

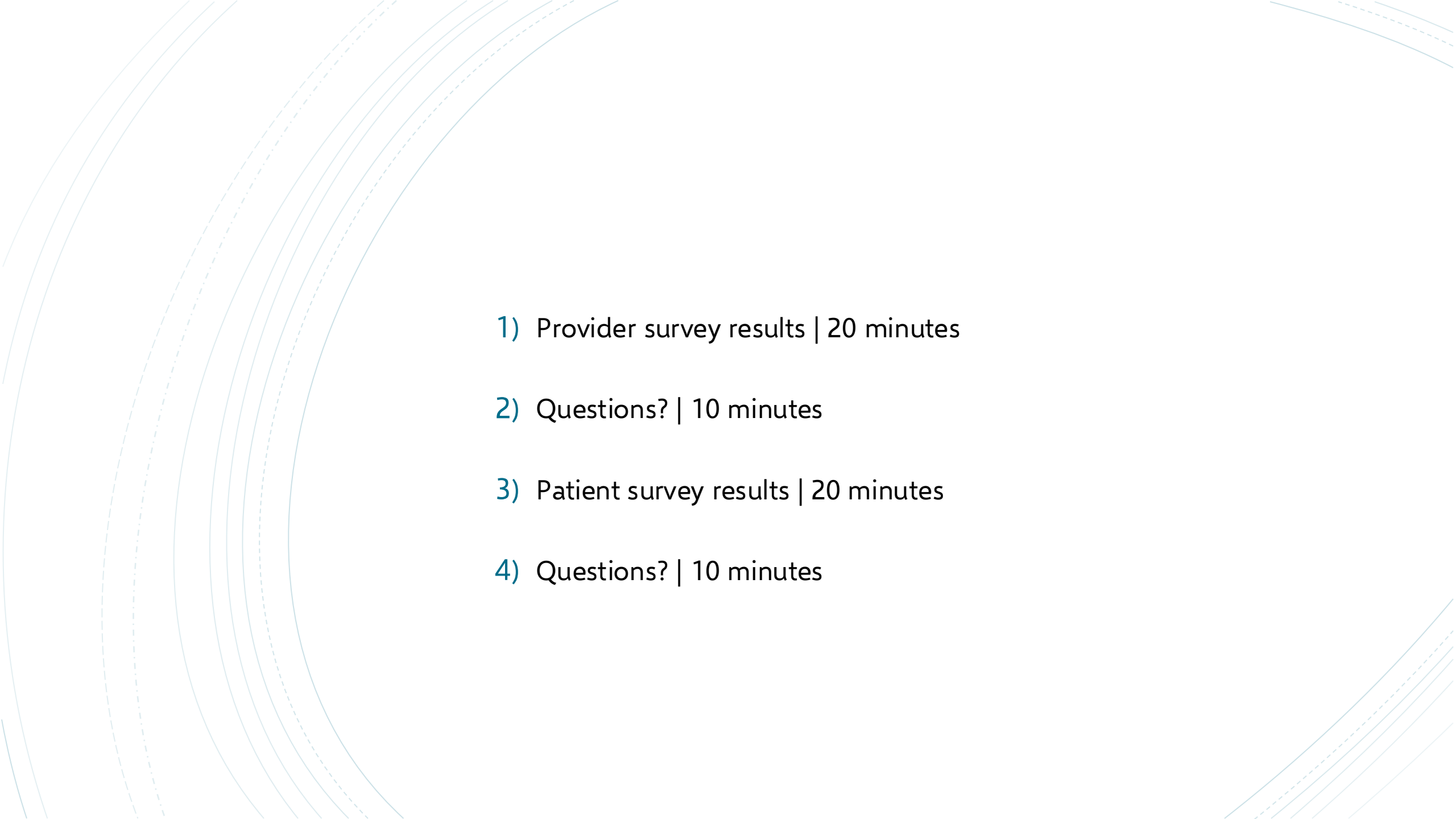


Survey Results

For Surrey-North Delta Division of Family Practice
Transgender Care Working Group

Reichert & Associates

November 22, 2023

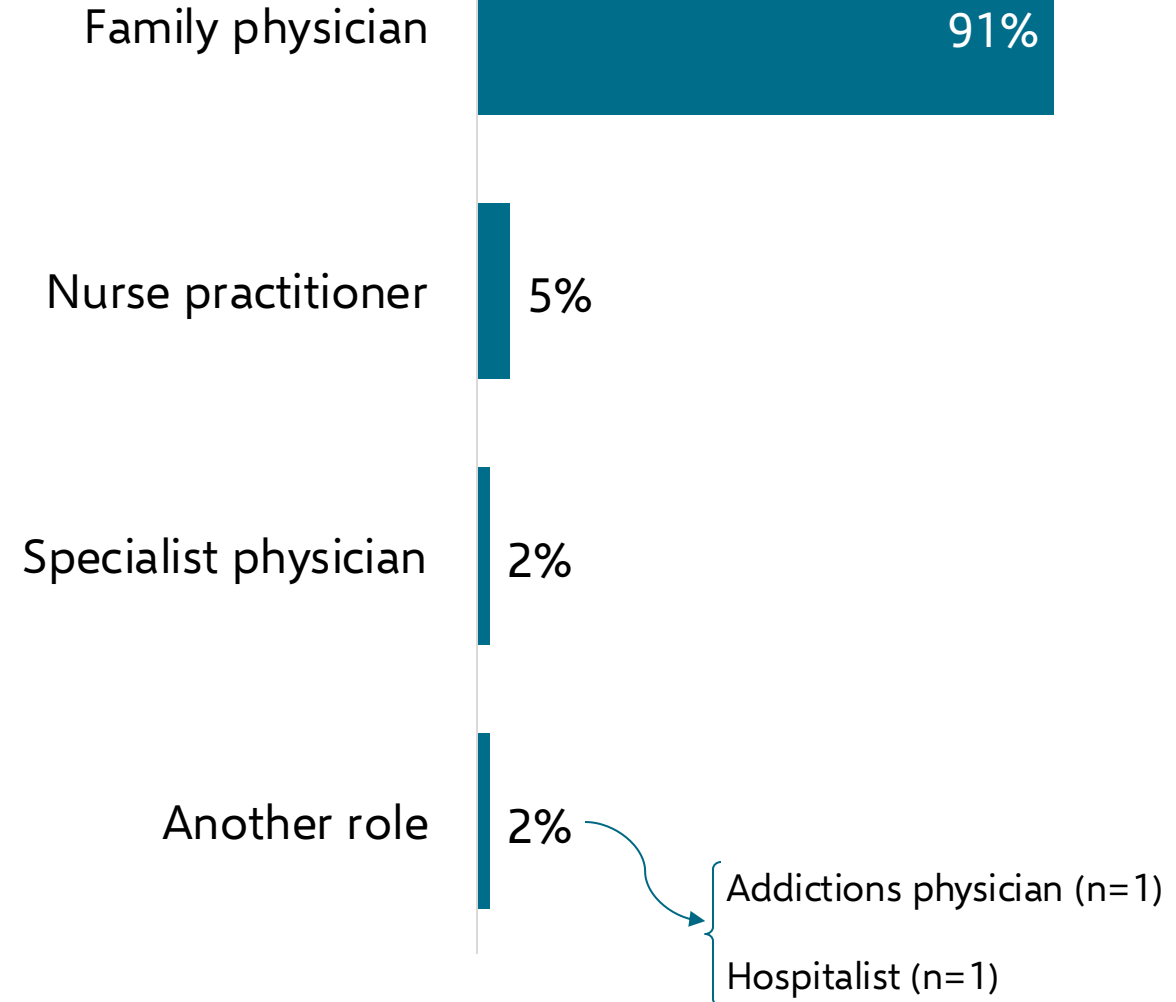
- 
- 1) Provider survey results | 20 minutes
 - 2) Questions? | 10 minutes
 - 3) Patient survey results | 20 minutes
 - 4) Questions? | 10 minutes

About the Respondents

- 95 respondents
- 91% of respondents are family physicians (86 of 95)
- Not all respondents answered all questions
- For some questions, respondents could select multiple options



What is your role? (n=95)



Provider Experience with Patients

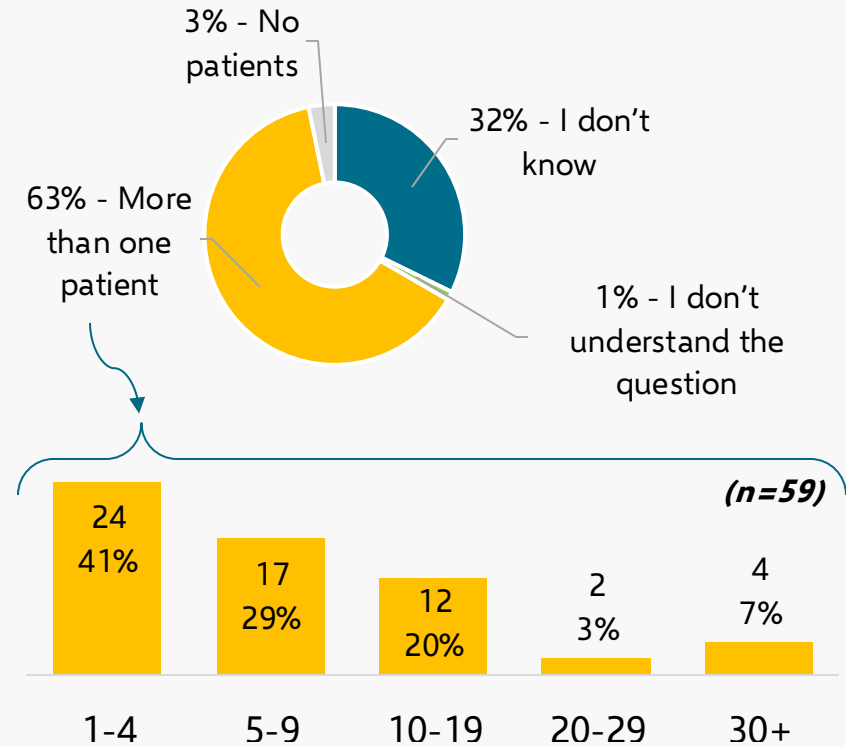
- When asked **how many Two-Spirit, trans, or gender diverse patients they see per year**:
 - 32% did not know (30 of 93)
 - 1% did not understand the question (1 of 93)
 - 63% see more than one patient (59 of 93)**
 - 3% see none (3 of 93)

- Out of those who see any Two-Spirit, trans, or gender diverse patients, 41% see **1-4 people per year** (24 out of 59 who have at least 1 patient)

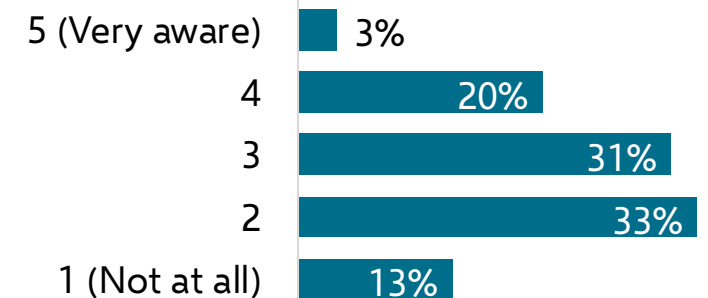
- 46% of respondents have **no or very little awareness of gender-affirming care** (43 of 94 who answered this question)



How many Two-Spirit, transgender, or gender diverse patients do you see per year? (n=93)



What is your level of awareness of gender-affirming care? (n=94)

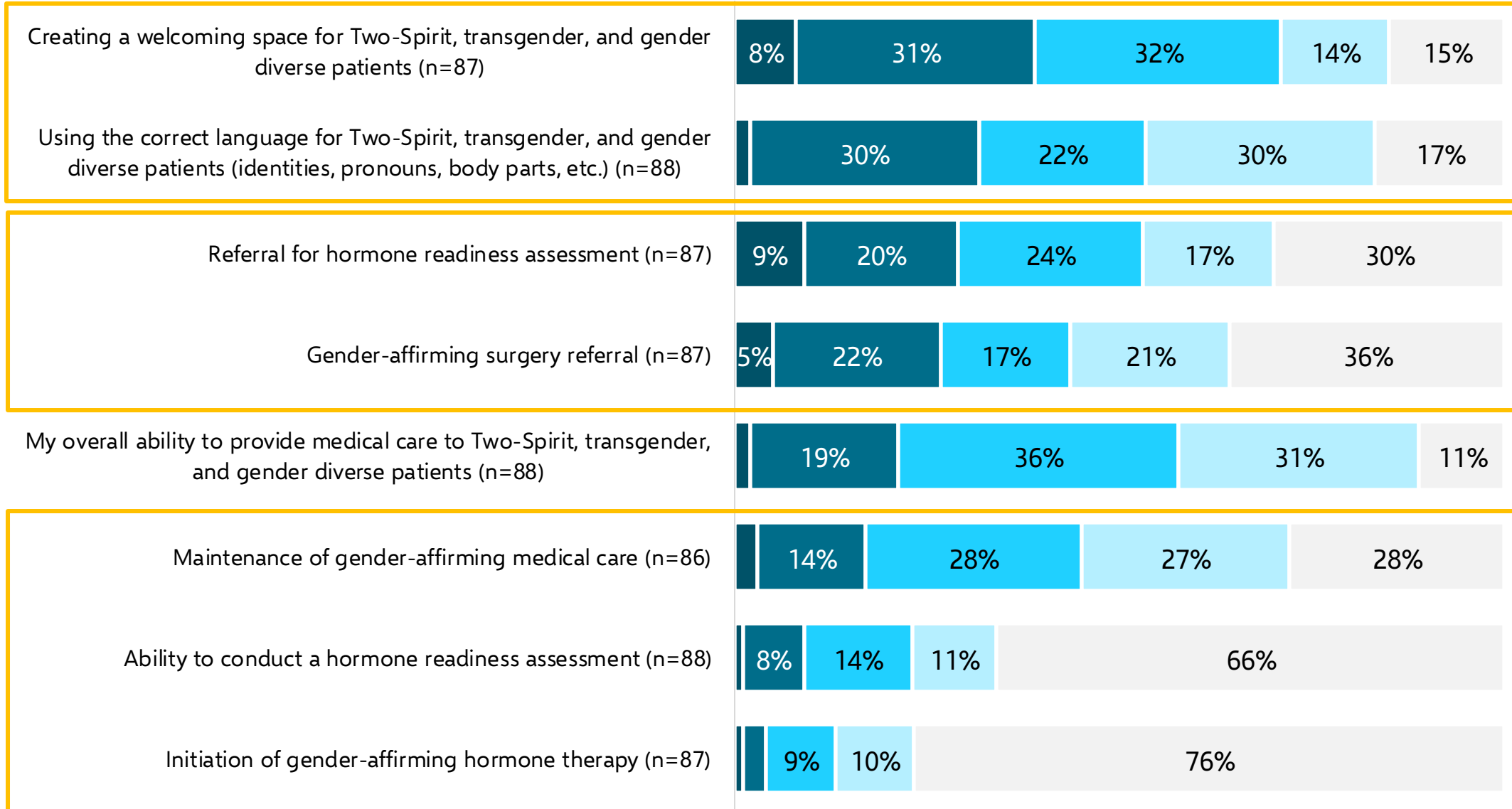


Provider Confidence



Please rate your level of confidence in the following areas

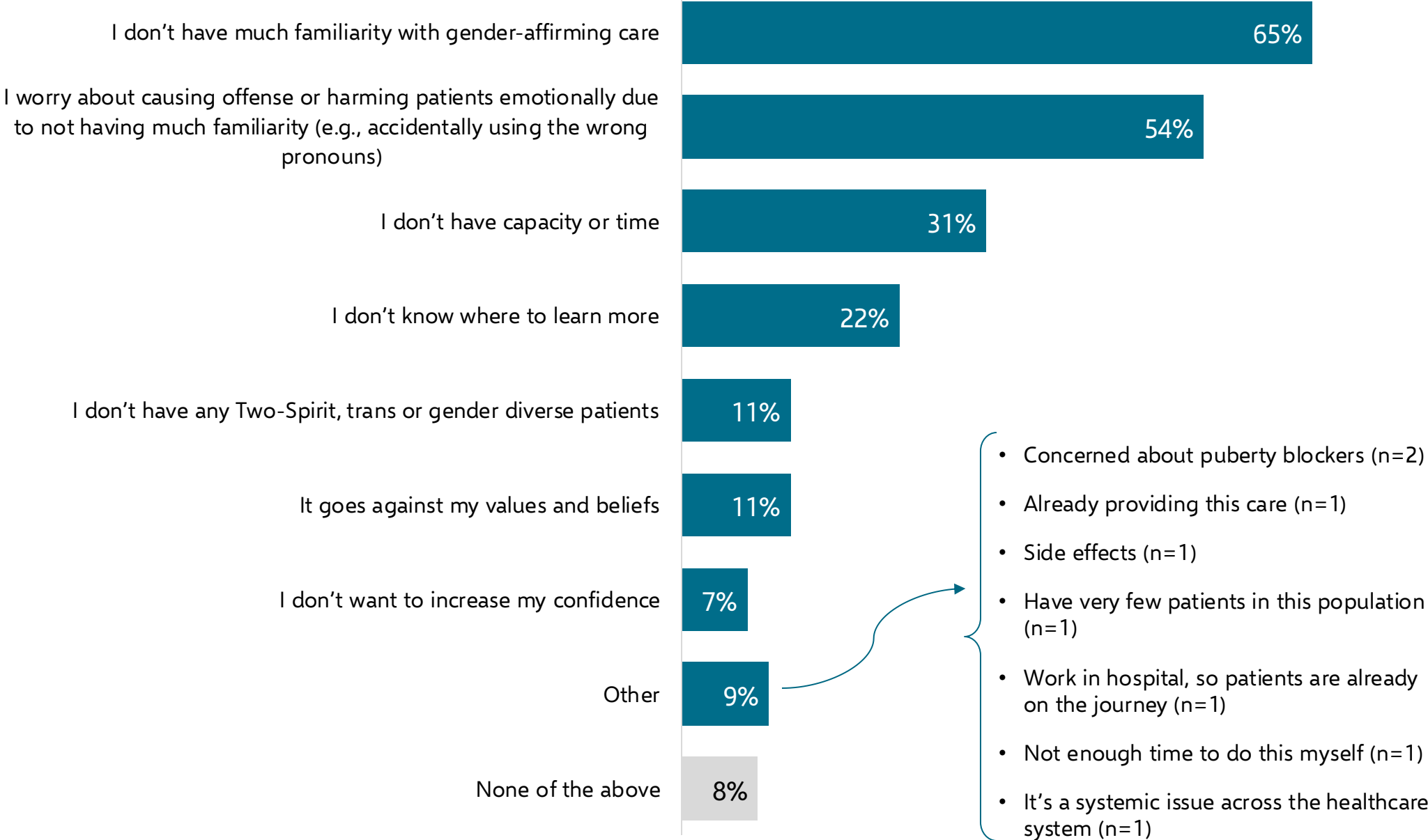
■ 5 (Very confident) ■ 4 ■ 3 ■ 2 ■ 1 (Not at all confident)



Provider Confidence

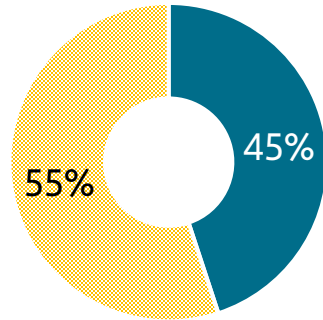


Do any of the following impact your confidence in the areas listed above? (n=89)



Provider Experience with Patients

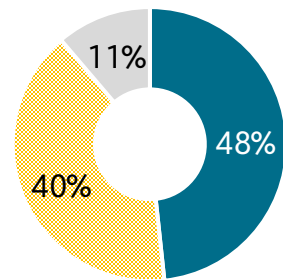
? *Do you routinely provide opportunities for patients to disclose their gender identity to you?* (n=89)



■ Yes
■ No

- Asking questions (n=22)
- Being open and trying to create a safer environment (n=10)
- At registration/intake in general (n=7)
- Intake form (n=5)
- Observing the patient (n=1)

? *Do you identify patients' pronouns in your EMR?* (n=89)



■ Yes
■ No
■ I don't know

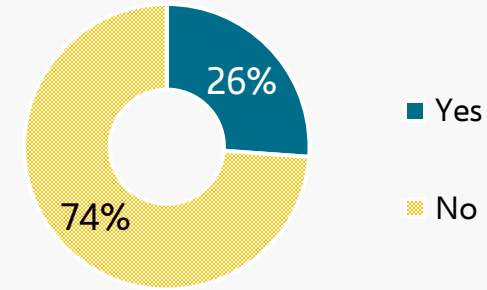
- Note box or text box (n=14)
 - Flag / alert / pop-up (n=12)
 - Demographics page (n=4)
- Other methods (n=1 each):
- Gender field to indicate the person is trans
 - Side bar / care plan
 - Medical/surgical history
 - Social history
 - Nurses' notes

Education & Resources

- 74% of respondents **have not received any training on gender-affirming care** (65 of 88 who answered this question)

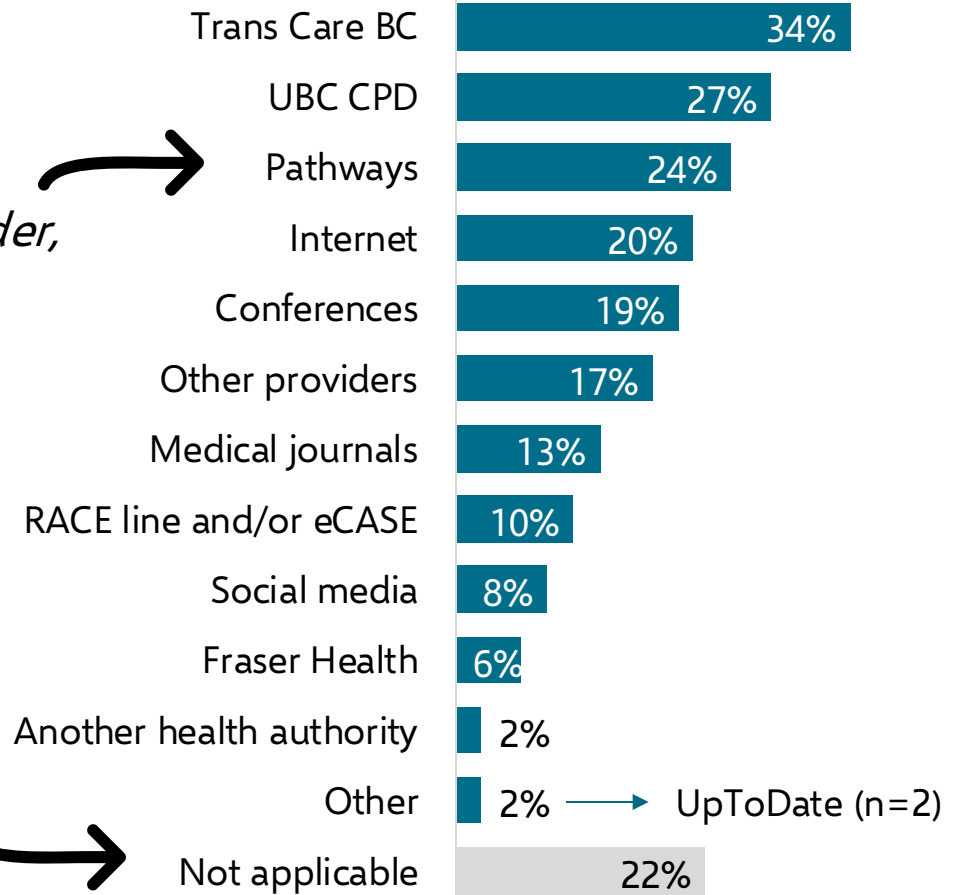


Have you received any training on gender-affirming care? (n=88)



Where do you go to learn more about gender-affirming care for Two-Spirit, transgender, and gender diverse patients? (n=88)

- 34% of respondents **learn about gender-affirming care** through Trans Care BC, and 27% learn about it through UBC Continuing Professional Development (30 and 24, respectively, out of 88 who answered this question)
- 22% of respondents said they **don't search for information about gender-affirming care** (19 of 88 who answered this question)



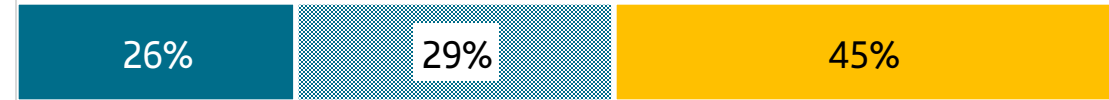
Education & Resources



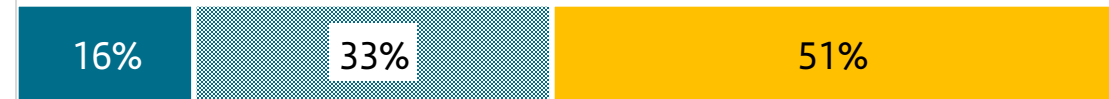
Which of the following have you heard of or accessed?

■ I have heard of it and accessed it ■ I have heard of it but not accessed it ■ I have not heard of this

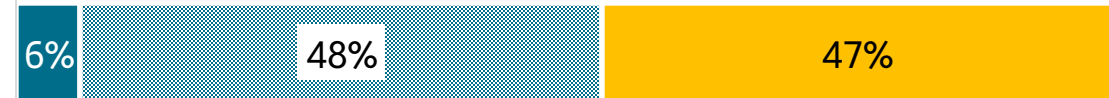
Gender-affirming Care for Trans, Two-Spirit, and Gender Diverse Patients in BC: A Primary Care Toolkit (n=86)



Pathways – Transcare pathway (n=86)



Gender-Affirming Primary Care (UBC CPD course) (n=86)



Providing Diversity Competent Care to the 2SLGBTQIA+ Clients (Fraser Health) (n=86)



Gender-Affirming Perinatal Care: Safe, Respectful, and Celebratory (UBC CPD course) (n=85)



Other resources that respondents have accessed

- Conferences / in-person sessions (n=3)
- UpToDate (n=2)
- Hospital gender clinics: BCCH and St. Paul's (n=2)
- Experience in practice (n=1)
- Trans Care BC (n=1)
- Colleagues (n=1)
- Email (n=1)

Education & Resources



How easy/difficult was it to access the resources you accessed? & How helpful were the resources you accessed?

- Very easy
- Somewhat easy
- Neither easy nor difficult
- Somewhat difficult
- Very difficult

- Very helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Somewhat unhelpful
- Very unhelpful

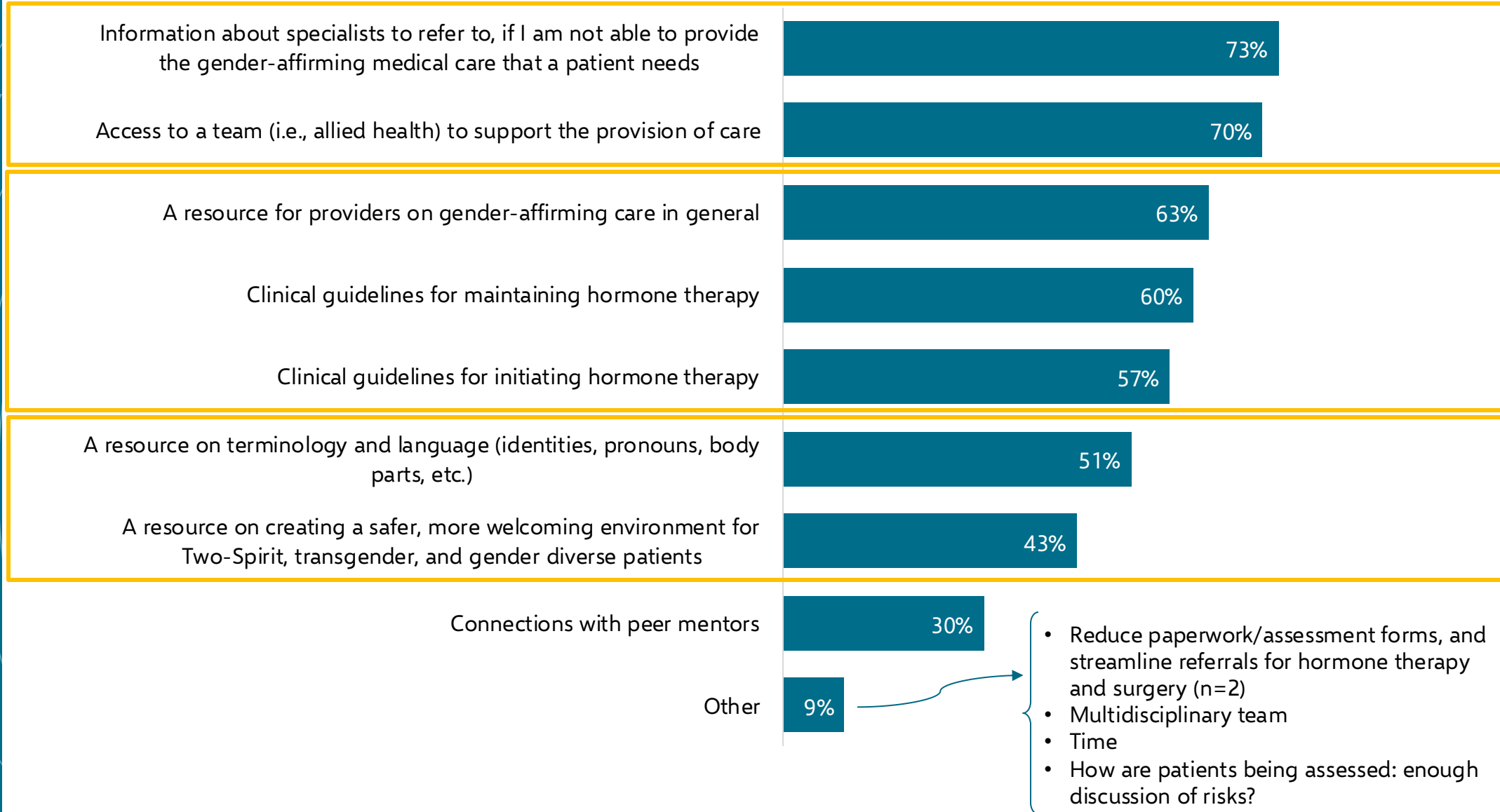


Education & Resources



What resources would be useful for you to help you feel more confident in caring for Two-Spirit, transgender, and gender diverse patients? (n=88)

“having a multidisciplinary team would prove best for patient [sic] and physician”
(Provider survey respondent)



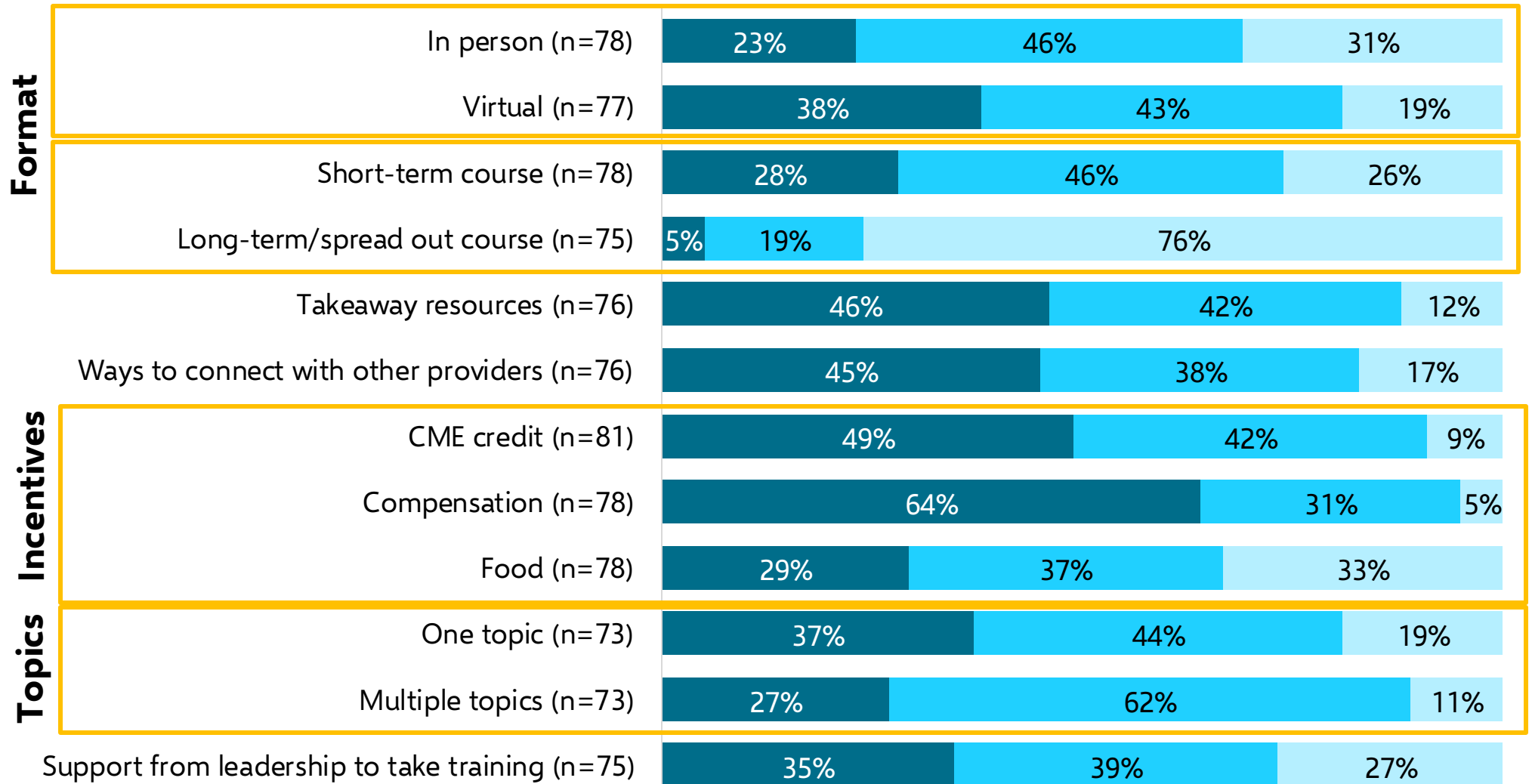
Content note: Brief overview of transphobic comments (slides 13 and 14)

Education & Resources



What would encourage you to access education/training about gender-affirming care for Two-Spirit, transgender, and gender diverse patients?

■ Very interested ■ Somewhat interested ■ Not interested



Education & Resources



Do you have any other suggestions for educational offerings?

- Hearing from non-binary physicians would be helpful
- Regular mailing on the subject
- Team-based care approach: patients often need social work, psychiatry, counselling, and endocrinology – and a family physician cannot sustainably carry all of this

A few respondents do not agree with gender-affirming care:

- Comments concerned about gender-affirming medical care for youth – specifically, the possibility of regret (n=2)
 - *“I am very concerned about only hearing about the bias of pushing youth to transition”*
- Comment against progressive conceptions of race and gender, and against the survey’s point of view

Additional Comments

- **More education and resources (n=6)**

- More education about using the correct language, because some providers (even specialists in gender care) sometimes use the wrong pronouns in visit notes/other communication
- Hormone therapy guidelines to manage benefits/risks, and about management of adverse effects and monitoring
- Short virtual session outlining resources on Pathways or in the community would be helpful

- **Topics to learn about (n=4)**

- Who are the advocacy bodies, and how many people in them identify as 2SLGBTQ+?
- How prevalent are mental health and psychological needs for Two-Spirit, trans, and gender diverse patients?
- How to address parental concerns – discussing sexual orientation and gender identity (SOGI) in schools is a hot topic right now
- One respondent is worried about medical legal issues where patients have been dissatisfied *“post transition”*

- Many physicians want to help, but it’s difficult due to **lack of resources in community**

- **Special clinic with expertise**

- Against gender-affirming care, especially for youth (n=4)

- One respondent believes gender should be private like religion: *“I treat my patients based on their chromosomes”*
- One respondent said that children should have their sex assigned at birth affirmed
- One respondent does not agree that providing hormone therapy to children is okay – would like to know about local groups providing hormone therapy to youth, their qualifications, and scope of practice

- In Surrey, one respondent’s mainly maternity care practice has few to no openly Two-Spirit, trans or gender diverse patients. Slightly more of these patients in remote family practice outside Surrey-North Delta region.

- One respondent noted that they do not provide treatment that they feel would not be in the patient’s best interest, if the patient’s mental health does not allow them to make a fully informed decision.

Key Points

- 46% of respondents feel they have **no or very little awareness of gender-affirming care**
- Currently feel **more confidence** in creating a welcoming space, **less confidence** in initiating and maintaining treatment. Still, low levels of confidence in all areas.
- 55% do not routinely provide **opportunities for patients to self-identify/disclose**
- 74% have received **no gender-affirming care training**
- **Top places that respondents learn:** Trans Care BC, UBC CPD, Pathways, Internet, and conferences
- 25% have accessed TCBC Primary Care Toolkit, 16% accessed Pathways
- **Top resources that would be helpful:** information about specialists, access to team, general resource on gender-affirming care
- Respondents may be most interested in a **virtual, short-term course** offering **compensation** or **CME credit**. The session could provide **takeaway resources** and **ways to connect with other providers**.

Questions?

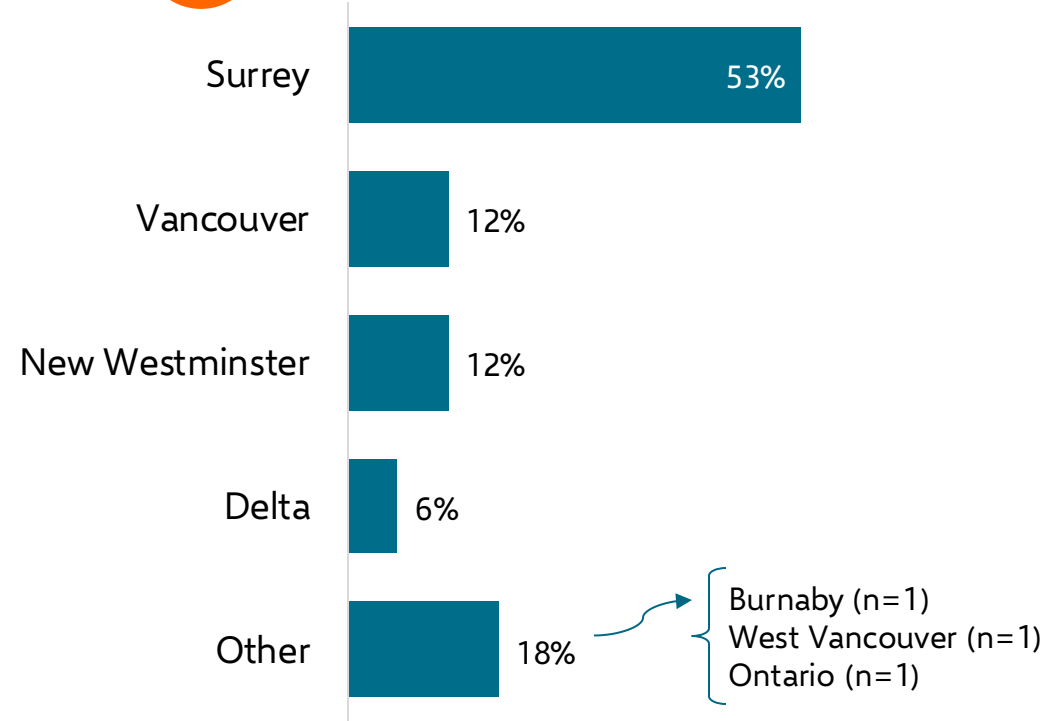
- Is there anything I can clarify?
- Is there any result you'd like to review again?
- Is there any additional information that would help with making decisions about the project?
 - For example, any result that you'd like to dig deeper into, like how many respondents who said "Yes" to Q1 also said "Yes" to Q3

- 1) Overview of respondents
- 2) Provider survey results | 20 minutes
- 3) Questions? | 10 minutes
- 4) Patient survey results | 20 minutes**
- 5) Questions? | 10 minutes

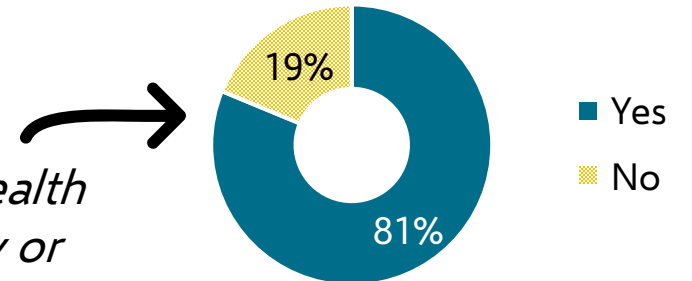
About the Respondents

- 17 responses
 - 4 of these are potentially spam/not authentic, but it is very hard to tell based on their answers. To err on the side of caution, we have kept their responses. Their answers seem to align with those of other respondents.
- Not all respondents answered all questions
- For some questions, respondents could select multiple options

? What city do you live in? (n=17)

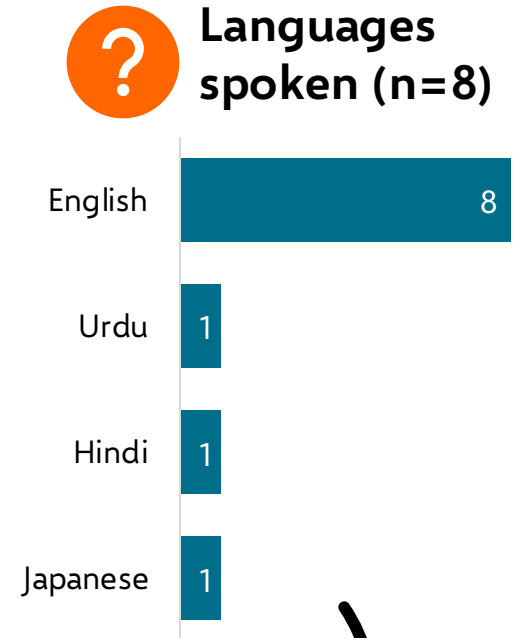
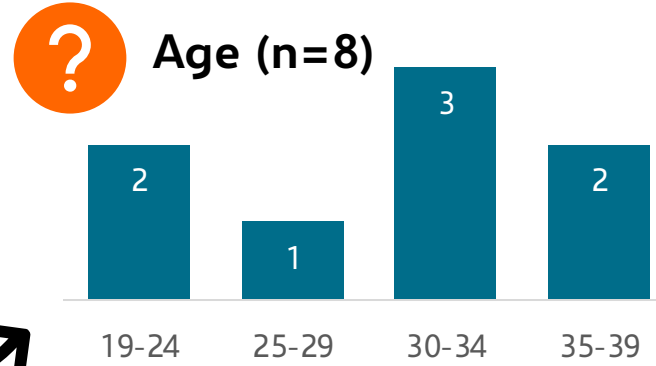


? Do you access health services in Surrey or North Delta? (n=16)

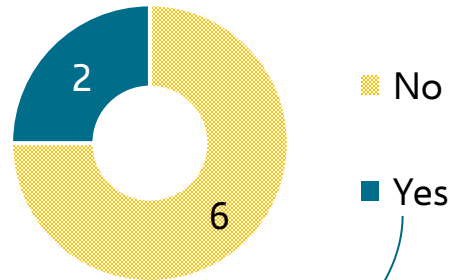


Demographic Information

3 people specified their **gender**: nonbinary (n=1), female (n=1), and male (n=1).

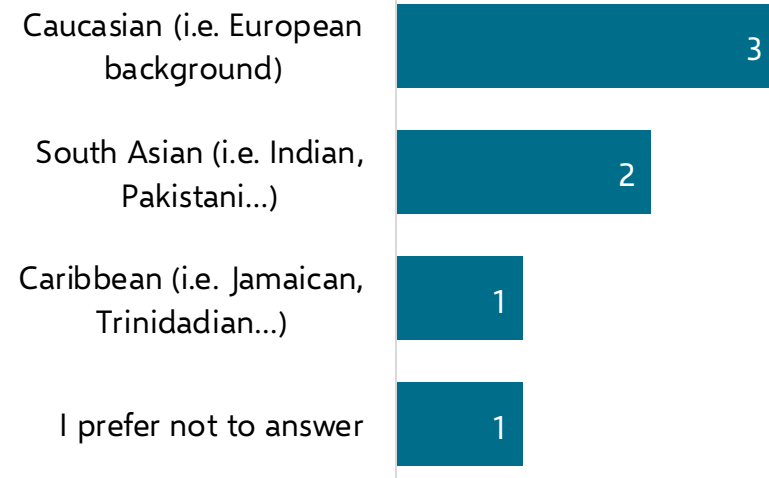


? Do you identify as a newcomer to Canada? (n=8)



2 people have lived in Canada for 6-9 years

? Ethnicity (n=7)

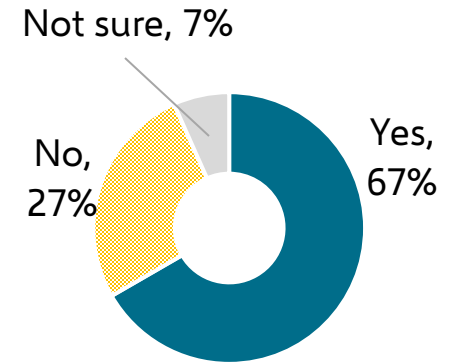


Patient Access and Experience

- 67% of respondents said they have a **family doctor or nurse practitioner** (10 out of 15 who answered)

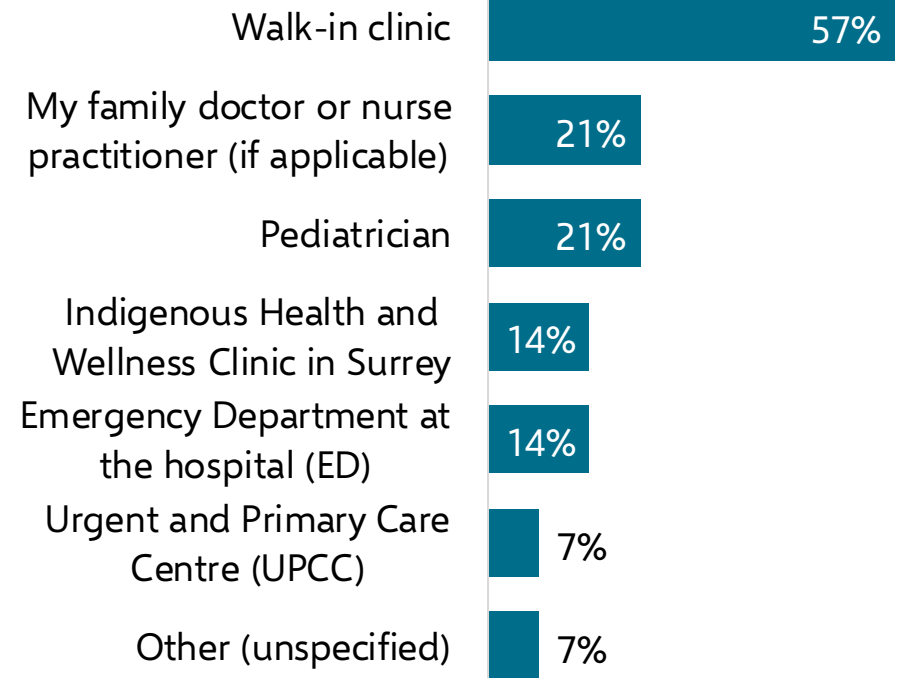


Do you have a family doctor or nurse practitioner? (n=15)



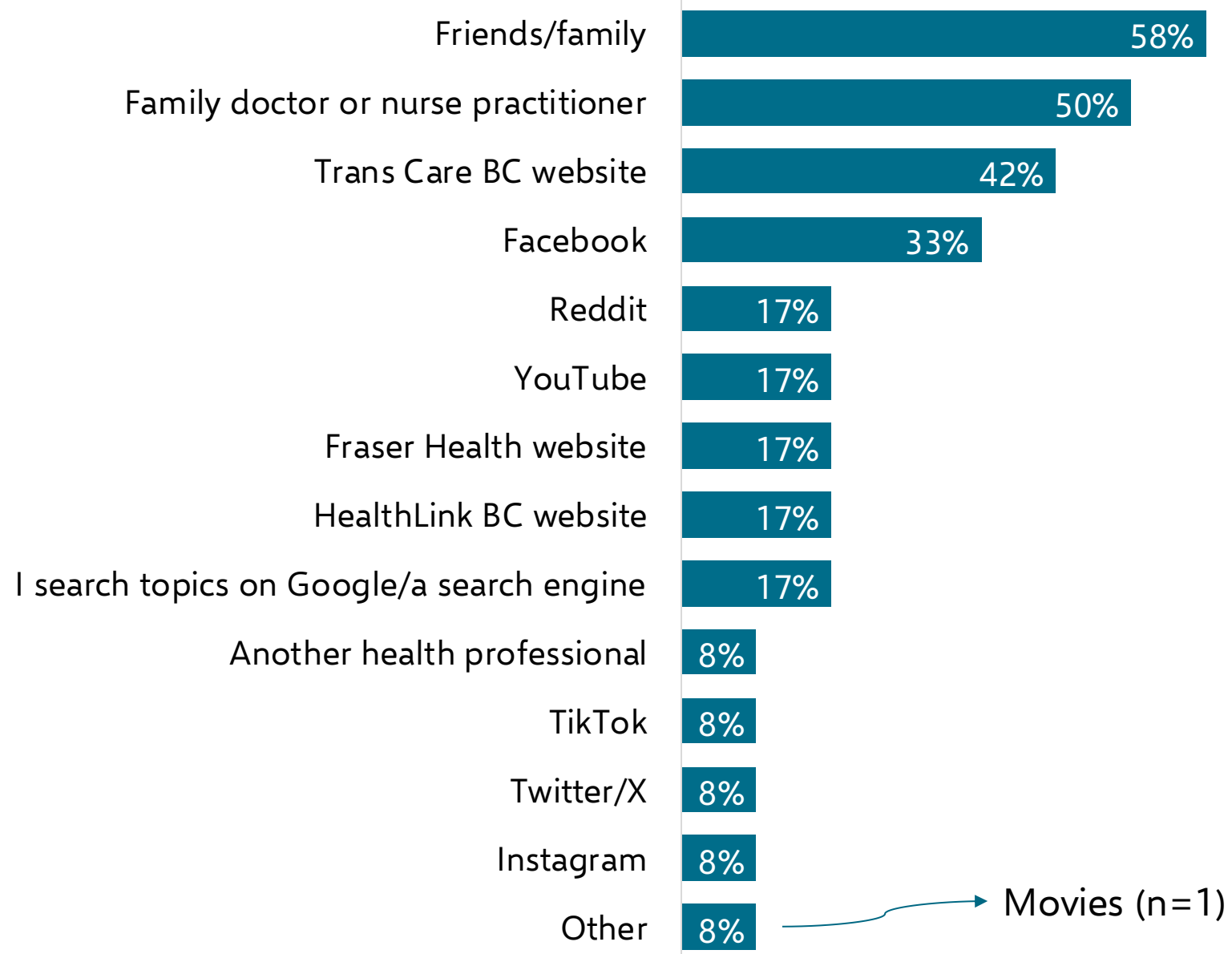
Where do you most often access healthcare services? (n=14)

- 57% of respondents **most often** access health services through a **walk-in clinic** (8 out of 14 who answered)





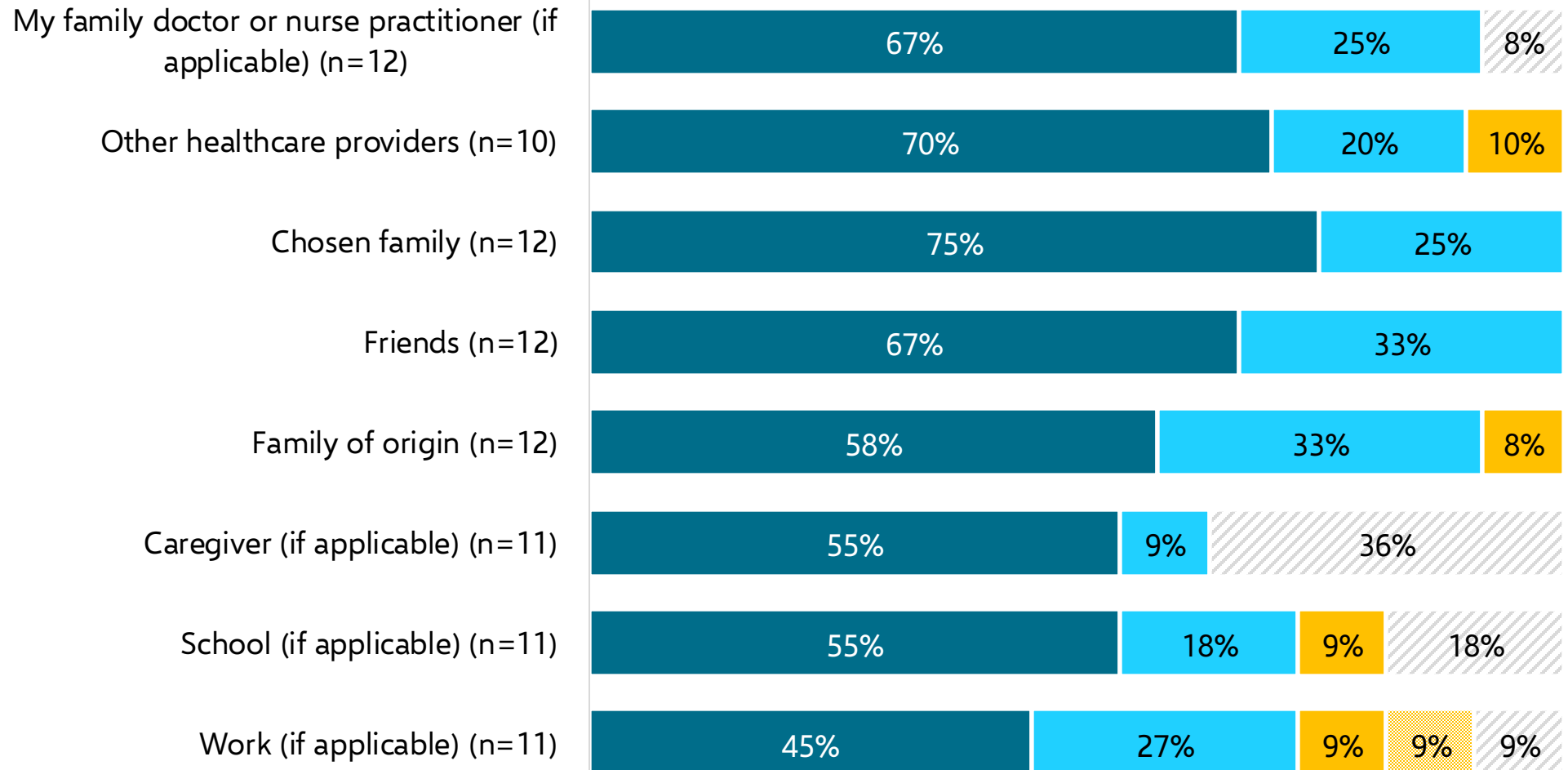
Currently, where do you most often get information about gender-affirming care?
(n=12)





Have you shared your gender identity with the following people?

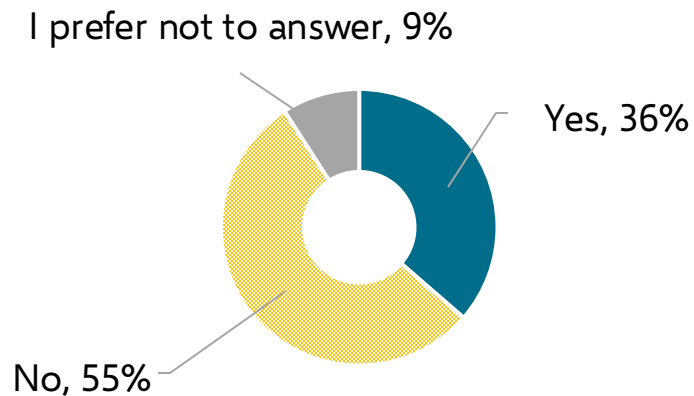
- Yes, everyone in this group
- Yes, some people in this group
- No, I do not feel comfortable to
- No, but I would feel comfortable to
- ▨ Not applicable



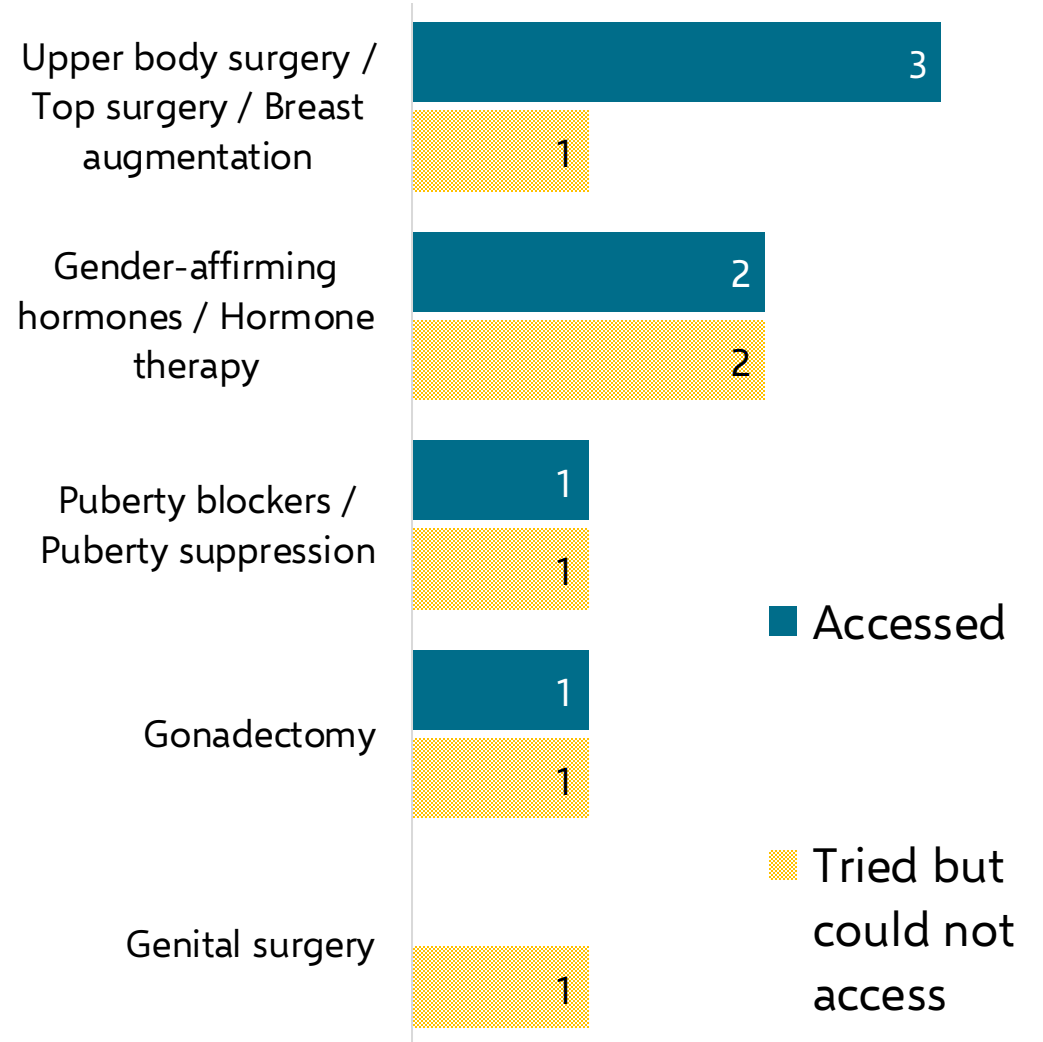
Patient Access and Experience

- 36% said they have **accessed gender-affirming medical care**. 55% have not. (4 and 6, respectively, out of 11 who answered)

? *Have you accessed any types of gender-affirming medical care? (n=11)*



? *What types of gender-affirming care have you accessed? (n=4) & What types of gender-affirming care have you tried to access but could not? (n=5)*



Patient Access and Experience



For you, what were the main challenges to accessing the gender-affirming care that you needed, if applicable? (n=6)

- It is difficult to **navigate the system** (n=2)
 - It is hard for patients to research where to go and who will provide services
 - Communication between navigators and medical offices could be improved, to avoid lost referrals and delays
 - Healthcare providers sometimes know less than patients about how to navigate
- **Discrimination and stigma** surrounding this care (n=2)
- Having a Surrey address made it hard to access Vancouver services
- Lack of funds

Hormone Therapy

- 3 respondents have accessed and/or tried to access hormone therapy
- 2 people said they accessed or tried to access hormone therapy in BC, and 1 said outside of BC.
- 1 person said this was within Fraser Health, and another said it was outside of Fraser Health.
 - **Why outside of Fraser Health?** *"I could not access it easily in Fraser health. The only resources that was Trans friendly that I knew was Vancouver despite the research"*
- **All 3 people have accessed a hormone readiness assessment in BC.** 1 did not pay at all, 1 paid partially out of pocket, and 1 paid all out of pocket.
- To get an assessment, all 3 respondents contacted **Trans Care BC health navigators**. 1 person was assessed by their FP/NP, 1 by a counsellor/psychologist/psychiatrist, and 1 went to a walk-in clinic.
- **Challenges to accessing hormone therapy:**
 - Eligibility criteria (n=2)
 - It is hard to afford it (n=1)
 - Long wait list (n=1)
 - Limited family support (n=1)
 - Appointments are not available during convenient times (n=1)

Surgery

- 5 respondents have accessed and/or tried to access gender-affirming surgery
- 5 people said they accessed or tried to access surgery in BC, and 1 said outside of BC.
- 4 people said this was within Fraser Health, and 1 said it was outside of Fraser Health.
 - **Why outside of Fraser Health?** *"I was not sure where to access the services in 2018. Everyone just pointed me to Raven Song centre [in Vancouver] for help and I went from there"*
- **2 people have accessed a surgical readiness assessment in BC.** They got assessments by their FP/NP, another FP/NP, a counsellor, or another unspecified way.
- **Challenges to accessing a surgical readiness assessment:** long wait list (n=1) and hard to afford it (n=1).
- **Challenges to accessing surgery:**
 - Long wait list (n=2)
 - Limited family support (n=2)
 - Eligibility criteria (n=1)
 - It is hard to afford it (n=1)
 - Other – respondent did not specify (n=1)



What are some things healthcare providers can ask or do to make you feel safe(r) and help you access the care you need? (n=6)

- **Not assuming a person's pronouns** as a start (n=4)
- Ask **open-ended questions** gently when asking about pronouns (n=2)
- Posting a **pride flag** (n=2)
- Posting an **information poster** about gender-affirming care assessments
- **Don't focus on gender/make it a big deal if it's not the point of the appointment**
- **Create resources/plans** to meet the needs of 2SLGBTQIA+ people



Are there any resources that you wish you had received or wish to receive in the future from family physicians or nurse practitioners? (n=6)

- Information on **resource/system navigation** (n=2)
- **Mental health** supports (n=2)
- **Crisis line** for trans people
- **Easier access** to healthcare



What services for Two-Spirit, transgender, and gender diverse people would you like to see in your community? (n=6)

- Support groups
- *"Focused trans care"*
- Online board for community resources
- Social groups
- Gender-affirming and trans competent mental health supports
- Free webinars

Additional Comments

- More evidence-based information publicly available to deepen acceptance and understanding
- Easier access for others who don't already have family's or a doctor's support
- Don't assume a person's pronouns
- More surveys like this

Key Points

- 36% of respondents have **accessed some form of gender-affirming medical care**
- ~30% answered that **they've tried to access some form of gender-affirming medical care but could not**
- **Main access challenges** included: system navigation, wait lists, stigma and discrimination, and limited family support.
- **Patients would like:**
 - Providers to not assume their pronouns
 - More information on system navigation and resources available
 - Mental health supports
 - Support groups and social groups
 - Easier access to care for those who don't already have a physician's support

Key Points Overall

- Trans Care BC is a main **source of information** for both providers and patients.
 - Patients also learn about gender-affirming care from their community of friends and family, and their healthcare providers.
 - Providers use UBC CPD and Pathways mainly for their information, but still, more than 20% of respondents do not search for this information.
- **Knowing where and how to access services** (system navigation) is a challenge for both providers and patients.
 - The top resources providers would appreciate is information about specialists and how to refer to them (potentially also due to the lower levels of confidence in providing gender-affirming medical care).
 - Patients would also like resources about how to navigate the system to access gender-affirming care.
- Patients describe that providers can still work to improve their spaces/approaches to **help patients feel safer and more welcomed**.
 - Starting points include not assuming people's pronouns, posting pride flags, and providing information about gender-affirming care options/navigation.
 - Provider respondents suggested more education and resources for providers on how to do this, as well as clinical guidelines.
 - Many providers don't feel they are currently very aware of gender-affirming care.

Questions?

- Is there anything I can clarify?
- Is there any result you'd like to review again?
- Is there any additional information that would help with making decisions about the project?
 - For example, any result that you'd like to dig deeper into, like how many respondents who said "Yes" to Q1 also said "Yes" to Q3