

## HEI 2018 Online – 1,656 Evaluated Facilities

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

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

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

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

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

**Search the HEI 2018 Database:** [hrc.org/hei/search](http://hrc.org/hei/search)

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

**Search the HEI 2018 Map:** [hrc.org/hei/interactive-map](http://hrc.org/hei/interactive-map)

## How We Obtained Information for the 2018 Report

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

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

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

**VA Pittsburgh Healthcare System**  
5 Year HEI Participant