

## Transgender Members Shape Own Health Care

**Watch a brief video to learn about Kaiser Permanente’s member advisory councils, including one dedicated to bringing “compassion-filled health care” to transgender patients.**

Kaiser Permanente Northern California’s Transgender Member Advisory Council began in Oakland and now includes a council in Sacramento, too. Patients, their family members, and clinicians meet once a month to discuss how to improve the transgender care experience. The scope of the Oakland council’s work has ranged from updating the online trainings for nursing staff and physicians to launching peer navigation support for people who are navigating their way through the Kaiser Permanente hospital system for transgender health care.

“These advisory councils encourage people to voice aspects along the care journey that need improvement,” said Yener Balan, MD, Executive Director, Behavioral Health. “We’re providing a voice to the community that has often been marginalized and pushed aside. They’re energized. They bring that wealth of experience and passion to be able to improve processes.”