



GUIDELINES FOR QUALITY CARE FOR TRANSGENDER PATIENTS

Department: Nursing

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Application: Independent Assisted Living Nursing Facility

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Approval:

PURPOSE: To provide for staff interaction with transgender residents to Woodland Pond Health Center.

DEFINITIONS:

1. Transgender – is an umbrella term used to describe people whose gender identity, one’s inner sense of being male or female, differs from their assigned or presumed sex at birth. Transgender patients generally are admitted to hospitals for the same types of care as other patients, although transgender patients may also enter hospitals for transition-related health services.
2. To “transition” means to undergo a process by which a person changes their physical sex characteristics and/or gender expression to match their inner sense of being male or female. A person may include a name change, a change in preferred pronouns, and a change in social gender expression through things such as hair, clothing, and restroom use. It may or may not include hormones and surgery.
3. Gender Identity – is one’s internal, personal sense of being a man or a woman.
4. Gender expression – is the external manifestation of one’s gender identity, usually expressed through “masculine”, “feminine”, or gender-variant behavior, clothing, haircut, voice, or body characteristics.

POLICY:

When a transgender resident presents for health care, they will be addressed and referred to on the basis of their self-identified gender, using their preferred pronoun and name, regardless of the patient’s appearance, surgical history, legal name, or sex assigned at birth.

A. Procedure/Responsibility:

Protocol for interaction with transgender patients:

1. A transgender patient’s preferred pronoun should be determined as follows:
 - a. If the resident’s gender presentation clearly indicates to a reasonable person the gender with which the resident wishes to be identified, the Woodland Pond staff member should refer to the resident using pronouns appropriate to that gender.
 - b. If the Woodland Pond staff member determines the resident preferred pronoun on the basis of the resident’s gender presentation, but is then corrected by the resident, the

staff member should then use the pronouns associated with the gender identity verbally expressed by the resident.

- c. If the resident's gender presentation does not clearly indicate the resident's gender identity, the Woodland Pond staff member should discreetly and politely ask the resident for the resident's preferred pronoun and name.
2. Staff may only ask residents about their transgender status, sex assigned at birth or transition-related procedures when such information is directly relevant to the resident's care.

B. Room assignments:

All room assignments at Woodland Pond are private rooms.

C. Access to restrooms:

All residents of Woodland Pond may use the restroom that matches their identity, regardless of whether they are a gender transition or appear to be gender-nonconforming.

REFERENCES:

"Creating equal access to quality health care for transgender patients: Transgender-affirming hospital policies" Lambda Legal & Human Rights Campaign