Goals:

- Improve access and quality of healthcare for publicly insured and uninsured transgender San Francisco residents by:

  1) Administering the Transgender Surgery Access Program (The nation’s first!)

  2) Strengthening competency in transgender care throughout the San Francisco Health Network
Transgender Health Services

Objectives:

- Coordinate all surgery referrals for SF residents with Healthy San Francisco and Managed Medi-Cal
- Educate SFHN providers about transgender surgery services
- Conduct education and preparation programs for patients preparing for surgery
- Train professional caregivers and patients’ personal support team to provide post-surgical care
- Increase SFDPH staff’s familiarity and competency in transgender health care
Year 1 Achievements

Surgery Referral System

- Developed criteria for patient selection derived from WPATH SOC 7
- Created surgery referral mechanism in the DPH electronic medical records system (LCR e-referral)
- Authored guidelines for Mental Health providers conducting assessments for patients requiring surgery
- Launched bilingual Transgender Health Services website through sfdph.org platform
- Constructed a patient database for data collection and QA
Year 1 Achievements

Healthy San Francisco Surgery Provider

• Finalized contract with Curtis Crane MD to perform surgeries for patients with HSF currently unavailable in the network
Year 1 Achievements

Provider Education

• 19 provider orientations at DPH clinics reaching 200+ providers

• Panel event March 2014 with 3 primary THS surgeons; 100+ providers attended

• Caregiver workshop September 2014 with 25+ attendees
Year 1 Achievements

DPH Staff Training

- Transgender 101
  - All DPH Staff with Patient Contact

- Transgender 102
  - Training for Medical and Mental Health Providers

- Transgender 102.5
  - Youth focus

- Transgender 103
  - Writing Mental Health Assessments for clients preparing for surgery
Year 1 Achievements

Patient Education

Community Education
- 8 community orientations, reaching 100+ people
- Spanish language capacity:
  - El/La community orientation July 2014
  - Spanish website launch August 2014

Surgery Preparation
- 1 multi-session vaginoplasty education program
- 1 multi-session meta/phallo education program
- Ongoing support group for people who have participated in
  Education and Preparation program
Year 1 Achievements

Medical Advocacy

- Coverage for feminizing mammoplasty
- Coverage for phalloplasty
- Coverage for hair removal prior to genital surgeries
# Year 1 Achievements

**Surgery Referral Summary 8/2013 – 12/2014**

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Referrals</th>
<th>Surgery Complete</th>
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</thead>
<tbody>
<tr>
<td>Subcutaneous Mastectomy</td>
<td>29</td>
<td>16</td>
</tr>
<tr>
<td>Hysterectomy/Oopherectomy</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Metoidioplasty</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Phalloplasty</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Orchietectomy</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Vaginoplasty</td>
<td>94</td>
<td>7</td>
</tr>
<tr>
<td>Feminizing Mammoplasty</td>
<td>34</td>
<td>2</td>
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<tr>
<td><strong>All Procedures</strong></td>
<td><strong>189</strong></td>
<td><strong>37</strong></td>
</tr>
</tbody>
</table>
## Year 1 Achievements

### Payer Mix Summary Slide

<table>
<thead>
<tr>
<th>Payer Type</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthy San Francisco</td>
<td>18%</td>
</tr>
<tr>
<td>Medi-Cal (San Francisco Health Plan)</td>
<td>60%</td>
</tr>
<tr>
<td>Medi-Cal (Anthem)</td>
<td>5%</td>
</tr>
<tr>
<td>Medi-Cal (Fee-For-Service)</td>
<td>3%</td>
</tr>
<tr>
<td>Medicare</td>
<td>1%</td>
</tr>
<tr>
<td>Dual Eligible</td>
<td>13%</td>
</tr>
</tbody>
</table>
Program Priorities 2015-2016

• Surgery Education
  ▫ Spanish language curriculum and programming
  ▫ Increase frequency of existing education programs
  ▫ New curriculum for additional covered surgeries
  ▫ Online video education modules:
    • Community education
    • Patient vignettes
    • Surgeon Q&A
  ▫ Integrate former patients in education materials for leadership opportunity
Program Priorities 2015-2016

- Medical Advocacy
  - Penile Implants
  - Feminizing Mammoplasty for Anthem Medi-Cal
  - Medicare Coverage
- Add additional staffing to increase program capacity:
  - Program Evaluation
  - Care Coordination
  - Mental Health Assessment and Support
  - DPH Staff and Provider Trainings
Transgender Health Services Team

- Barry Zevin MD, Clinical Lead
- Julie Graham LMFT, Mental Health Coordinator
- Conrad Wenzel MSW, Program Director
- Montica Levy BA/BS, Patient Care Program Manager
- Kandi Patterson, Peer Navigator