

Your Zoom Hosts

Send a private chat to these folks for any technical issues

Ashley Allison

Rachel Greim

Abby Welter

Housekeeping

Changing your Name

Select the ellipses symbol “...” on your video square and select “Rename”

Muting Yourself

Select the ellipses symbol “...” on your video square and select “mute my audio”

Or

Click the microphone icon on the bottom left ribbon of your Zoom screen

No Sound?

First, check to see if your computer speakers are muted or turned all the way down

If your computer speakers are not muted...

- Navigate to the bottom tool bar on your screen, go to the far left, and click the arrow next to the microphone icon. Choose “switch to phone audio”
- Pick up your telephone and dial the phone number and access code.

This
presentation
is being
recorded

In order to have this presentation as a resource for staff, we are recording both sessions to compile a video that can be used by your program.

All polling questions are anonymous, please answer freely as we have no way of linking you to your response.

Comments in the “Everyone” chat box may be seen during the recording.



Sexual Orientation/Gender Identity (SOGI)



Dayna Morrison, MPH



Program Manager Oregon AIDS Education and Training Center dayna@oraetc.org



Land Acknowledgement

The Oregon AETC would like to take a moment to recognize the unceded ancestral lands of the first people. We pay respects to their elders past and present. Please take a moment to consider the many legacies of violence, displacement, migration, and settlement that bring us together here today.

HIV does not discriminate. As part of ending new HIV infections, we, as a provider community, must elevate those groups who have been historically marginalized in our communities and in the response to the HIV epidemic. It is our responsibility to listen, recognize, and bring their experiences to the forefront.



Disclosures

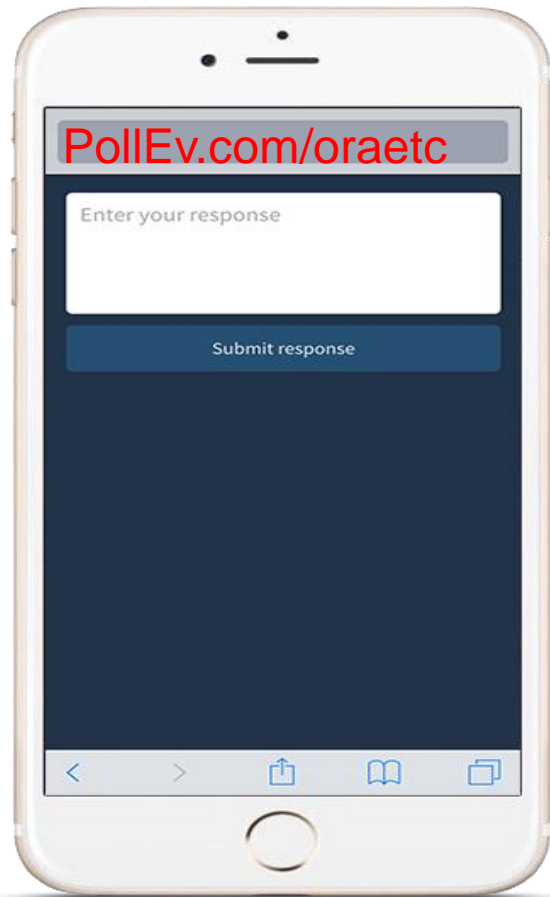
I have no commercial interests to disclose.

Objectives:

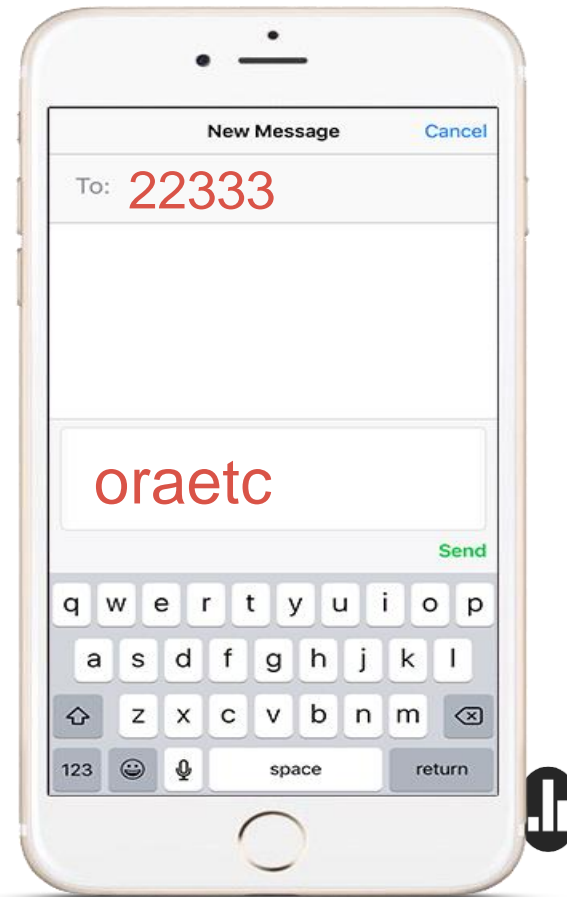
- Differentiate sexual orientation and gender identity (SOGI)
- Identify the importance of SOGI measures and ask SOGI questions to improve health outcomes
- Utilize patient first language and pronouns to respect the diversity of lived experience in Oregon

Poll Everywhere – Get Started

Text **oraetc** to 22333




Web



Text





What are you hoping to leave with today? What are your expectations?



I feel comfortable having affirming conversations with members of the Two Spirit and LGBTQ+ community...

All of the Time

Most of the Time

Some of the Time

Not at All

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app





In one word, please share why it is important to ask patients about gender identity and sexual orientation?





LGBTQ+ Health Disparities

Lesbian, Gay, and Bisexual Health Disparities

Historically data systems have only asked about LGB identities with regards to sexual orientation. From these data...

LGB people are more likely to:

- Smoke
- Binge drink
- Have chronic conditions

LGB people are less likely to:

- Engage in health care

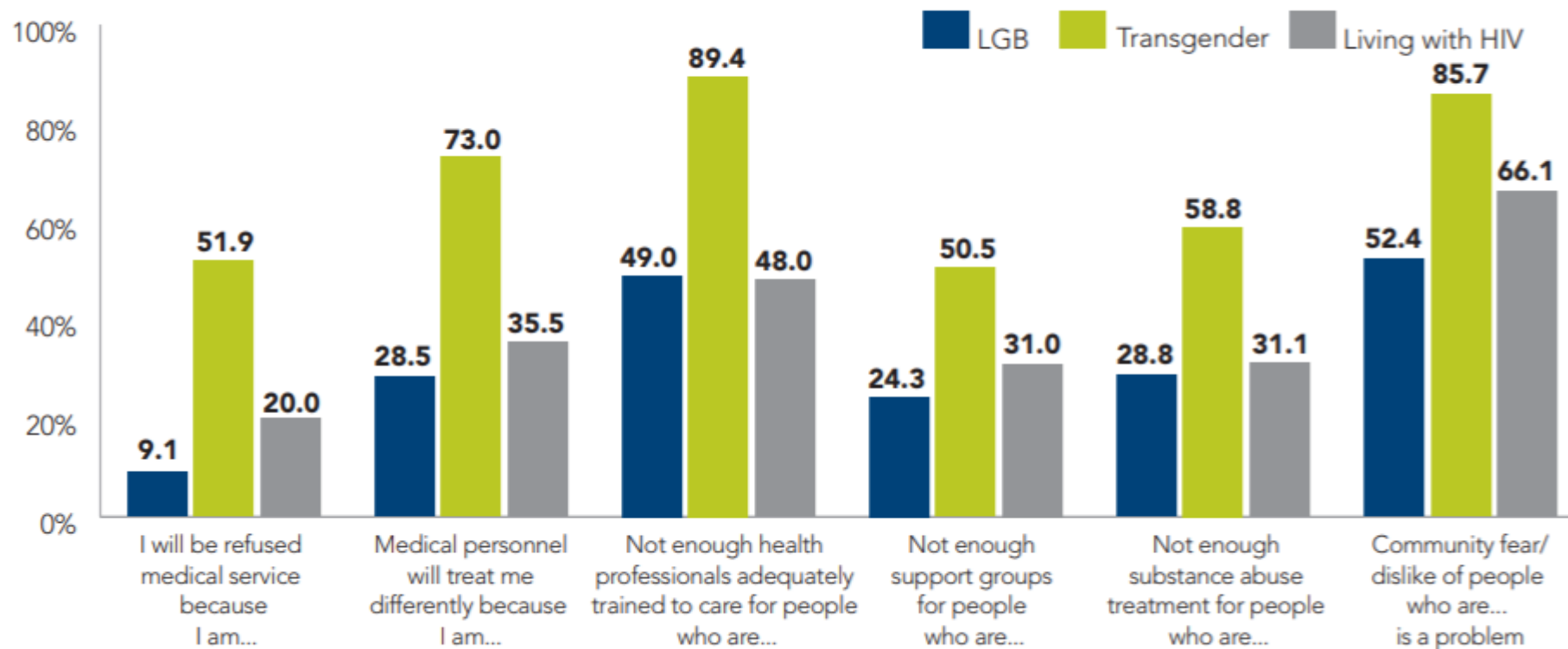
Older LGB adults report higher rates of poor mental health, physical disability, diabetes (Bisexual Men), cardiovascular disease (Lesbian and Bisexual Women), and living alone (Gay and Bisexual Men).

Garland-Forshee RY, Fiala SC, Ngo DL, Moseley K. Sexual Orientation and Sex Differences in Adult Chronic Conditions, Health Risk Factors, and Protective Health Practices, Oregon 2005 – 2008. *Prev Chronic Dis* 2014;11:140126. DOI: <http://dx.doi.org/10.5888/pcd11.140126>

Fredricksen-Goldsen KI, et. al. Health Disparities Among Lesbian, Gay and Bisexual Older Adults: Results from a Population-Based Study. *Am Public Health*, 2013 October; 103(10): 1802-1809. doi:10.2105/AJPH.2012.301110.

LGBTQ+ Discrimination in Healthcare

Table 6: Fears and concerns about accessing health care



WHEN HEALTH CARE ISN'T CARING

When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV (New York: Lambda Legal, 2010). Available at www.lambdalegal.org/health-care-report

LGBTQ+ Discrimination in Healthcare

Experienced Discrimination in Healthcare:

- 70% of transgender or gender non-conforming patients
- 56% of lesbian, gay, or bisexual patients
- 63% of people living with HIV

Types of Discrimination: being refused needed care, health professionals refusing to touch patients/use excessive precautions, health professionals using harsh or abusive language, health professionals being physically rough, and being blamed for their health status

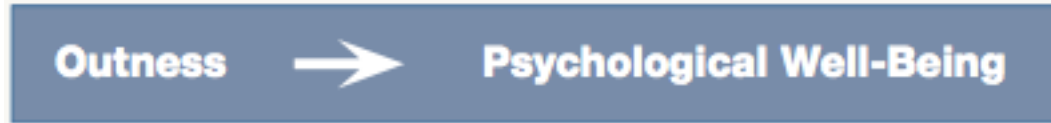
In addition to the overall rates of substandard care, respondents of color and low-income respondents in nearly every category experienced higher rates of discrimination and substandard care.

When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV (New York: Lambda Legal, 2010). Available at www.lambdalegal.org/health-care-report

Intersectional Identity

- A person's gender identity and sexual orientation are only a piece of how a person identifies/or is identified in society.
- Intersectionality is a theory that an individual may face multiple threats of discrimination when they have overlapping identities: race, ethnicity, sexual orientation, gender and health status.
- Intersectionality acknowledges systematic barriers and historical trauma negatively impact health.
- People with intersectional identities are
 - less likely to have a primary care provider
 - more likely to utilize urgent care/emergency settings
 - have a higher risk of acquiring HIV

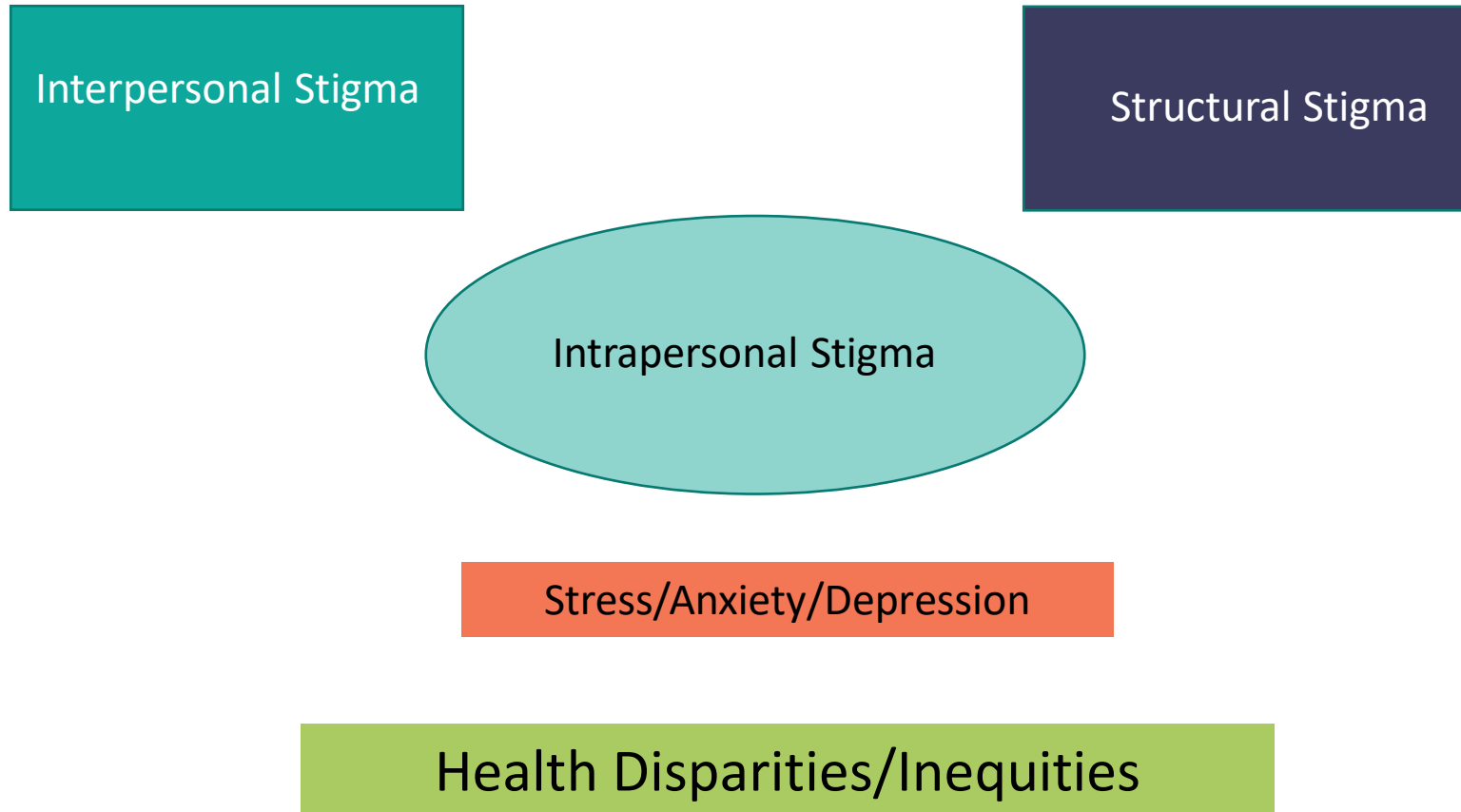
Resiliency



- LGBT students who reported being out to peers or school staff reported
 - Higher levels of school victimization
 - Higher self esteem
 - Lower levels of depression
 - Higher levels of school belonging
- Community promotes a sense of affiliation, decreasing isolation and promoting pride

Kosciw, J. G. et. Al. (2012). The 2011 National School Climate Survey: The experiences of lesbian, gay, bisexual and transgender youth in our nation's schools. New York: GLSEN

HIV/LGBTQ+ Stigma and Health



Slide Courtesy: National LGBT Health Education Center, a Program of the Fenway Institute
Hatzebbuehler, ML, Link, BG Introductions to the special issue on structural stigma and health. Soc Sci Med 2014 Feb; 103:1-6 doi: 10 1016
www.lgbthealtheducation.org



Terms and Definitions

Everyone has a sexual orientation and gender identity

Agree

Disagree

What term below best aligns with the following definition: The gendered way that a person dresses or presents themselves.

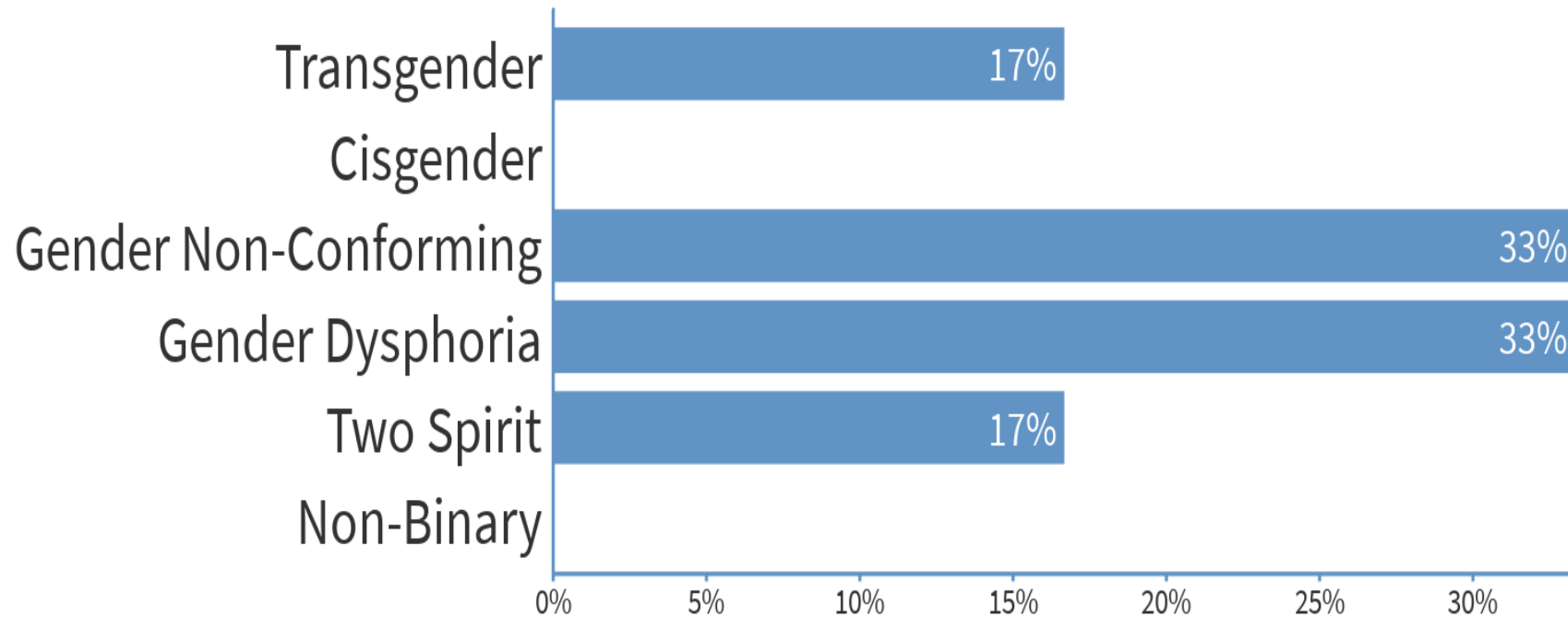
Biological
Sex

Gender
Identity

Gender
Expression

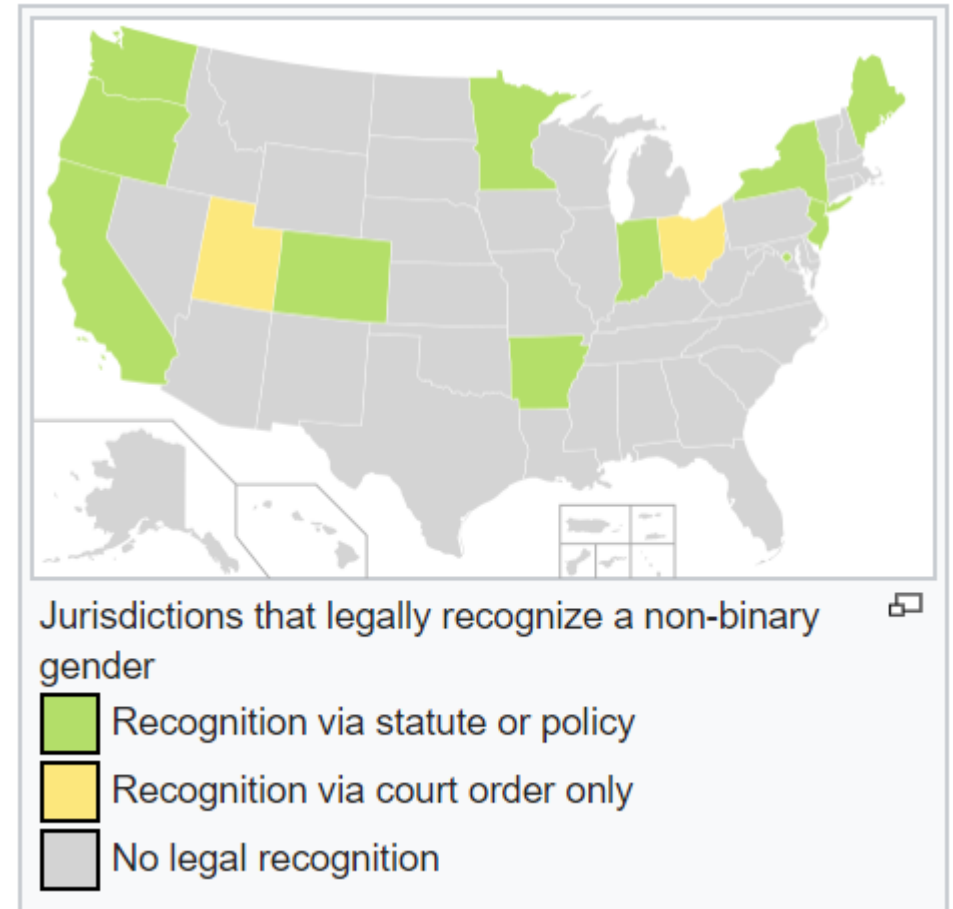
Sex Assigned
At Birth

**What term below best aligns with the following definition:
A term used to describe a person whose biological sex and
gender identity are incongruent, or "don't match."**



Non-Binary is a legal Gender Identity!

- On July 1, 2017 Oregon became the first state to allow a non-binary gender option “X” on state driver’s licenses
- No doctor note is required
- Not all electronic records allow for an “X” marker in the gender ID field.



What term below best aligns with the following definition:

A person who is emotionally, romantically, or sexually attracted to members of the same gender.

Bisexual

Two Spirit

Gay

Lesbian

Pansexual

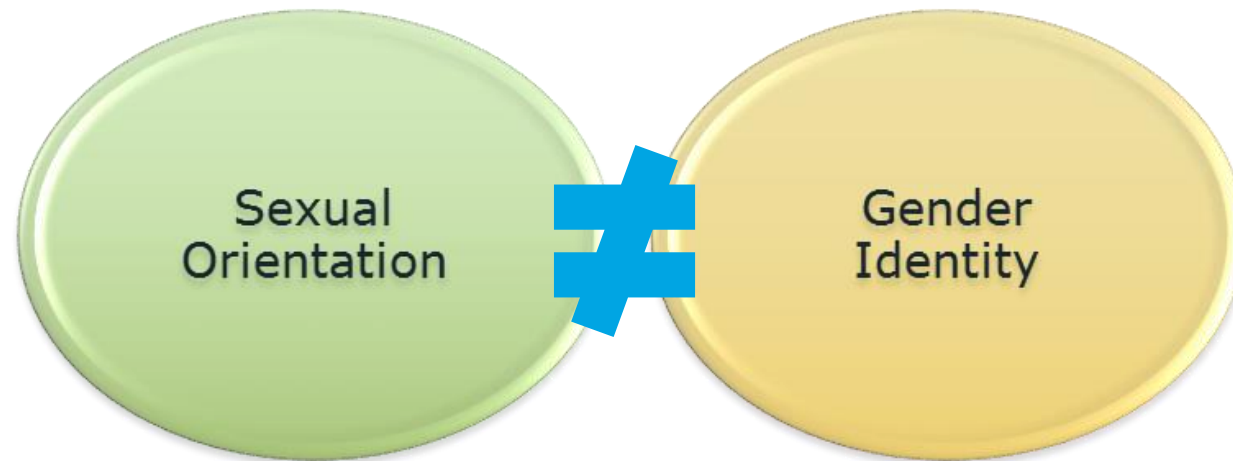
Queer

A - E

All of the Above

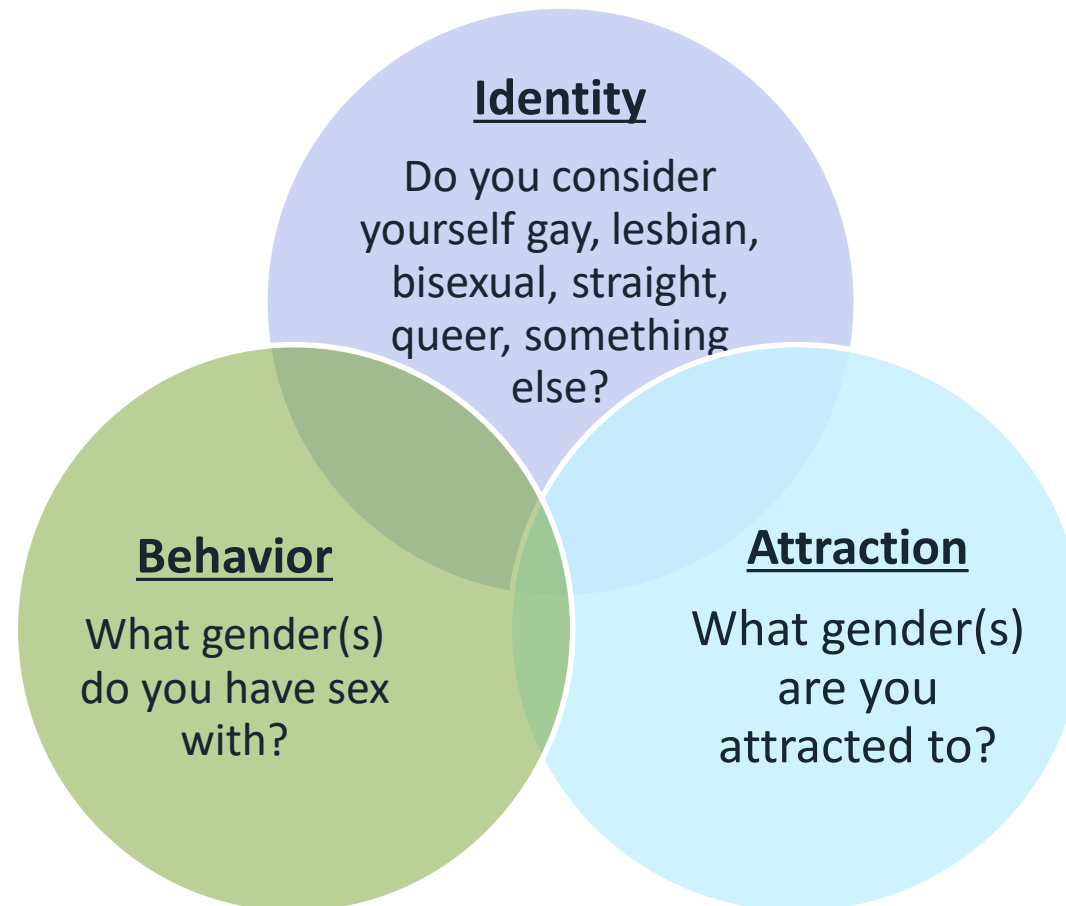
Sexual Orientation and Gender Identity

- All people have a sexual orientation and a gender identity
 - How people identify can change
 - Terminology varies
- Gender identity and sexual orientation are separate concepts



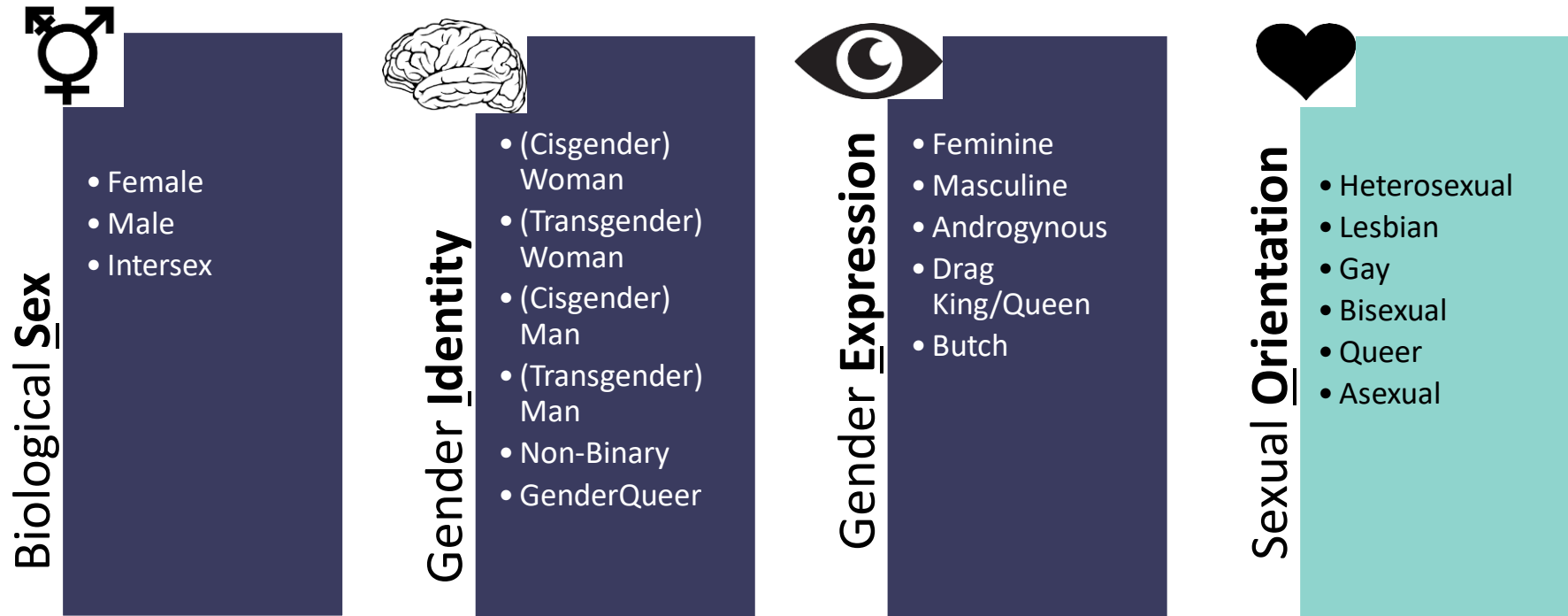
Sexual Orientation

- Sexual orientation is how a person characterizes their physical and emotional attraction to others. It has 3 dimensions:



The SIEO Model

Sex, Identity, Expression, Orientation



This is not an exhaustive list, many additional identity labels exist

Green, E.R. & Maurer, L.M. (2015). The Teaching Transgender Toolkit: A Facilitator's Guide to Increasing Knowledge, Decreasing Prejudice, & Building Skills. Ithaca, NY: Planned Parenthood of the Southern Finger Lakes: Out for Health. ISBN: 978-0-9966783-0-8. www.teachingtransgender.com. Slides adapted from the PAETC: JaDawn Wright, Mazdak Mazarei

Two Spirit

- *Two Spirit is a term in the English Language that attempts to incorporate and honor the hundreds of ancient, respectful, Native Language terms that were used for thousands of years within our communities, our cultures, and our ceremonial life.*
- *Two Spirit indicates an ability to see the world from both male and female perspectives and to bridge the world of male and female.*
- *Since the time of contact with Europeans, our Two Spirit people and our societal beliefs surrounding Two Spirit roles and contributions to our communities have been marginalized and stigmatized, resulting in marginalized individuals and groups of people within our families and tribal communities.*

Robert Kentta, Siletz Tribal Member

Cultural Resources Director, and Tribal Council Member, Gitauk-uahi (Two Spirit)

Tribal Equity Toolkit: Resolutions and Codes to Support Two Spirit & LGBT Justice in Indian Country: A collaboration of the Native American Program of Legal Aid Services of Oregon, the Indigenous Ways of Knowing Program at Lewis & Clark Graduate School of Education and Counseling, the Western States Center, the Pride Foundation, and Basic Rights Oregon

Latinx

The letter "x," instead of an "o" makes Latino, a masculine identifier, gender-neutral. It also moves beyond Latin@ - which has been used in the past to include both masculine and feminine identities – to encompass genders outside of that limiting man-women binary.

More recently Latine has been used as a gender-neutral identifier as Spanish more easily conjugates with an “e.” For example, Latines instead of Latinos for a mixed gender group of people.

National LGBT Health Education Center A Program of the Fenway Institute www.lgbthealtheducation.org

LGBT Glossary

- To download a glossary that defines other LGBT terms, click [here](#) or go to:
- http://www.lgbthealtheducation.org/wp-content/uploads/LGBT-Glossary_March2016.pdf



Glossary of LGBT Terms for Health Care Teams

As a provider in a health center or other health care organization, becoming familiar with terms used by lesbian, gay, bisexual, transgender (LGBT) communities can help you provide these patients with the highest quality care. In this glossary, you will find some of the terms most relevant to the health care of LGBT people. When reading this glossary, here are a few things to keep in mind: 1) Definitions vary across communities; not all of your LGBT patients will agree with all of these definitions; 2) There are many terms not included on this list; we tried to keep the list as concise and relevant to health care providers as possible; 3) Terms and definitions change frequently; we will try to update this list to keep up with changing language. If you have a suggestion, please email us at lgbthealtheducation@fenwayhealth.org.

Agender (adj.) – Describes a person who identifies as having no gender.

Ally (noun) – A person who supports and stands up for the rights of LGBT people.

Aromantic (adj.) – An orientation that describes a person who experiences little or no romantic attraction to others and/or a lack of interest in forming romantic relationships.

Asexual (adj.) – Describes a person who experiences little or no sexual attraction to others. Asexuality is not the same as celibacy.

Assigned sex at birth (noun) – The sex (male or female) assigned to a child at birth, most often based on the child's external anatomy. Also referred to as birth sex, natal sex, biological sex, or sex.

Bigender (adj.) – Describes a person whose gender identity is a combination of two genders.


Binding (verb) – The process of tightly wrapping one's chest in order to minimize the appearance of having breasts. This is achieved through use of constrictive materials such as cloth strips, elastic or non-elastic bandages, or specially designed undergarments.

Biphobia (noun) – The fear of, discrimination against, or hatred of bisexual people or those who are perceived as such.

Bisexual (adj.) – A sexual orientation that describes a person who is emotionally and sexually attracted to people of their own gender and people of other genders.

Bottom surgery (noun) – Colloquial way of describing gender affirming genital surgery.

Page 1 of 7



SOGI

Ending LGBTQ Invisibility in Health Care

- Has a clinician ever asked you about your history of sexual health, your sexual orientation or your gender identity?
- How often do you talk with your patients about their sexual history, sexual orientation, or gender identity?



Collecting Sexual Orientation/Gender Identity (SOGI) Elements

- Healthy People 2020
- **2011:** Institute of Medicine (IOM) release [The Health of Lesbian, Gay, Bisexual, and Transgender People: Building a Foundation for Better Understanding](#). This historic report will guide the National Institutes of Health (NIH) as they design and fund research projects aimed at documenting and addressing LGBT health disparities.
- **2011:** Joint Commission release [Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender \(LGBT\) Community](#)
- **2016:** Health Center Program grantees and look-alikes are be asked in Uniform Data System (UDS) to report on SOGI data elements

UDS Report of Gender

- Table 3B: Demographic Characteristics
- Health centers are to report sexual orientation and gender identity information about the population served

Line	Patients by Sexual Orientation	Number (a)
13.	Lesbian or Gay	
14.	Straight (not lesbian or gay)	
15.	Bisexual	
16.	Something else	
17.	Don't know	
18.	Choose not to disclose	
19.	Total Patients (sum lines 13 to 18)	

Line	Patients by Gender Identity	Number (a)
20.	Male	
21.	Female	
22.	Transgender Male/ Female-to-Male	
23.	Transgender Female/ Male-to-Female	
24.	Other	
25.	Choose not to disclose	
26.	Total Patients (sum lines 20 to 25)	

Slide adapted from JaDawn Wright, Mazdak Mazarei, PAETC

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047 Created 8/9/2020 Gender Sex M

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? 

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

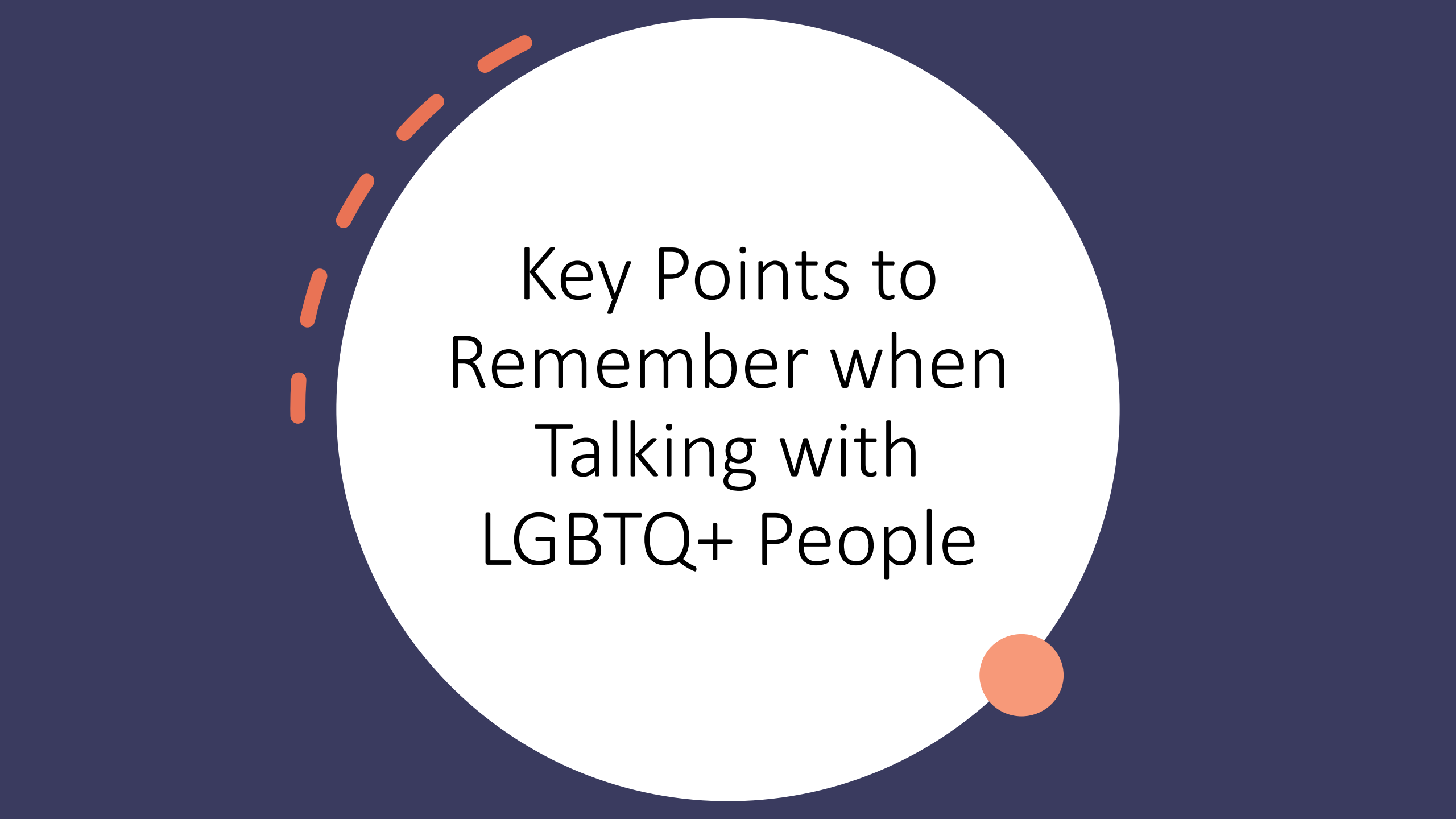
What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

SOGI Data Importance

- If you are not counted, you are discounted
- Data collection allows us to tell the LGBT story
- Creates safe spaces and affirms the LGBT Community
- Identifies disparities
- Secures funding
- Informs public policies and laws
- Evaluation
- Ethical Responsibility and Legal Compliance
- Gender Identity questions can be asked as early as age 3

Slides adapted from JaDawn Wright, Mazdak Mazarei, PAETC



Key Points to
Remember when
Talking with
LGBTQ+ People

Using Names and Pronouns

- Registration forms should have a space for patients to enter their preferred name and pronouns
- This information should also be included in medical records
- A patient's pronouns and preferred name should be used consistently by all staff

Using Names and Pronouns

Subjective	Objective	Possessive
She	Her	Hers
He	Him	His
They	Them	Theirs
Ze	Zim	Zirs
Sie/Zie	Hir	Hirs



Adapted from <http://forge-forward.org/>

Using Names and Pronouns

- If you are unsure about a patient's preferred name or pronouns:
 - *"I would like be respectful—what name and pronouns would you like me to use?"*
- If a patient's name doesn't match insurance or medical records:
 - *"Could your chart/insurance be under a different name?"*
 - *"What is the name on your insurance?"*
- If you accidentally use the wrong term or pronoun:
 - *"I'm sorry. I didn't mean to be disrespectful."*

Using Identity Terms

- It is important to listen to, understand, and mirror the terms that patients use to describe themselves
- Keep in mind that some people do not like to use any terms to describe their sexual orientation or gender identity

Affirming Terminology

Instead of Saying This...	Say THIS:
“real” sex, “real” gender, genital sex	sex assigned at birth
A transgender	transgender person, or, person who is transgender
transgenders	transgender people, or people who are transgender
sex change, The Surgery, transgending, pre-operative, post-operative	medical transition
MTF/FTM	transgender woman, transgender man
hermaphrodite	Intersex person, or, person who is intersex
sexual preference, homosexual	sexual orientation

www.teachingtransgender.com: The Teaching Transgender Toolkit

Avoiding Assumptions

- A key principle of effective communication is to avoid making assumptions:
 - Don't assume you know a person's gender identity or sexual orientation based on how they look or sound
 - Don't assume you know how a person wants to describe themselves or their partners
 - Don't assume all of your patients are heterosexual and cisgender (not transgender)

Things to remember...

- Living as one's authentic self is important to well being
- There are 3 SOGI questions: sex assigned at birth, gender, and sexual orientation
- When something is asked in a routine way, people are more likely to respond
- Don't make assumptions, always ask with respect
- Make sure questions are asked in the same way they are recorded in your database, and that you only ask what you need to know to improve patient care
- Remember that people may not want SOGI information recorded
- The goal is to use data to improve health outcomes for all Oregonians



I feel comfortable having affirming conversations with members of the LGBTQ+ community...

All of the time

Most of the time

Sometimes

Not at all



What further support do you need to ask SOGI questions routinely in the course of your job?

A large white circle is centered on a dark blue background. The word "PRACTICE!" is written in black, uppercase letters in the center of the circle. On the left side of the circle, there is a dashed orange arc. On the bottom right side of the circle, there is a solid orange circle.

PRACTICE!

Breakout Session

Breakout Rooms

You have been randomly assigned to a breakout out room, which will be launched shortly.

Process

Breakout room facilitators have a script to answer SOGI questions as they are asked by participants using the REALD screenshot for reference.

Following each scenario, facilitators will debrief with the group and offer sample language to address common responses.

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047 Created 8/9/2020 Gender Sex M

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? 

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer



Scenario #1

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047 Created 8/9/2020 Gender Sex M

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? 

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Debrief: Why are you asking?

What did the person do well?

Are there any other ideas of how you would respond to this type of reaction?

Suggested Response	Rationale
People of different sexual orientations and gender identities may have different health care needs. By collecting this information, we can make sure to provide you with the best care. We can also identify patterns and work to reduce health risks by making sure that everyone gets high quality health care.	People may not understand why the information is being collected. The suggested response may help them understand how the data will be used to improve quality of care overall.

Adapted from the San Francisco Department of Public Health, Appendix B: SO/GI Responding to Challenging Questions. Updated 1.22.2018



Scenario #2

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047	Created 8/9/2020	Gender	Sex M
----------------------	------------------	--------	-------

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? 

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Debrief: Declined

What did the person do well?

Are there any other ideas of how you would respond to this type of reaction?

Suggested Response	Rationale
It is perfectly alright if you do not want to answer some or all of the questions. However, this information does help our hospital provide better care to our patients. Regardless of whether you answer these questions, we will provide you with quality care.	The person might not want to respond now. Until they are comfortable, stay calm and code them as “declined.”

Adapted from the San Francisco Department of Public Health, Appendix B: SO/GI Responding to Challenging Questions. Updated 1.22.2018



Scenario #3

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047 Created 8/9/2020 Gender Sex M

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? 

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Debrief: Privacy

What did the person do well?

Are there any other ideas of how you would respond to this type of reaction?

Suggested Response	Rationale
By providing us with information on your sexual orientation and gender identity, you are helping us to provide better services and programs in Oregon to respond to the current epidemic. For example, with this information, we can offer effective programs that can improve health.	People may have fears about their information being used to target them in some way. The suggested response may help ease their mind.

Adapted from the San Francisco Department of Public Health, Appendix B: SO/GI Responding to Challenging Questions. Updated 1.22.2018



Scenario #4

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

[Text input field]

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047 Created 8/9/2020 Gender Sex M

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? ?

[Text input field]

How do you describe your sexual orientation or sexual identity?

[Text input field]

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Debrief: Don't Understand the Questions

What did the person do well?

Are there any other ideas of how you would respond to this type of reaction?

Participant Comment	Suggested Response	Rationale
I don't understand. What is the difference between gender identity and sex on my birth certificate?	We ask both because gender identity may be different than what is on your birth certificate. Gender identity is how you understand yourself and what you call yourself – it can be male, female, or something else. One's gender identity can be the same or different from their sex at birth.	Patients may need more information about terminology in order to understand what is being asked.
I don't understand. What do you mean by pronoun?	Pronouns are about how you want people to refer to you. For example, I go by pronouns like she/her. Some people use they/them, he/his, or something else. Do you have any specific pronouns you use?	Patients may need more information about terminology in order to understand what is being asked.



Scenario #5

Race

Language

Disability

SOGI

Sexual Orientation and Gender Identity

Note: SOGI questions are related to a Case.

What first and last name do you want to use?

This person has 3 cases. Be sure to scroll to the correct case.

Case 60000047	Created 8/9/2020	Gender	Sex M
----------------------	------------------	--------	-------

What pronouns do you use? (Check all that apply)

- She/Her
- He/Him
- They/Them
- Ella
- Éi
- Elles
- No pronouns, use my name
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Are you transgender?

- Yes
- No
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

How do you describe your gender? 

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)

- Woman or Girl
- Man or Boy
- Agender or No Gender
- Feminine leaning
- Masculine leaning
- Non-binary
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)

- Same-Gender Loving
- Lesbian
- Gay
- Bisexual
- Straight
- Pansexual
- Asexual
- Queer
- Questioning
- Not listed, Please Specify
- Don't know
- I don't know what this question is asking
- I don't want to answer

Debrief: Why do you need to know my sexual orientation?

What did the person do well?

Are there any other ideas of how you would respond to this type of reaction?

Participant Comment	Suggested Response	Rationale
Why do you need to know my sexual orientation?	By collecting this information, you are helping us to provide better services and programs to our patients. The information can help us identify patterns, and work to reduce risks by making sure that everyone gets high quality health care. Regardless of whether you answer these questions, we will provide you with quality care.	Patients may not understand why the information is being collected. The suggested response may help them understand how the data will be used to improve quality of care overall.
I am offended by these questions. This is none of your business.	I understand, and it is not my intention to offend you at all. We ask all of our patients, but it is perfectly alright if you do not want to answer some or all of the questions. Regardless of whether you answer these questions, we will provide you with quality care. This information does help our hospital/clinic provide better care to our patients. Anything you do share with us is private and confidential.	Patients may find these questions intrusive or too personal. Patients may have fears about their information being used to target them in some way. The suggested response may help ease their mind.

Final Thoughts

Remember

Reflect language used by the contact

Center your response on improving health in Oregon

Next Steps

Try it out, check in with your team, and PRACTICE!

I feel comfortable having affirming conversations with members of the LGBTQ+ community...

All of the time



Most of the time

Sometimes

Not at all

Start the presentation to see live content. Still no live content? Install the app or get help at PollEv.com/app





What further support do you need to ask SOGI questions routinely in the course of your job?



LGBTQ+ Resources

LGBTQ Health Resources for Providers

Centers for Disease Control and Prevention: <http://www.cdc.gov/lgbthealth/>
Information for patients and providers regarding statistics and health guidelines.

Gay and Lesbian Medical Association: <http://www.glma.org/>
Professional organization for healthcare providers, hosts LGBT health conferences annually.

World Professional Association for Transgender Health: <http://www.wpath.org/>
Professional organization publishes guidelines & standards for care of transgender patients, hosts annual conferences.

Fenway Institute: <http://thefenwayinstitute.org/> & **National LGBT Health Education Center:** <http://www.lgbthealtheducation.org>
Research & training for LGBT competent care, provides training modules, downloadable printouts.

UCSF Center of Excellence for Transgender Health: <http://transhealth.ucsf.edu/>
Educational topics and guidelines for providers on affirming care for transgender patients.

LGBTQ Health Providers

Queer Healthcare Accountability Coalition (QuHAC):

<https://quhac.gaycity.org>

Local LGBTQ-friendly provider database.

GLMA Provider Directory: www.glma.org, click on “Find a Provider”
Nationwide LGBTQ-friendly provider directory.

Oregon PrEP Directory: <https://www.oraetc.org/prep-provider-list>

PrEP Locator Directory: <https://preplocator.org>
National database of US PrEP Providers.



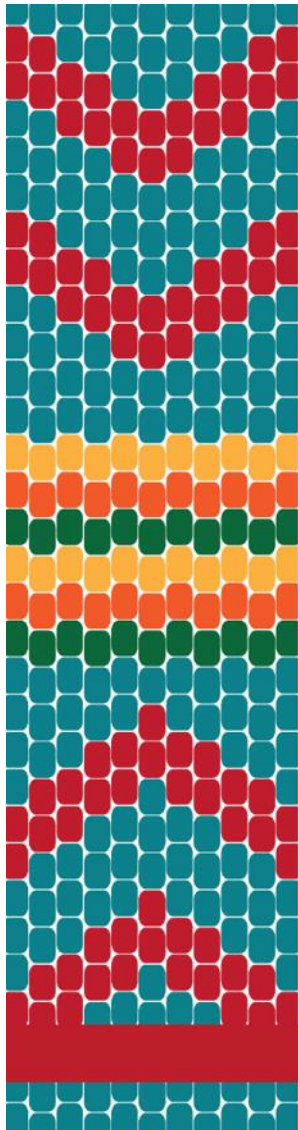
NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

 617.927.6354

 lgbthealtheducation@fenwayhealth.org

 www.lgbthealtheducation.org



Celebrating Our Magic:

Resources for American
Indian/Alaska Native
transgender and Two-
Spirit youth, their relatives
and families, and their
healthcare providers

Specific aims:

- 1) Deliver culturally-grounded resources to **youth** exploring their gender identity and/or choosing to medically transition
- 2) Provide resources and support for **families**
- 3) Increase **health provider** awareness of aspects unique to AI/AN transgender and Two-Spirit youth

<http://www.npaihb.org/2slgbtq/#print>



How can we access the Toolkit?



ONLINE



PRINT



LISTSERVS



SOCIAL
MEDIA

<http://www.npaihb.org/2slgbtq/#print>



Questions?

Dayna Morrison, MPH
Program Manager, Oregon AETC
dayna@oraetc.org