

# Gender Health SF

## Program & Evaluation Update

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San Francisco  
Health Network

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

- Board of Supervisors Resolution recognizes transition-related care as medically necessary
- Health Commission approves surgery access program development

## 2013

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

## 2017

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

## 2018

- **June:** New leadership (Jenna Rapues named new Director) focus in building and strengthening peer navigation services

## 2020

- **March:** Shelter in Place (COVID) & Remote Navigation Services
- **December:** Migration to EPIC EHR

## 2021

- **March:** New behavioral health clinical director, Janet Moomaw, LCSW
- **April:** New practice manager, Allyse Gray

## 2022

- **Spring:**
  - HR practices TGNB “Lived Experience” special condition, currently “desired qualification”
  - Karen Aguilar, navigator lead
- **Summer:** Update on WPATH SOC 8
- **Fall:**
  - Co-location with Castro Mission Neighborhood Health Center
  - Population Health’s Ending the HIV Epidemic peer navigator grant - integrated peer navigation service
  - Trans BIPOC clinical intern

# Integrated System-wide Access:

- Culturally congruent patient programming
- Trans and nonbinary workforce development – "peer to professional"
- Wrap-around peer navigation under Behavioral Health Services, Mental Health Services Act
- Integrated, interdisciplinary care coordination (e.g., Nurse Practitioner, Behavioral Health Clinician)
- Pre-Surgical Assessments and Addendums
- Peer health education (bilingual, group, and one-on-one)
- Systems of care capacity building and training

# Peer Patient Navigation



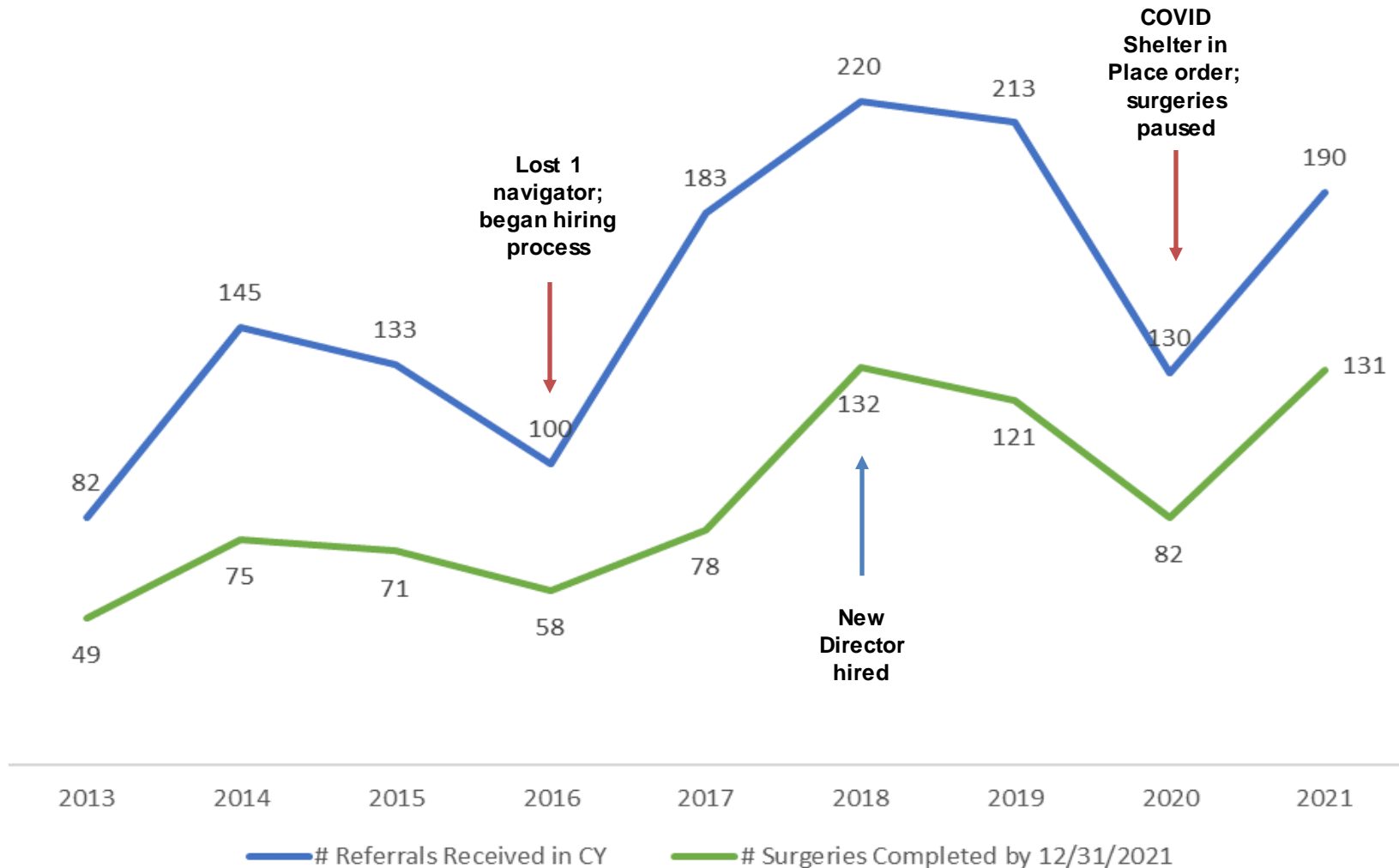
- ✓ Assist patients realize their options for surgery
- ✓ Navigate intense paperwork and insurance requirements
- ✓ Providing peer-patient emotional and moral support
- ✓ Respond to patients' questions, informed consent process, and surgical education
- ✓ Assist with ensuring patients are prepared before and after surgery

# Client Demographics

N=855 unduplicated patients served since 2013

Domain	GHSF	2015 US Trans Survey
<b>Gender</b>	77% trans women (n=658) 22% trans men (n=188) <1% GNB (n=5)	33% trans women 30% trans men 35% GNB
<b>Race</b>	8% Asian/Asian American (n=72) 17% Black/African American (n=143) 31% Hispanic/Latinx (n=267) < 1% Native American (n=2) 3% Other (n=27) 5% Unknown (n=39) 36% White (n=305)	38% POC 62% White
<b>Age</b>	6% 18-24 years (n=54) 56% 25-44 years (n=483) 29% 45-64 years (n=245) 8.5% missing (n=73)	42% 18-24 years 42% 25-44 years 14% 45-64 years
<b>Education</b>	28% some college 24% college degree or higher	40% some college 47% college degree or higher
<b>Housing</b>	25% unstable	~15% unstable
<b>Employment</b>	11% full time 29% part time 56% unemployed	35% full time 30% part time or self-employed 32% unemployed

# Number of GHSF Surgery Referrals and Completions (2013-2021)



# # Surgery Referrals by Type: Feminizing

Year	Total# Referrals Received	Total Feminizing Surgeries	Feminizing Mammoplasty	Vaginoplasty	Orchiectomy	FFS	Body Feminization
2018	220	188	51	40	9	70	18
2019	213	175	53	37	10	57	18
2020	130	107	30	21	2	32	22
2021	190	154	35	24	7	46	42

**Note:** Patients may have more than 1 referral, so counts here add up to more than the number of distinct unduplicated patients served.

**Average # ALL Referrals received annually** = Approx 188

**Average # Feminizing Referrals received annually** = 156 (83% of all referrals)



# # Surgery Referrals by Type: Masculinizing

Year	Total # Referrals Received	Total Masc Surgeries Completed	SubQ Mastectomy	Metoidio -plasty	Phallo- plasty	hysto-oophore ctomy	Facial Masc. Surgery	Body Masc. Gen.
2018	220	15	9	1	2	3	0	0
2019	213	30	15	1	1	3	5	5
2020	130	19	14	0	1	2	1	1
2021	190	22	8	2	4	3	2	3

**Note:** Patients may have more than 1 referral, so counts here add up to more than the number of distinct unduplicated patients served.

**Average # Masculinizing Referrals received annually = 21.5**

# 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

# Challenges and Needs

- Fertility preservation coverage for publicly insured individuals
- Out-of-network surgical providers
- Building in-network (ZSFG) genital surgery access
- Healthy SF Limitations
  - Annual budget of 350K
  - Extensive waitlist
  - No budget expansion with increased demand
  - Utility management
- Peer-to-professional workforce development City employment pipeline
- HR “trans and nonbinary lived experience” special conditions to support culturally congruent programming
- Systems of care capacity building and training
- Responding to evaluation and trans health research priorities

# Jasmine Gee.

*GHSF Patient Digital Story*

*“Transition is ageless, what matters is that I am, and  
I continue living in my truth.”*

# Thank you!

## Questions & Answers?



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