

British Columbia Ministry of Health Patients as Partners Initiative

Stories of Engagement

Trans Care Program for British Columbians Led by Trans British Columbians

Subject: Provincial Health Services Authority's Trans Care BC Program

Interview Date: March 29, 2017

Health Authority: Provincial Health Services Authority

Service Area: Services for Trans British Columbians

Topic: Design of a Trans Care BC Program



What was the issue?

The Provincial Health Services Authority began this project in response to a request from the Deputy Minister of Health. The request was for a review of Vancouver Coastal Health's existing programs and to develop a provincial trans-care program involving key stakeholders.

The main issue with the trans population in care was that there was a deep lack of trust.

Generally, when health organizations reach out to stakeholders, they leave out the hard-to-reach stakeholders. This is why Shannon Griffin, corporate director of Strategic Planning and Deployment, and Chair of the Patient Experience Council, at the Provincial Health Services Authority, believes it is so important to hear from diverse voices and different lived experiences.

Fast Facts

- **Spectrum:** Collaborate
- **Number of Stakeholders:** 200
- **Type of Stakeholders:** Trans health patients, families, and health-care providers
- **Families Involved:** Yes
- **Ministry Priority:** Services for patients needing surgery
- **Health Outcomes:** Provincial Health Services Authority's new Trans Care BC program, Trans Care BC Strategic Plan, and four key priority areas for creation and expansion of transgender health services program for British Columbians

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What was the engagement?

The engagement process involved consultations with people from transgender communities, clinical professionals and other stakeholders on how best to create and expand transgender health services program for British Columbians. The process also involved directly speaking to an advocacy group and asking them to identify members for the project's steering committee.

The project engaged transgender communities, health authorities, non-government organizations and the Ministry of Health. The project's steering committee involved patients (people with lived experience) and family members from the community, as well as clinicians who had experience working with trans British Columbians in the health-care system. A main consultation workshop took place at the Wosk Centre for Dialogue before starting the provincial program. Participants came from across the BC to provide their input on what services needed to be expanded and what services needed to be created. The workshop included some opportunities for story-telling and had a deep impact on everyone present. The Ministry of Health also had a strong presence at the event, which demonstrated their commitment to the new direction for transgender health services, which was important to this community.

The stakeholder engagement input set the priorities for system change and the key service areas identified were: community/peer support; primary care access & consultation; health-care provider education; and gender-affirming surgery.

What was the outcome?

The six-month consultation took place in 2015. It resulted in a program plan for transgender health services in B.C. Trans Care BC was established, a new director and staff were hired, and community supports are now being established. A year and a half later, the program is running with the initial key goals providing the roadmap for the work. New health-care providers are being trained; peer supports funded and being implemented, regional networks being developed and improvements to surgical care and access are all underway. The program is also continuing to work with a network of patient and family members to inform the work.

At the Provincial Health Services Authority, outcomes are measured against a Quadruple Aim Strategy: improving patient's experience of care (including quality and experience); improving the provider's experience of service provision; improving the health of populations and reducing the per capita cost of health care. The Trans Care BC program is expected to succeed in all

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aspects and goals of the strategy. Trans Care BC program is also a step closer to a health-care system that is responsive and empowers patients to be partners in their health care choices and journey.

When asked how she knew this engagement project was valuable, Shannon Griffin said, "Because of the support received for this project in the community and the ownership the stakeholders felt. It was empowering for engaged patients to feel that they are really moving something forward and seeing concrete action; that was key."

How can you get involved with health-care engagements?

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