



Sexual Orientation Gender Identity and Expression (SOGIE) Provincial Advisory Council (PAC) Meeting Summary November 29 & 30, 2019 Seventh Street Plaza, Edmonton

Introducing your SOGIE PAC members:

In attendance: Jennifer Kneller (Chair), Rebecca Alley (Vice Chair), B Adair, J. Anderson, Kenyo Arujo, Jason Beck, Stephanie Booth, Renate Braul, Carla Grant, Jane Oxenbury, Jolene Spies, S. Stewart

Alberta Health Services: Dr. Ted Braun, Heather Cobb, Murray Crawford, Shahnaz Davachi, Diane McNeil, Terri Miller, Marni Panas, Bryan Peffers, Janine Sakatch, Mark Sntarse

Regrets: Rachel Braeuer, Dr. Kristopher Wells, Lana Dunn (AHS), Tammy Trout-wood (AHS)

AHS Presentations

SOGIE in Connect Care

Marni Panas, Program Manager, Diversity and Inclusion

Highlights include:

- Extensive work has been done as AHS rolls out Connect Care to ensure sensitive patient demographic data is collected, used, stored and displayed in a way that is respectful of gender identity, gender expression and sexual orientation.
- The Connect Care team has worked with service providers across the continuum of care and patients and families throughout the development of the system to help ensure the needs of patients and providers are met and supports a safer and more inclusive healthcare system.
- Some of the new processes implemented with Connect Care will help to ensure consistency with the use of patients preferred name, legal sex (aka administrative gender), pronouns, gender identity, and sexual orientation and sex assigned at birth as clinically relevant.
- Additional resources have been developed to support healthcare providers with some of the new processes and fields that will be collected with Connect Care to ensure safer and more inclusive interactions and conversations with patients. Some of these resources include scripts, training modules and tip sheets.

Questions and comments from Council:

- Council members were excited to hear about the changes and are looking forward to hearing more about how this can have a positive impact on patients and families.
- Council members asked questions related to the protection of the information and privacy standards. The following information was provided about the privacy processes and standards in place for Connect Care:
 - In order to access Connect Care, all AHS staff, physicians, midwives, students, residents, volunteers and contractors must complete a required privacy and information security training course and this training must be renewed at least every three years.



- AHS will also put a “Smart Auditing tool” in place with the first wave of Connect Care in fall 2019, which uses artificial intelligence to learn what appropriate access looks like at AHS and then flags those that don’t appear to be appropriate.
- There are many specific situations where particularly confidential information is shared with care providers, but patients do not want the information to be broadly accessible.
- In these circumstances, Connect Care will have the ability to “mask” or restrict who can view specific information.
- All access to any type of information will be recorded electronically and can be audited. Patients will also have the opportunity to learn who has looked at their record.
- Some of the other questions asked that will be taken back to the Connect Care team for consideration or discussion included:
 - Will pronouns be listed on a patient’s chart and any other places patient information is displayed?
 - Will Alberta Healthcare cards allow for people to choose a gender marker of “X”?
 - Are people allowed to select multiple options for sexual orientation?

Actions/next steps:

- Marni will continue to provide information and updates to Council as Connect Care rolls out and feedback from patients and providers is received.

**AHS.ca/LGBTQ2S webpage consultation,
Michelle Taylor, Lead Congregate Living Service Delivery, Seniors Health**

Highlights include:

- A resource page is available on www.ahs.ca/lgbtq2s to provide patients, families and healthcare providers with information to help improve navigation of health services and tools to support safer and more welcoming spaces for Alberta’s LGBTQ2S+ communities.
- AHS has been receiving feedback and suggestions related to webpage since its launch and is going to be launching a redesign of the webpage in response to the feedback received.
- Council provided feedback and suggestions to help inform the redesign process and additional resources to be included or developed.
- Feedback or questions can be sent to diversityandinclusion@ahs.ca.

Questions and comments from Council

- Some of the feedback provided by Council included:
 - Developing the website with mobile compatibility first;
 - Provide easy ways to navigate information with minimal text;
 - Segment information by audience or purpose to help with navigation; and
 - Add education resources, scripts and tip sheets so they are available for all Albertans, not just AHS staff.



Actions/next steps:

- Council members will continue to provide ongoing feedback to inform the redesign through the Council Coordinator.
- Michelle will share draft pages with Council members and continue to include Council throughout the redesign process.

Council Member Roundtable & Good News

Council members and AHS representatives shared updates and information on work underway related to improving the healthcare experience of LGBTQ2S+ Albertans. Some of the highlights from the discussion are included below.

- Work is underway within AHS' Primary Care team to help improve transitions in care and access to specialists. More information and opportunities to engage with the Council will be shared as work progresses.
- A couple of members are working with the Edmonton Men's Health Collective on a project to develop a set of standards and processes for healthcare services to be community certified as inclusive and LGBTQ2S+ friendly.
- The University of Alberta Faculty of Medicine and Dentistry is planning an inclusive health conference in March. More information about the conference can be found here: <https://inclusivehealthconference.com/2020-program/>.
- AHS is seeking feedback on the Safer Places Tool-Kit that is posted on the ahs.ca/LGBTQ2S+ webpage.
- An update was also provided to Council on the Edmonton Gender Clinic:
 - The Gender Program, located at the University of Alberta Hospital, continues to actively see patients.
 - Two physicians have been recruited who will dedicate a portion of their practice to the Gender Program. This includes an adult psychiatrist and a pediatric endocrinologist.
 - Active recruitment for additional physicians is ongoing, including additional psychiatrists and primary care physicians.
 - Physician recruitment continues for additional support for the Gender Program. In the meantime, AHS will continue providing gender affirming health and mental health care for transgender and gender diverse individuals.
 - AHS is in the process of identifying new space within Edmonton that will house a number of programs, including the Gender Program.

Follow up from the September 6 & 7 meeting:

- Work plan subcommittees
 - Members have been assigned subcommittees and meetings will be scheduled in January for members to begin taking action on work plan items.



Learn about the four organizational goals of AHS in
the [2017-2020 AHS Health Plan and Business Plan](#).

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Contact us at: SOGIE.PAC@ahs.ca
Call: 1-877-275-8830.