

Cultural Responsiveness with Non-Binary and Genderqueer People

Presented at the 2023 National Trans Health Summit
San Francisco, CA

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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Non-binary and genderqueer cultural responsiveness in healthcare: 5 themes and 12 best practices.



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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Strong, S. D., Wallace, S., Feldman, C., & Welch, J. R. (2022). Cultural competency with non-binary and genderqueer individuals: Results from a qualitative participatory action research pilot study. In M. N. Appenroth & M. do M. Castro Varela (Eds.), *Trans health: International perspectives on care for trans communities* (pp. 135–155). transcript. <https://www.transcript-open.de/doi/10.14361/978383839450826-011>

CITE THIS POSTER:

Strong, S. D., Wallace, S., Feldman, C., & Welch, J. R. (2023, May 5–7). *Cultural responsiveness with non-binary and genderqueer people* [Poster presentation]. National Transgender Health Summit, San Francisco, CA, United States. <https://www.queerconfluence.org/wp-content/uploads/2023/11/strong-et-al-2023-NBGQ-NTHS-poster.pdf>