

## 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

<b>CRITERIA 1 NON-DISCRIMINATION AND STAFF TRAINING</b>	<b>40 Points Total</b>
<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 “2019 LGBTQ Healthcare Equality Leader” designation.</b></p>	
<b>Patient Non-Discrimination</b>	
<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 and expression” (or “gender identity”)</li> </ul>	<b>5 points</b>
<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>	<b>5 points</b>
<b>Visitation Non-Discrimination</b>	
<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>	<b>5 points</b>
<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>	<b>5 points</b>
<b>Employment Non-Discrimination</b>	
<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 or expression” (or “gender identity”)</li> </ul>	<b>5 points</b>
<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>	<b>5 points</b>
<b>Staff Training</b>	
<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>	<b>5 points</b>
<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>	<b>5 points</b>

**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><b>CRITERIA 3 EMPLOYEE BENEFITS AND POLICIES</b></p> <p>This section focuses on how a facility treats its LGBTQ employees.</p> <p><b>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.</b></p>	<p><b>20 Points Total</b></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><b>Employee Benefits and Policies</b></p> <p><b>Equal Benefits</b></p> <ul style="list-style-type: none"> <li>● Health insurance policy's definition of spouse includes same-sex spouses</li> <li>● Same documentation is required for enrollment of same- and opposite-sex spouses</li> <li>● Healthcare benefits are provided to domestic partners</li> <li>● COBRA-equivalent benefits are provided to domestic partners</li> <li>● FMLA leave or equivalent for partners</li> <li>● Bereavement leave in the event of the death of a partner or partner's dependents</li> </ul> <p><b>Additional Support for LGBTQ Employees</b></p> <ul style="list-style-type: none"> <li>● Have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition</li> <li>● Officially recognize an LGBTQ employee resource group</li> <li>● Have a diversity &amp; inclusion office, diversity council or working group focused on employee diversity that specifically includes LGBTQ diversity as part of its mission</li> <li>● Have anonymous employee engagement or climate surveys that allow employees the option to identify as LGBTQ</li> <li>● Have anonymous employee engagement or climate surveys that include question(s) related to LGBTQ concerns</li> <li>● Commemorate an "LGBTQ Holiday" at the facility</li> <li>● Have explicitly LGBTQ-inclusive hiring efforts</li> <li>● Have openly LGBTQ people serving in high level visible leadership positions</li> </ul>	<p><b>7 or more initiatives = 15 points</b></p> <p><b>4 to 6 initiatives = 10 points</b></p>
<p>The question in this subsection is scored independently and must be met in order to attain Leader status.</p> <p><b>Transgender Inclusive Health Insurance</b></p> <ul style="list-style-type: none"> <li>● Provide at least one health plan to all employees that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment</li> </ul>	<p><b>5 points</b></p>

