

Sexual Orientation and Gender Identity Data Collection and Programmatic Applications

Report to the SF Health Commission
October 4, 2022

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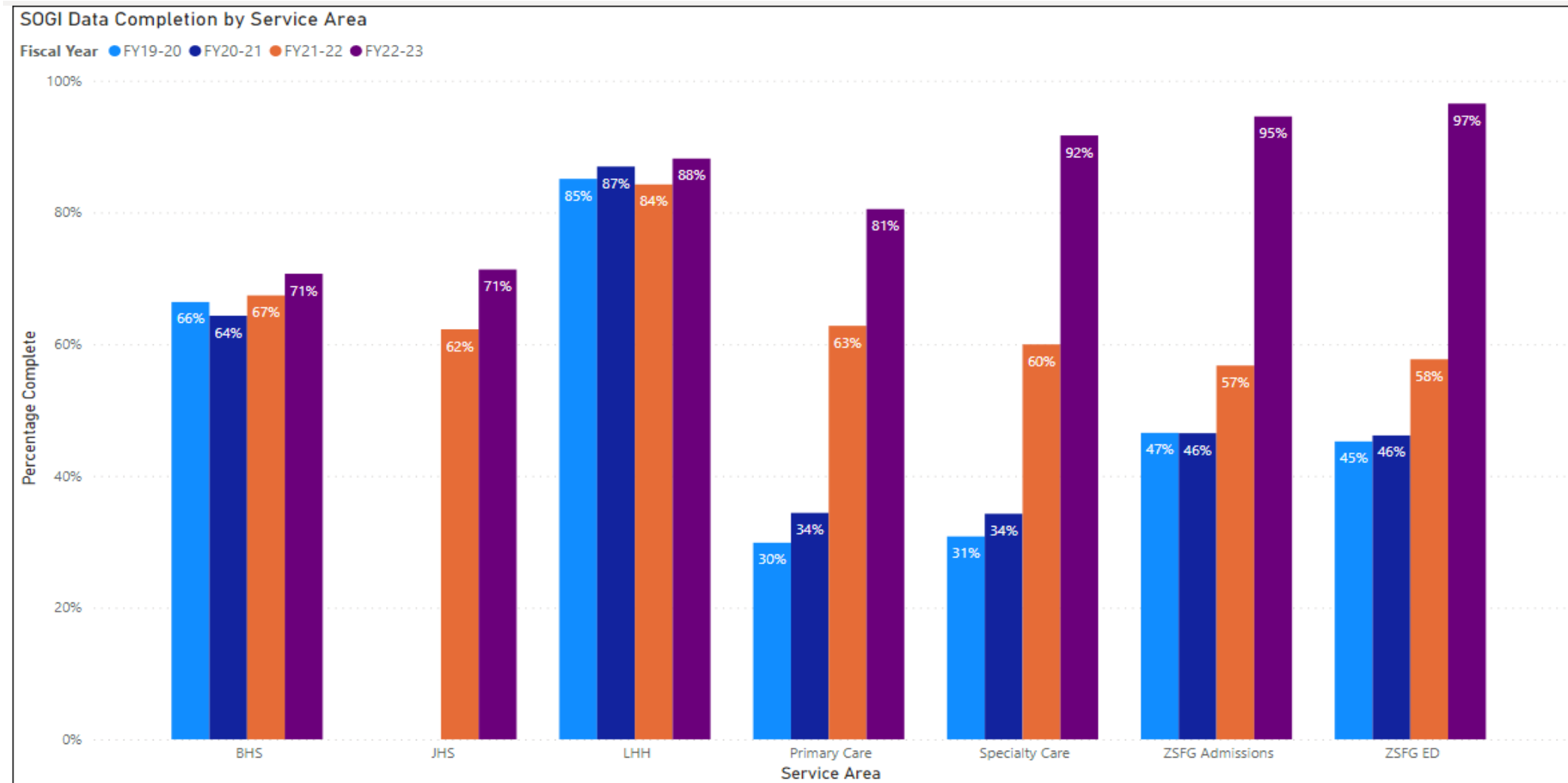
DPH 2021-22 Sexual Orientation and Gender Identity (SOGI) Data Collection and Programmatic Applications: Overview of Today's Presentation

1. Review Department-wide SOGI data collection progress since San Francisco's SOGI legislation went into effect:
 - Trends in data collection uptake over time, data on sexual orientation and gender identity.
 - Gaps, barriers to full SOGI implementation, successes, and lessons learned since SOGI legislation went into effect.
2. Examples of programmatic applications of the DPH SOGI data

SOGI Data Collection 2021-2022

- SOGI data collected prior to 2019 Epic launch was not transitioned over to Epic
- Many barriers to robustly collecting SOGI data since Epic go-live
 - Focus on Epic adaptation and optimization
 - Resources diverted due to COVID-19 emergency activation
- Starting last year, after our last annual report to the Board of Supervisors, DPH launched a robust analysis and plan to build back SOGI screening
 - Initial focus on Primary Care (lowest performing area in 2021)
 - Spread to other sections with lessons learned from Primary Care: successful progression from collection => analysis => programmatic applications for population health improvement

SOGI Data Capture Across DPH FY 2019-22



NOTE: SOGI Complete = Sexual Orientation & Gender Identity documented on/before the end of the FY

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SOGL: Data by Department

- Laguna Honda Hospital
- Behavioral Health Services
- Population Health clinics
- Whole Person Integrated Care
- Jail Health
- Zuckerberg San Francisco General
 - ZSFG Specialty Care
- Primary Care

LHH SOGI Data: FY 2021-22

LHH SOGI Data Completeness FY 21/22

| Field | Count | Percent |
|--------------------|-------|---------|
| Gender Identity | 789 | 91% |
| Sexual Orientation | 767 | 89% |
| SOGI | 756 | 88% |
| Total Census | 864 | |

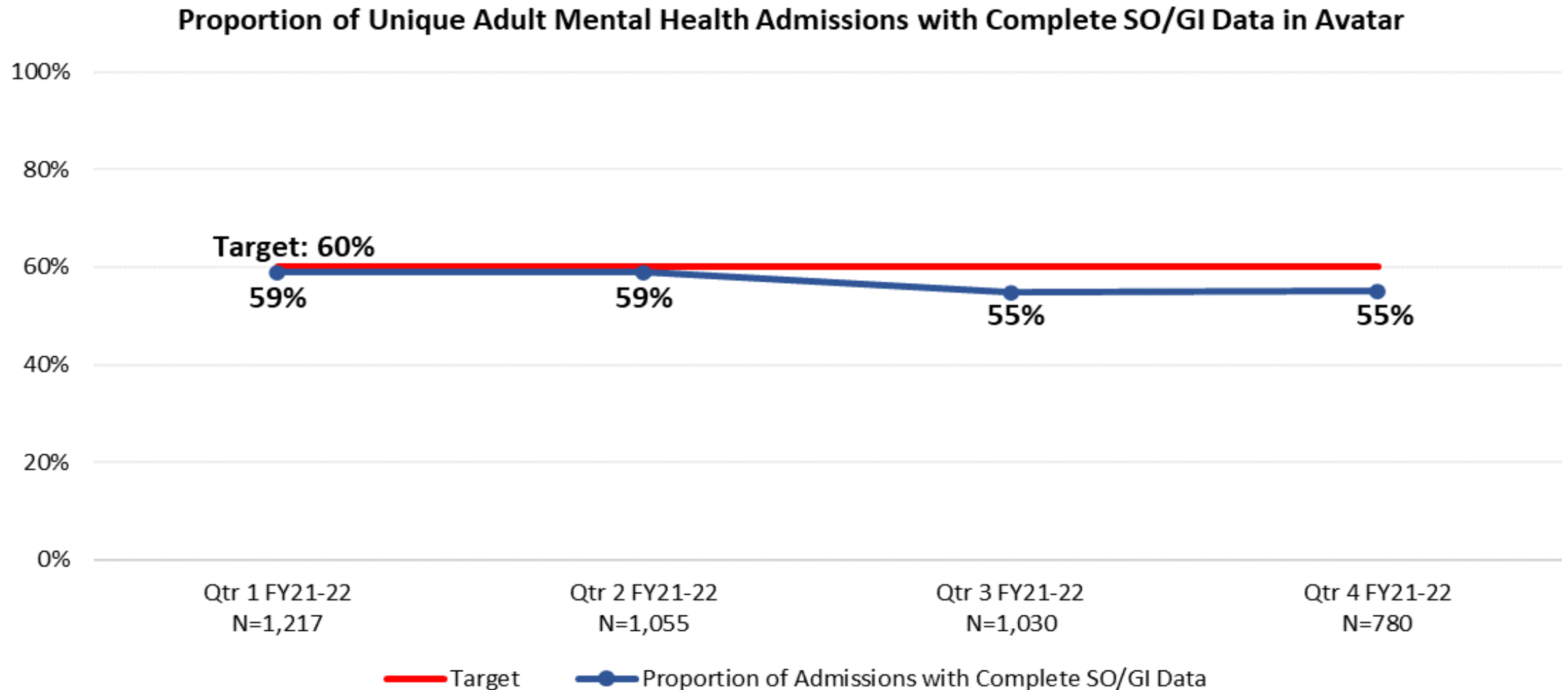
LHH Residents by Gender Identity FY 21/22

| Gender Identity | Count of Residents | % of Residents |
|-------------------------------------|--------------------|----------------|
| Male | 469 | 59% |
| Female | 298 | 38% |
| Choose not to disclose | 14 | 2% |
| Transgender Female / Male-to-Female | 3 | 0% |
| Transgender Male / Female-to-Male | 1 | 0% |
| Non-Binary/Gender Queer | 1 | 0% |
| Other | 3 | 0% |
| Total | 789 | 100% |

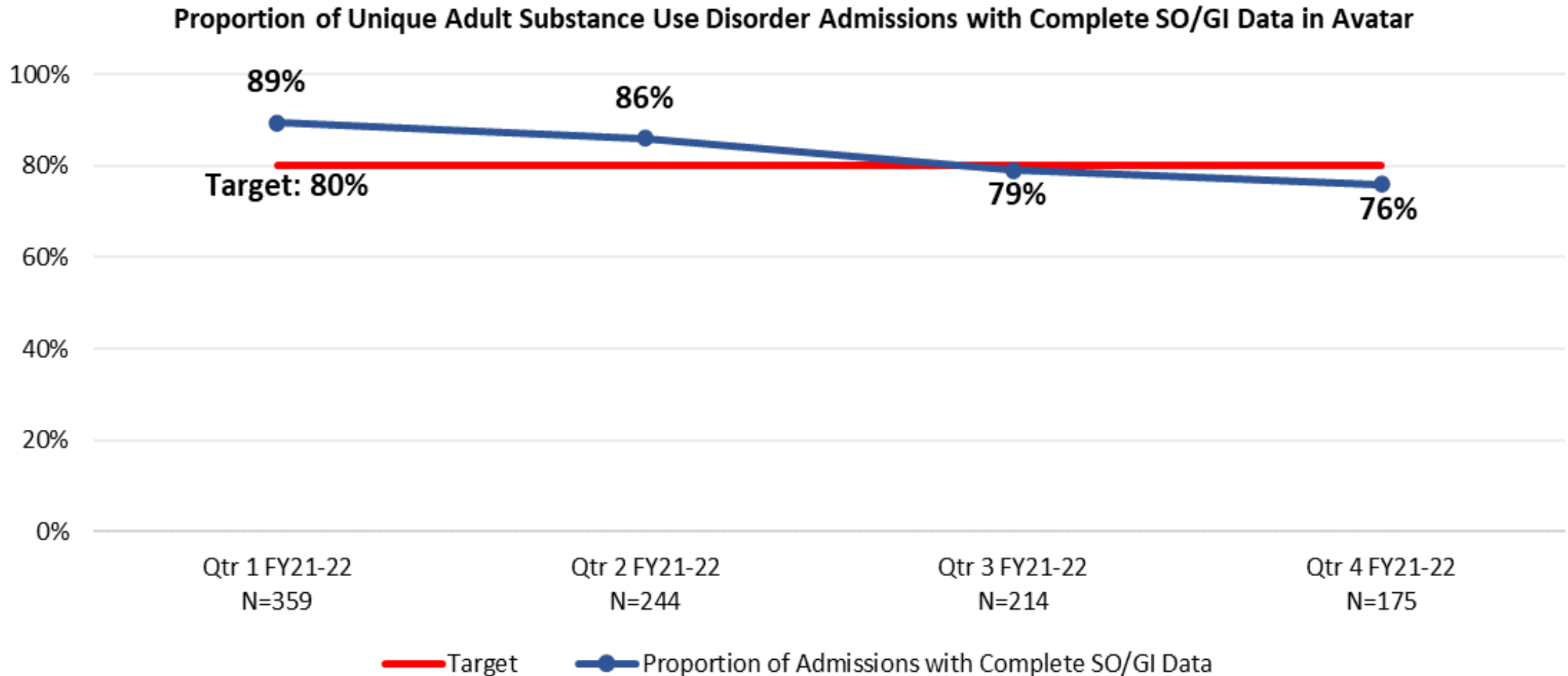
LHH Residents by Sexual Orientation FY 21/22

| Sexual Orientation | Count of Residents | % of Residents |
|-------------------------------|--------------------|----------------|
| Straight (not lesbian or gay) | 646 | 84% |
| Choose not to disclose | 41 | 5% |
| Lesbian or Gay | 33 | 4% |
| Don't know | 26 | 3% |
| Bisexual | 16 | 2% |
| Something else | 5 | 1% |
| Total | 767 | 100% |

Behavioral Health Services SOGI Data: FY 2021-22



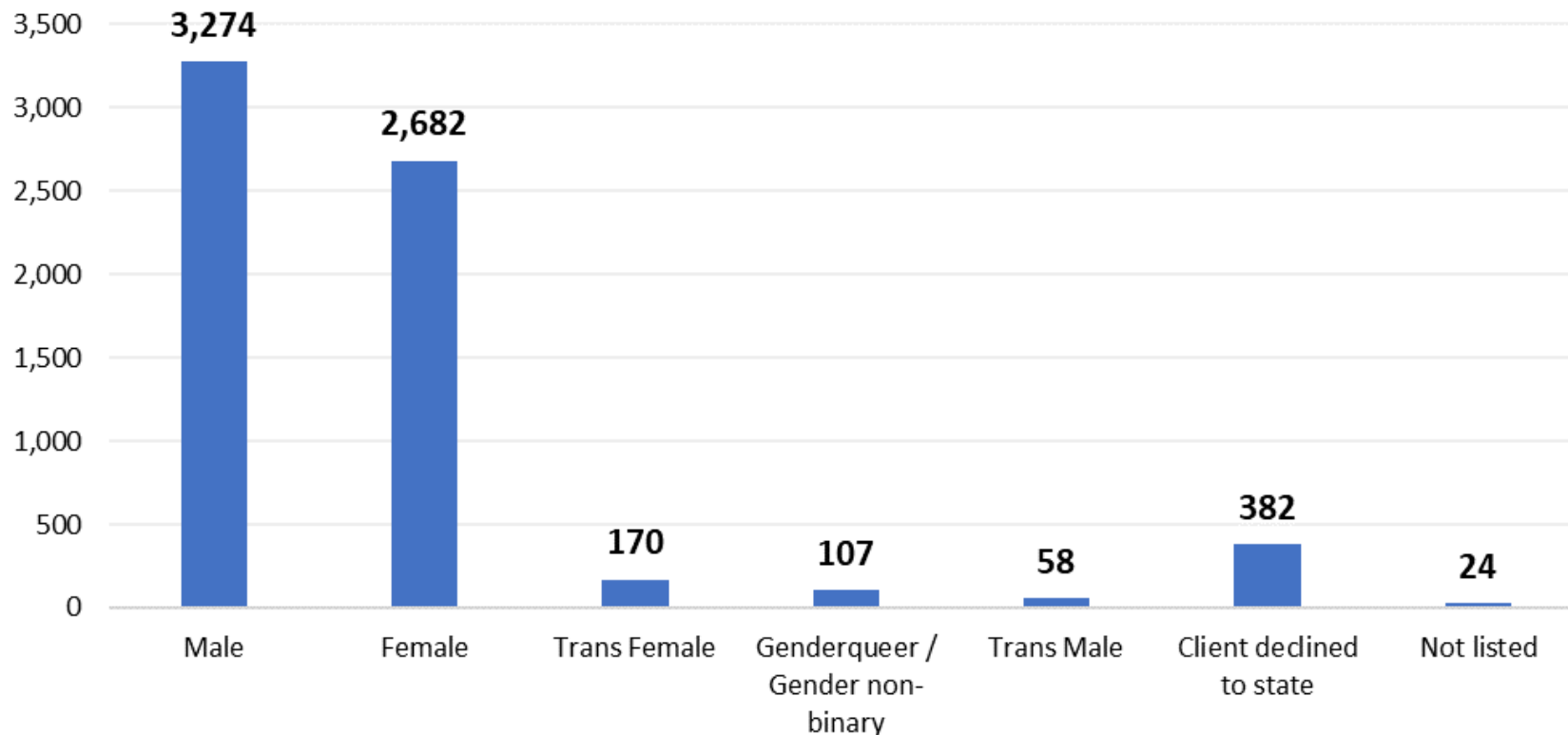
Behavioral Health Services SOGI Data: FY 2021-22



Behavioral Health Services SOGI Data: FY 2021-22

n=11,360 unique adult MH clients served

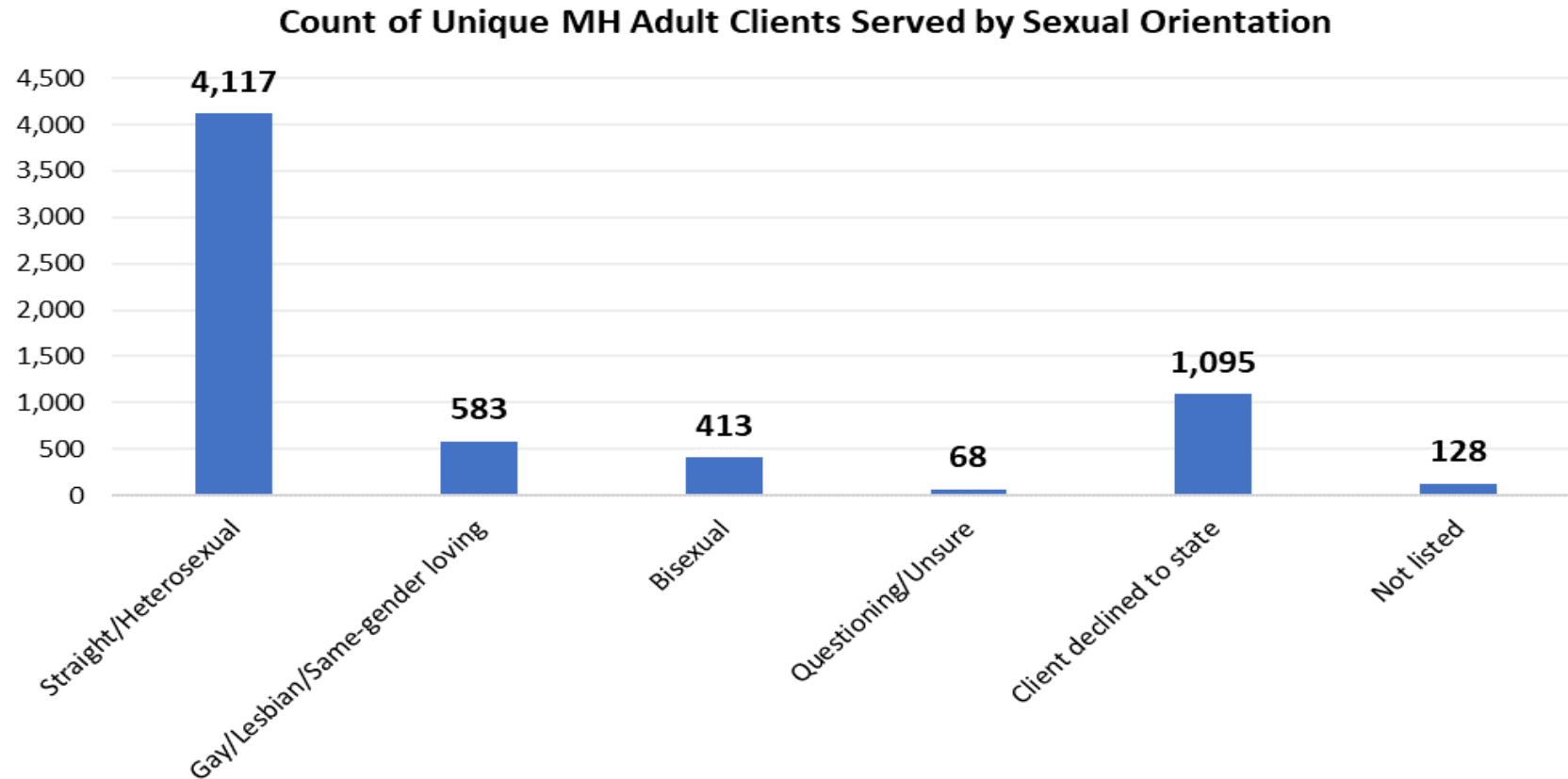
Count of Unique MH Adult Clients Served by Gender



Note: crisis programs do not generally collect SO/GI data, so clients served by these programs are not included.

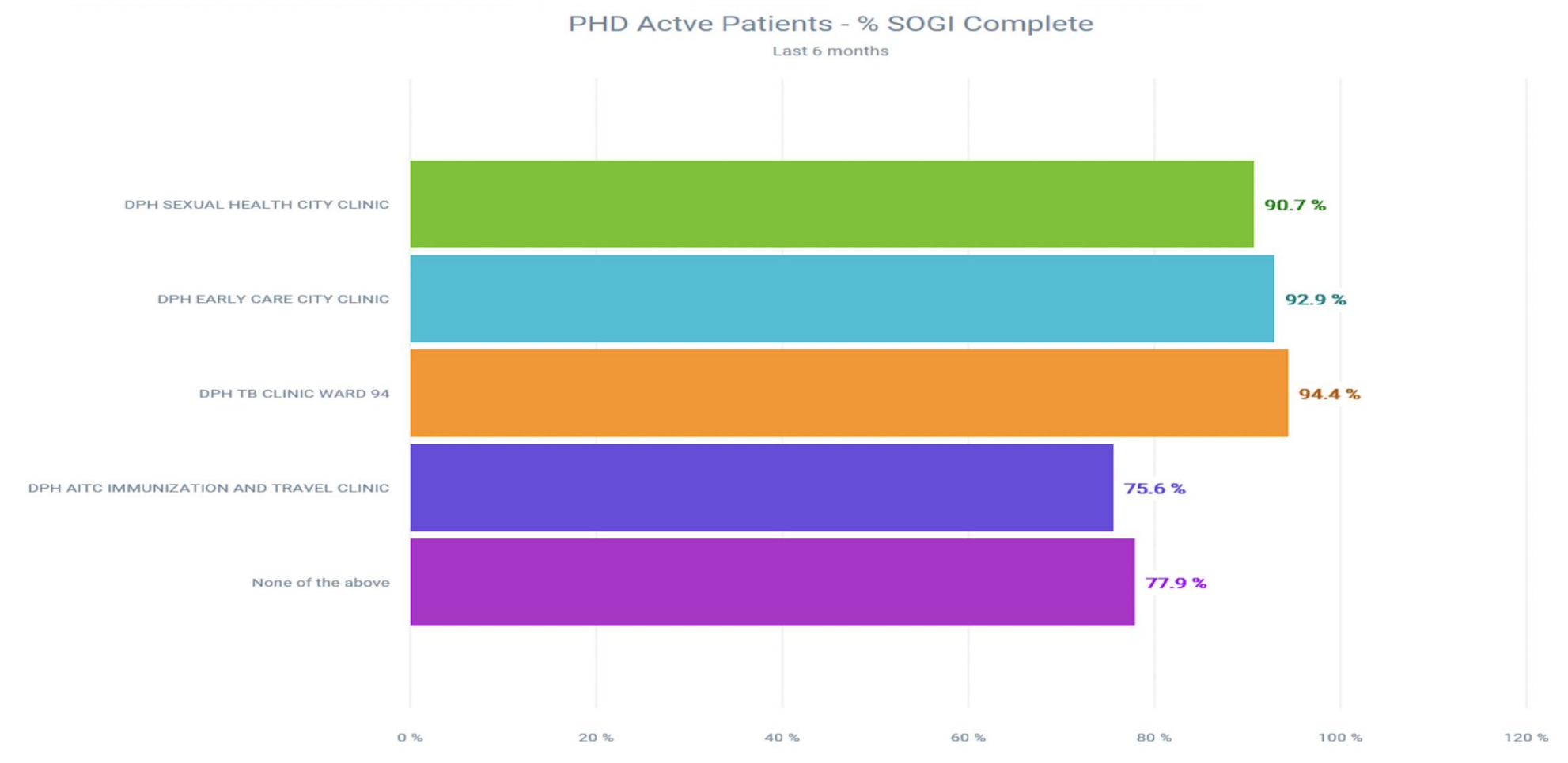
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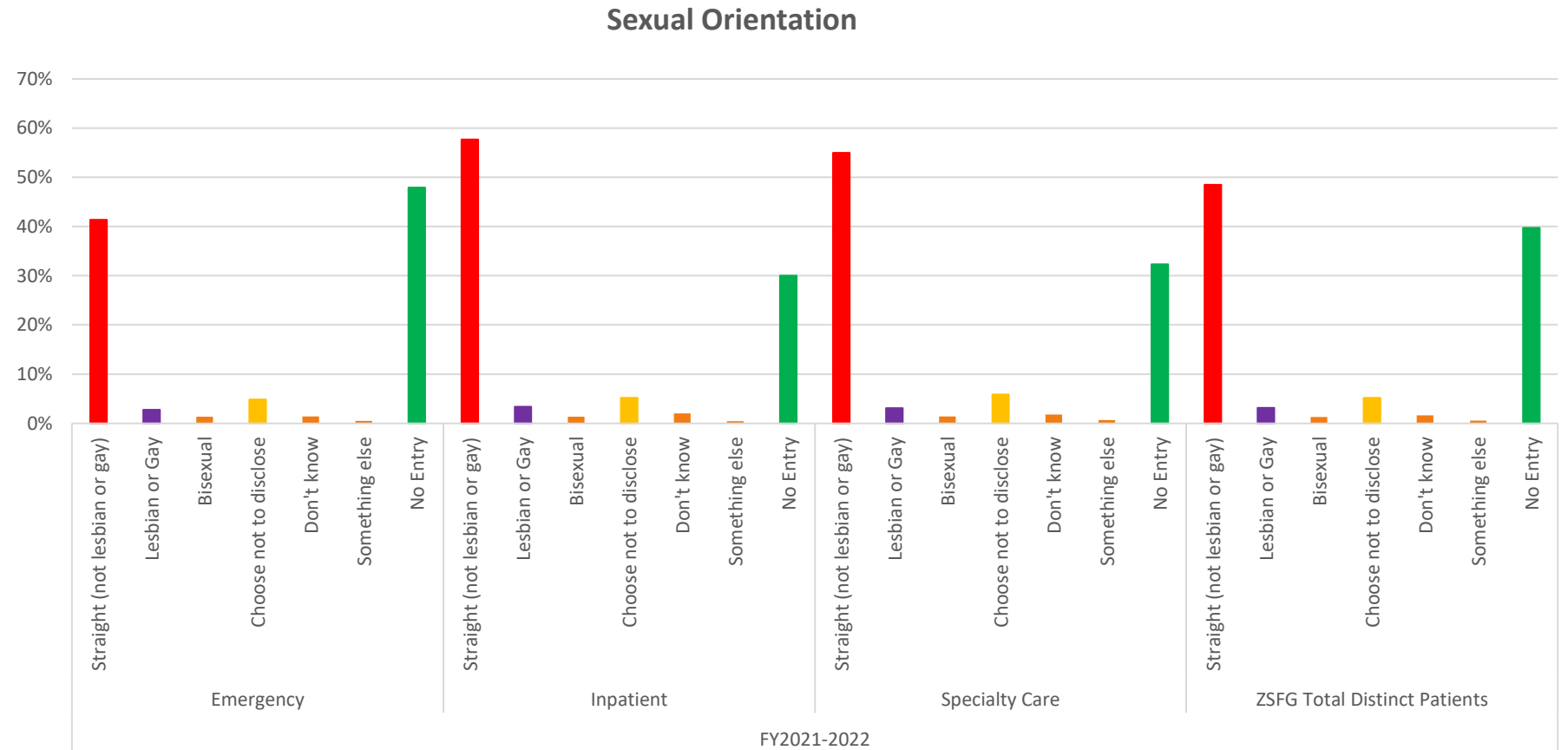
Note: crisis programs do not generally collect SOGI data, so clients served by these programs are not included.

Population Health Clinics SOGI Data: 2022



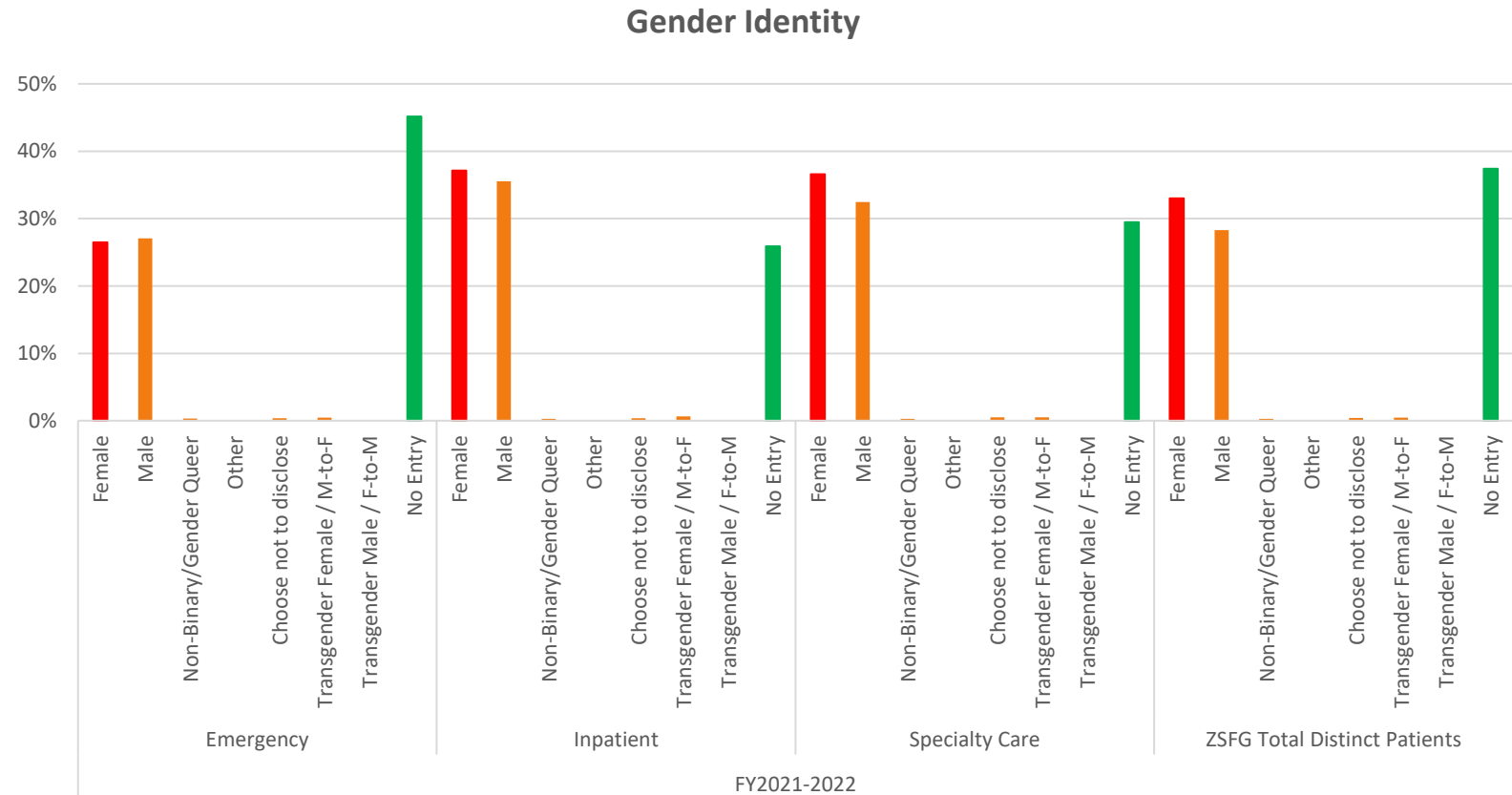
ZSFGH SOGI Data: FY 2021-22

| | |
|-------------------------------------|-----------------|
| ZSFG Total Distinct Patients | n=69,752 |
| Straight (not lesbian or gay) | 48.48% |
| Lesbian or Gay | 3.13% |
| Bisexual | 1.29% |
| Choose not to disclose | 5.18% |
| Don't know | 1.64% |
| Something else | 0.55% |
| No Entry | 39.73% |
| Grand Total | 100.00% |



ZSFGH SOGI Data: FY 2021-22

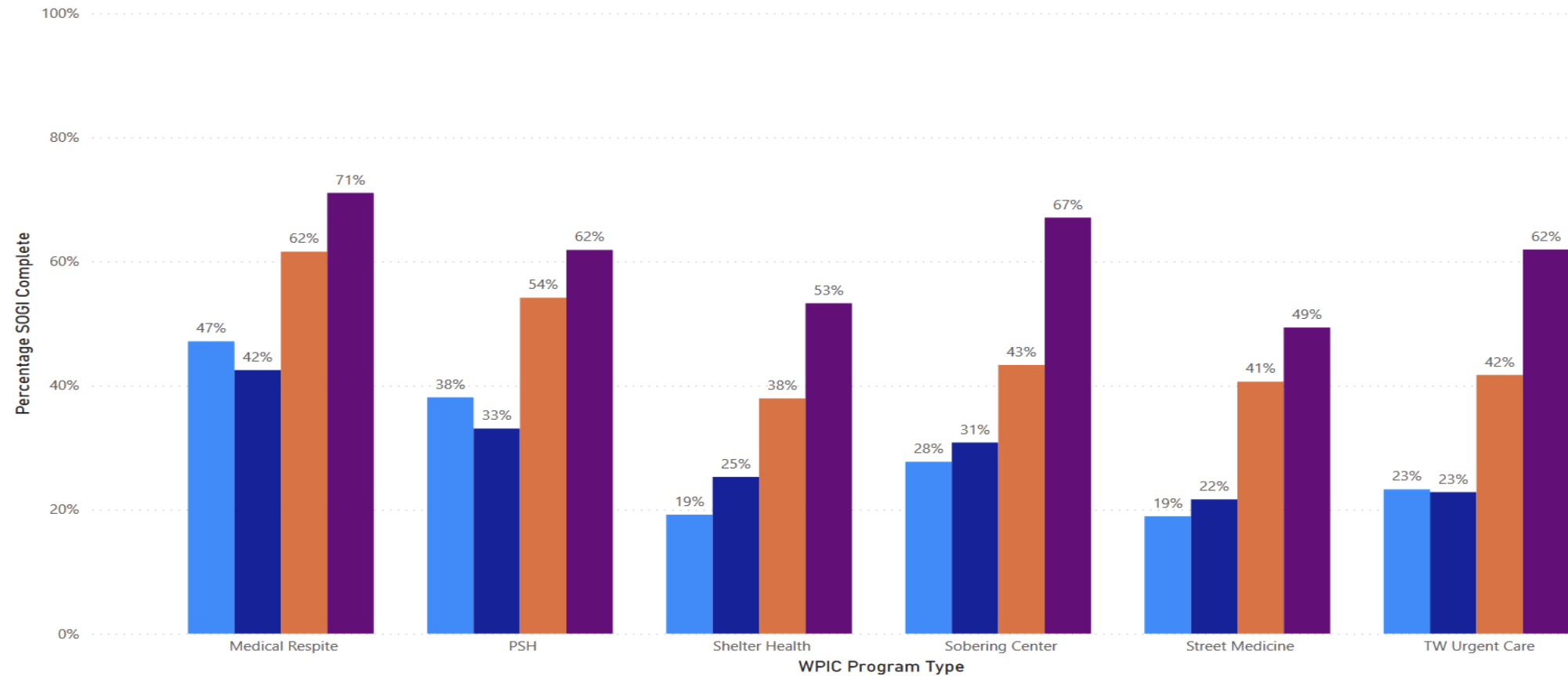
| | |
|-------------------------------------|-----------------|
| ZSFG Total Distinct Patients | n=69,752 |
| Female | 33.01% |
| Male | 28.30% |
| Non-Binary/Gender Queer | 0.28% |
| Other | 0.04% |
| Choose not to disclose | 0.44% |
| Transgender Female / M-to-F | 0.44% |
| Transgender Male / F-to-M | 0.08% |
| No Entry | 37.41% |
| Grand Total | 100.00% |



Whole Person Integrated Care SOGI Data: 2019-2022

WPIC SOGI Data Complete by Program Type

Fiscal Year ● FY19-20 ● FY20-21 ● FY21-22 ● FY22-23



NOTE: SOGI Complete = Sexual Orientation & Gender Identity documented on/before the end of the FY

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Jail Gender Identity Data: since 10/2/22 (Epic go-live)

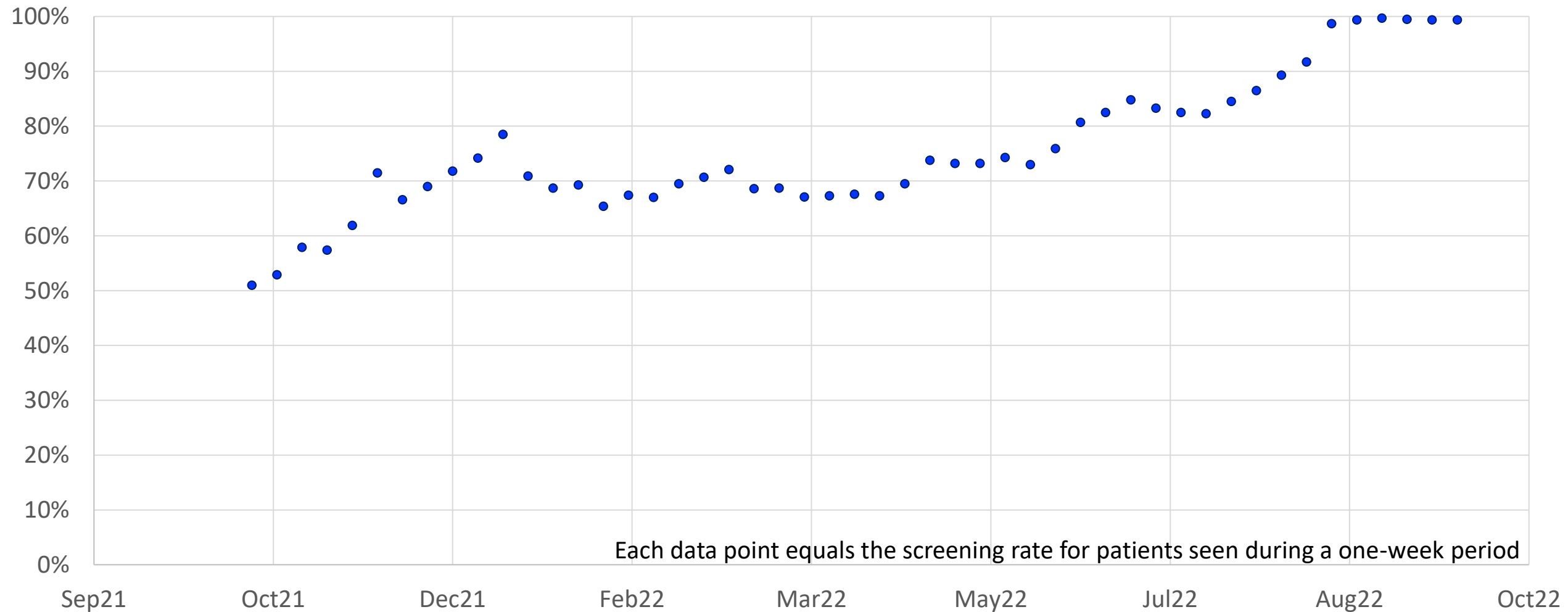
| All Jail Admissions after 10/2/21 | 8524 | Percent of total |
|--|-------------|-------------------------|
| Choose not to Disclose | 18 | 0.2% |
| Female | 1205 | 14.1% |
| Male | 6505 | 76.3% |
| Non-Binary/Gender Queer | 31 | 0.4% |
| Other | 1 | 0.0% |
| Trans Female | 49 | 0.6% |
| Trans Male | 13 | 0.2% |
| Blank | 702 | 8.2% |

Note: sexual orientation information is not collected on intake to the county jails.

Primary Care Weekly SOGI Data

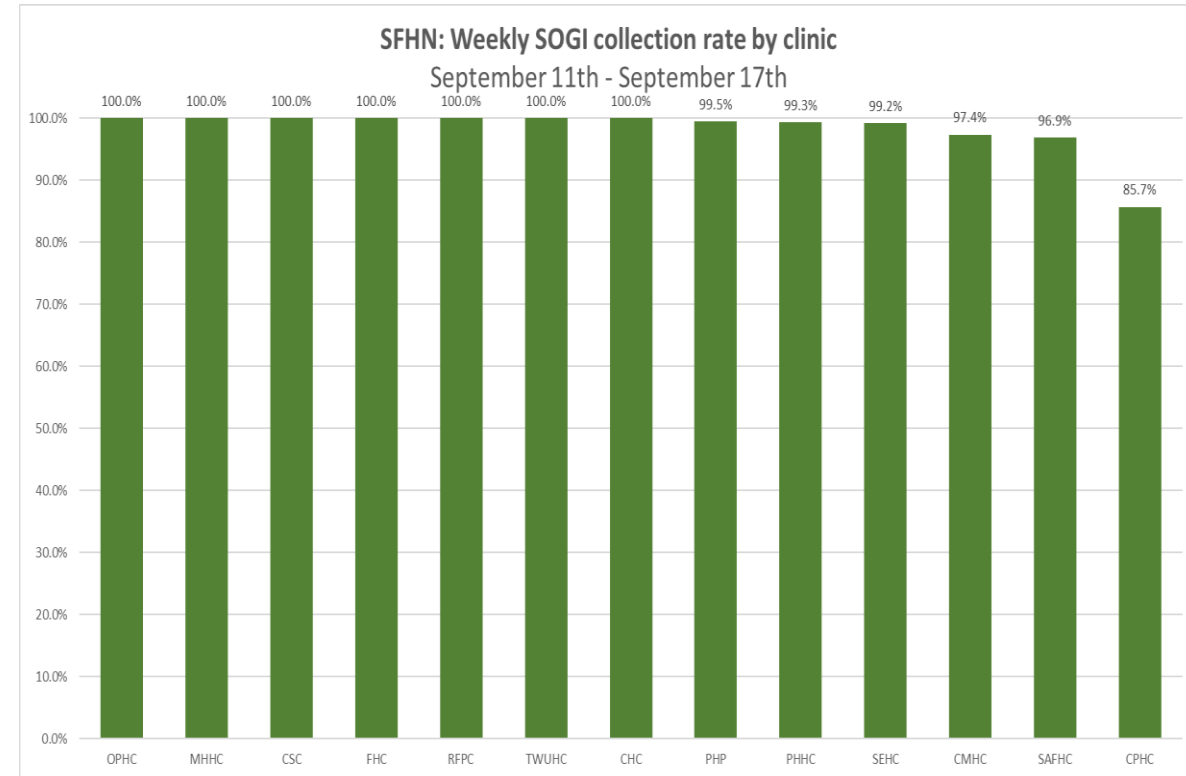
SFHN Primary Care weekly SOGI data collection rate

September 2021 - September 2022



Primary Care SOGI Improvement Journey

- Extensive **coaching** of registration team in primary care on SOGI workflows
- Developed **Missed Opportunities report** to evaluate performance and support manager coaching
- Data shared out regularly via **newsletter**
- Identified **major barrier** to SOGI screening: SOGI field not easily viewed in Epic, no flag existed to remind to staff to collect SOGI information. The Epic field updates making SOGI fields front-and-center in the registration pathway went live 7/20/2022.

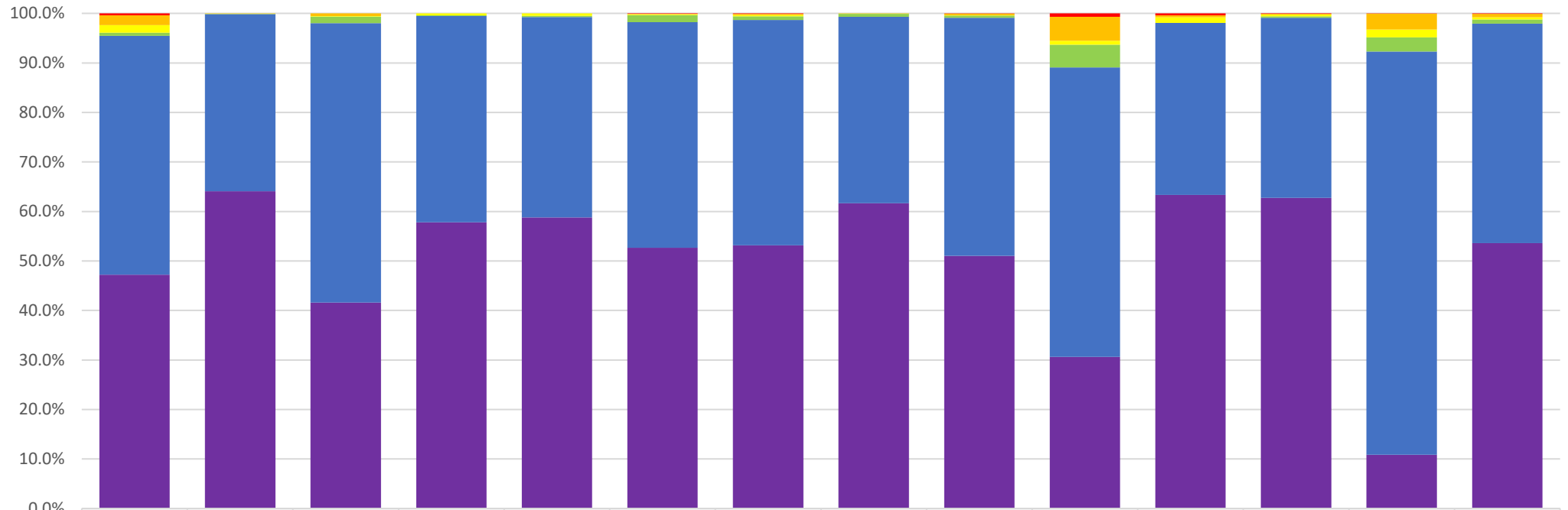


SOGI data collection (measured by sex-at-birth field) slightly declined last week! Please work with your staff to collect data on at least 80% of patients.

There is a planned update to help make SOGI easier to collect and review but will not be in production for several weeks.

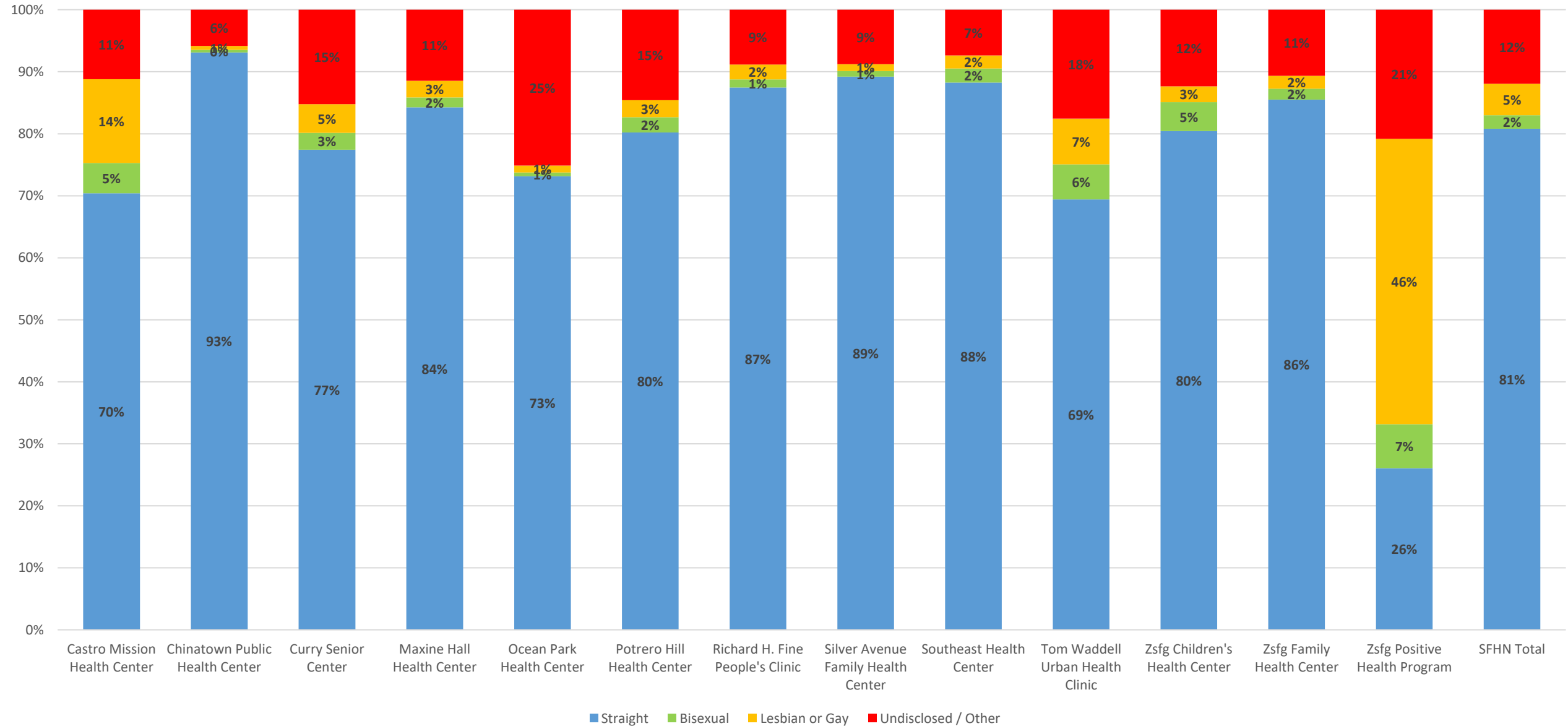
Shout-out to SAFHC, who **improved by more than 12%** from the previous week and met goal!

SFHN Primary Care: Gender identity by clinic



| | Castro Mission Health Center | Chinatown Public Health Center | Curry Senior Center | Maxine Hall Health Center | Ocean Park Health Center | Potrero Hill Health Center | Richard H. Fine People's Clinic | Silver Avenue Family Health Center | Southeast Health Center | Tom Waddell Urban Health Clinic | Zsfg Children's Health Center | Zsfg Family Health Center | Zsfg Positive Health Program | SFHN |
|---------------------------------------|------------------------------|--------------------------------|---------------------|---------------------------|--------------------------|----------------------------|---------------------------------|------------------------------------|-------------------------|---------------------------------|-------------------------------|---------------------------|------------------------------|-------|
| ■ Transgender Male / Female-to-Male | 0.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.1% | 0.0% | 0.0% | 0.7% | 0.4% | 0.1% | 0.1% | 0.1% |
| ■ Transgender Female / Male-to-Female | 2.0% | 0.0% | 0.5% | 0.0% | 0.0% | 0.1% | 0.3% | 0.0% | 0.3% | 4.8% | 0.4% | 0.2% | 3.2% | 0.7% |
| ■ Non-Binary/Gender Queer | 1.5% | 0.0% | 0.1% | 0.4% | 0.5% | 0.2% | 0.3% | 0.1% | 0.1% | 0.8% | 1.2% | 0.4% | 1.6% | 0.4% |
| ■ Undisclosed / Other | 0.6% | 0.1% | 1.3% | 0.1% | 0.3% | 1.4% | 0.7% | 0.6% | 0.4% | 4.6% | 0.0% | 0.3% | 2.9% | 0.8% |
| ■ Male | 48.2% | 35.8% | 56.4% | 41.7% | 40.5% | 45.6% | 45.5% | 37.6% | 48.1% | 58.5% | 34.7% | 36.4% | 81.4% | 44.3% |
| ■ Female | 47.2% | 64.1% | 41.6% | 57.8% | 58.8% | 52.6% | 53.2% | 61.7% | 51.1% | 30.6% | 63.3% | 62.8% | 10.9% | 53.6% |

SFHN Primary Care: Sexual Orientation by Clinic



Programmatic application of SOGI data for population health improvement:

Primary Care's targeted outreach to established patients at high risk of MPX and eligible for vaccination

MPX first dose outreach

Modality: Text message

Population: 4,952 patients who are:

- Male or transgender female
- Identify as gay, bisexual, or had male sexual partners

Dates:

- 8/3-8/4

Learnings / observations:

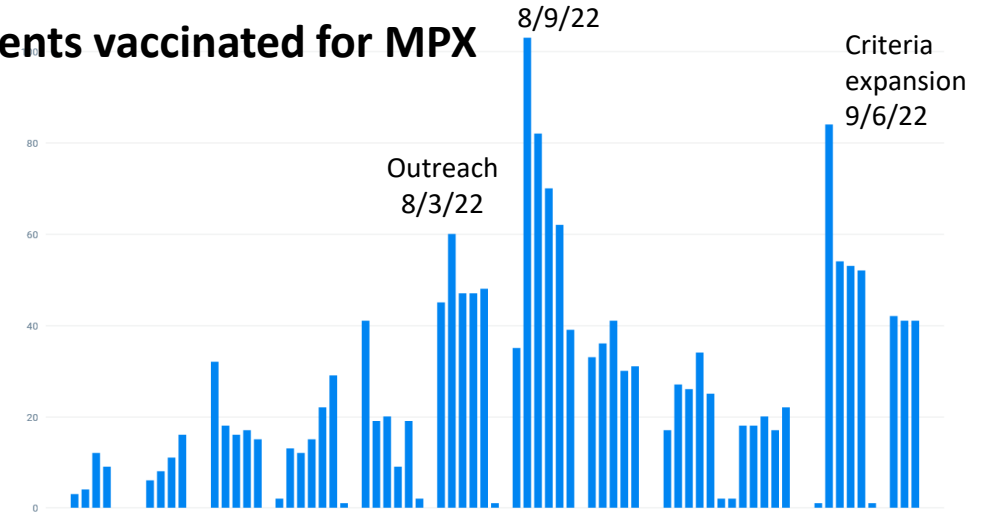
- Overall, 12% of population vaccinated with 1 dose
- Most patients vaccinated the following week (Mon-Wed)
- Additional 82 patients vaccinated over no text group
 - (Patients with no valid phone number)
- 28% of eligible patients got 2nd dose as of 9/12/2022
- Highest spike of PC vaccinations on 8/9/2022 (6 days after outreach)

“SFDPH: Based on what you shared with your primary care team, you may be eligible for a monkeypox vaccine.”

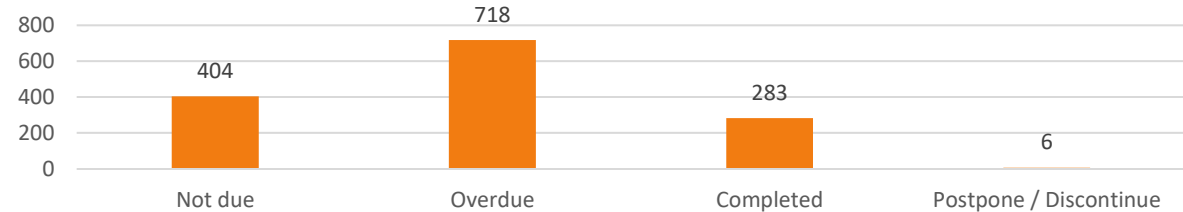
Learn more at <https://bit.ly/3QbiFXa> STOP to opt-out”

| | Vaccine within 10 days | Population count | % |
|----------------|------------------------|------------------|------|
| Outreach group | 351 | 4952 | 7.1% |
| No text sent | 10 | 184 | 5.4% |

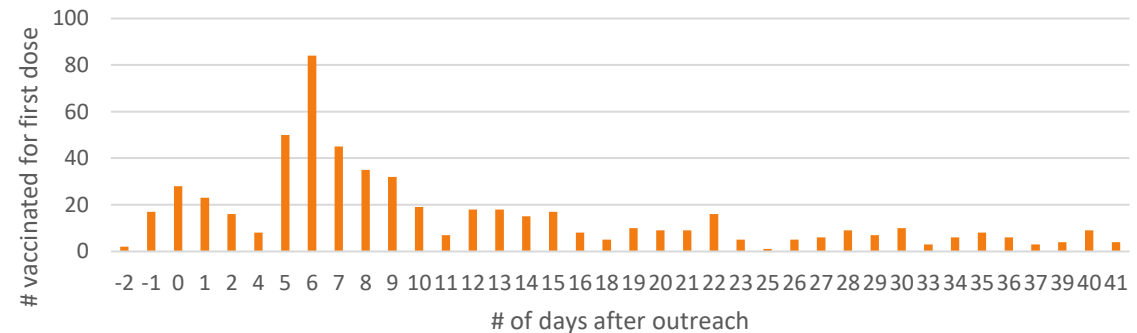
PC patients vaccinated for MPX



2nd dose status of Primary Care patients who received MPX vaccine



Vaccines per day for outreach cohort



Future Improvement Work

- Work with SFHN sections which are not consistently collecting SOGI data
- Explore Epic build of a new field for “Real Name” to promote use instead of legal name
- Shift focus to staff training on use of preferred pronouns, preferred name
- Explore further improvement opportunities based on section-specific sexual orientation and gender identity information

Hyperspace - ZSFG PC MEDICAL AT 81 FAMILY HC - Proof of Concept - LF

Epic Find Patients Registration/ADT Admin Schedule Admin Referral Admin Welcome Admin Content Management My Reports Data Courier Compare R

Zzztest, Leonel Seven

Appt Desk Registration

Registration

Pat Guar and Cvg Travel Screening Appt Desk Launch Coverage Discovery Patient FYI Family Lookup Financial Assistance Cvg Eligib

REGISTRATION INFO

Demographics

Additional Pat Info

Verify Rx Benefits

Documents

Leonel S. Zzztest
Male, 31 y.o., 12/25/1990
650-650-1234
MRN: 200001388
SSN: 980-50-9080
Pref Language: English
FYI: (None)

COVID-19 Vaccine: Unknown
COVID-19: Unknown

Infection: None

Confidential encounter

Employee

Needs Interpreter?: No

Housing Status: Rent or Own

Care Gaps: 6

Specialty Comments:

Neda Ratanawongsa, MD
PCP - General

Demographics

Name
Leo Seven Zzztest "Leonel" Aliases (2)

SSN
980-50-9080

Date of Birth
Dec 25, 19

Legal Sex
Male

Gender Identity

Sex Assigned at Birth

Sexual Ori

Permanent

Address
123 Market st

Phone Numbers

Home Phone 650-650-1234

Work Phone Number

Mobile Number

Email Address
email@email.com

City (or ZIP)
SAN FRANCISCO

State ZIP
CA 94102

Thank you

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