

# Gender Health SF

## Program & Evaluation Update

Jenna Rapues, MPH, Program Director



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



**With a desire for gender affirming surgery access, patient's are accessing both medical and mental health care ... some, for the very first time.**

---

**How do we keep patients engaged and invested in their own care?**

# Whole Person Care



Defined as the care coordination of medical, behavioral health, and social services, that are client-centered, with the goal of improved health outcomes.

**Self-definition is an essential part of someone's gender affirming journey.**

~

It is the client's right to define their gender identity, regardless of one's sex assigned at birth, body, and/or gender expression and for providers to respect that identity.



# Whole Person Care



## Recommendations for Providers:

- Embrace and de-pathologize gender nonconformity and non-binary experiences.
- Explore that “good care” can feel like barriers and gate keeping for historically disengaged and marginalized communities.
- Examine and be accountable to the complex & politicized role for health providers.



# Gender Care OBJECTIVES

**Create Safety:** Affirming identity, offering choices, & transparency

**Minimizing traumatization** and/or re-traumatization

**Empowerment:** Patient centered and, if possible, led

Discovering areas where a patient may benefit from **additional psycho-education:** Permission asking is a great tool

Explore what **quality of life issues** a patient is struggling with

Effectively understanding **informed consent**

# Program Milestones



## 2012

- BOS Resolution recognizes “medical necessity”
- Health Commission approves surgery access program development

## 2013

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

## 2017

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

## 2018

- **June:** New leadership

# Client Demographics



Domain	GHSF	2015 US Trans Survey
<b>Gender</b>	74% trans women 25% trans men 1% GNB	33% trans women 30% trans men 35% GNB
<b>Race</b>	61% POC 39% White	38% POC 62% White
<b>Age</b>	11% 18-24 years 57% 25-44 years 29% 45-64 years	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



# 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



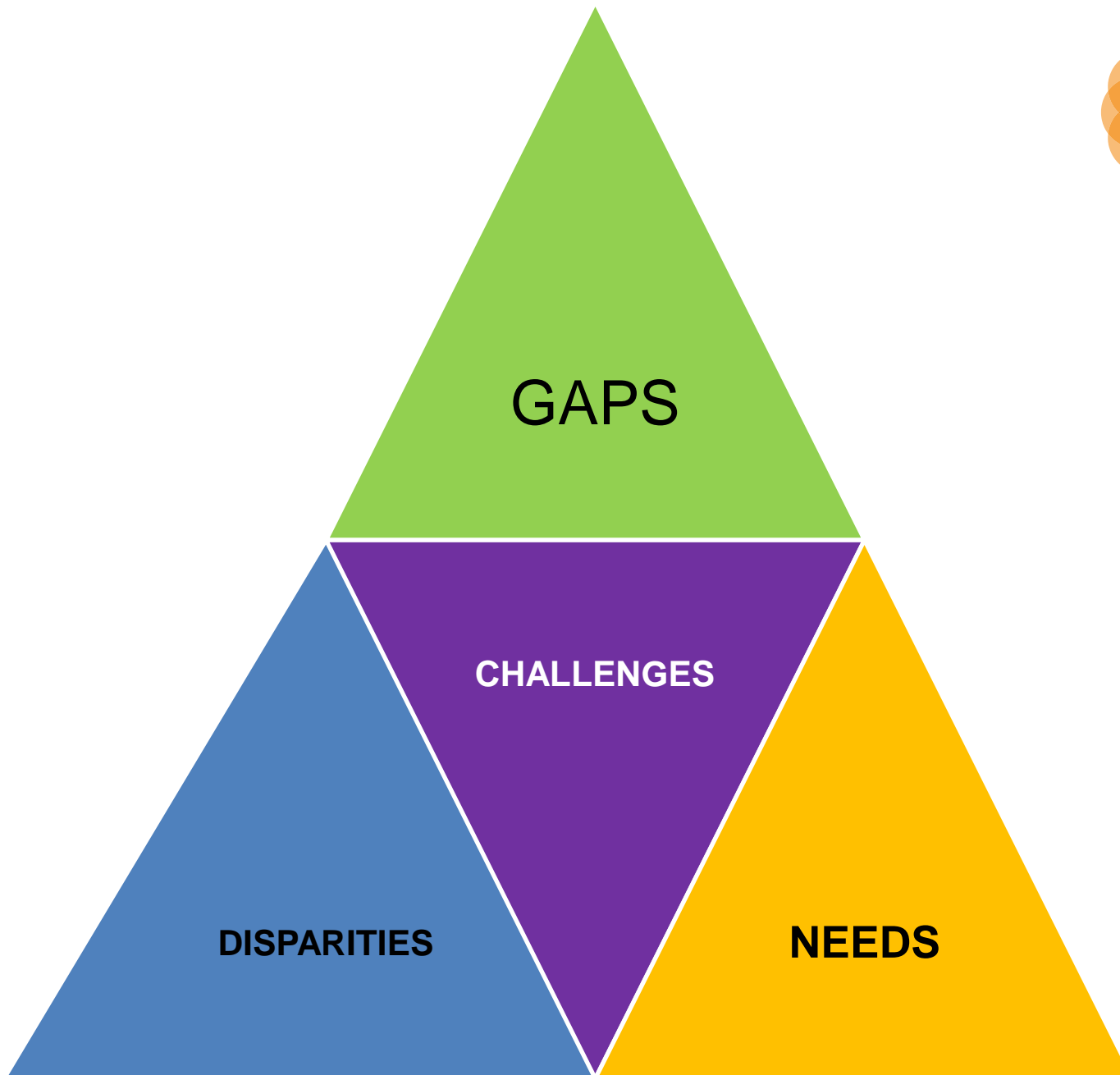
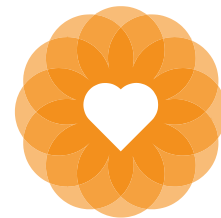
Experience



Liked Best



Challenges



**GAPS**

**CHALLENGES**

**DISPARITIES**

**NEEDS**

# Promoting System-wide Access:



- Health education (bilingual, group, and one-on-one)
- Wrap-around peer navigation in BHS
- Integrated, interdisciplinary care coordination (e.g., Nurse Practitioner)
- Pre-Surgical Assessments and Addendums
- Weekly Drop-In's (emotional support, possible referrals, etc.)
- Community Socials!

# Testimonials





# Karen Aguilar.

*Lead Patient Navigator,  
2018 Hearts & Heroes Award Recipient*

"... I thought I was going to die without achieving my dreams ...

Transgender communities, (we are) human beings just like anybody else, you know. (Professionals) should treat transgender community like any person having diabetes, or having a baby, or heart problems, just health care. Just being able to access proper health care."





# Thank you!

## Questions & Answers?



[genderhealthsf@sfdph.org](mailto:genderhealthsf@sfdph.org)

Main: (628) 206-7979

Fax: (628) 206-7979