Sexual Orientation and Gender Identity Data Collection

(Department of Public Health)

SO/GI SEXUAL ORIENTATION & GENDER IDENTITY

Board of Supervisors - Government Audit and Oversight Committee
November 7, 2019
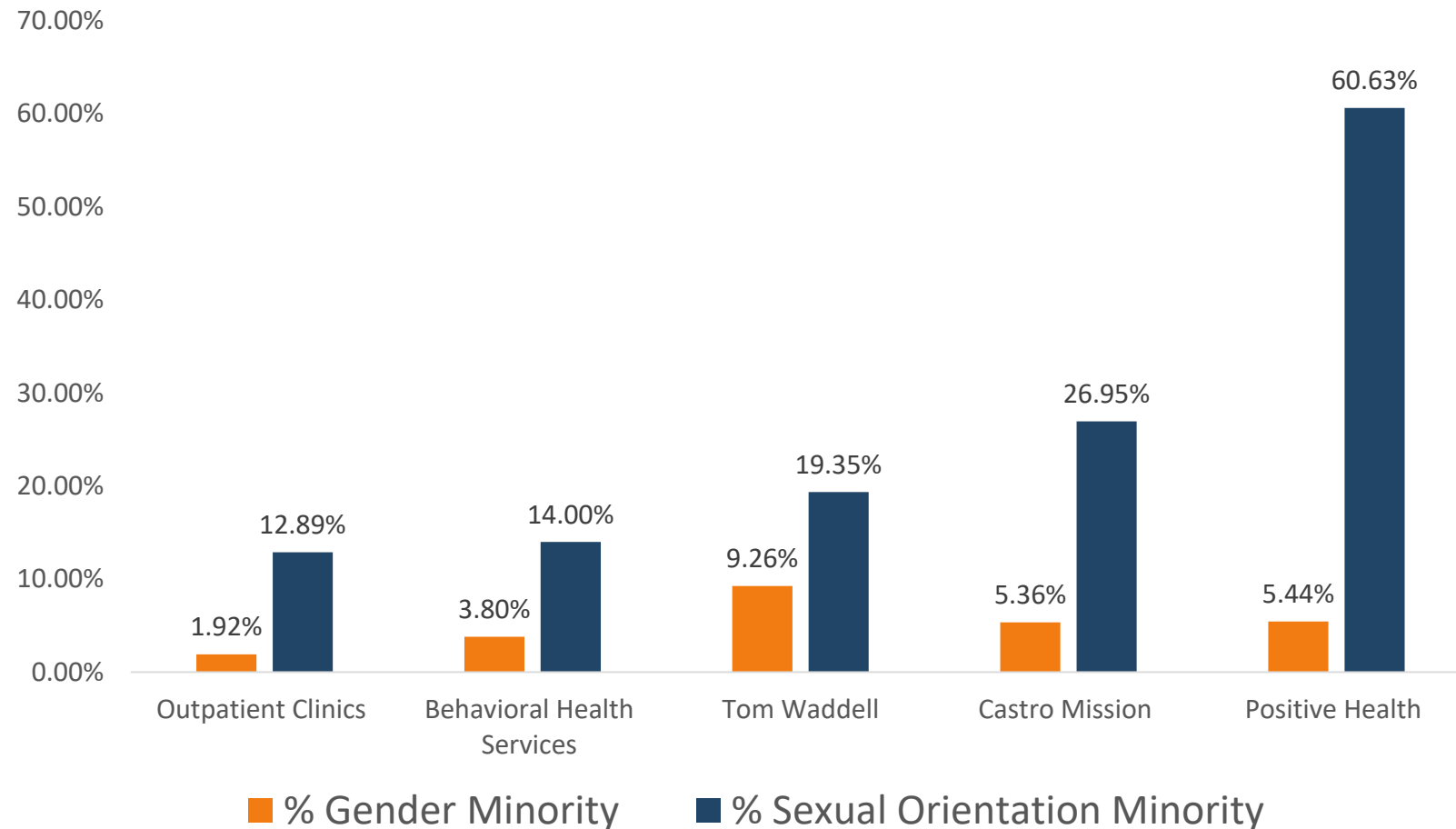
FY18-19 SOGI Data Analysis:

SOGI data was collected in all clinical areas. Data collection programs were interrupted by the conversion to the new health data system. Some systems only collect demographic data annually. All systems collect name and pronoun also.

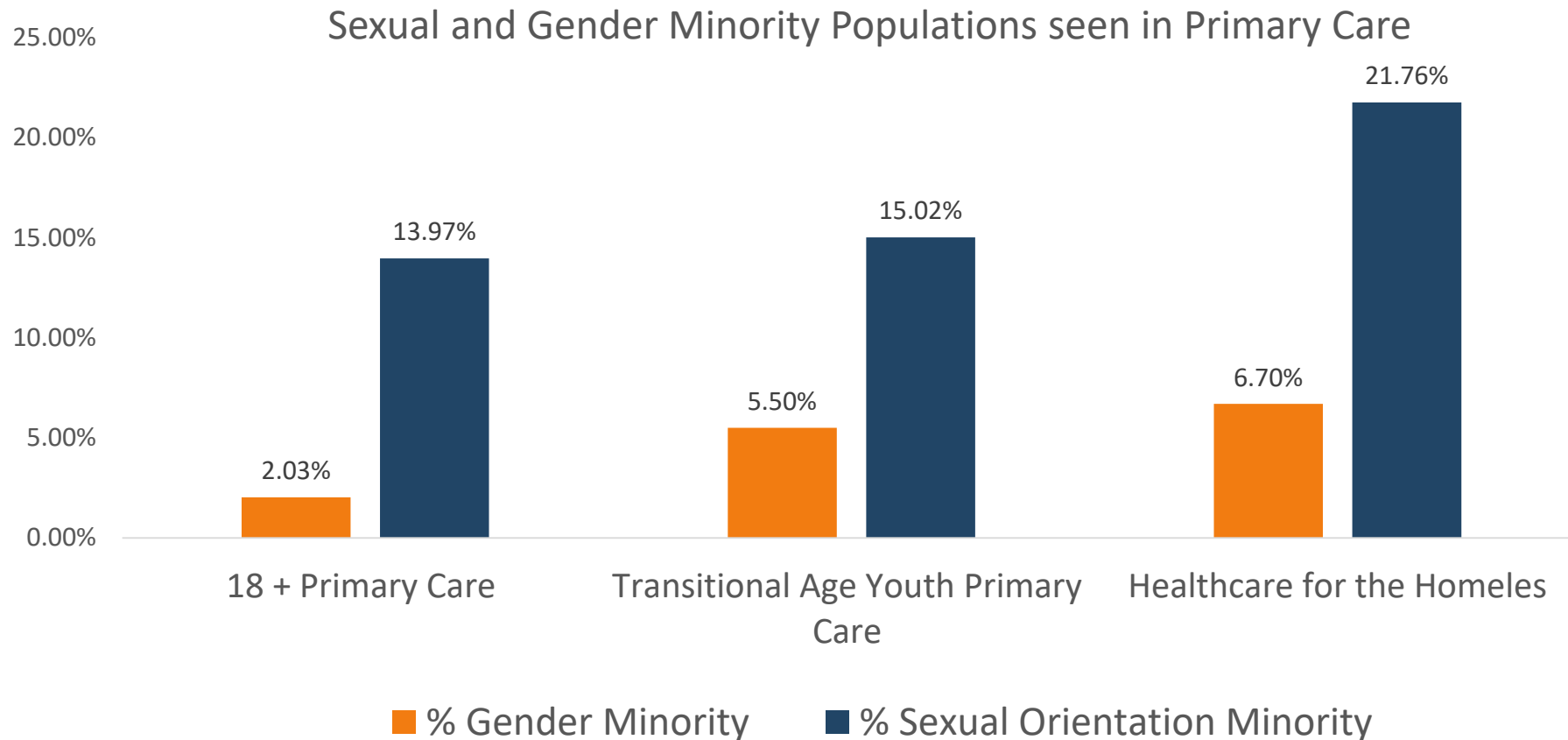Proportion of patients who had this data collected in each area:

- **Primary Care clinics** 18,977 patients (58.51%)
- **Behavioral Health Services** 11,004 clients (45.00%)
- **ZSFG** 31,387 patients (33.65%)

LGBTQ patients were seen across service areas

LGBTQ patients are seen more often in selected clinics for historical and clinical reasons.

LGBTQ clinic use varied by age and housing status

Sexual and Gender Minority Populations seen in Primary Care

Category	% Gender Minority	% Sexual Orientation Minority
18 + Primary Care	2.03%	13.97%
Transitional Age Youth Primary Care	5.50%	15.02%
Healthcare for the Homeles	6.70%	21.76%

Efforts to Improve Service for LGBTQ+ clients

Our main goal is to ensure welcoming services to all LGBTQ clients:

- Continue to support targeted welcoming services – Positive Health, Castro Mission, Youth clinics

- Name and pronoun fields created

- Posters and materials for patients express welcome

- FAQ for staff to answer questions about access

- Review process for complaints with patient experience staff

Staff Training

- Training on sexual and gender identity definitions, expectation for staff behavior.

- Significant in-person staff training to ensure welcoming and correct naming from staff

- Online training created to allow for ongoing training and include 24h services

- SOGI training now included in orientation for non-hospital employees, will expand to hospitals

Spotlight: ZSFG Department of Education and Training (DET)
July 2018-April 2019

Online SO/GI 101 course:
3475

In Person SO/GI 101:
1170

SO/GI Supplemental:
47

Improving Service for LGBTQ residents beyond FY18-19

- Steps planned for future years
  - Improve SO/GI data input with retraining of new registration staff

  - Data Analysis to look for specific health disparities

  - Develop goals for improvement based on disparities