

## Appendix A: HEI 2017 Scoring Criteria

The Healthcare Equality Index 2017 uses a new scoring criteria that was announced in 2015 and implemented during the 2016 calendar year survey. Since it began, the HEI has successfully encouraged hospitals and other healthcare facilities across the nation to adopt LGBTQ-inclusive policies found in the “Core Four” Leader Criteria. To provide truly inclusive LGBTQ patient-centered care, healthcare facilities must also adopt many of the policies and practices that previously appeared in the Additional Best Practices section of the HEI survey.

**The HEI 2017 implements four new 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

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

**Criteria 2 Patient Services and Support****30 Points Total**

Four sections compose this criterion: LGBTQ Patient Services and Support, Transgender Patient Services and Support, Patient Self-Identification, and Medical Decision-Making.

**This section contains 19 scored questions. In order to receive the full 30 points, a facility must have implemented at least 10 or more of these best practices from any of the subsections. Facilities that have implemented five to nine of these best practices receive a partial score of 15 for this criterion.**

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

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

**Serving LGBTQ Populations**

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

**Transgender Patient Services and Support**

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

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

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

**Providing LGBTQ Family Inclusive Health Records**

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

**Medical Decision-Making**

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

**10 or more initiatives = 30 points**

**5 to 9 initiatives = 15 points**

**Criteria 3 Employee Benefits and Policies**

**20 Points Total**

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

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

**a. Equal Benefits**

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

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

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

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

**c. Benefits and Policies Impacting Transgender Employees**

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

**d. Additional Support for LGBTQ Employees**

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

**6 or more initiatives = 20 points**

**3 to 5 initiatives = 10 points**

Please see page 49 for an important change to Criteria 3 coming to the HEI 2019 (to be surveyed in 2018)

