

Invitation and Information Sheet for Transgender Focus group

The Transgender Health Team at Klinik welcomes current and past clients to share their perspectives and experience with Klinik's intake process.

What do you mean by intake?

Intake is the process where a new client requests Transgender health services at Klinik. Intake starts when a potential client contacts the medical assistant, ending with the first appointment to see a Nurse Practitioner or Physician. This process usually includes meeting a Social Worker and Nurse. Intake focuses on getting to know you and your health needs, and connecting you with the right health care provider to provide the best possible health care experience.

What is the purpose of the focus group?

The purpose is to gather feedback from our clients to aid in our review and revisions of the intake process. For example, what was it like for you to call Klinik? Who was your first appointment with and how was that experience?

Why would someone want to participate?

The focus group provides an opportunity to share your personal experience to assist the Transgender Health Team in providing the best possible care and experience for others.

Who should consider attending?

Current and past clients of the Transgender Health Klinik are invited to participate.

What is a Focus group?

This focus group will be made up of 6 to 10 participants who share a similar health care experience. A facilitator will ask a series of open-ended questions and invite honest feedback on your experience with the intake process. We are looking at what parts of your experience went well and what you liked, as well as areas where we can improve.

Is this a research project?

No, this is not a research project.

Who are the facilitators?

The focus group facilitators are Klinik staff. The facilitators are not members of the Transgender Health Team.

How will you keep track of the conversation?

The conversation will be audiotaped and then transcribed with no client identifiers. One facilitator will take notes during the conversation.

Will the staff on the Transgender Health Team know who participated?

No, all identifiers are removed and your name and participation will not be shared with others or members of the Transgender Health Team. The focus group will occur on site at Klinik on Portage when the Transgender Health Klinik is closed.

Where does this information go?

The full transcribed conversation is kept confidential and only viewed by the quality analyst, facilitator and program director. The notes will be kept in a locked office, in a locked drawer. A summary of all concepts and themes will be shared with the staff and interested participants.

Will I be compensated for participation?

We will provide an honorarium, bus tokens (if required) and light snacks during the focus group.

Will feedback that I have about my providers be shared with the team?

The purpose of the focus group is to look at processes and experiences surrounding intake. If you have compliments or concerns about a provider, we will ask that you speak to a Manager or Director. We will provide you with their names and contact information.

How long is the focus group?

The focus group will be 90 minutes long.

What if I want a copy of the summary?

Please indicate this on the consent form, along with your address and the quality analyst will mail it out to you.

Who do I call if I have questions?

Please call the Director of Health Services, Jannell Plouffe, at (204) 784-4063 and leave a message on the confidential voice mail.

Are you looking for clients with certain experiences?

Ideally, we would like diverse community representation in both age and gender. If you are comfortable doing so, we would ask you share this when you call to register for the focus group. This allows us to describe the focus group so we can better understand the results.

When and where is the focus group?

The focus group is Thursday January 25th, 2018 at 5:45 P.M at Klinik Community Health, located at 870 Portage Avenue.

If I want to participate, who do I contact?

Please contact Carlos Campos, Research and Program Evaluation Analyst at (204) 784-4054.

Do I have to pre-register?

Yes, we want to ensure that we have an adequate number of participants. We have a limit on the number of participants due to the size of the room and number of facilitators available. To pre-register, please call Carlos at (204) 784-4054.

If I can't attend, will there be another chance?

We would like to offer a series of focus groups to ensure we get adequate community input.

Do I have to consent to this?

Yes. We will ask you to sign a consent form indicating you have read the information sheet and that you are there on your own accord. You should not feel pressured into participating.