

BRIGHT LIGHTS AWARDS



2022

QUEEN SQUARE FAMILY HEALTH TEAM

Award: Health Equity at the Centre

Achievement: Nurse Practitioner-led Gender Clinic



With the need to serve the often-ignored transgender population identified, Queen Square FHT recruited Erin Ziegler, a well-respected nurse practitioner/researcher with expertise in transgender health care, to establish a program for the team.

Erin developed the NP-led gender clinic in recognition of the limited resources for transgender and non-binary individuals to access primary care services. She led the training of the interdisciplinary team to provide safe and gender-affirming care within the team.

To remove as many barriers as possible, there is no catchment area and individuals can self-refer to the program. Erin is working with local social and community organizations to develop a network of resources within the community to support the population.

The clinic is quite new, but since its launch in July 2022, five-to-10 new referrals have been received each month and it has been possible to see patients within 6 weeks. To date, over 20 surgical assessments and referrals have been completed for OHIP-approved gender-affirming

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surgery. The program works with individuals from ages 11 to 60+. The clinic's RPN has now started administering hormones under NP supervision.

Erin has included patients and caregivers in all stages of program development, implementation and evaluation asking them what they want from a primary care provider, what works best for them, how they want to see their care provided and what can she do better. She takes their feedback seriously and continuously implements their changes into the program.

Erin has been invited to speak locally about the program to the hospital, the school board, children's aid, and multiple community organizations. As this program continues to grow, there is an opportunity to share information with other teams and ensure that this type of care is provided for everyone in the transgendered population.

Key Facts:

- Gender clinic launched in July 2022, led by NP Erin Ziegler
- Five to 10 referrals monthly (can also self-refer)
- Patients seen within six weeks
- 20+ surgical assessments and referrals completed to date
- Serves individuals from ages 11 to 60+