

Minnesota Trans Aging Project

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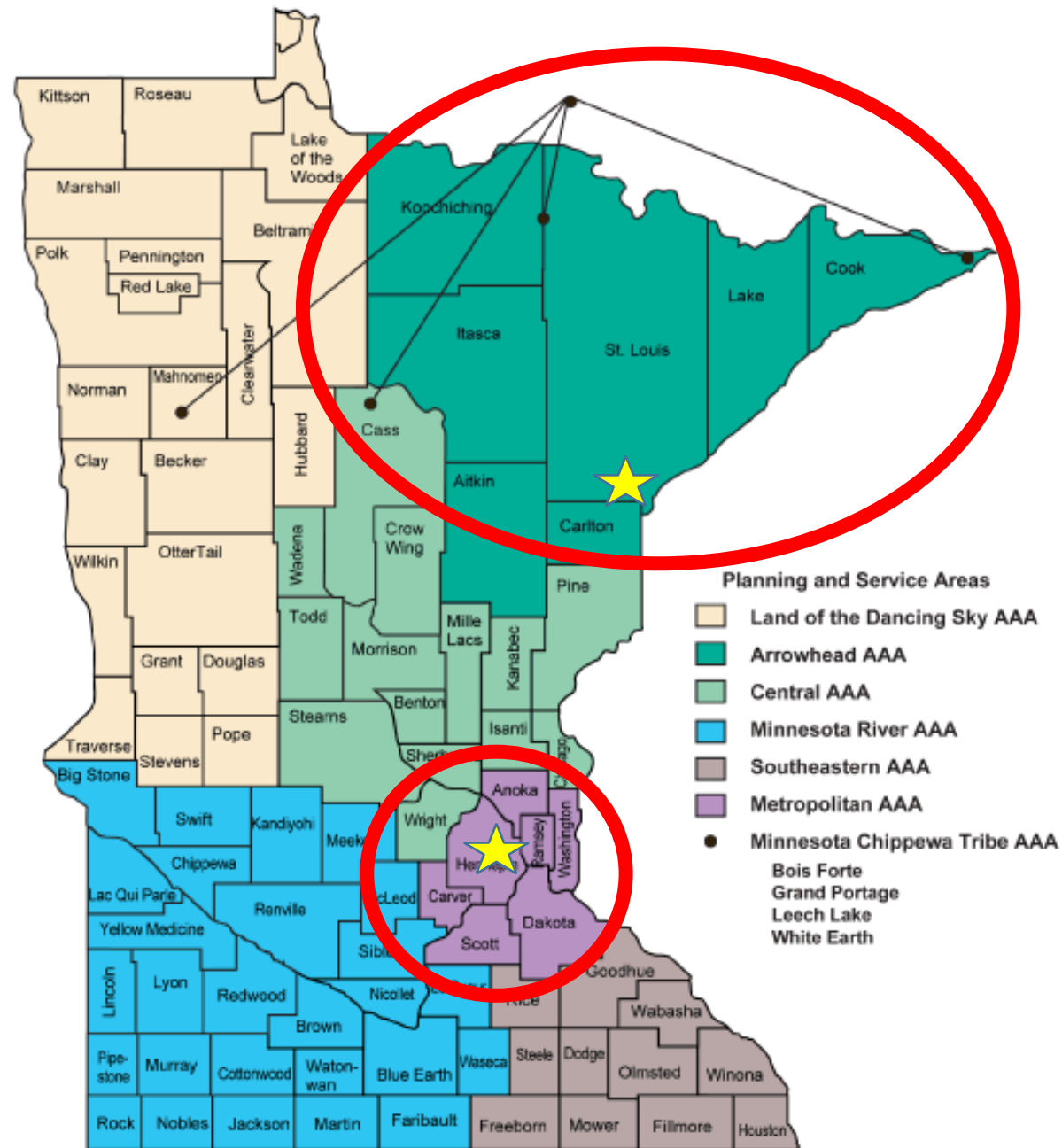
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Welcome!

1. Introductions
2. Study Overview and Results
3. How do you use this?

Study Overview



Study Overview

How do transgender older adults experience the quality and welcome of health services and aging services?

Study Overview: Interviews

- ▶ Semi-structured individual interviews (24 complete)
- ▶ Average 60-90 minutes
- ▶ Audiotaped, transcribed, NVIVO coding
- ▶ Results confirmed by participants at community gatherings

Interview Participant Demographics

Demographics:

- Primarily white
- Age range: 56-73
- Mean age of 63
- 3/4 Twin Cities Metro, 1/4 Arrowhead area
- 18 transfeminine, 5 transmasculine, 2 nonbinary
- All but 2 transitioning or transitioned
 - 2/3 started 2000 - 2016.
 - 1/3 started 1976 - 1999

Big Picture (Take Home) Messages

- ▶ Mix of positive and negative experiences in accessing care or services, often in the same systems and sometimes in the same visit.
- ▶ Cumulative effects of bias.
- ▶ Provider willingness to listen, learn, and act is crucial.
- ▶ All parts of the provider system matter.
- ▶ Many fears about long term care.

Positive Experiences

Basic service and decency

- ▶ *I had a hip placement...I was crashing a bit and needed to get a catheter inserted. And I had to let them know that I was trans in case they found some anatomy that didn't match what they were used to...Nobody was spooked...I mean, they were just fine with everything...given that, boom, I just dropped the bomb on them that I was transgender. [trans woman, hospital, Twin Cities metro, 58]*
- ▶ *"No small thing!"*

Positive Experiences

Supportive and respectful

- *It's a dentist that we have been using for probably 25 years...They listened with great intent and really seemed to care...they went out of their way to make sure that I knew that they were okay with this...I feel very comfortable going there and being able to bring up something in my life that's related to being transgender and I don't feel like I can't.*
[transwoman, dentist, Twin Cities metro, 62]

Positive Experiences

Trans competent in communication

- *Somebody on the phone gently talked me through coming in to see them. They were really, really patient on the phone and getting me there.*
[nonbinary person, Arrowhead region, contacting therapist in Twin Cities Metro that specializes in trans care, 60]

Positive Experiences

Trans competent in care and service provision

- *Knowing that he came recommended by...other trans folks and...had credibility with them, and the sense that I wouldn't have to educate him as I was trying to educate myself, was important to me as I went in...He was good at communicating with my therapist at the time, and he knew what needed to be done and how to get it done. (61, transguy, Twin Cities metro)*

Positive Experiences

- ▶ Basic service and decency
- ▶ Supportive, respectful communication and care
- ▶ Trans competent communication and care

Negative Experiences

Misgendering in communication

- ▶ *[W]hen I was very early in my transition, I was misgendered during a mammogram. You sort of want to say you hardly blame them at that point, but it was on the piece of paper.* [64, transgender man, Twin Cities metro]
- ▶ *Social services...are okay until we talk on the phone. If I'm talking to somebody and...I don't answer the phone like this [Using a falsetto voice] then they're like, "Excuse me, sir, is [name of interviewee] available?"* [trans woman, social services, Twin Cities metro, 60]

Negative Experiences

Misgendering in care or services

- *I had a hematoma...after one of the surgeries... [S]he obviously didn't read the chart, and it was very awkward because...she'd had cancer and had had a mastectomy, so she knew I had had a mastectomy and she thought it was for that...[S]he touched my arm to say it'll be all right...I'm finally like, "You know...my surgery's not quite what you think it is."...And then the surgeons were kind of dumb, because they came in, again, not having read. And so you kind of had to explain...too much to them (63, transguy, Twin Cities metro)*

Negative Experiences

Substandard care

- *I just see her for my meds. And she didn't know what strength of estrogen to put on me. In fact, she tells me..., "You probably won't be on estrogen very long because you're older and...you'll probably have no use for it." [trans woman, PCA, Arrowhead, 67]*
- *I had huge problems when I had to go in and have a colonoscopy. They had no idea. It's like you're a butt pilot, you can't tell the difference between a butt and a vagina? I mean come on. [trans woman, Twin Cities metro, 60]*

Negative Experiences

Provider discomfort, ridicule, put downs

- ▶ *" a dagger to the heart."*
- ▶ *I could tell that one of my physicians was very uncomfortable with me when I went to have a prostate exam...This was just last week. [trans woman, primary care, Twin Cities metro, 56]*
- ▶ *I could hear the ER nurses laughing. And I didn't call them on it...I mean I'm there seeking their treatment. If I annoy them, there's a risk. I think they just thought this is silly: We're gonna laugh at it. [trans woman, emergency services, Twin Cities metro, 62]*

Negative Experiences

Denial of care or services

- *The endocrinologist...basically let me know, "We're done. I don't do this." ... "I can't help you" was his phrase. That was such a kick in the stomach because he was looking across the desk in a manner that was very likely judgmental and very likely confidently so... He'd gotten his professional act down well enough to just put up the fence and say, "You can't get past; I'm not gonna help you."*
[nonbinary person, endocrinologist, Arrowhead, 60]

Negative Experiences

- Misgendering in communication and care
- Substandard care or services
- Provider discomfort, ridicule, put downs
- Denial of care or services

Aging Services

- ▶ Few have used: “too young/too healthy”
- ▶ Will use (some services) to avoid long-term care
- ▶ Considerations of passing
- ▶ *Will I be welcome at the senior center in a dress? No. I think nobody will play chess or checkers with me. I don't think anybody will invite me to go fishing with them, you know. I'll just be that oddball that nobody really wants to be seen as friends with.* [Non binary, senior center expectations, Arrowhead area, 60]

Long-Term Care

- ▶ No experience as residents and hope to keep it that way.
- ▶ *I've contemplated simply stepping in front of a bus or something rather than going into a nursing home. (63, female, Twin Cities metro)*
- ▶ *I told my daughter...when I have to go into a nursing home, if I have any money, let's put it in your account and I'll come stay with you. I'll try to be quiet, but I'm not going to a nursing home. (60, transwoman, rural WI using services in Twin Cities Metro)*

LTC Concern: Abuse/Mistreatment

- *[P]eople are at other people's mercy, not just the staff, but other things too...I'm a little bit anxious, you know, about something like that. So I'm hoping I'll [snaps] just go. Not going to land in one. (63, transguy, Twin Cities metro)*
- ▶ *I think in situations where other people have care and control over you, whatever biases they are carrying they can bring to you in that setting and you're not able to do much to protect yourself. (69, transwoman, Twin Cities metro)*

LTC Concern: Gender Identity Not Honored

- ▶ *They're going to call me sir and they're gonna treat me like one of the guys and I'm gonna have to complain. And I don't know how effective I'll be, but I expect to fight a lot. I already told my daughter, "Expect me to get kicked out of every nursing home from Maine to Baja and then start in Washington and go to Florida because I'm not gonna put up with it."* (60, trans woman, rural WI using services in Twin Cities Metro)
- ▶ *They better not put me in some little female nightgown-type crap, ya' know, 'cause that would be demoralizing to end my life that way* (60, FTM, Arrowhead)

So What?

A transgender older adult seeks your care or services tomorrow.

- ▶ What positive experiences are they likely to have?
 - ▶ In climate/communication
 - ▶ In care/services
- ▶ What negative experiences are they likely to have?
 - ▶ In climate/communication
 - ▶ In care/services

Now What?

A transgender older adult seeks your care or services next year.

- ▶ Identify one change that can improve their positive experience.
 - ▶ Who can make that change happen?
- ▶ Identify one change that can decrease or eliminate their negative experience.
 - ▶ Who can make that change happen?

Thank you!

<https://tinyurl.com/MNTAP>