



DHEI: Transgender Healthcare Dignity Model and Certification Program

When:

Friday, March 3, 2023
Program: 9 a.m.– 1 p.m.

Where:

Live virtual session

Contact:

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Cost for HASC members:

Option 1: \$295 (one attendee)
Option 2: \$1,475 (five attendees)
Option 3: \$2,950 (10 attendees)
Option 4: \$5,000 (25 attendees)

Sponsored by:

Hospital Association of Southern California (HASC)

Session Description

Health care providers and staff will learn how to provide the highest quality care for transgender, gender nonconforming, genderqueer and intersex patients through a dignity-first approach. This online half-day course covers the eight-unit Dignity Model, created by Kristie Overstreet, PhD, through an interactive lecture.

Course Objectives

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

- Describe and recognize basic concepts for identifying and understanding gender identity and gender dysphoria in patients.
- Illustrate the importance of medical paperwork that is inclusive of gender identity.
- Understand the significance of terminology and definitions in providing care for the transgender population.
- Differentiate the various stages of transition for transgender people.
- Identify the role health providers play in care delivery for this patient group.

Who Should Attend?

Chief nursing officers; clinical operations executives; case management staff; HR executives; patient safety directors; RNs, LVNs and CNAs; and skilled nursing and long-term care providers will gain insights to help inform your work.

Program Overview

Unit One: THE BASICS

The Basics is the starting point for identifying and understanding gender identity.

Learning Objectives:

- Explain differences in gender identity, gender expression, biological sex, sexual orientation and romantic orientation.
- Assess personal bias and perception of differences in these various forms of identity, expression and orientation.
- Assess personal comfort with transgender, gender non-conforming and intersex gender expressive patients.

Unit Two: INCLUSIVE INTAKE

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

Learning Objectives:

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

Unit Three: TERMS

Unit three will cover the importance of terminology. Definitions, labels, categories and descriptions of identity recognition are constantly changing. A word or phrase that is used commonly today may change over time. For example, the term "transsexual" was used decades ago but today is seen as derogatory by many people. To best provide care for the transgender population, it is vital for health care professionals to know the correct terminology and definitions.

Learning Objectives:

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

Unit Four: GENDER DYSPHORIA

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:

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

Unit Five: SOCIAL AND MEDICAL TRANSITION

Transgender people may undergo two different stages of transition: social and medical. Health care professionals will benefit from understanding that not all people who identify as transgender will go through both stages.

Learning Objectives:

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

Unit Six: MEDICAL NEEDS

Transgender patients have both similar and different health care needs compared to the cisgender population. It is imperative that health care providers identify these needs and how they can best be met for transgender and gender non-conforming patients.

Learning Objectives:

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

Unit Seven: FEARS

Transgender and gender non-conforming people deal with many common fears due to their identity and expression. For many, these fears can be debilitating, causing many negative effects throughout their life. Providers need to understand the obstacles facing many in this population in order to improve medical care for their patients.

Learning Objectives:

- List common barriers transgender patients may experience throughout their lifetime and how these barriers may present in a medical setting.
- Evaluate what changes providers can make to reduce transgender patient fears in medical settings.

Unit Eight: AWARENESS

Health care providers need to be aware of the difficulties facing transgender patients who seek medical care. Having more awareness can decrease patient fears, worries and apprehensions about getting care.

Learning Objectives:

- Explain barriers that transgender patients face in seeking health care.
- Discuss examples of referral sources for patients.
- Assess your feelings of competency in treating transgender patients.

FACULTY

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

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

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Register online: www.hasc.org/dignity-model/
Registration fees include materials, continuing education credits and certificate.

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First Name: _____ Last Name: _____ Nickname: _____
Organization: _____
Title: _____
Address: _____ City: _____ State: _____ Zip: _____
Phone: (____) _____ Email *(required)*: _____

Continuing Education Signup:

- ACHE credit:** By attending the **DHEI: Transgender Healthcare Dignity Model and Certification Program** offered by the **Hospital Association of Southern California**, participants may earn up to 3.5 ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.
- BRN credit:** RN license # _____
Provider approved by the California Board of Registered Nursing, CEP #970 for 3.5 contact hours.
- HRCI credit:** This program has been submitted to the HR Certification Institute for review.

IMPORTANT REMINDERS

- Registration deadline: **Feb. 24, 2023.**
- Valid payment information must be received with your registration.
- Make check payable and mail to:
HASC, FILE 1361, Pasadena, CA 91199-1361.
- You may be photographed or videotaped at the event. HASC reserves the right to use these images and videos in promotional, marketing, educational and other materials.

SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact hasceducation@hasc.org.

CANCELLATION

- Cancellations received in writing by Feb. 24, 2023, will be subject to a \$50 processing fee.
- We welcome substitutions.
- Refunds will not be granted after Feb. 24 or for no-shows. Fees are not transferable to other programs.