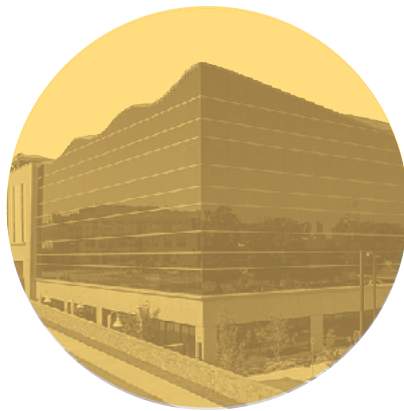




Healthcare Equality Index 2016

Promoting Equitable and Inclusive Care
for Lesbian, Gay, Bisexual and Transgender
Patients and Their Families



2,060 of the nation's
healthcare facilities rated on their
commitment to LGBT equality
and inclusion



Why the HEI?

To help patients find LGBT friendly healthcare facilities

Turn the page to see which of these facilities are near you. ►

In addition to being a valuable tool and resource for healthcare facilities, the HEI is used by LGBT patients, their loved ones and allies to find facilities that provide equitable and inclusive care. The ratings for each participating and researched facility are published in this report, available on our website and promoted to HRC's over 1.5 million supporters. Consumers can easily search our interactive map to see how facilities near them rate – giving patients the ability to choose where they would like to receive care in their time of need.

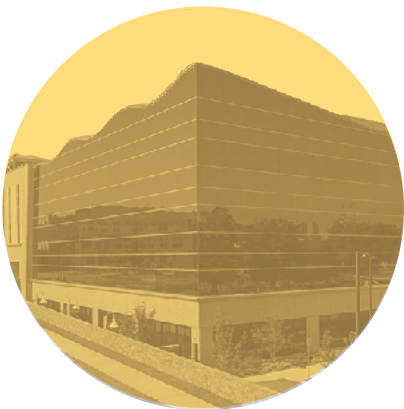
To search the interactive map, go to:

hrc.org/hei/interactive-map

Number of the nation's healthcare facilities rated in the 2016 HEI by state

32	Alabama
13	Alaska
44	Arizona
29	Arkansas
210	California
30	Colorado
22	Connecticut
10	Delaware
11	District of Columbia
105	Florida
49	Georgia
12	Hawaii
11	Idaho
71	Illinois
33	Indiana
25	Iowa
28	Kansas
24	Kentucky
37	Louisiana
13	Maine
40	Maryland
69	Massachusetts
38	Michigan
54	Minnesota
33	Mississippi
44	Missouri
12	Montana
26	Nebraska
22	Nevada
12	New Hampshire
27	New Jersey
23	New Mexico
115	New York
43	North Carolina
8	North Dakota
87	Ohio
22	Oklahoma
50	Oregon
53	Pennsylvania
9	Puerto Rico
11	Rhode Island
24	South Carolina
10	South Dakota
44	Tennessee
131	Texas
42	Utah
7	Vermont
53	Virginia
65	Washington
15	West Virginia
45	Wisconsin
18	Wyoming

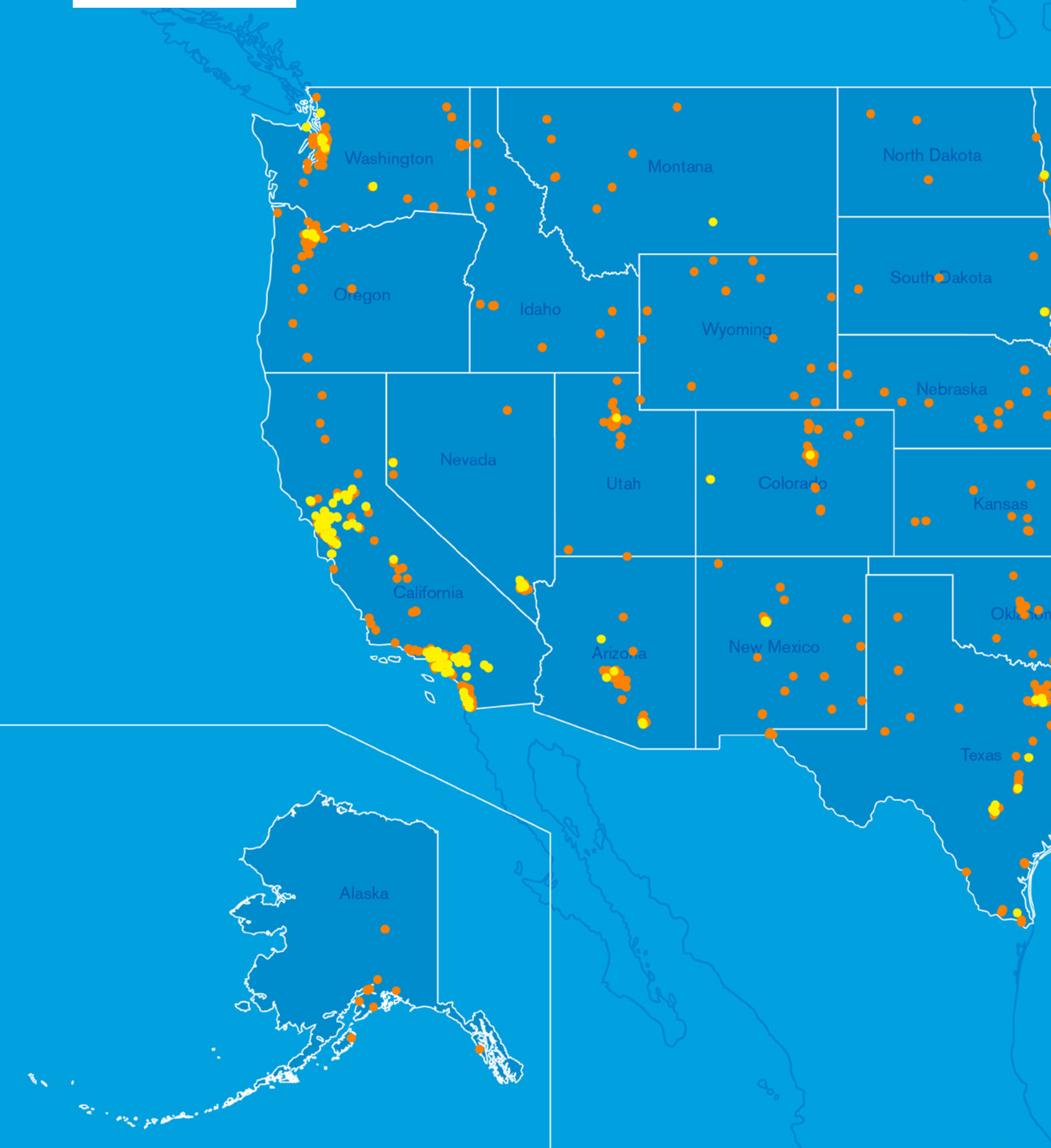
2,060 Grand Total

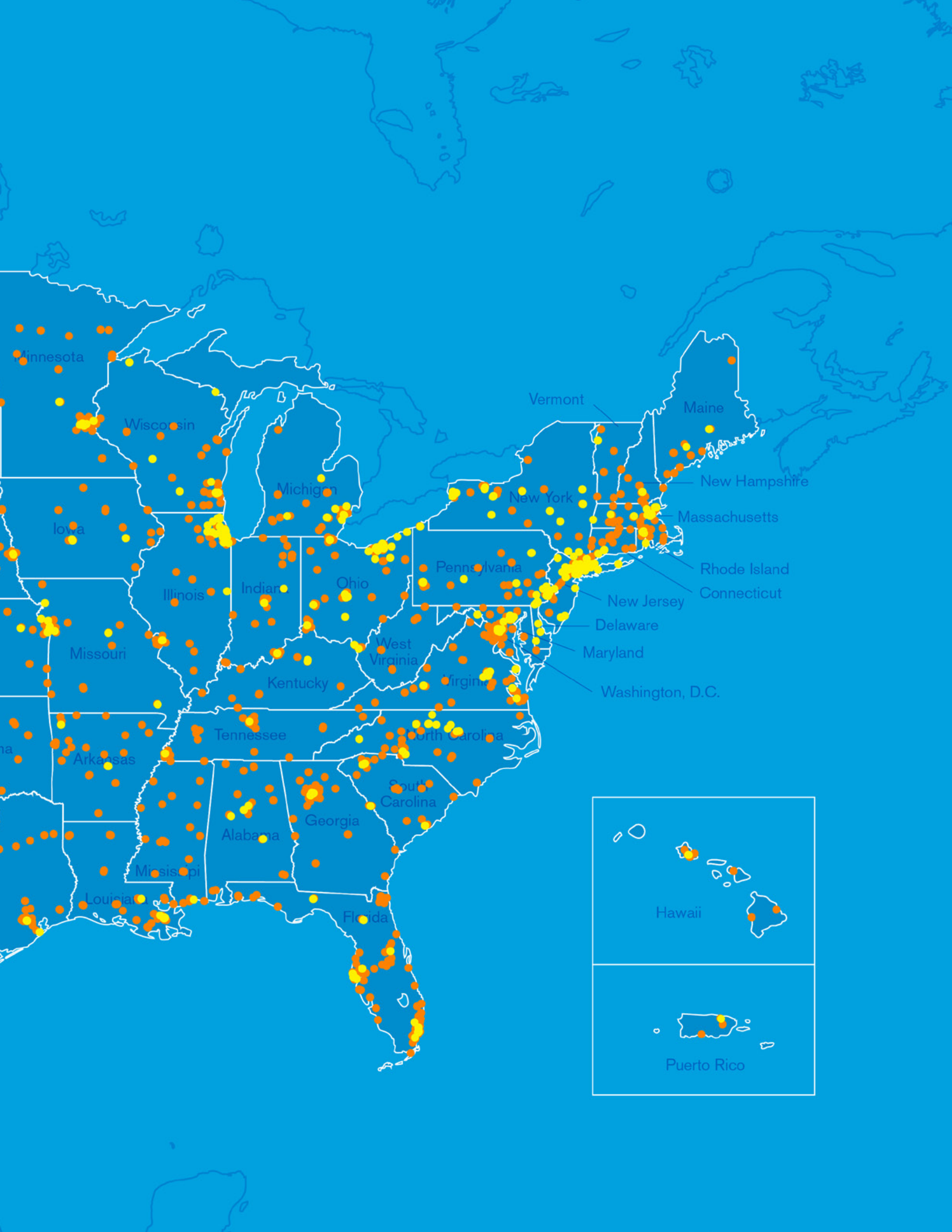




2,060 of the nation's healthcare facilities rated on their commitment to LGBT equality and inclusion.

496 designated **2016 Leader in LGBT Healthcare Equality!**





Minnesota

Wisconsin

Vermont

Maine

Michigan

New York

New Hampshire

Iowa

Massachusetts

Illinois

Indiana

Ohio

Pennsylvania

Rhode Island

Connecticut

Missouri

Kentucky

West Virginia

New Jersey

Delaware

Maryland

Washington, D.C.

Tennessee

North Carolina

Arkansas

South Carolina

Alabama

Georgia

Mississippi

Louisiana

Florida

Hawaii

Puerto Rico

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From the Human Rights Campaign Foundation President

IN ITS NINTH EDITION, THE HUMAN RIGHTS CAMPAIGN Foundation celebrates another year of tremendous growth in the number of hospitals and healthcare facilities that are participating in the groundbreaking and crucial Healthcare Equality Index (HEI).

This isn't simply a demonstration of good will — it can mean a life-changing experience for LGBT patients and their families. Through the necessary policies and trainings required by the HEI, more and more hospitals are becoming safer and more inclusive places for LGBT people, even as they face some of life's hardest moments.

When we launched the HEI in 2007, just 78 major hospitals participated in this national healthcare benchmarking tool. **This year, a record 568 healthcare facilities in states across the country demonstrated their commitment to LGBT inclusion by participating in the HEI survey. More than 99 percent of these facilities demonstrated that they have fully LGBT-inclusive patient and employment non-discrimination policies and equal visitation policies.** In addition, 496 of these facilities met additional requirements and earned the designation of "Leader in LGBT Healthcare Equality."


As our nation has made enormous progress on LGBT equality, that has included substantial gains in equitable treatment and access to healthcare. The federal Centers for Medicare and Medicaid Services now requires that facilities allow visitation rights regardless of who you are and who you love, and the Joint Commission requires that accredited healthcare facilities prohibit discrimination based on sexual orientation and gender identity. In addition, Section 1557 of the Affordable Care Act prohibits discrimination in healthcare on the basis of a number of protected classes, including sex. The U.S. Department of Health & Human Services' Office of Civil Rights and various courts have held that Section 1557 includes protections from discrimination on the basis of gender identity and sex stereotyping — an important step towards ending health disparities facing the transgender community and increasing access to vital services and care.

But despite all that progress, the lack of consistent federal and state protections in employment, housing, credit, public services and healthcare remain critical barriers to full equality for the LGBT community.

This year's report includes ratings for more than 900 hospitals across the country that chose not to actively participate in the HEI but were proactively researched by our staff. We found that despite federal regulations, over 40 percent of these hospitals do not have an LGBT patient non-discrimination policy in place. In addition, 48 percent do not have an LGBT non-discrimination policy to protect their employees.

These findings demonstrate a clear need for uniform federal non-discrimination protections and that is why we continue to call on the Centers for Medicare and Medicaid Services to require healthcare organizations to prohibit discrimination on the basis of sexual orientation and gender identity in order to participate in Medicare and Medicaid. Such protections will provide meaningful safeguards for patients, and will play a key role in ending the health disparities that currently plague the LGBT community.

This report makes clear that we still have so much more work left to do. But thanks to the HEI, healthcare facilities have a roadmap to closing the gap in ensuring equal care to LGBT patients and their families, and we urge every healthcare facility to commit to providing inclusive care to all.



Chad Griffin
HRC Foundation President

Why the HEI?

56%

of LGB patients surveyed have experienced some type of discrimination in healthcare

70%

of transgender or gender non-conforming patients surveyed have experienced some type of discrimination in healthcare

THE HUMAN RIGHTS CAMPAIGN

Foundation developed the Healthcare Equality Index to meet a deep and urgent need on the part of lesbian, gay, bisexual and transgender Americans: the need for equitable, knowledgeable, sensitive and welcoming healthcare, free from discrimination. No one facing health concerns should also have to worry about receiving inequitable or substandard care because of their LGBT status.

Yet it is clear that many LGBT Americans have exactly these concerns when seeking healthcare, which intensify whatever worries they may have about their health. In Lambda Legal's landmark study *When Health Care Isn't Caring*, 73% of transgender respondents and 29% of lesbian, gay and bisexual respondents reported that they believed they would be treated differently by medical personnel because of their LGBT status.* Equally disturbing, 52% of transgender respondents and 9% of lesbian, gay and bisexual respondents reported that they believed they would actually be refused medical services because of their LGBT status.

When asked why they had such concerns, more than half of all respondents reported that they had

experienced at least one of the following types of discrimination in healthcare: being refused needed care, healthcare providers refusing to touch them or using excessive precautions, healthcare providers using harsh or abusive language, being blamed for their health status, or healthcare providers being physically rough or abusive. 70% of transgender and gender-nonconforming respondents and almost 56% of lesbian, gay or bisexual respondents had at least one of these experiences.

The HEI exists because the HRC Foundation believes that the majority of American healthcare facilities do not want LGBT individuals in their communities to have — or worry about having — these kinds of experiences. But facilities are often unsure how to protect their LGBT patients from discrimination, provide them with optimal care and extend a warm welcome to allay their concerns.

The HEI was developed to give these healthcare facilities the information and resources they need to ensure that LGBT people have access to truly patient-centered care. The HEI also uses this report to applaud the facilities that have shown their commitment to LGBT patient-centered

* *When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV*. New York: Lambda Legal, 2010. Available at: <http://www.lambdalegal.org/publications/when-health-care-isnt-caring>

Why the HEI? To prevent patient experiences like these...

"I couldn't believe it – as I walked back to see my partner and our newborn, an employee stopped me and asked who I was. When I said 'the other mom,' she rolled her eyes and walked away saying, 'I don't believe this.'"

- A lesbian mother after the birth of her first child

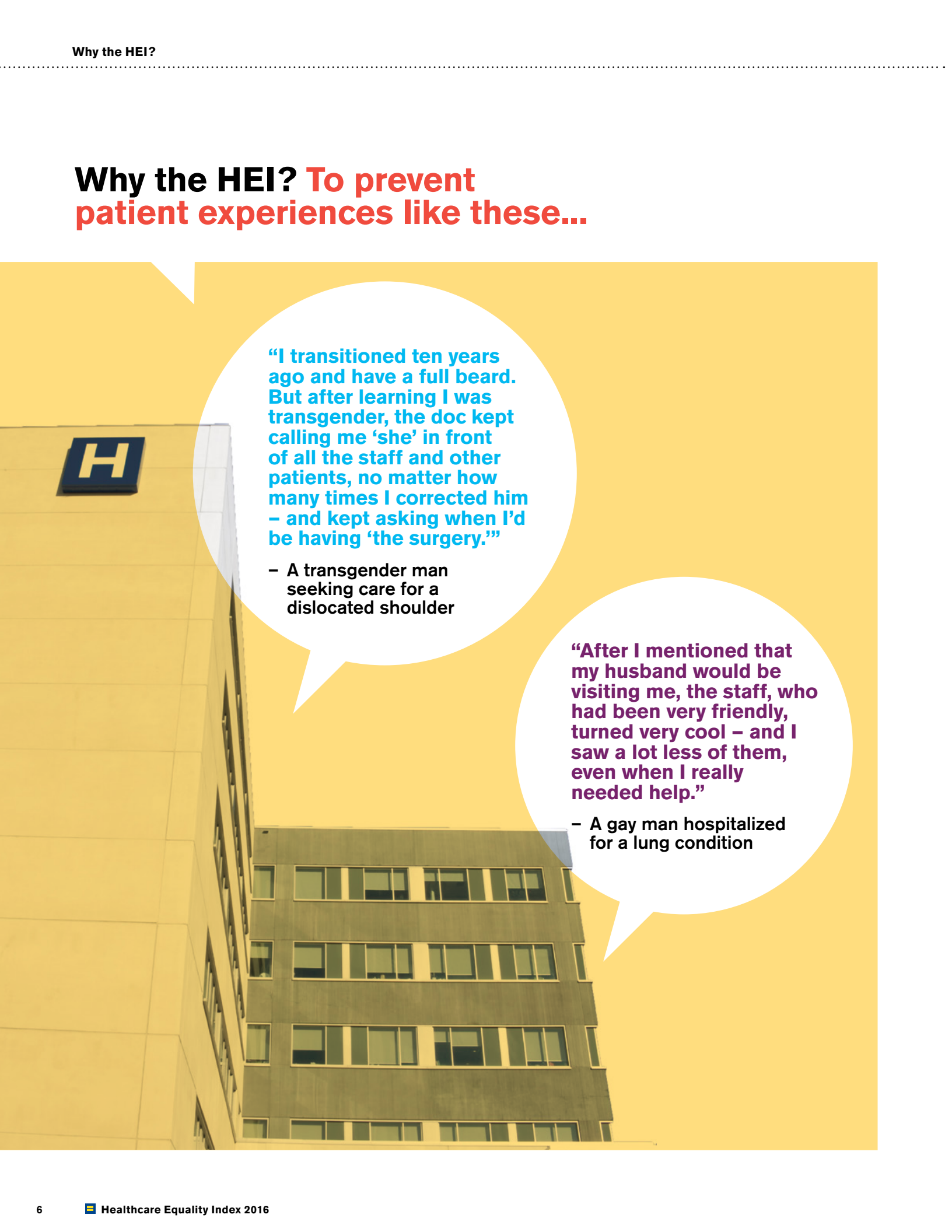
"I went to the ER because I fell and broke a rib. Once the doctor found out I was transgender he wanted to do a genital exam on me. When I refused, they refused to treat me."

- A transgender woman seeking treatment for a broken rib

"When I walked toward the women's bathroom in the waiting area, the receptionist jumped up and told me to use a McDonald's restroom down the street. I felt like leaving and never going back."

- A transgender woman waiting for her first physical in years

Why the HEI? To prevent patient experiences like these...



"I transitioned ten years ago and have a full beard. But after learning I was transgender, the doc kept calling me 'she' in front of all the staff and other patients, no matter how many times I corrected him – and kept asking when I'd be having 'the surgery.'"

- A transgender man seeking care for a dislocated shoulder

"After I mentioned that my husband would be visiting me, the staff, who had been very friendly, turned very cool – and I saw a lot less of them, even when I really needed help."

- A gay man hospitalized for a lung condition

care by taking the HEI survey and awards those facilities that meet the HEI's Core Four criteria the coveted status of "Leader in LGBT Healthcare Equality."

In the last few years, the HEI has become even more relevant by helping hospital's demonstrate their compliance with The Joint Commission standard (surveyed from July 1, 2011) that Commission-accredited facilities prohibit discrimination based on sexual orientation and gender identity.** Furthermore, both The Joint Commission and the federal Centers for Medicare and Medicaid Services now require that facilities allow visitation without regard to sexual orientation or gender identity—another important step toward LGBT equity in healthcare.*** In addition, Section 1557 of the Affordable Care Act prohibits sex discrimination in any hospital or health program that receives federal funds, and courts and the U.S. Department of Health & Human Services, Office of Civil Rights, have indicated that this prohibition extends to claims of discrimination based on gender identity and sex stereotyping. Section 1557 makes all of the best practices related to transgender patient care recommended in the HEI more relevant than ever.

The HEI offers healthcare facilities a powerful way to affirm that they comply with these requirements and

are committed to LGBT patient-centered care. The HEI also urges facilities to extend non-discrimination protections to their LGBT employees, who play a key role in ensuring sensitive, knowledgeable LGBT care.

Equally important, the HEI offers all participating facilities expert training in LGBT health needs, recognizing that staff education is critical to the success of any policy. Facilities may enroll as many staff as they would like in free online training that has been widely hailed as groundbreaking and invaluable.

In short, the HEI offers healthcare facilities unique and powerful resources for providing a long-overlooked group of patients the care that everyone deserves — while also complying with new regulatory requirements and gaining access to high-quality staff training.

If you are affiliated with an HEI-participating facility, our deepest thanks for your commitment to LGBT patient-centered care. And if you know of healthcare facilities not yet engaged with the HEI, we hope you will bring this report to their attention. We are confident that they will thank you for informing them about this vital resource for ensuring high-quality healthcare for LGBT Americans!

Why Healthcare Organizations Participate in the HEI

- ✓ Learn best practices for LGBT equity and inclusion
- ✓ Provide patient-centered care to a long-overlooked group
- ✓ Enhance patient satisfaction ratings
- ✓ Take advantage of free online, on-demand staff training from expert sources that includes CME/CEU credits
- ✓ Ensure compliance with legal, CMS and The Joint Commission requirements
- ✓ Improve quality & safety
- ✓ Reduce risk of litigation, complaints & negative publicity
- ✓ Reach out to a highly loyal market segment
- ✓ Enjoy recognition for commitment to equity, inclusion & diversity from the nation's largest LGBT civil rights organization

** See RI.01.01.01 EP 29, *Comprehensive Accreditation Manual for Hospitals*, Update 1, January 2011 and *Comprehensive Accreditation Manual for Critical Access Hospitals*, Update 1, January 2011.

***See RI.01.01.01 EP 28, Joint Commission manuals referenced above and *Code of Federal Regulations* 42 C.F.R. § 482.13(h) (for hospitals) and 42 C.F.R. § 485.635(f) (for critical access hospitals).

Why the HEI? Because every patient deserves to be treated with dignity.

Off to the ER: *Will I Be Treated With Dignity?*

By Beck Bailey

Recently I found myself in a situation that many transgender people dread: I was in an accident and required emergency medical care.

On a beautiful snowy Saturday, I went skiing in Southern Vermont and took a bad tumble on a run down the mountain. As I lay in the snow in a tremendous amount of pain and waiting for the ski patrol to come help me, I couldn't stop worrying. I worried about how I would be treated once my transgender status was revealed. I knew I may need to "come out" as a transgender man on my own in order to ensure appropriate medical care. Alternatively, I knew I may be "outed" by the fact that my transgender body is not the same as a cisgender man's body.

I worried. Would I be respected and treated with compassion? Would I be addressed appropriately? Would I even get appropriate medical care?

The ski patrol arrived, assessed me, and bundled me into a basket to ski me down the mountain to the onsite emergency clinic. X-rays were taken before a stitch of clothing was removed and it was determined that I had multiple fractures in my lower leg that would require transfer to a hospital and surgery.

My gender expression, particularly my ski clothing and gear, aligned with

my gender identity, and was what we consider traditionally masculine. The gender marker on my state-issued ID is "male." It's important to note that at this point, the ski patrol, nurses, x-ray techs and doctors all referred to me as male. I was "passing," which means no one knew I was a trans man.

My lower clothing was partially removed in order to splint my leg and prepare me for the 1.5 hour trip to the hospital. I had been given IV morphine for pain but even then I began to hear the shift in the way I was being referred to. To my face, it was still "Beck" but in the background, some of the caregivers began using feminine pronouns — "she" or "her" — to refer to me. Each time I heard them, I'd yell "it's he" as a way to claim my space and dignity in what was truly a frightening situation.

The ER:

When I reached the hospital emergency room, I was immediately assessed by the ER doctor on duty. I began our conversation with: "Doctor, I am a transgender man. Do you know what that means?" When he answered in the affirmative, I said "I expect to be treated with dignity and respect — do you understand?" Again he answered

in the affirmative and began to treat my injury.

I'll never forget the nurse assigned to monitor my condition during my time in the ER. She began by saying she admired how I had advocated for myself in the situation. She said she didn't know much about transgender people and had never had training in transgender patient care. She clearly expressed a desire to be supportive as well as her uncertainty in knowing what respectful and appropriate care should look like. I thanked her for her support, told her it would help me a lot if everyone referred to me as "Beck" and used the pronouns "he, him and his" to refer to me. I thanked her for her concern and said I would let her know how else she could help.

The Hospital:

The severity of the break meant I had one surgery that very night and a second surgery nine days later. I was in the hospital for a total of 15 days.

My orthopedic surgeon ended up being a woman who, like my ER nurse, deeply desired to be supportive but lacked any direct training in LGBT patient-centered care. One issue that arose was whether or not I could continue hormone replacement therapy (HRT) during the treatment for my leg. The hospital pharmacist and endocrinologist were deeply against it. Again advocating for myself, I encouraged my orthopedic surgeon to speak directly to transgender health care experts at Fenway Health in Boston. Because my doctor took the time to speak with Fenway, I was allowed to continue

my HRT and avoid the possible complications of stopping treatment.

As a non-ambulatory patient for 15 days, I interacted with a massive team of nurses, certified nursing assistants and physical therapists working with me every day. There were also people who cleaned my room and brought my food as well as various administrative staff.

I came out to almost all of my direct care staff — nurses and nursing assistants — and acted as an educator throughout my stay. Once it seemed I had everyone on-board and acclimated, the staffing shift schedule would change and I would have whole new teams of caregivers to educate. And, even with all this work and advocacy, I would still be mis-gendered either to my face or within earshot on an almost daily basis.

Why it's important for caregivers to be LGBT culturally & medically competent:

Wellness is a holistic endeavor. As a transgender man, when a caregiver mis-genders me by referring to me with the wrong pronoun, several issues come up. One, I don't feel seen or heard for who I am. Our trust is disrupted and in that situation I am less likely to be forthcoming with my needs medically. Additionally, being "erased" and feeling invisible has a depressive quality that is not conducive to the best healing.

[This blog originally appeared on HuffPost Queer Voices](#)



Executive Summary

2016 WAS ANOTHER TREMENDOUSLY successful year for HRC's Healthcare Equality Index. HEI participation continued to grow with a record 568 healthcare facilities actively participating in the HEI 2016 survey. With LGBT equality gains appearing more frequently in the news, U.S. healthcare facilities showed stronger interest than ever before in LGBT patient-centered care, responding enthusiastically as they learned about the HEI via conferences, media coverage, email invitations and word-of-mouth.

These striking gains in HEI participation were matched by increases in the number of facilities meeting the HEI's Core Four Leader Criteria. These criteria represent four foundational elements of LGBT patient-centered care: an LGBT-inclusive non-discrimination policy, an LGBT-inclusive visitation policy, an LGBT-inclusive employment non-discrimination policy and staff training in LGBT patient-centered care. Record numbers of facilities throughout the country documented that they met the HEI's Core Four criteria for LGBT equity and inclusion this year, and an unprecedented 87% (496) achieved the coveted status of "Leader in LGBT

Healthcare Equality" by meeting all of the Core Four requirements.

In addition to the active participants, this year's HEI includes ratings from 904 hospitals that the HRC Foundation researched to ascertain their existing policies. An additional 589 facilities including past participants are also listed. Combined, the total number of healthcare facilities rated in the 2016 HEI surged to 2061, a 37% increase over the 1504 facilities included in the 2014 report.

This year also finds continued improvements in the number of actively participating facilities that are adopting the key policies to protect their LGBT patients, visitors and employees. The percentage of active survey participants that have adopted fully LGBT-inclusive patient, visitation and employment non-discrimination policies has grown steadily since 2011 and now has reached a perfect level with 99% or greater adoption of each of these key policies.

Unfortunately, the near perfect adoption of these policies by active participants stands in stark contrast to the adoption rate by researched hospitals. Among the researched

By the Numbers HEI Participants at a Glance

568 Participants
496 Leaders

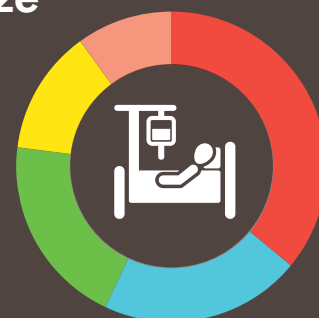
87%

114	Veterans Health Administration
38	Kaiser Permanente
21	NYC Health + Hospitals
15	Bon Secours Health System

Participants by Bed Size

1-99	73	13%
100-299	204	36%
300-499	120	21%
500+	115	20%
Outpatient Only	56	10%

568



Hospitals of all sizes participate in the HEI, including an equal balance of 12 of the smallest hospitals (less than 25 beds) and 12 of the largest hospitals (1000+ beds).

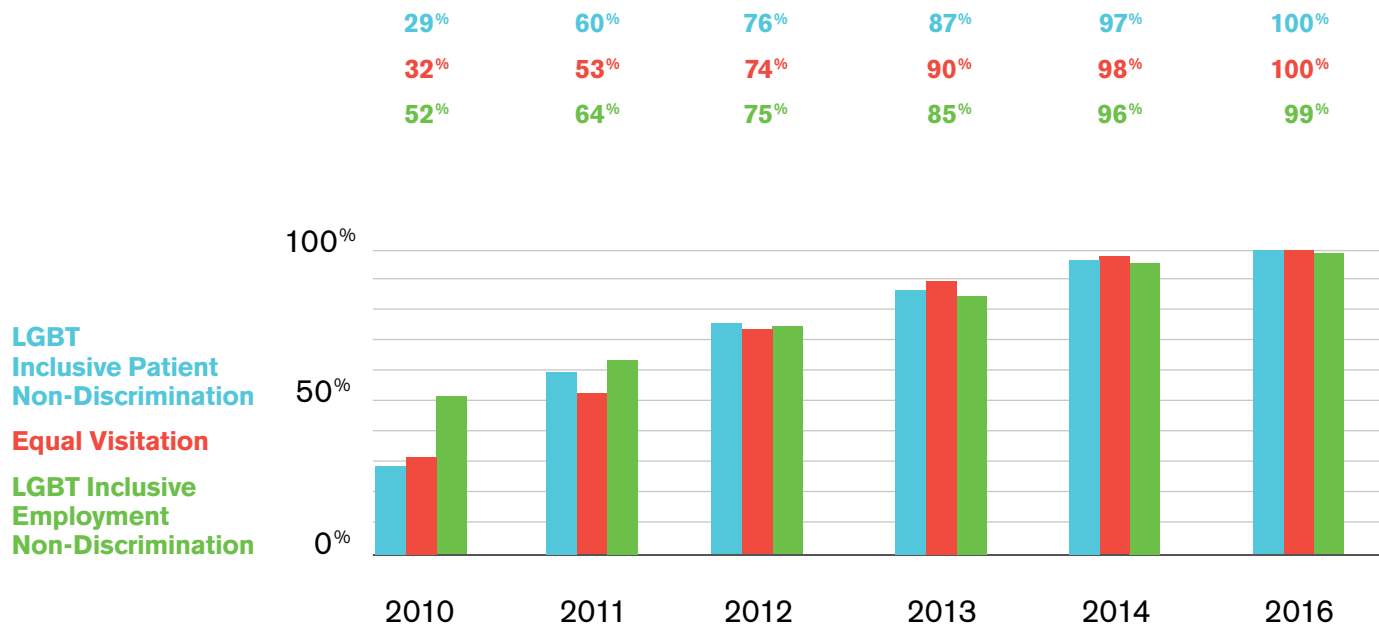
152
Teaching Hospitals

27
Pediatric Hospitals

35
Religiously-Affiliated Hospitals



Growth in Adoption of Key Policies by HEI Participants



hospitals in which we were able to find or obtain enumerated patient non-discrimination policies, 58% had policies that included both “sexual orientation” and “gender identity.” 53% were found to have an LGBT-inclusive employment non-discrimination policy. Only the equal visitation policy came close to matching the rate of the participants at 93%.

HEI 2016 participants also showed greater interest in the fourth of the Core Four criteria – staff training in LGBT patient-centered care. 89% of HEI 2016 participants met the training criterion. This year, the HEI made more than 50 online and on-demand LGBT health training options including both interactive eLearning courses and recorded webinars available to staff at hospitals participating in the HEI. Over 30,000 hours of training in LGBT patient-centered care was provided to the staff at HEI-participating facilities.

As the increase in Equality Leaders indicates, facilities are engaging with the HEI more intensively each year, seeking to learn about LGBT patient-centered care in greater depth. To meet and encourage this growing interest, the HEI 2016 asked participants not only about the Core Four criteria but also about 36 other best policies and practices in LGBT care. These questions, known collectively as the Additional Best Practices Checklist, invited facilities to gauge their level of engagement and interest vis-à-vis a host of expert recommendations for optimal care. We were pleased to see that many facilities are implementing these best practices. As the HEI transitions to new scoring criteria in the coming year, these best practices will play a large role in determining which facilities will be designated Leaders in LGBT Healthcare Equality in 2017 and beyond.

As this overview of the HEI 2016 indicates, diverse healthcare facilities across the U.S. are making tremendous strides toward LGBT patient-centered care; in unprecedented numbers, they are changing key policies and training their staffs. We heartily applaud the facilities that have taken these critical first steps, and we encourage them to deepen their commitment to LGBT patient-centered care by continuing to adopt the best practices described in the HEI 2016 Checklist. We encourage healthcare facilities that have yet to participate in the HEI to use this unique and invaluable resource to enhance LGBT care and signal their commitment to LGBT equity and inclusion. The HRC Foundation looks forward to welcoming them to the HEI in future years – and helping them extend a warm welcome to LGBT Americans.

The HEI 2016 Core Four Leader Criteria



THE HEALTHCARE EQUALITY INDEX 2016 ASKED 46 QUESTIONS about best practices in LGBT patient-centered care. Ten of these questions constituted the Core Four Leader Criteria listed below, encompassing the policies and practices considered foundational for equitable and inclusive LGBT care. The first three of the Core Four criteria call for policies ensuring that LGBT patients, families and employees are welcomed without discrimination. The fourth Core Four criterion calls for the staff training necessary to bring these policies to life and ensure compliance with them.

HEI 2016 survey participants answering “yes” to all of the Core Four questions were awarded “Equality Leader” status (for a list of 2016 Equality Leaders, see page 18). To receive credit for a “yes” response to any of the Core Four questions, HEI survey participants were required to provide written documentation of their compliance, which was carefully reviewed by HRC staff.

For more information about the Core Four criteria:
hrc.org/he/the-core-four

1

Patient Non-Discrimination Policies

- 1a** Patient non-discrimination policy (or patients' bill of rights) is fully LGBT inclusive by including both the terms “sexual orientation” and “gender identity”
- 1b** Patient non-discrimination policy is communicated to patients in at least two readily accessible ways and to staff in at least one documented way

2

Equal Visitation Policies

- 2a** Visitation policy explicitly grants equal visitation to LGBT patients and their visitors
- 2b** Equal visitation policy is communicated to patients and visitors in at least two readily accessible ways and to staff in at least one documented way

3

Employment Non-Discrimination Policies

- 3a** Employment non-discrimination policy (or equal employment opportunity policy) is fully LGBT inclusive and includes both the terms “sexual orientation” and “gender identity”
- 3b** Employment non-discrimination policy is communicated to the public in at least one documented way

4

Training in LGBT Patient-Centered Care

- 4** HEI-approved training in LGBT patient-centered care was provided to key staff members

Patient Non-Discrimination Policies



of 2016 HEI
survey respondents



of 2016 HEI
researched hospitals

THE FIRST OF THE HEI CORE FOUR CRITERIA CALLS FOR A WRITTEN PATIENT NON-DISCRIMINATION POLICY (OR patients' bill of rights) that includes both "sexual orientation" and "gender identity." Lesbian, gay, bisexual and transgender people continue to face discrimination in healthcare because of their sexual orientation and/or gender identity, creating a need for explicit non-discrimination policies.

Nearly, 100% of HEI 2016 survey participants (566 of 568 respondents) documented that they include both "sexual orientation" and "gender identity" in their patient non-discrimination policy.

Since The Joint Commission issued a standard requiring hospitals to prohibit discrimination based on sexual orientation and gender identity in 2011, the percentage of HEI survey participants that have adopted fully inclusive written patient non-discrimination protections has steadily grown from 60% to this record level.

A patient non-discrimination policy is only effective, of course, if patients and staff know about it. Therefore, the HEI requires survey participants to document not only that they have an LGBT-inclusive non-discrimination policy but also that they make it readily accessible to patients and that they communicate it to their staff.

97% of survey participants documented that their patient non-discrimination policy was readily accessible and communicated to patients in at least two different ways. The ways that facilities most frequently communicated this policy to patients includes:

- Posted on facility website (90%)
- In materials given to patients at admitting/registration or at other time(s) (80%)
- Posted or displayed in patient waiting area(s) (64%)

88% of survey participants documented that their patient non-discrimination policy was readily accessible and communicated to staff in at least one way. The ways that facilities most frequently communicated this policy to staff includes:

- Posted on facility intranet site (84%)
- Reviewed in employee training (either in-person or online) (73%)
- In materials routinely given to employees at orientation (69%)

In addition to the facilities that actively participated in the HEI 2016 survey, the HRC Foundation proactively researched the non-discrimination policies at over 900 hospitals. Unfortunately, we were unable to find the patient non-discrimination policies for all of the hospitals that we researched, as many facilities choose not to include their patient bill of rights on their hospital website and they did not respond to invitations to submit their policies to us. Of the 904 researched hospitals, we found or obtained the patient non-discrimination policies for 748 hospitals. **For those hospitals where we did find or receive a policy, only 434 of the hospitals or 58% were found to have a patient non-discrimination policy that included both the terms "sexual orientation" and "gender identity."**

For more information about this Core Four criterion: hrc.org/patient-non-discrimination

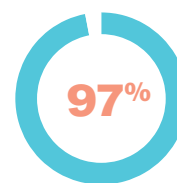
In 2011, The Joint Commission issued a standard that requires hospitals to prohibit discrimination based on sexual orientation and gender identity. Learn more at www.jointcommission.org/lgbt

2

Equal Visitation Policies



of 2016 HEI
survey respondents



of 2016 HEI
researched hospitals

THE SECOND OF THE HEI CORE FOUR CRITERIA CALLS FOR A WRITTEN EQUAL VISITATION POLICY. ACROSS THE U.S., same-sex couples, same-sex parents and other LGBT people fear that they could be prevented from visiting their loved ones in healthcare settings because of bias or discomfort on the part of hospital employees regarding same-sex relationships. In 2010, after learning of a tragic incident in which a lesbian was denied visitation to her dying partner, President Barack Obama directed the U.S. Secretary of Health & Human Services to develop regulations protecting the visitation rights of all patients. These regulations are now in effect at all hospitals across the U.S. that accept Medicare or Medicaid payments—the vast majority of facilities.

100% of the HEI 2016 survey respondents for which this question was applicable documented that they have explicitly LGBT-inclusive visitation policies.

Since the CMS Condition of Participation went into effect in 2011, the percentage of HEI survey participants that have adopted equal visitation policies has steadily grown from 53% to this record level. An equal visitation policy is only effective, of course, if patients and staff know about it. Therefore, the HEI requires survey participants to document not only that they have an equal visitation policy but also that they make it readily accessible to patients and that they communicate it to their staff.

97% of survey participants documented that their equal visitation policy was readily accessible and communicated to patients in at least two different ways. The ways that facilities most frequently communicated this policy to patients includes:

- In materials given to patients at admitting/registration or at other time(s) (90%)
- Posted on facility website (89%)
- Posted or displayed in patient waiting area(s) (56%)

97% of survey participants documented that their equal visitation policy was readily accessible and communicated to staff in at least one way. The ways that facilities most frequently communicated this policy to staff includes:

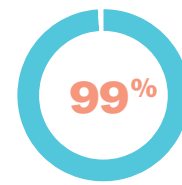
- Posted on facility intranet site (85%)
- Reviewed in employee training (either in-person or online) (64%)
- In materials routinely given to employees at orientation (58%)

In addition to the facilities that actively participated in the HEI 2016 survey, the HRC Foundation proactively researched the visitation policies at over 900 hospitals. Unfortunately, we were unable to find a visitation policy for all of the hospitals that we researched, as many facilities choose not to include a statement about who can visit patients on their hospital website and they did not respond to invitations to submit their policies to us. Of the 904 researched hospitals, we found or obtained the visitation policies for 659 hospitals. **For those hospitals where we did find or receive a policy, 615 of the hospitals or 93% were found to have an equal visitation policy in place.** While this number is quite high, given that this is a CMS condition of participation, it is disturbing that it is not closer to 100%.

For more information about this Core Four criterion: hrc.org/visitation

3

Employment Non-Discrimination Policies



of 2016 HEI
survey respondents



of 2016 HEI
researched hospitals

THE THIRD OF THE HEI CORE FOUR CRITERIA CALLS FOR AN EMPLOYMENT NON-DISCRIMINATION POLICY (or an equal employment opportunity policy) that includes both “sexual orientation” and “gender identity.” Such a policy typically covers all conditions of employment, including hiring, promotion, termination and compensation.

Federal law does not yet protect employees from discrimination based on real or perceived sexual orientation or gender identity. Furthermore, fewer than half of states have passed laws prohibiting discrimination on the basis of sexual orientation (22 states and the District of Columbia) or gender identity (20 states and the District of Columbia). This Core Four criterion calls on healthcare facilities to protect their LGBT employees from discrimination regardless of state non-discrimination laws. LGBT staff members not only deserve a discrimination-free workplace but they also informally educate co-workers, provide valuable guidance to facility leadership and serve as ambassadors to LGBT communities.

99% of HEI 2016 survey participants (563 of 568 respondents) documented that they include both “sexual orientation” and “gender identity” in their employment non-discrimination policy.

* Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman and Mara Keisling. *Injustice at Every Turn: A Report of the National Transgender Discrimination Survey*. Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011.

This total represents a continued and welcome increase over past years. Notable is the fact that HEI survey participants have closed the gap between policies that only provide protections for “sexual orientation,” but not “gender identity,” and now almost all participants include protections for both populations in their employment non-discrimination policies. In a national survey of transgender Americans cited earlier, 26% reported that they had lost a job due to being transgender or gender-non-conforming, and 50% had been harassed on the job,* so these protections are critical for transgender employees.

In order to fully meet this criterion this year, participants were required to demonstrate that they made the public and potential applicants aware of their LGBT-inclusive employment non-discrimination policy.

97% of survey participants documented that their employment non-discrimination policy was readily accessible and communicated to the public and potential applicants in at least one way. The ways that facilities most frequently communicated this policy include:

- Posted on employment page of website (88%)
- Included on job applications or in the job application system (65%)
- Included on job announcements (59%)

In addition to the facilities that actively participated in the HEI 2016 survey, the HRC Foundation proactively researched the employment non-discrimination policies at over 900 hospitals. Unfortunately, we were unable to find an employment non-discrimination policy or statement for all of the hospitals that we researched, as many facilities choose not to include a statement about their employment non-discrimination policy on their hospital website and they did not respond to invitations to submit their policies to us. Of the 904 researched hospitals, we found or obtained the employment non-discrimination policies for 758 hospitals. **For those hospitals where we did find or receive a policy or non-discrimination statement, only 395 of the hospitals or 52% were found to have an LGBT-inclusive employment non-discrimination policy in place.**

For more information about this Core Four criterion: hrc.org/hei/employment-non-discrimination

HRC's Corporate Equality Index (CEI) evaluates LGBT inclusion at the nation's largest employers. For more information about this unique and comprehensive resource for LGBT workplace equity, visit hrc.org/cei

4

Training in LGBT Patient-Centered Care

THE FOURTH OF THE HEI CORE FOUR CRITERIA CALLS FOR key facility employees to receive expert training in LGBT patient-centered care. This criterion recognizes the fact that training is critical for policies to be successful and for truly LGBT-welcoming care to occur. Training programs should offer all incoming and current staff the information and skills they need to provide culturally competent care and services to their LGBT patients.

The HEI training requirements vary by facility and are determined by whether or not the facility has previously met the HEI training requirement. During the first year of participation in the HEI training, a facility must have a core group of executive level staff members participate in an online training that covers systemic strategies for delivering LGBT-accessible and -affirming healthcare. In subsequent years, facilities need to demonstrate that they have provided a minimum number of hours of HEI-approved training to any of their staff in LGBT patient-centered care.

89% of HEI 2016 respondents met the requirement to provide their employees with training in LGBT patient-centered care

To assist facilities in meeting this HEI criteria and to ensure high-quality training, HRC Foundation partnered with the National LGBT Health Education Center, the Center for Affiliated Learning and the Veteran's Health Administration to offer a wide variety of online training options in LGBT patient-centered care. More than 50 online and on-demand training options including both interactive eLearning courses and recorded webinars were made available free of charge to staff of HEI-participating facilities. Topics ranged from the basics of LGBT Patient-Centered Care to more specialized topics for clinicians and all offered CME/CEU credit. In addition, with pre-approval, participating facilities were able to receive ongoing training credit for their own course(s) on LGBT culturally competent care and/or specific LGBT health topics.

Over 30,000 hours of training in LGBT patient-centered care was provided to the staff at HEI-participating facilities.

For more information about this Core Four criterion:
hrc.org/hei/training-in-lgbt-patient-centered-care



of 2016 HEI
survey respondents

I think this is an amazing opportunity for all health care professionals and I really enjoyed this educational opportunity. I look forward to even more education. I believe everyone (even those of us who are experienced in this field) needs and deserves the chance to take part in this education.

Catherine Matos, RN
Nursing Supervisor
Mary Immaculate Hospital

We really appreciated the ease of use and the quality of the information included. We live in a very rural state and we believe we are making a difference by connecting our employees with these resources. Thanks! We are very proud of our partnership with HEI!

Jonna Brenton
Women Veteran Program Manager
VA Montana Healthcare System

This was one of the best online learning resources I have encountered. This training was well organized and provided information that ranged from basic to substantial. I appreciated learning about how to structure hiring policies to be more inclusive of LGBT communities.

Kelly Wesp, PhD
Director of Quality and Evaluation
AIDS Resource Center Ohio, Inc.

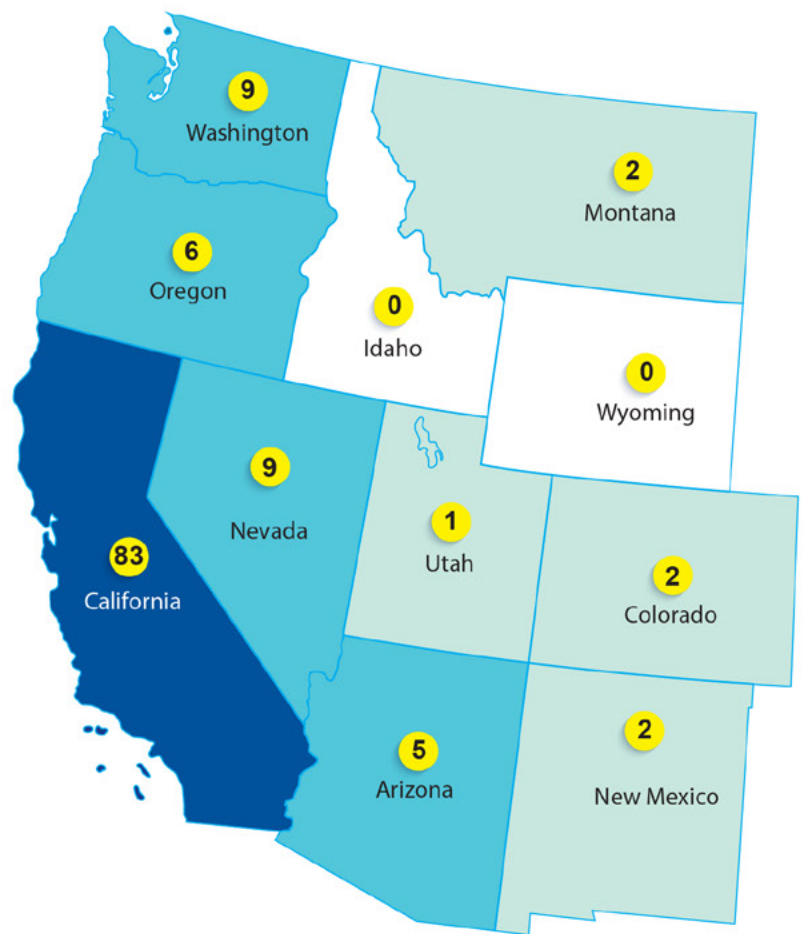


HEI 2016 Leaders in LGBT Healthcare Equality

This year, **496 of the 568 (87%) HEI 2016 survey participants met all of the Core Four criteria for LGBT patient-centered care**, earning the coveted status of “2016 Leader in LGBT Healthcare Equality.” A record 142 (29%) of this year’s Equality Leaders have earned this designation for the first time this year.

While there are four states that do not have Equality Leaders this year (Alaska, Idaho, Oklahoma and Wyoming), the chart to the right illustrates that Leaders are fairly distributed throughout all regions of the country.

Featured in this list are the 496 HEI 2016 Equality Leaders. **The 142 new Leaders are highlighted in bold.** In addition to being celebrated in the HEI report, Equality Leaders receive a special logo and a toolkit of resources for outreach to LGBT residents in their service area.



WEST





Leaders by Region

West	26	93	119 Total
South	40	82	122 Total
Northeast	47	96	143 Total
Midwest	30	81	111 Total

New Leaders

Previous Leaders

Numbers of Leaders in LGBT Healthcare Equality

- 1-4
- 5-9
- 10-19
- 20 or more



Organization Official Name	City
Alabama	
Cooper Green Mercy Health Services	Birmingham
Medical West	Bessemer
University of Alabama Hospital	Birmingham
VA Birmingham Medical Center	Birmingham
VA Central Alabama Veterans Health Care System	Montgomery
VA Tuscaloosa Medical Center	Tuscaloosa
Arizona	
Abrazo Scottsdale Campus	Phoenix
Adelante Healthcare	Phoenix
El Rio Community Health Center	Tucson
VA Northern Arizona Health Care System	Prescott
VA Southern Arizona Health Care System	Tucson
Arkansas	
Arkansas Children's Hospital	Little Rock
UAMS Medical Center	Little Rock
VA Central Arkansas Veterans Healthcare System	Little Rock
VA Health Care System of the Ozarks	Fayetteville
California	
Alta Bates Summit Medical Center	Oakland
California Pacific Medical Center	San Francisco
Cedars-Sinai Medical Center	Los Angeles
Children's Hospital Los Angeles	Los Angeles
Contra Costa Behavioral Health Division	Martinez
Contra Costa Regional Medical Center	Martinez
Desert Regional Medical Center	Palm Springs
Eisenhower Medical Center	Rancho Mirage
Forterus	Murrieta
Hoag Memorial Hospital Presbyterian	Newport Beach
John Muir Behavioral Health Center	Concord
John Muir Medical Center, Concord	Concord
John Muir Medical Center, Walnut Creek	Walnut Creek
Kaiser Permanente, Antioch Medical Center	Antioch
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park
Kaiser Permanente, Downey Medical Center	Downey
Kaiser Permanente, Fontana Medical Center	Fontana
Kaiser Permanente, Fremont Medical Center	Fremont
Kaiser Permanente, Fresno Medical Center	Fresno
Kaiser Permanente, Irvine Medical Center	Irvine





Organization Official Name	City
Kaiser Permanente, Los Angeles Medical Center	Los Angeles
Kaiser Permanente, Manteca Medical Center	Manteca
Kaiser Permanente, Modesto Medical Center	Modesto
Kaiser Permanente, Moreno Valley Medical Center	Moreno Valley
Kaiser Permanente, Oakland Medical Center	Oakland
Kaiser Permanente, Ontario Medical Center	Ontario
Kaiser Permanente, Orange County Anaheim Medical Center	Anaheim
Kaiser Permanente, Panorama City Medical Center	Panorama City
Kaiser Permanente, Redwood City Medical Center	Redwood City
Kaiser Permanente, Richmond Medical Center	Richmond
Kaiser Permanente, Riverside Medical Center	Riverside
Kaiser Permanente, Roseville Medical Center	Roseville
Kaiser Permanente, Sacramento Medical Center	Sacramento
Kaiser Permanente, San Diego Medical Center	San Diego
Kaiser Permanente, San Francisco Medical Center	San Francisco
Kaiser Permanente, San Jose Medical Center	San Jose
Kaiser Permanente, San Leandro Medical Center	San Leandro
Kaiser Permanente, San Rafael Medical Center	San Rafael
Kaiser Permanente, Santa Clara Medical Center	Santa Clara
Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa
Kaiser Permanente, South Bay Medical Center	Harbor City
Kaiser Permanente, South Sacramento Medical Center	Sacramento
Kaiser Permanente, South San Francisco Medical Center	South San Francisco
Kaiser Permanente, Vacaville Medical Center	Vacaville
Kaiser Permanente, Vallejo Medical Center	Vallejo
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills
Keck Medical Center of USC	Los Angeles
LAC + USC Medical Center	Los Angeles
Los Angeles LGBT Center	Los Angeles
Mattel Children's Hospital UCLA	Los Angeles
Palo Alto Medical Foundation	Santa Cruz
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles
Ronald Reagan UCLA Medical Center	Los Angeles
Santa Clara Valley Medical Center	San Jose
Santa Monica-UCLA Medical Center and Orthopaedic Hospital	Santa Monica
Scripps Green Hospital	La Jolla



Organization Official Name	City
Scripps Memorial Hospital Encinitas	Encinitas
Scripps Memorial Hospital La Jolla	La Jolla
Scripps Mercy Hospital, Chula Vista campus	Chula Vista
Scripps Mercy Hospital, San Diego Campus	San Diego
St. Mary's Medical Center	Long Beach
Stanford Health Care	Palo Alto
Sutter Amador Hospital	Jackson
Sutter Davis Hospital	Davis
Sutter Delta Medical Center	Antioch
Sutter Maternity and Surgery Center of Santa Cruz	Santa Cruz
Sutter Medical Center, Sacramento	Sacramento
Sutter Medical Foundation	Sacramento
Sutter Roseville Medical Center	Roseville
Sutter Santa Rosa Regional Hospital	Santa Rosa
Sutter Solano Medical Center	Vallejo
Sutter Tracy Community Hospital	Tracy
UC Davis Medical Center	Sacramento
UC San Diego Health System	San Diego
UCLA Arthur Ashe Student Health & Wellness Center	Los Angeles
UCSF Medical Center	San Francisco
USC Verdugo Hills Hospital	Glendale
VA Loma Linda Healthcare System	Loma Linda
VA Long Beach Healthcare System	Long Beach
VA Palo Alto Health Care System	Palo Alto
VA San Diego Healthcare System	San Diego
Colorado	
Denver Health Medical Center	Denver
VA Grand Junction Medical Center	Grand Junction
Connecticut	
Bridgeport Hospital	Bridgeport
Bristol Hospital	Bristol
Greenwich Hospital	Greenwich
VA Connecticut Health Care System	West Haven
Yale-New Haven Hospital	New Haven
Delaware	
Alfred I. duPont Hospital for Children	Wilmington
Bayhealth Kent General Hospital	Dover
Bayhealth Milford Memorial Hospital	Milford
Beebe Healthcare	Lewes

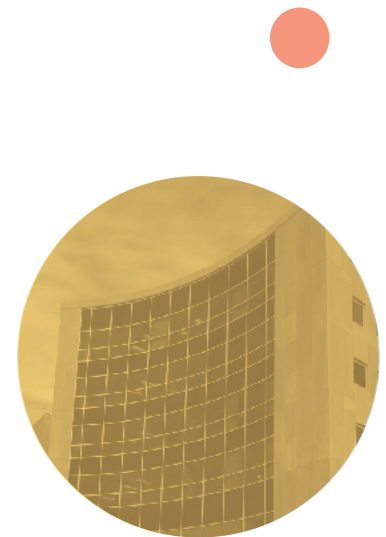


Organization Official Name	City
Christiana Hospital	Newark
Nanticoke Memorial Hospital	Seaford
VA Wilmington Medical Center	Wilmington
Wilmington Hospital	Wilmington
District of Columbia	
Howard University Hospital	Washington
MedStar Washington Hospital Center	Washington
Sibley Memorial Hospital	Washington
VA Washington DC Medical Center	Washington
Whitman-Walker Health	Washington
Florida	
All Children's Hospital	Saint Petersburg
Care Resource	Miami
Cleveland Clinic Florida	Weston
H. Lee Moffitt Cancer Center and Research Institute	Tampa
Holtz Children's Hospital & JMH Women's Services	Miami
Jackson Behavioral Health Hospital	Miami
Jackson Memorial Hospital	Miami
Jackson North Medical Center	North Miami Beach
Jackson Rehabilitation Hospital	Miami
Jackson South Community Hospital	Miami
Largo Medical Center	Largo
St. Petersburg General Hospital	Saint Petersburg
Tallahassee Memorial HealthCare	Tallahassee
University of Miami Hospital	Miami
VA Bay Pines Healthcare System	Bay Pines
VA James A. Haley Veterans Hospital	Tampa
VA Miami Healthcare System	Miami
VA North Florida/South Georgia Veterans Healthcare System	Gainesville
VA Orlando Medical Center	Orlando
VA West Palm Beach Medical Center	West Palm Beach
Georgia	
Atlanta Medical Center	Atlanta
Emory University Hospital	Atlanta
Emory University Orthopaedics and Spine Hospital	Tucker
Feminist Women's Health Center	Atlanta
Piedmont Hospital	Atlanta
VA Charlie Norwood Medical Center	Augusta





Organization Official Name	City
Hawaii	
Kaiser Permanente, Moanalua Medical Center	Honolulu
VA Pacific Islands Health Care System	Honolulu
Illinois	
Advocate BroMenn Medical Center	Normal
Advocate Children's Hospital	Oak Lawn
Advocate Christ Medical Center	Oak Lawn
Advocate Condell Medical Center	Libertyville
Advocate Good Samaritan Hospital	Downers Grove
Advocate Good Shepherd Hospital	Barrington
Advocate Illinois Masonic Medical Center	Chicago
Advocate Lutheran General Hospital	Park Ridge
Advocate Sherman Hospital	Elgin
Advocate South Suburban Hospital	Hazel Crest
Advocate Trinity Hospital	Chicago
Ann & Robert H. Lurie Children's Hospital of Chicago	Chicago
Howard Brown Health Center	Chicago
Northwestern Medicine Central DuPage Hospital	Winfield
Northwestern Medicine Delnor Hospital	Geneva
Northwestern Medicine Lake Forest Hospital	Lake Forest
Northwestern Memorial Hospital	Chicago
Rush Oak Park Hospital	Oak Park
Rush University Medical Center	Chicago
University of Chicago Medical Center	Chicago
University of Illinois Hospital & Health Sciences System	Chicago
VA Captain James A. Lovell Federal Health Care Center	North Chicago
VA Edward Hines Jr. Hospital	Hines
VA Illiana Health Care System	Danville
VA Jesse Brown Medical Center	Chicago
Indiana	
Community Hospital	Munster
Eskenazi Hospital	Indianapolis
Indiana University Health Ball Memorial Hospital	Muncie
VA Richard L. Roudebush Medical Center	Indianapolis
Iowa	
UnityPoint Health - Iowa Methodist Medical Center	Des Moines
University of Iowa Hospitals and Clinics	Iowa City
VA Central Iowa Health Care System	Des Moines
VA Iowa City Health Care System	Iowa City



Organization Official Name	City
Kansas	
Children's Mercy South	Overland Park
Saint Luke's Cushing Hospital	Leavenworth
Saint Luke's South Hospital	Overland Park
VA Eastern Kansas Health Care System	Topeka
Kentucky	
Eastern State Hospital	Lexington
Our Lady of Bellefonte Hospital	Ashland
University of Kentucky Albert B. Chandler Hospital	Lexington
VA Lexington Medical Center	Lexington
VA Robley Rex Medical Center	Louisville
Louisiana	
CrescentCare	New Orleans
Ochsner Baptist Medical Center	New Orleans
Ochsner Medical Center	New Orleans
Ochsner Medical Center - Kenner	Kenner
Ochsner Medical Center-Baton Rouge	Baton Rouge
Tulane Medical Center	New Orleans
Maine	
Penobscot Community Health Care	Bangor
VA Maine Medical Center	Augusta
Maryland	
Bon Secours Hospital	Baltimore
Chase Brexton Health Services	Baltimore
Greater Baltimore Medical Center	Baltimore
Howard County General Hospital	Columbia
Johns Hopkins Bayview Medical Center	Baltimore
Johns Hopkins Hospital	Baltimore
MedStar Franklin Square Medical Center	Baltimore
Planned Parenthood of Maryland	Baltimore
Suburban Hospital	Bethesda
University Health Center - University of Maryland	College Park
VA Baltimore Medical Center - Maryland Health Care System	Baltimore
Walter Reed National Military Medical Center	Bethesda
Massachusetts	
Berkshire Medical Center	Pittsfield
Beth Israel Deaconess Medical Center	Boston
Boston Children's Hospital	Boston
Boston Medical Center	Boston





Organization Official Name	City
Brigham and Women's Faulkner Hospital	Boston
Brigham and Women's Hospital	Boston
Care Dimensions	Danvers
Dana-Farber Cancer Institute	Boston
Edward M. Kennedy Community Health Center	Worcester
Fairview Hospital	Great Barrington
Fenway Health	Boston
Health Quarters	Beverly
Massachusetts General Hospital	Boston
Mount Auburn Hospital	Cambridge
Newton-Wellesley Hospital	Newton Lower Falls
South End Community Health Center	Boston
VA Boston Healthcare System	Boston
VA Central Western Massachusetts Healthcare System	Leeds
VA Edith Nourse Rogers Memorial Veterans Hospital	Bedford
Michigan	
Henry Ford Hospital	Detroit
Henry Ford Macomb Hospital	Clinton Township
Henry Ford West Bloomfield Hospital	West Bloomfield
Henry Ford Wyandotte Hospital	Wyandotte
University of Michigan Hospitals and Health Centers	Ann Arbor
VA Aleda E. Lutz Medical Center	Saginaw
VA Ann Arbor Healthcare System	Ann Arbor
VA Battle Creek Medical Center	Battle Creek
VA John D. Dingell Medical Center	Detroit
VA Oscar G. Johnson Medical Center	Iron Mountain
Minnesota	
Family Tree Clinic	St. Paul
Hennepin County Medical Center	Minneapolis
Lakeview Hospital	Stillwater
Park Nicollet Methodist Hospital	Saint Louis Park
Regions Hospital	Saint Paul
VA Minneapolis Health Care System	Minneapolis
VA St. Cloud Health Care System	St. Cloud
Mississippi	
VA Gulf Coast Veterans Health Care System	Biloxi
Missouri	
Barnes-Jewish Hospital	Saint Louis
Children's Mercy Kansas City	Kansas City



Organization Official Name	City
Mosaic Life Care at St. Joseph	Saint Joseph
Research Medical Center	Kansas City
Saint Luke's East Hospital	Lee's Summit
Saint Luke's Hospital of Kansas City	Kansas City
Saint Luke's North Hospital - Barry Road	Kansas City
St. Louis Children's Hospital	Saint Louis
VA Harry S. Truman Memorial	Columbia
VA John J. Pershing Medical Center	Poplar Bluff
VA St. Louis Health Care System	St. Louis
Montana	
Billings Clinic	Billings
VA Montana Health Care System	Fort Harrison
Nebraska	
Nebraska Medical Center	Omaha
OneWorld Community Health Center	Omaha
VA Omaha-Nebraska-Western Iowa Health Care System	Omaha
Nevada	
Centennial Hills Hospital Medical Center	Las Vegas
Desert Hope	Las Vegas
Desert Springs Hospital Medical Center	Las Vegas
Solutions Recovery Inc.	Las Vegas
Spring Valley Hospital Medical Center	Las Vegas
Summerlin Hospital Medical Center	Las Vegas
University Medical Center of Southern Nevada	Las Vegas
VA Sierra Nevada Health Care System	Reno
Valley Hospital Medical Center	Las Vegas
New Hampshire	
VA Manchester Medical Center	Manchester
New Jersey	
AtlantiCare Regional Medical Center	Atlantic City
Bayshore Community Hospital	Holmdel
Goryeb Children's Hospital	Morristown
Hackensack University Medical Center	Hackensack
Jersey City Medical Center	Jersey City
Jersey Shore University Medical Center	Neptune
Morristown Medical Center	Morristown
Newton Medical Center	Newton
Overlook Medical Center	Summit
Reproductive Medicine Associates of New Jersey	Basking Ridge





Organization Official Name	City
Robert Wood Johnson University Hospital	New Brunswick
Saint Barnabas Medical Center	Livingston
Shore Medical Center	Somers Point
VA New Jersey Health Care System	East Orange
New Mexico	
University of New Mexico Hospitals	Albuquerque
VA New Mexico Health Care System	Albuquerque
New York	
A.O. Fox Memorial Hospital	Oneonta
Albany Medical Center	Albany
Bon Secours Community Hospital	Port Jervis
Buffalo General Medical Center	Buffalo
Coler Rehabilitation and Nursing Care Center	New York
DeGraff Memorial Hospital	North Tonawanda
Evergreen Health Services	Buffalo
F. F. Thompson Hospital	Canandaigua
The Feinstein Institute for Medical Research	Manhasset
Forest Hills Hospital	Forest Hills
Franklin Hospital	Valley Stream
Glen Cove Hospital	Glen Cove
Good Samaritan Hospital	Suffern
HCR Home Care	Rochester
Henry J. Carter Specialty Hospital and Nursing Facility	New York
Hospital for Special Surgery	New York
Huntington Hospital	Huntington
Lenox Hill Hospital	New York
Long Island Jewish Medical Center	New Hyde Park
Memorial Sloan-Kettering Cancer Center	New York
Millard Fillmore Suburban Hospital	Williamsville
Mount Sinai Beth Israel	New York
Mount Sinai Hospital	New York
Mount Sinai Queens	Long Island City
Mount Sinai West	New York
Mount Sinai St. Luke's	New York
Mountainside Residential Care Center	Margaretville
New York Eye and Ear Infirmary of Mount Sinai	New York
New York-Presbyterian Hospital	New York
North Shore University Hospital	Manhasset





Organization Official Name	City
NYC Health + Hospitals/Bellevue	New York
NYC Health + Hospitals/Belvis, a Gotham Health Center	Bronx
NYC Health + Hospitals/Coney Island	Brooklyn
NYC Health + Hospitals/Cumberland, a Gotham Health Center	Brooklyn
NYC Health + Hospitals/East New York, a Gotham Health Center	Brooklyn
NYC Health + Hospitals/Elmhurst	Elmhurst
NYC Health + Hospitals/Gouverneur	New York
NYC Health + Hospitals/Harlem	New York
NYC Health + Hospitals/Jacobi	Bronx
NYC Health + Hospitals/Kings	Brooklyn
NYC Health + Hospitals/Lincoln	Bronx
NYC Health + Hospitals/McKinney	Brooklyn
NYC Health + Hospitals/Metropolitan	New York
NYC Health + Hospitals/Morrisania, a Gotham Health Center	Bronx
NYC Health + Hospitals/North Central Bronx	Bronx
NYC Health + Hospitals/Queens	Jamaica
NYC Health + Hospitals/Renaissance, a Gotham Health Center	New York
NYC Health + Hospitals/Woodhull	Brooklyn
NYU Langone Medical Center	New York
NYU Lutheran Medical Center	Brooklyn
Plainview Hospital	Plainview
Reproductive Medicine Associates of New York	New York
Saratoga Hospital	Saratoga Springs
Sea View Hospital Rehabilitation Center and Home	Staten Island
Southampton Hospital	Southampton
Southside Hospital	Bay Shore
St. Anthony Community Hospital	Warwick
St. Barnabas Hospital	Bronx
Staten Island University Hospital	Staten Island
Strong Memorial Hospital of the University of Rochester	Rochester
Syosset Hospital	Syosset
Trillium Health	Rochester
VA Albany Medical Center: Samuel S. Stratton	Albany
VA Bath Medical Center	Bath
VA Canandaigua Medical Center	Canandaigua
VA Hudson Valley Health Care System	Montrose
VA James J. Peters Medical Center	Bronx
VA Northport Medical Center	Northport





Organization Official Name	City
VA Syracuse Medical Center	Syracuse
VA Western New York Healthcare System	Buffalo
Women & Children's Hospital of Buffalo	Buffalo
North Carolina	
Alamance Regional Medical Center	Burlington
Annie Penn Hospital	Reidsville
Cone Health Behavioral Health Hospital	Greensboro
Duke Raleigh Hospital	Raleigh
Duke Regional Hospital	Durham
Duke University Hospital	Durham
Moses H. Cone Memorial Hospital	Greensboro
Novant Health Forsyth Medical Center	Winston-Salem
Novant Health Matthews Medical Center	Matthews
Novant Health Presbyterian Medical Center	Charlotte
Rex Healthcare	Raleigh
UNC Hospitals	Chapel Hill
VA Asheville Medical Center	Asheville
VA Durham Medical Center	Durham
Wesley Long Hospital	Greensboro
Women's Hospital of Greensboro	Greensboro
North Dakota	
VA Fargo Health Care System	Fargo
Ohio	
AIDS Resource Center Ohio Inc	Columbus
Bethesda North Hospital	Cincinnati
Cincinnati Children's Hospital Medical Center	Cincinnati
Cleveland Clinic (Main Campus)	Cleveland
Columbus Public Health Department	Columbus
Euclid Hospital	Euclid
Fairview Hospital	Cleveland
Good Samaritan Hospital	Cincinnati
Hillcrest Hospital	Cleveland
Lakewood Hospital	Lakewood
Lutheran Hospital	Cleveland
Marymount Hospital	Garfield Heights
Medina Hospital	Medina
MetroHealth Medical Center	Cleveland
South Pointe Hospital	Warrensville Heights
The University of Toledo Medical Center	Toledo



Organization Official Name	City
UH Ahuja Medical Center	Beachwood
UH Case Medical Center	Cleveland
UH Conneaut Medical Center	Conneaut
UH Elyria Medical Center	Elyria
UH Geauga Medical Center	Chardon
UH Geneva Medical Center	Geneva
UH Parma Medical Center	Parma
UH Portage Medical Center	Ravenna
VA Chalmers P. Wylie Ambulatory Care Center	Columbus
VA Chillicothe Medical Center	Chillicothe
VA Cincinnati Medical Center	Cincinnati
VA Dayton Medical Center	Dayton
VA Louis Stokes Cleveland Medical Center	Cleveland
Oregon	
Kaiser Foundation Hospital Westside Medical Center	Hillsboro
Kaiser Permanente, Sunnyside Medical Center	Clackamas
Legacy Emanuel Medical Center	Portland
Oregon Health & Science University Hospital	Portland
Randall Children's Hospital at Legacy Emanuel	Portland
VA Portland Medical Center	Portland
Pennsylvania	
Abington Hospital	Abington
The Abramson Center for Jewish Life	North Wales
Chester County Hospital	West Chester
Children's Hospital of Philadelphia	Philadelphia
Children's Hospital of Pittsburgh of UPMC	Pittsburgh
Einstein Medical Center Elkins Park	Elkins Park
Einstein Medical Center Montgomery	East Norriton
Einstein Medical Center Philadelphia	Philadelphia
Friends Hospital	Philadelphia
Geisinger Wyoming Valley Medical Center	Wilkes Barre
Hospital of the University of Pennsylvania	Philadelphia
Mazzoni Center	Philadelphia
Moss Rehab	Elkins Park
Penn Presbyterian Medical Center	Philadelphia
Pennsylvania Hospital	Philadelphia
Steps to Recovery	Levittown
Thomas Jefferson University Hospital	Philadelphia
VA Altoona - James E. Van Zandt Medical Center	Altoona





Organization Official Name	City
VA Erie Medical Center	Erie
VA Lebanon Medical Center	Lebanon
VA Pittsburgh Healthcare System	Pittsburgh
VA Wilkes-Barre Medical Center	Wilkes-Barre
Western Psychiatric Institute and Clinic of UPMC	Pittsburgh
Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia
Puerto Rico	
VA Caribbean Healthcare System	San Juan
Rhode Island	
Emma Pendleton Bradley Hospital	East Providence
Miriam Hospital	Providence
Newport Hospital	Newport
Rhode Island Hospital	Providence
VA Providence Medical Center	Providence
South Carolina	
Bon Secours St. Francis Downtown	Greenville
Bon Secours St. Francis Eastside	Greenville
Greenville Memorial Hospital	Greenville
MUSC Medical Center of Medical University of South Carolina	Charleston
VA Ralph H. Johnson Medical Center	Charleston
South Dakota	
VA Sioux Falls Health Care System	Sioux Falls
Tennessee	
CHOICES	Memphis
VA Tennessee Valley Healthcare System	Murfreesboro
Vanderbilt Hospital and Clinics	Nashville
Texas	
Greenhouse	Grand Prairie
Metropolitan Methodist Hospital	San Antonio
Parkland Memorial Hospital	Dallas
RBJ Health Center	Austin
Reproductive Medicine Associates of Texas	San Antonio
Texas Children's Hospital	Houston
University of Texas M.D. Anderson Cancer Center	Houston
University of Texas Medical Branch Hospitals	Galveston
VA Central Texas Veterans Health Care System	Temple
VA Michael E. DeBakey Medical Center	Houston
VA North Texas Health Care System	Dallas
VA South Texas Health Care System	San Antonio
VA Texas Valley Coastal Bend Health Care System	Harlingen



Organization Official Name	City
Utah	
VA Salt Lake City Health Care System	Salt Lake City
Vermont	
University of Vermont Medical Center	Burlington
VA White River Junction Medical Center	White River Junction
Virginia	
Bon Secours Maryview Medical Center	Portsmouth
Bon Secours Memorial Regional Medical Center	Mechanicsville
Bon Secours St. Francis Medical Center	Midlothian
Bon Secours St. Mary's Hospital	Richmond
Bon Secours-DePaul Medical Center	Norfolk
Bon Secours-Richmond Community Hospital	Richmond
Mary Immaculate Hospital	Newport News
Rappahannock General Hospital	Kilmarnock
VA Hunter Holmes McGuire Medical Center	Richmond
VA Salem Medical Center	Salem
Washington	
Cedar River Clinics	Yakima
Jefferson Healthcare	Port Townsend
Seattle Cancer Care Alliance	Seattle
Seattle Children's Hospital	Seattle
Skagit Valley Hospital	Mount Vernon
University of Washington Medical Center	Seattle
UW Medicine/Harborview Medical Center	Seattle
UW Medicine/Northwest Hospital & Medical Center	Seattle
UW Medicine/Valley Medical Center	Renton
West Virginia	
VA Huntington Medical Center	Huntington
VA Martinsburg Medical Center	Martinsburg
Wisconsin	
AIDS Resource Center of Wisconsin	Milwaukee
American Family Children's Hospital	Madison
Community Memorial Hospital	Menomonee Falls
Froedtert Memorial Lutheran Hospital	Milwaukee
NorthLakes Community Clinic	Iron River
St. Joseph's Hospital	West Bend
University of Wisconsin Hospital and Clinics	Madison
VA Clement J. Zablocki Medical Center	Milwaukee
VA Tomah Medical Center	Tomah
VA William S. Middleton Memorial Veterans Hospital	Madison





Alabama



Arkansas



Louisiana



North Carolina

Southern Hospitals Leading the Way Toward Equality

2015 WAS A HISTORIC YEAR FOR equality. We celebrated a major victory for nationwide marriage equality and witnessed unprecedented visibility for transgender Americans. However, without federal-level civil rights protections for LGBT Americans, a patchwork of state and municipal laws leaves many LGBT people vulnerable to discrimination in their workplaces, healthcare facilities, schools and communities. This is why the HRC Foundation has programs like the HEI - to promote LGBT inclusive policies and practices in the institutions that most impact people's everyday lives.

Every region of the country boasted an increase in Leaders in LGBT Healthcare Equality this year; however, we are particularly pleased to note the substantial gains in new Leaders in the Southern region of the U.S. The South had the second highest number of new Leaders and now ranks second in number of overall Leaders

among the nation's regions. Many of the cities and states in the South lack civil rights protections based on sexual orientation and gender identity, so it is particularly meaningful when institutions demonstrate their leadership and commitment and step up for LGBT equality as those facilities that participate in the HEI are doing.

Here are a few words from some of the new Leaders in the South about why they participated in the HEI.

Participation in the Healthcare Equality Index is in our genetic makeup as we encourage all of our employees to treat everyone as if they were members of their own family. As top performers for equity in treatment (as part of the AMCC's Quality and Accountability Performance Scorecard), I recently challenged employees to speak out for tolerance and caring for all humans; not let intolerant comments go unchallenged; and understand our own hidden biases and not allow them to interfere with what we've been taught.

I am always so proud to be a part of UAB because we have committed to take a leadership position on human rights and equality, and I am proud to have earned the designation of Leader in LGBT Healthcare Equality as part of that commitment.

Will Ferniany, PhD
CEO of UAB Health System
Alabama

UAB MEDICINE
UAB HOSPITAL



At Arkansas Children's Hospital (ACH), we champion children by making them better today and healthier tomorrow. In 2015 we established The Healthcare Equality Initiative, which is truly reflective of our mission at ACH, to improve inclusiveness in the diversity of our patients, families and employees. The Human Rights Campaign's Healthcare Equality Index helped inspire and guide revisions to our hospital's diversity policy language, focusing on a healthy, positive environment void of discrimination based on sexual orientation and gender identity or expression. A more inclusive environment for everyone in our ACH community will help ensure a healthier tomorrow for all.

Angela Green, PhD, RN, CPHQ
Vice President, Performance Improvement
Arkansas Children's Hospital
Arkansas



We are proud of our hospitals that have been recognized by the Human Rights Campaign through their Healthcare Equality Index. Every patient has unique needs, including those members of the lesbian, gay, bisexual, and transgender (LGBT) communities. Our mission is to provide the highest level of care to the patients we serve and their visitors in a compassionate and respectful way. Our executive team, physicians and staff embrace inclusiveness, have instituted policies and continue to participate in educational training to continually improve the patient experience.

Janet Snow-Godfrey
Senior Vice President of Human Resources
Ochsner Health System
Louisiana

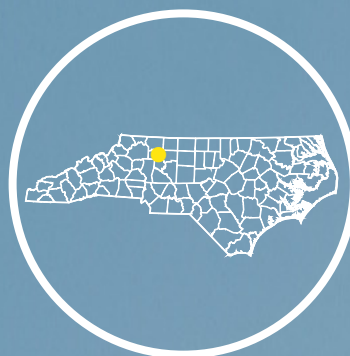


At Novant Health, our business resource groups were created to intentionally identify ways to address the unique needs of the diverse communities that we serve. Our LGBTQA business resource group identified participation in the HEI as a way to enhance patient-centered care for the LGBT community. We found the process very informative and value the commitment of our team members to strengthen and clarify our communications around LGBT rights as a healthcare system.

This year Novant Health has three of our North Carolina hospitals that have been designated as Leaders in LGBT Healthcare Equality. Our goal is to have each of the 13 hospitals in our four-state integrated healthcare network receive this status next year. Continuing our commitment to our core value of diversity and inclusion, we are building a system that meets the distinctive needs of each of our more than 25,000 team members and the patients we serve.

Tanya S. Blackmon
Chief Diversity and Inclusion Officer
Novant Health
North Carolina

NOVANT
HEALTH



Additional Best Practices Checklist

IN ADDITION TO THE 10 QUESTIONS CONSTITUTING THE CORE FOUR LEADER CRITERIA, THE HEALTHCARE Equality Index 2016 asked participants 36 other questions about best practices in LGBT patient-centered care. These questions constituted the Additional Best Practices Checklist, a unique and comprehensive tool for respondents to use in needs assessment and strategic planning.

For the HEI 2016, responses to the checklist questions did not factor into the determination of Leader status and are not reported by facility name. Responses to these questions are reported in aggregate to facilitate benchmarking and indicate national trends. In addition, all respondents receive a customized document showing their current and aspirational practices, as indicated in the Checklist, and providing resources to help them set priorities and fill gaps.

The Checklist asked HEI participants about their current practices in these areas:

LGBT Patient Services & Support

Transgender Patient Services & Support

Patient Self-Identification

Medical Decision-Making

Employment Benefits & Policies

LGBT Patient & Community Engagement

Beginning with the HEI 2017, responses to these questions will be part of the new scoring criteria for the HEI and will factor into the determination of Leader status. For more information about the new criteria, see page 52.



LGBT Patient Services and Support

THE HEI 2016 ADDITIONAL BEST PRACTICES CHECKLIST ASKED ABOUT KEY BEST PRACTICES IN support of LGBT patients as a group. This section includes best practices from The Joint Commission and other sources to enhance care for LGBT patients.

Planning to Serve LGBT Populations

35% of HEI participants that had an official plan for reducing health disparities specifically included LGBT patients in addition to race, ethnicity and linguistic concerns.

31% of HEI participants have reviewed their clinical services to identify possible LGBT-related gaps.

In 2013, the Office of Minority Health (OMH) of the U.S. Department of Health & Human Services released the new National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the National CLAS Standards), which are intended to advance health equity, improve quality and help eliminate health care disparities by providing a blueprint for individuals and health and healthcare organizations to implement culturally and linguistically appropriate services. The CLAS Standards are a nationally recognized and utilized tool for culturally competent healthcare.

The new CLAS standards fully incorporate the concerns of LGBT people into the framework of culturally and linguistically appropriate care and specifically include sexual orientation and gender identity in their broader definition of culture. OMH's accompanying publication, "A Blueprint for Advancing and Sustaining CLAS Policy and Practice," also shares examples of health disparities experienced by LGBT people and includes specific reference to LGBT health in many of the standards. One of the standards encourages healthcare organizations to conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into continuous quality improvement activities. The HEI survey found that 60% of HEI 2016 participants reported that they had an official plan, strategy or goals for reducing health disparities among their patients and/or providing culturally and linguistically appropriate services to their patient population, and 35% of those participants indicated that they include LGBT populations in this plan.

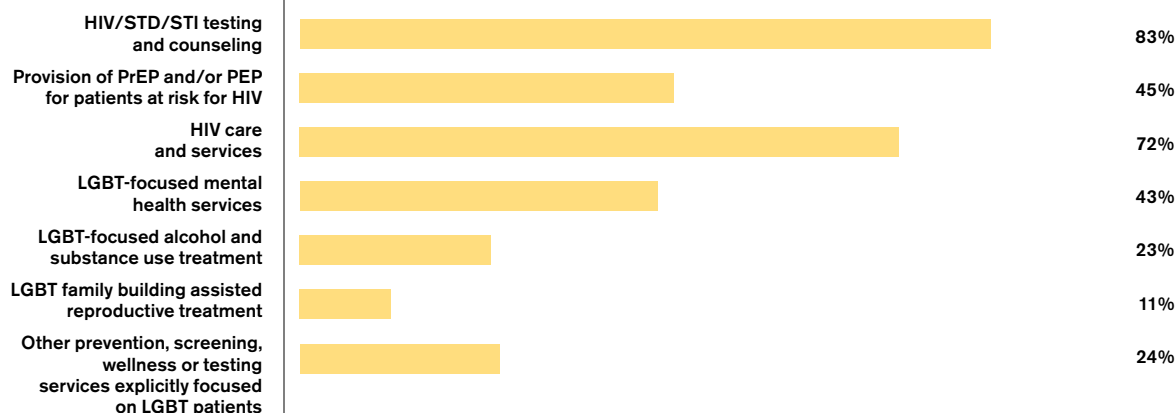
Serving LGBT Populations

43% of HEI participants make LGBT knowledgeable and friendly providers known to interested patients.

One of the ways that a hospital can help ease the fears of LGBT patients that need to choose a provider is to make LGBT knowledgeable and friendly providers known to interested patients and 43% of HEI-participants indicated that they do this in some way. 47% of respondents who make providers known indicated that they do so via a list for internal use, 41% list these providers in the GLMA Provider Directory (at www.glma.org), 34% do so via "tags" in an online "find a provider" system and 28% include them in a list that is posted externally.



Percentage of HEI participants that indicated they offered the following specific services to meet the needs of LGBT patients*



*While we require documentation in order to validate many of the questions in the HEI survey, there is no way for us to verify that these services are offered or that they are LGBT specific in nature (versus LGBT inclusive).

56% of HEI participants indicated that they had a **LGBT-focused office, point-person, patient advocate or ombudsman.**

LGBT-focused programs can provide a wide variety of services to improve LGBT patient-centered care for a hospital. For example, The Penn Medicine Program for LGBT Health focuses on five areas such as patient care, research, health education, community outreach and institutional climate and visibility. Mount Sinai Beth Israel's LGBT Health Services program implements a number of best practices in LGBT patient services and support such as offering information, referral and patient navigation for LGBT patients and consumers and providing professional education and training for providers in LGBT health care topics.

Communications

HEI participants indicated that they communicate with their LGBT patients about LGBT-specific services and health concerns in the following ways:

- 36% provide information about LGBT services and/or health concerns on their public website
- 33% publish a brochure or other print material(s) designed to educate or support LGBT patients
- 36% regularly make LGBT health material(s) published by other organizations available to patients



1.2 Million

Americans are likely candidates for PrEP (Pre-Exposure Prophylaxis) according to the Centers for Disease Control (CDC). The CDC found that one in four gay and bisexual men, one in five injectable drug users, and one in 200 heterosexual adults should consider using PrEP. When taken as prescribed by a knowledgeable healthcare provider, PrEP has been shown to be safe and reduce the likelihood of HIV acquisition by more than 90 percent.

While 83% of HEI participants indicated that they provided HIV testing and counseling, only 45% indicated that they provided PrEP for patients who are at risk for contracting HIV. HEI participants can do their part to meet the CDC's recommendations by closing this gap and pairing education and counseling about PrEP with their existing HIV testing programs.



Transgender Patient Services and Support

Serving
Transgender
Patients

TRANSGENDER PATIENTS ARE PARTICULARLY VULNERABLE IN HEALTHCARE SETTINGS. A LARGE SURVEY BY Lambda Legal revealed that 70% of transgender respondents had experienced serious discrimination in healthcare.* They can face long waits for care, pointing and laughter, negative comments, violations of confidentiality, inappropriate questions and examinations, denial of (or challenges to) bathroom use and room assignments that reflect the sex assigned to them at birth rather than their actual gender identity. In a 2011 survey of over 6,000 transgender Americans, 19% of the respondents reported being refused healthcare due to their transgender or gender-nonconforming status, with an additional 28% having postponed necessary healthcare when sick or injured, and 33% having delayed or not sought preventative care because of experiences of healthcare discrimination based on their transgender status.**

21% of HEI participants indicated that their facility has a policy or policies that specifically outline procedures and practices aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients.

Of the 117 facilities that indicated that they did have a specific policy or policies for transgender patients, the following procedures and practices were covered:

- Recording of preferred name and pronouns in paper and/or electronic admitting/registration records (83%)
- Use of preferred name and pronouns when interacting with and referring to transgender patients (91%)
- Protocols for interacting with transgender patients (72%)
- Guidelines for room assignments for transgender patients (22%)
- Access to restrooms (12%)
- Compliance with privacy laws (15%)

The creation of policies and procedures aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients and training staff on these policies is particularly important in light of Section 1557 of the Affordable Care Act. Section 1557 prohibits sex discrimination in any hospital or health program that receives federal funds. Courts and the U.S. Department of Health & Human Services, Office of Civil Rights (OCR), have indicated that this prohibition extends to claims of discrimination based on gender identity and sex stereotyping. Last year, OCR and The Brooklyn Hospital Center (TBHC) entered into a voluntary resolution agreement to ensure that transgender TBHC patients receive appropriate and equitable care and treatment. The voluntary resolution agreement resolved a complaint filed by a transgender individual alleging discrimination under Section 1557 on the basis of sex in the assignment of patient rooms. Under the terms of the two-year settlement, TBHC agreed to adopt, and train employees, on new policies and procedures tailored to transgender patients.

* When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV. New York: Lambda Legal, 2010. Available at: <http://www.lamdalegal.org/publications/when-health-care-isnt-caring>

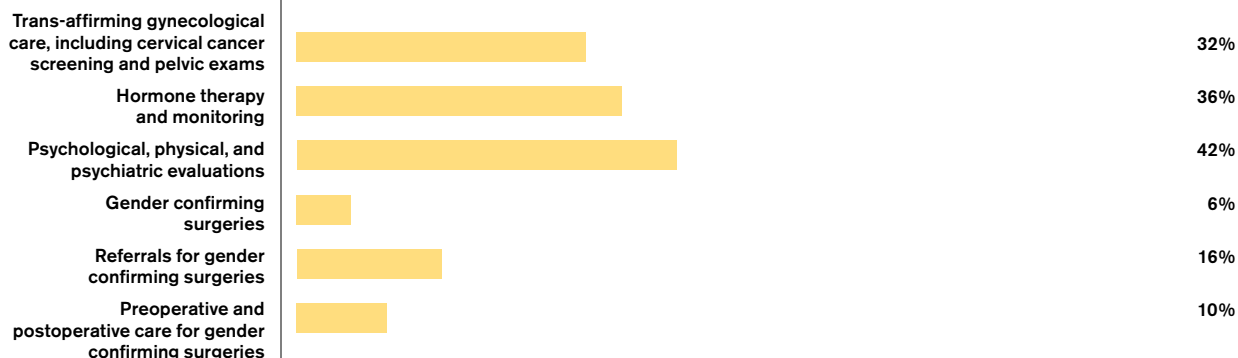
**Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman, and Mara Keisling. Injustice at Every Turn: A Report of the National Transgender Discrimination Survey. Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011.

For more information about best practices for care of transgender patients see the publication, ***Creating Equal Access to Quality Health Care for Transgender Patients: Transgender-Affirming Hospital Policies***, from HRC Foundation, Lambda Legal, and the LGBT Rights Committee of the New York City Bar Association.

This publication is available for download at: hrc.org/transgender-affirming-hospital-policies



Percentage of HEI participants that indicated they offered the following specific services to meet the needs of transgender patients*



*While we require documentation in order to validate many of the questions in the HEI survey, there is no way for us to verify that these services are offered or that they are transgender specific or affirmative.

34% of HEI participants indicated that they do not provide any transgender specific services.

While more and more people have access to transgender-inclusive healthcare insurance coverage, as these numbers indicate, there are not enough providers or healthcare facilities that offer transgender-specific services.

37% of HEI participants indicated that they had trained and clearly designated at least one employee at an appropriate level of skill, knowledge and influence to serve as an ombudsman/navigator for transgender patients and/or to coordinate a peer accompaniment program for transgender patients.

83% of HEI participants indicated that they had gender-neutral bathrooms in their facility.

Patients whose appearance might not conform to gender stereotypes may feel more comfortable and safe in a single-stall or all-gender restroom. Single-stall or family restrooms can also serve parents caring for different-sex children, disabled people accompanied by different-sex caregivers, and any other patients wishing to use them. Although making an all-gender restroom available is an important signal of acceptance, patients should be permitted to use restrooms that comport with their gender identity.





Patient Self-Identification

Collecting Information About Sexual Orientation and Gender Identity

THE INSTITUTE OF MEDICINE, THE JOINT COMMISSION AND OTHER HEALTHCARE AUTHORITIES HAVE recommended the routine collection of sexual orientation and gender identity data in healthcare settings. These critical data provide hospitals with information on the potential cultural needs of each patient, as well as an opportunity to monitor and analyze health disparities at the population level.

10% of HEI participants indicated that their organization's electronic health records offer an explicit way to capture a patient's sexual orientation.

Another 58% of participants indicated that this information may be captured in free-form notes and 32% of participants are not capturing this information at all in their patients' health records. Only 21% of HEI participants provide employees training on how to collect and record sexual orientation data.

14% of HEI participants indicated that their organization's electronic health records offer an explicit way to capture that a patient's current gender identity differs from the gender they were assigned at birth and/or the gender shown on any identification, insurance or other documents used in admitting/registration.

Another 52% of participants indicated that this information may be captured in free-form notes and 33% of participants are not capturing this information at all in their patients' health records. Only 24% of HEI participants provide employees training on how to collect and record gender identity data.

5% of HEI participants use a two-question process to collect data on gender identity (i.e. first asking current gender identity and then asking sex assigned at birth).

Documentation of both current gender identity and sex assigned at birth is critical for delivering appropriate care to transgender patients. Some transgender people may not identify as transgender, but only as male or female. In these cases, sex assigned at birth can indicate that the individual is transgender, which allows providers to offer the full range of care – such as anatomically appropriate preventive screenings – that meets the individual's needs. Therefore the current recommended best practice involves asking both sex assigned at birth and current gender identity. Current gender identity and name and pronouns currently used should be documented and used for communications with the patient as well as things like name bands and room assignments.

1/3 of HEI participants are not collecting sexual orientation or gender identity data in any way, either explicitly or in free form notes.

In order to begin to close the gaps in LGBT health disparities and to best serve LGBT patients, healthcare providers are strongly encouraged to begin collecting this data in an explicit way.

The very low percentage of HEI-participants that have developed explicit ways to capture this information is in part due to limitations posed by electronic health records. However, technology and best practices regarding patient



admitting/registration records are rapidly evolving. Recently, the U.S. Department of Health & Human Services took a landmark step in addressing disparities affecting LGBT people in health care by including sexual orientation and gender identity (SO/GI) data in requirements for Electronic Health Records (EHRs) certified under the Meaningful Use program. The new final rules, from the Centers for Medicare and Medicaid Services (CMS) and the Office of the National Coordinator of Health Information Technology (ONC), require all EHR systems certified under Stage 3 of Meaningful Use to allow users to record, change and access structured data on sexual orientation and gender identity. This requirement is part of the 2015 Edition "demographics" certification criterion and adds SO/GI data to the 2015 Edition Base EHR definition, which is a part of the definition of Certified EHR Technology (CEHRT). The new requirements are currently slated to take effect in 2018.

While the ONC rule applies to vendors who are building certified EHR systems and health institutions and practices that are using these systems as part of their participation in the Meaningful Use program and does not require providers to collect SO/GI information, for the reasons outlined above, we strongly encourage hospitals and health systems to develop processes and policies for the collection of sexual orientation and gender identity data.

52% of HEI participants provide employees with training explicitly reminding them that LGBT status is confidential patient information.

This training should be in addition to standard HIPAA training, or be in the form of a special module within HIPAA training. Transgender patients especially are often the victims of privacy breaches, where staff or providers might feel the need "warn" the patient's roommate about the patient's transgender status, or invite other staff or providers to come see the patient. These privacy violations are not only unethical and illegal, but add to the high levels of discrimination transgender people already face in accessing healthcare and discourage these patients from continuing or returning to seek care.

28% of HEI participants that saw pediatric patients indicated that their organization's electronic health records include explicit options for pediatric patients' parents beyond "mother" and "father" (e.g., "parent/guardian 1, parent/guardian 2, parent/guardian 3"), to be inclusive of same-sex parents and other diverse families.

Another 41% of participants indicated that this information may be captured in free-form notes and 31% of participants are not capturing this information at all in their patient's health records.

79% of HEI participants facilities that record a patient's marital or relationship status offer a way to record non-marital relationships by offering choices such as "domestic or life partner" or "significant other."

There are many kinds of family structures in our community today and hospital records should have ways to record these relationships. This is a practice that will help provide a welcoming environment for all patients.

**Health Records
That are Inclusive
of All Families**



Medical Decision-Making

90% of HEI participating facilities explicitly inform patients of their right to designate a person of their choice, including a same-sex partner, as medical decision-maker.

Although 90% indicated that they explicitly inform patients of their right to designate a same-sex partner as medical decision-maker, only 22% include LGBT-specific information in employee training about patient decision-making.

Healthcare organizations have sometimes failed to honor LGBT patients' right to designate the person of their choice, including a same-sex partner, to make medical decisions on their behalf should they become incapacitated, even when legally valid medical decision-making documents have been presented. To prevent these failures, it is critical that healthcare organizations be aware that, in 2011, CMS issued guidance to support enforcement of the right of patients to designate the person of their choice, including a same-sex partner, to make medical decisions on their behalf should they become incapacitated. In addition, employee training related to medical decision-making should affirm that LGBT people have the same medical decision-making rights as other patients.



Employment Benefits and Policies

Equal Benefits

THE LGBT EMPLOYEES OF A HEALTHCARE ORGANIZATION PLAY A VITAL ROLE IN ENSURING LGBT PATIENT- centered care by informally educating co-workers about patient concerns, offering feedback about organizational policies and practices and conveying to the local community the organization's commitment to equity and inclusion. It is critical that LGBT employees, like LGBT patients, receive equal treatment, particularly vis-à-vis health-related benefits and policies.

Competitive employer-provided benefits' packages are critical to attracting and retaining talent. From health care coverage to retirement investments and more, ensuring LGBT-inclusive benefits to employees and their families is an overall low-cost, high-return proposition for businesses. In addition, equitable benefits structures align with the principle of equal compensation for equal work. Apart from actual wages paid, benefits account, on average, for approximately 30 percent of employees' overall compensation. Therefore, employers should ensure that this valuable bundle of benefits is equitably extended to their workforce, irrespective of sexual orientation and gender identity. When denied equal benefits coverage, the cost to LGBT workers and their families is profound.

This year, the United States Supreme Court determined in *Obergefell v. Hodges* that same-sex couples have a Constitutional right to marry nationwide. Any business that provides benefits based on marriage to an employee's different-sex spouse must now provide marital benefits to an employee's same-sex spouse.

Almost all of the HEI participants provide healthcare benefits to spouses of benefits-eligible employees. Among those that do provide this coverage:

- 91% require the same documentation for same- and different-sex couples
- 69% have a definition of spouse and 88% of those definitions are inclusive of same-sex couples – this may include “legal spouse”

Employers that have different documentation requirements for same- and different-sex couples and those that have a definition of spouse that is not inclusive of same-sex spouses should adjust these requirements to provide equal and inclusive benefits to same-sex spouses.

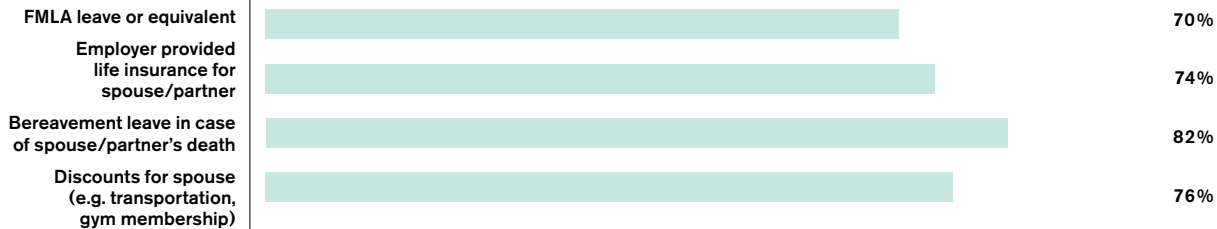
63% of HEI participants provide medical and comprehensive health benefits such as dental, vision, dependent medical and COBRA-equivalent continuation coverage to same-sex partners of benefits-eligible employees.

Since the *Obergefell* decision, employers that previously implemented employee domestic partner benefits have been faced with the question of whether these benefits and protections should continue to be offered as well as what their obligations are under the law. While there is no legal obligation to provide domestic partner benefits, as a matter of inclusion, fairness and equal compensation, employers should not only retain their domestic partner benefits policies, but should expand them (where applicable) to include all couples—same- and different-sex—and their families.



Employment Benefits and Policies

Percentage of HEI Participants that indicated they offered the following soft benefits to both spouses and partners (if the benefit is offered to employees):



Benefits and Policies Impacting Transgender Employees

17% of HEI participants have at least one health plan available to all employees that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment.

These benefits are critical for the health and well-being of individual transgender people. According to businesses' reporting to the HRC Foundation, making these benefits accessible comes at a negligible cost to the employers' overall health insurance plans. This holds true across industries.

Hospitals lag well behind their corporate counterparts when it comes to providing this important and necessary benefit. 60% (or 511 out of 851) of the nation's largest businesses that were rated in the Corporate Equality Index (CEI) offer this coverage.



8% of HEI participants have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition.

Having easily understandable and accessible guidelines on the gender transition process is a best practice in setting forth some structure to support a respectful and successful workplace transition. The guidelines are aimed at establishing common reference points and expectations for all involved, including the transitioning employee, HR, management and work groups, to further everyone's goal of a respectful transition process that retains the employee and individual engagement. From suggestions on how to have respectful and informative conversations about the topic of transgender inclusion in the workplace to the administrative changes to one's personnel and workplace documents, these guidelines clearly delineate responsibilities and expectations of transitioning employees, their supervisors, colleagues and other staff.



Again, hospitals lag far behind their corporate counterparts when it comes to transgender employee inclusion as 330 (or 39%) of CEI participants have these guidelines in place.

Hospitals participating
in the HEI

8%

Corporations
participating in the CEI

39%

Other Support for LGBT Employees

51% of HEI participants have an officially recognized LGBT employee resource group.

Many large employers have formally recognized employee resource groups (also known as an employee network, business resource or affinity group) for diverse populations of their workforce, including women, people of color, people of varied abilities and LGBT/allied people.

These groups' purpose is two-fold:

- To foster a sense of community and visibility of these diverse populations within a business, and
- To leverage each unique populations' networks and skills to help accomplish business goals such as market innovation, recruitment and retention of talent.

Employee resource groups (ERGs) are great platforms for leadership opportunities for LGBT and allied employees to better their own work environments. In addition, the reach of many ERGs extends beyond the everyday affairs of an employer to policymaking, representing the employer at professional events and external activities, participating in prospective employee recruitment efforts, mentoring and other retention-focused programming.

Employers usually provide these groups with a budget and access to resources such as meeting rooms and e-mail networks. The groups provide a clear line of communication between employees and management. LGBT/A ERGs empower employees as change agents, and also help to provide a sense of safety and acceptance for LGBT employees within the workplace.

Percentage of HEI participants that indicated the following types of support for LGBT employees:





Community Engagement

LGBT Community Engagement and Marketing

HEALTHCARE ORGANIZATIONS CAN EXTEND A WELCOME TO LGBT PEOPLE in their service area by reaching out to them via regular community engagement initiatives like those recommended in this section.

72% of HEI participants participated in or supported one or more LGBT-related events or initiatives in their service area.

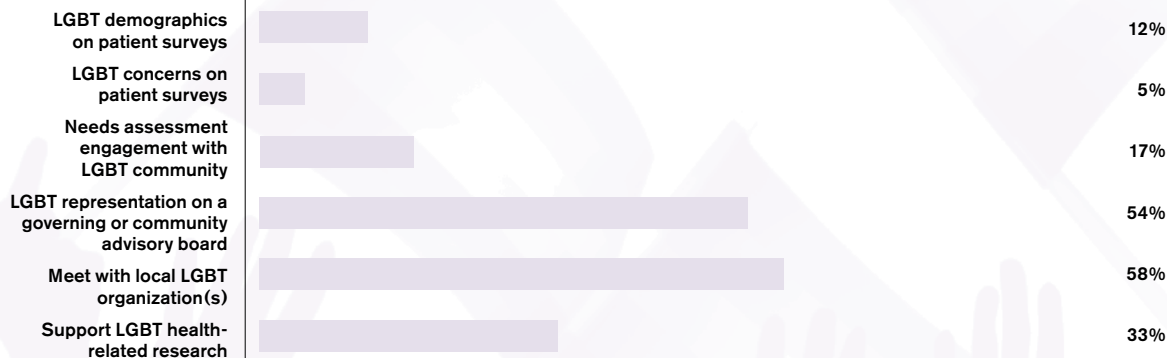
The vast majority of participants displayed their support for the LGBT community through participating in and sponsoring local pride events. Facilities also actively engaged with LGBT patients, employees and local communities in a diverse variety of events and programs such as LGBT health fairs, educational talks for providers and community members and celebration of LGBT recognition days such as National Coming Out Day and Transgender Day of Remembrance.

32% of HEI participants have engaged in marketing or advertising to the LGBT community (other than sponsorships).

Ad campaigns and marketing can further a message of a hospital's values around LGBT inclusion. Increasingly, ads with authentic images of LGBT people are featured in both LGBT media outlets and the general press alike.

Understanding the Needs of LGBT Patients and Community

Percentage of HEI Participants that indicated the following ways they seek to understand the needs of their LGBT patients and community:



One of the ways to engage the LGBT community is through targeted marketing that includes images of LGBT people such as this ad from Jackson Health System.

Healthcare facilities participate in or support a variety of LGBT-related events or initiatives in their service area as a way to engage with the local LGBT community and gain visibility in the community. Participation in community or hospital based LGBT pride celebrations, as illustrated in the adjoining photos, is one of the most popular ways to engage with the LGBT community.





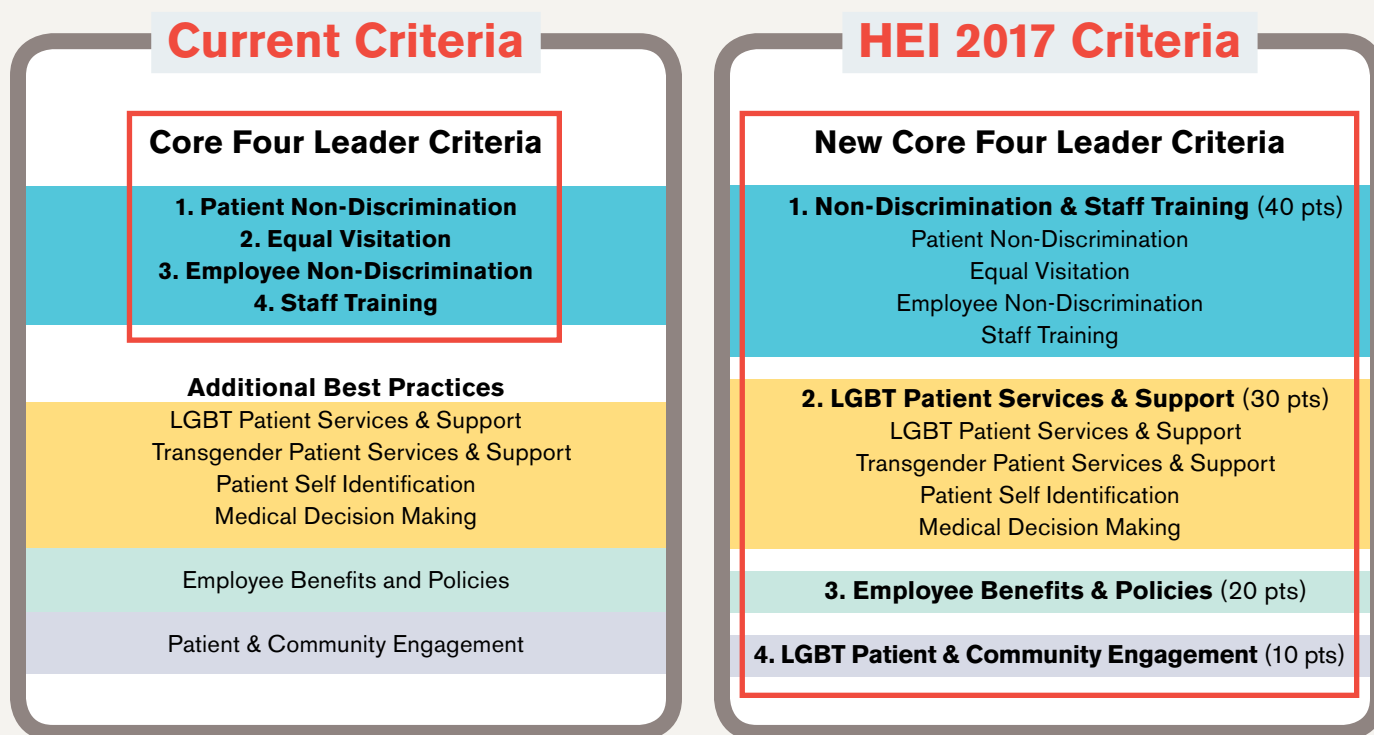
New Criteria for the HEI 2017

AFTER NINE YEARS OF PROMOTING LGBT inclusive care, the HEI has shown great success in getting hospitals and other healthcare facilities across the nation to adopt the LGBT inclusive policies included in the “Core Four” Leader Criteria. While having the policies from the Core Four in place are foundational, for healthcare facilities to provide truly inclusive LGBT patient-centered care, they must also adopt many of the policies and practices

found in the Additional Best Practices section of the HEI survey. Therefore, beginning with the HEI 2017 (surveyed in 2016), the HEI will be a scored index which will give greater weight to the full range of policies and best practices covered in the HEI survey.

Currently, a facility can earn the designation of “Leader in LGBT Healthcare Equality” by meeting all of

the HEI Core Four Leader Criteria. Under the new scoring system, a facility will need to receive a score of 100 points to be designated as a “Leader in LGBT Healthcare Equality.” Facilities will receive points for meeting specific criteria and by having a certain number of policies and best practices in place from each of four sections – i.e. “The New Core Four.” The new HEI criteria is illustrated below.



With the exception of the first section, which contains the current Leader criteria, the criteria for the HEI 2017 were intentionally designed to be flexible and to allow facilities to select from a menu of best practices in order to receive points for that section. Facilities may receive full, partial or no credit for each section depending upon how many of the policies and practices they have in place.

For more details on the new criteria, please go to: hrc.org/he-scoring-criteria

Appendix A:

HEI 2016 Core Four Leader Criteria Ratings

Healthcare Equality Index Core Four Leader Criteria

1. PATIENT NON-DISCRIMINATION POLICIES

- a. Patient non-discrimination policy (or patients' bill of rights) is fully LGBT inclusive and includes both the terms "sexual orientation" and "gender identity"
- b. Patient non-discrimination policy is communicated to patients in at least two readily accessible ways and to staff in at least one documented way

2. VISITATION POLICIES

- a. Visitation policy explicitly grants equal visitation to LGBT patients and their visitors
- b. Equal visitation policy is communicated to patients and visitors in at least two readily accessible ways and to staff in at least one documented way

3. EMPLOYMENT NON-DISCRIMINATION POLICIES


- a. Employment non-discrimination policy (or equal employment opportunity policy) is fully LGBT inclusive and includes both the terms "sexual orientation" and "gender identity"
- b. Employment non-discrimination policy is communicated to the public in at least one documented way

4. TRAINING IN LGBT PATIENT-CENTERED CARE

HEI-approved training in LGBT patient-centered care was provided to key staff members

KEY

Facilities are listed in alphabetical order by their city for each state.

Listings in **Bold Type** are the **2016 HEI Survey Participants**. Those facilities in **Bold Type** with a  preceding their name are the facilities that met all Core Four criteria and are awarded "Leader in LGBT Healthcare Equality" status (see page 18 for more information and a separate listing of this year's leaders).

Listings in Regular Type are non-respondent hospitals. See page 100 for a description of the different types of non-respondent hospitals and how this information was obtained.

● **Yes:** Survey respondent facilities are shown as meeting a criterion only if they have submitted appropriate documentation. Non-respondent researched hospitals are shown as meeting a criterion if we found a policy statement on their website or if they submitted their policy to us.

● **No/Not Found:** Survey respondent facilities are shown as No if their policy is not fully LGBT-inclusive or they did not meet the communication or training requirements. Non-respondent researched hospitals are shown as No/Not Found if the policy we found on their website or that they sent to us is not fully LGBT-inclusive OR if we could not find a policy at all and no policy was submitted to us.

Non-respondent hospitals were not assessed for criteria 1b, 2b, 3b and 4, and therefore, do not have responses listed in those fields.

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State										
2016 HEI Survey Participant				Non-respondent Facilities		Yes	No/Not Found	Not Applicable		
Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
ALABAMA										
	Shelby Baptist Medical Center	Alabaster		●		●		●		
	Northeast Alabama Regional Medical Center	Anniston		●		●		●		
	Stringfellow Memorial Hospital	Anniston		●		●		●		
■	Medical West	Bessemer	UAB Health System	●	●	●	●	●	●	●
	Brookwood Medical Center	Birmingham	Tenet Healthcare Corporation	●		●		●		
■	Cooper Green Mercy Health Services	Birmingham		●	●	●	●	●	●	●
	Princeton Baptist Medical Center	Birmingham		●		●		●		
	St. Vincent's Birmingham	Birmingham	Ascension Health	●		●		●		
	St. Vincent's East	Birmingham	Ascension Health	●		●		●		
	The Children's Hospital of Alabama	Birmingham		●		●		●		
	Trinity Medical Center	Birmingham		●		●		●		
	UAB Hospital - Highlands	Birmingham		●		●		●		
■	University of Alabama Hospital	Birmingham	UAB Health System	●	●	●	●	●	●	●
■	VA Birmingham Medical Center	Birmingham	Department of Veterans Affairs	●	●	●	●	●	●	●
	Decatur Morgan Hospital	Decatur		●		●		●		
	Flowers Hospital	Dothan		●		●		●		
	Southeast Alabama Medical Center	Dothan		●		●		●		
	Eliza Coffee Memorial Hospital	Florence		●		●		●		
	Gadsden Regional Medical Center	Gadsden		●		●		●		
	Riverview Regional Medical Center	Gadsden		●		●		●		
	Crestwood Medical Center	Huntsville		●		●		●		
	Huntsville Hospital	Huntsville	Huntsville Hospital Health System	●		●		●		
	Walker Baptist Medical Center	Jasper		●		●		●		
	Mobile Infirmary Medical Center	Mobile	Infirmary Long Term Acute Care Hospital	●		●		●		
	Providence Hospital	Mobile	Ascension Health	●		●		●		
	University of South Alabama Children's and Women's Hospital	Mobile		●		●		●		
	Baptist Medical Center East	Montgomery	Baptist Health	●		●		●		
	Jackson Hospital and Clinic	Montgomery		●		●		●		
■	VA Central Alabama Veterans Health Care System	Montgomery	Department of Veterans Affairs	●	●	●	●	●	●	●
	Northport Medical Center	Northport		●		●		●		
	DCH Regional Medical Center	Tuscaloosa	DCH Health System	●		●		●		
■	VA Tuscaloosa Medical Center	Tuscaloosa	Department of Veterans Affairs	●	●	●	●	●	●	●
ALASKA										
	Alaska Native Medical Center	Anchorage		●		●		●		
	Alaska Regional Hospital	Anchorage	HCA - Hospital Corporation of America	●		●		●		
	Providence Alaska Medical Center	Anchorage	Providence Health & Services	●		●		●		
	VA Alaska Healthcare System	Anchorage	Department of Veterans Affairs	●		●		●		
	Fairbanks Memorial Hospital	Fairbanks	Banner Health	●		●		●		
	Bartlett Regional Hospital	Juneau		●		●		●		
	Providence Kodiak Island Medical Center	Kodiak	Providence Health & Services	●		●		●		
	Mat-Su Regional Medical Center	Palmer		●		●		●		
	Providence Seward Medical and Care Center	Seward	Providence Health & Services	●		●		●		
	SEARHC MT. Edgecumbe Hospital	Sitka		●		●		●		
	Sitka Community Hospital	Sitka		●		●		●		
	Central Peninsula General Hospital	Soldotna		●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Providence Valdez Medical Center	Valdez	Providence Health & Services	●		●		●		
ARIZONA										
	Banner Goldfield Medical Center	Apache Junction	Banner Health	●		●		●		
	Banner Casa Grande Medical Center	Casa Grande	Banner Health	●		●		●		
	Chandler Regional Medical Center	Chandler	Dignity Health	●		●		●		
	Flagstaff Medical Center	Flagstaff	Northern Arizona Healthcare	●		●		●		
	Banner Gateway Medical Center	Gilbert	Banner Health	●		●		●		
	Mercy Gilbert Medical Center	Gilbert	Dignity Health	●		●		●		
	Abrazo Arrowhead Campus	Glendale	Tenet Healthcare Corporation	●		●		●		
	Banner Thunderbird Medical Center	Glendale	Banner Health	●		●		●		
	St. Joseph's Westgate Medical Center	Glendale	Dignity Health	●		●		●		
	Banner Baywood Medical Center	Mesa	Banner Health	●		●		●		
	Banner Desert Medical Center	Mesa	Banner Health	●		●		●		
	Banner Heart Hospital	Mesa	Banner Health	●		●		●		
	Mountain Vista Medical Center	Mesa		●		●		●		
	Oro Valley Hospital	Oro Valley		●		●		●		
	Page Hospital	Page	Banner Health	●		●		●		
	Banner Payson Medical Center	Payson	Banner Health	●		●		●		
	Abrazo Maryvale Campus	Phoenix	Tenet Healthcare Corporation	●		●		●		
☰	Abrazo Scottsdale Campus	Phoenix	Tenet Healthcare Corporation	●	●	●	●	●	●	●
☰	Adelante Healthcare (10 locations)	Phoenix		●	●	●	●	●	●	●
	Banner Estrella Medical Center	Phoenix	Banner Health	●		●		●		
	Banner University Medical Center Phoenix	Phoenix	Banner Health	●		●		●		
	Mayo Clinic Hospital	Phoenix	Mayo Clinic	●	●	●	●	●	●	●
	Mountain Park Health Center (2 locations)	Phoenix		●	●	●	●	●	●	●
	Phoenix Children's Hospital	Phoenix		●		●		●		
	St. Luke's Medical Center	Phoenix	IASIS Healthcare	●		●		●		
	St. Joseph's Hospital and Medical Center	Phoenix	Dignity Health	●		●		●		
	VA Phoenix Health Care System	Phoenix	Department of Veterans Affairs	●		●		●		
☰	VA Northern Arizona Health Care System	Prescott	Department of Veterans Affairs	●	●	●	●	●	●	●
	Banner Ironwood Medical Center	San Tan Valley	Banner Health	●		●		●		
	Banner Behavioral Health Hospital - Scottsdale	Scottsdale	Banner Health	●		●		●		
	Mayo Clinic	Scottsdale	Mayo Clinic	●	●	●	●	●	●	●
	Scottsdale Healthcare Shea Medical Center	Scottsdale	Scottsdale Healthcare	●		●		●		
	Scottsdale Healthcare Thompson Peak	Scottsdale	Scottsdale Healthcare	●		●		●		
	Scottsdale Healthcare-Osborn Medical Center	Scottsdale	Scottsdale Healthcare	●		●		●		
	Banner Boswell Medical Center	Sun City	Banner Health	●		●		●		
	Banner Del E. Webb Medical Center	Sun City West	Banner Health	●		●		●		
	Banner University Medical Center South	Tucson	Banner Health	●		●		●		
	Carondelet St. Joseph's Hospital	Tucson	Carondelet Health Network	●		●		●		
	Carondelet St. Mary's Hospital	Tucson	Carondelet Health Network	●		●		●		
☰	El Rio Community Health Center (2 locations)	Tucson		●	●	●	●	●	●	●
	Northwest Medical Center	Tucson		●		●		●		
	TMC Healthcare	Tucson		●		●		●		
☰	VA Southern Arizona Health Care System	Tucson	Department of Veterans Affairs	●	●	●	●	●	●	●
	Yuma Regional Medical Center	Yuma		●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

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2016 HEI Survey Participant				Non-respondent Facilities		Yes	No/Not Found	Not Applicable		
Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	
ARKANSAS										
	White River Medical Center	Batesville		●		●		●		
	Mercy Hospital Berryville	Berryville	Mercy	●		●		●		
	Mercy Hospital Booneville	Booneville	Mercy	●		●		●		
	Conway Regional Medical Center	Conway		●		●		●		
	Medical Center of South Arkansas	El Dorado		●		●		●		
🏠	VA Health Care System of the Ozarks	Fayetteville	Department of Veterans Affairs	●	●	●	●	●	●	●
	Washington Regional Medical Center	Fayetteville		●		●		●		
	Mercy Hospital Fort Smith	Fort Smith	Mercy	●		●		●		
	Sparks Regional Medical Center	Fort Smith		●		●		●		
	National Park Medical Center	Hot Springs		●		●		●		
	St. Vincent Hospital Hot Springs	Hot Springs	Catholic Health Initiatives	●		●		●		
	St. Bernards Medical Center	Jonesboro	St. Bernards Healthcare	●		●		●		
🏠	Arkansas Children's Hospital	Little Rock		●	●	●	●	●	●	●
	Baptist Health Extended Care Hospital	Little Rock	Baptist Health	●		●		●		
	St. Vincent Infirmary Medical Center	Little Rock	Catholic Health Initiatives	●		●		●		
🏠	UAMS Medical Center	Little Rock		●	●	●	●	●	●	●
🏠	VA Central Arkansas Veterans Healthcare System	Little Rock	Department of Veterans Affairs	●	●	●	●	●	●	●
	Baxter Regional Medical Center	Mountain Home		●		●		●		
	Baptist Health Medical Center - North Little Rock	North Little Rock	Baptist Health	●		●		●		
	Mercy Hospital Ozark	Ozark	Mercy	●		●		●		
	Mercy Hospital Paris	Paris	Mercy	●		●		●		
	Jefferson Regional Medical Center	Pine Bluff		●		●		●		
	Mercy Hospital Rogers	Rogers	Mercy	●		●		●		
	Saint Mary's Regional Medical Center	Russellville	Capella Healthcare	●		●		●		
	White County Medical Center	Searcy		●		●		●		
	Northwest Medical Center - Springdale	Springdale		●		●		●		
	Summit Medical Center	Van Buren		●		●		●		
	Mercy Hospital Waldron	Waldron	Mercy	●		●		●		
	Lawrence Memorial Hospital	Walnut Ridge		●		●		●		
	Alameda Hospital	Alameda		●		●		●		
CALIFORNIA										
🏠	Kaiser Permanente, Orange County Anaheim Medical Center	Anaheim	Kaiser Permanente	●	●	●	●	●	●	●
🏠	Kaiser Permanente, Antioch Medical Center	Antioch	Kaiser Permanente	●	●	●	●	●	●	●
🏠	Sutter Delta Medical Center	Antioch	Sutter Health	●	●	●	●	●	●	●
	Methodist Hospital of Southern California	Arcadia		●		●		●		
	Arroyo Grande Community Hospital	Arroyo Grande	Dignity Health	●		●		●		
	Bakersfield Memorial Hospital	Bakersfield	Dignity Health	●		●		●		
	Kern Medical Center	Bakersfield		●		●		●		
	Mercy Bakersfield - Downtown	Bakersfield	Dignity Health	●	●	●	●	●	●	●
	Mercy Bakersfield - South West	Bakersfield	Dignity Health	●		●		●		
🏠	Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	Kaiser Permanente	●	●	●	●	●	●	●
	University Health Services (Tang Center)	Berkeley		●		●		●		
	Providence Saint Joseph Medical Center	Burbank	Providence Health & Services	●		●		●		
	Mills-Peninsula Health Services	Burlingame	Sutter Health	●		●		●		
	St. John's Pleasant Valley	Camarillo	Dignity Health	●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities Yes No/Not Found Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Scripps Coastal Medical Center Carlsbad	Carlsbad	Scripps Health	●		●		●		
	Mercy San Juan Medical Center	Carmichael	Dignity Health	●		●		●		
	Scripps Coastal Medical Center Eastlake	Chula Vista	Scripps Health	●		●		●		
■	Scripps Mercy Hospital, Chula Vista campus	Chula Vista	Scripps Health	●	●	●	●	●	●	●
	Sharp Chula Vista Medical Center	Chula Vista	Sharp HealthCare	●	●	●	●	●	●	●
■	John Muir Behavioral Health Center	Concord	John Muir Health	●	●	●	●	●	●	●
■	John Muir Medical Center, Concord	Concord	John Muir Health	●	●	●	●	●	●	●
	Scripps Clinic Division of Dermatology - Coronado	Coronado	Scripps Health	●		●		●		
	Sharp Coronado Hospital and Healthcare Center	Coronado	Sharp HealthCare	●		●		●		
■	Sutter Davis Hospital	Davis	Sutter Health	●	●	●	●	●	●	●
	Scripps Clinic Del Mar	Del Mar	Scripps Health	●		●		●		
	Scripps Coastal Medical Center Del Mar	Del Mar	Scripps Health	●		●		●		
■	Kaiser Permanente, Downey Medical Center	Downey	Kaiser Permanente	●	●	●	●	●	●	●
	Rancho Los Amigos National Rehabilitation Center	Downey	Los Angeles County Department of Health Services	●		●		●		
	City of Hope's National Medical Center	Duarte		●		●		●		
	Scripps Clinic Encinitas	Encinitas	Scripps Health	●		●		●		
	Scripps Coastal Medical Center Encinitas	Encinitas	Scripps Health	●		●		●		
	Scripps Coastal Medical Center Encinitas-OB/GYN	Encinitas	Scripps Health	●		●		●		
■	Scripps Memorial Hospital Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●
	Scripps Coastal Medical Center Escondido	Escondido	Scripps Health	●		●		●		
	Mercy Hospital Folsom	Folsom	Dignity Health	●		●		●		
■	Kaiser Permanente, Fontana Medical Center	Fontana	Kaiser Permanente	●	●	●	●	●	●	●
■	Kaiser Permanente, Fremont Medical Center	Fremont	Kaiser Permanente	●	●	●	●	●	●	●
	Washington Hospital Healthcare System	Fremont		●		●		●		
	Community Regional Medical Center	Fresno		●		●		●		
■	Kaiser Permanente, Fresno Medical Center	Fresno	Kaiser Permanente	●	●	●	●	●	●	●
	Saint Agnes Medical Center	Fresno		●		●		●		
	VA Central California Health Care System	Fresno	Department of Veterans Affairs	●		●		●		
	St. Jude Medical Center	Fullerton		●		●		●		
	Glendale Adventist Medical Center	Glendale	Adventist Health	●		●		●		
	Glendale Memorial Hospital and Health Center	Glendale	Dignity Health	●		●		●		
■	USC Verdugo Hills Hospital	Glendale		●	●	●	●	●	●	●
	Sierra Nevada Memorial Hospital	Grass Valley	Dignity Health	●		●		●		
	Marin General Hospital	Greenbrae		●		●		●		
	Adventist Medical Center - Hanford	Hanford	Adventist Health	●		●		●		
	Central Valley General Hospital	Hanford	Adventist Health	●		●		●		
■	Kaiser Permanente, South Bay Medical Center	Harbor City	Kaiser Permanente	●	●	●	●	●	●	●
■	Kaiser Permanente, Irvine Medical Center	Irvine	Kaiser Permanente	●	●	●	●	●	●	●
■	Sutter Amador Hospital	Jackson	Sutter Health	●	●	●	●	●	●	●
	Scripps Clinic La Jolla Campus	La Jolla	Scripps Health	●		●		●		
	Scripps Clinic Torrey Pines	La Jolla	Scripps Health	●		●		●		
■	Scripps Green Hospital	La Jolla	Scripps Health	●	●	●	●	●	●	●
■	Scripps Memorial Hospital La Jolla	La Jolla	Scripps Health	●	●	●	●	●	●	●
	Scripps Clinic Rancho San Diego	La Mesa	Scripps Health	●		●		●		
	Sharp Grossmont Hospital	La Mesa	Sharp HealthCare	●	●	●	●	●	●	●
	Saddleback Memorial Medical Center	Laguna Hills		●		●		●		













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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	San Bernardino Mountains Community Hospital District	Lake Arrowhead		●		●		●		
	Antelope Valley Hospital	Lancaster		●		●		●		
	Loma Linda University Medical Center	Loma Linda		●		●		●		
■	VA Loma Linda Healthcare System	Loma Linda	Department of Veterans Affairs	●	●	●	●	●	●	●
	Long Beach Memorial Medical Center	Long Beach		●		●		●		
	Miller Children's & Women's Hospital Long Beach	Long Beach		●		●		●		
■	St. Mary's Medical Center - Long Beach	Long Beach	Dignity Health	●	●	●	●	●	●	●
■	VA Long Beach Healthcare System	Long Beach	Department of Veterans Affairs	●	●	●	●	●	●	●
	California Hospital Medical Center	Los Angeles	Dignity Health	●		●		●		
■	Cedars-Sinai Medical Center	Los Angeles		●	●	●	●	●	●	●
■	Children's Hospital Los Angeles	Los Angeles		●	●	●	●	●	●	●
	Good Samaritan Hospital	Los Angeles		●		●		●		
■	Kaiser Permanente, Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●	●
■	Kaiser Permanente, West Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●	●
■	Keck Medical Center of USC	Los Angeles		●	●	●	●	●	●	●
■	LAC + USC Medical Center	Los Angeles		●	●	●	●	●	●	●
■	Los Angeles LGBT Center	Los Angeles		●	●	●	●	●	●	●
■	Mattel Children's Hospital UCLA	Los Angeles	UCLA Health System	●	●	●	●	●	●	●
	Orthopaedic Institute for Children	Los Angeles		●	●	●	●	●	●	●
	Pacific Alliance Medical Center	Los Angeles		●		●		●		
■	Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	UCLA Health System	●	●	●	●	●	●	●
■	Ronald Reagan UCLA Medical Center	Los Angeles	UCLA Health System	●	●	●	●	●	●	●
	St. Vincent Medical Center	Los Angeles	Daughters of Charity Health System	●		●		●		
■	UCLA Arthur Ashe Student Health & Wellness Center	Los Angeles	UCLA Health System	●	●	●	●	●	●	●
	White Memorial Medical Center	Los Angeles	Adventist Health	●		●		●		
■	Kaiser Permanente, Manteca Medical Center	Manteca	Kaiser Permanente	●	●	●	●	●	●	●
■	Contra Costa Behavioral Health Division (5 locations)	Martinez	Contra Costa Health Services	●	●	●	●	●	●	●
■	Contra Costa Regional Medical Center	Martinez	Contra Costa Health Services	●	●	●	●	●	●	●
	VA Northern California Health Care System	Mather	Department of Veterans Affairs	●	●	●	●	●	●	●
	Mercy Medical Center Merced	Merced	Dignity Health	●		●		●		
	Providence Holy Cross Medical Center	Mission Hills	Providence Health & Services	●		●		●		
	Mission Hospital	Mission Viejo		●		●		●		
■	Kaiser Permanente, Modesto Medical Center	Modesto	Kaiser Permanente	●	●	●	●	●	●	●
	Memorial Medical Center	Modesto		●		●		●		
	Community Hospital of the Monterey Peninsula	Monterey		●		●		●		
■	Kaiser Permanente, Moreno Valley Medical Center	Moreno Valley	Kaiser Permanente	●	●	●	●	●	●	●
	Riverside County Regional Medical Center	Moreno Valley		●		●		●		
	Mercy Mt. Shasta Medical Center	Mount Shasta	Dignity Health	●		●		●		
	El Camino Hospital	Mountain View		●		●		●		
■	Forterus	Murrieta	American Addiction Centers	●	●	●	●	●	●	●
■	Hoag Memorial Hospital Presbyterian	Newport Beach		●	●	●	●	●	●	●
	Northridge Hospital Medical Center	Northridge	Dignity Health	●		●		●		
■	Alta Bates Summit Medical Center	Oakland	Sutter Health	●	●	●	●	●	●	●
	Alta Bates Summit Medical Center - Summit Campus	Oakland		●		●		●		
■	Kaiser Permanente, Oakland Medical Center	Oakland	Kaiser Permanente	●	●	●	●	●	●	●
	Scripps Coastal Medical Center Oceanside - Mission Ave.	Oceanside	Scripps Health	●		●		●		

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Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Kaiser Permanente, Ontario Medical Center	Ontario	Kaiser Permanente	●	●	●	●	●	●	●
	UC Irvine Medical Center	Orange		●		●		●		
	St. John's Regional Medical Center	Oxnard	Dignity Health	●		●		●		
	Desert Regional Medical Center	Palm Springs	Tenet Healthcare Corporation	●	●	●	●	●	●	●
	Stanford Health Care	Palo Alto		●	●	●	●	●	●	●
	VA Palo Alto Health Care System	Palo Alto	Department of Veterans Affairs	●	●	●	●	●	●	●
	Kaiser Permanente, Panorama City Medical Center	Panorama City	Kaiser Permanente	●	●	●	●	●	●	●
	Huntington Memorial Hospital	Pasadena		●		●		●		
	Pomona Valley Hospital Medical Center	Pomona		●		●		●		
	Eisenhower Medical Center	Rancho Mirage		●	●	●	●	●	●	●
	St. Elizabeth Community Hospital	Red Bluff	Dignity Health	●		●		●		
	Mercy Medical Center Redding	Redding	Dignity Health	●		●		●		
	Kaiser Permanente, Redwood City Medical Center	Redwood City	Kaiser Permanente	●		●		●		
	Redlands Community Hospital	Redlands		●		●		●		
	Sequoia Hospital	Redwood City	Dignity Health	●		●		●		
	Kaiser Permanente, Richmond Medical Center	Richmond	Kaiser Permanente	●	●	●	●	●	●	●
	Adventist Medical Center-Reedley	Reedley	Adventist Health	●		●		●		
	Kaiser Permanente, Riverside Medical Center	Riverside	Kaiser Permanente	●	●	●	●	●	●	●
	Parkview Community Hospital Medical Center	Riverside		●		●		●		
	Riverside Community Hospital	Riverside	HCA - Hospital Corporation of America	●		●		●		
	Kaiser Permanente, Roseville Medical Center	Roseville	Kaiser Permanente	●	●	●	●	●	●	●
	Sutter Roseville Medical Center	Roseville	Sutter Health	●	●	●	●	●	●	●
	Kaiser Permanente, Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●
	Kaiser Permanente, South Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●
	Mercy General Hospital	Sacramento	Dignity Health	●		●		●		
	Methodist Hospital of Sacramento	Sacramento	Dignity Health	●		●		●		
	Sutter Medical Center, Sacramento	Sacramento	Sutter Health	●	●	●	●	●	●	●
	Sutter Medical Foundation	Sacramento	Sutter Health	●	●	●	●	●	●	●
	UC Davis Medical Center	Sacramento	UC Davis Health System	●	●	●	●	●	●	●
	Mark Twain Medical Center	San Andreas	Dignity Health	●		●		●		
	Community Hospital of San Bernardino	San Bernardino	Dignity Health	●		●		●		
	Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●
	Scripps Clinic Carmel Valley	San Diego	Scripps Health	●		●		●		
	Scripps Clinic Division of OB/GYN - La Jolla	San Diego	Scripps Health	●		●		●		
	Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●
	Scripps Clinic Hillcrest Hematology/Oncology	San Diego	Scripps Health	●		●		●		
	Scripps Clinic Mission Valley	San Diego	Scripps Health	●		●		●		
	Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●
	Scripps Clinic Rancho Bernardo	San Diego	Scripps Health	●		●		●		
	Scripps Coastal Medical Center Hillcrest	San Diego	Scripps Health	●		●		●		
	Scripps Mercy Hospital, San Diego Campus	San Diego	Scripps Health	●	●	●	●	●	●	●
	Sharp Mary Birch Hospital for Women and Newborns	San Diego	Sharp HealthCare	●		●		●		
	Sharp McDonald Center	San Diego	Sharp HealthCare	●		●		●		
	Sharp Memorial Hospital	San Diego	Sharp HealthCare	●	●	●	●	●	●	●
	Sharp Mesa Vista Hospital	San Diego	Sharp HealthCare	●		●		●		
	UC San Diego Health System	San Diego		●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State



















2016 HEI Survey Participant

Non-respondent Facilities

Yes

No/Not Found

Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination	
				1a	1b	2a	2b	3a	3b
	VA San Diego Healthcare System	San Diego	Department of Veterans Affairs	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	California Pacific Medical Center	San Francisco	Sutter Health	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Kaiser Permanente, San Francisco Medical Center	San Francisco	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Lyon-Martin Health Services	San Francisco		<div></div>		<div></div>		<div></div>	
	Saint Francis Memorial Hospital - San Francisco	San Francisco	Dignity Health	<div></div>		<div></div>		<div></div>	
	San Francisco General Hospital and Trauma Center	San Francisco		<div></div>		<div></div>		<div></div>	
	St. Mary's Medical Center - San Francisco	San Francisco	Dignity Health	<div></div>		<div></div>		<div></div>	
	UCSF Medical Center	San Francisco	UCSF Health System	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	VA San Francisco Medical Center	San Francisco	Department of Veterans Affairs	<div></div>		<div></div>		<div></div>	
	Good Samaritan Hospital	San Jose	HCA - Hospital Corporation of America	<div></div>		<div></div>		<div></div>	
	Kaiser Permanente, San Jose Medical Center	San Jose	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	O'Connor Hospital	San Jose	Daughters of Charity Health System	<div></div>		<div></div>		<div></div>	
	Regional Medical Center of San Jose	San Jose	HCA - Hospital Corporation of America	<div></div>		<div></div>		<div></div>	
	Santa Clara Valley Medical Center	San Jose	Santa Clara Valley Health and Hospital System	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Kaiser Permanente, San Leandro Medical Center	San Leandro	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	French Hospital Medical Center	San Luis Obispo	Dignity Health	<div></div>		<div></div>		<div></div>	
	Contra Costa West County Health Center	San Pablo	Contra Costa Health Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Providence Little Company of Mary Medical Center San Pedro	San Pedro	Providence Health & Services	<div></div>		<div></div>		<div></div>	
	Kaiser Permanente, San Rafael Medical Center	San Rafael	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Santa Barbara Cottage Hospital	Santa Barbara		<div></div>		<div></div>		<div></div>	
	Kaiser Permanente, Santa Clara Medical Center	Santa Clara	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Dominican Hospital Santa Cruz	Santa Cruz	Dignity Health	<div></div>		<div></div>		<div></div>	
	Palo Alto Medical Foundation (11 locations)	Santa Cruz	Sutter Health	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Sutter Maternity and Surgery Center of Santa Cruz	Santa Cruz	Sutter Health	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Marian Regional Medical Center	Santa Maria	Dignity Health	<div></div>		<div></div>		<div></div>	
	Saint John's Health Center	Santa Monica	Providence Health & Services	<div></div>		<div></div>		<div></div>	
	Santa Monica-UCLA Medical Center and Orthopaedic Hospital	Santa Monica	UCLA Health System	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Santa Rosa Memorial Hospital	Santa Rosa		<div></div>		<div></div>		<div></div>	
	Sutter Santa Rosa Regional Hospital	Santa Rosa	Sutter Health	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Scripps Clinic Santee	Santee	Scripps Health	<div></div>		<div></div>		<div></div>	
	Adventist Medical Center - Selma	Selma	Adventist Health	<div></div>		<div></div>		<div></div>	
	Kaiser Permanente, South San Francisco Medical Center	South San Francisco	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	St. Helena Hospital Napa Valley	St. Helena	Adventist Health	<div></div>		<div></div>		<div></div>	
	St. Joseph's Behavioral Health - Stockton	Stockton	Dignity Health	<div></div>		<div></div>		<div></div>	
	St. Joseph's Medical Center - Stockton	Stockton	Dignity Health	<div></div>		<div></div>		<div></div>	
	Banner Lassen Medical Center	Susanville	Banner Health	<div></div>		<div></div>		<div></div>	
	Providence Tarzana Medical Center	Tarzana	Providence Health & Services	<div></div>		<div></div>		<div></div>	
	Los Robles Hospital and Medical Center	Thousand Oaks	HCA - Hospital Corporation of America	<div></div>		<div></div>		<div></div>	
	Harbor-UCLA Medical Center	Torrance		<div></div>		<div></div>		<div></div>	
	Providence Little Company of Mary Medical Center Torrance	Torrance	Providence Health & Services	<div></div>		<div></div>		<div></div>	
	Torrance Memorial Medical Center	Torrance		<div></div>		<div></div>		<div></div>	
	Sutter Tracy Community Hospital	Tracy	Sutter Health	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Kaiser Permanente, Vacaville Medical Center	Vacaville	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Kaiser Permanente, Vallejo Medical Center	Vallejo	Kaiser Permanente	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
	Sutter Solano Medical Center	Vallejo		<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Community Memorial Hospital	Ventura		●		●		●		
	Kaweah Delta Medical Center	Visalia		●		●		●		
	Scripps Coastal Medical Center Vista - Cedar Rd.	Vista	Scripps Health	●		●		●		
	Scripps Coastal Medical Center Vista - Thibodo Rd.	Vista	Scripps Health	●		●		●		
■	John Muir Medical Center, Walnut Creek	Walnut Creek	John Muir Health	●	●	●	●	●	●	●
■	Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek	Kaiser Permanente	●	●	●	●	●	●	●
	West Hills Hospital and Medical Center	West Hills	HCA - Hospital Corporation of America	●		●		●		
	PIH Health Hospital-Whittier	Whittier		●		●		●		
	Whittier Hospital Medical Center	Whittier		●		●		●		
	Woodland Healthcare	Woodland	Dignity Health	●		●		●		
■	Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills	Kaiser Permanente	●	●	●	●	●	●	●
COLORADO										
	Children's Hospital Colorado	Aurora		●		●		●		
	Medical Center of Aurora	Aurora	HCA - Hospital Corporation of America	●		●		●		
	University of Colorado Hospital	Aurora	University of Colorado Health	●		●		●		
	Boulder Community Hospital	Boulder		●		●		●		
	East Morgan County Hospital	Brush	Banner Health	●		●		●		
	Memorial Hospital	Colorado Springs	University of Colorado Health	●		●		●		
	Penrose-St. Francis Health Services	Colorado Springs	Centura Health	●		●		●		
■	Denver Health Medical Center	Denver	Denver Health and Hospital Authority	●	●	●	●	●	●	●
	Porter Adventist Hospital	Denver	Centura Health	●		●		●		
	Presbyterian-St. Luke's Medical Center	Denver	HCA - Hospital Corporation of America	●		●		●		
	Rose Medical Center	Denver	HCA - Hospital Corporation of America	●		●		●		
	Saint Joseph Hospital	Denver	Saint Joseph Hospital	●		●		●		
	VA Eastern Colorado Health Care System	Denver	Department of Veterans Affairs	●	●	●	●	●	●	●
	Craig Hospital	Englewood		●	●	●	●	●	●	●
	Swedish Medical Center	Englewood	HCA - Hospital Corporation of America	●		●		●		
	Banner Fort Collins Medical Center	Fort Collins	Banner Health	●		●		●		
	Poudre Valley Hospital	Fort Collins	University of Colorado Health	●		●		●		
	St. Mary's Medical Center	Grand Junction	SCL Health System	●		●		●		
■	VA Grand Junction Medical Center	Grand Junction	Department of Veterans Affairs	●	●	●	●	●	●	●
	North Colorado Medical Center	Greeley	Banner Health	●		●		●		
	Good Samaritan Medical Center	Lafayette		●		●		●		
	St. Anthony Hospital	Lakewood	Centura Health	●	●	●	●	●	●	●
	Littleton Adventist Hospital	Littleton		●		●		●		
	Sky Ridge Medical Center	Lone Tree	HCA - Hospital Corporation of America	●		●		●		
	McKee Medical Center	Loveland	Banner Health	●		●		●		
	Parkview Medical Center	Pueblo		●		●		●		
	St. Mary-Corwin Medical Center	Pueblo		●		●		●		
	Sterling Regional MedCenter	Sterling	Banner Health	●		●		●		
	St. Anthony North Hospital	Westminster	Centura Health	●		●		●		
	Lutheran Medical Center	Wheat Ridge	SCL Health System	●		●		●		
CONNECTICUT										
■	Bridgeport Hospital	Bridgeport	Yale New Haven Health System	●	●	●	●	●	●	●
	St. Vincent's Medical Center	Bridgeport		●		●		●		
■	Bristol Hospital	Bristol		●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Danbury Hospital	Danbury	Western Connecticut Health Network	●		●		●		
	University of Connecticut Health Center, John Dempsey Hospital	Farmington		●		●		●		
■	Greenwich Hospital	Greenwich	Yale New Haven Health System	●	●	●	●	●	●	●
	Connecticut Children's Medical Center	Hartford		●		●		●		
	Hartford Hospital	Hartford		●		●		●		
	Saint Francis Hospital and Medical Center	Hartford		●		●		●		
	Manchester Memorial Hospital	Manchester	Eastern Connecticut Health Network	●		●		●		
	Middlesex Hospital	Middletown		●		●		●		
	The Hospital of Central Connecticut	New Britain	Hartford HealthCare	●		●		●		
■	Yale-New Haven Hospital	New Haven	Yale New Haven Health System	●	●	●	●	●	●	●
	Lawrence + Memorial Hospital	New London		●		●		●		
	New Milford Hospital	New Milford	Western Connecticut Health Network	●		●		●		
	Norwalk Hospital	Norwalk		●		●		●		
	Day Kimball Hospital	Putnam		●		●		●		
	Johnson Memorial Hospital	Stafford Springs	Saint Francis Hospital and Medical Center	●		●		●		
	Stamford Hospital	Stamford		●		●		●		
	Rockville General Hospital	Vernon		●		●		●		
	Waterbury Hospital	Waterbury		●		●		●		
■	VA Connecticut Health Care System	West Haven	Department of Veterans Affairs	●	●	●	●	●	●	●
DELAWARE										
■	Bayhealth Kent General Hospital	Dover		●	●	●	●	●	●	●
■	Beebe Healthcare	Lewes		●	●	●	●	●	●	●
■	Bayhealth Milford Memorial Hospital	Milford		●	●	●	●	●	●	●
■	Christiana Hospital	Newark	Christiana Care Health System	●	●	●	●	●	●	●
	Helen F. Graham Cancer Center	Newark	Christiana Care Health System	●		●		●		
■	Nanticoke Memorial Hospital	Seaford		●	●	●	●	●	●	●
■	Alfred I. duPont Hospital for Children	Wilmington	Nemours	●	●	●	●	●	●	●
	Saint Francis Hospital	Wilmington	Trinity Health	●		●		●		
■	VA Wilmington Medical Center	Wilmington	Department of Veterans Affairs	●	●	●	●	●	●	●
■	Wilmington Hospital	Wilmington	Christiana Care Health System	●	●	●	●	●	●	●
DISTRICT OF COLUMBIA										
	Bridgepoint Hospital - Hadley Campus	Washington	Bridgepoint Hospital	●		●		●		
	Children's National Medical Center	Washington		●		●		●		
	George Washington University Hospital	Washington		●		●		●		
■	Howard University Hospital	Washington		●	●	●	●	●	●	●
	MedStar National Rehabilitation Hospital	Washington	MedStar Health	●		●		●		
■	MedStar Washington Hospital Center	Washington	MedStar Health	●	●	●	●	●	●	●
	Providence Hospital	Washington		●		●		●		
■	Sibley Memorial Hospital	Washington	Johns Hopkins Medicine	●	●	●	●	●	●	●
	United Medical Center	Washington		●		●		●		
■	VA Washington DC Medical Center	Washington	Department of Veterans Affairs	●	●	●	●	●	●	●
■	Whitman-Walker Health (2 locations)	Washington		●	●	●	●	●	●	●
FLORIDA										
	Aventura Hospital and Medical Center	Aventura	HCA - Hospital Corporation of America	●		●		●		
■	VA Bay Pines Healthcare System	Bay Pines	Department of Veterans Affairs	●	●	●	●	●	●	●
	Boca Raton Regional Hospital	Boca Raton		●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Blake Medical Center	Bradenton	HCA - Hospital Corporation of America	●		●		●		
	Brandon Regional Hospital	Brandon	HCA - Hospital Corporation of America	●		●		●		
	Oak Hill Hospital	Brooksville	HCA - Hospital Corporation of America	●		●		●		
	Cape Coral Hospital	Cape Coral		●		●		●		
	Morton Plant Hospital	Clearwater	BayCare Health System	●		●		●		
	Doctors Hospital	Coral Gables	Baptist Health South Florida	●		●		●		
	Heart of Florida Regional Medical Center	Davenport		●		●		●		
	Halifax Health Medical Center of Daytona Beach	Daytona Beach		●		●		●		
	Baptist Medical Center Nassau	Fernandina Beach	Baptist Health	●		●		●		
	Broward Health Medical Center	Fort Lauderdale		●		●		●		
	Florida Medical Center - A Campus of North Shore	Fort Lauderdale	Tenet Healthcare Corporation	●		●		●		
	Holy Cross Hospital	Fort Lauderdale		●		●		●		
	Lee Memorial Hospital	Fort Myers	Lee Memorial Hospital	●		●		●		
	Lawnwood Regional Medical Center & Heart Institute	Fort Pierce	HCA - Hospital Corporation of America	●		●		●		
	Fort Walton Beach Medical Center	Fort Walton Beach	HCA - Hospital Corporation of America	●		●		●		
	North Florida Regional Medical Center	Gainesville	HCA - Hospital Corporation of America	●		●		●		
	UF Health Shands Hospital	Gainesville	Shands HealthCare	●		●		●		
☰	VA North Florida/South Georgia Veterans Healthcare System	Gainesville	Department of Veterans Affairs	●	●	●	●	●	●	●
	Palmetto General Hospital	Hialeah	Tenet Healthcare Corporation	●		●		●		
	Memorial Regional Hospital	Hollywood	Memorial Healthcare System	●		●		●		
	Memorial Regional Hospital South	Hollywood	Memorial Healthcare System	●		●		●		
	Homestead Hospital	Homestead	Baptist Health South Florida	●		●		●		
	Regional Medical Center Bayonet Point	Hudson	HCA - Hospital Corporation of America	●		●		●		
	Baptist Medical Center Jacksonville	Jacksonville	Baptist Health	●		●		●		
	Baptist Medical Center South	Jacksonville	Baptist Health	●		●		●		
	Mayo Clinic	Jacksonville	Mayo Clinic	●	●	●	●	●	●	●
	Mayo Clinic Hospital	Jacksonville	Mayo Clinic	●	●	●	●	●	●	●
	Memorial Hospital Jacksonville	Jacksonville	HCA - Hospital Corporation of America	●		●		●		
	Specialty Hospital Jacksonville	Jacksonville	HCA - Hospital Corporation of America	●		●		●		
	St Vincent's Medical Center Riverside	Jacksonville		●		●		●		
	UF Health Jacksonville	Jacksonville	Shands HealthCare	●		●		●		
	Wolfson Children's Hospital	Jacksonville	Baptist Health	●		●		●		
	Baptist Medical Center Beaches	Jacksonville Beach	Baptist Health	●		●		●		
	Osceola Regional Medical Center	Kissimmee	HCA - Hospital Corporation of America	●		●		●		
	Poinciana Medical Center	Kissimmee	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
	Lakeland Regional Medical Center	Lakeland		●		●		●		
☰	Largo Medical Center	Largo	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
	South Seminole Hospital	Longwood	Orlando Health	●		●		●		
	Palms West Hospital	Loxahatchee	HCA - Hospital Corporation of America	●		●		●		
	Northwest Medical Center	Margate	HCA - Hospital Corporation of America	●		●		●		
	Health First Holmes Regional Medical Center	Melbourne		●		●		●		
	Baptist Hospital of Miami	Miami	Baptist Health South Florida	●		●		●		
	Borinquen Medical Centers of Miami-Dade	Miami		●		●		●		
☰	Care Resource (4 locations)	Miami		●	●	●	●	●	●	●
☰	Holtz Children's Hospital & JMH Women's Services	Miami	Jackson Health System	●	●	●	●	●	●	●
☰	Jackson Behavioral Health Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
Jackson Memorial Hospital	Jackson Memorial Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●
	Jackson Memorial Long Term Care Center	Miami	Jackson Health System	●		●		●		
	Jackson Memorial Perdue Medical Center	Miami	Jackson Health System	●		●		●		
Jackson Rehabilitation Hospital	Jackson Rehabilitation Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●
Jackson South Community Hospital	Jackson South Community Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●
	Kendall Regional Medical Center	Miami	HCA - Hospital Corporation of America	●		●		●		
	Mercy Hospital	Miami	HCA - Hospital Corporation of America	●		●		●		
	Nicklaus Children's Hospital	Miami		●		●		●		
North Shore Medical Center	North Shore Medical Center	Miami	Tenet Healthcare Corporation	●	●	●	●	●	●	●
	South Miami Hospital	Miami	Baptist Health South Florida	●		●		●		
University of Miami Hospital	University of Miami Hospital	Miami	University of Miami Health System	●	●	●	●	●	●	●
VA Miami Healthcare System	VA Miami Healthcare System	Miami	Department of Veterans Affairs	●	●	●	●	●	●	●
	West Kendall Baptist Hospital	Miami	Baptist Health South Florida	●		●		●		
	Westchester General Hospital	Miami		●		●		●		
	Mount Sinai Medical Center	Miami Beach		●		●		●		
	NCH Downtown Naples Hospital	Naples	NCH Downtown Naples Hospital	●		●		●		
	Twin Cities Hospital	Niceville	HCA - Hospital Corporation of America	●		●		●		
Jackson North Medical Center	Jackson North Medical Center	North Miami Beach	Jackson Health System	●	●	●	●	●	●	●
Health Central Hospital	Health Central Hospital	Ocoee	Orlando Health	●	●	●	●	●	●	●
	Orange Park Medical Center	Orange Park	HCA - Hospital Corporation of America	●		●		●		
	Florida Hospital Orlando	Orlando		●		●		●		
	Nemours Children's Hospital	Orlando		●		●		●		
	Orlando Regional Medical Center	Orlando	Adventist Health System	●		●		●		
VA Orlando Medical Center	VA Orlando Medical Center	Orlando	Department of Veterans Affairs	●	●	●	●	●	●	●
	Gulf Coast Regional Medical Center	Panama City	HCA - Hospital Corporation of America	●		●		●		
	Memorial Hospital West	Pembroke Pines	Memorial Healthcare System	●		●		●		
	Sacred Heart Hospital (FL)	Pensacola	Sacred Heart Health System	●		●		●		
	West Florida Hospital	Pensacola	HCA - Hospital Corporation of America	●		●		●		
	Plantation General Hospital	Plantation	HCA - Hospital Corporation of America	●		●		●		
	Westside Regional Medical Center	Plantation	HCA - Hospital Corporation of America	●		●		●		
	Fawcett Memorial Hospital	Port Charlotte	HCA - Hospital Corporation of America	●		●		●		
	Central Florida Regional Hospital	Sanford	HCA - Hospital Corporation of America	●		●		●		
	Doctors Hospital of Sarasota	Sarasota	HCA - Hospital Corporation of America	●		●		●		
	Sarasota Memorial Health Care System	Sarasota		●		●		●		
	St. Cloud Regional Medical Center	St. Cloud		●		●		●		
All Children's Hospital	All Children's Hospital	St. Petersburg	Johns Hopkins Medicine	●	●	●	●	●	●	●
	Bayfront Health St. Petersburg	St. Petersburg	Bayfront Health	●		●		●		
	Northside Hospital	St. Petersburg	HCA - Hospital Corporation of America	●		●		●		
	Palms of Pasadena Hospital	St. Petersburg	HCA - Hospital Corporation of America	●		●		●		
	St. Anthony's Hospital	St. Petersburg		●		●		●		
St. Petersburg General Hospital	St. Petersburg General Hospital	St. Petersburg	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
	South Bay Hospital	Sun City Center	HCA - Hospital Corporation of America	●		●		●		
	Capital Regional Medical Center	Tallahassee	HCA - Hospital Corporation of America	●		●		●		
Tallahassee Memorial HealthCare	Tallahassee Memorial HealthCare	Tallahassee		●	●	●	●	●	●	●
	Florida Hospital Tampa	Tampa	Adventist Health System	●		●		●		
H. Lee Moffitt Cancer Center and Research Institute	H. Lee Moffitt Cancer Center and Research Institute	Tampa		●	●	●	●	●	●	●

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Memorial Hospital of Tampa	Tampa	HCA - Hospital Corporation of America	●		●		●		
	St. Joseph's Hospital	Tampa	BayCare Health System	●		●		●		
	Tampa Community Hospital	Tampa	HCA - Hospital Corporation of America	●		●		●		
	Tampa General Hospital	Tampa		●		●		●		
■	VA James A. Haley Veterans Hospital	Tampa	Department of Veterans Affairs	●	●	●	●	●	●	●
	Mariners Hospital	Tavernier	Baptist Health South Florida	●		●		●		
	Medical Center of Trinity	Trinity	HCA - Hospital Corporation of America	●		●		●		
■	VA West Palm Beach Medical Center	West Palm Beach	Department of Veterans Affairs	●	●	●	●	●	●	●
	West Palm Hospital	West Palm Beach	HCA - Hospital Corporation of America	●		●		●		
■	Cleveland Clinic Florida	Weston	Cleveland Clinic	●	●	●	●	●	●	●
GEORGIA										
	Phoebe Putney Memorial Hospital	Albany		●		●		●		
	Athens Regional Medical Center	Athens		●		●		●		
	Asa G. Yancey, Sr. M.D. Health Center	Atlanta	Grady Health System	●		●		●		
■	Atlanta Medical Center	Atlanta	Tenet Healthcare Corporation	●	●	●	●	●	●	●
	Children's Healthcare of Atlanta	Atlanta		●		●		●		
	Crestview Health and Rehabilitation Center	Atlanta	Grady Health System	●		●		●		
	Emory Saint Joseph's Hospital of Atlanta	Atlanta	Emory Healthcare	●		●		●		
■	Emory University Hospital	Atlanta	Emory Healthcare	●	●	●	●	●	●	●
	Emory University Hospital Midtown	Atlanta	Emory Healthcare	●		●		●		
■	Feminist Women's Health Center	Atlanta		●	●	●	●	●	●	●
	Grady Memorial Hospital	Atlanta	Grady Health System	●	●	●	●	●	●	●
	International Medical Center	Atlanta	Grady Health System	●		●		●		
	Kirkwood Family Medicine	Atlanta	Grady Health System	●		●		●		
	Lindbergh Women and Children's Center	Atlanta	Grady Health System	●		●		●		
	Northside Hospital	Atlanta	HCA - Hospital Corporation of America	●		●		●		
■	Piedmont Hospital	Atlanta	Piedmont Healthcare	●	●	●	●	●	●	●
	Ponce de Leon Center	Atlanta	Grady Health System	●		●		●		
	Wesley Woods Hospital	Atlanta	Emory Healthcare	●		●		●		
	Doctors Hospital	Augusta	HCA - Hospital Corporation of America	●		●		●		
	Georgia Regents Medical Center	Augusta		●		●		●		
	University Hospital	Augusta	University Health Care System	●		●		●		
■	VA Charlie Norwood Medical Center	Augusta	Department of Veterans Affairs	●	●	●	●	●	●	●
	WellStar Cobb Hospital	Austell		●		●		●		
	Southeast Georgia Health System Brunswick Campus	Brunswick		●		●		●		
	Cartersville Medical Center	Cartersville	HCA - Hospital Corporation of America	●		●		●		
	North DeKalb Health Center	Chamblee	Grady Health System	●		●		●		
	Midtown Medical Center	Columbus	Columbus Regional Health	●		●		●		
	Rockdale Medical Center	Conyers		●		●		●		
	DeKalb Medical at Downtown Decatur	Decatur	DeKalb Medical at North Decatur	●		●		●		
	DeKalb Medical at North Decatur	Decatur	DeKalb Medical at North Decatur	●		●		●		
	VA Atlanta Medical Center	Decatur	Department of Veterans Affairs	●	●	●	●	●	●	●
	Fairview Park Hospital	Dublin	HCA - Hospital Corporation of America	●		●		●		
	VA Carl Vinson Medical Center	Dublin	Department of Veterans Affairs	●	●	●	●	●	●	●
	East Point Health Center	East Point	Grady Health System	●		●		●		
	Piedmont Fayette Hospital	Fayetteville	Piedmont Healthcare	●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Northeast Georgia Medical Center	Gainesville		●		●		●		
	Piedmont Mountainside Hospital	Jasper	Piedmont Healthcare	●		●		●		
	Emory Johns Creek Hospital	Johns Creek	Emory Healthcare	●		●		●		
	West Georgia Health	La Grange		●		●		●		
	Gwinnett Hospital System	Lawrenceville		●		●		●		
	DeKalb Medical at Hillandale	Lithonia	DeKalb Medical at North Decatur	●		●		●		
	Medical Center, Navicent Health	Macon	Navicent Health	●		●		●		
	WellStar Kennestone Hospital	Marietta		●		●		●		
	Piedmont Newnan Hospital	Newnan	Piedmont Healthcare	●		●		●		
	Southern Regional Medical Center	Riverdale	Emory Healthcare	●		●		●		
	North Fulton Health Center	Sandy Springs	Grady Health System	●		●		●		
	Memorial Health University Medical Center	Savannah		●		●		●		
	Eastside Medical Center	Snellville	HCA - Hospital Corporation of America	●		●		●		
■	Emory University Orthopaedics and Spine Hospital	Tucker	Emory Healthcare	●	●	●	●	●	●	●
HAWAII										
	Pali Momi Medical Center	Aiea	Hawaii Pacific Health	●		●		●		
	Hilo Medical Center	Hilo		●		●		●		
■	Kaiser Permanente, Moanalua Medical Center	Honolulu	Kaiser Permanente	●	●	●	●	●	●	●
	Kapiolani Medical Center for Women & Children	Honolulu		●		●		●		
	Kuakini Medical Center	Honolulu		●		●		●		
	Queen's Medical Center	Honolulu		●		●		●		
	Straub Clinic & Hospital	Honolulu	Hawaii Pacific Health	●		●		●		
■	VA Pacific Islands Health Care System	Honolulu	Department of Veterans Affairs	●	●	●	●	●	●	●
	Castle Medical Center	Kailua	Adventist Health	●		●		●		
	Kona Community Hospital	Kealahou		●		●		●		
	Wahiawa General Hospital	Wahiawa		●		●		●		
	Maui Memorial Medical Center	Wailuku		●		●		●		
IDAHO										
	Saint Alphonsus Regional Medical Center	Boise		●		●		●		
	St. Luke's Regional Medical Center	Boise		●		●		●		
	VA Boise Medical Center	Boise	Department of Veterans Affairs	●		●		●		
	West Valley Medical Center	Caldwell	HCA - Hospital Corporation of America	●		●		●		
	Kootenai Health	Coeur D'Alene		●		●		●		
	Essentia - St. Mary's Hospital	Cottonwood	Essentia Health	●		●		●		
	Eastern Idaho Regional Medical Center	Idaho Falls	HCA - Hospital Corporation of America	●		●		●		
	St. Joseph Regional Medical Center	Lewiston		●		●		●		
	Essentia - Clearwater Valley Hospital	Orofino	Essentia Health	●		●		●		
	Portneuf Medical Center	Pocatello		●		●		●		
	St. Luke's Magic Valley Medical Center	Twin Falls	St. Luke's Health System	●		●		●		
ILLINOIS										
	Northwest Community Hospital	Arlington Heights		●		●		●		
	Rush-Copley Medical Center	Aurora		●		●		●		
■	Advocate Good Shepherd Hospital	Barrington	Advocate Health Care	●	●	●	●	●	●	●
	MacNeal Hospital	Berwyn	Tenet Healthcare Corporation	●		●		●		
	OSF St. Joseph Medical Center	Bloomington		●		●		●		
	St. Mary's Hospital	Centralia	SSM Health	●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Touchette Regional Hospitals	Centreville		●		●		●		
■	Advocate Illinois Masonic Medical Center	Chicago	Advocate Health Care	●	●	●	●	●	●	●
■	Advocate Trinity Hospital	Chicago	Advocate Health Care	●	●	●	●	●	●	●
■	Ann & Robert H. Lurie Children's Hospital of Chicago	Chicago		●	●	●	●	●	●	●
	Austin Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Cermak Health Services of Cook County	Chicago	Cook County Health and Hospitals System	●		●		●		
	Dr. Jorge Prieto Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Englewood Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Fantus Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
■	Howard Brown Health Center (2 locations)	Chicago		●	●	●	●	●	●	●
	John H. Stroger Jr. Hospital of Cook County	Chicago	Cook County Health and Hospitals System	●		●		●		
	John Sengstacke Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Logan Square Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Mercy Hospital and Medical Center	Chicago		●		●		●		
	Methodist Hospital of Chicago	Chicago	Bethany Methodist Communities	●		●		●		
	Mount Sinai Hospital	Chicago	Sinai Health System	●		●		●		
	Near South Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
■	Northwestern Memorial Hospital	Chicago	Northwestern Medicine	●	●	●	●	●	●	●
	Norwegian American Hospital	Chicago		●		●		●		
	Prentice Women's Hospital	Chicago	Northwestern Medicine	●		●		●		
	Presence Resurrection Medical Center	Chicago	Presence Health	●		●		●		
	Provident Hospital of Cook County	Chicago	Cook County Health and Hospitals System	●		●		●		
	Roseland Community Hospital	Chicago		●		●		●		
■	Rush University Medical Center	Chicago	Rush University Medical Center	●	●	●	●	●	●	●
	Ruth M. Rothstein CORE Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Saint Anthony Hospital	Chicago		●		●		●		
■	University of Chicago Medical Center	Chicago		●	●	●	●	●	●	●
■	University of Illinois Hospital & Health Sciences System	Chicago	University of Illinois Hospital and Health Sciences System	●	●	●	●	●	●	●
■	VA Jesse Brown Medical Center	Chicago	Department of Veterans Affairs	●	●	●	●	●	●	●
	Vista Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Woodlawn Health Center	Chicago	Cook County Health and Hospitals System	●		●		●		
	Cicero Health Center	Cicero	Cook County Health and Hospitals System	●		●		●		
■	VA Illiana Health Care System	Danville	Department of Veterans Affairs	●	●	●	●	●	●	●
	Northwestern Medicine Kishwaukee Hospital	DeKalb	Northwestern Medicine	●		●		●		
■	Advocate Good Samaritan Hospital	Downers Grove	Advocate Health Care	●	●	●	●	●	●	●
■	Advocate Sherman Hospital	Elgin	Advocate Health Care	●	●	●	●	●	●	●
	Cottage Grove Health Center	Ford Heights	Cook County Health and Hospitals System	●		●		●		
■	Northwestern Medicine Delnor Hospital	Geneva	Northwestern Medicine	●		●		●		●
	Ingalls Memorial Hospital	Harvey		●		●		●		
■	Advocate South Suburban Hospital	Hazel Crest	Advocate Health Care	●	●	●	●	●	●	●
■	VA Edward Hines Jr. Hospital	Hines	Department of Veterans Affairs	●	●	●	●	●	●	●
	Presence Saint Joseph Medical Center	Joliet		●		●		●		
■	Northwestern Medicine Lake Forest Hospital	Lake Forest	Northwestern Medicine	●	●	●	●	●	●	●
■	Advocate Condell Medical Center	Libertyville	Advocate Health Care	●	●	●	●	●	●	●
	VA Marion Medical Center	Marion	Department of Veterans Affairs	●		●		●		
	Loyola University Medical Center	Maywood		●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Good Samaritan Regional Health Center	Mount Vernon	SSM Health	●		●		●		
	Edward Hospital	Naperville		●		●		●		
■	Advocate BroMenn Medical Center	Normal	Advocate Health Care	●	●	●	●	●	●	●
■	VA Captain James A. Lovell Federal Health Care Center	North Chicago	Department of Veterans Affairs	●	●	●	●	●	●	●
	Oak Forest Health Center	Oak Forest	Cook County Health and Hospitals System	●		●		●		
■	Advocate Children's Hospital	Oak Lawn	Advocate Health Care	●	●	●	●	●	●	●
■	Advocate Christ Medical Center	Oak Lawn	Advocate Health Care	●	●	●	●	●	●	●
■	Rush Oak Park Hospital	Oak Park	Rush University Medical Center	●	●	●	●	●	●	●
■	Advocate Lutheran General Hospital	Park Ridge	Advocate Health Care	●	●	●	●	●	●	●
	OSF Saint Francis Medical Center	Peoria		●		●		●		
	Woody Winston Health Center	Phoenix	Cook County Health and Hospitals System	●		●		●		
	Robbins Health Center	Robbins	Cook County Health and Hospitals System	●		●		●		
	SwedishAmerican Hospital	Rockford		●		●		●		
	Northwestern Medicine Valley West Hospital	Sandwich	Northwestern Medicine	●		●		●		
	Memorial Medical Center	Springfield		●		●		●		
	St. John's Hospital	Springfield		●		●		●		
	Carle Foundation Hospital	Urbana		●		●		●		
	Presence Covenant Medical Center	Urbana		●		●		●		
■	Northwestern Medicine Central DuPage Hospital	Winfield	Northwestern Medicine	●	●	●	●	●	●	●
INDIANA										
	Indiana University Health Bloomington Hospital	Bloomington		●		●		●		
	Parkview Whitley Hospital	Columbia City	Parkview Regional Medical Center	●		●		●		
	Columbus Regional Hospital	Columbus		●		●		●		
	Deaconess Hospital	Evansville		●		●		●		
	St. Mary's Medical Center of Evansville	Evansville	St. Mary's Health System	●		●		●		
	Dupont Hospital	Fort Wayne		●		●		●		
	Lutheran Hospital	Fort Wayne	Lutheran Health Network	●		●		●		
	Parkview Comprehensive Cancer Center	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	Parkview Heart Institute	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	Parkview Hospital Randallia	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	Parkview Ortho Hospital	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	Parkview Outpatient Center	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	Parkview Regional Medical Center	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	Parkview Women's & Children's Hospital	Fort Wayne	Parkview Regional Medical Center	●		●		●		
	VA Northern Indiana Health Care System	Fort Wayne	Department of Veterans Affairs	●	●	●	●	●	●	●
	Methodist Hospitals	Gary		●		●		●		
	Franciscan St. Margaret Health - Hammond	Hammond		●		●		●		
	Parkview Huntington Hospital	Huntington	Parkview Regional Medical Center	●		●		●		
	Community Hospital North	Indianapolis		●		●		●		
	Community Westview Hospital	Indianapolis	Community Health Network	●		●		●		
	Eskenazi Health	Indianapolis		●		●		●		
■	Eskenazi Hospital	Indianapolis		●	●	●	●	●	●	●
	Franciscan St. Francis Health - Indianapolis	Indianapolis		●		●		●		
	Indiana University Health	Indianapolis		●		●		●		
	St. Vincent Indianapolis Hospital	Indianapolis	Ascension Health	●		●		●		
■	VA Richard L. Roudebush Medical Center	Indianapolis	Department of Veterans Affairs	●	●	●	●	●	●	●

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Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Parkview Noble Hospital	Kendalville	Parkview Regional Medical Center	●		●		●		
	Parkview LaGrange Hospital	LaGrange	Parkview Regional Medical Center	●		●		●		
■	Indiana University Health Ball Memorial Hospital	Muncie	Indiana University Health	●	●	●	●	●	●	●
■	Community Hospital	Munster	Community Healthcare System	●	●	●	●	●	●	●
	Floyd Memorial Hospital	New Albany		●		●		●		
	Memorial Hospital of South Bend	South Bend	Beacon Health System	●		●		●		
	Terre Haute Regional Hospital	Terre Haute	HCA - Hospital Corporation of America	●		●		●		
IOWA										
	Mary Greeley Medical Center	Ames		●		●		●		
	Mercy Medical Center-Cedar Rapids	Cedar Rapids		●		●		●		
	UnityPoint Health - St. Luke's Hospital	Cedar Rapids	UnityPoint Health	●		●		●		
	Mercy Medical Center-Clinton	Clinton	Catholic Health Initiatives	●		●		●		
	Methodist Jennie Edmundson Hospital	Council Bluffs		●		●		●		
	Genesis Medical Center-Davenport	Davenport	Genesis Health System	●		●		●		
	Genesis Medical Center, DeWitt	De Witt		●		●		●		
	Blank Children's Hospital	Des Moines	UnityPoint Health - Des Moines	●		●		●		
	Mercy Medical Center-Des Moines	Des Moines	Catholic Health Initiatives	●		●		●		
	UnityPoint Health - Des Moines	Des Moines	UnityPoint Health - Des Moines	●		●		●		
■	UnityPoint Health - Iowa Methodist Medical Center	Des Moines	UnityPoint Health - Des Moines	●	●	●	●	●	●	●
■	VA Central Iowa Health Care System	Des Moines	Department of Veterans Affairs	●	●	●	●	●	●	●
	Mercy Medical Center-Dubuque	Dubuque		●		●		●		
	UnityPoint Health - Finley Hospital	Dubuque		●		●		●		
	UnityPoint Health - Trinity Regional Medical Center	Fort Dodge		●		●		●		
	Mercy Iowa City	Iowa City		●		●		●		
■	University of Iowa Hospitals and Clinics	Iowa City	University of Iowa Health Care	●	●	●	●	●	●	●
■	VA Iowa City Health Care System	Iowa City	Department of Veterans Affairs	●	●	●	●	●	●	●
	Mercy Medical Center-North Iowa	Mason City	Catholic Health Initiatives	●		●		●		
	Mercy Medical Center-Sioux City	Sioux City		●		●		●		
	UnityPoint Health - St. Luke's	Sioux City		●		●		●		
	Covenant Medical Center	Waterloo	Wheaton Franciscan Healthcare	●		●		●		
	UnityPoint Health - Allen Hospital	Waterloo		●		●		●		
	Great River Medical Center	West Burlington		●		●		●		
	Methodist West Hospital	West Des Moines	UnityPoint Health - Des Moines	●		●		●		
KANSAS										
	Memorial Hospital - Abilene	Abilene		●		●		●		
	Mercy Hospital Fort Scott	Fort Scott	Mercy	●		●		●		
	St. Catherine Hospital	Garden City		●		●		●		
	Hays Medical Center	Hays		●		●		●		
	Hutchinson Regional Medical Center	Hutchinson		●		●		●		
	Allen County Regional Hospital	Iola	HCA - Hospital Corporation of America	●		●		●		
	Children's Mercy West	Kansas City	Children's Mercy Hospitals and Clinics	●		●		●		
	Providence Medical Center	Kansas City		●		●		●		
	Kearny County Hospital	Lakin		●		●		●		
	Lawrence Memorial Hospital	Lawrence		●		●		●		
■	Saint Luke's Cushing Hospital	Leavenworth	Saint Luke's Health System	●	●	●	●	●	●	●
	Newton Medical Center	Newton		●		●		●		

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Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Olathe Medical Center	Olathe	Olathe Health System	●		●		●		
	Community HealthCare Hospital	Onaga		●		●		●		
	Children's Mercy College Boulevard Clinics and Urgent Care	Overland Park	Children's Mercy Hospitals and Clinics	●		●		●		
☐	Children's Mercy South	Overland Park	Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●
	Menorah Medical Center	Overland Park	HCA - Hospital Corporation of America	●		●		●		
	Overland Park Regional Medical Center	Overland Park	HCA - Hospital Corporation of America	●		●		●		
☐	Saint Luke's South Hospital	Overland Park	Saint Luke's Health System	●	●	●	●	●	●	●
	Via Christi Hospital in Pittsburg	Pittsburg		●		●		●		
	Shawnee Mission Medical Center	Shawnee Mission	Adventist Health System	●		●		●		
	St. Francis Health	Topeka	SCL Health System	●		●		●		
	Stormont-Vail HealthCare	Topeka		●		●		●		
☐	VA Eastern Kansas Health Care System	Topeka	Department of Veterans Affairs	●	●	●	●	●	●	●
	Galichia Heart Hospital	Wichita	HCA - Hospital Corporation of America	●		●		●		
	VA Robert J. Dole Medical Center	Wichita	Department of Veterans Affairs	●		●		●		
	Via Christi Hospital on St. Francis	Wichita	Via Christi Health	●		●		●		
	Wesley Medical Center	Wichita	HCA - Hospital Corporation of America	●		●		●		
KENTUCKY										
	King's Daughters Medical Center	Ashland		●		●		●		
☐	Our Lady of Bellefonte Hospital	Ashland	Bon Secours Health System Inc.	●	●	●	●	●	●	●
	Medical Center at Bowling Green	Bowling Green		●		●		●		
	TriStar Greenview Regional Hospital	Bowling Green	HCA - Hospital Corporation of America	●		●		●		
	St. Elizabeth Edgewood	Edgewood	St. Elizabeth Healthcare	●		●		●		
	Frankfort Regional Medical Center	Frankfort	HCA - Hospital Corporation of America	●		●		●		
	Hazard ARH Regional Medical Center	Hazard		●		●		●		
	Jennie Stuart Medical Center	Hopkinsville		●		●		●		
	Baptist Health Lexington	Lexington		●		●		●		
☐	Eastern State Hospital	Lexington	UK HealthCare	●	●	●	●	●	●	●
	UK Good Samaritan Hospital	Lexington		●		●		●		
☐	University of Kentucky Albert B. Chandler Hospital	Lexington		●	●	●	●	●	●	●
☐	VA Lexington Medical Center	Lexington	Department of Veterans Affairs	●	●	●	●	●	●	●
	Baptist Health Louisville	Louisville		●		●		●		
	Jewish Hospital	Louisville	Catholic Health Initiatives	●		●		●		
	Kosair Children's Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●
	Norton Audubon Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●
	Norton Brownsboro Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●
	Norton Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●
	Norton Women's and Kosair Children's Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●
	University of Louisville Hospital	Louisville	Catholic Health Initiatives	●		●		●		
☐	VA Robley Rex Medical Center	Louisville	Department of Veterans Affairs	●	●	●	●	●	●	●
	Owensboro Health Regional Hospital	Owensboro		●		●		●		
	Baptist Health Paducah	Paducah		●		●		●		
LOUISIANA										
	Rapides Regional Medical Center	Alexandria	HCA - Hospital Corporation of America	●		●		●		
	Baton Rouge General Medical Center	Baton Rouge		●		●		●		
☐	Ochsner Medical Center-Baton Rouge	Baton Rouge	Ochsner Health System	●	●	●	●	●	●	●
	Our Lady of the Lake Regional Medical Center	Baton Rouge		●		●		●		

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Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Lakeview Regional Medical Center	Covington	HCA - Hospital Corporation of America	●		●		●		
	St. Tammany Parish Hospital	Covington	Ochsner Health System	●		●		●		
	Ochsner Medical Center West Bank Campus	Gretna	Ochsner Health System	●		●		●		
	Ochsner Health Center Elmwood	Harahan	Ochsner Health System	●		●		●		
	Leonard J. Chabert Medical Center	Houma	Ochsner Health System	●		●		●		
	Terrebonne General Medical Center	Houma		●		●		●		
■	Ochsner Medical Center - Kenner	Kenner	Ochsner Health System	●	●	●	●	●	●	●
	Ochsner Medical Complex River Parishes	La Place	Ochsner Health System	●		●		●		
	Lafayette General Medical Center	Lafayette		●		●		●		
	Regional Medical Center of Acadiana	Lafayette	HCA - Hospital Corporation of America	●		●		●		
	CHRISTUS St. Patrick Hospital of Lake Charles	Lake Charles		●		●		●		
	Lake Charles Memorial Hospital	Lake Charles		●		●		●		
	St. Charles Parish Hospital	Luling	Ochsner Health System	●		●		●		
	West Jefferson Medical Center	Marrero		●		●		●		
	East Jefferson General Hospital	Metairie		●		●		●		
	Tulane-Lakeside Hospital for Women and Children	Metairie	HCA - Hospital Corporation of America	●		●		●		
	St. Francis Medical Center	Monroe	Franciscan Missionaries of Our Lady Health System	●		●		●		
	Teche Regional Medical Center	Morgan City		●		●		●		
	Dauterive Hospital	New Iberia	HCA - Hospital Corporation of America	●		●		●		
	Children's Hospital	New Orleans		●		●		●		
■	CrescentCare (2 locations)	New Orleans		●	●	●	●	●	●	●
■	Ochsner Baptist Medical Center	New Orleans	Ochsner Health System	●	●	●	●	●	●	●
■	Ochsner Medical Center	New Orleans	Ochsner Health System	●	●	●	●	●	●	●
	Touro Infirmary	New Orleans		●		●		●		
■	Tulane Medical Center	New Orleans	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
	VA Alexandria Health Care System	Pineville	Department of Veterans Affairs	●		●		●		
	Ochsner St. Anne Hospital	Raceland	Ochsner Health System	●		●		●		
	CHRISTUS Highland Medical Center	Shreveport	CHRISTUS Health	●		●		●		
	University Health Shreveport	Shreveport		●		●		●		
	VA Overton Brooks Medical Center	Shreveport	Department of Veterans Affairs	●		●		●		
	Willis-Knighton Medical Center	Shreveport		●		●		●		
	Ochsner Medical Center - North Shore	Slidell	Ochsner Health System	●		●		●		
	Glenwood Regional Medical Center	West Monroe		●		●		●		
MAINE										
	MaineGeneral Medical Center	Augusta		●		●		●		
■	VA Maine Medical Center	Augusta	Department of Veterans Affairs	●	●	●	●	●	●	●
	Eastern Maine Medical Center	Bangor	Eastern Maine Healthcare Systems	●		●		●		
■	Penobscot Community Health Care	Bangor		●	●	●	●	●	●	●
	Southern Maine Health Care - Biddeford Medical Center	Biddeford	MaineHealth	●		●		●		
	Lincoln Health-Miles Campus	Damariscotta		●		●		●		
	Central Maine Medical Center	Lewiston		●		●		●		
	St. Mary's Regional Medical Center	Lewiston		●		●		●		
	Maine Medical Center	Portland		●		●		●		
	Mercy Hospital of Portland	Portland	Eastern Maine Healthcare Systems	●		●		●		
	Aroostook Medical Center	Presque Isle	Eastern Maine Healthcare Systems	●		●		●		
	Pen Bay Medical Center	Rockport		●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Sanford Medical Center & The Pavilion	Sanford	MaineHealth	●		●		●		
MARYLAND										
	Anne Arundel Medical Center	Annapolis		●		●		●		
■	Bon Secours Hospital	Baltimore	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Chase Brexton Health Services (6 locations)	Baltimore		●	●	●	●	●	●	●
■	Greater Baltimore Medical Center	Baltimore		●	●	●	●	●	●	●
■	Johns Hopkins Bayview Medical Center	Baltimore	Johns Hopkins Medicine	●	●	●	●	●	●	●
■	Johns Hopkins Hospital	Baltimore	Johns Hopkins Medicine	●	●	●	●	●	●	●
■	MedStar Franklin Square Medical Center	Baltimore	MedStar Health	●	●	●	●	●	●	●
	MedStar Good Samaritan Hospital	Baltimore	MedStar Health	●		●		●		
	MedStar Harbor Hospital	Baltimore	MedStar Health	●		●		●		
	MedStar Union Memorial Hospital	Baltimore	MedStar Health	●		●		●		
■	Mercy Medical Center	Baltimore		●		●		●		
■	Planned Parenthood of Maryland (8 locations)	Baltimore		●	●	●	●	●	●	●
	Saint Agnes Hospital	Baltimore	Ascension Health	●		●		●		
	Sinai Hospital of Baltimore	Baltimore	LifeBridge Health	●		●		●		
	University of Maryland Medical Center	Baltimore	University of Maryland Medical System	●		●		●		
■	VA Baltimore Medical Center - Maryland Health Care System	Baltimore	Department of Veterans Affairs	●	●	●	●	●	●	●
	University of Maryland Upper Chesapeake Medical Center	Bel Air		●		●		●		
■	Suburban Hospital	Bethesda	Johns Hopkins Medicine	●	●	●	●	●	●	●
■	Walter Reed National Military Medical Center	Bethesda		●	●	●	●	●	●	●
	Prince George's Hospital Center	Cheverly	Dimensions Healthcare System	●		●		●		
	MedStar Southern Maryland Hospital Center	Ciinton	MedStar Health	●		●		●		
■	University Health Center - University of Maryland	College Park	University of Maryland Medical System	●	●	●	●	●	●	●
■	Howard County General Hospital	Columbia	Johns Hopkins Medicine	●	●	●	●	●	●	●
	Western Maryland Regional Medical Center	Cumberland		●		●		●		
	University of Maryland Shore Medical Center at Easton	Easton	Shore Health System	●		●		●		
	Frederick Memorial Hospital	Frederick		●		●		●		
	University of Maryland Baltimore Washington Medical Center	Glen Burnie		●		●		●		
	Meritus Medical Center	Hagerstown		●		●		●		
	University of Maryland Charles Regional Medical Center	La Plata		●		●		●		
	Doctors Community Hospital	Lanham		●		●		●		
	Laurel Regional Hospital	Laurel		●		●		●		
	MedStar St. Mary's Hospital	Leonardtown	MedStar Health	●		●		●		
	MedStar Montgomery Medical Center	Olney	MedStar Health	●		●		●		
	Northwest Hospital	Randallstown	LifeBridge Health	●		●		●		
	Shady Grove Adventist Hospital	Rockville	Adventist HealthCare Inc.	●		●		●		
	Peninsula Regional Medical Center	Salisbury		●		●		●		
	Holy Cross Hospital	Silver Spring	Holy Cross Health	●		●		●		
	Washington Adventist Hospital	Takoma Park	Adventist HealthCare Inc.	●		●		●		
	University of Maryland St. Joseph Medical Center	Towson	University of Maryland Medical System	●		●		●		
	Carroll Hospital Center	Westminster		●		●		●		
MASSACHUSETTS										
	Sturdy Memorial Hospital	Attleboro		●		●		●		
■	VA Edith Nourse Rogers Memorial Veterans Hospital	Bedford	Department of Veterans Affairs	●	●	●	●	●	●	●
	Beverly Hospital	Beverly	Lahey Health	●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination				Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4		
Health Quarters (4 locations)		Beverly		●	●	●	●	●	●	●	●	
Beth Israel Deaconess Medical Center		Boston		●	●	●	●	●	●	●	●	
Boston Children's Hospital		Boston		●	●	●	●	●	●	●	●	
Boston Medical Center		Boston		●	●	●	●	●	●	●	●	
Brigham and Women's Faulkner Hospital		Boston	Partners HealthCare	●	●	●	●	●	●	●	●	
Brigham and Women's Hospital		Boston	Partners HealthCare	●	●	●	●	●	●	●	●	
Dana-Farber Cancer Institute (5 locations)		Boston		●	●	●	●	●	●	●	●	
Fenway Health (2 locations)		Boston		●	●	●	●	●	●	●	●	
Massachusetts Eye and Ear Infirmary		Boston		●	●	●	●	●	●	●	●	
Massachusetts General Hospital		Boston	Partners HealthCare	●	●	●	●	●	●	●	●	
South End Community Health Center (2 locations)		Boston		●	●	●	●	●	●	●	●	
Tufts Medical Center		Boston		●	●	●	●	●	●	●	●	
VA Boston Healthcare System		Boston	Department of Veterans Affairs	●	●	●	●	●	●	●	●	
St. Elizabeth's Medical Center		Brighton	Steward Health Care System	●	●	●	●	●	●	●	●	
Lahey Hospital & Medical Center, Burlington		Burlington		●	●	●	●	●	●	●	●	
Cambridge Family Health		Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
The Cambridge Hospital		Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
Cambridge Primary Care Center		Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
Mount Auburn Hospital		Cambridge		●	●	●	●	●	●	●	●	
Spaulding Hospital for Continuing Medical Care Cambridge		Cambridge	Partners HealthCare	●	●	●	●	●	●	●	●	
Windsor Street Health Center		Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
Care Dimensions		Danvers		●	●	●	●	●	●	●	●	
Everett Family Health Center		Everett	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
The Whidden Hospital		Everett	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
Charlton Memorial Hospital		Fall River	Southcoast Health	●	●	●	●	●	●	●	●	
Saint Anne's Hospital		Fall River	Steward Health Care System	●	●	●	●	●	●	●	●	
Falmouth Hospital		Falmouth	Cape Cod Healthcare Inc.	●	●	●	●	●	●	●	●	
MetroWest Medical Center		Framingham	Tenet Healthcare Corporation	●	●	●	●	●	●	●	●	
Heywood Hospital		Gardner		●	●	●	●	●	●	●	●	
Fairview Hospital		Great Barrington	Berkshire Health Systems	●	●	●	●	●	●	●	●	
Baystate Franklin Medical Center		Greenfield	Baystate Health	●	●	●	●	●	●	●	●	
Holyoke Medical Center		Holyoke		●	●	●	●	●	●	●	●	
Cape Cod Hospital		Hyannis	Cape Cod Healthcare Inc.	●	●	●	●	●	●	●	●	
VA Central Western Massachusetts Healthcare System		Leeds	Department of Veterans Affairs	●	●	●	●	●	●	●	●	
Lowell General Hospital		Lowell		●	●	●	●	●	●	●	●	
Malden Family Medicine Center		Malden	Cambridge Health Alliance	●	●	●	●	●	●	●	●	
Milford Regional Medical Center		Milford		●	●	●	●	●	●	●	●	
Harvard Vanguard Medical Associates		Newton		●	●	●	●	●	●	●	●	
Newton-Wellesley Hospital		Newton Lower Falls	Partners HealthCare	●	●	●	●	●	●	●	●	
CD Practice Associates		Northampton	Cooley Dickinson Healthcare Corp.	●	●	●	●	●	●	●	●	
Cooley Dickinson Hospital		Northampton	Cooley Dickinson Healthcare Corp.	●	●	●	●	●	●	●	●	
VNA & Hospice of Cooley Dickinson		Northampton	Cooley Dickinson Healthcare Corp.	●	●	●	●	●	●	●	●	
Baystate Wing Hospital		Palmer		●	●	●	●	●	●	●	●	
Berkshire Medical Center		Pittsfield	Berkshire Health Systems	●	●	●	●	●	●	●	●	
Beth Israel Deaconess Hospital Plymouth		Plymouth		●	●	●	●	●	●	●	●	
Cape Cod & Island Community Mental Health Center		Pocasset	Cape Cod Healthcare Inc.	●	●	●	●	●	●	●	●	

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Revere Family Health Center	Revere	Cambridge Health Alliance	●		●		●		
	North Shore Medical Center	Salem		●		●		●		
	The Somerville Hospital	Somerville	Cambridge Health Alliance	●		●		●		
	Union Square Family Health	Somerville	Cambridge Health Alliance	●		●		●		
	South Shore Hospital	South Weymouth		●		●		●		
	Baystate Brightwood Health Center	Springfield	Baystate Health	●	●	●	●	●	●	●
	Baystate High Street Health Center - Adult Medicine	Springfield	Baystate Health	●	●	●	●	●	●	●
	Baystate High Street Health Center - Pediatric Medicine	Springfield	Baystate Health	●	●	●	●	●	●	●
	Baystate Mason Square Neighborhood Health Center	Springfield	Baystate Health	●	●	●	●	●	●	●
	Baystate Medical Center	Springfield	Baystate Health	●	●	●	●	●	●	●
	Baystate Regional Cancer Program	Springfield	Baystate Health	●	●	●	●	●	●	●
	Baystate Visiting Nurse Association & Hospice	Springfield	Baystate Health	●	●	●	●	●	●	●
	Mercy Medical Center	Springfield		●		●		●		
	Morton Hospital and Medical Center	Taunton		●		●		●		
	Baystate Mary Lane Hospital	Ware	Baystate Health	●	●	●	●	●	●	●
	Baystate Noble Hospital	Westfield	Baystate Health	●	●	●	●	●	●	●
	Winchester Hospital	Winchester		●		●		●		
■	Edward M. Kennedy Community Health Center (4 locations)	Worcester		●	●	●	●	●	●	●
	Saint Vincent Hospital	Worcester	Tenet Healthcare Corporation	●		●		●		
	UMass Memorial Medical Center	Worcester		●		●		●		
MICHIGAN										
	ProMedica Bixby Hospital	Adrian	ProMedica	●		●		●		
■	University of Michigan Hospitals and Health Centers	Ann Arbor		●	●	●	●	●	●	●
■	VA Ann Arbor Healthcare System	Ann Arbor	Department of Veterans Affairs	●	●	●	●	●	●	●
	Bronson Battle Creek	Battle Creek	Bronson Healthcare Group Inc.	●		●		●		
■	VA Battle Creek Medical Center	Battle Creek	Department of Veterans Affairs	●	●	●	●	●	●	●
■	Henry Ford Macomb Hospital	Clinton Township	Henry Ford Health System	●	●	●	●	●	●	●
	Oakwood Hospital-Dearborn	Dearborn		●		●		●		
	Children's Hospital of Michigan	Detroit	Tenet Healthcare Corporation	●		●		●		
	DMC Harper University Hospital	Detroit	Tenet Healthcare Corporation	●		●		●		
■	Henry Ford Hospital	Detroit	Henry Ford Health System	●	●	●	●	●	●	●
	Sinai-Grace Hospital	Detroit	Tenet Healthcare Corporation	●		●		●		
	St. John Hospital and Medical Center	Detroit	St. John Providence Health System	●		●		●		
■	VA John D. Dingell Medical Center	Detroit	Department of Veterans Affairs	●	●	●	●	●	●	●
	Henry Ford Kingswood Hospital	Ferndale	Henry Ford Health System	●		●		●		
	Hurley Medical Center	Flint		●		●		●		
	McLaren Flint	Flint		●		●		●		
	Mercy Health Saint Mary's	Grand Rapids		●		●		●		
	Spectrum Health Family Medicine Residency Center	Grand Rapids	Spectrum Health	●		●		●		
	Beaumont Hospital Grosse Pointe	Grosse Pointe	Beaumont Health System	●	●	●	●	●	●	●
■	VA Oscar G. Johnson Medical Center	Iron Mountain	Department of Veterans Affairs	●	●	●	●	●	●	●
	Bronson Methodist Hospital	Kalamazoo	Bronson Healthcare Group Inc.	●		●		●		
	McLaren Greater Lansing	Lansing		●		●		●		
	Bronson Nursing and Rehabilitation Center	Lawton	Bronson Healthcare Group Inc.	●		●		●		
	St. John Macomb-Oakland Hospital, Madison Heights Campus	Madison Heights		●		●		●		
	Bronson LakeView Hospital	Paw Paw	Bronson Healthcare Group Inc.	●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination				Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4		
	Bronson LakeView Outpatient Center	Paw Paw	Bronson Healthcare Group Inc.	●		●		●				
	Beaumont Hospital - Royal Oak	Royal Oak	Beaumont Health System	●	●	●	●	●	●	●	●	
	Covenant Healthcare	Saginaw	Covenant HealthCare	●		●		●				
■	VA Aleda E. Lutz Medical Center	Saginaw	Department of Veterans Affairs	●	●	●	●	●	●	●	●	
	Providence Hospital	Southfield		●		●		●				
	ProMedica Herrick Hospital	Tecumseh	ProMedica	●		●		●				
	Munson Medical Center	Traverse City		●		●		●				
	Beaumont Hospital - Troy	Troy	Beaumont Health System	●	●	●	●	●	●	●	●	
	Bronson Vicksburg Outpatient Center	Vicksburg	Bronson Healthcare Group Inc.	●		●		●				
	St. John Macomb-Oakland Hospital	Warren	St. John Providence Health System	●		●		●				
■	Henry Ford West Bloomfield Hospital	West Bloomfield	Henry Ford Health System	●	●	●	●	●	●	●	●	
■	Henry Ford Wyandotte Hospital	Wyandotte	Henry Ford Health System	●	●	●	●	●	●	●	●	
	St. Joseph Mercy Ann Arbor	Ypsilanti		●		●		●				
MINNESOTA												
	Essentia - Ada	Ada	Essentia Health	●		●		●				
	Essentia - Northern Pines	Aurora	Essentia Health	●		●		●				
	Sanford Bemidji Medical Center	Bemidji		●		●		●				
	Essentia - St. Joseph's Medical Center	Brainerd	Essentia Health	●		●		●				
	Mercy Hospital	Coon Rapids	Allina Health	●		●		●				
	HealthEast Cottage Grove Clinic	Cottage Grove	HealthEast Care System	●		●		●				
	Essentia - Deer River	Deer River	Essentia Health	●		●		●				
	Essentia - St. Mary's - Detroit Lakes	Detroit Lakes	Essentia Health	●		●		●				
	Essentia - St. Mary's Children's Hospital	Duluth	Essentia Health	●		●		●				
	Essentia Health Duluth	Duluth		●		●		●				
	Essentia Health St. Mary's Medical Center	Duluth	Essentia Health	●		●		●				
	St. Luke's Hospital	Duluth	St. Luke's Hospital	●		●		●				
	HealthEast Eagan Clinic	Eagan	HealthEast Care System	●		●		●				
	Fairview Southdale Hospital	Edina	Fairview Health Services	●		●		●				
	Essentia - Fosston	Fosston	Essentia Health	●		●		●				
	Unity Hospital	Fridley	Allina Health	●		●		●				
	Essentia - Holy Trinity Hospital	Graceville	Essentia Health	●		●		●				
	Regina Hospital	Hastings	Allina Health	●		●		●				
	HealthEast Hugo Clinic	Hugo	HealthEast Care System	●		●		●				
	HealthEast Maplewood Clinic	Maplewood	HealthEast Care System	●		●		●				
	Avera Marshall Regional Medical Center	Marshall		●		●		●				
	Abbott Northwestern Hospital	Minneapolis	Allina Health	●		●		●				
■	Children's - Minneapolis	Minneapolis	Children's Hospitals and Clinics of Minnesota	●	●	●	●	●	●	●	●	
■	Hennepin County Medical Center	Minneapolis		●	●	●	●	●	●	●	●	
	University of Minnesota Medical Center, Fairview	Minneapolis	Fairview Health Services	●		●		●				
■	VA Minneapolis Health Care System	Minneapolis	Department of Veterans Affairs	●	●	●	●	●	●	●	●	
	HealthEast Oakdale Clinic	Oakdale	HealthEast Care System	●		●		●				
	Perham Health	Perham		●		●		●				
	North Memorial Medical Center	Robbinsdale		●		●		●				
	Mayo Clinic	Rochester	Mayo Clinic	●	●	●	●	●	●	●	●	
	Mayo Clinic Hospital	Rochester	Mayo Clinic	●	●	●	●	●	●	●	●	
	HealthEast Roseville Clinic	Roseville	HealthEast Care System	●		●		●				

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	St. Francis Regional Medical Center	Shakopee	Allina Health	●		●		●		
	St. Cloud Hospital	St. Cloud		●		●		●		
■	VA St. Cloud Health Care System	St. Cloud	Department of Veterans Affairs	●	●	●	●	●	●	●
■	Park Nicollet Methodist Hospital	St. Louis Park	HealthPartners Inc.	●	●	●	●	●	●	●
	Bethesda Hospital	St. Paul	HealthEast Care System	●		●		●		
	Children's St. Paul Pediatric Hospital	St. Paul	Children's Hospitals and Clinics of Minnesota	●		●		●		
■	Family Tree Clinic	St. Paul		●	●	●	●	●	●	●
	HealthEast Downtown St. Paul Clinic	St. Paul	HealthEast Care System	●		●		●		
	HealthEast Grand Avenue Clinic	St. Paul	HealthEast Care System	●		●		●		
	HealthEast Midway Clinic	St. Paul	HealthEast Care System	●		●		●		
	HealthEast Rice Street Clinic	St. Paul	HealthEast Care System	●		●		●		
	HealthEast Roselawn Clinic	St. Paul	HealthEast Care System	●		●		●		
	Planned Parenthood of Minnesota, North Dakota, South Dakota	St. Paul		●		●		●		
■	Regions Hospital	St. Paul	HealthPartners Inc.	●	●	●	●	●	●	●
	St. John's Hospital	St. Paul	HealthEast Care System	●		●		●		
	St. Joseph's Hospital	St. Paul	HealthEast Care System	●		●		●		
	United Hospital	St. Paul	Allina Health	●		●		●		
	HealthEast Stillwater Clinic	Stillwater	HealthEast Care System	●		●		●		
■	Lakeview Hospital	Stillwater	HealthPartners Inc.	●	●	●	●	●	●	●
	HealthEast Vadnais Heights Clinic	Vadnais Heights	HealthEast Care System	●		●		●		
	Essentia - Virginia	Virginia	Essentia Health	●		●		●		
	HealthEast Woodbury Clinic	Woodbury	HealthEast Care System	●		●		●		
MISSISSIPPI										
	Hancock Medical Center	Bay St. Louis	Ochsner Health System	●		●		●		
	Biloxi Regional Medical Center	Biloxi		●		●		●		
■	VA Gulf Coast Veterans Health Care System	Biloxi	Department of Veterans Affairs	●	●	●	●	●	●	●
	Crossgates River Oaks Hospital	Brandon		●		●		●		
	King's Daughters Medical Center	Brookhaven		●		●		●		
	Northwest Mississippi Regional Medical Center	Clarksdale		●		●		●		
	Bolivar Medical Center	Cleveland		●		●		●		
	Baptist Memorial Hospital-Golden Triangle	Columbus		●		●		●		
	Magnolia Regional Health Center	Corinth		●		●		●		
	River Oaks Hospital	Flowood		●		●		●		
	Delta Regional Medical Center	Greenville		●		●		●		
	Greenwood Leflore Hospital	Greenwood		●		●		●		
	University of Mississippi Medical Center Grenada	Grenada		●		●		●		
	Garden Park Medical Center	Gulfport	HCA - Hospital Corporation of America	●		●		●		
	Memorial Hospital at Gulfport	Gulfport		●		●		●		
	Forrest General Hospital	Hattiesburg		●		●		●		
	Wesley Medical Center	Hattiesburg		●		●		●		
	Central Mississippi Medical Center	Jackson		●		●		●		
	Mississippi Baptist Medical Center	Jackson	Baptist Health Systems	●		●		●		
	St. Dominic-Jackson Memorial Hospital	Jackson		●		●		●		
	University of Mississippi Medical Center	Jackson		●	●	●	●	●	●	●
	VA G.V. (Sonny) Montgomery Medical Center	Jackson	Department of Veterans Affairs	●	●	●	●	●	●	●
	South Central Regional Medical Center	Laurel		●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Southwest Mississippi Regional Medical Center	McComb		●		●		●		
	Anderson Regional Medical Center	Meridian		●		●		●		
	Methodist Olive Branch Hospital	Olive Branch	Methodist Healthcare	●		●		●		
	Baptist Memorial Hospital-North Mississippi	Oxford	Baptist Memorial Health Care	●		●		●		
	Singing River Hospital	Pascagoula	Singing River Hospital	●		●		●		
	Neshoba County General Hospital	Philadelphia		●		●		●		
	Baptist Memorial Hospital-Desoto	Southaven	Baptist Memorial Health Care	●		●		●		
	OCH Regional Medical Center	Starkville		●		●		●		
	North Mississippi Medical Center - Tupelo	Tupelo		●		●		●		
	River Region Medical Center	Vicksburg		●		●		●		
MISSOURI										
	Belton Regional Medical Center	Belton	HCA - Hospital Corporation of America	●		●		●		
	St. Luke's Hospital	Chesterfield		●		●		●		
	Boone Hospital Center	Columbia		●		●		●		
	University of Missouri Hospitals and Clinics	Columbia		●		●		●		
■	VA Harry S. Truman Memorial	Columbia	Department of Veterans Affairs	●	●	●	●	●	●	●
	Women's and Children's Hospital	Columbia		●		●		●		
	SSM St. Clare Health Center	Fenton	SSM Health	●		●		●		
	Centerpoint Medical Center	Independence	HCA - Hospital Corporation of America	●		●		●		
	Children's Mercy East	Independence	Children's Mercy Hospitals and Clinics	●		●		●		
	Capital Region Medical Center	Jefferson City		●		●		●		
	SSM Health St. Mary's Hospital - Jefferson City	Jefferson City	SSM Health	●		●		●		
	Freeman Hospital West	Joplin		●		●		●		
	Children's Mercy Broadway Boulevard	Kansas City	Children's Mercy Hospitals and Clinics	●		●		●		
■	Children's Mercy Kansas City	Kansas City	Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●
	Children's Mercy Northland	Kansas City	Children's Mercy Hospitals and Clinics	●		●		●		
■	Research Medical Center	Kansas City	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
■	Saint Luke's Hospital of Kansas City	Kansas City	Saint Luke's Health System	●	●	●	●	●	●	●
■	Saint Luke's North Hospital - Barry Road	Kansas City	Saint Luke's Health System	●	●	●	●	●	●	●
	St. Joseph Medical Center	Kansas City	Ascension Health	●		●		●		
	Truman Medical Center-Hospital Hill	Kansas City	Truman Medical Centers	●		●		●		
	VA Kansas City Medical Center	Kansas City	Department of Veterans Affairs	●	●	●	●	●	●	●
	SSM St. Joseph Hospital West	Lake St. Louis	SSM Health	●		●		●		
	Lee's Summit Medical Center	Lee's Summit	HCA - Hospital Corporation of America	●		●		●		
■	Saint Luke's East Hospital	Lee's Summit	Saint Luke's Health System	●	●	●	●	●	●	●
	Lafayette Regional Health Center	Lexington	HCA - Hospital Corporation of America	●		●		●		
	Liberty Hospital	Liberty		●		●		●		
	St. Francis Hospital and Health Services	Maryville	SSM Health	●		●		●		
	SSM Health St. Mary's Hospital - Audrain	Mexico	SSM Health	●		●		●		
	North Kansas City Hospital	North Kansas City		●		●		●		
	Poplar Bluff Regional Medical Center	Poplar Bluff		●		●		●		
■	VA John J. Pershing Medical Center	Poplar Bluff	Department of Veterans Affairs	●	●	●	●	●	●	●
	Cox Medical Center North	Springfield		●		●		●		
	Mercy Hospital Springfield	Springfield	Mercy	●		●		●		
■	Mosaic Life Care at St. Joseph	St. Joseph		●	●	●	●	●	●	●
■	Barnes-Jewish Hospital	St. Louis	BJC HealthCare	●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Christian Hospital	St. Louis	BJC HealthCare	●		●		●		
	Des Peres Hospital	St. Louis	Tenet Healthcare Corporation	●		●		●		
	Mercy Hospital St. Louis	St. Louis	Mercy	●		●		●		
	Missouri Baptist Medical Center	St. Louis	BJC HealthCare	●		●		●		
	Saint Louis University Hospital	St. Louis		●		●		●		
	St. Alexius Hospital - Broadway Campus	St. Louis		●		●		●		
	St. Anthony's Medical Center	St. Louis		●		●		●		
■	St. Louis Children's Hospital	St. Louis	BJC HealthCare	●	●	●	●	●	●	●
■	VA St. Louis Health Care System	St. Louis	Department of Veterans Affairs	●	●	●	●	●	●	●
MONTANA										
■	Billings Clinic	Billings		●	●	●	●	●	●	●
	St. Vincent Healthcare	Billings	SCL Health System	●		●		●		
	Bozeman Deaconess Hospital	Bozeman		●		●		●		
	St. James Healthcare	Butte		●		●		●		
■	VA Montana Health Care System	Fort Harrison	Department of Veterans Affairs	●	●	●	●	●	●	●
	Benefis Hospitals	Great Falls		●		●		●		
	Northern Montana Health Care	Havre		●		●		●		
	St. Peter's Hospital	Helena		●		●		●		
	Kalispell Regional Medical Center	Kalispell		●		●		●		
	Community Medical Center	Missoula		●		●		●		
	St. Patrick Hospital	Missoula	Providence Health & Services	●		●		●		
	Providence St. Joseph Medical Center	Polson	Providence Health & Services	●		●		●		
NEBRASKA										
	Bellevue Medical Center	Bellevue		●		●		●		
	Litzenberg Memorial County Hospital	Central City		●		●		●		
	Columbus Community Hospital	Columbus		●		●		●		
	Fremont Health	Fremont		●		●		●		
	CHI Health Saint Francis	Grand Island	Catholic Health Initiatives	●		●		●		
	Mary Lanning Healthcare	Hastings		●		●		●		
	CHI Health Good Samaritan	Kearney	Catholic Health Initiatives	●		●		●		
	Bryan Medical Center	Lincoln	Bryan Health	●		●		●		
	CHI Health St Elizabeth	Lincoln	Catholic Health Initiatives	●		●		●		
	Kearney County Hospital	Minden		●		●		●		
	Faith Regional Health Services	Norfolk		●		●		●		
	Great Plains Health	North Platte		●		●		●		
	Ogallala Community Hospital	Ogallala	Banner Health	●		●		●		
	CHI Health Bergan Mercy	Omaha	Alegent Creighton Health	●		●		●		
	CHI Health Creighton University Medical Center	Omaha		●		●		●		
	CHI Health Immanuel	Omaha	Alegent Creighton Health	●		●		●		
	CHI Health Lakeside	Omaha	Alegent Creighton Health	●		●		●		
	Children's Hospital and Medical Center	Omaha		●		●		●		
■	Nebraska Medical Center	Omaha	Nebraska Medicine	●	●	●	●	●	●	●
	Nebraska Methodist Hospital	Omaha		●		●		●		
■	OneWorld Community Health Center (3 locations)	Omaha		●	●	●	●	●	●	●
	UNMC Physicians	Omaha		●		●		●		
■	VA Omaha-Nebraska-Western Iowa Health Care System	Omaha	Department of Veterans Affairs	●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Regional West Garden County	Oshkosh		●		●		●		
	CHI Health Midlands	Papillion	Alegent Creighton Health	●		●		●		
	Regional West Medical Center	Scottsbluff		●		●		●		
NEVADA										
	Carson Tahoe Regional Medical Center	Carson City		●		●		●		
	Northeastern Nevada Regional Hospital	Elko		●		●		●		
	Banner Churchill Community Hospital	Fallon	Banner Health	●		●		●		
	Saint Rose Dominican - Rose de Lima	Henderson	Dignity Health	●		●		●		
	Saint Rose Dominican - Siena	Henderson	Dignity Health	●		●		●		
☰	Centennial Hills Hospital Medical Center	Las Vegas	Universal Health Services Inc.	●	●	●	●	●	●	●
☰	Desert Hope	Las Vegas	American Addiction Centers	●	●	●	●	●	●	●
☰	Desert Springs Hospital Medical Center	Las Vegas	Universal Health Services Inc.	●	●	●	●	●	●	●
	MountainView Hospital	Las Vegas	HCA - Hospital Corporation of America	●		●		●		
	Saint Rose Dominican - San Martin	Las Vegas	Dignity Health	●		●		●		
☰	Solutions Recovery Inc.	Las Vegas		●	●	●	●	●	●	●
	Southern Hills Hospital and Medical Center	Las Vegas	HCA - Hospital Corporation of America	●		●		●		
☰	Spring Valley Hospital Medical Center	Las Vegas	Universal Health Services Inc.	●	●	●	●	●	●	●
☰	Summerlin Hospital Medical Center	Las Vegas	Universal Health Services Inc.	●	●	●	●	●	●	●
	Sunrise Hospital and Medical Center	Las Vegas	HCA - Hospital Corporation of America	●		●		●		
☰	University Medical Center of Southern Nevada	Las Vegas		●	●	●	●	●	●	●
☰	Valley Hospital Medical Center	Las Vegas	Universal Health Services Inc.	●	●	●	●	●	●	●
	North Vista Hospital	North Las Vegas		●		●		●		
	Renown Regional Medical Center	Reno		●		●		●		
	Saint Mary's Regional Medical Center	Reno		●		●		●		
☰	VA Sierra Nevada Health Care System	Reno	Department of Veterans Affairs	●	●	●	●	●	●	●
	Northern Nevada Adult Mental Health Services	Sparks		●		●		●		
NEW HAMPSHIRE										
	Concord Hospital	Concord		●		●		●		
	New Hampshire Hospital	Concord		●		●		●		
	Parkland Medical Center	Derry	HCA - Hospital Corporation of America	●		●		●		
	Cheshire Medical Center	Keene		●		●		●		
	Dartmouth-Hitchcock Medical Center	Lebanon		●		●		●		
	Catholic Medical Center	Manchester		●		●		●		
	Elliot Hospital	Manchester		●		●		●		
☰	VA Manchester Medical Center	Manchester	Department of Veterans Affairs	●	●	●	●	●	●	●
	Southern New Hampshire Medical Center	Nashua		●		●		●		
	St. Joseph Hospital	Nashua	Covenant Health Systems	●		●		●		
	New London Hospital	New London		●		●		●		
	Portsmouth Regional Hospital	Portsmouth	HCA - Hospital Corporation of America	●		●		●		
NEW JERSEY										
☰	AtlantiCare Regional Medical Center	Atlantic City		●	●	●	●	●	●	●
☰	Reproductive Medicine Associates of New Jersey (2 locations)	Basking Ridge		●	●	●	●	●	●	●
	Cooper University Health Care	Camden		●		●		●		
	Cape Regional Medical Center	Cape May Court House		●		●		●		
	Kennedy University Hospital	Cherry Hill	Kennedy University Hospital	●		●		●		

























Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination	
				1a	1b	2a	2b	3a	3b
	VA New Jersey Health Care System	East Orange	Department of Veterans Affairs	●	●	●	●	●	●
	JFK Medical Center	Edison	HCA - Hospital Corporation of America	●		●		●	
	Trinitas Regional Medical Center	Elizabeth		●		●		●	
	Hackensack University Medical Center	Hackensack		●	●	●	●	●	●
	Bayshore Community Hospital	Holmdel	Meridian Health	●	●	●	●	●	●
	Jersey City Medical Center	Jersey City	Barnabas Health	●	●	●	●	●	●
	Saint Barnabas Medical Center	Livingston	Barnabas Health	●	●	●	●	●	●
	Goryeb Children's Hospital	Morristown		●	●	●	●	●	●
	Morristown Medical Center	Morristown	Atlantic Health System	●	●	●	●	●	●
	Jersey Shore University Medical Center	Neptune	Meridian Health	●	●	●	●	●	●
	Robert Wood Johnson University Hospital	New Brunswick		●	●	●	●	●	●
	Saint Peter's University Hospital	New Brunswick		●		●		●	
	Newark Beth Israel Medical Center	Newark	Barnabas Health	●		●		●	
	Newton Medical Center	Newton	Atlantic Health System	●	●	●	●	●	●
	Palisades Medical Center	North Bergen		●		●		●	
	St. Joseph's Regional Medical Center	Paterson	St. Joseph's Healthcare System	●		●		●	
	University Medical Center of Princeton at Plainsboro	Plainsboro		●		●		●	
	Shore Medical Center	Somers Point		●	●	●	●	●	●
	Overlook Medical Center	Summit	Atlantic Health System	●	●	●	●	●	●
	Capital Health Regional Medical Center	Trenton		●		●		●	
	Inspira Medical Center-Vineland	Vineland		●		●		●	
	Virtua Voorhees	Voorhees		●		●		●	
NEW MEXICO									
	Gerald Champion Regional Medical Center	Alamogordo		●		●		●	
	Heart Hospital of New Mexico at Lovelace Medical Center	Albuquerque	Ardent Health Services	●		●		●	
	Kaseman Hospital	Albuquerque	Presbyterian Healthcare Services	●		●		●	
	Lovelace Medical Center	Albuquerque	Ardent Health Services	●		●		●	
	Lovelace Westside Hospital	Albuquerque	Ardent Health Services	●		●		●	
	Lovelace Women's Hospital	Albuquerque	Ardent Health Services	●		●		●	
	Presbyterian Hospital	Albuquerque	Presbyterian Healthcare Services	●		●		●	
	University of New Mexico Hospitals	Albuquerque	University of New Mexico Hospitals	●	●	●	●	●	●
	VA New Mexico Health Care System	Albuquerque	Department of Veterans Affairs	●	●	●	●	●	●
	Carlsbad Medical Center	Carlsbad		●		●		●	
	Plains Regional Medical Center	Clovis	Presbyterian Healthcare Services	●		●		●	
	Presbyterian Espanola Hospital	Espanola	Presbyterian Healthcare Services	●		●		●	
	San Juan Regional Medical Center	Farmington		●		●		●	
	Lea Regional Medical Center	Hobbs		●		●		●	
	Memorial Medical Center	Las Cruces	LifePoint Health Inc.	●		●		●	
	MountainView Regional Medical Center	Las Cruces		●		●		●	
	Rust Medical Center	Rio Rancho	Presbyterian Healthcare Services	●		●		●	
	Eastern New Mexico Medical Center	Roswell		●		●		●	
	Lovelace Regional Hospital - Roswell	Roswell	Ardent Health Services	●		●		●	
	Lincoln County Medical Center	Ruidoso	Presbyterian Healthcare Services	●		●		●	
	Christus St. Vincent Regional Medical Center	Santa Fe	CHRISTUS Health	●		●		●	
	Socorro General Hospital	Socorro	Presbyterian Healthcare Services	●		●		●	
	Dr. Dan C. Trigg Memorial Hospital	Tucumcari	Presbyterian Healthcare Services	●		●		●	

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State										
2016 HEI Survey Participant				Non-respondent Facilities		Yes	No/Not Found	Not Applicable		
Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	
NEW YORK										
	Albany Medical Center	Albany		Yes	Yes	Yes	Yes	Yes	Yes	Yes
	St. Peter's Hospital	Albany		No		Yes		No		
	VA Albany Medical Center: Samuel S. Stratton	Albany	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	United Memorial Medical Center	Batavia		No		Yes		Yes		
	VA Bath Medical Center	Bath	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Southside Hospital	Bay Shore	Northwell Health	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	UHS Binghamton General Hospital	Binghamton	United Health Services	Yes		Yes		Yes		
	Bronx Health Center	Bronx	Community Healthcare System	No				No		
	Bronx-Lebanon Hospital Center Health Care System	Bronx		No		No		No		
	Montefiore Medical Center	Bronx		No		Yes		No		
	NYC Health + Hospitals/Belvis, a Gotham Health Center	Bronx	NYC Health + Hospitals	Yes	Yes			Yes	Yes	Yes
	NYC Health + Hospitals/Jacobi	Bronx	NYC Health + Hospitals	Yes	Yes			Yes	Yes	Yes
	NYC Health + Hospitals/Lincoln	Bronx	NYC Health + Hospitals	Yes	Yes			Yes	Yes	Yes
	NYC Health + Hospitals/Morrisania, a Gotham Health Center	Bronx	NYC Health + Hospitals	Yes	Yes			Yes	Yes	Yes
	NYC Health + Hospitals/North Central Bronx	Bronx	NYC Health + Hospitals	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	St. Barnabas Hospital	Bronx		Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Tremont Health Center	Bronx	Community Healthcare System	No				No		
	VA James J. Peters Medical Center	Bronx	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Brookdale Hospital Medical Center	Brooklyn		No		No		No		
	CABS Health Center	Brooklyn	Community Healthcare System	No				No		
	Caribbean House Health Center	Brooklyn	Community Healthcare System	No				No		
	Dr. Betty Shabazz Health Center	Brooklyn	Community Healthcare System	No				No		
	Kingsbrook Jewish Medical Center	Brooklyn		Yes		Yes		Yes		
	Maimonides Medical Center	Brooklyn		Yes		Yes		No		
	NYC Health + Hospitals/Coney Island	Brooklyn	NYC Health + Hospitals	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NYC Health + Hospitals/Cumberland, a Gotham Health Center	Brooklyn	NYC Health + Hospitals	Yes	Yes			Yes	Yes	Yes
	NYC Health + Hospitals/East New York, a Gotham Health Center	Brooklyn	NYC Health + Hospitals	Yes	Yes			Yes	Yes	Yes
	NYC Health + Hospitals/Kings	Brooklyn	NYC Health + Hospitals	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NYC Health + Hospitals/McKinney	Brooklyn	NYC Health + Hospitals	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NYC Health + Hospitals/Woodhull	Brooklyn	NYC Health + Hospitals	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NYU Lutheran Medical Center	Brooklyn	NYU Langone Health System	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SUNY Downstate Medical Center University Hospital	Brooklyn		Yes		Yes		Yes		
	VA New York Harbor Healthcare System	Brooklyn	Department of Veterans Affairs	Yes	No	Yes	Yes	No	No	No
	Buffalo General Medical Center	Buffalo	Buffalo General Medical Center	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Erie County Medical Center	Buffalo		No		Yes		No		
	Evergreen Health Services	Buffalo		Yes	Yes			Yes	Yes	Yes
	Mercy Hospital	Buffalo		No		Yes		No		
	VA Western New York Healthcare System	Buffalo	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Women & Children's Hospital of Buffalo	Buffalo	Kaleida Health	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	F. F. Thompson Hospital	Canandaigua		Yes	Yes	Yes	Yes	Yes	Yes	Yes
	VA Canandaigua Medical Center	Canandaigua	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Clifton Springs Hospital and Clinic	Clifton Springs		No		No		No		
	NYC Health + Hospitals/Elmhurst	Elmhurst	NYC Health + Hospitals	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Forest Hills Hospital	Forest Hills	Northwell Health	Yes	Yes			Yes	Yes	
	Glen Cove Hospital	Glen Cove	Northwell Health	Yes	Yes	Yes	Yes	Yes	Yes	

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities Yes No/Not Found Not Applicable

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State									
2016 HEI Survey Participant				Non-respondent Facilities		Yes	No/Not Found	Not Applicable	
Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination	
				1a	1b	2a	2b	3a	3b
	Catskill Regional Medical Center	Harris	Greater Hudson Valley Health System						
	Huntington Hospital	Huntington	Northwell Health						
	Cayuga Medical Center at Ithaca	Ithaca							
	Family Health Center	Jamaica	Community Healthcare System						
	Jamaica Hospital Medical Center	Jamaica							
	NYC Health + Hospitals/Queens	Jamaica	NYC Health + Hospitals						
	Queens Health Center	Jamaica	Community Healthcare System						
	Long Island City Health Center	Long Island City	Community Healthcare System						
	Mount Sinai Queens	Long Island City							
	The Feinstein Institute for Medical Research	Manhasset	Northwell Health						
	North Shore University Hospital	Manhasset	Northwell Health						
	Mountainside Residential Care Center	Margaretville	HealthAlliance of the Hudson Valley						
	VA Hudson Valley Health Care System	Montrose	Department of Veterans Affairs						
	Long Island Jewish Medical Center	New Hyde Park	Northwell Health						
	Callen-Lorde Community Health Center	New York							
	Catherine M. Abate Health Center	New York	Community Healthcare System						
	Coler Rehabilitation and Nursing Care Center	New York							
	Community League Health Center	New York	Community Healthcare System						
	Helen B. Atkinson Health Center	New York	Community Healthcare System						
	Henry J. Carter Specialty Hospital and Nursing Facility	New York							
	Hospital for Special Surgery	New York							
	Lenox Hill Hospital	New York	Northwell Health						
	Memorial Sloan-Kettering Cancer Center	New York							
	Mount Sinai Beth Israel	New York	Mount Sinai Health System						
	Mount Sinai Hospital	New York	Mount Sinai Health System						
	Mount Sinai West	New York	Mount Sinai Health System						
	Mount Sinai St. Luke's	New York	Mount Sinai Health System						
	New York Eye and Ear Infirmary of Mount Sinai	New York	Mount Sinai Health System						
	New York-Presbyterian Hospital	New York							
	NYC Health + Hospitals/Bellevue	New York	NYC Health + Hospitals						
	NYC Health + Hospitals/Gouverneur	New York	NYC Health + Hospitals						
	NYC Health + Hospitals/Harlem	New York	NYC Health + Hospitals						
	NYC Health + Hospitals/Metropolitan	New York	NYC Health + Hospitals						
	NYC Health + Hospitals/Renaissance, a Gotham Health Center	New York	NYC Health + Hospitals						
	NYU Langone Medical Center	New York							
	Reproductive Medicine Associates of New York (5 locations)	New York							
	VillageCare Health Center	New York							
	Newark-Wayne Community Hospital	Newark	Rochester General Health System						
	DeGraff Memorial Hospital	North Tonawanda	Kaleida Health						
	VA Northport Medical Center	Northport	Department of Veterans Affairs						
	A.O. Fox Memorial Hospital	Oneonta	Bassett Healthcare						
	Plainview Hospital	Plainview	Northwell Health						
	Bon Secours Community Hospital	Port Jervis	Bon Secours Health System Inc.						
	Vassar Brothers Medical Center	Poughkeepsie							
	HCR Home Care	Rochester							
	Highland Hospital of Rochester	Rochester							

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Rochester General Hospital	Rochester		●		●		●		
■	Strong Memorial Hospital of the University of Rochester	Rochester	UR Medicine	●	●	●	●	●	●	●
■	Trillium Health	Rochester		●	●	●	●	●	●	●
	Unity Hospital	Rochester		●		●		●		
■	Saratoga Hospital	Saratoga Springs		●	●	●	●	●	●	●
■	Southampton Hospital	Southampton		●	●	●	●	●	●	●
■	Sea View Hospital Rehabilitation Center and Home	Staten Island		●	●	●	●	●	●	●
■	Staten Island University Hospital	Staten Island	Northwell Health	●	●	●	●	●	●	●
	Stony Brook University Medical Center	Stony Brook		●		●		●		
■	Good Samaritan Hospital	Suffern	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Syosset Hospital	Syosset	Northwell Health	●	●	●	●	●	●	●
	Crouse Hospital	Syracuse		●		●		●		
	St. Joseph's Hospital Health Center	Syracuse		●		●		●		
	Upstate University Hospital	Syracuse		●		●		●		
■	VA Syracuse Medical Center	Syracuse	Department of Veterans Affairs	●	●	●	●	●	●	●
	St. Luke's Memorial Hospital	Utica		●		●		●		
	Westchester Medical Center	Valhalla		●		●		●		
■	Franklin Hospital	Valley Stream	Northwell Health	●	●	●	●	●	●	●
■	St. Anthony Community Hospital	Warwick	Bon Secours Health System Inc.	●	●	●	●	●	●	●
	Samaritan Medical Center	Watertown		●		●		●		
■	Millard Fillmore Suburban Hospital	Williamsville	Kaleida Health	●	●	●	●	●	●	●
	St. John's Riverside Hospital	Yonkers		●		●		●		
	St. Joseph's Medical Center	Yonkers		●		●		●		
NORTH CAROLINA										
■	VA Asheville Medical Center	Asheville	Department of Veterans Affairs	●	●	●	●	●	●	●
	Novant Health Brunswick Medical Center	Bolivia	Novant Health Inc.	●		●		●		
	Watauga Medical Center	Boone		●		●		●		
■	Alamance Regional Medical Center	Burlington	Cone Health	●	●	●	●	●	●	●
	WakeMed Cary Hospital	Cary		●		●		●		
■	UNC Hospitals	Chapel Hill	UNC Health Care	●	●	●	●	●	●	●
	Carolinas Medical Center	Charlotte	Carolinas HealthCare System	●		●		●		
	Carolinas Medical Center - Mercy	Charlotte	Carolinas HealthCare System	●		●		●		
	Carolinas Medical Center-Pineville	Charlotte	Carolinas HealthCare System	●		●		●		
	Carolinas Medical Center-University	Charlotte	Carolinas HealthCare System	●		●		●		
	Novant Health Charlotte Orthopaedic Hospital	Charlotte	Novant Health Inc.	●		●		●		
■	Novant Health Presbyterian Medical Center	Charlotte	Novant Health Inc.	●	●	●	●	●	●	●
	Novant Hemby Children's Hospital	Charlotte	Novant Health Inc.	●		●		●		
	Carolinas Medical Center-NorthEast	Concord	Carolinas HealthCare System	●		●		●		
■	Duke Regional Hospital	Durham	Duke University Health System	●	●	●	●	●	●	●
■	Duke University Hospital	Durham	Duke University Health System	●	●	●	●	●	●	●
■	VA Durham Medical Center	Durham	Department of Veterans Affairs	●	●	●	●	●	●	●
	Sentara Ablemarle Medical Center	Elizabeth City	Sentara Healthcare	●		●		●		
	Cape Fear Valley Medical Center	Fayetteville	Cape Fear Valley Health	●		●		●		
	VA Fayetteville Medical Center	Fayetteville	Department of Veterans Affairs	●		●		●		
	CaroMont Regional Medical Center	Gastonia		●		●		●		
■	Cone Health Behavioral Health Hospital	Greensboro	Cone Health	●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities Yes No/Not Found Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination	
				1a	1b	2a	2b	3a	3b
	Moses H. Cone Memorial Hospital	Greensboro	Cone Health	Yes	Yes	Yes	Yes	Yes	Yes
	Wesley Long Hospital	Greensboro	Cone Health	Yes	Yes	Yes	Yes	Yes	Yes
	Women's Hospital of Greensboro	Greensboro	Cone Health	Yes	Yes	Yes	Yes	Yes	Yes
	Vidant Medical Center	Greenville		Yes		Yes		Yes	
	Frye Regional Medical Center	Hickory	Tenet Healthcare Corporation	Yes		No		Yes	
	Novant Health Huntersville Medical Center	Huntersville	Novant Health Inc.	Yes		Yes		Yes	
	Novant Health Matthews Medical Center	Matthews	Novant Health Inc.	Yes	Yes	Yes	Yes	Yes	Yes
	Lake Norman Regional Medical Center	Mooresville		Yes		Yes		Yes	
	FirstHealth Moore Regional Hospital	Pinehurst		Yes		Yes		No	
	Duke Raleigh Hospital	Raleigh	Duke University Health System	Yes	Yes	Yes	Yes	Yes	Yes
	Rex Healthcare	Raleigh	UNC Health Care	Yes	Yes	Yes	Yes	Yes	Yes
	WakeMed Raleigh Campus	Raleigh		Yes		Yes		No	
	Annie Penn Hospital	Reidsville	Cone Health	Yes	Yes	Yes	Yes	Yes	Yes
	Novant Health Rowan Medical Center	Salisbury	Novant Health Inc.	Yes		Yes		Yes	
	Cleveland Regional Medical Center	Shelby		No		Yes		Yes	
	Iredell Memorial Hospital	Statesville		Yes		Yes		Yes	
	Novant Health Thomasville Medical Center	Thomasville	Novant Health Inc.	Yes		Yes		Yes	
	New Hanover Regional Medical Center	Wilmington		Yes		Yes		No	
	Novant Health Forsyth Medical Center	Winston-Salem	Novant Health Inc.	Yes	Yes	Yes	Yes	Yes	Yes
	Novant Health Medical Park Hospital	Winston-Salem	Novant Health Inc.	Yes		Yes		Yes	
	Wake Forest Baptist Medical Center	Winston-Salem		Yes		Yes		Yes	
NORTH DAKOTA									
	Sanford Bismarck	Bismarck		Yes		Yes		No	
	St. Alexius Medical Center	Bismarck		Yes		Yes		No	
	Essentia Health Fargo	Fargo	Essentia Health	Yes		Yes		Yes	
	Sanford Medical Center Fargo	Fargo	Sanford Health	Yes		Yes		No	
	VA Fargo Health Care System	Fargo	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes
	Altru Hospital	Grand Forks	Altru Health System	Yes		No		No	
	Trinity Health	Minot		Yes		Yes		Yes	
	Tioga Medical Center	Tioga		No		No		No	
OHIO									
	Akron Children's Hospital	Akron		No		Yes		No	
	Akron General Medical Center	Akron		Yes		Yes		Yes	
	Summa Akron City Hospital	Akron		Yes		Yes		Yes	
	MetroHealth Beachwood Health Center	Beachwood	The MetroHealth System	Yes		Not Applicable		Yes	
	UH Ahuja Medical Center	Beachwood	University Hospitals of Cleveland	Yes	Yes	Yes	Yes	Yes	Yes
	UH Bedford Medical Center	Bedford	University Hospitals of Cleveland	Yes	Yes	Yes	Yes	Yes	No
	Aultman Hospital	Canton		No		No		Yes	
	UH Geauga Medical Center	Chardon	University Hospitals of Cleveland	Yes	Yes	Yes	Yes	Yes	Yes
	VA Chillicothe Medical Center	Chillicothe	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes
	Bethesda North Hospital	Cincinnati	TriHealth	Yes	Yes	Yes	Yes	Yes	Yes
	Christ Hospital	Cincinnati	Health Alliance of Greater Cincinnati	No		Yes		No	
	Cincinnati Children's Hospital Medical Center	Cincinnati		Yes	Yes	Yes	Yes	Yes	Yes
	Good Samaritan Hospital	Cincinnati	TriHealth	Yes	Yes	Yes	Yes	Yes	Yes
	Mercy Health - Anderson Hospital	Cincinnati		No		No		No	
	TriHealth Evendale Hospital	Cincinnati	HCA - Hospital Corporation of America	Yes		Yes		Yes	



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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	University of Cincinnati Medical Center	Cincinnati	Health Alliance of Greater Cincinnati	●		●		●		
■	VA Cincinnati Medical Center	Cincinnati	Department of Veterans Affairs	●	●	●	●	●	●	●
■	Cleveland Clinic (Main Campus)	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●
■	Fairview Hospital	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●
■	Hillcrest Hospital	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●
	J. Glen Smith Health Center	Cleveland	The MetroHealth System	●		●		●		
■	Lutheran Hospital	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●
	MetroHealth Asia Town Health Center	Cleveland	The MetroHealth System	●		●		●		
	MetroHealth Broadway Health Center	Cleveland	The MetroHealth System	●		●		●		
	MetroHealth Brooklyn Health Center	Cleveland	The MetroHealth System	●		●		●		
	MetroHealth Buckeye Health Center	Cleveland	The MetroHealth System	●		●		●		
	MetroHealth Lee-Harvard Health Center	Cleveland	The MetroHealth System	●		●		●		
■	MetroHealth Medical Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●
	MetroHealth Old Brooklyn Health Center	Cleveland	The MetroHealth System	●		●		●		
	MetroHealth West 150th Health and Surgery Center	Cleveland	The MetroHealth System	●		●		●		
	MetroHealth West Park Health Center	Cleveland	The MetroHealth System	●	●			●		
	St. Vincent Charity Medical Center	Cleveland	Sisters of Charity Health System	●		●		●		
	Thomas F. McCafferty Health Center	Cleveland	The MetroHealth System	●		●		●		
■	UH Case Medical Center	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●
	UH MacDonald Women's Hospital	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●
	UH Rainbow Babies and Children's Hospital	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●
	UH Seidman Cancer Center	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●
■	VA Louis Stokes Cleveland Medical Center	Cleveland	Department of Veterans Affairs	●	●	●	●	●	●	●
■	AIDS Resource Center Ohio Inc. (3 locations)	Columbus		●	●	●	●	●	●	●
■	Columbus Public Health Department	Columbus		●	●	●	●	●	●	●
	James Cancer Hospital and Solove Research Institute	Columbus	The Ohio State University Wexner Medical Center	●	●	●	●	●	●	●
	Mount Carmel	Columbus		●		●		●		
	Nationwide Children's Hospital	Columbus		●	●	●	●	●	●	●
	The Ohio State University Wexner Medical Center	Columbus	The Ohio State University Wexner Medical Center	●	●	●	●	●	●	●
	OhioHealth Doctors Hospital	Columbus	OhioHealth	●		●		●		
	OhioHealth Grant Medical Center	Columbus	OhioHealth	●		●		●		
	OhioHealth Riverside Methodist Hospital	Columbus	OhioHealth	●		●		●		
■	VA Chalmers P. Wylie Ambulatory Care Center	Columbus	Department of Veterans Affairs	●	●	●	●	●	●	●
■	UH Conneaut Medical Center	Conneaut	University Hospitals of Cleveland	●	●	●	●	●	●	●
	Children's Medical Center	Dayton		●		●		●		
	Good Samaritan Hospital	Dayton		●	●			●		
	Miami Valley Hospital	Dayton		●		●		●		
■	VA Dayton Medical Center	Dayton	Department of Veterans Affairs	●	●	●	●	●	●	●
	ProMedica Defiance Regional Hospital	Defiance	ProMedica	●		●		●		
■	UH Elyria Medical Center	Elyria	University Hospitals of Cleveland	●	●	●	●	●	●	●
■	Euclid Hospital	Euclid	Cleveland Clinic	●	●	●	●	●	●	●
	Mercy Health - Fairfield Hospital	Fairfield		●		●		●		
	ProMedica Fostoria Community Hospital	Fostoria	ProMedica	●		●		●		
■	Marymount Hospital	Garfield Heights	Cleveland Clinic	●	●	●	●	●	●	●
■	UH Geneva Medical Center	Geneva	University Hospitals of Cleveland	●	●	●	●	●	●	●
	Kettering Medical Center	Kettering		●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
 Lakewood Hospital		Lakewood	Cleveland Clinic	●	●	●	●	●	●	●
	MetroHealth Lakewood Health Center	Lakewood	The MetroHealth System	●		●		●		
	St. Rita's Medical Center	Lima		●		●		●		
 Medina Hospital	ProMedica St. Luke's Hospital	Maumee	ProMedica	●		●		●		
	ProMedica Bay Park Hospital	Oregon	ProMedica	●		●		●		
 UH Parma Medical Center		Parma	University Hospitals of Cleveland	●	●	●	●	●	●	●
	MetroHealth Pepper Pike Health Center	Pepper Pike	The MetroHealth System	●		●		●		
 UH Portage Medical Center		Ravenna	University Hospitals of Cleveland	●	●	●	●	●	●	●
	UH Richmond Medical Center	Richmond Heights	University Hospitals of Cleveland	●	●	●	●	●	●	●
	Springfield Regional Medical Center	Springfield		●		●		●		
	MetroHealth Strongsville Health Center	Strongsville	The MetroHealth System	●		●		●		
	ProMedica Flower Hospital	Sylvania	ProMedica	●		●		●		
	Mercy St. Vincent Medical Center	Toledo		●		●		●		
	ProMedica Toledo Children's Hospital	Toledo	ProMedica	●		●		●		
	ProMedica Toledo Hospital	Toledo	ProMedica	●		●		●		
	ProMedica Wildwood Orthopaedic and Spine Hospital	Toledo	ProMedica	●		●		●		
 The University of Toledo Medical Center		Toledo		●	●	●	●	●	●	●
	South Pointe Hospital	Warrensville Heights	Cleveland Clinic	●	●	●	●	●	●	●
	Mount Carmel St. Ann's	Westerville		●		●		●		
	MetroHealth Premier Health Center	Westlake	The MetroHealth System	●		●		●		
	MetroHealth Westlake Health Center	Westlake	The MetroHealth System	●		●		●		
	St. John Medical Center	Westlake	Sisters of Charity Health System	●		●		●		
	Northside Medical Center	Youngstown		●		●		●		
	St. Elizabeth Health Center	Youngstown	Mercy Health	●		●		●		
	Genesis-Bethesda Hospital	Zanesville		●		●		●		
OKLAHOMA										
	Mercy Hospital Ardmore	Ardmore		●		●		●		
	Medical Center of Southeastern Oklahoma	Durant		●		●		●		
	Integrus Bass Baptist Health Center	Enid		●		●		●		
	Comanche County Memorial Hospital	Lawton		●		●		●		
	McAlester Regional Health Center	McAlester		●		●		●		
	Midwest Regional Medical Center	Midwest City		●		●		●		
	Muskogee Regional Medical Center	Muskogee		●		●		●		
	VA Eastern Oklahoma Medical Center	Muskogee	Department of Veterans Affairs	●	●	●	●	●	●	●
	Norman Regional Hospital	Norman	Norman Regional Hospital	●		●		●		
	Community Hospital	Oklahoma City		●		●		●		
	Deaconess Hospital	Oklahoma City		●		●		●		
	Integrus Baptist Medical Center	Oklahoma City	INTEGRIS Health	●		●		●		
	Integrus Southwest Medical Center	Oklahoma City	INTEGRIS Health	●		●		●		
	Mercy Hospital Oklahoma City	Oklahoma City	Mercy	●		●		●		
	OU Medical Center	Oklahoma City	HCA - Hospital Corporation of America	●		●		●		
	University of Oklahoma Health Sciences Center	Oklahoma City	HCA - Hospital Corporation of America	●		●		●		
	VA Oklahoma City Medical Center	Oklahoma City	Department of Veterans Affairs	●	●	●	●	●	●	●
	St. Anthony Shawnee Hospital	Shawnee	SSM Health	●		●		●		
	Hillcrest Medical Center	Tulsa	Ardent Health Services	●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Oklahoma State University Medical Center	Tulsa		●		●		●		
	Saint Francis Hospital	Tulsa	Saint Francis Health System	●		●		●		
	St. John Medical Center	Tulsa	St. John Health System	●		●		●		
OREGON										
	St. Charles Medical Center - Bend	Bend	St. Charles Health System	●		●		●		
	Legacy Clinic Canby	Canby	Legacy Health	●		●		●		
■	Kaiser Permanente, Sunnyside Medical Center	Clackamas	Kaiser Permanente	●	●	●	●	●	●	●
	Bay Area Hospital	Coos Bay		●		●		●		
	Good Samaritan Regional Medical Center	Corvallis	Samaritan Health Services	●		●		●		
	East County Health Center	Gresham	Multnomah County Health Department	●		●		●		
	Legacy Clinic Mount Hood	Gresham	Legacy Health	●		●		●		
	Legacy Mount Hood Medical Center	Gresham	Legacy Health	●		●		●		
■	Kaiser Foundation Hospital Westside Medical Center	Hillsboro	Kaiser Permanente	●	●	●	●	●	●	●
	Tuality Healthcare	Hillsboro		●		●		●		
	Providence Hood River Memorial Hospital	Hood River	Providence Health & Services	●		●		●		
	Legacy Clinic Bridgeport	Lake Oswego	Legacy Health	●		●		●		
	Legacy Clinic Lake Oswego	Lake Oswego	Legacy Health	●		●		●		
	Asante Rogue Regional Medical Center	Medford		●		●		●		
	Providence Medford Medical Center	Medford	Providence Health & Services	●		●		●		
	Providence Milwaukie Hospital	Milwaukie	Providence Health & Services	●		●		●		
	Providence Newberg Medical Center	Newberg	Providence Health & Services	●		●		●		
	Providence Willamette Medical Center	Oregon City	Providence Health & Services	●		●		●		
	Adventist Medical Center-Portland	Portland	Adventist Health	●		●		●		
	HIV Health Services Center	Portland	Multnomah County Health Department	●		●		●		
	La Clinica de Buena Salud	Portland	Multnomah County Health Department	●		●		●		
	Legacy Clinic Broadway	Portland	Legacy Health	●		●		●		
	Legacy Clinic Emanuel	Portland	Legacy Health	●		●		●		
	Legacy Clinic Forest Heights	Portland	Legacy Health	●		●		●		
	Legacy Clinic Good Samaritan	Portland	Legacy Health	●		●		●		
	Legacy Clinic Northeast	Portland	Legacy Health	●		●		●		
	Legacy Clinic Northwest	Portland	Legacy Health	●		●		●		
■	Legacy Emanuel Medical Center	Portland	Legacy Health	●	●	●	●	●	●	●
	Legacy Good Samaritan Hospital and Medical Center	Portland	Legacy Health	●		●		●		
	Mid County Health Center	Portland	Multnomah County Health Department	●		●		●		
	North Portland Health Center	Portland	Multnomah County Health Department	●		●		●		
	Northeast Health Center	Portland	Multnomah County Health Department	●		●		●		
■	Oregon Health & Science University Hospital	Portland		●	●	●	●	●	●	●
	Providence Portland Medical Center	Portland	Providence Health & Services	●		●		●		
	Providence St. Vincent Medical Center	Portland	Providence Health & Services	●		●		●		
■	Randall Children's Hospital at Legacy Emanuel	Portland	Legacy Health	●	●	●	●	●	●	●
	Rockwood Community Health Center	Portland	Multnomah County Health Department	●		●		●		
■	VA Portland Medical Center	Portland	Department of Veterans Affairs	●	●	●	●	●	●	●
	Mercy Medical Center	Roseburg		●		●		●		
	Salem Hospital	Salem		●		●		●		
	Legacy Clinic Firwood	Sandy	Legacy Health	●		●		●		
	Providence Seaside Hospital	Seaside	Providence Health & Services	●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Silverton Hospital	Silverton		●		●		●		
	McKenzie-Willamette Medical Center	Springfield		●		●		●		
	PeaceHealth Sacred Heart Medical Center at RiverBend	Springfield	PeaceHealth	●		●		●		
	Legacy Clinic St. Helens	St. Helens	Legacy Health	●		●		●		
	Legacy Clinic Tualatin	Tualatin	Legacy Health	●		●		●		
	Legacy Meridian Park Medical Center	Tualatin	Legacy Health	●		●		●		
	Legacy Clinic West Linn	West Linn	Legacy Health	●		●		●		
	Legacy Clinic Woodburn	Woodburn	Legacy Health	●		●		●		
PENNSYLVANIA										
■	Abington Hospital	Abington	Jefferson Health System	●	●	●	●	●	●	●
	Lehigh Valley Hospital	Allentown		●		●		●		
■	VA Altoona - James E. Van Zandt Medical Center	Altoona	Department of Veterans Affairs	●	●	●	●	●	●	●
	St. Luke's University Hospital - Bethlehem Campus	Bethlehem	St. Luke's University Health Network	●		●		●		
	VA Butler Healthcare	Butler	Department of Veterans Affairs	●		●		●		
	VA Coatesville Medical Center	Coatesville	Department of Veterans Affairs	●	●	●	●	●	●	●
	Geisinger Medical Center	Darville	Geisinger Health System	●		●		●		
■	Einstein Medical Center Montgomery	East Norriton	Einstein Healthcare Network	●	●	●	●	●	●	●
■	Einstein Medical Center Elkins Park	Elkins Park	Einstein Healthcare Network	●	●	●	●	●	●	●
■	Moss Rehab	Elkins Park	Einstein Healthcare Network	●	●	●	●	●	●	●
	Saint Vincent Health Center	Erie		●		●		●		
■	VA Erie Medical Center	Erie	Department of Veterans Affairs	●	●	●	●	●	●	●
	PinnacleHealth Harrisburg Campus	Harrisburg		●		●		●		
	Penn State Milton S. Hershey Medical Center	Hershey		●		●		●		
	Jefferson Hospital	Jefferson Hills	Allegheny Health Network	●		●		●		
	Conemaugh Memorial Medical Center	Johnstown		●		●		●		
	Lancaster General Hospital	Lancaster	Lancaster General Hospital	●		●		●		
■	VA Lebanon Medical Center	Lebanon	Department of Veterans Affairs	●	●	●	●	●	●	●
■	Steps to Recovery	Levittown		●	●	●	●	●	●	●
	UPMC McKeesport	McKeesport	UPMC	●		●		●		
■	The Abramson Center for Jewish Life	North Wales		●	●	●	●	●	●	●
	Belmont Center for Comprehensive Treatment	Philadelphia	Einstein Healthcare Network	●		●		●		
	Chestnut Hill Hospital	Philadelphia		●		●		●		
■	Children's Hospital of Philadelphia	Philadelphia		●	●	●	●	●	●	●
■	Einstein Medical Center Philadelphia	Philadelphia	Einstein Healthcare Network	●	●	●	●	●	●	●
■	Friends Hospital	Philadelphia		●	●	●	●	●	●	●
	Hahnemann University Hospital	Philadelphia	Tenet Healthcare Corporation	●		●		●		
■	Hospital of the University of Pennsylvania	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●
■	Mazzoni Center	Philadelphia		●	●	●	●	●	●	●
	Nazareth Hospital	Philadelphia		●		●		●		
	North Philadelphia Health System	Philadelphia	North Philadelphia Health System	●		●		●		
■	Penn Presbyterian Medical Center	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●
■	Pennsylvania Hospital	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●
	Roxborough Memorial Hospital	Philadelphia		●		●		●		
	Temple University Hospital	Philadelphia	Temple University Health System	●		●		●		
■	Thomas Jefferson University Hospital	Philadelphia	Jefferson Health System	●	●	●	●	●	●	●
	VA Philadelphia Medical Center	Philadelphia	Department of Veterans Affairs	●	●	●	●	●	●	●

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Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
Willowcrest Skilled Nursing and Rehabilitation Center	Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia	Einstein Healthcare Network	●	●	●	●	●	●	●
	Allegheny General Hospital	Pittsburgh	Allegheny Health Network	●	●	●	●	●	●	●
Children's Hospital of Pittsburgh of UPMC	Children's Hospital of Pittsburgh of UPMC	Pittsburgh	UPMC	●	●	●	●	●	●	●
	UPMC Mercy	Pittsburgh	UPMC	●	●	●	●	●	●	●
	UPMC Presbyterian	Pittsburgh	UPMC	●	●	●	●	●	●	●
VA Pittsburgh Healthcare System	VA Pittsburgh Healthcare System	Pittsburgh	Department of Veterans Affairs	●	●	●	●	●	●	●
	West Penn Hospital	Pittsburgh	Allegheny Health Network	●	●	●	●	●	●	●
Western Psychiatric Institute and Clinic of UPMC	Western Psychiatric Institute and Clinic of UPMC	Pittsburgh	UPMC	●	●	●	●	●	●	●
	Mount Nittany Medical Center	State College		●	●	●	●	●	●	●
Chester County Hospital	Chester County Hospital	West Chester	University of Pennsylvania Health System	●	●	●	●	●	●	●
	Reading Hospital and Medical Center	West Reading		●	●	●	●	●	●	●
Geisinger Wyoming Valley Medical Center	Geisinger Wyoming Valley Medical Center	Wilkes Barre	Geisinger Health System	●	●	●	●	●	●	●
VA Wilkes-Barre Medical Center	VA Wilkes-Barre Medical Center	Wilkes-Barre	Department of Veterans Affairs	●	●	●	●	●	●	●
	Williamsport Regional Medical Center	Williamsport		●	●	●	●	●	●	●
Lankenau Medical Center	Lankenau Medical Center	Wynnewood	Main Line Health	●	●	●	●	●	●	●
	York Hospital	York		●	●	●	●	●	●	●
PUERTO RICO										
	Hospital Buen Samaritano	Aguadilla		●	●	●	●	●	●	●
	Hospital Hermanos Melendez	Bayamon		●	●	●	●	●	●	●
	Hospital San Pablo	Bayamon		●	●	●	●	●	●	●
	Hospital HIMA San Pablo Caguas	Caguas		●	●	●	●	●	●	●
	Hospital Manati Medical Center	Manati		●	●	●	●	●	●	●
	Hospital De Damas	Ponce		●	●	●	●	●	●	●
	St. Luke's Episcopal Hospital	Ponce		●	●	●	●	●	●	●
	Auxilio Mutuo Hospital	San Juan		●	●	●	●	●	●	●
VA Caribbean Healthcare System	VA Caribbean Healthcare System	San Juan	Department of Veterans Affairs	●	●	●	●	●	●	●
RHODE ISLAND										
Emma Pendleton Bradley Hospital	Emma Pendleton Bradley Hospital	East Providence	Lifespan	●	●	●	●	●	●	●
Newport Hospital	Newport Hospital	Newport	Lifespan	●	●	●	●	●	●	●
	St. Joseph Health Services of Rhode Island	North Providence		●	●	●	●	●	●	●
	Memorial Hospital of Rhode Island	Pawtucket	Care New England Health System	●	●	●	●	●	●	●
Miriam Hospital	Miriam Hospital	Providence	Lifespan	●	●	●	●	●	●	●
Rhode Island Hospital	Rhode Island Hospital	Providence	Lifespan	●	●	●	●	●	●	●
	Roger Williams Medical Center	Providence		●	●	●	●	●	●	●
VA Providence Medical Center	VA Providence Medical Center	Providence	Department of Veterans Affairs	●	●	●	●	●	●	●
	Kent Hospital	Warwick	Care New England Health System	●	●	●	●	●	●	●
	Westerly Hospital	Westerly		●	●	●	●	●	●	●
	Landmark Medical Center	Woonsocket	Prime Healthcare Services	●	●	●	●	●	●	●
SOUTH CAROLINA										
	AnMed Health Medical Center	Anderson		●	●	●	●	●	●	●
	Beaufort Memorial Hospital	Beaufort		●	●	●	●	●	●	●
MUSC Medical Center of Medical University of South Carolina	MUSC Medical Center of Medical University of South Carolina	Charleston		●	●	●	●	●	●	●
	Roper Hospital	Charleston		●	●	●	●	●	●	●
	Trident Medical Center	Charleston	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
VA Ralph H. Johnson Medical Center	VA Ralph H. Johnson Medical Center	Charleston	Department of Veterans Affairs	●	●	●	●	●	●	●
	Palmetto Health Baptist	Columbia	Palmetto Health	●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities Yes No/Not Found Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Palmetto Health Richland	Columbia	Palmetto Health	●		●		●		
	VA Wm. Jennings Bryan Dorn Medical Center	Columbia	Department of Veterans Affairs	●	●	●	●	●	●	●
	Carolinas Hospital System	Florence		●		●		●		
	McLeod Regional Medical Center	Florence	McLeod Health	●		●		●		
	Novant Health Gaffney Medical Center	Gaffney	Novant Health Inc.	●		●		●		
■	Bon Secours St. Francis Downtown	Greenville	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Bon Secours St. Francis Eastside	Greenville	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Greenville Memorial Hospital	Greenville	Greenville Health System	●	●	●	●	●	●	●
	Patewood Memorial Hospital	Greenville	Greenville Health System	●		●		●		
	Greer Memorial Hospital	Greer	Greenville Health System	●		●		●		
	East Cooper Medical Center	Mount Pleasant	Tenet Healthcare Corporation	●		●		●		
	Grand Strand Regional Medical Center	Myrtle Beach	HCA - Hospital Corporation of America	●		●		●		
	Hillcrest Memorial Hospital	Simpsonville	Greenville Health System	●		●		●		
	Spartanburg Regional Medical Center	Spartanburg	Spartanburg Regional Healthcare System	●		●		●		
	North Greenville Hospital	Travelers Rest	Greenville Health System	●		●		●		
	Colleton Medical Center	Walterboro	HCA - Hospital Corporation of America	●		●		●		
	Lexington Medical Center	West Columbia		●		●		●		
SOUTH DAKOTA										
	Avera St. Luke's Hospital	Aberdeen	Avera Health	●		●		●		
	Brookings Health System	Brookings		●		●		●		
	Avera Queen of Peace Hospital	Mitchell	Avera Health	●		●		●		
	Avera St. Mary's Hospital	Pierre		●		●		●		
	Rapid City Regional Hospital	Rapid City		●		●		●		
	Avera McKennan Hospital and University Health Center	Sioux Falls	Avera Health	●		●		●		
	Sanford Health Adult Medicine	Sioux Falls		●		●		●		
■	VA Sioux Falls Health Care System	Sioux Falls	Department of Veterans Affairs	●	●	●	●	●	●	●
	Prairie Lakes Healthcare System	Watertown		●		●		●		
	Avera Sacred Heart Hospital	Yankton	Avera Health	●		●		●		
TENNESSEE										
	Tristar Centennial Medical Center at Ashland City	Ashland City	HCA - Hospital Corporation of America	●		●		●		
	Bolivar General Hospital	Bolivar	West Tennessee Healthcare	●		●		●		
	Camden General Hospital	Camden	West Tennessee Healthcare	●		●		●		
	CHI Memorial	Chattanooga		●		●		●		
	Parkridge East Hospital	Chattanooga	HCA - Hospital Corporation of America	●		●		●		
	Parkridge Medical Center	Chattanooga	HCA - Hospital Corporation of America	●		●		●		
	Tennova Healthcare – Clarksville	Clarksville		●		●		●		
	TriStar Horizon Medical Center	Dickson	HCA - Hospital Corporation of America	●		●		●		
	Lincoln Medical Center	Fayetteville		●		●		●		
	Methodist Le Bonheur Germantown Hospital	Germantown	Methodist Healthcare	●		●		●		
	TriStar Hendersonville Medical Center	Hendersonville	HCA - Hospital Corporation of America	●		●		●		
	TriStar Summit Medical Center	Hermitage	HCA - Hospital Corporation of America	●		●		●		
	Humboldt Medical Center	Humboldt	West Tennessee Healthcare	●		●		●		
	Jackson-Madison County General Hospital	Jackson	West Tennessee Healthcare	●		●		●		
	Johnson City Medical Center	Johnson City	Mountain States Health Alliance	●		●		●		
	Wellmont Holston Valley Medical Center	Kingsport		●		●		●		
	East Tennessee Children's Hospital	Knoxville		●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Fort Sanders Regional Medical Center	Knoxville		●		●		●		
	Select Specialty Hospital-North Knoxville	Knoxville		●		●		●		
	University of Tennessee Medical Center	Knoxville		●		●		●		
	TriStar Skyline Madison Campus	Madison	HCA - Hospital Corporation of America	●		●		●		
	Baptist Memorial Hospital - Memphis	Memphis	Baptist Memorial Health Care	●		●		●		
☐	CHOICES	Memphis		●	●	●	●	●	●	●
	Le Bonheur Children's Hospital	Memphis	Methodist Healthcare	●		●		●		
	Memphis Mental Health Institute	Memphis		●		●		●		
	Methodist Extended Care Hospital	Memphis	Methodist Healthcare	●		●		●		
	Methodist North Hospital	Memphis	Methodist Healthcare	●		●		●		
	Methodist South Hospital	Memphis	Methodist Healthcare	●		●		●		
	Methodist University Hospital	Memphis	Methodist Healthcare	●		●		●		
	Regional One Health	Memphis		●		●		●		
	Saint Francis Hospital	Memphis	Tenet Healthcare Corporation	●		●		●		
	VA Memphis Medical Center	Memphis	Department of Veterans Affairs	●		●		●		
	Milan General Hospital	Milan	West Tennessee Healthcare	●		●		●		
	VA Mountain Home Medical Center/Johnson City	Mountain Home	Department of Veterans Affairs	●	●	●	●	●	●	●
☐	VA Tennessee Valley Healthcare System	Murfreesboro	Department of Veterans Affairs	●	●	●	●	●	●	●
	Nashville General Hospital	Nashville		●		●		●		
	Saint Thomas Midtown Hospital	Nashville	Saint Thomas Health	●		●		●		
	Saint Thomas West Hospital	Nashville	Saint Thomas Health	●		●		●		
	Tristar Centennial Medical Center	Nashville	HCA - Hospital Corporation of America	●		●		●		
	TriStar Skyline Medical Center	Nashville	HCA - Hospital Corporation of America	●		●		●		
	TriStar Southern Hills Medical Center	Nashville	HCA - Hospital Corporation of America	●		●		●		
☐	Vanderbilt Hospital and Clinics	Nashville	Vanderbilt Health	●	●	●	●	●	●	●
	StoneCrest Medical Center	Smyrna	HCA - Hospital Corporation of America	●		●		●		
	Trenton Medical Center	Trenton	West Tennessee Healthcare	●		●		●		
TEXAS										
	Hendrick Health System	Abilene		●		●		●		
	BSA Hospital	Amarillo		●		●		●		
	Northwest Texas Healthcare System	Amarillo		●		●		●		
	VA Amarillo Health Care System	Amarillo	Department of Veterans Affairs	●	●	●	●	●	●	●
	Medical Center of Arlington	Arlington	HCA - Hospital Corporation of America	●		●		●		
	East Texas Medical Center Athens	Athens		●		●		●		
	Heart Hospital of Austin	Austin	HCA - Hospital Corporation of America	●		●		●		
☐	RBJ Health Center	Austin	Austin/Travis County Health & Human Services Dept.	●	●	●	●	●	●	●
	Seton Medical Center Austin	Austin	Seton Healthcare Family	●		●		●		
	St. David's Medical Center	Austin	HCA - Hospital Corporation of America	●		●		●		
	St. David's North Austin Medical Center	Austin	HCA - Hospital Corporation of America	●		●		●		
	St. David's South Austin Medical Center	Austin	HCA - Hospital Corporation of America	●		●		●		
	University Medical Center at Brackenridge	Austin	Ascension Health	●		●		●		
	Baptist Hospitals of Southeast Texas	Beaumont		●		●		●		
	CHRISTUS Hospital-St. Elizabeth	Beaumont		●		●		●		
	VA West Texas Health Care System	Big Spring	Department of Veterans Affairs	●		●		●		
	Valley Baptist Medical Center - Brownsville	Brownsville	Tenet Healthcare Corporation	●		●		●		
	Valley Regional Medical Center	Brownsville	HCA - Hospital Corporation of America	●		●		●		

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		4
				1a	1b	2a	2b	3a	3b	
	Brownwood Regional Medical Center	Brownwood		●		●		●		
	Conroe Regional Medical Center	Conroe	HCA - Hospital Corporation of America	●		●		●		
	CHRISTUS Spohn Hospital Corpus Christi Memorial	Corpus Christi	CHRISTUS Health	●		●		●		
	Corpus Christi Medical Center	Corpus Christi		●		●		●		
	Driscoll Children's Hospital	Corpus Christi		●		●		●		
	Navarro Regional Hospital	Corsicana		●		●		●		
	Amelia Court	Dallas	Parkland Health & Hospital System	●		●		●		
	Baylor University Medical Center	Dallas	Baylor Scott & White Health	●		●		●		
	Bluitt-Flowers Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Breast Imaging	Dallas	Parkland Health & Hospital System	●		●		●		
	Children's Medical Center of Dallas	Dallas		●		●		●		
	deHaro Saldivar Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	deHaro Saldivar Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Doctors Hospital at White Rock Lake	Dallas	Tenet Healthcare Corporation	●		●		●		
	East Dallas Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	East Dallas Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Family Medicine Clinic	Dallas	Parkland Health & Hospital System	●		●		●		
	Green Oaks Hospital	Dallas	HCA - Hospital Corporation of America	●		●		●		
	Lake West Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Maple Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Medical City Dallas Hospital	Dallas	HCA - Hospital Corporation of America	●		●		●		
	Methodist Dallas Medical Center	Dallas		●		●		●		
	Oak West Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Oak West Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
☐	Parkland Memorial Hospital	Dallas	Parkland Health & Hospital System	●	●	●	●	●	●	●
	Pediatric Primary Care Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Simmons Ambulatory Surgery Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Southeast Dallas Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Southeast Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Texas Health Presbyterian Hospital Dallas	Dallas	Texas Health Resources	●		●		●		
☐	VA North Texas Health Care System	Dallas	Department of Veterans Affairs	●	●	●	●	●	●	●
	Vickery Women's Health Center	Dallas	Parkland Health & Hospital System	●		●		●		
	Denton Regional Medical Center	Denton	HCA - Hospital Corporation of America	●		●		●		
	Edinburg Regional Medical Center	Edinburg	Universal Health Services Inc.	●		●		●		
	Del Sol Medical Center	El Paso	HCA - Hospital Corporation of America	●		●		●		
	El Paso Children's Hospital	El Paso		●		●		●		
	Las Palmas Medical Center	El Paso	HCA - Hospital Corporation of America	●		●		●		
	University Medical Center of El Paso	El Paso		●		●		●		
	VA El Paso Health Care System	El Paso	Department of Veterans Affairs	●		●		●		
	Baylor All Saints Medical Center at Fort Worth	Fort Worth		●		●		●		
	Cook Children's Medical Center	Fort Worth		●		●		●		
	JPS Health Network	Fort Worth		●		●		●		
	Plaza Medical Center of Fort Worth	Fort Worth	HCA - Hospital Corporation of America	●		●		●		
	Texas Health Harris Methodist Hospital Fort Worth	Fort Worth	Texas Health Resources	●		●		●		
☐	University of Texas Medical Branch Hospitals	Galveston	University of Texas System	●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Baylor Medical Center at Garland	Garland		●		●		●		
	Garland Community Clinic	Garland	Parkland Health & Hospital System	●		●		●		
	Garland Women's Health Center	Garland	Parkland Health & Hospital System	●		●		●		
	St. David's Georgetown Hospital	Georgetown	HCA - Hospital Corporation of America	●		●		●		
	Grand Prairie Health Center	Grand Prairie	Parkland Health & Hospital System	●		●		●		
	Grand Prairie Women's Health Center	Grand Prairie	Parkland Health & Hospital System	●		●		●		
■	Greenhouse	Grand Prairie	American Addiction Centers	●	●	●	●	●	●	●
■	VA Texas Valley Coastal Bend Health Care System	Harlingen	Department of Veterans Affairs	●	●	●	●	●	●	●
	Valley Baptist Medical Center - Harlingen	Harlingen	Tenet Healthcare Corporation	●	●	●	●	●	●	●
	Baylor St. Luke's Medical Center	Houston		●		●		●		
	Ben Taub Hospital	Houston	Harris Health System	●		●		●		
	East Houston Regional Medical Center	Houston	HCA - Hospital Corporation of America	●		●		●		
	Houston Methodist Hospital	Houston		●		●		●		
	Houston Northwest Medical Center	Houston	Tenet Healthcare Corporation	●		●		●		
	Legacy Community Health Services	Houston		●		●		●		
	Memorial Hermann - Texas Medical Center	Houston	Memorial Hermann Healthcare System	●		●		●		
	Memorial Hermann Memorial City Medical Center	Houston		●		●		●		
	Memorial Hermann Northwest Hospital	Houston		●		●		●		
	Memorial Hermann Southwest Hospital	Houston		●		●		●		
	Park Plaza Hospital	Houston	Tenet Healthcare Corporation	●		●		●		
	St. Joseph Medical Center	Houston	IASIS Healthcare	●		●		●		
■	Texas Children's Hospital	Houston		●	●	●	●	●	●	●
	Texas Orthopedic Hospital	Houston	HCA - Hospital Corporation of America	●		●		●		
■	University of Texas M.D. Anderson Cancer Center	Houston	University of Texas System	●	●	●	●	●	●	●
■	VA Michael E. DeBakey Medical Center	Houston	Department of Veterans Affairs	●	●	●	●	●	●	●
	West Houston Medical Center	Houston	HCA - Hospital Corporation of America	●		●		●		
	Woman's Hospital of Texas	Houston	HCA - Hospital Corporation of America	●		●		●		
	Baylor Medical Center at Irving	Irving		●		●		●		
	Irving Health Center	Irving	Parkland Health & Hospital System	●		●		●		
	Irving Women's Health Center	Irving	Parkland Health & Hospital System	●		●		●		
	Las Colinas Medical Center	Irving	HCA - Hospital Corporation of America	●		●		●		
	Metroplex Adventist Hospital	Killeen		●		●		●		
	Kingwood Medical Center	Kingwood	HCA - Hospital Corporation of America	●		●		●		
	Laredo Medical Center	Laredo		●		●		●		
	Medical Center of Lewisville	Lewisville	HCA - Hospital Corporation of America	●		●		●		
	Northeast Methodist Hospital	Live Oak	HCA - Hospital Corporation of America	●		●		●		
	Good Shepherd - Longview Medical Center	Longview	Good Shepherd Health System	●		●		●		
	Covenant Medical Center	Lubbock	Covenant Health	●		●		●		
	University Medical Center	Lubbock		●		●		●		
	Good Shepherd - Marshall Medical Center	Marshall	Good Shepherd Health System	●		●		●		
	McAllen Medical Center	McAllen		●		●		●		
	Rio Grande Regional Hospital	McAllen		●		●		●		
	Medical Center of McKinney	McKinney	HCA - Hospital Corporation of America	●		●		●		
	North Hills Hospital	North Richland Hills	HCA - Hospital Corporation of America	●		●		●		
	Medical Center Health System	Odessa		●		●		●		
	Bayshore Medical Center	Pasadena	HCA - Hospital Corporation of America	●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Medical Center of Plano	Plano	HCA - Hospital Corporation of America	●		●		●		
	Texas Health Presbyterian Hospital Plano	Plano	Texas Health Resources	●		●		●		
	St. David's Round Rock Medical Center	Round Rock	HCA - Hospital Corporation of America	●		●		●		
	Baptist Medical Center	San Antonio	Tenet Healthcare Corporation	●		●		●		
	Methodist Ambulatory Surgery Hospital - Northwest	San Antonio	HCA - Hospital Corporation of America	●		●		●		
	Methodist Children's Hospital	San Antonio	HCA - Hospital Corporation of America	●		●		●		
	Methodist Hospital	San Antonio	HCA - Hospital Corporation of America	●		●		●		
	Methodist Stone Oak Hospital	San Antonio	HCA - Hospital Corporation of America	●		●		●		
☐	Metropolitan Methodist Hospital	San Antonio	HCA - Hospital Corporation of America	●	●	●	●	●	●	●
	Nix Health Care System	San Antonio		●		●		●		
	Northeast Baptist Hospital	San Antonio	Tenet Healthcare Corporation	●		●		●		
☐	Reproductive Medicine Associates of Texas (3 locations)	San Antonio	Reproductive Medicine Associates	●	●	●	●	●	●	●
	Southwest General Hospital	San Antonio		●		●		●		
	University Health System	San Antonio		●		●		●		
☐	VA South Texas Health Care System	San Antonio	Department of Veterans Affairs	●	●	●	●	●	●	●
	Scott & White Memorial Hospital	Temple		●		●		●		
☐	VA Central Texas Veterans Health Care System	Temple	Department of Veterans Affairs	●	●	●	●	●	●	●
	Mainland Medical Center	Texas City	HCA - Hospital Corporation of America	●		●		●		
	East Texas Medical Center Tyler	Tyler		●		●		●		
	Providence Health Center	Waco		●		●		●		
	Clear Lake Regional Medical Center	Webster	HCA - Hospital Corporation of America	●		●		●		
UTAH										
	Lakeview Hospital	Bountiful	HCA - Hospital Corporation of America	●		●		●		
	Brigham City Community Hospital	Brigham City	HCA - Hospital Corporation of America	●		●		●		
	Centerville Health Care	Centerville	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Lone Peak Hospital	Draper	HCA - Hospital Corporation of America	●		●		●		
	Davis Hospital and Medical Center	Layton		●		●		●		
	Logan Regional Hospital	Logan		●		●		●		
	Greenwood Health Center	Midvale	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Intermountain Medical Center	Murray		●		●		●		
	McKay-Dee Hospital Center	Ogden		●		●		●		
	Ogden Regional Medical Center	Ogden	HCA - Hospital Corporation of America	●		●		●		
	Parkway Health Center	Orem	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Timpanogos Regional Hospital	Orem		●		●		●		
	Park City Medical Center	Park City	Intermountain Healthcare	●		●		●		
	Redstone Health Center	Park City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Mountain View Hospital	Payson	HCA - Hospital Corporation of America	●		●		●		
	Utah Valley Regional Medical Center	Provo		●		●		●		
	Riverton Hospital	Riverton		●		●		●		
	Uintah Basin Medical Center	Roosevelt		●		●		●		
	Huntsman Cancer Institute	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	John A. Moran Eye Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	LDS Hospital	Salt Lake City		●		●		●		
	Madsen Health Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Primary Children's Medical Center	Salt Lake City		●		●		●		
	Redwood Health Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		

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Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Salt Lake Regional Medical Center	Salt Lake City		●		●		●		
	St. Mark's Hospital	Salt Lake City	HCA - Hospital Corporation of America	●		●		●		
	Sugar House Health Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Center for Reproductive Medicine	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Clinical Neurosciences Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Diabetes Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Hospital	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Neuropsychiatric Institute	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Orthopaedic Hospital	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
	University of Utah Sleep-Wake Center	Salt Lake City	University of Utah Health Care - Hospital and Clinics	●		●		●		
■	VA Salt Lake City Health Care System	Salt Lake City	Department of Veterans Affairs	●	●	●	●	●	●	●
	Alta View Hospital	Sandy	Intermountain Healthcare	●		●		●		
	South Jordan Health Center	South Jordan	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Dixie Regional Medical Center	St. George	Intermountain Healthcare	●		●		●		
	Stansbury Health Center	Stansbury Park	University of Utah Health Care - Hospital and Clinics	●		●		●		
	Jordan Valley Medical Center	West Jordan		●		●		●		
	Pioneer Valley Hospital	West Valley City		●		●		●		
	Westridge Health Center	West Valley City	University of Utah Health Care - Hospital and Clinics	●		●		●		
VERMONT										
	Southwestern Vermont Medical Center	Bennington		●		●		●		
	The University of Vermont Health Network Central Vermont Medical Center	Berlin		●		●		●		
	Brattleboro Memorial Hospital	Brattleboro		●		●		●		
■	University of Vermont Medical Center	Burlington	University of Vermont Health Network	●	●	●	●	●	●	●
	Rutland Regional Medical Center	Rutland		●		●		●		
	Northwestern Medical Center	St. Albans		●		●		●		
■	VA White River Junction Medical Center	White River Junction	Department of Veterans Affairs	●	●	●	●	●	●	●
VIRGINIA										
	Johnston Memorial Hospital	Abingdon		●		●		●		
	Inova Alexandria Hospital	Alexandria	Inova Health System	●		●		●		
	Inova Mount Vernon Hospital	Alexandria	Inova Health System	●		●		●		
	LewisGale Hospital Montgomery	Blacksburg	HCA - Hospital Corporation of America	●		●		●		
	Sentara Martha Jefferson Hospital	Charlottesville	Sentara Healthcare	●		●		●		
	University of Virginia Medical Center	Charlottesville		●		●		●		
	Chesapeake Regional Medical Center	Chesapeake		●		●		●		
	Danville Regional Medical Center	Danville		●		●		●		
	Inova Fair Oaks Hospital	Fairfax	Inova Health System	●		●		●		
	Dominion Hospital	Falls Church	HCA - Hospital Corporation of America	●		●		●		
	Inova Fairfax Hospital	Falls Church	Inova Health System	●		●		●		
	Spotsylvania Regional Medical Center	Fredericksburg	HCA - Hospital Corporation of America	●		●		●		
	Riverside Walter Reed Hospital	Gloucester		●		●		●		
	Sentara CarePlex Hospital	Hampton	Sentara Healthcare	●		●		●		
	VA Hampton Medical Center	Hampton	Department of Veterans Affairs	●	●	●	●	●	●	●
	Sentara RMH Medical Center	Harrisonburg	Sentara Healthcare	●		●		●		
	Novant Health Haymarket Medical Center	Haymarket	Novant Health Inc.	●		●		●		
	John Randolph Medical Center	Hopewell	HCA - Hospital Corporation of America	●		●		●		
■	Rappahannock General Hospital	Kilmarnock	Bon Secours Health System Inc.	●	●	●	●	●	●	●

Appendix A: HEI 2016 Core Four Leader Criteria Responses by State

2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		4
				1a	1b	2a	2b	3a	3b	
	Inova Loudoun Hospital	Leesburg	Inova Health System	●		●		●		
	LewisGale Hospital Alleghany	Low Moor	HCA - Hospital Corporation of America	●		●		●		
	Centra Lynchburg General Hospital	Lynchburg	Centra Health	●		●		●		
	Novant Health Prince William Medical Center	Manassas	Novant Health Inc.	●		●		●		
■	Bon Secours Memorial Regional Medical Center	Mechanicsville	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Bon Secours St. Francis Medical Center	Midlothian	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Mary Immaculate Hospital	Newport News	Bon Secours Health System Inc.	●	●	●	●	●	●	●
	Riverside Regional Medical Center	Newport News		●		●		●		
■	Bon Secours-DePaul Medical Center	Norfolk	Bon Secours Health System Inc.	●	●	●	●	●	●	●
	Sentara Heart Hospital	Norfolk	Sentara Healthcare	●		●		●		
	Sentara Leigh Hospital	Norfolk	Sentara Healthcare	●		●		●		
	Sentara Norfolk General Hospital	Norfolk	Sentara Healthcare	●		●		●		
	Southside Regional Medical Center	Petersburg		●		●		●		
■	Bon Secours Maryview Medical Center	Portsmouth	Bon Secours Health System Inc.	●	●	●	●	●	●	●
	LewisGale Hospital Pulaski	Pulaski	HCA - Hospital Corporation of America	●		●		●		
	Reston Hospital Center	Reston	HCA - Hospital Corporation of America	●		●		●		
■	Bon Secours St. Mary's Hospital	Richmond	Bon Secours Health System Inc.	●	●	●	●	●	●	●
■	Bon Secours-Richmond Community Hospital	Richmond	Bon Secours Health System Inc.	●	●	●	●	●	●	●
	Chippenham Hospital	Richmond	HCA - Hospital Corporation of America	●		●		●		
	Henrico Doctors' Hospital	Richmond	HCA - Hospital Corporation of America	●		●		●		
	Parham Doctors' Hospital	Richmond	HCA - Hospital Corporation of America	●		●		●		
	Retreat Doctors' Hospital	Richmond	HCA - Hospital Corporation of America	●		●		●		
■	VA Hunter Holmes McGuire Medical Center	Richmond	Department of Veterans Affairs	●	●	●	●	●	●	●
	VCU Medical Center	Richmond	VCU Health System	●		●		●		
	Carilion Roanoke Memorial Hospital	Roanoke		●		●		●		
	Lewis-Gale Medical Center	Salem	HCA - Hospital Corporation of America	●		●		●		
■	VA Salem Medical Center	Salem	Department of Veterans Affairs	●	●	●	●	●	●	●
	Sentara Halifax Regional Hospital	South Boston	Sentara Healthcare	●		●		●		
	Sentara Obici Hospital	Suffolk	Sentara Healthcare	●		●		●		
	Sentara Princess Anne Hospital	Virginia Beach	Sentara Healthcare	●		●		●		
	Sentara Virginia Beach General Hospital	Virginia Beach	Sentara Healthcare	●		●		●		
	Sentara Williamsburg Regional Medical Center	Williamsburg	Sentara Healthcare	●		●		●		
	Winchester Medical Center	Winchester		●		●		●		
	Sentara Northern Virginia Medical Center	Woodbridge	Sentara Healthcare	●		●		●		
WASHINGTON										
	Legacy Clinic Battleground	Battle Ground	Legacy Health	●		●		●		
	Group Health Bellevue Medical Center	Bellevue	Group Health	●		●		●		
	Group Health Factoria Medical Center	Bellevue	Group Health	●		●		●		
	Overlake Medical Center	Bellevue		●		●		●		
	PeaceHealth St. Joseph Medical Center	Bellingham		●		●		●		
	Group Health Northshore Medical Center	Bothell	Group Health	●		●		●		
	Harrison Medical Center	Bremerton	Franciscan Health System	●		●		●		
	Group Health Burien Medical Center	Burien	Group Health	●		●		●		
	Highline Medical Center	Burien		●		●		●		
	Providence Centralia Hospital	Centralia	Providence Health & Services	●		●		●		
	Providence St. Joseph's Hospital	Chewelah	Providence Health & Services	●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		4
				1a	1b	2a	2b	3a	3b	
	Providence Mount Carmel Hospital	Colville	Providence Health & Services	●		●		●		
	Swedish Medical Center - Edmonds	Edmonds		●		●		●		
	Group Health Everett Medical Center	Everett	Group Health	●		●		●		
	Providence Regional Medical Center Everett	Everett	Providence Health & Services	●		●		●		
	Group Health Federal Way Medical Center	Federal Way	Group Health	●		●		●		
	Group Health Kent Medical Center	Kent	Group Health	●		●		●		
	EvergreenHealth	Kirkland		●		●		●		
	Group Health Lynnwood Medical Center	Lynnwood	Group Health	●		●		●		
	Evergreen Health Monroe	Monroe		●		●		●		
■	Skagit Valley Hospital	Mount Vernon	Skagit Regional Health	●	●	●	●	●	●	●
	Group Health Olympia Medical Center	Olympia	Group Health	●		●		●		
	Providence St. Peter Hospital	Olympia	Providence Health & Services	●		●		●		
	Group Health Port Orchard Medical Center	Port Orchard	Group Health	●		●		●		
■	Jefferson Healthcare	Port Townsend		●	●	●	●	●	●	●
	Group Health Poulsbo Medical Center	Poulsbo	Group Health	●		●		●		
	Group Health Puyallup Medical Center	Puyallup	Group Health	●		●		●		
	MultiCare Good Samaritan Hospital	Puyallup		●		●		●		
	Group Health Redmond Medical Center at Riverpark	Redmond	Group Health	●		●		●		
	Group Health Renton Medical Center	Renton	Group Health	●		●		●		
■	UW Medicine/Valley Medical Center	Renton	UW Medicine	●	●	●	●	●	●	●
	Kadlec Medical Center	Richland	Providence Health & Services	●		●		●		
	Group Health Capitol Hill Medical Center	Seattle	Group Health	●		●		●		
	Group Health Central Hospital	Seattle	Group Health	●		●		●		
	Group Health Downtown Seattle Medical Center	Seattle	Group Health	●		●		●		
	Group Health Northgate Medical Center	Seattle	Group Health	●		●		●		
	Group Health Rainier Medical Center	Seattle	Group Health	●		●		●		
■	Seattle Cancer Care Alliance	Seattle		●	●	●	●	●	●	●
■	Seattle Children's Hospital	Seattle		●	●	●	●	●	●	●
	Swedish Medical Center-First Hill	Seattle		●		●		●		
■	University of Washington Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●
■	UW Medicine/Harborview Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●
■	UW Medicine/Northwest Hospital & Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●
	VA Puget Sound Health Care System	Seattle	Department of Veterans Affairs	●		●		●		
	Virginia Mason Medical Center	Seattle		●		●		●		
	Group Health Silverdale Medical Center	Silverdale	Group Health	●		●		●		
	Deaconess Hospital	Spokane		●		●		●		
	Group Health Lidgerwood Medical Center	Spokane	Group Health	●		●		●		
	Group Health Riverfront Medical Center	Spokane	Group Health	●		●		●		
	Group Health South Hill Medical Center	Spokane	Group Health	●		●		●		
	Providence Holy Family Hospital	Spokane	Providence Health & Services	●		●		●		
	Providence Sacred Heart Medical Center & Children's Hospital	Spokane	Providence Health & Services	●		●		●		
	Group Health Veradale Medical Center	Spokane Valley	Group Health	●		●		●		
	Group Health Tacoma Medical Center	Tacoma	Group Health	●		●		●		
	Group Health Tacoma South Medical Center	Tacoma	Group Health	●		●		●		
	MultiCare Tacoma General Hospital	Tacoma		●		●		●		
	St. Joseph Medical Center	Tacoma	Franciscan Health System	●		●		●		

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		4
				1a	1b	2a	2b	3a	3b	
	Legacy Clinic Fisher's Landing	Vancouver	Legacy Health	●		●		●		
	Legacy Clinic Salmon Creek	Vancouver	Legacy Health	●		●		●		
	Legacy Salmon Creek Medical Center	Vancouver	Legacy Health	●		●		●		
	Providence St. Mary Medical Center	Walla Walla	Providence Health & Services	●		●		●		
	VA Jonathan M. Wainwright Memorial Medical Center	Walla Walla	Department of Veterans Affairs	●		●		●		
■	Cedar River Clinics (4 locations)	Yakima		●	●	●	●	●	●	●
	Yakima Regional Medical and Cardiac Center	Yakima		●		●		●		
	Yakima Valley Memorial Hospital	Yakima		●		●		●		
WEST VIRGINIA										
	Raleigh General Hospital	Beckley		●		●		●		
	VA Beckley Medical Center	Beckley	Department of Veterans Affairs	●		●		●		
	Bluefield Regional Medical Center	Bluefield		●		●		●		
	United Hospital Center	Bridgeport		●		●		●		
	Charleston Area Medical Center	Charleston	CAMC Health System	●		●		●		
	Saint Francis Hospital	Charleston		●		●		●		
	VA Clarksburg - Louis A. Johnson Medical Center	Clarksburg	Department of Veterans Affairs	●	●	●	●	●	●	●
	Cabell Huntington Hospital	Huntington		●		●		●		
	St. Mary's Medical Center	Huntington		●		●		●		
■	VA Huntington Medical Center	Huntington	Department of Veterans Affairs	●	●	●	●	●	●	●
■	VA Martinsburg Medical Center	Martinsburg	Department of Veterans Affairs	●	●	●	●	●	●	●
	Monongalia General Hospital	Morgantown		●		●		●		
	West Virginia University Hospitals	Morgantown		●		●		●		
	Camden Clark Medical Center	Parkersburg		●		●		●		
	Wheeling Hospital	Wheeling		●		●		●		
WISCONSIN										
	St. Elizabeth Hospital	Appleton		●		●		●		
	St. Clare Hospital	Baraboo	SSM Health	●		●		●		
	Beloit Memorial Hospital	Beloit		●		●		●		
	Aurora Memorial Hospital of Burlington	Burlington	Aurora Health Care	●		●		●		
	Aurora St. Luke's South Shore	Cudahy	Aurora Health Care	●		●		●		
	Mayo Clinic Health System in Eau Claire	Eau Claire		●		●		●		
	Sacred Heart Hospital	Eau Claire		●		●		●		
	Aurora Lakeland Medical Center	Elkhorn	Aurora Health Care	●		●		●		
	Aurora Medical Center	Grafton	Aurora Health Care	●		●		●		
	Aurora BayCare Medical Center	Green Bay	Aurora Health Care	●		●		●		
	St. Vincent Hospital	Green Bay	Hospital Sisters Health System	●		●		●		
	Aurora Medical Center in Washington County	Hartford	Aurora Health Care	●		●		●		
	Hudson Hospital and Clinic	Hudson	HealthPartners Inc.	●	●	●	●	●	●	●
■	NorthLakes Community Clinic (3 locations)	Iron River		●	●	●	●	●	●	●
	St. Mary's Janesville Hospital	Janesville	SSM Health	●		●		●		
	Gundersen Health System	La Crosse		●		●		●		
■	American Family Children's Hospital	Madison	UW Health	●	●	●	●	●	●	●
■	University of Wisconsin Hospital and Clinics	Madison	UW Health	●	●	●	●	●	●	●
■	VA William S. Middleton Memorial Veterans Hospital	Madison	Department of Veterans Affairs	●	●	●	●	●	●	●
	Ministry Saint Joseph's Hospital	Marshfield	Ministry Health Care	●		●		●		
■	Community Memorial Hospital	Menomonee Falls	Froedtert Health	●	●	●	●	●	●	●

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2016 HEI Survey Participant Non-respondent Facilities ● Yes ● No/Not Found ● Not Applicable

Leader	Facility Name	City	Network (If Applicable)	Patient Non-Discrimination		Visitation		Employment Non-Discrimination		Training
				1a	1b	2a	2b	3a	3b	4
	Columbia St. Mary's Ozaukee Hospital	Mequon	Ascension Health	●		●		●		
■	AIDS Resource Center of Wisconsin (2 locations)	Milwaukee		●	●	●	●	●	●	●
	Aurora Sinai Medical Center	Milwaukee	Aurora Health Care	●		●		●		
	Aurora St. Luke's Medical Center	Milwaukee	Aurora Health Care	●		●		●		
	Children's Hospital of Wisconsin	Milwaukee		●		●		●		
	Columbia St. Mary's Hospital Milwaukee	Milwaukee		●		●		●		
	Columbia St. Mary's-Milwaukee	Milwaukee	Ascension Health	●		●		●		
■	Froedtert Memorial Lutheran Hospital	Milwaukee	Froedtert Health	●	●	●	●	●	●	●
■	VA Clement J. Zablocki Medical Center	Milwaukee	Department of Veterans Affairs	●	●	●	●	●	●	●
	Wheaton Franciscan Healthcare - St. Francis	Milwaukee	Wheaton Franciscan Healthcare	●		●		●		
	Wheaton Franciscan Healthcare - St. Joseph's	Milwaukee	Wheaton Franciscan Healthcare	●		●		●		
	Westfields Hospital	New Richmond		●	●	●	●	●	●	●
	Aurora Medical Center of Oshkosh	Oshkosh	Aurora Health Care	●		●		●		
	Wheaton Franciscan Healthcare - All Saints	Racine	Wheaton Franciscan Healthcare	●		●		●		
	Aurora Sheboygan Memorial Medical Center	Sheboygan	Aurora Health Care	●		●		●		
	Aurora Medical Center	Summit	Aurora Health Care	●		●		●		
	Essentia - St. Mary's Hospital - Superior	Superior	Essentia Health	●		●		●		
■	VA Tomah Medical Center	Tomah	Department of Veterans Affairs	●	●	●	●	●	●	●
	Aurora Medical Center - Manitowoc County	Two Rivers	Aurora Health Care	●		●		●		
	Waukesha Memorial Hospital	Waukesha		●		●		●		
	Aspirus Wausau Hospital	Wausau		●		●		●		
	Aurora Psychiatric Hospital	Wauwatosa	Aurora Health Care	●		●		●		
	Aurora West Allis Medical Center	West Allis	Aurora Health Care	●		●		●		
■	St. Joseph's Hospital	West Bend	Froedtert Health	●	●	●	●	●	●	●
WYOMING										
	Star Valley Medical Center	Afton		●		●		●		
	Johnson County Healthcare Center	Buffalo		●		●		●		
	Wyoming Medical Center	Casper		●		●		●		
	Cheyenne Regional Medical Center	Cheyenne		●		●		●		
	VA Cheyenne Medical Center	Cheyenne	Department of Veterans Affairs	●	●	●	●	●	●	●
	West Park Hospital	Cody		●		●		●		
	Evanston Regional Hospital	Evanston		●		●		●		
	Campbell County Memorial Hospital	Gillette		●		●		●		
	St. John's Medical Center and Living Center	Jackson		●		●		●		
	Ivinson Memorial Hospital	Laramie		●		●		●		
	North Big Horn Hospital District	Lovell		●		●		●		
	Weston County Health Services	Newcastle		●		●		●		
	Memorial Hospital of Sweetwater County	Rock Springs		●		●		●		
	Sheridan Memorial Hospital	Sheridan		●		●		●		
	VA Sheridan Medical Center	Sheridan	Department of Veterans Affairs	●		●		●		
	Community Hospital	Torrington	Banner Health	●		●		●		
	Platte County Memorial Hospital	Wheatland	Banner Health	●		●		●		
	Washakie Medical Center	Worland	Banner Health	●		●		●		

Appendix B:

How Information Was Obtained for the 2016 Report

THE HEI 2016 REPORT INCLUDES 2,060 HOSPITALS AND OTHER healthcare facilities from throughout the U.S. rated on their commitment to LGBT equality and non-discrimination. These ratings come from three sources:

● HEI survey participants	568
● Non-Respondent researched hospitals	904
● Other Non-Resp. hospitals/healthcare facilities	589
Total = 2,060	

Information about how we obtained the information from each of these sources is detailed below.

The Healthcare Equality Index (HEI) Survey

This year, 568 healthcare facilities actively participated in the Healthcare Equality Index (HEI). In order for a facility to actively participate in the HEI, a facility representative must complete and submit the free, online HEI survey. The primary source of data shown throughout the report was aggregated from these surveys. Invitations for the HEI 2016 survey were first mailed in May 2015 with a survey submission deadline of October 31, 2015.

The HEI 2016 survey included criteria to assess facilities' LGBT inclusion in patient care, incorporating the Centers for Medicaid and Medicare Services (CMS) and The Joint Commission (TJC) requirements and recommendations. Through its line of questioning, the survey aims to highlight and encourage the use of best practices and policies for LGBT-inclusive care by providing links to sample policies, TJC and CMS requirements, and other guidance through the HRCF website. Throughout the open survey period, HRCF Health and Aging Program staff provided additional assistance and advice to complete the survey, and once submitted, HRCF staff reviewed and verified documentation for appropriate language and consistency with required criteria. If any criteria were not met, healthcare facilities were given the opportunity to work with staff to update the deficiencies and submit the required additional information necessary to meet the Core Four Leader criteria.

Non-Respondent Researched Hospitals

As a service to the LGBT community, the HEI 2016 also researched the policies at hospitals from across the U.S. that have not responded to our invitations to actively participate in the survey. In total, 904 hospitals that had not previously participated in the HEI survey were researched and are included in this report. Researched hospitals were selected based on a variety of criteria including their size and geographic location, including being either a part of the 100 Largest hospitals in the U.S., a part of the largest hospitals in each of the 50 states, District of Columbia

and Puerto Rico, or a part of the largest hospitals within a 25-mile radius of the 50 largest LGBT metropolitan areas.

HRCF staff researched the patient, visitation and employment non-discrimination policies for each of these hospitals from January through June 2015. Hospital facilities' public websites were exhaustively searched for these policies using search terms such as "non-discrimination," "visitation," "EEO," "bill of rights," "sexual orientation" and "gender identity." HRCF staff searched facilities' websites much like an internet-savvy potential patient, visitor or applicant attempting to learn whether a hospital had:

- An LGBT-inclusive patient non-discrimination policy
- An equal visitation policy
- An LGBT-inclusive employment policy

In an effort to ensure that these results were correct and to provide ample opportunity for facilities to update their results, HRCF staff also researched email and postal mailing information for the CEO and at least one other C-Suite executive, specifically executives responsible for Human Resources, Diversity, Marketing, Patient Care, Compliance and Nursing.

Multiple emails with our findings were sent to CEOs and other contacts at each hospital between June and October 31, 2015. These emails invited the hospitals to actively participate in the HEI 2016 and encouraged them to submit documentation regarding incorrect policy listings. The CEO of each facility was also mailed a letter with this information in July of 2015.

By June 2015 just over 1,000 hospitals were researched for inclusion in the HEI 2016 report. Of these hospitals, 54 facilities accepted our invitation to actively participate in the 2016 survey and 38 of those facilities became Equality Leaders. In addition, from June through October, approximately 108 hospitals submitted information updating one or more of their policies, which were updated if LGBT-inclusive language was included. To update its policies, researched hospitals were required to send us a copy of the policy, a link to the updated policy on their website or, at a minimum, a quote from their policy with the relevant language.

In one final measure to ensure that hospital policy findings were correct, in January 2016, hospital findings were researched once again to ensure the results for the HEI 2016 report were up-to-date and as accurate as possible. We found that an additional 153 hospitals had updated one or more of their policies, and had placed these updates on their public websites. Also in January,

just over 100 facilities that had one or no contacts were removed from the HEI report as HRCF staff felt these facilities had not had ample opportunity to review and update their results.

We know that many of the hospitals in this research group updated their policies or put them on their website as the result of this process. We are pleased to have been able to help make hospitals aware of these critical policies and the importance of communicating these policies to the public and their potential patients, visitors and job applicants.

Other Non-Respondent Hospitals

In addition to the HEI Participants and the Researched Hospitals, Appendix B and our online interactive map include the policy information for another group of hospitals and healthcare facilities that chose not to participate in this year's HEI survey. These ratings come from two different sources. 382 of these ratings are from hospitals or healthcare facilities that completed the HEI survey in either 2013 or 2014. For these facilities, we have included whether they had an LGBT-inclusive policy at the time of their last HEI survey submission. Additionally, another 207 hospitals are included on this list because we researched other hospitals in the same healthcare system and they submitted system-wide LGBT-inclusive non-discrimination policies for patient, visitation and employment, so we included all of the hospitals from that system in the appendix.

Recommendations:

Our research of hospital non-discrimination policies has revealed to us two important things:

Many hospitals still have not adopted LGBT-inclusive patient non-discrimination and equal visitation policies to ensure compliance with The Joint Commission and CMS standards. While The Joint Commission standard does not require the adoption of a written non-discrimination policy, it is recommended as one of the clearest ways to demonstrate compliance.

Many hospitals do not include these important policies on their hospital websites. Today's healthcare consumers are accustomed to finding information on the internet, so hospitals would be wise to place their patients' bill of rights or statements about their patient non-discrimination policy as well as their equal visitation policy and employment non-discrimination policy on their websites in ways that are easily accessible to LGBT patients and potential job applicants.

Based on our research of hospital policies, we would recommend the following to hospitals and other healthcare facilities:

1. **If not already done, update your patient non-discrimination policy to include both "sexual orientation" and "gender identity" so that your hospital is clearly delineating its compliance with The Joint Commission standards.**
2. **If not already done, update your visitation policy to ensure equal visitation and non-discrimination to meet The Joint Commission and CMS standards.**
3. **Update your employment non-discrimination policy to include both "sexual orientation" and "gender identity" as recommended in The Joint Commission's LGBT Field Guide.**
4. **Communicate these policies on the hospital's website! Give people the opportunity to learn about your policies before they face a health crisis and have to be admitted to the hospital. Do not leave them wondering if they will face discrimination at your hospital.**
 - a. Include your patient non-discrimination policy and your visitation policy in your Patients' Bill of Rights and make it easy to find on your website.
 - b. In addition, include your equal visitation policy on your website with the other information about visitation, like visiting hours.
 - c. Include your employment non-discrimination policy prominently on your careers page.

These steps will send a clear and welcoming message to the LGBT community.

Healthcare Equality Index 2016

Promoting Equitable and Inclusive Care for Lesbian, Gay, Bisexual and Transgender Patients and Their Families

About the HRC Foundation Health & Aging Program

The Healthcare Equality Index is a project of the Health & Aging Program at the Human Rights Campaign Foundation. In addition to the HEI, the Health & Aging Program researches, develops and advocates for LGBT health and aging initiatives at the federal, state and local levels, and provides support to groups and individuals seeking to enhance LGBT wellbeing via education, policy, research and direct services. The Health & Aging Program also includes the HIV Prevention and Health Equity Project which works to leverage HRC's strengths to help end the HIV epidemic and the stigma surrounding HIV through public education and outreach.

About the Author

Tari Hanneman is the Deputy Director of the Health & Aging Program at the Human Rights Campaign Foundation. In addition to managing the development and publication of the Healthcare Equality Index, she oversees other projects related to LGBT health and aging including HRC's HIV and Health Equity project. Tari has over 20 years of experience in the nonprofit and philanthropic sector, primarily focused in the areas of health and women's issues. She holds a Master's in Public Administration with an emphasis on nonprofit management from the University of Southern California, where she also did her undergraduate work – so she is thrilled to welcome the USC affiliated hospitals as Leaders in the HEI this year – Fight On!

About the HEI Team

Marcos R. Garcia is the Senior Program Manager for the Health & Aging Program at the Human Rights Campaign Foundation. In this role he engages directly with hospitals and other healthcare facilities nationwide to identify and improve LGBT-inclusive policies and practices. Marcos also manages all aspects of the HEI database and survey implementation. He holds a bachelor's degree in neuroscience and behavior from Columbia University and previously worked at the National Cancer Institute. This Jersey boy takes pride in the four new Leader hospitals from his home state.

Ashley Jeffrey joined the team this year as the Coordinator for the Health & Aging Program at the Human Rights Campaign Foundation. In this role she fields questions from hospitals and other healthcare facilities nationwide about the HEI process, works on HEI survey review and provides logistical support for the HEI team. She holds a bachelor's degree in urban studies from Washington University in St. Louis. This Georgia native is happy to see the increase in Leaders in the South.

Acknowledgments

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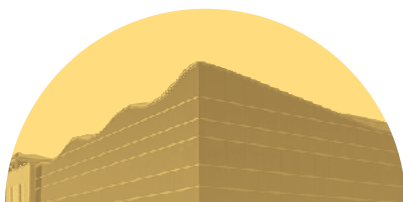
How to Participate in the HEI 2017

What Organizations are Eligible?

The HEI is primarily intended for **inpatient facilities** that provide general medical and surgical care. However, specialty hospitals and **certain outpatient healthcare facilities** may request to participate in the HEI. Typically a facility or organization must have **at least 100 employees to be eligible to participate**.

Clinic organizations with multiple locations such as FQHCs (and FQHC look alikes), Planned Parenthood Affiliates and other similarly structured organizations are eligible to participate - however, they have special guidelines and criteria.

To Register to Participate hrc.org/hei/participation-request





HUMAN
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How to Participate in the HEI 2017

