

# CME:

## Gender-Affirming Care in SND: Centering the Patient Experience

September 25, 2024 • Event Summary

On September 25, the Gender-Affirming Care Shared Care working group held a thought-provoking CME about gender-affirming care. The first in a three-part series, this session featured a panel of patient partners and a panel of physicians who provide gender-affirming care in Surrey-North Delta. 62 professionals attended the session, including FPs, MOAs, PCN staff and more.

Panelists spoke about:

- What gender-affirming care actually is and why it's so important
- Why language matters to your trans and gender non-conforming patients
- How to create a safe and welcoming environment in your clinic for patients seeking gender-affirming care



Hearing about the panelists' personal journeys was a highlight of the session.



# KEY LEARNINGS

Both panels spoke about their experiences with gender-affirming care and what gender-diverse patients need from their primary care providers.



## Language Matters

▶ “Making Mistakes and Correcting Them”

- Ask/confirm with all patients which name and pronouns they use
- Using their correct names and pronouns is very important to gender-diverse patients
- Note correct names and pronouns in a visible place on EMRs and on records (may be different from information on Care Card)

## Creating a Welcoming Clinic Space

▶ See Checklist

- Display a trans-inclusive pride flag or window sticker
- Display brochures, posters, or educational materials about trans health concerns.
- Introduce gender-neutral washrooms
- Learn how to provide gender-affirming care such as hormone therapy



# SESSION EVALUATION

90% of participants reported a high or very high motivation to make changes to their practice/workplace to be more welcoming for gender-diverse patients.

52%

Feel more confident in using the correct language for trans, two-spirit and gender-diverse patients.

Feel more confident in creating a welcoming clinic space for their gender-diverse patients.

48%

90%

Plan to attend the next gender-affirming care session, which will focus on medical care for trans, two-spirit and gender-diverse patients.