

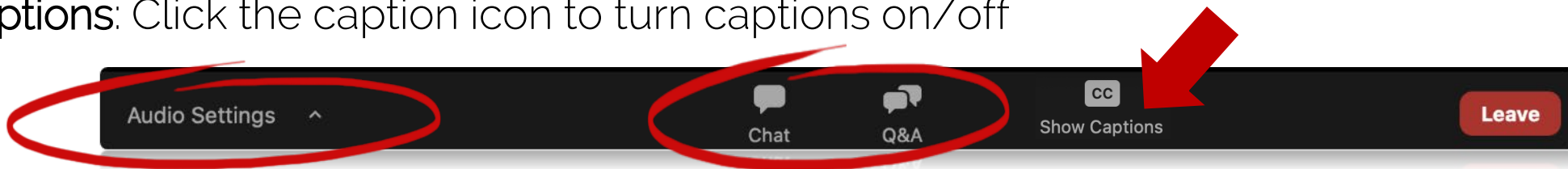


Empowering Healthcare: Understanding and Supporting Trans and Non-Binary Patients

August 27, 2024

Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

PX Continuing Education Credits

- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speaker

Lou Weaver, BA

President & CEO
Lou Weaver Consulting

Clinic Director/Board Member
Trans Legal Aid Clinic Texas





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Specializing in LGBTQ trainings and policies

Trans and Non-binary people:

Who we are and What we need
**Building a culture
of inclusion and
respect**



More visibility, but . . .

- 87% say they have a friend or family member who is gay or lesbian
- While just 24% say they know someone who is transgender
- Even fewer know someone who is non-binary

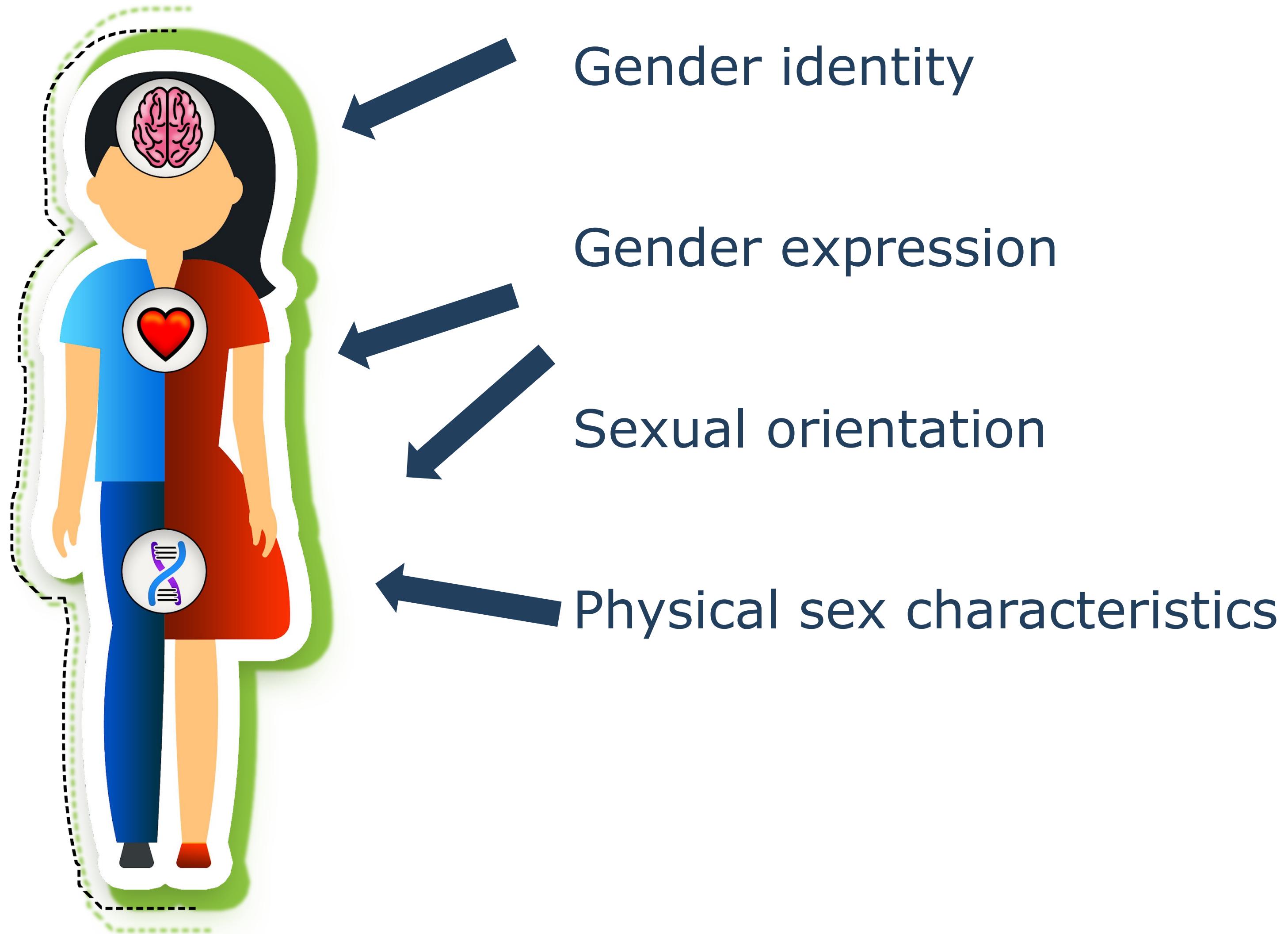
We have a problem



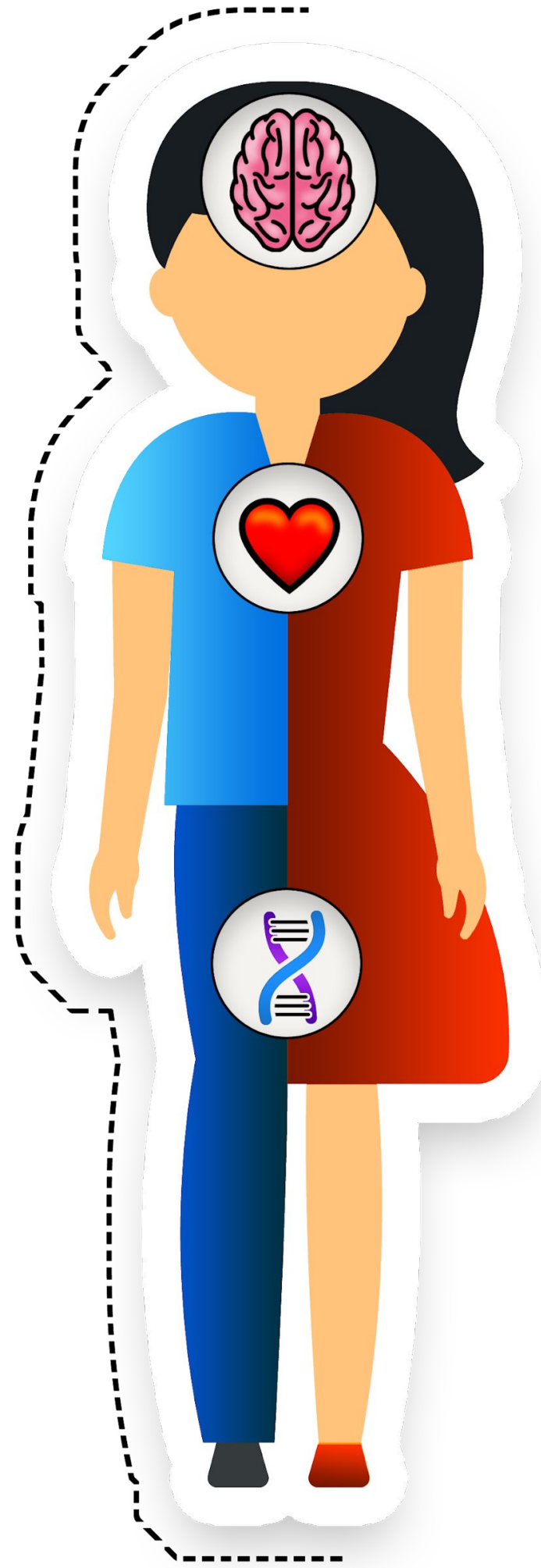
- A typical mainstream depiction of transgender people?
 - Killers
 - Victims
 - Liars

The basics

What does “transgender” mean?



Is it always binary?



Gender identity

Gender expression

Sexual orientation

Physical sex characteristics

Trans people aren't gay?

- Sexual orientation is who you go to bed WITH



Trans people aren't gay?



- Sexual orientation is who you go to bed WITH
- Gender identity is who you go to bed AS



Understanding transition

- A long-term, deliberate process
- Three components:
 - Social—revealing to others
 - Medical—medical intervention to align body with gender identity
 - Legal—correcting legal documents
- Not everyone can access

“You don’t have to compromise convictions to be
compassionate.”

-Rick Warren

Respectful interactions

TERMINOLOGY

Terms to use	Terms to avoid
Transgender, trans, non-binary	Transgendered
Gender identity, gender expression	Sexual identity, transgenderism
Transition	Sex change
Transgender man, transgender woman, transgender/non-binary person	Tranny, cross-dresser, pre-op, post-op
Is a man, is a woman, is a person	Used to be a man, used to be a woman

Why is respectful interaction important?

- Why would a transgender person fear/mistrust medical professionals?
 - History of negative interactions outside the community
 - Fear of being outed
 - Fear of not being believed
- What happens if transgender people mistrust their healthcare providers?
 - Patient may not seek needed care
 - Patient may not comply with recommended course of care
 - Patient may suffer anxiety, depression

Why are trans people at such risk??

- Bias
- Stigma
- Barriers to Care
- Not affirmed as themselves



Not Affirmed as Themselves

- How are they addressed?
- Knowledgeable staff
- Hormones
- Sexual health
- Affirming language



Safety Moment

- Physical safety
- Mental safety
- Emotional well-being
- Seeing the whole patient



How Many Adults and Youth are Transgender in the US?



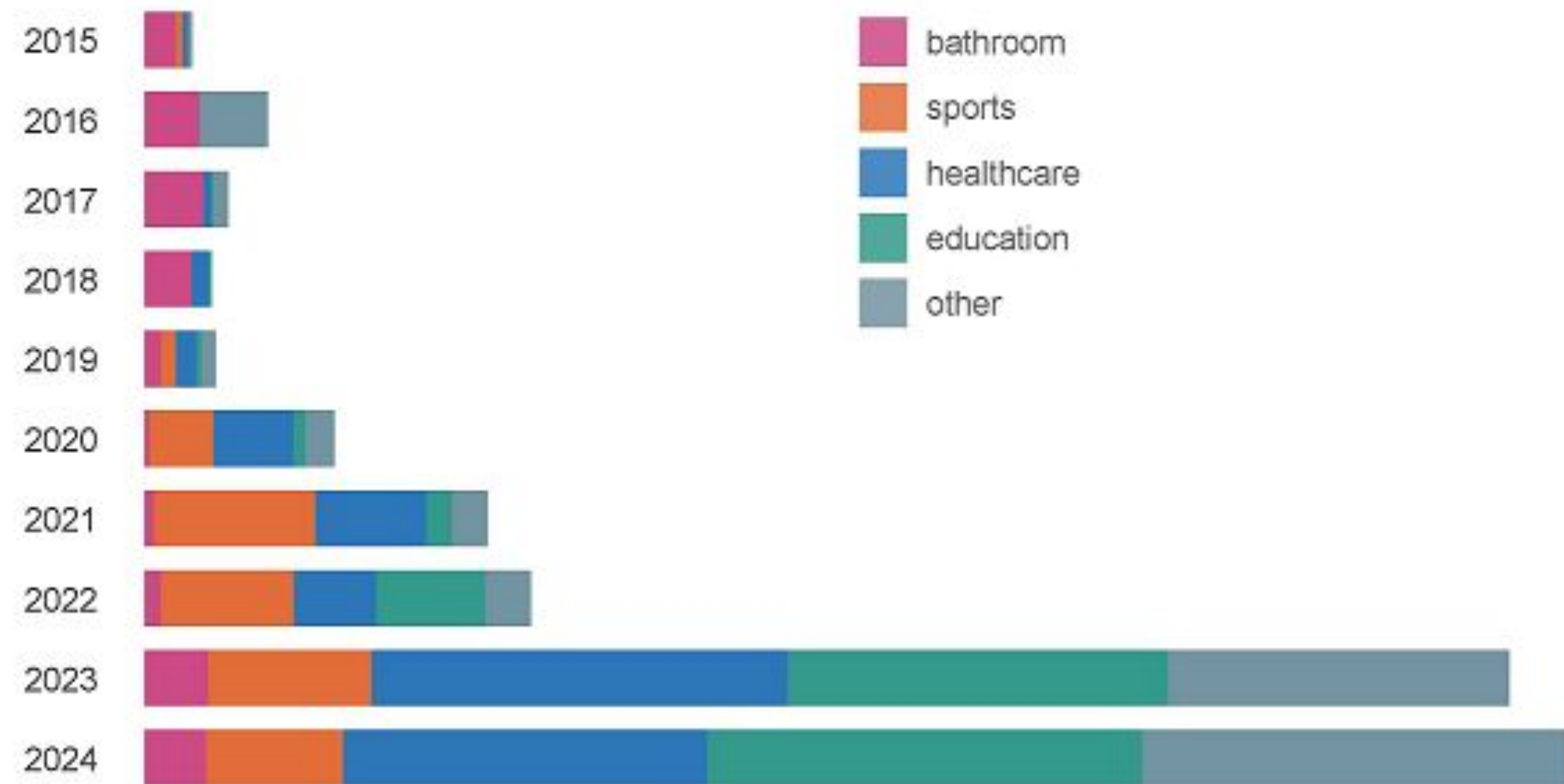
- 16M ages 13+
- Adult % has stayed the same
 - 0.5% (about 1.3 million adults)
- Past 5/6 yrs number of youth 2x
 - 1.4% (about 300,000 youth)

June 22

<https://williamsinstitute.law.ucla.edu/publications/trans-adults-united-states/>

Tracking the rise of anti-trans bills in the U.S.

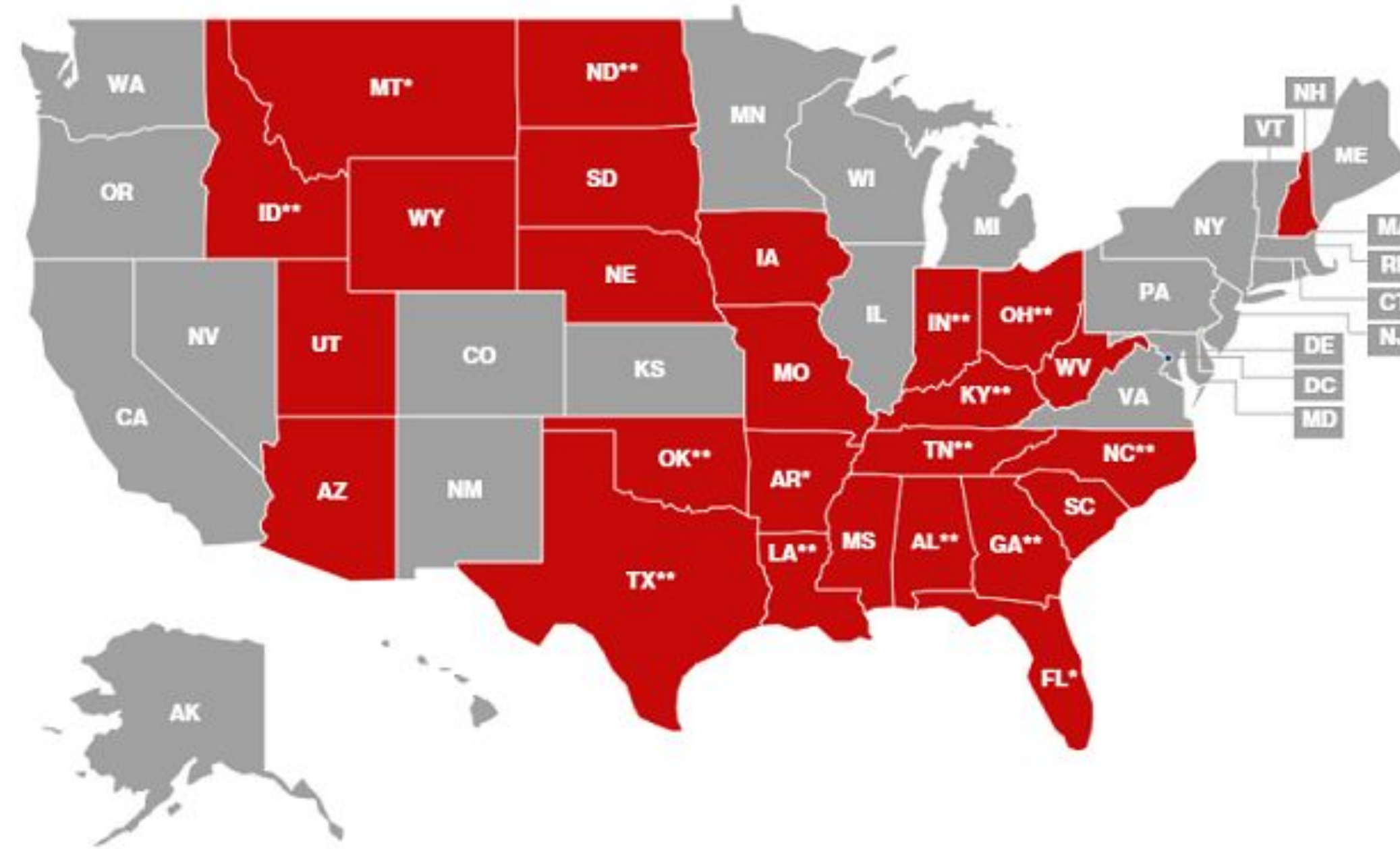
The United States has experienced a long rise in anti-trans legislation. Now it's surging.



Hover for bill totals or see bill count chart below

<https://translegislation.com/learn>

Attacks on Gender Affirming Care by State



LAW OR POLICY BANNING GENDER AFFIRMING CARE HAS PASSED UP TO AGE 18

*Ban is currently blocked or on hold in Arkansas, Florida, and Montana.
**Alabama, Georgia, Idaho, Indiana, Kentucky, Louisiana, North Carolina, North Dakota, Ohio, Oklahoma, Tennessee, and Texas all currently have litigation proceedings challenging those bans
***Arizona and New Hampshire's bans only applies to gender-affirming surgeries for minors
****New Hampshire's ban goes into effect January 1, 2025

Leading medical groups recognize the medical necessity of treatments for gender dysphoria and endorse such treatments. Most of these groups have also explicitly rejected insurance exclusions for transgender-related care.



- American Academy of Child and Adolescent Psychiatry
- American Academy of Dermatology
- American Academy of Family Physicians
- American Academy of Nursing
- American Academy of Pediatrics
- American Academy of Physician Assistants
- American College Health Association
- American College of Nurse-Midwives
- American College of Obstetricians and Gynecologists
- American College of Physicians
- American Counseling Association
- American Heart Association
- American Medical Association
- American Medical Student Association
- American Nurses Association
- American Osteopathic Association
- American Psychiatric Association
- American Psychological Association
- American Public Health Association
- American Society of Plastic Surgeons
- Endocrine Society
- Federation of Pediatric Organizations
- GLMA: Health Professionals Advancing LGBTQ Equality
- National Association of Nurse Practitioners in Women's Health
- National Association of Social Workers
- National Commission on Correctional Health Care
- Pediatric Endocrine Society
- Society for Adolescent Health and Medicine
- World Medical Association
- World Professional Association for Transgender Health

<https://transhealthproject.org/>

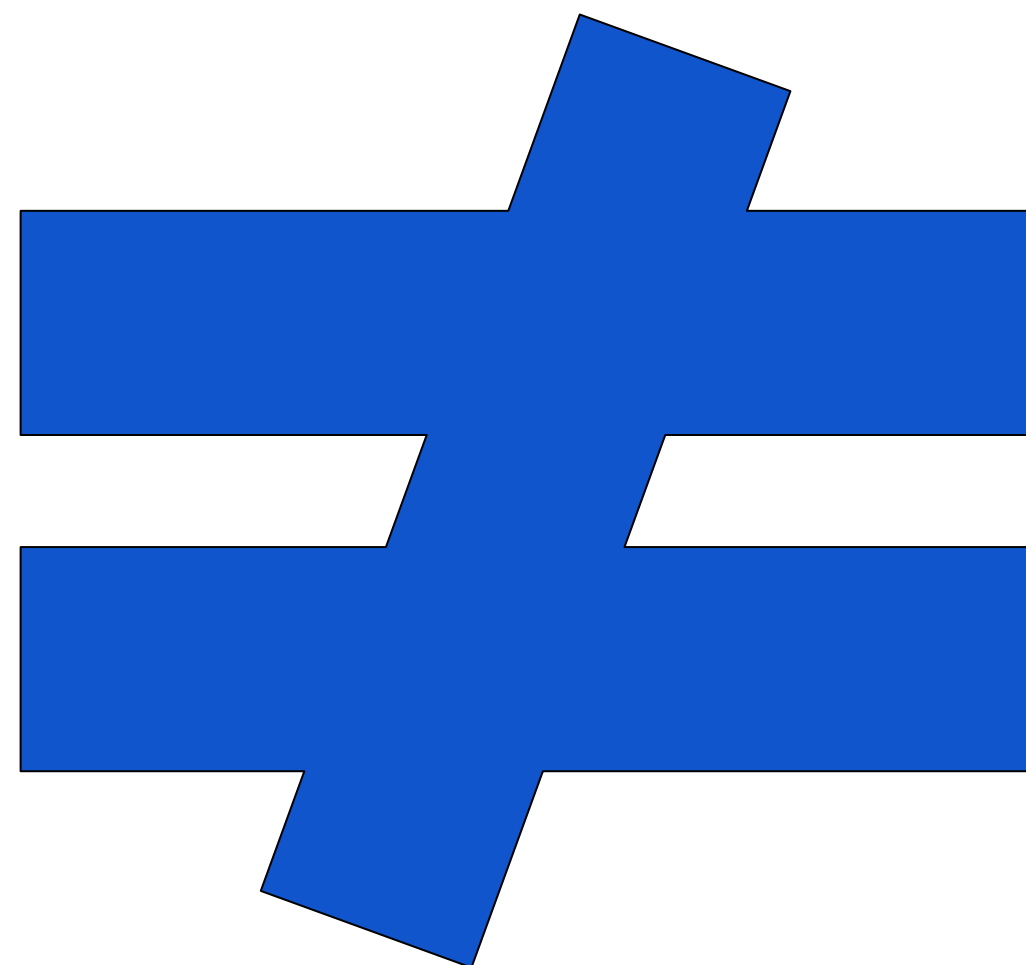


ASK

LISTEN

SHOW UP

SPEAK UP



SPEAK FOR

Discussion



Thank you,
Beryl!



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Upcoming Events & Programs

WEBINARS

September 5 | Using Gratitude to Elevate the Human Experience

September 17 | Headliner - New Ways to Care *presented by Maureen Bisognano*

September 24 | Applying Equity, Diversity, and Inclusion in Co-design with Patient Experience Partners

October 1 | Ownership at the Frontline: Innovating an Experience Champions Program

CONNECTION CALLS/CHATS

September 11 | Patient Advocacy Community Connection Call: Disruptive Behavior Response Plan

September 20 | PX Chat on PFA/PFACS: Sustaining/Growing

September 27 | PX Connect Live: Wayfinding



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*Webinars are included in membership
with the Institute.*



Thank You

