Program History

- **2012**
  - November: Health Commission approves development of a new transgender surgery access program.

- **2013**
  - April: SFDPH establishes Transgender Health Services
  - April: Department of Managed Health Care removes discriminatory exclusions. Medi-Cal now covers gender-related care.

- **2017**
  - Location in Basement of Building 80
Referrals and Surgeries Completed (2013 – 2017)

Of all referrals received, 40% completed surgeries

<table>
<thead>
<tr>
<th>Year</th>
<th>Surgeries Completed</th>
<th>Referrals</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>48</td>
<td>82</td>
<td>130</td>
</tr>
<tr>
<td>2014</td>
<td>70</td>
<td>148</td>
<td>218</td>
</tr>
<tr>
<td>2015</td>
<td>62</td>
<td>136</td>
<td>208</td>
</tr>
<tr>
<td>2016</td>
<td>48</td>
<td>101</td>
<td>156</td>
</tr>
<tr>
<td>2017</td>
<td>29</td>
<td>164</td>
<td>193</td>
</tr>
<tr>
<td>2018</td>
<td>0</td>
<td>6</td>
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</tr>
</tbody>
</table>

TOTAL = 258
TOTAL = 638
% Completed Surgeries (or Discontinued) by Year for Referrals Received

- 2013: 59% Surgery Complete, 33% Discontinued, 9% Discontinued
- 2014: 47% Surgery Complete, 26% Discontinued, 26% Discontinued
- 2015: 46% Surgery Complete, 24% Discontinued, 31% Discontinued
- 2016: 48% Surgery Complete, 14% Discontinued, 39% Discontinued
- 2017: 18% Surgery Complete, 4% Discontinued, 79% Discontinued
- 2018: 100% Surgery Complete
Completed Surgeries

- 39% Breast surgery
- 23% Feminizing genital surgeries
- 19% Facial feminization
- 6% Masculinizing chest surgery
- 5% Remove testes
- 4% Masculinizing genital surgeries
- 3% Remove uterus/ovaries
- 31% Out of Network

69% in Network

31% Out of Network
Program Workflow

Referral in
- Referral to Gender Health SF from Primary Care

Prior Authorization
- Prior authorization submitted

Surgery
- Surgical consult
- Surgery appointment scheduled
- Surgery

Post-surgery
- Care coordination

Navigator welcomes patient
Intake interview
Education & Preparation
Group Programs
Post-op check-ins & follow-up navigation
What is the impact of peer navigation on transgender and gender nonbinary patients served by GHSF?

**Surgery 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 10% relative decrease in gender dysphoria.
What is the impact of peer navigation on transgender and gender nonbinary patients served by GHSF?

Evaluation Indicators

Surgery Readiness
- 80% felt "very" or "completely" ready

Timely Access
- Significantly longer wait for out-of-network surgeries

Patient Satisfaction
- Most satisfied with surgery outcomes (74%)
- Most satisfied with surgery experience (69%)

Quality of Life
- Increased psychological and social well-being
- Decreases in body discomfort and gender dysphoria
80% of patients reflected at follow up that they felt “very” or “completely” ready for their surgery.
In Network (ZSFG)
Average Wait: 11 weeks

Out of Network
Average Wait: 43 weeks

Breast 12.1
Hysto+Oopho 4.9
Orchiectomy 5.1
SCM 10.4
FFS 20.8
Metoidioplasty 45.0
Phalloplasty 68.0
Vaginoplasty 45.3
Key Accomplishments in 2017

- Program evaluation began April 2016
- All program navigation staff are peers
- Increased programming
  - Pre-Surgery Education & Preparation for patients
  - Peer-led support groups (smoking cessation, healthy nutrition, managing gender dysphoria)
  - Post-Surgery support groups
  - In-service LGBTQ sensitivity trainings for SFDPH staff
- Secured a program location (April 2017)
All patients are able to have:

- **Intake**
- **Basic health education**
- **Surgery education & preparation**
  - Offered by ZSFG surgeons, UCSF urogynecology, Buncke clinic surgeons, contract surgeons, peer navigators
- **Peer navigation**
- **Appointment accompaniment**
- **Nurse Practitioner access** to assist with surgery complications and patient worries

Wrap-around **care coordination** for patients with difficult psychosocial circumstances through a behavioral health clinician.

Monthly patient education and preparation in **English and Spanish**.
Peer staff professional development
- Lead peer patient navigator grew and strengthened professionally with financial assistance from MHSA and ACE program. Staff is now a **civil service employee**!

Initiated facial feminization pilot program

Increased coordination & communication with surgeons and primary care providers to improve patient care.

Developed a **protocol for youth** under age 18.

Developed a **relationship with speech pathology** at ZSFG and UCSF.
<table>
<thead>
<tr>
<th>Challenges</th>
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</thead>
<tbody>
<tr>
<td>Network Capacity</td>
</tr>
<tr>
<td>Obesity</td>
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<tr>
<td>Minority Stress</td>
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<tr>
<td>Location of surgeries</td>
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<tr>
<td>Smoking</td>
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<tr>
<td>Behavioral Health</td>
</tr>
<tr>
<td>Coordination among providers</td>
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<tr>
<td>Substance use</td>
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<tr>
<td>Lack of safe spaces, to congregate</td>
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<tr>
<td>Aftercare housing</td>
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<tr>
<td>Nutrition</td>
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<tr>
<td>Neurodiversity</td>
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<tr>
<td>Misinformation</td>
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Next Steps

- **Stabilize staff**
  - New Director
  - New Clinical Director
  - New Trainer

- **Trainings** for Mental Health, Primary Care, and Community about:
  - Surgery navigation
  - Patient after care

- Improve **trans-specific smoking cessation**
- Implement our **youth programs** in collaboration with UCSF
- Collaboration with ZSFG gynecology department and establish **trans specific GYN clinic**
- **Formalize a consultation practice** for SFDPH
### Gender Health SF

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Title</th>
</tr>
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<tbody>
<tr>
<td>Program Director</td>
<td>julie graham</td>
<td>MFT</td>
</tr>
<tr>
<td>Medical Director</td>
<td>Barry Zevin</td>
<td>MD, Medical Director</td>
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<tr>
<td>Evaluator</td>
<td>Seth Pardo</td>
<td>PhD, Evaluator</td>
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<tr>
<td>Patient Care Coordinator</td>
<td>Maria Hower</td>
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<tr>
<td>Lead Patient Navigator</td>
<td>Karen Aguilar</td>
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<td>Behavioral Health Trainee</td>
<td>Remi Roh</td>
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<tr>
<td>Nurse Practitioner</td>
<td>Leah Warner</td>
<td>FNP, Nurse Practitioner</td>
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<td>Behavioral Health Clinician</td>
<td>Lotus TonHu Dao</td>
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<td>Patient Navigator</td>
<td>Catherine LeFevre</td>
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<tr>
<td>Patient Navigator</td>
<td>Tumeka Godwin</td>
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- **Contact Information**
  - julie graham, MFT
  - Barry Zevin, MD
  - Seth Pardo, PhD

- **Email & Phone Numbers**
  - **genderhealthsf@sfdph.org**
  - (628) 206-7979
  - (628) 206-7999
Thank you!

Questions and Answers?