Gender Health SF

Program & Evaluation Update
San Francisco Health Commission

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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Mission Statement

Gender Health SF's mission is to increase access to quality gender affirming health care for underserved transgender and non-binary people in San Francisco, regardless of immigration status and/or lack of income.

Values:

- Social justice
- Community investment
- Peer led
- Harm reduction
- Wellness
- Advocacy
- Compassionate whole person care

Program Milestones

2012

- BOS Resolution recognizes “medical necessity”
- Health Commission approves surgery access program development

2013

- Discriminatory exclusions removed
- **Transgender Health Services launch**

2017

- Program expansion (staff/programming)
- Move to ZSFG
- New name: **Gender Health SF!**

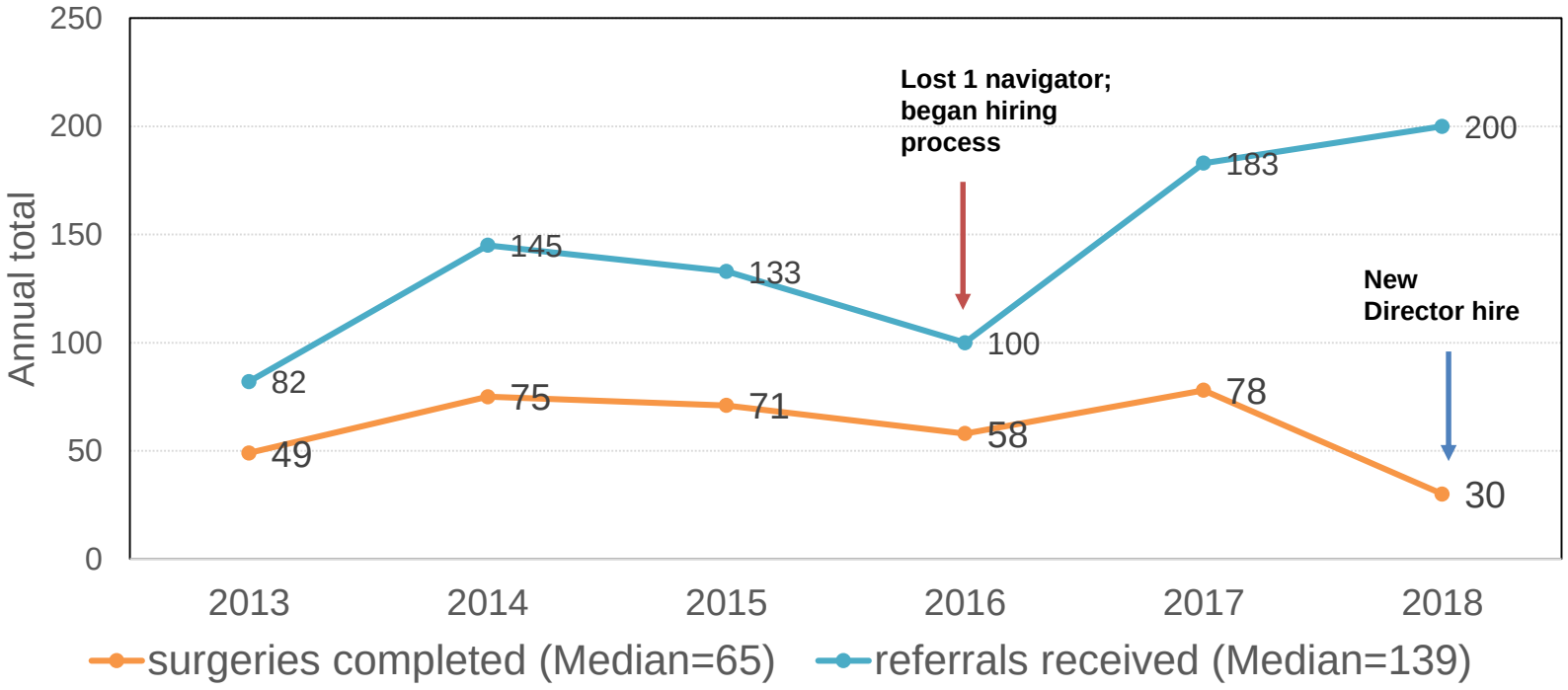
2018

- **June**: New leadership

Client Demographics

Domain	GHSF	2015 US Trans Survey
Gender	74% trans women 25% trans men 1% GNB (Gender Non-Binary)	33% trans women 30% trans men 35% GNB (Gender Non-Binary)
Race	61% POC 39% White	38% POC 62% White
Age	11% 18-24 years 57% 25-44 years 29% 45-64 years	42% 18-24 years 42% 25-44 years 14% 45-64 years
Education	28% some college 24% college degree or higher	40% some college 47% college degree or higher
Housing	25% unstable	~15% unstable
Employment	11% full time 29% part time 56% unemployed	35% full time 30% part time or self-employed 32% unemployed

Quantitative Evaluation Highlights



Surgery Wait Time from enrollment to surgery completion

- In Network (chest/breast, gonads): 29 weeks
- Out of Network (genital): 108 weeks

Compared to a National Sample of Trans People

At Program Intake…

- Better overall health
- Less “serious psychological distress”
- Less alcohol and tobacco use
- More cannabis use

Patient Outcomes

Significant improvements in:

- self-reported body discomfort
- self-reported gender dysphoria
- psychological quality of life

Also improved, but not statistically significant:

- Lower psychological distress
- Better social relationship quality

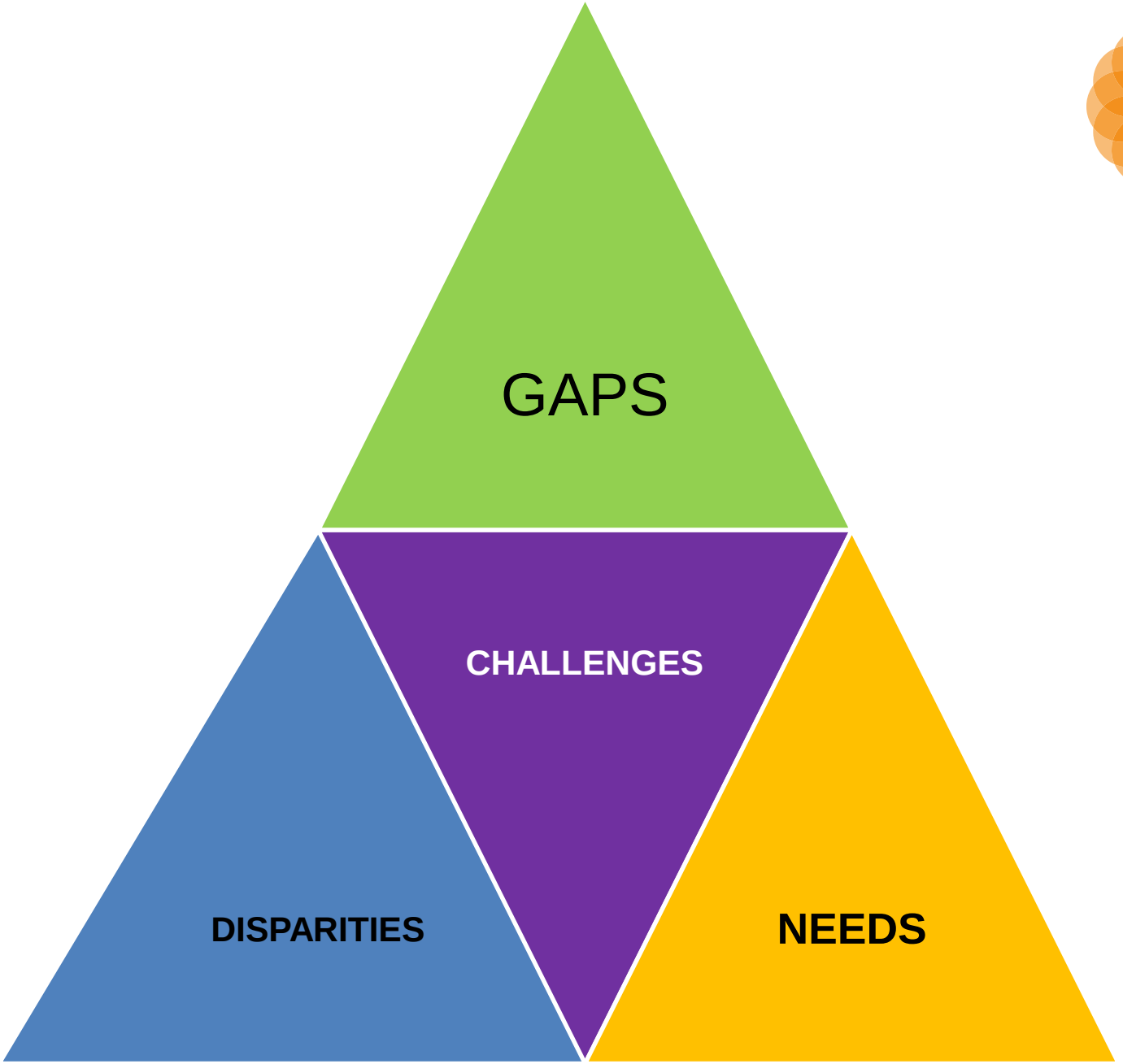
QUALITATIVE EVALUATION HIGHLIGHTS

Care Quality

Experience

Liked Best

Challenges


GAPS
CHALLENGES
DISPARITIES
NEEDS

Promoting System-wide Access:

- Health education (bilingual, group, and one-on-one)
- Wrap-around peer navigation in BHS
- Integrated, interdisciplinary care coordination

(e.g., Nurse Practitioner)

- Pre-Surgical Assessments and Addendums
- Weekly Drop-In's (emotional support, possible referrals, etc.)
- Community Socials!

Testimonials

Karen Aguilar.

Lead Patient Navigator,
2018 Hearts & Heroes Award Recipient

"... I thought I was going to die without achieving my dreams ... Transgender communities, (we are) human beings just like anybody else, you know. (Professionals) should treat transgender community like any person having diabetes, or having a baby, or heart problems, just health care. Just being able to access proper health care."

Thank you!

Questions & Answers?

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