

UNMC HIV ECHO Session 7



Welcome!

The University of Nebraska Medical Center's Specialty Care Center welcomes you to our 7th HIV ECHO session– **“LGBTQ+ Cultural Competency in Clinical Settings”**

Today’s didactic presenter is Daniel Cramer, MSN, APRN, FNP-C
Today’s case study will be presented by Heather Saarela, BSPH



HIV ECHO Facilitator: Heather Saarela, BSPH

Sessions are held the first Thursday of every month except July 2025





Disclosures

- Our HIV ECHO Project is made possible through our grant funding from ViiV Healthcare and is a sub-project of our IM-CAPABLE project.



UNMC HIV ECHO Session 7 Agenda



-
- Dan Cramer will present a didactic on general information and clinical practices that relate to LGBTQ+ folks
 - Heather Saarela to present a case study and LGBTQ+ centered news
 - Announcements to be shared at the end with feedback survey link included in the chat



ECHO After Hours!



As scheduling and time allows for our SMEs, we will offer ECHO After Hours for Q&A!



Today's After Hours:
Heather Saarela & Dr. Jenn Davis



Housekeeping Reminders:



We love
discussion!



Please stay
muted unless
you
are speaking



We love to
see
your face!



Sessions will
be recorded
with links
available
later



End of
session
surveys will
be available



LGBTQ+ Cultural Competencies in Clinical Settings

Daniel Cramer, MSN, APRN (He/Him/His)
Heather Saarela, BSPH (They/She)

University of Nebraska
Medical Center



Nebraska
Medicine



Objectives

- Examine the gender binary.
- Identify barriers to healthcare that sexual minority patients experience.
- Identify barriers to healthcare that transgender/gender non-conforming patients experience.
- Describe ways that a healthcare facility can be more inclusive of patients across the gender identity/expression spectrum.



LGBTQ+ Competent Care

Definition:

Healthcare that is inclusive, affirming, and responsive to the diverse needs of LGBTQ+ individuals.

Goals:

- Promote dignity and respect
- Reduce health disparities
- Improve patient outcomes

Core Competencies:

- Cultural humility
- Clinical knowledge
- Effective communication



Health Disparities in LGBTQ+ Communities

- Higher rates of **mental health issues**, including depression, anxiety, and suicide
- Increased risk of **HIV/STIs**, particularly among MSM (men who have sex with men) and trans women
- **Discrimination and stigma** in healthcare settings
- **Barriers to access**, including lack of insurance and fear of mistreatment

“Nearly 1 in 3 transgender people have postponed or avoided medical care due to discrimination.” — [National LGBTQ Task Force]



So, what is Gender Binary???

The classification of gender into two distinct, opposite forms of masculine and feminine, whether by social system, cultural belief, or both simultaneously.

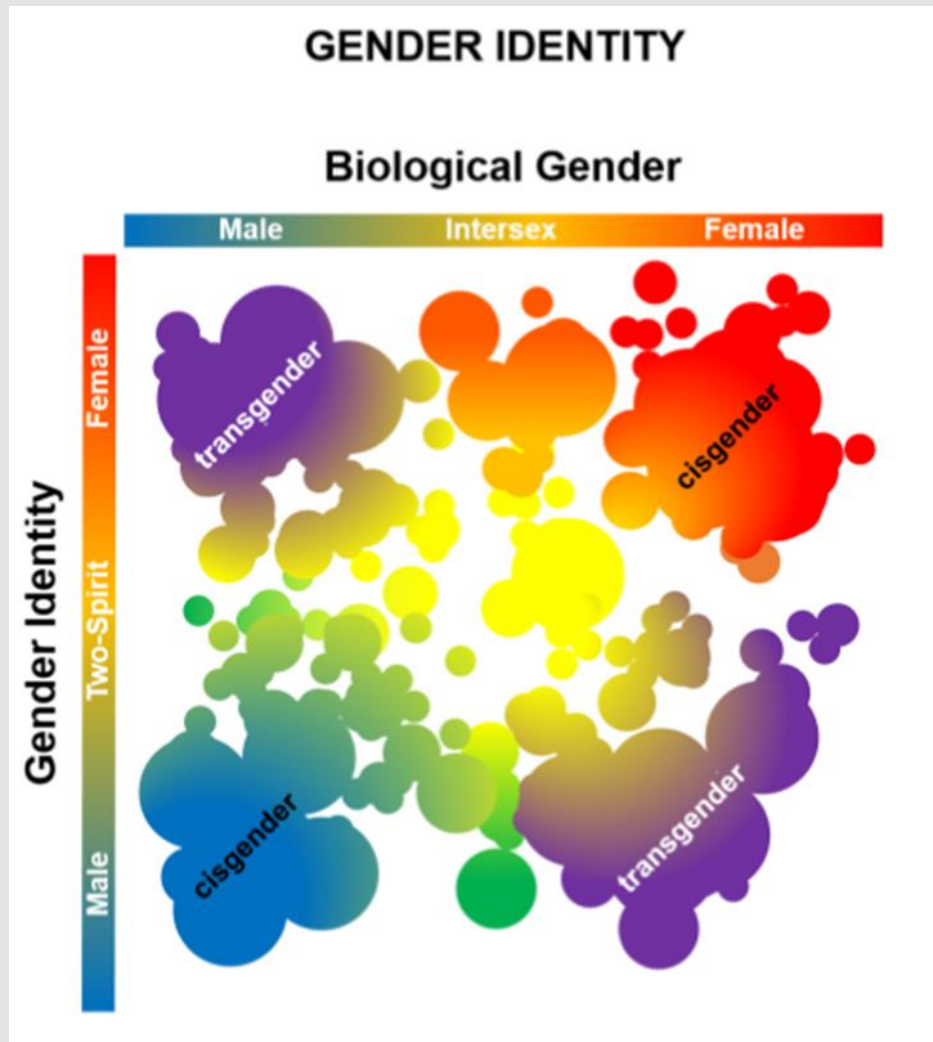
Gender Binary is focused on sex organs aligned with gender identity and gender expression.



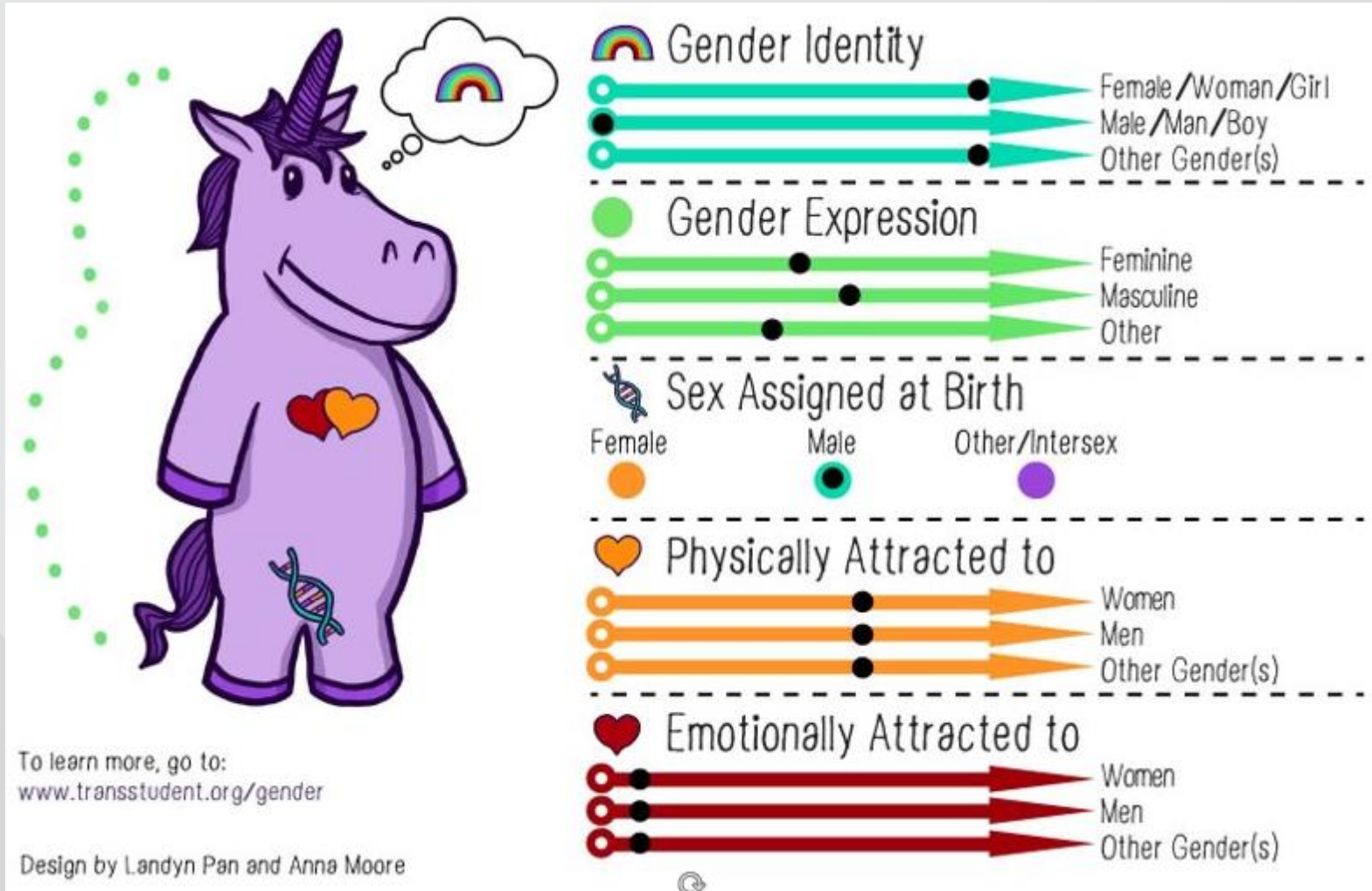
What's Gender Binary??



Gender Binary is flawed



The Gender Unicorn





Examples of Gender Binary

The gender binary also exists in how certain specialties and bodily capabilities are named. For instance, phrases like “women’s health,” “maternal health,” and “feminine care products.”

These experiences can be incredibly dysphoric and sometimes may prevent nonbinary and trans folks from accessing necessary healthcare, using the correct bathrooms, and feeling safe or seen in work and learning spaces

In other words, the multitude of ways gender plays out in real life has a major impact on both the people who live within and outside of the gender binary



Examples of Gender Binary

Sadly, there are so many examples to point

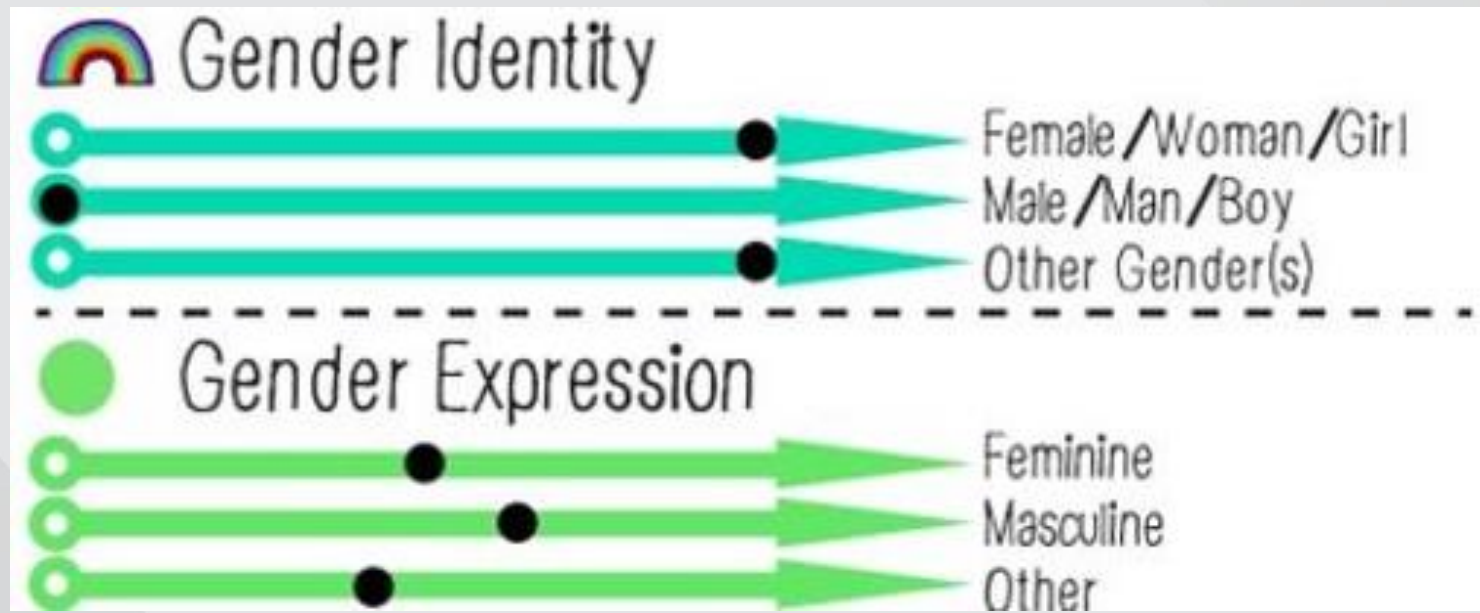
- Bathrooms, locker rooms, team sports, some nouns, titles in occupations
- Addressing groups as "Ladies and Gentlemen" or splitting into men/women
- Also, when anyone assumes someone's (gender) pronouns based on how they look





Remember!

- Everyone has a sexual orientation and a gender identity
- Gender identity/expression are separate concepts from sexual orientation



Examples of Gender Identities



Non-binary, genderqueer, and gender expansive

Describes people who identify beyond the traditional girl/woman/female-boy/man/male binary

Pangender

Describes a person whose gender identity comprises multiple genders

Agender

Describes a person who identifies as having no gender or who does not experience gender as part of their identity

Gender fluid

Describes a person whose gender identity is not fixed



Inclusive in the Healthcare Setting

Why Inclusive Care Matters



Facilitates an
affirming, welcoming
environment



Helps providers address
healthcare disparities
and risk factors
experienced by LGBTQ+
patients



Enables more
personalized care for
each patient's needs



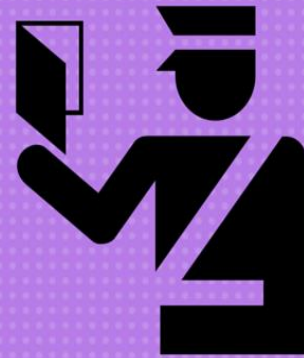
Negative Outcomes

- "Outing" to clinical staff
- Uncomfortable in clinic setting
- Anxiety increased & delaying care
- Experiences will impact future care
- Invalidation



Avoiding Assumptions

Avoid assumptions about gender identity or sexual orientation with new patients, using gender-neutral terms and avoid pronouns.



Gender Policing

Judging people's gender practices. Reminding Others of the rules of "doing gender." This reinforces the gender order & reproduces gender inequality



OTHER
sociologist...



Effective Communication

Avoiding assumptions in the healthcare setting and utilizing effective communication



?? Ask questions, if you are unsure??



Usage of Names and Pronouns

- If you are unsure about a patient's preferred name or pronouns
- If a patient's name doesn't match insurance or medical records
- If you accidentally use the wrong term or pronoun





Using Identity Terms

**Pronouns
or
No Pronouns
?**



Outdated / Updated Terms

Avoid Outdated Terms	Updated Terms
Homosexual	Gay, lesbian, bisexual, or LGBT
Transvestite; Transgendered	Transgender
Sexual preference; Lifestyle choice	Sexual orientation

Discrimination is common in the lives of LGBT people...

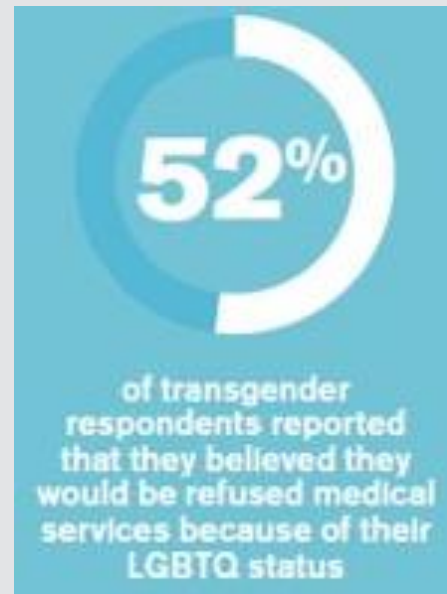
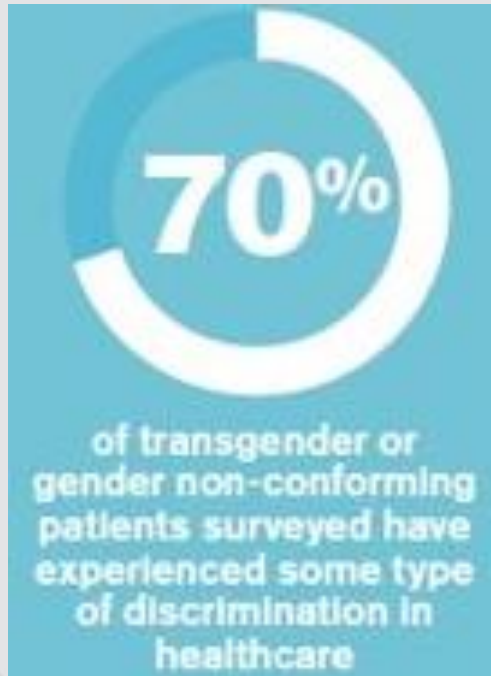


- LGBT individuals:
 - 39% rejected by a family member or friend
 - 30% threatened or physically attacked
 - 21% treated unfairly by an employer
 - 30% of youth missed at least one day of school in the last month due to feeling unsafe
- Transgender individuals:
 - 61% physically attacked
 - 55% lost jobs due to bias





When Healthcare isn't caring



* *When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV*. New York: Lambda Legal, 2010. Available at: <http://www.lambdalegal.org/publications/when-health-care-isnt-caring>

** See RI.01.01.01 EP 29, Comprehensive Accreditation Manual for Hospitals, Update 1, January 2011 and Comprehensive Accreditation Manual for Critical Access Hospitals, Update 1, January 2011.

*** See RI.01.01.01 EP 28, Joint Commission manuals referenced above and Code of Federal Regulations 42 C.F.R. § 482.13(h) (for hospitals) and 42 C.F.R. § 485.635(f) (for critical access hospitals).



Accountability

- Working together & creating an environment to respect everyone requires all to be accountable
- Correcting colleagues politely when mistakes or insensitive comments are made.
 - *"Those kinds of comments are hurtful to others and are not a respectful work environment."*
 - *"My understanding is that this patient has a preferred name."*

How to create a more inclusive Environment



- Attend LGBTQ+ cultural competency trainings
- Review your own biases and language
- Advocate for inclusive policies in your practice
- Join or support LGBTQ+ health organizations
- Ensure diverse representation in healthcare leadership



“Affirmation is a form of care.”



Learning Resources

- [Fenway National LGBTQIA+ Education Center](#)
- [Human Rights Campaign Professional Resources](#)
- [Health Professionals advancing LGBTQ Equality \(GLMA\)](#)
- [Transgender Law Center](#)

How to create a more inclusive Environment



Use respectful and appropriate communication and correct pronouns.



**RESPECTFUL
COMMUNICATION
SKILLS**

Correct Gender Terms



Problem	Correction	Reason
"transgendered" (adjective)	transgender	Only adjectives that are derived from nouns and/or verbs (unlike transgender) end in "ed."
"intersexed"	intersex	Only adjectives that are derived from nouns and/or verbs (unlike intersex) end in "ed."
"transgendered" (verb)	transition	Only verbs can have "ed" added onto the end of the word to become a participle. Transgender is an adjective, not a verb. One does not "transgender," they transition.
"a transgender," "transgenders"	a transgender person, transgender people	Transgender is not a noun. "Jake is a transgender" is not only grammatically incorrect, but can be offensive.
"sex change," "sex reassignment surgery," "gender reassignment surgery"	gender affirming surgery, genital reconstruction surgery, genital reassignment surgery	Surgery does not change one's sex or gender, only genitalia.

 transstudent

 /transstudent

 @transstudent

For more information,
go to transstudent.org/graphics

TSER
Trans Student Educational Resources

Design by Landyn Pan



Gender Pronouns...a starter

Please note that these are not the only pronouns. There are an infinite number of pronouns as new ones emerge in our language. Always ask someone for their pronouns.

Subjective	Objective	Possessive	Reflexive	Example
She	Her	Hers	Herself	She is speaking. I listened to her. The backpack is hers.
He	Him	His	Himself	He is speaking. I listened to him. The backpack is his.
They	Them	Theirs	Themselves	They are speaking. I listened to them. The backpack is theirs.
Ze	Hir/Zir	Hirs/Zirs	Hirself/ Zirself	Ze is speaking. I listened to hir. The backpack is zirs.

Design by Landyn Pan

 transstudent.tumblr.com
 facebook.com/transstudent
 twitter.com/transstudent

For more information,
go to transstudent.org/graphics

TSER
Trans Student Educational Resources

How to create a more inclusive Environment



Support Gender Affirmation





Supporting Gender Affirmation

- Become familiar with signs and symptoms of Gender Dysphoria
- Understand resources to refer patients to for physical and mental health support in affirming the patients gender identity
- If a prescriber, become educated and comfortable with Gender affirming hormone therapy
- Become familiar with local/state surgeons offering Gender affirming surgery

How to create a more inclusive Environment



Actively partake in becoming Anti-transphobic





Becoming Anti-transphobic

Anti-Transphobia is strategies, theories, actions, and practices that challenge and counter transphobia, inequalities, prejudices, and discrimination based on gender, gender identity, and/or gender expression.

How to create a more inclusive Environment



How to become Anti-Transphobic:

- Display Transgender Pride Flag in office, wear pins, post literature showing Transgender support
- Become a legislative and institutional change agent
- Attend and support local Transgender and other Gender Queer organizations
- Stop and educate those who are engaging in transphobic language/behavior



Remember!

Safe and Quality care for Gender and sexual minority individuals is **ESSENTIAL** for their health.

Mistakes will most likely be made and that is OK! Remember to acknowledge the mistake and check in with the patient the mistake was made with. Mistakes are part of learning.

Case Study & News Updates

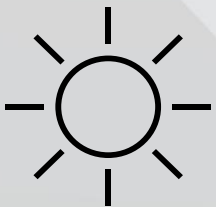
Presented by: Heather Saarela
BSPH (They/She)

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Medicine

First things first...





Patient Background

- 20-year-old Asian trans female (she/her/hers)
- Diagnosed with HIV at NAP in 2024 through routine STI screening
- PMH of anxiety, depression, and gender dysphoria
- Pt began medically transitioning in 2024 after expressing she had already been socially transitioning for awhile



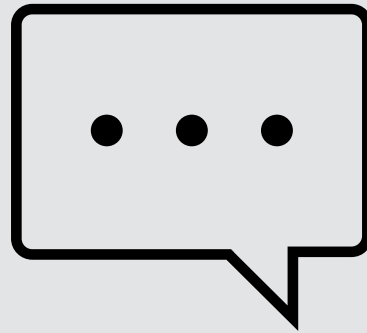
Present Barriers

- Pt lacks transportation
- Pt has had several different phones and email addresses – this could make reaching her difficult
- Pt couch-surfs between friends & exes, as well as shelter stays
 - Understandably expresses concerns about shelters knowing about her meds
- She lives in a state actively passing legislation to harm transgender folks
- Stigma that transgender people are disproportionately impacted by– this could be medical, social, as well as other forms of violence and prejudice



How can we help her?

What are some things **YOU** would do to help her with her care?



The Wonders of Wrap-around Care



- MCM assists with scheduling rides for patient. Uber, Lyft, etc
- Pt is engaged with therapist & PCP at SCC. Uses OneChart regularly – benefits of tech!
- Pt very engaged with research team and connects with them through email – we informed her that regularly changing her email address could create a delay in reaching her
- We support her, plain and simple
 - Affirming her identity, active listening skills, staff wears pronoun pins & pride pins
- Pt knows we are here for her as multiple staff have connections with her – she knows she can come to us

Take a breather, step away, whatever feels right



The next few slides have information
about legislative actions impacting
LGBTQ+ people that may be
considered triggering or sensitive



So, what's going on locally?

- In 2023, **LB 574** gender affirming restrictions for minors enacted into law. Prevents transgender people under 19 from receiving any gender-confirming surgery. Also restricts the use of hormone treatments and puberty blockers in minors, putting the state's chief medical officer — a political appointee ENT— in charge of setting the rules for those therapies.
- **LB 89** – Ban on transgender students from participating in sports that align with their gender identity. Doctors will have to verify a student's sex before they can compete on a single sex team. Fewer than 10 transgender students have participated in middle school and high school sports in the state over the past decade, according to the Nebraska School Activities Association.
- Conversion therapy is **legal** in NE, **except** in Lincoln.
- Iowa Senate Resolution recently called for the SCOTUS to send same-sex marriage back to the states – other GOP led states have done the same.

NE LGBTQ+ Policy Tally per the Movement Advancement Project



Nebraska's LGBTQ Policy Tally



Sexual Orientation Policy Tally:

4.25/23

LOW

Gender Identity Policy Tally:

-2/26

NEGATIVE

Overall Tally:

2.25/49

LOW



[VIEW METHODOLOGY/MORE INFORMATION](#)

See how Nebraska compares to the rest of the country on the [Snapshot](#) page.

So.. What's going on nationally?



- **“Defending Women from Gender Ideology Extremism and Restoring Biological Truth to the Federal Government” EO - #14168**
 - Requires the replacement of “gender” with “sex” in all materials, cessation of funding for gender-affirming care, prohibits gender identification on federal documents, etc.
- **“Ending Illegal Discrimination And Restoring Merit-Based Opportunity” EO - #14173**
 - The order requires all federal agencies to end diversity, equity, and inclusion (DEI) practices. It also calls for the government to scrutinize DEI practices in the private sector and federal contractors.
- **“Keeping Men Out of Women’s Sports” EO - #14201**
 - The order prohibits transgender female athletes of all ages from participating in girls’ and women’s sports teams. It threatens to withdraw federal funding from public elementary, secondary, and post-secondary institutions that allow transgender girls to participate in girls’ teams.
- **“Prioritizing Military Excellence and Readiness” EO - #14183**
 - Requires that the United States Department of Defense update medical enlistment and retention standards to ban transgender individuals from serving in the armed forces within 60 days and to discontinue the practice of pronoun self-identification.
- **Etc.....**



**It takes no compromising
to give people their rights.**

It takes no money
to respect the individual.

It takes no survey
to remove repressions.

— *Harvey Milk*

AZ QUOTES

What can we do to support LGBTQ+ people?



- Participate in legislative actions. Your story and experiences matter
 - Powerful testimonies helped protect trans rights in Arizona **AND** Montana
- Ensure that patients and staff of all backgrounds and identities are treated with respect in your clinical setting. Your clinic may be their only safe space
- Volunteer at the Nebraska AIDS Project, OutNebraska, Nebraska Appleseed, Heartland Pride or the ACLU of Nebraska
 - Attend local pride events
- Stand with the community in all aspects of your life, personal and professional





Thank you
for joining
our 7th HIV
ECHO
session!

- No July session. See you in August!
- Want to join us as a presenter? Email us at UNMCHIVECHO@unmc.edu and we would love to have you.
- Thank you for joining today's ECHO session!