

ABSTRACT

There is an increased risk of depression in the transgender population, and mental health is an integral part of primary care¹. Furthermore, proper documentation can have implications in appropriate health care considerations overall². By enacting strategies to easily and accurately document preferred pronouns, we aim to provide more appropriate and inclusive medical care in the Adult and Pediatric Health Care Clinic. This will be shown through data review by Information Technology reviewed in Spring 2023.

AIM STATEMENT

By May 2023, 30% of all Adult and Pediatric Healthcare patients aged twelve and up will have their pronouns documented in the Electronic Health Record.

INTRODUCTION

It is a standard in primary care to document thorough social histories as they greatly affect medical care. Outpatient medicine, therefore, becomes a place for individuals to report their gender identities. We aim to provide inclusive, personalized care to our patients by improving standard practices to include opportunities for patients to report preferred pronouns and gender identity.

METHODS

With nursing, there is automatic placing of placards in the doors of patients with no pronouns documented. With residents, questionnaires and note templates have been adjusted to prompt providers to ask these questions. Education will regularly be done on how preferred pronouns are documented. With attendings, there will be adjustment of questionnaires used for intake. The placard has been the first intervention, followed by resident education and form adjustment. The success of this project will be based on data review to see if there is better documentation. Data will be pulled from all the providers in the Adult and Pediatric Healthcare Clinic with the help of IT.

PRELIMINARY RESULTS- ONGOING

Thus far, there has been positive reception of the placard based on in person feedback. Residents have appreciated the brief tutorial on how to document this data and have been surprised at how easy it has been to complete the documentation. There has been anecdotal evidence of patients, mostly adolescents, responding positively to these questions and feeling affirmed.

Example of how to document in EHR

The questionnaire used in the clinic

We are working to better serve you and ensure we are an all-inclusive clinic!
Please help us by answering the following questions and giving this form directly to your doctor.

What is your preferred name? _____

What pronouns do you prefer to use (please circle or write in)?:
she/her he/him they/them other: _____

What is your gender identity (please circle or write in)?:
female male transgender nonbinary other: _____

Would you like your medical chart to be updated to reflect your gender identity (please circle)?:
yes no

DISCUSSION

The first PDSA cycle has just been implemented so data has not been interpreted. The main predicted limitation is making provider documentation of pronouns standardized. It is known that accurate pronoun use helps build stronger relationships between patients and their providers. Future direction includes making this standard in more of the ECU health system. This project supports that pronoun documentation contributes to building rapport with healthcare providers. The goal of this project is that all providers in the Adult and Pediatric Healthcare Clinic will document pronouns on each patient 12 years and older. As a result, better rapport will be established between the health care provider and the patient.

REFERENCES

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2. Deutsch, M.B., Buchholz, D. Electronic Health Records and Transgender Patients—Practical Recommendations for the Collection of Gender Identity Data. *J GEN INTERN MED* 30, 843–847 (2015). <https://doi.org/10.1007/s11606-014-3148-7>

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