



Caring for Transgender Patients Unique Risks Unique Rewards

Presented by:

Sue Boisvert
BSN, MNSA, CPHRM, FASHRM
Senior Risk Specialist

Healthcare Provider Education

Disclosures

- Sue Boisvert has no conflicts of interest to disclose

Well, there is this...

- I am a heterosexual cis female and my preferred pronoun is "she"

Objectives

- Differentiate between sexual orientation and gender identity
- Identify 3 risk considerations unique to the care of LGBT patients
- Discuss 3 strategies to improve the environment of care for LGBT patients



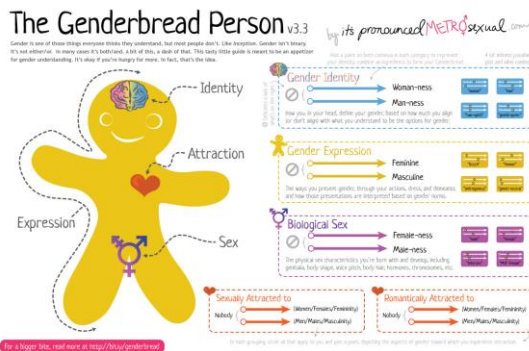
SOGI: Binary is for computers not people

Sexual Orientation

Lesbian
Gay
Bisexual
Heterosexual
Asexual
Demisexual
Pansexual ...

Gender Identity

Transman (FTM)
Transwoman (MTF)
Cisman
Ciswoman
Gender queer
Gender fluid
Gender non-conforming
Intergender
Agender
Two Spirit ...



<http://itspronouncedmetrosexual.com/2012/01/the-genderbread-person/>

Unique Risks

70%

of transgender patients surveyed have experienced some type of discrimination in healthcare

Lambda Legal. When Healthcare Isn't Caring. 2010

19%

of transgender respondents reported being refused medical care due to their transgender or gender non-conforming status

Lambda Legal. When Healthcare Isn't Caring. 2010

Unique Risk

41%

of transgender respondents reported they had attempted suicide
(compared to 1.6% of the general population)

National Transgender Discrimination Survey 2011

Unique Risk:

"If you're not counted, you don't count."¹

- Gender identity is not currently collected in the demographic section of most EHRs

We don't even know how to ask!

1. NAP. Collecting Sexual Orientation and Gender Identity Data in Electronic Health Records: Workshop Summary. 2013.

Strategy: Gender Identity and the EHR

What is your current gender identity?

1. Male
2. Female
3. Female-to-Male (FTM)/Transgender Male/Trans Man
4. Male-to-Female (MTF)/Transgender Female/Trans Woman
5. Genderqueer, neither exclusively male nor female
6. Additional Gender Category/(or Other), please specify:
7. Decline to answer

Fenway Institute Do Ask Do Tell Toolkit <http://doaskdotell.org/ehr/toolkit/howtoask/>

Risk: Discrimination

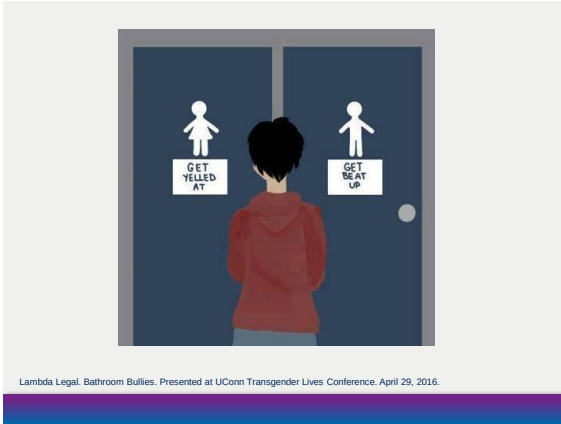
- ACA (§ 1557) prohibits discrimination based on sexual orientation and sex (gender identity) in healthcare facilities that receive federal funds
- The Joint Commission prohibits discrimination based on sexual orientation and gender identity (RI.01.01.01 EP 29)
- Massachusetts
 - May change gender on birth certificate and driver's license
 - Non discrimination based on gender identity for workplace, public accommodations and schools
 - Home of the Fenway Institute

Strategy: Patient's Rights Policies

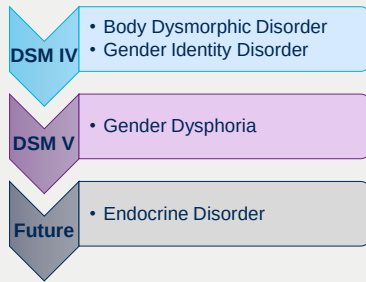
Sample language:

[Facility Name] respects the dignity and pride of each individual we serve. Every patient has the right to have his/her rights respected without regard to age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.

Include equal visitation for LGBT patients and their visitors



Strategy: Understanding Gender Non- conformity is **NOT** a Disorder



Strategy: Knowledge

Pediatric

- Suppression of Puberty: GnRH analogs

Adult

- Hormone therapy:
 - MTF: Estrogen and anti-androgens spironolactone
 - FTM: Testosterone
- Gender Affirmation Surgery

Geriatric

- **SAGE** Services and Advocacy for Gay, Lesbian, Bisexual and Transgender Elders

What About Primary Care?

- Birth sex appropriate screening and treatment
 - MTF
 - Cancer screening: prostate, colon, breast
 - FTM
 - Cancer screening: cervical, ovarian, colon, breast
- How does hormone therapy affect:
 - Heart disease?
 - Diabetes?
 - Cancer?
 - Surgery?
 - Reproduction?



Strategy: Facilitate Referrals

- Know where to find:
- Pediatric Endocrinologists
 - Adult endocrinologists or reproductive endocrinologists
 - Centers that provide gender affirmation services including:
 - MTF and FTM chest reconstruction (top surgery)
 - MTF and FTM gender reassignment (bottom surgery)
 - Facial contouring, Adams apple reduction
 - Counselling and therapy for gender dysphoria

Strategy: Register with Care

- Mismatch between presentation and historical data: Use scripts
 - "Have we registered you previously under another name?"
 - "What name would you prefer we use?"
 - "What pronoun do you prefer?"
- Develop a mechanism to address name changes and to represent the patient's gender identity
 - What will gender field mean? Natal gender? Legal gender?
 - Does your EHR include an "other" for gender?
 - Some organizations use the nickname field for gender identity

Strategy: Provide Transgender Affirming Care

- Use the patient's identified gender
 - In the demographics
 - When addressing the patient
 - On wristbands and labels
 - Follow the Fenway guidelines (MTF, FTM)
- Room according to gender identity
- When a private room is used for organizational convenience do not charge extra

Strategy: Understand Health Insurance

Automated screening protocols reject claims with "marker mismatch"

For example:

- Prostate exam for a female
- Pelvic exam for a male

- Educate registration, billing and care management staff regarding health insurer gender marker change process so they can educate patients
- Advise transgender patients how to file an appeal if coverage is denied due to gender/diagnosis mismatch
- Work with health insurers up front to reduce the risk of claim rejection

Strategy: Provide Staff Training

Visit the National LGBT Health Education Center for Training Resources

- <http://www.lgbthealtheducation.org/>



Strategy: Participate in the Healthcare Equality Index

New Jersey has **14**

HIE recognized organizations.



<http://www.hrc.org/campaigns/healthcare-equality-index>

Unique Rewards

- Transgender patients are very loyal
- You have the opportunity to change the narrative:
 - reduce fear
 - exceed expectations
 - improve patient satisfaction
 - change lives for the better



Resources

Advancing Effective Communication, Cultural Competence and Patient- and Family-Centered Care for the LGBT Community
http://www.jointcommission.org/assets/1/18/LGBTFieldGuide_WEB_LINKED_VER.pdf

Creating Equal Access to Quality Healthcare for Transgender Patients: Transgender Affirming Hospital Policies
http://www.lambdalegal.org/sites/default/files/publications/downloads/hospital-policies-2016_5-26-16.pdf

World Professional Association for Transgender Health Standards of Care
http://www.wpath.org/uploaded_files/140/files/Standards%20of%20Care.%20V7%20Full%20Book.pdf

Resources

AMA Policies on LGBT Issues

<http://www.ama-assn.org/ama/pub/about-ama/our-people/member-groups-sections/glbtaadvisory-committee/ama-policy-regarding-sexual-orientation.page>

AAP Technical Report Office-Based Care for Lesbian, Gay, Bisexual, Transgender, and Questioning Youth. July 2013.
<http://pediatrics.aappublications.org/content/132/1/e297.long>

Fenway Institute National LGBT Health Education Center:
<http://www.lgbthealtheducation.org/>

COVERYS
 Better Intelligence
 for Better Outcomes™

All materials are subject to copyright. Reproduction without prior permission is prohibited.
 This information is intended to provide general guidelines for risk management. It is not intended and should not be construed as legal advice.