Transgender Health Services, Evaluation Update 3/15/16

julie graham, Director and Seth Pardo, Phd.
11/2012, the San Francisco Health Commission approved developing a new program to provide access for medically necessary transition surgery to eligible uninsured transgender residents of San Francisco through HSF.

The Department of Public Health established Transgender Health Services to provide access to gender confirmation surgeries and related education and preparation services becoming the first program in the US to do so. (Dr Barry Zevin)

4/2013 the Department of Managed Health Care removed the discriminatory exclusions ensuring Medi-Cal would cover gender-related care.
## 16-18 DPH Transgender Program Budget

<table>
<thead>
<tr>
<th>Program</th>
<th>Job Class/Subject</th>
<th>Job Title/Service</th>
<th>16-17 FTE</th>
<th>Budget Amount</th>
<th>17-18 FTE</th>
<th>Budget Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Behavioral Health Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* 2593</td>
<td></td>
<td>Director THS-MHSA</td>
<td>0.77</td>
<td>116,504</td>
<td>1.00</td>
<td>156,171</td>
</tr>
<tr>
<td>2328</td>
<td></td>
<td>Family Nurse Practitioner</td>
<td>0.20</td>
<td>54,049</td>
<td>0.20</td>
<td>54,476</td>
</tr>
<tr>
<td>* 2586</td>
<td></td>
<td>Peer Care Coordinator</td>
<td>0.77</td>
<td>74,529</td>
<td>1.00</td>
<td>99,976</td>
</tr>
<tr>
<td>2587</td>
<td></td>
<td>Health Worker 3</td>
<td>1.00</td>
<td>104,682</td>
<td>1.00</td>
<td>108,110</td>
</tr>
<tr>
<td>* 2588</td>
<td></td>
<td>Trainer</td>
<td>0.77</td>
<td>92,414</td>
<td>1.00</td>
<td>123,918</td>
</tr>
<tr>
<td>* 2803</td>
<td></td>
<td>Evaluator</td>
<td>0.77</td>
<td>118,116</td>
<td>1.00</td>
<td>158,327</td>
</tr>
<tr>
<td>* 2930</td>
<td></td>
<td>Behavioral Health Clinician</td>
<td>0.77</td>
<td>107,683</td>
<td>1.00</td>
<td>144,358</td>
</tr>
<tr>
<td>2932</td>
<td></td>
<td>Senior Behavioral Health Clinician</td>
<td>1.00</td>
<td>145,509</td>
<td>1.00</td>
<td>150,193</td>
</tr>
<tr>
<td>02700</td>
<td></td>
<td>Peer Navigators</td>
<td>-</td>
<td>200,000</td>
<td>-</td>
<td>200,000</td>
</tr>
</tbody>
</table>

**SFGH Surgical Serv**

- 02700 UCSF Surgeon                           - | 350,000   | - | 350,000

**SFGH Out-of-Netw**

- 02700 SFGH Out-of-Network Services           - | 300,000   | - | 300,000

*funded by MHSA

| Total | 6.05 | 1,663,486 | 7.20 | 1,845,528 |
Completed Surgeries

32% Out of Network

68% in Network

- Hysterectomy: 27%
- SCM: 23%
- Orchietomy: 7%
- Feminizing Mammoplasty: 7%
- Vaginoplasty: 5%
- Phalloplasty/Metoidioplasty: 7%
Known healthcare disparities:

- GLB and/or T
- Public Insurance
- Socially Isolated
- People of Color
- Poverty
- Behavioral health issues
- Physical health (HIV, Hep C, Fibromyalgia, etc.)
- Multiply stigmatized
What are we trying to accomplish?

- Surgery Success
- Increased QOL & Psychosocial Functioning
![](best_practices.png)
Evaluation Phase I: Client Experiences & Outcomes

Activities
• Interviews
• Monitoring Reports

Outputs
• Patient readiness
• Timely access
• Satisfaction
• Quality of life

Outcomes
• Improved health
• Improved QOL
• Restored trust in health system
Indicators

Surgical Readiness
Achieve 10% annual relative improvement in % of patients who expressed feeling completely ready for surgery.

Timely Access
Achieve 10% annual relative improvement in the wait time between consult and surgery for contracted genital surgeries.

Patient Satisfaction
- Maintain at least 80% of patients satisfied with surgery outcomes.
- Maintain at least 80% of patients satisfied with quality of care received.

Quality of Life
- Achieve 10% relative improvement in:
  • quality of life scale scores.
  • psychosocial functioning scale scores.
  • days of substance use.
- Achieve 40% relative decrease in gender dysphoria.
Outputs: Exit Interviews (N=38)

- Surgical readiness
  - 26% felt completely prepared for surgery.
  - 45% wanted more information about care needs after surgery.
  - 34% wanted better post-surgical care coordination.

- Timely access (time from THS enrollment to surgery)
  - Mean: 25 wks (in Network) vs 53 wks (contract surgeon)

- Patient satisfaction
  - Majority (68%) satisfied with surgery outcome.
  - Majority (74%) satisfied with surgery experience.

- Quality of Life Changes (n=15 provided a response)
  - 80% (n=12) indicated improvements.
Mean Weeks to Surgery Split by In vs Out of Network Providers

- **Enrollment to Surgery**
  - **Contract Surgeon** (n=14): 53 weeks
  - **SFGH** (n=24): 25 weeks
- **Consult to Surgery**
  - **Contract Surgeon** (n=14): 31 weeks
  - **SFGH** (n=24): 7 weeks

***p < .001
Patient Satisfaction

Proportion of Satisfied THS Patients (2014-2015)

- 60% (n=11) in 2014
- 59% (n=13) in 2014
- 92% (n=11) in 2015

% Patients

2014 (n=23) 2015 (n=12)

- Quality of Care
- Surgical Outcome
Challenges

- Network Capacity
- Obesity
- Minority Stress
- Location of surgeries
- Smoking
- Behavioral Health
- Coordination among providers
- Substance use
- Lack of safe spaces, to congregate
- Aftercare housing
- Nutrition
- Neurodiversity
- Misinformation
Next Steps

- Location
- Wrap-around care
- Patient Navigation
- Aftercare education and support
- 3 month pre-surgery re-evaluation
- Peer staffed Wellness programming
- Creation of Gynecology Clinic
- Medical/Behavioral Coordination across DPH
- Behavioral Health Youth Provider Support
- Restart Online Education
- Restart Provider Education
- Restart Coordination and Collaboration Committee
- Artist-in-residence
- Community-wide education
- Develop database
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julie Graham, Director</td>
<td>(415) 642-4519</td>
<td><a href="mailto:julie.graham@sfdph.org">julie.graham@sfdph.org</a></td>
</tr>
<tr>
<td>Seth T. Pardo, Ph.D.</td>
<td>Program Evaluator</td>
<td>(415) 255-3678 <a href="mailto:seth.pardo@sfdph.org">seth.pardo@sfdph.org</a></td>
</tr>
<tr>
<td>Barry Zevin MD</td>
<td>Medical Director, THS</td>
<td><a href="mailto:Barry.Zevin@sfdph.org">Barry.Zevin@sfdph.org</a></td>
</tr>
<tr>
<td>Kandi Patterson</td>
<td>Patient Access Navigator</td>
<td><a href="mailto:kandi.patterson@sfdph.org">kandi.patterson@sfdph.org</a></td>
</tr>
<tr>
<td>Montica Levy</td>
<td>Peer Patient Care Coordinator</td>
<td>(415) 355-7513 (office)</td>
</tr>
<tr>
<td>Transgender Health Services</td>
<td></td>
<td><a href="http://www.sfdph.org/transgenderhealthservices">http://www.sfdph.org/transgenderhealthservices</a></td>
</tr>
</tbody>
</table>
Thank you!

Questions and Answers?