

Dismantling Barriers to Equitable Healthcare for Patients who are Transgender

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Gender Services at Park Nicollet

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Disclosures

We have no financial disclosures or conflicts of interest.

A Journey toward More Equitable Care

- Park Nicollet Gender Services department consistently saw patients struggling with barriers interfering with their ability to receive equitable healthcare.
- We chose to partner with our patients to identify barriers, work to dismantle them, or to find ways to work around them.
- We have developed a multipronged approach to improve care for LGBTQ patients across our organization.
- One of our key strategies in this effort, which we are focusing on today, has been to add the role of Gender Services Care Navigator to our team.

Park Nicollet Gender Services Care Navigator Role

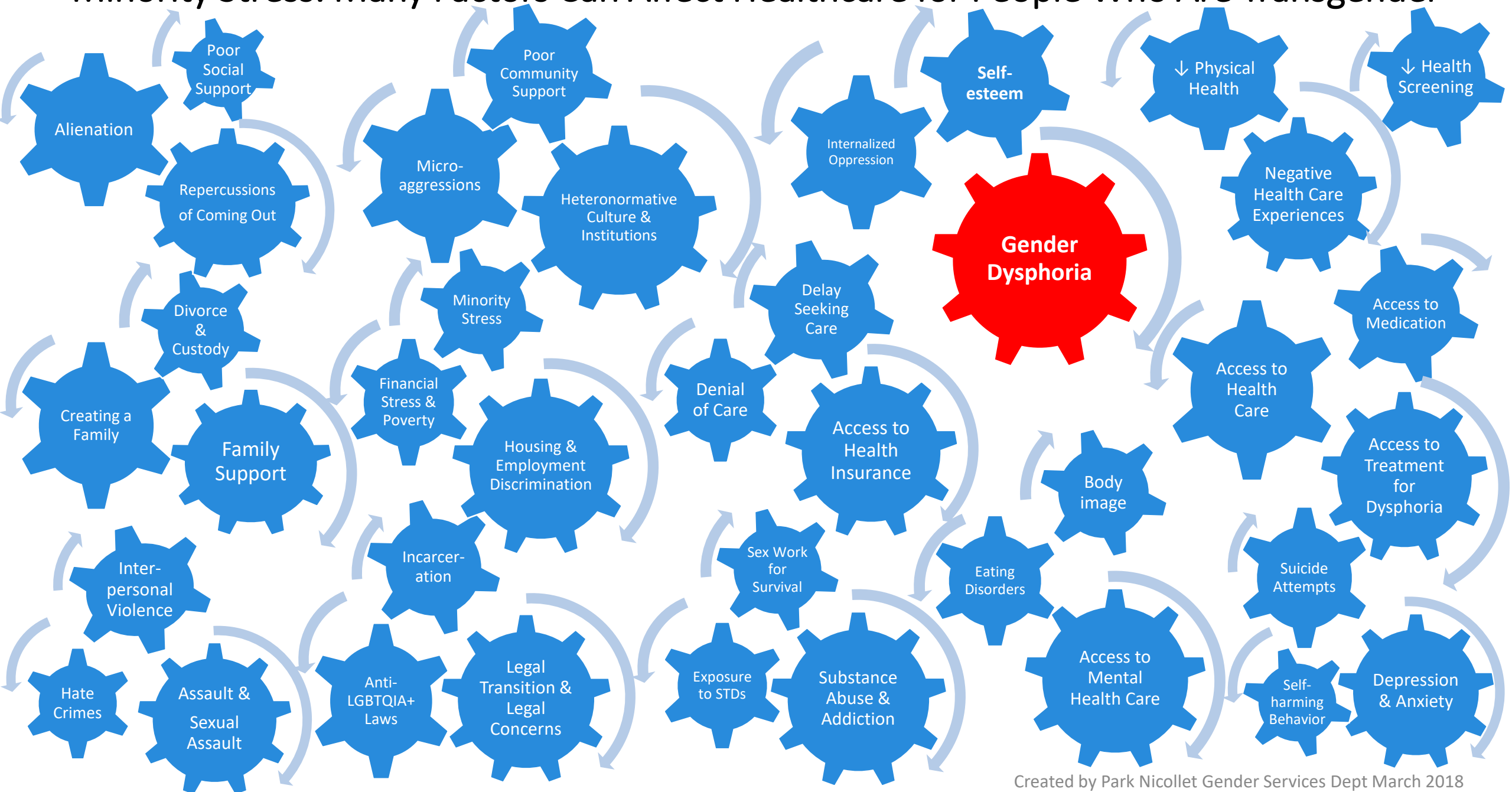
The Care Navigator role was created to provide support, education, and resources for transgender patients across the Park Nicollet system beyond what can be offered in an office visit.

- Funded at 1 FTE by the Park Nicollet Foundation for a two year budget cycle
- Will be rolled into the operations budget in 2020
- Modeled after other care coordinator positions in the system, but specific to the needs of trans patients
- In development – will change to match patient and provider needs, Park Nicollet initiatives

Barriers to Equitable Care

- For transgender patients, barriers to healthcare are often related to their gender identity and presentation.
- Barriers to care are often interconnected and can reinforce one another.
- Cascading effects result when barriers are encountered and when they are removed.

Minority Stress: Many Factors Can Affect Healthcare for People Who Are Transgender



Care Navigator to the Rescue!

Improved patient well-being

- A role dedicated to meeting patients' needs outside of the office visit
- More time with patients during office hours = higher quality of care

Effective utilization of physician and support staff time

- Providers have more patient contact time
- RN free to do triage and other tasks during admin hours
- Patient care coordinator free to do PAs, appeals, and scheduling
- More physician and support staff time for development of larger initiatives

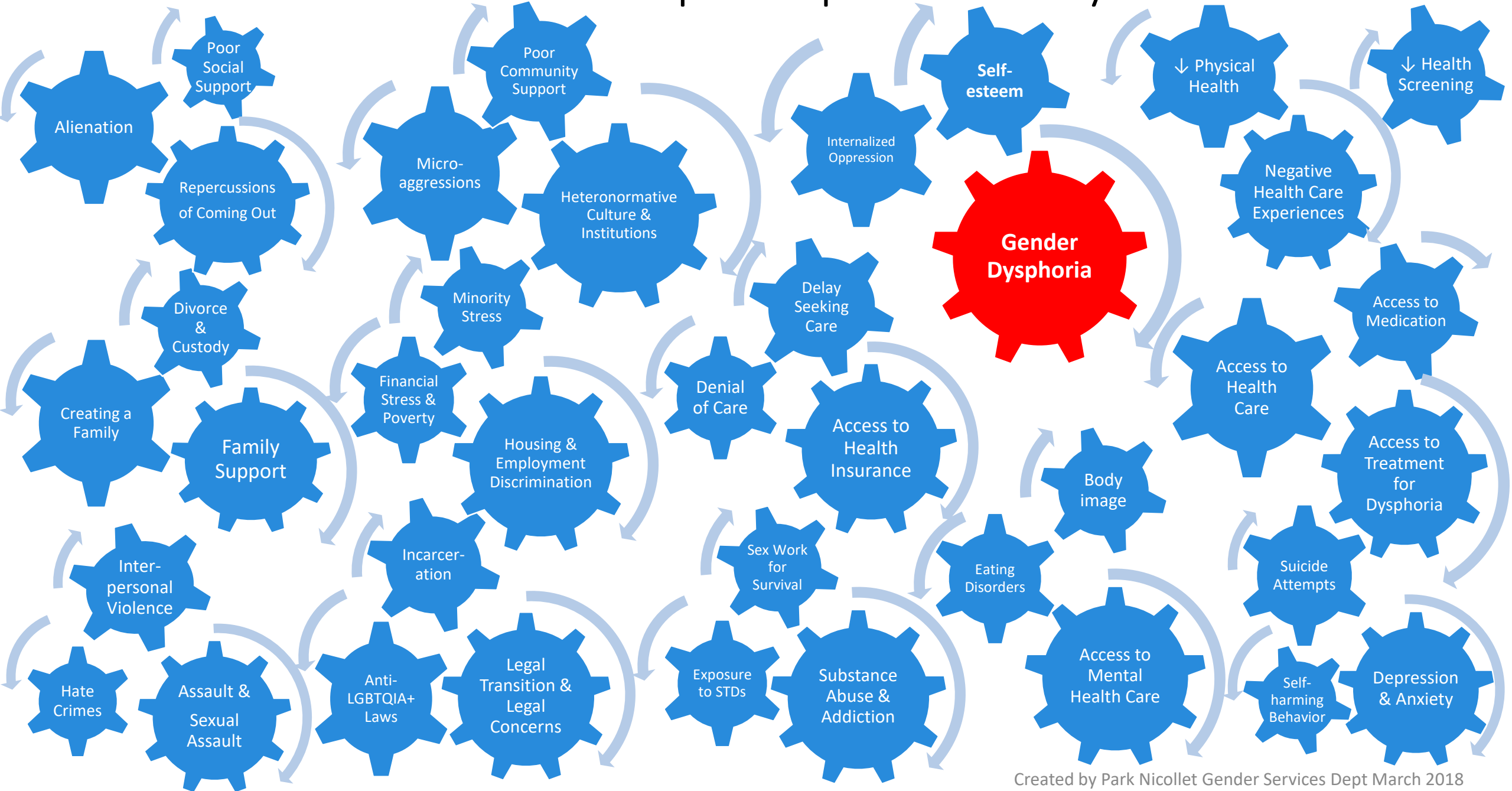
Improved patient follow up and continuity of care

- Dedicated staff to coordinate appointments & work with patients on next steps
- Cost of care issues addressed

Formal partnership with Plastic Surgery implemented

- Surgery scheduling process reviewed, barriers identified, changes implemented

Real World Example: Composite Case Study



Solution-Oriented Approach

The Care Navigator is in a position to identify and address barriers to care for the transgender patient:

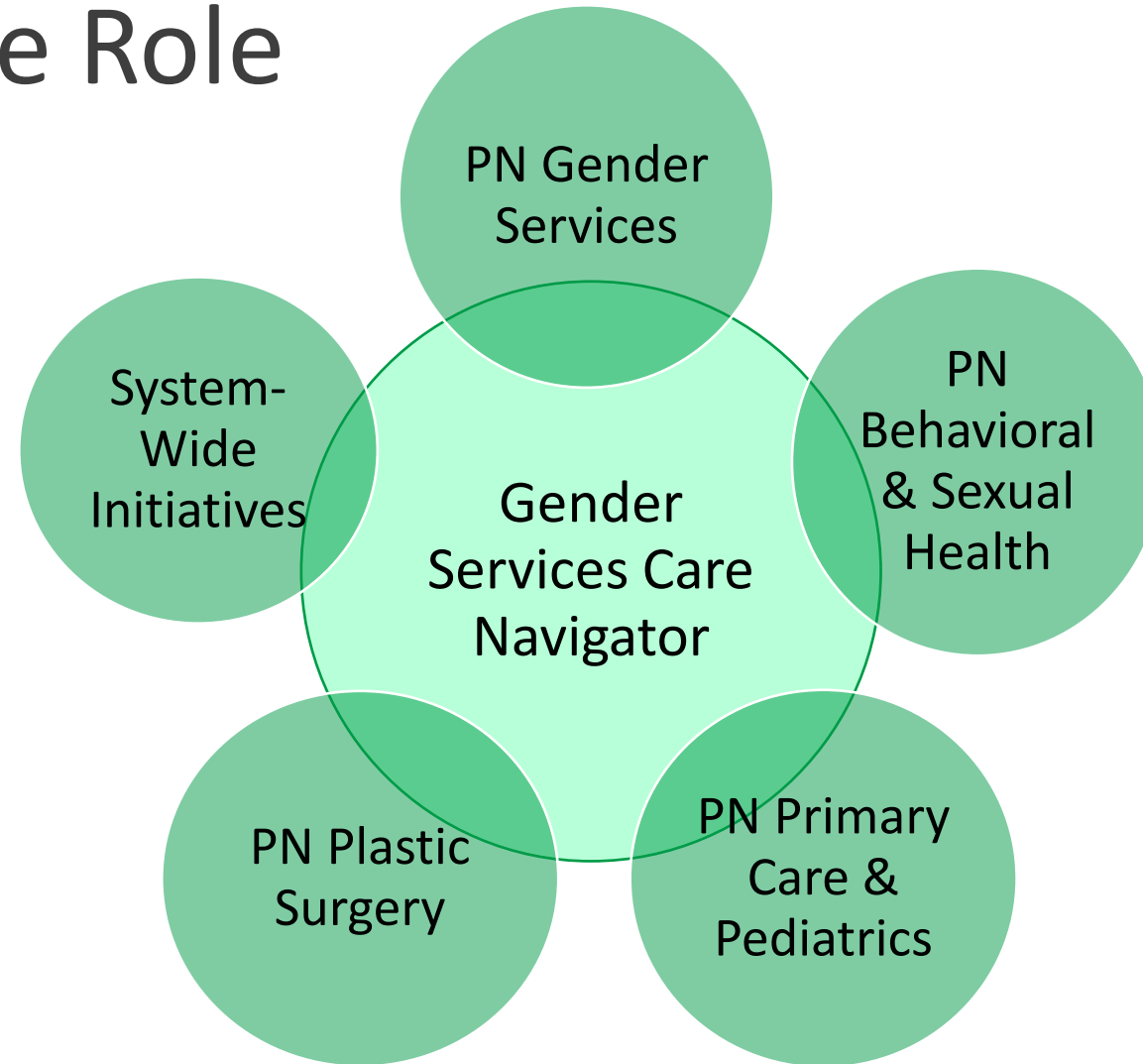
Patient access

- Trans-competent care
- Patient advocacy
- Streamlined systems
- Ease of scheduling
- Correct referral
- Care coordination
- Health insurance systems
- Cost of care

Psychosocial barriers

- Basic needs
- Community support
- Family support
- Mental health resources
- Legal Resources
- Health education

Scope of the Role



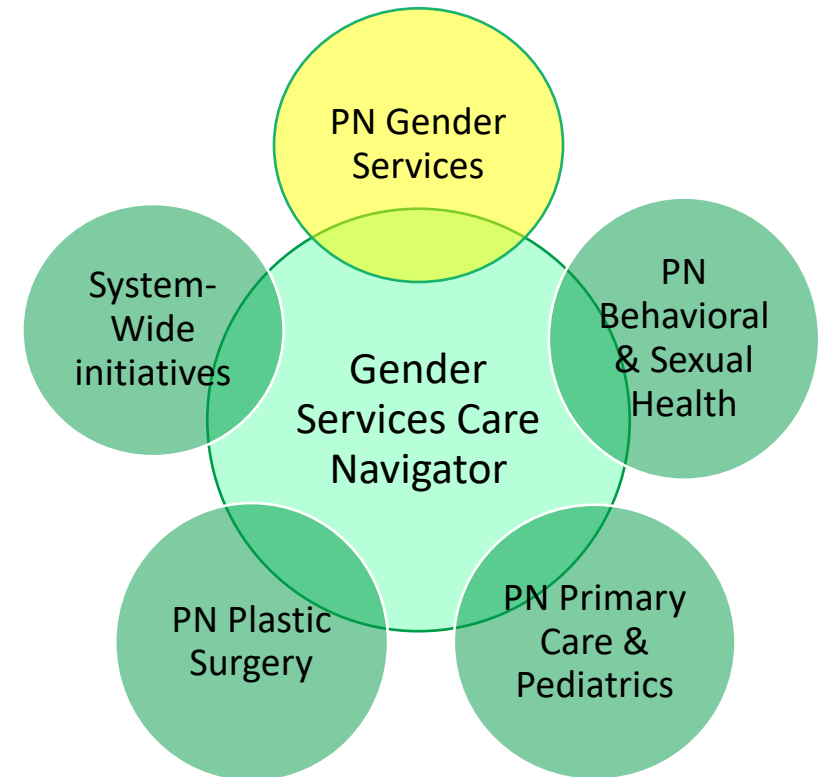
Resources within Gender Services

The Care Navigator is available to Gender Services patients via:

- Drop in hours during office visits
- Face to face appointment scheduling
- Telephone calls

Patients and physicians utilize the role for:

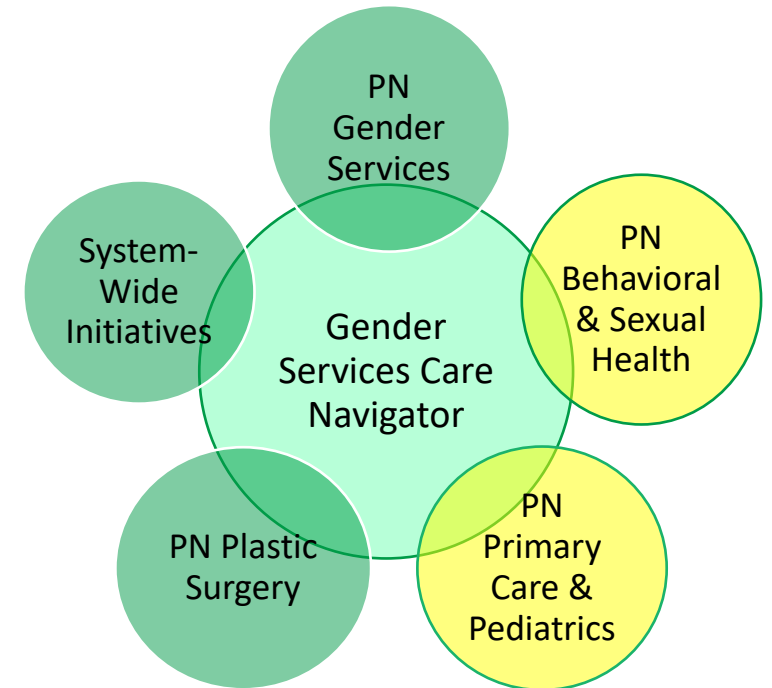
- Care coordination
- Patient education
- Surgery planning *
- Community resources
- Mental health referrals
- Connecting to financial resources
- Connecting to social services



Resources Across the System

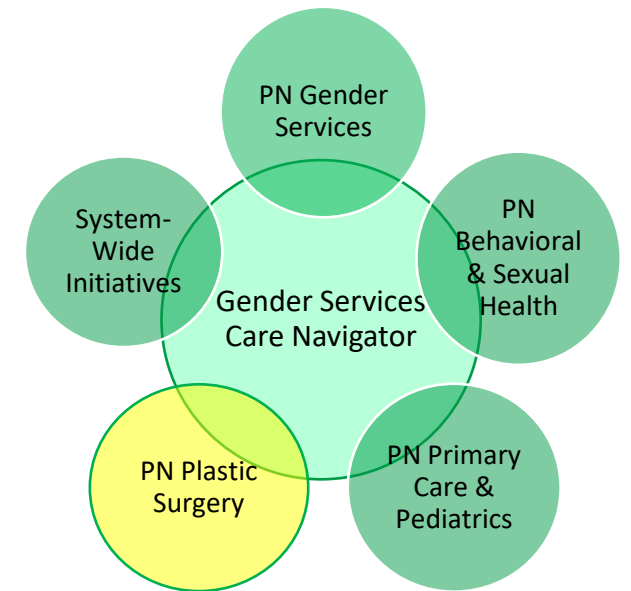
Regardless of where they are in the system, there is a way to meet patients' needs:

- Referral to Gender Services Care Navigator
- Collaboration between Gender Services Care Navigator and...
 - care coordinators
 - case managers
 - financial assistance resources
 - health insurance specialists
 - schedulers
 - providers
- Trans-specific resource and referral lists available on the Park Nicollet intranet

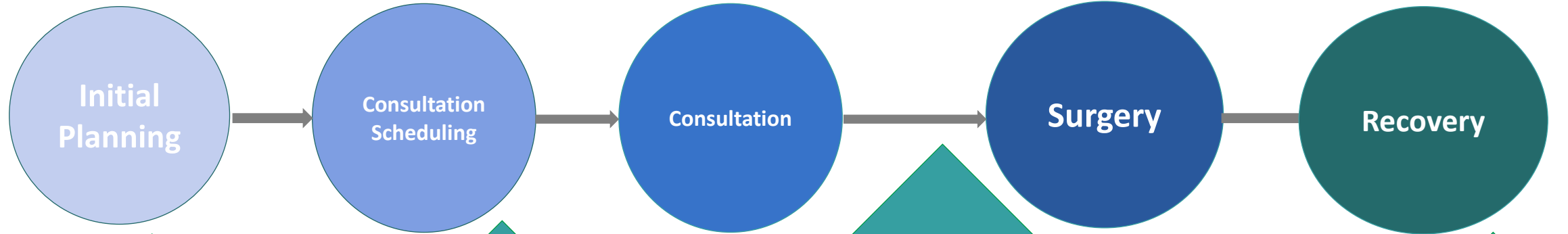


Park Nicollet Plastic Surgery Partnership

- Ongoing initiative to identify and address patient barriers when they are pursuing gender affirmation surgery with Park Nicollet.
- **Current projects:** Updating the process to better meet patient needs, integrating the Care Navigator into the process, updating patient education materials for trans competency and accuracy.
- The Care Navigator will be the point of contact for patients:
 - when they begin researching surgery options
 - Before and after their consultation
 - After their final post-op visit
- Currently meeting with patients during the planning phase and pre-consult



Navigating the Surgery Process



- Connect to providers
 - Surgeons
 - Behavioral Health
- Patient education
 - Timeline
 - Process
 - Requirements
 - Post-op planning

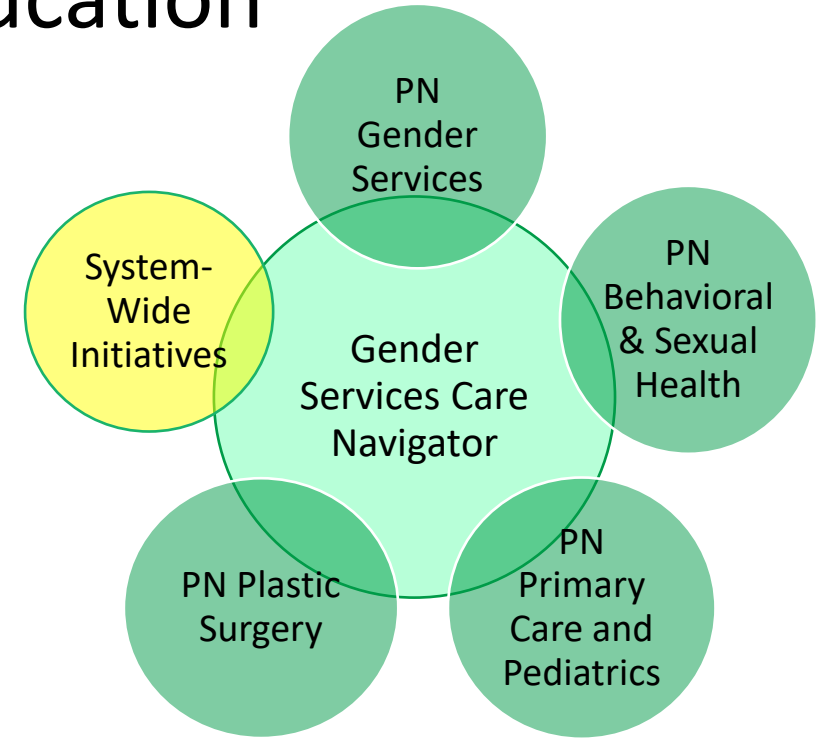
- Check status of required documentation
- Answer questions

- Patient education
 - Reinforce care plan
 - Smoking cessation
 - Weight reduction
- Connect to resources
 - Nutritionist
 - Smoking cessation programs
 - Bariatrics

- Assess for additional needs
- Connect to resources
 - Medical
 - Psychosocial

System-wide Initiatives

- Trainings: LGBTQ inclusion, primary care, hormone initiation/maintenance, continuing education
- Identifying trans-competent providers
- Referral lists and patient education
- Explore care navigation opportunities across the system



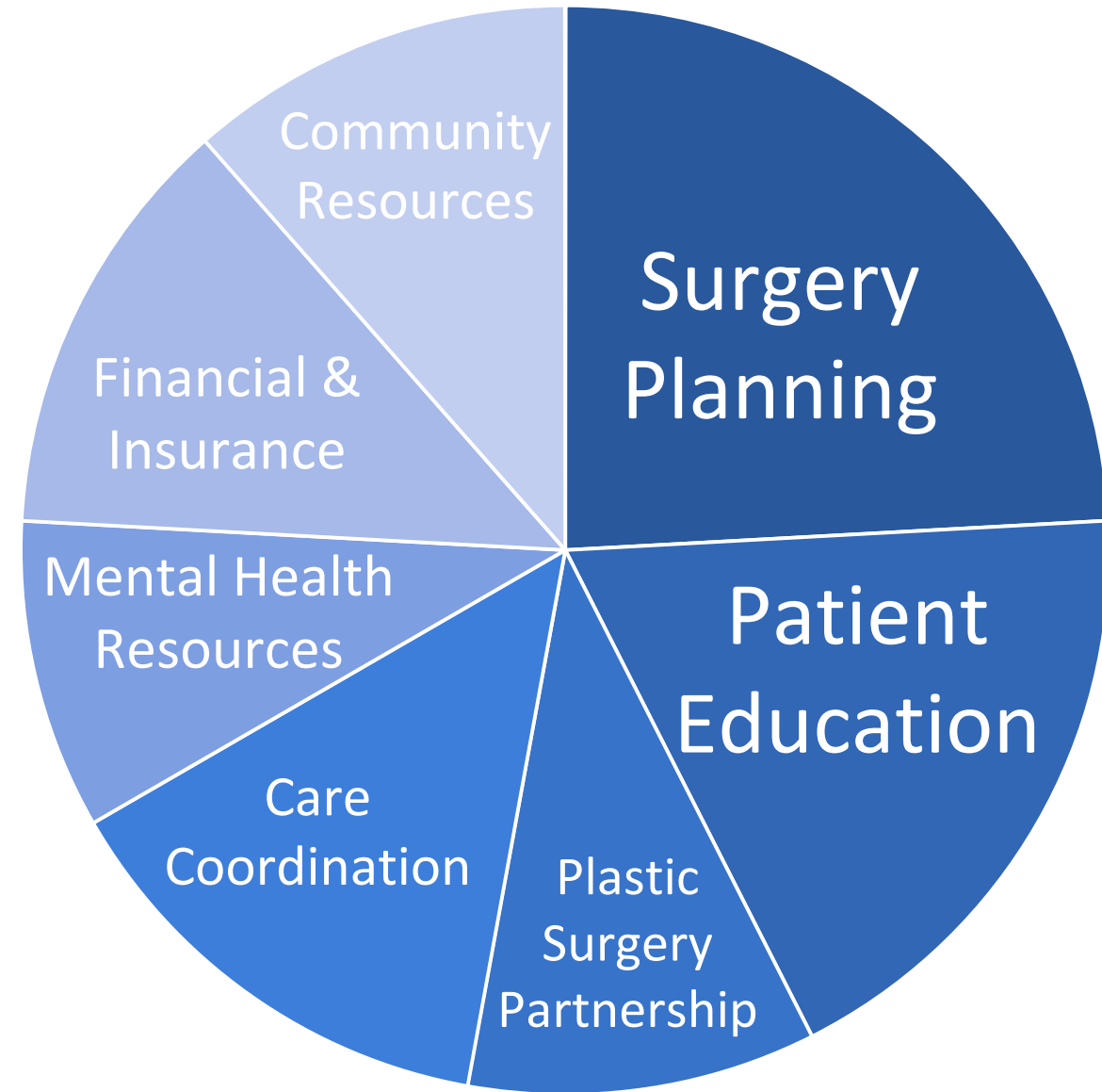
Measuring Success

Currently, the primary measure of success is the number of patients utilizing the service:

- Since November, the Care Navigator has provided services to roughly 150 patients
- Roughly 25 patients are accessing the service at any given time

Measures to be tracked:

- **Patient wellbeing**
- **Utilization of physician & support staff time**
- **Utilization of the role**
- **Patient follow-through**



What's Changing with the Role?

Scope of the role

- The position is always adapting and changing as we continue to identify and resolve barriers

Gender Services workflow

- In clinic and with other support staff

Plastic Surgery partnership

- The Care Navigator is in a position to assess ongoing barriers, communicate with providers, and propose changes
- The process and role of the Care Navigator within plastic surgery will shift over time, changes are highly reliant on patient experience and departmental needs.

Gender Services patient advisory panel

Quality improvement initiatives

- What level of standardized care for transgender patients is feasible in a decentralized model?

Take-aways for a Care Navigator Position

- An effective model for addressing barriers
- High impact on both patient experience and provider time
- Can be used in decentralized system or tailored to a specific model
 - Meets the needs of needs of specialty departments, primary care, or both
 - Can serve as a resource throughout a health system

Questions?

Thank you!

For questions, contact:

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