

**Transgender, Gender Diverse, or Intersex (TGI) Health Care Quality Standards and
Training Curriculum Working Group
July 18, 2023
Meeting Summary**

1. TGI Working Group Members in Attendance

In-person attendees:

Dannie Ceseña, California LGBTQ Health and Human Services Network (he/him/they/them)

Bambi Cisneros, Department of Health Care Services (she/her/hers)

Bee Curiel, TransLatin@ Coalition (they/them)

Stesha Hodges, California Department of Insurance (she/her/hers)

Kendra M. Muller, Disability Rights California (she/they)

Adrian Naidu, California Public Employees' Retirement System (he/him/his)

Anna Pifer-Foote, Covered California (she/her)

Skyler Rosellini, National Health Law Program (he/him)

Dr. Ryan Spielvogel, Sutter Family Medicine Residency Program
(he/him/his)

Jason Tescher, California Department of Public Health
(he/him/his)

Virtual attendees:

Miles Harris, UC Davis Health (he/him)

Morey Riordan, Transgender Strategy Center (he/him/his)

Katalina Zambrano, Somos Familia Valle Central (she/her/ella)

Department of Managed Health Care (DMHC) Staff in Attendance:

Mary Watanabe, Director (she/her/hers)

Amanda Levy, Deputy Director, Health Policy and Stakeholder Relations (she/her/hers)

Sarah Ream, Chief Counsel, (she/her)

Latika Sharma, Attorney III, (she/her)

Sara Ortiz, Staff Services Manager I (she/her/hers)

Alma Ochoa-Soria, Associate Governmental Program Analyst (she/her/hers)

Leslie Thompson, Associate Governmental Program Analyst (she/her/hers)

2. Welcome & Introductions

Jacob Rostovsky welcomed everyone to the meeting and facilitated introductions.

3. Review of June 27, 2023 Meeting Summary

Jacob Rostovsky asked for any changes or additions to the June 27, 2023 meeting summary. There were no changes.

4. Working Group Members Presentation

Kendra Muller presented an overview of their organization, Disability Rights California.

5. Finalize Listening Sessions Schedule and Locations

Jacob Rostovsky facilitated a discussion regarding finalizing the listening session locations and dates. DMHC staff reminded the working group that all listening sessions must have a quorum of voting members in person or at listed satellite locations. A survey with new dates and locations will be sent to members to determine who is able to attend in person or via satellite location.

The working group reviewed the suggested listening session discussion questions and provided the following input:

- Encourage individuals to identify where their barriers to care come from.
- Follow up with participants to answer their questions and educate individuals about their rights at listening sessions.
- Host separate listening sessions for providers only or have a panel of health plans and providers at a future working group meeting.
- Ask individuals what they know about their health care coverage as many only really know about their individual care from their providers.
- Make the questions more accessible, such as simply asking “Do you know what your care covers?” or “What are your positive experiences in healthcare?”
- Have Spanish and American Sign Language (ASL) interpreters at each listening session.
- Allow written testimony to be submitted.

6. Public Comment

Jacob Rostovsky asked for comments from the public. Craig Pulsipher, Equality California, noted Equality California’s annual Advocacy Day will be held on August 29, 2023, and this could conflict with the next working group meeting or listening session.

7. Break

8. Facilitated Discussion: Training Curriculum

Jacob Rostovsky provided an overview of the training curriculum and potential categories/table of contents. The working group provided the following recommendations:

- Each topic/chapter should include a real-life experience.
- Connect the training curriculum topics to the six categories in Senate Bill (SB) 923.

- Anti-discrimination laws and patient's rights, including grievance and appeals.
- Ensure the curriculum requires active participation.
- Create a step-by-step process and practical tools on how to establish a person's gender identity.
- Include information on the impact of stigma on health outcomes.
- Include best practices for health plan staff to be comfortable with why they are required to learn these tools with the goal of getting them to want to help people who are different from them.

In addition, the working group discussed how much information and specificity to include in the training curriculum. Some participants noted more information is better. Other members noted adding too many requirements in the training could limit or create barriers for the individuals who will conduct the trainings.

9. Facilitated Discussion: Quality Standards

Jacob Rostovsky facilitated an initial discussion regarding the Quality Standards. The working group discussed the following:

- Conduct a statewide needs assessment or survey of TGI individuals on what constitutes quality health care to them.
- Look at referral rates or denial rates.
- Ensure the data is transparent.
- Utilize Healthcare Effectiveness Data and Information Set (HEDIS) measures.
- Utilize a model that includes interaction, experience, and outcome.
- Use utilization data and sexual orientation gender identity (SOGI) data to drill down on patient populations.
- Review referral rates vs. denial rates among different populations.
- Review the measures identified in the National Academy of Science and Gender Report.

10. Public Comment

Jacob Rostovsky asked for comments from the public. There was no public comment.

11. Closing Remarks

Jacob Rostovsky thanked the group for attending and reminded the working group that a survey will be sent out to determine the best dates for the listening sessions to meet a quorum. There was a recommendation that a future meeting include a presentation on how current quality standards are operationalized and enforced.