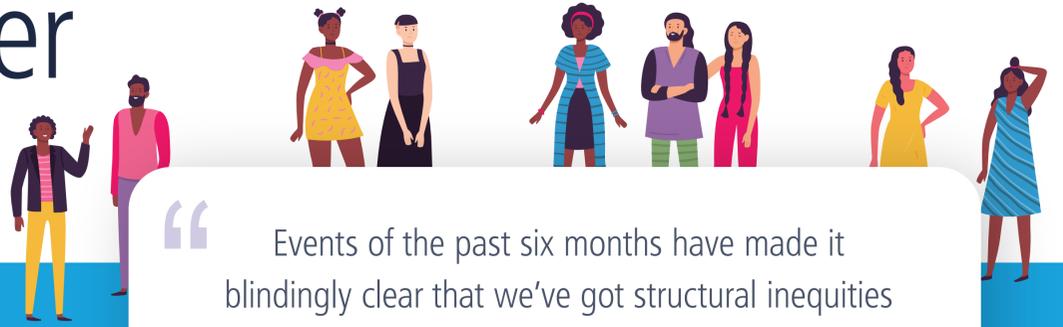


Black & Transgender SFHP Members



Dr. James Glauber, CMO; Elizabeth Sekera, Manager, Population Health; Etecia Brown, Program Manager, Population Health

“ Events of the past six months have made it blindingly clear that we’ve got structural inequities that are not just immoral but are, at an existential level, unsurvivable. It’s a pandemic that landed on top of a pandemic of inequalities, opportunity, and income that’s been raging since the 1980s. And that pandemic has been enabled by a pandemic of racism that has rotted in our society for generations. ”

WILL LIGHTBOURNE
Director of the California Department of Health Care Services

OUR Plan

San Francisco Health Plan is a public, county-based, not-for-profit Medicaid managed care plan serving a diverse population of approximately 140,000 county residents. SFHP is a non-profit, ACAP-affiliated plan, predominantly serving Medi-Cal enrollees. SFHP provides the full spectrum of covered Medi-Cal benefits, including hospital, professional, pharmacy, ancillary, and mental health services. SFHP members receive services predominantly with providers at FQHCs, academic medical centers, medical groups, and small community-based practices.

PROBLEM Statement

According to the San Francisco Health Initiatives Partnership, “Health inequities are avoidable differences in health outcomes between population groups.” Health inequities result from both the actions of individuals (health behaviors, biased treatment by health professionals), and from the structural and institutional behaviors that confer health opportunities or burdens based on status. SFHP sees disparities in access to care and/or care experiences for our most vulnerable populations including the Black and transgender members. Access to and utilization of services is influenced by location, affordability, hours of operation, history of traumatic experiences within the healthcare system, and cultural and linguistic appropriateness of health care services offered (including trauma informed care).

PROJECT Objective

Increase primary care engagement among our most vulnerable populations including Black and transgender members. SFHP believes taking an intersectional approach to combat disparities in healthcare is foundational to help improve quality and equity for our member population. SFHP recognizes the ways in which the history of medical apartheid combined with current biases and discriminatory treatment within the healthcare system contribute to low primary care engagement for our Black and transgender members. Further, SFHP acknowledges that more broadly, work needs to be done to address structural and institutional racism within the healthcare systems of San Francisco specifically and SFHP is committed to making efforts to address these issues as a MCP.

SFHP MEMBER Health Care Data

- Emergency Room Utilization Rates Among Black SFHP Members**
2.6x Higher than Average SFHP Member Utilization | 7.0x Higher than Asian Pacific Islander SFHP Member Utilization
- Emergency Room Utilization Vs. Primary Care Utilization Rates**
22.2% Higher: Black SFHP Member ER utilization is 22.2% higher than PCP utilization.
30.1% Higher: Black Adult Male SFHP Member ER utilization is 30.1% higher than PCP utilization.
Note: There are no other racial subgroups within the SFHP member population for which emergency room utilization is higher than primary care utilization.

- SFHP Member Primary Care Visits within the Last 12 Months**
Among Black Adult Male Members, 54.8% visited their PCP. | Among Black Members, 63.4% visited their PCP. | Among All SFHP Members, 72.6% visited their PCP.

TRANSGENDER & NON-BINARY Health Care Data

- 31% ...of Transgender & Non-Binary People currently lack regular access to health care.
- 25% ...of Transgender & Non-Binary People report experiencing insurance problems related to gender.
- 23% ...of Transgender & Non-Binary People avoid health care visits due to fear of mistreatment.

SOURCES: 1-3 Internal SFHP member data; 4-6 <https://www.transequality.org/sites/default/files/docs/USTS-Full-Report-FINAL.PDF>



PROJECT Key Milestones

- Incorporate a social vulnerability index into core data
- Develop a systematic approach to identify transgender members for analyzing utilization and disparities
- Compile population assessments and feedback to convene stakeholder prioritization process
- Enhance the provider directory tool to be more culturally competent
- Infuse a Diversity, Equity, and Inclusion (DEI) lens into current projects and programs
- Develop collaborations with Community Based Organizations in identified target areas