

Kaiser Permanente, Los Angeles Medical Center
 Los Angeles, CA
 10 Year HEI Participant
 Leader in LGBTQ
 Healthcare Equality



Billings Clinic
 Billings, MT
 4 Year Participant
 Top Performer



Children's Hospital Los Angeles
 Los Angeles, CA
 3 Year HEI Participant
 Top Performer



Mosaic Life Care at St. Joseph
 Saint Joseph, MO
 2 Year HEI Participant



El Rio Community Health Center
 Tucson, AZ
 2 Year HEI Participant
 Leader in LGBTQ
 Healthcare Equality



HEI 2017 Online – 1,619 Evaluated Facilities

Search our new online database to find more than 1,600 healthcare facilities evaluated on their commitment to LGBTQ equality and inclusion. In addition to the 718 facilities listed in Appendix B, you will find another 901 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 901 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 in an attempt to learn whether a hospital had:

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

We contacted these hospitals multiple times with our findings to encourage them to submit documentation regarding incorrect policy listings. We also invited these hospitals to actively participate in the HEI 2017.

Search the HEI 2017 Database: www.hrc.org/hei/search

In addition to our all-new 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 2017 Map: www.hrc.org/hei/interactive-map

How We Obtained Information for the 2017 Report

The HEI criteria was assessed for the 590 healthcare facilities that actively participated in the Healthcare Equality Index. In order 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 2017 survey were emailed in June 2016, and the deadline to submit completed surveys was September 30, 2016.

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.