

Gender Identity: MiChart Changes with October Upgrade

ACU Operations 8/1 and 8/8

Agenda

- **Background**
- **MiChart Changes with October Upgrade**
 - New Gender Identity Form
 - Header to include gender identity
 - Smartlink changes
- **Future Changes**
- **Ongoing Challenges**

Non-Discrimination Under the ACA: Section 1557

- Prohibits discrimination on the basis of race, color, national origin, **sex**, age or disability in certain health programs and activities
- **Sex discrimination** includes, but is not limited to, discrimination based on an individual's sex, including pregnancy, related to medical conditions, gender identity and sex stereotypes
 - **Gender identity**: an individual's internal sense of gender, which may be male, female, neither, or a combination of male and female
 - **Sex stereotypes**: stereotypical notions of masculinity or femininity

Michigan Medicine Policies

- Building on existing models of patient centered care and culture of inclusivity
 - **Michigan Medicine must treat individuals consistent with their gender identity**
- Policies for overarching nondiscrimination, grievance procedures, etc. in draft phase
 - Target date: Fall 2017

MiChart Changes with October Upgrade

- New Gender Identity Form
 - Replacing homegrown form
 - Newly available portal questionnaire
 - Will assist in future reporting requirements
- Header to include gender identity
 - Easier way to be respectful of patient
 - Trigger to look at gender identity form
- Smartlink changes
 - Patient pronoun and preferred name to change how they are addressed on all correspondence
 - Patient education important

Gender Identity

Patient's gender identity:

Gender identity:

Patient's sex assigned at birth:

Patient's pronouns:

Pronoun

New ***Please check header to see if patient's preferred name has been documented. If not, please ask patient for their preferred name and document in the Demographics activity.***

New Steps patient has taken to transition, if any:

New Patient's future plans to transition, if any:

Hormone Therapy:

New Organ Inventory

Organs the patient currently has:

Organs present at birth or expected at birth to develop:

Organs hormonally enhanced or developed:

Organs surgically enhanced or constructed:

Therapist Information

Therapist name:

Therapist phone number:

New Sexuality

Patient's sexual orientation:

Sexual orientation:

Tip Sheet

- **LINK**
- How to Access
- Terms and Concepts, for example:
 - Gender identity
 - Transgender
 - Transition
- Problematic Terminology
- Tips for Interaction, for example:
 - How to use patient pronoun
 - What to say if you use incorrect name
- Additional resources

MiChart Changes with October Upgrade

- New Gender Identity Form
 - Replacing homegrown form
 - Newly available portal questionnaire
 - Will assist in future reporting requirements
- Header to include gender identity
 - Easier way to be respectful of patient
 - Trigger to look at gender identity form
- Smartlink changes
 - Patient pronoun and preferred name to change how they are addressed on all correspondence
 - Patient education important

Ambulatory Header to Include Gender Identity

Kal-Burger-Poc, Testfour MRN: 100022227 DOB: 07/30/1945 FYI: None PCP: Aaberg, Thomas M... Infection
Preferred Name: **David** CSN: 1000412204 Age/Sex: 23 M.o. / F Allergies: **Not on File** REF: None Isolation
Primary Cvg: BCBS/BCBS MICHIGAN P... **Pronoun / Gender ID: he/...** My Sticky Note:

Gender Identity and Sexual Orientation Form
Pronoun / Gender ID: he/him/his / Transgender Male / Female-to-Male [4]

- Will be added in same place as Pronoun
- Hover to view more information
- Some headers may not include Pronoun or Gender Identity:
 - ADT/Cadence
 - HOD
 - Inpatient

Preferred Name in Patient Lookup

- Staff education to look at preferred name below
 - More visible with the upgrade

Search Criteria
Name/MRN: Kal-Burge

Wt	Patient Name	MRN	Birth Date	Sex	Street Address
7.92	KAL-BURGER-POC,TESTFOUR	100022227	7/30/2015	F	4251 Plymouth Rd, An
7.92	KAL-BURGER-POC,TESTONE	100022223	7/18/1929	M	4251 Plymouth Rd, An
7.92	KAL-BURGER-POC,TESTTHREE	100022226	8/30/2012	M	4251 Plymouth Rd, An
7.92	KAL-BURGER-POC,TESTTWO	100022225	6/5/1934	F	4251 Plymouth Rd, An

Results loaded: 4

Kal-Burger-Poc, Testfour **"David"** **100022227**



Born 7/30/2015
23 m.o. Female

Address
4251 Plymouth Rd
Ann Arbor MI 48105-3640

Phone
111-111-1111 (H)

Email
No e-mail address on file

Physician
Aaberg, Thomas M Jr., MD

SSN: xxx-xx-9999
Language: English
Religion: None
Ethnicity: Unknown
Race: Black or African American

Aliases:
KALBURGERPOC,TESTFOUR
KAL-BURGER-POC,KATIE
KAL-BURGER-POC,DAVID

MiChart Changes with October Upgrade

- New Gender Identity Form
 - Replacing homegrown form
 - Newly available portal questionnaire
 - Will assist in future reporting requirements
- Header to include gender identity
 - Easier way to be respectful of patient
 - Trigger to look at gender identity form
- Smartlink changes
 - Patient pronoun and preferred name to change how they are addressed on all correspondence
 - Patient education important

Smartlink Changes

- Patient pronoun and preferred name to change on correspondence, for example:
 - After visit summary
 - Letters (to employer or home)
 - Address label
 - Progress notes
- Notification will be pushed to portal active patients that have specified a gender identity
- Smartlink available to pull patient legal name
 - .NAMELEGAL
 - .FNAMELEGAL

Smartlink Changes: Patient Education

- **Problem:** A patient identifies with one pronoun or requests a preferred name, but their family or employer do not know them by that pronoun or name.
- **Solution:** Inform patient that updating pronoun will change how they are addressed in written correspondence and ensure that they are comfortable with that change.
- **Scripting** when patient requests to change pronoun: Updating your pronoun will help our staff address you in the right way. It will also update how we address you in writing, for example in a letter to your home. Is it okay for us to address you with this pronoun in all situations?

Future Changes

- Header consistency
- Updating Demographics section
 - Include sex at birth and gender identity
 - Train staff not to ask these questions to each patient but have a place to document if patient discloses information
 - Target date: TBD
- Gender Identity training modules

Ongoing Challenges

- Printed stickers in clinic utilize legal name
- Ancillary services using legal name
 - Patient education on using MRN

Old form

Pronoun Preference will appear in the patient header.

Gender Identity

Man	Woman
Trans Man	Trans Woman
Boy	Girl
Genderqueer	Two-Spirit
Nonbinary	See Comments

Pronoun Preference

He
She
They
See Comments

Information in this column will not appear in the patient header

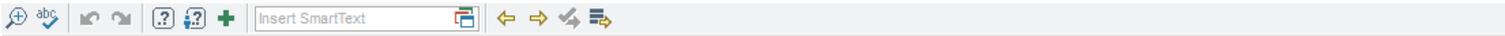
Sex at birth

Male	Female	Intersex
------	--------	----------

Medical and Surgical Treatments

No medical or surgical treatments	Reduction thyroid chondroplasty
Cross-sex hormone therapy, current user	Laryngeal feminization surgery
Cross-sex hormone therapy, past user	Voice surgery
Bilateral total reduction mammoplasty	Scalp advancement
Hysterectomy	Forehead reconstruction
Oophorectomy	Soft tissue filler injections
Salpingectomy	Breast augmentation
Vaginectomy	Bilateral orchiectomy
Phalloplasty, free flap	Penectomy
Metoidioplasty	Vaginoplasty, penile inversion
Urethroplasty	Vaginoplasty, colon graft
Scrotoplasty	Other unlisted surgical procedure

Therapist Name
Therapist Phone Number
Clinician Comments



Service Areas Using Legal Name

- **Problem:** Some Michigan Medicine service areas have software and workflows that do not address patient by preferred name. Patients may be upset that they requested to be called by a preferred name, but these areas do not recognize that.
- **Solution:** Inform patient that they might be called by the incorrect name when visiting these areas. Explain other ways they can identify themselves, for example, MRN.
- **Scripting:** There is an issue with our computer system which allows for some departments to only view your legal name. This means they will only see your legal name when you check-in and when they print off documents. I'd like to give you your Medical Record Number (MRN) so they can look you up that way. Don't be alarmed if you see your legal name on any printed items. Please know we are working on correcting this issue.

PH. Patient Lookup

- **Problem:** Preferred name does not show up in patient selection box, however is shown below in the patient result screenshot.
- **Solution:** Review patient snapshot for preferred name. *Note: Do not ask patient if they could be listed under a different name without first looking at preferred name.*