



# Case Management Redesign

Let's Get Brave Together:  
Courageous Conversations about Gender Identity and  
Sexual Orientation

September 5, 2023

HEALTH MANAGEMENT ASSOCIATES

# Public Meeting Notice

- This meeting is open to the public and is being recorded.
- Anything said during this meeting may be part of the public record.
- We will not discuss the CMA RFP or related issues; please direct your questions about the CMA procurement to HCPF.

# Presenters



**Avery Beyleu**  
she | her



**Courtney Thompson**  
she | her



**Deborah Rose**  
she | her



**Megan Beers**  
she | her

# Poll: Who Is Here Today?



# Agenda

- **Introductions, Recording & Meeting Guidelines (5 min)**
- **Poll: Who is here? (2 min)**
- **Presentation: Let's Get Brave Together: Courageous Conversations about Gender Identity and Sexual Orientation (38 min)**
- **Q&A and Discussion (5 min)**

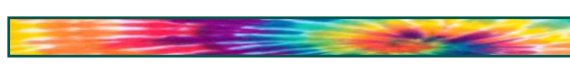


A woman with long blonde hair, wearing a black tank top, is shown from the chest up. Her arms are raised and bent at the elbows, with her hands near her head. Her eyes are closed, and she has a serene expression. The background is a solid, deep blue color. The overall image has a soft, ethereal quality.

Let's Get Brave

HEALTH MANAGEMENT ASSOCIATES

# Goals

- Engage curiosity and courage to create a brave space for learning and growth
- Explore the changing landscape of LGBTQ+ Identities through exploring four key terms: 
- Use an intersectional framework to reflect on the unique needs of diverse LGBTQ+ members
- Describe practical solutions to demonstrate affirmation and support to LGBTQ+ members
- Provide resources and tools for ongoing learning

Sex Assigned at Birth  
Gender Identity  
Gender Expression  
Sexual Orientation

A blue-tinted photograph of three diverse individuals (two women and one man) looking directly at the camera. The image is semi-transparent, serving as a background for the text.

# Co-Creating a Brave Space

HEALTH MANAGEMENT ASSOCIATES





# Brave Space vs. Safe Space



# Curiosity & Courage

**“Curiosity evokes ‘concern’; it evokes the care one takes for what exists and could exist;...a certain relentlessness to break up our familiarities...a fervor to grasp what is happening and what passes;...I dream of a new age of curiosity.”**

**- Michel Foucault**



**“Courage is like—...a habit, a virtue: You get it by courageous acts. It’s like you learn to swim by swimming. You learn courage by couraging.”**

**~ Brené Brown**

LGBTQ+  
Identities  
Understanding  
A Changing  
Landscape

HEALTH MANAGEMENT ASSOCIATES





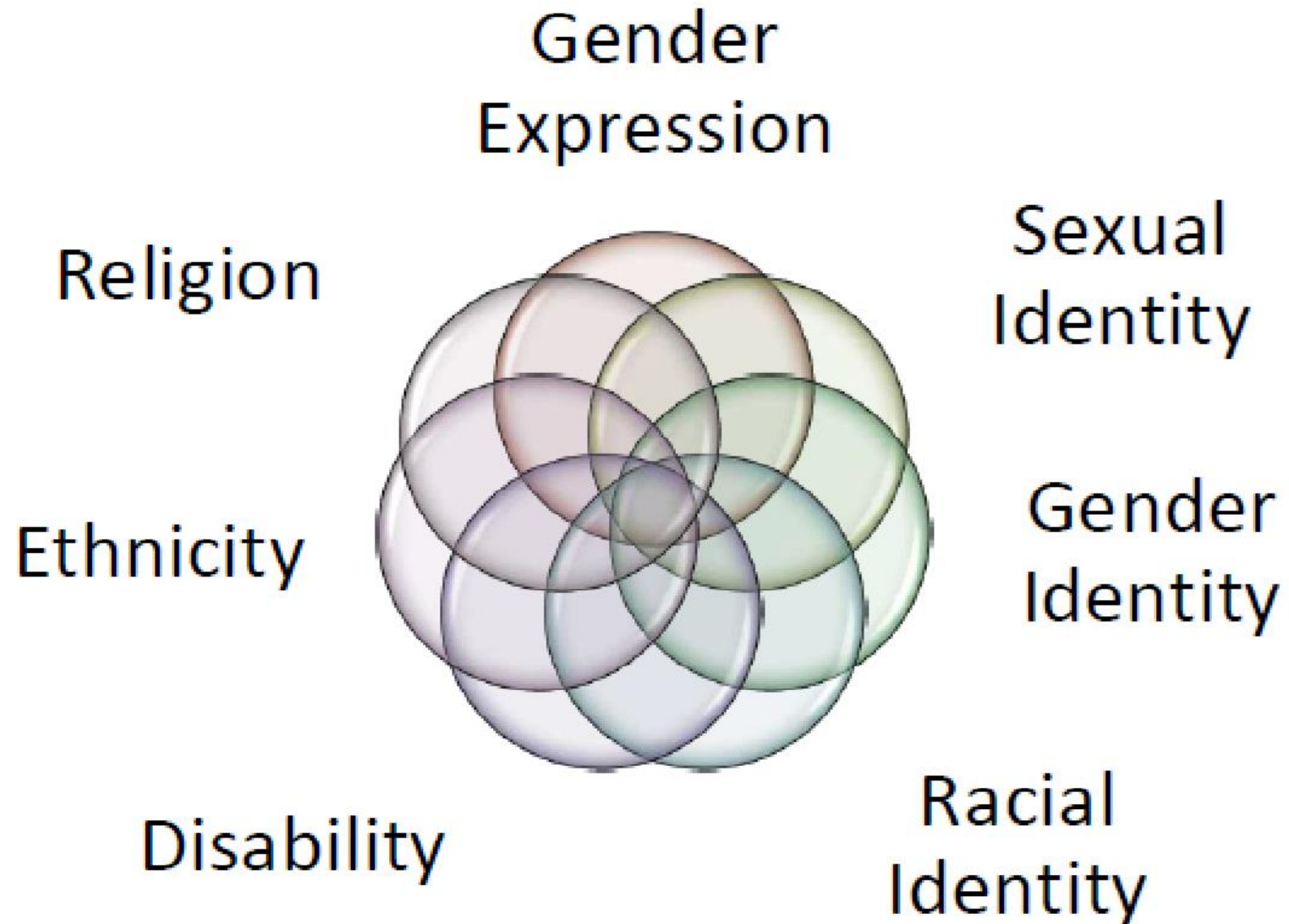


Transgender  
Bisexual  
Pansexual  
Gender-Fluid  
Gender-nonconforming  
Gender-Creative  
Intersex Lesbian  
Gay Genderqueer

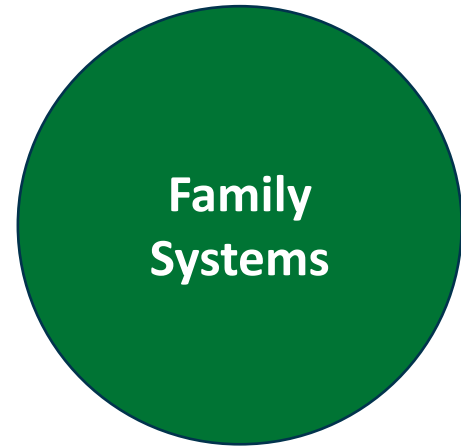
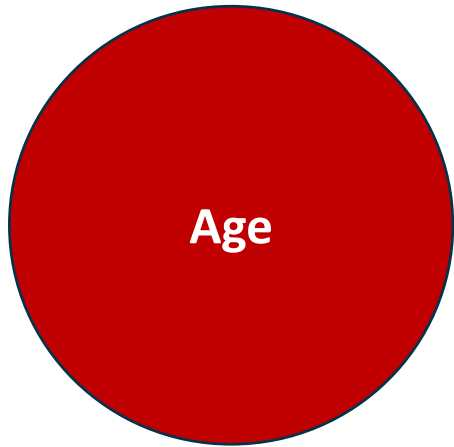
# Four Key Terms

- **Sex Assigned at Birth**
- **Gender Identity**
- **Gender Expression**
- **Sexual Orientation/Attraction**

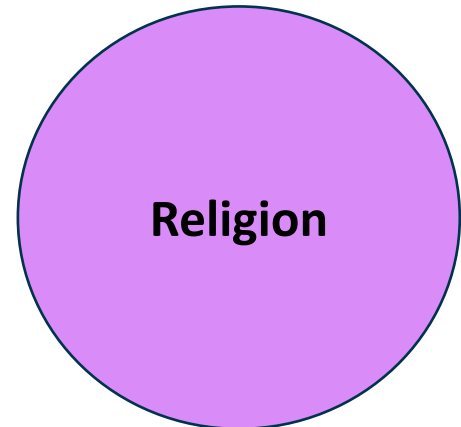
# Thinking Intersectionally







**LGBTQ+ Identities**



A photograph of outdoor bleachers with a rainbow color gradient. The top row is red, followed by orange, yellow, green, and blue. The bleachers are made of concrete with a grey surface. A blue semi-transparent box is overlaid on the middle of the image, containing white text.

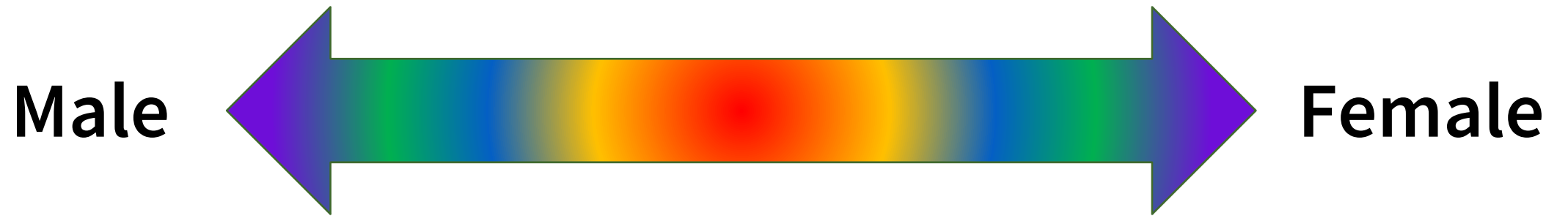
# LGBTQ+ Identities

## Understanding Four Key Terms

# What Are The Four Key Terms?

- **Sex Assigned at Birth**
- **Gender Identity**
- **Gender Expression**
- **Sexual Orientation/Attraction**

# Sex Assigned at Birth



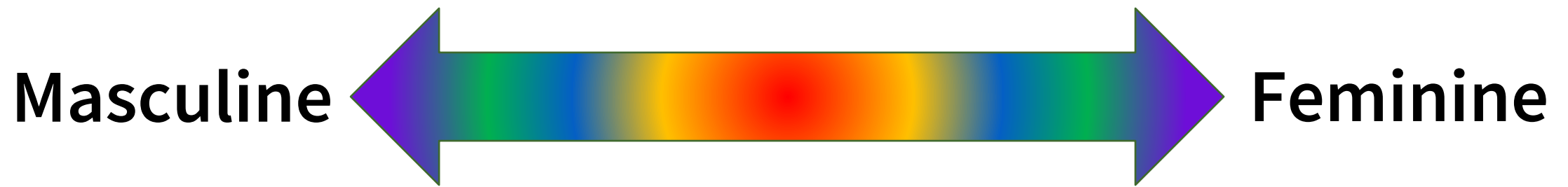


# Gender Identity

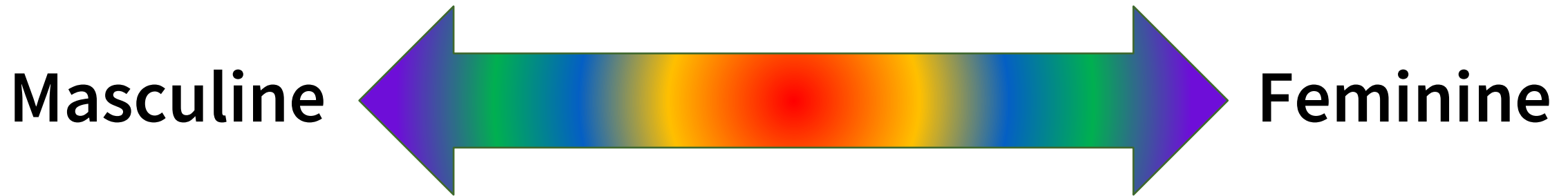
**An individual's innate sense of being male, female, an amalgamation of male and female or neither**



# Gender Expression



# Sexual Orientation/Attraction



# SEX ASSIGNED AT BIRTH



# GENDER IDENTITY

An individual's innate sense of being male, female, an amalgamation of male and female or neither

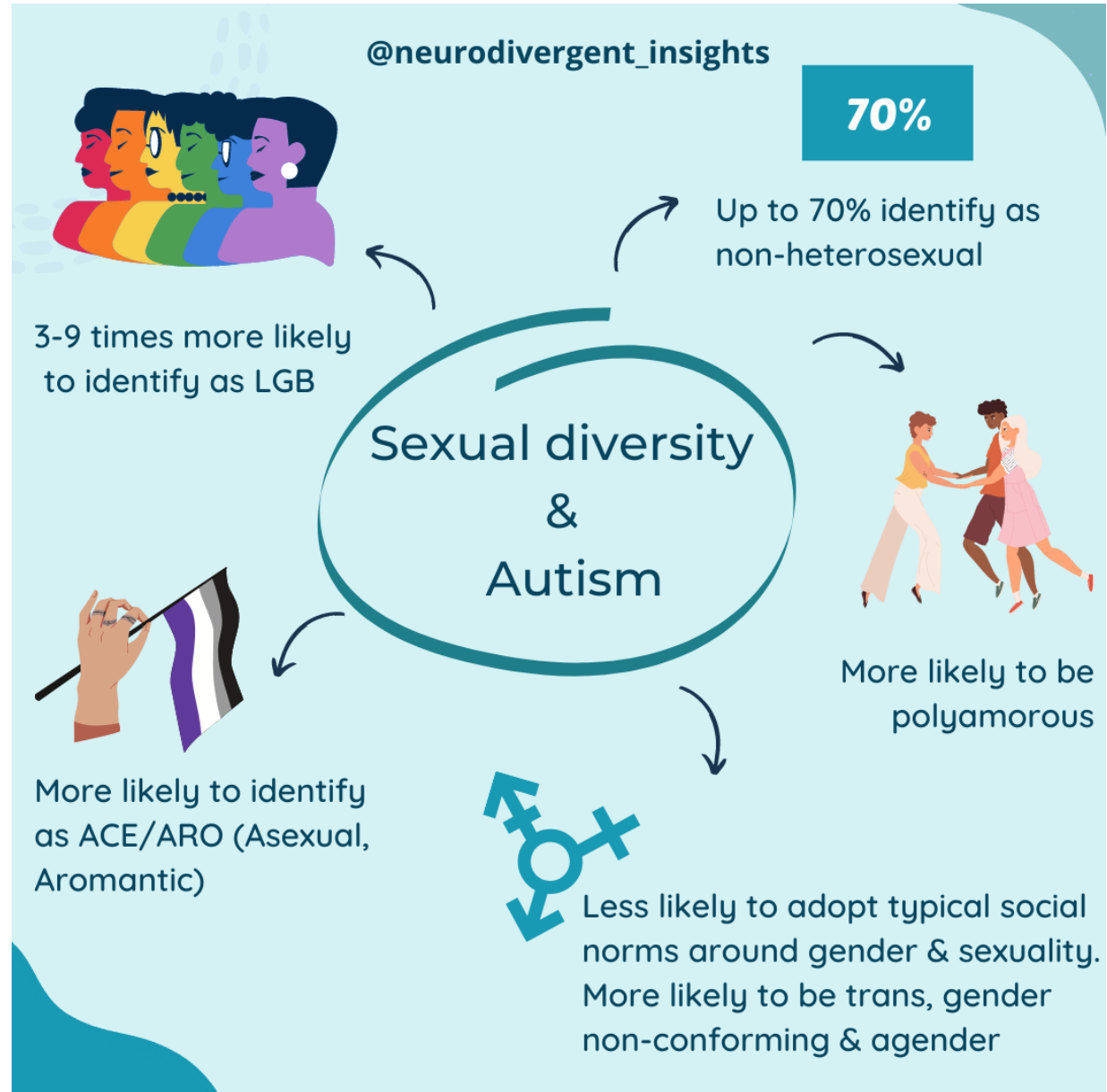
# GENDER EXPRESSION

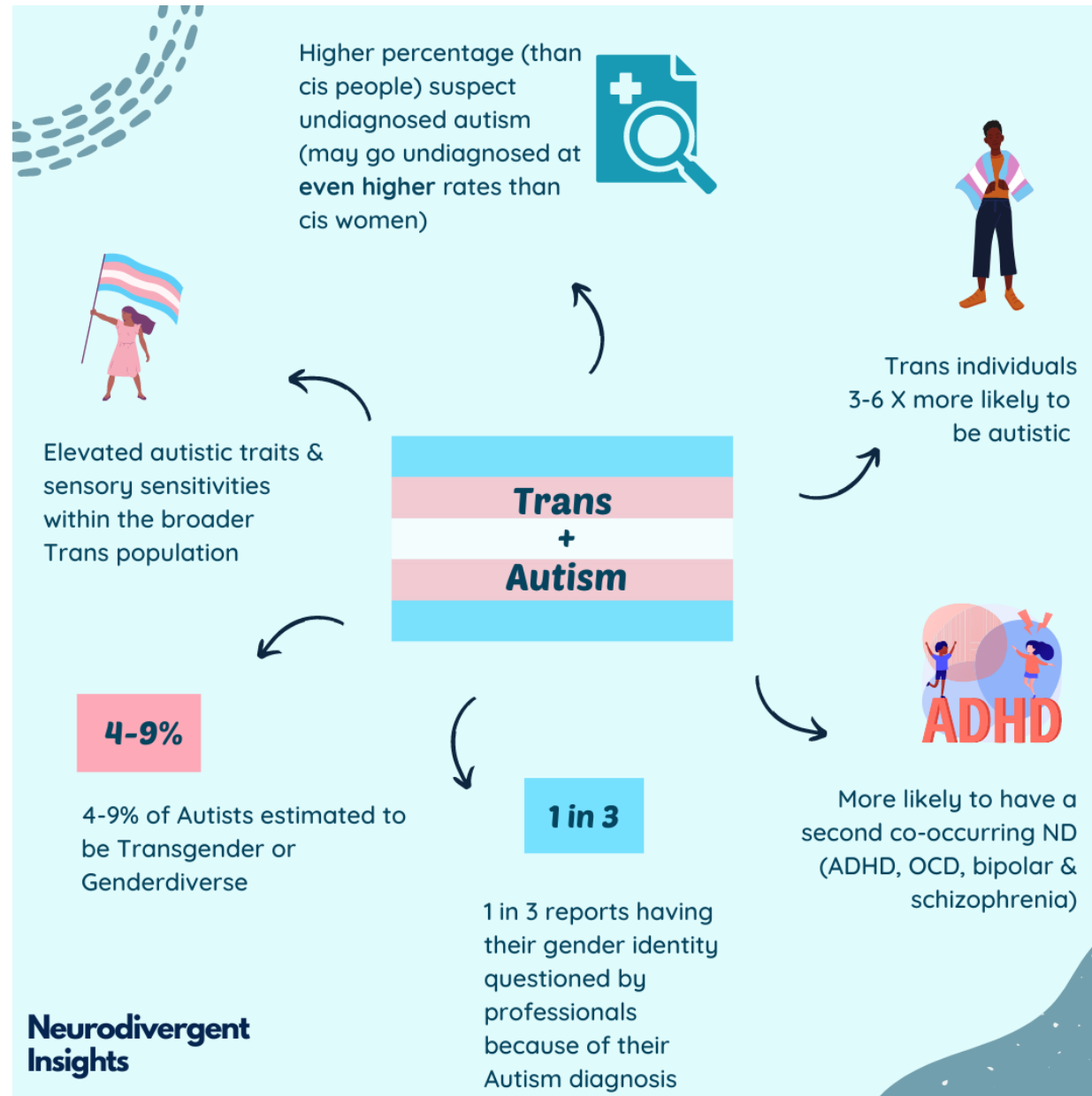


# SEXUAL ORIENTATION/ ATTRACTION



**9.2% of youth  
identify as gender-diverse**







# Difficulties for LGBTQ+ Youth

- LGBTQ+ youth who had access to spaces that affirmed their sexual orientation and gender identity reported lower rates of attempting suicide.
- 42% of LGBTQ+ youth seriously considered attempting suicide in the past year, including more than half of transgender and nonbinary youth.
- More than 80% of LGBTQ+ youth stated that COVID-19 made their living situation more stressful — and only 1 in 3 LGBTQ+ youth found their home to be LGBTQ+ -affirming.

# LGBTQ+ Older People

- There are currently around 3 million LGBT adults over the age of 50 and that number is expected to grow to 7 million by 2030.

LGBT older people face unique challenges as we age. LGBT elders are...

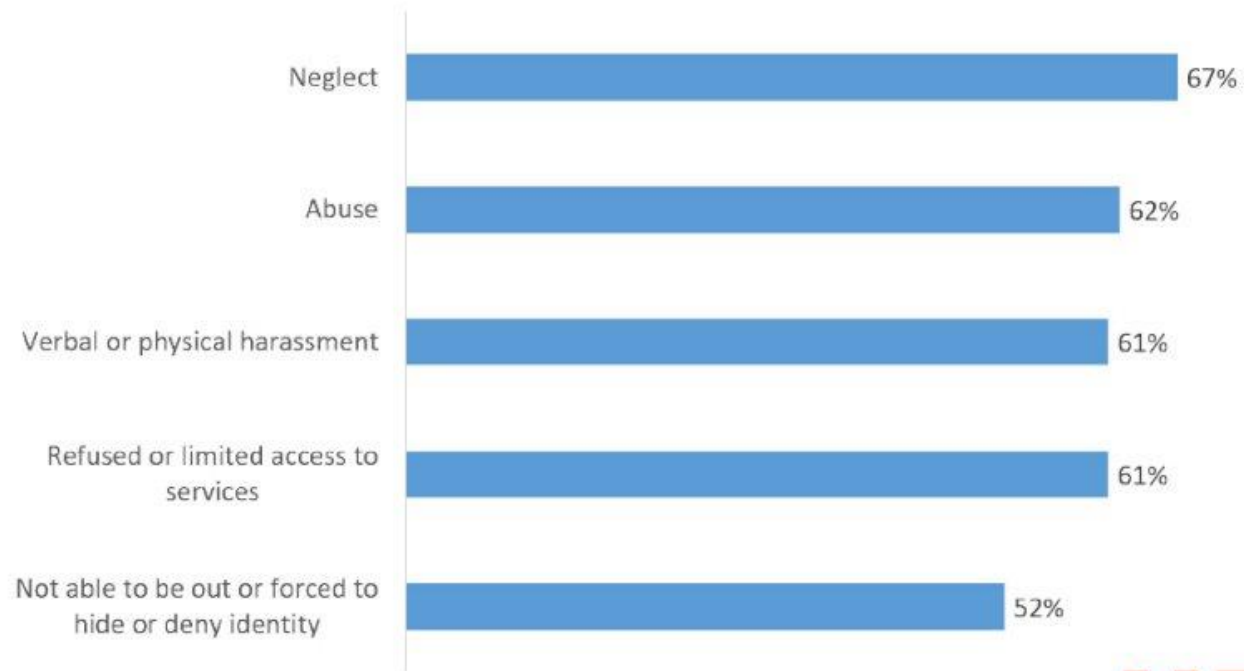


SAGE & National Resource Center on LGBT Aging: Facts on LGBT Aging 1

# LGBTQ+ Older People (pt. 2)

**As an LGBT community member, if you or your spouse/partner ever needed long-term care, such as in-home assistance, assisted living or nursing home care, how concerned would you be about the following?**

% Very or Somewhat Concerned among LGBT Adults Age 45 and Older

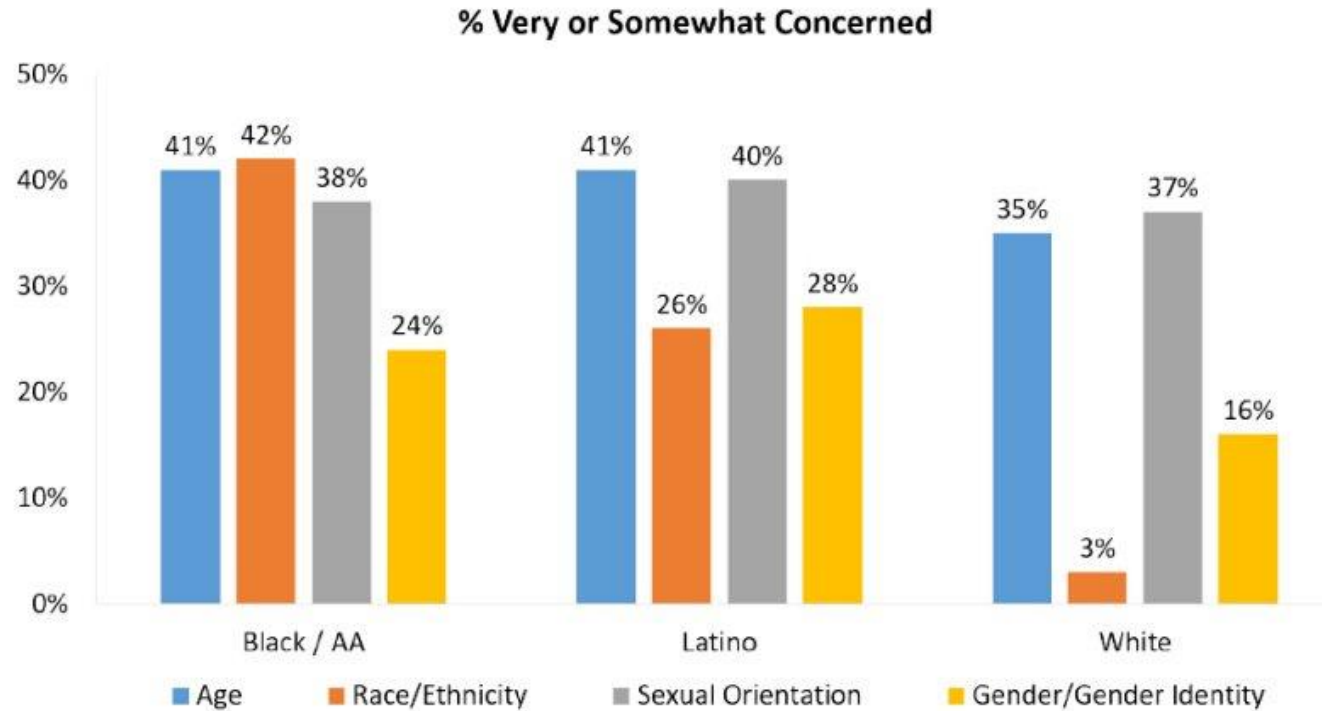


Source: Maintaining Dignity: Insights on Concerns and Preferences of Mid-Life and Older LGBT Adults



# LGBTQ+ Older People (pt. 3)

As you get older, how concerned are you that the quality of care you receive by healthcare professionals and staff will be adversely impacted based on your ...



Source: Maintaining Dignity: Insights on Concerns and Preferences of Mid-Life and Older LGBT Adults



# Health Equity

- **33% of transgender people report having at least one negative experience with a healthcare provider**
- **23% of transgender people report not seeking necessary care because of a fear of mistreatment**

# Creating Inclusive and Welcoming Connections

HEALTH MANAGEMENT ASSOCIATES









**“ If we build a system with the most marginalized people in mind first, the system will work for everyone.”**

**- Dr. Michelle Carnes**



# Move Beyond Allyship

- **Alternative models**
  - **Working in solidarity with...**
  - **Collaborator with...**

# Understand the Danger of a “Single Story”

- **For example: If you have met one trans person.... you have still only met one trans person**
- **Resist macro-narratives**
- **Reframe “role models” as “possibility models”**

# Stay Curious

- Read books, articles, and blogs
- Follow diverse voices
- Follow leading organizations to stay informed and local organizations to help inform action



# Respect Privacy

- **General Guideline**: Never share someone's sexual orientation or gender identity without their consent
- Ask for consent to share sexual orientation or gender identity information if that information feels essential for support. (E.G. caregivers, other professionals)

# Ask Appropriate Questions To Guide Your Solidarity

In general, do not ask questions about someone's body, transition process, or intimate life unless it is relevant to care you are providing.

- Ask yourself: Will this question help you support this individual?
- Question Examples:
  - How may I support you?
  - How may I accompany you?

# Show Respect by Using Correct Pronouns

- Proactively share your name and pronoun:
  - Example: “My name is Avery, and my pronouns are she and her.”
- Ask appropriate questions:
  - Example: “May I ask your pronouns?”



# Correct Mistakes

- Correct mistakes proactively
- Gently correct others
- Get curious alongside the individuals most impacted to guide solidarity

Stay Curious and Keep Couraging!



# Upcoming Learning Collaboratives

## Meditation

- October 12, 2023, 11:00-11:50 am MT

## Dignity of Risk

- November 16, 2023, 1:00-1:50 pm MT



# References

Photo sources: [unsplash.com](https://unsplash.com) and [pexels.com](https://pexels.com)

This training includes references to materials developed by

- [NeurodivergentInsights.com](https://NeurodivergentInsights.com)
- [Pediatrics Youth Statistic](#)
- [TrevorProject.org](https://TrevorProject.org)
- [WilliamsInstitute.law.ucla.edu](https://WilliamsInstitute.law.ucla.edu)
- [AARP](#)

# Additional Resources

- **LGBT People with Disabilities:** <https://www.lgbtmap.org/effective-messaging/lgbt-people-disabilities>
- **The Williams Institute: A center for LGBTQ research and data:** <https://williamsinstitute.law.ucla.edu/>
- **The Trevor Project: Suicide Prevention and Mental Health Promotion Organization:** <https://www.thetrevorproject.org/>
- **Trans Lifeline: Suicide Prevention and Crisis Services for the trans and non-binary community:** <https://translifeline.org/>
- **PFLAG: An organization dedicated to supporting the friends, family, and allies of the LGBTQ+ Community:** <https://pflag.org/>

# Contacts

Please contact us if you have additional questions, suggestions, or ideas.

- Deborah Rose
  - [drose@healthmanagement.com](mailto:drose@healthmanagement.com)
- Megan Beers
  - [mbeers@healthmanagement.com](mailto:mbeers@healthmanagement.com)
- Courtney Thompson
  - [cthompson@healthmanagement.com](mailto:cthompson@healthmanagement.com)
- Avery Belyeu
  - [abelyeu@healthmanagement.com](mailto:abelyeu@healthmanagement.com)



# Thank You!

