

Transgender, Gender Diverse, or Intersex (TGI) Health Care Quality Standards and Training Curriculum Working Group Meeting

December 11, 2023

Agenda

- 1. Welcome and Introductions**
- 2. Review of the November 14, 2023 Meeting Summary**
- 3. Presentation on Health Net's Activity Related to the TGI Community**
- 4. Facilitated Discussion of Quality Standards Recommendations**

Agenda

5. Break

**6. Finalization of Training
Curriculum Recommendations**

7. Public Comment

8. Closing Remarks

Welcome and Introductions

Jacob Rostovsky (he/him/his), Queer Works

Review of the November 14, 2023 Meeting Summary

Jacob Rostovsky (he/him/his), Queer Works

Presentation on Health Net's Activity Related to the TGI Community

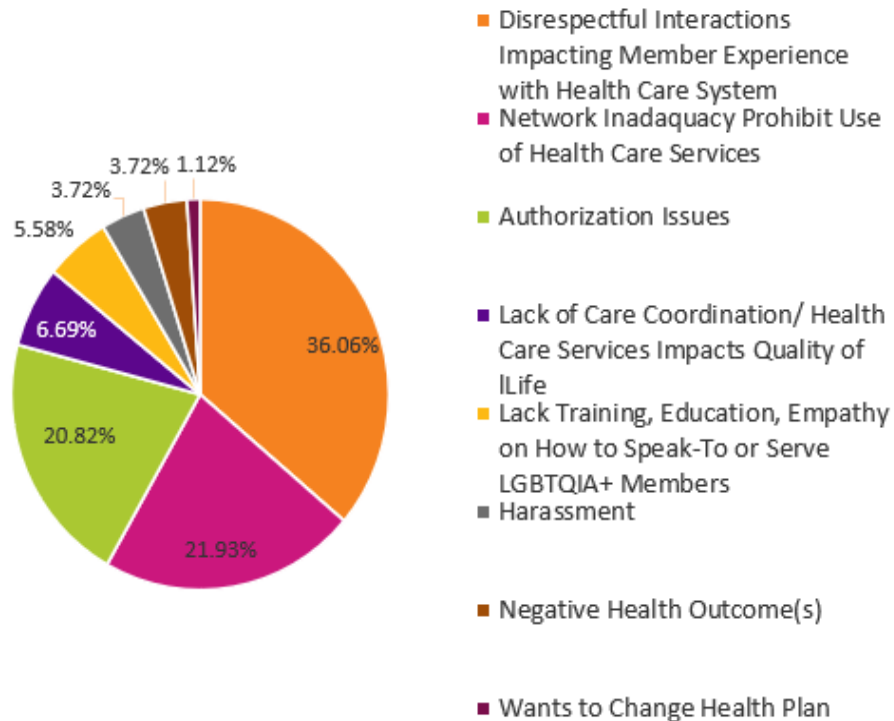
Dr. Todd A. May (he/him/his), Health Net

Dr. Dipa Patolia (she/her), Senior Director of
Population Health, Executive Sponsor of cPRIDE EIG

Making Inclusive Equity a Reality for LGBTQIA+ Members

Understanding the Voice of the Customer through Inductive Thematic Qualitative Analysis

- We performed an inductive thematic qualitative analysis to identify what issues are facing our LGBTQIA+ members who have interacted with our appeals and grievance process.
- Focusing on the top 5 themes that were reported, opportunities for improvement were identified into three strategies:
 - Quick Wins
 - “Small Projects”
 - Long-Term Strategy



Making Inclusive Equity a Reality for LGBTQIA+ Members

- Quick Wins Examples
 - Develop a communication plan for sharing information with staff, members, and providers
 - Identify processes and resources members need access to/help understanding
 - Document processes and develop job aids to provide consistent and effective support
- “Small Projects” Examples
 - Training for member facing teams to use LGBTQIA+ resources
 - Create job aids about clinical transitioning process, standards of care, authorization process, etc.
 - Develop process for capturing member’s preferred name/pronouns
- Long-term Strategy Examples
 - Assess clinical and pharmaceutical pre-authorization process from the market and VOC perspective and identify improvement opportunities
 - Communicate and train internal staff on updated processes for connecting members, providers, and community non-profits to the gender affirming and LGBTQIA+ continuum of care resources

Introduction to Centene's cPRIDE Employee Inclusion Group

Mission:

Centene's cPRIDE Employee Inclusion Group (EIG) for Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, diverse identities (LGBTQIA+) and their allies advocates for all within the spectra of gender and sexuality encouraging people to bring their most authentic selves to work. We are committed to creating an environment for LGBTQIA+ employees and allies to be fully engaged in their careers, and to feel welcome and included in all company spaces

Vision:

Through action, advocacy, and education we cultivate a safer and inclusive workplace that empowers individuals to maximize their potential.

Impact:

cPRIDE joins efforts with other EIGs for intersectional work to improve the lives of our members through Member Advisory Committees, incorporating member needs, feedback, and preferences into our daily interactions, systems and workflows, and designing member-centric programs that improve outcomes and experience.

Facilitated Discussion of Quality Standards Recommendations

Jacob Rostovsky (he/him/his), Queer Works

Quality Standards Recommendation

Recommendation 1: Comprehensive Review of the DMHC's 13 Health Equity and Quality Measures

- Out of the 13 measures, which three would be the best to recommend changes to help promote the inclusion and representation of the TGI community?

Quality Standards Recommendation

Recommendation 2: Research Current Sexual Orientation and Gender Identity (SOGI) Data Collection Standards and Practice

- What are some “best practices” we could recommend to enhance the collection and reporting of SOGI data?
- What question(s) should be added to data collection methods to better capture the experiences of the TGI community?

Quality Standards Recommendation

Recommendation 3: Research and Develop TGI Areas of Focus for Future TGI Specific Measure Development

- What would an ideal measure look like to you?
- Outside of gender affirming care, what are services specific to the community that should be measured (i.e., access to immunizations, patient satisfaction, PrEP access for transmen)?

Break

Finalization of Training Curriculum Recommendations

Jacob Rostovsky (he/him/his), Queer Works

Public Comment

Public comments may be submitted until 5 p.m. on December 18, 2023 to publiccomments@dmhc.ca.gov

Closing Remarks

Public comments may be submitted until 5 p.m. on December 18, 2023, to publiccomments@dmhc.ca.gov

Members of the public may find Working Group [materials](#) on the [DMHC website](#).

Next TGI Working Group meeting will be held on [Tuesday, January 16, 2024 at 1 pm.](#)