



16 July 2018

Amanda Ashley

Email: fyi-request-8158-9cb75364@requests.fyi.org.nz

Dear Amanda

Re: Official Information (OIA) request - Timeline of current and future projects that affect transgender care

Thank you for your Official Information Act request received on 2 July 2018, in which you requested the following information from Waitemata District Health Board (DHB):

- 1. I wish to request a timeline and roadmap of your current and future projects or funding that affect Transgender care.*

Our current projects and funding arrangements are as follows:

- Waitemata DHB has a contract in place with the Kidz First Centre for Youth Health Service at Counties Manukau Health to deliver a specialist transgender service* for people aged 10-20 years. This service is delivered within the Waitemata DHB catchment area at a location in Henderson.
- The Auckland Regional Sexual Health Service, which covers the catchment areas of, and is jointly funded by, Waitemata DHB, Auckland DHB, and Counties Manukau Health, delivers a specialist transgender service* for those aged 18 years and over. The service is delivered within the Waitemata DHB catchment area at locations in New Lynn and Glenfield.
- Patients of specialist transgender services are eligible for referral to the Regional Plastics Service, which covers the catchment areas of, and is jointly funded by, Waitemata DHB, Auckland DHB, and Counties Manukau Health. The Regional Plastics Service offers limited gender affirming surgical options, most commonly bilateral mastectomy. It is envisaged that this arrangement will continue.
- Patients of specialist transgender services are referred to the Ministry of Health High Cost Treatment Pool to access Gender Reassignment/Confirmation Surgical options. As the Ministry of Health manages this arrangement, the DHB cannot comment further.
- The Northern Region DHBs (Northland, Waitemata, Auckland and Counties Manukau) agreed to establish two fixed term roles to progress service improvement for transgender health care. The Clinical Lead and Project Manager for Transgender Health have supported service improvement and clinician education within the Northern Region, including Waitemata DHB. The fixed terms end in September 2018 and January 2019 respectively. Following this, activity will move into a business as usual phase. Other staff have also been involved in this programme of work. The work programme has been informed by an advisory group including consumers.

* Specialist transgender services, collectively named Hauora Tāhine, include exploration of gender identity, provision of puberty blockers, hormone therapy, fertility preservation, some surgical options and limited mental health support.

Attached to this response is the Transgender Health work plan 2017 for the Northern Region, updated as of June 2018. Significant areas of future work to draw your attention to include:

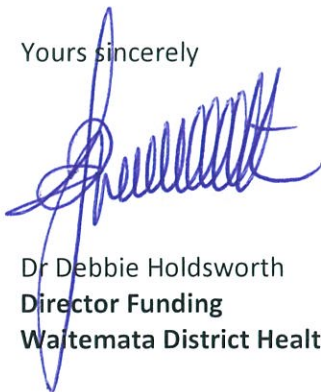
- Item #1.1 – Development of a regional plan for key workers. This is in progress, with a business case being drafted by the Project Manager in support of the role of Key Worker to be implemented at the Auckland Regional Sexual Health Service. The role of Key Worker will support the specialist transgender health service through increasing support transgender people receive at Sexual Health to navigate the health system, work with primary care (e.g. GPs) and find social support options. It is envisaged that this will be presented for endorsement, approval and funding in the next six months, but will be subject to other budget considerations.
- Item #1.2 – Develop a peer support programme. This is in progress, with a business case being drafted by the Project Manager in support of the funding of a peer support service for transgender people in the Northern Region. A peer support service will improve outcomes for patients of specialist transgender health services. It is envisaged that this will be presented for endorsement, approval and funding in the next six months, but will be subject to other budget considerations.
- Waitemata DHB will be celebrating Transgender Awareness Week in November 2018. The purpose of this is to raise visibility and awareness of transgender identities, issues and services with a broad cross section of DHB clinicians and other staff, whom impact the experience of transgender people when receiving healthcare at Waitemata DHB.
- Updated Clinical Guidelines for Transgender Healthcare for the Northern Region are in development. It is anticipated these will be released in August 2018.

I trust that this information meets your requirements. Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Dr Debbie Holdsworth
Director Funding
Waitemata District Health Board

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| <p>Transgender Health Services ("The Service")</p> | <p>2.3 Establish accurate recording, reporting and evaluation of transgender people in transgender health services</p> <p>2.4 Align clinical effectiveness (quality) of service provision across ARSHS and CYH</p> | <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 - 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 CYH for service development - Establish patient feedback across ARSHS and CYH - Establish joint processes to review adverse events | <p>01/07/2017 80% of Transgender patients within the Regional Transgender Health Service complete a satisfaction survey.</p> <p>Information Systems written.</p> <p>Shared consent forms for hormones and blockers adopted.</p> <p>Working on shared triage & documents for the service (e.g. Welcome pack)</p> <p>Transgender Health Services feedback process established.</p> <p>First shared clinical governance meeting between CYH and SH scheduled.</p> | <p>Referrals database set up at Auckland Sexual Health.</p> <p>Recommendation for Patient Information Systems written.</p> <p>eReferral development scheduled for July 2018.</p> <p>Further work on shared resources and documents for the service (e.g. Welcome pack)</p> |
| <p>Other DHB Secondary Services</p> | <p>3.1 Develop regional pathways and criteria for access to transition related surgical services, including (but not limited to):</p> <ul style="list-style-type: none"> - Chest reconstruction - Gender reassignment surgery - Improving peri-operative care <p>3.2 Develop regional pathways and criteria for access to secondary services:</p> <ul style="list-style-type: none"> - Gynaecology - Urology - Endocrinology - Fertility - Voice Therapy - Mental Health | <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 - 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/CYH - Scope needed/additional capacity - Write business case for funding approval | <p>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.</p> | <p>Paper including QALY measure for penile inversion vaginoplasty provided to ADHB SLT meeting for review.</p> <p>Update to fertility requirements (draft) to be more inclusive of transgender people.</p> <p>Referral pathway to voice therapy in metro Auckland and Northland established.</p> |
| <p>Workforce and Infrastructure</p> | <p>4.1 Increase competency of new and existing DHB staff working with Transgender people by:</p> <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. <p>4.2 Increase competency of new and existing DHB staff working with Takatāpui, Whakawhāine and Tangata ira Tane</p> | <ul style="list-style-type: none"> - Establish base guidelines training built off (e.g. WPATH) - Online learning module for Awhina - Wider availability and awareness of rainbow trainings available - External to DHB: - 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 - Work with tangata whenua on identifying areas for improvement, and ways to work towards addressing them. | <p>30/06/2018 70% of transgender people rate the DHB services they interact with as welcoming and affirming of transgender people.</p> <p>Confirmed use of Ko Awatea LEARN platform, making the resource available to most DHB's in the country.</p> <p>Capture of trainings begun!</p> | <p>Development of training plan:</p> <ul style="list-style-type: none"> - Identifying areas needed to be covered - Identifying gaps and planning sessions to cover - Make available through Ko Awatea Learn, and elsewhere online. |
| <p>Workforce and Infrastructure</p> | <p>4.3 Review and update policy and procedures across the four DHBs that support engagement in healthcare for transgender people</p> | <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 | <p>30/06/2018 Maori accessing the Transgender Health Services rate the DHB services they interact with as welcoming and affirming of them.</p> | <p>Establish stakeholders to consult with on policy.</p> <p>Draft policy for Transgender and Gender Diverse Inclusion written.</p> <p>Paper on gender neutral toilets trial presented to ADHB SLT.</p> <p>ADHB has indicated it will establish working group for Rainbow Tick certification.</p> <p>Audit for gender neutral toilets underway.</p> |

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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.

Questions to the Project Manager: duncan.matthews@waitemataadhb.govt.nz

PM as budgeted

Project Manager

Clinical Lead, NRTCCAG

System of writing short papers when providing advice on topics regularly.

*timeframe is indicative only. Some items will be dependant on other factors within the DHBs