

PRESENTERS

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BACKGROUND

Non-binary and genderqueer (NBGQ) people commonly struggle with healthcare systems that ignore their needs and inflict harm.

We asked NBGQ people how counselors can improve their cultural responsiveness.

These findings can help healthcare providers improve their cultural responsiveness with NBGQ people across specialties.

METHODS

1. This was a qualitative community-based participatory action research project.
2. Qualitative data were collected by and from a research group of NBGQ adults ($n=7$) during two focus groups, interviews, and via email.
3. Data were analyzed using consensus-based thematic analysis.

DISCUSSION

NBGQ cultural responsiveness in healthcare stems from deep understanding of intersectionality and anti-oppression. Culturally responsive providers mitigate and transform binary gender assumptions in healthcare, culture, and systems using critical engagement and an intersectional lens.

IMPLICATIONS

Our findings and best practices should be implemented across healthcare contexts to reduce NBGQ marginalization and harm.

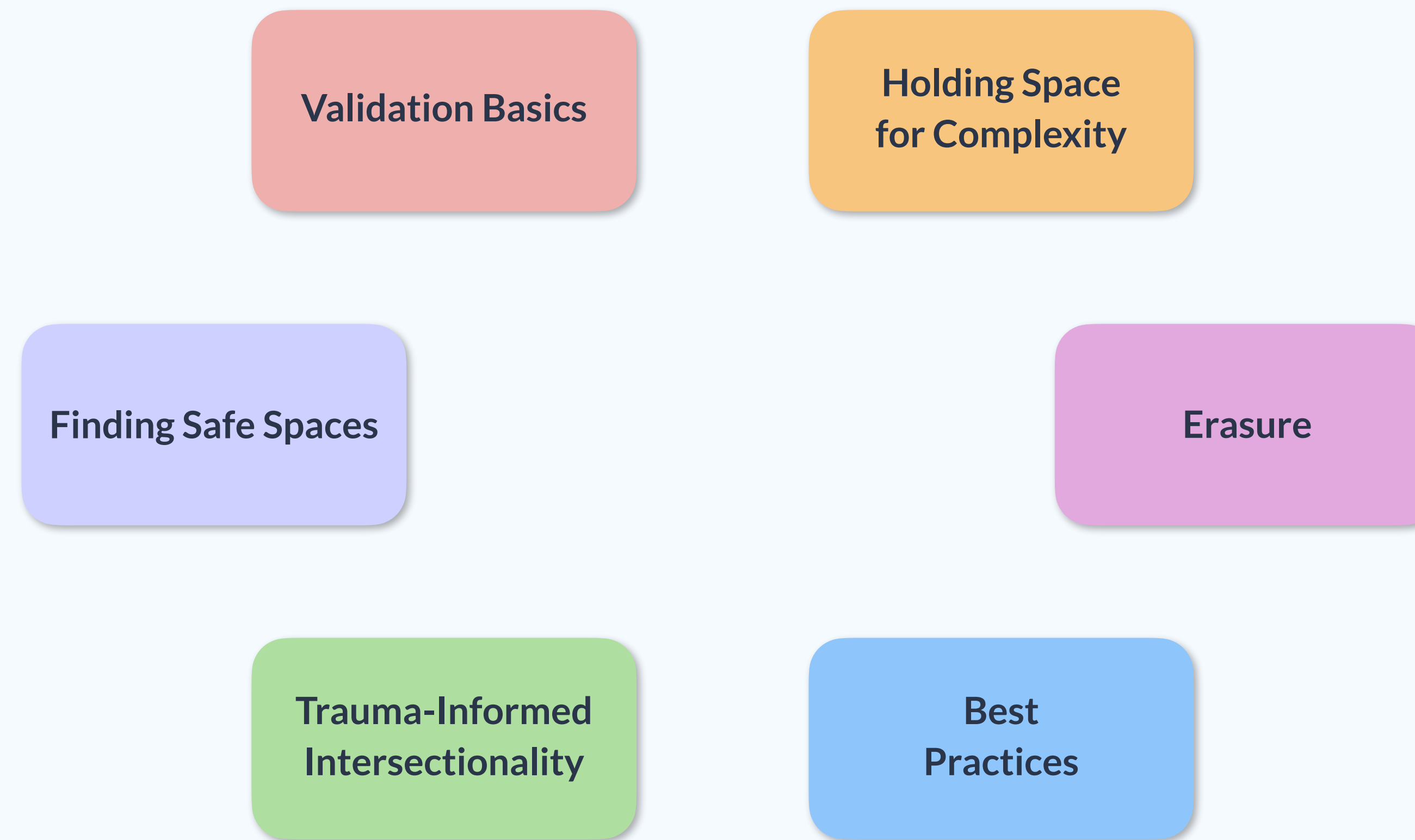
This requires a deep analysis and implementation of NBGQ-affirming changes in different areas of healthcare practice.

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Healthcare providers are uniquely poised to foster supportive environments for non-binary and genderqueer people.

FINDINGS

We found 5 themes and 12 best practices.



VALIDATION BASICS

NBGQ people need to be basically validated as they are, without being told they should fit into a different identity, performance, or set of norms.

HOLDING SPACE FOR COMPLEXITY

NBGQ identity and development are complex and can take many forms over time. Clients/patients and helpers need to hold space for that complexity.

FINDING SAFE SPACES

NBGQ people need to find and inhabit safe spaces, when accessing services, in home life, with friends, and in community. Peer support can be very helpful.

ERASURE

NBGQ experience is characterized by erasure in the mainstream social context. It is crucial that helpers understand the pain of erasure and that they not recapitulate it.

TRAUMA-INFORMED INTERSECTIONALITY

NBGQ people may have experienced trauma, and may belong to other oppressed groups. This complex issue demands sensitivity and discernment.

AREAS TO EXAMINE



Forms and Processes



Policies and Procedures



Built Environment



People

BEST PRACTICES

1. Embrace gender transition as an open-ended, lifelong process of exploration and joy.
2. Be curious about NBGQness in general and your clients' experience in particular.
3. Don't use your clients/patients for your professional education.
4. Get our pronouns right (and if you mess up, apologize and move on).
5. Appreciate the rich complexity of transness.
6. Start from within: Analyze your own gender assumptions, limitations, and position(s).
7. Change your forms, policies, and processes to avoid binary gender assumptions.
8. Change your speech to avoid binary gender assumptions.
9. Develop a relationship with the community that goes beyond learning from us.
10. Understand that trauma and NBGQ experience co-arise and are intertwined, but one does not necessarily cause the other.
11. Develop a critical analysis of systems of oppression and intersectionality.
12. Carry forth these principles and become an NBGQ ally and activist!

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