

## Coordinated Care SOGIE-Positive Principles Definitions, Examples, and Importance to the Mission

### 1. Felt Safety

- a. Definition- the sense that an individual has that the social or conversation space is informed by their identities and is a safe space to talk about issues, concerns, celebrations, and anything connected to those identities
- b. Examples
  - i. Taylor is a trans man who needs an annual pelvic exam; Taylor receives a reminder in the mail that reads: “It’s time for your annual exam! Call us to schedule.” This contributes to his sense of felt safety. Previous doctors had sent fliers that read “It’s time for your annual women’s exam,” which denies or ignores his gender identity.
  - ii. Intake forms, materials, nametags, etc have selection options that align with a person’s identity
  - iii. Pronouns in your email signature and in your introduction with members or in meetings, Tribal Land Acknowledgments, trauma-informed language
- c. Why is this important to our work
  - i. If members/colleagues don’t feel safe, they either won’t contact at all, will only reach out in an emergency, or will withhold important health information that could affect their care.
  - ii. Members make the choice to share more or less information with care managers and providers based on their Felt Safety

### 2. Awareness vs. Assumption

- a. Definition- identity-informed approach to gathering information that normalizes responses without assuming any facts based on a person’s identity.
- b. Examples
  - i. For youth affected by child welfare, we “tee up” assessment questions by saying: “Youth who have experienced trauma may have behaviors including \_\_\_\_, is that true for this youth?”
  - ii. We only ask what is relevant to a member’s care
  - iii. We ask ALL members the same questions in the same way. There is no “gay-specific,” “trans-specific,” or “POC-specific” screens; all questions may be relevant to all people.
    1. Everyone is asked about sex assigned at birth
    2. Everyone is asked about gender identity and pronouns
- c. Why this is important to our work
  - i. Assumptions are a disservice because they can often be incorrect and are not based in fact.
  - ii. Assumptions are susceptible to bias
  - iii. When we ask everyone the same questions, we have a broader scope of data collection and will not make critical errors by “filling in” information incorrectly

### 3. No Singular Experience

- a. Definition- There is no one way to express a certain identity; Not all LGBTQ+ people look the same way, need the same care, or want the same things.
- b. Examples
  - i. “If you know one Tribe.... then you know one Tribe.” – Vicki Lowe, American Indian Health Commission
  - ii. Not every trans-identified person wants gender affirming hormones or surgeries.
- c. Why this is important to our work
  - i. Knowing to expect all people to be unique helps us to not make incorrect assumptions
  - ii. Understanding that there is no singular experience frees us to work with members on their terms, meeting them where they are, rather than where we assume they are or think they should be.

### 4. Expect to mess up. Feedback is a gift and a sign of trust

- a. Definition—
  - i. When someone offers feedback or points out the impact that a statement had on them, regardless of your intention, they are showing you that they trust you to learn from their feedback, and to grow and change your behavior.
  - ii. Getting feedback on our actions can be hard to hear and makes us uncomfortable. Many of us are concerned that when someone tells us that an action we took or a thing we said was harmful, it means they think we are a bad person. But that isn't the case.
  - iii. **Processing feedback is a skill that can be developed.** The more we practice giving and receiving helpful feedback, the more we can develop a growth mindset and set aside the idea that messing up makes us a bad person.
- b. What to do when we mess up (which is inevitable)
  - i. **Realize our mistake** (or have it pointed out to us),
  - ii. **Listen for impact, don't explain your intention.**
  - iii. **Ask for more information or clarification.**
  - iv. **Apologize and make a commitment not to repeat the mistake**, and then,
  - v. **Move on.** The responsibility lies with you, not the member or coworker, to learn and get better. If we spiral in the apology, then we put the burden of soothing us onto the person we harmed.
- c. Examples
  - i. Misgendering a trans or gender non-conforming member.
  - ii. Using a microaggression like “I don't see race, I'm colorblind” when talking with a BIPOC coworker.
  - iii. Asking someone who is masculine-presenting about their “girlfriend,” assuming they are straight.

- d. Why this is important to our work
  - i. Being unable to see feedback as a gift closes off conversation and creates a hostile environment for the person trying to share feedback.
  - ii. Rejecting or becoming defensive when we receive feedback sends a message that we are not a safe person to share with.
  - iii. Accepting feedback appropriately allows us to maintain felt safety and have more honest, accurate, and open conversations with our members and colleagues.

## 5. Make space for members to identify

### a. Definition

- i. *Intentionally ask* question and create space in the conversation for members to fully identify the aspects of their identity that are relevant to their health care and Social Determinants of Health
- ii. This includes Sexual Orientation, Gender Identity, Pronouns, Race, Ethnicity, Tribal Citizenship and/or Tribal Affiliation, Faith Community, Language, substance use, and, when relevant, sexual behavior.
- iii. When something is not relevant to health care, we don't ask out of our own curiosity.

### b. Example(s):

- i. Before asking members what name they go by and what pronouns they use, we share our name and pronouns.
- ii. Q Card – gives patients the opportunity to share their full SOGIE and what they want to discuss with their health care providers in writing so they can get what they need out of an appointment.

### c. Why this is important to our work

- i. The full picture of information is crucial to be able to support members' access to critical protective factors and care for their specific health needs.