

## APPENDIX 2

### I. Interview guide – final version

The original interview guide was created from general findings from the literature; in it, starting broadly, the generic topics that we intended to explore included TGD violence; transition context; Transition-Related Surgery journey; Women’s College Hospital context; interactions with perioperative healthcare providers at Women’s College Hospital and elsewhere; protocols and policies; and stigmatization. However, we subsequently decided to hone in on topics around participants’ experiences as TGD people within the healthcare system at large and at Women’s College Hospital, exploring their background; their personal journey; bureaucracy and forms; interactions; their responses to their experiences, their vision of the future of healthcare, and their sense of inclusion & wellbeing. The interview guide was minimally modified based on the results that emerged from each of these successive interviews.

#### Study Introduction

Thank you for agreeing to participate in this interview and for signing the consent form. The purpose of the interview is to better understand your lived experiences as a trans person accessing Transition-Related Surgery (TRS) at Women’s College Hospital and your interactions with the health care team. The purpose of the project is to help inform current practices to improve TRS care experiences.

We expect the interview to take approximately 45-60 minutes depending on how much information you would like to share. All responses will be kept confidential. Your de-identified interviews will be shared only with research team members, and we will ensure that any information we include in our reports or publications do not identify you. There are no right or wrong answers. You may decline to answer any question or stop participating at any time and for any reason. Before we proceed, do you have any questions?

#### Background

Can you tell me a bit about yourself and how you identify?

Prompt 1: Do you identify as trans?

When did you start your social transition? When did you start the process of a more medical transition?

Prompt 2: Are there other things about your identity that you would like to share?

#### TRS Journey

Can you describe your first memory of accessing the health system for trans-related care?

Can you describe your most vivid memory of accessing healthcare as a trans identified person?

Do other aspects of your identity impact your experiences accessing healthcare as a trans person?

#### Work

Q1: Can you describe some of the work you do (be it, emotional, logistical, economic or otherwise) to organize and prepare for engaging with healthcare services and systems?

Q2: is there daily health work that you do as related to your identity?

Prompt 1: do you read up on trans health literature?

Prompt 2: connect with trans community about health issues or to discuss healthcare experiences as sources of support?

Prompt 3: is any of the health work that you do a result of wanting to avoid accessing healthcare from health institutions and providers?

Follow up: if so, why?/tell me more.

### **Bureaucracy and Forms**

Here we would like to know how your experiences of healthcare are shaped by things like policies, forms, and documents in healthcare settings.

Are their forms, policies or documents that stick at in your mind as being inclusive or as erasing your identity?

Prompt: tell me more

Follow up 1: Can you describe how you responded to forms, documents and policies that erase or misidentify your identity? What kinds of emotional reactions have you had when completing these forms? Thoughts going through your mind?

Follow up 2: have you developed strategies for completing forms, policies and documents that erase or misrepresent you?

Did you feel like you had a good understanding of the process in Ontario on how to get OHIP covered surgery? Who did you go to for the completion of the Funding Forms for OHIP covered surgery?

Follow up 1: How did you feel about this process?

Follow up 2: What were some of the barriers you encountered in this process?

Follow up 3: Were there any experiences that stood out to you in this process

How did you decide what surgeon or surgical center to access for surgery?

Follow up 1: Where did you find information to help you make this decision?

Follow up 2: Is there information you wish you had known to help you make this decision?

### **Interactions**

Here we would like to know how experiences of healthcare are shaped by your interactions with people. While we will talk about your experiences with providers, we know that there are many other people you may encounter when accessing healthcare, which could include people like hospital volunteers at help desks, cafeteria staff, the pharmacy staff, other people accessing the hospital whom you may interact with in an elevator (etc), administrative staff, amongst others.

Q1: Are their interpersonal interactions that stick out in your mind as being inclusive or as erasing your identity?

Prompt 1: tell me more/can you expand.

Q2: What are common questions, comments and assumptions you receive while accessing healthcare?

Prompt: have you developed ways of responding when you receive these questions/comments/assumptions?

Follow up: Can you tell me a bit about the impact of receiving these questions/comments/assumptions?

Prompt 1: What are the emotional affects?

Prompt 2: does this change how you access healthcare?

### **Responses, and Envisioning**

We know that trans people, especially trans people with intersecting identities in relation to race, ethnicity, Indigeneity, and disability to name a few, may have a history of negative encounters with the healthcare system.

Q1: Can you talk a bit about your history of accessing healthcare and some of the feelings, hopes and worries you may have had when deciding to engage in trans related healthcare services?

Prompt 1: did past encounters impact your decisions to access certain healthcare services?

Prompt 2: have you developed strategies for caring, protecting and advocating for yourself when you access healthcare?

Q2: What do you wish healthcare providers and hospital staff would know in order to give you a positive experience accessing healthcare?

Q3: What do you wish the healthcare systems and institutions would do to create inclusive spaces and experiences for trans individuals?

Prompt: Anything specific for those with intersecting identities?

Q4: Can you describe what would have been different then your experience when thinking of an inclusive and positive health care experience?

### **Organizational Experience:**

In terms of your experiences accessing care at Organization, can you walk us through your first time coming into an appointment, from when you walked through the door to when you exited the building?

At the Initial consultation

During the Pre-Anesthesia Clinic visit

On the day of Surgery

During your Post-operative surgical visits

Emotions associated with healthcare team members? Points that can be improved? Thoughts going through your mind? Physical reactions while navigating interactions?

### **Inclusion & wellbeing**

What does inclusion in healthcare mean to you?

Prompt 1: Can you describe the qualities and conditions that would make a healthcare experience affirming and positive?

Follow up: for example, are there things about the space itself, the forms, the interpersonal interactions that would help to feel welcomed?

Follow up: has there been a healthcare encounter in which you've felt safe and well cared for?

Prompt 1: If so, what did that look like?

Prompt 2: How did this interaction impact you?

### **Other Emerging Ideas**

Peri-operative psychological support is required  
Organization is a welcoming environment but many other places aren't  
Navigating forms, cis-het people signing off on forms  
Mental health and value for trans people

## II. Interview guide – original version

### Study Introduction

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General Descriptors	General Themes
TGD Violence	Histories of violence & trauma related to TRS, transphobia related to TRS, violence support systems.
Transition Context	Liminality, transitioning, hormone therapy, TRS, transition support systems.
TRS Journey	Lived experiences of accessing care: first point of contact? how did they hear about the clinic/services? Easily accessible? Emotions contacting? Emotions after contacting? Thoughts going through your mind?
WCH Care Facility	Lived experiences of accessing care: how did they hear about WCH? Easily accessible? First point of contact? Emotions contacting? Emotions after contacting? Navigating the physical hospital space? Thoughts going through your mind? Physical reactions while navigating the hospital space?
Non-WCH Healthcare Team Members	Lived experiences of interactions with members of the healthcare team: Emotions associated with healthcare team members? Points that can be improved? Thoughts going through your mind? Physical reactions while navigating interactions?
WCH Healthcare Team Members	Lived experiences of interactions with members of the healthcare team: Emotions associated with healthcare team members? Points that can be improved? Thoughts going through your mind? Physical reactions while navigating interactions?
Protocols and Policies	Lived experiences with interactions with protocols and procedures: Access to virtual documents? Paper documents? Assessment timing? Identification on hospital forms? Referral process.
Stigmatization	Experiences with “gender dysphoria” diagnosis.

