



Video Transcript: LGBTQ Video 2_ Creating Supportive and Affirming Environments for LGBTQ Individuals in Title X Settings AD

Speaker 1 (00:00): Creating Supportive and Affirming Environments for LGBTQ+ Individuals in Title X Settings. This video was created by the Reproductive Health National Training Center, RHNTC.

Sarah Beaumont (00:14): My name is Sarah Beaumont, and I am Medical Director of Homeless Youth Outreach and the Cruising Health Mobile at Phoenix Children's Hospital.

Description Narrator (00:21): Pronouns, she/her.

Footage of the Phoenix Children's Hospital Cruising Health Mobile.

Sarah Beaumont (00:27): This young woman just walked up onto our mobile unit, and we had a safe place Rainbow poster. She'd stopped and looked at it and then just kept walking through. She came back the next week.

The conversation developed and she talked about who she was and why she was on the streets. She was one of those individuals who'd gotten kicked out of her home because her parents didn't agree with who she wanted to be. She was like, "you know, I didn't quite trust you guys at first. I've been on the streets for a long time.

I've walked in and out of different shelters. I've seen different doctor's offices, and people are pretty rude. But you guys were okay. You were nice." But she pointed out the poster and she said, "you know, I saw that. And I thought, 'okay, they're a little bit cooler than I thought.'" But it was just something as simple as that that helped her see that we were a safe place.

And then we developed that relationship with her and were able to help take care of her health care and her mental health needs.

Dr. Vinny Chulani (01:23): I'm Dr. Vinny Chulani, my pronouns are he/him/his. I am an Adolescent Medicine Specialist and also proud to be a Title X provider. As Title X providers, we risk falling into the trap of thinking of ourselves as being very narrowly focused on sexual and reproductive health. You have to view health holistically. Health is not just physical. Health is emotional. Health is social. Health is economic. Health is relational.

Aliza Kreisman (01:50): My name is Aliza Kreisman, I'm a family nurse practitioner at El Rio, which is a federally qualified health center.

Description Narrator (01:56): Pronouns, she/her.

Aliza Kreisman (01:57): Often patients who are coming to us for affirming care have had experiences with the health care system that have meant that they are reluctant to seek care. A lot of people are coming after many years of not being in care, or have complex social and emotional, as well as physical medical needs.

I think it's particularly important for the LGBTQ+ community to feel comfortable and safe getting resources and help from us. That only really can happen when individuals feel heard and understood and valued for who they are.

Jericho Galindo (02:35): Hi, my name is Jericho Galindo, I use he/him pronouns. My current role is Gender Affirming Program Manager at the Southwest Center. Providing affirming care to our community is essential to our well-being.

Speaker 1 (02:47): The term gender-affirming care describes trauma-informed and patient-centered health care sought by trans and non-binary individuals; it can range from medical interventions like hormone replacement therapy and surgical interventions to non-medical gender affirmation that can support social and legal pathways to transition.

A gender-affirming model of care recognizes gender diversity and assists individuals with defining, exploring, and actualizing their gender identity without judgment or assumptions.

Jericho Galindo (03:21): It means to me that once they come into this building that they can see themselves in our organization.

Dr. Vinny Chulani (03:27): First is really taking a look at how you create a safe space visibly for the LGBTQ+ patients and clients that you serve, creating visible nondiscrimination policies that your patient can see, from stickers to pride lanyards. Pronoun pins, always a winner.

Description Narrator (03:43): A collection of pins displaying the wearer's desired pronouns; she/her, they/them, he/him, etc.

Dr. Vinny Chulani (03:51): Part of providing trauma-responsive care and culturally humble care is really making patients feel special.

Aliza Kreisman (03:57): Consistency around what names and pronouns we use for patients sounds really basic, but can make a major difference in whether somebody feels comfortable coming into our clinic.

Dr. Vinny Chulani (04:08): In your work as a Title X provider, your patient might disclose sensitive or confidential information. If it's information such as their sexual orientation or gender identity, I would really encourage to routinely collect that information as part of patient registration, because it normalizes it and it makes diversity visible.

Speaker 1 (04:28): The sexual orientation and gender identity questions in Family Planning Annual Report (FPAR) 2.0 systematizes the process of collecting this data, which allows Title X providers to use this information to provide the best possible client-centered care.

Jericho Galindo (04:45): Every single time we look at somebody's chart, there's an alert that pops up to make sure that they are going to be addressed by the name, as well as the pronouns that they use.

Dr. Vinny Chulani (04:54): I would also encourage you to take a look at your policies. Policies include statements regarding expectations for how patients will be treated.

Description Narrator (05:04): Dr. Chulani holds the Phoenix Children's Hospital Patient & Family Rights brochure.

Dr. Vinny Chulani (05:09): We have an explicit document where we tell our patients and families the kind of care that they can expect coming to us. It is care that is respectful, that recognizes diversity of cultural backgrounds, of values, of preferences, of beliefs.

We expect our team members to be respectful of those in our system that are LGBTQ-identified. Not only towards patients and families, but towards each other.

Aliza Kreisman (05:36): The other thing that has been impactful for me as a provider and for the development of patient care here is an informal group of providers who work with patients within this community and also provide trans health care. Our institution has been supportive of us meeting on a quarterly basis.

Aliza Kreisman (05:58): We have an active listserv where we share experiences and questions and that kind of support has, I think, really facilitated the growth of care for patients within the LGBTQ community in a really positive way.

Dr. Vinny Chulani (06:14): So, I'm a firm believer in really engaging the patients and families that you work with to inform your programs and services because there is critical, valuable perspective that they can share with you. There are a number of different ways that you can do this. One is through formal patient satisfaction surveys. The other one is through patient advisory boards.

Aliza Kreisman (06:36): Training in accessible trauma-informed care, is an essential groundwork for this type of care. If my only training had come as a nurse practitioner and I had not sought out additional training, then I would not necessarily have been prepared to speak with and interview patients in an appropriately sensitive way.

Dr. Vinny Chulani (07:04): There is a training gap that our providers experience in the area of LGBTQ+ health. This is not something that is commonly incorporated in medical school or in postgraduate education. In terms of trainings that might be helpful for you and your staff, take a look at where you are in your system to provide LGBTQ competent and affirming care, and think of it as a quality improvement cycle because this is ongoing work that you will need to do.

Jericho Galindo (07:31): We do provide LGBTQ-inclusive language training. It is incredibly important to have a shared language and that really affirms that our Title X services can provide that lifesaving care.

Dr. Vinny Chulani (07:44): It's incumbent on us health care professionals to create that safe space, and to foster that environment where our patients feel comfortable disclosing sensitive information to us so that we can provide them with the best care possible.

Sarah Beaumont (07:58): If we recognize that we're not providing adequate care, it's time for us to take a look at things about shift and figure out a better way to do it.

Jericho Galindo (08:07): Any time somebody doesn't feel safe in any environment that's going to impact their care. Providing affirming and inclusive care is essential and critical to our community because it saves lives at the end of the day.

Speaker 1 (08:21): Visit [RHNTC.org](https://rhntc.org) for more information and related resources.

Description Narrator (08:27): RHNTC logo, Reproductive Health National Training Center.