

Creating Gender Affirming Health Systems: Applying Best Practices in Organizational Change in Your Health Care Setting

Gender Odyssey Professional Conference

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Cardea

Training – Organizational Development –
Research and Evaluation

Improve organizations' abilities to deliver accessible, high quality, culturally proficient, and compassionate services to their clients



Gender Affirming Care

‘Gender affirmation’ refers to an interpersonal, interactive process whereby a person receives social recognition and support for their gender identity and expression (Bockting, Knudson, & Goldberg, 2006; Melendez & Pinto, 2007; Nuttbrock, Bockting, et al., 2009)....

- Jae M. Sevelius, Ph.D.

Sevelius JM. Gender Affirmation: A Framework for Conceptualizing Risk Behavior among Transgender Women of Color. Sex Roles. 2013 Jun 1; 68(11-12):675-689.

Gender Affirming Care

...The need for gender affirmation is not unique to transgender individuals, but may take on a more prominent role in their lives due to their gender minority status. For non-transgender individuals whose gender identity and expression aligns with the gender they were assigned at birth, gender affirmation may come easily and without much thought, although societal pressures to conform to rigid notions of masculinity and femininity are pervasive and often untenable for many.

Agenda

- Opening/Groundwork
- Systemic Barriers & Facilitators to Gender Affirming Care
- Tools for Organizational Assessment
 - Seven focus areas for assessing gender affirming care
- Application & Intention-Setting
- Closing & Evaluations



SYSTEMIC BARRIERS & FACILITATORS TO GENDER AFFIRMING CARE

Webinar Series

Target Audience

- Physicians
- Nurse practitioners
- nurse midwives
- physician assistants
- medical assistants,
- administrative staff
- support staff.

Part 1: Clinical Care for Transgender Patients: Maddie Deutsch, MD

Part 2: Culturally Proficient Care for Transgender Patients: Integrating Protocols and Systems into Your Practice: Simon Ellis, CNM and Linda Gromko, MD

Results of Webinar Series

- Increased comfort and confidence in caring for transgender patients
- 76% planned changes in practice

Four Month Follow Up Survey

Since the webinar:

- 79% had increased their consciousness of TGE patients' needs and challenges, incorporating this knowledge into patient care
- 44% had made changes in staff education to increase cultural competency with TGE patients
- 44% had begun to provide patient education specific to the needs of TGE patients.
- 24% had initiated new transgender services
- 16% had made changes in forms such as EHR

How do you know if you are providing gender affirming care?

- Common approach
 - individual provider/staff practices
 - observe visible infrastructure
- Holistic approach
 - Examines underlying factors in addition to easily observed factors
 - Providers/staff exist within organizations—organizations provide the structure in which providers work

Cultural Proficiency



Small Group Brainstorm

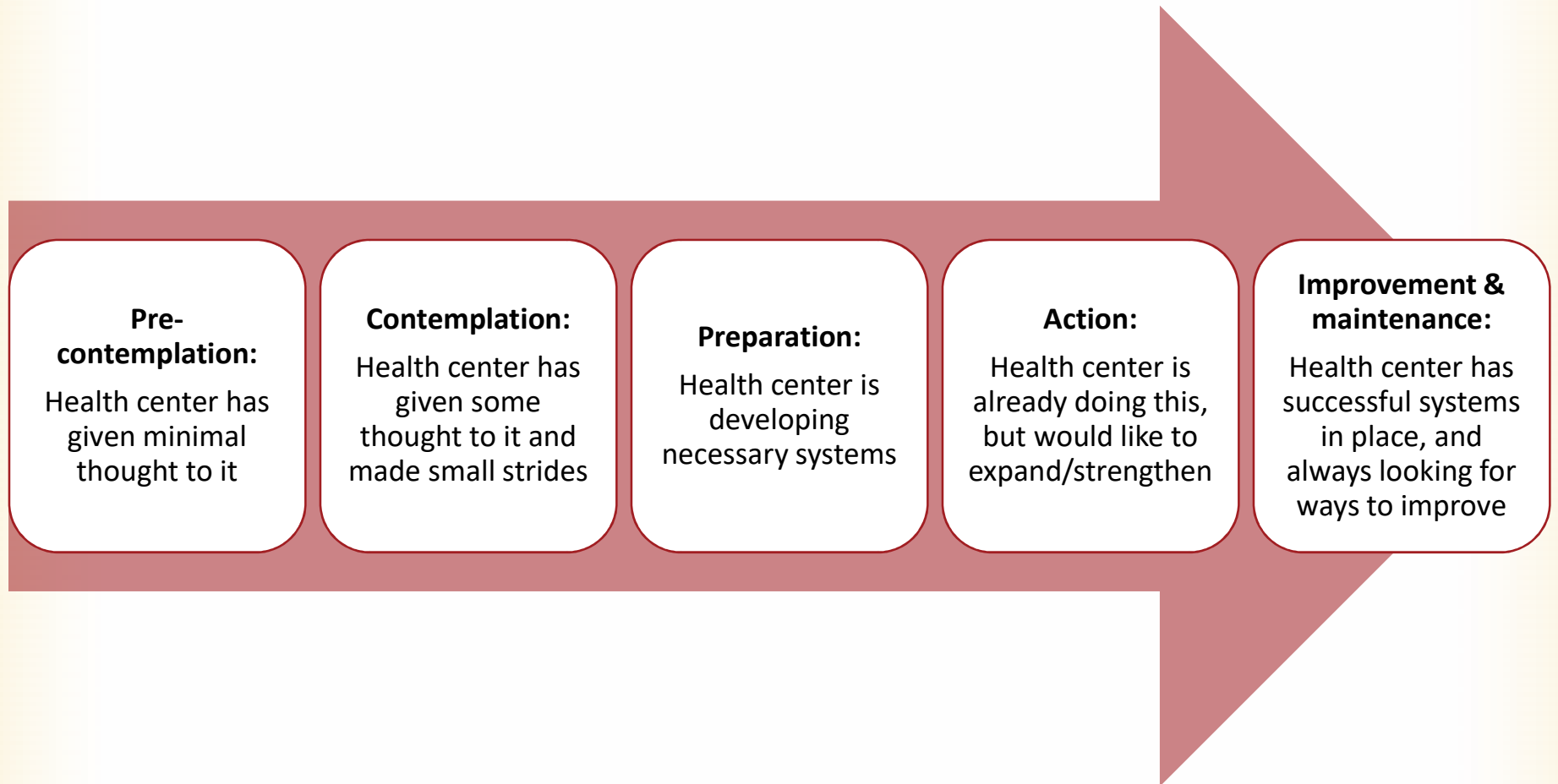
*What are **facilitators** to gender affirming care in a health system?*

- Write each facilitator or barrier on a single sticky note
- Come up with as many as you can
- *Consider underlying factors in addition to easily observed factors*

Source: Indicators of Cultural Competence in Health Care Delivery: An Organizational Cultural Competence Assessment Profile, The Lewin Group for HRSA, DHHS, 4/2002.

TOOLS FOR ORGANIZATIONAL ASSESSMENT

Stages of Readiness Model for Organizational Change



HRSA—Organizational Cultural Competence Assessment Profile



Healthy Communities, Healthy People



Cultural Proficiency



Small Group Sorting

1. Read the handout quietly
2. Work as a group to sort your stickies into the seven focus areas
3. Once your group has sorted all stickies, bring them up and place them on seven focus areas hexagon

Focus Area—Organizational Values



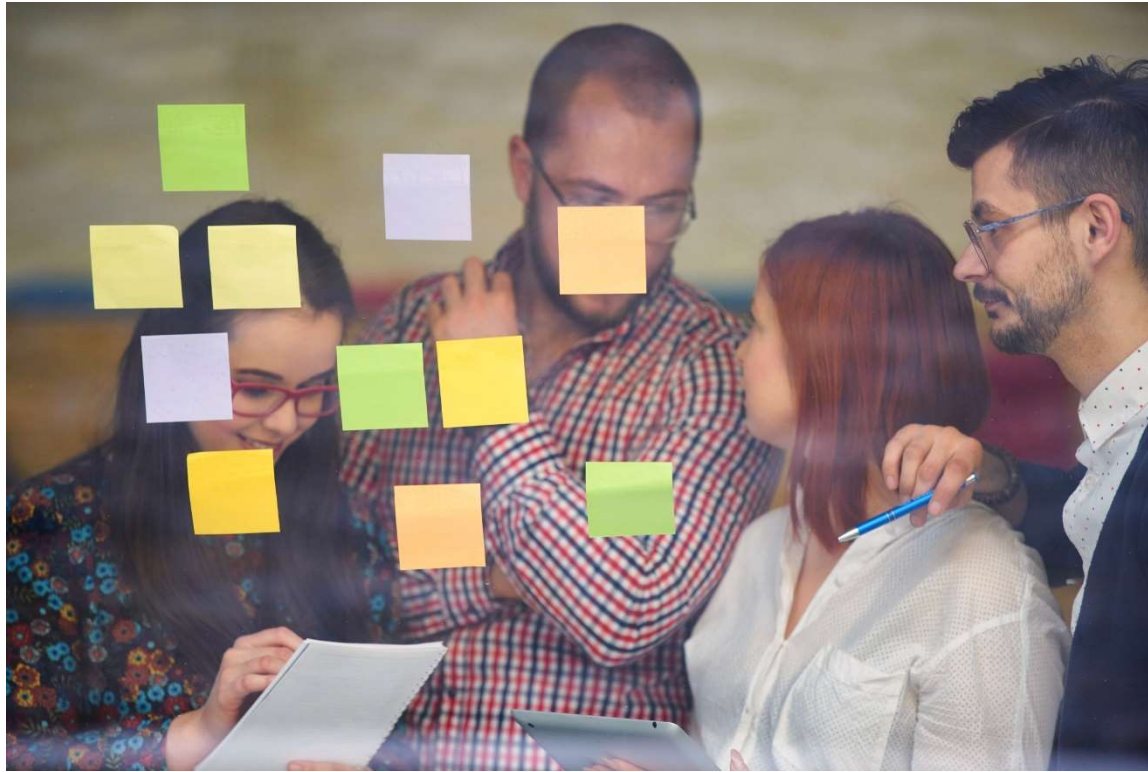
- Leadership, investment, and documentation
- Information/data relevant to cultural competence
- Organizational flexibility

Focus Area—Governance



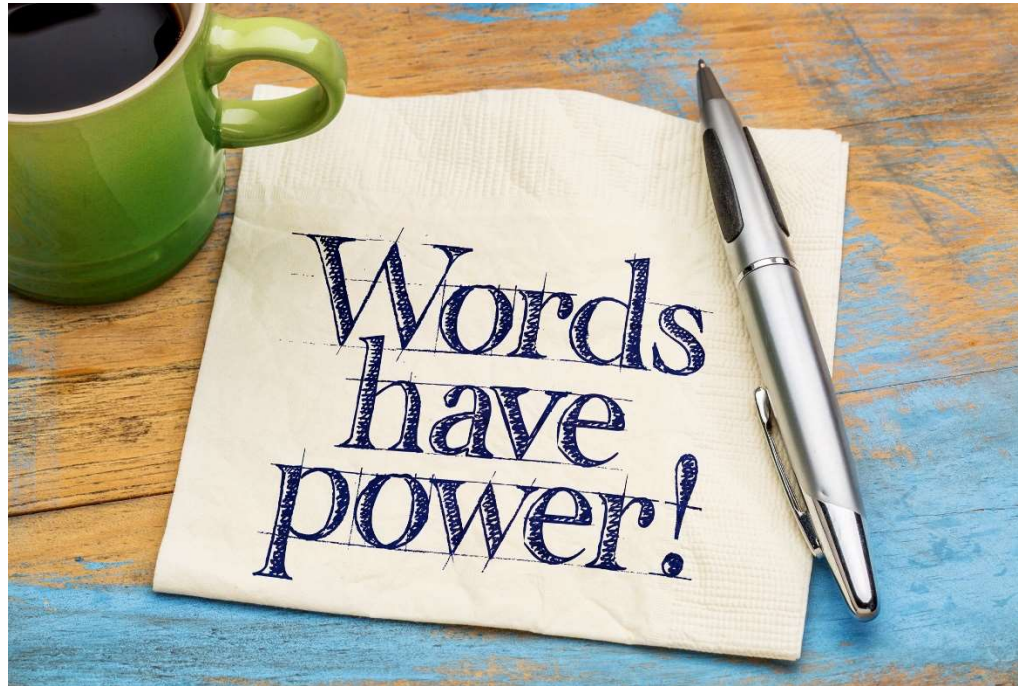
- Community involvement and accountability
- Board development
- Policies

Focus Area—Planning and Monitoring



- Client/community and staff input
- Plans and implementation
- Collection and use of cultural-competence related information/data

Focus Area—Communications



- Understanding different communication needs and styles of clients
- Oral communication
- Written communication
- Communication with community
- Intra-organizational communication

Focus Area—Staff Development



- Training commitment
- Training content
- Staff and provider performance

Focus Area—Infrastructure



- Finances/budget
- Staffing
- Technology
- Physical facility/environment
- Linkages

Focus Area—Services



- Client/family/community input
- Screening/assessment/planning
- Follow-up

Application - Working Group Process

- Members with diverse roles
- Meetings:
 - Groundwork and assessment
 - Review and synthesis
 - Action prioritization and strategic planning
 - Follow-up, long-term planning
 - Plans for moving forward and accountability
- Review of technology, documents, physical space

Intention Setting

- Choose one action you'd like to take
- ID stage of change
- Reassess – and pick 1-2 concrete actions you will take to support the change
- Record intentions on handout

Thank You!!!!

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References

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- The Lewin Group & the Health Resources and Services Administration (2002). *Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile*.
- Prochaska, JO & Diclemente, CC (1986). Toward a Comprehensive Model of Change. *Journal of Addictive Behaviors. Treating Addictive Behaviors.: Processes of Change.*, p. 3-27.
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