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- Trainings are provided by various SMC Pride Center Staff, Adolescent Counseling Services' Outlet program staff and Office of Diversity and Equity staff. The two trainers listed above are two individuals who have provided this training to BHRS staff and providers. Please contact Annette Pakhchian at apakhchian@smcgov.org for a complete list of trainers and information about how to request a training.



Agenda

- A. Introductions
- B. Why SOGI?
- C. Sexual Orientation, Sex, and Gender (terms)
- D. Best Practices
- E. Practical situations/scenarios work
- F. Resources and Continued Learning
- G. Questions and closing

LGBT Voices: Stories about healthcare from LGBT patients



[Click here to follow the link](#)

Why SOGI?

- Ethically Sound
- Recommended by various organizations, including the Institute of Medicine and the Joint Commission on Accreditation of Healthcare Organizations
- Mandated by the San Mateo County Health System
- Client-centered, holistic, integrated, strengths-based approach to improve health and well-being.

Pools data in order to:

- Analyze the health needs of the LGBTQIA+ population
- Evaluate quality of care people receive
- Fosters opportunities for understanding, reducing, and ultimately eliminating LGBTQIA+ health disparities
- Increases visibility of the LGBTQIA+ population (if you're not counted, you don't count!)

Health Disparities Among LGBTQ Population

- Higher rates of HIV and other STI's
- Lower rates for screenings (Pap smears, cancer screening, etc.)
- Higher rates of substance abuse
- Higher rates of smoking
- Higher rates of anxiety and depression

[Source: Understanding the Health Needs of LGBT People. Fenway Institute. March 2016.](#)

Fenway Institute Study

4 health clinics tested out SOGI questions in 2013

Overall, participants: (47% straight, 38% LGB, 15% other)

- Three out of four participants agreed it was important to ask about SO/GI on written registration forms.
- Over 80% stated they would answer questions like this on a form from their health provider.

[Asking Patients Questions About Sexual Orientation and Gender Identity in Clinical Settings: A Study of 4 Clinics. Fenway Institute, 2013.](#)

Sex

Gender Identity

Gender Expression

Sexual Orientation

Gender/sexuality Diverse Cultures

Hundreds of cultures around the world have celebrated more than two identities for gender and sexuality for centuries.

Some examples:

Bakla – Philippines

Fa'afafine – Samoa

Mahu – Hawaii

Kathoey – Thailand

Fakaleiti – Tonga

Muxe/Muxhe – Oaxaca

Winkte – Lakota (US)

Ninauposkitzipxpe – Canada

Alyha and Hwame - Mohave

Skoptsy – Russia

[More information – PBS – A Map of Gender Diverse Cultures.](#)

Diverse Spectrums

- Sex and Gender are different concepts.
- Sex refers to the presence of specific anatomy. Sometimes called gender biology.
- Refer as “sex assigned at birth.”
- Infants are usually assigned male or female at birth.

Sex/Gender Biology

Female ←————→ Male

Intersex or Differences/Disorders of Sex
Development

Systems will slowly move towards a non-binary model, as opposed to binary or M/F only.



Gender Identity

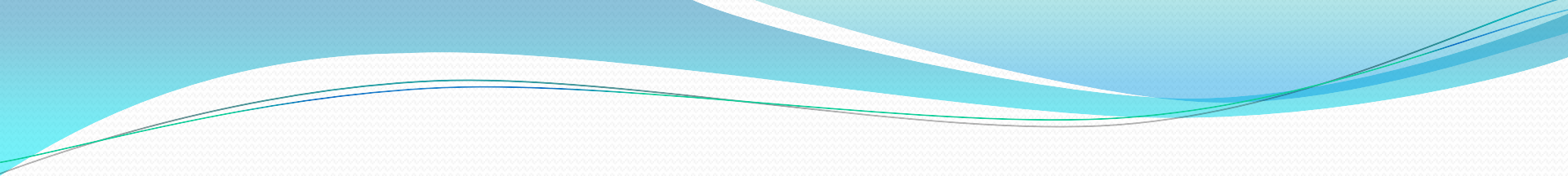
Internal sense, or knowing, of oneself to be a man, woman, both, neither, or something else. Gender is different from sex in that it is a social construct – determined by cultural norms and beliefs.

Woman



Man

Transgender, genderqueer,
non-binary, etc.

- 
- Transgender – umbrella term referring to people whose gender identity is different from their sex assigned at birth.
 - Cisgender – refers to someone who is not transgender. Someone whose gender identity aligns with their sex assigned at birth.
 - Individuals may use different terms to self-identify their gender identity to you.

Someone who is assigned female at birth whose gender identity is male or some variation of masculine characteristics, may use these terms:

Man

transgender man

transman

FTM(female-to-male)

Transmasculine

masculine of center

Transsexual (generational/less common)

Someone who is assigned male at birth whose gender identity is female, or some variation of feminine characteristics, may use these terms:

Woman

transgender woman

transwoman

MTF (male-to-female)

trans-feminine

feminine of center

Transsexual (generational/less common)

Someone who was assigned a binary sex of male or female, but whose gender identity is non-binary may use these terms:

Non-binary

Genderfluid

Agender

gender-expansive

gender-variant

Genderqueer

gender non-conforming

Many more...



What are some examples of gender neutral or non-binary pronouns people use?

Gender Expression

How one presents or expresses their gender. Everyone expresses gender in their own way through dress, mannerisms, speech patterns, hairstyles, etc.

Feminine



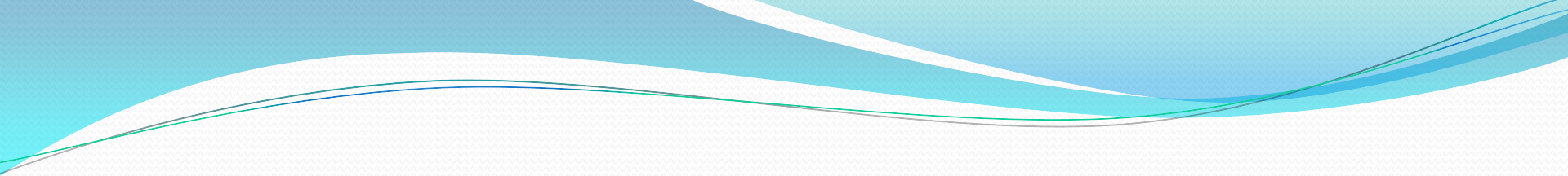
Masculine

Anywhere in between, around, outside, inside, blurred, fun, changing

Important details to note!

- Gender expression and gender identity are not always clear.
- Not all transgender people are able to self-identify or express their gender authentically. Why?
- Not all expressions of gender should be used as an assumption of how they identify.
- None of this automatically means there is a problem with the individual.

(minority stress – prejudice and discrimination directed towards a marginalized group brings about unique stressors.)

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- Tip: For personal interactions, assume everyone has their own individual identity and terms they use to refer to themselves, and ask.
 - For systemic purposes, such as intake/registration forms, it's always appropriate to explain why you need to ask certain questions.

Sexual Orientation

- Feelings of attraction towards another person, or persons, not determined by behavior.

Terms:

Lesbian

Gay

Bisexual

Queer

Questioning

Pansexual

Asexual



10 minute break

Best Practices

- Do use gender neutral language as often as possible.
- Do listen to the language the patient uses and mirror it.
- Don't assume everyone is straight or cisgender (not transgender.)
- Don't assume you know someone's gender identity or sexual orientation by how they look or sound.
- Don't assume you know how someone wants to describe themselves or their partner.

Adapted from the Fenway Institute Learning Module: Providing Quality Care to Lesbian, Gay, Bisexual, and Transgender Patients: An Introduction for Staff Training.

Examples of Gender-Neutral language ...

- Diverse pronoun use (use “they” if you don’t know)
- Instead of “do you have a girlfriend/boyfriend” say “are you dating anyone?”
- Instead of “Is Mr. Jones here? ” say “Is client last name ‘Jones’ here?” Or full name with no “Mr. or Mrs. or Miss”
- “Restroom” instead of men’s or ladies room.
- “Parent/guardian” instead of mom and dad.

Practicing with scenarios

[Click here to access the scenarios used during SMC BHRS SOGI Trainings along with a sample copy of the SOGI questions.](#)

Resources and Continued Learning



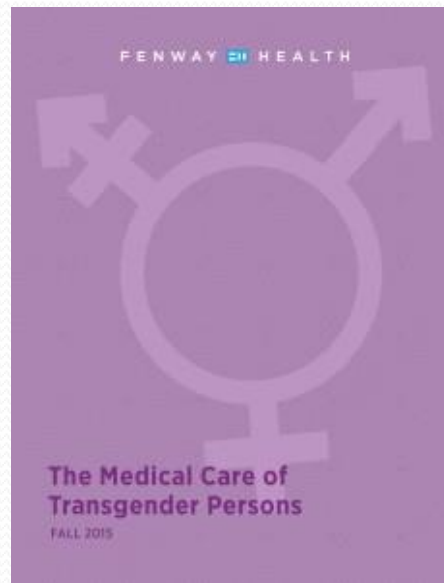
NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE



**Affirmative Care for
Transgender and Gender
Non-Conforming People:
Best Practices for Front-line
Health Care Staff**

 NATIONAL LGBT HEALTH
EDUCATION CENTER
A PROGRAM OF THE FENWAY INSTITUTE



**The Medical Care of
Transgender Persons**

FALL 2015

[Asking Patients about
Sexual Orientation and
Gender Identity in Clinical
Settings.](#)

[Organizational Change
webinars and publications](#)

Resources and Continued Learning



the
Williams
INSTITUTE

For SOGI data publication

Click on the logos to find websites and publications

Resources and Continued Learning

Local Resources:

- [San Mateo County Pride Center](#)
- [Adolescent Counseling Services \(ACS\) Outlet Program for youth, RWC](#)
- [Pride Initiative of San Mateo County](#)
- [San Mateo County LGBTQ Commission](#)
- [Family Acceptance Project, SF](#)
- [Somos Familia, Bay Area \(for parents\)](#)
- [Trans Thrive, API Wellness Center, SF](#)
- [Parents of Trans kids/teens/adults, Bay Area](#)

Continued learning and self – reflection

Authors and activists

- [Andy Marra](#)
- [Janet Mock](#)
- [Jamison Green](#)
- [Miss Major](#)
- [Willy Wilkinson](#)
- [Kat Blaque](#)
- [Emily Quinn](#)

Bloggers and orgs

- [Neutrois.com](#)
- [Queerability](#)
- [InterACT Youth](#)
- [Brown Boi Project](#)
- [Religious Institute](#)
- [El/La Para Trans Latinas](#)
- [APIQWTC](#)

Continued Learning and self-reflection

- Blog: [Everydayfeminism](#) (trans/gnc and LGBTQ)
- [“I am a brown boi”](#) article by B. Cole in Ebony
- [“What Being Transgender After 50 Looks Like”](#) photo project on Fusion.net
- [“Transgender Kids Identify With Their Gender As Completely As Cisgender Kids”](#) article on ThinkProgress.org
- [Mental Health of Transgender Children Who Are Supported in Their Identities](#) - Pediatrics

Thank you!!!



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