

Trans People's Satisfaction with Received Medical Care

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Introduction. Patient satisfaction is one of the main indicators of healthcare quality. The transgender community is particularly vulnerable to discrimination in everyday life, and medical care is not an exception. The trans population is growing exponentially, this means that, in the future, healthcare professionals will be more and more in contact with these specific patients and therefore have to be ready to provide care in an adequate and respectful way. No study to assess trans people's satisfaction about their healthcare has ever been conducted in Switzerland. This study starts filling this gap in research, with the aim to determine trans people's satisfaction with received medical care in Switzerland. Methods. This is a mixed quantitative and qualitative cross-sectional study. The quantitative questionnaire was translated, from the American PSQIII questionnaire, in 3 Swiss official languages (French, Italian). The questionnaire was filled by a group of trans and a group of cisgender people. Data was collected using the online platform RedCap. The inclusion criteria were: living in Switzerland and being born between 1980 and 2005. Mean score, standard deviation, confidence interval and percentages of satisfaction were calculated for each dimension of patient satisfaction. The program "Prism" was used to conduct a two-tailed unpaired T test for each sub-category. Results from the transgender and cisgender group were then compared. The qualitative questionnaire consisted in 8 open questions regarding trans people's experience of healthcare. Answers of the qualitative survey were then compared with results from the quantitative part. Results. 47 people answered the quantitative survey (20 trans people and 27 cisgender people). Results showed lower scores in all 7 dimensions of satisfaction in the transgender group compared to the cisgender group. The qualitative study was filled in by 18 trans people. It showed that a third of participants think they would have received better medical care if they weren't transgender and half of the participants felt that being trans negatively affected the way healthcare professionals took care of them. Conclusion. The results of this study clearly show a lower satisfaction in the transgender group compared to the cisgender group. Education of healthcare professionals plays a key role in delivering more equitable care. Further research is certainly necessary to gain a deeper knowledge about this problem area, to make the medical community more aware of health inequalities and find solutions for the future.

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