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Poster: Nursing Knowledge and Attitudes Toward Trans* and Gender-Nonconforming Patients

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Nursing Knowledge and Attitudes Toward Trans* and Gender-Nonconforming Patients



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Purpose

- To impact nursing knowledge and attitudes toward trans* and gender-nonconforming patients and positively influence wellness/population health.

Scripting Do's and Don'ts

- Use gender-neutral terms and avoid pronouns if you are unsure¹
 - Instead of: "How may I help you, sir?"
✓ Say: "How may I help you?"
 - Instead of: "She is here for her appointment."
✓ Say: "The patient is here in the waiting room."
 - Instead of: "What are your mother and fathers' names?"
✓ Say: "What are your parent(s) or guardian(s) names?"
 - Instead of: "Do you have a wife?"
✓ Say: "Are you in a relationship?" or "Do you have a partner?"

What to say...

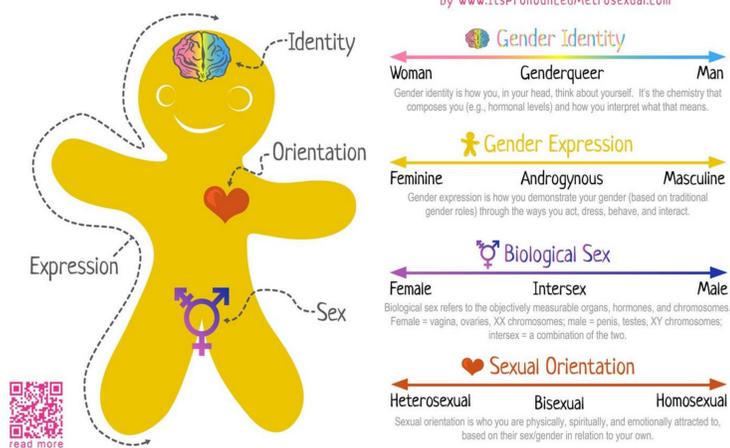
- Introduce yourself with pronouns to help normalize the process.
- If you are unsure about a patient's preferred name or pronouns:¹
✓ "I would like to be respectful—what name and pronouns would you like me to use?"
- If a patient's name does not match insurance or medical records:¹
✓ "Could your chart/insurance be under a different name?"
✓ "What is the name on your insurance?"
- If you accidentally use the wrong term or pronoun:¹
✓ "I'm sorry. I didn't mean to be disrespectful."

Perceptions

- Literature shows the following perception trends of nurses and midwives²
 - Assumption that all people are heterosexual (heteronormativity) across healthcare
 - Fear or hatred of homosexuals (queerphobia)
 - Rainbow of attitudes – affirmation, advocacy, equal treatment, intrusion, judgement
 - Learning diversity – proactive and appropriate education to insufficient education and skills
- What is YOUR perception?
 - Do you assume heteronormativity?
 - Do you feel uncomfortable working with trans* and gender non-conforming patients?
 - Do you have conscious bias or judgement toward this population?
 - Do you or a provider you work with have a lack of trans* knowledge?

The Genderbread Person

by www.ItsPronouncedMetrosexual.com

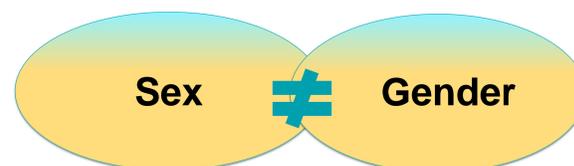


Avoid Assumptions

- Don't assume you know a person's gender identity or sexual orientation based on how they look or sound¹
- Don't assume you know how a person wants to be described
- Don't assume all of your patients are heterosexual and a person whose gender identity corresponds with biological sex assigned at birth (cisgender)

Sex vs. Gender

- Biological sex = (noun) is the determination of an infant's sex at birth. Anatomical characteristics are used to classify an infant as female or male or intersex.
- Gender identity = (noun) an individual's internal sense of being and how a person identifies. Common labels may include man, woman, genderqueer, trans* or other diverse gender identities.



Trans* is an umbrella term inclusive of any person who is not the traditional cisgender woman/man

Pronouns

- Despite outward appearance, a person's preferred pronoun may differ.
- If you are ever unsure of an individual's pronoun, ASK!

Subjective	Objective	Possessive
She	Her	Hers
He	Him	His
They	Them	Theirs
Ze	Zim	Zirs



Questions?

References

- Fenway Institute. (2017). *Providing quality care to lesbian, gay, bisexual, and transgender patients: An introduction for staffing training*. Retrieved from <http://fenwayhealth.org/>
- Stewart, K., & O'Reilly, P. (2017). Review: Exploring the attitudes, knowledge and beliefs of nurses and midwives of the healthcare needs of the LGBTQ population: An integrative review. *Nurse Education Today*, 53, 67-77. doi:10.1016/j.nedt.2017.04.008



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