




The new Myanmar Transgender Women clinic should be designed as a trans-competent facility that should employ trained staff and focus on transgender women specific services.

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INTRODUCTION

- Population Services International Myanmar (PSI/Myanmar) conducted a needs assessment to explore Transgender Woman (TGW)'s experiences, needs for and barriers to services in order to design a first TGW clinic in Myanmar in 2021
- The clinic is part of a U.S. Agency for International Development (USAID) project funded by the U.S. President's Emergency Plan for AIDS Relief (PEPFAR)

METHODS

- A human-centered design (HCD) approach – Inspiration, Ideation and Prototyping
- Sixteen qualitative in-depth interviews with TGW were conducted through telephone
- Participants were identified and recruited through personal social networks in December 2020
- Thematic analysis was done and results were generated using public health focused market research approach together with HCD tools in a workshop setting

FINDINGS

- Many TGWs stated that insufficient knowledge about TGW health – hormonal therapy, drug interaction between hormones and ART, mental health and common cancers among TGW.
- Providers' mistreatment and behaviours, lack of training on trans-competent health services are major barriers to seek services at Public facilities
- TGWs like services at non-profit sector

HCD Tools

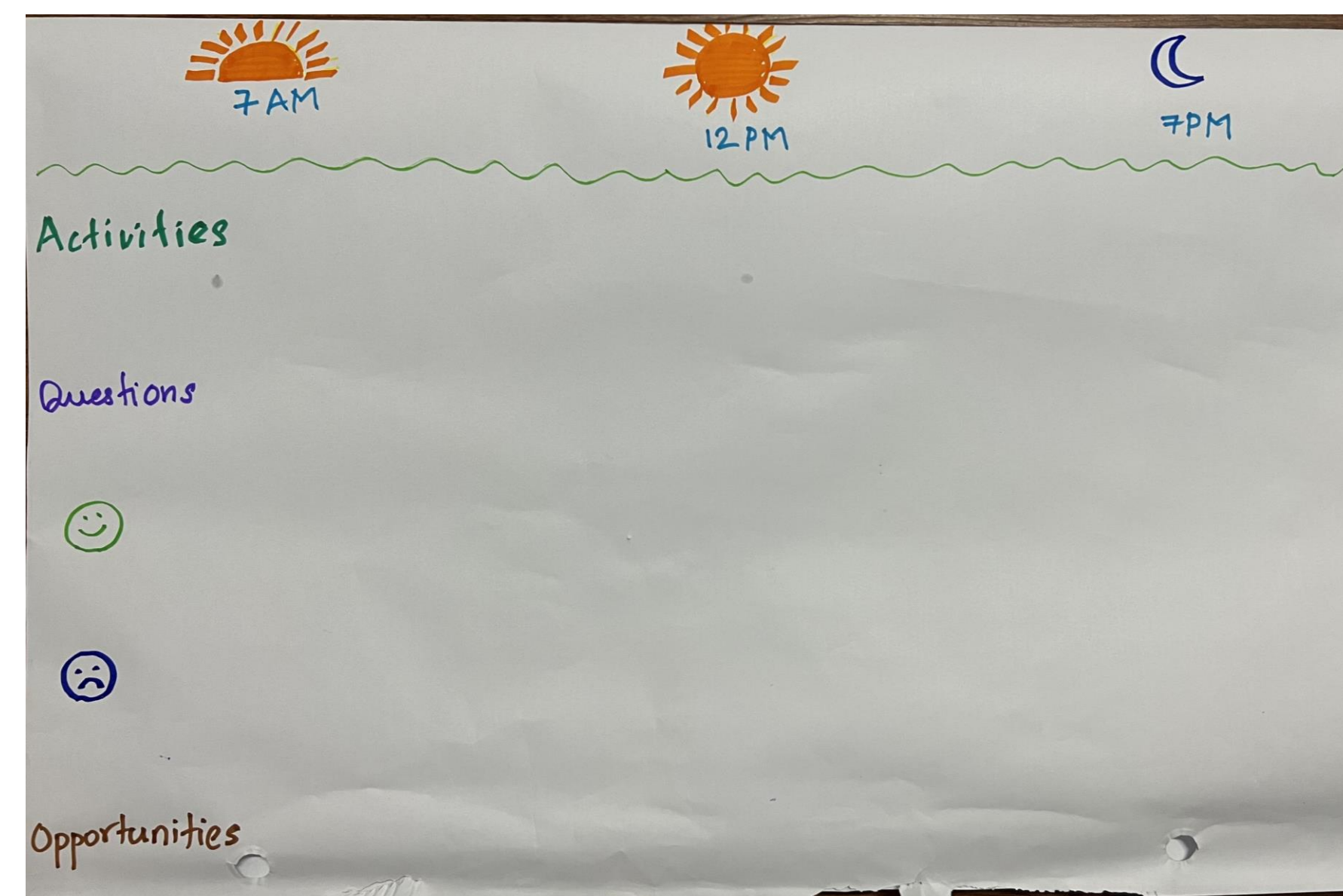


Figure 1. HCD Tool 1 - Day in Life

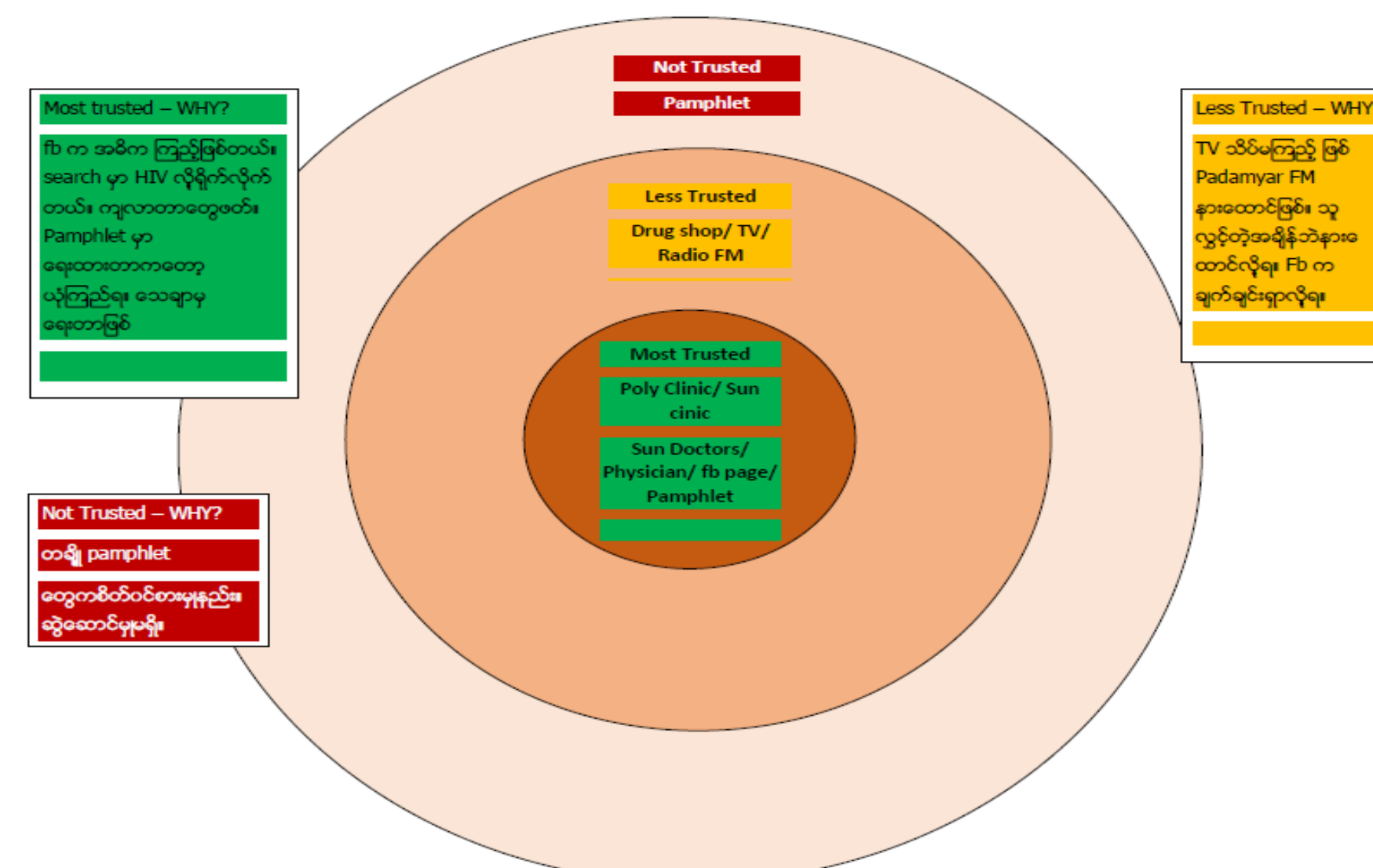


Figure 2. HCD Tool - Circles of Trust

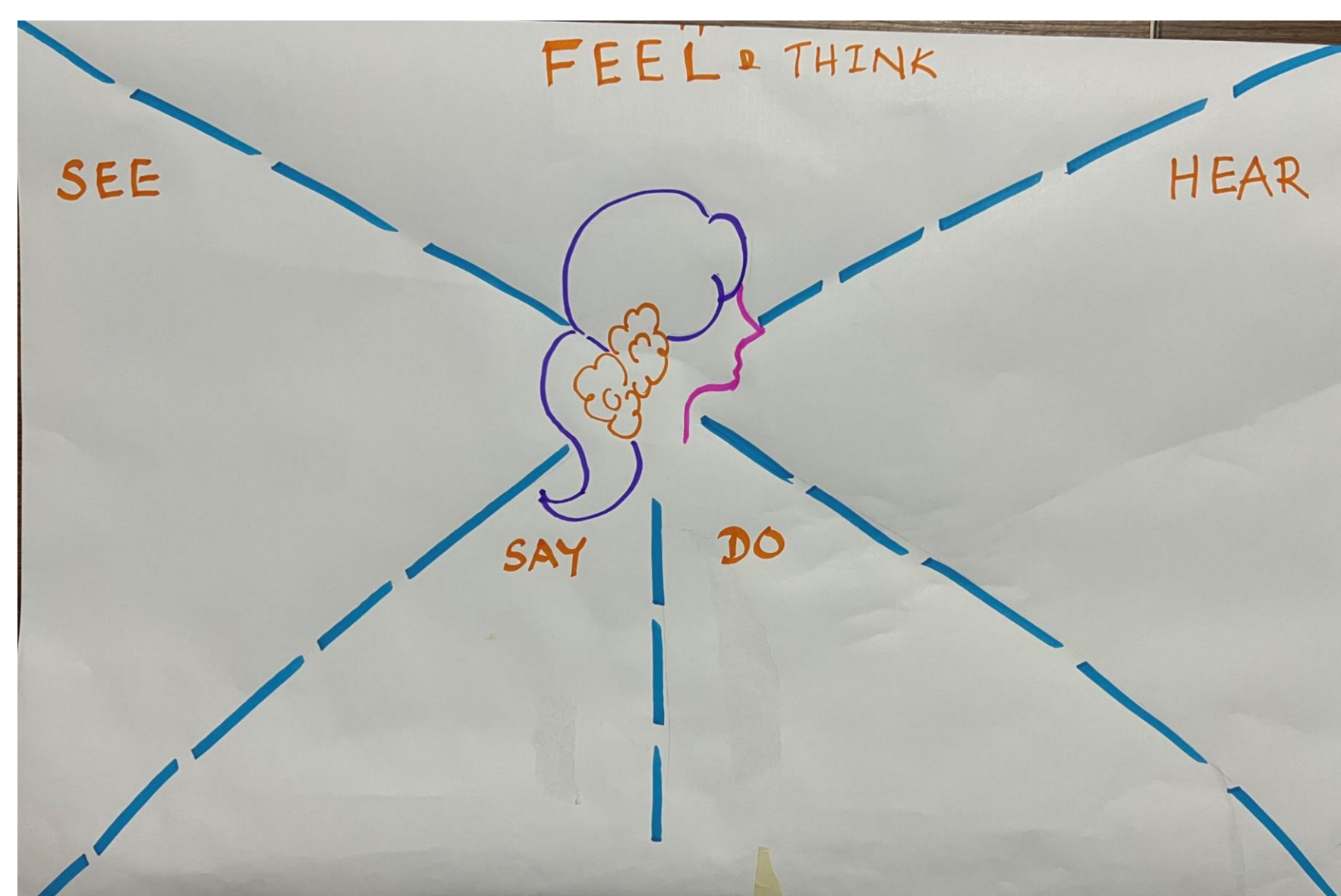


Figure 3. HCD Tool 3 – Empathy Map

Prototype Designs

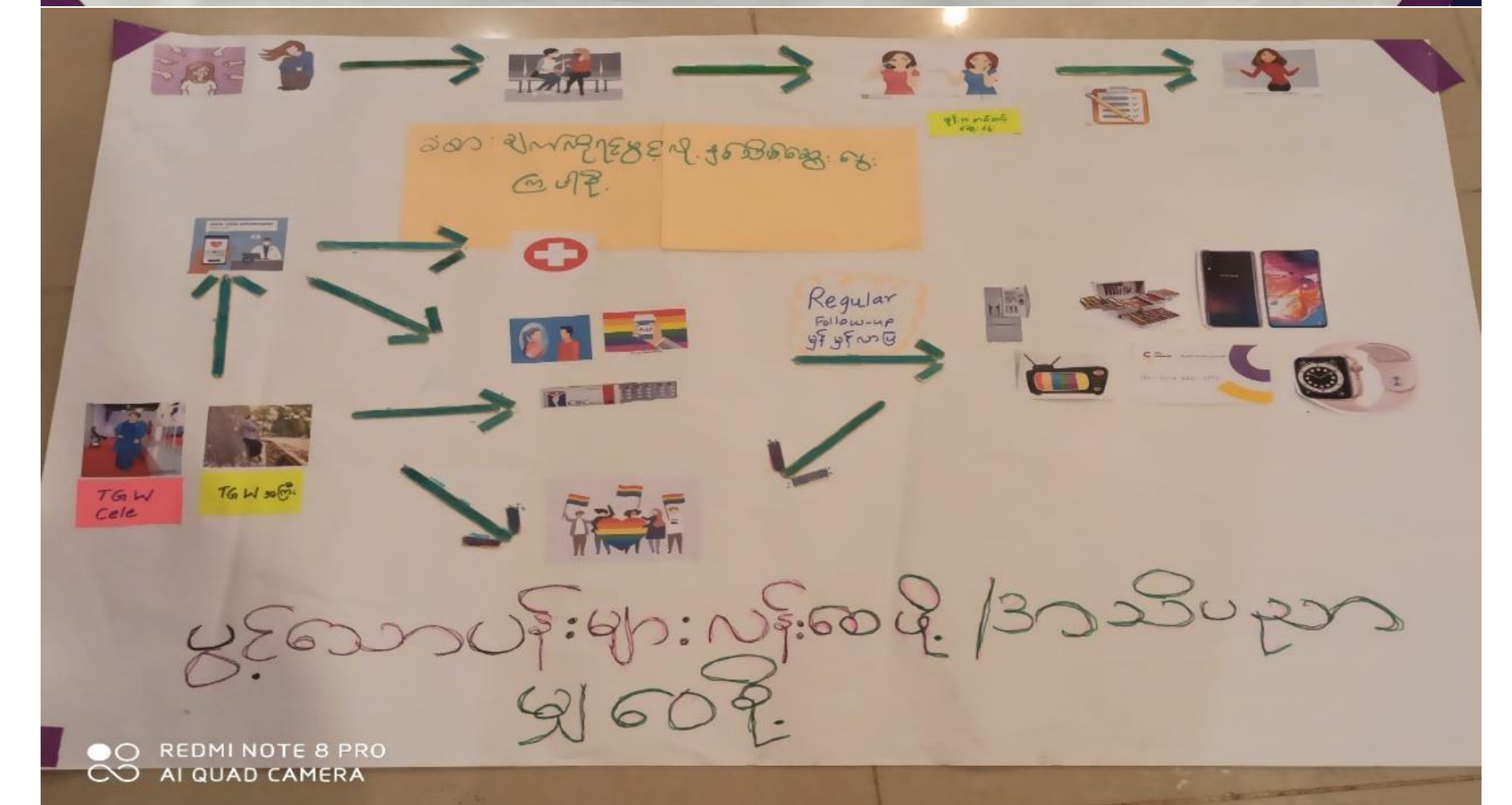


Figure 4. Prototypes to fill knowledge gap

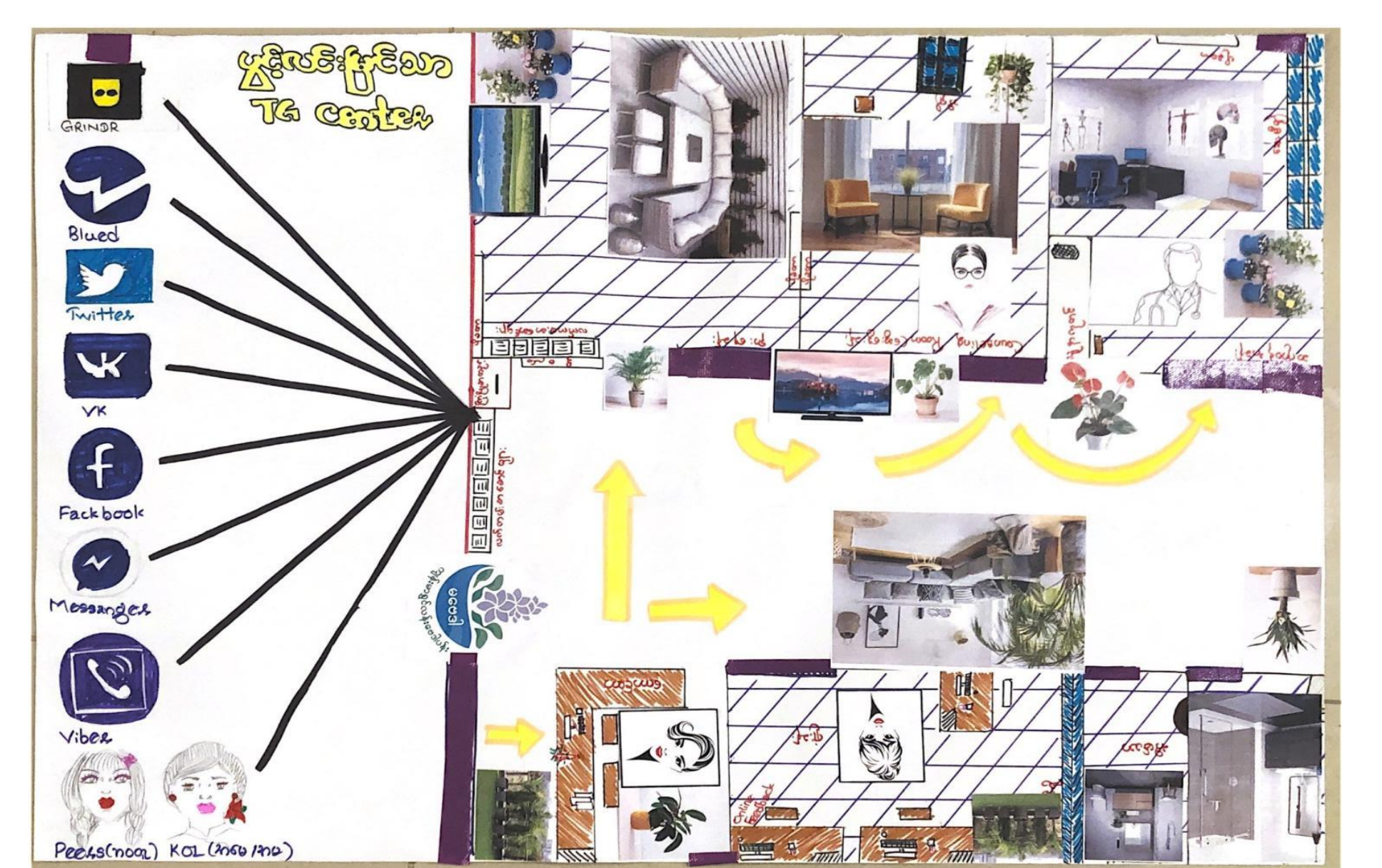


Figure 5. Prototype to design TGW friendly clinic

- TGWs use unqualified providers for hormonal counseling and therapy at informal sector
- Service gaps exist for mental health and psychological support, referral system for Gender-based violence
- Anal cancer screening is not routinely done and treatment is often sought at advanced stages
- TGWs services are limited to those living in major cities
- One limitation is the participant TGWS are those who are within the social circles of Yangon residents

