



**Transgender Care:
Providing the Best Standard of
Patient Comprehensive Care
Processes**

Faculty Disclosure

Speaker have no relevant financial relationships to disclose. None of the planners for this activity have relevant financial information to disclose.





**J.D. Buchert,
MSN(s), M.Ed.,
MS, RN, CNOR**

**Workforce Safety
Director**

**Quality & Safety
Parkland Health**

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CONNECT



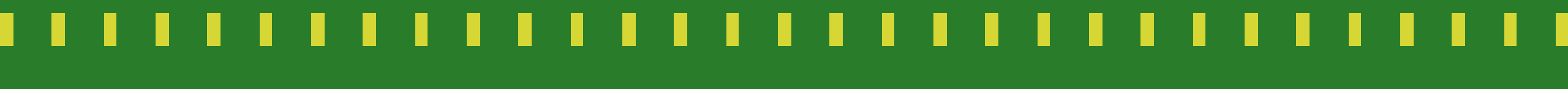


Outcomes

More inclusive and equitable systemwide culture of the organization

- **Mission & Vision**
- **Strategic priorities**
- **Core values**
- **Application of best practices pulled from industry standards**

More Transgender population are seeking surgery

- **Developing cultural competence**
 - **Develop a pathway to care**
 - **Acquire knowledge and skills**
 - **Safely manage transgender patients**
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Objectives



- **Identify the significance of transgender-inclusive care.**
- **Describe how clinical and business efforts can align with gender affirming practices.**
- **Discuss allyship opportunities at Parkland Health.**

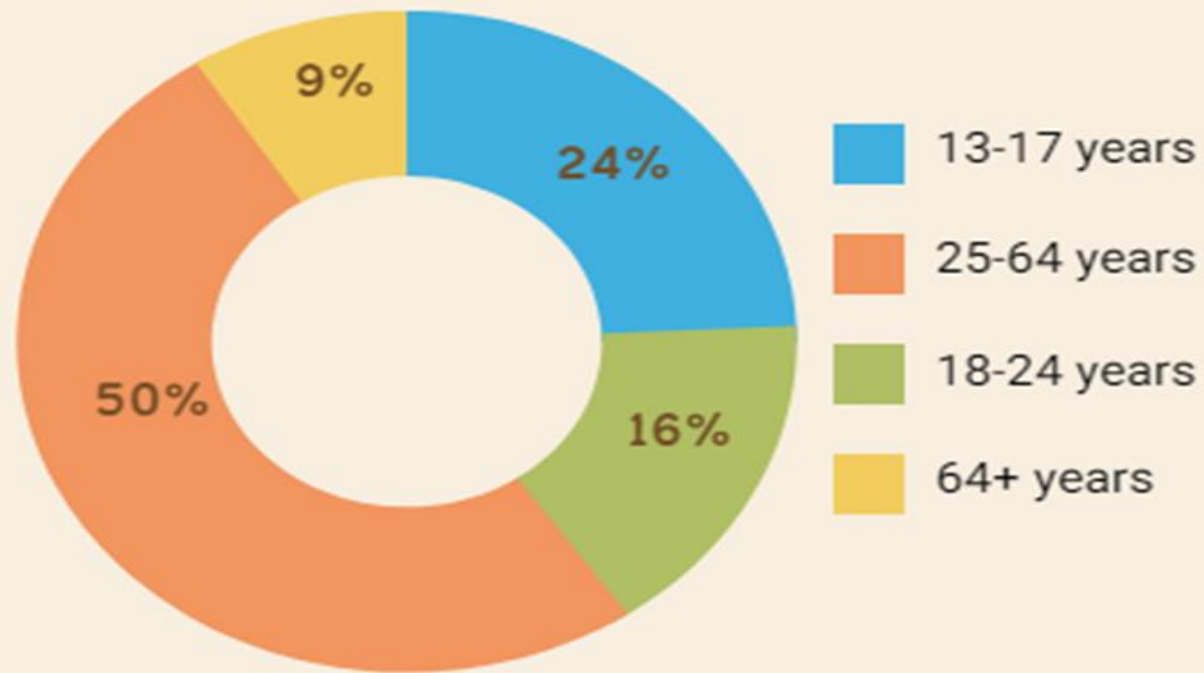


Overview

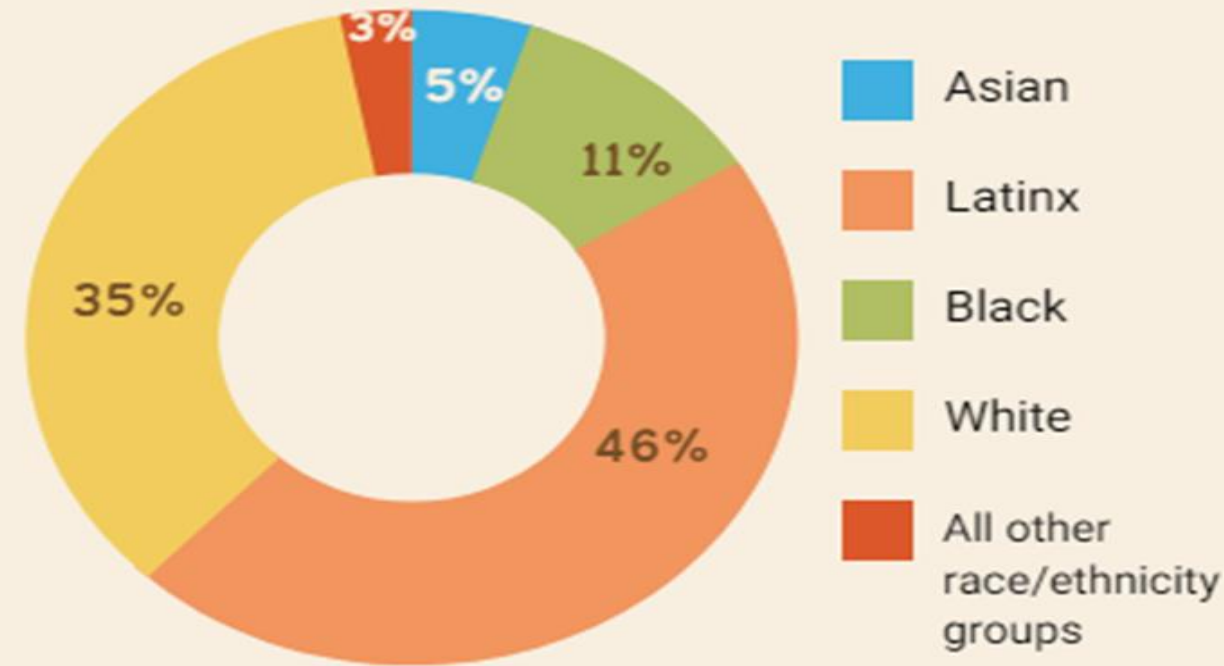
- **25 million self-identified transgender people worldwide**
 - 1.4 million residing in the United States
- **APA changes from: Gender Identity Disorder**
 - To: Gender Dysphoria (DSM-5, 2013)
- **Gender is defined as**
 - How they see themselves
 - How others perceive them
 - Behavior expectations
 - Interactions with others

Diversity of age, race, and ethnicity

**TRANSGENDER TEXANS AGE 13+
BY AGE, 2021**




**TRANSGENDER TEXANS AGE 18+
BY RACE/ETHNICITY**



Source: Population estimates from 2022 Williams Institute Report. Report Citation: Herman, J.L., Flores, A.R., O'Neill, K.K. (2022). How Many Adults and Youth Identify as Transgender in the United States? The Williams Institute, UCLA School of Law.*

Definitions

Gender	Defined as:
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 straight, gay, lesbian, bisexual, etc.
Gender Identity	One's innermost concept of self as male, female, a blend of both or neither – how individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.
Cisgender	Term used to describe a person whose gender identity aligns with the sex assigned to them at birth.

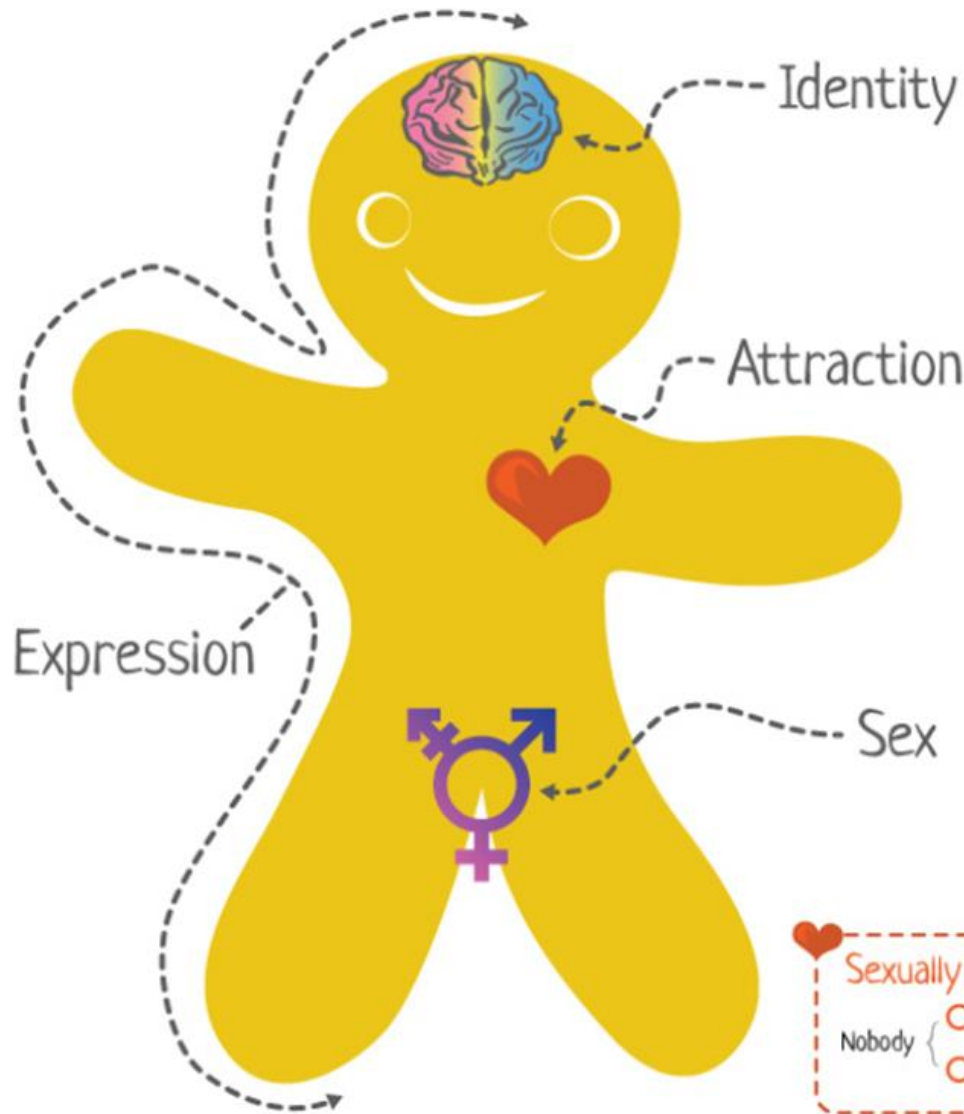


Gender	Defined as:
Gender Dysphoria	Clinically significant distress caused when a person’s assigned birth gender is not the same as the one with which they identify.
Gender Expression	External appearance of one’s gender identity, usually expressed through behavior, clothing, body characteristics or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.
Gender Transition	The process by which some people strive to more closely align their internal knowledge of gender with its outward appearance. Some people socially transition, whereby they might begin dressing, using names and pronouns and/or be socially recognized as another gender. Others undergo physical transitions through medical interventions.
Sexual Orientation	An inherent or immutable enduring emotional, romantic or sexual attraction to other people. Note: an individual’s sexual orientation

The Genderbread Person v3.3

by its pronounced **METROsexual**.com

Gender is one of those things everyone thinks they understand, but most people don't. Like *Inception*. Gender isn't binary. It's not either/or. In many cases it's both/and. A bit of this, a dash of that. This tasty little guide is meant to be an appetizer for gender understanding. It's okay if you're hungry for more. In fact, that's the idea.



Plot a point on both continua in each category to represent your identity; combine all ingredients to form your Genderbread

4 (of infinite) possible plot and label combos

Gender Identity

Indicates a lack of what's on the right.

Woman-ness

Man-ness

How you, in your head, define your gender, based on how much you align (or don't align) with what you understand to be the options for gender.

Labels: "woman", "man", "two-spirit", "genderqueer"

Gender Expression

Feminine

Masculine

The ways you present gender, through your actions, dress, and demeanor; and how those presentations are interpreted based on gender norms.

Labels: "butch", "femme", "androgynous", "gender neutral"

Biological Sex

Female-ness

Male-ness

The physical sex characteristics you're born with and develop, including genitalia, body shape, voice pitch, body hair, hormones, chromosomes, etc.

Labels: "male", "female", "intersex", "MtF Female"

Sexually Attracted to

Nobody

(Women/Females/Femininity)

(Men/Males/Masculinity)

Romantically Attracted to

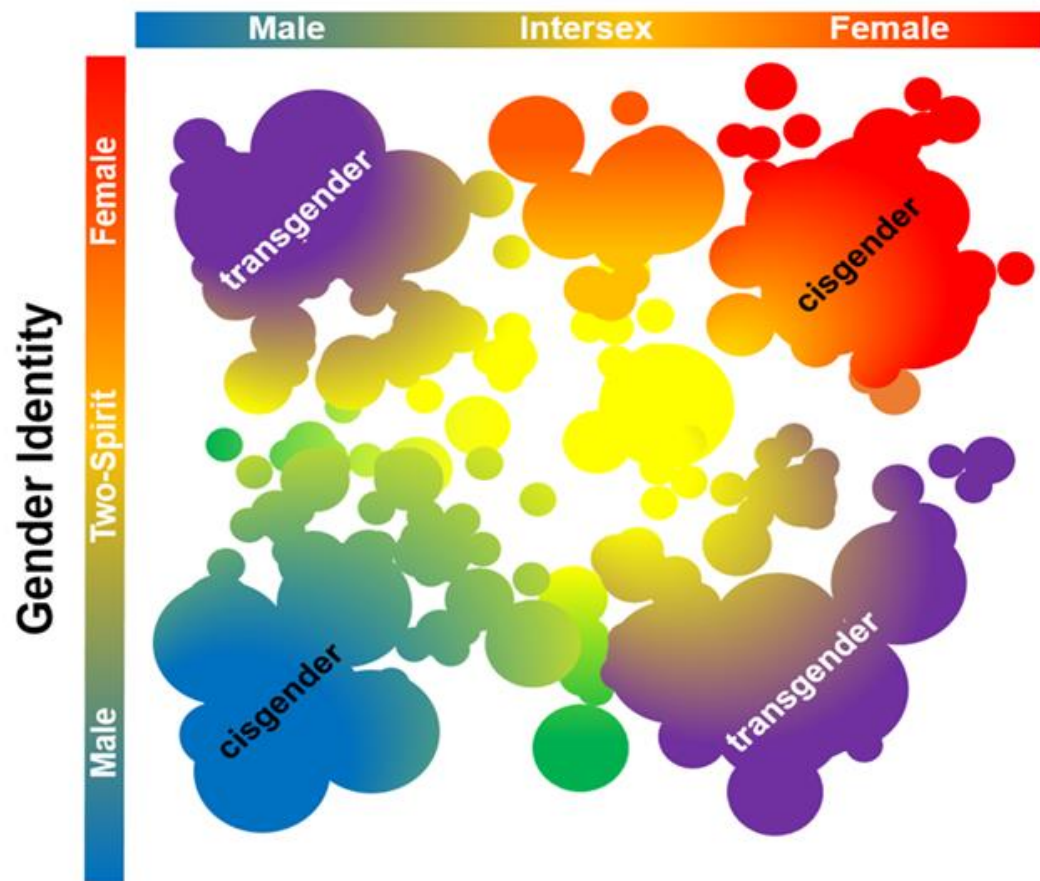
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(Men/Males/Masculinity)

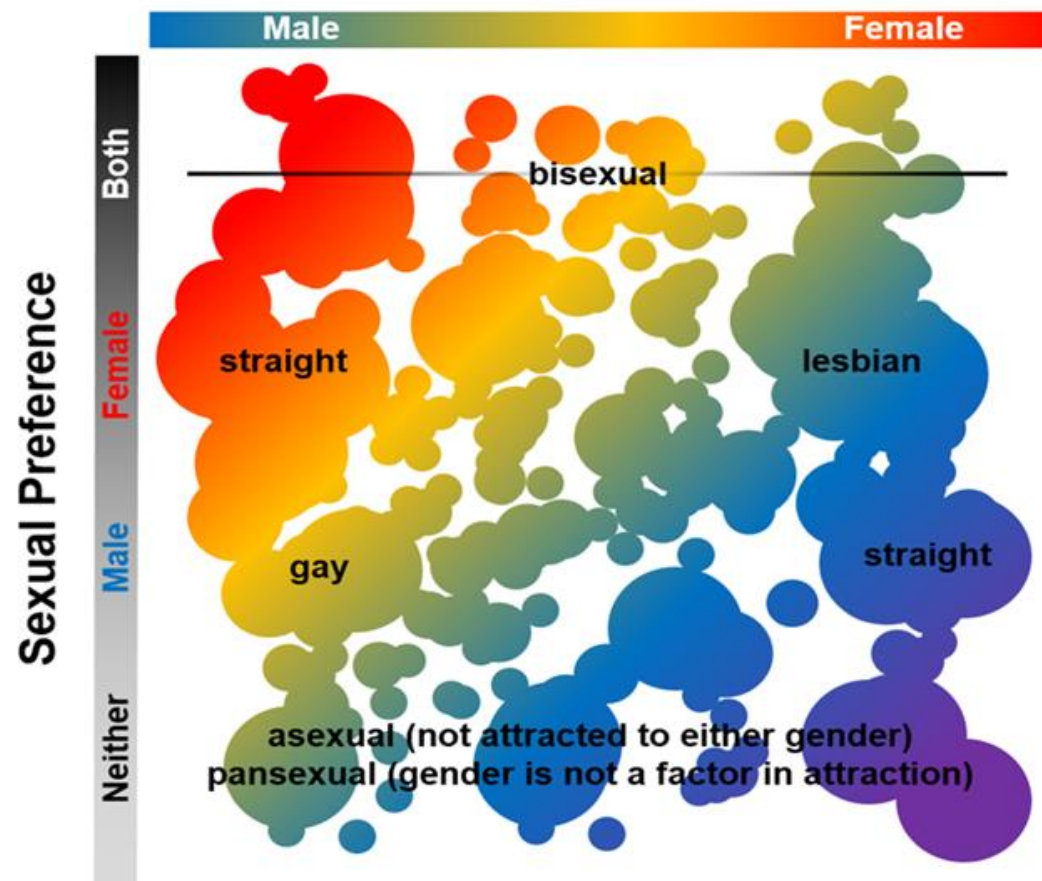
GENDER IDENTITY

Biological Gender



SEXUAL ORIENTATION






Gender Identity



Ground Rules

JOURNEY TO HIGH RELIABILITY
Parkland | Care. Compassion. Community.

SAFETY FIRST Universal Skills for Everyone

- **Pay Close Attention**
 - Self-check using STAR (**S**top / **T**hink / **A**ct / **R**eview)
 - Cross-check yourself and others
- **Communicate Clearly**
 - Conduct 3-way repeat back and read backs
 - Use phonetic and numeric clarifications
 - Handoff with SBAR
 - Ask clarifying questions
- **Speak Up for Safety**
 - Escalate concerns using CUS
(Voice a **C**oncern / State I am **U**ncomfortable / This is a **S**afety Concern)
- **Think Critically**
 - Question and confirm using Validate and Verify
 - Use checklists, flowsheets, or other job aids
 - Consult references when unsure (refer to policies and protocols)
- **Build the Culture**
 - Model the way (Check and Coach)
 - Embrace and reinforce ICARE values

ICARE Values

I ntegrity I will be honest, trustworthy, authentic, humble and transparent.	C ompassion and C ollaboration I will provide service in a spirit of empathy, concern, and love. I will work together with others to deliver excellent care for our community.	A ccountability I will hold myself and others responsible for performance excellence, stewardship, and will welcome feedback.	R espect I will value the unique and diverse experiences of others and treat everyone with kindness and humility.	E quity I will value the diversity of patients and colleagues and strive to promote everyone's health, dignity, and voice.
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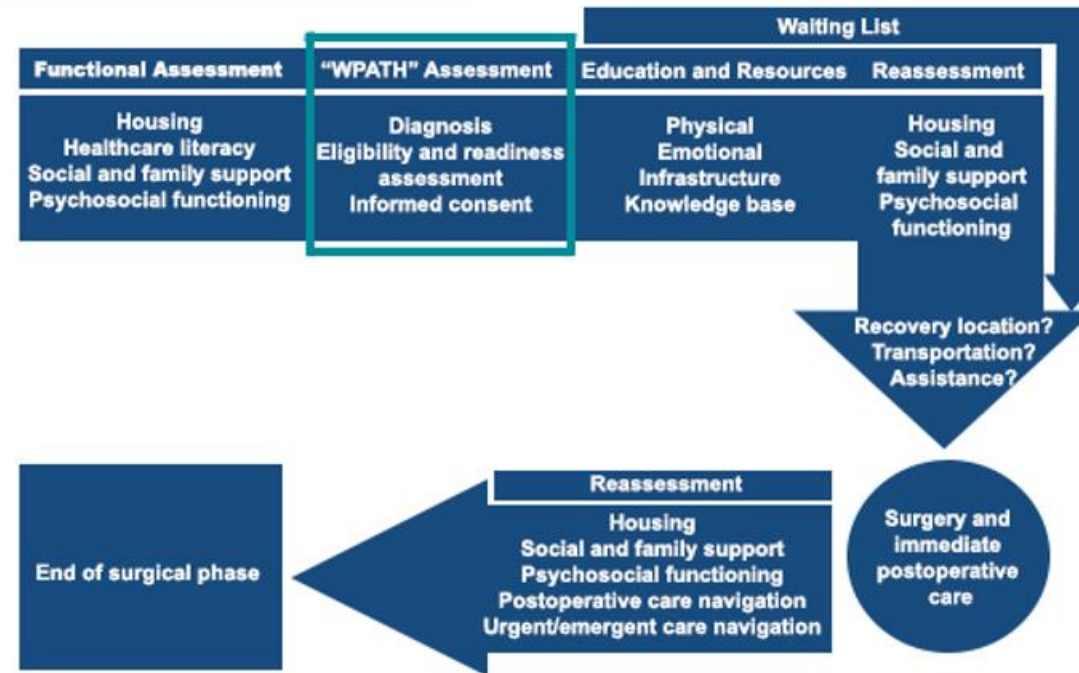
Foot in the Door - ED

- **Over 70% of transgender patients use the emergency room**
- **HALF report negative experiences**
- **Ask about Name and Pronouns**
 - Consistently use chosen names and pronouns
- **Use Gender Affirming Language**
- **Insist on Clarity in Charting**
- **Provide Appropriate Confidentiality**
- **Don't Over-ask about Surgeries or Anatomy**
- **Don't Over-examine**
- **Setting Expectations and Standards**
- **Embrace continuing Medical Education**
- **Take Complaints Seriously**
- **Display Outward Signs of Acceptance**

Foot in Door- Clinic

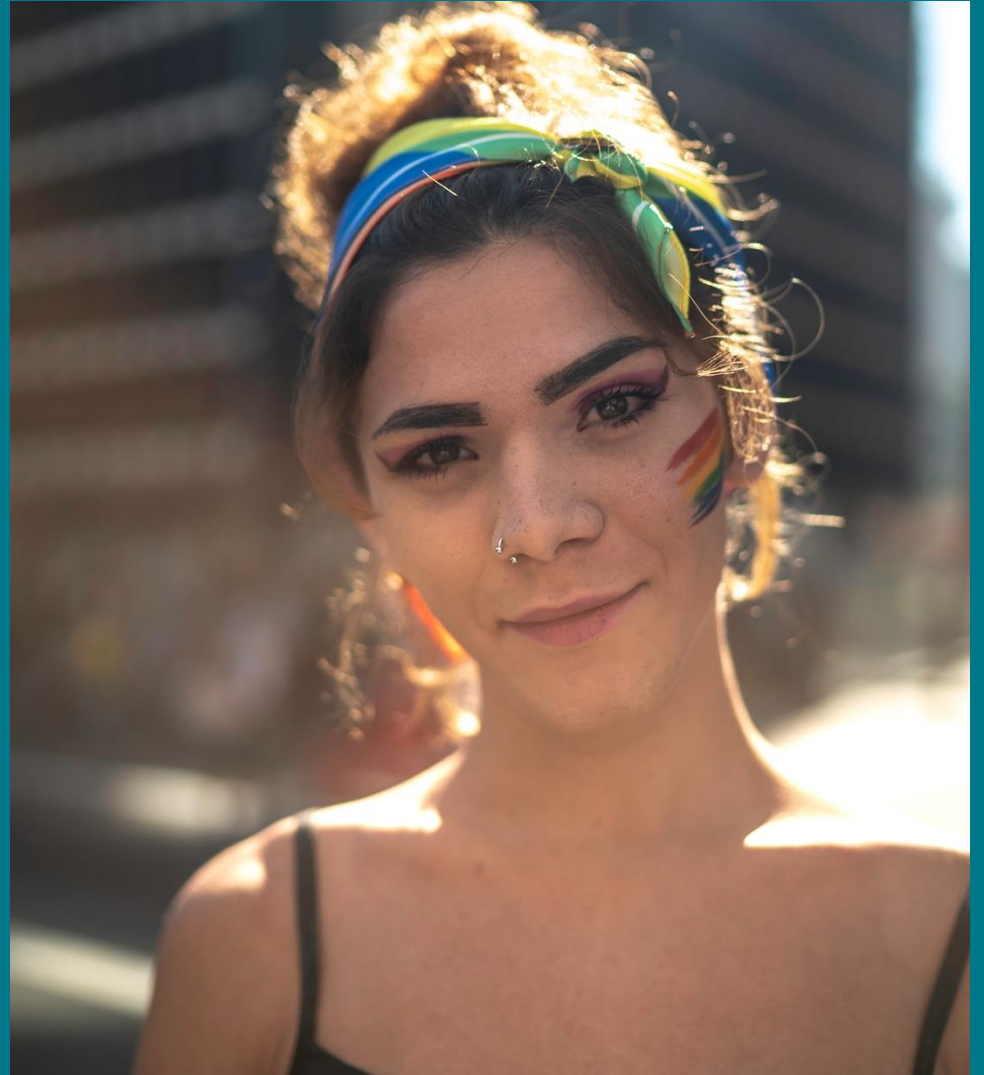
Foot in the Door – Clinical

Framework for perioperative assessment, preparation, and care navigation



Holistic Care Principles

- Chosen name and gender identity
- Create a safe environment
- Use gender affirming approach
- Room assignment





Proper Communication

Respectful Questions

Don't fish—**KNOW** the information you need and ask directly.

Be **UPFRONT** about the reason for your questions.

Be **GENTLE**—tone and body language matter.

If you sense a misstep, **ACKNOWLEDGE, APOLOGIZE, and MOVE ON.**

Intraoperative

**Situation-Background-Assessment-
Recommendation (SBAR)
Communication**

Privacy

**Requires unique, population specific
considerations.**

- Anatomical
- Physiological
- Psychological
- Pharmacological





Anatomical Considerations

Patients who have undergone gender-confirming surgery.

- Urinary catheter size
- Airway management
- Use of binders and clear communication

Inpatient

Detailed SBAR

Pain Management

Holistic approach

- Interdisciplinary team



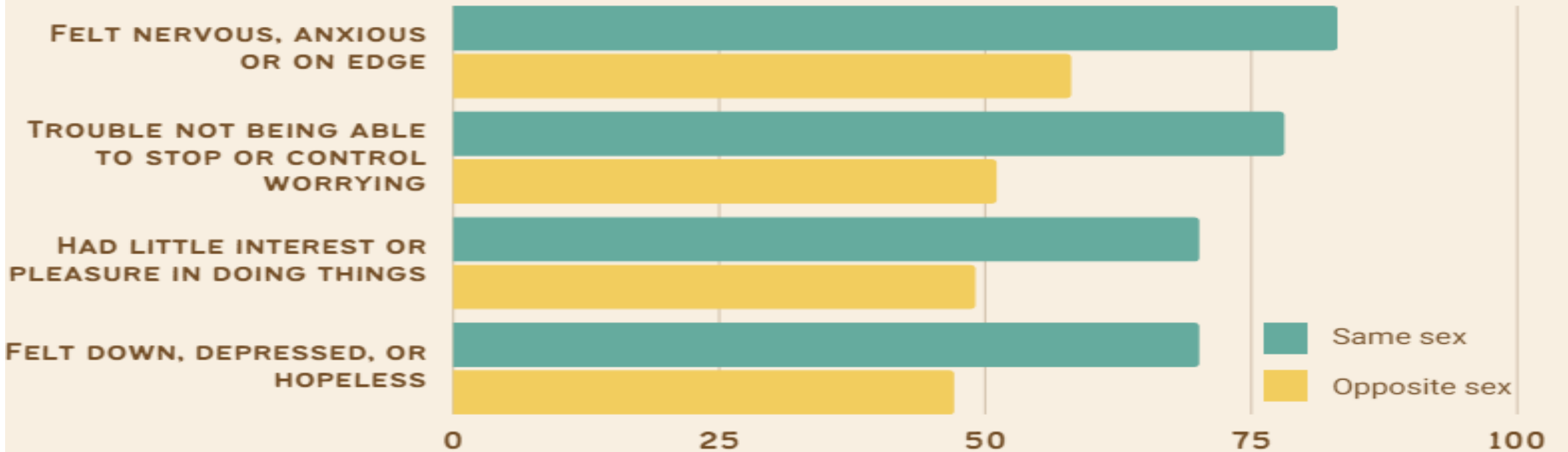
Post-Discharge Phase

- **Multimodal approach**
- **Community & Social Work support**
- **Subspecialty services**
- **Possible establishment of PCP**



Mental Health Indicators for Texas

SELECT MENTAL HEALTH INDICATORS FOR TEXAS HOUSEHOLDS BY LGBT STATUS OF HOUSEHOLDER

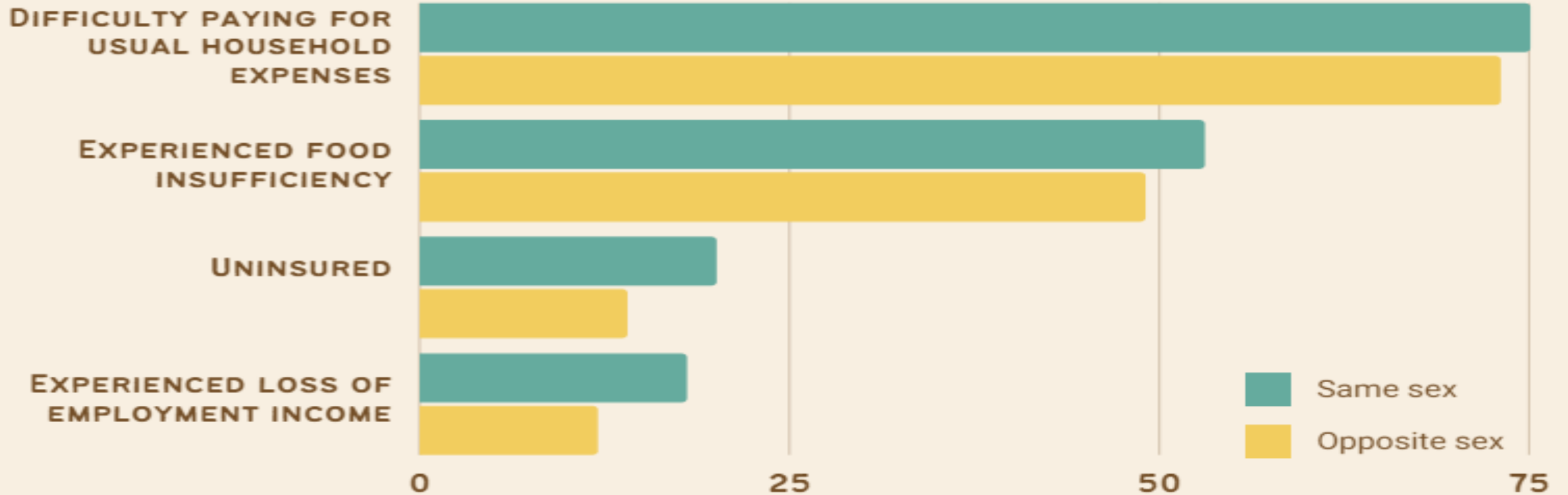


Every Texan analysis of 2023 U.S. Census Bureau Household Pulse Survey public use files for survey weeks 55-57, data collected March 1-May 8, 2023.

Economic Well-Being for Texas LGBTQ+ Household

SELECT ECONOMIC WELL-BEING INDICATORS FOR TEXAS HOUSEHOLDS BY LGBT STATUS OF HOUSEHOLDER

Data for Texas households surveyed between March 1, 2023- May 8, 2023.





Practice Implications

Integrate transgender-inclusive best practices into organizational practices.

- Designation via Healthcare Equity Index
- Allyship: 21-day challenge
- Employee Resource Group

Implement gender affirming education into staff development programs.

- Improve awareness
 - Contributes to advancement of inclusive and equitable practice
 - Establish organizational standards for sexual orientation and gender identity.
 - Data collection
 - Service excellence
- 

Quotes

Trans man, late 20's

"Parkland is amazing in so many ways, it has saved people's lives. I know because it saved mine, but other people have told me it saved theirs. Going to Parkland and being treated like you're a human and not some freak is one of the best feelings in the world."

Trans woman, late 50's

The staff at Parkland made me feel so safe and cared for during my many surgeries. I was allowed to be myself without being guarded. This means so much! This hospital cares about EVERYONE in the community they serve.

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Transgender Care: A Door-to-Door Experience with Keen Focus on the Perioperative Setting

JD Buchert, M.Ed., MS, MSN, RN, CNOR; Greg Jeter, RN, CNOR, CNAMB, CAPA; Faizan Kabani, PhD, MBA, MHA, CDP; Ashley Taylor, MPH; Jenifer Wimberly, MD, MA, HEC-C



ABSTRACT

This poster aims to provide an experiential, door-to-door, roadmap of practice guidelines relevant to providing culturally sensitive care for the transgender population, with a particular focus in the perioperative setting. Approximately, 71 percent of transgender patients use the emergency department as the primary source of health care with over half reporting negative experiences when receiving care. Studies on patient experience recognize health equity and respect as pivotal core values towards health care systems building a positive and trusting relationship with the diverse communities they serve. Healthcare organizations should strive to integrate best practices into their business and clinical models, including the use of appropriate terminologies, such as preferred names and pronouns, and the collection of racial, ethnic, language, sexual orientation, and gender identity data to track patient experiences across diversity dimensions.

OBJECTIVES

1. Identify the significance of transgender-inclusive care.
2. Describe how clinical and business efforts can align with gender affirming practices.
3. Discuss allyship opportunities at Parkland Health.

Figure 1: Key Terminology

Cisgender	Term used to describe a person whose gender identity aligns with the sex assigned to them at birth.
Gender dysphoria	Clinically significant distress caused when a person's assigned birth gender is not the same as the one with which they identify.
Gender expression	External appearance of one's gender identity, usually expressed through behavior, clothing, body characteristics or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.
Gender identity	One's innermost concept of self as male, female, a blend of both or neither – how individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.
Gender transition	The process by which some people strive to more closely align their internal knowledge of gender with its outward appearance. Some people socially transition, whereby they might begin dressing, using names and pronouns and/or be socially recognized as another gender. Others undergo physical transitions through medical interventions.
Sexual orientation	An inherent or immutable enduring emotional, romantic or sexual attraction to other people. Note: an individual's sexual orientation is independent of their gender identity.
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 straight, gay, lesbian, bisexual, etc.

Source: Human Rights Campaign



Figure 2: Best Practices for Transgender-Inclusive Care

Preoperative Phase

- Transgender patient may have chosen name and gender identity that differs from their legal name and sex. They should be used throughout the procedure setting.
- Create a safe environment where patient is free to answer questions related to transgender status, medical history including inventory of organs, hormone usage, silicone and fillers, and smoking history.
- During physical examination be cognizant of proper pronouns, use gender affirming approach, consider a chaperone for appropriate gender decided by patient, and give patient option to have medical students or residents to help further their education and cultural sensitivity as future providers.
- Room assignment should be determined in the preoperative assessment. Where rooms are gender-based, transgender patients should be assigned to rooms based on their self-identified gender. Consider a private room, if available.

Intraoperative Phase

- Anatomical considerations in the OR are history of procedures such as laryngoplasty and/or chondroplasty that increase risk of vocal cord damage, reduction of tracheal lumen or stenosis, dysphagia or tracheal perforation, and smaller urinary catheter may be needed for the urethra.

Postoperative Phase

- A detailed SBAR is needed in PACU as it is the most vulnerable period for the patient as it can impact the patient's ability to accurately confirm medical history and preferred names and pronouns.
- Pain management is important as contributing elements to postoperative and chronic pain include psychological factors like depression, fear, and anxiety. Other considerations include hormone induced-osteoporosis, previous surgeries, and impaired immune system.
- Transgender community is at a higher risk of psychiatric morbidity due to depression and anxiety disorders, which can result in poorer health outcomes. It is important to have a holistic approach and consult mental health, social work, and spiritual care to address patient's specific needs and preferences.

Post-Discharge Phase

- A multimodal approach, including non-pharmacological psychological pain therapies should be used while being cognizant of the high drug addiction rate among transgender patients.
- Community and social work support are an important component of the long-term management of transgender patients.

CLINICAL & BUSINESS SIGNIFICANCE

- An estimated 25 million people identify as transgender worldwide; however, demographic surveys cite significant underreporting due to conflation of terms and lack of universal approach for data reporting.
- Studies demonstrate that transgender people experience health inequities, which when exacerbated by socioeconomic, geopolitical, and ecocultural forces affect access to necessary services.
- Evidence recognizes the role of transgender-inclusive care in promoting a trauma-informed and psychologically safe culture, which reduces issues on workplace violence, patient safety, & workforce well-being.

Figure 3: Experiences, Challenges, & Hopes of the Transgender and Non-Binary U.S. Adults

"[Parkland] is amazing in so many ways, it has saved people's lives. I know because it saved mine, but other people have told me it saved theirs. Going to [Parkland] and being treated like you're a human and not some freak is one of the best feelings in the world."

Trans man, late 20s

Source: Parkland patient quote

PRACTICAL IMPLICATIONS

- Integrating transgender-inclusive best practices into organizational practices, including designation via Healthcare Equality Index, communicates intention towards allyship.
- Implementing gender affirming education into staff development programs improves awareness and contributes to advancement of inclusive and equitable practices.
- Further effort is necessary on establishing organizational standards for sexual orientation and gender identity data collection and service excellence in patient care.





THANK you
SO MUCH

YOU ARE VERY MUCH APPRECIATED!



- J.D. Buchert, MSN(s), M.Ed., MS, RN, CNOR

214-590-0127

JD.Buchert@phhs.org



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The logo for Periop CONNECT features the word "Periop" in a dark blue, sans-serif font. Below it, the word "CONNECT" is written in a larger, bold, teal-colored sans-serif font. A stylized teal and dark blue arch is positioned above the "CONNECT" text. To the left of the logo, there is a decorative graphic consisting of a teal and white splatter or paint-like effect.