

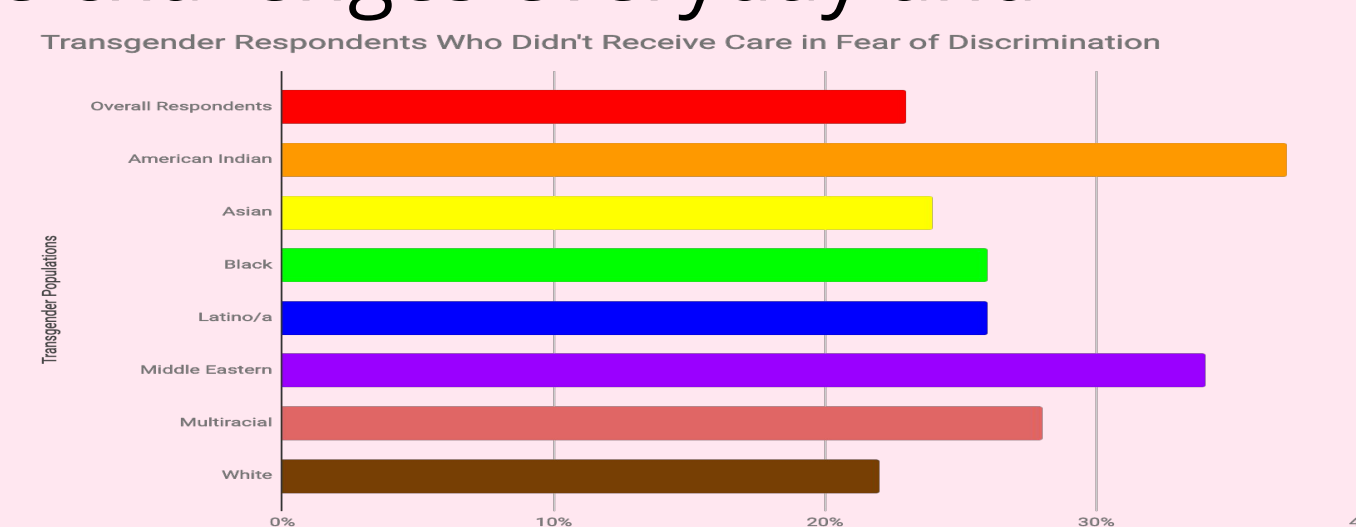
Educating Healthcare Employees Can Decrease the Amount of Health Disparities Transgender Patients Experience in NYC



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Introduction

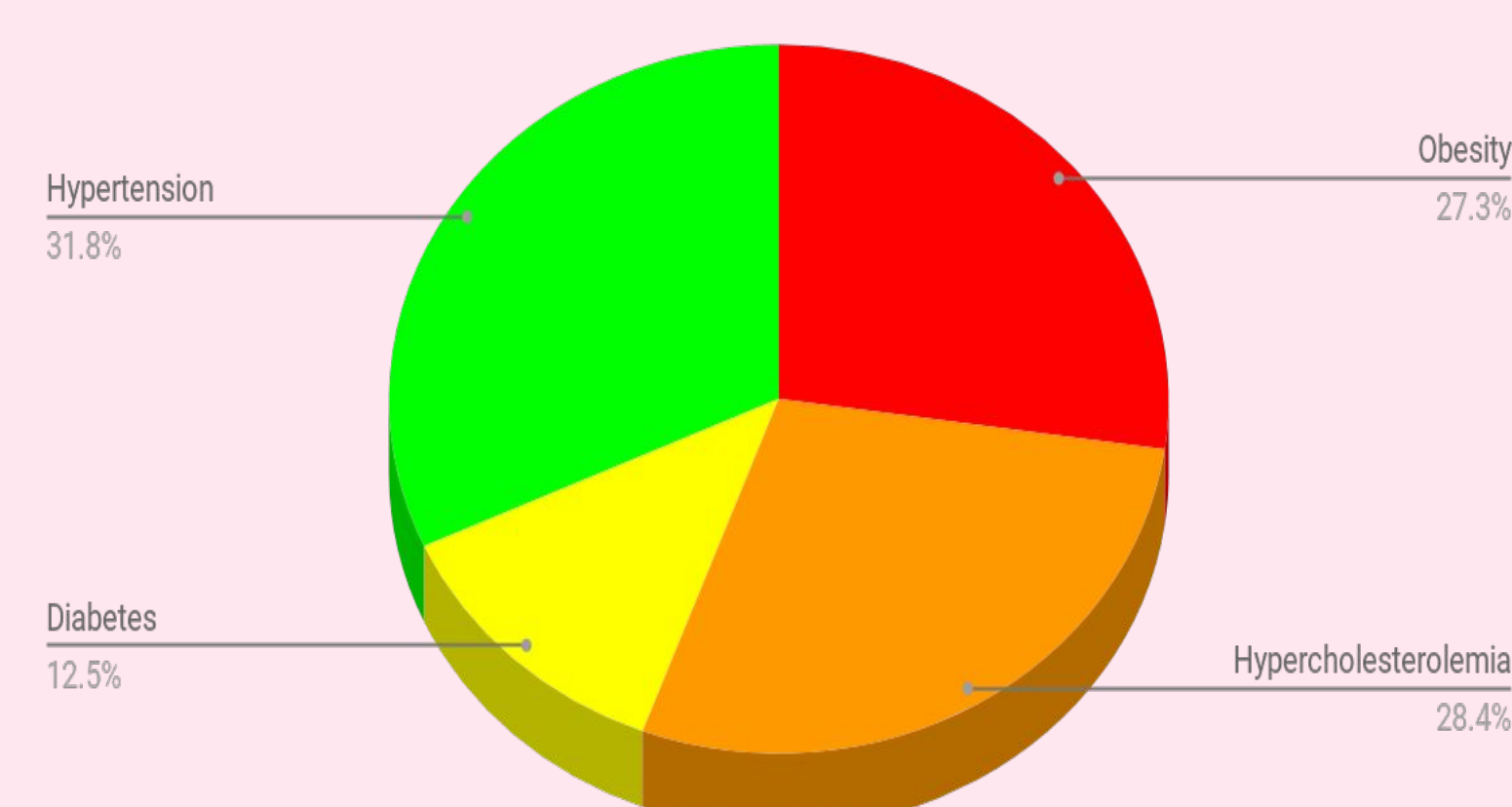
- It is important for **healthcare workers to become more aware** and to **get to know their transgender patients better** in order to provide the **best care** possible and to **avoid medical discrimination**.
- Many healthcare workers **lack the knowledge** of a transgender client's specific health needs, which in turn can lead to **providing poor care**.
- Transgender patients in **NYC** face challenges everyday and **discrimination** is one of them.



Community Assessment & Analysis

- According to the 2010 Census, there are 8,175,113 people living within the New York City area. (16)
- About 3,882,544 of the total population identifies as male and about 4,292,589 of the total population identifies as female. (16)
- From an economic standpoint, about 20 percent of New Yorkers live in poverty. (11)
- Obesity is one health problem that is seen among residents in New York City. About 24 percent of the population is obese.
- About 28 percent of the community population is diagnosed with hypertension. (16)
- Eleven percent of residents have been diagnosed with Diabetes in 2018 and about 25 percent of NYC residents have hypercholesterolemia. (16)
- Twelve percent of adults living in NYC do not have health insurance. (16)
- There are resources out there to help transgender patients find the care they need. According to NYC Health, there is a list of clinics in the city that work with trans adults and youth. Some of these clinics contain sexual health care, hormone therapy, HIV/STD testing, primary care, emergency post-exposure prophylaxis (PEP), support groups, mental health, and even surgical care. (11)

NYC Health Issues

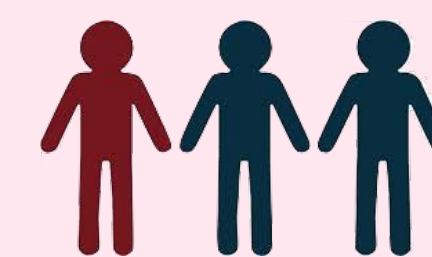


Problems in the Community

- A problem for transgender people in New York City is the accessibility to a health care provider who is knowledgeable about their specific needs and is transgender-friendly.

"28% reported having to teach their health care provider about transgender health issues in the past year" (14)

- Barriers to care for this population in New York City also include cost of care and poor access to specialists.
- The community provides resources, such as cultural competency education for health care providers. These programs will help providers increase their knowledge regarding transgender health care needs and will encourage transgenders to seek their help.
- "1.4 million Americans identify as transgender and the majority of them struggle to find doctors or insurance policies that are supportive of transgender health needs." (5)
- In the United States, the National Center of Transgender Equality released a survey in 2016 measuring the changes within the last five years. This survey illuminated that "1/3 of those who saw a health care provider in the past year, reported having at least one negative experience related to being transgender." (5)



- Some procedures that facilitate the care of transgender people, like gender confirming surgery or hormone therapy, are not covered by insurance companies.
- The main problem that is faced within this population is the lack of education from the healthcare providers on how to care for a transgender patient. A survey by Lambda Legal reveals that "70% of transgender respondents experienced serious discrimination and 73% believed they would be treated differently by medical personnel because of their lesbian, gay, bisexual, transgender, queer (LGBTQ) status." (8)
- It would be beneficial to this population if healthcare workers attended a seminar that educated them on how to be culturally sensitive to this group.

Solution

- All healthcare workers in NYC should be sufficiently trained on how to care for everyone, especially members of the LGBTQ+ population.
- Education for the proper treatment and care of transgender populations should be included in hospital orientations upon hiring.
- Many health care workers may not feel equipped to care for this population and may neglect certain aspects of care.



- A solution would be to include competency seminars regarding transgenders in hospital orientations in the New York City area for all new employees. This seminar would include how to properly greet and interact with the patient. This education will improve care and comfort between the provider and their transgender patient.
- This program should include a questionnaire dedicated to transgender people. Questions that should be asked should present how that patient feels when receiving care or what they think would help make them feel more comfortable.
- The ultimate goal within NYC healthcare settings, there should be an increase in patient satisfaction about the care that's received. This could be done by simply asking the patient to answer a questionnaire about their visit.



Acknowledgements

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