

# Assessment for same gender accommodation checklist

## Bed Manager or delegate to consider (prior to patient admission to ward):

Assessment includes actual, perceived and potential risk factors and consider:

- gender
- age
- sexual orientation
- cultural background and traditions
- religious beliefs
- disability
- cognitive impairment
- family situations and lifestyle
- appropriateness of accommodation for patient with a history of mental illness
- history of trauma
- past experience and interactions with others or the health care system
- patient vulnerabilities or any risks he/she may pose on others.

## Patient being admitted to ward and same gender accommodation is not available:

- Find a suitable place to discuss, in consultation with the patient, family and/or carers
- Be conscious of positioning and body language
- Describe the purpose of the conversation
- Inform the patient, family and/or carer that same gender accommodation is not available
- Provide the Consumer information booklet on *Respecting your privacy and dignity with patient centred care principles* outlining that privacy and dignity will be maintained at all times.
- The patient will be transferred into same gender accommodation **within 24 hours**.

## Explain the facts: *What is happening?*

- Explain in plain language
  - Inform the patient and their family / carers that same gender accommodation is currently not available due to the specialised or urgent care required.
  - The patient will be placed in mixed gender accommodation (male and female).
  - Explain that the patient will be moved **within 24 hours of admission to the ward**.
  - Provide and explain the *Consumer information booklet on Respecting your privacy and dignity with patient centred care principles*
  - Advise them of the steps taken to address the situation and
  - Advise them of the plan of when this will be resolved and by whom
  - Make it clear to patients, families and carers that SA Health considers mixed gender rooms and bays are to be the exception.
  - When clinically appropriate, transfer the patient to a same gender room or ward bay as soon as possible. Only in the most exceptional circumstances should this exceed 24 hours.
  - Ensure that the patient's privacy and dignity is constantly maintained.
  - Partitions or bedside curtains must be used at all times
  - Ask the patient, family and/or carers if they are happy to be co-located in a mixed gender ward (only for 24 hours).
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## What are the consequences?

- Explain how the short-term arrangements will be managed
- Explain what will be done to care for the patient

## Apology / expression of regret

- Apologise and express regret that same gender accommodation is currently unavailable.

## Listen and empathise throughout

- Assess the patient's understanding of what is happening
- Identify the patient's key concerns
- Actively listen (repeat back in your own words what the patient is saying)
- Acknowledge and validate the patient's feelings

## Patient consents to being admitted to mixed gender accommodation (in the short term):

- Ask the patient if they have any questions and provide responses
- Discuss the next steps of their admission to the ward
- Inform the patient, family and/or carers that if they are not relocated to same gender accommodation within 24 hours, discuss with the Clinical Services Coordinator on the ward.

## Document in medical records / case notes and Safety Learning System:

- Patient, family and/or carers have been advised that same gender accommodation is currently unavailable
- Patient consents to being co-located into mixed gender accommodation for 24 hours only.
- Handover to Ward Clinical Services Coordinator to transfer patient to same gender accommodation within 24 hours of patient admission.
- Incident to be recorded in the Safety Learning System in relation to mixed gender accommodation.
- Consumer feedback (complaint) to be recorded in the Safety Learning System in relation to mixed gender accommodation.

## Closing the discussion

- Discuss the next steps of their admission to the ward
- Ask the patient if they have any questions and provide responses
- Provide the details of the receiving ward

## Patient who does not wish to co-locate in a mixed gender accommodation (short term):

- Ask the patient if they have any questions and provide responses
- Reassure that every effort will be made to locate them in a bed or ward / bay with patients of the same gender within 24 hours of their admission
- Consider contacting the Consumer Advisor

## Follow up

- Document follow up in the patient's case notes / records.

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For more information

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