

Quality Standards Recommendation & Approach Options

These three options offer the working group a range of approaches to develop quality standards for TGI patients. The choice should consider factors such as the speed of implementation, cost-effectiveness, and the degree of specialization required to meet the quality goals for TGI healthcare.

Option 1: Adapt Existing Quality Measures with Gender-Inclusive and TGI-Specific Criteria

2022 Health Equity and Quality Committee

In this option, the working group would build upon the 2022 Health Equity and Quality Committee Recommendations Report, which emphasizes the importance of de-gendering language and making it adaptable for the TGI community. The goal is to ensure that quality measures do not exclude individuals based on their gender identity and avoid assumptions related to "appropriate" medical procedures. The working group would follow these steps:

Review of Existing Quality Measures: The working group would begin by conducting a comprehensive review of the current quality measures used in healthcare, paying special attention to language that might be gender-biased or exclusive. They would also analyze the 2022 Health Equity and Quality Committee Recommendations Report for guidance on de-gendering language.

Identification of TGI-Specific Needs: Through consultation with TGI community organizations, healthcare providers, and TGI individuals, the working group would identify specific needs and concerns related to healthcare quality that are unique to TGI individuals. This might include issues like access to gender-affirming care, culturally competent healthcare, and respectful treatment.

Amending Existing Measures: Based on the findings from the review and the identified TGI-specific needs, the working group would propose amendments to existing quality measures. These amendments would include de-gendered language and criteria that are adaptable and inclusive for TGI individuals. For instance, they may revise questions or criteria that inquire about gender or gender-specific treatments to be more neutral and respectful.

By taking this approach, the working group leverages the existing infrastructure of quality measurement while actively working to make it more inclusive and sensitive to the unique healthcare needs of TGI patients. It's a cost-effective and relatively quicker way to address these issues and improve healthcare quality for the TGI community.

Example: The Adaptation of a Patient Satisfaction Survey

Suppose there's a patient satisfaction survey used to assess healthcare quality that includes questions like, "Did your healthcare provider discuss women's health issues with you?" In adapting this measure for TGI individuals, the working group might revise the question to say, "Did your healthcare provider discuss gender-specific health issues that were relevant to your care with you?" This change de-genders the question and makes it adaptable to individuals of any gender identity, ensuring that TGI individuals are not excluded based on their gender identity.

Option 2: Define TGI-Specific Quality Domains

In this option, the working group would focus on the foundational step of defining TGI-specific quality domains within the existing healthcare quality measurement system. This preliminary work would set the stage for subsequent measures and assessments tailored to TGI patients. The process for this option involves the following steps:

Literature Review and Consultation: The working group would conduct a thorough literature review and consult with experts in TGI healthcare, healthcare providers, and TGI community organizations. This step would help identify the critical domains that are particularly relevant to TGI healthcare.

Identification of TGI-Specific Quality Domains: Based on the findings from the literature review and expert consultations, the working group would identify quality domains that are unique to the healthcare experiences and needs of TGI individuals. These domains might include gender-affirming care, mental health support, culturally competent healthcare, and non-discriminatory access.

Development of Framework: The working group would develop a framework that outlines and defines these TGI-specific quality domains. This framework would serve as a guide for healthcare facilities and providers to understand the unique elements that should be considered when delivering care to TGI patients.

By defining TGI-specific quality domains, this option paves the way for a more inclusive and targeted approach to healthcare quality measurement for TGI patients. It ensures that the specific healthcare needs and experiences of TGI individuals are recognized and addressed within the broader quality measurement system.

Example: Defining Gender-Affirming Care Domain

As part of this option, the working group might define the "Gender-Affirming Care" domain, which would encompass criteria related to healthcare practices that respect and support a patient's gender identity. This domain might include aspects like access to hormone therapy, gender-affirming surgeries, mental health services tailored to gender identity, and staff training in providing gender-affirming care. The working group would outline clear

guidelines for what healthcare providers and facilities should consider within this domain when caring for TGI patients.

Option 3: Recommend Further Research and Collaboration

This option suggests that the working group should recommend further research and collaboration before developing specific quality standards for TGI patients. It entails a comprehensive and inclusive approach that prioritizes a deep understanding of the unique healthcare needs and challenges faced by TGI individuals. The working group would engage in collaborative efforts with TGI community organizations, healthcare providers, researchers, and other stakeholders to conduct extensive research, gather data, and consult with TGI patients themselves.

The focus of this option would be to ensure that any quality standards developed in the future are evidence-based and directly informed by the experiences and preferences of TGI individuals. It would involve studying the healthcare disparities, access issues, and outcomes related to TGI healthcare. This research-driven approach would set the groundwork for robust, effective, and targeted quality measures that truly address the needs of TGI patients.

By recommending further research and collaboration, the working group acknowledges the importance of thorough preparation and the value of building strong partnerships with the TGI community and healthcare professionals. This approach would help ensure that the resulting quality standards are meaningful, comprehensive, and inclusive of the diverse needs within the TGI population.

Example of the recommendation:

In support of this option, the working group might recommend a further project to initiate a comprehensive research project focusing on TGI mental health support. The study could involve collaborating with TGI community organizations, specialized healthcare providers, and experienced researchers. Here's how it might unfold:

Research Framework Development: Further groups would design a research framework that delves into the mental health experiences of TGI individuals. This framework would include elements to assess the prevalence of mental health issues, barriers to accessing care, and the effectiveness of existing mental health support programs.

Data Collection from TGI Patients: Further members would be actively engaged in this research. Surveys, interviews, and focus group discussions would be used to gather information directly from TGI patients. These interactions would provide valuable insights into their mental health challenges, preferences, and experiences with the healthcare system.

Collaboration with Mental Health Providers: Mental health professionals with expertise in TGI care would be consulted to gain a better understanding of the specific mental health

needs and challenges faced by TGI patients. Their input would be integral to the research process.

Quantitative and Qualitative Data Analysis: The collected data, both quantitative and qualitative, would be meticulously analyzed. This would involve statistical analysis of survey responses, as well as in-depth examination of qualitative data to identify common themes, disparities, and specific areas of concern.

Expert Review Panels: Expert panels, comprising mental health experts, TGI community advocates, and experienced researchers, would be convened to review the research findings. These experts would provide insights and recommendations for potential quality standards related to TGI mental health support.

The research would provide a deep and evidence-based understanding of the mental health challenges faced by TGI individuals, disparities in access to care, and preferences for mental health support. This information would be invaluable for shaping future quality standards that target the unique mental health needs of the TGI community, ultimately improving their healthcare experiences and outcomes.