

Northern Region Transgender Health Work Plan 2017

Target area	Prior #	Description	Actions	Stakeholders	Timeframe* (indicative)	Measure
Every door is the right door	1	1.1 Develop and implement a regional plan for key workers.	<ul style="list-style-type: none"> - Define scope of work - Investigate delivery models/options - Define reporting arrangements - Write business case for funding approval - Tender and contracts (if required) 	NRTCCAG Clinical Lead Funding and Planning Specialist/NGO service providers	Services to begin in 2018/19 FY	Transgender people are able to meet with a key worker within 2 weeks of referral.
	1	1.2 Develop and increase accessibility to wider support, including (but not limited to): <ul style="list-style-type: none"> - counselling services - youth services - wrap around support services - peer support programme (Note: Accessibility includes free options)	<ul style="list-style-type: none"> - Define scope - Support development of expertise around working with complexity for gender diverse patients. - Support development of referral and consult between these services and secondary Mental Health. - Investigate delivery models - Write business case for funding approval - Tender and contracts (if required) - Review patient acceptability 	Clinical Lead, NRTCCAG Funding and Planning NGO, youth service providers	Services to begin in 2018/19 FY	
	2	1.3 Provide tools to Primary Care and other providers (e.g. NGOs, youth services) in supporting Transgender patients, e.g.: <ul style="list-style-type: none"> - Auckland regional health pathways - Guides on stepped/shared care arrangements - PHO learning & development modules - Conference presentations - Health provider education programme that builds on the existing NGO capability 	<ul style="list-style-type: none"> - Understand need from GPs - Develop tools in consultation with GPs - Write business case for Education Programme approval 	NRTCCAG Royal College of GPs Metro Auckland Clinical Governance Forum Funding and Planning PHOs Specialist/NGO service providers	01/01/2018	A measurable decrease in the amount of time that Transgender people remain with the secondary service, before being referred back to Primary Care by 2020.
	2	1.4 Support Transgender community to have access to accurate information, including: <ul style="list-style-type: none"> - public website with info about transgender services - brochures available through PHO/GP's/NGO's 	<ul style="list-style-type: none"> - Just do it! - Regularly review and update 	Clinical Lead NRTCCAG Specialist/NGO service providers	01/08/17	
	3	1.5 Increase accessibility of non-DHB provided services, including (but not limited to): <ul style="list-style-type: none"> - Laser hair removal 	<ul style="list-style-type: none"> - Understand need - what are people asking for? - Understand what Transgender people are entitled to public funding for, from a legal and human rights point of view. - Scope need/additional capacity - Write business case for funding approval 	Clinical Lead, NRTCCAG Funding and Planning		
The Northern Region Transgender Health Services ("The Service")	2	2.1 Develop view of the Service configuration, including: <ul style="list-style-type: none"> - Age range - Location of clinics - Staffing - Responsiveness to Pacific, Asian and MELAA - Consult Liaison role - Standards of care - Name of service 	<ul style="list-style-type: none"> - Assess need for clinics across the region - Conduct review of FTE required - Write standards of care for NZ (replacing 'Gender Reassignment Health Services for Trans People within New Zealand' (CMDHB, 2012)) - Consult with Pacific, Asian and MELAA - Write business case for funding approval (if needed) 	NRTCCAG Funding and Planning NDHB/WDHB/ADHB/CMDHB Māori Health Gains team Pacific Health Gains Asian Health Gains	30/06/2018	
	2	2.2 Work to develop and hold a kaupapa Māori approach at the centre of the Northern Region Transgender Health Services, for the benefit of Māori and non-Māori.	<ul style="list-style-type: none"> - Understand what a kaupapa Māori approach would look like - consult local Iwi, Kaumatua, and research. - Develop a model for the Service - Identify current gaps and needed improvement to achieve. 	NRTCCAG Funding and Planning Māori Health Gains team Ngāti Whatua, Ngāpuhi, Te Whānau o Waipareira	30/06/2018	
	2	2.3 Establish accurate recording, reporting and evaluation of transgender people in transgender health services	<ul style="list-style-type: none"> - Define referral/clinical data needed - Compare with existing data captured - Scope needed additional capacity/tools, etc - Write business case for funding approval (if needed) - Develop service/tools 	Clinical Lead NRTCCAG Funding and Planning Ministry of Health	01/07/2017	80% of Transgender patients within the Regional Transgender Health Service complete a satisfaction survey.

	3	2.4	Align clinical effectiveness (quality) of service provision across ARSHS and CFYH	<ul style="list-style-type: none"> - Develop shared clinical guidelines, consent forms and patient information - Establish clinical triage process across services - Establish regular MDT meetings - Single referral point for services for GPs - Strengthen multiple entry points for others - Establish joint Clinical Advisory Group across ARSHS and CFYH for service development - Establish patient feedback across ARSHS and CFYH - Establish joint processes to review adverse events 	Project Manager NRTCCAG CFYH, ASHS		
Other DHB Secondary Services	2	3.1	Develop regional pathways and criteria for access to transition related surgical services, including (but not limited to): <ul style="list-style-type: none"> - Chest reconstruction - Gender reassignment surgery - Improving peri-operative care 	<ul style="list-style-type: none"> - Work with clinicians and consumers to develop pathways and criteria. - Scope need/additional capacity - Write business case for funding approval 	NRTCCAG General Surgical and Plastic Surgical teams CFYH & ARSHS Ministry of Health	01/01/2019	All people in the Transgender Health Service have a clear understanding of their entitlements, and criteria for accessing surgery/ies. Wait list times for surgery are reasonable.
	3	3.2	Develop regional pathways and criteria for access to secondary services: <ul style="list-style-type: none"> - Gynaecology - Urology - Endocrinology - Fertility - Voice Therapy - Mental Health 	<ul style="list-style-type: none"> - Understand need - what are people asking for? - Understand what Transgender people are entitled to public funding for, from a legal and human rights point of view. - Identify services/procedures pathways and criteria are needed for. - Work with clinicians and consumers to develop pathways and criteria. -Strengthen relationships between secondary Mental Health and ARSHS/CFYH - Scope needed/additional capacity - Write business case for funding approval 	NRTCCAG General Surgical and Plastic Surgical teams Endocrine Teams Fertility Advisory Group WDHB Trans Consult Group CFYH & ARSHS Ministry of Health		
Workforce and Infrastructure	2	4.1	Increase competency of new and existing DHB staff working with Transgender people by: <ul style="list-style-type: none"> - increase number of Transgender people employed at the DHB - Transgender competency training for DHB staff - being responsive to Pacific, Asian and MELAA - Work with tertiary/training institutes and professional bodies to make transgender health part of regular study/certification. 	<ul style="list-style-type: none"> - Establish base guidelines training built off (e.g. WPATH) DHB: <ul style="list-style-type: none"> - Online learning module for Āwhina - Wider availability and awareness of rainbow trainings available External to DHB: <ul style="list-style-type: none"> - Work with professional bodies to understand training requirements and how to influence these. - Scope interest from tertiary providers - Develop targeted plan across tertiary providers and professional bodies - Work in partnership to develop modules 	NRTCCAG Funding and Planning Māori Health Gains team Pacific Health Gains Asian Health Gains Affinity Services Professional Bodies Tertiary institutions	30/06/2018	70% of transgender people rate the DHB services they interact with as welcoming and affirming of transgender people.
	2	4.2	Increase competency of new and existing DHB staff working with Takatāpui, Whakawahine and Tangata ira Tane	<ul style="list-style-type: none"> - Work with tangata whenua on identifying areas for improvement, and ways to work towards addressing them. 	NRTCCAG Funding and Planning Māori Health Gains team Ngāti Whatua, Ngāpuhi	30/06/2018	Māori accessing the Transgender Health Services rate the DHB services they interact with as welcoming and affirming of them.
	3	4.3	Review and update policy and procedures across the four DHBs that support engagement in healthcare for transgender people	<ul style="list-style-type: none"> - Overall policy on Transgender Inclusiveness for Waitemata DHB - Negotiations for adoption with other three DHBs - Build 'service pack' for easy adoption by DHB services 	Clinical Lead, NRTCCAG		
	3	4.4	Maintain a system that allows the capture of knowledge over time as we discuss a range of topics, e.g. Advice to MoH around recording Identity in the NHI.		Clinical Lead, NRTCCAG		