

ABSTRACT

My name is CJ Ehrlich, I'm transgender (female to male), currently four years on hormones. This study examines the healthcare experiences of transgender and non-binary individuals and their interactions with healthcare providers. This study comprised 83 participants, 3 interviews, and plus a total of 15 hours of observation study- I went online to look at healthcare providers reviews to see what they patients were saying, what the stars were on the websites, and where the doctors were located. The solution is an app that will help the community find things like transgender and non-binary friendly healthcare providers (the main focus of the app).

INTRODUCTION

My name is CJ Ehrlich, and I'm in my senior year of completing my Bachelor of Science Degree in Interaction Design (IXD). I'm transgender (female to male). In 2020, During this time, I was going back and forth with my gynecologist, who treated transgender patients but didn't want to take me as his patient. They were disrespectful. In August 2020, I wanted a total hysterectomy to remove an ovarian cyst. The gynecologist's office did not want to do a total hysterectomy, and they did not provide me with an option to remove the cyst.

My research influences the development of my Senior Project by creating an area for reviewing healthcare providers that others have gone to. Users can filter out the healthcare providers that have the great stars to the worst stars reviews. The research revealed a need for accessible healthcare providers who offer a welcoming and non-judgmental environment, especially since it is difficult to find a great provider who won't judge or rush. The research also shows me that both the transgender community and the non-binary youth are expecting barriers that they are getting from the healthcare providers.

The Problem Statement

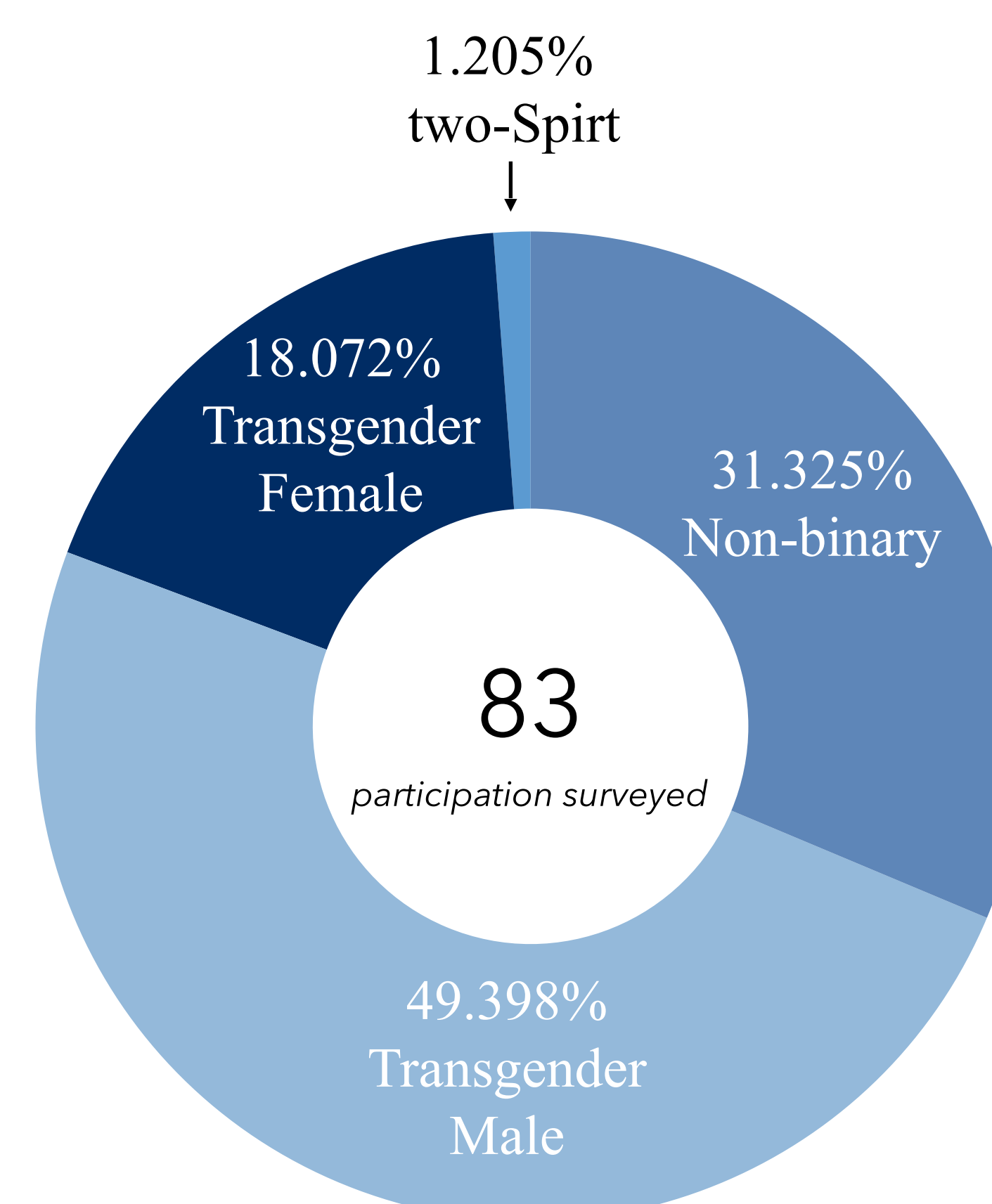
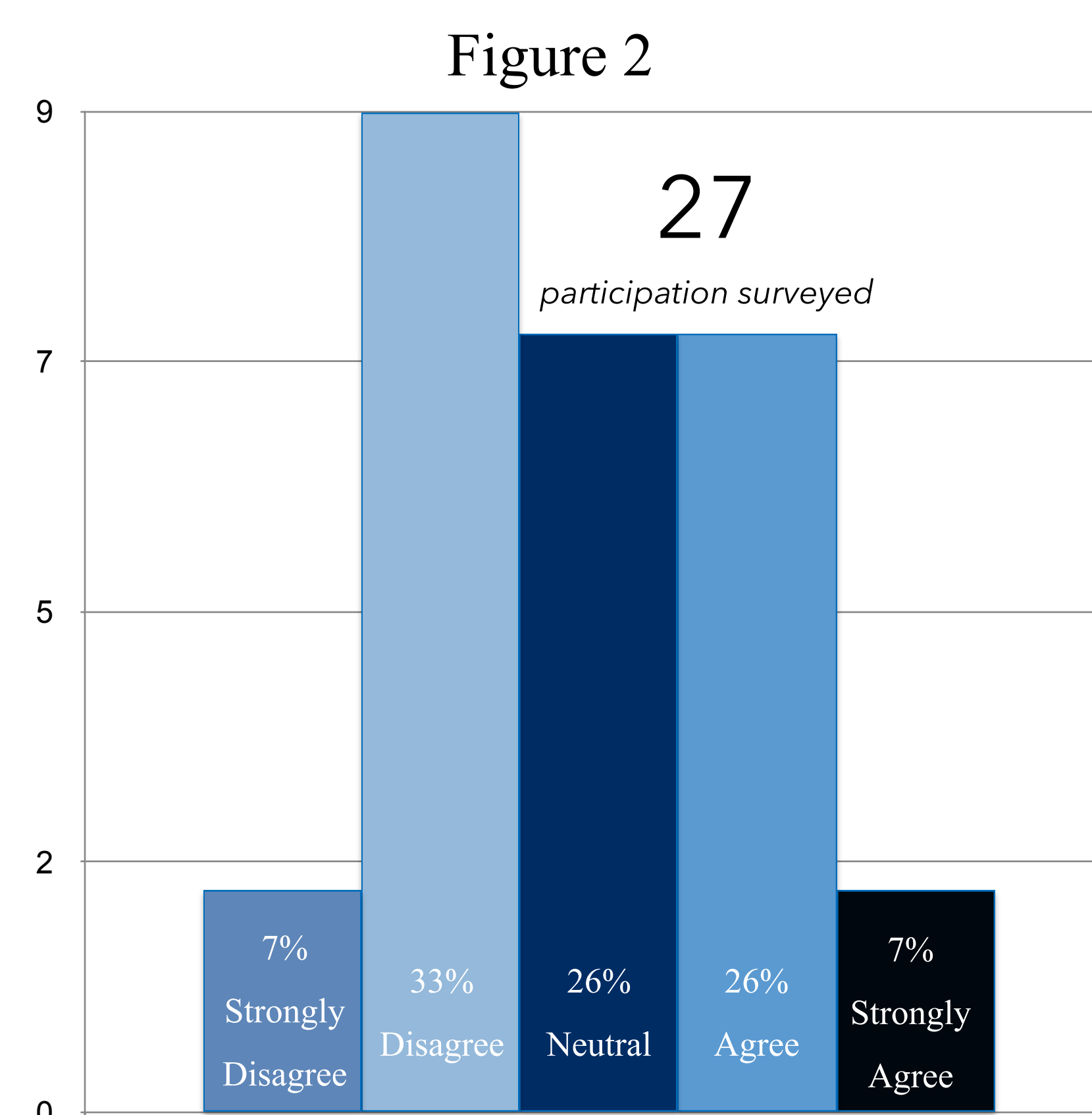
The transgender and non-binary communities face barriers in accessing fundamental resources, including healthcare services, support organizations, and transition support, vital to their journey, pointing to an urgent need for more accessible avenues to ensure these essential resources during their transition.

Value Proposition

beyondbinary is for transgender and non-binary individuals to find healthcare providers that won't give the community barriers in accessing fundamental healthcare services. It will allow transgender and non-binary individuals to easily find healthcare providers without the need to browse through multiple websites, read reviews, or seek recommendations from different sources.

PROPOSED METHOD

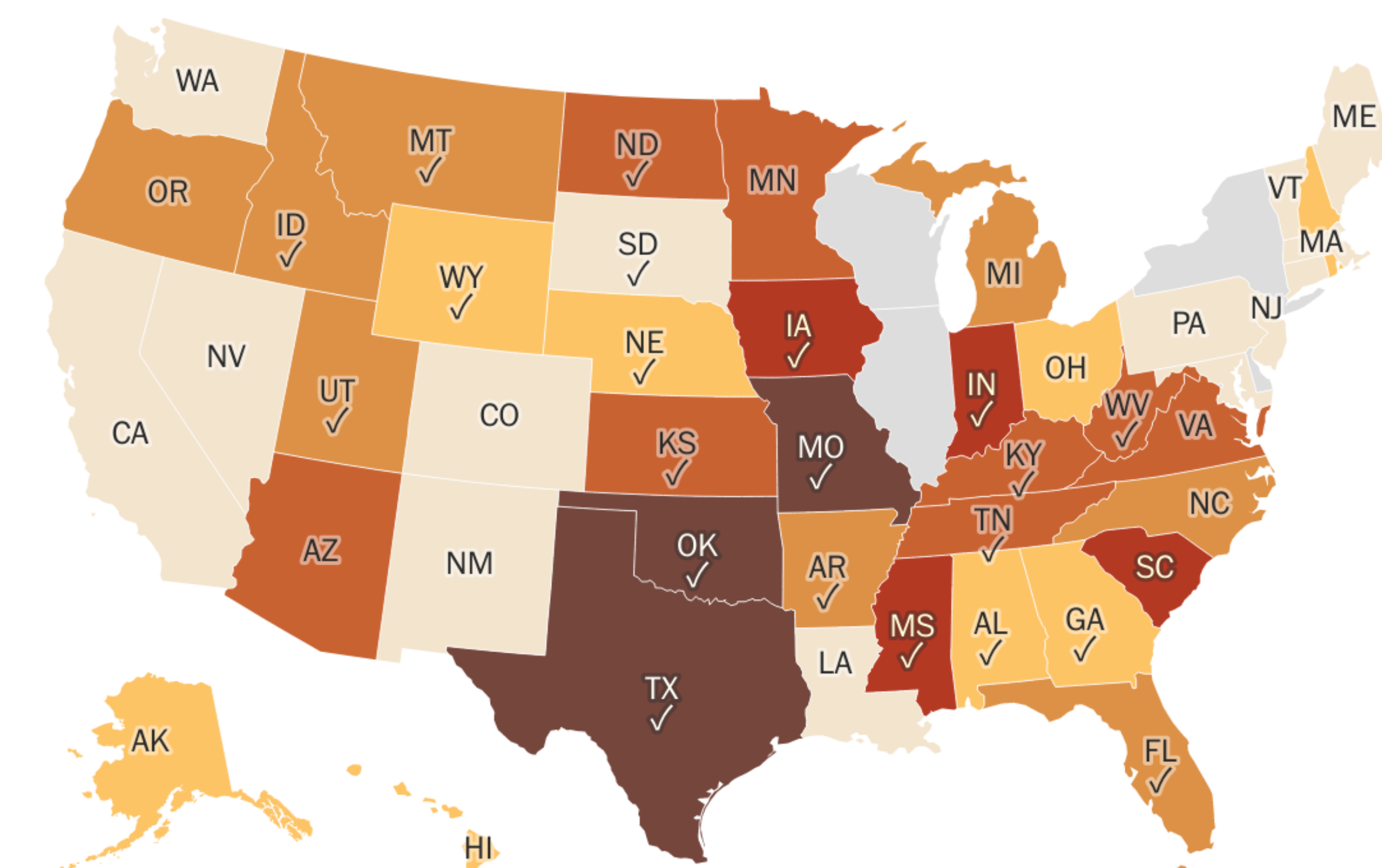
- Based on the data collected the participants were in between the ages of 18 to 71.
- I did: 3 rounds of surveys, 3 interviews, and 15 hours of Observation study
 - * For the Observation study: I went online to look at healthcare providers reviews to see what they patients were saying, what the stars were on the websites, and where the doctors were located on different websites like Webmd, zocdoc, health grade, and many more.
 - * During one of my 3 surveys rounds, I asked "I have been feeling doubtful about the decisions made by my healthcare providers regarding my health concerns," this show 9 people answer disagree, 2 people answer Strong Disagree, 7 people answered neutral, 2 people Strongly Agree, and 7 people answered Agree (figure 2). This results shows me that there are some people in the community who feels doubtful about the decisions made by they healthcare providers. The research period was from September 2023 to January 2024.



Anti-transgender bills introduced

1-3 4-6 7-9 10-14 15-34 35+

✓ Anti-transgender bill enacted



State bills introduced and enacted this legislative session that restrict the rights of transgender people, according to a Washington Post analysis of ACLU data as of June 30.

Solution

- What is the Solution?
 - * It's an app that will help the community find things like:
 - * transgender and non-binary-friendly healthcare providers (the main focus of the app)
 - * Support groups
 - * Organization
- Why is it important?
 - * It provides an easy way for transgender and non-binary individuals to connect with healthcare providers, support groups, LGBT events, and organizations.
 - * It would be one way to get all the information in one instead of looking all over the place for the information.

REFERENCES

Anti-Trans Bills Have Doubled since 2022. Mapping Where States ..., www.washingtonpost.com/dc-md-va/2023/04/17/anti-trans-bills-map/. Accessed 21 Feb. 2024.

Ehrlich, CJ. Personal Experience with the healthcare System. 21 Feb. 2024