



Deliverable No 3.5

Certification Mechanism



Co-funded by the European Union's Rights, Equality and Citizenship Programme (2014-2020)



Project information

Project acronym:	Transcare
Project title:	Improving access to healthcare for transgender individuals
Agreement number:	881952
EU programme:	Rights, Equality and Citizenship Programme (2014-2020)
Project coordinator	National and Kapodistrian University of Athens – School of Medicine
Project website:	https://transcare-project.eu/el/home-2/

Document information

Author:	UoC
Reviewer:	Steering Committee
Dissemination level	Public
Date:	December 2022

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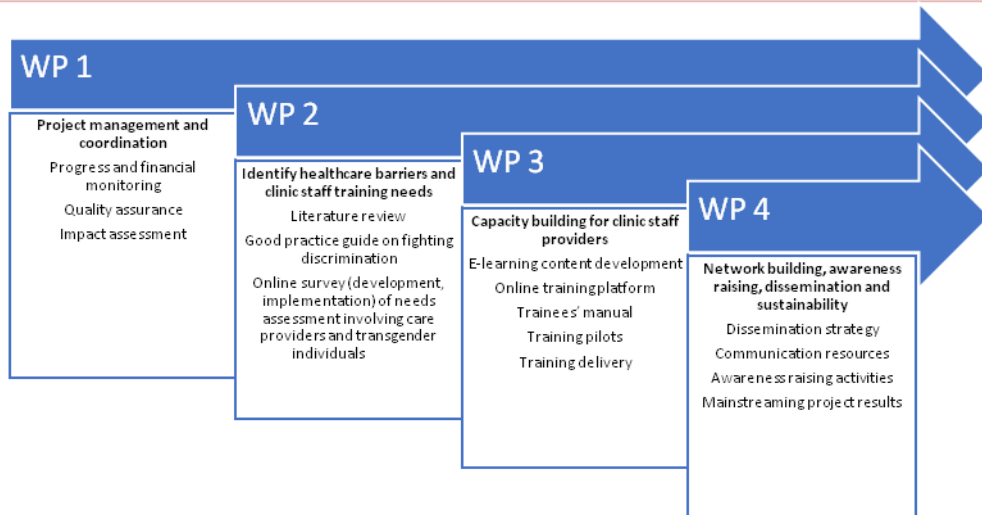
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Introduction

TRANSCARE project - "Improving access to healthcare for transgender individuals" is a two-year European project aimed at combating discrimination against transgender individuals in the healthcare sector and improving their quality of life and well-being through a) raising awareness in society and b) educating and empowering healthcare professionals to enhance these individuals' access to healthcare.

TRANSCARE consists of four work packages (WP). WP1 coordinates and supports all the WPs of the project. WP2 provides essential information and data on barriers to healthcare for transgender individuals, as well as the training needs of healthcare personnel to improve care provision for the target population. WP3 focuses on developing training for healthcare providers, including the creation and delivery of online educational programs. WP4 serves the establishment of networks and awareness-raising to maximize the dissemination and sustainability of the project, including the development of awareness-raising resources, hosting events, and national information days (**Figure 1**).

Figure 1. The inter-relationships between WPs and the role of WP3.



Work Package 3

The aim of WP3 of TRANSCARE project was to develop an online educational program that will incorporate the accessibility and healthcare needs of transgender individuals, with the goal of widespread dissemination to clinical staff and enhancing the quality of healthcare services provided to this specific population. This deliverable presents the process of developing the certification mechanism that will be provided to professionals who complete the online training, including knowledge assessment questions for participants and evaluation questions for the quality and usefulness of the educational program.

The development of the training was carried out through meetings of the interdisciplinary and inclusive team of TRANSCARE partners, with each partner being responsible for developing material related to their expertise. Through the collaboration of all partners, educational objectives, core program modules, individual lessons, and assessment questions for each module were formulated. Knowledge and experience from literature reviews, meetings with specialists and experts, best practices, and field research conducted within the framework of the TRANSCARE program were used to develop the evaluation questions, which were grouped and finalized by the University of Crete and Orlando LGBTQI+.

Certification mechanism

The final education program is structured into broad teaching modules, each incorporating specific lessons. Each lesson may also include individual lecture units. In total, 4 modules, 15 lessons, and 70 lecture units were created. The range of lessons per module is from 3 to 5, while the range of lecture units per lesson is from 1 to 7. The detailed structure of the education program is presented in Deliverables 3.1 and 3.2 of the program.

Upon completing the educational program, each participant is expected to have acquired knowledge regarding fundamental concepts and terminology, the access needs in healthcare, the creation of inclusive healthcare services, and the provision of specialized healthcare services for transgender individuals. During the development process of the certification mechanism described in the above section, a total of 30 assessment questions were formulated and are presented in detail in Annex 1. These multiple-choice questions will be provided through the platform of the online educational program. Each participant will be required to answer these specific questions upon completion.

At the end of the process, participants will also be asked to complete a brief questionnaire with 10 questions before the start of the training (Annex 2). The aim is to compare the participants' responses to the questions before and after the training to assess changes in their knowledge and awareness of the fundamental topics covered in the modules and to document, to some extent, the effectiveness of the training.

Conclusion

Through a continuous process of collaboration, production, and feedback, the first healthcare professionals' training program for the healthcare and management of transgender individuals in Greece was created. The program's design as a Massive Open Online Course (MOOC) represents an innovation with documented effectiveness in providing high-quality continuous learning to healthcare professionals (1). The development and use of such programs specifically tailored for educating healthcare personnel on transgender care are very limited internationally, but individual studies highlight the interest of professionals and the urgent need for adequate training on this subject (2).

Through the development of the questions described in this specific deliverable, the educational program will be evaluated to be delivered on a wide scale within the healthcare community as a evidence-based and certified educational intervention. Furthermore, this will provide the first set of data concerning the knowledge of healthcare providers regarding the care and treatment of transgender individuals. Assessing their knowledge before and after the training will enable understanding the training needs and skills improvement necessary for healthcare personnel to provide inclusive and high-quality services to this population.

References

1. Hew KF. Promoting engagement in online courses: What strategies can we learn from three highly rated MOOCs. *Br J Educ Technol* 2016;47:320–341
2. Canavese D, Motta I, Marinho MMA, Rodrigues JB, Benício LA, Signorelli MC, Moretti-Pires RO, Santos MB, Polidoro M. Health and Sexual Rights: Design, Development, and Assessment of the Massive Open Online Course on Lesbian, Gay, Bisexual, Transgender, and Intersex Health Promotion in Brazil. *Telemed J E Health*. 2020;26(10):1271-1277. doi: 10.1089/tmj.2019.0232.

Annex 1:

Questions for the final assessment of the online training TRANSCARE.

A/A	Question	response choices (*correct response with bold)
1	The interventions of "normalization" performed on intersex infants and children may include:	<ol style="list-style-type: none"> 1. Interventions on internal reproductive organs 2. Interventions on internal and external reproductive organs, hormone therapy 3. Interventions on internal and external reproductive organs
2	The intersex differentiation of a person can become apparent.	<ol style="list-style-type: none"> 1. Preconception or during birth 2. Until the beginning of adolescence 3. At any age, or never
3	Non-binary individuals are trans.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
4	A person can experience sexual but not romantic attraction to other people.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
5	Tucking as a practice has been shown to	<ol style="list-style-type: none"> 1. Yes

	reduce fertility.	<ol style="list-style-type: none"> 2. No 3. No, but in combination with hormone therapy, it may affect it.
6	Choose the correct:	<ol style="list-style-type: none"> 1. All transgender men use packing to reduce gender dysphoria. 2. There are various safe materials used to make packers. 3. Medical silicone is the only safe material for making a packer.
7	Choose the correct:	<ol style="list-style-type: none"> 1. Binding and packing are not always necessary for a transgender person as they primarily serve aesthetic purposes. 2. It is always desirable for transgender men and masculinities to do passing as cis men. 3. One reason an individual might not engage in safe binding or packing is the high cost of a good-quality binder or packer.
8	The requirement of psychiatric diagnosis in order for a trans person to start hormone therapy ensures that the trans person will have the necessary support from a mental health specialist during their gender transition.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
9	For social transition, the following is	<ol style="list-style-type: none"> 1. Medical opinion

	required:	<ol style="list-style-type: none"> 2. Change of clothing or overall appearance 3. None of the above
10	Gender-affirming surgeries in Greece are covered by health insurance funds.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
11	Why does transgender status remain part of the ICD:	<ol style="list-style-type: none"> 1. Why is transgender status considered a mental and behavioral disorder 2. Why is transgender status considered a disorder of sexuality 3. Why does WHO consider that certain health needs of transgender individuals are better covered by insurance 4. Why is transgender status always accompanied by and related to other mental disorders, such as bipolar disorder and suicidal ideation
12	Which of the following behaviors limits the right of transgender individuals to access healthcare facilities?	<ol style="list-style-type: none"> 1. Misgendering 2. Deadnaming 3. Indiscriminate questions about the anatomy of the reproductive organs without medical necessity 4. All of the above
13	What should a healthcare professional do to best respect the identity of a transgender person and serve their healthcare needs?	<ol style="list-style-type: none"> 1. Receive sex education lessons 2. Be informed about the terminology used to describe various gender identities 3. Not express perceptions to transgender patients that could potentially limit their right to access healthcare facilities 4. Both b and c

		5. All of the above
14	Which of the following statements is correct?	<ol style="list-style-type: none"> 1. Discrimination and transphobia are not obstacles to the access of transgender individuals to health at the institutional level. 2. There are Greek guidelines regarding the provision of healthcare to transgender individuals. 3. Strengthening the communication skills of healthcare professionals on LGBT+ issues should not be an educational priority as increasing clinical skills takes precedence. 4. All of the above are wrong. 5. B and C are wrong.
15	The requirement for a person to live in their desired gender for 7 months can have negative consequences for the mental and physical safety of transgender and/or non-binary individuals when there is no supportive environment (family & friendly environment, etc.).	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
16	Changing the data of a married person with children:	<ol style="list-style-type: none"> 1. Requires divorce first 2. Involves informing the children's documents in fields related to the transgender parent 3. Both a and b

		<p>4. None of the above</p>
	<p>According to Greek legislation, hate speech is prosecuted:</p>	<p>1. ex officio 2. Only after a filed complaint</p>
17	<p>To improve the services provided to transgender individuals:</p>	<p>1. Organize an educational seminar for employees 2. Wear pins with the transgender flag 3. Include questions about how well you handle pronoun issues in your surveys 4. All of the above</p>
18	<p>How can the right of transgender individuals to access andrological/gynecological services be ensured?</p>	<p>1. Using graphics depicting transgender individuals seeking andrological/gynecological services 2. Avoiding colors stereotypically associated with a gender 3. Using gender-neutral colors 4. All of the above</p>
19	<p>When a person comes for their first visit, you address them:</p>	<p>1. Based on the name on their ID 2. As "Mr./Ms." to be polite until they are informed of their name 3. In the second person plural, until they introduce themselves and tell you their name</p>
20	<p>How long does it take for a person to achieve the desired changes in their appearance?</p>	<p>1. The desired changes occur at different times based on an individual's genes, but all individuals desire at least three years of continuous hormone therapy to be satisfied.</p>

		<p>2. Changes occur rapidly and hormone continuation for life is not necessary.</p> <p>3. Each individual has their own desires regarding their desired appearance, and they define the duration of hormone therapy based on the observed physical changes.</p>
21	How many surgeries must a transgender man undergo to confirm his gender?	<p>1. It is not necessary for a transgender man to undergo any surgical intervention if they do not desire to.</p> <p>2. Two to three interventions, depending on what the individual wants to achieve in terms of appearance and sexual life.</p> <p>3. Hysterectomy is the only necessary intervention for a transgender man.</p>
22	How is the site for phallus construction chosen?	<p>1. The person themselves can choose.</p> <p>2. There is a difference in cost and recovery time in each case, so they should find the best middle ground in cooperation with the doctor.</p> <p>3. The doctor will examine the case and suggest the appropriate body part based on the case at hand but also based on their proven experience in a technique.</p>
23	The therapies of transition can be performed by:	<p>1. Religious officials</p> <p>2. Healthcare professionals</p> <p>3. Mental health professionals</p> <p>4. All of the above</p>
24	The beginning of the affirming approach is for	1. Correct

	mental health specialists not to make assumptions, predict, or guide individuals regarding their LGBTQ+ identity.	2. Incorrect
25	Forms of families, such as chosen families, etc., need to be recognized as valid forms of relationships, whether legally recognized or not.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
26	Which of the following practices are correct regarding internal reproductive organ examinations in transgender men/masculinities?	<ol style="list-style-type: none"> 1. Doctors can examine the individual as they would examine a cis woman, provided that they naturally have the psychiatric assessment for their gender dysphoria. 2. Doctors should inform the individual about the examination process and find alternatives if the person does not give their consent. 3. Doctors should insist until the individual agrees to undergo endoscopic examinations for the prevention of serious diseases.
27	Efforts to change gender identity and/or sexual orientation may be effective.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
28	The term transgender refers to individuals who have undergone medical gender transition procedures.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect

29	The expression of someone's friend is not an indication of their sexual orientation and gender identity.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
30	Medical gender transition refers to a range of medical practices and interventions aimed at changing some of a person's biological characteristics.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect

Annex 2:

Questions for the initial assessment of the online training TRANSCARE

A/A	Question	Response choices (*correct response with bold)
1	The interventions of "normalization" performed on intersex infants and children may include:	<ol style="list-style-type: none"> Interventions on internal reproductive organs. Interventions on internal and external reproductive organs, hormone therapy. Interventions on internal and external reproductive organs.
2	The intersex differentiation of a person can become apparent.	<ol style="list-style-type: none"> Prenatal or at birth. Until the beginning of adolescence. At any age, or never.
3	Non-binary individuals are transgender.	<ol style="list-style-type: none"> Correct Incorrect
4	An individual may experience sexual but not romantic attraction to other people.	<ol style="list-style-type: none"> Correct Incorrect
5	Efforts to change gender identity and/or sexual orientation may be effective.	<ol style="list-style-type: none"> Correct Incorrect
6	The term "trans" refers to individuals who have undergone gender transition procedures.	<ol style="list-style-type: none"> Correct Incorrect

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7	The expression of a person's friend does not indicate their sexual orientation and gender identity.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
8	Medical gender transition refers to a range of medical practices and interventions aimed at changing some biological characteristics of a person.	<ol style="list-style-type: none"> 1. Correct 2. Incorrect
9	Which of the following statements is correct?	<ol style="list-style-type: none"> 1. Discrimination and transphobia do not constitute barriers to transgender individuals' access to healthcare at an institutional level. 2. There are Greek guidelines regarding the provision of healthcare to transgender individuals. 3. Strengthening the communication skills of healthcare professionals in LGBTQI+ issues should not be an educational priority as increasing clinical skills takes precedence. 4. All of the above are incorrect. 5. B and C are incorrect.
10	Social transition requires:	<ol style="list-style-type: none"> 1. Medical evaluation. 2. Change in clothing or overall appearance. 3. None of the above.