

**MAKE IT PERSONAL:  
PROVIDING LGBTQIA+  
CARE**

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## DISCLOSURES

- Dr. Aragon has no actual or potential conflict of interest in relation to this program/presentation.
- I will be discussing off-label uses and/or investigational use of medications in my presentation.
- I am a cis-gender, heterosexual female who uses she/her/hers pronouns.

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## LEARNING OBJECTIVES - PHARMACISTS

1. List commonly used gender and sexual orientation identity terms
2. Describe how social determinants of health are experienced in particular ways by the LGBTQIA+ community
3. Identify ways that pharmacists, pharmacy technicians, and healthcare providers can improve health disparities for the LGBTQIA+ community
4. Discuss strategies for the pharmacy team to utilize in creating a patient-centered, anti-bias and anti-stigma environment to support patients

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## LEARNING OBJECTIVES – PHARMACY TECHNICIANS

1. List commonly used gender and sexual orientation identity terms
2. Demonstrate inclusive communication techniques
3. Identify ways that pharmacists, pharmacy technicians, and healthcare providers can improve health disparities for the LGBTQIA+ community
4. Discuss strategies for the pharmacy team to utilize in creating a patient-centered, anti-bias and anti-stigma environment to support patients

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## ASSESSMENT QUESTIONS

1. Which of the following is/are term(s) used to describe gender identity?
  - A. Transgender
  - B. Gay
  - C. Heteronormative
  - D. Bisexual

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## ASSESSMENT QUESTIONS

2. CL is a new patient to your pharmacy. CL is 22-years old and presents with a prescription for spironolactone and estradiol. It is annotated on the prescription that CL is beginning to transition from male to female. Which of the following would be the most appropriate for interacting with CL?
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## ASSESSMENT QUESTIONS

3. VA walks into your pharmacy and is male presenting but you have "female" listed as VA's gender on your EHR. Knowing that VA is a male that was designated female at birth, which of the following is a healthcare disparity VA is at risk of experiencing?

- Lower rates of depression and anxiety
- Lower rates of mammography and pap smear screening
- Lower rates of unhealthy weight control/perception
- Lower rates of smoking and substance abuse

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## ASSESSMENT QUESTIONS

4. Which of the following is an effective strategy that you can implement to better meet the needs of LGBTQ+ patients?

- Request gender and sex on patient intake forms
- Provide education for only clinical staff on LGBTQ+ awareness
- Ensure there is clear signage for females or males on restrooms
- Prohibit employees from asking questions about LGBTQ+ topics

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## WHY IS THIS TOPIC IMPORTANT?

340 Anti-LGBTQ+ Bills at State Level Already, 150 of Which Target Transgender People – Highest Number on Record



Human rights campaign working to defund 340 Anti-LGBTQ+ bills at state level already, 150 of which target transgender people – highest number on record. Human Rights Campaign. <https://www.hrc.org/news-releases/human-rights-campaign-working-to-defund-340-anti-lgbtq-bills-at-state-level-already-150-of-which-target-transgender-people-highest-number-on-record/>. Accessed March 8, 2023.

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## INTRODUCTIONS

- Name
- Pronouns
- Role/Position/Job and Organization
- One Thing to Learn Today

- Kelsea Gallegos Aragon
- She/her/hers/ella
- Assistant Professor of Pharmacy Practice and Administrative Sciences at the University of New Mexico College of Pharmacy and Pharmacist Clinician at Truman Health Services
- How to help your organization be a safe place for all

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## TERMS DEFINING GENDER

**Sex:** Assigned based on external genitalia

**Gender:** Assigned based on an internal sense of self and how one fits into society

**Gender Nonbinary:** Gender which does not fit as male or female



Trans & Gen. Basics. Out of This Shell. <https://outofthisshell.com/trans-gender-basics/>. Published July 14, 2020. Accessed March 8, 2023.

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## DEFINITIONS: GENDER MINORITIES

- Transgender**- an umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth
  - Being transgender does not imply any specific sexual orientation
  - Transgender people may identify as any sexuality including the sexual minorities
- Cisgender**- people whose gender identity is the same as the sex they were assigned at birth
  - Being cisgender does not imply any specific sexual orientation
  - Cisgender people may identify as any sexuality including the sexual minorities

<https://www.cisgenderfluid.com/>

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## TERMS DEFINING GENDER

Gender Dysphoria (current diagnosis)

- DSM-V diagnosis
- Discomfort, distress OR functional impairment caused by incongruence between **sex** assigned at birth and affirmed **gender**
- Treatable diagnosis
- Life saving interventions

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## GENDER ≠ SEXUAL ORIENTATION



• **Gender identity** refers to one's **deeply felt identification** as a man, woman, or another gender. This may or may not correspond to the sex assigned to them at birth.



• **Gender expression** refers to all of the **external characteristics and behaviors** defined in society as masculine or feminine, such as dress, grooming, mannerisms, speech patterns, and social interactions. This is what the individual chooses to show the world.



• **Sexual orientation** refers to one's **physical or emotional attraction**. This can be toward the same or different gender.

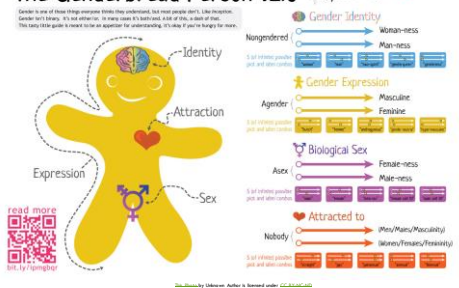
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## DEFINITIONS: SEXUAL MINORITIES

- **Lesbian** – a woman who is emotionally, romantically, or sexually attracted to other women
- **Gay** – a person who is emotionally, romantically, or sexually attracted to members of the same gender. This term often refers to homosexual men but is not limited to this use.
- **Bisexual** – a person emotionally, romantically or sexually attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way or to the same degree.
- **Queer** – often used to express fluid identities and orientations. Often used interchangeably with 'LGBT.' Academic, political, and cultural adoption of this term and its addition to the **LGBTQ** acronym has been recent, and its historical use may hold a negative connotation for some **LGBT** people.

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## The Genderbread Person v2.0



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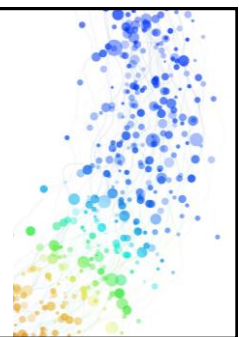
## THOUGHT EXERCISE: THINKING ABOUT YOUR OWN GENDER

- What would you feel like if you woke up tomorrow with a body that's associated with a different gender?
  - Imagine what it would be like if everyone told you that the gender that you've always known yourself to be was wrong.
- What would you do if everyone—your doctors, your friends, your family—believed you're a man and expected you to act like a man when you are a woman?
  - OR believed you're a woman even though you've always known you're a man?

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## PRONOUN BASICS

- Use pronouns the patient uses
  - Female: she/her
  - Male: he/him
  - Gender neutral: they/them (used as singular)
  - Gender neutral: ze/hir or ze/zir



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## MERRIAM WEBSTER WORD OF THE YEAR



Why Merriam Webster chose 'They' for 2019 word of the year. Merriam Webster. <https://www.merriam-webster.com/word-of-the-year/2019-top-looked-up-words-they>. Accessed March 8, 2023.

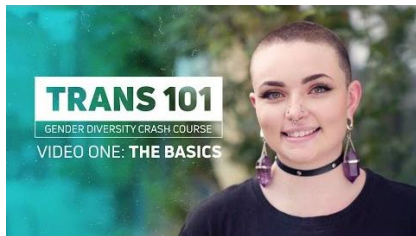
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## PRONOUNS ARE IMPORTANT

- Patients may identify as one gender but not yet ready to use pronouns for that gender
- Periodically ask and check to make sure the patient is still using the pronouns you are using
- Electronic Medical Records (EMR) and systems of care
  - Determine how to record sex assigned at birth and affirmed gender

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## TRANS 101: THE BASICS



Trans 101: Gender Diversity Crash Course, Trans 101. <https://trans101.org/en/what-is-trans>. Accessed March 8, 2023.

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## SOCIAL DETERMINANTS OF HEALTH

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## SOCIAL DETERMINANTS OF

The complex, integrated, and overlapping **social structures** and **economic systems** that are responsible for most **health inequities**.

### Social Determinants of Health



Social Determinants of Health. <https://www.healthypeople.gov/2020>

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## IMPROVING HEALTH DISPARITIES FOR THE LGBTQIA+ COMMUNITY

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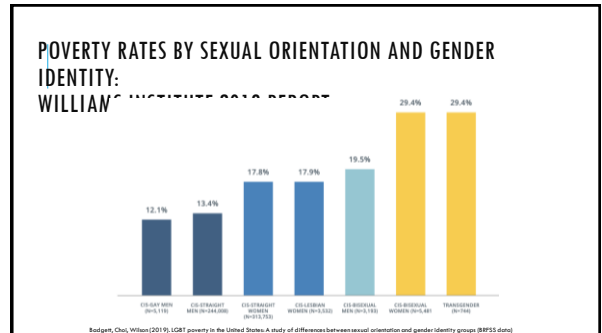
### HEALTH DISPARITIES IN THE LGBT COMMUNITY

- Gay and bisexual men, transgender women at higher risk of HIV and other STIs
- Lesbians and bisexual women may have higher rates of ovarian and breast cancer related to nulliparity
- Lower rates of preventative cancer screenings
- Lesbian women nearly 3x more likely to be obese or overweight than other women
- Exogenous hormone use may lead to higher risk of cardiovascular disease
- These disparities intersect with racial/ethnic disparities

**How can our profession improve these?**

Healthy People 2030 (Interim). Washington, DC: U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion (Interim 17,2022).

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### US TRANSGENDER SURVEY REPORT — THE HEALTHCARE SYSTEM

- 50% had to teach their medical providers about their care
- 1 out of 3 transgender people have a negative experience at their medical visit
- 23% don't engage in medical care due to fear of mistreatment
- 25-55% have problems with insurance covering their care
- 40% **attempted** suicide (4.6% general population)

Jones SE et al. 2015. The Report of the 2015 U.S. Transgender Survey. Washington, DC: National Center for Transgender Equality.

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### SEXUAL AND GENDER MINORITY (SGM) ELDERERS HAVE UNIQUE SDOH

- Lived perspective: Many came of age at a time when homosexuality was criminalized, viewed as a disease and a sin
- Older Americans are more likely to morally disapprove of homosexuality
- Social isolation
- Behavioral health

Photo courtesy of the Center for Retirement Studies (CRS)

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### INCLUSIVE COMMUNICATION

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### BE AN ALLY!

- Transgender/non-binary (TGNB) cultural competency
  - Become a lifelong learner
  - Train all staff
- Create a gender-affirming setting
  - De-gender language
  - Display written non-discrimination policy
  - Gender neutral bathrooms

How to be an ally at work. Blue at Work Team Workbook. <https://www.workbooks.com/blue-at-work/traits/how-to-be-an-ally-at-work>. Accessed March 8, 2023.

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## BUT, WHAT IS AN ALLY?

- There is no one way to be a 'perfect' ally. Be respectful, do your best, and keep trying.
- You don't have to understand someone's identity to respect it.
- There is no "one right way" to be transgender or gender nonconforming.
- Continue to educate yourself.



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## INTERACTING WITH LGBT PEOPLE

- Use the language the person uses for themselves.
- If you don't know what pronouns to use, ask.
  - "Hi, I'm Kelsea and I use she/her/hers as my pronouns. How about you?" If you accidentally use the wrong pronouns, apologize and **move on**. Making a big deal out of a pronoun mistake may be awkward and often draws unwanted attention to the gender diverse person.
- Be careful and considerate about what other questions you ask.
  - "Do I need to know this information to treat them respectfully?"
  - "Would I be comfortable if this question was turned around and asked of me?"
- Someone's identity is their private information to share, or not.

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## A CASE

You have just begun your afternoon shift. A few minutes after your shift begins, a waiting prescription is ready and needs to be paged out. Reading from the leaflet you call out, "Anthony Gonzales?" Along with everyone else in the waiting area, you are surprised to see a woman get up from her chair and approach you. "I'm Florence Gonzales, and I believe that is my prescription," she says, obviously upset. You are confused and look at the patient's paperwork for an answer. It takes a few seconds to notice the notes section in the patient's EHR. The notes clearly say "Florence," but the leaflet shows "Anthony." Before you can apologize, Florence lets you know how she feels. "You're just the latest in a series of people who have failed to show me the respect I deserve. I'm a woman and I'm transgender. I'm tired of having this happen every time I go to the doctor or pharmacy." Fumbling for words, you tell her how sorry you are for the mistake, and Florence quickly responds, "I accept your apology, I'll pick up my prescription now."

**How did this happen and what could you have done to prevent such an uncomfortable encounter?**

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## START AT THE BEGINNING

Collect the name patient would like to be called AND legal name for insurance purposes

Collect sex AND gender as separate markers on Intake Forms

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