

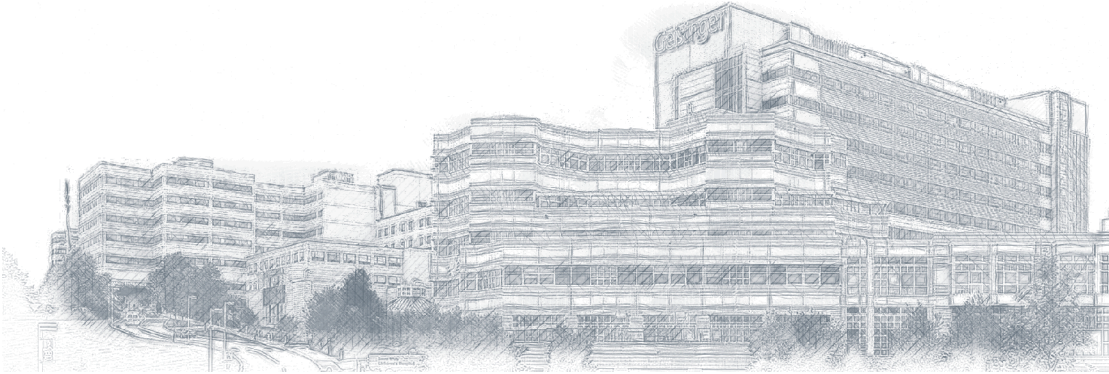
HEALTHCARE EQUALITY INDEX 2018

Rising to the New Standard
of Promoting Equitable and Inclusive Care
for Lesbian, Gay, Bisexual, Transgender &
Queer Patients and Their Families

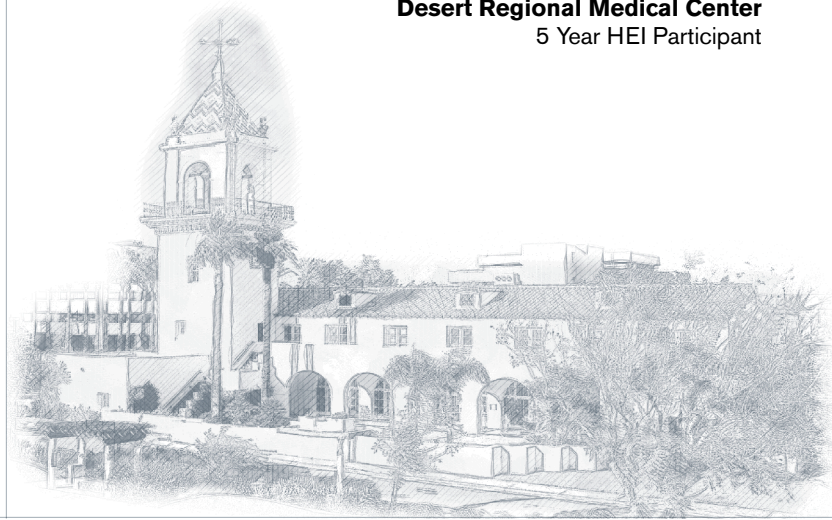


A record
626
healthcare
facilities actively
participated to
have their facilities
rated on their
commitment to
LGBTQ equality
and inclusion

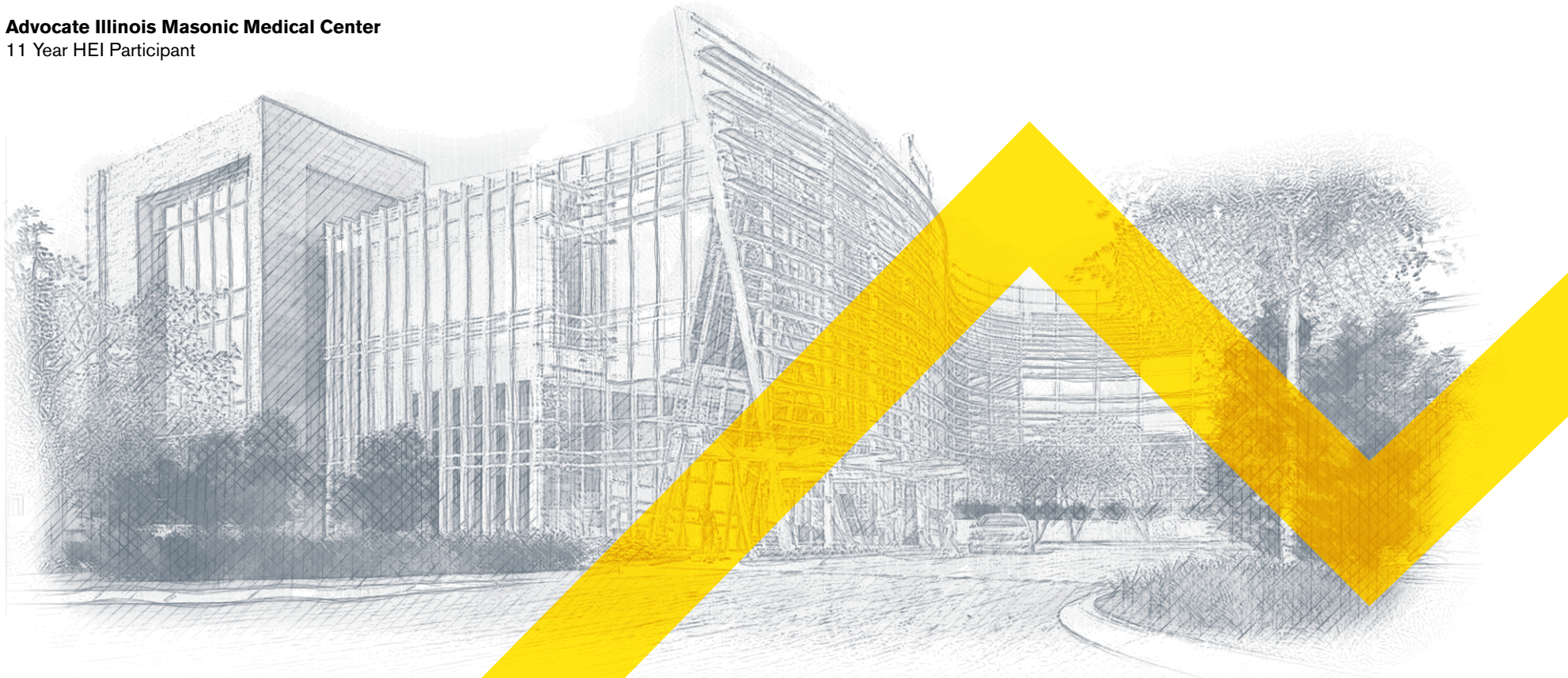
Geisinger Medical Center
1 Year HEI Participant



Desert Regional Medical Center
5 Year HEI Participant



Advocate Illinois Masonic Medical Center
11 Year HEI Participant



Dana-Farber Cancer Institute
9 Year HEI Participant



Why the HEI? To help LGBTQ patients find LGBTQ-friendly healthcare facilities

In addition to being a valuable tool and resource for healthcare facilities, the HEI is used by LGBTQ patients and their loved ones to find facilities that provide equitable and inclusive care. The ratings for each participating facility are published in the annual HEI report, available on our website and promoted to HRC's more than 3 million supporters.

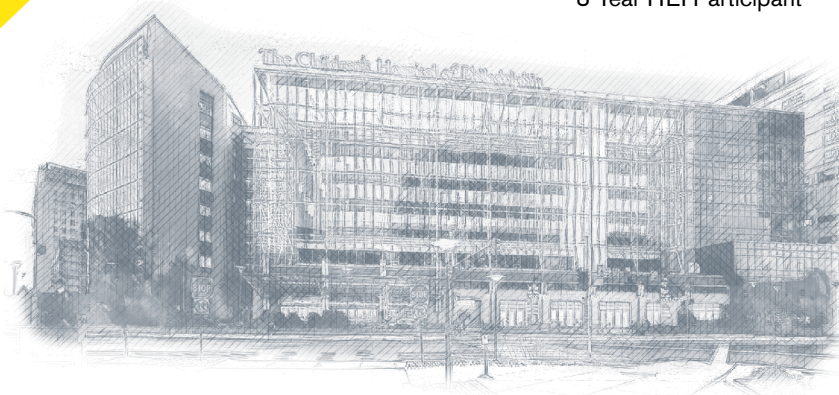
Consumers can easily search our online database or our interactive map to see how facilities near them rate – giving patients the ability to choose where they would like to receive care in their time of need.

To search the HEI, go to: hrc.org/hei/search

Why Participate?

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

Children's Hospital of Philadelphia
8 Year HEI Participant



How to Participate

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**.

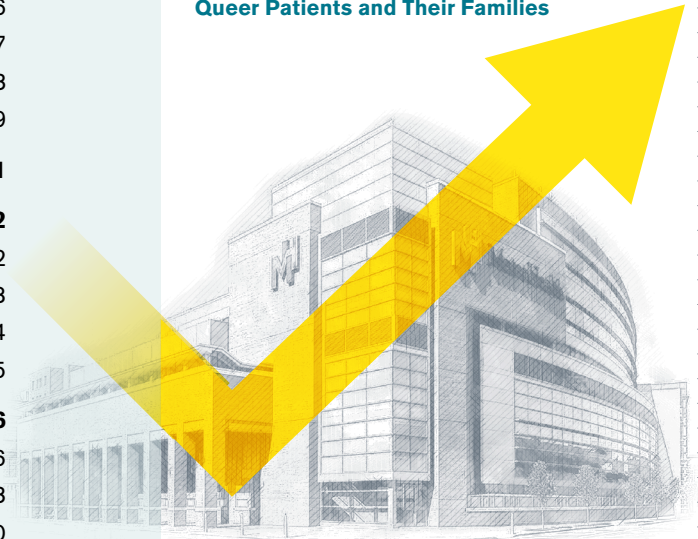
Clinic organizations with multiple locations such as FQHCs (and FQHC look-alikes), Planned Parenthood Affiliates and other similarly structured organizations are eligible to participate - however, they have special guidelines related to meeting the training criteria.

To register to participate: hrc.org/hei/participation-request

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From the Human Rights Campaign Foundation President



In only the second year of this scoring, a remarkable 418 facilities earned a score of 100 and the designation of "LGBTQ Healthcare Equality Leader."

OVER THE PAST YEAR, the LGBTQ community has faced all-out assaults on our most fundamental civil rights from the highest levels of government. Basic decency and fairness have been flung out the window, and some of our bedrock American principles are being tested. Among the Trump-Pence administration's numerous attacks have been efforts to promote a

license to discriminate against LGBTQ people in every aspect of daily life, including healthcare. The creation of the Division of Conscience and Religious Freedom at the Department of Health and Human Services is one such example of an unnecessary new program that is likely to put LGBTQ people, women, and others at risk of discrimination.

But even as we fight back against these attacks, it is especially remarkable that this year has ushered in a new high watermark in LGBTQ inclusion in healthcare.

In our 11th edition of the Healthcare Equality Index (HEI), a record 626 hospitals and healthcare facilities participated in the annual HEI survey, which measures policies and practices designed to support LGBTQ inclusion. More than 97 percent of these facilities demonstrated that they have fully LGBTQ-inclusive patient and employment non-discrimination policies and equal visitation policies. Many of our nation's healthcare facilities have also made tremendous commitments to go beyond these essential policies by adopting higher-level best practices in the areas of LGBTQ patient care and support, employee benefits and policies, and LGBTQ patient and community engagement.

In 2015, we announced that the HEI was raising the bar by shifting to a more comprehensive and demanding survey that would score facilities on all of their

LGBTQ-inclusive policies and practices. This year's HEI tells a powerful story of hospitals and healthcare facilities throughout the U.S. working to meet that higher bar. In only the second year of this scoring, a remarkable 418 facilities earned a score of 100 and the designation of "LGBTQ Healthcare Equality Leader."

The LGBTQ Healthcare Equality Leaders come from across the nation, in red and blue states alike, including states that do not offer their LGBTQ residents even the most basic non-discrimination protections. In many of these states, such as Ohio and Pennsylvania, which are profiled in this report, it is up to the institutions that most impact people's everyday lives — the places where they work, go to school, worship, and receive their healthcare — to offer non-discrimination protections to those they serve and to provide inclusive policies and practices that embrace LGBTQ people and meet their needs.

This year we are heartened to continue to see corporate champions, including many healthcare systems, joining faith leaders, educators, and social service

professionals in speaking out against the wave of hateful anti-LGBTQ bills that we are battling in state legislatures around the country. But these corporate leaders aren't just speaking out, they are also doubling down on their commitment to equality by advancing LGBTQ-inclusive policies and practices and making clear that supporting equality isn't just the right thing to do, it's also good for business.

With some of our biggest battles still ahead of us, it is crucial that institutions continue to demonstrate that the journey toward full equality is not slowing down. The 626 participants in this year's HEI continue this march in lockstep with the LGBTQ community. For the past decade, the HEI has been the roadmap to closing the gap in ensuring equal care to LGBTQ patients and their families, and we continue to urge every healthcare facility to join us in our effort to provide inclusive care to all.

Chad Griffin
President
Human Rights Campaign Foundation

"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

"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

"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

"I transitioned ten years ago and have a full beard. But after learning I was born female, the doctor 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

"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

WHY THE HEI?

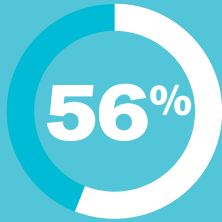
To prevent patient experiences like these...

THE HUMAN RIGHTS CAMPAIGN FOUNDATION developed the Healthcare Equality Index to meet a deep and urgent need on the part of lesbian, gay, bisexual, transgender and queer 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 LGBTQ status.



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

Yet many LGBTQ Americans experience these concerns when seeking healthcare, which can 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 LGBTQ status. Equally disturbing, **52%** of transgender respondents and **9%** of lesbian, gay and bisexual respondents reported that they believed they would be refused medical services because of their LGBTQ status.*



of lesbian, gay or bisexual patients surveyed have experienced some type of discrimination in healthcare

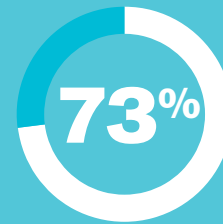
When asked why they had such concerns, more than half of all respondents reported that they had experienced at least one of the following types of discrimination from healthcare providers: refusing to provide needed care, refusing to touch them or using excessive precautions, using harsh or abusive language, blaming them for their health status, or being physically rough or abusive. Transgender and gender non-conforming people are particularly vulnerable: **70%** of transgender and gender non-conforming respondents reported at least one of these experiences. Almost **56%** of lesbian, gay or bisexual respondents reported at least one of these experiences.



of transgender respondents reported that they believed they would be refused medical services because of their LGBTQ status

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

The HEI was developed to give healthcare facilities the information and resources they need to ensure that LGBTQ people have access to truly patient-centered care. HRC also uses this report to applaud the facilities that have shown their commitment to LGBTQ patient-centered care by taking the HEI survey and awarding those facilities that receive the top score in the survey the coveted designation of "LGBTQ Healthcare Equality Leader." During the last few years, the HEI has become even more relevant and useful. In 2011, The



of transgender respondents reported that they believed they would be treated differently by medical personnel because of their LGBTQ status

Joint Commission issued a standard that required accredited facilities to include sexual orientation and gender identity in their non-discrimination policies, thus extending vital protection to LGBTQ patients.** In another giant step toward LGBTQ equality in healthcare, 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.*** Additionally, Section 1557 of the Affordable Care Act prohibits sex discrimination in any hospital or health program that receives federal funds. The court system and the U.S. Department of Health & Human Services' Office for Civil Rights have indicated that this prohibition extends to claims of discrimination based on gender identity and sex stereotyping.



of lesbian, gay and bisexual respondents reported that they believed they would be treated differently by medical personnel because of their LGBTQ status

The HEI offers healthcare facilities a powerful way to affirm that they comply with these requirements and are committed to LGBTQ patient-centered care. The HEI also urges facilities to extend non-discrimination protections to their LGBTQ employees, who play a key role in ensuring sensitive, knowledgeable LGBTQ care.

Equally important, the HEI offers all participating facilities expert training in LGBTQ healthcare 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 the care everyone deserves to a long-overlooked group of patients, while also complying with new regulatory requirements and receiving access to high-quality staff training.

If you are affiliated with an HEI-participating facility, the HRC Foundation extends its deepest thanks for your commitment to LGBTQ patient-centered care. And if you are affiliated with or 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 LGBTQ Americans.

* *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>

** 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).

Executive Summary



Increase in HEI survey participants since 2014

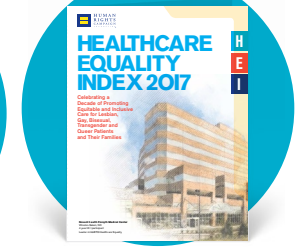
THE HUMAN RIGHTS CAMPAIGN FOUNDATION'S Healthcare Equality Index continues to show incredible growth in the number of healthcare institutions that are embracing and adopting LGBTQ-inclusive policies and practices. **A record 626 healthcare facilities actively participated in the HEI 2018 survey.**



507 Active Participants



568 Active Participants



590 Active Participants

An impressive 418 facilities earned HRC's coveted "LGBTQ Healthcare Equality Leader" designation given to facilities that receive a score of 100 points.

The HEI began transforming healthcare for LGBTQ people in 2007 when the first report contained 10 recommendations for healthcare facilities to be more welcoming and inclusive of LGBTQ patients and families. Those recommendations included four foundational elements of LGBTQ patient-centered care: an LGBTQ-inclusive patient non-discrimination policy, an LGBTQ-inclusive visitation policy, an LGBTQ-inclusive employment non-discrimination policy and staff training in LGBTQ patient-centered care. In 2016, HEI-participating facilities began demonstrating near-perfect levels of adoption of the first three foundational elements, which has continued in subsequent years. In addition, **92%** of this year's participants met our staff training requirement. The HEI recorded more than 70,000 hours of training in LGBTQ patient-centered care provided to the staff at HEI-participating facilities.

In addition to active survey participants, the HRC Foundation proactively researched the key policies at more than 900 non-participating hospitals. Unfortunately, the adoption rate at these researched hospitals stands in stark contrast to the near-perfect adoption by active participants. Among the researched hospitals in which we were able to find or obtain enumerated patient non-discrimination policies, only **63%** have policies that include both "sexual orientation" and "gender identity," and only **53%** were found to have an LGBTQ-inclusive employment non-discrimination policy. The equal visitation policy, at **93%**, is the only one that comes close to matching the rate of the participating facilities.

This year marks the second year that HEI participants are given a score based on how many LGBTQ-inclusive

policies and practices they have in place in four different criteria. The first criteria consists of the foundational elements of LGBTQ patient-centered care. The three remaining criteria are Patient Services and Support, Employee Benefits and Policies, and Patient and Community Engagement. Many of the best practices outlined in these sections are on the rise in healthcare facilities as we saw significant increases in the number of participating facilities that were implementing them. An impressive 418 facilities earned HRC's coveted "LGBTQ Healthcare Equality Leader" designation given to facilities that receive a score of 100 points. Another 95 facilities earned the "Top Performer" designation for scoring from 80 to 95 points. With **82%** of participating facilities scoring 80 points or more, healthcare facilities are going beyond the basics when it comes to adopting policies and practices in LGBTQ care.

As this overview of the HEI 2018 indicates, diverse healthcare facilities across the U.S. are making tremendous strides toward LGBTQ patient-centered care. In unprecedented numbers, they are changing key policies, implementing best practices and training their staff.

We heartily applaud all the facilities that participate in the HEI and make a commitment to LGBTQ patient-centered care. We also encourage healthcare facilities that have yet to participate in the HEI to use this unique and invaluable resource to enhance LGBTQ care and signal their commitment to LGBTQ 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 LGBTQ Americans.

BY THE NUMBERS

HEI 2018 Participants at a Glance

626 Participants

418 Leaders / 67%

95 Top Performers / 15%

Facilities from more than **120** different non-profit, for-profit and public health systems / Systems with 10 or more participating facilities:

Veterans Health Administration	97
Kaiser Permanente	38
Northwell Health	22
NYC Health + Hospitals	22
Sutter Health	21
Novant Health	14
Bon Secours Health System, Inc.	12
Saint Luke's Health System	10

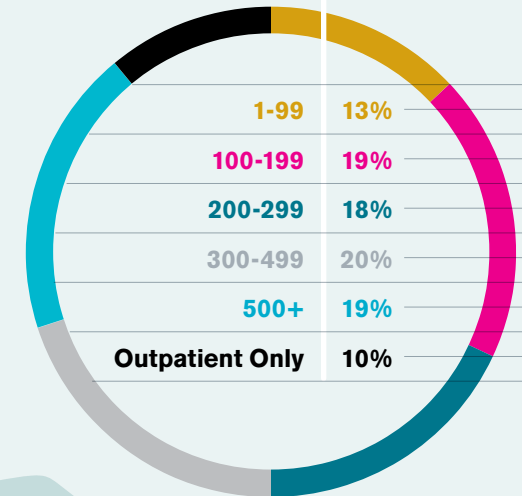
150 Teaching Hospitals

47 Religiously-Affiliated Hospitals

31 Pediatric Hospitals

Participants by Bed Size

Healthcare facilities of all sizes participate in the HEI, including a roughly equal balance of 11 of the smallest hospitals (less than 25 beds) and 12 of the largest hospitals in the nation.





HEI 2018 LGBTQ Healthcare Equality Leaders

THIS IS THE SECOND YEAR OF THE Healthcare Equality Index's new criteria that raised the bar on what it takes to earn HRC's "LGBTQ Healthcare Equality Leader" designation. HEI participants are given scores in four criteria that represent how many policies and best practices from each section they have implemented. Participants that receive the maximum score in each section and a total score of 100 points earn the coveted status of "2018 LGBTQ

Healthcare Equality Leader." **In this year's report, 67% of participants meet the more challenging criteria and earn this designation.**

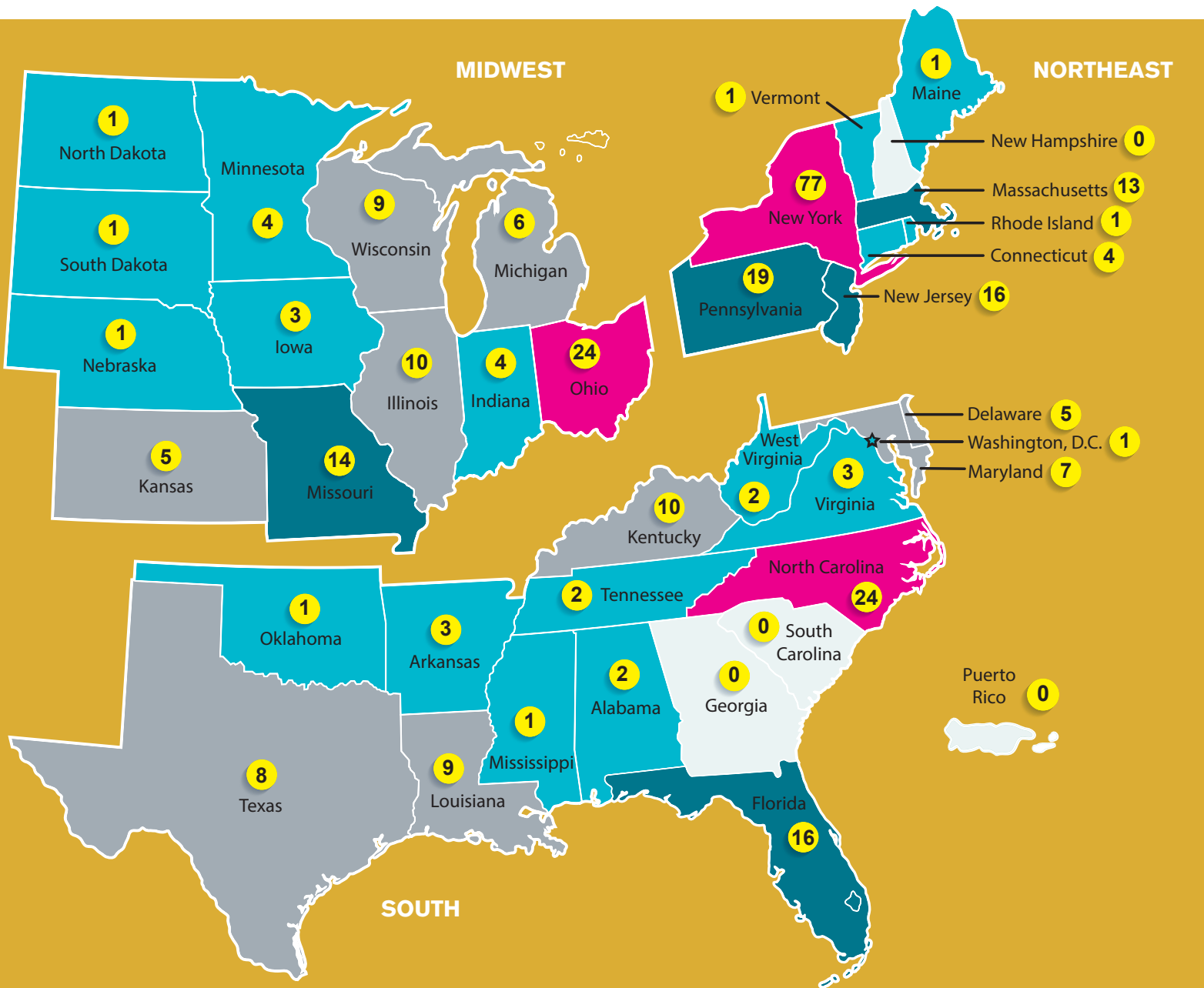
This list features the 418 HEI 2018 LGBTQ Healthcare Equality Leaders. In addition to being celebrated in the HEI report, LGBTQ Healthcare Equality Leaders receive a special logo and a toolkit of resources for outreach to LGBTQ residents in their service area.

WEST



Leaders by Region





Numbers of LGBTQ Healthcare Equality Leaders



of 2018's participants met the more challenging criteria and earned the designation "2018 LGBTQ Healthcare Equality Leader."



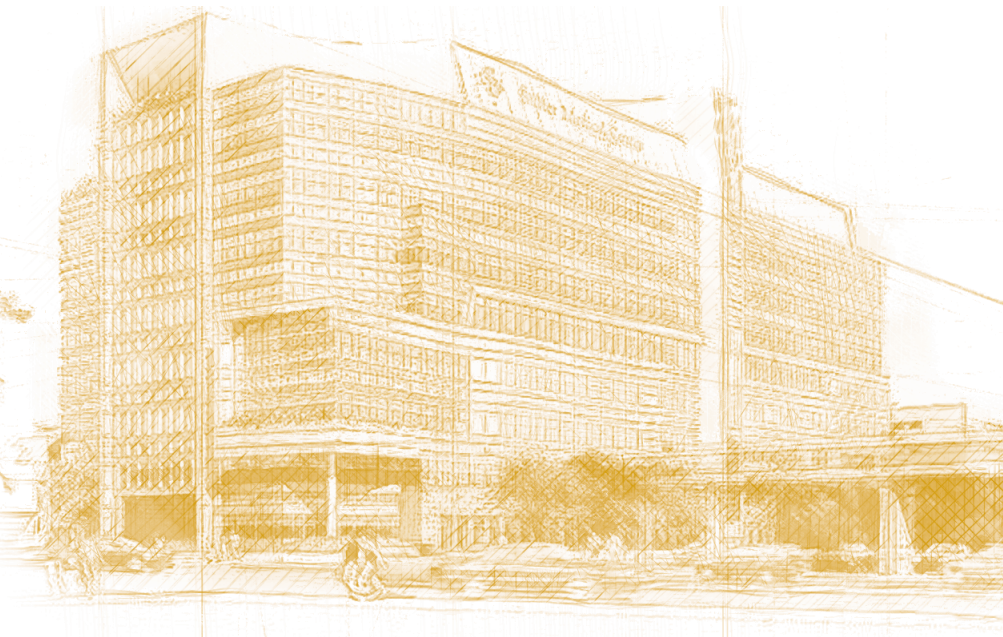
Kaiser Permanente Baldwin Park Medical Center
11 Year HEI Participant



Organization Official Name	City
ALABAMA	
University of Alabama Hospital	Birmingham
VA Birmingham Medical Center	Birmingham
ARIZONA	
El Rio Community Health Center	Tucson
ARKANSAS	
VA Health Care System of the Ozarks	Fayetteville
UAMS Medical Center	Little Rock
VA Central Arkansas Veterans Healthcare System	Little Rock
CALIFORNIA	
Kaiser Permanente Orange County Anaheim Medical Center	Anaheim
Kaiser Permanente Antioch Medical Center	Antioch
Sutter Delta Medical Center	Antioch
Sutter Auburn Faith Hospital	Auburn
Kaiser Permanente Baldwin Park Medical Center	Baldwin Park
Mills-Peninsula Medical Center	Burlingame
Eden Medical Center	Castro Valley
John Muir Behavioral Health Center	Concord
John Muir Medical Center, Concord	Concord
Sutter Coast Hospital	Crescent City
Sutter Davis Hospital	Davis
Kaiser Permanente Downey Medical Center	Downey
City of Hope's National Medical Center	Duarte
Kaiser Permanente Fontana Medical Center	Fontana
Kaiser Permanente Fremont Medical Center	Fremont
Kaiser Permanente Fresno Medical Center	Fresno
USC Verdugo Hills Hospital	Glendale
Kaiser Permanente South Bay Medical Center	Harbor City
Kaiser Permanente Orange County Irvine Medical Center	Irvine
Sutter Amador Hospital	Jackson
Sutter Lakeside Hospital	Lakeport
St. Mary's Medical Center - Long Beach	Long Beach
Children's Hospital Los Angeles	Los Angeles
Kaiser Permanente Los Angeles Medical Center	Los Angeles
Kaiser Permanente West Los Angeles Medical Center	Los Angeles
Keck Medical Center of USC	Los Angeles



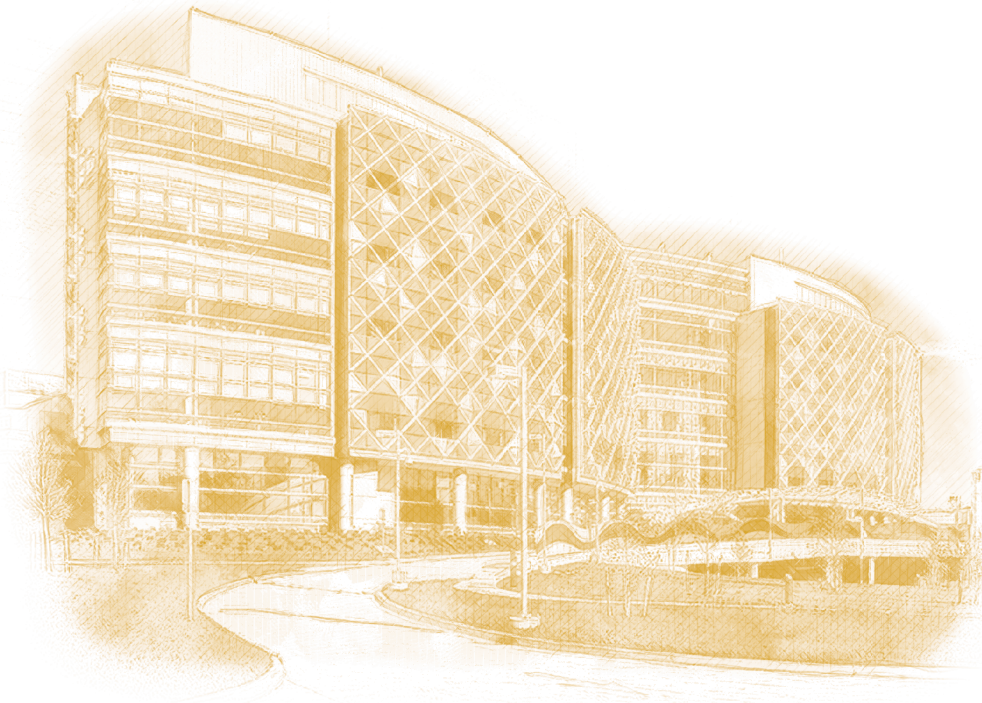
Sutter Medical Center, Sacramento
3 Year HEI Participant



Organization Official Name	City
Los Angeles LGBT Center	Los Angeles
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles
Ronald Reagan UCLA Medical Center	Los Angeles
UCLA Arthur Ashe Student Health & Wellness Center	Los Angeles
UCLA Mattel Children's Hospital	Los Angeles
Memorial Hospital Los Banos	Los Banos
Kaiser Permanente Manteca Medical Center	Manteca
Contra Costa Behavioral Health Division	Martinez
Contra Costa Regional Medical Center	Martinez
Kaiser Permanente Modesto Medical Center	Modesto
Memorial Medical Center	Modesto
Kaiser Permanente Moreno Valley Medical Center	Moreno Valley
El Camino Hospital	Mountain View
Sutter Novato Community Hospital	Novato
Alta Bates Summit Medical Center	Oakland
Kaiser Permanente Oakland Medical Center	Oakland
Kaiser Permanente Ontario Medical Center	Ontario
Desert Regional Medical Center	Palm Springs
Stanford Health Care	Palo Alto
VA Palo Alto Health Care System	Palo Alto
Kaiser Permanente Panorama City Medical Center	Panorama City
Eisenhower Medical Center	Rancho Mirage
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
Sutter Roseville Medical Center	Roseville
Kaiser Permanente Sacramento Medical Center	Sacramento
Kaiser Permanente South Sacramento Medical Center	Sacramento
Sutter Medical Center, Sacramento	Sacramento
Sutter Medical Foundation	Sacramento
UC Davis Medical Center	Sacramento
Family Health Centers of San Diego	San Diego
Kaiser Permanente San Diego Medical Center	San Diego
UC San Diego Health System	San Diego



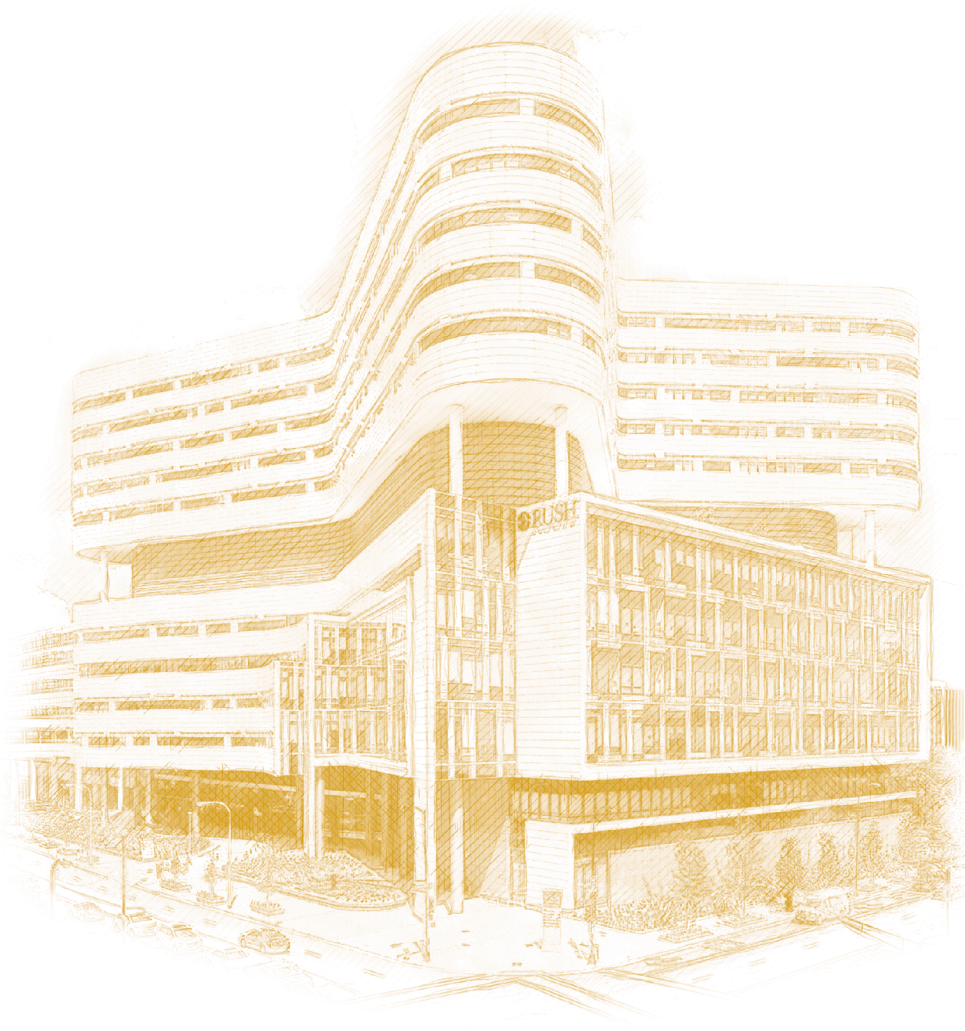
Alfred I. duPont Hospital for Children
4 Year HEI Participant



Organization Official Name	City
VA San Diego Healthcare System	San Diego
Kaiser Permanente San Francisco Medical Center	San Francisco
Sutter California Pacific Medical Center	San Francisco
UCSF 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
Palo Alto Medical Foundation	Santa Cruz
Sutter Maternity and Surgery Center of Santa Cruz	Santa Cruz
Santa Monica-UCLA Medical Center and Orthopaedic Hospital	Santa Monica
Kaiser Permanente Santa Rosa Medical Center	Santa Rosa
Sutter Santa Rosa Regional Hospital	Santa Rosa
Kaiser Permanente South San Francisco Medical Center	South San Francisco
Twin Cities Community Hospital	Templeton
Sutter Tracy Community Hospital	Tracy
Kaiser Permanente Vacaville Medical Center	Vacaville
Kaiser Permanente Vallejo Medical Center	Vallejo
Sutter Solano Medical Center	Vallejo
John Muir Medical Center, Walnut Creek	Walnut Creek
Kaiser Permanente Walnut Creek Medical Center	Walnut Creek
Kaiser Permanente Woodland Hills Medical Center	Woodland Hills
COLORADO	
Denver Health Medical Center	Denver
CONNECTICUT	
Bristol Hospital	Bristol
Middlesex Hospital	Middletown
Reproductive Medicine Associates of Connecticut	Norwalk
VA Connecticut Health Care System	West Haven
DELAWARE	
Bayhealth Kent General Hospital	Dover
Bayhealth Milford Memorial Hospital	Milford
Christiana Care - Christiana Hospital	Newark
Alfred I. duPont Hospital for Children	Wilmington
Christiana Care - Wilmington Hospital	Wilmington



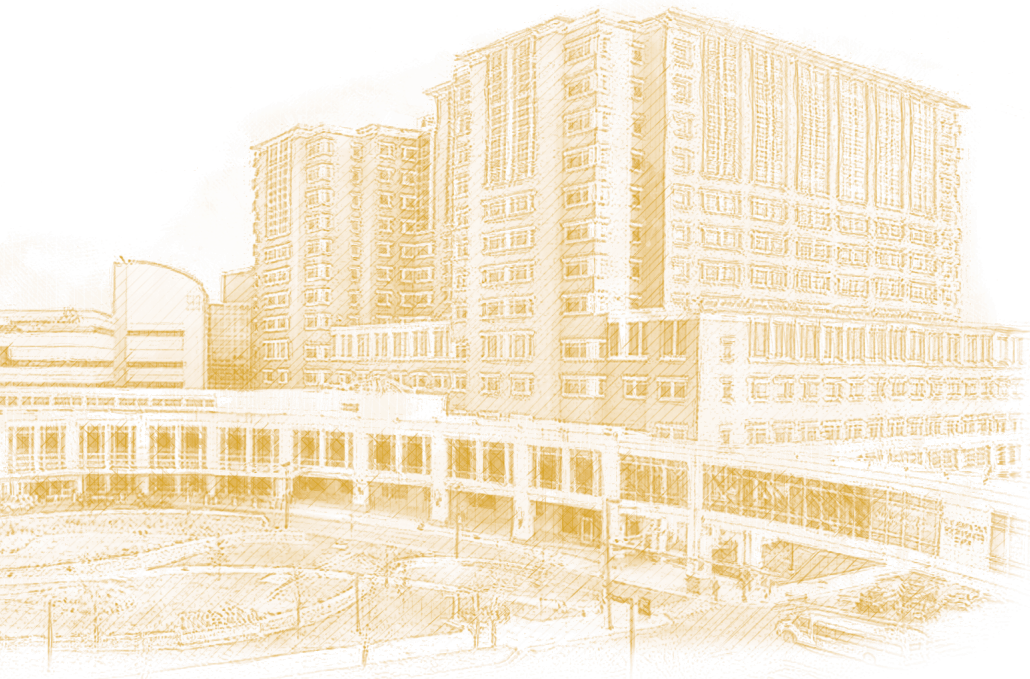
Rush University Medical Center
10 Year HEI Participant



Organization Official Name	City
DISTRICT OF COLUMBIA	
Whitman-Walker Health	Washington
FLORIDA	
VA Bay Pines Healthcare System	Bay Pines
VA North Florida/South Georgia Veterans Healthcare System	Gainesville
Holtz Children's Hospital & JMH Women's Services	Miami
Jackson Behavioral Health Hospital	Miami
Jackson Memorial Hospital	Miami
Jackson Rehabilitation Hospital	Miami
Jackson South Medical Center	Miami
University of Miami Hospital	Miami
VA Miami Healthcare System	Miami
Jackson North Medical Center	North Miami Beach
VA Orlando Medical Center	Orlando
St. Petersburg General Hospital	St. Petersburg
H. Lee Moffitt Cancer Center and Research Institute	Tampa
VA James A. Haley Veterans Hospital	Tampa
VA West Palm Beach Medical Center	West Palm Beach
Cleveland Clinic Florida	Weston
HAWAII	
Kaiser Permanente Moanalua Medical Center	Honolulu
VA Pacific Islands Health Care System	Honolulu
ILLINOIS	
Advocate Illinois Masonic Medical Center	Chicago
Ann & Robert H. Lurie Children's Hospital of Chicago	Chicago
Howard Brown Health Center	Chicago
Northwestern Memorial Hospital	Chicago
Rush University Medical Center	Chicago
University of Chicago Medical Center	Chicago
University of Illinois Hospital & Health Sciences System	Chicago
VA Illiana Health Care System	Danville
VA Edward Hines Jr. Hospital	Hines
Rush Oak Park Hospital	Oak Park
INDIANA	
VA Northern Indiana Health Care System	Fort Wayne
Eskenazi Hospital	Indianapolis



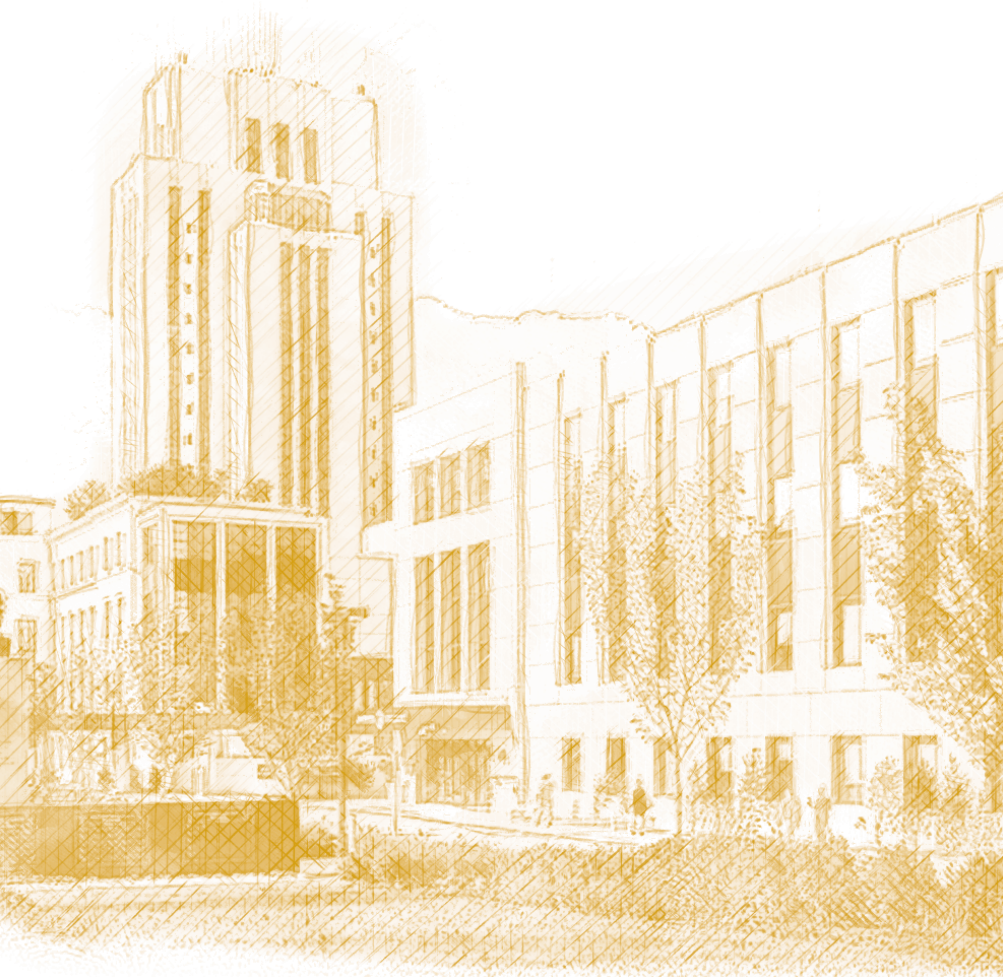
University of Kentucky Albert B. Chandler Hospital
4 Year HEI Participant



Organization Official Name	City
VA Richard L. Roudebush Medical Center	Indianapolis
Indiana University Health Ball Memorial Hospital	Muncie
IOWA	
Planned Parenthood of the Heartland	Des Moines
University of Iowa Hospitals and Clinics	Iowa City
VA Iowa City Health Care System	Iowa City
KANSAS	
Anderson County Hospital	Garnett
The University of Kansas Health System	Kansas City
Saint Luke's Cushing Hospital	Leavenworth
Children's Mercy Hospital Kansas	Overland Park
Saint Luke's South Hospital	Overland Park
KENTUCKY	
Eastern State Hospital	Lexington
University of Kentucky Albert B. Chandler Hospital	Lexington
VA Lexington Medical Center	Lexington
Norton Audubon Hospital	Louisville
Norton Brownsboro Hospital	Louisville
Norton Cancer Institute	Louisville
Norton Children's Hospital	Louisville
Norton Hospital	Louisville
Norton Women's and Children's Hospital	Louisville
VA Robley Rex Medical Center	Louisville
LOUISIANA	
Ochsner Medical Center - Baton Rouge	Baton Rouge
Ochsner Medical Center West Bank Campus	Gretna
Ochsner Medical Center - Kenner	Kenner
CrescentCare	New Orleans
Ochsner Baptist Medical Center	New Orleans
Ochsner Medical Center	New Orleans
VA Southeast Louisiana Healthcare System	New Orleans
Ochsner St. Anne Hospital	Raceland
Ochsner Medical Center - North Shore	Slidell
MAINE	
Penobscot Community Health Care	Bangor



Walter Reed National Military Medical Center
3 Year HEI Participant



Organization Official Name	City
MARYLAND	
Chase Brexton Health Services	Baltimore
Planned Parenthood of Maryland	Baltimore
Sinai Hospital of Baltimore	Baltimore
VA Baltimore Medical Center - Maryland Health Care System	Baltimore
Walter Reed National Military Medical Center	Bethesda
University Health Center - University of Maryland	College Park
Northwest Hospital	Randallstown
MASSACHUSETTS	
Health Quarters	Beverly
Beth Israel Deaconess Medical Center	Boston
Boston Children's Hospital	Boston
Boston Medical Center	Boston
Brigham and Women's Faulkner Hospital	Boston
Brigham and Women's Hospital	Boston
Dana-Farber Cancer Institute	Boston
Fenway Health	Boston
South End Community Health Center	Boston
VA Boston Healthcare System	Boston
Charles River Community Health	Brighton
Cooley Dickinson Hospital	Northampton
Edward M. Kennedy Community Health Center	Worcester
MICHIGAN	
VA Battle Creek Medical Center	Battle Creek
Henry Ford Macomb Hospital	Clinton Township
Henry Ford Hospital	Detroit
Ingham Community Health Centers	Lansing
Henry Ford West Bloomfield Hospital	West Bloomfield
Henry Ford Wyandotte Hospital	Wyandotte
MINNESOTA	
VA Minneapolis Health Care System	Minneapolis
Mayo Clinic Hospital	Rochester
St. Cloud Hospital	St. Cloud
VA St. Cloud Health Care System	St. Cloud



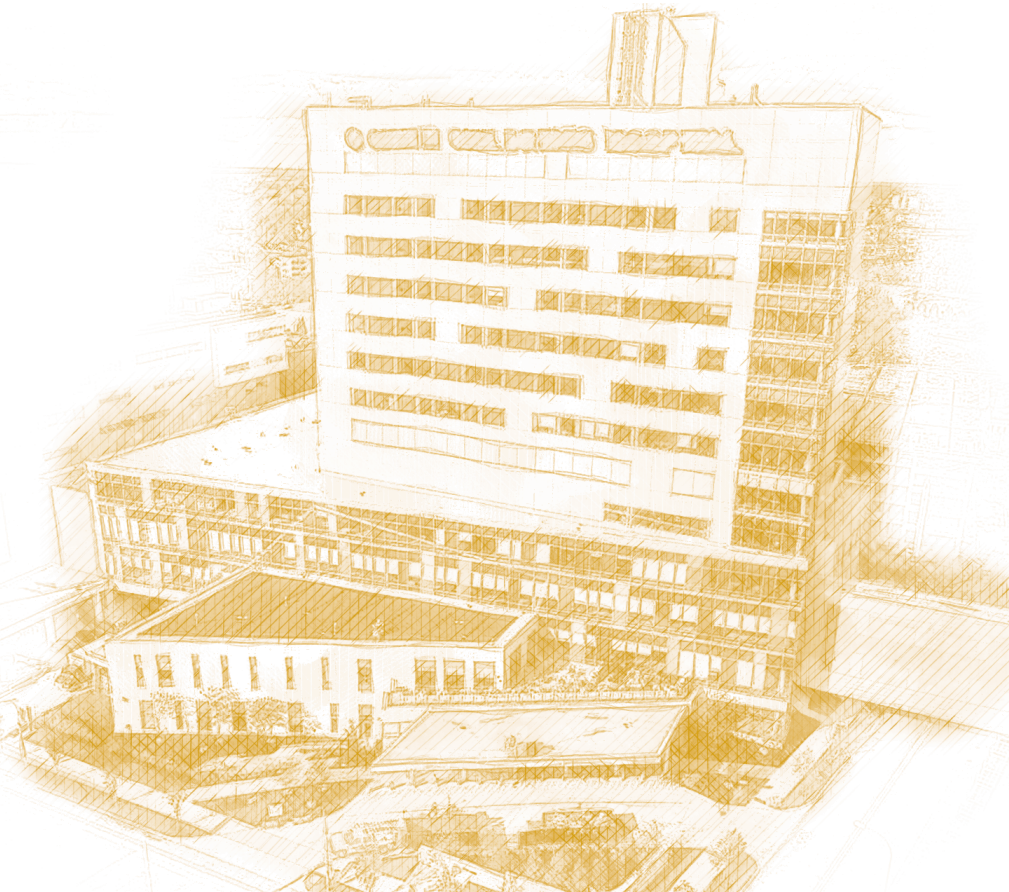
Jersey City Medical Center
4 Year HEI Participant



Organization Official Name	City
MISSISSIPPI	
University of Mississippi Medical Center	Jackson
MISSOURI	
Hedrick Medical Center	Chillicothe
VA Harry S. Truman Memorial Hospital	Columbia
Children's Mercy Kansas City	Kansas City
Saint Luke's Hospital of Kansas City's Crittenton Children's Center	Kansas City
Saint Luke's Hospital of Kansas City	Kansas City
Saint Luke's North Hospital - Barry Road	Kansas City
Truman Medical Center - Hospital Hill	Kansas City
Truman Medical Center - Lakewood	Kansas City
Saint Luke's East Hospital	Lee's Summit
VA John J. Pershing Medical Center	Poplar Bluff
Saint Luke's North Hospital - Smithville	Smithville
St. Louis Children's Hospital	St. Louis
VA St. Louis Health Care System	St. Louis
Wright Memorial Hospital	Trenton
NEBRASKA	
VA Nebraska - Western Iowa Health Care System	Omaha
NEVADA	
VA Southern Nevada Health Care System	North Las Vegas
VA Sierra Nevada Health Care System	Reno
NEW JERSEY	
AtlantiCare Regional Medical Center	Atlantic City
Clara Maass Medical Center	Belleville
VA New Jersey Health Care System	East Orange
Hackensack University Medical Center	Hackensack
Hackettstown Regional Medical Center	Hackettstown
Jersey City Medical Center	Jersey City
Saint Barnabas Medical Center	Livingston
Monmouth Medical Center, Long Branch Campus	Long Branch
Goryeb Children's Hospital	Morristown
Morristown Medical Center	Morristown
Robert Wood Johnson University Hospital	New Brunswick
Newark Beth Israel Medical Center	Newark
Newton Medical Center	Newton



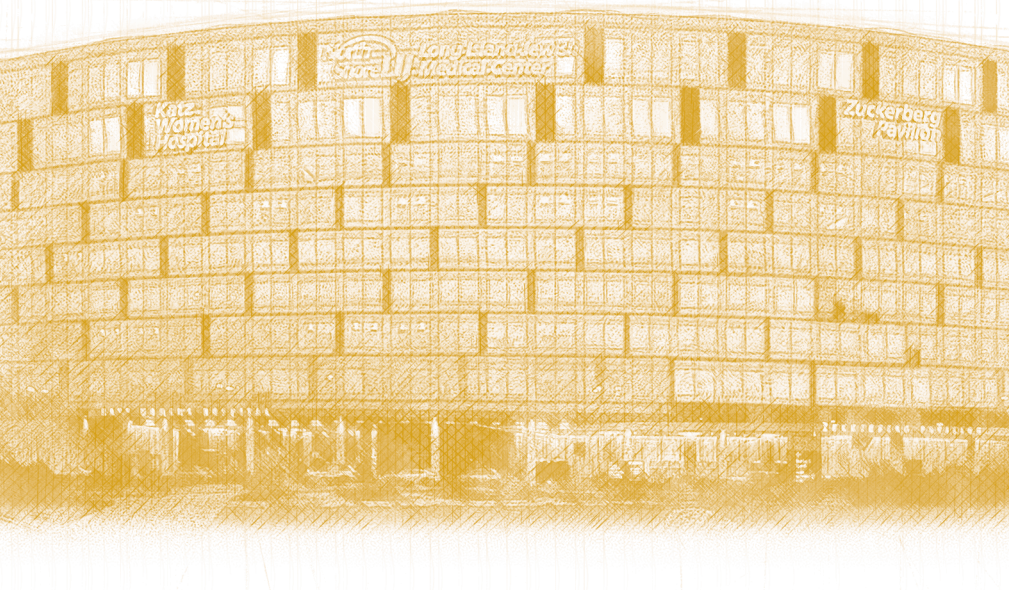
John R. Oishei Children's Hospital
3 Year HEI Participant



Organization Official Name	City
Chilton Medical Center	Pompton Plains
Valley Hospital	Ridgewood
Overlook Medical Center	Summit
NEW MEXICO	
University of New Mexico Hospital	Albuquerque
NEW YORK	
South Oaks Hospital	Amityville
Mount Sinai Queens	Astoria
Southside Hospital	Bay Shore
Montefiore Medical Center	Bronx
NYC Health + Hospitals - Belvis, a Gotham Health Center	Bronx
NYC Health + Hospitals - Jacobi	Bronx
NYC Health + Hospitals - Lincoln	Bronx
NYC Health + Hospitals - Morrisania, a Gotham Health Center	Bronx
NYC Health + Hospitals - North Central Bronx	Bronx
VA James J. Peters Medical Center	Bronx
Mount Sinai Brooklyn Hospital	Brooklyn
NewYork-Presbyterian Brooklyn Methodist Hospital	Brooklyn
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 - Kings	Brooklyn
NYC Health + Hospitals - McKinney	Brooklyn
NYC Health + Hospitals - Woodhull	Brooklyn
NYU Langone Hospital - Brooklyn	Brooklyn
Buffalo General Medical Center	Buffalo
Evergreen Health Services	Buffalo
John R. Oishei Children's Hospital	Buffalo
F. F. Thompson Hospital	Canandaigua
VA Canandaigua Medical Center	Canandaigua
NYC Health + Hospitals - Elmhurst	Elmhurst
NewYork-Presbyterian Queens	Flushing
Long Island Jewish - Forest Hills	Forest Hills
Glen Cove Hospital	Glen Cove
Zucker Hillside Hospital	Glen Oaks
Northwell Health - Center for Transgender Care	Great Neck



Long Island Jewish Medical Center
4 Year HEI Participant



Organization Official Name	City
Huntington Hospital	Huntington
NYC Health + Hospitals - Queens	Jamaica
The Feinstein Institute for Medical Research	Manhasset
North Shore University Hospital	Manhasset
VA Hudson Valley Health Care System	Montrose
Northern Westchester Hospital	Mount Kisco
Long Island Jewish Medical Center	New Hyde Park
Steven and Alexandra Cohen Children's Medical Center	New Hyde Park
Woodland Pond at New Paltz	New Paltz
Callen-Lorde Community Health Center	New York
Gracie Square Hospital	New York
Hospital for Special Surgery	New York
Lenox Health Greenwich Village	New York
Lenox Hill Hospital	New York
Manhattan Eye, Ear, and Throat	New York
Memorial Sloan Kettering Cancer Center	New York
Mount Sinai Beth Israel	New York
Mount Sinai Hospital	New York
Mount Sinai St. Luke's	New York
Mount Sinai West	New York
New York Eye and Ear Infirmary of Mount Sinai	New York
NewYork-Presbyterian Hospital/Weill Cornell Medical Center	New York
NewYork-Presbyterian/Columbia University Medical Center	New York
NYC Health + Hospitals - Bellevue	New York
NYC Health + Hospitals - Carter	New York
NYC Health + Hospitals - Coler	New York
NYC Health + Hospitals - Gouverneur Skilled Nursing Facility	New York
NYC Health + Hospitals - Gouverneur, a Gotham Health Center	New York
NYC Health + Hospitals - Harlem	New York
NYC Health + Hospitals - Metropolitan	New York
NYC Health + Hospitals - Sydenham, a Gotham Health Center	New York
NYU Langone Medical Center	New York
DeGraff Memorial Hospital	North Tonawanda
A.O. Fox Memorial Hospital	Oneonta
Plainview Hospital	Plainview



Wesley Long Hospital
8 Year HEI Participant



Organization Official Name	City
Peconic Bay Medical Center	Riverhead
HCR Home Care	Rochester
Strong Memorial Hospital of the University of Rochester	Rochester
Trillium Health	Rochester
Phelps Memorial Hospital Center	Sleepy Hollow
NYC Health + Hospitals - Sea View	Staten Island
Staten Island University Hospital (North)	Staten Island
Staten Island University Hospital (South)	Staten Island
Syosset Hospital	Syosset
VA Syracuse Medical Center	Syracuse
Long Island Jewish - Valley Stream	Valley Stream
Millard Fillmore Suburban Hospital	Williamsville
NORTH CAROLINA	
Novant Health Brunswick Medical Center	Bolivia
Alamance Regional Medical Center	Burlington
UNC Hospitals	Chapel Hill
Novant Health Charlotte Orthopaedic Hospital	Charlotte
Novant Health Hemby Children's Hospital	Charlotte
Novant Health Presbyterian Medical Center	Charlotte
Novant Health Clemmons Medical Center	Clemmons
Duke Regional Hospital	Durham
Duke University Hospital	Durham
Cone Health Behavioral Health Hospital	Greensboro
Moses H. Cone Memorial Hospital	Greensboro
Wesley Long Hospital	Greensboro
Women's Hospital of Greensboro	Greensboro
Novant Health Huntersville Medical Center	Huntersville
Novant Health Kernersville Medical Center	Kernersville
Novant Health Matthews Medical Center	Matthews
Duke Raleigh Hospital	Raleigh
Annie Penn Hospital	Reidsville
Novant Health Rowan Medical Center	Salisbury
VA W. G. (Bill) Hefner Medical Center	Salisbury
Novant Health Thomasville Medical Center	Thomasville
Novant Health Forsyth Medical Center	Winston-Salem



Cincinnati Children's Hospital Medical Center
6 Year HEI Participant



Organization Official Name	City
Novant Health Medical Park Hospital	Winston-Salem
Wake Forest Baptist Medical Center	Winston-Salem
NORTH DAKOTA	
VA Fargo Health Care System	Fargo
OHIO	
Summa Health Akron Campus	Akron
Summa Health Barberton Campus	Barberton
VA Chillicothe Medical Center	Chillicothe
Cincinnati Children's Hospital Medical Center	Cincinnati
Planned Parenthood Southwest Ohio Region	Cincinnati
VA Cincinnati Medical Center	Cincinnati
Cleveland Clinic (Main Campus)	Cleveland
Fairview Hospital	Cleveland
Hillcrest Hospital	Cleveland
Lutheran Hospital	Cleveland
MetroHealth Medical Center	Cleveland
VA Louis Stokes Cleveland Medical Center	Cleveland
Columbus Public Health Department	Columbus
Equitas Health	Columbus
James Cancer Hospital and Solove Research Institute	Columbus
Nationwide Children's Hospital	Columbus
The Ohio State University Wexner Medical Center	Columbus
VA Chalmers P. Wylie Ambulatory Care Center	Columbus
VA Dayton Medical Center	Dayton
Euclid Hospital	Euclid
Marymount Hospital	Garfield Heights
Medina Hospital	Medina
The University of Toledo Medical Center	Toledo
South Pointe Hospital	Warrensville Heights
OKLAHOMA	
OU Medical Center	Oklahoma City
OREGON	
Kaiser Permanente Sunnyside Medical Center	Clackamas
Legacy Mount Hood Medical Center	Gresham
Kaiser Permanente Westside Medical Center	Hillsboro
Legacy Emanuel Medical Center	Portland



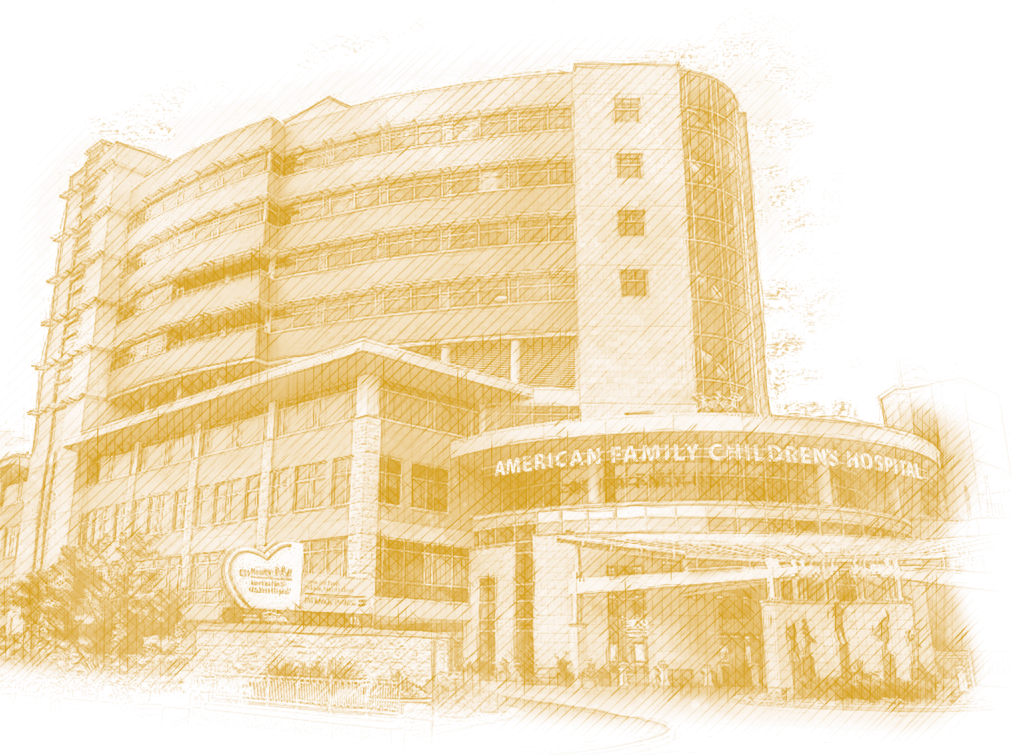
Parkland Memorial Hospital
5 Year HEI Participant



Organization Official Name	City
Legacy Good Samaritan Hospital and Medical Center	Portland
Oregon Health & Science University Hospital	Portland
Randall Children's Hospital at Legacy Emanuel	Portland
Unity Center for Behavioral Health	Portland
VA Portland Medical Center	Portland
Legacy Silverton Medical Center	Silverton
Legacy Meridian Park Medical Center	Tualatin
PENNSYLVANIA	
VA Coatesville Medical Center	Coatesville
Geisinger Medical Center	Danville
Einstein Medical Center Montgomery	East Norriton
Einstein Medical Center Elkins Park	Elkins Park
Moss Rehab	Elkins Park
The Abramson Center for Jewish Life	North Wales
Children's Hospital of Philadelphia	Philadelphia
Einstein Medical Center Philadelphia	Philadelphia
Hospital of the University of Pennsylvania	Philadelphia
Mazzoni Center	Philadelphia
Penn Presbyterian Medical Center	Philadelphia
Penn Student Health Service	Philadelphia
Pennsylvania Hospital	Philadelphia
Temple University Hospital	Philadelphia
Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia
Children's Hospital of Pittsburgh of UPMC	Pittsburgh
VA Pittsburgh Healthcare System	Pittsburgh
Western Psychiatric Institute and Clinic of UPMC	Pittsburgh
Chester County Hospital	West Chester
RHODE ISLAND	
VA Providence Medical Center	Providence
SOUTH DAKOTA	
VA Sioux Falls Health Care System	Sioux Falls
TENNESSEE	
VA Tennessee Valley Healthcare System	Murfreesboro
Vanderbilt Hospital and Clinics	Nashville
TEXAS	
Parkland Memorial Hospital	Dallas



American Family Children's Hospital
5 Year HEI Participant



Organization Official Name	City
Project Vida Health Center	El Paso
University of Texas Medical Branch Hospitals	Galveston
Planned Parenthood Gulf Coast	Houston
VA Michael E. DeBakey Medical Center	Houston
Metropolitan Methodist Hospital	San Antonio
Reproductive Medicine Associates of Texas	San Antonio
VA South Texas Health Care System	San Antonio
UTAH	
VA Salt Lake City Health Care System	Salt Lake City
VERMONT	
VA White River Junction Medical Center	White River Junction
VIRGINIA	
VA Hampton Medical Center	Hampton
Novant Health UVA Health System Haymarket Medical Center	Haymarket
Novant Health UVA Health System Prince William Medical Center	Manassas
WASHINGTON	
Jefferson Healthcare	Port Townsend
UW Medicine/Valley Medical Center	Renton
Seattle Children's Hospital	Seattle
University of Washington Medical Center	Seattle
UW Medicine/Harborview Medical Center	Seattle
UW Medicine/Northwest Hospital & Medical Center	Seattle
Virginia Mason Medical Center	Seattle
Legacy Salmon Creek Medical Center	Vancouver
WEST VIRGINIA	
VA Huntington Medical Center	Huntington
VA Martinsburg Medical Center	Martinsburg
WISCONSIN	
American Family Children's Hospital	Madison
University of Wisconsin Hospital and Clinics	Madison
UW Health at the American Center	Madison
VA William S. Middleton Memorial Veterans Hospital	Madison
Community Memorial Hospital of Menomonee Falls	Menomonee Falls
AIDS Resource Center of Wisconsin	Milwaukee
Froedtert Memorial Lutheran Hospital	Milwaukee
VA Clement J. Zablocki Medical Center	Milwaukee
St. Joseph's Community Hospital of West Bend	West Bend

State Profiles



The following pages profile two states, **Pennsylvania** and **Ohio**, that lack LGBTQ protections yet have an abundance of healthcare institutions that have stepped up to ensure that the LGBTQ people in their states have inclusive and welcoming care when they need it.

WE HAVE SEEN TREMENDOUS PROGRESS TOWARD LGBTQ equality over the past decade, yet LGBTQ Americans still lack federal civil rights protections. Without these protections, we are left with a patchwork of state and municipal laws that leave many LGBTQ people vulnerable to discrimination in their workplaces, healthcare facilities, schools and communities.

This is why the HRC Foundation produces programs like the HEI that promote LGBTQ-inclusive policies and practices in the institutions that impact people's everyday lives. This work is most important in states and communities that lack non-discrimination protections for their LGBTQ citizens and those that have passed anti-LGBTQ legislation that seeks to take away rights and legislate discrimination. Unfortunately, this is happening much too often and much of our progress is under siege. In state legislatures across the country, anti-equality politicians have been emboldened by a political climate where hate and discrimination have entered the mainstream and they are working to tear down years of progress on LGBTQ rights and inclusion.

Fortunately, many healthcare facilities and other institutions are stepping up to provide protections for their LGBTQ patients, visitors and employees. It is particularly encouraging to see many healthcare facilities going well beyond the foundational policies promoted by the HEI and embracing a full range of inclusive policies and practices. The following pages profile two states that lack LGBTQ protections yet have an abundance of healthcare institutions that have stepped up to ensure that the LGBTQ people in their states have inclusive and welcoming care when they need it. ▶



Pennsylvania

PENNSYLVANIA IS ONE OF TWENTY-SEVEN STATES IN THE U.S. THAT ranked in the lowest-rated category, “High Priority to Achieve Basic Equality,” in HRC’s 2017 annual State Equality Index. In addition to lacking statewide non-discrimination and hate crime laws that include sexual orientation and gender identity, the Keystone state has other laws that undermine LGBTQ equality including ones that criminalize people living with HIV, and measures allowing religious-based discrimination against LGBTQ people. In addition, lawmakers have recently attempted to strip transition-related services for Medicaid and CHIP recipients.

Fortunately, LGBTQ Pennsylvanians have several hospitals and other healthcare facilities throughout the state that have embraced LGBTQ inclusion. With 34 facilities participating in the HEI, Pennsylvania ranks 3rd overall among states in the number of HEI participants and ranks 5th among states in the number of LGBTQ Healthcare Equality Leaders, with 19 facilities. Many of these facilities are going well beyond the basics of non-discrimination policies and are on the cutting edge of LGBTQ policies and practices.

On the next page we profile the great work being done by the LGBTQ Alliance Task Force at the **Temple University Health System**, and they are joined by several other Leaders in and around Philadelphia. **Penn Medicine** has a comprehensive program for LGBT health and has four hospitals as well as the student health service designated as Leaders in the HEI. **Einstein Healthcare Network** also has four hospitals designated as Leaders. The **Children’s Hospital of Philadelphia** is a long-time Leader and features a Gender and Sexuality Development Clinic which offers multidisciplinary psychosocial and medical support for gender variant, gender expansive and transgender children and youth up to age 21 and their families. The **Mazzoni Center** is dedicated to meeting the health and

wellness needs of the LGBTQ community and annually produces the Philadelphia Trans Wellness Conference, the largest conference of its kind. One of the few senior care facilities to participate in the HEI, the **Abramson Center for Jewish Life** is a model for LGBTQ inclusion in such facilities.

On the western side of the state, two hospitals that are part of the University of Pittsburgh Medical Center are designated as Leaders in this year’s HEI. The **Children’s Hospital of Pittsburgh of UPMC** offers a Gender and Sexual Health program which in addition to providing treatment, advocates for safe, inclusive policies in school systems, health care settings and the workplace. **Western Psychiatric Institute and Clinic of UPMC** is one of only a few psychiatric hospitals to participate in the HEI. Of the many Veteran’s Health Administration facilities that participate in the HEI, the **VA Pittsburgh Healthcare System** is one of two VHA Leaders in Pennsylvania, with the other being the **VA Coatesville Medical Center**.

Serving northeastern and central Pennsylvania, the **Geisinger Health System** had four hospitals participating in the HEI this year with Geisinger Medical Center in Danville designated as a Leader and the others as Top Performers.





Temple University Hospital: Rising to Meet the Needs of the LGBTQ Population

IN JUNE OF 2016, following the massacre at the Pulse nightclub, during a Temple University Hospital ethics committee meeting Ben Moore raised the question about what they could be doing to better meet the needs of the LGBTQ community. Moore, Operations Manager for Risk Management and Infection Prevention at the hospital, was inspired by this conversation to do something to ensure that the meeting wouldn't have been all talk and no action. Wanting to see what he could do to make a difference, he began meeting informally with others within the Temple University Health System who were also passionate about this issue.



“It is imperative that we create an inclusive care environment for our LGBTQ patients, visitors, staff and in particular transgender and gender non-conforming people. I am incredibly proud of the significant accomplishments of the LGBTQ Alliance Task Force to date and support their efforts to create an LGBTQ inclusive environment.”

Larry R. Kaiser, MD, FACS
President and CEO, Temple University Health System

One step they decided upon was to take the Healthcare Equality Index survey to demonstrate Temple's commitment to LGBTQ inclusion and to utilize it as an organizational assessment tool. Ben and his colleagues were disappointed by what they felt was a mediocre score, however the survey helped the team at Temple to identify opportunities for improvement and solidified their desire to make concrete changes.

In the meantime, Ben's informal meetings uncovered an expanding network of people within the Temple University Health System that were committed to these issues and wanted to not only get involved, but also lead the charge. He partnered with Dr. Heather Clauss and Dr. Robert Bettiker, both Infectious Diseases physicians who are out at Temple, to create the Temple Health LGBTQ Alliance Task Force. This task force today has over 170 interdisciplinary members from throughout the Temple University Health System. The Task Force has nine subcommittees that are all focused on improving policies, education, and services to help foster a welcoming environment throughout the Health System for LGBTQ patients, students, staff, faculty and visitors.

In just over a year, the Task Force has made significant progress to create a more LGBTQ inclusive environment in areas such as community outreach, education, employee benefits and gender-neutral bathroom signage. Longer term goals include the creation of a comprehensive LGBTQ health center and inclusion of LGBTQ issues in the curriculum at Temple's Lewis Katz School of Medicine. These efforts also paid off with a significant increase in the HEI 2018 score for Temple University Hospital which received a score of 100 and is a LGBTQ Healthcare Equality Leader.

While the Task Force's efforts started as a grassroots staff led endeavor, the work has gained the attention and full support of the executive leadership within the health system. “It is imperative that we create an inclusive care environment for our LGBTQ patients, visitors, staff and in particular transgender and gender non-conforming people. I am incredibly proud of the significant accomplishments of the LGBTQ Alliance Task Force to date and support their efforts to create an LGBTQ-inclusive environment,” said Dr. Larry Kaiser, President and CEO of the Temple University Health System.



Ohio

LIKE PENNSYLVANIA, OHIO IS ONE OF TWENTY-SEVEN STATES in the U.S. that ranked in the lowest-rated category, “High Priority to Achieve Basic Equality,” in HRC’s 2017 annual State Equality Index. In addition to lacking statewide non-discrimination and hate crime laws that include sexual orientation and gender identity, the Buckeye state undermines LGBTQ equality by having laws on the books that criminalize people living with HIV.

Fortunately, LGBTQ Ohioans have several hospitals and other healthcare facilities throughout the state that have embraced LGBTQ inclusion. With 27 facilities participating in the HEI, Ohio ranks 5th overall among states in the number of HEI participants and is tied for 3rd among states in the number of LGBTQ Healthcare Leaders, with 24 facilities. Many of these facilities are going well beyond the basics of non-discrimination policies and are on the cutting edge of LGBTQ policies and practices.

On the next page we profile the great work being done by **The MetroHealth System**, particularly at their PRIDE Network. They are joined in the Cleveland area by the **Cleveland Clinic Health System** which has 8 Ohio hospitals that participate in the HEI and are all LGBTQ Healthcare Equality Leaders. Both MetroHealth and the Cleveland Clinic have implemented a Pronoun Project to allow staff and patients to share their pronouns.

Ohio has three multidisciplinary gender clinics for transgender and gender expansive youth. In addition to the clinic at MetroHealth, **Cincinnati Children’s Hospital Medical Center** and **Nationwide Children’s Hospital** in Columbus also have youth gender clinics. These clinics are providing vital and lifesaving care by meeting the varied medical and mental health needs of transgender youth.

In addition to providing LGBTQ-inclusive care in their clinics, the **Columbus Public Health Department** created the LGBTQ Health Initiative to address gaps in care and issues of health inequity within LGBTQ communities. Columbus is also home to Leaders, **The Ohio State University Wexner Medical Center** and the **James Cancer Hospital and Solove Research Institute**.

Equitas Health, a FQHC look-alike based in Columbus, is one of the nation’s largest HIV/AIDS, LGBTQ healthcare organizations serving more than 67,000 individuals in three states. New to the HEI this year is **Planned Parenthood Southwest Ohio Region**, also providing excellent LGBTQ outpatient care in the region.

Since 2013, more than 100 Veterans’ Health Administration sites have participated in the HEI and we are excited that all five VA Medical Centers in Ohio not only participate, but are Leaders. These facilities are the **VA Medical Centers located in Chillicothe, Cincinnati, Cleveland, Columbus and Dayton**.

Rounding out the state, are **The University of Toledo Medical Center** and the **Summa Health Akron and Barberton Campuses**.





MetroHealth: Taking PRIDE in their LGBTQ Clinical Care

“The growth and achievements of the PRIDE Clinic over the years have been remarkable. It demonstrates the need for LGBTQ clinical and cultural competency throughout the health system so patients get the health care they need.”

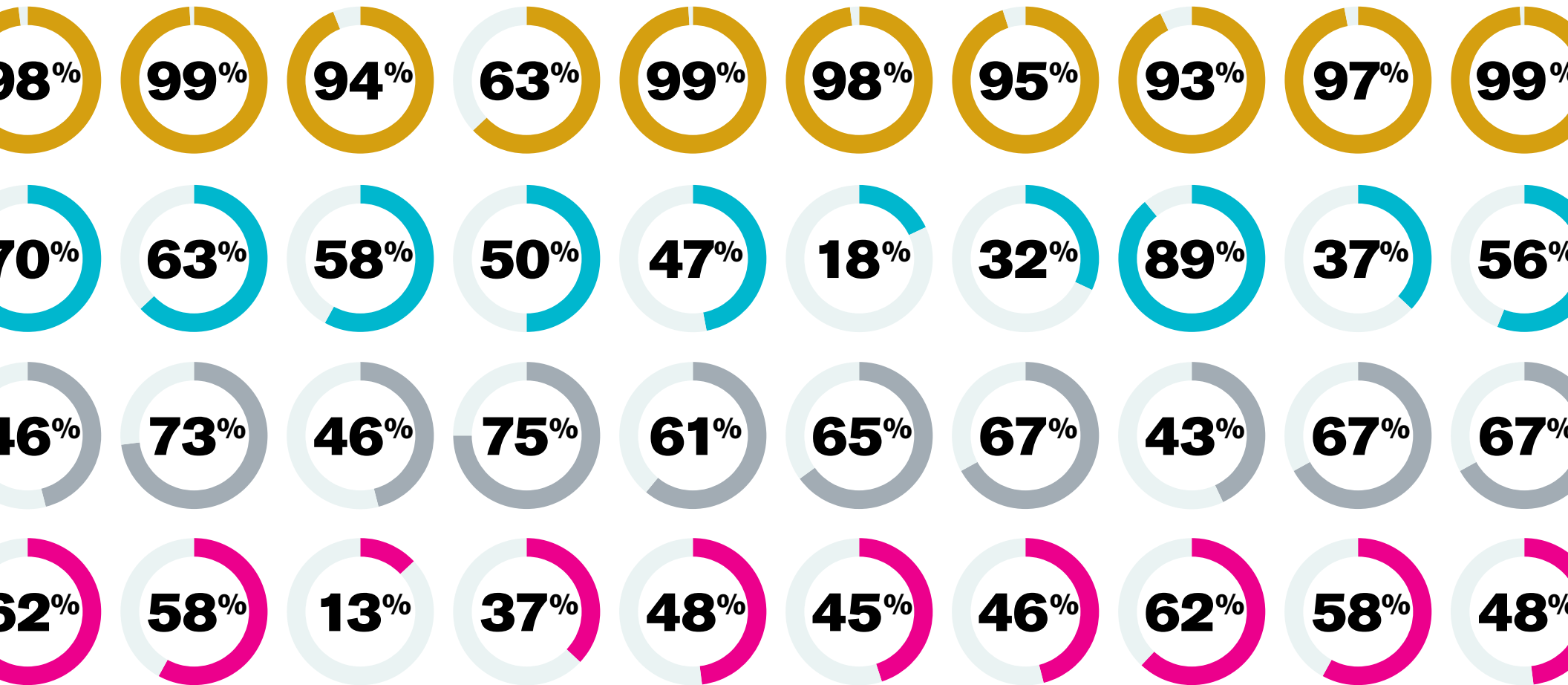
Bernard Boulanger, MD
Executive Vice President
and Chief Clinical Officer,
MetroHealth

METROHEALTH FIRST PARTICIPATED in the Healthcare Equality Index in 2011, yet that was not the first time they demonstrated their commitment to serving the needs of their LGBTQ patients. In 2007, MetroHealth opened the PRIDE Clinic which was the first medical home devoted to serving the health needs of the LGBTQ community in the Cleveland region. Prior to starting the clinic, MetroHealth worked with the LGBTQ community by surveying their needs and specific challenges in addressing traditional healthcare and even allowing the community to name the clinic.

The PRIDE Clinic started as a once-a-week offering and within a year had more than 100 patients. The Clinic provides primary care, OB-GYN care, disease risk reduction and prevention, chronic disease management, behavioral health services, transgender health services such as hormonal medical care, sexually transmitted disease (STD) screenings, HIV prevention, testing and care and more. The Clinic's patient population has now grown to approximately 1,700.

The commitment to the LGBTQ community did not end with the PRIDE Clinic, over the years, MetroHealth began to employ many of the other best practices recommended in the HEI throughout the health system such as training on LGBTQ patient-centered care, transgender patient policies, SOGI data collection in their EHR and more.

In 2017, the PRIDE Clinic celebrated its 10th anniversary by announcing two new developments aimed at increasing inclusion across the MetroHealth System and in the community. These developments included the pronoun project and the expansion of the PRIDE Clinic into the PRIDE Network. Previously, the PRIDE Clinic was centered at MetroHealth's McCafferty Health Center. The PRIDE Network recognizes the specialists at other locations who care for patients in the LGBTQ community. Patients will have increased flexibility in terms of when and where they can utilize MetroHealth's PRIDE resources, as well as make it clear that their needs are not any different than those of other patients who have access to the System's more than 20 locations.

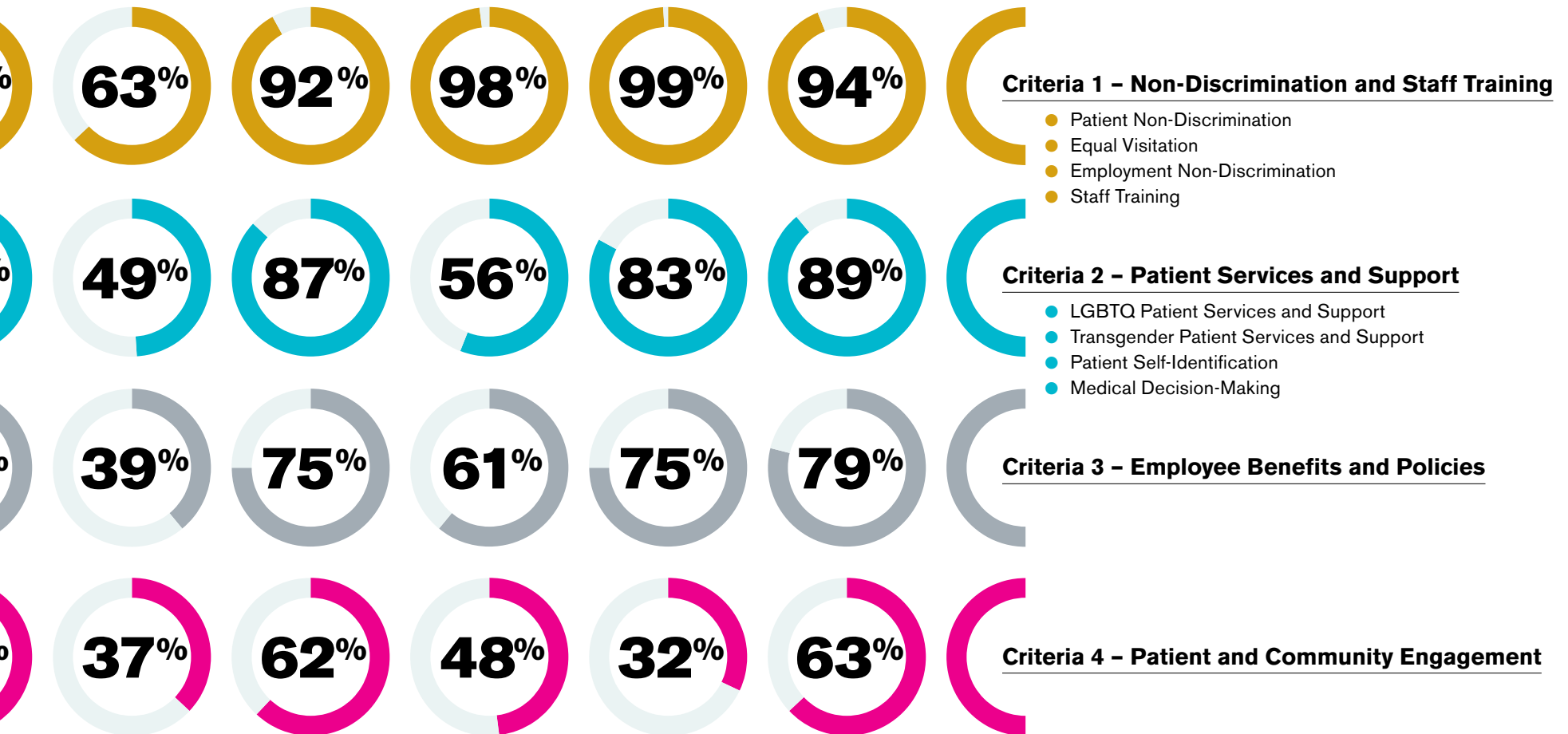


Findings

THE HEALTHCARE EQUALITY INDEX 2018 asked participants a series of questions about LGBTQ-inclusive policies and practices. Those questions are divided into four criteria outlined in more detail beginning on page 54. Responses to the criteria are reported in aggregate in the following pages to indicate national trends and facilitate benchmarking.

For individual facility scores for these criteria, [see Appendix B beginning on page 58.](#)

LGBTQ best practices are on the rise. Look for this symbol to see the percentage increase from last year's HEI.



Patient Non-Discrimination

THE FIRST SECTION of the HEI Non-Discrimination and Staff Training criteria calls for a written patient non-discrimination policy (or patients' bill of rights) that includes both "sexual orientation" and "gender identity."

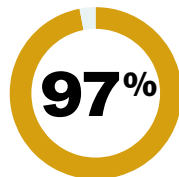
Lesbian, gay, bisexual, transgender and queer people continue to face discrimination in healthcare because of their sexual orientation and/or gender identity, creating a need for explicit non-discrimination policies.



99% of HEI 2018 survey participants (621 of 626 respondents) documented that they include both "sexual orientation" and "gender identity" in their patient non-discrimination policy.

Since The Joint Commission issued a standard in 2011 requiring hospitals to prohibit discrimination based on sexual orientation and gender identity, 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.

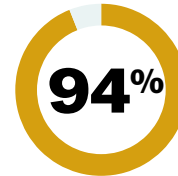
A patient non-discrimination policy is only effective if patients and staff know about it. Thus, the HEI requires survey participants to document not only that they have an LGBTQ-inclusive non-discrimination policy but that they also make it readily accessible to patients and communicate it to their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



97% of survey participants with an LGBTQ-inclusive patient non-discrimination policy documented that the policy is readily accessible and communicated to patients in at least two different ways.

Healthcare facilities most frequently communicated this policy to patients in these ways:

- Posted on facility website (**92%**)
- Included in materials given to patients at admitting/ registration or at other time(s) (**76%**)
- Posted or displayed in patient waiting area(s) (**64%**)

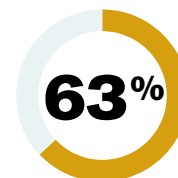


94% of survey participants with an LGBTQ-inclusive patient non-discrimination policy documented that the policy is readily accessible and communicated to staff in at least one way.

Healthcare facilities most frequently communicated this policy to patients in these ways:

- Posted on facility intranet site (**82%**)
- Included in materials routinely given to employees at orientation (**66%**)
- Reviewed in employee training (either in-person or online) (**59%**)

In addition to the facilities that actively participated in the HEI 2018 survey, the HRC Foundation proactively researched the non-discrimination policies at more than 900 hospitals. Unfortunately, we were unable to find the patient non-discrimination policies for all the hospitals we researched because many facilities choose not to include a non-discrimination statement or their patient bill of rights on their hospital website and did not respond to invitations to submit their policies to us. Of the 921 hospitals researched, we found or obtained the patient non-discrimination policies for 873 hospitals. **Of those hospitals that published or provided a policy, only 551 or 63% were found to have a patient non-discrimination policy that includes both "sexual orientation" and "gender identity."**



For more information about this criterion, visit: hrc.org/hei/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 jointcommission.org/lgbt

Equal Visitation

THE SECOND SECTION of the HEI Non-Discrimination and Staff Training criteria calls for a written visitation non-discrimination policy or an equal visitation policy. Across the U.S., same-sex couples, same-sex parents and other LGBTQ 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 and LGBTQ

people. In 2010, after learning of a tragic incident in which a lesbian was denied visitation to her dying partner, President Barack Obama directed the United States Secretary of Health and Human Services to develop regulations protecting the visitation rights of all patients. These regulations, known as the Conditions of Participation, are now in effect at all hospitals that accept Medicare or Medicaid payments—the vast majority of facilities.



99% of the HEI 2018 survey respondents for which this question was applicable (567 of 570 in-patient respondents) documented that they have equal visitation policies.

Since the Conditions 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.

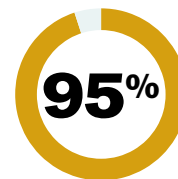
An equal visitation policy is only effective if patients and staff know about it. Thus, the HEI requires survey participants to document not only that they have an equal visitation policy but that they also make it readily accessible to patients and communicate it to their staff.



98% of survey respondents for which this question was applicable documented that they have equal visitation policies.

Healthcare facilities most frequently communicated this policy to patients in these ways:

- Posted on facility website (**94%**)
- Included in materials given to patients at admitting/ registration or at other time(s) (**78%**)
- Posted or displayed in patient waiting area(s) (**64%**)

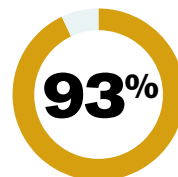


95% of survey participants with an equal visitation policy documented that the policy is readily accessible and communicated to staff in at least one way.

Healthcare facilities most frequently communicated this policy to staff in these ways:

- Posted on facility intranet site (**85%**)
- Included in materials routinely given to employees at orientation (**57%**)
- Reviewed in employee training (either in-person or online) (**52%**)

In addition to the facilities that actively participated in the HEI 2018 survey, the HRC Foundation proactively researched the visitation policies at more than 900 hospitals. Unfortunately, we were unable to find a visitation policy for all the hospitals that we researched because many facilities choose not to include a statement on their hospital website about who can visit patients and did not respond to invitations to submit their policies to us. Of the 921 hospitals researched, we found or obtained the visitation policies for 764 hospitals. **Of those hospitals that published or provided a policy, 710 or 93% were found to have an equal visitation policy in place.** While this number is quite high, given that this is required by the Conditions of Participation, it is disturbing that it is not closer to 100%.



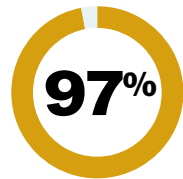
For more information about this criterion: hrc.org/visitation.

Since 2011, the Conditions of Participation of the federal Centers for Medicare & Medicaid Services have required hospitals to permit patients to designate visitors of their choosing and to prohibit discrimination in visitation based on sexual orientation and gender identity.

Employment Non-Discrimination

THE THIRD SECTION of the HEI Non-Discrimination and Staff Training 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 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 based

on sexual orientation or gender identity. Only 21 states and the District of Columbia provide workplace protections based on sexual orientation, and only 19 states and the District of Columbia do so based on gender identity. This criterion calls on healthcare facilities to protect their LGBTQ employees from discrimination regardless of state non-discrimination laws. LGBTQ 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 for LGBTQ communities.



97% of HEI 2018 survey participants (608 of 626 respondents) documented that they include both “sexual orientation” and “gender identity” in their employment non-discrimination policy.

This total represents a continued and welcome increase over past years. Notably, HEI survey participants have closed the gap between policies that provided protections for “sexual orientation” but not “gender identity,” and now almost all participants include protections for both populations in their employment non-discrimination policies. These protections are critical for transgender employees. In a national survey of transgender Americans, 30% of respondents who were employed in the past year had either been fired, denied a promotion or experienced some other form of mistreatment related to their gender identity or expression in the workplace.*

To fully meet this criterion, participants are required to demonstrate that they made the public and potential applicants aware of their LGBTQ-inclusive employment non-discrimination policy.

* James, S. E.; Herman, J. L.; Rankin, S.; Keisling, M.; Mottet, L.; and Anafi, M. (2016). *The Report of the 2015 U.S. Transgender Survey*. Washington, D.C.: National Center for Transgender Equality.

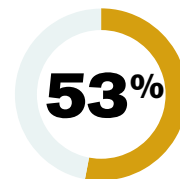


99% of survey participants with an LGBTQ-inclusive employment non-discrimination policy documented that the policy is readily accessible and communicated to the public and potential applicants in at least one way.

Healthcare facilities most frequently communicated this policy in these ways:

- Posted on employment page of website (**90%**)
- Included on job applications or in the job application system (**70%**)
- Included on job announcements (**63%**)

In addition to the facilities that actively participated in the HEI 2018 survey, the HRC Foundation proactively researched the employment non-discrimination policies at more than 900 hospitals. Unfortunately, we were unable to find an employment non-discrimination policy or statement for all the hospitals we researched because many facilities choose not to include an employment non-discrimination policy or statement on their hospital website and did not respond to invitations to submit their policies to us. Of the 921 hospitals researched, we found or obtained the employment non-discrimination policies for 753 hospitals. **Of those hospitals that published or provided a policy or non-discrimination statement, only 391 or 53% were found to have an LGBTQ-inclusive employment non-discrimination policy in place.**

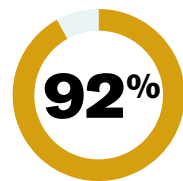


For more information about this criterion:
hrc.org/employment-non-discrimination

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

Staff Training in LGBTQ Patient-Centered Care

THE FOURTH SECTION of the HEI Non-Discrimination and Staff Training criteria calls for key facility employees to receive expert training in LGBTQ patient-centered care. This criterion recognizes that training is critical for policies to be successful and for LGBTQ patients to feel welcome. Training programs should offer all incoming and current staff the information and skills they need to provide culturally competent care and services to their LGBTQ patients. The HEI training requirements vary by facility and are based upon the facility's previous HEI training participation. During the first year of participation in the HEI training, a facility must have a core group of executive-level staff members participate in online training that covers systemic strategies for delivering LGBTQ-accessible and -affirming healthcare. In subsequent years, facilities must demonstrate that they have provided a minimum number of hours of HEI-approved training to any of their staff in LGBTQ patient-centered care.



92% of HEI 2018 respondents met the requirement to provide their employees with training in LGBTQ patient-centered care.

To assist facilities in meeting this HEI criteria and ensure high-quality training, the HRC Foundation partners with two different learning platforms, the National LGBT Health Education Center and The Center for Affiliated Learning. The HRC Foundation and its partners offer more than 60 online and on-demand training options that include both interactive eLearning courses and recorded webinars. Topics range from the basics of LGBTQ patient-centered care to more specialized topics for clinicians. All these training options are free to staff of HEI-participating facilities and offer CME/CEU credit. In addition, with pre-approval, participating facilities can receive ongoing training credit for their own course(s) on LGBTQ culturally competent care and/or specific LGBTQ health topics.

63%

More than 70,000 hours of training in LGBTQ patient-centered care were provided to the staff at HEI-participating facilities.

For more information about this criterion, visit hrc.org/hei/lgbtq-training.

“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 LGBTQ communities.”

Kelly Wesp, PhD

Director of Quality and Evaluation
Equitas Health

“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, RN

Women Veteran Program Manager
VA Montana Healthcare System

“This education was among the best online training I have taken. It was very clear, and I felt I learned a great deal ... some things I already knew and some I did not. Very good courses!”

Kathy Evans, CPHRM

Director, Risk Management
Abrazo Scottsdale Campus

LGBTQ Patient Services and Support

THE FIRST SECTION of the HEI Patient Services and Support criteria asks about key best practices in support of LGBTQ patients as a group. This section includes best practices from The Joint Commission and other sources to enhance care for LGBTQ patients.

Planning to Serve LGBTQ Populations




70%

of participating facilities have an official plan for reducing health disparities that specifically includes LGBTQ patients in addition to race, ethnicity and linguistic concerns.




63%

of HEI participants have reviewed their clinical services to identify possible LGBTQ-related gaps.

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

The updated CLAS standards fully incorporate the concerns of LGBTQ 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," shares examples of health disparities experienced by LGBTQ people and includes specific

reference to LGBTQ 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 2018 survey found that **80%** of participants reported that they have 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 **88%** of those participants indicated that they include LGBTQ populations in this plan.

Serving LGBTQ Populations

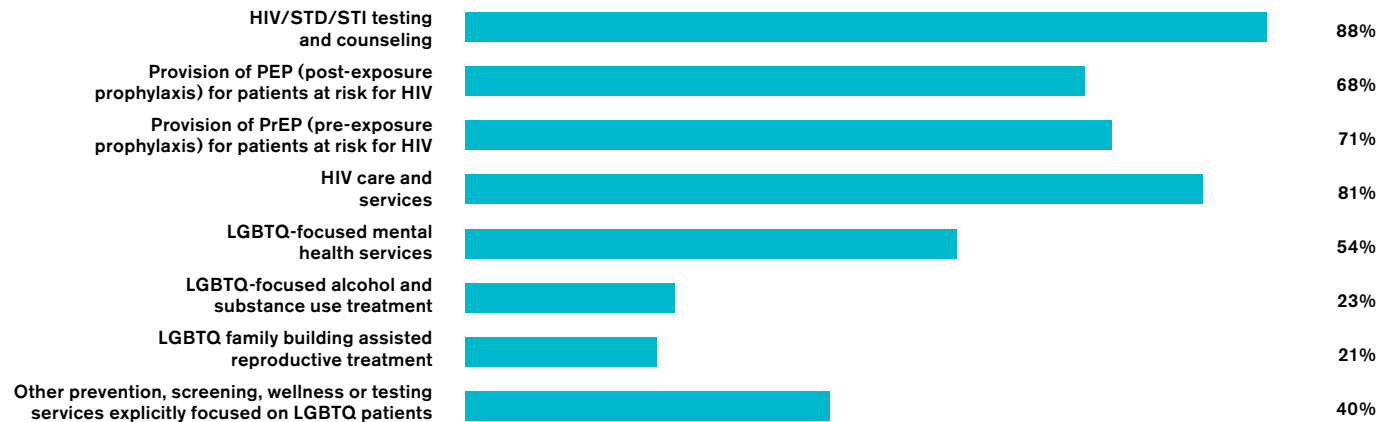



58%

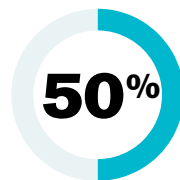
of HEI participants inform interested patients of LGBTQ-knowledgeable and -friendly providers.

One of the ways that hospitals can help ease the fears of LGBTQ patients who need to choose a provider is to inform interested patients of LGBTQ-knowledgeable and -friendly providers. Among HEI participants, **58%** indicated that they do this in some way. Of those who make LGBTQ-friendly providers known, **54%** post a list externally, **42%** publicly promote their clinics or medical practices that have an explicit LGBTQ focus, **37%** display "tags" in an online "find a provider" system and **29%** include them in a community listing.

Percentage of HEI participants that indicated they offered the following specific services to meet the needs of LGBTQ 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 LGBTQ-specific in nature (versus LGBTQ-inclusive).



50% of HEI participants indicated that they have an externally promoted LGBTQ-focused office, point-person, patient advocate or ombudsman.

LGBTQ-focused programs can provide a wide variety of services to improve LGBTQ patient-centered care. For example, The Penn Medicine Program for Lesbian, Gay, Bisexual and Transgender Health focuses on five areas: patient care, research, health education, institutional climate and visibility, and community outreach. Mount Sinai Beth Israel's LGBT Health Services program offers a number of LGBTQ patient services, including comprehensive transgender health services; information, referral and patient navigation for LGBTQ patients and consumers; and professional education and training for providers in LGBTQ healthcare topics.

Communications

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

- **70%** provide information about LGBTQ services and/or health concerns on their public website
- **67%** publish a brochure or other print material(s) designed to educate or support LGBTQ patients
- **75%** offer LGBTQ health material(s) published by other organizations



1.2 Million

Americans are likely candidates for PrEP (Pre-Exposure Prophylaxis), according to the Centers for Disease Control and Prevention. The CDC found that one in four gay and bisexual men, one in five injectable drug users, and one in 200 heterosexual adults are good candidates for PrEP and should be counseled about the HIV prevention method. 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%.

While 88% of HEI participants indicated that they provide HIV testing and counseling, only 71% indicated that they provide PrEP for patients who are at risk of contracting HIV. HEI participants can close this gap and do their part to meet the CDC's recommendations by adding education and counseling about PrEP to their existing HIV testing and counseling programs.

Transgender Patient Services and Support

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 at some point in their lives.* 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 2015 survey of more than 27,000 transgender Americans, 33% of respondents who had seen a provider in the past year reported one or more negative experiences due to their transgender or gender non-conforming status and 23% of respondents reported that they avoided seeking necessary healthcare when sick or injured in the past year because of fear of being mistreated as a transgender person.**

* *When Health Care Isn't Caring: Lambda Legal's Survey on Discrimination Against LGBT People and People Living with HIV.* New York: Lambda Legal, 2010.

** James, S. E.; Herman, J. L.; Rankin, S.; Keisling, M.; Mottet, L.; and Anafi, M. (2016). *The Report of the 2015 U.S. Transgender Survey.* Washington, D.C.: National Center for Transgender Equality.

Serving Transgender Patients



47%

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 296 facilities that indicated that they 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 (64%)
- Use of preferred name and pronouns when interacting with and referring to transgender patients (87%)
- Protocols for interacting with transgender patients (84%)
- Guidelines for room assignments for transgender patients (75%)
- Access to restrooms (87%)
- Compliance with privacy laws (78%)
- Access to items that assist gender presentation (38%)
- Addressing potential problems with insurance/billing claims (38%)
- Access to hormone therapy (49%)



The Affordable Care Act raised the importance of creating policies and procedures aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients, and training staff on those policies. Section 1557 of the ACA prohibits sex discrimination in any hospital or health program that receives federal funds. The court system and the U.S. Department of Health & Human Services' Office for Civil Rights (OCR) have indicated that this prohibition extends to claims of discrimination based on gender identity and sex stereotyping. In 2015, the Brooklyn Hospital Center entered into a voluntary resolution agreement with the OCR to ensure that transgender patients at its hospital receive appropriate and equitable care and treatment. The agreement resolved a complaint filed by a transgender patient alleging discrimination under Section 1557 based on sex in the assignment of patient rooms. Under the terms of the two-year settlement, the hospital agreed to adopt new policies and procedures tailored to transgender patients and to train its employees on those policies.

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.

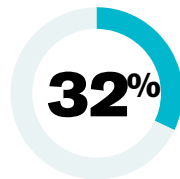
Trans-affirming gynecological care, including cervical cancer screening and pelvic exams	58%
Hormone therapy and monitoring	70%
Psychological, physical, and psychiatric evaluations	58%
Gender confirming surgeries	68%
Referrals for gender affirming surgeries	55%
Preoperative and postoperative care for gender affirming surgeries	41%
Transgender fertility preservation services and/or family building assisted reproductive treatment	19%



18%

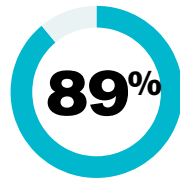
of HEI participants indicated that they do not provide any transgender specific services.

While more people have access to transgender-inclusive healthcare insurance coverage, there are not enough providers or healthcare facilities that offer transgender-specific services. Therefore, we are pleased to see more facilities indicating that they are offering these services and a decrease in the number of facilities that indicate that they do not offer any of these services.



32%

of HEI participants indicated that they have an externally promoted specific program to provide patient navigation or advocacy services to transgender patients.



89%

of HEI participants indicated that they have gender-neutral bathrooms in their facility.

Patients whose appearances 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 other patients, including parents caring for different-sex children, disabled people accompanied by different-sex caregivers, and any other patients wishing to use them. Although providing an all-gender restroom is an important signal of acceptance, facilities should also adopt policies that allow patients to be permitted to use restrooms that comport with their gender identity.



Patient Self-Identification

MANY HEALTHCARE AUTHORITIES such as the Institute of Medicine and the Joint Commission 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. For more information about the importance of collecting these data, see the feature on page 42.

Collecting Information About Sexual Orientation and Gender Identity



118%

37%

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

Another 54% of participants indicated that this information may be captured in free-form notes, while 8% of participants are not capturing this information at all in their patients' health records.

93%

56%

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 sex they were assigned at birth and/or the sex shown on any identification, insurance or other documents used in admitting/registration.

Another 39% of participants indicated that this information may be captured in free-form notes, while 6% of participants are not capturing this information at all in their patients' health records.



49%

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 current gender identity and sex assigned at birth. Eighty-seven percent of participants that collect gender identity data utilize the two-step method. Current gender identity and name and pronouns currently used should be documented and used for communications with the patient as well as for name bands and room assignments.

40%

56%

of HEI participating facilities provide employees with training explicitly reminding them that LGBTQ status is confidential patient information.

This training should be in addition to standard HIPAA training or appear as a special module within training. Transgender patients especially are often the victims of privacy breaches, in which staff or providers feel the need to “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, they add to the high levels of discrimination transgender people already face in accessing healthcare and discourage them from continuing or returning to seek care.

22%

60%

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 31% of participants indicated that this information may be captured in free-form notes, while 9% of participants are not capturing this information at all in their patient’s health records.

83%

of HEI-participating 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 provide ways to record these relationships. This is a practice that will help provide a welcoming environment for all patients.

The screenshot displays the 'Sexuality' and 'Gender Identity' sections of an Epic EHR form. The 'Sexuality' section includes options for 'Lesbian or Gay', 'Straight (not lesbian or gay)', 'Bisexual', 'Something else', 'Don't know', and 'Choose not to disclose'. The 'Gender Identity' section includes an 'Autofill with default responses for:' section with 'female' and 'male' buttons, and a 'Patient's gender identity:' section with options for 'Female', 'Male', 'Transgender Female / Male-to-Female', 'Transgender Male / Female-to-Male', and 'Other'. Below this is the 'Patient's sex assigned at birth:' section with options for 'Female', 'Male', 'Unknown', 'Not recorded on birth certificate', 'Choose not to disclose', and 'Uncertain'. The 'Patient's pronouns:' section includes options for 'she/her/hers', 'he/him/his', 'they/them/theirs', 'patient's name', 'decline to answer', and 'unknown'. The 'Steps patient has taken to transition, if any:' section includes options for 'presentation aligned with gender identity', 'preferred name aligned with gender identity', 'legal name aligned with gender identity', 'legal sex aligned with gender identity', and 'medical or surgical interventions'. The 'Patient's future plans to transition, if any:' section includes a text input field with a 'SmartText' button. The 'Organ Inventory' section includes options for 'Organs the patient currently has:', 'Organs present at birth or expected at birth to develop:', 'Organs hormonally enhanced or developed:', and 'Organs surgically enhanced or constructed:', each with a list of organs to select from.

Patient Self-Identification: The Importance of Collecting Sexual Orientation and Gender Identity Data

TO UNDERSTAND AND ADDRESS HEALTHCARE DISPARITIES in different populations it is critical to collect and assess data on these populations. In addition to capturing race, ethnicity, language and socioeconomic status, it is also important to collect sexual orientation and gender identity (SOGI) data to capture LGBTQ populations. The Institute of Medicine, Healthy People 2020, the US Department of Health and Human Services and The Joint Commission have all recommended the routine collection of SOGI information in federally funded population health surveys and in electronic health records.

The collection of SOGI data is vital to providing equitable and inclusive patient-centered care to the LGBTQ community.

However, while advancements in providing LGBTQ-inclusive care have occurred at healthcare facilities across the country, many are still not equipped with the technology to appropriately capture sexual orientation and gender identity information during their patient intake processes.

In addition to better understanding health disparities, the collection of SOGI data is vital to providing equitable and inclusive patient-centered care to the LGBTQ community. It not only allows patients to fully represent themselves, but it opens opportunities to discuss health issues generally associated with LGBTQ patients such as appropriate preventative screenings, assessments of risk for sexually transmitted infections and HIV, and effective intervention for behavioral health concerns that may be related to experiences of anti-LGBTQ stigma.

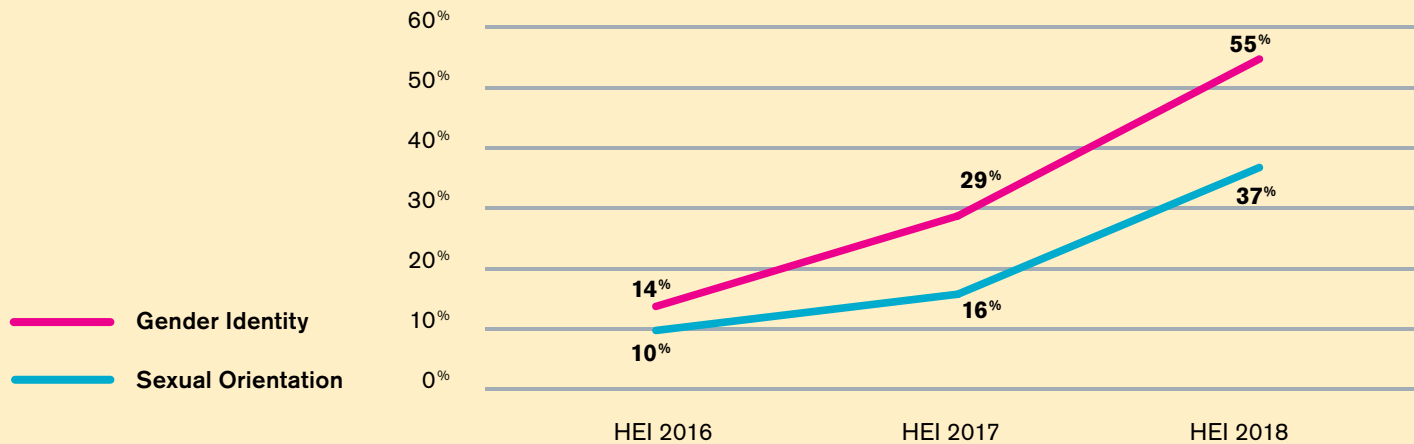
CMS and ONCs Meaningful Use Stage 3 Criteria

In 2016, the U.S. Department of Health & Human Services took a landmark step in addressing disparities affecting LGBTQ people in healthcare by including sexual orientation and gender identity data in requirements for Electronic Health Records certified under the Meaningful

Use program. The final rules, from the Centers for Medicare & Medicaid Services and the Office of the National Coordinator (ONC) for Health Information Technology, 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 sexual orientation and gender identity data to the 2015 Edition Base EHR definition, which is a part of the definition of Certified EHR Technology. The new requirements are slated to take effect in 2018.

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

Percentage of HEI participants explicitly capturing SOGI data



If you ask, they will tell

It is not only technical issues that hold back a healthcare facility from capturing LGBTQ-related information in EHR systems. Research has found the beliefs and misperceptions of healthcare professionals surrounding this data may also be holding SOGI data collection behind. In a recent study in JAMA Internal Medicine, 77.8% of healthcare providers in emergency departments believe that patients would refuse to disclose their sexual orientation, if asked during patient intake. This stands in stark contrast to patients where, in that same study, researchers found that only 10.3% of patients would refuse to disclose their sexual orientation.* An earlier study focused on how to ask SOGI questions in primary care settings. The study had a randomly selected sample of over 300 patients that were primarily heterosexual, racially diverse, and geographically and regionally broad. Respondents overwhelmingly expressed support for asking SOGI questions and understood the importance of providers' knowing their patients' SOGI.**

* Haider AH, Schneider EB, Kodadek LM, Adler RR, Ranjit A, Torain M, Shields RY, Snyder C, Schuur JD, Vail L, German D, Peterson S, Lau BD. Emergency Department Query for Patient-Centered Approaches to Sexual Orientation and Gender Identity The EQUALITY Study. JAMA Intern Med. 2017;177(6):819–828. doi:10.1001/jamainternmed.2017.0906

** Cahill S, Singal R, Grasso C, King D, Mayer K, Baker K, et al. (2014) *Do Ask, Do Tell: High Levels of Acceptability by Patients of Routine Collection of Sexual Orientation and Gender Identity Data in Four Diverse American Community Health Centers*. PLoS ONE 9(9): e107104. <https://doi.org/10.1371/journal.pone.0107104>

Training Staff in SOGI Data Collection and Information Handling

An essential portion of successful SOGI data collection is staff training on how to best ask the questions as well as record them in the EHR. This training should include information on LGBTQ people and their health needs as well as information on how to safeguard patient privacy and confidentiality.

For more information and the most current practices and recommendations regarding collecting sexual orientation and gender identity data, see the website, *Do Ask, Do Tell: A Toolkit for Collecting Sexual Orientation and Gender Identity Information in Clinical Settings at: doaskdotell.org*

Epic Leads Vendors by Rising to Meet the Needs for SOGI Data Collection

NEW REGULATIONS ISSUED IN 2015 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 by 2018, however, one EHR vendor has been grappling with the best way to capture this data long before it became a requirement. This issue has been on the radar of Verona, Wisconsin based Epic, one of the nation's largest EHR vendors, since 2003 when a young software developer realized that there was a problem with the way the software captured a patient's sex. The developer, Janet Campbell, had also taken gender studies courses in college and knew that a person's sex assigned at birth didn't always match their gender identity or their legal sex, yet one field was being used to capture all of this information.

Gradually, customers began to reach out to Epic for help on how to capture this information and a small workgroup was formed to help customers collect gender identity information. In early 2012, Campbell posted her ideas for the changes needed for a two- or three-step sex and gender question on an internal wiki. However, this was easier said than done as the code referencing the patient sex field was in hundreds of places and necessitated the workgroup to identify each instance and determine which information was actually relevant: sex assigned at birth, legal sex, or gender identity.

Today, Epic can collect gender identity, sex assigned at birth, legal or administrative sex, name and pronoun in use, transition history and plans, and an organ inventory. In addition, Epic can capture sexual orientation. Since 2013, Epic has also made a SOGI Strategy Handbook available to its customers. In addition to helping an organization decide what SOGI components to include and how to fit these fields into their workflows, the handbook includes information on why it is important to capture this data and how it can be used as well as emphasizing the need for training of staff on these issues.

Campbell, who is now Vice President of Patient Engagement at Epic is pleased that the problem she

identified early in her career has been addressed and the EHR can now capture vital SOGI information appropriately. "As an EHR developer, our job is to provide the tools that allow our organizations to provide the best, most respectful, and safest experience for all of their patients. Capturing and using this data is the right thing to do," said Campbell.

Now it is up to the healthcare organizations to adopt these tools and start collecting this information. According to Campbell, so far only 10-20% of all Epic customers have turned on the SOGI data collection feature. Forty-eight percent of the HEI 2018 participants use Epic as their primary EHR. Of those participants that use Epic, 65% are collecting gender identity data and 50% are collecting sexual orientation data. As the healthcare organizations that are most concerned about providing LGBTQ-competent care in the country, it is not surprising that HEI participants are at the forefront of adopting this change. As the Meaningful Use Stage 3 deadline approaches, we hope that other EHR vendors will embrace the SOGI data collection functionality in the way that Epic has and that more healthcare organizations will adopt these vital measures.

"As an EHR developer, our job is to provide the tools that allow our organizations to provide the best, most respectful, and safest experience for all of their patients. Capturing and using this data is the right thing to do."

Janet Campbell
Vice President of Patient
Engagement at Epic

Medical Decision-Making



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 **87%** indicated that they explicitly inform patients of their right to designate any person as medical decision-maker, only **31%** include LGBTQ-specific information in employee training about patient decision-making.

Healthcare organizations have sometimes failed to honor LGBTQ patients' rights 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 are aware that the Centers for Medicare & Medicaid Services issued guidance in 2011 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 LGBTQ people have the same medical decision-making rights as other patients.



Employee Benefits and Policies

LGBTQ EMPLOYEES OF HEALTHCARE ORGANIZATIONS play a vital role in ensuring LGBTQ 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 equality and inclusion. It is critical that LGBTQ employees, like LGBTQ patients, receive equal treatment, particularly regarding health-related benefits and policies.

Equal Benefits

Competitive employer-provided benefits packages are critical to attracting and retaining talent. Providing LGBTQ employees and their families with inclusive benefits, from healthcare coverage to retirement investments and more, is a low-cost, high-return proposition for businesses. In addition, equitable benefits reflect the principle of equal compensation for equal work. Apart from actual wages paid, benefits account for approximately 30% on average 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 LGBTQ workers and their families is profound.

In 2015, the 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 also 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:

- **98%** maintain a definition of spouse that includes same-sex couples – this may include “legal spouse”
- **98%** require the same documentation for same-sex and different-sex couples

The HRC Foundation urges the handful of employers that require different documentation for same-sex and different-sex couples and those that maintain definitions of spouse that do not include same-sex spouses to adjust these requirements to provide equal and inclusive benefits to same-sex spouses.

Only **46%**

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

Even though same-sex marriage is now legal, HRC continues to urge employers to maintain domestic partner benefits for their workers as a sign of sustained commitment to family diversity and to protect LGBTQ employees whose rights outside the workplace are not guaranteed by law in many states.

Another way to recognize and respect family diversity is through leave policies that allow employees to take off time for issues related to their same-sex domestic partners.

73%

of HEI participants offer bereavement leave that allows employees to take time off following the death of a same-sex partner or their immediate family.

46%

of HEI participants offer FMLA-equivalent benefits that allow employees to take family and medical leave to care for same-sex partners as well as the children of a same-sex partner, regardless of biological or adoptive status.

The Case for Retaining Domestic Partner Benefits

FOLLOWING THE OBERGEFELL MARRIAGE DECISION, HRC urged employers to maintain domestic partner benefits for their workers as a sign of sustained commitment to family diversity and to protect LGBTQ employees whose rights outside the workplace are not guaranteed by law in many states. Domestic partner benefits ensure that all employees will be treated equally. In the absence of full, explicit non-discrimination protections nationwide, the Supreme Court's decision on marriage

equality does not erase the uncertainty that couples who decide to marry face in states without LGBTQ non-discrimination protections. That is why HRC is fighting for a federal LGBTQ non-discrimination bill that will address discrimination in credit, education, employment, federal funding, housing, jury service and public accommodations. HRC encourages employers to recognize the complexity of American families by committing to best practices and maintaining domestic partner benefits for their employees.



Consider this situation:

Because of the 2015 Supreme Court decision in Obergefell, a healthcare system headquartered in Maryland decides to eliminate their same-sex domestic partner benefits program nationwide. An employee in one of their South Carolina hospitals is compelled to marry in order to access healthcare benefits for her partner.

After obtaining their marriage license, a document of public record, and uploading their wedding photos to Facebook, the employee's partner is legally fired from her job because of her sexual orientation. A week later,

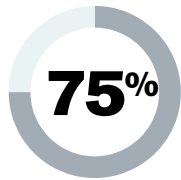
the couple is evicted from their rental home with no legal recourse.

Marriage equality leaves LGBTQ employees open to risks and vulnerabilities that their non-LGBTQ counterparts do not face given current laws prohibiting discrimination based on race, color, religion, sex, national origin, disability or age. Without complete non-discrimination protections on the basis of sexual orientation and gender identity nationwide, same-sex couples can be denied credit, housing and public accommodation once they have been "outed" by their marriage license, which is a public

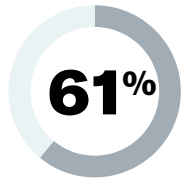
document and a matter of public record.

Employers may inadvertently expose employees and their families to risks and vulnerabilities by only offering spousal benefits and requiring marriage in order to access benefits. While there is no legal obligation to provide domestic partner benefits, employers should retain their domestic partner benefits policies and expand them (where applicable) to include all couples—same-sex and different-sex—and their families as a matter of inclusion, fairness, equal compensation and good business.

Other Support for LGBTQ Employees



of HEI participants have an organization-wide diversity and inclusion office, diversity council or working group focused on employee diversity that specifically includes LGBTQ diversity as part of its mission.



of HEI participants have an officially recognized LGBTQ employee resource group.

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

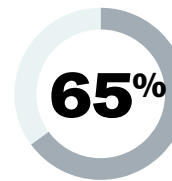
The purpose of these groups is two-fold:

- To foster a sense of community and visibility for these diverse populations within a business
- 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 are great platforms for leadership opportunities for LGBTQ and allied employees to better their own work environments. In addition, the reach of many employee resource groups 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. LGBTQ/allied employee resource groups empower employees as change agents and provide a sense of safety and acceptance for LGBTQ employees within the workplace.

Percentages of HEI participants that indicated the following types of support for LGBTQ employees:



of HEI participants have one or more openly LGBTQ people serving in a high-level leadership position that is visible organization-wide.

The presence of visible LGBTQ employees in management communicates to the LGBTQ employees of your company that their company is open and accepting and enables LGBTQ employees to be open at work, which in turn improves their engagement and retention.

Benefits and Policies Impacting Transgender Employees



of HEI participants provide all employees at least one health plan 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 transgender people. While this number is a welcome increase over previous years, healthcare facilities still lag well behind their corporate counterparts when it comes to providing this important and necessary benefit. See our feature on page 50 for more information on these important benefits.



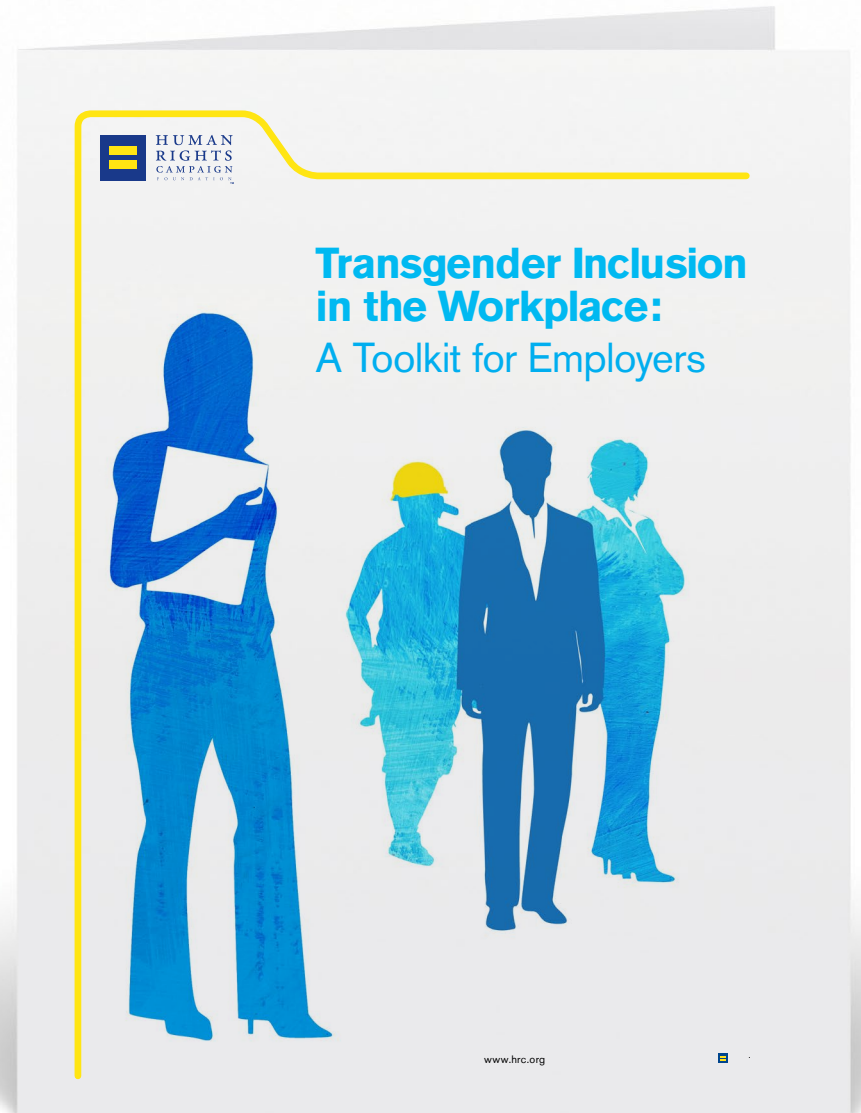
43% of HEI participants have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition.

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. To meet everyone's goal of a respectful transition process that retains the employee and individual engagement, the guidelines establish common reference points and expectations for all involved, including the transitioning employee, human resources, management and work groups. From suggestions on how to have respectful and informative conversations about 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.



The HRC Foundation's "*Transgender Inclusion in the Workplace: A Toolkit for Employers*" provides a comprehensive resource to guide employer transgender inclusion. The toolkit includes HRC's best practice advice for implementing transgender inclusive policies and practices (including sample policies) as well as guidance for implementing transgender-inclusive healthcare benefits.

Find this toolkit at hrc.org/transtoolkit



The Importance of Providing Transgender-Inclusive Health Coverage

TRANSGENER INDIVIDUALS OFTEN face a significant number of discriminatory barriers in many aspects of life. While progress has been made in advancing workplace non-discrimination protections for transgender people working in healthcare facilities, one of the most important workplace benefits, healthcare coverage, has not kept pace.

Historically, many U.S. employer-based healthcare plans have explicitly contained “transgender exclusions.” These blanket exclusions prohibit coverage for medical care related to gender transition, known as transition-related healthcare. Transition-related healthcare encompasses mental healthcare, hormone therapy, gender-affirming surgeries and other medically necessary care. These discriminatory exclusions persist despite that the nation’s top professional health associations – including the American Medical Association and the American Psychological Association – have affirmed that transition-related care is medically necessary for the health and well-being of many transgender people.

Denying this medically necessary care is detrimental to a transgender individual’s health and well-being as well as their ability to contribute in the workplace. If the intention of employer-provided healthcare is to promote a healthy and productive workforce, then providing healthcare coverage that removes these exclusions and provides affirmative transition-related care helps achieve the goal of promoting health and wellness across a diverse workforce.

A Trend Towards Inclusive Benefits

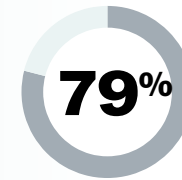
A growing number of employers are eliminating transgender exclusions and affirmatively offering transition-related healthcare coverage. The Human Rights Campaign Foundation’s Corporate Equality Index (CEI), which assesses corporate policies and

practices, tracks the number of major American private employers that offer transgender-inclusive healthcare benefits. **In the CEI 2018, 79% of rated businesses offer this important benefit. Unfortunately, hospitals continue to lag behind their corporate counterparts when it comes to the provision of this benefit: only 67% offer transgender-inclusive healthcare benefits.**

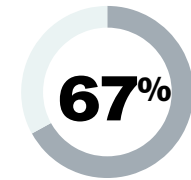
Many large corporations have successfully negotiated with their carriers to remove transgender exclusions from their health insurance policies and replace them with affirmed benefits that provide a base level of coverage for transgender medical care, including mental health counseling, hormone therapy, medical visits and surgical procedures. These efforts are particularly successful when employers provide comprehensive information to their carrier in the process.

Costs

One of the most common reasons cited for not offering this coverage is misperceptions about cost. Studies have consistently shown that the cost of providing transgender-inclusive health coverage is negligible. According to a study by The Williams Institute, 85% of responding employers who provide transgender-inclusive benefits report no cost at all.* There is a misconception that gender-affirming treatments are expensive. Like many healthcare treatments, these treatments can be prohibitively expensive for an individual, but the annualized



2018 Corporate Equality Index participants



2018 Healthcare Equality Index participants

cost to an employer’s health plan is low. This is due to extremely low utilization rates. Since such a small percentage of people undergo transition-related medical care, distributed costs are nominal or nonexistent.

Benefits

Providing transgender-inclusive health coverage is not just the right thing to do. Inclusive health coverage also brings many invaluable benefits. The Williams Institute study asked employers who provide transition-related health coverage about the benefits they receive as a result. A majority of responding employers, 60%, stated that providing inclusive health coverage makes them more competitive and improves recruitment and retention. Furthermore, 60% reported that providing transgender-inclusive benefits demonstrates and effectively communicates their commitment to fairness and equality. Moreover, employers noted that offering inclusive healthcare benefits increases employee satisfaction and morale, helps attract a diverse workforce and puts them on the “leading edge.”

* Jody L. Herman, Costs and Benefits of Providing Transition-related Health Care Coverage in Employee Health Benefits Plans: Findings from a Survey of Employers, The Williams Institute, 2013.

HEI Criteria Requirement for Transgender-Inclusive Health Insurance Coverage

BEGINNING WITH THE HEI 2019 (survey year 2018), participants will be required to have at least one firm-wide health insurance plan that affirmatively provides transgender-inclusive coverage to receive a perfect score in the HEI and obtain the “LGBTQ Healthcare Equality Leader” designation.

Participants that demonstrate that they have at least one firm-wide health insurance plan that affirmatively communicates the availability of coverage to employees for transition related treatment will receive 5 points in the Employee Benefits and Policies criteria section.

The plan must meet the following baseline criteria:

- Insurance contract must explicitly affirm coverage and contain no blanket exclusions for coverage.
- Plan documentation must be readily available to employees and must clearly communicate inclusive insurance options to employees and their eligible dependents.
- Benefits available to other employees must extend to transgender individuals. Where available for other employees, the following benefits should extend to transgender individuals, including for services related to gender transition (e.g., medically necessary services related to sex affirmation/reassignment):
 - Short-term medical leave
 - Mental health benefits
 - Pharmaceutical coverage (e.g., for hormone replacement therapies)
 - Coverage for medical visits or laboratory services
 - Coverage for reconstructive surgical procedures related to sex reassignment
 - Coverage of routine, chronic or urgent non-transition services

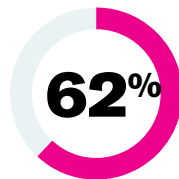
The plan must eliminate other barriers to coverage:

- No separate dollar maximums or deductibles limited to coverage of sex reassignment surgeries and related procedures.
- Explicit adequacy of network provisions apply. When the provider network has no adequate specialists (as determined by qualified area specialists), out-of-network providers will be covered at in-network rates, as well as coverage of travel and lodging to such specialists.
- No other serious limitations. On a case by case basis, other serious limitations to coverage may be deemed sufficiently counterproductive to treatment success to disqualify a plan from eligibility. Two examples: a) Limitations on the time frame for or number of surgeries per individual would eliminate a plan from consideration (e.g., no “one surgery only” or “initial surgery” limitations); b) Similarly, exclusions for reversals of sex reassignment would also be regarded as unacceptable limits to coverage.

Patient and Community Engagement

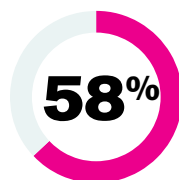
HEALTHCARE ORGANIZATIONS CAN welcome LGBTQ people in their service area by implementing community engagement initiatives like those recommended in this section.

LGBTQ Community Engagement, Marketing and Advocacy

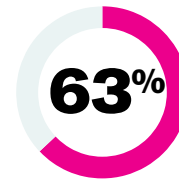


62% of HEI participants took part in or supported one or more LGBTQ-related events or initiatives in their service area

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

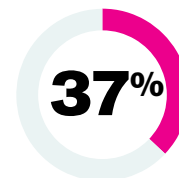


58% of HEI participants have engaged in marketing or advertising to the LGBTQ community (other than sponsorships).



63% of HEI participants have designed an LGBTQ-specific logo for use in marketing materials, promotion of LGBTQ internal or external community events or for providers and staff to wear to indicate that they are LGBTQ inclusive.

Ad campaigns, marketing, and LGBTQ specific logos publicize a hospital's values regarding LGBTQ inclusion. Increasingly, ads with authentic images of LGBTQ people appear in both LGBTQ media outlets and in the general press.



37% of HEI participants publicly supported LGBTQ equality under the law by speaking out on local, state or federal legislation or initiatives.

During the 2017 state legislative sessions, over 130 anti-LGBTQ bills proliferated across the states. In turn, businesses spoke out and rebuked attempts to undermine LGBTQ civil rights at record rates. Increasingly, hospitals and other healthcare providers are adding their voice to those that support LGBTQ equality by speaking out against anti-LGBTQ bills in their states or supporting pro-equality legislation.

Understanding the Needs of LGBTQ Patients and Community

Percentages of HEI participants that indicated how they seek to understand the needs of their LGBTQ patients and community:



Healthcare facilities can engage with the LGBTQ community in a variety of ways, such as targeted marketing or participating in or sponsoring a variety of LGBTQ related events or initiatives in their service area. Participation in a community or hospital-based LGBTQ pride celebration is one of the most popular ways to engage with the LGBTQ community.



Talk With A Doc

Discussions With Experts On LGBT Health

- Lesbian And Bisexual Health
- Transgender Cultural Competency

FREE Panel Discussions!

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HEALTH SYSTEM
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Equitable & Inclusive Care for All Patients

LGBTQ Healthcare Community Forum

San Luis Obispo County

Come meet local healthcare providers who are committed to improving the health and well-being of the LGBTQ community with sensitive and culturally competent care.

We also invite you to engage in our roundtable discussion about the state of LGBTQ healthcare in our community and the issues that matter most to our LGBTQ patients and their families.

September 13, 2017
6:30pm-8:30pm
Founders' Pavilion • Morgan Conference Room
1220 Las Tablas Road • Templeton

Refreshments served.
Please call to reserve your seat, space is limited.
844-864-6089

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Get it checked. It's time for your healthcare to ally your children and grandchildren. It's built for your partners and allies, your family and friends. It's time for everyone who cares deeply about you. So please get your heart checked. Stay close. For you. For your relationships and the people who support you. One of the best ways to support your heart is to get it checked. Call 800-368-8789.

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Caring for the transgender community is important to us.

The accommodations patients of all ages and at all stages of the transitioning process will provide a wide variety of transgender health care services, including:

- Primary and preventative care
- Gender-affirming hormone therapy
- Gender-affirming surgery and gender-affirming procedures
- Gender-affirming mental health services
- Health and wellness education
- Health and wellness referrals
- Health and wellness resources
- Patient services

Northwell
Health

PRIDE 2017

Pre-March Mixer and T-shirt Pickup
Saturday, April 22
8-8 pm
34th St. One World, East Side

Prize March
Sunday, April 23
10am-12pm
East Side

Register

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At the heart of our culture is helping children with health issues. Research has shown that children with health issues are more likely to miss school and have lower academic achievement. At Children's Health System, we're committed to helping children with health issues stay in school and succeed. Our pediatric specialists have expertise in diagnosing and treating a wide range of health issues. We're here to help you every step of the way.

Children's Health System
Your role. Our strength.

Appendix A: HEI 2018 Scoring Criteria

The Healthcare Equality Index 2018 uses a new scoring criteria that was announced in 2015 and implemented during the 2016 calendar year survey. Since it began, the HEI has successfully encouraged hospitals and other healthcare facilities across the nation to adopt LGBTQ-inclusive policies found in the “Core Four” Leader Criteria. To provide truly inclusive LGBTQ patient-centered care, healthcare facilities must also adopt many of the policies and practices that previously appeared in the Additional Best Practices sections of the HEI survey.

The HEI 2018 implements four core objectives:

- Ensure foundational protection for patients, visitors and staff in patient and staff policies and provide cultural competency training on LGBTQ inclusion
- Demonstrate progress toward inclusion on LGBTQ patient care and support
- Cultivate an inclusive workforce by providing LGBTQ-inclusive employee support and benefits
- Demonstrate public commitment to the LGBTQ community

CRITERIA 1	NON-DISCRIMINATION AND STAFF TRAINING	40 Points Total
	This section encompasses what was previously considered the Core Four Leader Criteria. All questions in this section are scored and must be met in order to obtain the “LGBTQ Healthcare Equality Leader” designation.	
	Patient Non-Discrimination	
	a. LGBTQ-Inclusive Patient Non-Discrimination Policy <ul style="list-style-type: none"> ● Policy must include the terms “sexual orientation” and “gender identity” 	5 points
	b. Patient Non-Discrimination Policy is communicated to patients and staff <ul style="list-style-type: none"> ● Policy is shared with the public in two ways, typically online and in-print ● Policy is shared with staff in at least one way 	5 points
	Visitation Non-Discrimination	
	a. Equal Visitation Policy <ul style="list-style-type: none"> ● Policy must allow the patient’s visitor of their choice 	5 points
	b. Equal Visitation Policy is communicated to patients and staff <ul style="list-style-type: none"> ● Policy is shared with the public in two ways, typically online and in-print ● Policy is shared with staff in at least one way 	5 points
	Employment Non-Discrimination	
	a. LGBTQ-Inclusive Employment Non-Discrimination Policy <ul style="list-style-type: none"> ● Policy must include the terms “sexual orientation” and “gender identity” 	5 points
	b. Employment Non-Discrimination Policy is shared with the public <ul style="list-style-type: none"> ● Policy is shared with the public in at least one way 	5 points
	Staff Training	
	a. Training in LGBTQ Patient-Centered Care <ul style="list-style-type: none"> ● For first year facilities, senior executives must complete the Executive Briefing training provided by the HEI OR returning facilities must complete at least 25 hours of staff training in LGBTQ-related topics, either clinical or broader training 	5 points
	b. HEI training options are promoted to staff <ul style="list-style-type: none"> ● Facilities must make training options available through the HEI known to staff throughout their facility 	5 points

CRITERIA 2**PATIENT SERVICES AND SUPPORT****30 Points Total**

Four sections compose this criterion: LGBTQ Patient Services and Support, Transgender Patient Services and Support, Patient Self-Identification, and Medical Decision-Making. **This section contains 19 scored questions. In order to receive the full 30 points, a facility must have implemented at least 10 or more of these best practices from any of the subsections. Facilities that have implemented five to nine of these best practices receive a partial score of 15 for this criterion.**

LGBTQ Patient Services and Support**Planning to Serve LGBTQ Populations**

- Have a written strategy or plan for reducing health disparities among LGBTQ patients and/or incorporate LGBTQ patients into your plan for reducing all patient disparities
- Review clinical services to identify LGBTQ-related gaps in addition to racial, ethnic and linguistic concerns

Serving LGBTQ Populations

- Make LGBTQ-knowledgeable and -friendly providers known to interested patients
- Provide some LGBTQ-specific clinical services
- Have an LGBTQ-focused office or ombudsman
- Provide LGBTQ-related health information on the facility's website
- Create a brochure or other print material that supports LGBTQ patients
- Make external LGBTQ health resources available to patients

Transgender Patient Services and Support

- Have a written policy (or policies) that specifically outlines procedures and practices aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients
- Offer some transgender-specific clinical services
- Train and clearly designate at least one employee at an appropriate level of skill to serve as a transgender patient navigator or coordinate peer accompaniment for transgender patients
- Create gender-neutral restrooms or update existing restrooms to be all-gender

Patient Self-Identification**Collecting Information About Sexual Orientation and Gender Identity**

- Have electronic health records that offer explicit options to capture patient's current gender identity if it differs from the sex they were assigned at birth
- Use a two-question process to collect gender identity information (i.e., first ask current gender identity and then ask sex assigned at birth)
- Have electronic health records that offer explicit options for capturing patient's sexual orientation if they choose to volunteer that information
- Train employees to remind them that LGBTQ status is confidential patient information

Providing LGBTQ Family Inclusive Health Records

- Have electronic health records that offer explicit options for recording parents that are inclusive of same-sex parents and other diverse families
- Have electronic health records that offer explicit options for recording relationship status with an unmarried partner

Medical Decision-Making

- Explicitly inform patients of their right to designate a person of their choice, including a same-sex partner, as medical decision-maker

10 or more initiatives = 30 points**5 to 9 initiatives = 15 points**

CRITERIA 3**EMPLOYEE BENEFITS AND POLICIES****20 Points Total**

This section focuses on how a facility treats its LGBTQ employees.

This section contains 16 scored questions. In order to receive the full 20 points, a facility must have implemented at least 6 or more of these best practices. Facilities that have implemented 3 to 5 of these best practices receive a partial score of 10 for this criterion.

a. Equal Benefits

- Health insurance policy's definition of spouse includes same-sex spouses
- Same documentation is required for enrollment of same- and opposite-sex spouses
- Healthcare benefits are provided to same-sex domestic partners
- COBRA-equivalent benefits are provided to same-sex domestic partners

b. Other "Soft" Benefits (These must include parity between employees with spouses and those with domestic partners in the provision of the following benefits.)

- FMLA leave or equivalent for partners
- Bereavement leave in the event of the death of a partner or partner's dependents
- Employer-provided supplemental life insurance for a partner
- Discounts for employee's spouse

To receive credit, a facility must offer parity of benefits between spouses and same-sex domestic partners. If you provide a benefit to spouses, you must also provide the same benefit to same-sex domestic partners. You would also receive credit if you do not provide the benefit to either spouses or domestic partners.

**6 or more
initiatives =
20 points**

c. Benefits and Policies Impacting Transgender Employees

- Provide at least one health plan to all employees that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment
- Have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition
- Train and clearly designate at least one employee at an appropriate level of skill to serve as an adviser/advocate for transgender employees, particularly those transitioning on the job

**3 to 5
initiatives =
10 points**

d. Additional Support for LGBTQ Employees

- Officially recognize an LGBTQ employee resource group
- Have anonymous employee engagement or climate surveys that allow employees the option to identify as LGBTQ
- Have anonymous employee engagement or climate surveys that include question(s) related to LGBTQ concerns
- Commemorate an "LGBTQ Holiday" at the facility
- Have explicitly LGBTQ-inclusive hiring efforts

Please see page 51 for an important change to Criteria 3 coming to the HEI 2019 (to be surveyed in 2018)

Appendix B: HEI 2018 Criteria and Score Breakdown by Facility

KEY: Facilities listed by state, then city | dark color = HEI 2018 Participant | gray color = HEI 2016 or 2017 Participant/Unofficial Score
 ●/● Full Score | ●/○ Partial Score | ○/○ No Score | ● -25 points | blank space = not applicable
 🇺🇸 2018 LGBTQ Healthcare Equality Leader | ★ Top Performer


Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
ALABAMA													
	Medical West	Bessemer	UAB Health System	●	●	●	○	●	○	○		45	55
	Cooper Green Mercy Health Services	Birmingham		●	●	●	○	●	○	○		45	60
🇺🇸	University of Alabama Hospital	Birmingham	UAB Health System	●	●	●	●	●	●	●		100	100
🇺🇸	VA Birmingham Medical Center	Birmingham	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Crestwood Medical Center	Huntsville	Community Health Systems, Inc.	●	●	●	●	○	○	○		30	35
	VA Central Alabama Veterans Health Care System	Montgomery	Veterans Health Administration	●	●	●	●	●	●	○		70	55
★	VA Tuscaloosa Medical Center	Tuscaloosa	Veterans Health Administration	●	●	●	●	●	●	●		95	50
ALASKA													
	Providence Family Medicine Center	Anchorage	Providence Health & Services	●	●	○	●	○	○	○		30	
★	VA Alaska Healthcare System	Anchorage	Veterans Health Administration	●	●	●	●	●	●	●		85	85
ARIZONA													
	Abrazo Scottsdale Campus	Phoenix	TENET Healthcare Corporation	●	●	●	●	○	●	○		45	65
★	Adelante Healthcare	Phoenix		●		●	●	●	●	●		85	
	Mayo Clinic Hospital	Phoenix	Mayo Clinic	●	●	●	●	●	●	●		75	90
	Mountain Park Health Center	Phoenix		●		●	○	○	●	○		40	80
	VA Phoenix Health Care System	Phoenix	Veterans Health Administration	●	●	●	○	●	●	●		75	
	VA Northern Arizona Health Care System	Prescott	Veterans Health Administration	●	●	●	○	●	○	○		40	70
🇺🇸	El Rio Community Health Center	Tucson		●		●	●	●	●	●		100	100
★	VA Southern Arizona Health Care System	Tucson	Veterans Health Administration	●	●	●	●	●	●	●		95	90
ARKANSAS													
🇺🇸	VA Health Care System of the Ozarks	Fayetteville	Veterans Health Administration	●	●	●	●	●	●	●		100	100
★	Arkansas Children's Hospital	Little Rock		●	●	●	●	●	●	●		80	55
🇺🇸	UAMS Medical Center	Little Rock		●	●	●	●	●	●	●		100	90
🇺🇸	VA Central Arkansas Veterans Healthcare System	Little Rock	Veterans Health Administration	●	●	●	●	●	●	●		100	95
CALIFORNIA													
🇺🇸	Kaiser Permanente Orange County Anaheim Medical Center	Anaheim	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🇺🇸	Kaiser Permanente Antioch Medical Center	Antioch	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🇺🇸	Sutter Delta Medical Center	Antioch	Sutter Health	●	●	●	●	●	●	●		100	100
🇺🇸	Sutter Auburn Faith Hospital	Auburn	Sutter Health	●	●	●	●	●	●	●		100	100
























Appendix B: HEI 2018 Criteria and Score Breakdown by Facility

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 🏳️ 2018 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
★	Mercy Bakersfield - Downtown	Bakersfield	Dignity Health	●	●	●	●	●	●	●		95	
🏳️	Kaiser Permanente Baldwin Park Medical Center	Baldwin Park	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	University Health Services (Tang Center)	Berkeley		●		●	○	●	●	●		85	100
🏳️	Mills-Peninsula Medical Center	Burlingame	Sutter Health	●	●	●	●	●	●	●		100	100
	Naval Hospital Camp Pendleton	Camp Pendleton	Bureau of Medicine and Surgery, Department of the Navy	●	●	●	○	●	●	○		80	90
🏳️	Eden Medical Center	Castro Valley	Sutter Health	●	●	●	●	●	●	●		100	100
	Scripps Mercy Hospital, Chula Vista campus	Chula Vista	Scripps Health	●	●	●	○	○	●	○		40	75
	Sharp Chula Vista Medical Center	Chula Vista	Sharp HealthCare	●	●	●	●	●	●	●		65	40
🏳️	John Muir Behavioral Health Center	Concord	John Muir Health	●	●	●	●	●	●	●		100	65
🏳️	John Muir Medical Center, Concord	Concord	John Muir Health	●	●	●	●	●	●	●		100	70
🏳️	Sutter Coast Hospital	Crescent City	Sutter Health	●	●	●	●	●	●	●		100	100
🏳️	Sutter Davis Hospital	Davis	Sutter Health	●	●	●	●	●	●	●		100	100
🏳️	Kaiser Permanente Downey Medical Center	Downey	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️	City of Hope's National Medical Center	Duarte		●	●	●	●	●	●	●		100	100
	Scripps Memorial Hospital Encinitas	Encinitas	Scripps Health	●	●	●	○	○	●	○		40	75
🏳️	Kaiser Permanente Fontana Medical Center	Fontana	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️	Kaiser Permanente Fremont Medical Center	Fremont	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️	Kaiser Permanente Fresno Medical Center	Fresno	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️	USC Verdugo Hills Hospital	Glendale	Keck Medicine of USC	●	●	●	●	●	●	●		100	85
	Adventist Medical Center - Hanford	Hanford	Adventist Health	●	●	●	●	●	●	○		60	40
🏳️	Kaiser Permanente South Bay Medical Center	Harbor City	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️	Kaiser Permanente Orange County Irvine Medical Center	Irvine	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️	Sutter Amador Hospital	Jackson	Sutter Health	●	●	●	●	●	●	●		100	100
	Scripps Green Hospital	La Jolla	Scripps Health	●	●	●	○	○	●	○		40	75
	Scripps Memorial Hospital La Jolla	La Jolla	Scripps Health	●	●	●	○	○	●	○		40	75
	Sharp Grossmont Hospital	La Mesa	Sharp HealthCare	●	●	●	●	●	●	●		65	40
🏳️	Sutter Lakeside Hospital	Lakeport	Sutter Health	●	●	●	●	●	●	●		100	100
	VA Loma Linda Healthcare System	Loma Linda	Veterans Health Administration	●	●	●	○	○	●	●		70	95
🏳️	St. Mary's Medical Center - Long Beach	Long Beach	Dignity Health	●	●	●	●	●	●	●		100	100

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 2018 LGBTQ Healthcare Equality Leader |  Top Performer


Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	VA Long Beach Healthcare System	Long Beach	Veterans Health Administration	●	●	●	○	○	○		60	75	
	Cedars-Sinai Medical Center	Los Angeles	Cedars-Sinai	●	●	●	●	●	●		75	75	
	Children's Hospital Los Angeles	Los Angeles		●	●	●	●	●	●		100	95	
	Kaiser Permanente Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●		100	100	
	Kaiser Permanente West Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●		100	100	
	Keck Medical Center of USC	Los Angeles	Keck Medicine of USC	●	●	●	●	●	●		100	85	
	LAC-USC Medical Center	Los Angeles	Los Angeles County-Department of Health Services	●	●	●	●	●	●		95	100	
	Los Angeles LGBT Center	Los Angeles		●		●	●	●	●		100	100	
	Orthopaedic Institute for Children	Los Angeles		●		●	●	○	○		45	45	
	Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	UCLA Health System	●	●	●	●	●	●		100	100	
	Ronald Reagan UCLA Medical Center	Los Angeles	UCLA Health System	●	●	●	●	●	●		100	100	
	UCLA Arthur Ashe Student Health & Wellness Center	Los Angeles	UCLA Health System	●		●	●	●	●		100	85	
	UCLA Mattel Children's Hospital	Los Angeles	UCLA Health System	●	●	●	●	●	●		100	100	
	Memorial Hospital Los Banos	Los Banos	Sutter Health	●	●	●	●	●	●		100	100	
	Kaiser Permanente Manteca Medical Center	Manteca	Kaiser Permanente	●	●	●	●	●	●		100	100	
	Contra Costa Behavioral Health Division	Martinez	Contra Costa Health Services	●	●	●	●	●	●		100	100	
	Contra Costa Regional Medical Center	Martinez	Contra Costa Health Services	●	●	●	●	●	●		100	100	
	VA Northern California Health Care System	Mather	Veterans Health Administration	●	●	●	○	○	○		45	60	
	Kaiser Permanente Modesto Medical Center	Modesto	Kaiser Permanente	●	●	●	●	●	●		100	100	
	Memorial Medical Center	Modesto	Sutter Health	●	●	●	●	●	●		100	100	
	Kaiser Permanente Moreno Valley Medical Center	Moreno Valley	Kaiser Permanente	●	●	●	●	●	●		100	100	
	El Camino Hospital	Mountain View		●	●	●	●	●	●		100	100	
	Hoag Memorial Hospital Presbyterian	Newport Beach	Providence St. Joseph Health	●	●	●	○	○	○		50	50	
	Sutter Novato Community Hospital	Novato	Sutter Health	●	●	●	●	●	●		100	100	
	Alta Bates Summit Medical Center	Oakland	Sutter Health	●	●	●	●	●	●		100	100	
	Kaiser Permanente Oakland Medical Center	Oakland	Kaiser Permanente	●	●	●	●	●	●		100	100	
	Kaiser Permanente Ontario Medical Center	Ontario	Kaiser Permanente	●	●	●	●	●	●		100	100	
	Desert Regional Medical Center	Palm Springs	TENET Healthcare Corporation	●	●	●	●	●	●		100	100	



















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Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
🏠	Stanford Health Care	Palo Alto	Stanford Health Care	●	●	●	●	●	●	●		100	100
🏠	VA Palo Alto Health Care System	Palo Alto	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente Panorama City Medical Center	Panorama City	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Eisenhower Medical Center	Rancho Mirage		●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente Redwood City Medical Center	Redwood City	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Adventist Medical Center-Reedley	Reedley	Adventist Health	●	●	●	●	●	●	○		60	40
🏠	Kaiser Permanente Richmond Medical Center	Richmond	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente Riverside Medical Center	Riverside	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente Roseville Medical Center	Roseville	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Sutter Roseville Medical Center	Roseville	Sutter Health	●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente South Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Sutter Medical Center, Sacramento	Sacramento	Sutter Health	●	●	●	●	●	●	●		100	100
🏠	Sutter Medical Foundation	Sacramento	Sutter Health	●		●	●	●	●	●		100	100
🏠	UC Davis Medical Center	Sacramento	University of California Systemwide Administration	●	●	●	●	●	●	●		100	100
🏠	Family Health Centers of San Diego	San Diego		●		●	●	●	●	●		100	
🏠	Kaiser Permanente San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Scripps Mercy Hospital, San Diego Campus	San Diego	Scripps Health	●	●	●	○	●	●	○		55	75
	Sharp Memorial Hospital	San Diego	Sharp HealthCare	●	●	●	●	●	●	●		75	40
🏠	UC San Diego Health System	San Diego	University of California Systemwide Administration	●	●	●	●	●	●	●		100	100
🏠	VA San Diego Healthcare System	San Diego	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏠	Kaiser Permanente San Francisco Medical Center	San Francisco	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏠	Sutter California Pacific Medical Center	San Francisco	Sutter Health	●	●	●	●	●	●	●		100	100
🏠	UCSF Medical Center	San Francisco	University of California Systemwide Administration	●	●	●	●	●	●	●		100	100
★	VA San Francisco Medical Center	San Francisco	Veterans Health Administration	●	●	●	●	●	●	●		80	80
🏠	Kaiser Permanente San Jose Medical Center	San Jose	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Santa Clara Valley Medical Center	San Jose	Santa Clara Valley Health and Hospital System	●	●	●	●	●	●	●		60	100
🏠	Kaiser Permanente San Leandro Medical Center	San Leandro	Kaiser Permanente	●	●	●	●	●	●	●		100	100

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Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	Kaiser Permanente San Rafael Medical Center	San Rafael	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Kaiser Permanente Santa Clara Medical Center	Santa Clara	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Palo Alto Medical Foundation	Santa Cruz	Sutter Health	●		●	●	●	●	●		100	100
	Sutter Maternity and Surgery Center of Santa Cruz	Santa Cruz	Sutter Health	●	●	●	●	●	●	●		100	100
	Santa Monica-UCLA Medical Center and Orthopaedic Hospital	Santa Monica	University of California Systemwide Administration	●	●	●	●	●	●	●		100	100
	Kaiser Permanente Santa Rosa Medical Center	Santa Rosa	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Sutter Santa Rosa Regional Hospital	Santa Rosa	Sutter Health	●	●	●	●	●	●	●		100	100
	Adventist Medical Center - Selma	Selma	Adventist Health	●	●	●	●	●	●	○		60	40
	Kaiser Permanente South San Francisco Medical Center	South San Francisco	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Twin Cities Community Hospital	Templeton	TENET Healthcare Corporation	●	●	●	●	●	●	●		100	
	Sutter Tracy Community Hospital	Tracy	Sutter Health	●	●	●	●	●	●	●		100	100
	Kaiser Permanente Vacaville Medical Center	Vacaville	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Kaiser Permanente Vallejo Medical Center	Vallejo	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Sutter Solano Medical Center	Vallejo	Sutter Health	●	●	●	●	●	●	●		100	100
	John Muir Medical Center, Walnut Creek	Walnut Creek	John Muir Health	●	●	●	●	●	●	●		100	70
	Kaiser Permanente Walnut Creek Medical Center	Walnut Creek	Kaiser Permanente	●	●	●	●	●	●	●		100	100
	Kaiser Permanente Woodland Hills Medical Center	Woodland Hills	Kaiser Permanente	●	●	●	●	●	●	●		100	100
COLORADO													
	Children's Hospital Colorado	Aurora		●	●	●	○	●	●	●		75	50
	Denver Health Medical Center	Denver	Denver Health and Hospital Authority	●	●	●	●	●	●	●		100	100
	Presbyterian - St. Luke's Medical Center	Denver	HCA Healthcare	●	●	●	●	●	●	○		70	
	VA Eastern Colorado Health Care System	Denver	Veterans Health Administration	●	●	●	●	●	●	●		70	65
	Craig Hospital	Englewood		●	●	●	○	○	○	○		30	40
	St. Anthony Summit Medical Center	Frisco	Catholic Health Initiatives	●	●	○	○	○	○	○		10	15
	VA Grand Junction Medical Center	Grand Junction	Veterans Health Administration	●	●	●	○	●	●	●		60	90
	St. Anthony Hospital	Lakewood	Catholic Health Initiatives	●	●	○	○	○	○	○		10	20
CONNECTICUT													
★	Bridgeport Hospital	Bridgeport	Yale New Haven Health	●	●	●	●	●	●	●		95	75
	Bristol Hospital	Bristol		●	●	●	●	●	●	●		100	60

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				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts			
★	Greenwich Hospital	Greenwich	Yale New Haven Health	●	●	●	●	●		95	65
🇺🇸	Middlesex Hospital	Middletown		●	●	●	●	●		100	100
★	Yale-New Haven Hospital	New Haven	Yale New Haven Health	●	●	●	●	●		95	95
🇺🇸	Reproductive Medicine Associates of Connecticut	Norwalk	Reproductive Medicine Associates	●		●	●	●		100	100
🇺🇸	VA Connecticut Health Care System	West Haven	Veterans Health Administration	●	●	●	●	●		100	100
DELAWARE											
🇺🇸	Bayhealth Kent General Hospital	Dover	Bayhealth	●	●	●	●	●		100	80
	Beebe Healthcare	Lewes		●	●	●	●	○	●	75	75
🇺🇸	Bayhealth Milford Memorial Hospital	Milford	Bayhealth	●	●	●	●	●		100	80
🇺🇸	Christiana Care - Christiana Hospital	Newark	Christiana Care Health System	●	●	●	●	●		100	100
	Nanticoke Memorial Hospital	Seaford		●	●	●	○	○	○	30	40
🇺🇸	Alfred I. duPont Hospital for Children	Wilmington	Nemours	●	●	●	●	●		100	80
🇺🇸	Christiana Care - Wilmington Hospital	Wilmington	Christiana Care Health System	●	●	●	●	●		100	100
	VA Wilmington Medical Center	Wilmington	Veterans Health Administration	●	●	●	○	○		70	75
DISTRICT OF COLUMBIA											
	Howard University Hospital	Washington		●	●	●	○	○	○	30	30
	MedStar National Rehabilitation Hospital	Washington	MedStar Health	●	●	●	○	○	○	40	50
★	MedStar Washington Hospital Center	Washington	MedStar Health	●	●	●	●	●	●	90	55
	Sibley Memorial Hospital	Washington	Johns Hopkins Health System	●	●	●	○	○	○	60	90
★	VA Washington DC Medical Center	Washington	Veterans Health Administration	●	●	●	●	●	●	95	85
🇺🇸	Whitman-Walker Health	Washington		●		●	●	●		100	100
FLORIDA											
🇺🇸	VA Bay Pines Healthcare System	Bay Pines	Veterans Health Administration	●	●	●	●	●		100	100
	Boca Raton Regional Hospital	Boca Raton		●	●	●	●	○	○	45	25
★	Baptist Medical Center Nassau	Fernandina Beach	Baptist Health	●	●	●	●	●	●	90	35
★	Broward Health Imperial Point	Fort Lauderdale	Broward Health	●	●	●	●	○	○	85	
★	Florida Medical Center - A Campus of North Shore	Fort Lauderdale	TENET Healthcare Corporation	●	●	●	●	●	●	85	100
🇺🇸	VA North Florida/South Georgia Veterans Healthcare System	Gainesville	Veterans Health Administration	●	●	●	●	●	●	100	95
★	Baptist Medical Center Jacksonville	Jacksonville	Baptist Health	●	●	●	●	●	●	90	35

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Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
★	Baptist Medical Center South	Jacksonville	Baptist Health	●	●	●	●	●	●	●		90	35
	Mayo Clinic Hospital	Jacksonville	Mayo Clinic	●	●	●	●	●	●	●		75	85
★	Wolfson Children's Hospital	Jacksonville	Baptist Health	●	●	●	●	●	●	●		90	40
★	Baptist Medical Center Beaches	Jacksonville Beach	Baptist Health	●	●	●	●	●	●	●		90	35
	Poinciana Medical Center	Kissimmee	HCA Healthcare	●	●	●	○	○	○	○		25	35
	Largo Medical Center	Largo	HCA Healthcare	●	●	●	●	●	●	○		75	75
	Care Resource	Miami		●		●	○	●	●	●		60	100
🏳️‍🌈	Holtz Children's Hospital & JMH Women's Services	Miami	Jackson Health System	●	●	●	●	●	●	●		100	85
🏳️‍🌈	Jackson Behavioral Health Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●		100	85
🏳️‍🌈	Jackson Memorial Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●		100	85
🏳️‍🌈	Jackson Rehabilitation Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●		100	85
🏳️‍🌈	Jackson South Medical Center	Miami	Jackson Health System	●	●	●	●	●	●	●		100	85
	North Shore Medical Center	Miami	TENET Healthcare Corporation	●	●	●	○	●	●	○		55	65
🏳️‍🌈	University of Miami Hospital	Miami	University of Miami Health System	●	●	●	●	●	●	●		100	100
🏳️‍🌈	VA Miami Healthcare System	Miami	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Jackson North Medical Center	North Miami Beach	Jackson Health System	●	●	●	●	●	●	●		100	85
	Health Central Hospital	Ocoee	Orlando Health	●	●	●	○	●	○	○		45	55
🏳️‍🌈	VA Orlando Medical Center	Orlando	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Westside Regional Medical Center	Plantation	HCA Healthcare	●	●	●	○	○	○	○		30	40
	All Children's Hospital	St. Petersburg	Johns Hopkins Health System	●	●	●	○	○	○	○		30	45
🏳️‍🌈	St. Petersburg General Hospital	St. Petersburg	HCA Healthcare	●	●	●	●	●	●	●		100	100
	Tallahassee Memorial HealthCare	Tallahassee		●	●	●	○	○	○	○		20	50
🏳️‍🌈	H. Lee Moffitt Cancer Center and Research Institute	Tampa		●	●	●	●	●	●	●		100	100
🏳️‍🌈	VA James A. Haley Veterans Hospital	Tampa	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏳️‍🌈	VA West Palm Beach Medical Center	West Palm Beach	Veterans Health Administration	●	●	●	●	●	●	●		100	65
🏳️‍🌈	Cleveland Clinic Florida	Weston	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
GEORGIA													
	Atlanta Medical Center	Atlanta	WellStar Health System	●	●	●	○	○	○	○		30	50
★	Emory University Hospital	Atlanta	Emory Healthcare	●	●	●	●	●	●	●		85	85

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









●/● Full Score | ●/○ Partial Score | ○/○ No Score | ● -25 points | blank space = not applicable

🇺🇸 2018 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1		2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score	
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts				Employee Benefits and Policies 20 pts
	Grady Memorial Hospital	Atlanta	Grady Health System	●	●	●	○	●	●	●	80	90
	Piedmont Hospital	Atlanta	Piedmont Healthcare	●	●	●	○	○	●	○	40	65
	AU Medical Center	Augusta		●	●	●	○	○	●	○	35	50
	VA Charlie Norwood Medical Center	Augusta	Veterans Health Administration	●	●	●	○	●	○	●	50	65
	VA Atlanta Medical Center	Decatur	Veterans Health Administration	○	○	○	○	○	○	○	0	10
★	VA Carl Vinson Medical Center	Dublin	Veterans Health Administration	●	●	●	●	●	●	●	85	90
★	Emory University Orthopaedics and Spine Hospital	Tucker	Emory Healthcare	●	●	●	●	●	●	●	85	55
HAWAII												
	🇺🇸 Kaiser Permanente Moanalua Medical Center	Honolulu	Kaiser Permanente	●	●	●	●	●	●	●	100	100
	🇺🇸 VA Pacific Islands Health Care System	Honolulu	Veterans Health Administration	●		●	●	●	●	●	100	100
ILLINOIS												
★	Advocate Good Shepherd Hospital	Barrington	Advocate Health Care	●	●	●	●	●	●	○	95	40
	🇺🇸 Advocate Illinois Masonic Medical Center	Chicago	Advocate Health Care	●	●	●	●	●	●	●	100	100
	Advocate Trinity Hospital	Chicago	Advocate Health Care	●	●	●	○	○	●	○	40	50
	🇺🇸 Ann & Robert H. Lurie Children's Hospital of Chicago	Chicago		●	●	●	●	●	●	●	100	100
	🇺🇸 Howard Brown Health Center	Chicago		●		●	●	●	●	●	100	100
	🇺🇸 Northwestern Memorial Hospital	Chicago	Northwestern Memorial HealthCare	●	●	●	●	●	●	●	100	100
	🇺🇸 Rush University Medical Center	Chicago	Rush University Medical Center	●	●	●	●	●	●	●	100	100
	🇺🇸 University of Chicago Medical Center	Chicago	University of Chicago Medicine	●	●	●	●	●	●	●	100	100
	🇺🇸 University of Illinois Hospital & Health Sciences System	Chicago	University of Illinois Hospital and Health Sciences System	●	●	●	●	●	●	●	100	100
★	VA Jesse Brown Medical Center	Chicago	Veterans Health Administration	●	●	●	●	●	●	●	95	100
	🇺🇸 VA Illiana Health Care System	Danville	Veterans Health Administration	●	●	●	●	●	●	●	100	100
★	Northwestern Medicine Kishwaukee Hospital	DeKalb	Northwestern Memorial HealthCare	●	●	●	●	●	●	○	85	
	Advocate Good Samaritan Hospital	Downers Grove	Advocate Health Care	●	●	●	●	○	●	○	45	40
	Advocate Sherman Hospital	Elgin	Advocate Health Care	●	●	●	●	○	●	○	50	40
★	Northwestern Medicine Delnor Hospital	Geneva	Northwestern Memorial HealthCare	●	●	●	●	●	●	●	85	75
	Advocate South Suburban Hospital	Hazel Crest	Advocate Health Care	●	●	●	○	○	●	○	40	50
	🇺🇸 VA Edward Hines Jr. Hospital	Hines	Veterans Health Administration	●	●	●	●	●	●	●	100	85
★	Northwestern Medicine Lake Forest Hospital	Lake Forest	Northwestern Memorial HealthCare	●	●	●	●	●	●	○	85	100

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	Advocate Condell Medical Center	Libertyville	Advocate Health Care	●	●	●	●	●	●	●		75	50
	Advocate BroMenn Medical Center	Normal	Advocate Health Care	●	●	●	●	●	●	●		70	65
★	VA Captain James A. Lovell Federal Health Care Center	North Chicago	Veterans Health Administration	●	●	●	●	●	●	●		95	85
★	Advocate Children's Hospital	Oak Lawn	Advocate Health Care	●	●	●	●	●	●	●		85	65
	Advocate Christ Medical Center	Oak Lawn	Advocate Health Care	●	●	●	●	●	●	○		60	65
	Rush Oak Park Hospital	Oak Park	Rush University Medical Center	●	●	●	●	●	●	●		100	100
	Advocate Lutheran General Hospital	Park Ridge	Advocate Health Care	●	●	●	●	●	●	○		65	40
★	Marianjoy Rehabilitation Hospital	Wheaton	Northwestern Memorial HealthCare	●	●	●	●	●	●	●		85	
★	Northwestern Medicine Central DuPage Hospital	Winfield	Northwestern Memorial HealthCare	●	●	●	●	●	●	●		85	75
INDIANA													
	VA Northern Indiana Health Care System	Fort Wayne	Veterans Health Administration	●	●	●	●	●	●	●		100	45
	Eskenazi Hospital	Indianapolis		●	●	●	●	●	●	●		100	95
	IU Health University Hospital	Indianapolis	Indiana University Health	●	●	○	●	●	●	●		65	60
★	Planned Parenthood of Indiana and Kentucky	Indianapolis	Planned Parenthood Federation of America	●		●	●	●	●	●		90	
	Riley Hospital for Children at Indiana University Health	Indianapolis	Indiana University Health	●	●	○	○	●	●	○		45	50
	VA Richard L. Roudebush Medical Center	Indianapolis	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Indiana University Health Ball Memorial Hospital	Muncie	Indiana University Health	●	●	●	●	●	●	●		100	100
	Community Hospital	Munster	Community Healthcare System	●	●	●	●	●	○	○		55	35
IOWA													
	Planned Parenthood of the Heartland	Des Moines	Planned Parenthood Federation of America	●		●	●	●	●	●		100	85
	UnityPoint Health - Iowa Methodist Medical Center	Des Moines	UnityPoint Health	●	●	●	●	○	●	○		50	50
	VA Central Iowa Health Care System	Des Moines	Veterans Health Administration	●	●	●	●	●	●	○		50	95
	University of Iowa Hospitals and Clinics	Iowa City	University of Iowa Health Care	●	●	●	●	●	●	●		100	100
	VA Iowa City Health Care System	Iowa City	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Stewart Memorial Community Hospital	Lake City	UnityPoint Health	○	●	●	○	○	○	○		20	15
★	UnityPoint Health - Allen Hospital	Waterloo	UnityPoint Health	●	●	●	●	●	●	●		85	
KANSAS													
	Anderson County Hospital	Garnett	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	The University of Kansas Health System	Kansas City		●	●	●	●	●	●	●		100	85
	Lawrence Memorial Hospital	Lawrence		●	●	●	○	○	○	○		30	30

















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Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	🏳️ Saint Luke's Cushing Hospital	Leavenworth	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	🏳️ Children's Mercy Hospital Kansas	Overland Park	Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●		100	90
	🏳️ Saint Luke's South Hospital	Overland Park	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	VA Eastern Kansas Health Care System	Topeka	Veterans Health Administration	●	●	●	○	○	○	○		30	55
KENTUCKY													
	Our Lady of Bellefonte Hospital	Ashland	Bon Secours Health System, Inc.	●	●	●	●	○	●	○		50	60
	🏳️ Eastern State Hospital	Lexington	UK HealthCare	●	●	●	●	●	●	●		100	80
	🏳️ University of Kentucky Albert B. Chandler Hospital	Lexington		●	●	●	●	●	●	●		100	100
	🏳️ VA Lexington Medical Center	Lexington	Veterans Health Administration	●	●	●	●	●	●	●		100	85
	🏳️ Norton Audubon Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●		100	45
	🏳️ Norton Brownsboro Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●		100	25
	🏳️ Norton Cancer Institute	Louisville	Norton Healthcare	●	●	●	●	●	●	●		100	
	🏳️ Norton Children's Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●		100	
	🏳️ Norton Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●		100	20
	🏳️ Norton Women's and Children's Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●		100	40
	🏳️ VA Robley Rex Medical Center	Louisville	Veterans Health Administration	●	●	●	●	●	●	●		100	100
LOUISIANA													
	🏳️ Ochsner Medical Center - Baton Rouge	Baton Rouge	Ochsner Health System	●	●	●	●	●	●	●		100	80
	🏳️ Ochsner Medical Center West Bank Campus	Gretna	Ochsner Health System	●	●	●	●	●	●	●		100	80
	🏳️ Ochsner Medical Center - Kenner	Kenner	Ochsner Health System	●	●	●	●	●	●	●		100	85
	★ Tulane - Lakeside Hospital for Women and Children	Metairie	HCA Healthcare	●	●	●	●	●	●	●		80	70
	🏳️ CrescentCare	New Orleans		●	●	●	●	●	●	●		100	100
	🏳️ Ochsner Baptist Medical Center	New Orleans	Ochsner Health System	●	●	●	●	●	●	●		100	85
	🏳️ Ochsner Medical Center	New Orleans	Ochsner Health System	●	●	●	●	●	●	●		100	85
	★ Tulane Medical Center	New Orleans	HCA Healthcare	●	●	●	●	●	●	●		80	70
	🏳️ VA Southeast Louisiana Healthcare System	New Orleans	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	🏳️ Ochsner St. Anne Hospital	Raceland	Ochsner Health System	●	●	●	●	●	●	●		100	75
	🏳️ Ochsner Medical Center - North Shore	Slidell	Ochsner Health System	●	●	●	●	●	●	●		100	85
MAINE													
	VA Maine Medical Center	Augusta	Veterans Health Administration	●	●	●	○	○	○	○		45	90

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				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	Penobscot Community Health Care	Bangor		●		●	●	●	●	●		100	100
MARYLAND													
★	Anne Arundel Medical Center	Annapolis		●	●	●	●	○	●	○		80	50
	Bon Secours Hospital	Baltimore	Bon Secours Health System, Inc.	●	●	●	●	○	●	○		60	75
	Chase Brexton Health Services	Baltimore		●		●	●	●	●	●		100	100
	Greater Baltimore Medical Center	Baltimore		●	●	●	●	○	●	○		75	55
	Johns Hopkins Bayview Medical Center	Baltimore	Johns Hopkins Health System	●	●	●	○	○	○	○		40	50
	Johns Hopkins Hospital	Baltimore	Johns Hopkins Health System	●	●	●	○	○	○	○	●	35	40
	MedStar Franklin Square Medical Center	Baltimore	MedStar Health	●	●	●	○	○	○	○		55	65
	Planned Parenthood of Maryland	Baltimore	Planned Parenthood Federation of America	●		●	●	●	●	●		100	100
	Sinai Hospital of Baltimore	Baltimore	LifeBridge Health	●	●	●	●	●	●	●		100	75
	University of Maryland Medical Center	Baltimore	University of Maryland Medical System	●	●	●	○	○	○	○		40	50
	VA Baltimore Medical Center - Maryland Health Care System	Baltimore	Veterans Health Administration	●	●	●	●	●	●	●		100	90
	Suburban Hospital	Bethesda	Johns Hopkins Health System	●	○	●	○	○	○	○		25	35
	Walter Reed National Military Medical Center	Bethesda	Bureau of Medicine and Surgery, Department of the Navy	●	●	●	●	●	●	●		100	90
	University Health Center - University of Maryland	College Park	University of Maryland Medical System	●		●	●	●	●	●		100	100
	Howard County General Hospital	Columbia	Johns Hopkins Health System	●	●	●	○	○	○	○		45	60
	Northwest Hospital	Randallstown	LifeBridge Health	●	●	●	●	●	●	●		100	75
MASSACHUSETTS													
	VA Edith Nourse Rogers Memorial Veterans Hospital	Bedford	Veterans Health Administration	●	●	●	○	○	○	○		65	90
	Health Quarters	Beverly		●		●	●	●	●	●		100	100
	Beth Israel Deaconess Medical Center	Boston		●	●	●	●	●	●	●		100	100
	Boston Children's Hospital	Boston		●	●	●	●	●	●	●		100	100
	Boston Medical Center	Boston		●	●	●	●	●	●	●		100	100
	Brigham and Women's Faulkner Hospital	Boston	Partners HealthCare System, Inc.	●	●	●	●	●	●	●		100	95
	Brigham and Women's Hospital	Boston	Partners HealthCare System, Inc.	●	●	●	●	●	●	●		100	100
	Dana-Farber Cancer Institute	Boston		●	●	●	●	●	●	●		100	100
	Fenway Health	Boston		●		●	●	●	●	●		100	100
	Massachusetts General Hospital	Boston	Partners HealthCare System, Inc.	●	●	●	○	○	○	○		75	90

















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🏳️	South End Community Health Center	Boston		●		●	●	●		100	80
	Tufts Medical Center	Boston		○	●	●	●	○	●	50	30
🏳️	VA Boston Healthcare System	Boston	Veterans Health Administration	●	●	●	●	●	●	100	100
🏳️	Charles River Community Health	Brighton		●		●	●	●	●	100	
★	Mount Auburn Hospital	Cambridge		●	●	●	●	●	●	85	70
	Fairview Hospital	Great Barrington	Berkshire Health Systems, Inc.	●	●	●	●	●	●	75	50
	Baystate Franklin Medical Center	Greenfield	Baystate Health	●	●	●	○	●	●	60	75
	VA Central Western Massachusetts Healthcare System	Leeds	Veterans Health Administration	●	●	●	●	○	●	55	85
	Newton-Wellesley Hospital	Newton Lower Falls	Partners HealthCare System, Inc.	●	●	●	●	●	●	70	75
🏳️	Cooley Dickinson Hospital	Northampton	Partners HealthCare System, Inc.	●	●	●	●	●	●	100	100
	Baystate Wing Hospital	Palmer	Baystate Health	●	●	●	○	●	●	60	75
	Berkshire Medical Center	Pittsfield	Berkshire Health Systems, Inc.	●	●	●	●	●	●	75	70
	Baystate Medical Center	Springfield	Baystate Health	●	●	●	○	●	○	40	70
	Baystate Mary Lane Hospital	Ware	Baystate Health	●	●	●	○	●	●	60	75
	Baystate Noble Hospital	Westfield	Baystate Health	●	●	●	○	●	●	45	75
🏳️	Edward M. Kennedy Community Health Center	Worcester		●		●	●	●	●	100	100
MICHIGAN											
	Michigan Medicine	Ann Arbor		●	●	●	●	●	○	75	55
★	VA Ann Arbor Healthcare System	Ann Arbor	Veterans Health Administration	●	●	●	●	●	●	95	90
🏳️	VA Battle Creek Medical Center	Battle Creek	Veterans Health Administration	●	●	●	●	●	●	100	100
🏳️	Henry Ford Macomb Hospital	Clinton Township	Henry Ford Health System	●	●	●	●	●	●	100	85
🏳️	Henry Ford Hospital	Detroit	Henry Ford Health System	●	●	●	●	●	●	100	85
★	VA John D. Dingell Medical Center	Detroit	Veterans Health Administration	●	●	●	●	●	●	80	45
	Beaumont Hospital, Grosse Pointe	Grosse Pointe	Beaumont Health	●	●	●	●	●	○	65	50
	VA Oscar G. Johnson Medical Center	Iron Mountain	Veterans Health Administration	●	●	●	●	●	●	60	40
🏳️	Ingham Community Health Centers	Lansing		●		●	●	●	●	100	100
	Beaumont Hospital, Royal Oak	Royal Oak	Beaumont Health	●	●	●	●	●	○	70	50
★	VA Aleda E. Lutz Medical Center	Saginaw	Veterans Health Administration	●	●	●	●	●	●	95	95
	Beaumont Hospital, Troy	Troy	Beaumont Health	●	●	●	●	●	○	65	45

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	Henry Ford West Bloomfield Hospital	West Bloomfield	Henry Ford Health System	●	●	●	●	●	●	●		100	80
	Henry Ford Wyandotte Hospital	Wyandotte	Henry Ford Health System	●	●	●	●	●	●	●		100	60
MINNESOTA													
	Children's - Minneapolis	Minneapolis	Children's Hospitals and Clinics of Minnesota	●	●	●	○	○	○	○		15	40
★	Hennepin County Medical Center	Minneapolis		●	●	●	●	●	●	●		85	100
	VA Minneapolis Health Care System	Minneapolis	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Mayo Clinic Hospital	Rochester	Mayo Clinic	●	●	●	●	●	●	●		100	85
	St. Cloud Hospital	St. Cloud	CentraCare Health	●	●	●	●	●	●	●		100	
	VA St. Cloud Health Care System	St. Cloud	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Park Nicollet Methodist Hospital	St. Louis Park	HealthPartners	●	●	●	○	○	○	○		30	50
	Family Tree Clinic	St. Paul		●		●	○	●	○	●		70	100
	Regions Hospital	St. Paul	HealthPartners	●	●	●	○	●	○	○		45	60
	Lakeview Hospital	Stillwater	HealthPartners	●	●	●	○	○	○	○		30	40
MISSISSIPPI													
★	VA Gulf Coast Veterans Health Care System	Biloxi	Veterans Health Administration	●	●	○	●	●	●	●		85	75
	University of Mississippi Medical Center	Jackson	University Hospitals and Health System	●	●	●	●	●	●	●		100	85
★	VA G.V. (Sonny) Montgomery Medical Center	Jackson	Veterans Health Administration	●	●	●	●	●	●	●		95	65
MISSOURI													
	Hedrick Medical Center	Chillicothe	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	VA Harry S. Truman Memorial Hospital	Columbia	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Children's Mercy Kansas City	Kansas City	Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●		100	100
	Research Medical Center	Kansas City	HCA Healthcare	●	●	●	○	○	○	●		35	60
	Saint Luke's Hospital of Kansas City's Crittenton Children's Center	Kansas City	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	Saint Luke's Hospital of Kansas City	Kansas City	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	Saint Luke's North Hospital - Barry Road	Kansas City	Saint Luke's Health System	●	●	●	●	●	●	●		100	100
	Truman Medical Center - Hospital Hill	Kansas City	Truman Medical Centers	●	●	●	●	●	●	●		100	30
	Truman Medical Center - Lakewood	Kansas City	Truman Medical Centers	●	●	●	●	●	●	●		100	
★	VA Kansas City Medical Center	Kansas City	Veterans Health Administration	●	●	●	○	●	●	●		80	45
	Saint Luke's East Hospital	Lee's Summit	Saint Luke's Health System	●	●	●	●	●	●	●		100	100

Appendix B: HEI 2018 Criteria and Score Breakdown by Facility

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●/● Full Score | ●/○ Partial Score | ○/○ No Score | ● -25 points | blank space = not applicable

🇺🇸 2018 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1		2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts			
🇺🇸	VA John J. Pershing Medical Center	Poplar Bluff	Veterans Health Administration	●	●	●	●	●		100	95
🇺🇸	Saint Luke's North Hospital - Smithville	Smithville	Saint Luke's Health System	●	●	●	●	●		100	100
	Mosaic Life Care at St. Joseph	St. Joseph		●	●	●	○	●		55	50
★	Barnes-Jewish Hospital	St. Louis	BJC HealthCare	●	●	●	●	●		80	80
🇺🇸	St. Louis Children's Hospital	St. Louis	BJC HealthCare	●	●	●	●	●		100	95
🇺🇸	VA St. Louis Health Care System	St. Louis	Veterans Health Administration	●	●	●	●	●		100	100
🇺🇸	Wright Memorial Hospital	Trenton	Saint Luke's Health System	●	●	●	●	●		100	100
MONTANA											
	Billings Clinic	Billings		●	●	●	●	●		65	80
	VA Montana Health Care System	Fort Harrison	Veterans Health Administration	●	●	●	○	●		55	90
NEBRASKA											
	Nebraska Medical Center	Omaha	Nebraska Medicine	●	●	●	●	●		65	80
	OneWorld Community Health Centers	Omaha		●	●	●	●	●		70	75
🇺🇸	VA Nebraska - Western Iowa Health Care System	Omaha	Veterans Health Administration	●	●	●	●	●		100	100
NEVADA											
	Centennial Hills Hospital Medical Center	Las Vegas	Universal Health Services, Inc.	●	●	●	○	○		40	65
	Desert Springs Hospital Medical Center	Las Vegas	Universal Health Services, Inc.	●	●	●	○	○		40	65
	Solutions Recovery Inc.	Las Vegas	American Addiction Centers	●	●	●	○	○		30	50
	Spring Valley Hospital Medical Center	Las Vegas	Universal Health Services, Inc.	●	●	●	○	○		35	60
	Summerlin Hospital Medical Center	Las Vegas	Universal Health Services, Inc.	●	●	●	○	○		30	60
	University Medical Center of Southern Nevada	Las Vegas		●	●	●	●	●		45	65
	Valley Hospital Medical Center	Las Vegas	Universal Health Services, Inc.	●	●	●	○	○		55	80
🇺🇸	VA Southern Nevada Healthcare System	North Las Vegas	Veterans Health Administration	●	●	●	●	●		100	100
🇺🇸	VA Sierra Nevada Health Care System	Reno	Veterans Health Administration	●	●	●	●	●		100	100
NEW HAMPSHIRE											
	VA Manchester Medical Center	Manchester	Veterans Health Administration	●	●	●	○	○		70	100
NEW JERSEY											
🇺🇸	AtlantiCare Regional Medical Center	Atlantic City	Geisinger Health	●	●	●	●	●		100	100
★	Reproductive Medicine Associates of New Jersey	Basking Ridge	Reproductive Medicine Associates	●	●	●	●	●		80	80
🇺🇸	Clara Maass Medical Center	Belleville	RWJBarnabas Health	●	●	●	●	●		100	

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				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
★	Ocean Medical Center	Brick Township	Hackensack Meridian Health	●	●	●	●	●	●	●		85	
	Cape Regional Medical Center	Cape May Court House		○	○	○	○	○	●	○		10	0
	VA New Jersey Health Care System	East Orange	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Hackensack University Medical Center	Hackensack	Hackensack Meridian Health	●	●	●	●	●	●	●		100	100
	Hackettstown Regional Medical Center	Hackettstown	Atlantic Health System	●	●	●	●	●	●	●		100	
★	Bayshore Medical Center	Holmdel	Hackensack Meridian Health	●	●	●	●	●	●	●		85	80
	Jersey City Medical Center	Jersey City	RWJBarnabas Health	●	●	●	●	●	●	●		100	100
	Saint Barnabas Medical Center	Livingston	RWJBarnabas Health	●	●	●	●	●	●	●		100	75
	Monmouth Medical Center, Long Branch Campus	Long Branch	RWJBarnabas Health	●	●	●	●	●	●	●		100	
★	Southern Ocean Medical Center	Manahawkin	Hackensack Meridian Health	●	●	●	●	●	●	●		85	
	Goryeb Children's Hospital	Morristown	Atlantic Health System	●	●	●	●	●	●	●		100	100
	Morristown Medical Center	Morristown	Atlantic Health System	●	●	●	●	●	●	●		100	100
★	Jersey Shore University Medical Center	Neptune	Hackensack Meridian Health	●	●	●	●	●	●	●		85	80
	Robert Wood Johnson University Hospital	New Brunswick	RWJBarnabas Health	●	●	●	●	●	●	●		100	100
	Newark Beth Israel Medical Center	Newark	RWJBarnabas Health	●	●	●	●	●	●	●		100	65
★	University Hospital	Newark		●	●	●	●	●	●	●		95	
	Newton Medical Center	Newton	Atlantic Health System	●	●	●	●	●	●	●		100	100
★	Raritan Bay Medical Center	Perth Amboy	Hackensack Meridian Health	●	●	●	●	●	●	●		85	
	Chilton Medical Center	Pompton Plains	Atlantic Health System	●	●	●	●	●	●	●		100	100
★	Riverview Medical Center	Red Bank	Hackensack Meridian Health	●	●	●	●	●	●	●		85	
	Valley Hospital	Ridgewood		●	●	●	●	●	●	●		100	
★	Shore Medical Center	Somers Point		●	●	●	●	●	●	○		85	70
	Overlook Medical Center	Summit	Atlantic Health System	●	●	●	●	●	●	●		100	100
NEW MEXICO													
	Presbyterian Hospital	Albuquerque	Presbyterian Healthcare Services	●	●	●	○	●	●	○		40	
	University of New Mexico Hospital	Albuquerque	UNM Health System	●	●	●	●	●	●	●		100	95
★	VA New Mexico Health Care System	Albuquerque	Veterans Health Administration	●	●	●	●	●	●	●		95	95
NEW YORK													
	Albany Medical Center	Albany		●	●	●	○	○	●	○		40	75

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	VA Albany Medical Center: Samuel S. Stratton	Albany	Veterans Health Administration	●	●	●	○	○	○	○		55	90
🏠	South Oaks Hospital	Amityville	Northwell Health	●	●	●	●	●	●	●		100	
🏠	Mount Sinai Queens	Astoria	Mount Sinai Health System	●	●	●	●	●	●	●		100	100
	VA Bath Medical Center	Bath	Veterans Health Administration	●	●	●	○	○	○	○		60	100
🏠	Southside Hospital	Bay Shore	Northwell Health	●	●	●	●	●	●	●		100	80
🏠	Montefiore Medical Center	Bronx	Montefiore Health System	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Belvis, a Gotham Health Center	Bronx	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Jacobi	Bronx	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Lincoln	Bronx	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Morrisania, a Gotham Health Center	Bronx	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - North Central Bronx	Bronx	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	St. Barnabas Hospital	Bronx	Saint Barnabas Health Care System	●	●	●	●	○	○	○		70	80
🏠	VA James J. Peters Medical Center	Bronx	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Maimonides Medical Center	Brooklyn		●	●	●	○	○	○	○		60	55
🏠	Mount Sinai Brooklyn Hospital	Brooklyn	Mount Sinai Health System	●	●	●	●	●	●	●		100	75
🏠	NewYork-Presbyterian Brooklyn Methodist Hospital	Brooklyn	NewYork-Presbyterian	●	●	●	●	●	●	●		100	
🏠	NYC Health + Hospitals - Coney Island	Brooklyn	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Cumberland, a Gotham Health Center	Brooklyn	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - East New York, a Gotham Health Center	Brooklyn	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Kings	Brooklyn	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - McKinney	Brooklyn	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYC Health + Hospitals - Woodhull	Brooklyn	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NYU Langone Hospital - Brooklyn	Brooklyn	NYU Langone Health	●	●	●	●	●	●	●		100	95
	VA New York Harbor Healthcare System	Brooklyn	Veterans Health Administration	○	○	○	○	○	○	○		15	30
🏠	Buffalo General Medical Center	Buffalo	Kaleida Health	●	●	●	●	●	●	●		100	100
	Erie County Medical Center	Buffalo		○	○	○	○	○	○	○		5	
🏠	Evergreen Health Services	Buffalo		●	●	●	●	●	●	●		100	100
🏠	John R. Oishei Children's Hospital	Buffalo	Kaleida Health	●	●	●	●	●	●	●		100	100

























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★	VA Western NY Healthcare System	Buffalo	Veterans Health Administration	●	●	●	○	●	●	●		80	90
🏠	F. F. Thompson Hospital	Canandaigua	University of Rochester Medical Center	●	●	●	●	●	●	●		100	85
🏠	VA Canandaigua Medical Center	Canandaigua	Veterans Health Administration	●	●	●	●	●	●	●		100	95
🏠	NYC Health + Hospitals - Elmhurst	Elmhurst	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	NewYork-Presbyterian Queens	Flushing	NewYork-Presbyterian	●	●	●	●	●	●	●		100	70
🏠	Long Island Jewish - Forest Hills	Forest Hills	Northwell Health	●	●	●	●	●	●	●		100	95
🏠	Glen Cove Hospital	Glen Cove	Northwell Health	●	●	●	●	●	●	●		100	95
🏠	Zucker Hillside Hospital	Glen Oaks	Northwell Health	●	●	●	●	●	●	●		100	
🏠	Northwell Health - Center for Transgender Care	Great Neck	Northwell Health	●		●	●	●	●	●		100	
	Catskill Regional Medical Center	Harris	Greater Hudson Valley Health System	●	●	●	●	○	●	○		50	30
🏠	Huntington Hospital	Huntington	Northwell Health	●	●	●	●	●	●	●		100	95
	Jamaica Hospital Medical Center	Jamaica	MediSys Health Network	●	●	●	○	○	○	○		20	30
🏠	NYC Health + Hospitals - Queens	Jamaica	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
🏠	The Feinstein Institute for Medical Research	Manhasset	Northwell Health	●	●	●	●	●	●	●		100	90
🏠	North Shore University Hospital	Manhasset	Northwell Health	●	●	●	●	●	●	●		100	95
	Mountainside Residential Care Center	Margaretville	HealthAlliance of the Hudson Valley	●	●	●	●	●	●	○		60	90
🏠	VA Hudson Valley Health Care System	Montrose	Veterans Health Administration	●	●	●	●	●	●	●		100	90
🏠	Northern Westchester Hospital	Mount Kisco	Northwell Health	●	●	●	●	●	●	●		100	90
🏠	Long Island Jewish Medical Center	New Hyde Park	Northwell Health	●	●	●	●	●	●	●		100	100
🏠	Steven and Alexandra Cohen Children's Medical Center	New Hyde Park	Northwell Health	●	●	●	●	●	●	●		100	90
🏠	Woodland Pond at New Paltz	New Paltz		●	●	●	●	●	●	●		100	70
🏠	Callen-Lorde Community Health Center	New York		●		●	●	●	●	●		100	100
🏠	Gracie Square Hospital	New York		●	●	●	●	●	●	●		100	
🏠	Hospital for Special Surgery	New York		●	●	●	●	●	●	●		100	100
★	Institute for Family Health	New York		●		●	●	●	●	●		90	55
🏠	Lenox Health Greenwich Village	New York	Northwell Health	●	●	●	●	●	●	●		100	
🏠	Lenox Hill Hospital	New York	Northwell Health	●	●	●	●	●	●	●		100	100
🏠	Manhattan Eye, Ear, and Throat	New York	Northwell Health	●	●	●	●	●	●	●		100	
🏠	Memorial Sloan Kettering Cancer Center	New York		●	●	●	●	●	●	●		100	100






















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	Mount Sinai Beth Israel	New York	Mount Sinai Health System	●	●	●	●	●	●	●		100	100
	Mount Sinai Hospital	New York	Mount Sinai Health System	●	●	●	●	●	●	●		100	100
	Mount Sinai St. Luke's	New York	Mount Sinai Health System	●	●	●	●	●	●	●		100	100
	Mount Sinai West	New York	Mount Sinai Health System	●	●	●	●	●	●	●		100	100
	New York Eye and Ear Infirmary of Mount Sinai	New York	Mount Sinai Health System	●	●	●	●	●	●	●		100	100
	NewYork-Presbyterian Hospital/Weill Cornell Medical Center	New York	NewYork-Presbyterian	●	●	●	●	●	●	●		100	100
	NewYork-Presbyterian/Columbia University Medical Center	New York	NewYork-Presbyterian	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Bellevue	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Carter	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Coler	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Gouverneur Skilled Nursing Facility	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Gouverneur, a Gotham Health Center	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Harlem	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Metropolitan	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYC Health + Hospitals - Sydenham, a Gotham Health Center	New York	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	NYU Langone Medical Center	New York	NYU Langone Health	●	●	●	●	●	●	●		100	100
★	Reproductive Medicine Associates of New York	New York	Reproductive Medicine Associates	●		●	●	●	●	●		90	100
	DeGraff Memorial Hospital	North Tonawanda	Kaleida Health	●	●	●	●	●	●	●		100	100
	VA Northport Medical Center	Northport	Veterans Health Administration	●	●	●	○	○	○	○		30	40
	A.O. Fox Memorial Hospital	Oneonta	Bassett Healthcare Network	●	●	●	●	●	●	●		100	100
	Plainview Hospital	Plainview	Northwell Health	●	●	●	●	●	●	●		100	95
	Bon Secours Community Hospital	Port Jervis	WMCHHealth	●	●	○	●	○	●	○		40	55
	Peconic Bay Medical Center	Riverhead	Northwell Health	●	●	●	●	●	●	●		100	
	HCR Home Care	Rochester		●		●	●	●	●	●		100	85
	Highland Hospital of Rochester	Rochester	University of Rochester Medical Center	●	●	●	●	●	●	○		75	55
	Strong Memorial Hospital of the University of Rochester	Rochester	University of Rochester Medical Center	●	●	●	●	●	●	●		100	100
	Trillium Health	Rochester		●		●	●	●	●	●		100	100
★	Saratoga Hospital	Saratoga Springs		●	●	●	●	●	●	●		85	85
	Phelps Memorial Hospital Center	Sleepy Hollow	Northwell Health	●	●	●	●	●	●	●		100	50

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	Stony Brook Southampton Hospital	Southampton		●	●	●	●	●	●			70	80
	NYC Health + Hospitals - Sea View	Staten Island	NYC Health and Hospitals	●	●	●	●	●	●	●		100	100
	Staten Island University Hospital (North)	Staten Island	Northwell Health	●	●	●	●	●	●	●		100	100
	Staten Island University Hospital (South)	Staten Island	Northwell Health	●	●	●	●	●	●	●		100	100
	Good Samaritan Hospital	Suffern	WMCHHealth	●	●	○	●	○	●	○		40	60
	Syosset Hospital	Syosset	Northwell Health	●	●	●	●	●	●	●		100	85
	Crouse Hospital	Syracuse		●	●	●	●	○	●	○		30	
	VA Syracuse Medical Center	Syracuse	Veterans Health Administration	●	●	●	●	●	●	●		100	95
	Long Island Jewish - Valley Stream	Valley Stream	Northwell Health	●	●	●	●	●	●	●		100	90
	St. Anthony Community Hospital	Warwick	WMCHHealth	●	●	○	●	○	●	○		40	50
	Millard Fillmore Suburban Hospital	Williamsville	Kaleida Health	●	●	●	●	●	●	●		100	100
NORTH CAROLINA													
	VA Asheville Medical Center	Asheville	Veterans Health Administration	●		●	●	●	●	○		65	80
	Novant Health Brunswick Medical Center	Bolivia	Novant Health	●	●	●	●	●	●	●		100	100
	Alamance Regional Medical Center	Burlington	Cone Health	●	●	●	●	●	●	●		100	100
	UNC Hospitals	Chapel Hill	UNC Health Care	●	●	●	●	●	●	●		100	65
	Novant Health Charlotte Orthopaedic Hospital	Charlotte	Novant Health	●	●	●	●	●	●	●		100	100
	Novant Health Hemby Children's Hospital	Charlotte	Novant Health	●	●	●	●	●	●	●		100	100
	Novant Health Presbyterian Medical Center	Charlotte	Novant Health	●	●	●	●	●	●	●		100	100
	Novant Health Clemmons Medical Center	Clemmons	Novant Health	●	●	●	●	●	●	●		100	100
	Duke Regional Hospital	Durham	Duke University Health System	●	●	●	●	●	●	●		100	100
	Duke University Hospital	Durham	Duke University Health System	●	●	●	●	●	●	●		100	100
	VA Durham Medical Center	Durham	Veterans Health Administration	●	●	●	●	●	○	●		75	95
	VA Fayetteville Medical Center	Fayetteville	Veterans Health Administration	●	●	●	○	●	●	○		60	70
	Cone Health Behavioral Health Hospital	Greensboro	Cone Health	●	●	●	●	●	●	●		100	100
	Moses H. Cone Memorial Hospital	Greensboro	Cone Health	●	●	●	●	●	●	●		100	100
	Wesley Long Hospital	Greensboro	Cone Health	●	●	●	●	●	●	●		100	100
	Women's Hospital of Greensboro	Greensboro	Cone Health	●	●	●	●	●	●	●		100	100
	Novant Health Huntersville Medical Center	Huntersville	Novant Health	●	●	●	●	●	●	●		100	100

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Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
🏳️‍🌈	Novant Health Kernersville Medical Center	Kernersville	Novant Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Novant Health Matthews Medical Center	Matthews	Novant Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Duke Raleigh Hospital	Raleigh	Duke University Health System	●	●	●	●	●	●	●		100	100
	Rex Healthcare	Raleigh	UNC Health Care	●	●	●	●	●	●	●		75	70
	WakeMed Raleigh Campus	Raleigh	WakeMed Health & Hospitals	●	●	●	●	●	○	○		55	50
🏳️‍🌈	Annie Penn Hospital	Reidsville	Cone Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Novant Health Rowan Medical Center	Salisbury	Novant Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	VA W. G. (Bill) Hefner Medical Center	Salisbury	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Novant Health Thomasville Medical Center	Thomasville	Novant Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Novant Health Forsyth Medical Center	Winston-Salem	Novant Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Novant Health Medical Park Hospital	Winston-Salem	Novant Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Wake Forest Baptist Medical Center	Winston-Salem	Wake Forest Baptist Health	●	●	●	●	●	●	●		100	100
NORTH DAKOTA													
🏳️‍🌈	VA Fargo Health Care System	Fargo	Veterans Health Administration	●	●	●	●	●	●	●		100	100
OHIO													
🏳️‍🌈	Summa Health Akron Campus	Akron	Summa Health	●	●	●	●	●	●	●		100	90
	UH Samaritan Medical Center	Ashland	University Hospitals	●	●	●	○	●	●	○		65	75
🏳️‍🌈	Summa Health Barberton Campus	Barberton	Summa Health	●	●	●	●	●	●	●		100	85
	UH Ahuja Medical Center	Beachwood	University Hospitals	●	●	●	○	●	●	○		65	80
	UH Bedford Medical Center	Bedford	University Hospitals	●	●	●	○	●	●	○		65	80
	UH Geauga Medical Center	Chardon	University Hospitals	●	●	●	○	●	●	○		65	80
🏳️‍🌈	VA Chillicothe Medical Center	Chillicothe	Veterans Health Administration	●	●	●	●	●	●	●		100	90
★	Bethesda North Hospital	Cincinnati	TriHealth	●	●	●	●	●	●	●		85	95
🏳️‍🌈	Cincinnati Children's Hospital Medical Center	Cincinnati		●	●	●	●	●	●	●		100	100
★	Good Samaritan Hospital	Cincinnati	TriHealth	●	●	●	●	●	●	●		85	95
🏳️‍🌈	Planned Parenthood Southwest Ohio Region	Cincinnati	Planned Parenthood Federation of America	●		●	●	●	●	●		100	
	University of Cincinnati Medical Center	Cincinnati	UC Health	●	○	●	○	○	○	○		20	25
🏳️‍🌈	VA Cincinnati Medical Center	Cincinnati	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Cleveland Clinic (Main Campus)	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100

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				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	Fairview Hospital	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
	Hillcrest Hospital	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
	Lutheran Hospital	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
	MetroHealth Medical Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●		100	100
	UH Case Medical Center	Cleveland	University Hospitals	●	●	●	○	●	●	○		65	80
	VA Louis Stokes Cleveland Medical Center	Cleveland	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Columbus Public Health Department	Columbus		●		●	●	●	●	●		100	100
	Equitas Health	Columbus		●		●	●	●	●	●		100	100
	James Cancer Hospital and Solove Research Institute	Columbus	Ohio State University Health System	●	●	●	●	●	●	●		100	100
	Nationwide Children's Hospital	Columbus		●	●	●	●	●	●	●		100	100
	The Ohio State University Wexner Medical Center	Columbus	Ohio State University Health System	●	●	●	●	●	●	●		100	100
	VA Chalmers P. Wylie Ambulatory Care Center	Columbus	Veterans Health Administration	●		●	●	●	●	●		100	95
	UH Conneaut Medical Center	Conneaut	University Hospitals	●	●	●	○	●	●	○		65	80
	VA Dayton Medical Center	Dayton	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	UH Elyria Medical Center	Elyria	University Hospitals	●	●	●	○	●	●	○		65	80
	Euclid Hospital	Euclid	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
	Marymount Hospital	Garfield Heights	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
	UH Geneva Medical Center	Geneva	University Hospitals	●	●	●	○	●	●	○		65	80
	Lakewood Hospital	Lakewood	Cleveland Clinic Health System	●	●	●	○	●	●	●		60	90
	Fairfield Medical Center	Lancaster		●	●	●	○	○	○	○		15	
	Medina Hospital	Medina	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
	UH Parma Medical Center	Parma	University Hospitals	●	●	●	○	●	●	○		65	80
	UH Portage Medical Center	Ravenna	University Hospitals	●	●	●	○	●	●	○		65	80
	UH Richmond Medical Center	Richmond Heights	University Hospitals	●	●	●	○	●	●	○		65	80
	The University of Toledo Medical Center	Toledo		●	●	●	●	●	●	●		100	100
	South Pointe Hospital	Warrensville Heights	Cleveland Clinic Health System	●	●	●	●	●	●	●		100	100
OKLAHOMA													
	VA Eastern Oklahoma Medical Center	Muskogee	Veterans Health Administration	●	●	●	○	○	○	○		20	25
	OU Medical Center	Oklahoma City	OU Medicine	●	●	●	●	●	●	●		100	35

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				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
★	VA Oklahoma City Medical Center	Oklahoma City	Veterans Health Administration	●	●	●	●	●	●	●		80	60
OREGON													
🏳️‍🌈	Kaiser Permanente Sunnyside Medical Center	Clackamas	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Legacy Mount Hood Medical Center	Gresham	Legacy Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Kaiser Permanente Westside Medical Center	Hillsboro	Kaiser Permanente	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Legacy Emanuel Medical Center	Portland	Legacy Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Legacy Good Samaritan Hospital and Medical Center	Portland	Legacy Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Oregon Health & Science University Hospital	Portland		●	●	●	●	●	●	●		100	95
🏳️‍🌈	Randall Children's Hospital at Legacy Emanuel	Portland	Legacy Health	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Unity Center for Behavioral Health	Portland	Legacy Health	●	●	●	●	●	●	●		100	
🏳️‍🌈	VA Portland Medical Center	Portland	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Legacy Silverton Medical Center	Silverton	Legacy Health	●	●	●	●	●	●	●		100	95
🏳️‍🌈	Legacy Meridian Park Medical Center	Tualatin	Legacy Health	●	●	●	●	●	●	●		100	100
PENNSYLVANIA													
	Abington Hospital	Abington	Jefferson Health	●	●	●	●	●	○	●		60	60
	VA Altoona - James E. Van Zandt Medical Center	Altoona	Veterans Health Administration	●	●	●	○	●	○	○		35	70
★	Geisinger Bloomsburg Hospital	Bloomsburg	Geisinger Health	●	●	●	●	●	●	●		95	
★	Geisinger Shamokin Area Community Hospital	Coal Township	Geisinger Health	●	●	●	●	●	●	●		95	
🏳️‍🌈	VA Coatesville Medical Center	Coatesville	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Geisinger Medical Center	Danville	Geisinger Health	●	●	●	●	●	●	●		100	
🏳️‍🌈	Einstein Medical Center Montgomery	East Norriton	Einstein Healthcare Network	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Einstein Medical Center Elkins Park	Elkins Park	Einstein Healthcare Network	●	●	●	●	●	●	●		100	100
🏳️‍🌈	Moss Rehab	Elkins Park	Einstein Healthcare Network	●	●	●	●	●	●	●		100	100
	VA Erie Medical Center	Erie	Veterans Health Administration	●	●	●	○	○	○	○		30	55
★	Penn State Health Milton S. Hershey Medical Center	Hershey	Penn State Hershey Health System	●	●	●	●	●	●	●		85	
	Lancaster General Hospital	Lancaster	University of Pennsylvania Health System	●	●	●	●	●	○	○		55	
★	VA Lebanon Medical Center	Lebanon	Veterans Health Administration	●	●	●	●	●	●	●		95	95
	Steps to Recovery	Levittown		●	●	●	●	●	○	●		75	90
★	Geisinger Lewistown Hospital	Lewistown	Geisinger Health	●	●	●	●	●	●	●		95	

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				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	Forbes Hospital	Monroeville	Allegheny Health Network	●	●	●	●	○	●	●		65	75
	The Abramson Center for Jewish Life	North Wales		●	●	●	●	●	●	●		100	100
	Children's Hospital of Philadelphia	Philadelphia		●	●	●	●	●	●	●		100	100
	Einstein Medical Center Philadelphia	Philadelphia	Einstein Healthcare Network	●	●	●	●	●	●	●		100	100
	Friends Hospital	Philadelphia	Universal Health Services, Inc.	●	●	●	●	○	○	○		50	75
	Hospital of the University of Pennsylvania	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●		100	90
	Mazzoni Center	Philadelphia		●	●	●	●	●	●	●		100	100
	Penn Presbyterian Medical Center	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●		100	90
	Penn Student Health Service	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●		100	
	Pennsylvania Hospital	Philadelphia	University of Pennsylvania Health System	●	●	●	●	●	●	●		100	90
	Temple University Hospital	Philadelphia	Temple University Health System	●	●	●	●	●	●	●		100	65
	Thomas Jefferson University Hospital	Philadelphia	Jefferson Health	●	●	●	●	○	○	○		70	55
	VA Philadelphia Medical Center	Philadelphia	Veterans Health Administration	●	●	●	●	○	○	○		65	70
	Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia	Einstein Healthcare Network	●	●	●	●	●	●	●		100	100
	Children's Hospital of Pittsburgh of UPMC	Pittsburgh	UPMC	●	●	●	●	●	●	●		100	100
	VA Pittsburgh Healthcare System	Pittsburgh	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Western Psychiatric Institute and Clinic of UPMC	Pittsburgh	UPMC	●	●	●	●	●	●	●		100	100
★	Geisinger Community Medical Center	Scranton	Geisinger Health	●	●	●	●	●	●	○		95	
	Chester County Hospital	West Chester	University of Pennsylvania Health System	●	●	●	●	●	●	●		100	90
★	Geisinger Wyoming Valley Medical Center	Wilkes-Barre	Geisinger Health	●	●	●	●	●	●	○		95	55
	VA Wilkes-Barre Medical Center	Wilkes-Barre	Veterans Health Administration	●	●	●	●	○	○	○		55	35
	Lankenau Medical Center	Wynnewood	Main Line Health	○	●	○	○	○	○	○		20	45
PUERTO RICO													
	VA Caribbean Healthcare System	San Juan	Veterans Health Administration	●	●	●	○	○	○	○		50	100
RHODE ISLAND													
★	Emma Pendleton Bradley Hospital	East Providence	Lifespan Corporation	●	●	●	●	●	●	○		95	55
★	Newport Hospital	Newport	Lifespan Corporation	●	●	●	●	●	●	○		95	55
	Memorial Hospital of Rhode Island	Pawtucket	Care New England Health System	●	●	●	○	○	○	○		40	50
	Butler Hospital	Providence	Care New England Health System	●	○	●	○	○	○	○		55	85
★	Miriam Hospital	Providence	Lifespan Corporation	●	●	●	●	●	●	○		95	50











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★	Rhode Island Hospital	Providence	Lifespan Corporation	●	●	●	●	●	●	●		95	60
🇺🇸	VA Providence Medical Center	Providence	Veterans Health Administration	●	●	●	●	●	●	●		100	60
	Women & Infants Hospital of Rhode Island	Providence	Care New England Health System	●	●	●	○	●	●	○		65	75
	Kent Hospital	Warwick	Care New England Health System	●	○	●	●	●	●	○		45	75
SOUTH CAROLINA													
	MUSC Medical Center of Medical University of South Carolina	Charleston		●	●	○	●	●	●	●		60	75
★	VA Ralph H. Johnson Medical Center	Charleston	Veterans Health Administration	●	●	●	●	●	●	●		95	80
★	Laurens County Memorial Hospital	Clinton	Greenville Health System	●	●	●	●	●	●	●		85	90
	VA Wm. Jennings Bryan Dorn Medical Center	Columbia	Veterans Health Administration	●	●	●	○	●	●	○		55	65
	Carolinas Hospital System	Florence	Community Health Systems, Inc.	●	●	●	●	●	●	●		70	
	Bon Secours St. Francis Downtown	Greenville	Bon Secours Health System, Inc.	●	●	●	●	○	●	○		60	75
	Bon Secours St. Francis Eastside	Greenville	Bon Secours Health System, Inc.	●	●	●	●	○	●	○		60	75
★	Greenville Memorial Hospital	Greenville	Greenville Health System	●	●	●	●	●	●	●		85	90
★	Patewood Memorial Hospital	Greenville	Greenville Health System	●	●	●	●	●	●	●		85	90
★	Greer Memorial Hospital	Greer	Greenville Health System	●	●	●	●	●	●	●		85	90
★	Oconee Memorial Hospital	Seneca	Greenville Health System	●	●	●	●	●	●	●		85	90
★	Hillcrest Memorial Hospital	Simpsonville	Greenville Health System	●	●	●	●	●	●	●		85	90
	Spartanburg Medical Center	Spartanburg	Spartanburg Health System	●	●	●	○	●	●	●		55	
★	North Greenville Hospital	Travelers Rest	Greenville Health System	●	●	●	●	●	●	●		85	90
SOUTH DAKOTA													
🇺🇸	VA Sioux Falls Health Care System	Sioux Falls	Veterans Health Administration	●	●	●	●	●	●	●		100	95
TENNESSEE													
	Erlanger Medical Center	Chattanooga	Erlanger Health System	●	●	●	○	●	●	●		60	40
	Jackson-Madison County General Hospital	Jackson	West Tennessee Healthcare	●	●	●	○	○	○	○		30	30
★	CHOICES	Memphis		●		●	●	●	●	●		90	90
★	VA Mountain Home Medical Center/Johnson City	Mountain Home	Veterans Health Administration	●	●	●	●	●	●	●		80	45
🇺🇸	VA Tennessee Valley Healthcare System	Murfreesboro	Veterans Health Administration	●	●	●	●	●	●	●		100	90
🇺🇸	Vanderbilt Hospital and Clinics	Nashville	Vanderbilt Health	●	●	●	●	●	●	●		100	100
TEXAS													
	VA Amarillo Health Care System	Amarillo	Veterans Health Administration	●	●	●	○	●	○	●		40	55

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★	RBJ Health Center	Austin	Austin/Travis County Health and Human Services Department	●		●	●	●	●	●		80	80
	Parkland Memorial Hospital	Dallas	Parkland Health & Hospital System	●	●	●	●	●	●	●		100	95
	University of Texas Southwestern Medical Center	Dallas	University of Texas System	●	●	●	●	●	●	●		75	50
	VA North Texas Health Care System	Dallas	Veterans Health Administration	●	●	●	○	●	●	○		55	95
	The Hospitals of Providence - East Campus	El Paso	TENET Healthcare Corporation	●	●	●	●	○	●	●		50	
	The Hospitals of Providence - Memorial Campus	El Paso	TENET Healthcare Corporation	●	●	●	●	○	●	●		50	65
	The Hospitals of Providence - Sierra Campus	El Paso	TENET Healthcare Corporation	●	●	●	●	○	●	●		50	
	The Hospitals of Providence - Transmountain Campus	El Paso	TENET Healthcare Corporation	●	●	●	●	○	●	●		50	
	Project Vida Health Center	El Paso		●		●	●	●	●	●		100	100
★	VA El Paso Health Care System	El Paso	Veterans Health Administration	●		●	●	●	●	○		85	35
	University of Texas Medical Branch Hospitals	Galveston	University of Texas System	●	●	●	●	●	●	●		100	90
★	VA Texas Valley Coastal Bend Health Care System	Harlingen	Veterans Health Administration	●		●	●	●	●	●		80	70
	Valley Baptist Medical Center - Harlingen	Harlingen	TENET Healthcare Corporation	●	●	●	○	○	●	○		30	40
	Houston Northwest Medical Center	Houston	HCA Healthcare	●	●	●	○	○	●	○		30	40
	Planned Parenthood Gulf Coast	Houston	Planned Parenthood Federation of America	●		●	●	●	●	●		100	
	Texas Children's Hospital	Houston		●	●	●	○	○	○	○		30	35
	University of Texas M.D. Anderson Cancer Center	Houston	University of Texas System	●	●	●	○	○	○	○		35	40
	VA Michael E. DeBakey Medical Center	Houston	Veterans Health Administration	●	●	●	●	●	●	●		100	90
	Metropolitan Methodist Hospital	San Antonio	HCA Healthcare	●	●	●	●	●	●	●		100	100
	Reproductive Medicine Associates of Texas	San Antonio	Reproductive Medicine Associates	●	●	●	●	●	●	●		100	45
	VA South Texas Health Care System	San Antonio	Veterans Health Administration	●	●	●	●	●	●	●		100	100
★	VA Central Texas Veterans Health Care System	Temple	Veterans Health Administration	●	●	●	●	●	●	●		85	65
UTAH													
	VA Salt Lake City Health Care System	Salt Lake City	Veterans Health Administration	●	●	●	●	●	●	●		100	100
VERMONT													
	University of Vermont Medical Center	Burlington	University of Vermont Health Network	●	●	●	○	○	●	●		70	75
	VA White River Junction Medical Center	White River Junction	Veterans Health Administration	●	●	●	●	●	●	●		100	80
VIRGINIA													
★	University of Virginia Medical Center	Charlottesville	UVA Health System	●	●	●	●	●	●	●		95	60
★	Dominion Hospital	Falls Church	HCA Healthcare	●	●	●	●	●	●	●		85	35















Appendix B: HEI 2018 Criteria and Score Breakdown by Facility

KEY: Facilities listed by state, then city | dark color = HEI 2018 Participant | gray color = HEI 2016 or 2017 Participant/Unofficial Score
 ●/● Partial Score | ●/○ No Score | ● -25 points | blank space = not applicable
 🇺🇸 2018 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1				2	3	4	Responsible Citizenship -25 pts	2018 HEI Score	2017 HEI Score
				Patient Non-Discrimination 10 pts	Equal Visitation 10 pts	Employment Non-Discrimination 10 pts	Training in LGBTQ Patient Centered Care 10 pts	Patient Services and Support 30 pts	Employee Benefits and Policies 20 pts	Patient & Community Engagement 10 pts			
	Sentara CarePlex Hospital	Hampton	Sentara Healthcare	●	●	○	○	○	○	○		10	
🇺🇸	VA Hampton Medical Center	Hampton	Veterans Health Administration	●	●	●	●	●	●	●		100	100
🇺🇸	Novant Health UVA Health System Haymarket Medical Center	Haymarket	Novant Health	●	●	●	●	●	●	●		100	100
	Rappahannock General Hospital	Kilmarnock	Bon Secours Health System, Inc.	●	●	●	●	●	○	○		75	75
🇺🇸	Novant Health UVA Health System Prince William Medical Center	Manassas	Novant Health	●	●	●	●	●	●	●		100	100
★	Bon Secours Memorial Regional Medical Center	Mechanicsville	Bon Secours Health System, Inc.	●	●	●	●	●	●	●		80	75
	Bon Secours St. Francis Medical Center	Midlothian	Bon Secours Health System, Inc.	●	●	●	●	●	○	○		75	75
	Mary Immaculate Hospital	Newport News	Bon Secours Health System, Inc.	●	●	●	●	○	●	○		60	60
	Bon Secours DePaul Medical Center	Norfolk	Bon Secours Health System, Inc.	●	●	●	●	●	○	○		75	55
	Sentara Leigh Hospital	Norfolk	Sentara Healthcare	●	●	○	○	○	○	○		10	
	Sentara Norfolk General Hospital	Norfolk	Sentara Healthcare	●	●	○	○	○	○	○		10	
	Bon Secours Maryview Medical Center	Portsmouth	Bon Secours Health System, Inc.	●	●	●	●	○	●	○		60	55
	Bon Secours St. Mary's Hospital	Richmond	Bon Secours Health System, Inc.	●	●	●	●	●	○	○		75	80
	Bon Secours Richmond Community Hospital	Richmond	Bon Secours Health System, Inc.	●	●	●	●	●	○	○		75	75
★	VA Hunter Holmes McGuire Medical Center	Richmond	Veterans Health Administration	●	●	●	●	●	●	●		90	85
	VA Salem Medical Center	Salem	Veterans Health Administration	●	●	●	○	●	●	○		55	60
	Sentara Halifax Regional Hospital	South Boston	Sentara Healthcare	●	●	○	○	○	○	○		10	
	Sentara Obici Hospital	Suffolk	Sentara Healthcare	●	●	○	○	○	○	○		10	
	Sentara Princess Anne Hospital	Virginia Beach	Sentara Healthcare	●	●	○	○	○	○	○		10	
	Sentara Virginia Beach General Hospital	Virginia Beach	Sentara Healthcare	●	●	○	○	○	○	○		10	
	Sentara Williamsburg Regional Medical Center	Williamsburg	Sentara Healthcare	●	●	○	○	○	○	○		10	
WASHINGTON													
	Skagit Valley Hospital	Mount Vernon	Skagit Regional Health	●	●	●	○	●	●	○		65	60
🇺🇸	Jefferson Healthcare	Port Townsend		●	●	●	●	●	●	●		100	100
🇺🇸	UW Medicine/Valley Medical Center	Renton	UW Medicine	●	●	●	●	●	●	●		100	100
	Seattle Cancer Care Alliance	Seattle		●	●	●	○	○	●	○		40	65
🇺🇸	Seattle Children's Hospital	Seattle		●	●	●	●	●	●	●		100	100
🇺🇸	University of Washington Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●		100	100
🇺🇸	UW Medicine/Harborview Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●		100	100

Appendix B: HEI 2018 Criteria and Score Breakdown by Facility

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	UW Medicine/Northwest Hospital & Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●		100	100
	VA Puget Sound Health Care System	Seattle	Veterans Health Administration	●	●	●	○	●	○	○		35	50
	Virginia Mason Medical Center	Seattle	Virginia Mason Health System	●	●	●	●	●	●	●		100	75
	Legacy Salmon Creek Medical Center	Vancouver	Legacy Health	●	●	●	●	●	●	●		100	100
★	Cedar River Clinics	Yakima		●		●	●	●	●	●		85	100
WEST VIRGINIA													
★	VA Beckley Medical Center	Beckley	Veterans Health Administration	●	●	●	●	●	●	●		90	45
	VA Clarksburg - Louis A. Johnson Medical Center	Clarksburg	Veterans Health Administration	●	●	●	●	●	●	○		70	45
	Cabell Huntington Hospital	Huntington		●	●	●	●	●	○	●		60	
	VA Huntington Medical Center	Huntington	Veterans Health Administration	●		●	●	●	●	●		100	90
	VA Martinsburg Medical Center	Martinsburg	Veterans Health Administration	●	●	●	●	●	●	●		100	100
WISCONSIN													
	Hudson Hospital and Clinic	Hudson	HealthPartners	●	●	●	○	○	○	○		25	45
★	NorthLakes Community Clinic	Iron River		●		●	●	●	●	○		90	100
	American Family Children's Hospital	Madison	UW Health	●	●	●	●	●	●	●		100	100
	University of Wisconsin Hospital and Clinics	Madison	UW Health	●	●	●	●	●	●	●		100	100
	UW Health at the American Center	Madison	UW Health	●	●	●	●	●	●	●		100	100
	VA William S. Middleton Memorial Veterans Hospital	Madison	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Community Memorial Hospital of Menomonee Falls	Menomonee Falls	Froedtert Health	●	●	●	●	●	●	●		100	85
	AIDS Resource Center of Wisconsin	Milwaukee		●		●	●	●	●	●		100	100
	Froedtert Memorial Lutheran Hospital	Milwaukee	Froedtert Health	●	●	●	●	●	●	●		100	100
	VA Clement J. Zablocki Medical Center	Milwaukee	Veterans Health Administration	●	●	●	●	●	●	●		100	100
	Westfields Hospital	New Richmond	HealthPartners	○	●	○	○	○	●	○		15	25
	VA Tomah Medical Center	Tomah	Veterans Health Administration	●	●	●	○	○	○	○		30	65
	St. Joseph's Community Hospital of West Bend	West Bend	Froedtert Health	●	●	●	●	●	●	●		100	85
WYOMING													
	Wyoming Medical Center	Casper		○	●	●	●	●	○	○		40	
	VA Cheyenne Medical Center	Cheyenne	Veterans Health Administration	●	●	●	○	○	○	○		20	45

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 LGBTQ health and aging initiatives at the federal, state and local levels, and provides support to institutions seeking to enhance LGBTQ wellbeing via education, policy, research and technical assistance.

Meet the Health & Aging Team

Tari Hanneman is the Director of the Health Equality Project at the Human Rights Campaign Foundation and the author of the HEI. In addition to managing the development and publication of the Healthcare Equality Index, she oversees other projects related to LGBTQ health and aging. Tari has more than 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 degree in public administration with an emphasis on nonprofit management from the University of Southern California, where she also did her undergraduate work – Fight On!

Marcos R. Garcia is the Senior Program Manager for the Health & Aging Program at the Human Rights Campaign Foundation and co-author of the HEI. In this role, he engages directly with hospitals and other healthcare facilities nationwide to identify and improve LGBTQ-inclusive policies and practices. Marcos also manages all aspects of the HEI database and survey implementation. Born and raised in New Jersey, Marcos holds a bachelor's degree in neuroscience and behavior from Columbia University in the City of New York and previously worked in melanoma research at the National Cancer Institute.

Armonte Butler is the Coordinator for the Health & Aging Program at the Human Rights Campaign Foundation. In this role, he fields questions from hospitals and other healthcare facilities nationwide about the HEI process, works on HEI survey review and provides logistical support for the Health & Aging team. He holds Bachelor of Arts degrees in Global Studies and Gender Studies from Sewanee: The University of the South in Tennessee.

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Healthcare Equality Index

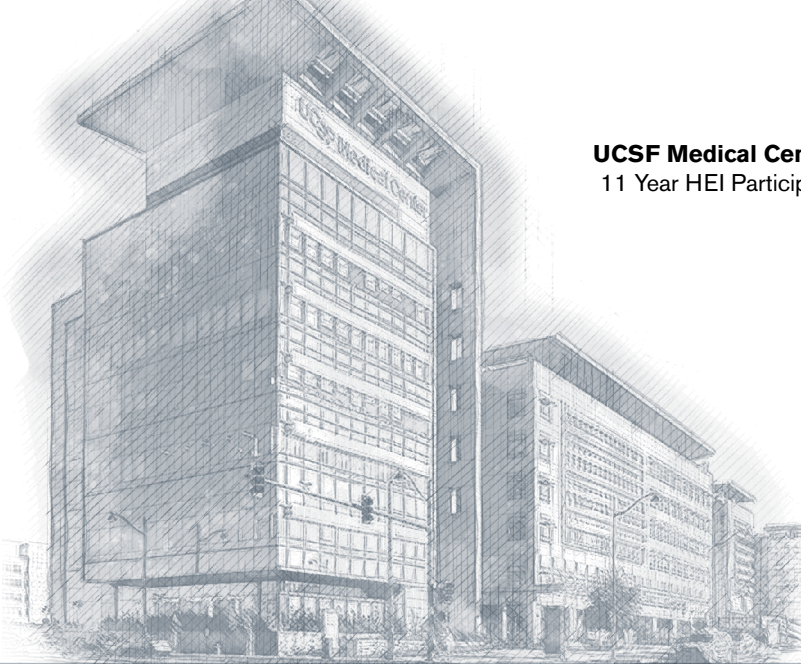


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Los Angeles LGBT Center
9 Year HEI Participant



UCSF Medical Center
11 Year HEI Participant



Kaiser Permanente Modesto Medical Center
7 Year HEI Participant



Cleveland Clinic (Main Campus)
6 Year HEI Participant



HEI 2018 Online – 1,656 Evaluated Facilities

Search our online database to find more than 1,650 healthcare facilities evaluated on their commitment to LGBTQ equality and inclusion. In addition to the 735 facilities listed in Appendix B, you will find another 921 hospitals that the HRC Foundation proactively researched.

As a service to the LGBTQ community, the HRC Foundation researched the policies at hospitals across the U.S. that did not respond to our recent invitations to actively participate in the survey. The 921 hospitals we researched were selected based on a variety of criteria related to size and location: the 100 largest hospitals in the U.S.; the largest hospitals in each of the 50 states, District of Columbia and Puerto Rico; and the largest hospitals within a 25-mile radius of the 50 largest metropolitan areas with significant LGBTQ populations.

HRC Foundation staff researched the patient, visitation and employment non-discrimination policies for each of these hospitals. We exhaustively searched these facilities' public websites for inclusive policies, using search terms such as "non-discrimination," "visitation," "EEO," "bill of rights," "sexual orientation" and "gender identity." HRC Foundation staff searched these facilities' websites much like an internet-savvy potential patient, visitor or applicant would to learn whether a hospital had:

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

We contacted these hospitals multiple times with our findings to encourage them to submit documentation regarding incorrect policy listings. We also invited these hospitals to actively participate in the HEI 2018.

Search the HEI 2018 Database: hrc.org/hei/search

In addition to our database search where you will find individual report cards for each hospital, you can also search for HEI-evaluated hospitals on our interactive Google map.


Search the HEI 2018 Map: hrc.org/hei/interactive-map

How We Obtained Information for the 2018 Report


The HEI criteria was assessed for the 626 healthcare facilities that actively participated in the Healthcare Equality Index. For a facility to actively participate, a facility representative must have completed and submitted the free online HEI survey. The data shown throughout this report was aggregated from these surveys. Invitations for the HEI 2018 survey were emailed in June 2017, and the deadline to submit completed surveys was September 30, 2017.

The survey aims to highlight and encourage the use of best practices and policies for LGBTQ-inclusive care by providing links to sample policies, requirements from the Centers for Medicaid and Medicare Services, recommendations from The Joint Commissions, and other guidance from the HRC website. Throughout the open survey period, HRC Foundation Health and Aging Program staff provided additional assistance and advice to help facility representatives complete the survey. Once submitted, HRC Foundation staff reviewed and verified documentation for appropriate language and consistency with required criteria. If any criteria were not met, the HRC Foundation gave healthcare facilities the opportunity to update the deficiencies and submit the required additional information necessary to meet the criteria.

The unofficial scores in the Appendix were given to 109 previous participants that elected not to actively participate in the HEI 2018. These scores were based on the information and documentation previously submitted for either the HEI 2016 or HEI 2017.



VA Pittsburgh Healthcare System
5 Year HEI Participant





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