



Health

Hunter New England
Local Health District



Initial Assessments for Transgender Clients via the telephone.

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Background

- Department of Endocrinology at JHH advocated for a service within HNE LHD.
- Anticipated a few referrals per year.
- Exec agreed as long as referral rate and impact monitored.
- Experienced clinician available.

However !!

Perceptions :


- More referrals
- A very heterogeneous group of patients.
- Varied levels of readiness and commitment to therapy.
- Diversity with stage of transition.
- Varied reliability with attending appointments, doing home practice.
- High incidence of mental health illness.



Meeting with RPC Operations Manager and Referrer

- Discussion regarding questions and comments the referrer can introduce to gain and provide more information about appropriateness and readiness for referral for therapy.
- Any other service delivery model options?
- Decision to investigate what other Speech Pathology departments do.
- Would a flyer/pamphlet be helpful?

La Trobe Communication Clinic

- Consulted with Emma Ball. Incredibly helpful.
- Different service delivery models including groups.
- Included a telephone interview prior to appointments.
- Curious about this. 
- Building on La Trobe's idea, a telephone interview was developed that also incorporated "initial interview" questions.

The template.



Contacted clients to coordinate a telephone appointment.



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SPEECH PATHOLOGY DEPARTMENT, RANKIN PARK CENTRE

TRANSGENDER TELEPHONE INTERVIEW

DATE:

CLINICIAN DOING INTERVIEW:

SOURCE & DATE OF REFERRAL:

CLIENT INFORMATION	
Name:	
Preferred name:	
MRN	
Date of Birth:	
Address:	
Identification:	What sex were you assigned at birth? What is your gender identity?
What is your preferred pronoun?	He / She/ They / Them / other
Preferred means of contact:	Landline Mobile Email Mail
Next of Kin/ contact?	
Who do you live with?	
Can we leave messages? Yes / No	
What name would you like us to use?	
Stage of Transition:	Is client out to all friends/family/work etc?



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Medications:	Masculinising or feminising hormones? Commenced? Other
Medical Team: Can we send discharge report to GP?	GP – Endocrinologist Psychiatrist Other
Medical History:	Do you have any physical or mental health conditions? Do you smoke or drink alcohol?
ENT?	
Private Health Insurance?	
Vocal surgery?	
Work / Study	
Family / Friends information. Who do you talk to?	
Any previous speech therapy?	
What have you tried with your communication? What did you think?	
On a scale of 1 to 5, how happy are you with your speech / communication?	5= very happy.





SPEECH PATHOLOGY	
SP RPC. What therapy might include. Four sessions initially.	
Can they attend regular appointments?	
Which days/times?	Need to see nurses briefly first.
Home practice is required. Is this a problem?	
Do you think you are ready for /could gain from therapy?	
Main goals and timeframes.	
Interested in group therapy?	
Would they be interested in telehealth?	
Start making a list of common phrases/sayings.	
Questions?	
VOICE /COMMUNICATION DURING INTERVIEW	
Volume Voice quality Articulation	
OUTCOME OF INTERVIEW	
Impression / thoughts?:	
Priority? : Urgent / Soon / Later / Call me back / Not appropriate/Other	
Outcome / Plan :	



Predictions :

- Client more informed.
- Opportunity for client to think about suitability, availability, commitment, goals.
- Me too.
- Urgency?
- Need ENT?
- Where to start?
- More consistent attendance.
- Other clinicians can make the calls?

Outcomes :

- Six telephone interviews completed.
- Hands-free and documented straight into template.
- 20 to 30 minutes.
- All clients seemed comfortable with telephone interview.
- All were available when called back for the interview.
- Since mid April, five have been seen once or twice and discharged.
- All clients have either been reliable or contacted if unable to attend.
- One client agreed to see ENT first therefore three months before seen. Has commenced therapy.

What now?

- Train other clinicians to make calls.
- Seek feedback from clients about telephone interview (and therapy program).
- Develop pamphlet / flyers re basics of voice care for this population.
- And about suitability for therapy and what therapy can involve, practice is required etc.

finally

Any questions feedback or suggestions?

Thankyou.

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