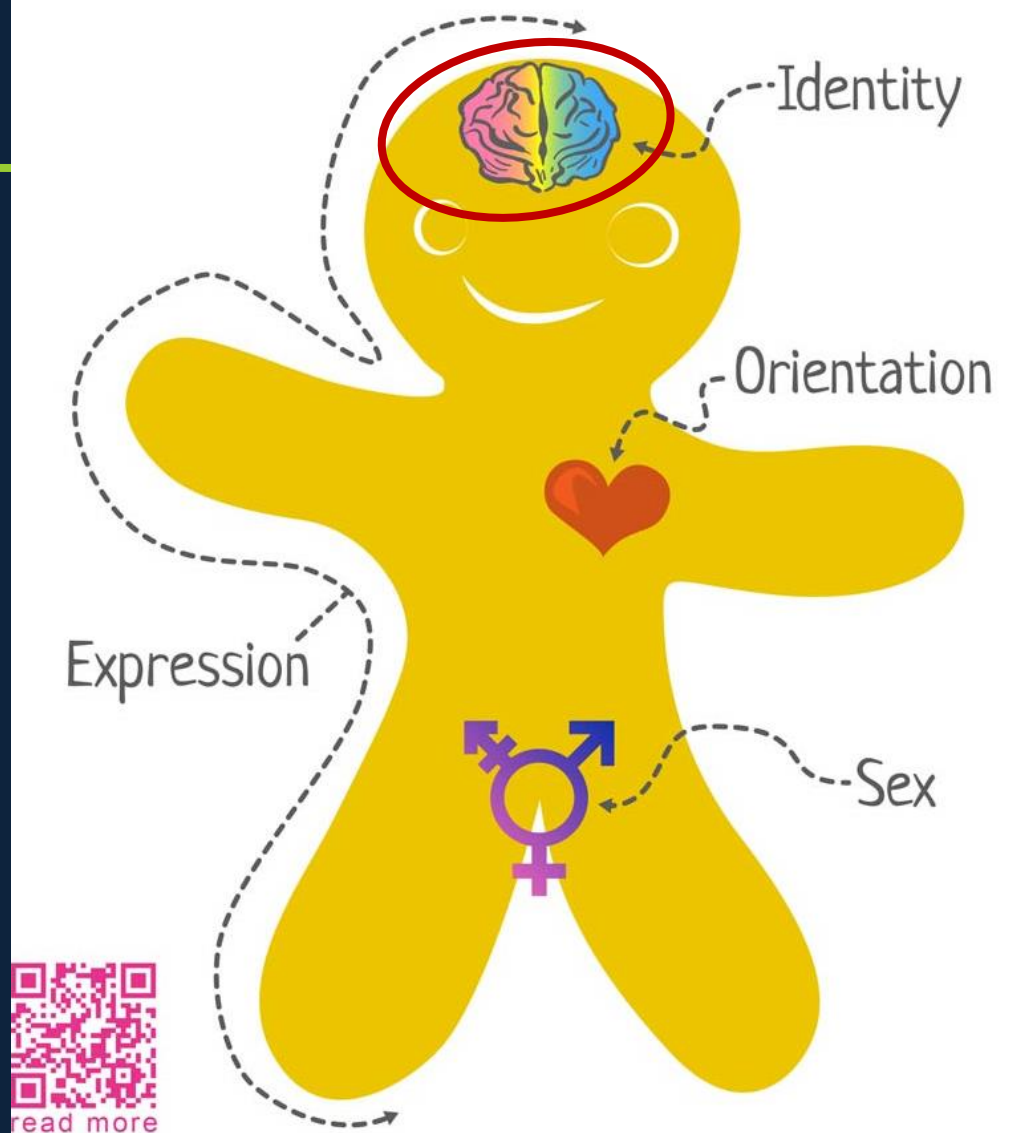
GENDERBREAD PERSON



GENDERBREAD PERSON

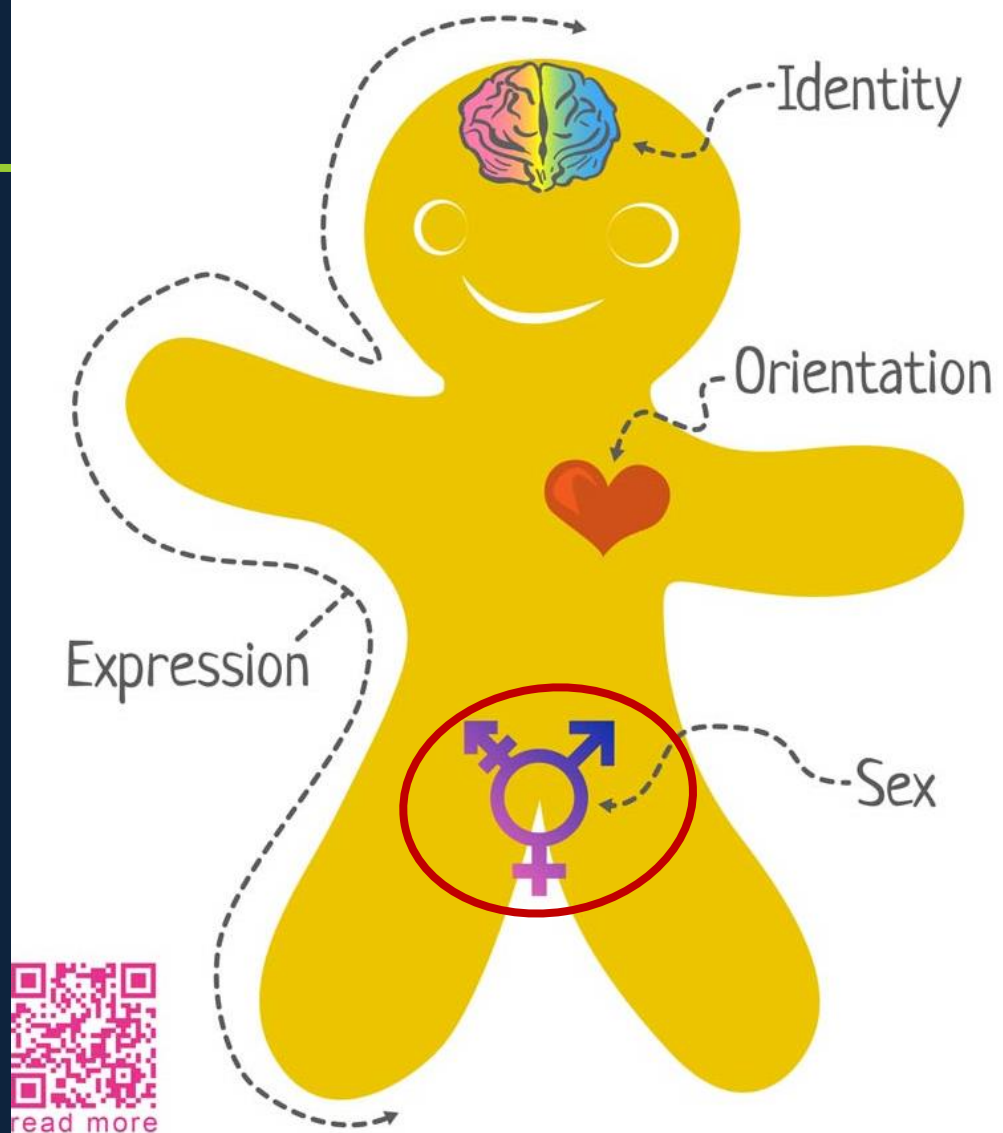
Gender Identity:

One's internal sense of being male, female, neither of these, both, or other gender(s).



GENDERBREAD PERSON

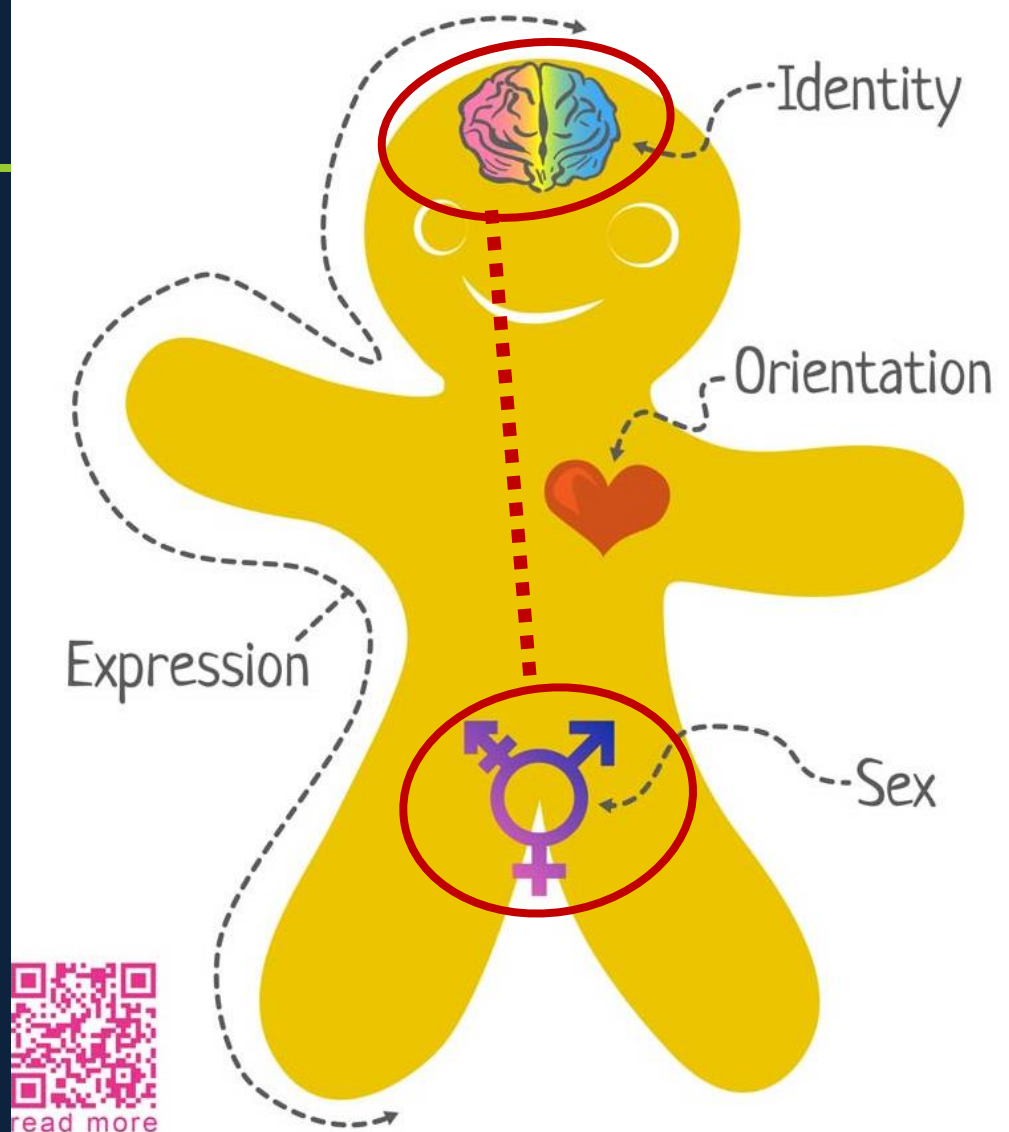
Sex assigned at birth:
The assignment and classification of people as male, female, or intersex. It is often based on physical anatomy at birth and/or chromosomes.



GENDERBREAD PERSON

Cisgender: Gender identity is the same as sex assigned at birth

Transgender: Gender identity differs from sex assigned at birth

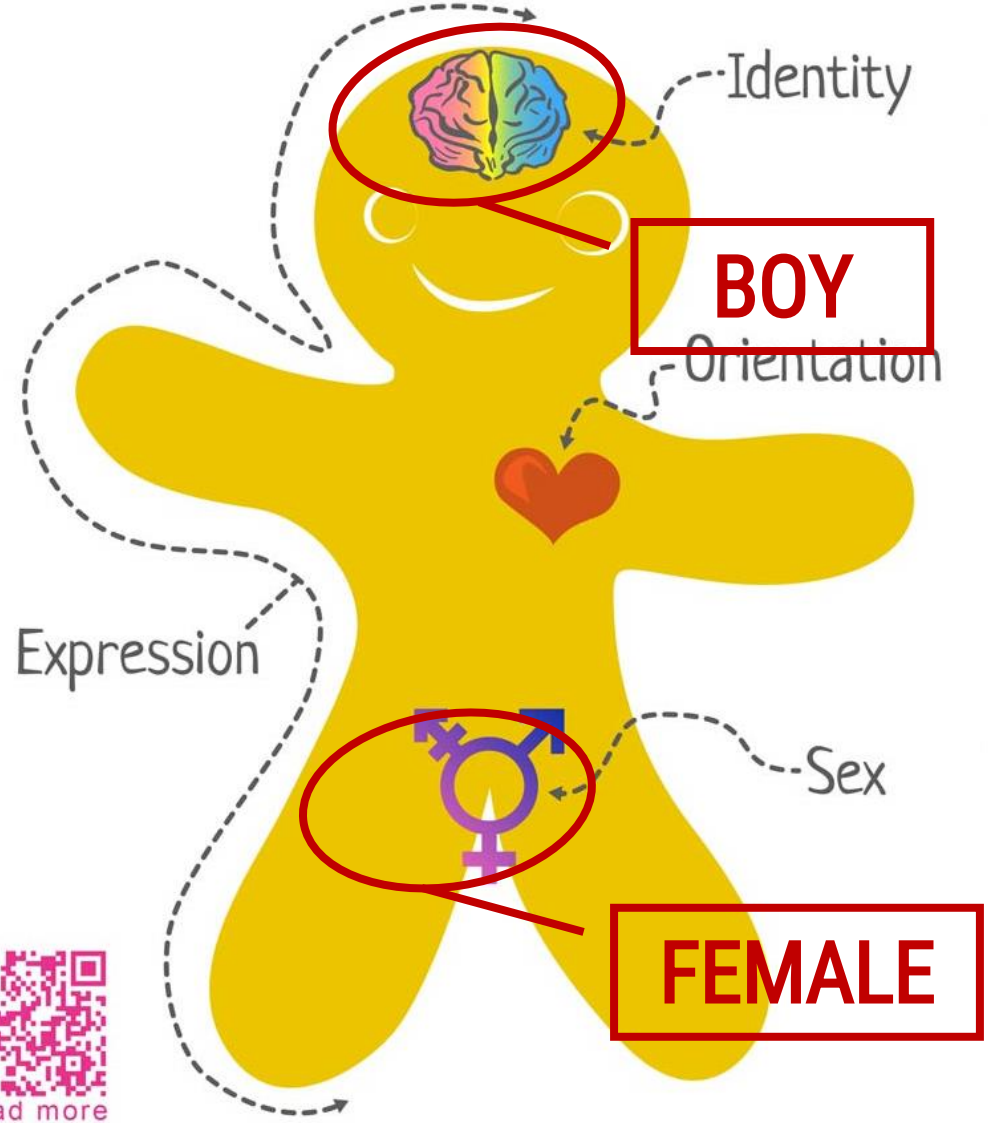


GENDER AND SEX

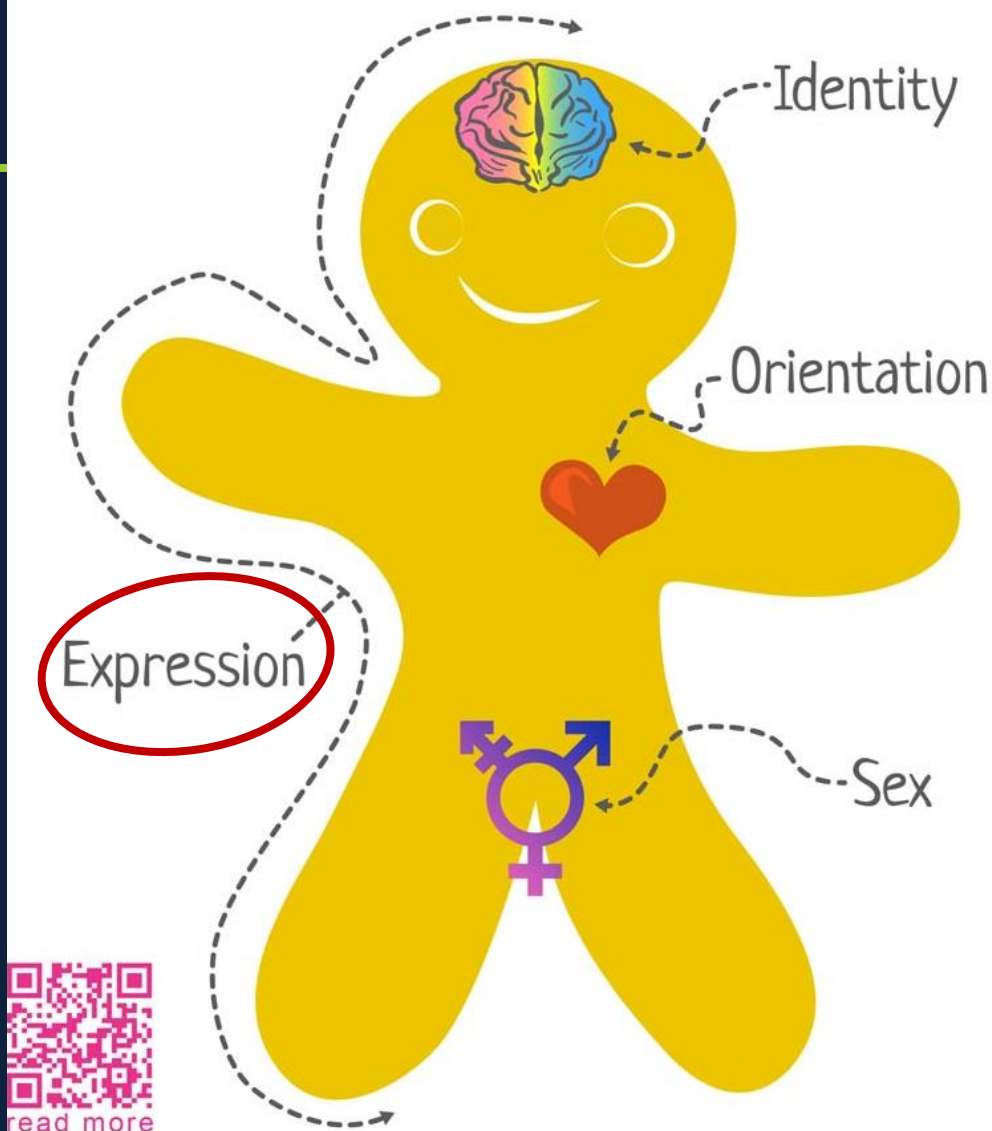


Gender Identity:
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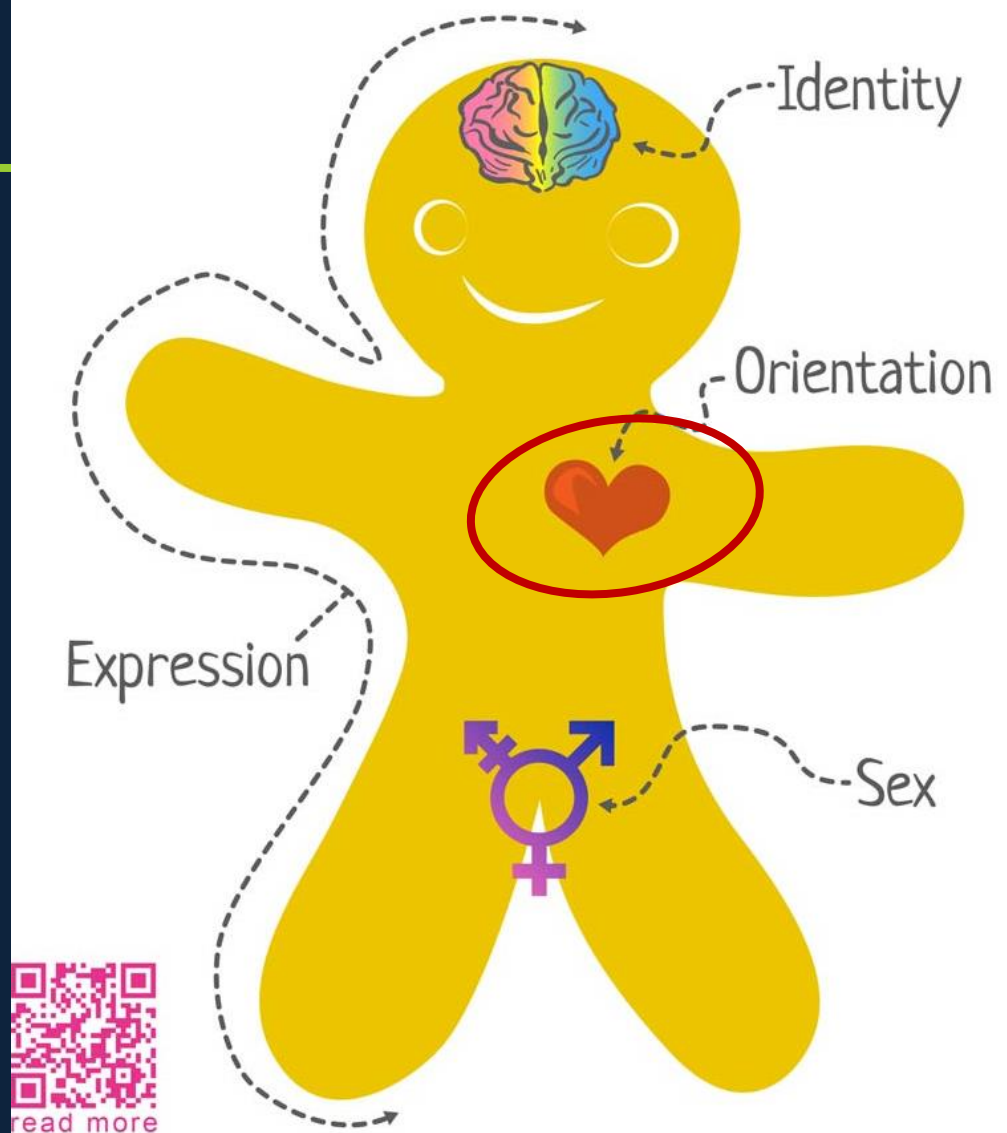
GENDER EXPRESSION



ATTRACTONALITY AND SEXUAL ORIENTATION

Attractionality: The ways a person can be attracted to someone, including emotional, physical, social, intellectual, and spiritual attraction.

Sexual orientation: a person's sexual identity in relation to the gender(s) they are attracted to.



CONCEPT: THE DIFFERENCE

Gender identity:

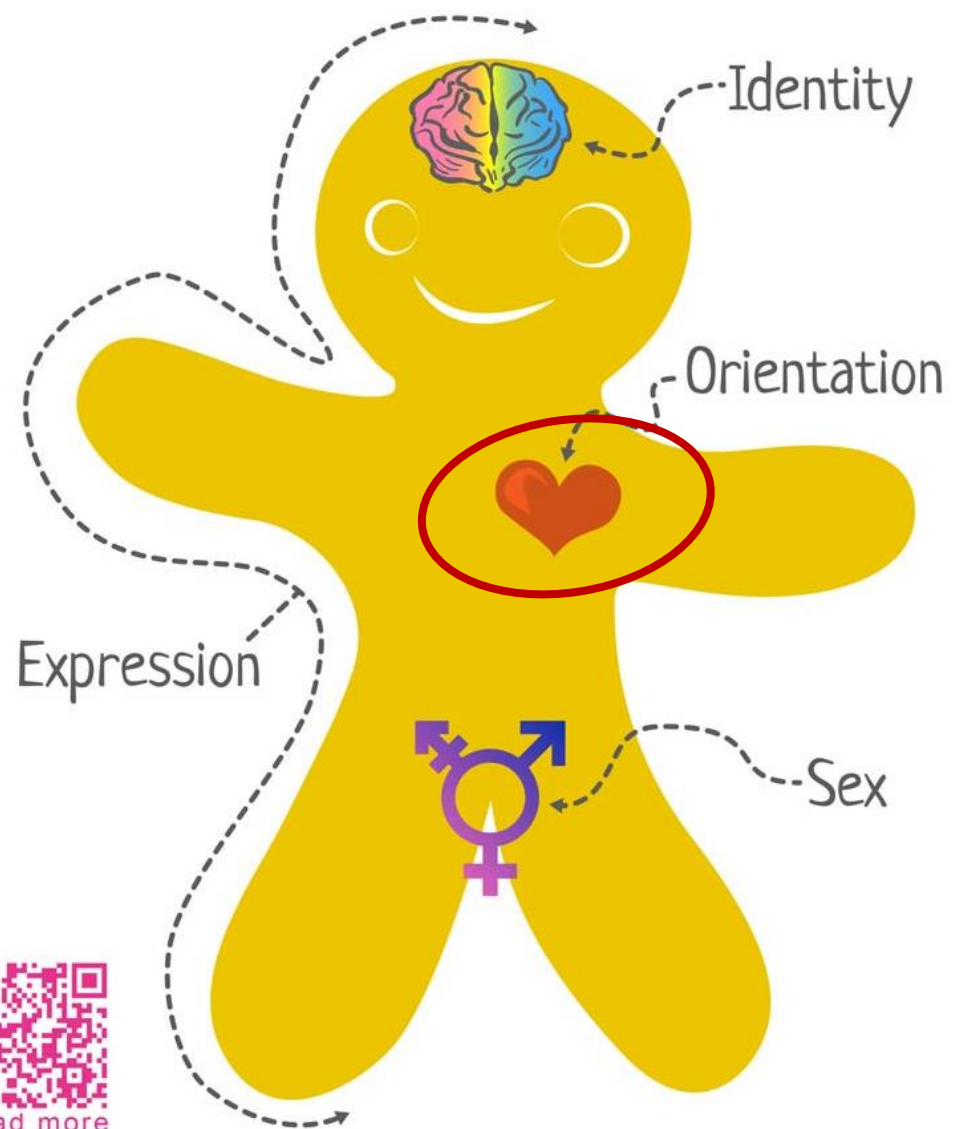
Who you feel like on
the inside



Sexual orientation:

Who you are attracted
to

ATTRACTONALITY AND SEXUAL ORIENTATION



LGBTQ+ FIELDS IN YOUR EHR



Jones, Emma

MRN: 800008223

DOB: 02/15/2004

FYI: None

Preferred Name: **Max**

CSN: 8000070715

Age/Sex: 14 y.o. / F

Allergies: **Not on File**

Primary Cvg: None

Pronoun / Gender ID: **he/...**

My Sticky Note:

Pronoun / Gender ID: **he/him/his**

LGBTQ+ FIELDS IN YOUR EHR



What does your EHR do to address chosen name, pronouns, and gender identity?

Jones, Emma	MRN: 800008223	DOB: 02/15/2004	FYI: None
Preferred Name: Max	CSN: 8000070715	Age/Sex: 14 y.o. / F	Allergies: Not on File
Primary Cvg: None		Pronoun / Gender ID: he/...	My Sticky Note:

Pronoun / Gender ID: he/him/his

What might make it harder to use Max's chosen name or pronouns? What could make it easier?

IMPORTANT FIELDS IN EHR



Jones, Emma

Preferred Name: **Max**

Primary Cvg: None

DOB: 02/15/2004

Age/Sex: 14 y.o. / F

Pronoun / Gender ID: **he/...**

FYI: None

Allergies: **Not on File**

My Sticky Note:

Pronoun / Gender ID: he/him/his

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MEET REY



Chosen Name: Rey

Gender Identity: Non-binary

Pronouns: They/Them/Theirs



MEET REY



IN THE CLASSROOM



How may I help you sir?

IN THE CLASSROOM



How may I help you sir?

How may I help you,
Rey?

What is your real name?



~~What is your real name?~~

Could your record be under a
different name?



GENDER-RELATED FIELDS IN YOUR EHR



Gomez, Luis

MRN: 800008224

DOB: 08/23/2003

FYI: None

PCP: Bra

Preferred Name: **Rey**

CSN: 8000073458

Age/Sex: 15 y.o. / M

Allergies: **Not on File**

REF: Nor

Primary Cvg: None

Pronoun / Gender ID: **the...**

My Sticky Note:



10/18/2018 visit with Deloss, Karen Suzanne,

Pronoun / Gender ID: they/them/theirs / Nonbinary
[200]

MEDICAL ASSISTANT



**He goes by the
name Rey.**

MEDICAL ASSISTANT

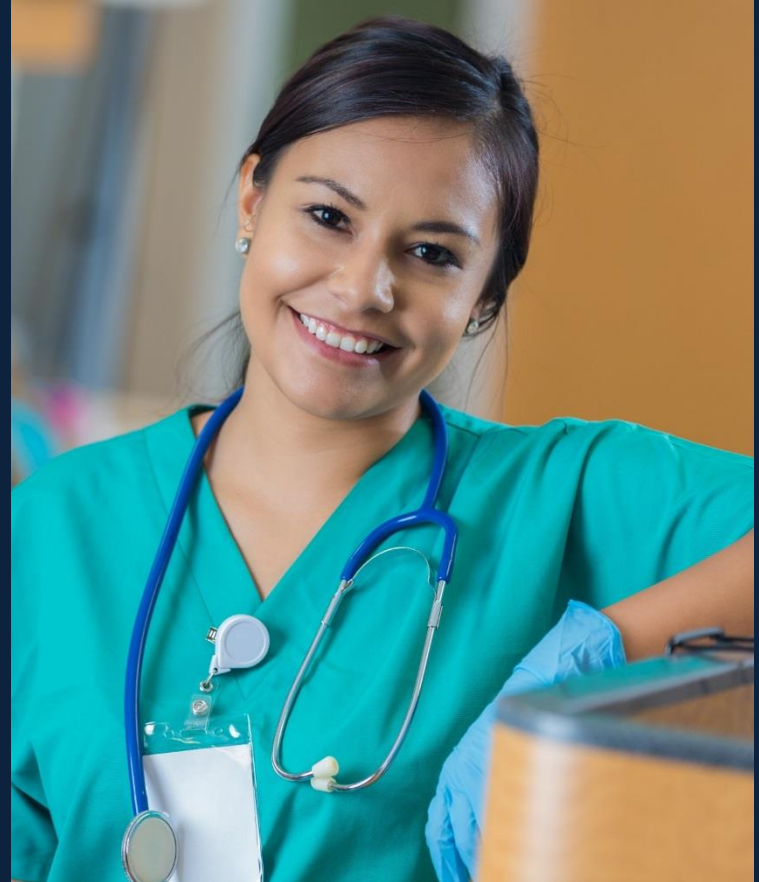


~~He~~ goes by the name Rey.

They go by the name Rey.

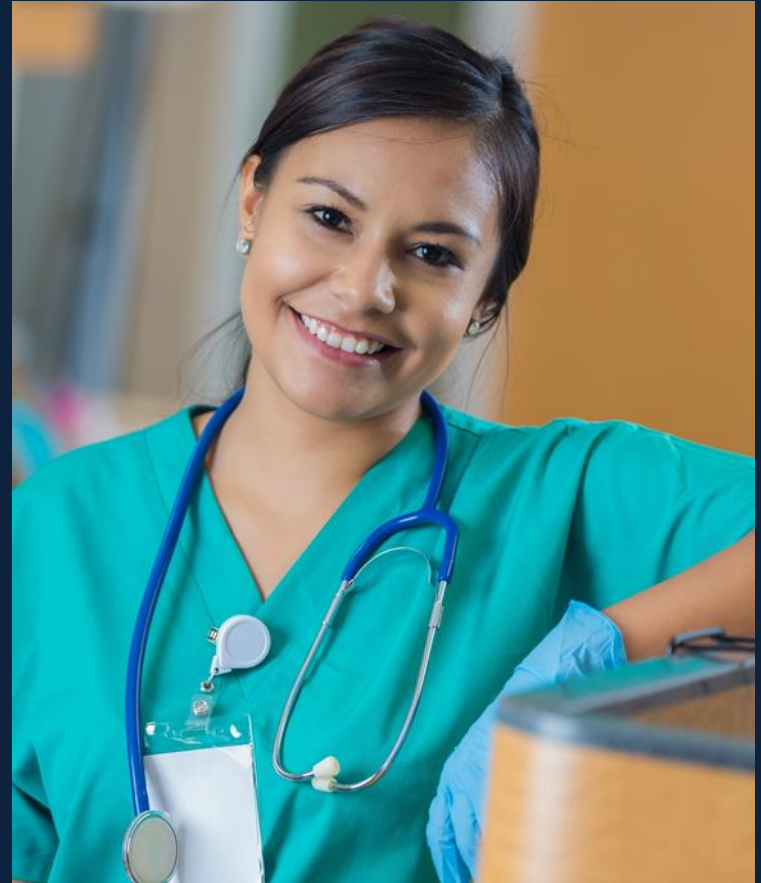
This patient goes by the name Rey.

How do you describe your
gender identity and sexual
orientation?



How do you describe your gender identity and sexual orientation?

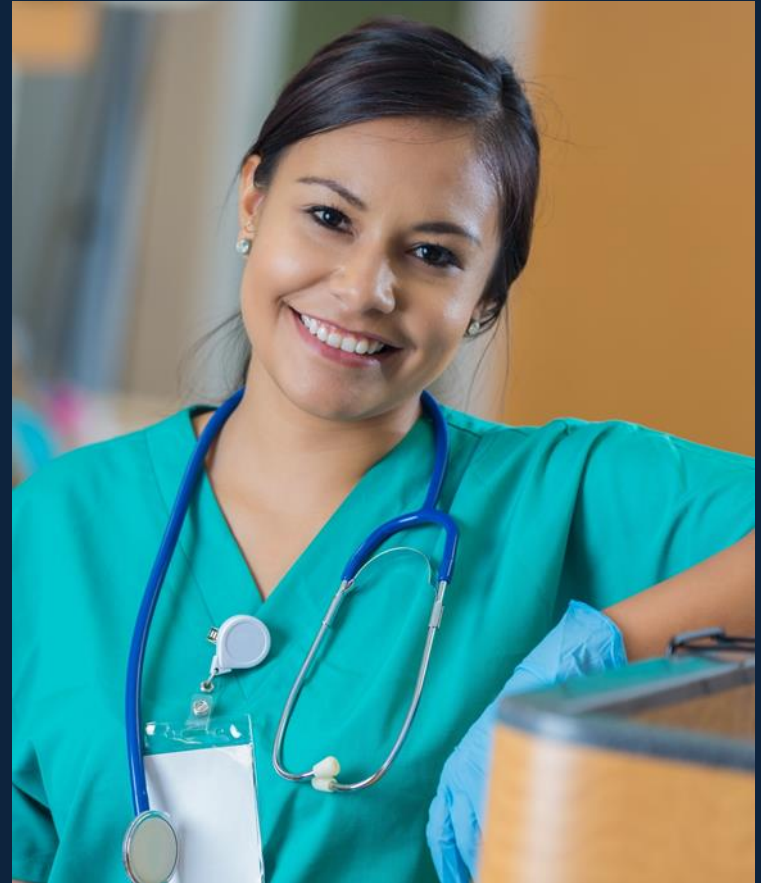
If you feel comfortable sharing, can you tell me what that means to you?



PROVIDER

How do you describe your gender identity and sexual orientation?

If you feel comfortable sharing, can you tell me what that means to you?



TAKING A SEXUAL HISTORY



Photo credit: *The Gender Spectrum Collection*

Do you have sex with men, women, or both?



MAKING A MISTAKE

How may I help you, sir?

What is your real name?



He goes by the name Rey.

What's your gender?

**I'm sorry, I meant to say
[insert correct pronoun/name].**

6 TIPS FOR USING INCLUSIVE LANGUAGE



1. Use a nonjudgmental tone and body language



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3. Avoid gendered language (sir/ ma'am, young man/ young lady, ladies and gentlemen)



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4. Use patient's chosen name and pronouns at all times

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5. If you make a mistake, offer a sincere and brief apology

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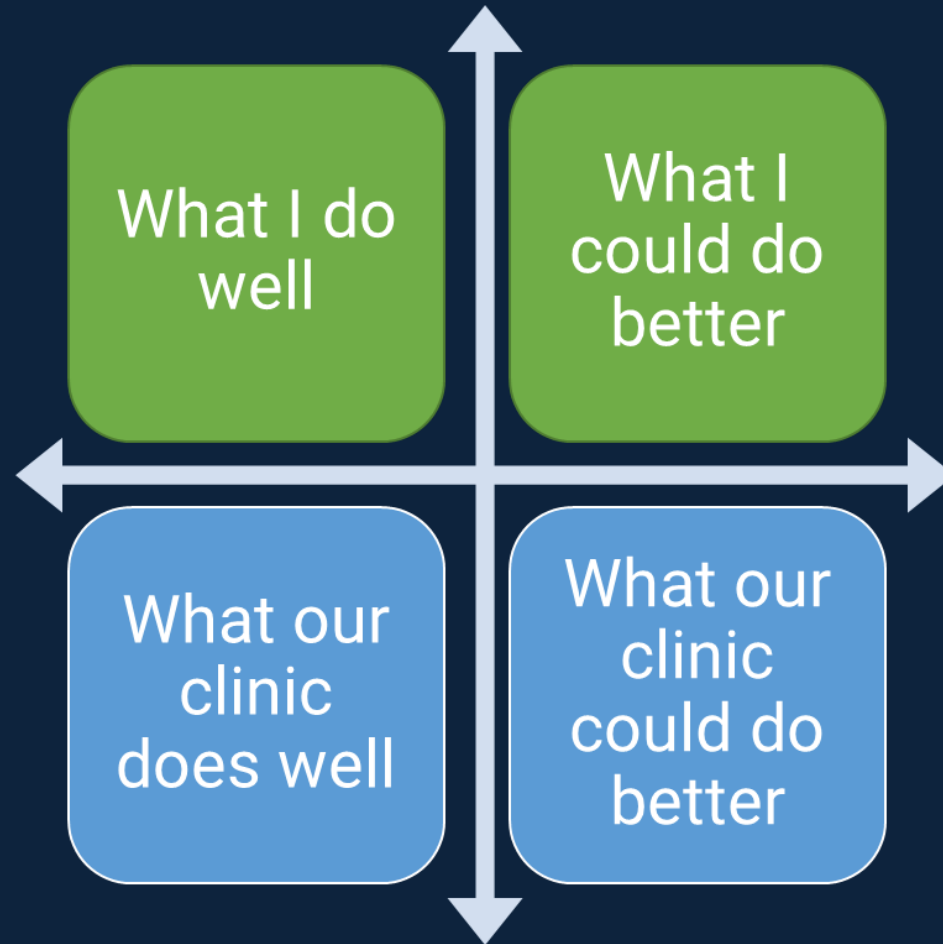
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4. Use patient's chosen name and pronouns at all times
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6. Welcome feedback from patients

WHICH ARE MOST CHALLENGING FOR YOU?



1. Use a nonjudgmental tone and body language
2. Do not make assumptions about a patient's gender identity, sexual orientation, or health behaviors
3. Avoid gendered language (sir/ma'am, young man/ young lady)
4. Use patient's chosen name and pronouns at all times
5. If you make a mistake, offer a sincere and brief apology
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REFLECTION & PLANNING NOTES



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WELCOMING ENVIRONMENTS



“The nurse had a sticker next to her desk that said “Ask me about my pronouns” and that was really amazing. Going in, I wasn’t sure what to expect, but then that kind of told me what I can expect from this person, what I can ask of her. That was really cool. If I hadn’t seen that, I don’t know if I would’ve gone to her for anything.” – J, age 17

VISUAL CUES



ALL-GENDER RESTROOMS



- Designate single occupancy or family restrooms as “all-user” or “all-gender”
- If you have multiple multi-stall restrooms, convert one or more to all-gender restrooms
- Have signs to direct people to all-gender restrooms

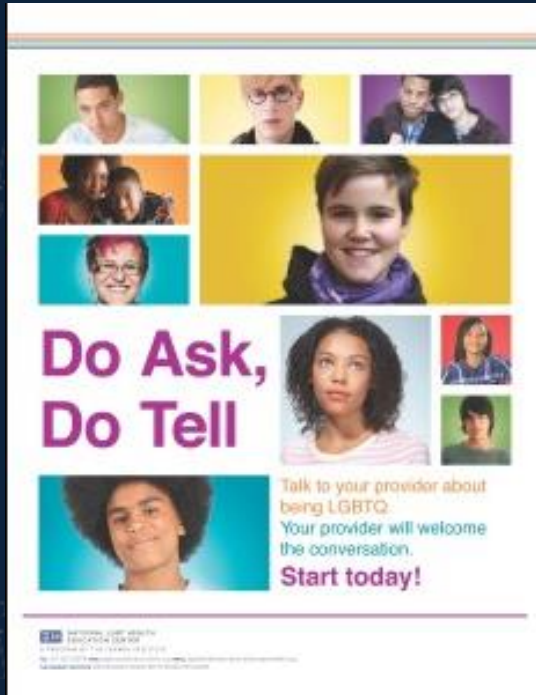
Post information about confidentiality and minor consent:

- On website
- Throughout health center – lobby, bathrooms, exam rooms

Distribute a handout on confidentiality and minor consent to all adolescent patients during their visit.



INCLUSIVE HEALTH EDUCATION MATERIALS



**Do Ask,
Do Tell**

Talk to your provider about being LGBTQ. Your provider will welcome the conversation. **Start today!**

© 2014 National LGBT Health Education Center
1100 North 17th Street, Suite 100
Fayetteville, NC 28533
www.nlghecenter.org

<https://bit.ly/2LOlxqy>



Being Lesbian, Gay or Bisexual

Transgender
Understanding Gender Differences

Safer Sex Can Be Fun!

pub.etr.org

pub.etr.org

NATIONAL/ONLINE LGBTQ+ RESOURCES

FOR YOUTH AND PARENTS:

- **Trevor Project:** LGBTQ+ specific 24/7 crisis hotline
- **The Q Card Project:** an effective and simple way for LGBTQ+ youth to communicate with their healthcare providers
- **GenderDiversity.org:** resources for providers, parents, and youth on gender diversity
- **National LGBT Health Education Center:** training for health care professionals, including resources around inclusive forms



INCLUSIVE FORMS

1. Ask for a patient's chosen name and pronouns
2. Separate sex and gender – ask one question about the patient's gender identity and another question about their sex assigned at birth
3. Ask for a patient's sexual orientation
4. Replace gendered words like *husband/wife*, *boyfriend/girlfriend*, and *mother/father* with the gender neutral words *spouse*, *partner(s)*, and *parent(s)/guardian(s)*

For more tips and sample intake form questions, visit

<https://www.lgbthealtheducation.org/wp-content/uploads/2017/08/Forms-and-Policy-Brief.pdf>

ELECTRONIC HEALTH RECORDS



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Primary Cvg: None

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DOB: 02/15/2004

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Pronoun / Gender ID: **he/...**

FYI: None

Allergies: **Not on File**

My Sticky Note:

Pronoun / Gender ID: he/him/his / Male [2]

REFLECTION

1. Post LGBTQ+ affirming visual cues (posters, stickers, buttons, rainbow lanyards, gender inclusive bathroom signage, etc.)
2. Provide all-gender bathroom(s) with clear signage
3. Distribute and post information about confidentiality and minor consent
4. Post health education materials that reflect LGBTQ+ youth and attend to their needs
5. Share information about local and national resources that support LGBTQ+ youth
6. Have inclusive forms

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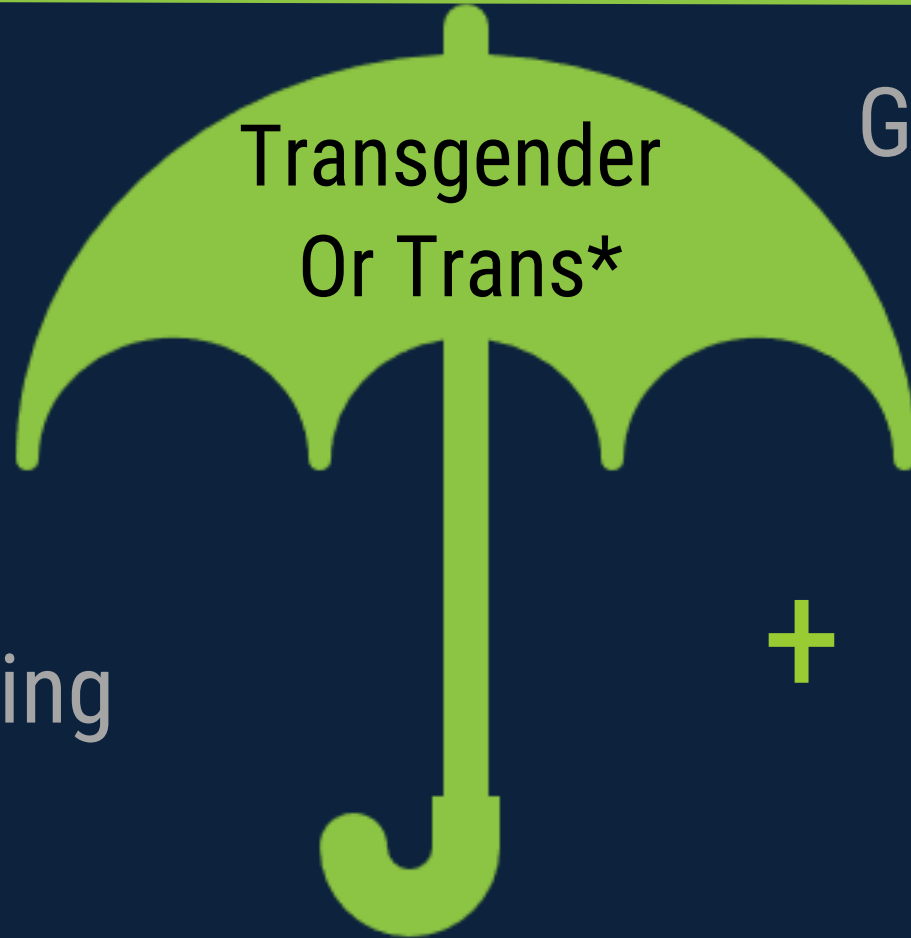


TRANSGENDER AS AN UMBRELLA TERM

Non-binary

Agender

Gender
non-conforming



Genderqueer

Neutrois

Two-spirit

+

MtF

FtM

VOICES OF TRANSGENDER ADOLESCENTS



VOICES OF TRANSGENDER ADOLESCENTS



<https://www.youtube.com/watch?v=CHN3YhMi-5A>



“What was the point of me putting down [my name] if they’re not going to use it?”



“‘Hey, you, they just called you.’ No, they didn’t. No, they didn’t. Wrong person.”

THINKING ABOUT CREATING AN AFFIRMING HEALTH CENTER ENVIRONMENT...



Photo credit: *The Gender Spectrum Collection*

THANK YOU!



**ADOLESCENT
HEALTH INITIATIVE**

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