



Department of Public Health

SOGI Data Report 2023

Submitted May 7, 2024

INTRODUCTION

The San Francisco Board of Supervisors passed the Collection of Sexual Orientation and Gender Identity Data Ordinance (Chapter 104 of the Administrative Code) in 2016. Chapter 104 mandates collection of sexual orientation and gender identity (SOGI) information, which enables City departments and agencies to use more robust data to identify the health needs of all San Franciscans and to evaluate its programs. This report describes SOGI data collection in the Department of Public Health, analysis of the data, and steps the DPH is taking to use SOGI data to achieve our mission, which is to protect and promote the health of all San Franciscans.

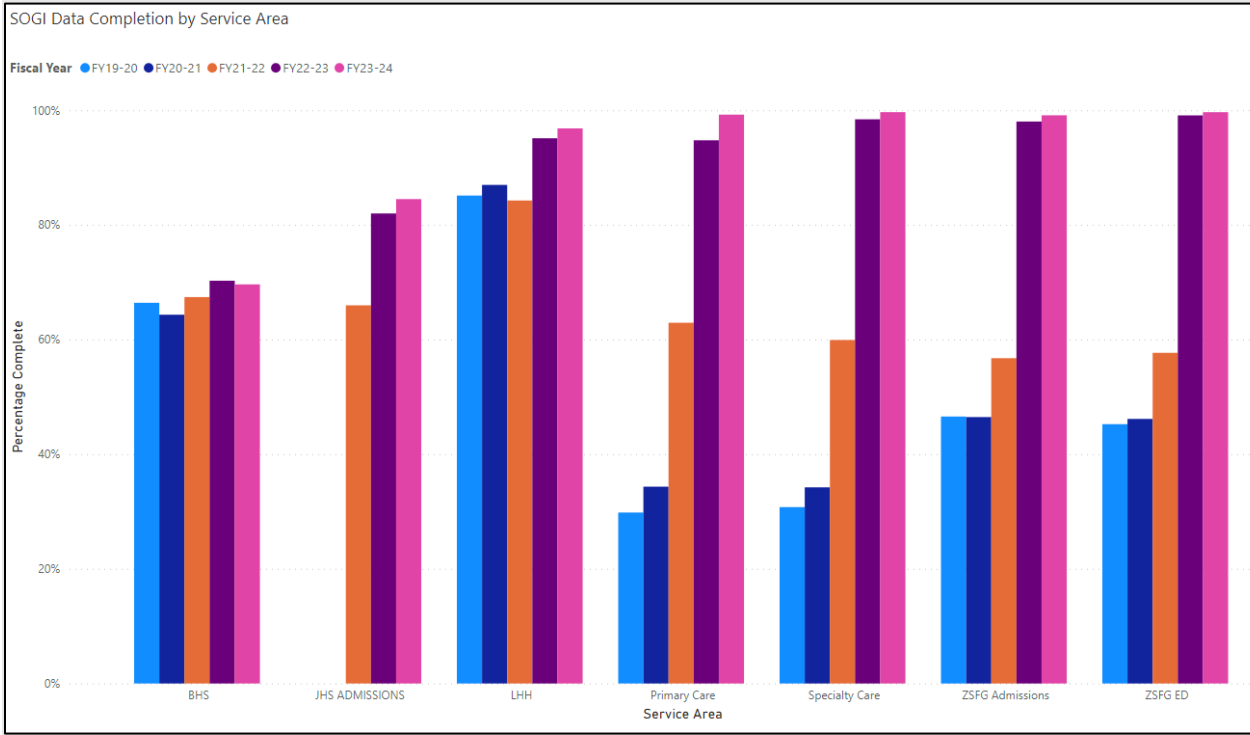
SOGI DATA COLLECTION IN DEPARTMENT OF PUBLIC HEALTH

The Department of Public Health (DPH) is comprised of the Population Health Division (PHD) and the San Francisco Health Network (SFHN). DPH's central administration functions, such as finance, human resources, information technology, and policy and planning, support the work of DPH's two divisions and promote integration of health services with population health functions.

A consistent approach to SOGI data collection for the people we serve in our public health programs has been facilitated by our adoption of a Department-wide electronic health record (EHR), Epic, which was launched in most of the San Francisco Health Network clinical sections in 2019. Epic implementation is a phased-in approach, spanning almost 10 years. The large integrated sections of the SFHN—Zuckerberg San Francisco General, Laguna Honda Hospital, and -Primary Care—all launched Epic in August, 2019. The COVID-19 pandemic and DPH's City-wide emergency response effort complicated plans to launch the next wave of clinical sections. Building new Epic functionality to support the COVID-19 clinical work, including testing, treatment, vaccination, and outreach efforts, preempted all other planned work to optimize Epic in the areas which went live in 2019 and to complete builds necessary for subsequent launches. All clinical areas which launched Epic in 2019, including subsequent launches throughout Ambulatory Care including Jail Health Service, Maternal Child and Adolescent Health, and Whole Person Integrated Care, continue to routinely collect SOGI information at the point of care.

Before Epic implementation, there was a great deal of variability in where and how SOGI and other demographic information was collected across the Department. Until Epic is adopted Department-wide, SOGI data will be collected and recorded in the different electronic health records and adherence to various regulatory reporting systems used across the Department. This variation impacts such things as how we label different gender identities and sexual orientations on patient-facing survey tools which we use to collect the data. Definitions, data systems, and operationalizing a new electronic health record, the reduction of in-person health services during the first years of the COVID-19 pandemic made it challenging to collect SOGI data. This was due to fewer patients accessing in-person services and opting for telehealth. This resulted in bypassing the in-person workflow designed to capture patient and client demographic data, including SOGI, at the time of appointment registration.

Figure 1: SOGI Data Completion by Service Area



DPH is committed to ensuring equity and reducing health disparities across all our clinical services. Collecting sexual orientation and gender identity (SOGI) demographic data allows us to track how well we are serving LGBTQ and gender nonbinary San Franciscans and helps us address the many factors that contribute to public health inequities and poor health outcomes for these communities.

SAN FRANCISCO HEALTH NETWORK

The San Francisco Health Network is the integrated health care delivery division of the Department of Public Health. The SFHN includes Zuckerberg San Francisco General, Laguna Honda Hospital, Behavioral Health Services, Primary Care clinics, Jail Health Services, HIV Health Services, Maternal Child, and Adolescent Health, and Whole Person Integrated Care (WPIC), which is the constellation of clinical programs tailored to serve the health needs of people experiencing homelessness. Almost all sections of the SFHN collect SOGI data, and data is entered in two electronic health records, Epic and Avatar, and numerous other reporting systems primarily used by statewide programs.

ZUCKERBERG SAN FRANCISCO GENERAL

Ever since Epic enhancements going live in 2022, SOGI data collection in most areas of the hospital has consistently been over 90%. In 2023, ZSFG SOGI data collection increased to 98% in 2023. (See figure 1 above)

LAGUNA HONDA HOSPITAL

Since DPH began collecting SOGI data and tracking progress across clinical sections, Laguna Honda (LHH) has stood out as having the most consistent data collection practices, the most robust training for staff, and a clear mission to use the data to improve care experience for patients during their stay at LHH. LHH collects SOGI data consistently from all patients at the time of admission, achieving 96% in 2023.

California Senate Bill 219, the LGBTQ+ Long Term Care Facility Residents' Bill of Rights, went into effect in 2017. SB219 protects LTC residents' rights, including the right to room assignments based on gender identity, right to engage in consensual sexual/romantic intimacy with partners of any gender, to be called by their preferred name and pronouns, and to wear clothing of their own choosing. LHH aims to train all staff so that all patients' rights, including these particular to LGBTQ+ individuals, are protected. LHH leadership recognizes that to improve the care experience of LHH patients, requires consistent SOGI data collection. See figure 2's tables below for LHH's FY2022-23 SOGI data.

Figure 2: Laguna Honda Hospital SOGI Data Tables

LHH SOGI Data Completeness FY 22/23

Field	Count	Percent
Gender Identity	621	98%
Sexual Orientation	612	96%
SOGI	610	96%
Total Census	635	

LHH Residents by Gender Identity FY 22/23

Gender Identity	Count of Residents	% of Residents
Male	359	58%
Female	246	40%
Choose not to disclose	11	2%
Transgender Female / Male	2	0%
Transgender Male / Female	1	0%
Non-Binary/Gender Queer	1	0%
Other	1	0%
Total	621	100%

LHH Residents by Sexual Orientation FY 22/23

Sexual Orientation	Count of Residents	% of Residents
Straight	515	84%
Choose not to disclose	36	6%
Don't know	30	5%
Lesbian or Gay	22	4%
Bisexual	6	1%
Something else	3	0%
Total	612	100%

PRIMARY CARE

SFHN Primary Care is comprised of fourteen primary care health centers located at Zuckerberg San Francisco General and in neighborhoods throughout the city. SOGI data collection at the point of care has been seamlessly integrated into standard work and missed opportunities to collect this data are exceedingly rare. Currently SOGI collection rates at the time of registration in Primary Care are 99.9% (Figure 3), which is an increase up of 50% in September 2021.

Primary Care uses SOGI data to mitigate risk and offer clinical services to patients who would benefit most from these interventions. This year, Primary Care launched a syphilis screening program that incorporates SOGI information through a care gap alert pulling from SOGI data to ensure that patients with risk factors are consistently screened according to CDPH guidelines. SOGI data is also used to identify patients who qualify for specific vaccines and other preventive care based on risk factors. In 2023, Primary Care started to offer long-acting injectable HIV treatment at two sites with the largest populations of patients living with HIV: Positive Health Program and Tom Waddell Urban Health Center. This initiative built on earlier foundational work to collect information on HIV risk factors to promote widespread use of pre-exposure prophylaxis (PrEP) in individuals who are risk of HIV infection.

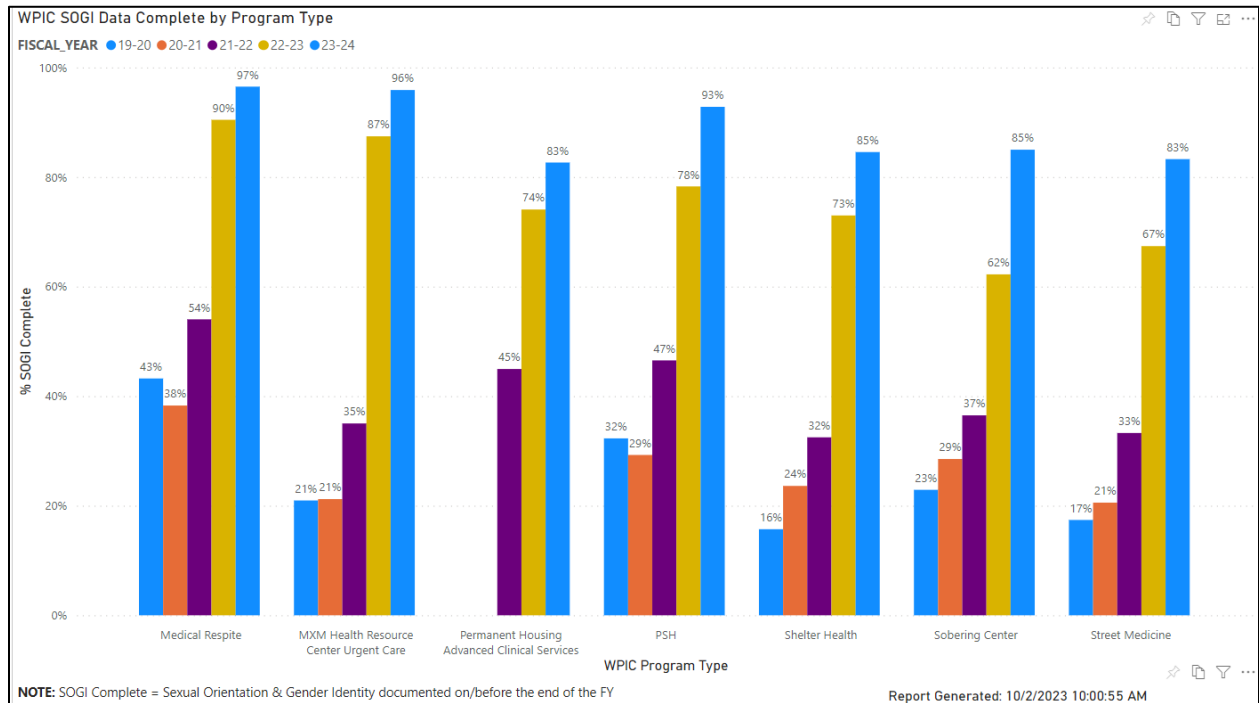
Lastly, robust SOGI data is essential for patient-centered care that honors patients' gender identity and facilitates the provision of gender-affirming services. Primary care has two sites that specialize in integrated, team-based gender-affirming care: Dimensions Clinic at Castro Mission Health Center and Tom Waddell Urban Health, whose target population is people experiencing homelessness and living in supportive housing.

WHOLE PERSON INTEGRATED CARE

Whole Person Integrated Care is DPH's newest section, comprised of nine different clinical programs designed to address the health needs of people experiencing homelessness: Street Medicine, Shelter Health, the Maria X Martinez Health Resource Center, Supportive Housing Nursing, the new Permanent Housing Advanced Care Services program, the Street Overdose Response Team, Medical Respite, the Sobering Center, and the Managed Alcohol Program.

Prior to launching Epic in 2019, WPIC programs did not have a consistent method of documenting clinical encounters. Since going live, WPIC has implemented SOGI collection in most of its clinical areas. Figure 3 shows the improvement in SOGI data collection across multiple WPIC programs.

Figure 3: Whole Person Integrated Care (WPIC)



JAIL HEALTH SERVICES

Unlike other DPH sections, patients served by Jail Health Services (JHS) staff are not registered in Epic by healthcare staff. Instead, demographic data is populated through an interface with the Sheriff Department’s Jail Management System (JMS). The procedure used for asking about gender identity is clearly defined via a robust policy San Francisco Sheriff’s Office (SFSO) developed in collaboration with trans community members. The data entered into JMS then populates the patient record in Epic through an automated interface.

When conducting data reviews, it is important to take in to account that disclosure of SOGI information occurs in a carceral setting, in the presence of law enforcement, which may influence how individuals respond.

Figure 4 shows gender identity information collected since 10/2/2022 when JHS went live with Epic. Overall SOGI data collection has increased to over 80%. (Figure 1).

Figure 4: Jail Health Services SOGI data

all admissions		
Row Labels	Count of MRN	%
Choose not to disclose	66	0.510%
Female	1984	15.317%
Male	10090	77.897%
Non-Binary/Gender Queer	62	0.479%
Other	9	0.069%
Transgender Female	114	0.880%
Transgender Male	14	0.108%
(blank)	614	4.740%
Grand Total	12953	100.000%

MATERNAL, CHILD, AND ADOLESCENT HEALTH

Maternal, Child, and Adolescent Health (MCAH) is a section of SFHN Ambulatory Care made up of twenty distinct programs, most of which are state programs with strict operational requirements. Chapter 104 of the Administrative Code mandates collection of SOGI data for individuals over the age of twelve, which excludes most clients of MCAH programs. Moreover, because these CDPH-funded programs have different program requirements, MCAH has generally not been able to implement universal SOGI data collection.

HEALTHCARE FOR THE HOMELESS

Health Care for the Homeless (HCH) is a federal Health Resources and Services Administration (HRSA) grant, supplemented by local general funds, that is

designed to increase access to comprehensive health care services for people experiencing homelessness and recent housing instability.

At DPH, these HCH services are embedded in a wide network of sites, and the SOGI figures reported here (figure 5 below) are for all people meeting the HCH housing eligibility criteria who had a visit at one of our SFHN Primary Care, Urgent Care, Shelter-based, or Whole Person Integrated Care sites in calendar year 2022 (1/1/22 – 12/31/22). Our HRSA HCH definition includes people who are living outdoors or in vehicles, staying at a shelter, staying with a friend or family member, living in a treatment or transitional program, living in an SRO, or having been in one of these housing categories in the previous twelve months.

Figure 5: Healthcare for the Homeless & HIV Health Services SOGI data

Health Care for the Homeless SOGI Data:					
Patients by Sexual Orientation			Patient by Gender Identity		
	Number	Percent		Number	Percent
Lesbian or Gay	611	6.936%	Male	5506	62.504%
Heterosexual (or straight)	6255	71.007%	Female	2901	32.932%
Bisexual	330	3.746%	Transgender Man	19	0.216%
Other	282	3.201%	Transgender Woman	178	2.021%
Don't know	397	4.507%	Other	94	1.067%
Chose not to disclose	934	10.603%	Chose not to disclose	111	1.260%
Unknown	0	0.000%	Unknown	0	0.000%
Total Clients	8809	100%	Total Clients	8809	100%
Note 1: Data reported in federally requested categories, data pulled from Epic on 1/17/23 for 2022 calendar year					
Note 2: In Sexual Orientation data, 1,034 NULLs (11.7% of data) allocated across remaining categories proportionally					
Note 3: In Gender Identity data, 877 NULLs (10.0% of data) allocated across remaining categories proportionally					
HIV Health Services SOGI Data:					
Patients by Sexual Orientation			Patient by Gender Identity		
	Number	Percent		Number	Percent
Asexual	6	0.10565%	Male	4778	84.135%
Bisexual	512	9.01567%	Female	585	10.301%
Declines to State	119	2.09544%	Transgender Man	7	0.123%
Heterosexual	1345	23.68375%	Transgender Woman	288	5.071%
Homosexual	3594	63.28579%	Other	19	0.335%
Lesbian	14	0.24652%	Client Refused to Report	2	0.035%
Pediatric/Not Applicable	3	0.05283%			
Unknown	72	1.26783%			
Unsure/Questioning	14	0.24652%			
Total Clients	5679	100%	Total Clients	5679	100%
Note 1: Data reported in federally requested categories, data pulled from ARIES on 10/10/23 for 2022 calendar year					
Note 2: In Sexual Orientation data, 640 NULLs (11.3% of data) allocated across remaining categories proportionally					
Note 3: In Gender Identity data, there were 0 NULLs (0.0% of data) as it is a required field in current ARIES database					

HIV HEALTH SERVICES

HIV Health Services' (HHS) primary functions are to develop, finance, and monitor health care services for people living with HIV in the City and County of San Francisco. HHS has also led HIV quality improvement efforts throughout the SFHN. HHS is the grantee of funding from federal Health Resources and Services Administration (HRSA) Ryan White Programs Parts A, B, C, and Ending the HIV Epidemic grants and contracts with over 50 HIV-focused community organizations and 10 DPH HIV programs throughout the City. These programs range from hospital-based clinics to neighborhood health centers and from multi-county social service providers to those specializing in a particular support service or targeting a specific underserved neighborhood, all providing direct HIV clinical care or support services.

HIV Health Services data (figure 5 above) includes all clients who received at least one service under any HHS-funded contract with the timeframe of the last full calendar year (1/1/22 – 12/31/22). This includes a set of Ryan White grants and local San Francisco General Fund add back funding that HHS administers to keep our service levels stable as federal grant funds decline over time. The SOGI data is collected by each program with HHS funding in the AIDS Regional Information and Evaluation System (ARIES), though usually only at the time of enrollment in services for the first time. HHS contracted providers collect SOGI data as part of their normal clinical operations.

BEHAVIORAL HEALTH SERVICES

DPH Behavioral Health Services includes specialty mental health and substance use treatment programs staffed and run by DPH in addition to a network of contracted provider agencies. SOGI information is collected from BHS clients at the time of the Avatar electronic health record. Figures 6-7 below show the proportion of unique clients with complete SOGI data for adult specialty Mental Health and Substance Use clients. SOGI data are considered complete if all four SOGI fields are complete (i.e., sex at birth, gender identity, sexual orientation, and personal pronouns).

Figure 6: Mental Health

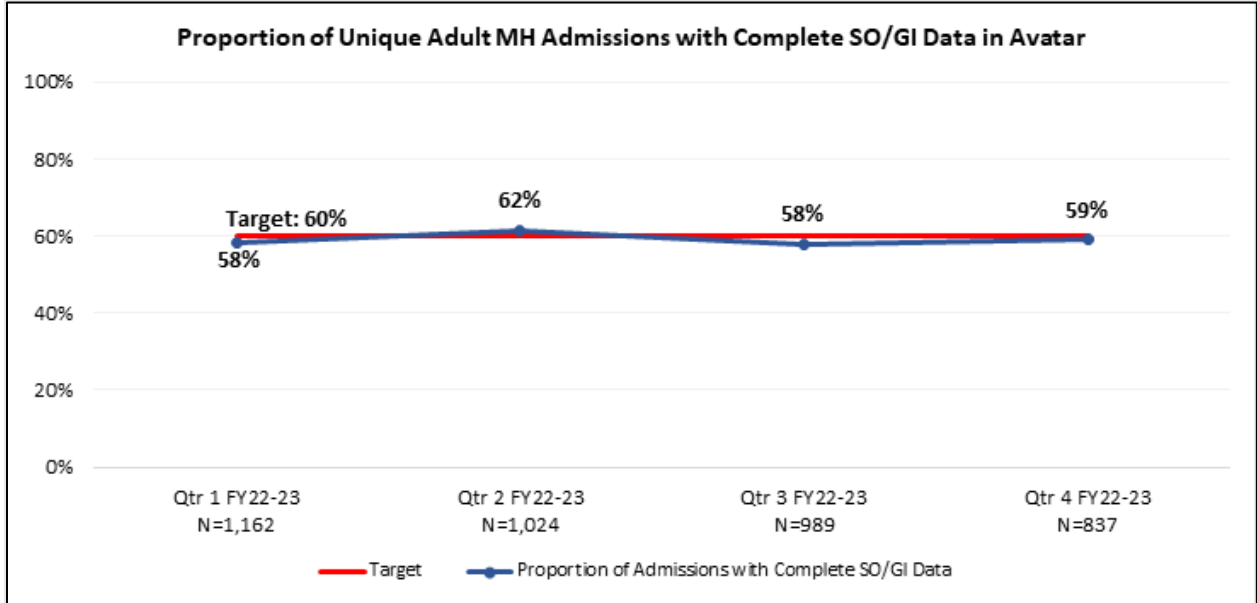
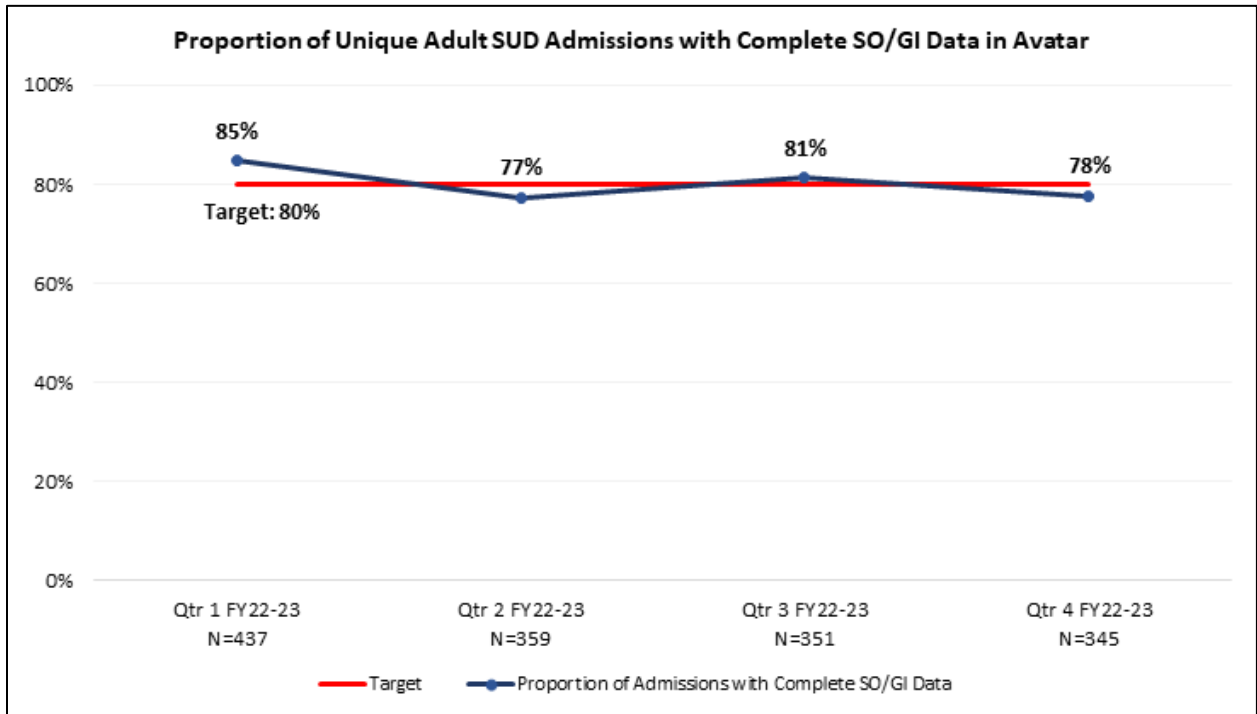


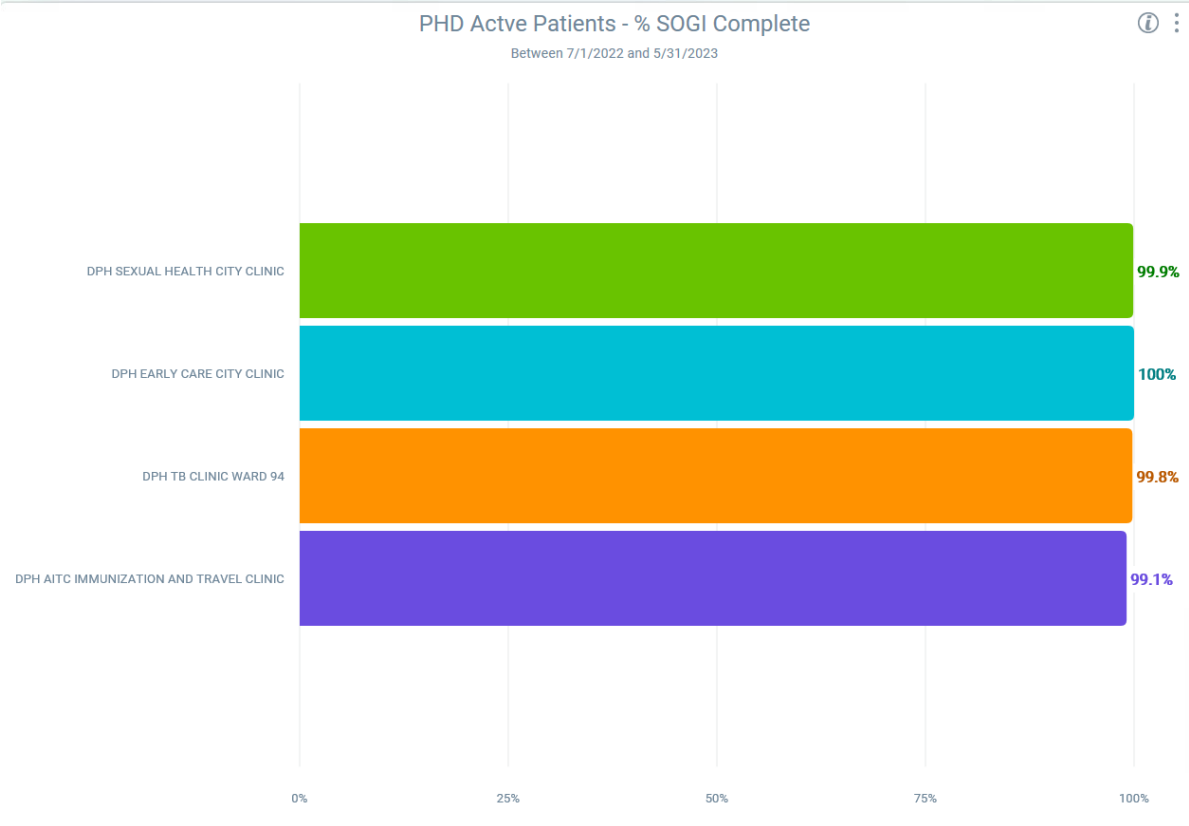
Figure 7: Substance Use



POPULATION HEALTH DIVISION PROGRAMS

The Population Health Division (PHD) of the DPH encompasses a broad range of programs serving the entire City and County of San Francisco. PHD runs three outpatient clinics, which are not under the management of the SFHN: San Francisco City Clinic, Tuberculosis Clinic, and the Adult Immunization and Travel Clinic. Figure 8 shows % of patients who have been seen in these three PHD clinics for whom we have complete SOGI data. Also, “early care” is a specialty program at SF City Clinic for HIV primary care.

Figure 8: Population Health Division SOGI data



CONCLUSION

As documented, DPH has deepened its commitment to the collection of SOGI data throughout the department to assist the analysis of disparities in health equity. Epic implementation has allowed a consistent approach to collecting SOGI data, and as

Epic rollout continues, DPH expects that SOGI data collection will continue to improve. Additionally, with the passage of Ordinance Number 250-22 in 2023, the City now has updated definitions of gender identity, sex, sexual orientation and added the definition of gender expression to assist in DPH efforts and throughout all departments. Ongoing efforts locally and statewide will continue to provide opportunities to fully understand such communities and health disparities. DPH will continue to pursue the best strategies and collaborations in SOGI data collection for the betterment of the mission of DPH.