



# Transgender Health Services, Evaluation Update 3/15/16

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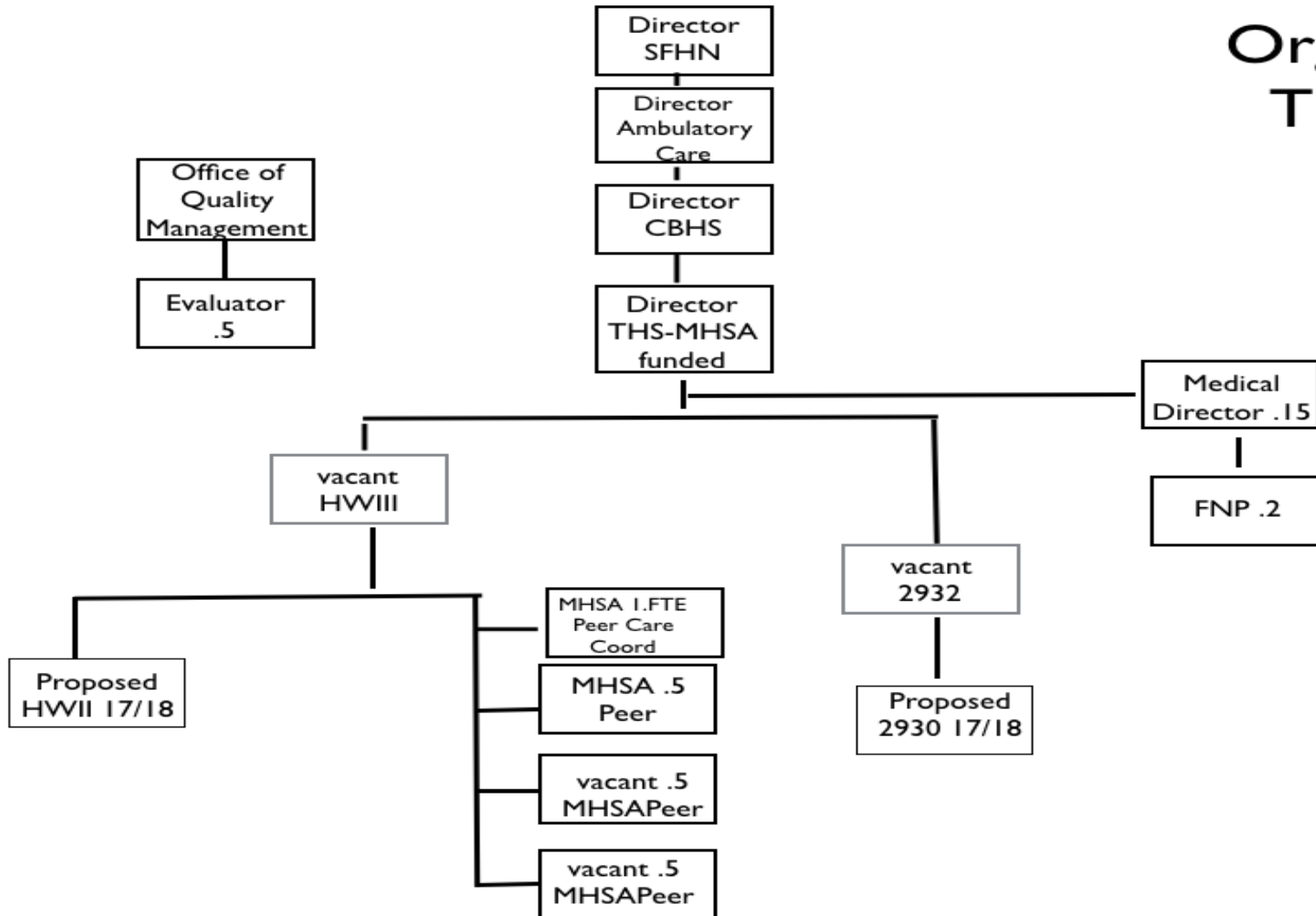
# THS History



- 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.



# Org Chart THS 3.1.16





16-18 DPH Transgender Program Budget

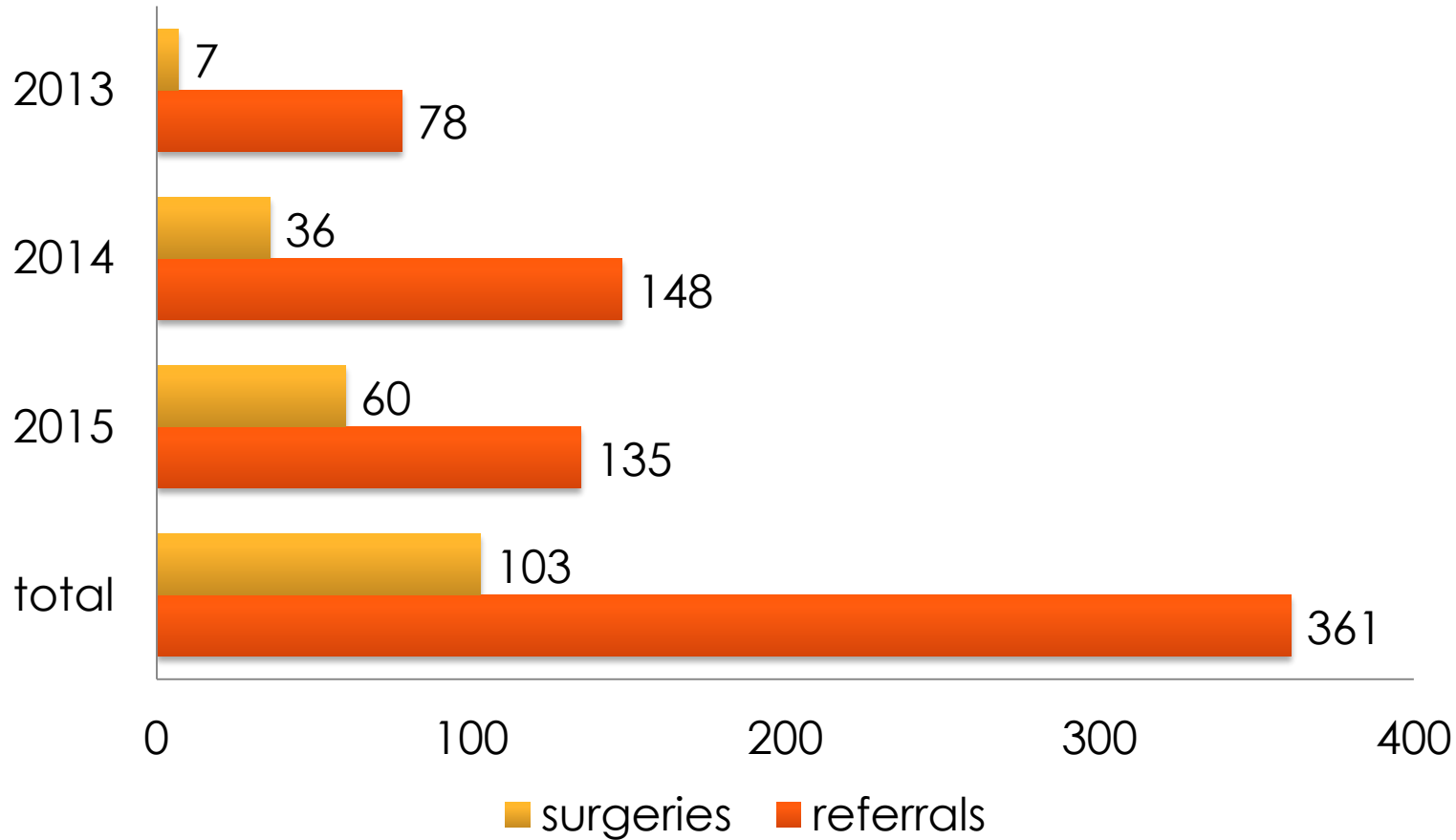
3/3/16

Program	Job Class/Subject	Job Title/Service	16-17 FTE	Budget Amount	17-18 FTE	Budget Amount
<b>Community Behavioral Health Services</b>						
*	2593	Director HS-MHSA	0.77	16,504	0.00	56,171
	2328	Family Nurse Practitioner	0.20	4,049	0.20	4,476
*	2586	Peer Care Coordinator	0.77	4,529	0.00	9,976
	2587	Health Worker	0.00	04,682	0.00	08,110
*	2588	Trainer	0.77	2,414	0.00	23,918
*	2803	Evaluator	0.77	18,116	0.00	58,327
*	2930	Behavioral Health Clinician	0.77	07,683	0.00	44,358
	2932	Senior Behavioral Health	0.00	45,509	0.00	50,193
	02700	Peer Navigators		00,000		00,000
SFGH Surgical Serv	02700	UCSF Surgeon		50,000		50,000
SFGH Out-of-Netw	02700	SFGH Out-of-Network		00,000		00,000
*funded by MHA	<b>Total</b>		<b>6.05</b>	<b>1,663,486</b>	<b>0.20</b>	<b>1,845,528</b>



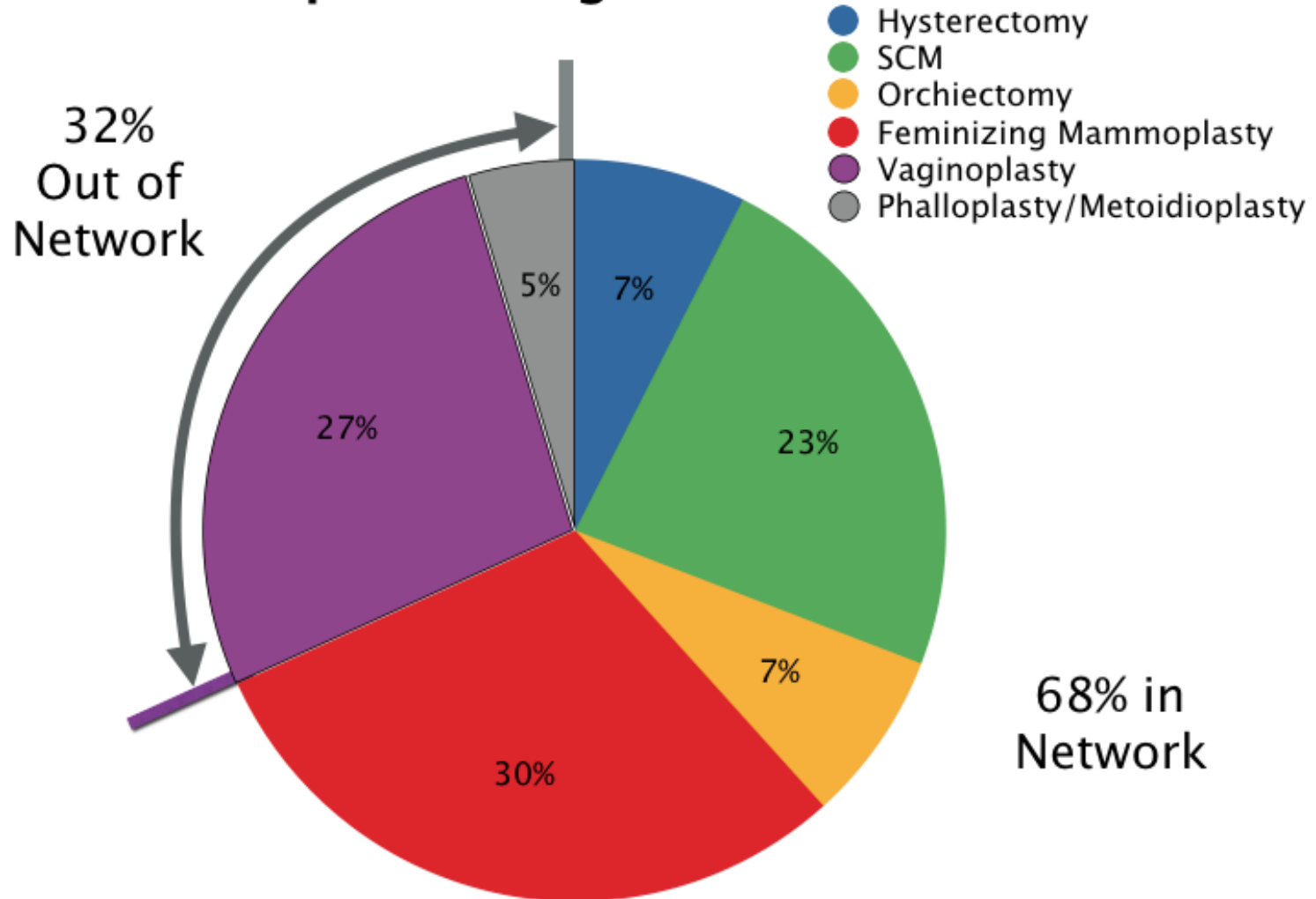
# Referrals and Surgeries

2013-2016



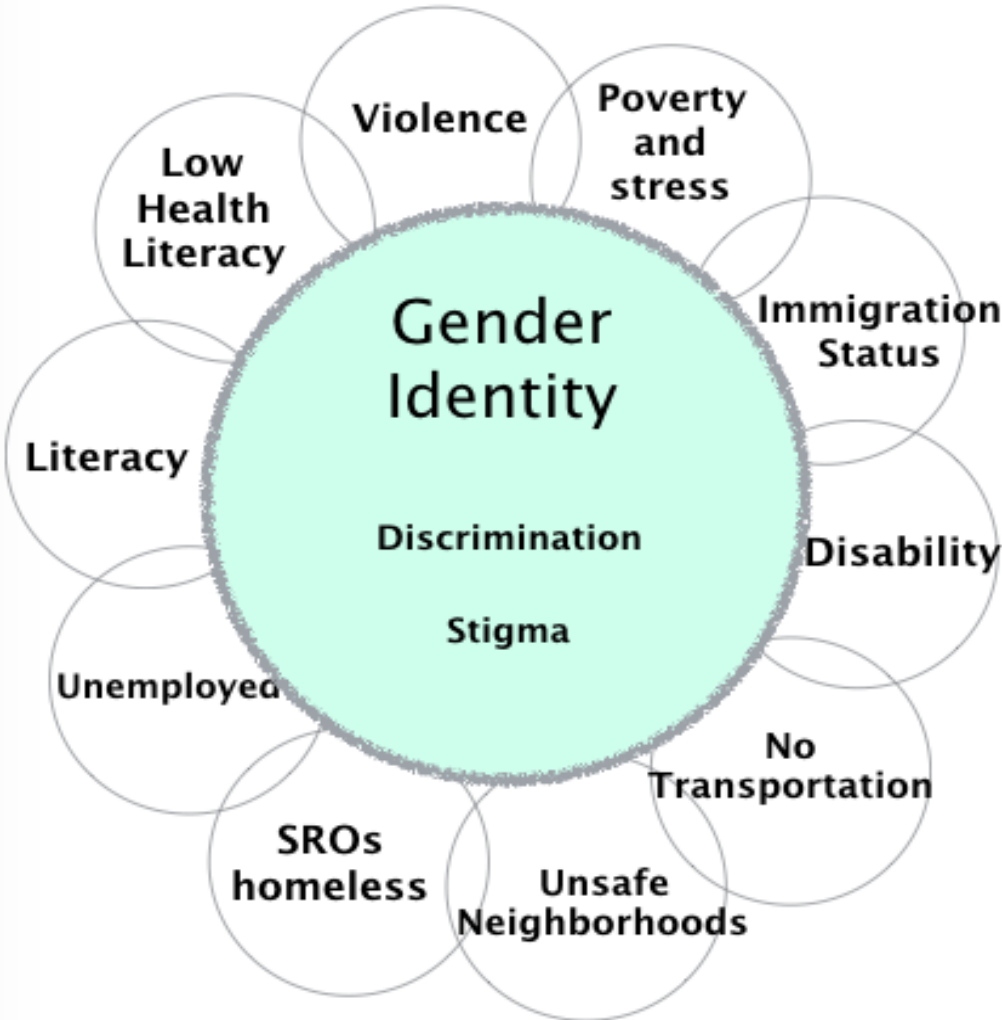


## Completed Surgeries





# Complexities



## 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?







# 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)



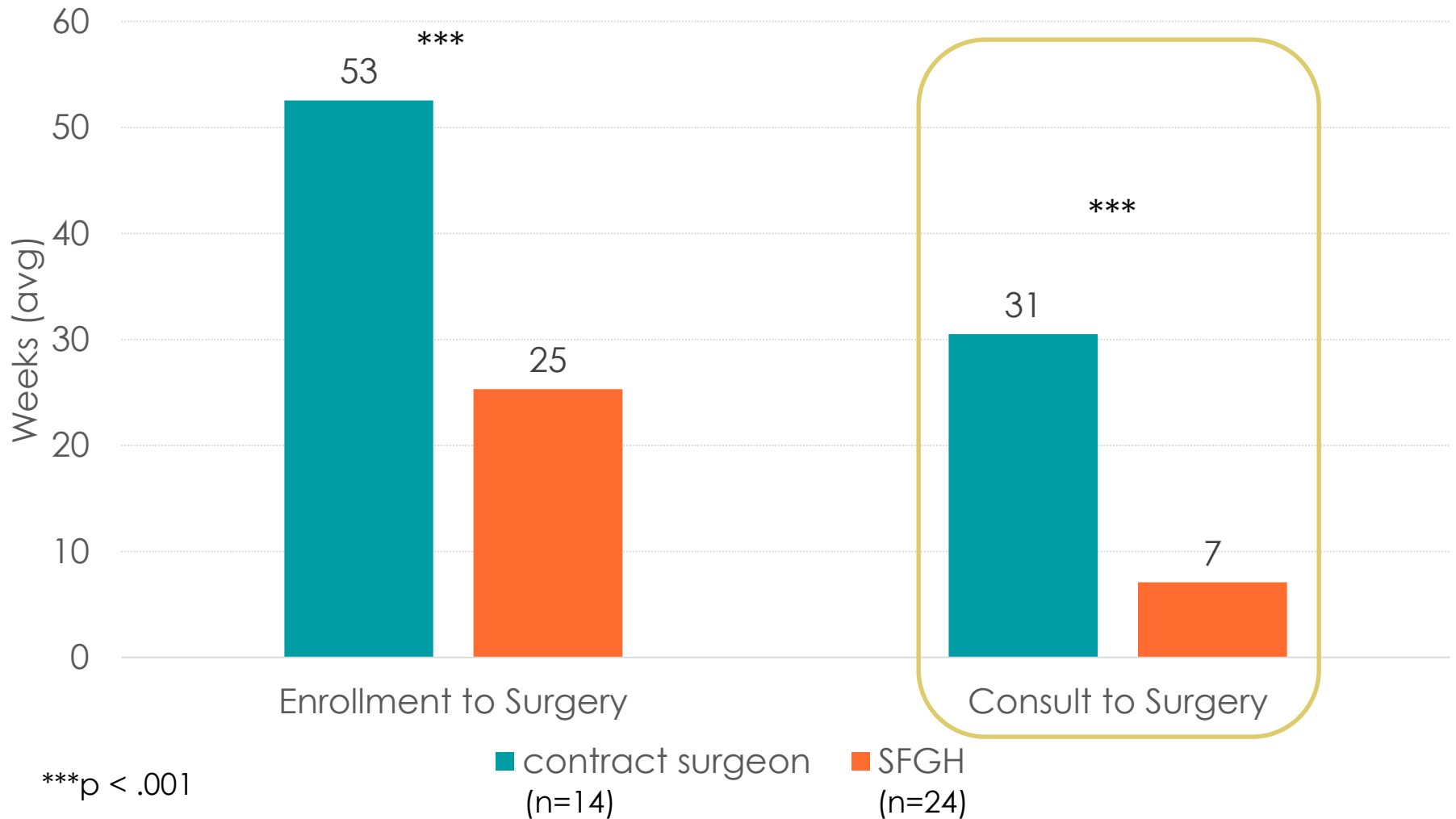
- Surgical readiness
  - 26% felt completely prepared for surgery.
  - 45% wanted more information about care needs after surgery.
  - 34% wanted better post-surgical care coordination.
  
- Timely access (time from THS enrollment to surgery)
  - Mean: 25 wks (in Network) vs 53 wks (contract surgeon)
  
- 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.



# Timely Access



## Mean Weeks to Surgery Split by In vs Out of Network Providers

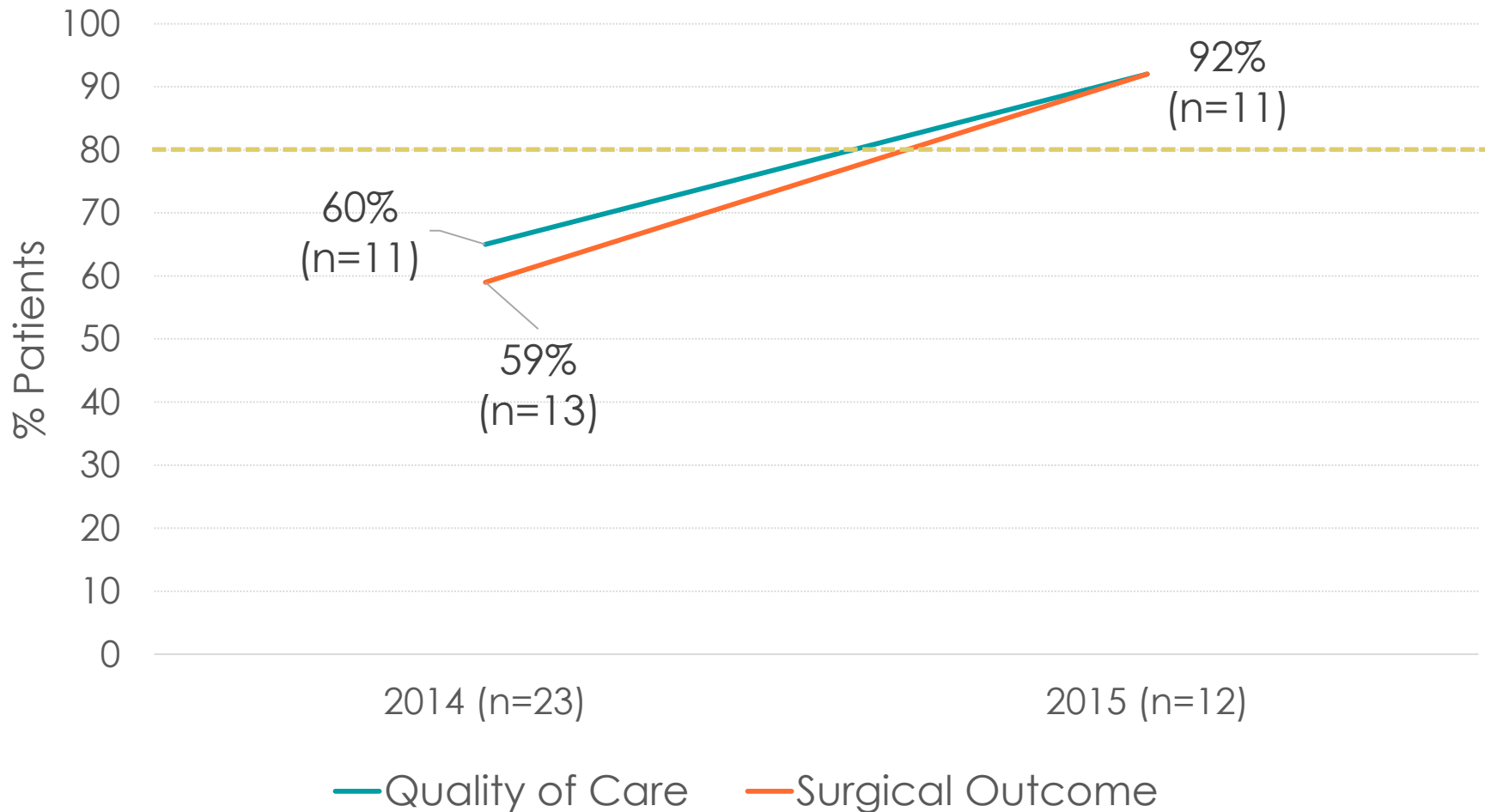




# Patient Satisfaction



## Proportion of Satisfied THS Patients (2014-2015)





# 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



# Contact



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**Transgender Health Services**  
**<http://www.sfdph.org/transgenderhealthservices>**





**Thank you!**

**Questions and Answers?**