



### Course Date & Time:

Thursday, Nov. 7, 2019

Registration: 7:30 a.m.

Program: 8 a.m. - noon

### Where:

Moseley-Salvatori  
Conference Center  
Good Samaritan Hospital

### Contact:

Sherita Rogers  
(213) 538-0767  
[srogers@hasc.org](mailto:srogers@hasc.org)

### Cost:

\$225 Member Early Bird  
(through Oct. 7)

\$250 Member Registration  
(after Oct. 7)

\$275 Non-Acute Care  
Stakeholders

Train health care providers and staff on how to provide the highest quality care from a dignity-first approach for transgender, gender nonconforming, genderqueer and intersex patients. This half-day course covers the eight-unit Dignity Model through a didactic approach and interactive lecture.

### Course Objectives

At the end of this course participants will be able to:

- Define, describe and recognize basic concepts for identifying and understanding gender identity and gender dysphoria in patients.
- Illustrate the importance of being inclusive of gender identity with medical paperwork.
- Illustrate the importance of terminology and definitions to provide care for the transgender population.
- Differentiate the various stages of transition for transgender people.
- Identify the role health care providers play in care delivery for this patient group.

### Who Should Attend?

- Chief Nursing Officers
- Clinical Operations Executives
- Case Management
- HR Executives
- Quality and Patient Safety Directors
- RNs, LVNs, CNAs
- Skilled Nursing and Long-term care providers

## THE BASICS

Health care providers will begin with unit one, The Basics, which is the starting point for identifying and understanding gender identity.

### **LEARNING OBJECTIVES:**

1. Explain the differences between gender identity, gender expression, biological sex, sexual orientation, and romantic orientation.
2. Assess personal bias and perception of the differences in gender identity, gender expression, biological sex, sexual and romantic orientation.
3. Assess personal comfort with transgender, gender non-conforming and intersex gender expressive patients.

## INCLUSIVE INTAKE

New patient paperwork can be difficult for transgender people because of a lack of options when it applies to name, gender, and preferred pronouns. Unit two will cover the importance of being inclusive regarding gender identity with medical paperwork. It is imperative that all patient paperwork provide options for identified name vs. legal name, self-identified gender, and correct pronouns.

### **LEARNING OBJECTIVES:**

1. Explain the importance of using patients' identified name, identified gender and correct pronouns.
2. Discuss the benefits and examples of providing options for patients in the areas of gender identification, preferred name, legal name and preferred pronouns.

## TERMS

Unit three will cover the importance of terminology. Definitions, labels, categories, and descriptions of identity recognition are ever-changing. A term that is used commonly today may change over time. For example, the term transsexual was used decades ago and today the term is seen as derogatory by many people. It is important for health care professionals to know correct terminology and definitions in order to provide sensitive and respectful care for the transgender population.

### **LEARNING OBJECTIVES:**

1. Assess the ever-changing nature of terminology and use most common terms within the LGBTQIA community.
2. Identify transphobia and examples that may be encountered in the health care setting.

## GENDER DYSPHORIA

The term gender dysphoria can be difficult for many people to understand regardless of their gender identity. It is important for providers to know how to define, describe and recognize gender dysphoria in their patients.

### **LEARNING OBJECTIVES:**

1. Explain gender dysphoria and diagnostic criteria in children, adolescents and adults.
2. Assess personal bias and perception of gender dysphoria.

## SOCIAL AND MEDICAL TRANSITION

There are two different stages of transition for transgender people. Health care professionals will benefit from understanding that every person who identifies as transgender does not go through both the social and the medical stages of transition.

### **LEARNING OBJECTIVES:**

1. Define the differences of the social and medical transition process.
2. Assess how your personal comfort with patients can positively affect patient care.
3. Evaluate case vignettes of transgender patients' health care needs.

## MEDICAL NEEDS

Transgender patients have both similar and different health care needs compared to the cisgender population. It is imperative that health care providers work to identify their role in providing care for transgender and gender non-conforming patients.

### **LEARNING OBJECTIVES:**

1. Describe the unique and routine health care needs of the transgender patient.
2. Explain the purpose and demonstrate understanding of World Professional Association for Transgender Health Standards of Care (WPATH SOC).
3. Recognize how provider bias, perception, and comfort levels can negatively affect transgender patients.

## FEARS

Transgender and gender non-conforming people have many fears connected to living day-to-day. For many, these can be debilitating, causing many negative effects throughout their life. Health care providers need to understand the fears that many in this population face so providers can better relate to patients in providing medical care. The following are fears that many transgender and gender non-conforming people experience:

- Fear of violence and/or being attacked due to their identity.
- Fear of losing their job due to their identity.
- Fear of being 'outed' as transgender.
- Fear of losing family, friends, partners, spouses, children, or co-workers due to identity.
- Fear of seeking medical care due to their identity.
- Fear of being turned away, made fun of, and/or treated poorly due to their identity.

### **LEARNING OBJECTIVES:**

1. List common fears that transgender patients face throughout their lifetime and how these may present in a medical setting.
2. Evaluate how providers can make changes to reduce fears of the transgender patient in a medical setting.

## AWARENESS

Health care providers need to be aware of the difficulties that transgender patients face when seeking medical care. Having more awareness can decrease patient fears, worries, and apprehensions about seeking medical care.

### **LEARNING OBJECTIVES:**

1. Explain barriers that transgender patients face when seeking medical care.
2. Discuss examples of referral sources for patients.
3. Assess your feelings regarding competency in treating and caring for transgender patients.

## Faculty



### **Kristie Overstreet PhD, LPCC, LMHC, LPC, CST**

Dr. Kristie Overstreet is a board-certified transgender care therapist and holds a PhD in clinical sexology. She is a licensed counselor in California, Florida, Georgia, and Louisiana. With over a decade of experience, she provides consulting, training and therapy throughout the United States. Overstreet prides herself on helping clients become empowered to embrace their true selves. She has been voted Best LGBTQIA Behavioral Health Provider in Jacksonville, Fla. for the past three years. She is the author of four books, and created the Transgender Healthcare Dignity Model to help health care providers care for this community with respect and sensitivity.

## Agenda

**Thursday, Nov. 7, 2019**

7:30 - 8 a.m.	Registration and Breakfast
8 - 8:30 a.m.	Introduction and The Basics
8:30 - 8:40 a.m.	Inclusive Intake
8:40 - 8:50 a.m.	<b>Break</b>
8:50 - 9:15 a.m.	Terms
9:15 - 9:45 a.m.	Gender Dysphoria
9:45 - 10 a.m.	Social and Medical Transition
10 - 10:15 a.m.	<b>Break</b>
10:15 - 11 a.m.	Medical Needs
11 - 11:30 a.m.	Fears and Awareness
11:30 a.m. - noon	Questions and Answers
Noon	Adjourn

# Transgender Healthcare Dignity Model and Certification Program

**Thursday, November 7, 2019**

Moseley-Salvatori Conference Center — Good Samaritan Hospital

637 S. Lucas Ave., Los Angeles, CA 90017

**Registration: 7:30 a.m. — Program: 8 a.m. to Noon**

**Register online:** [www.cvent.com/d/tyqtcc/4W](http://www.cvent.com/d/tyqtcc/4W)

Registration fees include breakfast, materials, continuing education credits and certificate.

**\$225 HASC Member Early Bird** (*through Oct. 7, 2019*)

**\$250 HASC Member** (*after Oct. 7, 2019*)

**\$275 Non-Acute Care Stakeholders**

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_ **Preferred Name:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Phone:** (\_\_\_\_) \_\_\_\_\_ **Email (required):** \_\_\_\_\_

## Continuing Education Signup:

**ACHE Credit:** The Hospital Association of Southern California is authorized to award **4** hours of pre-approved ACHE Qualified Education credit for this program toward advancement, or recertification, in the American College of Healthcare Executives. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select "My Education Credit" to log hours earned.

**BRN Credit:** RN License # \_\_\_\_\_ (Provider approved by the California Board of Registered Nursing, CEP #970 for **4 contact hours**.)

**HRCI Credit:** This has been submitted to approval.

## IMPORTANT REMINDERS

- Registration deadline: **Oct. 24, 2019.**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Sherita Rogers, 515 S. Figueroa St., Ste. 1300, Los Angeles, CA 90071.
- Fax registration form to (213) 538-0987.
- Photo Release: HASC may photograph this event. If you prefer not to be photographed, please email HASC at [education@hasc.org](mailto:education@hasc.org).

## SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact Sherita Rogers at (213) 538-0767 or [srogers@hasc.org](mailto:srogers@hasc.org).

## CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **no later than Oct. 24**, and will be subject to a \$50 processing fee.
- Refunds will not be granted after **Oct. 24**. Refunds will not be provided for no-shows after the program. We welcome substitutions. Fees are non-transferrable for other programs.