Enhancing Inclusive Healthcare for People Who Are Gender-Expansive:

Academic Detailing as a Catalyst for Change

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Conflict of Interest

No conflicts of interest to disclose.

POLL:

If you could wake up tomorrow and choose any new name for yourself, what would it be?

- **Boston Participants:**
  - Take 30 seconds to chat with each other
  - Then we'll have you share on the mic!

- **Virtual Participants:**
  - You'll type in the chatbox and we'll call out answers!

Individualized *and ongoing* ***education*** *and* ***connections*** *for Arizona healthcare providers*

Contact us for further information
AcademicDetailing@AZDHS.gov or call us at 480-407-7642

Southwest Interdisciplinary Research Center
Arizona State University

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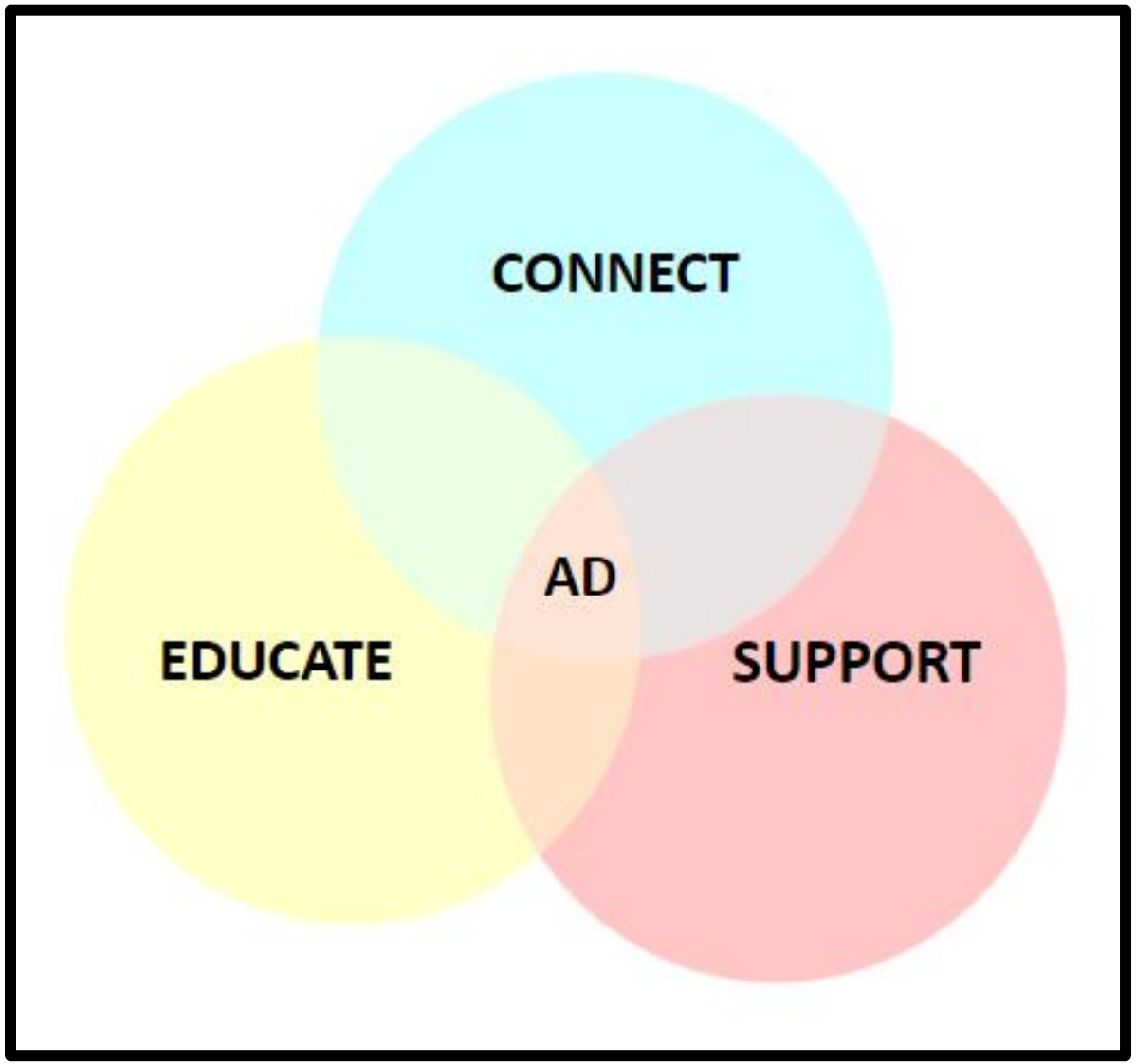
What is DISH AZ?

Detailing for
Improved
Sexual
Health
In **AZ**



DISH-AZ Team

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Senior Detailer

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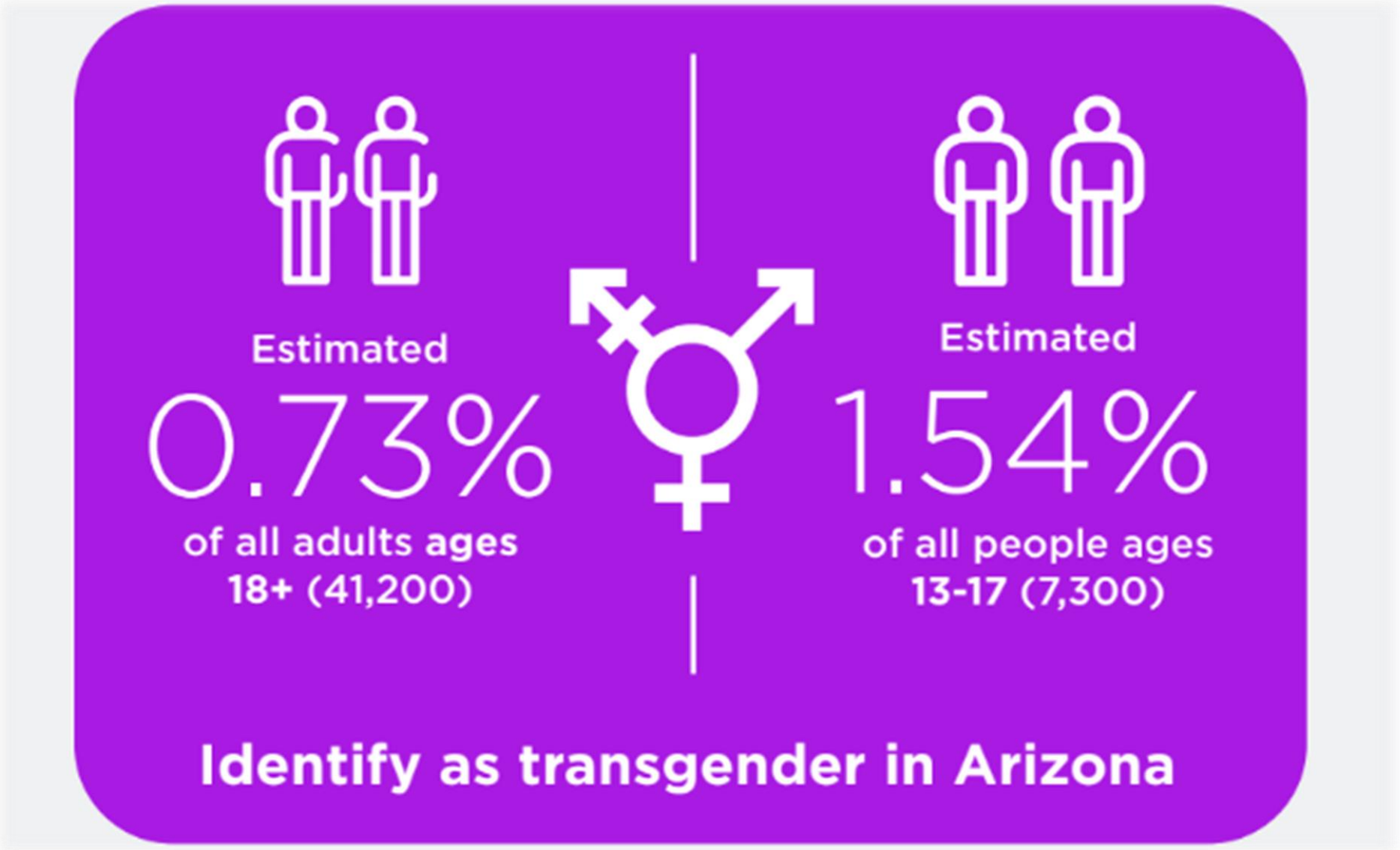
Team Friendly Founder

Why Gender Expansive (GE) Care?



People who gender expensive are

13 times

more likely to be HIV positive than other adults of reproductive age

(Data from World Health Organization, 2024)

Why is this?

- Cost of healthcare
- Judicial
- Limited Access to Healthcare
- Violence
- Employment
- Sex work
- Physiological reasons

Where We Started With Gender Expansive AD

The Toolkit:
4 Key Messages
(8 pages)

1 Create a safe and welcoming environment for gender expansive patients

Even with underreporting, 1,337,100 adults (0.52%) and 300,100 youth (1.43%) are estimated to identify as transgender.

Unfortunately, many trans and gender expansive patients report feeling unsafe, unwelcome, or receiving substandard care in health settings.

THE US TRANS SURVEY FOUND THAT IN ARIZONA

20%
of respondents did not see a doctor when they needed to because of fear of being mistreated as a transgender person.

Experiences included verbal harassment, refusal of treatment, or having to teach the health care provider about transgender people to receive appropriate care.*

36%
did not see a doctor when needed because they could not afford it.

41%
experienced serious psychological distress in the month before completing the survey (based on the Kessler 6 Psychological Distress Scale).

12%
reported that a professional, such as a psychologist, counselor, or religious advisor, tried to stop them from being transgender.

33%
of respondents who had seen a health care provider in the past year reported having at least one negative experience* related to being transgender.

IN THE US...

Respondents wanted hormone therapy related to gender transition **78%**

Received hormone therapy **49%**

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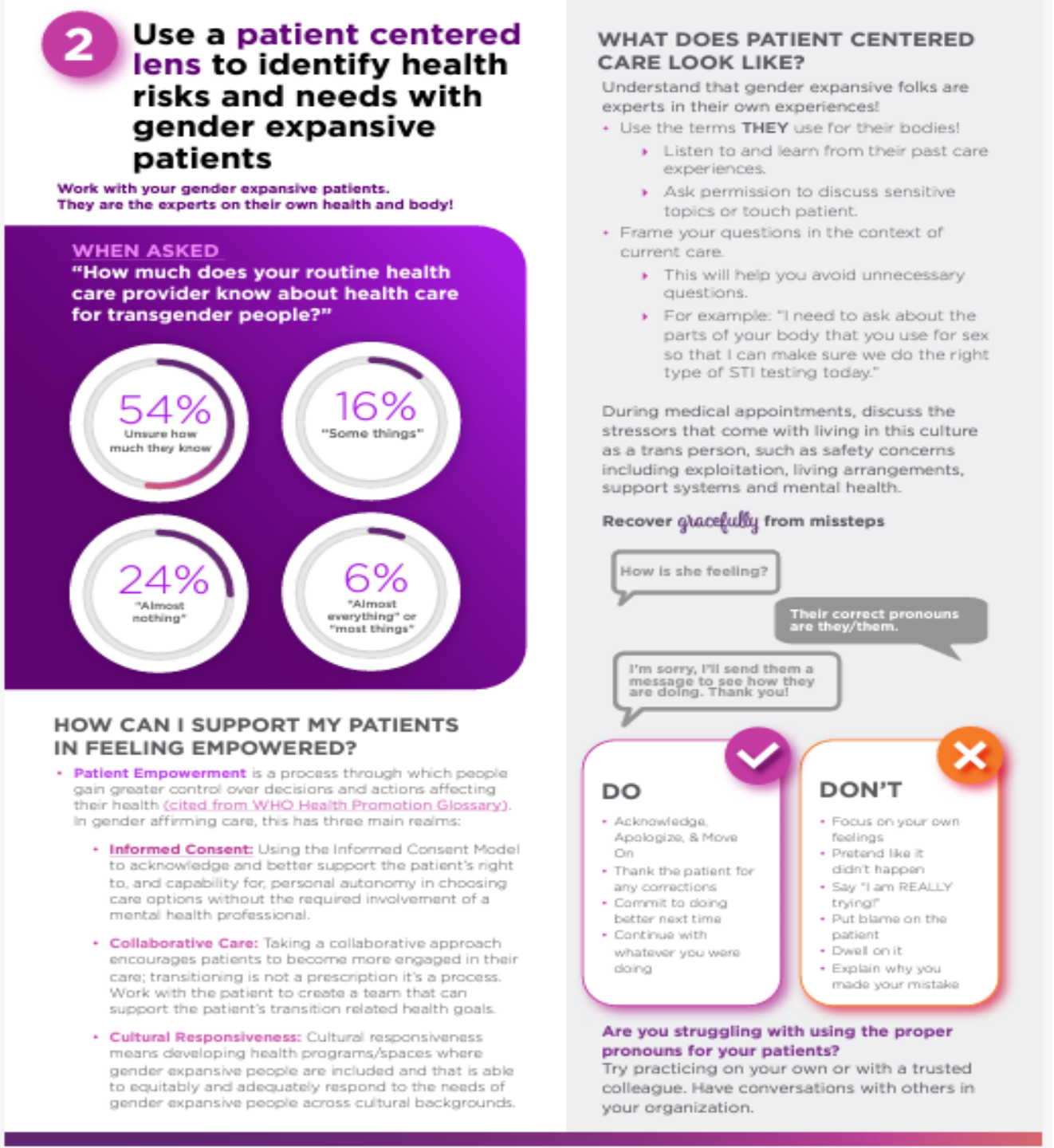

2 Use a patient centered lens to identify health risks and needs with gender expansive patients

Work with your gender expansive patients.
They are the experts on their own health and body!

WHEN ASKED

"How much does your routine health care provider know about health care for transgender people?"

- 54% "Unsure how much they know"
- 16% "Some things"
- 24% "Almost nothing"
- 6% "Almost everything" or "most things"

HOW CAN I SUPPORT MY PATIENTS IN FEELING EMPOWERED?

- **Patient Empowerment** is a process through which people gain greater control over decisions and actions affecting their health (cited from WHO Health Promotion Glossary). In gender affirming care, this has three main realms:
  - **Informed Consent:** Using the Informed Consent Model to acknowledge and better support the patient's right to, and capability for, personal autonomy in choosing care options without the required involvement of a mental health professional.
  - **Collaborative Care:** Taking a collaborative approach encourages patients to become more engaged in their care; transitioning is not a prescription it's a process. Work with the patient to create a team that can support the patient's transition related health goals.
  - **Cultural Responsiveness:** Cultural responsiveness means developing health programs/spaces where gender expansive people are included and that is able to equitably and adequately respond to the needs of gender expansive people across cultural backgrounds.

WHAT DOES PATIENT CENTERED CARE LOOK LIKE?

Understand that gender expansive folks are experts in their own experiences!

- Use the terms **THEY** use for their bodies!
  - Listen to and learn from their past care experiences.
  - Ask permission to discuss sensitive topics or touch patient.
- Frame your questions in the context of current care.
  - This will help you avoid unnecessary questions.
  - For example: "I need to ask about the parts of your body that you use for sex so that I can make sure we do the right type of STI testing today."

During medical appointments, discuss the stressors that come with living in this culture as a trans person, such as safety concerns including exploitation, living arrangements, support systems and mental health.

Recover *gracefully* from missteps

How is she feeling?

Their correct pronouns are they/them.

I'm sorry, I'll send them a message to see how they are doing. Thank you!

DO

- Acknowledge, Apologize, & Move On
- Thank the patient for any corrections
- Commit to doing better next time
- Continue with whatever you were doing

DON'T

- Focus on your own feelings
- Pretend like it didn't happen
- Say "I am REALLY trying!"
- Put blame on the patient
- Dwell on it
- Explain why you made your mistake

Are you struggling with using the proper pronouns for your patients?
Try practicing on your own or with a trusted colleague. Have conversations with others in your organization.

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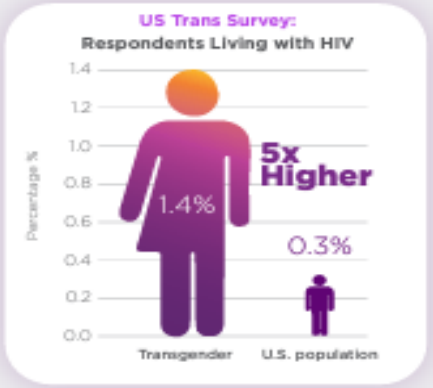
3 Ask about sexual health needs at every appointment

Sexual behavior and risk profiles can change over the course of our lives. Libido and sexual functioning can change in patients on gender affirming hormone therapy (GAHT).

Check in with your patient regarding their comfortability discussing their sexual behavior and sexual health needs. If a patient is not wanting to discuss sexual behavior, that is okay! Otherwise, this can perpetuate the experiences of trans people being asked invasive questions unrelated to the reason for their visit.

- Gender expansive patients' sex lives are just as diverse as cisgender patients'!
- Offer testing to those who are at risk for STIs, including HIV
  - Ask how patients refer to their body parts, and then use those terms.
  - Ask open-ended questions in a nonjudgmental way.
  - Ask about reproductive health needs and pregnancy needs with patients who can get pregnant regardless of gender.
  - Be comfortable asking direct questions about behaviors.
    - Not comfortable yet? Try practicing with someone you trust!
  - Adapt gendered protocols to be gender neutral.
  - Practice cultural humility and responsiveness.
    - Consider your patient's culture, background, and preferences.
    - Collaborate with gender expansive community to revise policies and procedures.
    - Regularly ask for feedback from your patients.
    - Develop a procedure for implementing feedback.

What about HIV?



Lack of access to gender affirming care has been significantly associated with HIV treatment interruption

What can I do to help?

- Discuss PrEP and PEP with all sexually active patients.
- Offer PrEP to all patients who experience risk for HIV, regardless of their gender identity. Prescribe PrEP to any patient who requests it.
  - See the Academic Detailing kit on PrEP to learn more!
- While **92% of transgender women** say they are aware of PrEP, only **32% are on PrEP.**

PrEP beyond trans women

- Trans masculine and non-binary patients need PrEP too. You may see advertisements focused only on trans women, however, trans masculine and non-binary patients assigned female at birth need PrEP too.
- There are different medications approved for use as PrEP, but FTC/TDF (Truvada or a generic equivalent) and Cabotegrevir IM (Apretude) are the only PrEP medications approved for use by people who have receptive vaginal sex.

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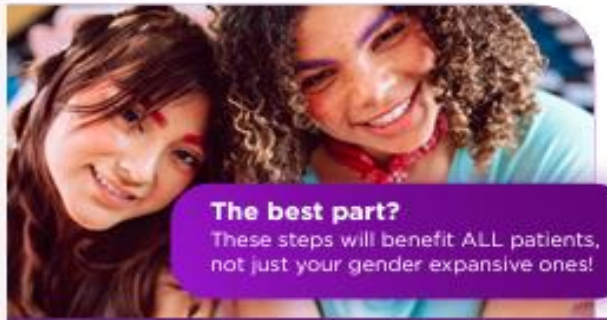
4 Offer services that address the intersectional complexity of whole person gender affirming care

Approach gender expansive patients in a manner that validates their identities while recognizing ALL of their primary care needs.

- Avoid focusing solely on the patient's gender expansive identity, we can't assume gender-related care is the only health concern.
- Avoid asking invasive and non-related questions centered around the genitalia.
- Ask patients what their needs, concerns, and priorities are at the start of the appointment.
  - Afterwards, share what YOUR priorities are.
- Gender expansive patients are entitled to the same level of primary and holistic medical care as every other patient, including (but not limited to):
  - General healthcare maintenance including vaccines and screenings.
    - For example: HPV vaccine, mpox, hepatitis A vaccine, hepatitis C screening, cancer screening and care, hypertension and blood pressure screenings.
  - Mental health services.
  - Substance use treatment services.
  - Reproductive health services.



The best part?
These steps will benefit ALL patients, not just your gender expansive ones!

- Ensure that referrals are made to specialists who will validate gender expansive patients' identities.
  - Inquire how these specialty visits went! Start building a list of trusted specialists that you can refer to in the future.
  - When in communities with limited non-affirming referral options available, inform the patient of this prior to referral to allow the patient to make an informed choice in engagement.
- Offer family planning resources to gender expansive patients.
  - Gender affirming hormone therapy does NOT make individuals infertile.
- Adjust clinical processes to automate routine aspects of healthcare (e.g., STI testing).

The Toolkit is a Valuable Resource

However, we soon learned more was needed!

To help advance inclusive healthcare for people who are gender expansive we needed to enhance and diversify our AD tools and approaches for this subject and make them more inclusive.

Diverse Approaches to Gender Expansive AD: *Tools* for Inclusive Engagement

- Printed/Digital Toolkit: Making Space for Gender Expansive Care
- Slide deck adapted from the toolkit & accompanying worksheet
- Gender Unicorn worksheet
- Slide deck for review of communication styles, gender identities, sexual orientation, & romantic orientation (emphasis on terminology). Includes role playing. ***NEW!***
- SideDISH: Gender Expansive Care Resource Links ***NEW!***

Diverse Approaches to Gender Expansive AD: *Tools* for Inclusive Engagement

Diverse Approaches to Gender Expansive AD: *Tools* for Inclusive Engagement

We **tailor our tools** to

address the needs of our diverse AD Clients.

Needs Assessment

- Understand motivation behind AD request from client

Gain an understanding of workplace culture

- Indicates the appropriate starting point and potential challenges
- Get to know who the champions are
- Take note of the physical space that clients/patients will see

Ask clarifying questions to further understand specific issues

- Input from multiple employees and departments is ideal

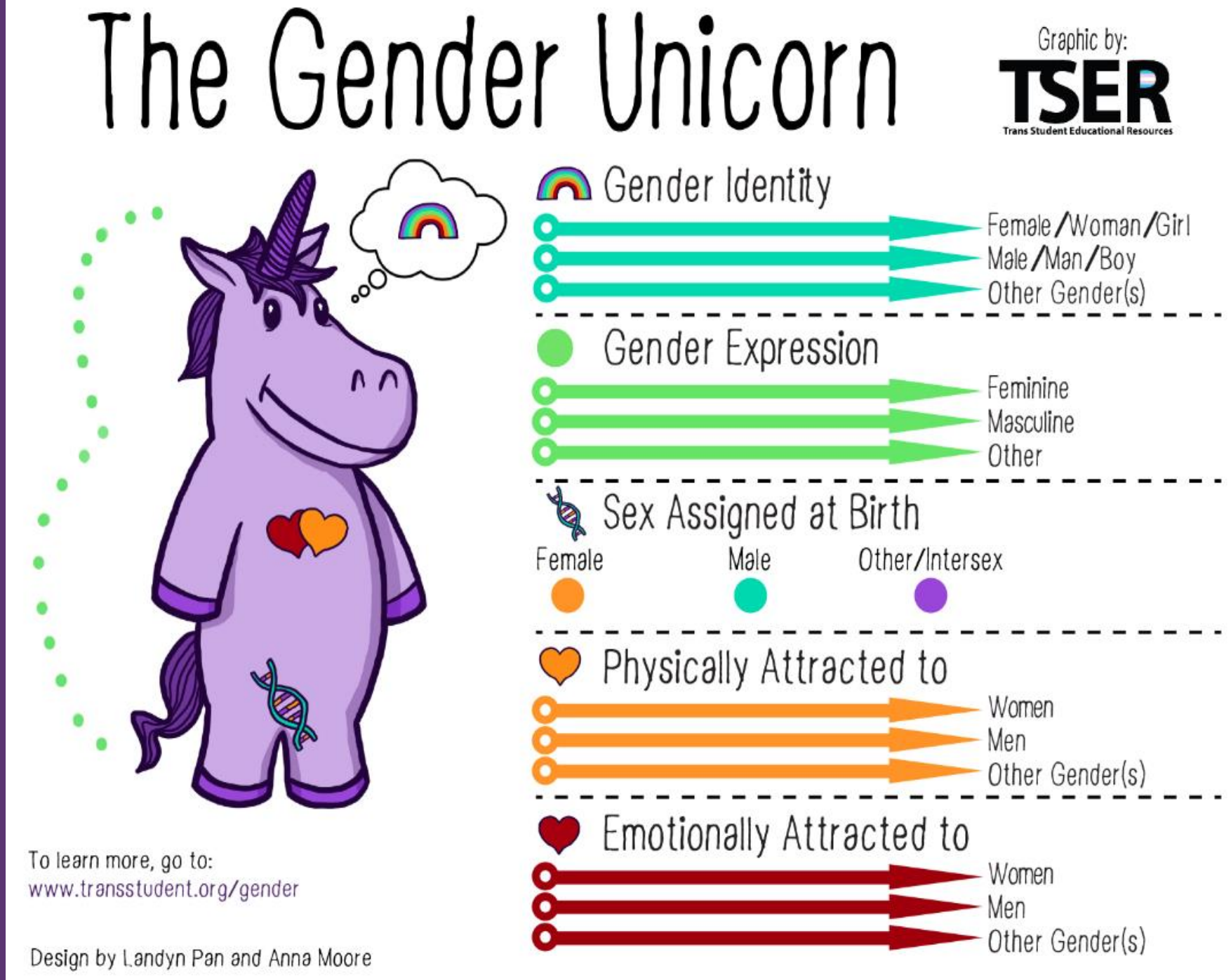
Select materials that would be most appropriate

- Ensure materials are culturally responsiveness

Tailor the chosen materials to the topics to be addressed

- Tailor to for the client's time limit
- If requested/ appropriate add culturally significant information

Example of Tailoring Material



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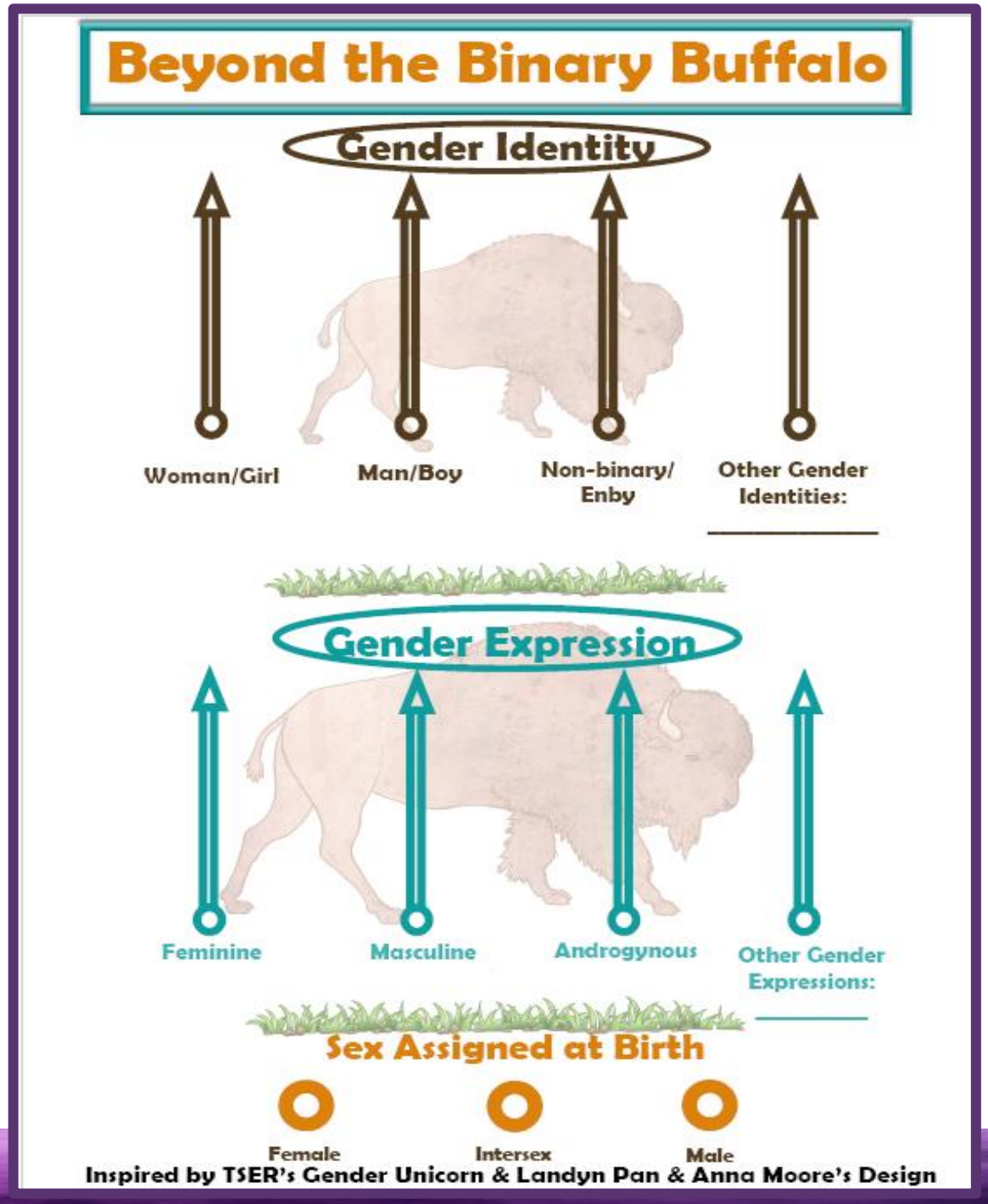


Example of Tailoring Material – Tailoring Roleplay

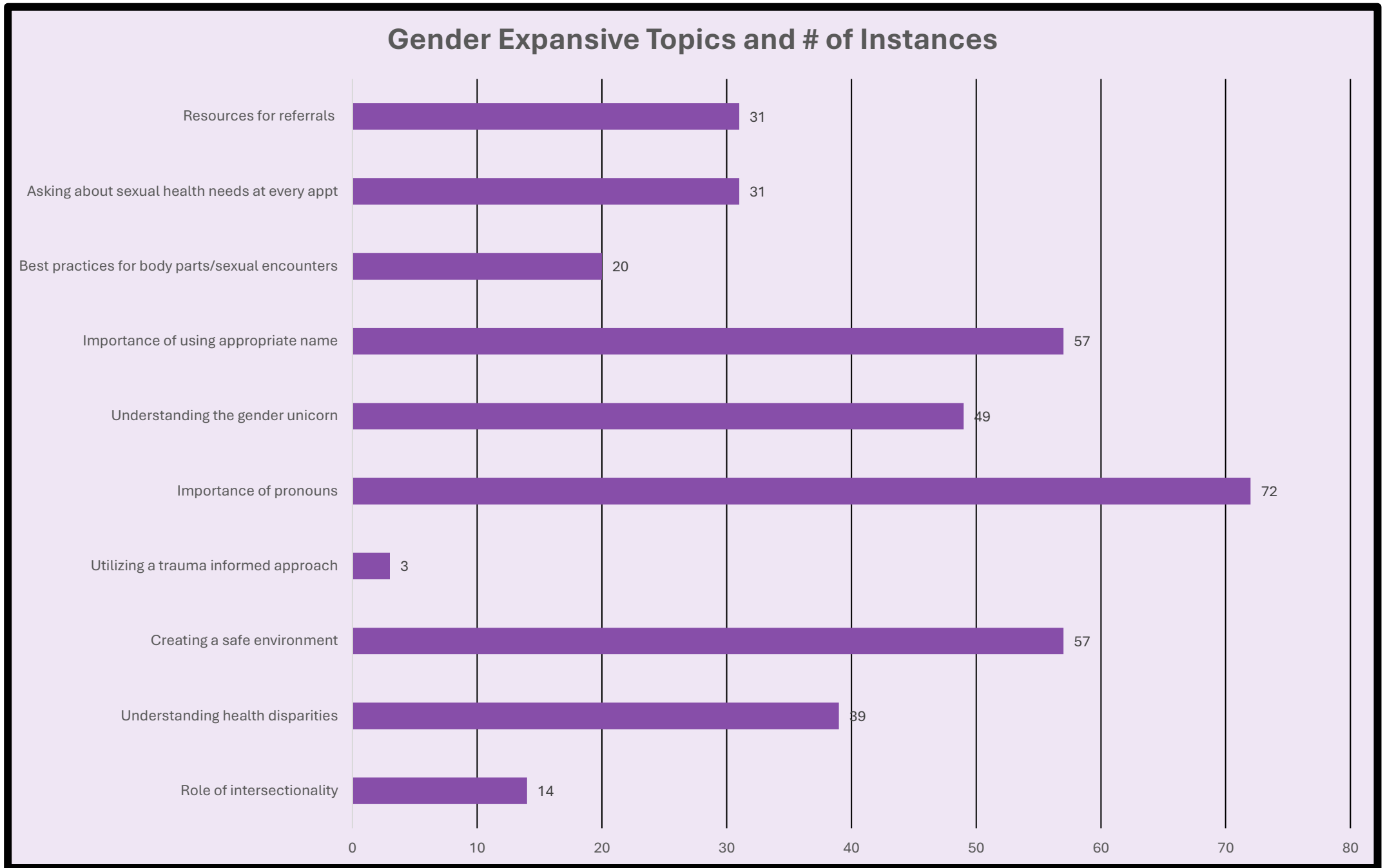
Role Play Activity

- Each participant will receive a piece of paper that will contain information about a person that will include: a gender identity, romantic orientation, and/or sexual orientation of a fictional client.
- Participants will form pairs of 2. Each person will take turns roleplaying the client and the representative.
- When role playing the representative, please keep your job role in mind.
- Each pair will role play the introduction and ‘getting to know you’ portion of the appointment or outreach conversation at an event.
- The representative’s goal is to get the pertinent information needed (as determined by your actual job role) while being respectful of the gender identity, romantic orientation, & sexual orientation of the client.

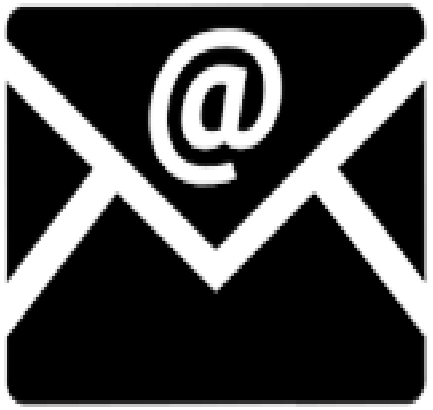
January 2023-October 2024
Gender Expansive AD Sessions

208 participant sessions

January 2023-October 2024 | Gender Expansive AD Sessions by Topic



LET'S STAY CONNECTED!



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