

HEALTHCARE PROVIDER AND TRANSGENDER WOMEN FORMATIVE RESEARCH INTERVIEW GUIDE

(FOR HEALTHCARE WORKERS)

A formative study to explore healthcare provider cultural competence and HIV health-seeking behavior among transgender women in Greater Accra Metropolitan Area, Ghana with special interest in urban slum communities.

Thank you for meeting me today. My name is , a research assistant in the Behavioral Sexual Gender and Health lab (exchange pleasantries and complete the consent process if not already before proceeding to ask the participant the following information)

Participant Information

ID _____ Nickname _____
Date _____

Introduction: Thank you for agreeing to be part of this formative study to explore Healthcare Provider Cultural Competencies around HIV testing, prevention, care and support for key populations. Due to your role in healthprovision, your experiences and contribution to this study will be vital in understanding key populations' challenges in healthcare provision related to HIV. Don't hesitate to contact the following individuals if you have questions concerning this study or the questionnaire. There are no right or wrong answers in this interview. If any questions make you uncomfortable, you should feel free to tell me and we can skip over those questions. We are interested in hearing about your experiences and opinions. Do you have any questions before we begin?

SECTION A: BACKGROUND CHARACTERISTICS (ALL HEALTH WORKERS)

I would like to start by asking you a few questions about your background characteristics

1. How old are you?
2. What is your sex?
 - Male
 - Female
3. What is your highest level of education?
 - No formal education
 - Basic education (Primary/JSS)
 - Secondary education
 - Tertiary education
4. What type of relationship are you involved in?
 - Heterosexual relationship (straight relationship)
 - Bisexual relationship (sexually attracted to males and females)
 - Homosexual relationship (sexually attracted to the same sex or gender)
5. What is your marital status?
 - Single
 - Married
 - Living with partner
 - Other (specify):
6. What is your job as a health worker? _____
 - Nurse
 - Lab technician
 - Doctor

- Pharmacist
- Cleaner
- Security Officer
- Administrator
- Other(specify)_____

7. What department do you belong to? _____

8. How long have you been working at this facility? _____

9. What is your estimated net monthly income? _____

10. What type of medical training school did you attend? (medical staff only)

- Private
- Government
- Both

11. How many years of training did you receive at the school? _____ years

12. How long have you been practicing as a Nurse/ Lab technician/ Doctor/ Pharmacist? _____ years/months

13. What type of nurse are you? (nurses only)

- Midwife
- Community nurse
- General nurse
- Other (specify)_____

14. What is your rank in the nursing profession? (nurses only)

- Nursing officer
- Senior Nursing officer
- Principal Nursing Officer
- Deputy Nursing officer
- Regional Chief of Nursing
- Director Nursing officer

15. Do you have health insurance?

- Yes
- No

16. Are you religious?

- Yes
- No

17. What religion do you belong to?

- No religion
- Christianity
- Islam
- Traditional religion
- Other (specify)_____

18. How often do you attend religious activities?

- Never
- Not often

- Often
- Very often
- Extremely Often

19. To what extent does your religion influence your work?

- Never
- Not often
- Often
- Very often
- Extremely Often
- Not applicable

20. Does your religion influence the way you perform your work duties to patients?

- Yes
- No

21. Have you ever received an orientation on working with sexual minorities (transgender, gay, bisexual, and other men who sleep with men) since you started working in the health sector?

- Yes
- No

22. Did the orientation tell you to be guided by your religious beliefs when performing your duties to patients?

- Never
- Not often
- Often
- Very often
- Extremely Often
- Not applicable

23. Does your religion influence the way you perform your work duties to patients?

- Yes
- No

SECTION B: RELIGION AND ITS INFLUENCE

1. Are you religious?
2. What religion do you belong to?
3. How often do you attend religious activities?
4. How does your religious belief influence the way you perform your work duties to patients?

SECTION C: STIGMA AND DISCRIMINATION EXPERIENCE AT THE HEALTHCARE FACILITY

Now, I would like to start asking you a few questions about stigma and discrimination experience at the healthcare facility

1. Do you know who a transgender woman is?	Probe: find out their knowledge on transwomen and the sources of this knowledge. Is it by personal encounter, through the media, or rumors?
2. What is your perception of transwomen?	Probe: I. find out how they feel about transwomen. I. Are they accepting of them? II. Or have their reservations? III. What are those reservations?
3. How do you identify transwomen who visit your health facility?	Probe: Do transwomen disclose their gender identity to you when accessing care? Or there is another means of identification?
4. Do you have friends/family who belong to the LGBTQ+ community?	Probe: Find out if they recently knew of any friend/family member who identified as a sexual minority in the past or in the process of transitioning.
5. What were your first impressions when you discovered your patient's gender identity is transwoman?	Probe: Additionally, ask if they kept their reaction/ impression to themselves or shared it with college health providers.
6. How do you interact with them (transwomen) for the rest of the time they are under your care?	
7. In your opinion do you think your health facility is easily accessible to transwomen?	Probe: Can transwomen come there as themselves or would have to hide who they are to get healthcare at the facility?
8. Do you transwomen visiting this facility? How often do you interact with people who identify as transwomen in this facility?	
9. What infrastructural arrangements do you have in place for transwomen in this facility?	Probe: Ask if they are given private care. Do they have specific days in the week designated to them for treatment at the health facility?
10. Are there hospital policies targeted toward fair treatment for all patients?	Probe: Are these policies in writing? How often are staff reminded of fair treatment of patients as a facility policy?
11. Is there a complaint department where patient grievances are reported and are patients aware of it?	Probe: Find out if there has been a history of complaints made that they know about. Find out if this department makes follow up to cases reported to them. Are patients informed about this department?

12. What are your thoughts on current LGBTQ human rights issues in Ghana?	Probe: find out their knowledge of existing law/policy/bill on LGBTQ+. Or what they have heard on the streets/friends/family etc.
13. Did you get LGBTQ sensitization training in medical school?	Probe: ask if this training was part of the curriculum or was something that came up unexpectedly during training.
14. Did you get LGBTQ+ sensitization training during in-service training?	Probe: If yes. Find out whether the health facility where in-training happened was part of their training manual.

SECTION D: HIV-RELATED STIGMA

Thank you for sharing information about stigma and discrimination experiences at the health care facility.

Now I am going to ask you questions about **HIV-related Stigma**

1. How often do transgender women visit your facility for HIV-related services?	Probe: Find out from participants how often this happens in a week/month/ year.
2. What are some reasons transwomen might not visit/stop visiting the health facility for HIV services?	Probe: Find out their opinions on potential barriers to HIV care for transgender women
3. Do you think there is stigma for transwomen among health providers in HIV care?	Probe: Ask if they have witnessed stigma towards transwomen in the facility. Did it happen in the presence of the patient or not? How is this stigma displayed?
4. How often do you hear bad comments in your health facility towards transgender women?	Probe: Ask the participant about specific types of stigmas observed. Which ones are the most common when dealing with transwomen? Find out if such comments are heard from medical/ non-medical staff.
5. What are some of the measures put in place to make HIV care friendly for transwomen?	Probe: Ask if these measures exist in the health facility. Has any physical infrastructure been put in place to make the health facility friendly?
6. How often does the facility revisit these measures to ensure they are working?	Probe: Find out if their facility has a person responsible for ensuring measures are put in place to facilitate HIV care.
7. What are your thoughts about how community members treat transwomen in this community?	Probe: find out if the health provider has heard any information on transgender women from members of the community where the facility is found.
Do you have anything you would like to add? Do you have any questions? Thank you.	