



County of Santa Clara
Santa Clara Valley Health & Hospital System
Santa Clara Valley Medical Center

DATE: December 8, 2022

TO: Honorable Members of the Board of Supervisors
 Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Paul Lorenz, Chief Executive Officer, Santa Clara Valley Healthcare (SCVH)

SUBJECT: Report Back on Gender Health Center Staffing

DocuSigned by:
 Paul Lorenz
 47ECF3A78343489... 12/8/2022

At the November 9, 2022, Health and Hospital Committee (HHC) meeting (Item No. 12c), Supervisor Lee requested Santa Clara Valley Healthcare (SCVH) to provide additional information on Gender Health Center's (GHC) Medical Director hiring, physician staffing, and multi-lingual services. This report includes information on the GHC staffing, multi-lingual services, and includes answers to the following specific questions:

- What is the hiring status of the new Medical Director?
- What is the number of Primary Care Physicians and their experience with transition-related medications?
- Is there currently an endocrinologist on staff that has experience with transition-related medications?
- What steps have been taken to increase access to multi-lingual services?

Medical Director Role

The Medical Director role is an essential part of the GHC and will help advance the GHC's mission of embracing diversity and inclusion and providing affirming, comprehensive, person-centered care for patients. Therefore, it is important to invest the time needed to find an experienced candidate that has the proper transgender clinical training and leadership skills to ensure a good cultural fit. SCVMC continues to actively recruit and assess candidates for this role. Advertisements are posted in medical journals, transgender specific health journals, and on social media.

Physician Staffing and Experience

The GHC is open Monday through Friday 8:00 am to 5:00 pm and has physician-led clinics five days a week. There are a total of three (3) Primary Care Physicians (PCPs) in addition

to Physicians who specialize in Adolescent Medicine, Obstetrics and Gynecology, and Speech Language Pathologist as shown in **Figure 1**.

Figure 1: List of Physicians and Specialty

Physician Name	Specialty
Dr. Manisha Yadav	Primary Care
Dr. Viviana Mendez	Primary Care
Dr. Aditi Chandra	Primary Care
Dr. Mitch Gevelber	Adolescent Medicine
Dr. Judith Sanchez	Obstetrics and Gynecology
Dr. Oneida Chi	Speech Language Pathologist

GHC offers a full spectrum of primary care services, including preventative care, vaccination, chronic disease management, sexual health services, and medication management offered by PCPs who are sensitive to caring for LGBTQ+ patients and the needs of the transgender community. SCVH has contracted with Dr. Hastings, a local gender health expert, to serve as a resource to primary care physicians for transgender training and consultation, including hormonal initiation and management. Dr. Hastings continues to offer training sessions and consults with the PCPs on hormone therapy and other treatment support. SCVH is also finalizing a contract with Dr. Chyten-Brennan as an additional resource to provide consultation services to the Clinic staff and providers.

Sex Hormone Therapy and Endocrinology

Hormone care is within the scope of primary care and a PCP can prescribe and manage a patient's hormone prescription for patients who want to pursue sex hormone therapy. GHC PCPs are managing patients' sex hormone therapy, although they may refer a patient to an endocrinologist for a suspected hormone problem or other treatment issue. The endocrinologist will then work with the patient and the referring PCP on a treatment plan. All PCPs at the GHC are oriented to transgender care and provide sex hormone therapy to GHC patients. Endocrinologists are available through referral to Valley Specialty Center and also have experience with sex hormone therapy.

Multi-Lingual Services

GHC provides culturally and linguistically appropriate services that are respectful of and responsive to the needs of patients. The staff and physicians have the knowledge and skills to work well with, respond effectively to, and are supportive of the cultural diversity of transgender, gender-non-binary, and gender-expansive patients. Additionally, the staff and physicians have language proficiency in Spanish, Hindi, and Cantonese.

GHC is also committed to ensuring that Limited English Proficient (LEP) individuals have meaningful access to services, programs, and activities. Through the Language Services Department, GHC provides free, confidential, and qualified language interpretation and translation services. Staff and physicians identify and record a patient's preferred language and dialect, and whether they need an interpreter in the medical chart. In HealthLink, the patient's preferred language and need for an interpreter are captured in the Demographics section and are visible on the patient's Storyboard.