

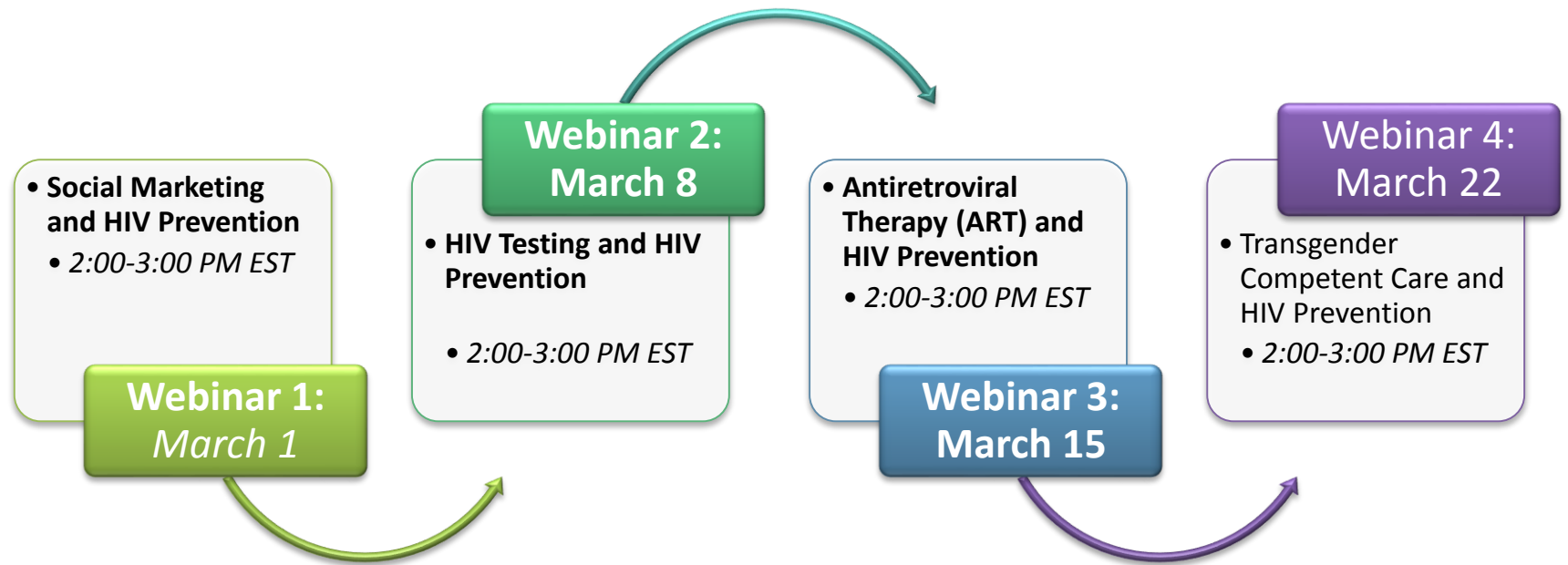
Transgender Competent Care

*Five Things to Know:
Essentials of HIV Prevention*

Webinar 4

Primary Care Development Corporation

Five Things to Know: Essentials of HIV Prevention



About the Primary Care Development Corporation (PCDC)

Founded in 1993, PCDC's mission is to catalyze excellence in primary care through strategic community investment, capacity building, and policy initiatives to achieve health equity.

- Certified as a Community Development Financial Institution (CDFI) by the U.S. Treasury
- Offices in New York City and Los Angeles County
- Three Programs:
 - Capital Investment
 - Performance Improvement
 - Policy & Advocacy

About HIP in Health Care

PCDC's HIP (High-Impact Prevention) in Health Care program is funded by the U.S. Centers for Disease Control and Prevention (CDC) to **build the capacity of healthcare organizations to deliver HIV prevention services** and strategies within clinical settings.

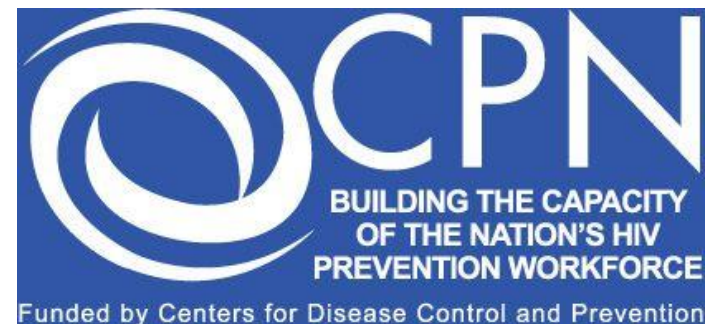
- We provide training and technical assistance at no cost to healthcare organizations (i.e., direct service providers) across the United States and its affiliated territories

PCDC Capacity Building Assistance's (CBA) program materials and activities are supported by Funding Opportunity Announcement PS14-1403, Category C Number 5 NU65PS004403-03-00 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of PCDC and do not necessarily represent the official view of the Centers for Disease Control and Prevention.

About the Capacity Building Provider Network (CPN)

HIP in Health Care is part of the national Capacity Building Provider Network.

- The CPN is a network of 22 organizations that are funded by CDC to build the capacity of the nation's HIV prevention workforce in 3 Settings:
 - Health Departments
 - Community-Based Organizations
 - Health Care Organizations
- CPN providers provide CBA in the following areas:
 - HIV testing
 - Prevention with HIV-positive persons
 - Prevention with HIV-negative persons
 - Condom distribution
 - Organizational development & management
 - Policy



<http://www.cbaproviders.org>

Acknowledgements

- The Centers for Disease Control and Prevention
- The Center of Excellence for Transgender Health at USCF
- Callen-Lorde Community Health Center
- Transgender Law Center
- Fenway Health

- Please use the question box to ask questions.
 - Questions will be answered at the end of the presentation.
 - All unanswered questions will be addressed and sent out to attendees
- Attendees will receive webinar slide set, recording and evaluation link by the end of the webinar within business day



Today's Learning Objectives

By the end of this webinar, participants will;

- Identify health disparities faced by transgender patients
- Identify strategies for providing effective culturally responsive care to transgender patients
- Describe ways to create a welcoming environment for transgender patients
- Identify ways in which free CPN capacity building assistance (CBA) support could benefit your HIV prevention programs and/or service delivery model

Today's Agenda

- Transgender Basics
- State of Transgender Health
- 5 Considerations for Improving Transgender Health
- Live Panel Discussion
- Capacity Building Assistance





Brandon Harrison

Project Manager

Primary Care Development
Corporation

TERMINOLOGY

Common Terminology

- ***Transgender*** is an umbrella term for persons whose gender identity or expression (masculine, feminine, other) is different from their sex (male, female) at birth.
- ***Gender identity*** refers to one's internal understanding of one's own gender, or the gender with which a person identifies.
- ***Gender expression*** is a term used to describe people's outward presentation of their gender



TRANSGENDER HEALTH

Transgender Health

Statistics: 2015 U.S. Transgender Survey (N = 27,715)

- Respondents were living with HIV at nearly **5 times the rate** found in the U.S. population
- Among those who saw a health care provider in the past year, **33%** reported having **at least one negative experience related to being transgender**
- ***40% have attempted suicide in their lifetime***, nearly nine times the rate in the U.S. population (4.6%)

Slide courtesy of UCSF and APLA

Transgender Health

Statistics: 2015 U.S. Transgender Survey (N = 27,715)

- Nearly one-third (29%) of respondents were living in poverty, more than twice the rate in the U.S. population (14%)
- Unemployment rate is 3 times higher than the unemployment rate in the U.S. population
- Nearly half (46%) were verbally harassed in the past year because of being transgender

Slide courtesy of UCSF and APLA

Health Challenges

- Cultural competence in health care
- Provider experience and comfortability
- Sexual orientation and gender identity data
- Insufficient resource allocation
- Specific disparities in health status
- Insurance coverage and limitations



Social Challenges

- **Obstructed access to services**
 - Legal services
 - Health insurance coverage
 - Housing
 - Employment
 - Transportation
- **Acceptance**
- **Stigma, discrimination, racism and violence**
- **Incarceration**





TRANSGENDER COMPETENT CARE

Transgender Competent Care: 5 Things to Know

| | |
|---|----------------------------------------------------------------|
| 1 | 10 Tips from Providers Working with Transgender Individuals |
| 2 | Collect Sexual Orientation and Gender Identity Data Collection |
| 3 | Reduce Implicit Bias |
| 4 | Creating a Welcoming and Inclusive Environment |
| 5 | Free Resources and Capacity Building Assistance |

1

10 TIPS FOR WORKING WITH TRANSGENDER PATIENTS

1

The 10 Tips

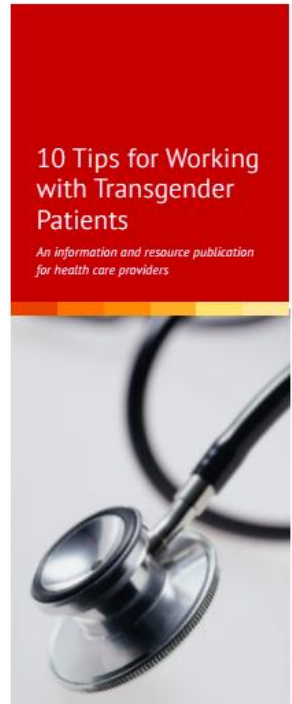
1 Get the word out about your services and display transgender-positive cues in your office

2 Treat transgender individuals as you would want to be treated

3 Refer to transgender persons by the name and pronoun that corresponds with their gender identity

4 If you are unsure about a person's gender identity, or how they wish to be addressed, ask politely for clarification

5 Establish an effective policy for addressing discriminatory comments and behavior in your office or organization



1

The 10 Tips

6

Keep the focus on care rather than indulging in questions out of curiosity

7

The presence of a transgender person in your treatment room is not always a “training opportunity” for other health care providers

8

It is inappropriate to ask transgender patients about their genital status if it is unrelated to their care

9

Never disclose a person’s transgender status to anyone who does not explicitly need the information for care

10

Become knowledgeable about transgender health care issues

2

COLLECT SEXUAL ORIENTATION AND GENDER IDENTITY DATA

2

Collect Sexual Orientation and Gender Identity Data

SO/GI Data Importance

- If you are not counted, you are discounted
- Data collection allows us to tell the patient's story
- Creates safe spaces and affirms communities we serve
- Identifies disparities in health outcomes
- Secures funding
- Informs public policies and laws
- Evaluation
- Ethical Responsibility and Legal Compliance



3 IMPLICIT BIAS

3

Implicit Bias

Healthy People 2020

Goal II:

- “... to eliminate health disparities among segments of the population, including differences that occur by gender, race or ethnicity, education or income, disability, geographic location, or sexual orientation.

3

Defining Implicit Bias

Implicit Bias- the attitudes and beliefs that affect our understanding, actions and decisions in an unconscious manner.



3

Implicit Bias

How it Affects Health Care

- Communication with transgender patients
- Treatment protocols or recommendations
- Gender affirmation options
- Clinical decision making
- Engagement and Retention
- Hormone Care
- Sexual health



3

Reduce Implicit Bias

Tips to Reducing Implicit Bias

- Notice your assumptions
- Understand what triggers you
- Know why it matters
- Individualize your patient
- Talk about it



4

CREATE A WELCOMING AND INCLUSIVE ENVIRONMENT (THE CHECKLIST)

4

Intake and Record-keeping

- Intake forms differentiate between birth sex and current gender OR include transgender options OR allow open-response
- Intake forms include “domestic partnership” and/or “partnered” in addition to options like single/married/widowed/divorced
- Address a patient’s concerns about the inclusion of sexual identity in paper or electronic health records

4

Clinic Environment

- Enforce my institution's policy on treatment of all patients and employees
- Provide all staff with cultural sensitivity training
- Provide and display educational materials that are either transgender inclusive or transgender specific
- Gender neutral or single-stall bathrooms
- A non-discrimination policy is visible and includes sexual orientation and gender identity



Sample Non-Discrimination Policy

UCSF Medical Center (San Francisco, CA)

*It is the policy of UCSF Medical Center not to engage in discrimination against, or harassment of, any person employed or seeking employment or patient care with UCSF Medical Center on the **basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical, mental or other disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or status as a covered veteran** (special disabled veteran, Vietnam-era veteran, or any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized). Non-discrimination information is available in an alternate form of communication to meet the needs of people with sensory impairments.*

4

Linguistic Sensitivity

- Use language that is non-presumptively and conveys that they are an individual
- Medical and non-medical staff use preferred pronouns
- When talking about a patient's intimate relationships, begin with non-presumptive questions like "Who lives with you?" and "Are you in a relationship?" rather than "Are you married?" and "Do you have a boyfriend?"
- Interviewing techniques should reflect that sexual orientation, sexual behavior, and gender identify cannot be predicted from one another

4

Clinical Practice

- Provide appropriate safe sex advice and immunizations based on a patient's sexual orientation and behaviors
- Know what screenings to provide transgender patients who are transitioning or have transitioned surgically
- Participate in Awareness Days and Community Events



4

Avoid these Stumbling Blocks

- Over identifying on the basis of having friends or family who are transgender
- Mentioning the “transgender lifestyle,” calling gender identity a “preference”
- “I treat all of my patients the same”
- Failing to recognize intimate partner violence
- Assuming that transgender persons want to be teaching opportunities



5

FREE RESOURCES AND CAPACITY BUILDING ASSISTANCE

5

Free Resources and Capacity Building Assistance

CDC Capacity Building Assistance Provider Network

- Purpose: To build the capacity of the nation's HIV prevention workforce in 3 Settings:
 - Health Departments
 - Community-Based Organizations
 - Health Care Organizations
- Focused on Specific Prevention Strategies:
 - HIV testing
 - Prevention with HIV-positive persons
 - Prevention with HIV-negative persons
 - Condom distribution
 - Organizational development & management
 - Policy


5

Free Resources and Capacity Building Assistance

Capacity Building Assistance for HCOs: Component Areas

 HIV Testing

 Prevention with HIV-Positive Persons

 Prevention with High-Risk HIV Negative Persons

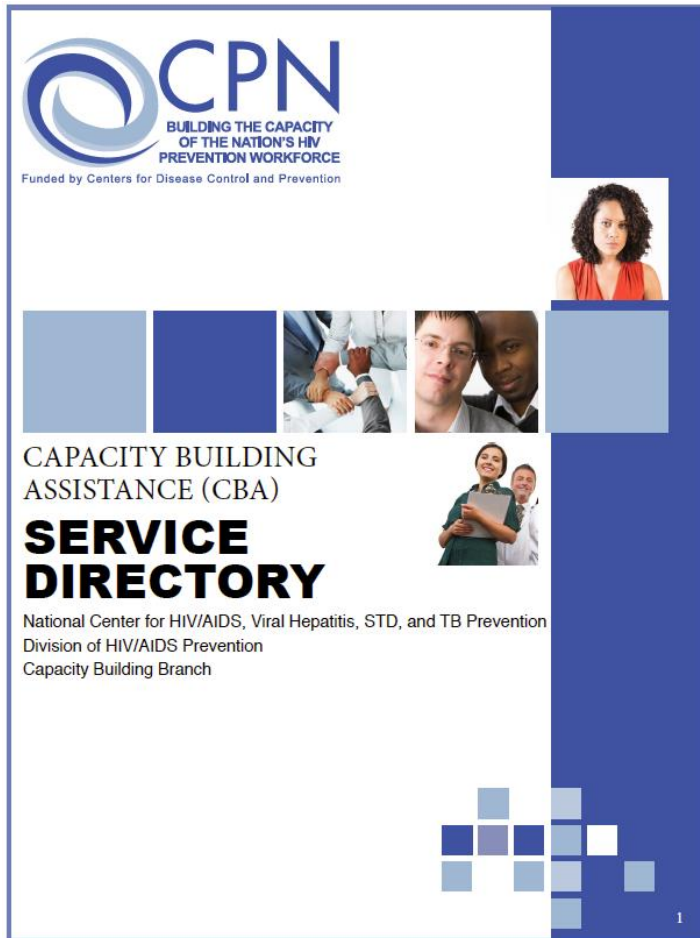
Areas of Expertise for Category C Partners:
Billing/Reimbursement, Chronic Care Management, Cultural Competency/Sensitivity, Gay, Bisexual Men and Other Men Who Have Sex With Men (MSM), Group Facilitation, Health Reform/ACA Implementation/Medicaid Expansion, HIV/AIDS Navigation Services, HIV/AIDS Care Continuum, HIP in Clinical Settings, Medication Adherence, PrEP, nPEP, Process Improvement, Sexual Health Assessment, Sexually Transmitted Diseases (STDs), Workflow Analysis.

Effective Behavioral Interventions:
Anti-Retroviral Treatment and Access to Services, Choosing Life: Empowerment! Action! Results!, Couples HIV Testing and Counseling, HIV Linkage to Care, Patient Navigation, Personalized Cognitive Counseling, Patient Navigation, Partnership for Health-Safer Sex, Partnership for Health-Medication Adherence, Promise for HCOs, Sister to Sister.

5

Free Resources and Capacity Building Assistance

CBA Service Directory



- 21 Member Organizations
- Provide Face-to-face and teleconference assistance
- CBA Service Directory downloadable from http://cbaproviders.org/ResourceMaterials/21/CBA%20Service%20DirectoryFINAL8_15web.pdf

5

Free Resources and Capacity Building Assistance

[HIV: NEW REQUEST PROCESS](#) | [California, San Francisco](#) | [About UCSF](#) | [Search UCSF](#) | [UCSF Medical Center](#)

Increasing access to comprehensive, effective, and affirming healthcare services for trans communities

[Go](#)

OUR TOPICS

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

WHO WE SERVE

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

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 PROGRAMS

EVENTS

[\[\\$\] Donate to us](#)

[\[+\] Share this page](#)

Welcome to Our Online Center

The Center of Excellence for Transgender Health is growing and evolving. This website will help you stay up to date with our activities. We're glad you came!

[Learn more >](#)

1
2
3
4
5

8 Best Practices for HIV Prevention among Trans People

- Ground Your Work in the Community.** Develop partnerships with trans people and organizations to create and give programs, services and research with, by, and for trans people. Community involvement ensures acceptability, appropriateness, and relevance of your interventions, programs and services to the trans people.
- Race & Ethnicity: One Size Does Not Fit All.** Interventions and programs are most effective when they incorporate racial and ethnic issues that contribute to HIV risk and issues of stigma and discrimination that are specific to trans people.
- Utilize Multidisciplinary Approaches to HIV Prevention.** Educate and provide services and care through a broader context of health and wellness. Consider approaches that not only focus on the individual, but also families, social networks, schools, communities, and organizations that that transgender people live, work, and play in.
- Get the Facts! Assess, Evaluate & Enhance.** Conduct thorough needs assessments and evaluations, use the data in program planning an improvement, and disseminate what you learned.
- Looking in All the Right Places.** Recruitment and retention strategies should consider the unique needs and circumstances of priority populations. Make an effort to go beyond what was convenient, and bring education and services to trans people in their neighborhoods and communities.
- Increase Access to Health Care for Trans People.** Have a central or multiple locations with easy access to public transportation, provide services in multiple languages, and have trained providers who understand current HIV and health care issues of trans people. Provide hormone therapy as part of primary care.
- Invest In Developing and Supporting Your Staff.** Prioritizing staff development, on-going training and education, and creating opportunities for advancement are key to building capacity and healthy work environments for staff and their clients and patients.
- Advocate for Structural and Systemic Change on Behalf of Trans People.** Collaborate with community partners to advocate for policy development and social change to identify and address how HIV among trans people is impacted by housing, employment, transphobia, racism, violence, lack of health insurance, provider education, and legalized discrimination.

Please visit our website for the complete report:
"Increasing access to comprehensive, effective, and affirming health care services for trans and gender variant communities."

For more information, contact:
 JoAnne Keatley, MSW, Director
 Center of Excellence for Transgender Health
 50 Beale Street, Suite 1300, San Francisco, CA 94105
 Phone: 415-597-9165
 E-mail: JoAnne.Keatley@ucsf.edu

www.transhealth.ucsf.edu

© Copyright 2009-2010, Regents of the University of California. Photo Credit: iStockphoto.com

<http://www.transhealth.ucsf.edu>

5

Free Resources and Capacity Building Assistance

CRIS: New Request Process

 **Transgender Law Center**
Making Authentic Lives Possible

SIGN UP! DONATE

ABOUT ▾ PROGRAMS ▾ CASES & POLICY ▾ RESOURCES ▾ BLOG GET LEGAL INFO ESPAÑOL ▾ GIVE



Support TLC

Support TLC's work to keep trans folks alive, thriving and fighting for liberation.

Donate

on the blog about us connect

recent

- BLMP responds to Trump: "What Shithole Country, This One?"
- Policy Desk: HHS rule encourages

Search the site...

Email Address sign up!

Transgender Law Center (TLC) is the largest national trans-led organization

510-587-9696
info@transgenderlawcenter.org

<https://transgenderlawcenter.org>

5

Free Resources and Capacity Building Assistance



TRANSGENDER HEALTH

Fenway Health Transgender Program. Leader in High Quality, Informed Health Care Regardless of Gender Identity or Expression. Whatever Your Gender, We've Got You Covered.

 **HORMONE THERAPY RESOURCE**

<http://fenwayhealth.org/care/medical/transgender-health/>

5

Free Resources and Capacity Building Assistance

CDC Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

CDC A-Z INDEX ▾

Lesbian, Gay, Bisexual, and Transgender Health

- LGBT Health
- About LGBT Health
- Gay and Bisexual Men
- Lesbian and Bisexual Women
- Transgender Persons**
- LGBT Youth +
- Resources
- Health Services

Get Email Updates

To receive email updates about this page, enter your email address:

What's this?

- Related Links**
- [HIV/AIDS](#)

[NCHHSTP](#) > [LGBT Health](#)

Transgender Persons



Transgender is an umbrella term for persons whose gender identity or expression (masculine, feminine, other) is different from their sex (male, female) at birth. *Gender identity* refers to one's internal understanding of one's own gender, or the gender with which a person identifies. *Gender expression* is a term used to describe people's outward presentation of their gender.

Gender identity and sexual orientation are different facets of identity. Everyone has a gender identity and a sexual orientation, but a person's gender does not determine a person's sexual orientation. Transgender people may identify as heterosexual, homosexual, bisexual, or none of the above.



[Expand All +](#) [Collapse All -](#)

CDC Fact Sheets and Briefs

- [HIV Among Transgender People](#)
- [HIV and Transgender Communities](#) [PDF - 561 KB]
- [Tips From Former Smokers: For Specific Groups: Lesbian, Gay, Bisexual, and Transgender \(LGBT\)](#)

<https://www.cdc.gov/lgbthealth/transgender.htm>

Poll

Using a single monitor (computer), how many people are watching this webinar with you;

- a) Only me
- b) Me + one colleague
- c) Me + 2 colleagues
- d) Me + 3 colleagues
- e) Me + 4 or more colleagues

PANEL PRESENTATION

LET'S GO LIVE!

Expert Panelists



Jenna Rapues, MPH



Shawn Demmons, MPH

Center of Excellence for Transgender Health- USCF

QUESTIONS



THANK YOU!

For more information about PCDC's HIP in Health Care capacity building assistance services, contact us at:

T: (212) 437-3970

E: hip@pcdc.org

W: www.pcdc.org/hipinhealthcare