



HUMAN
RIGHTS
CAMPAIGN
FOUNDATION

Healthcare Equality Index 2019

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

A record **680** healthcare facilities actively
participated to have their facilities rated on their
commitment to LGBTQ equality and inclusion



Children's Hospital of Philadelphia

10 Year HEI Participant and LGBTQ Healthcare Equality Leader



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

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 Federally Qualified Health Centers (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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“As the Trump-Pence administration continues to attack the most fundamental rights of LGBTQ people, including rolling back non-discrimination protections in the Affordable Care Act and promoting a license to discriminate in health care, it is more important than ever that health care institutions stand with the LGBTQ community,” said **HRC President Alphonso David**. “The health care facilities that participate in HRC’s Healthcare Equality Index are making clear that they stand on the side of fairness and are committed to providing inclusive care to their LGBTQ patients. Going beyond inclusive non-discrimination policies, these health care facilities are adopting best practices in the areas of LGBTQ patient care and support, employee policies and benefits, and LGBTQ patient and community engagement. We commend all of the HEI participants for their commitment to providing inclusive care for all.”

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.

“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

“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

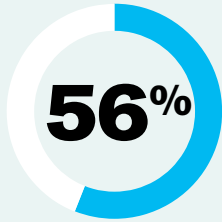
“I couldn't believe it! As I walked back to see my partner and our newborn, an employee stopped me and asked who I was. When I said ‘the other mom,’ she rolled her eyes and walked away saying, ‘I don’t believe this.’”

A lesbian mother after the birth of her first child



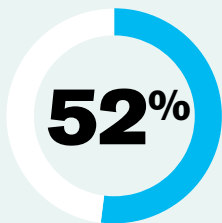
of transgender or gender non-conforming patients surveyed have experienced some type of discrimination in healthcare

Yet many LGBTQ Americans experience these challenges 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

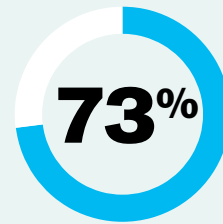
When asked why they had such concerns, more than half of all respondents reported that they had experienced at least one of the following types of discrimination from healthcare providers: refusing to provide needed care, refusing to touch them or using excessive precautions, using harsh or abusive language, 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. **Fifty-six percent** 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 to award those facilities that receive the top score in the survey the coveted designation of "LGBTQ Healthcare Equality Leader." During the last few years, the



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

HEI has become even more relevant and useful. In 2011, The 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. Federal courts and regulatory agencies 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

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 680 healthcare facilities actively participated in the HEI 2019 survey.



507 Active Participants



568 Active Participants



590 Active Participants



626 Active Participants

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, **90%** of this year's participants met our staff training requirement. The HEI recorded more than 94,000 hours of training in LGBTQ patient-centered care provided to the staff at HEI-participating facilities.

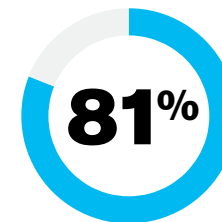
In addition to active survey participants, the HRC Foundation proactively researched the key policies at over 900 non-participating hospitals. Unfortunately, the adoption rate at these researched hospitals stands in stark contrast to the near-perfect

adoption by active participants. Among the researched hospitals in which we were able to find or obtain enumerated patient non-discrimination policies, only **67%** have policies that include both "sexual orientation" and "gender identity," and only **62%** were found to have an LGBTQ-inclusive employment non-discrimination policy. The equal visitation policy, at **90%**, is the only one that comes close to matching the rate of the participating facilities.

This year marks the third year that HEI participants were given a score based on how many LGBTQ-inclusive policies and practices they have in place in four different criteria. The first criteria consist 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. In addition, this year participants had to demonstrate that they offered transgender-inclusive healthcare benefits to their employees to receive a score of 100 points and earn HRC's coveted "Leader in LGBTQ Healthcare Equality" designation. An impressive 408



90%
of this year's participants met our staff training requirement. The HEI recorded more than 94,000 hours of training in LGBTQ patient-centered care provided to the staff at HEI-participating facilities.



81%
of participating facilities scored 80 points or more, with healthcare facilities going beyond the basics in adopting policies and practices in LGBTQ care.

participants met this higher standard. Another 146 facilities earned the "Top Performer" designation for scoring from 80 to 95 points. With **81%** 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 2019 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 2019 Participants at a Glance

680 Participants

408 Leaders / 60%

146 Top Performers / 22%



Participants include 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	39
Northwell Health	25
NYC Health + Hospitals	23
Sutter Health	21
Bon Secours Mercy Health	15
Novant Health	14
Advocate Aurora Health	12
Sentara Healthcare	12
Cleveland Clinic Health System	11
Ochsner Health System	10
Saint Luke's Health System	10
UPMC	10

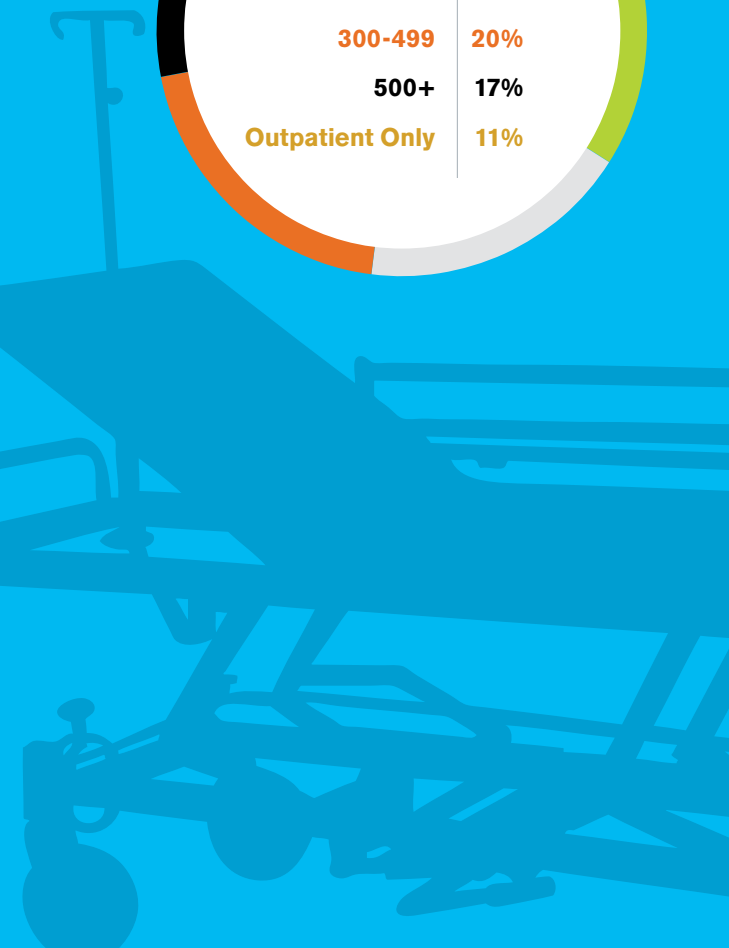
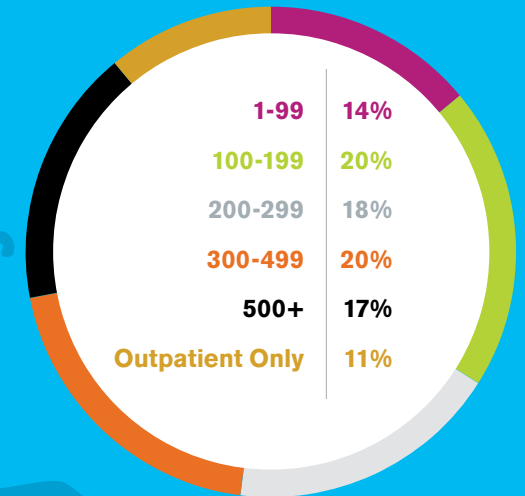
259 Teaching Hospitals

20 Catholic Hospitals

30 Pediatric Hospitals

Participants by Bed Size

Healthcare facilities of all sizes participate in the HEI, including a roughly equal balance of the smallest hospitals (less than 25 beds) and largest hospitals in the nation (1000+ beds).

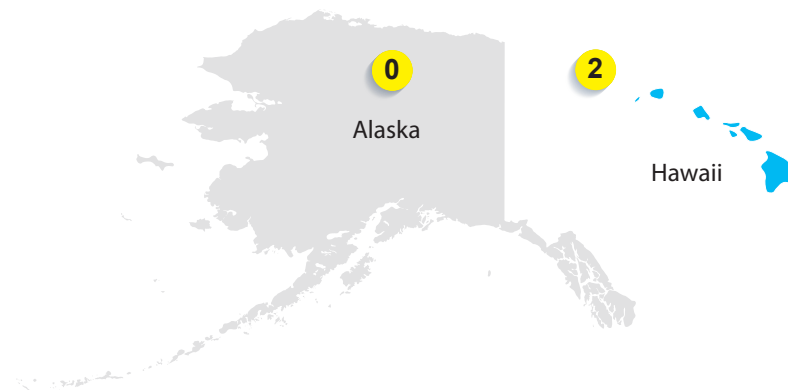
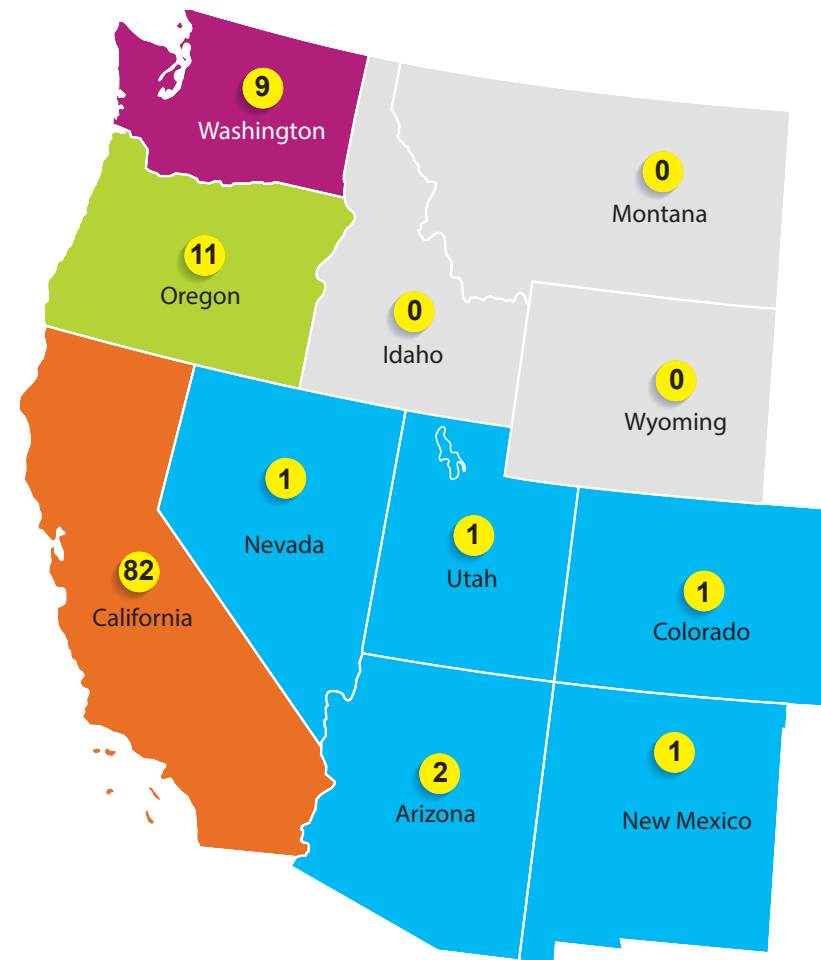
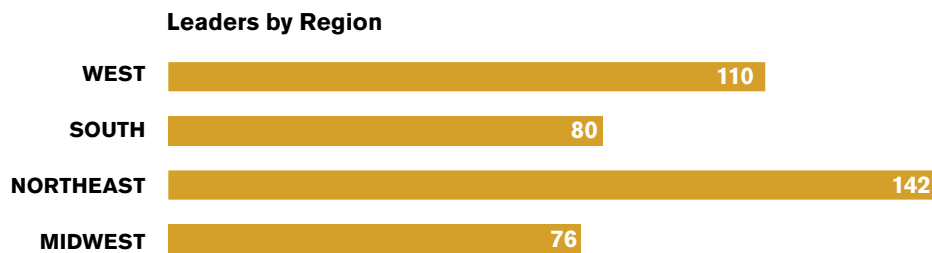


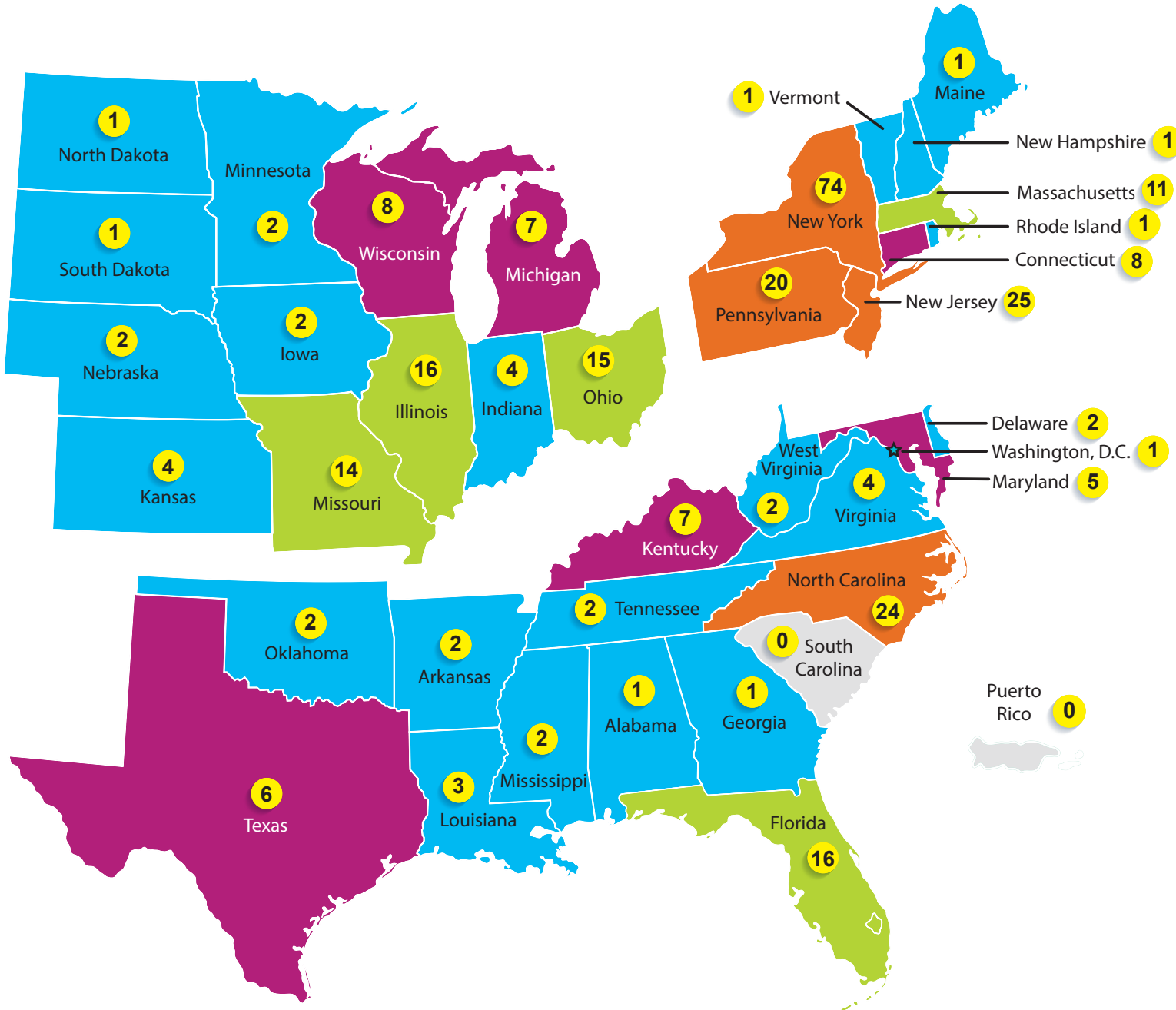


HEI 2019 LGBTQ Healthcare Equality Leaders

THIS YEAR MARKS THE THIRD YEAR THAT HEI PARTICIPANTS WERE GIVEN A SCORE BASED on how many LGBTQ-inclusive policies and practices they have in place in four different criteria. The first criteria consist 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. In addition, this year participants had to demonstrate that they offered transgender-inclusive healthcare benefits to their employees to receive a score of 100 points and earn HRC's coveted "Leader in LGBTQ Healthcare Equality" designation. **An impressive 408 (60%) participants met this higher standard and earned the Leader in LGBTQ Healthcare Equality designation.**

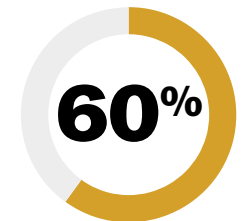
This list features the 408 HEI 2019 LGBTQ Healthcare Equality Leaders. In addition to being celebrated in the HEI report, LGBTQ Healthcare Equality Leaders receive a special logo and a toolkit of resources for outreach to LGBTQ residents in their service area.





Number of LGBTQ Healthcare Equality Leaders

- 0
- 1-4
- 5-10
- 11-19
- 20 or more



of 2019's participants met the more challenging criteria and earned the designation "2019 LGBTQ Healthcare Equality Leader."



Keck Medical Center of USC
4 Year HEI Participant



Healthcare Facility	City
ALABAMA	
VA Tuscaloosa Medical Center	Tuscaloosa
ARIZONA	
Maricopa Integrated Health System	Phoenix
El Rio Community Health Center	Tucson
ARKANSAS	
VA Health Care System of the Ozarks	Fayetteville
VA Central Arkansas 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
Sutter Coast Hospital	Crescent City
Sutter Davis Hospital	Davis
UC Davis Student Health and Counseling Services	Davis
Kaiser Permanente, Downey Medical Center	Downey
Rancho Los Amigos National Rehabilitation 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
Cedars-Sinai Medical Center	Los Angeles
Children's Hospital Los Angeles	Los Angeles
Kaiser Permanente, Los Angeles Medical Center	Los Angeles
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles

Healthcare Facility	City
Keck Medical Center of USC	Los Angeles
LAC-USC Medical Center	Los Angeles
Ronald Reagan UCLA Medical Center	Los Angeles
Stewart & Lynda Resnick Neuropsychiatric Hospital at UCLA	Los Angeles
UCLA Mattel Children's Hospital	Los Angeles
VA Greater Los Angeles Healthcare System	Los Angeles
Kaiser Permanente, Manteca Medical Center	Manteca
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
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	San Diego
Kaiser Permanente, San Francisco Medical Center	San Francisco
Sutter California Pacific Medical Center	San Francisco
UCSF Medical Center	San Francisco



Alta Bates Summit Medical Center
4 Year HEI Participant





Sutter Tracy Community Hospital
4 Year HEI Participant



Healthcare Facility	City
Kaiser Permanente, San Jose Medical Center	San Jose
Kaiser Permanente, San Leandro Medical Center	San Leandro
Sierra Vista Regional Medical Center	San Luis Obispo
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
Stanford Health Care	Stanford
Olive View - UCLA Medical Center	Sylmar
Twin Cities Community Hospital	Templeton
Harbor - UCLA Medical Center	Torrance
Sutter Tracy Community Hospital	Tracy
Kaiser Permanente, Vacaville Medical Center	Vacaville
Kaiser Permanente, Vallejo Medical Center	Vallejo
Sutter Solano Medical Center	Vallejo
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills
COLORADO	
Denver Health Medical Center	Denver
CONNECTICUT	
Bridgeport Hospital	Bridgeport
Bristol Hospital	Bristol
Greenwich Hospital	Greenwich
Middlesex Hospital	Middletown
Yale-New Haven Hospital	New Haven
Lawrence and Memorial Hospital	New London
Reproductive Medicine Associates of Connecticut	Norwalk
VA Connecticut Health Care System	West Haven
DELAWARE	
Christiana Care - Christiana Hospital	Newark
Christiana Care - Wilmington Hospital	Wilmington



Rush University Medical Center
11 Year HEI Participant



Healthcare Facility	City
DISTRICT OF COLUMBIA	
Whitman-Walker Health	Washington
FLORIDA	
VA Bay Pines Healthcare System	Bay Pines
Florida Medical Center - A Campus of North Shore	Fort Lauderdale
VA North Florida/South Georgia Veterans Healthcare System	Gainesville
UF Health Jacksonville	Jacksonville
Holtz Children's Hospital & JMH Women's Services	Miami
Jackson Behavioral Health Hospital	Miami
Jackson Memorial Hospital	Miami
Jackson North Medical Center	Miami
Jackson Rehabilitation Hospital	Miami
Jackson South Medical Center	Miami
University of Miami Hospital	Miami
VA Miami Healthcare System	Miami
VA Orlando Medical Center	Orlando
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
GEORGIA	
VA Atlanta Medical Center	Decatur
HAWAII	
Kaiser Permanente, Moanalua Medical Center	Honolulu
VA Pacific Islands Health Care System	Honolulu
ILLINOIS	
Rush-Copley Medical Center	Aurora
Advocate Illinois Masonic Medical Center	Chicago
Ann & Robert H Lurie Childrens Hospital of Chicago	Chicago
Howard Brown Health Center	Chicago
Northwestern Memorial Hospital	Chicago
Rush University Medical Center	Chicago
University of Chicago Medical Center	Chicago
VA Jesse Brown Medical Center	Chicago
VA Illiana Health Care System	Danville
Northwestern Medicine Kishwaukee Hospital	Dekalb



Norton Children's Hospital
3 Year HEI Participant

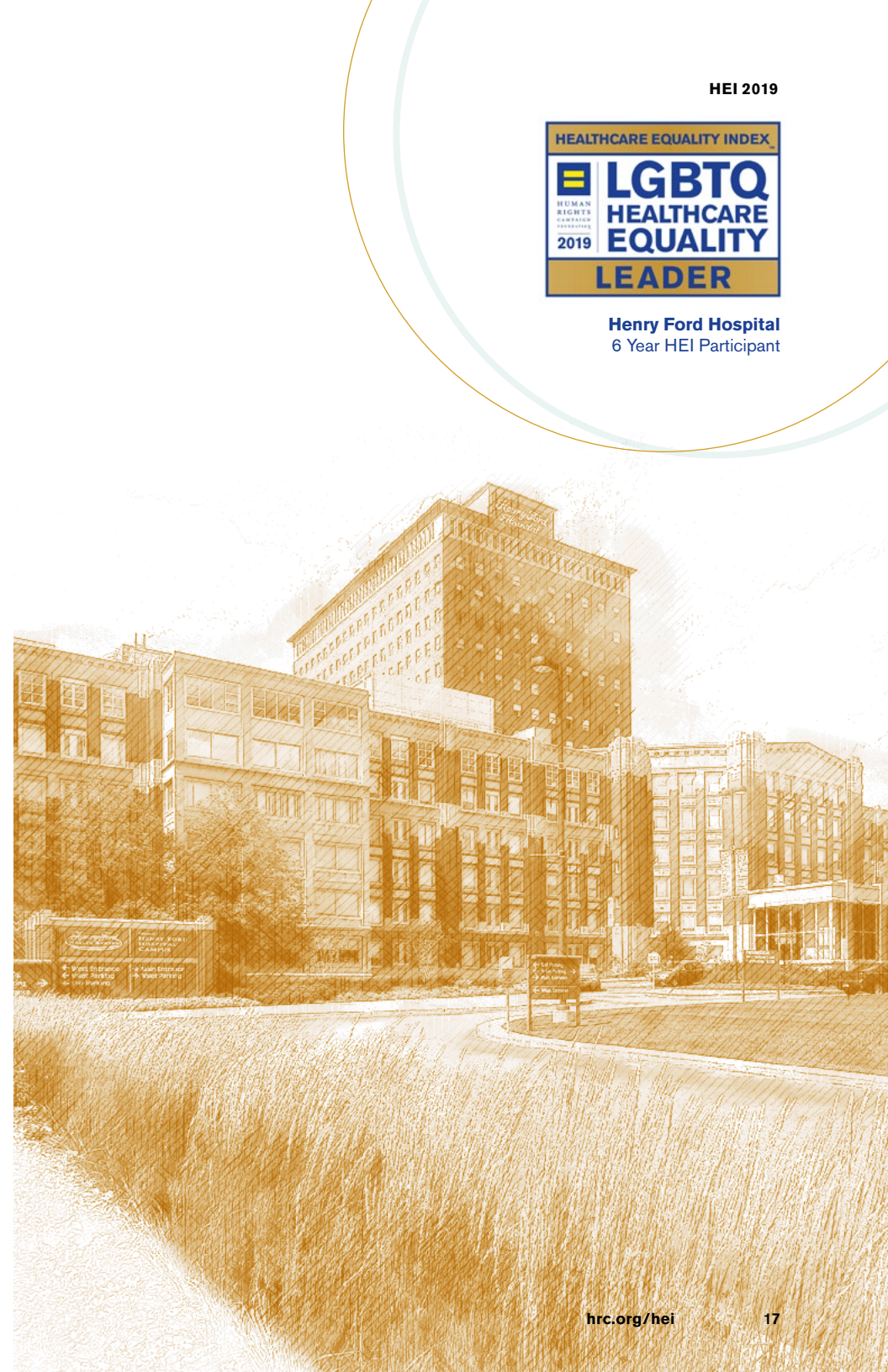


Healthcare Facility	City
Northwestern Medicine Delnor Hospital	Geneva
VA Edward Hines Jr. Hospital	Hines
Northwestern Medicine Lake Forest Hospital	Lake Forest
Rush Oak Park Hospital	Oak Park
Marianjoy Rehabilitation Hospital	Wheaton
Northwestern Medicine Central DuPage Hospital	Winfield
INDIANA	
VA Northern Indiana Health Care System	Fort Wayne
Eskenazi Health	Indianapolis
VA Richard L. Roudebush Medical Center	Indianapolis
Indiana University Health Ball Memorial Hospital	Muncie
IOWA	
UnityPoint Health - Iowa Methodist Medical Center	Des Moines
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
Saint Luke's South Hospital	Overland Park
KENTUCKY	
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	
CrescentCare	New Orleans
VA Southeast Louisiana Healthcare System	New Orleans
VA Alexandria Health Care System	Pineville
MAINE	
Penobscot Community Health Care	Bangor
MARYLAND	
Chase Brexton Health Services	Baltimore
Sinai Hospital of Baltimore	Baltimore



Henry Ford Hospital
6 Year HEI Participant

Healthcare Facility	City
VA Baltimore Medical Center - Maryland Health Care System	Baltimore
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 Health Care for the Homeless Program	Boston
Boston Medical Center	Boston
Fenway Health	Boston
Massachusetts General Hospital	Boston
Tufts Medical Center	Boston
VA Boston Healthcare System	Boston
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
Henry Ford Allegiance Health	Jackson
VA Aleda E. Lutz Medical Center	Saginaw
Henry Ford West Bloomfield Hospital	West Bloomfield
Henry Ford Wyandotte Hospital	Wyandotte
MINNESOTA	
VA Minneapolis Health Care System	Minneapolis
St. Cloud Hospital	St. Cloud
MISSISSIPPI	
VA Gulf Coast Veterans Health Care System	Biloxi
VA G.V. (Sonny) Montgomery Medical Center	Jackson
MISSOURI	
Hedrick Medical Center	Chillicothe
VA Harry S. Truman Memorial Hospital	Columbia
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





OneWorld Community Health Centers
5 Year HEI Participant



Healthcare Facility	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
Barnes-Jewish Hospital	St. Louis
St. Louis Children's Hospital	St. Louis
VA St. Louis Health Care System	St. Louis
Wright Memorial Hospital	Trenton
NEBRASKA	
OneWorld Community Health Centers	Omaha
VA Omaha-Nebraska-Western Iowa Health Care System	Omaha
NEVADA	
VA Southern Nevada Healthcare System	North Las Vegas
NEW HAMPSHIRE	
VA Manchester Medical Center	Manchester
NEW JERSEY	
AtlantiCare Regional Medical Center	Atlantic City
Clara Maass Medical Center	Belleville
Ocean Medical Center	Brick
VA New Jersey Health Care System	East Orange
Hackensack University Medical Center	Hackensack
Hackettstown Medical Center	Hackettstown
Bayshore Medical Center	Holmdel
Jersey City Medical Center	Jersey City
Saint Barnabas Medical Center	Livingston
Monmouth Medical Center, Long Branch Campus	Long Branch
Southern Ocean Medical Center	Manahawkin
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
Bergen New Bridge Medical Center	Paramus
Raritan Bay Medical Center	Perth Amboy
University Medical Center of Princeton at Plainsboro	Plainsboro
Chilton Medical Center	Pompton Plains



NYC Health and Hospitals - North Central Bronx
5 Year HEI Participant



Healthcare Facility	City
Riverview Medical Center	Red Bank
Valley Hospital	Ridgewood
Robert Wood Johnson University Hospital - Somerset	Somerville
Overlook Medical Center	Summit
Community Medical Center	Toms River
NEW MEXICO	
University of New Mexico Hospitals	Albuquerque
NEW YORK	
South Oaks Hospital	Amityville
Southside Hospital	Bay Shore
Montefiore Medical Center	Bronx
NYC Health and Hospitals - Belvis, a Gotham Health Center	Bronx
NYC Health and Hospitals - Jacobi	Bronx
NYC Health and Hospitals - Lincoln	Bronx
NYC Health and Hospitals - Morrisania, a Gotham Health Center	Bronx
NYC Health and Hospitals - North Central Bronx	Bronx
Mount Sinai Brooklyn Hospital	Brooklyn
NewYork-Presbyterian Brooklyn Methodist Hospital	Brooklyn
NYC Health and Hospitals - Coney Island	Brooklyn
NYC Health and Hospitals - Cumberland, a Gotham Health Center	Brooklyn
NYC Health and Hospitals - East New York, a Gotham Health Center	Brooklyn
NYC Health and Hospitals - Kings	Brooklyn
NYC Health and Hospitals - McKinney	Brooklyn
NYC Health and Hospitals - Woodhull	Brooklyn
NYU Langone Hospital - Brooklyn	Brooklyn
Buffalo General Medical Center	Buffalo
Evergreen Health Services	Buffalo
Women & Children's Hospital of Buffalo	Buffalo
F. F. Thompson Hospital	Canandaigua
NYC Health and Hospitals - Elmhurst	Elmhurst
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
Huntington Hospital	Huntington
NYC Health and Hospitals - Queens	Jamaica



NYC Health and Hospitals - Harlem
5 Year HEI Participant



Healthcare Facility	City
Mount Sinai Queens	Long Island City
The Feinstein Institute for Medical Research	Manhasset
North Shore University Hospital	Manhasset
Northwell Health Stern Family for Rehabilitation	Manhasset
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
Hospital for Special Surgery	New York
Lenox Health Greenwich Village	New York
Lenox Hill Hospital	New York
Manhattan Eye, Ear and Throat Hospital	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
NYC Health and Hospitals - Bellevue	New York
NYC Health and Hospitals - Carter	New York
NYC Health and Hospitals - Coler	New York
NYC Health and Hospitals - Gouverneur Skilled Nursing Facility	New York
NYC Health and Hospitals - Gouverneur, a Gotham Health Center	New York
NYC Health and Hospitals - Harlem	New York
NYC Health and Hospitals - Metropolitan	New York
NYC Health and Hospitals - Sydenham, a Gotham Health Center	New York
NYU Langone - Tisch Hospital	New York
NYU Langone Orthopedic Hospital	New York
Reproductive Medicine Associates of New York	New York
DeGraff Memorial Hospital	North Tonawanda
Plainview Hospital	Plainview
John T. Mather Memorial Hospital	Port Jefferson
Peconic Bay Medical Center	Riverhead



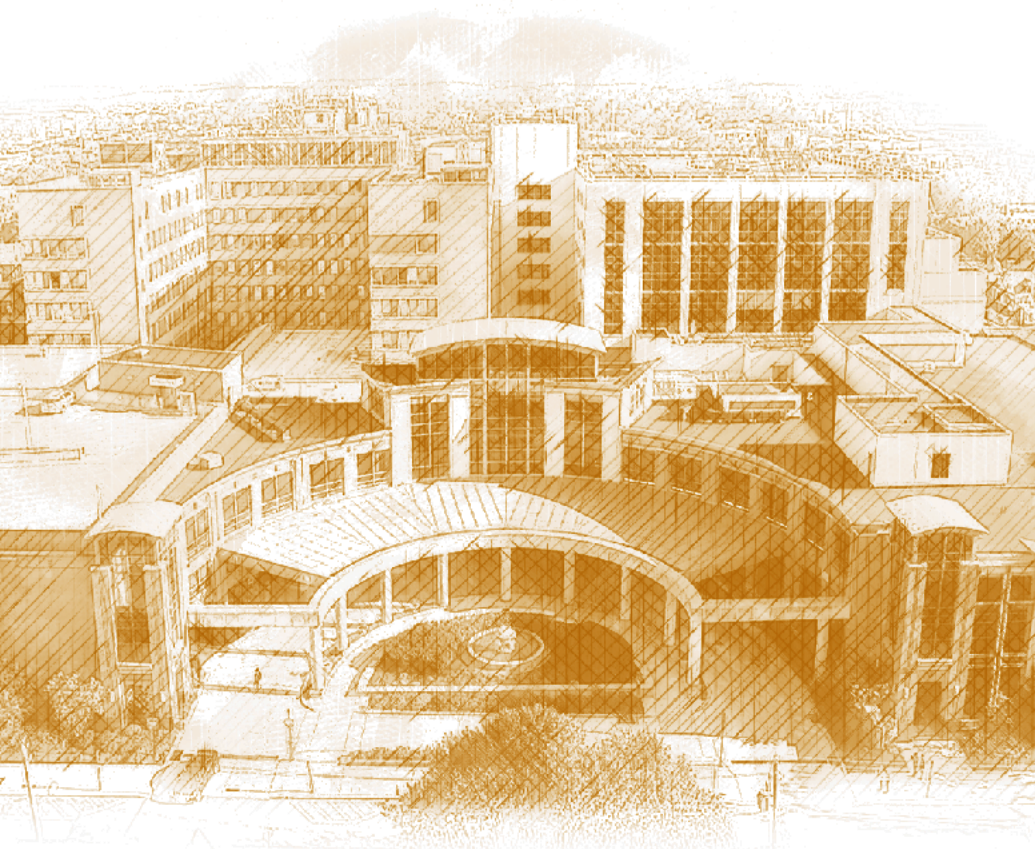
Wesley Long Hospital
9 Year HEI Participant

Healthcare Facility	City
Highland Hospital of Rochester	Rochester
Strong Memorial Hospital of the University of Rochester	Rochester
Trillium Health	Rochester
Phelps Memorial Hospital Center	Sleepy Hollow
NYC Health and Hospitals - Sea View	Staten Island
NYC Health and Hospitals - Vanderbilt	Staten Island
Staten Island University Hospital (North)	Staten Island
Staten Island University Hospital (South)	Staten Island
Syosset Hospital	Syosset
Long Island Jewish - Valley Stream	Valley Stream
Northwell Health Orzac Center for Rehabilitation	Valley Stream
Millard Fillmore Suburban Hospital	Williamsville
NORTH CAROLINA	
Novant Health Brunswick Medical Center	Bolivia
Alamance Regional Medical Center	Burlington
Novant Health Charlotte Orthopedic 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
Rex Healthcare	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





Lancaster General Health
2 Year HEI Participant



Healthcare Facility	City
Novant Health Medical Park Hospital	Winston-Salem
Wake Forest Baptist Medical Center	Winston-Salem
NORTH DAKOTA	
VA Fargo Health Care System	Fargo
OHIO	
VA Chillicothe Medical Center	Chillicothe
VA Cincinnati Medical Center	Cincinnati
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
Ohio State University Wexner Medical Center	Columbus
OhioHealth Doctors Hospital	Columbus
OhioHealth Grant Medical Center	Columbus
OhioHealth Riverside Methodist Hospital	Columbus
VA Chalmers P. Wylie Ambulatory Care Center	Columbus
VA Dayton Medical Center	Dayton
OhioHealth Dublin Methodist Hospital	Dublin
The University of Toledo Medical Center	Toledo
OKLAHOMA	
Oklahoma City Indian Clinic	Oklahoma City
VA Oklahoma City 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
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



VA Pittsburgh Healthcare System
6 Year HEI Participant



Healthcare Facility	City
PENNSYLVANIA	
Geisinger - Bloomsburg Hospital	Bloomsburg
Geisinger - Shamokin Area Community Hospital	Coal Township
Geisinger Medical Center	Danville
Einstein Medical Center Montgomery	East Norriton
Einstein Medical Center Elkins Park	Elkins Park
Moss Rehab	Elkins Park
Geisinger Jersey Shore Hospital	Jersey Shore
Lancaster General Health	Lancaster
Geisinger - Lewistown Hospital	Lewistown
Children's Hospital of Philadelphia	Philadelphia
Einstein Medical Center Philadelphia	Philadelphia
Penn Student Health Service	Philadelphia
Temple University Hospital	Philadelphia
Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia
Children's Hospital of Pittsburgh of UPMC	Pittsburgh
UPMC St. Margaret	Pittsburgh
UPMC Western Psychiatric Hospital	Pittsburgh
VA Pittsburgh Healthcare System	Pittsburgh
Geisinger Community Medical Center	Scranton
Geisinger Wyoming Valley Medical Center	Wilkes Barre
RHODE ISLAND	
Westerly Hospital	Westerly
SOUTH DAKOTA	
VA Sioux Falls Health Care System	Sioux Falls
TENNESSEE	
VA Tennessee Valley Healthcare System	Murfreesboro
Vanderbilt Hospital and Clinics	Nashville
TEXAS	
People's Community Clinic	Austin
VA El Paso Health Care System	El Paso
VA Michael E. DeBaakey Medical Center	Houston
Metropolitan Methodist Hospital	San Antonio
VA South Texas Health Care System	San Antonio
VA Central Texas Veterans Health Care System	Temple



American Family Children's Hospital
6 Year HEI Participant



Healthcare Facility	City
UTAH	
VA Salt Lake City Health Care System	Salt Lake City
VERMONT	
VA White River Junction Medical Center	White River Junction
VIRGINIA	
University of Virginia Medical Center	Charlottesville
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 Hospital	Port Townsend
Valley Medical Center	Renton
Harborview Medical Center	Seattle
Kaiser Permanente Seattle - Capitol Hill Campus	Seattle
Northwest Hospital & Medical Center	Seattle
Seattle Children's Hospital	Seattle
University of Washington 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
Community Memorial Hospital	Menomonee Falls
AIDS Resource Center of Wisconsin	Milwaukee
Aurora Sinai Medical Center	Milwaukee
Froedtert Memorial Lutheran Hospital	Milwaukee
St. Joseph's Hospital	West Bend

Findings

THE HEALTHCARE EQUALITY INDEX 2019 asked participants a series of questions about LGBTQ-inclusive policies and practices. Those questions are divided into four criteria outlined in more detail in Appendix A beginning on [page 44](#). 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 48](#).

Criteria 1 – Non-Discrimination and Staff Training

- Patient Non-Discrimination
- Equal Visitation
- Employment Non-Discrimination
- Staff Training

Criteria 2 – Patient Services and Support

- LGBTQ Patient Services and Support
- Transgender Patient Services and Support
- Patient Self-Identification
- Medical Decision-Making

Criteria 3 – Employee Benefits and Policies

- Employee Benefits and Policies
- Transgender-Inclusive Health Insurance

Criteria 4 – Patient and Community Engagement



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."

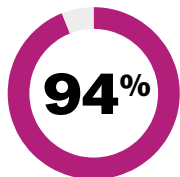
Lesbian, gay, bisexual, transgender and queer people continue to face discrimination in healthcare because of their sexual orientation and/or gender identity, creating a need for explicit non-discrimination policies.



99% of HEI participants (673 of 680 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.

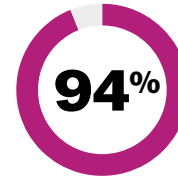
A patient non-discrimination policy is only effective if patients and staff know about it. Thus, the HEI requires survey participants to document not only that they have an LGBTQ-inclusive non-discrimination policy, but that they also make it readily accessible to patients and communicate it to their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



94% of HEI 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 (**97%**)
- Included in materials given to patients at admitting/registration or at other time(s) (**83%**)
- Posted or displayed in waiting rooms and other public areas of the facility (**88%**)

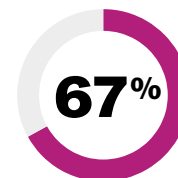


94% of HEI participants with an LGBTQ-inclusive patient non-discrimination policy documented that the policy is readily accessible and communicated to staff in at least one way.

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

- Posted on facility intranet site (**92%**)
- Included in materials routinely given to employees at orientation (**74%**)
- Reviewed in employee training (either in-person or online) (**61%**)

In addition to the facilities that actively participated in the HEI 2019 survey, the HRC Foundation proactively researched the patient non-discrimination policies at nearly 1000 hospitals. We were unable to find patient non-discrimination policies for some of the hospitals we researched as these facilities do not include a non-discrimination statement or patient bill of rights on their hospital website and did not respond to invitations to submit their policies to us. We found or obtained the patient non-discrimination policies for 952 hospitals. **Of those hospitals that published or provided a policy, only 634 or 67% 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.

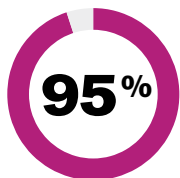
In 2010, after learning of a tragic incident in which a lesbian was denied visitation to her dying partner, then President Barack Obama directed the United States Secretary of Health and Human Services to develop regulations protecting the visitation rights of all patients. These regulations, known as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



100% of the HEI participants 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.

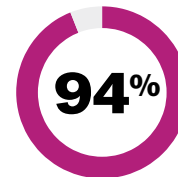
An equal visitation policy is only effective if patients and staff know about it. Thus, the HEI requires survey participants to document not only that they have an equal visitation policy but that they also make it readily accessible to patients and communicate it to their staff.



95% of HEI participants with an equal visitation 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 (**97%**)
- Included in materials given to patients at admitting/ registration or at other time(s) (**85%**)
- Posted or displayed in patient waiting area(s) (**71%**)

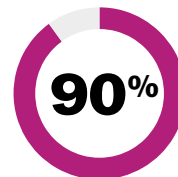


94% of HEI participants with an equal visitation policy documented that the policy is readily accessible and communicated to staff in at least one way.

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

- Posted on facility intranet site (**96%**)
- Included in materials routinely given to employees at orientation (**62%**)
- Reviewed in employee training (either in-person or online) (**58%**)

We were unable to find visitation policies for some of the hospitals we researched as these facilities do not include a statement on their hospital website indicating which individuals may visit the patient and did not respond to invitations to submit their policies to us. We found or obtained the visitation policies for 942 hospitals.



Of those hospitals that published or provided a policy, 845 or 90% 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

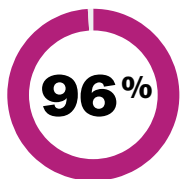
orientation or gender identity. Only 21 states and the District of Columbia provide workplace protections based on sexual orientation and gender identity. This criterion calls on healthcare facilities to protect their LGBTQ employees from discrimination regardless of state non-discrimination laws. LGBTQ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



98% of HEI participants (668 of 680 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.

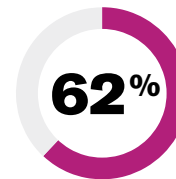


96% of HEI participants with an LGBTQ-inclusive employment non-discrimination policy documented that the policy is readily accessible and communicated to the public and potential applicants in at least one way.

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 (**73%**)
- Included on job announcements (**66%**)

In addition to the facilities that actively participated in the HEI 2019 survey, the HRC Foundation proactively researched the employment non-discrimination policies at nearly 1000 hospitals. We were unable to find employment non-discrimination policies or statements for many of the hospitals we researched as these facilities do not include an employment non-discrimination policy or statement on their hospital website and did not respond to invitations to submit their policies to us. We found or obtained the employment non-discrimination policies for 884 hospitals. **Of those hospitals that published or provided a policy or non-discrimination statement, only 550 or 62% were found to have an LGBTQ-inclusive employment non-discrimination policy in place.**



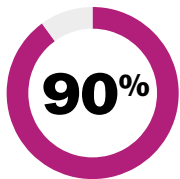
For more information about this criterion: hrc.org/employment-non-discrimination

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

* 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.

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.



90% of HEI participants 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.

More than 94,000 hours of training in LGBTQ patient-centered care were provided to the staff at participating facilities during the HEI 2019 survey year.

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

“The HEI learning resources have equipped our team members with the confidence and courage to interact and engage with our LGBTQ patients. As a leader, my strongest takeaway from our HEI training is my resolve to ask, listen and learn when I don’t know the answer. This small shift in my approach has helped me treat each patient situation uniquely and has reminded me to empower our patients to advocate for their distinct health care needs. “

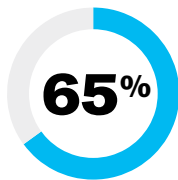
Gary A. Balcerzak

Vice President of Operations
Aurora Sinai Medical Center

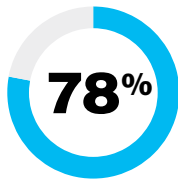
LGBTQ Patient Services and Support

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



65% of HEI participants have an internal planning or advisory committee focused on LGBTQ patient care issues.



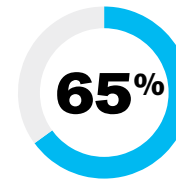
78% of HEI participants have an official plan for reducing health disparities that specifically includes LGBTQ patients in addition to race, ethnicity and linguistic concerns.

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 references to LGBTQ health in many of the standards. One of the standards encourages healthcare organizations to conduct ongoing assessments of their CLAS-related activities and integrate CLAS-related measures into continuous quality improvement activities. The HEI 2019 survey found that **85%** 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 **92%** of those participants indicated that they include LGBTQ populations in this plan or otherwise have a plan for reducing LGBTQ health disparities.

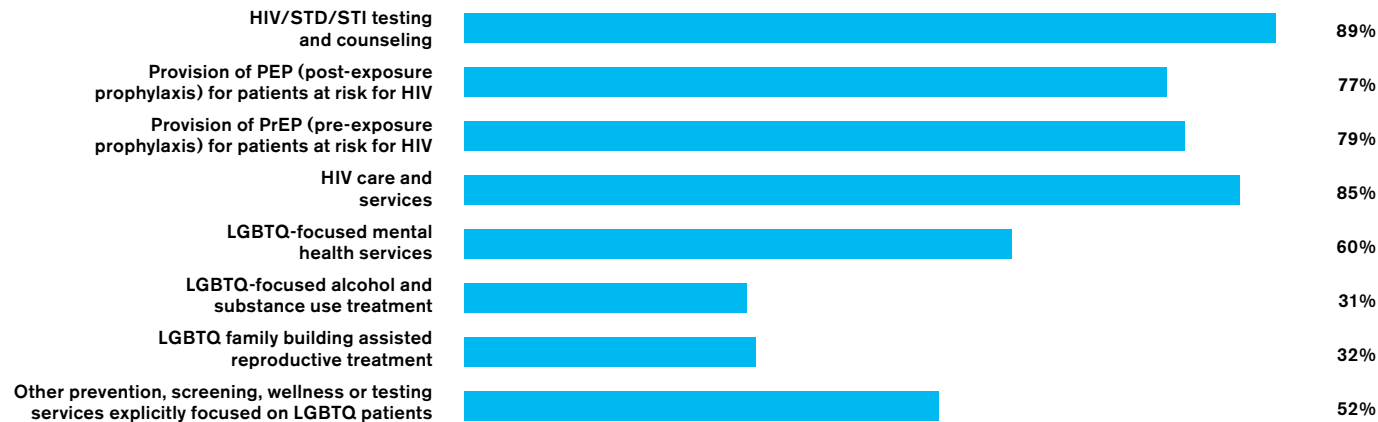
Serving LGBTQ Populations



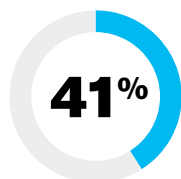
65% of HEI participants inform interested patients of LGBTQ-knowledgeable and -friendly providers.

One of the ways that hospitals can help ease the fears of LGBTQ patients who need to choose a provider is to inform them of LGBTQ-knowledgeable and -friendly providers. Among HEI participants, **65%** indicated that they do this in some way. Of those who make LGBTQ-friendly providers known, **52%** post a list externally, **50%** publicly promote their clinics or medical practices that have an explicit LGBTQ focus, **37%** display "tags" in an online "find a provider" system and **28%** 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).



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:

- **66%** provide information about LGBTQ services and/or health concerns on their public website
- **55%** publish a brochure or other print material(s) designed to educate or support LGBTQ patients
- **77%** 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 70% of HEI participants indicated that they provide HIV testing and counseling, only 63% 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

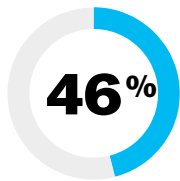
TRANSGENDER PATIENTS ARE particularly vulnerable in healthcare settings. A large survey by Lambda Legal revealed that 70% of transgender respondents had experienced serious discrimination in healthcare at some point in their lives.* They can face long waits for care, pointing and laughter, negative comments, 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



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 312 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 (77%)
- Use of preferred name and pronouns when interacting with and referring to transgender patients (96%)
- Protocols for interacting with transgender patients (87%)
- Guidelines for room assignments for transgender patients (77%)
- Access to restrooms (90%)
- Compliance with privacy laws (80%)
- Access to items that assist gender presentation (53%)
- Addressing potential problems with insurance/billing claims (40%)
- Access to hormone therapy (72%)

The Affordable Care Act raised the importance of creating policies and procedures aimed at eliminating bias and insensitivity, 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.

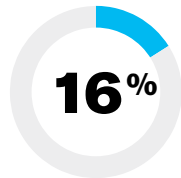
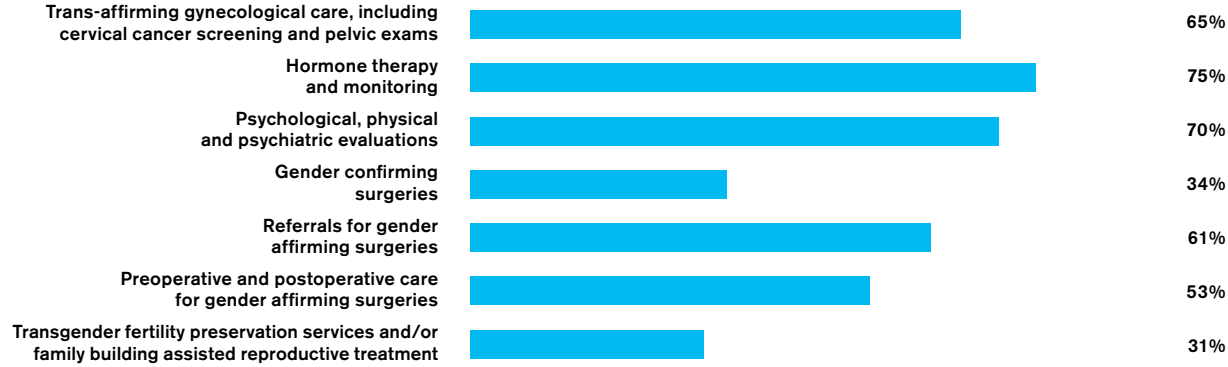
For more information about best practices for care of transgender patients see the publication, ***Creating Equal Access to Quality Health Care for Transgender Patients: Transgender-Affirming Hospital Policies***, from HRC Foundation, Lambda Legal, and the LGBT Rights Committee of the New York City Bar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

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



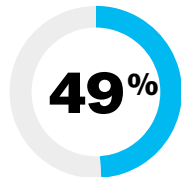
Percentage of HEI participants that indicated they offered the following specific services to meet the needs of transgender patients*

*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.

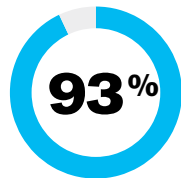


16% of HEI participants indicated that they do not provide any transgender-specific services.

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 would like to see more facilities indicating that they are offering these services.



49% of HEI participants indicated that they have an externally promoted specific program to provide patient navigation or advocacy services to transgender patients.



93% 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.

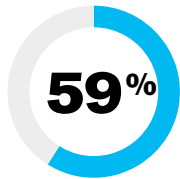


Patient Self-Identification

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.

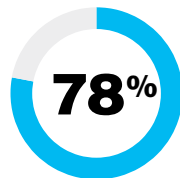
These critical data provide hospitals with information on the potential cultural needs of each patient, as well as an opportunity to monitor and analyze health disparities at the population level.

Collecting Information About Sexual Orientation and Gender Identity



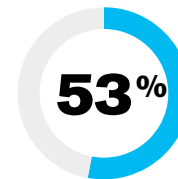
59% of HEI participants indicated that their organization's electronic health records offer an explicit way to capture a patient's sexual orientation.

Another **30%** of participants indicated that this information may be captured in free-form notes, while **10%** of participants are not capturing this information at all in their patients' health records.



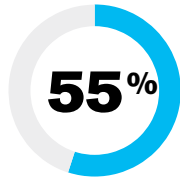
78% of HEI participants indicated that their organization's electronic health records offer an explicit way to capture that a patient's current gender identity differs from the sex they were assigned at birth and/or the sex shown on any identification, insurance or other documents used in admitting/registration.

Another **19%** of participants indicated that this information may be captured in free-form notes, while **2%** of participants are not capturing this information at all in their patients' health records.



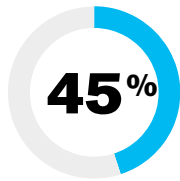
53% of HEI participants use a two-question process to collect data on gender identity (i.e. first asking current gender identity and then asking sex assigned at birth).

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. Of the 53% of HEI participants that collect gender identity, 87% utilize the two-step method, specifically to capture this information. 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.



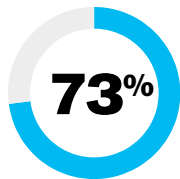
of HEI participants facilities provide employees with training explicitly reminding them that LGBTQ status is confidential patient information.

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.



of HEI participants 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 **46%** 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 patients' health records.



of HEI participants 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.

Medical Decision-Making



64%

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

However, only **13%** 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.

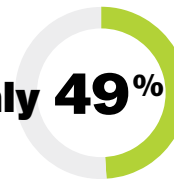
Almost all of the HEI participants provide healthcare benefits to spouses of benefits-eligible employees.

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



Only **49%**



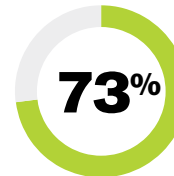
The HRC Foundation urges the handful of employers that require different documentation for same-sex and different-sex couples and those that maintain definitions of spouse that do not include same-sex spouses to adjust these requirements to provide equal and inclusive benefits to same-sex spouses.

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.

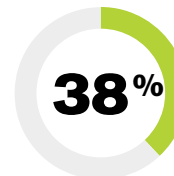
Another way to recognize and respect family diversity is through leave policies that allow employees to take off time for issues related to their same-sex domestic partners.

73%

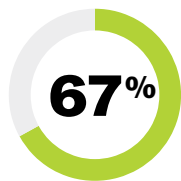


of HEI participants offer bereavement leave that allows employees to take time off following the death of a same-sex partner or their immediate family.

38%



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.



Other Support for LGBTQ Employees

67% 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.



61% 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.

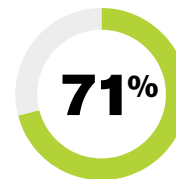
The purpose of these groups is two-fold:

- To foster a sense of community and visibility for these diverse populations within a business
- To leverage each unique population's 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.

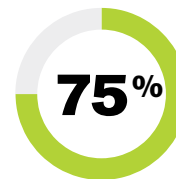
Percentage of HEI participants that indicated the following types of support for LGBTQ employees:



71% 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 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



75% 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. This number is a welcome increase over previous years as healthcare facilities are finally starting to match their corporate counterparts when it comes to providing this important and necessary benefit. For the first time, this benefit was required to obtain Leader status in the HEI. See our feature on page 40 for more information on these important benefits.



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

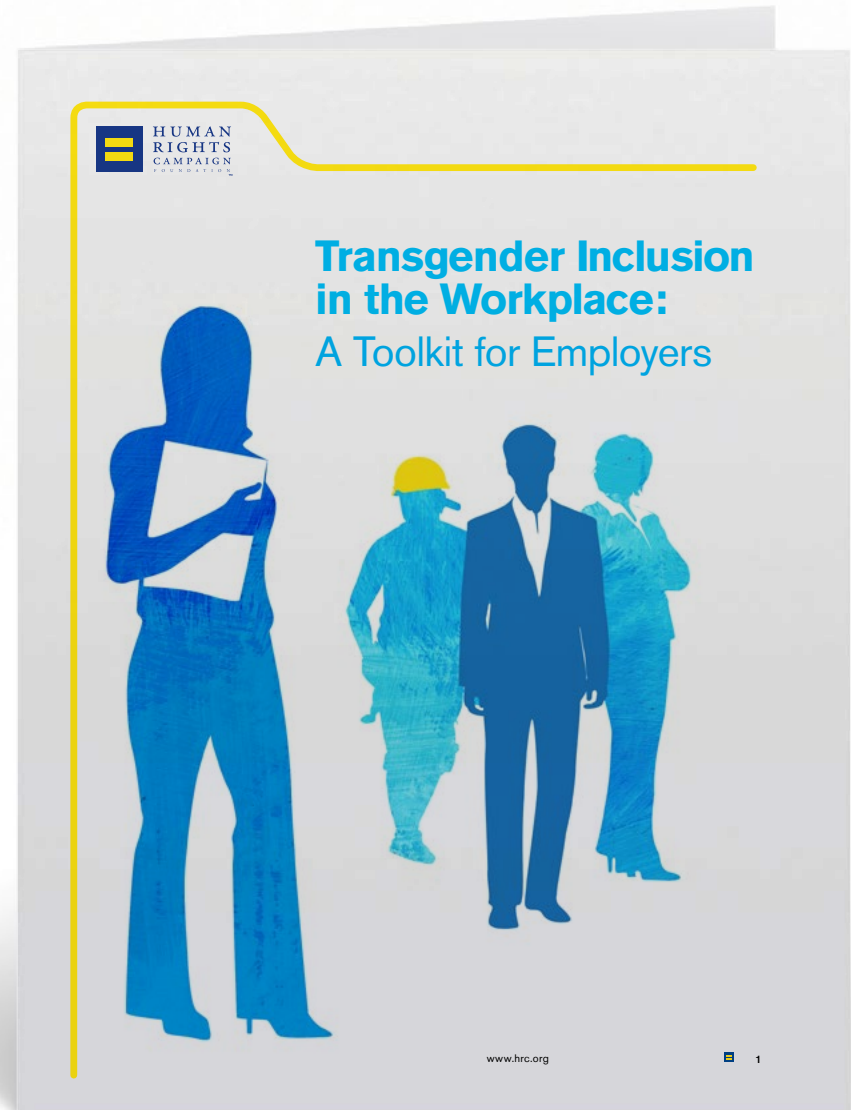
Having easily understandable and accessible guidelines on the gender transition process is a best practice in setting forth some structure to support a respectful and successful workplace transition. To meet everyone's goal of a respectful transition process that retains the employee and individual engagement, 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.

Participants with Transgender-Inclusive Healthcare Benefits



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

TRANSGENDER 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 Toward Inclusive Benefits

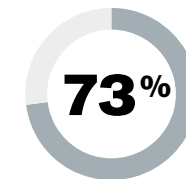
A growing number of employers are eliminating transgender exclusions and affirmatively offering transition-related healthcare coverage. The Human Rights Campaign Foundation’s Corporate Equality Index (CEI), which assesses corporate policies and practices, tracks the number of major American private

employers that offer transgender-inclusive healthcare benefits. **In the CEI 2019, 73% of rated businesses offer this important benefit. For the first time, HEI participating healthcare facilities are on par with their corporate counterparts when it comes to provision of transgender-inclusive health insurance as 75% had at least one healthcare plan that offered this benefit.**

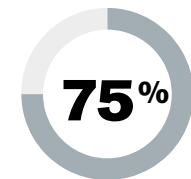
Many large corporations have successfully negotiated with their carriers to remove transgender exclusions from their health insurance policies and replace them with affirmed benefits that provide a base level of coverage for transgender medical care, including mental health counseling, hormone therapy, 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



2019 Corporate Equality Index participants



2019 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 THIS YEAR, participants were required to have at least one firm-wide health insurance plan that affirmatively provides transgender-inclusive coverage to receive a top score in the HEI and obtain the “Leader in LGBTQ Healthcare Equality” designation.

Participants that demonstrated that they had at least one firm-wide health insurance plan that affirmatively communicates the availability of coverage to employees for transition related treatment received 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

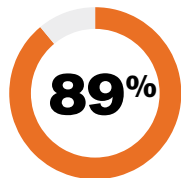
The plan must eliminate other barriers to coverage:

- No separate dollar maximums or deductibles limited to coverage of sex reassignment surgeries and related procedures.
- The plan may not exclude any covered dependents, including children, from these benefits.
- 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

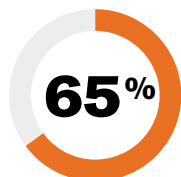
HEALTHCARE ORGANIZATIONS CAN welcome LGBTQ people in their service area by implementing community engagement initiatives like those recommended in this section.

LGBTQ Community Engagement, Marketing and Advocacy

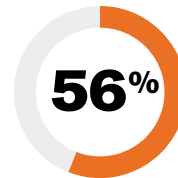


89% of HEI participants took part in or supported one or more LGBTQ-related events or initiatives in their service area

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.

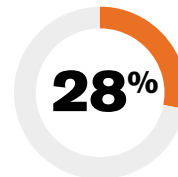


65% of HEI participants have engaged in marketing or advertising to the LGBTQ community (other than sponsorships).



56% 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.



28% of HEI participants publicly supported LGBTQ equality under the law by speaking out on local, state, or federal legislation or initiatives.

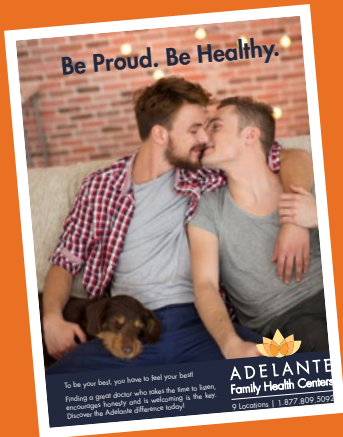
During the 2018 state legislative sessions, over 110 anti-LGBTQ bills proliferated across the states. In turn, businesses spoke out and rebuked attempts to undermine LGBTQ civil rights at record rates. Increasingly, hospitals and other healthcare providers are adding their voice to those that support 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

Percentage 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 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.




That goes for work families too.

At Boston Children's Hospital, we don't tolerate differences, we embrace them. Because we believe in equality. Respect. And the richness that comes when disparate people come together for a common goal. To our LGBTQ patients, families and staff, we celebrate your courage, your journeys, and as always, are proud to be part of your family.

Learn more at childrenshospital.org/careers EOE



Health. Care. Pride.




At Bayhealth, we're proud for being named a *Leader in LGBTQ Healthcare Equality*. Both Bayhealth Hospital, Kent Campus and Bayhealth Milford Memorial earned top marks in patient-centered care, patient services and support, employee benefits and policies, and patient and community engagement.

The Human Rights Campaign is the educational arm of America's largest civil rights organization working toward achieving equality for lesbian, gay, bisexual, transgender, and questioning people.

Visit Bayhealth.org to learn more about our programs.




LGBTQ Health Summit: Living Well Together

by Ochsner Health System

In support of the New Orleans LGBT Community Center

Saturday, October 6, 2018 | 12 - 5 PM

Propeller Incubator
4035 Washington Ave | New Orleans 70125

Topics include:

- Sexual Health
- Ageing Well
- Transgender Health
- Resilience and Social Well-being

Featuring:

- Local experts and thought leaders
- Special guest:** Robert Suttie of SEND Project

FREE TO THE PUBLIC

New Bridge Medical Center's **Celebration of PRIDE MONTH**

FRIDAY, JUNE 15, 2018

Please schedule your attendance of personal, break, or medicine.

Rainbow Bagels
7 a.m. - 8:30 a.m.
Auditorium

Flag Raising Ceremony
NOON
Followed by the Main Entrance Reception (Following in the Auditorium)

Rainbow Sweets & Treats
3 p.m. - 4 p.m.
Auditorium
Prize Incentives and Give-aways

Tie Dye T-Shirts
10:30 a.m. - 11:30 a.m.
1:30 p.m. - 2:30 p.m.
Auditorium
Limited to the first 50 registrants for each time session.
To attend, register by email at nlb@newbridgemedical.org
When registering, provide your shirt size to receive a MASC Pride tag!

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Acute & Ambulatory Care • Subacute Abuse Treatment • Behavioral Health Services • Long Term Care



Appendix A: HEI 2019 Scoring Criteria

THE HEALTHCARE EQUALITY INDEX 2019 is in its third year using a scoring criteria that focuses on foundational non-discrimination policies as well as a variety of policies and practices to promote LGBTQ patient-centered care. New this year was the additional requirement that healthcare facilities provide transgender-inclusive health insurance to their employees in order to receive a top score. This criteria change was announced in March of 2017.

The HEI 2019 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
<p>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 “2019 LGBTQ Healthcare Equality Leader” designation.</p>	
<p>Patient Non-Discrimination</p> <p>a. LGBTQ-Inclusive Patient Non-Discrimination Policy</p> <ul style="list-style-type: none"> ● Policy must include the terms “sexual orientation” and “gender identity and expression” (or “gender identity”) <p>b. Patient Non-Discrimination Policy is communicated to patients and staff</p> <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 	<p>5 points</p> <p>5 points</p>
<p>Visitation Non-Discrimination</p> <p>a. Equal Visitation Policy</p> <ul style="list-style-type: none"> ● Policy must allow the patient’s visitor of their choice <p>b. Equal Visitation Policy is communicated to patients and staff</p> <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 	<p>5 points</p> <p>5 points</p>
<p>Employment Non-Discrimination</p> <p>a. LGBTQ-Inclusive Employment Non-Discrimination Policy</p> <ul style="list-style-type: none"> ● Policy must include the terms “sexual orientation” and “gender identity or expression” (or “gender identity”) <p>b. Employment Non-Discrimination Policy is shared with the public</p> <ul style="list-style-type: none"> ● Policy is shared with the public in at least one way 	<p>5 points</p> <p>5 points</p>
<p>Staff Training</p> <p>a. Training in LGBTQ Patient-Centered Care</p> <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 <p>b. HEI training options are promoted to staff</p> <ul style="list-style-type: none"> ● Facilities must make training options available through the HEI known to staff throughout their facility 	<p>5 points</p> <p>5 points</p>

CRITERIA 2 PATIENT SERVICES AND SUPPORT

30 Points Total

Four subsections compose this criterion: LGBTQ Patient Services and Support, Transgender Patient Services and Support, Patient Self-Identification, and Medical Decision-Making. **This section contains 23 scored questions. In order to receive the full 30 points, a facility must have implemented at least 11 or more of these best practices from any of the subsections. Facilities that have implemented six to ten 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
- Have an internal planning or advisory committee focused on LGBTQ patient care issues

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
- Have a specific program or position to provide patient navigation/advocacy services to transgender patients
- Offer gender neutral restrooms in public areas for patients and visitors

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 the recommended two-question process to collect gender identity information
- Training is provided to staff on how to collect and record gender identity data
- EHR offers explicit options for capturing the patients pronouns in use and prominently displays these pronouns in the banner or a pop-up
- EHR offers an explicit way to capture a patient's organ inventory
- Have electronic health records that offer explicit options for capturing patient's sexual orientation
- 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
- Organization offers employee training related to medical decision making that includes LGBTQ specific information

11 or more initiatives = 30 points

6 to 10 initiatives = 15 points

<p>CRITERIA 3 EMPLOYEE BENEFITS AND POLICIES</p> <p>This section focuses on how a facility treats its LGBTQ employees.</p> <p>This criterion is divided into two scored subsections. The first subsection consists of 14 scored questions and like the other criterion sections a facility can either receive full or partial credit depending upon how many initiatives it has in place. The second subsection is related to the provision of transgender healthcare benefits for employees and is worth 5 points.</p>	<p>20 Points Total</p>
<p>There are 14 scored questions in this subsection. In order to receive full credit for this section (15 points), a facility must have at least 7 or more of these best practices in place. Facilities that have 4 to 6 of these best practices in place will receive a partial score of 10 for this section of the criterion.</p> <p>Employee Benefits and Policies</p> <p>Equal Benefits</p> <ul style="list-style-type: none"> ● 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 domestic partners ● COBRA-equivalent benefits are provided to domestic partners ● FMLA leave or equivalent for partners ● Bereavement leave in the event of the death of a partner or partner's dependents <p>Additional Support for LGBTQ Employees</p> <ul style="list-style-type: none"> ● Have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition ● Officially recognize an LGBTQ employee resource group ● Have a diversity & inclusion office, diversity council or working group focused on employee diversity that specifically includes LGBTQ diversity as part of its mission ● 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 ● Have openly LGBTQ people serving in high level visible leadership positions 	<p>7 or more initiatives = 15 points</p> <p>4 to 6 initiatives = 10 points</p>
<p>The question in this subsection is scored independently and must be met in order to attain Leader status.</p> <p>Transgender Inclusive Health Insurance</p> <ul style="list-style-type: none"> ● Provide at least one health plan to all employees that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment 	<p>5 points</p>

<p>CRITERIA 4 PATIENT AND COMMUNITY ENGAGEMENT</p> <p>This section focuses on community engagement, outreach and promotion to let the LGBTQ community around a facility know they are a welcoming and affirming facility, working toward LGBTQ inclusion.</p> <p>This section contains nine scored questions. In order to receive the full 10 points, a facility must have implemented at least four of the following best practices. Facilities that have implemented two or three of the following best practices receive a partial score of five for this criterion.</p> <p>LGBTQ Community Engagement and Marketing</p> <ul style="list-style-type: none"> ● Support one or more LGBTQ-related events or initiatives in the facility's service area ● Engage in LGBTQ-inclusive marketing or advertising to the LGBTQ community ● Have an LGBTQ-specific logo ● Publicly support LGBTQ equality under the law through local, state, or federal legislation or initiatives <p>Understand the Needs of LGBTQ Patients and Community</p> <ul style="list-style-type: none"> ● Patient surveys allow patients the option to identify as LGBTQ ● Patient surveys include LGBTQ-related questions ● Work with LGBTQ organizations or community members to assess LGBTQ needs or address LGBTQ-related concerns ● Include LGBTQ representation on a governing or community advisory board ● Support LGBTQ health-related research 	<p>10 Points Total</p> <p>4 or more initiatives = 10 points</p> <p>2 to 3 initiatives = 5 points</p>
<p>CRITERIA 5 RESPONSIBLE CITIZENSHIP</p> <p>This section focuses on known activity that would undermine LGBTQ equality or patient care.</p> <p>Healthcare facilities will have 25 points deducted from their score for a large-scale official or public anti-LGBTQ blemish on their recent records. These deductions are based on information that has come to the HRC Foundation's attention related to topics including but not limited to:</p> <ul style="list-style-type: none"> ● Revoking inclusive LGBTQ policies or practices ● Facilitating the continued practice of healthcare providers who provide or promote "conversion therapy" or other LGBTQ-related treatments or services that have been discredited by mainstream medical and mental health organizations ● Engaging in proven practices that are contrary to the facility's written LGBTQ patient or employment policies ● Directing charitable contributions or other public support to organizations whose primary mission includes advocacy against LGBTQ equality or care <p>The point deduction may be reflected in a current or future score, depending on the circumstances. If applied to a current score, the HEI "LGBTQ Healthcare Equality Leader" designation may be suspended or revoked. If at any time after losing points on this criterion, a healthcare facility changes course and satisfies the HRC Foundation's noted concerns, the HRC Foundation will re-evaluate the criterion for that facility.</p> <p>The point deduction for this criteria is rarely applied and only one hospital, Johns Hopkins Hospital, has received this point deduction. Learn why at: hrc.org/resources/johns-hopkins/</p>	<p>-25 Points</p>
<p>HEI 2019 MAXIMUM SCORE/2019 LGBTQ HEALTHCARE EQUALITY LEADER</p>	<p>100</p>

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 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 15 pts	Transgender Inclusive Health Insurance 5 pts	Patient & Community Engagement 10 pts		
ALABAMA													
★	University of Alabama Hospital	Birmingham	UAB Medicine	●	●	●	●	●	●	○	●	95	100
★	VA Birmingham Medical Center	Birmingham	Veterans Health Administration	●	●	●	●	●	●	●	●	95	100
	Crestwood Medical Center	Huntsville	Community Health Systems	●	●	●	●	○	○	○	○	30	30
	VA Central Alabama Veterans Health Care System	Montgomery	Veterans Health Administration	●	●	●	●	●	●	○	○	70	70
🏳️‍🌈	VA Tuscaloosa Medical Center	Tuscaloosa	Veterans Health Administration	●	●	●	●	●	●	●	●	100	95
ALASKA													
	Providence Family Medicine Center	Anchorage	Providence Health & Services	●		○	○	●	○	○	○	45	30
★	VA Alaska Healthcare System	Anchorage	Veterans Health Administration	●	●	●	●	●	●	●	●	80	85
ARIZONA													
	Banner Casa Grande Medical Center	Casa Grande	Banner Health	●	●	●	●	●	●	○	●	60	
	Banner Thunderbird Medical Center	Glendale	Banner Health	●	●	●	●	●	●	○	●	65	
	Banner Desert Medical Center	Mesa	Banner Health	●	●	●	●	●	●	○	●	65	
★	Adelante Healthcare	Phoenix		●		●	●	●	○	○	●	90	85
	Banner - University Medical Center Phoenix	Phoenix	Banner Health	●	●	●	●	●	●	○	●	60	
🏳️‍🌈	Maricopa Integrated Health System	Phoenix		●	●	●	●	●	●	●	●	100	
★	Mayo Clinic Hospital	Phoenix	Mayo Clinic	●	●	●	●	●	●	○	●	95	75
★	VA Phoenix Health Care System	Phoenix	Veterans Health Administration	●	●	●	●	●	●	●	●	95	75
	VA Northern Arizona Health Care System	Prescott	Veterans Health Administration	●	●	●	○	○	○	○	○	35	
	Encompass Health Rehabilitation Hospital of Scottsdale	Scottsdale	Encompass Health Corporation	○	●	○	●	○	○	○	○	10	
	Banner - University Medical Center South	Tucson	Banner Health	●	●	●	●	●	●	○	●	65	
	Banner - University Medical Center Tucson	Tucson	Banner Health	●	●	●	●	●	●	○	●	65	
🏳️‍🌈	El Rio Community Health Center	Tucson		●		●	●	●	●	●	●	100	100
	Palo Verde Behavioral Health Hospital	Tucson	Universal Health Services	○	○	○	●	○	○	○	●	15	
★	VA Southern Arizona Health Care System	Tucson	Veterans Health Administration	●	●	●	●	●	●	●	●	90	95
ARKANSAS													
🏳️‍🌈	VA Health Care System of the Ozarks	Fayetteville	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	Arkansas Children's Hospital	Little Rock		●	●	●	●	●	●	●	●	95	80
★	UAMS Medical Center	Little Rock		●	●	●	●	●	○	○	●	90	100
🏳️‍🌈	VA Central Arkansas Healthcare System	Little Rock	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100

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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
	Mercy Bakersfield - Downtown	Bakersfield	CommonSpirit Health	●	●	●	●	○	●	●	●	75	95
🏠	Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
🏠	Mills-Peninsula Medical Center	Burlingame	Sutter Health	●	●	●	●	●	●	●	●	100	100
🏠	Eden Medical Center	Castro Valley	Sutter Health	●	●	●	●	●	●	●	●	100	100
★	John Muir Behavioral Health Center	Concord	John Muir Health	●	●	●	●	●	●	●	●	95	100
★	John Muir Medical Center, Concord	Concord	John Muir Health	●	●	●	●	●	●	●	●	90	100
🏠	Sutter Coast Hospital	Crescent City	Sutter Health	●	●	●	●	●	●	●	●	100	100
🏠	Sutter Davis Hospital	Davis	Sutter Health	●	●	●	●	●	●	●	●	100	100
🏠	UC Davis Student Health and Counseling Services	Davis		●		●	●	●	●	●	●	100	
🏠	Kaiser Permanente, Downey Medical Center	Downey	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
🏠	Rancho Los Amigos National Rehabilitation Center	Downey	Los Angeles County Health Agency	●	●	●	●	●	●	●	●	100	
🏠	City of Hope's National Medical Center	Duarte		●	●	●	●	●	●	●	●	100	100
🏠	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
	Glendale Memorial Hospital and Health Center	Glendale	CommonSpirit Health	●	●	●	●	○	●	○	○	55	
🏠	USC Verdugo Hills Hospital	Glendale	Keck Medicine of USC	●	●	●	●	●	●	●	●	100	100
	Marin General Hospital	Greenbrae		●	●	●	●	●	●	○	○	50	
	Adventist Medical Center - Hanford	Hanford	Adventist Health	●	●	●	○	●	●	○	○	55	60
🏠	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
🏠	Sutter Lakeside Hospital	Lakeport	Sutter Health	●	●	●	●	●	●	●	●	100	100
🏠	St. Mary's Medical Center - Long Beach	Long Beach	CommonSpirit Health	●	●	●	●	●	●	●	●	100	100
	APLA Health	Los Angeles		○		●	○	●	○	○	●	55	

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🏠	Cedars-Sinai Medical Center	Los Angeles	Cedars-Sinai Health System	●	●	●	●	●	●	●	●	100	75
🏠	Children's Hospital Los Angeles	Los Angeles		●	●	●	●	●	●	●	●	100	100
🏠	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	100
🏠	LAC-USC Medical Center	Los Angeles	Los Angeles County Health Agency	●	●	●	●	●	●	●	●	100	95
★	Los Angeles LGBT Center	Los Angeles		●		●	●	●	●	○	●	90	100
🏠	Ronald Reagan UCLA Medical Center	Los Angeles	University of California Health	●	●	●	●	●	●	●	●	100	100
🏠	Stewart & Lynda Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	UCLA Health System	●	●	●	●	●	●	●	●	100	100
★	UCLA Arthur Ashe Student Health & Wellness Center	Los Angeles		●		●	●	●	●	●	●	95	100
🏠	UCLA Mattel Children's Hospital	Los Angeles	University of California Health	●	●	●	●	●	●	●	●	100	100
🏠	VA Greater Los Angeles Healthcare System	Los Angeles	Veterans Health Administration	●	●	●	●	●	●	●	●	100	
★	Memorial Hospital Los Banos	Los Banos	Sutter Health	●	●	●	●	●	●	●	●	95	100
🏠	Kaiser Permanente, Manteca Medical Center	Manteca	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
★	Contra Costa Behavioral Health Division	Martinez	Contra Costa Health Services	●		●	●	●	●	●	●	95	100
★	Contra Costa Regional Medical Center	Martinez	Contra Costa Health Services	●	●	●	●	●	●	●	●	95	100
🏠	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
🏠	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 AIDS Project	Palm Springs		●		●	●	●	●	●	●	90	
🏠	Desert Regional Medical Center	Palm Springs	Tenet Healthcare	●	●	●	●	●	●	●	●	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

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				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏢	Kaiser Permanente, Redwood City Medical Center	Redwood City	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
	Adventist Medical Center - Reedley	Reedley	Adventist Health	●	●	●	○	●	●	○	○	55	60
🏢	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 Health	●	●	●	●	●	●	●	●	100	100
🏢	Family Health Centers of San Diego	San Diego		●	●	●	●	●	●	●	●	100	100
🏢	Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
🏢	UC San Diego Health	San Diego	University of California	●	●	●	●	●	●	●	●	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 Health	●	●	●	●	●	●	●	●	100	100
★	VA San Francisco Medical Center	San Francisco	Veterans Health Administration	●	●	●	●	●	●	●	○	90	80
🏢	Kaiser Permanente, San Jose Medical Center	San Jose	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
★	Santa Clara Valley Medical Center	San Jose	County of Santa Clara Health System	●	●	●	●	●	●	○	●	85	60
🏢	Kaiser Permanente, San Leandro Medical Center	San Leandro	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
🏢	Sierra Vista Regional Medical Center	San Luis Obispo	Tenet Healthcare	●	●	●	●	●	●	●	●	100	
🏢	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 Health	●	●	●	●	●	●	●	●	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

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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 15 pts	Transgender Inclusive Health Insurance 5 pts	Patient & Community Engagement 10 pts		
	Adventist Medical Center - Selma	Selma	Adventist Health	●	●	●	○	●	●	○	○	55	60
🏠	Kaiser Permanente, South San Francisco Medical Center	South San Francisco	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
🏠	Stanford Health Care	Stanford		●	●	●	●	●	●	●	●	100	100
🏠	Olive View - UCLA Medical Center	Sylmar	Los Angeles County Health Agency	●	●	●	●	●	●	●	●	100	
🏠	Twin Cities Community Hospital	Templeton	Tenet Healthcare	●	●	●	●	●	●	●	●	100	100
🏠	Harbor - UCLA Medical Center	Torrance	Los Angeles County Health Agency	●	●	●	●	●	●	●	●	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
	Tulare County Public Health	Visalia		○		●	●	●	●	●	●	70	
★	John Muir Medical Center, Walnut Creek	Walnut Creek	John Muir Health	●	●	●	●	●	●	●	●	95	100
🏠	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		●	●	●	○	●	●	○	●	65	75
★	VA Eastern Colorado Health Care System	Aurora	Veterans Health Administration	●	●	●	●	●	●	●	●	80	70
	Boulder Community Foothills Hospital	Boulder	Boulder Community Health	●	●	●	●	●	●	○	●	65	
★	CU Boulder Medical Services - Wardenburg Health Center	Boulder		●		●	●	●	●	●	●	90	
🏠	Denver Health Medical Center	Denver	Denver Health	●	●	●	●	●	●	●	●	100	100
CONNECTICUT													
🏠	Bridgeport Hospital	Bridgeport	Yale New Haven Health System	●	●	●	●	●	●	●	●	100	95
🏠	Bristol Hospital	Bristol		●	●	●	●	●	●	●	●	100	100
🏠	Greenwich Hospital	Greenwich	Yale New Haven Health System	●	●	●	●	●	●	●	●	100	95
🏠	Middlesex Hospital	Middletown		●	●	●	●	●	●	●	●	100	100
🏠	Yale-New Haven Hospital	New Haven	Yale New Haven Health System	●	●	●	●	●	●	●	●	100	95
🏠	Lawrence and Memorial Hospital	New London	Yale New Haven Health System	●	●	●	●	●	●	●	●	100	
🏠	Reproductive Medicine Associates of Connecticut	Norwalk	Reproductive Medicine Associates	●		●	●	●	●	●	●	100	100
🏠	VA Connecticut Health Care System	West Haven	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100

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 🏳️‍🌈 2019 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 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 15 pts	Transgender Inclusive Health Insurance 5 pts	Patient & Community Engagement 10 pts		
DELAWARE													
★	Bayhealth Hospital, Kent Campus	Dover	Bayhealth	●	●	●	●	●	●	○	●	90	100
★	Beebe Healthcare	Lewes		●	●	●	●	●	●	●	●	95	75
★	Bayhealth Hospital, Sussex Campus	Milford	Bayhealth	●	●	●	●	●	●	○	●	90	100
🏳️‍🌈	Christiana Care - Christiana Hospital	Newark	Christiana Care Health System	●	●	●	●	●	●	●	●	100	100
★	Alfred I. duPont Hospital for Children	Wilmington	Nemours Childrens Health System	●	●	●	●	●	●	○	●	95	100
🏳️‍🌈	Christiana Care - Wilmington Hospital	Wilmington	Christiana Care Health System	●	●	●	●	●	●	●	●	100	100
DISTRICT OF COLUMBIA													
	Children's National Medical Center	Washington		○	●	●	●	●	●	○	●	50	
★	MedStar Washington Hospital Center	Washington	MedStar Health	●	●	●	●	●	●	●	●	95	90
★	VA Washington DC Medical Center	Washington	Veterans Health Administration	●	●	●	●	●	●	●	●	90	95
🏳️‍🌈	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		●	●	●	●	●	●	○	○	65	45
★	Baptist Medical Center Nassau	Fernandina Beach	Baptist Health	●	●	●	●	●	●	●	●	85	90
🏳️‍🌈	Florida Medical Center - A Campus of North Shore	Fort Lauderdale	Tenet Healthcare	●	●	●	●	●	●	●	●	100	85
🏳️‍🌈	VA North Florida/South Georgia Veterans Healthcare System	Gainesville	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	Baptist Medical Center Jacksonville	Jacksonville	Baptist Health	●	●	●	●	●	●	●	●	85	90
★	Baptist Medical Center South	Jacksonville	Baptist Health	●	●	●	●	●	●	●	●	85	90
★	Mayo Clinic Hospital	Jacksonville	Mayo Clinic	●	●	●	●	●	●	○	●	90	75
🏳️‍🌈	UF Health Jacksonville	Jacksonville	University of Florida Health	●	●	●	●	●	●	●	●	100	
★	Wolfson Children's Hospital	Jacksonville	Baptist Health	●	●	●	●	●	●	●	●	85	90
★	Baptist Medical Center Beaches	Jacksonville Beach	Baptist Health	●	●	●	●	●	●	●	●	85	90
🏳️‍🌈	Holtz Children's Hospital & JMH Women's Services	Miami	Jackson Health System	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Jackson Behavioral Health Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Jackson Memorial Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Jackson North Medical Center	Miami	Jackson Health System	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Jackson Rehabilitation Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	100	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏳️‍🌈	Jackson South Medical Center	Miami	Jackson Health System	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	University of Miami Hospital	Miami	University Of Miami Health System	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Miami Healthcare System	Miami	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Orlando Medical Center	Orlando	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	St. Petersburg General Hospital	St. Petersburg	HCA Healthcare	●	●	●	●	●	●	●	●	95	100
🏳️‍🌈	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	100
★	Cleveland Clinic - Florida	Weston	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
GEORGIA													
	Emory University Hospital	Atlanta	Emory Healthcare	●	●	●	●	●	○	○	●	60	85
	Grady Memorial Hospital	Atlanta	Grady Health System	●	●	○	○	●	●	○	●	75	
	Piedmont Hospital	Atlanta	Piedmont Healthcare System	●	●	●	●	○	●	○	●	50	
★	Augusta University Medical Center	Augusta	Augusta University Health	●	●	●	●	●	●	●	●	95	
🏳️‍🌈	VA Atlanta Medical Center	Decatur	Veterans Health Administration	●	●	●	●	●	●	●	●	100	
	VA Carl Vinson Medical Center	Dublin	Veterans Health Administration	●	●	●	○	●	●	●	●	50	85
★	Emory Johns Creek Hospital	Johns Creek	Emory Healthcare	●	●	●	●	●	●	●	●	80	
★	Emory University Orthopaedics and Spine Hospital	Tucker	Emory Healthcare	●	●	●	●	●	●	●	●	80	85
HAWAII													
🏳️‍🌈	Kaiser Permanente, Moanalua Medical Center	Honolulu	Kaiser Permanente	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Pacific Islands Health Care System	Honolulu	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
ILLINOIS													
🏳️‍🌈	Rush-Copley Medical Center	Aurora	Rush	●	●	●	●	●	●	●	●	100	
	Advocate Good Shepherd Hospital	Barrington	AdvocateAurora Health	●	●	●	●	●	●	●	●	75	95
🏳️‍🌈	Advocate Illinois Masonic Medical Center	Chicago	AdvocateAurora Health	●	●	●	●	●	●	●	●	100	100
	Advocate Trinity Hospital	Chicago	AdvocateAurora Health	●	●	●	●	●	●	●	●	70	
🏳️‍🌈	Ann & Robert H Lurie Childrens Hospital of Chicago	Chicago		●	●	●	●	●	●	●	●	100	100
★	Garfield Park Hospital	Chicago	Universal Health Services	●	●	●	●	●	●	●	●	90	
🏳️‍🌈	Howard Brown Health Center	Chicago		●	●	●	●	●	●	●	●	100	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	Northwestern Memorial Hospital	Chicago	Northwestern Medicine	●	●	●	●	●	●	●	●	100	100
🏠	Rush University Medical Center	Chicago	Rush	●	●	●	●	●	●	●	●	100	100
🏠	University of Chicago Medical Center	Chicago		●	●	●	●	●	●	●	●	100	100
	University of Illinois Hospital & Health Sciences System	Chicago		●	●	●	●	●	●	○	●	70	100
🏠	VA Jesse Brown Medical Center	Chicago	Veterans Health Administration	●	●	●	●	●	●	●	●	100	95
🏠	VA Illiana Health Care System	Danville	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏠	Northwestern Medicine Kishwaukee Hospital	Dekalb	Northwestern Medicine	●	●	●	●	●	●	●	●	100	85
	Advocate Good Samaritan Hospital	Downers Grove	AdvocateAurora Health	●	●	●	●	●	●	●	●	70	45
	Advocate Sherman Hospital	Elgin	AdvocateAurora Health	●	●	●	●	●	●	●	●	75	50
🏠	Northwestern Medicine Delnor Hospital	Geneva	Northwestern Medicine	●	●	●	●	●	●	●	●	100	85
	Advocate South Suburban Hospital	Hazel Crest	AdvocateAurora Health	●	●	●	●	●	●	●	●	75	
🏠	VA Edward Hines Jr. Hospital	Hines	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏠	Northwestern Medicine Lake Forest Hospital	Lake Forest	Northwestern Medicine	●	●	●	●	●	●	●	●	100	85
★	Advocate Condell Medical Center	Libertyville	AdvocateAurora Health	●	●	●	●	●	●	●	●	95	75
★	VA Marion Medical Center	Marion	Veterans Health Administration	●	●	●	●	●	●	●	●	90	
★	Advocate BroMenn Medical Center	Normal	AdvocateAurora Health	●	●	●	●	●	●	●	●	95	70
★	VA Captain James A. Lovell Federal Health Care Center	North Chicago	Veterans Health Administration	●	●	●	●	●	●	●	●	90	95
	Advocate Christ Medical Center	Oak Lawn	AdvocateAurora Health	●	●	●	○	●	●	●	○	55	60
🏠	Rush Oak Park Hospital	Oak Park	Rush	●	●	●	●	●	●	●	●	100	100
	Advocate Childrens Hospital - Park Ridge	Park Ridge	AdvocateAurora Health	●	●	●	○	○	●	●	●	55	
	Advocate Lutheran General Hospital	Park Ridge	AdvocateAurora Health	●	●	●	●	●	●	●	○	70	65
🏠	Marianjoy Rehabilitation Hospital	Wheaton	Northwestern Medicine	●	●	●	●	●	●	●	●	100	85
🏠	Northwestern Medicine Central DuPage Hospital	Winfield	Northwestern Medicine	●	●	●	●	●	●	●	●	100	85
INDIANA													
🏠	VA Northern Indiana Health Care System	Fort Wayne	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏠	Eskenazi Health	Indianapolis		●	●	●	●	●	●	●	●	100	100
	IU Health University Hospital	Indianapolis	Indiana University Health System	●	●	●	○	●	●	○	●	70	65
★	Planned Parenthood of Indiana and Kentucky	Indianapolis	Planned Parenthood Federation of America	●		●	●	●	●	○	●	90	90
🏠	VA Richard L. Roudebush Medical Center	Indianapolis	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
	Indiana University Health Ball Memorial Hospital	Muncie		●	●	●	●	●	●	●	●	100	100
	Community Hospital	Munster	Community Healthcare System	●	●	●	●	●	○	○	○	55	55
IOWA													
	Planned Parenthood of the Heartland	Des Moines	Planned Parenthood Federation of America	●		●	●	●	●	○	○	75	100
	UnityPoint Health - Iowa Methodist Medical Center	Des Moines	UnityPoint Health	●	●	●	●	●	●	●	●	100	50
★	VA Central Iowa Health Care System	Des Moines	Veterans Health Administration	●	●	●	●	●	●	●	●	85	50
★	University of Iowa Hospitals and Clinics	Iowa City	University of Iowa Health Care	●	●	●	●	●	●	○	●	90	100
	VA Iowa City Health Care System	Iowa City	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	UnityPoint Health - Allen Hospital	Waterloo	UnityPoint Health	●	●	●	●	●	●	●	●	60	85
KANSAS													
	Anderson County Hospital	Garnett	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
	The University of Kansas Health System	Kansas City		●	●	●	●	●	●	●	●	100	100
	Saint Luke's Cushing Hospital	Leavenworth	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
★	Children's Mercy Hospital Kansas	Overland Park	Childrens Mercy Hospital and Clinics	●	●	●	●	●	●	○	●	95	100
	Saint Luke's South Hospital	Overland Park	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
KENTUCKY													
	Our Lady of Bellefonte Hospital	Ashland	Bon Secours Mercy Health	●	●	●	●	○	●	○	○	50	50
★	Eastern State Hospital	Lexington	University of Kentucky Health System	●	●	●	●	●	●	○	●	95	100
★	University of Kentucky Albert B. Chandler Hospital	Lexington	University of Kentucky Health System	●	●	●	●	●	●	○	●	95	100
★	VA Lexington Medical Center	Lexington	Veterans Health Administration	●	●	●	●	●	●	●	○	80	100
	Norton Audubon Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●	●	100	100
	Norton Brownsboro Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●	●	100	100
	Norton Cancer Institute	Louisville	Norton Healthcare	●		●	●	●	●	●	●	100	100
	Norton Children's Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●	●	100	100
	Norton Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●	●	100	100
	Norton Women's and Children's Hospital	Louisville	Norton Healthcare	●	●	●	●	●	●	●	●	100	100
	VA Robley Rex Medical Center	Louisville	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
LOUISIANA													
★	Ochsner Medical Center - Baton Rouge	Baton Rouge	Ochsner Health System	●	●	●	●	●	●	○	●	95	100
★	St. Bernard Parish Hospital	Chalmette	Ochsner Health System	●	●	●	●	●	●	○	●	95	

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★	Ochsner Medical Center - West Bank Campus	Gretna	Ochsner Health System	●	●	●	●	●	●	○	●	95	100
★	Ochsner Medical Center - Kenner	Kenner	Ochsner Health System	●	●	●	●	●	●	○	●	95	100
★	St. Charles Parish Hospital	Luling	Ochsner Health System	●	●	●	●	●	●	○	●	90	
	Tulane - Lakeside Hospital for Women and Children	Metairie	HCA Healthcare	●	●	●	●	●	●	●	●	70	80
🏳️‍🌈	CrescentCare	New Orleans		●		●	●	●	●	●	●	100	100
★	Ochsner Baptist Medical Center	New Orleans	Ochsner Health System	●	●	●	●	●	●	○	●	95	100
★	Ochsner Medical Center	New Orleans	Ochsner Health System	●	●	●	●	●	●	○	●	95	100
	Tulane Medical Center	New Orleans	HCA Healthcare	●	●	●	●	●	●	●	●	75	80
🏳️‍🌈	VA Southeast Louisiana Healthcare System	New Orleans	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Alexandria Health Care System	Pineville	Veterans Health Administration	●	●	●	●	●	●	●	●	100	
★	Ochsner St. Anne Hospital	Raceland	Ochsner Health System	●	●	●	●	●	●	○	●	90	100
★	Ochsner Medical Center - Northshore	Slidell	Ochsner Health System	●	●	●	●	●	●	○	●	95	100
MAINE													
	VA Maine Medical Center	Augusta	Veterans Health Administration	●	●	●	●	●	●	●	○	55	
🏳️‍🌈	Penobscot Community Health Care	Bangor		●		●	●	●	●	●	●	100	100
MARYLAND													
★	Anne Arundel Medical Center	Annapolis		●	●	●	●	●	●	●	●	80	80
	Bon Secours Hospital	Baltimore	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	65	60
🏳️‍🌈	Chase Brexton Health Services	Baltimore		●		●	●	●	●	●	●	100	100
★	Greater Baltimore Medical Center	Baltimore		●	●	●	●	●	●	●	●	80	75
★	Planned Parenthood of Maryland	Baltimore	Planned Parenthood Federation of America	●		●	●	●	●	○	●	90	100
🏳️‍🌈	Sinai Hospital of Baltimore	Baltimore	LifeBridge Health	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Baltimore Medical Center - Maryland Health Care System	Baltimore	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	Walter Reed National Military Medical Center	Bethesda	US Department of Defense Military Health System	●	●	●	●	●	●	●	○	70	100
🏳️‍🌈	University Health Center - University of Maryland	College Park	University of Maryland Medical System	●		●	●	●	●	●	●	100	100
🏳️‍🌈	Northwest Hospital	Randallstown	LifeBridge Health	●	●	●	●	●	●	●	●	100	100
MASSACHUSETTS													
🏳️‍🌈	Health Quarters	Beverly		●		●	●	●	●	●	●	100	100
🏳️‍🌈	Beth Israel Deaconess Medical Center	Boston		●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Boston Children's Hospital	Boston		●	●	●	●	●	●	●	●	100	100

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				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	Boston Health Care for the Homeless Program	Boston		●	●	●	●	●	●	●	●	100	
🏠	Boston Medical Center	Boston		●	●	●	●	●	●	●	●	100	100
★	Dana-Farber Cancer Institute	Boston		●		●	●	●	●	○	●	95	100
🏠	Fenway Health	Boston		●		●	●	●	●	●	●	100	100
🏠	Massachusetts General Hospital	Boston	Partners HealthCare	●	●	●	●	●	●	●	●	100	
🏠	Tufts Medical Center	Boston	Wellforce	●	●	●	●	●	●	●	●	100	50
🏠	VA Boston Healthcare System	Boston	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	Charles River Community Health	Brighton		●		●	●	●	●	○	●	80	100
★	Mount Auburn Hospital	Cambridge	CareGroup Healthcare System	●	●	●	●	●	●	○	●	85	85
	Fairview Hospital	Great Barrington	Berkshire Health System	●	●	●	●	●	○	○	●	65	75
	VA Central Western Massachusetts Healthcare System	Leeds	Veterans Health Administration	●	●	●	●	●	●	○	○	60	55
🏠	Cooley Dickinson Hospital	Northampton	Partners HealthCare	●	●	●	●	●	●	●	●	100	100
	Berkshire Medical Center	Pittsfield	Berkshire Health System	●	●	●	●	●	○	○	●	65	75
🏠	Edward M. Kennedy Community Health Center	Worcester		●		●	●	●	●	●	●	100	100
★	Hilltown Community Health Center	Worthington		●		●	●	●	●	●	●	90	
MICHIGAN													
★	Michigan Medicine	Ann Arbor		●	●	●	●	●	●	●	○	90	75
	VA Ann Arbor Healthcare System	Ann Arbor	Veterans Health Administration	●	●	●	○	●	●	●	●	75	95
🏠	VA Battle Creek Medical Center	Battle Creek	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏠	Henry Ford Macomb Hospital	Clinton Township	Henry Ford Health System	●	●	●	●	●	●	●	●	100	100
🏠	Henry Ford Hospital	Detroit	Henry Ford Health System	●	●	●	●	●	●	●	●	100	100
★	VA John D. Dingell Medical Center	Detroit	Veterans Health Administration	●	●	●	●	●	●	●	●	90	80
★	Michigan State University Student Health Services	East Lansing		●		●	●	●	●	○	●	85	
🏠	Henry Ford Allegiance Health	Jackson	Henry Ford Health System	●	●	●	●	●	●	●	●	100	
★	Ingham Community Health Centers	Lansing		●		●	●	●	●	○	●	95	100
🏠	VA Aleda E. Lutz Medical Center	Saginaw	Veterans Health Administration	●	●	●	●	●	●	●	●	100	95
🏠	Henry Ford West Bloomfield Hospital	West Bloomfield	Henry Ford Health System	●	●	●	●	●	●	●	●	100	100
🏠	Henry Ford Wyandotte Hospital	Wyandotte	Henry Ford Health System	●	●	●	●	●	●	●	●	100	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 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 15 pts	Transgender Inclusive Health Insurance 5 pts	Patient & Community Engagement 10 pts		
MINNESOTA													
	The Urgency Room	Bloomington		●		○	●	○	○	○		25	
	Hennepin County Medical Center	Minneapolis		●	●	●	●	●	●	○	○	55	85
🏳️	VA Minneapolis Health Care System	Minneapolis	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	Mayo Clinic Hospital	Rochester	Mayo Clinic	●	●	●	●	●	●	○	●	95	100
🏳️	St. Cloud Hospital	St. Cloud	CentraCare Health System	●	●	●	●	●	●	●	●	100	100
★	VA St. Cloud Health Care System	St. Cloud	Veterans Health Administration	●	●	●	●	●	●	●	●	95	100
★	Family Tree Clinic	St. Paul		●		●	●	●	●	●	●	95	
	Planned Parenthood Minnesota, North Dakota, South Dakota	St. Paul	Planned Parenthood Federation of America	●		●	●	●	●	○	●	70	
MISSISSIPPI													
★	Ochsner Medical Center - Hancock	Bay St. Louis	Ochsner Health System	●	●	●	●	●	●	○	●	90	
🏳️	VA Gulf Coast Veterans Health Care System	Biloxi	Veterans Health Administration	●	●	●	●	●	●	●	●	100	85
★	University of Mississippi Medical Center	Jackson	University Hospitals and Health System	●	●	●	●	●	●	○	●	90	100
🏳️	VA G.V. (Sonny) Montgomery Medical Center	Jackson	Veterans Health Administration	●	●	●	●	●	●	●	●	100	95
MISSOURI													
🏳️	Hedrick Medical Center	Chillicothe	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
🏳️	VA Harry S. Truman Memorial Hospital	Columbia	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	Children's Mercy Kansas City	Kansas City	Childrens Mercy Hospital and Clinics	●	●	●	●	●	●	○	●	95	100
🏳️	Saint Luke's Hospital of Kansas City's Crittenton Children's Center	Kansas City	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
🏳️	Saint Luke's Hospital of Kansas City	Kansas City	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
🏳️	Saint Luke's North Hospital - Barry Road	Kansas City	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
🏳️	Truman Medical Center - Hospital Hill	Kansas City	Truman Medical Centers	●	●	●	●	●	●	●	●	100	100
🏳️	Truman Medical Center - Lakewood	Kansas City	Truman Medical Centers	●	●	●	●	●	●	●	●	100	100
★	VA Kansas City Medical Center	Kansas City	Veterans Health Administration	●	●	●	○	●	●	●	●	80	80
🏳️	Saint Luke's East Hospital	Lee's Summit	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
🏳️	VA John J. Pershing Medical Center	Poplar Bluff	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️	Saint Luke's North Hospital - Smithville	Smithville	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
	Mosaic Life Care at St. Joseph	St. Joseph		●	●	●	●	●	●	○	○	60	55
🏳️	Barnes-Jewish Hospital	St. Louis	BJC HealthCare	●	●	●	●	●	●	●	●	100	80

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
	🏳️‍🌈 St. Louis Children's Hospital	St. Louis	BJC HealthCare	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 VA St. Louis Health Care System	St. Louis	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 Wright Memorial Hospital	Trenton	Saint Lukes Health System	●	●	●	●	●	●	●	●	100	100
MONTANA													
	Billings Clinic	Billings		●	●	●	●	●	○	○	○	65	65
	VA Montana Health Care System	Fort Harrison	Veterans Health Administration	●	●	●	○	○	●	○	○	35	
NEBRASKA													
	★ Nebraska Medical Center	Omaha	Nebraska Medicine	●	●	●	●	●	●	●	●	95	65
	🏳️‍🌈 OneWorld Community Health Centers	Omaha		●		●	●	●	●	●	●	100	70
	🏳️‍🌈 VA Omaha-Nebraska-Western Iowa Health Care System	Omaha	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
NEVADA													
	Saint Rose Dominican - San Martin	Las Vegas	CommonSpirit Health	●	●	●	●	●	●	●	○	60	
	🏳️‍🌈 VA Southern Nevada Healthcare System	North Las Vegas	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	★ VA Sierra Nevada Health Care System	Reno	Veterans Health Administration	●	●	●	●	●	●	●	●	90	100
NEW HAMPSHIRE													
	🏳️‍🌈 VA Manchester Medical Center	Manchester	Veterans Health Administration	●	●	●	●	●	●	●	●	100	
NEW JERSEY													
	🏳️‍🌈 AtlantiCare Regional Medical Center	Atlantic City	Geisinger	●	●	●	●	●	●	●	●	100	100
	Reproductive Medicine Associates of New Jersey	Basking Ridge	Reproductive Medicine Associates	●		●	●	●	○	○	●	70	80
	🏳️‍🌈 Clara Maass Medical Center	Belleville	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 Ocean Medical Center	Brick	Hackensack Meridian Health	●	●	●	●	●	●	●	●	100	85
	🏳️‍🌈 VA New Jersey Health Care System	East Orange	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	★ JFK Medical Center	Edison	Hackensack Meridian Health	●	●	●	●	●	●	●	●	85	
	🏳️‍🌈 Hackensack University Medical Center	Hackensack	Hackensack Meridian Health	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 Hackettstown Medical Center	Hackettstown	Atlantic Health System	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 Bayshore Medical Center	Holmdel	Hackensack Meridian Health	●	●	●	●	●	●	●	●	100	85
	🏳️‍🌈 Jersey City Medical Center	Jersey City	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 Saint Barnabas Medical Center	Livingston	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	100
	🏳️‍🌈 Monmouth Medical Center, Long Branch Campus	Long Branch	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	Southern Ocean Medical Center	Manahawkin	Hackensack Meridian Health	●	●	●	●	●	●	●	●	100	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	85
🏠	Robert Wood Johnson University Hospital	New Brunswick	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	100
🏠	Newark Beth Israel Medical Center	Newark	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	100
★	University Hospital	Newark		●	●	●	●	●	●	●	●	95	95
🏠	Newton Medical Center	Newton	Atlantic Health System	●	●	●	●	●	●	●	●	100	100
🏠	Bergen New Bridge Medical Center	Paramus		●	●	●	●	●	●	●	●	100	
🏠	Raritan Bay Medical Center	Perth Amboy	Hackensack Meridian Health	●	●	●	●	●	●	●	●	100	85
🏠	University Medical Center of Princeton at Plainsboro	Plainsboro	Penn Medicine	●	●	●	●	●	●	●	●	100	
🏠	Chilton Medical Center	Pompton Plains	Atlantic Health System	●	●	●	●	●	●	●	●	100	85
🏠	Riverview Medical Center	Red Bank	Hackensack Meridian Health	●	●	●	●	●	●	●	●	100	85
🏠	Valley Hospital	Ridgewood		●	●	●	●	●	●	●	●	100	100
🏠	Robert Wood Johnson University Hospital - Somerset	Somerville	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	
🏠	Overlook Medical Center	Summit	Atlantic Health System	●	●	●	●	●	●	●	●	100	100
🏠	Community Medical Center	Toms River	RWJBarnabas Health	●	●	●	●	●	●	●	●	100	
NEW MEXICO													
★	Presbyterian Hospital	Albuquerque	Presbyterian Healthcare Services	●	●	●	●	●	●	●	●	95	40
🏠	University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●	●	100	100
★	VA New Mexico Health Care System	Albuquerque	Veterans Health Administration	●	●	●	●	●	●	●	●	95	95
NEW YORK													
🏠	South Oaks Hospital	Amityville	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Southside Hospital	Bay Shore	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Montefiore Medical Center	Bronx	Montefiore Health System	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Belvis, a Gotham Health Center	Bronx	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Jacobi	Bronx	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Lincoln	Bronx	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Morrisania, a Gotham Health Center	Bronx	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	NYC Health and Hospitals - North Central Bronx	Bronx	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
	St. Barnabas Hospital	Bronx	SBH Health System	●	●	●	●	●	●	○	●	70	70
★	VA James J. Peters Medical Center	Bronx	Veterans Health Administration	●	●	●	●	●	●	●	●	80	100
	Maimonides Medical Center	Brooklyn		●	●	●	●	●	●	○	○	45	60
🏠	Mount Sinai Brooklyn Hospital	Brooklyn	Mount Sinai Health System	●	●	●	●	●	●	●	●	100	100
🏠	NewYork-Presbyterian Brooklyn Methodist Hospital	Brooklyn	NewYork-Presbyterian Healthcare System	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Coney Island	Brooklyn	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Cumberland, a Gotham Health Center	Brooklyn	NYC Health + Hospitals	●		●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - East New York, a Gotham Health Center	Brooklyn	NYC Health + Hospitals	●		●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Kings	Brooklyn	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - McKinney	Brooklyn	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Woodhull	Brooklyn	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYU Langone Hospital - Brooklyn	Brooklyn	NYU Langone Health	●	●	●	●	●	●	●	●	100	100
🏠	Buffalo General Medical Center	Buffalo	Kaleida Health	●	●	●	●	●	●	●	●	100	100
🏠	Evergreen Health Services	Buffalo		●		●	●	●	●	●	●	100	100
	VA Western New York Healthcare System	Buffalo	Veterans Health Administration	●	●	●	○	●	●	●	●	75	80
🏠	Women & Children's Hospital of Buffalo	Buffalo	Kaleida Health	●	●	●	●	●	●	●	●	100	100
🏠	F. F. Thompson Hospital	Canandaigua	University of Rochester Medical Center	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Elmhurst	Elmhurst	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
★	NewYork-Presbyterian/Queens	Flushing	NewYork-Presbyterian Healthcare System	●	●	●	●	●	●	○	●	95	100
🏠	Long Island Jewish - Forest Hills	Forest Hills	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Glen Cove Hospital	Glen Cove	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Zucker Hillside Hospital	Glen Oaks	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Northwell Health - Center for Transgender Care	Great Neck	Northwell Health	●		●	●	●	●	●	●	100	100
	Catskill Regional Medical Center	Harris	Greater Hudson Valley Health System	●	●	●	●	○	●	○	●	50	50
🏠	Huntington Hospital	Huntington	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Queens	Jamaica	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	Mount Sinai Queens	Long Island City	Mount Sinai Health System	●	●	●	●	●	●	●	●	100	100
🏠	North Shore University Hospital	Manhasset	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Northwell Health Stern Family for Rehabilitation	Manhasset	Northwell Health	●	●	●	●	●	●	●	●	100	

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				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	The Feinstein Institute for Medical Research	Manhasset	Northwell Health	●		●	●	●	●	●	●	100	100
	Orange Regional Medical Center	Middletown	Greater Hudson Valley Health System	○	●	●	●	○	●	○	●	40	
★	VA Hudson Valley Health Care System	Montrose	Veterans Health Administration	●	●	●	●	●	●	●	●	90	100
🏠	Northern Westchester Hospital	Mount Kisco	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	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	100
🏠	Woodland Pond at New Paltz	New Paltz		●	●	●	●	●	●	●	●	100	100
🏠	Callen-Lorde Community Health Center	New York		●		●	●	●	●	●	●	100	100
★	Gracie Square Hospital	New York		●	●	●	●	●	●	○	●	80	100
🏠	Hospital for Special Surgery	New York		●	●	●	●	●	●	●	●	100	100
🏠	Lenox Health Greenwich Village	New York	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Lenox Hill Hospital	New York	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Manhattan Eye, Ear and Throat Hospital	New York	Northwell Health	●		●	●	●	●	●	●	100	100
🏠	Memorial Sloan Kettering Cancer Center	New York		●	●	●	●	●	●	●	●	100	100
🏠	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 Healthcare System	●	●	●	●	●	●	○	●	95	100
★	NewYork-Presbyterian/Columbia University Medical Center	New York	NewYork-Presbyterian Healthcare System	●	●	●	●	●	●	○	●	95	100
🏠	NYC Health and Hospitals - Bellevue	New York	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Carter	New York	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Coler	New York	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Gouverneur Skilled Nursing Facility	New York	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Gouverneur, a Gotham Health Center	New York	NYC Health + Hospitals	●		●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Harlem	New York	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Metropolitan	New York	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Sydenham, a Gotham Health Center	New York	NYC Health + Hospitals	●		●	●	●	●	●	●	100	100
🏠	NYU Langone - Tisch Hospital	New York	NYU Langone Health	●	●	●	●	●	●	●	●	100	100

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				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	NYU Langone Orthopedic Hospital	New York	NYU Langone Health	●	●	●	●	●	●	●	●	100	
🏠	Reproductive Medicine Associates of New York	New York	Reproductive Medicine Associates	●		●	●	●	●	●	●	100	90
🏠	DeGraff Memorial Hospital	North Tonawanda	Kaleida Health	●	●	●	●	●	●	●	●	100	100
	Montefiore Nyack Hospital	Nyack	Montefiore Health System	●	○	○	●	○	●	○	●	35	
★	A.O. Fox Memorial Hospital	Oneonta	Bassett Healthcare	●	●	●	●	●	●	○	●	95	100
🏠	Plainview Hospital	Plainview	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	John T. Mather Memorial Hospital	Port Jefferson	Northwell Health	●	●	●	●	●	●	●	●	100	
	Bon Secours Community Hospital	Port Jervis	Bon Secours Mercy Health	●	●	○	●	○	●	○	○	40	40
🏠	Peconic Bay Medical Center	Riverhead	Northwell Health	●	●	●	●	●	●	●	●	100	100
★	HCR Home Care	Rochester		●		●	●	●	●	○	●	95	100
🏠	Highland Hospital of Rochester	Rochester	University of Rochester Medical Center	●	●	●	●	●	●	●	●	100	75
🏠	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		●	●	●	●	●	○	○	●	55	85
🏠	Phelps Memorial Hospital Center	Sleepy Hollow	Northwell Health	●	●	●	●	●	●	●	●	100	100
	Stony Brook Southampton Hospital	Southampton	Stony Brook Medicine	●	●	●	●	●	●	○	○	70	70
🏠	NYC Health and Hospitals - Sea View	Staten Island	NYC Health + Hospitals	●	●	●	●	●	●	●	●	100	100
🏠	NYC Health and Hospitals - Vanderbilt	Staten Island	NYC Health + Hospitals	●		●	●	●	●	●	●	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	Bon Secours Mercy Health	●	●	○	●	○	●	○	○	40	40
🏠	Syosset Hospital	Syosset	Northwell Health	●	●	●	●	●	●	●	●	100	100
	Crouse Hospital	Syracuse	Crouse Hospital Health System	●	●	○	○	○	●	○	○	20	30
★	VA Syracuse Medical Center	Syracuse	Veterans Health Administration	●	●	●	●	●	●	●	●	90	100
★	Westchester Medical Center	Valhalla	Westchester Medical Center Health Network	●	●	●	●	●	●	○	●	80	
🏠	Long Island Jewish - Valley Stream	Valley Stream	Northwell Health	●	●	●	●	●	●	●	●	100	100
🏠	Northwell Health Orzac Center for Rehabilitation	Valley Stream	Northwell Health	●	●	●	●	●	●	●	●	100	
	St. Anthony Community Hospital	Warwick	Bon Secours Mercy Health	●	●	○	●	○	●	○	○	35	40
🏠	Millard Fillmore Suburban Hospital	Williamsville	Kaleida Health	●	●	●	●	●	●	●	●	100	100

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 🏠 2019 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 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 15 pts	Transgender Inclusive Health Insurance 5 pts	Patient & Community Engagement 10 pts		
NORTH CAROLINA													
🏠	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	●	●	●	●	●	●	●	●	95	100
🏠	Novant Health Charlotte Orthopedic 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 Health	●	●	●	●	●	●	●	●	100	100
🏠	Duke University Hospital	Durham	Duke Health	●	●	●	●	●	●	●	●	100	100
	Sentara Ablemarle Medical Center	Elizabeth City	Sentara Healthcare	●	●	●	○	○	●	○	○	40	
	VA Fayetteville Medical Center	Fayetteville	Veterans Health Administration	●	●	●	○	●	●	●	●	75	
🏠	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
🏠	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 Health	●	●	●	●	●	●	●	●	100	100
🏠	Rex Healthcare	Raleigh	UNC Health Care	●	●	●	●	●	●	●	●	100	75
★	WakeMed Raleigh Campus	Raleigh	WakeMed Health and Hospitals	●		●	●	●	●	○	○	80	55
🏠	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
	New Hanover Regional Medical Center	Wilmington	New Hanover Health Network	●	●	○	○	○	○	○	○	25	
🏠	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

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 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 15 pts	Transgender Inclusive Health Insurance 5 pts	Patient & Community Engagement 10 pts		
NORTH DAKOTA													
🏳️	VA Fargo Health Care System	Fargo	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
OHIO													
★	Akron General Medical Center	Akron	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	
★	Summa Health Akron Campus	Akron	Summa Health	●	●	●	●	●	●	○	●	95	100
★	Cleveland Clinic Avon Hospital	Avon	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	85	
★	Summa Health Barberton Campus	Barberton	Summa Health	●	●	●	●	●	●	○	●	95	100
🏳️	VA Chillicothe Medical Center	Chillicothe	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	Bethesda North Hospital	Cincinnati	CommonSpirit Health	●	●	●	●	●	●	○	●	65	85
	Good Samaritan Hospital	Cincinnati	CommonSpirit Health	●	●	●	●	●	●	○	●	65	85
★	Planned Parenthood Southwest Ohio Region	Cincinnati	Planned Parenthood Federation of America	●		●	●	●	●	○	●	95	100
🏳️	VA Cincinnati Medical Center	Cincinnati	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
★	Cleveland Clinic (Main Campus)	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
★	Fairview Hospital	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
★	Lutheran Hospital	Cleveland	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
🏳️	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
🏳️	OhioHealth Doctors Hospital	Columbus	OhioHealth	●	●	●	●	●	●	●	●	100	
🏳️	OhioHealth Grant Medical Center	Columbus	OhioHealth	●	●	●	●	●	●	●	●	100	
🏳️	OhioHealth Riverside Methodist Hospital	Columbus	OhioHealth	●	●	●	●	●	●	●	●	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	100
	HealthSouth Rehabilitation Hospital of Dayton	Dayton	Encompass Health Corporation	○	●	○	○	○	●	○	○	15	
🏳️	VA Dayton Medical Center	Dayton	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️	OhioHealth Dublin Methodist Hospital	Dublin	OhioHealth	●	●	●	●	●	●	●	●	100	
★	Euclid Hospital	Euclid	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
★	Marymount Hospital	Garfield Heights	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
★	Hillcrest Hospital	Mayfield Heights	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	90
★	Medina Hospital	Medina	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
🏳️‍🌈	The University of Toledo Medical Center	Toledo		●	●	●	●	●	●	●	●	100	100
★	South Pointe Hospital	Warrensville Heights	Cleveland Clinic Health System	●	●	●	●	●	●	○	●	90	100
OKLAHOMA													
🏳️‍🌈	Oklahoma City Indian Clinic	Oklahoma City		●		●	●	●	●	●	●	100	
★	OU Medical Center	Oklahoma City	OU Medicine	●	●	●	●	●	●	○	●	85	100
🏳️‍🌈	VA Oklahoma City Medical Center	Oklahoma City	Veterans Health Administration	●	●	●	●	●	●	●	●	100	80
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	100
🏳️‍🌈	Randall Children's Hospital at Legacy Emanuel	Portland	Legacy Health	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Unity Center for Behavioral Health	Portland	Legacy Health	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Portland Medical Center	Portland	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Legacy Silverton Medical Center	Silverton	Legacy Health	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Legacy Meridian Park Medical Center	Tualatin	Legacy Health	●	●	●	●	●	●	●	●	100	100
PENNSYLVANIA													
	Abington Hospital	Abington	Abington - Jefferson Health	●	●	●	●	●	●	○	●	75	60
★	Lehigh Valley Hospital - Cedar Crest	Allentown	Lehigh Valley Health Network	●	●	●	●	●	●	●	●	95	
★	Lehigh Valley Hospital - Muhlenberg	Bethlehem	Lehigh Valley Health Network	●	●	●	●	●	●	●	●	95	
🏳️‍🌈	Geisinger - Bloomsburg Hospital	Bloomsburg	Geisinger	●	●	●	●	●	●	●	●	100	95
★	Bryn Mawr Hospital	Bryn Mawr	Main Line Health	●	●	●	●	●	●	○	●	90	
🏳️‍🌈	Geisinger - Shamokin Area Community Hospital	Coal Township	Geisinger	●	●	●	●	●	●	●	●	100	95
★	VA Coatesville Medical Center	Coatesville	Veterans Health Administration	●	●	●	●	●	●	●	●	85	100

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
★	UPMC Passavant - Cranberry	Cranberry	UPMC	●	●	●	●	●	●	●	●	95	
🏳️‍🌈	Geisinger Medical Center	Danville	Geisinger	●	●	●	●	●	●	●	●	100	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
★	Penn State Health Milton S. Hershey Medical Center	Hershey	Penn State Hershey Health System	●	●	●	●	●	●	○	●	80	85
🏳️‍🌈	Geisinger Jersey Shore Hospital	Jersey Shore	Geisinger	●	●	●	●	●	●	●	●	100	
🏳️‍🌈	Lancaster General Health	Lancaster	Penn Medicine	●	●	●	●	●	●	●	●	100	55
★	Steps to Recovery	Levittown		●		●	●	●	●	○	●	85	75
🏳️‍🌈	Geisinger - Lewistown Hospital	Lewistown	Geisinger	●	●	●	●	●	●	●	●	100	95
★	UPMC McKeesport	McKeesport	UPMC	●	●	●	○	●	●	●	●	85	
	Forbes Regional Hospital	Monroeville	Allegheny Health Network	●	●	●	●	●	●	○	●	75	65
	UPMC East	Monroeville	UPMC	●	●	●	●	●	●	●	●	75	
★	The Abramson Center for Jewish Life	North Wales		●	●	●	●	●	●	○	●	95	100
★	Paoli Hospital	Paoli	Main Line Health	●	●	●	●	●	●	○	●	90	
🏳️‍🌈	Children's Hospital of Philadelphia	Philadelphia		●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Einstein Medical Center Philadelphia	Philadelphia	Einstein Healthcare Network	●	●	●	●	●	●	●	●	100	100
★	Hospital of the University of Pennsylvania	Philadelphia	Penn Medicine	●	●	●	●	●	●	○	●	95	100
★	Mazzoni Center	Philadelphia		●		●	●	●	●	○	●	95	100
★	Penn Presbyterian Medical Center	Philadelphia	Penn Medicine	●	●	●	●	●	●	○	●	95	100
🏳️‍🌈	Penn Student Health Service	Philadelphia		●		●	●	●	●	●	●	100	100
★	Pennsylvania Hospital	Philadelphia	Penn Medicine	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	Temple University Hospital	Philadelphia	Temple University Health System	●	●	●	●	●	●	○	●	95	100
	Thomas Jefferson University Hospital	Philadelphia	Jefferson Health	●	●	●	●	●	●	○	●	75	70
🏳️‍🌈	Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia	Einstein Healthcare Network	●		●	●	●	●	●	●	100	100
🏳️‍🌈	Children's Hospital of Pittsburgh of UPMC	Pittsburgh	UPMC	●	●	●	●	●	●	●	●	100	100
★	UPMC Magee-Womens Hospital	Pittsburgh	UPMC	●	●	●	○	●	●	●	●	85	
★	UPMC Passavant - McCandless	Pittsburgh	UPMC	●	●	●	●	●	●	●	●	95	
	UPMC Presbyterian	Pittsburgh	UPMC	●	●	●	○	●	●	●	●	70	

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
	UPMC Shadyside	Pittsburgh	UPMC	●	●	●	○	●	●	●	●	70	
🏳️	UPMC St. Margaret	Pittsburgh	UPMC	●	●	●	●	●	●	●	●	100	
🏳️	UPMC Western Psychiatric Hospital	Pittsburgh	UPMC	●	●	●	●	●	●	●	●	100	100
🏳️	VA Pittsburgh Healthcare System	Pittsburgh	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️	Geisinger Community Medical Center	Scranton	Geisinger	●	●	●	●	●	●	●	●	100	95
★	Geisinger Marworth Treatment Center	Waverly	Geisinger	●	●	●	●	●	●	●	●	85	
★	Chester County Hospital	West Chester	Penn Medicine	●	●	●	●	●	●	○	●	95	100
🏳️	Geisinger Wyoming Valley Medical Center	Wilkes Barre	Geisinger	●	●	●	●	●	●	●	●	100	95
	VA Wilkes-Barre Medical Center	Wilkes-Barre	Veterans Health Administration	●	●	●	●	●	●	●	●	75	55
★	Lankenau Medical Center	Wynnewood	Main Line Health	●	●	●	●	●	●	○	●	90	
RHODE ISLAND													
	Emma Pendleton Bradley Hospital	East Providence	Lifespan	●	●	●	●	●	○	○	○	55	95
	Newport Hospital	Newport	Lifespan	●	●	●	●	●	○	○	○	55	95
	Miriam Hospital	Providence	Lifespan	●	●	●	●	●	○	○	○	55	95
	Rhode Island Hospital	Providence	Lifespan	●	●	●	●	●	○	○	○	55	95
★	VA Providence Medical Center	Providence	Veterans Health Administration	●	●	●	●	●	●	●	●	85	100
🏳️	Westerly Hospital	Westerly	Yale New Haven Health System	●	●	●	●	●	●	●	●	100	
SOUTH CAROLINA													
	Bon Secours St Francis - Downtown	Greenville	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	65	60
	Bon Secours St Francis - Eastside	Greenville	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	65	60
SOUTH DAKOTA													
🏳️	VA Sioux Falls Health Care System	Sioux Falls	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
TENNESSEE													
	Erlanger Medical Center	Chattanooga	Erlanger Health System	●	●	●	○	○	○	○	○	30	60
★	CHOICES	Memphis		●		●	●	●	○	●	●	85	90
🏳️	VA Tennessee Valley Healthcare System	Murfreesboro	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️	Vanderbilt Hospital and Clinics	Nashville	Vanderbilt Health	●	●	●	●	●	●	●	●	100	100
TEXAS													
	VA Amarillo Health Care System	Amarillo	Veterans Health Administration	●	●	●	○	●	●	●	●	55	40

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Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏳️‍🌈	People's Community Clinic	Austin		●		●	●	●	●	●	●	100	
★	RBJ Health Center	Austin	Austin/Travis County Health and Human Services Department	●		●	●	●	●	●	●	80	80
★	Children's Health	Dallas		●	●	●	●	●	●	○	●	85	
★	Parkland Memorial Hospital	Dallas	Parkland Health & Hospital System	●	●	●	●	●	●	○	●	80	100
★	University Of Texas Southwestern Medical Center	Dallas	University of Texas System	●	●	●	●	●	●	○	●	95	75
★	VA North Texas Health Care System	Dallas	Veterans Health Administration	●	●	●	●	●	●	●	●	80	55
★	Project Vida Health Center	El Paso		●		●	●	●	●	○	●	95	100
🏳️‍🌈	VA El Paso Health Care System	El Paso	Veterans Health Administration	●	●	●	●	●	●	●	●	100	85
★	University of Texas Medical Branch Hospitals	Galveston	University of Texas System	●	●	●	●	●	●	○	●	90	100
★	VA Texas Valley Coastal Bend Health Care System	Harlingen	Veterans Health Administration	●		●	●	●	●	●	●	85	80
★	Planned Parenthood Gulf Coast	Houston	Planned Parenthood Federation of America	●	●	●	●	●	●	○	●	95	100
	University of Texas M.D. Anderson Cancer Center	Houston	University of Texas System	●	●	●	●	●	●	○	●	75	
🏳️‍🌈	VA Michael E. DeBakey Medical Center	Houston	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	Methodist Hospital	San Antonio	HCA Healthcare	●	●	●	○	●	●	○	○	55	
🏳️‍🌈	Metropolitan Methodist Hospital	San Antonio	HCA Healthcare	●	●	●	●	●	●	●	●	100	100
★	Reproductive Medicine Associates of Texas	San Antonio	Reproductive Medicine Associates	●		●	●	●	●	○	●	80	100
🏳️‍🌈	VA South Texas Health Care System	San Antonio	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏳️‍🌈	VA Central Texas Veterans Health Care System	Temple	Veterans Health Administration	●	●	●	●	●	●	●	●	100	85
UTAH													
🏳️‍🌈	VA Salt Lake City Health Care System	Salt Lake City	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
VERMONT													
🏳️‍🌈	VA White River Junction Medical Center	White River Junction	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
VIRGINIA													
	Sentara Martha Jefferson Hospital	Charlottesville	Sentara Healthcare	●	●	●	○	○	●	○	○	40	
🏳️‍🌈	University of Virginia Medical Center	Charlottesville	UVA Health System	●	●	●	●	●	●	●	●	100	95
★	Dominion Hospital	Falls Church	HCA Healthcare	●	●	●	●	●	●	●	●	90	85
	Sentara CarePlex Hospital	Hampton	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
🏳️‍🌈	VA Hampton Medical Center	Hampton	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
	Sentara RMH Medical Center	Harrisonburg	Sentara Healthcare	●	●	●	○	○	●	○	○	40	

Appendix B: HEI 2019 Criteria and Score Breakdown by Facility

KEY: Facilities listed by state, then city | ● Full Score | ● Partial Score | ○ No Score | blank space = not applicable
 🏠 2019 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	Novant Health UVA Health System Haymarket Medical Center	Haymarket	Novant Health	●	●	●	●	●	●	●	●	100	100
	Bon Secours - Rappahannock General Hospital	Kilmarnock	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	65	75
🏠	Novant Health UVA Health System Prince William Medical Center	Manassas	Novant Health	●	●	●	●	●	●	●	●	100	100
	Bon Secours - Memorial Regional Medical Center	Mechanicsville	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	70	80
	Bon Secours - St Francis Medical Center	Midlothian	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	70	75
	Bon Secours - Mary Immaculate Hospital	Newport News	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	65	60
	Bon Secours - DePaul Medical Center	Norfolk	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	65	75
	Sentara Leigh Hospital	Norfolk	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Sentara Norfolk General Hospital	Norfolk	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Bon Secours - Maryview Medical Center	Portsmouth	Bon Secours Mercy Health	●	●	●	●	●	●	○	●	70	60
	Bon Secours - Richmond Community Hospital	Richmond	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	70	75
	Bon Secours - St Marys Hospital	Richmond	Bon Secours Mercy Health	●	●	●	●	●	●	○	○	70	75
	Sentara Halifax Regional Hospital	South Boston	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Sentara Obici Hospital	Suffolk	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Sentara Princess Anne Hospital	Virginia Beach	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Sentara Virginia Beach General Hospital	Virginia Beach	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Sentara Williamsburg Regional Medical Center	Williamsburg	Sentara Healthcare	●	●	●	○	○	●	○	○	40	10
	Sentara Northern Virginia Medical Center	Woodbridge	Sentara Healthcare	●	●	●	○	○	●	○	○	40	
WASHINGTON													
	Multicare Auburn Medical Center	Auburn	MultiCare Health System	●	●	●	●	●	●	●	○	70	
	WhidbeyHealth Medical Center	Coupeville		●	●	●	●	●	○	●	○	60	
	MultiCare Covington Medical Center	Covington	MultiCare Health System	●	●	●	○	●	●	●	○	65	
🏠	Jefferson Healthcare Hospital	Port Townsend		●	●	●	●	●	●	●	●	100	100
	MultiCare Good Samaritan Hospital	Puyallup	MultiCare Health System	●	●	●	●	●	●	●	○	70	
🏠	Valley Medical Center	Renton	UW Medicine	●	●	●	●	●	●	●	●	100	100
🏠	Harborview Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	100	100
🏠	Kaiser Permanente Seattle - Capitol Hill Campus	Seattle	Kaiser Permanente	●	●	●	●	●	●	●	●	100	
🏠	Northwest Hospital & Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	100	100
🏠	Seattle Children's Hospital	Seattle		●	●	●	●	●	●	●	●	100	100

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 🏠 2019 LGBTQ Healthcare Equality Leader | ★ Top Performer

Rank	Facility Name	City	Healthcare System	1				2	3		4	2019 HEI Score	2018 HEI Score
				Patient Non-Discrimination	Equal Visitation	Employment Non-Discrimination	Training in LGBTQ Patient Centered Care	Patient Services and Support	Employee Benefits and Policies	Transgender Inclusive Health Insurance	Patient & Community Engagement		
				10 pts	10 pts	10 pts	10 pts	30 pts	15 pts	5 pts	10 pts		
🏠	University of Washington Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	100	100
★	VA Puget Sound Health Care System	Seattle	Veterans Health Administration	●	●	●	●	●	●	●	●	95	
🏠	Virginia Mason Medical Center	Seattle	Virginia Mason Health System	●	●	●	●	●	●	●	●	100	100
	MultiCare Deaconess Hospital	Spokane	MultiCare Health System	●	●	●	○	●	●	●	○	60	
	MultiCare Valley Hospital	Spokane Valley	MultiCare Health System	●	●	●	○	●	●	●	○	60	
	MultiCare Allenmore Hospital	Tacoma	MultiCare Health System	●	●	●	○	●	●	●	○	65	
	MultiCare Mary Bridge Children's Hospital and Health Center	Tacoma	MultiCare Health System	●	●	●	●	●	●	●	○	70	
	MultiCare Tacoma General Hospital	Tacoma	MultiCare Health System	●	●	●	○	●	●	●	○	65	
🏠	Legacy Salmon Creek Medical Center	Vancouver	Legacy Health	●	●	●	●	●	●	●	●	100	100
WEST VIRGINIA													
	VA Beckley Medical Center	Beckley	Veterans Health Administration	●	●	●	○	●	●	●	○	55	90
	VA Clarksburg - Louis A. Johnson Medical Center	Clarksburg	Veterans Health Administration	●	●	●	●	●	●	●	○	65	70
	Cabell Huntington Hospital	Huntington		●	●	●	●	●	●	○	●	65	60
🏠	VA Huntington Medical Center	Huntington	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
🏠	VA Martinsburg Medical Center	Martinsburg	Veterans Health Administration	●	●	●	●	●	●	●	●	100	100
WISCONSIN													
	NorthLakes Community Clinic	Iron River		●		●	●	●	●	○	●	70	90
🏠	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	●	●	●	●	●	●	●	●	95	100
🏠	Community Memorial Hospital	Menomonee Falls	Froedtert & The Medical College of Wisconsin	●	●	●	●	●	●	●	●	100	100
🏠	AIDS Resource Center of Wisconsin	Milwaukee		●		●	●	●	●	●	●	100	100
🏠	Aurora Sinai Medical Center	Milwaukee	AdvocateAurora Health	●	●	●	●	●	●	●	●	100	
🏠	Froedtert Memorial Lutheran Hospital	Milwaukee	Froedtert & The Medical College of Wisconsin	●	●	●	●	●	●	●	●	100	100
★	VA Clement J. Zablocki Medical Center	Milwaukee	Veterans Health Administration	●	●	●	●	●	●	●	●	95	100
🏠	St. Joseph's Hospital	West Bend	Froedtert & The Medical College of Wisconsin	●	●	●	●	●	●	●	●	100	100

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 & Aging Program 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 including the new Long-Term Care Equality Index. Tari has more than 25 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 Associate Director 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.

Samuel Park 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 a bachelor's degree in Neurobiology and Sociology from the University of Wisconsin-Madison.

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Healthcare Equality Index



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HEI 2019 Online – 1,680 Evaluated Facilities

Search our online database to find 1,680 healthcare facilities evaluated on their commitment to LGBTQ equality and inclusion.

In addition to the 860 facilities listed in Appendix B, you will find another 1,000 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 1,000 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

Search the HEI 2019 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 2019 Map: hrc.org/hei/interactive-map

How We Obtained Information for the 2019 Report

The HEI criteria was assessed for the 680 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 2019 survey were emailed in August 2018, and the deadline to submit completed surveys was November 30, 2018.

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.





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