

Inspired by research.
Driven by compassion.

Inspiré par la recherche.
Guidé par la compassion.

PROVIDING COMPASSIONATE CARE TO GENDER DIVERSE PATIENTS

CANADA HEALTH INFOWAY SEX AND GENDER WORKING GROUP
JULY 26, 2022

EMILY SHARPLES (SHE/HER/ELLE), BSC, BPHE, BHSC(OT), MHA
MANAGER ADMITTING / DISCHARGE / PATIENT REGISTRATION



The Ottawa
Hospital | L'Hôpital
d'Ottawa

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uOttawa

The Ottawa Hospital

4 'main' campuses
+ 15 satellites

1,335 inpatient beds

12,430 employees
2,672 physicians / residents
1,400 volunteers
2,300 researchers
~2,000 'learners'

163,000 emergency visits
994,658 Am Care visits
70,000 Surgical Cases
6,500 Babies delivered





The Ottawa
Hospital

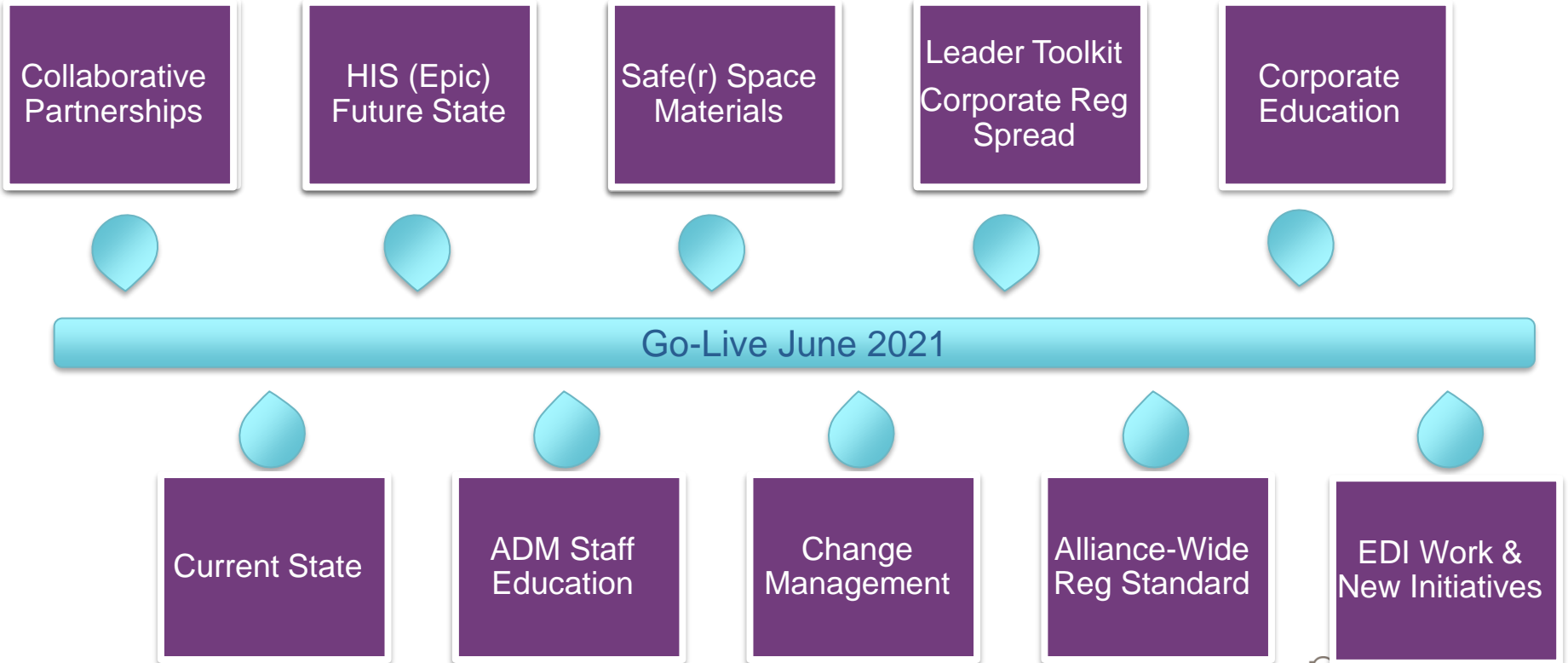
L'Hôpital
d'Ottawa

“To provide each patient with the world-class, exceptional service and compassion we would want for our loved ones”

JUNE 2021 OPERATIONAL CHANGES

- New Registration Standard Operating Procedures
 - Accessibility, Gender Identity and Pronouns at Registration (June 2021)
 - Inscription des patients Identité de genre et pronoms d'usage
 - Practice Guidelines Providing Respectful Care for Gender Diverse Patients (English and French Versions)
- Expectation that Accessibility, Gender Identity and Pronouns are collected at every registration.

CHANGE JOURNEY



Inclusion and Visibility within the HIS (Epic)

Personal Pronoun:

Gender Identity Select

Search:

▲ Title

- Agender
- Choose not to disclose
- Female
- Gender Fluid
- Intersex
- Male
- Non-Binary
- Other *
- Transgender Female / Male-to-Female *
- Transgender Male / Female-to-Male *
- Two Spirit

Chris TESTDTS

Male ⓘ 30 y.o., 10/3/1991
MRN: 45009397

Code: Presumed Full Code (no ACP docs)
POA/SDM: None
Pharmacies on File: None

Search

Chris TESTDTS (Legal Name)
Pronouns: he/him

30 y.o., 10/3/1991
Gender identity: Transgender Male / Female-to-Male
Legal sex: Male
Marital status: Single
Preferred language: English
MRN: 45009397
CSN: 300010142842
HAR: 64352

Patient Pronouns

Gender Identity

Hover over Icon to view new fields

CR ⓘ

Cristiano Ronaldo "Bob"

Male, 36 y.o., 5/2/1985
MRN: 45002014
CIV A3-A362-1
POA/SDM: None

Department Appointments Report: Check In

Refresh Settings Appt Desk Walk In Pre-Screen

1 Full Appointment List 2 Appointment Totals

Date: 15/1/2022 BREWER COVID CENTRE [1

Appt Time	Pt Info	A.. Infection	FY
9:30 AM	Ronaldo, Cristiano "Bob"		

Patient Co-Designed Education Modules



OBJECTIVES

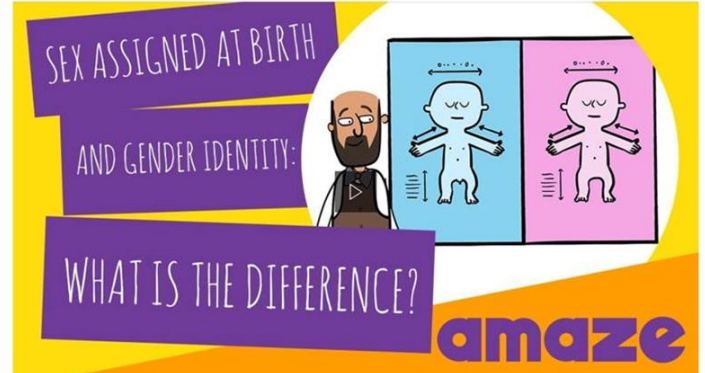
Respectful Conversations with Gender Diverse Patients - ED
Registration Clerks

June 2021

[Go to this Sway](#)

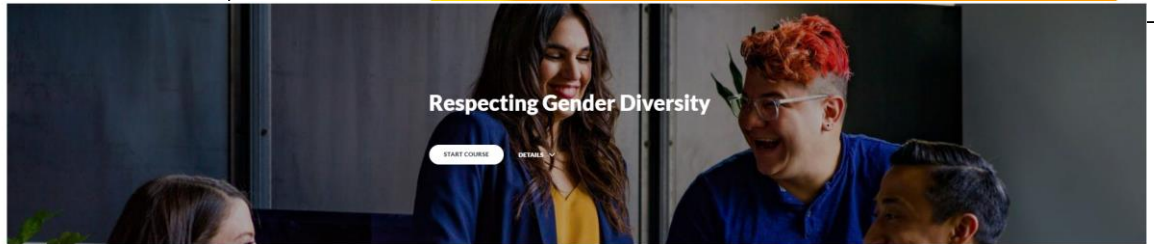
Sex Assigned at Birth and Gender Identity: What's the Difference?

This video is just under 4 minutes long. It illustrates the difference between sex assigned at birth and gender identity. Press play to watch the video.



SEX ASSIGNED AT BIRTH
AND GENDER IDENTITY:
WHAT IS THE DIFFERENCE?

amaze



Respecting Gender Diversity

[START COURSE](#) [DETAILS](#)

Welcome to this course. We're glad you're here!

The goal of this learning module is to promote awareness of and respect for gender diversity and to support TOH staff, physicians and volunteers in engaging more confidently and respectfully with gender diverse patients and colleagues. It will take you about 20-25 minutes to complete all lessons in this course.

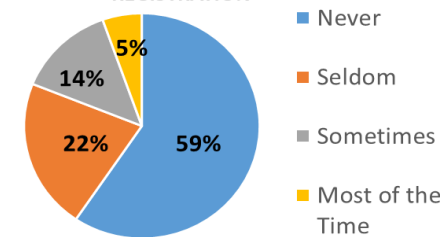
This module has been co-designed with gender diverse members of TOH's Rainbow Patient and Family Advisory Committee.

Click the "Start Course" button at the top of this page to begin.

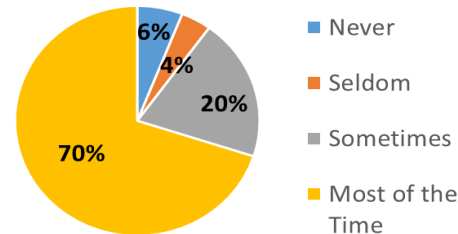
Pre- and Post-Implementation Staff Survey (N=74)

Current Practice Knowledge Comfort

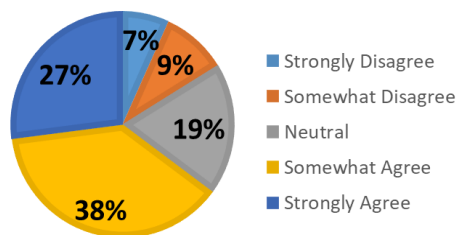
I ASK PATIENTS ABOUT THEIR PRONOUNS AT REGISTRATION



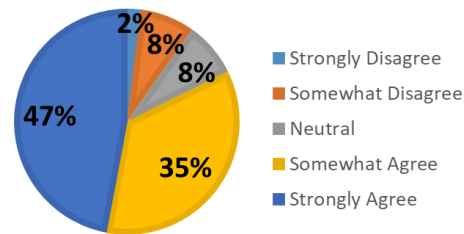
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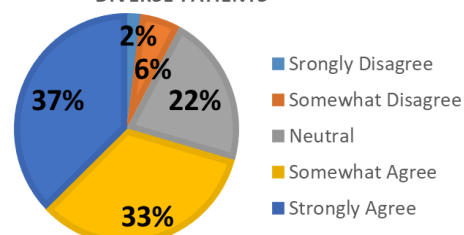
I HAVE ENOUGH KNOWLEDGE ABOUT GENDER DIVERSITY AND ISSUES TO PROVIDE BEST CARE TO PATIENTS AND FAMILIES



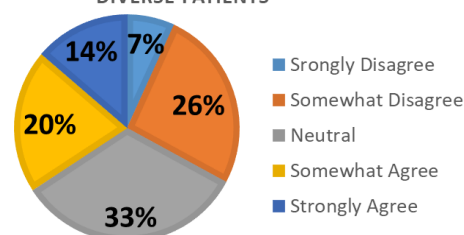
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I BELIEVE OUR CURRENT SYSTEM AND PROCESSES MEET THE NEEDS OF GENDER DIVERSE PATIENTS

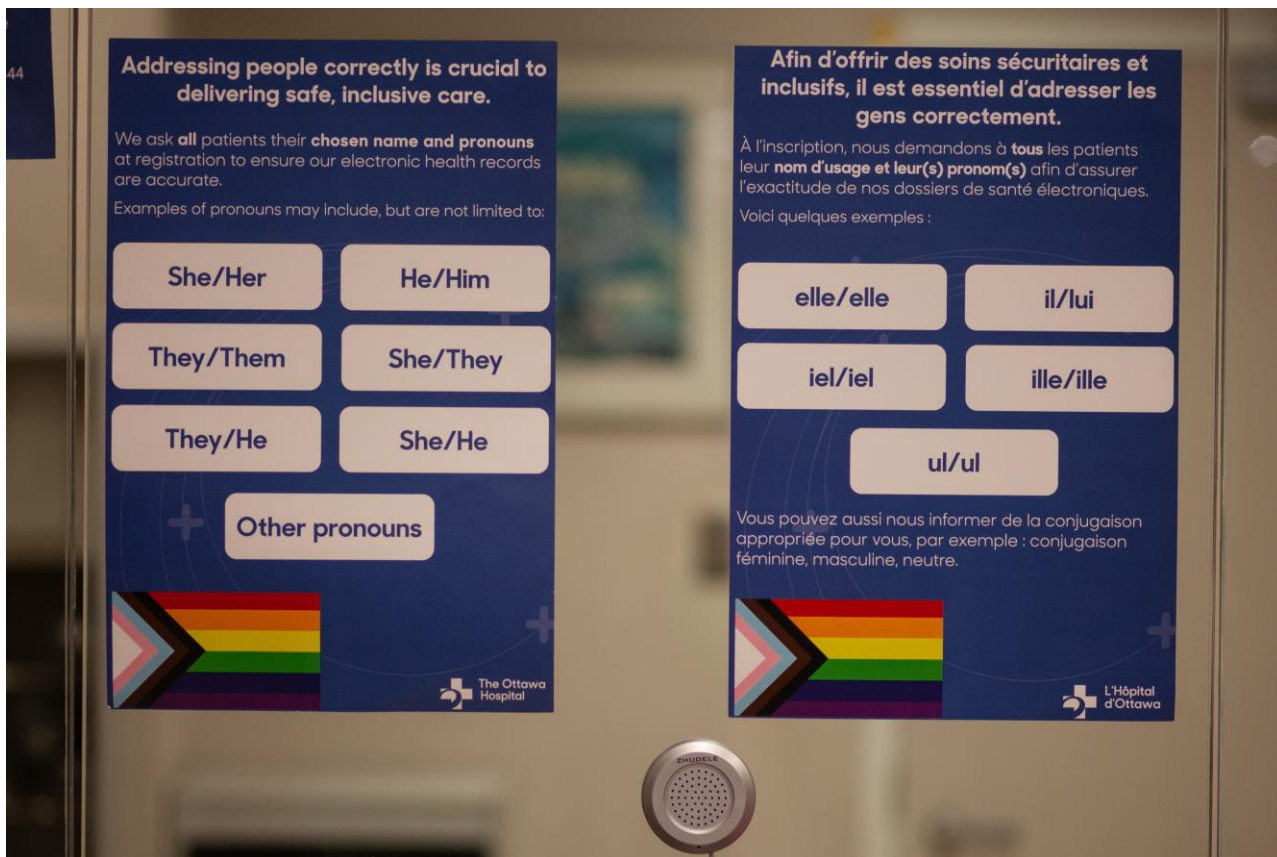


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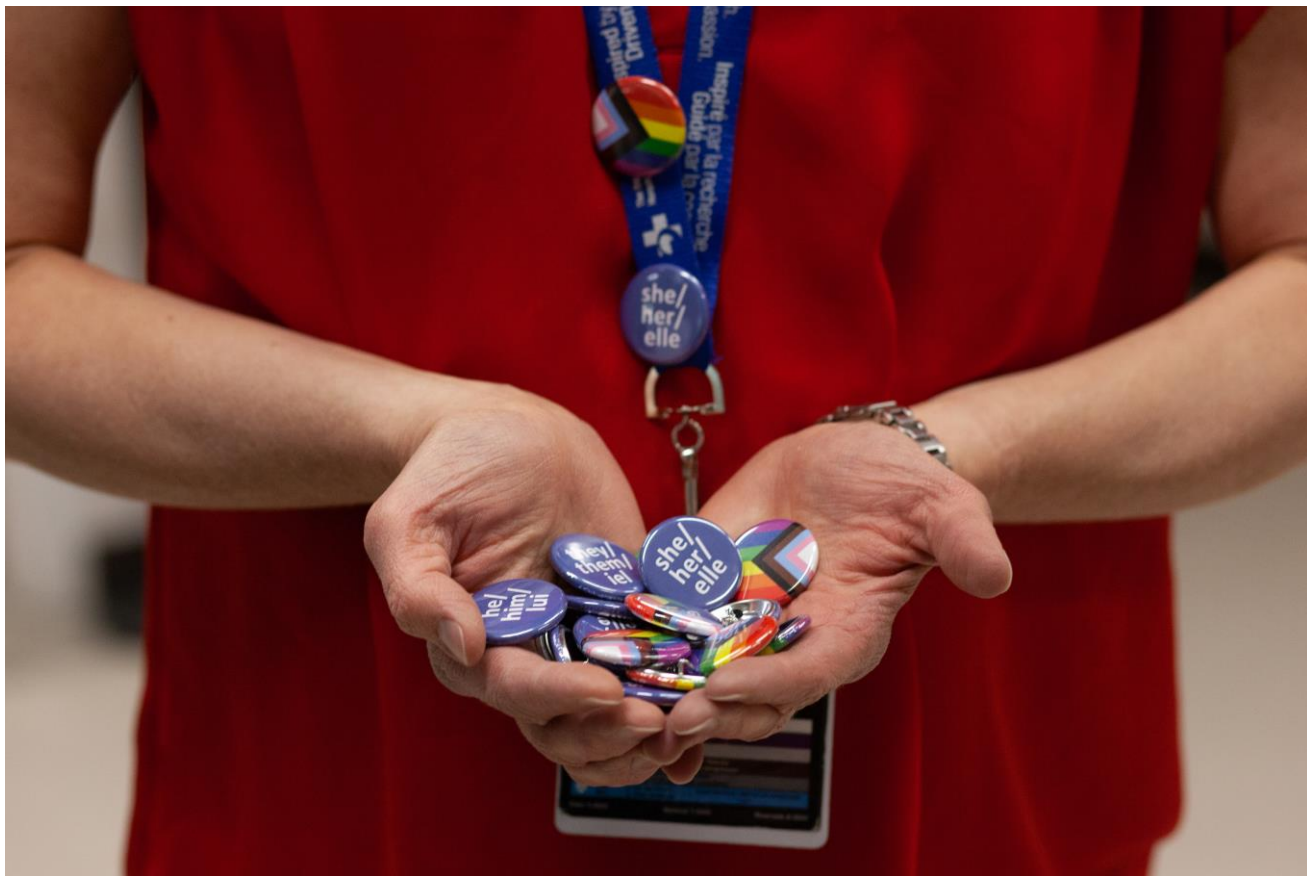
Safe(r) Space
Materials

Patient-Facing Posters at Registration



Safe(r) Space
Materials

Pronoun Pins



Communication & Change Management

- Communication
- Leader Engagement
- Reinforcement
- Measurement



Providing Compassionate Care for Gender Diverse Patients

Gender Identity and Pronouns at Registration (Clerical) Toolkit

The content of this toolkit was created in partnered collaboration between the Admitting Department and the Rainbow PFAC at TOH.

Questions about the toolkit can be directed to:
Emily Sharples, Manager Admitting/ Patient Registration at TOH

Front Desk and Schegistrar Learning Home ▾

Receipt Reprint
Cash Drawer

Guides

- ▾ New Tip Sheet
 - OLIS FAQ
 - Secure Chat Availability
 - Set your Epic Application
 - Updated Claim Form
 - Adding Foreign Student Coverage
 - Accessibility, Gender Identity and Pronouns at Registration
 - NEW GUIDES

Epic Resources ▾

Epic Resources

Referral and Consultation Guideline to the Emergency Dept.

Practice Guidelines Providing Respectful Care for Gender Diverse Patients

CHALLENGES

Systemic Barriers

- MOH Level (OHIP)
- Regional EMPI Integrations

HIS (Epic)

- Foundation Fields
- Build Options
- Reporting
- Decentralized Registration Workflows

Operational

- Downstream Inconsistencies
- Drift in compliance
- Oversight / Local Ownership
- Communication & Change Fatigue
- Readiness vs. Inaction vs. Harm

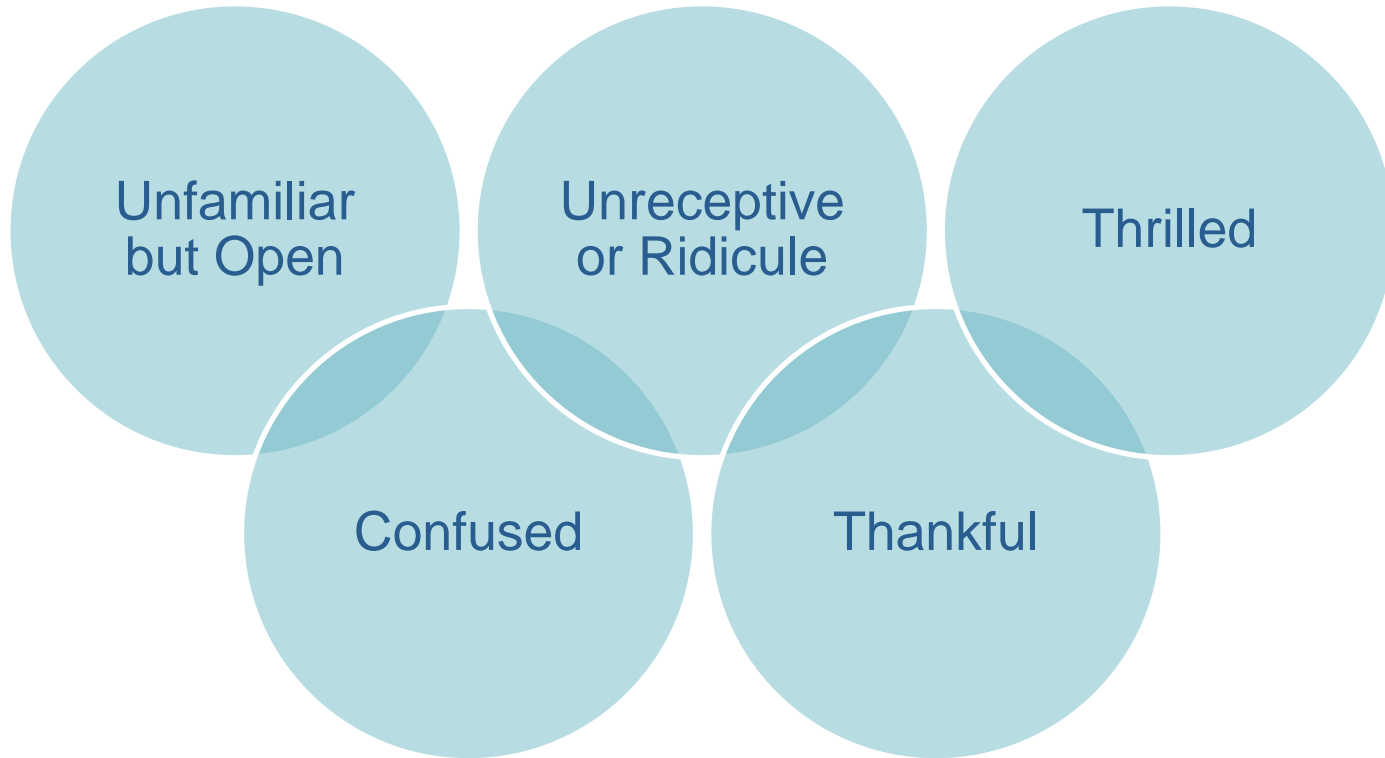
Ownership & Resources

- 'Corner of Desk'
- Competing Priorities

ROLL-OUT EXPERIENCE: HOW DID STAFF REACT?



FRONT LINE EXPERIENCE: HOW DO PATIENTS REACT?



Voice of our Patients

“(recognizing excellent care)... I am also a non-binary trans Filipina, so my first surprise was being asked for my actual gender and pronouns. And, importantly, having my gender correctly referred to. Only one person who treated me used the wrong pronoun, which given how many people I saw, is an amazing ratio for me since my gender is fairly ambiguous.”

(excerpt from patient letter)

“Thank you all for your generosity of time and spirit and your commitment to ALL your patients! There aren’t words to describe what it means to see how you are prioritizing this and the humility and openness with which you are moving forward with change!!!”

(Rainbow PFAC patient advisor)



Other TOH Efforts

- Diversity and Inclusion Council
- Gender Transition Toolkit for Staff and Leaders
- Pronoun in Signature Template
- Integration into Nursing & Clerical Corporate Education
- Other policy & procedure changes: armbands, bed assignment, organ inventory

Equity Diversity
& Inclusion
Work at TOH

Voice of our Colleagues (Design Jam)

- It makes me think about my gender diverse friends and family members that I love and feel angst for their struggles
- (I feel) sad that bringing up this term with people sometimes results in responses like eye rolling, jokes about how it's just getting too confusing, etc.
- I just feel people will react differently to me. I think I would be more authentic if there is better education around diversity.
- I feel it's frustrated that in 2022 we still have a lot of work to do. I am proud of who I am and want others to feel safe enough to be who they are.
- I want to learn how to use personal pronouns correctly, to be respectful.
- I'm afraid I'm going to make a mistake and say the wrong thing!
- (I want to) Remind people that it is not about you, but about the person who is simply asking to be treated equally and with the same respect as everyone else. It is not difficult to use someone's chosen pronouns. We should want to make everyone feel safe

Questions and Discussion

The background is a solid dark blue color. On the right side, there are several faint, concentric circles. Scattered around these circles are small, light blue plus signs (+). The overall aesthetic is clean and modern.