“Self-Assessing” the research clinic to create a client-centered welcoming atmosphere

Preparing together as staff who are not transgender persons

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Aims

• Discuss how staff personally and professionally prepare research clinic sites increase their cultural responsiveness when working with transgender communities when not a member of these communities

• Discuss & share how CTU research sites prepared to create a client-centered welcoming atmosphere for transgender persons

• Discuss how to maintain & nurture relationships within the communities of MSM, transgender person, or representative of a minority population
Bring in the experts

• Work with a consultant(s) from your local transgender communities
  • Acknowledge what you don’t know
  • Obtain facilitators who are open to create safe space for staff
  • Terminology & beyond
  • Open conversation how Internalized homophobia impacts how participants relate to staff & how staff confront their own stereotyping, biases, & discomforts
Clinic site physical environment

- Welcoming Receptionist
- Unisex bathrooms signs clearly posted
- Comfortable waiting/sitting area for participants & friends and partners
- Diverse reading material in waiting area
- Affirming posters & wall-hangings in interviewing & exam rooms
- Meet with & communicate with other Departments if site is located within shared space
Physical space Begins in the Community at Recruitment

• Recruiters are the first staff members potential participants meet & set the stage for next steps

• Recruitment materials – respectful, inclusive, and reflect the diversity of the transgender communities
  • Recruitment flyers
  • Recruitment script
  • Brief explanation of screening process for your site
  • What to expect if/when scheduled for an in-office screening visit
A Lot of Respect Goes Along Way

- Consenting Process
- CRFs
- Compensation
- Study procedures
- Resource Guides
- Referral System
Maintain and Nurture Relationships

- Share Data
- Assist with writing grants
- Co-sponsor their events
- Provide space for meetings
- Ask how can our research site can assist with your work beyond the research focus

Be available as a resource, navigator through bureaucratic systems, be a link to connect with other local groups include City government.
Conclusion

• Bring in the experts who will create safe space to ask questions

• Acknowledge what you don’t know & be open to learn and confront your bias

• Establish sensitive & respectful environments; in the community during recruitment, at the study site & beyond

• It takes two to build & maintain relationships, be available beyond the research agenda
Thank you
Ja’Nae Tyler
Member UPenn CTU CAB
Activist & Advocate
And my mentor
Thank you for listening

QUESTIONS
Summary

• What are the key takeaways
  – Summarize each point
  – Be concise
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