

## Cone Health

**CONE HEALTH IS A NOT-FOR-PROFIT NETWORK OF HEALTHCARE PROVIDERS SERVING** people in six counties in North Carolina. As one of the region's largest and most comprehensive health networks, Cone Health has more than 100 locations, including six hospitals, three medical centers, four urgent care centers, 95 physician practice sites and multiple centers of excellence.

Cone Health's tagline – "The Network for Exceptional Care" – highlights their commitment to excellence, which is shared by their more than 10,000 professionals, 1,300 physicians and 1,200 volunteers. Cone Health's commitment to exceptional care includes caring for their LGBT patients and employees. This year Cone Health's Inclusion Council wanted to focus on addressing the needs of their LGBT patients and employees.

The Inclusion Council reached out to The Human Rights Campaign Foundation when they realized they last took the HEI survey in 2012. At that time, Cone Health did not meet any of the Core Four Criteria. The Inclusion Council committed to taking the survey this year at all six hospitals with the goal of meeting the Core Four Criteria. They reached out to leaders across the network to participate in HRC's free training.

The HEI survey prompted Cone Health to examine and update as necessary their patient nondiscrimination and visitation as well employment policies, the information on their website and their Patients' Bill of Rights to ensure that the health system was treating their LGBT patients and employees with dignity and respect. Chief Medical Officer at Cone Health, Mary Jo Cagle, MD, states, "Participating in the survey raised Cone's awareness about the role that caregivers play in allaying fears of their LGBT patients in order to provide the highest quality of care."

"We are extremely proud that all six of Cone Health's hospitals have been designated as Leaders in LGBT Healthcare Equality in 2014," said Paul A. Jeffrey, President, Wesley Long Hospital and Chief Inclusion Officer, Cone Health. "Cone is honored by the designation and understands that we have a great responsibility to the LGBT community to continue on this journey" he continued. As the next phase of this continual learning process, this fall, Cone Health's Inclusion Council will provide an e-learning tool for all employees that will address LGBT patient-centered, exceptional care.



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