



HUMAN
RIGHTS
CAMPAIGN
FOUNDATION™

Healthcare Equality Index 2012

Promoting Equitable and Inclusive Care
for Lesbian, Gay, Bisexual and Transgender
Patients and Their Families



407

of the nation's healthcare facilities
demonstrated their commitment
to LGBT equity and inclusion
in the HEI 2012



“The Healthcare Equality Index provided a roadmap to evaluate where we are with best practices for LGBT patient- and family-centered care and with workforce LGBT diversity and inclusion. ... We thank the Human Rights Campaign Foundation for its counsel in furthering our pursuit of these ideals and commend all those behind the HEI’s important mission.”

Janice E. Nevin, M.D., M.P.H.
Chief Medical Officer

Rosa M. Colon-Kolacko, Ph.D., M.B.A.
Chief Diversity Officer and Senior Vice
President, System Learning

Christiana Care Health System
Newark, Del.

Contents

3 Letter from HRC Foundation President

4 Why the HEI?

7 How to Participate in the HEI

8 Overview of Findings

10 Respondents Answering “Yes” To Each “Core Four” Criterion

11 States Represented in HEI 2012

12 HEI 2012 Leaders in LGBT Healthcare Equality

17 Findings: The “Core Four” HEI 2012 Rating Criteria

18 Patient Non-Discrimination Policies

19 Visitation Policies

20 Employment Non-Discrimination Policies

21 Training in LGBT Patient-Centered Care

22 Findings: Additional Best Practices & Policies

22 Advance Healthcare Directive Compliance Training

22 Inpatient Policies

23 LGBT Patient Self-Identification

23 Transgender Health Benefits

24 Partner Health Benefits

24 LGBT Employee Groups

25 Appendices

25 **Appendix A** HEI 2012 Leaders in LGBT Healthcare Equality Index by Name

31 **Appendix B** HEI-Rated Facilities by State

40 **Appendix C** HEI-Rated Facilities by Network

49 **Appendix D** Testimonials from HEI 2012 Leaders in LGBT Healthcare Equality

59 About the HRC Foundation Family Project

59 Acknowledgments

60 Healthcare Equality Index National Advisory Council

© 2012 by the Human Rights Campaign Foundation. The HRC Foundation grants permission for the reproduction and redistribution of this publication only when reproduced in its entirety and distribution is free of charge. The Human Rights Campaign name and the Equality logo are trademarks of the Human Rights Campaign.

ISBN-10: 1934765244
ISBN-13: 978-1-934765-24-1



From the Human Rights Campaign Foundation President

It is with great pride that the Human Rights Campaign Foundation presents this report on the Healthcare Equality Index 2012. Since 2007, the HEI has been a unique and invaluable resource for all health-care facilities seeking to provide lesbian, gay, bisexual and transgender Americans with the equitable and inclusive care they deserve.

The HEI is skillfully designed to allow U.S. healthcare facilities to assess the degree to which they provide LGBT patient-centered care, to identify and remedy any gaps and to make public their commitment to LGBT patients and their families. An unprecedented number of facilities participated in the HEI 2012 to do just that, using its resources to enhance equitable and inclusive care.

The HEI 2012 saw a 40% increase in participating facilities—and a striking 162% increase in facilities that achieved the status of Leader in LGBT Healthcare Equality by meeting key criteria. With a record-breaking 407 facilities rated, the HEI 2012 designated 234 of them, or 57%, as Leaders.

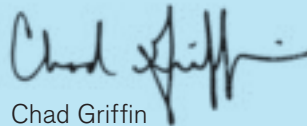
For the first time, the HEI required participating facilities to document that at least five high-level managers in key work areas had received expert training in LGBT health needs—and 67% of facilities met this test. The great majority chose to train their staff via expert webinars provided free of charge by the HRC Foundation, resulting in an enormous increase in LGBT knowledge among hospital administrators nationwide.

This report details the much greater attention being given to the health needs of LGBT Americans: with the expert assistance of the HEI, buttressed by new regulatory requirements, more and more facilities are publicly

committing themselves to equitable and inclusive care. Yet as far as healthcare has come in this regard, we believe that it can do better.

For example, **even among HEI 2012 participants, about 25% do not explicitly protect the visitation rights of same-sex partners and parents, and about 25% do not explicitly include gender identity in their patient and employee non-discrimination policies.** Moreover, in 18 states no healthcare facility chose to participate in the HEI 2012, leaving LGBT residents without a documented source of equitable and inclusive care.

With this report on the impressive gains in LGBT equity and inclusion over the last year, we send two messages to U.S. healthcare facilities. First, we congratulate the record-setting 407 who took steps via the HEI 2012 to enhance the care they offer LGBT patients and their families. Second, we invite all healthcare facilities to join their peers in making use of the HEI's unique resources to provide a nationwide web of equitable and inclusive healthcare for LGBT Americans.



Chad Griffin
HRC Foundation President

Why the HEI?

The Human Rights Campaign Foundation developed the Healthcare Equality Index to meet a deep and urgent need on the part of lesbian, gay, bisexual and transgender Americans: **the need for equitable, knowledgeable, sensitive and welcoming healthcare, free from discrimination based on LGBT status.** No one, when concerned about personal health, should also be concerned about receiving inequitable or otherwise substandard care. Yet it is clear that many LGBT Americans have exactly these concerns when seeking healthcare. Whatever worry they may feel about their health status is all too often intensified by fear that they will receive unequal treatment because of their LGBT status.

29%

of LGB patients believed they would be treated differently

73%

of transgender patients believed they would be treated differently

By way of vivid example, in Lambda Legal's landmark 2010 study *When Health Care Isn't Caring*, **73%** of transgender respondents and **29%** of lesbian, gay and bisexual respondents reported that they believed they would be treated differently by medical personnel because of their LGBT status. Equally disturbing, **52%** of transgender respondents and **9%** of lesbian, gay and bisexual respondents reported that they believed they would actually be refused medical services because they are LGBT.

To Prevent Patient Experiences Like These. >>

“When I walked toward the women’s bathroom in the waiting area, the receptionist jumped up and told me to use a McDonald’s restroom down the street. I felt like leaving and never going back.”

A transgender woman waiting for her first physical in years

“After I mentioned that my husband would be visiting me, the staff, who had been very friendly, turned very cool—and I saw a lot less of them, even when I really needed help.”

A gay man hospitalized for a lung condition

“I couldn’t believe it—as I walked back to see my partner and our newborn, an employee stopped me and asked who I was. When I said ‘the other mom,’ she rolled her eyes and walked away saying, ‘I don’t believe this.’”

A lesbian mother after the birth of her first child

WHY THE HEI? To Prevent Patient Experiences Like These.

“I transitioned 10 years ago and have a full beard. But after learning I was transgender, the doc kept calling me ‘she’ in front of all the staff and other patients, no matter how many times I corrected him, and kept asking when I’d be having ‘the surgery.’”

A transgender man seeking care for a dislocated shoulder

“When a nurse came in and saw me bending over my boyfriend giving him a quick kiss—I hadn’t seen him since he went in for surgery—she turned around and walked out of the room.”

A bisexual man caring for his recovering partner

Why, the study asked, did they have these troubling beliefs? The answers were equally disturbing. More than half of all respondents reported that they had experienced at least one of the following types of discrimination in healthcare: being refused needed care, healthcare professionals refusing to touch them or using excessive precautions, healthcare professionals using harsh or abusive language, being blamed for their health status or healthcare professionals being physically rough or abusive. 70% of transgender and gender-nonconforming respondents had one or more of these experiences, and almost 56% of lesbian, gay or bisexual respondents had at least one of these experiences.

The HEI exists because the HRC Foundation believes that the great majority of American healthcare facilities do not want LGBT individuals in their community to have, or worry about having, these kinds of experiences. But facilities often do not know how to protect their LGBT patients from discrimination, provide them with optimal care and extend a warm welcome to allay their concerns.

The HEI was developed to give these healthcare facilities the information and resources they need and want to ensure equitable, inclusive treatment for their LGBT patients. And it goes further: it recognizes in this report all facilities that show their commitment to LGBT patient-centered care by taking the HEI, and designates facilities that meet the “Core Four” HEI criteria as “Leaders in LGBT Healthcare Equality.”

In the last year, the HEI has been made even more relevant and helpful by the new Joint Commission requirement (surveyed from July 1, 2011) that accredited facilities prohibit discrimination against patients based on sexual orientation and gender identity or expression.* In addition, both The Joint Commission and the Centers for Medicare and Medicaid Services now require that facilities allow visitation with-

out regard to sexual orientation or gender identity—another giant step toward LGBT equity in healthcare. **

The HEI gives facilities a powerful way to affirm that they comply with these requirements and wish to offer LGBT patients an equitable environment. The HEI also urges facilities to extend non-discrimination protection to their LGBT employees, who can play a key role in ensuring sensitive, knowledgeable care for LGBT patients.

Equally important, the HEI provides all participating facilities expert training in LGBT health needs, recognizing that staff education is critical to the success of any policy. Facilities may enroll as many staff members as they would like in free online training that has been hailed as groundbreaking and invaluable.

In short, the HEI offers healthcare facilities unique and powerful resources for providing a long-overlooked group of patients the care that everyone deserves while also complying with new regulatory requirements and gaining access to high-quality staff training.

If you're affiliated with an HEI-rated facility, deepest thanks for your commitment to LGBT patient-centered care. And if you are affiliated with, or know of, healthcare facilities not yet engaged with the HEI, we hope you'll bring this report to their attention. We're confident they'll thank you for informing them about this vital resource for ensuring high-quality healthcare for LGBT Americans!

* See RI.01.01.01 EP 29, *Comprehensive Accreditation Manual for Hospitals*, Update 1, January 2011, and *Comprehensive Accreditation Manual for Critical Access Hospitals*, Update 1, January 2011.

**See RI.01.01.01 EP 28, Joint Commission manuals referenced above, and *Code of Federal Regulations* 42 C.F.R. § 482.13(h) (for hospitals) and 42 C.F.R. § 485.635(f) (for critical access hospitals).

How to Participate in the HEI

The HEI is an online survey, open to all healthcare facilities, that has been administered annually since 2007 by the Human Rights Campaign Foundation. The survey period opens in October and ends on Jan. 31. Multiple representatives can work on a survey on behalf of a facility, and respondents can log in as many times as needed to complete the survey. Staff members from the HRC Foundation provide assistance and advice throughout the survey completion process. **The survey is comprised of four core criteria for LGBT patient-centered care, with individual facility responses noted in the annual HEI report, and additional unrated criteria, with only aggregate responses noted in the annual report.**

HRC Foundation staff members review each survey submitted, then provide each facility with a complete overview of its survey, highlighting its performance on the “Core Four” criteria for LGBT patient-centered care, answering any questions and recommending next steps. Facilities that meet the Core Four criteria are awarded HEI Leader status for that survey year and receive materials for outreach to LGBT community members, as well as featured status in that year's report. Testimonials from HEI 2012 Leaders are excerpted throughout this report and can be read in full in Appendix D at page 49.

Interested facilities can receive an invitation to participate in the HEI by visiting www.hrc.org/hei or emailing hei@hrc.org. Previous HEI participants are automatically enrolled in future surveys.



Overview of Findings

There is a great deal to celebrate in the Healthcare Equality Index 2012. **Participation in this unique annual survey of the nation's hospitals vis-à-vis LGBT equity and inclusion was far broader and deeper than in past years, by multiple measures.** Yet, as in previous years, the survey revealed that many LGBT Americans still cannot reliably access equitable and inclusive healthcare.



Overview of Findings

The HRC Foundation, which administered the HEI 2012 in the last three months of 2011, was delighted to secure a 40% increase in participating healthcare facilities. **The number of survey respondents rose from 87 in 2011 to 122 in 2012, representing a total of 407 individual healthcare facilities.**

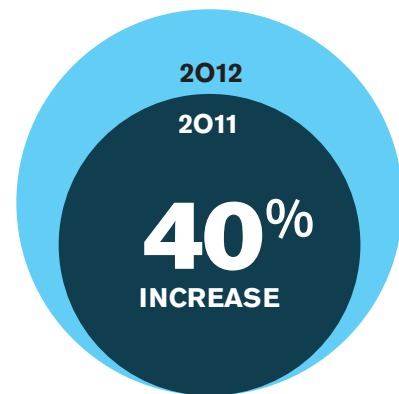
(This number included six networks participating in the HEI for the first time: Adventist HealthCare, Bon Secours Health System, Bronson Healthcare Group, Grady Health System, Iowa Health—Des Moines and the University of Utah Hospital & Clinics.) There can be no question that the needs of LGBT patients and their families are receiving increasing attention in healthcare.

This progress was matched by an equally impressive rise in the number of facilities that not only participated in the HEI but also achieved the status of Leaders in LGBT Healthcare Equality in the 2012 survey. To achieve Leader recognition, these facilities documented that they met the four foundational criteria for LGBT patient-centered care, known as the “Core Four.” The number of these Leaders rose from 27 to 71—a 162% increase. This means that **no fewer than 234 of the nation’s healthcare facilities, or 57% of HEI-rated facilities, proved their leadership in LGBT patient-centered care in 2012.**

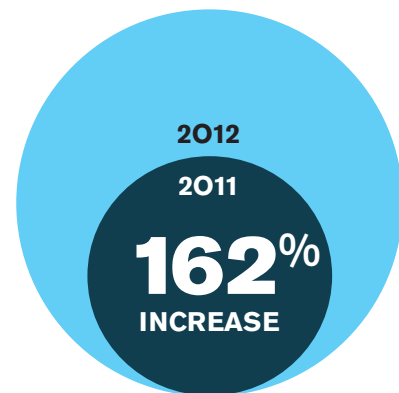
Significantly, the Core Four criteria in the HEI 2012 included a new training requirement, in recognition of the fact that the policies required by the other three criteria depend for their success on meaningful staff education. This new requirement called on facilities to enroll at least five high-level managers in designated work areas for a minimum of 60 minutes of expert training in specific LGBT health concerns—and 67% of HEI participants documented that they did just that.

Most, in fact, chose to receive training via intensive 90-minute webinars that the HRC Foundation offered free to all HEI 2012 participants. These webinars proved even more successful than anticipated: thanks to them, more than 1,000 managers from throughout the United States received expert training. This constitutes a huge and unprecedented increase in LGBT knowledge among U.S. healthcare administrators. Yet it should be noted that nearly one-third of HEI participants declined this opportunity for free expert training in LGBT health needs.

There were also marked increases in the number of facilities meeting the other Core Four HEI criteria in 2012, compared to 2011. The



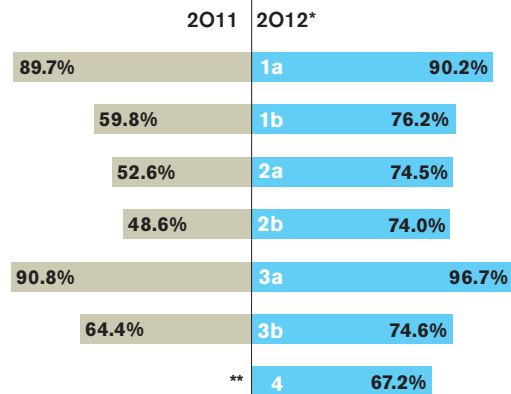
87 to 122
increase in the number
of survey respondents,
representing **407** individual
healthcare facilities



27 to 71
increase in the number of
**Leaders in LGBT
Healthcare Equality**

Overview of Findings

Respondents answering **Yes** to each **CORE FOUR** Criterion



- 1a** “Sexual Orientation” in Patient Non-Discrimination Policy
- 1b** “Gender Identity” in Patient Non-Discrimination Policy
- 2a** Explicitly Inclusive Visitation Policy Grants Equal Access for Same-Sex Couples
- 2b** Explicitly Inclusive Visitation Policy Grants Equal Access for Same-Sex Parents
- 3a** “Sexual Orientation” in Employment Non-Discrimination Policy
- 3b** “Gender Identity” in Employment Non-Discrimination Policy
- 4** Training in LGBT Patient-Centered Care

* 2011 and 2012 survey respondents were not identical; some facilities participated in only one survey year

** Training criterion differed significantly in 2011 and 2012 surveys

percentage of facilities explicitly providing equality in same-sex partner visitation rose 22 points, and the percentage providing equality in same-sex parent visitation rose by 25 points. Furthermore, the percentage explicitly including “gender identity” in their patient non-discrimination policies increased by 16 points, and the percentage including it in their employment non-discrimination policies rose 10 points. But it is important to note that, even with these increases, explicit visitation equality and “gender identity” inclusion do not exist in about 25% of facilities participating in the HEI.

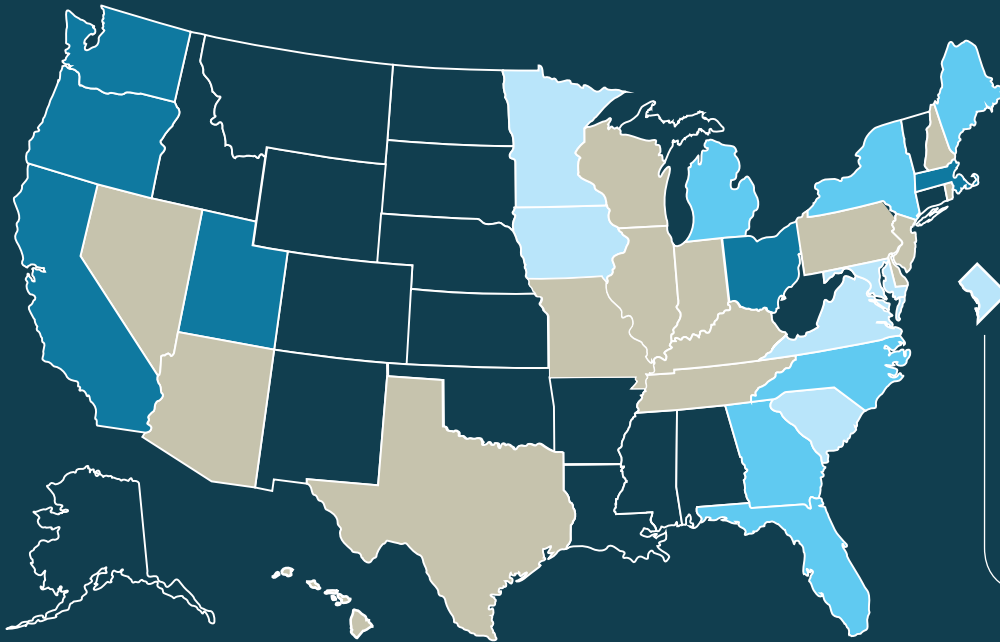
Responses to the unrated HEI criteria, which are reported in aggregate, not by facility, also revealed both gains and gaps. For example, 34% of facilities that ask about marital status at admitting/registration do not also offer a “partner” or “significant other” option, while 25% of facilities located in a state that provides same-sex partnership registration (which confers healthcare rights on registered partners) reported that they do not offer state-registered partners the opportunity to identify as such at admitting/registration. In addition, 56% of facilities do not offer patients at admitting/registration the option of indicating that their current gender identity differs from the one on their birth certificate. Moreover, 90% of facilities do not offer their employees transgender health coverage, while 20% do not yet provide health coverage to employees’ same-sex partners. These and other responses to the unrated criteria show the work remaining to ensure full equity and inclusion for LGBT patients and their families.

The HEI 2012 saw the number of states represented in the survey increase from 29 to 32, with Kentucky, Nevada, New Hampshire and Utah represented for the first time. ▶

In 18 states, however, no healthcare facility participated—leaving their LGBT residents without a single facility that has made an explicit commitment via the HEI to providing equitable care.

As this overview of the HEI 2012 indicates, healthcare facilities have made tremendous strides toward LGBT equity and inclusion, and the 2012 participants deserve hearty applause for their attention to the needs of LGBT patients and their families. Most of the nation’s healthcare facilities, however, have yet to use the HEI to enhance LGBT patient-centered care and to signal their commitment to LGBT equity and inclusion. The HRC Foundation looks forward to welcoming them to the HEI in future years and helping them extend a warm welcome to LGBT Americans.

States Represented in HEI 2012



1-4 Respondents
15 States

- Arizona
- Delaware
- Hawaii
- Illinois
- Indiana
- Kentucky
- Missouri
- Nevada
- New Hampshire
- New Jersey
- Pennsylvania
- Rhode Island
- Tennessee
- Texas
- Wisconsin

5-10 Respondents
5 States & D.C.

- District of Columbia
- Iowa
- Maryland
- Minnesota
- South Carolina
- Virginia

11-20 Respondents
6 States

- Florida
- Georgia
- Maine
- Michigan
- New York
- North Carolina

21+ Respondents
6 States

- California
- Massachusetts
- Oregon
- Ohio
- Utah
- Washington

The 407 facilities rated in 2012 represent 32 states and the District of Columbia. For the first time, the HEI rated facilities from Kentucky, New Hampshire, Nevada and Utah. California has the most rated facilities, with 82. Other states with high numbers of rated facilities include Washington (37), Ohio (35), Utah (35) and Oregon (29).

A complete list of the HEI 2012-rated facilities by state is available as Appendix B on page 31.



71 survey respondents—14 networks (representing 177 facilities), 43 individual hospitals and 14 individual clinics/outpatient facilities—responded “yes” to all of the Core Four HEI criteria, earning Leader status for 2012. These 71 respondents represent 234 facilities that protect their LGBT patients and employees from discrimination, ensure equal visitation access for same-sex couples and same-sex parents through explicitly inclusive policies and provide staff training on LGBT patient-centered care. The complete list of 234 Leaders in LGBT Healthcare Equality is available as Appendix A on page 25.

1 World Medicine	Las Vegas	NV
Adventist HealthCare Inc. (2 facilities)	Rockville	MD
Advocate Illinois Masonic Medical Center	Chicago	IL
AIDS Care	Rochester	NY
AtlantiCare Regional Medical Center	Atlantic City	NJ
Baystate Health (9 facilities)	Springfield	MA
Beth Israel Deaconess Medical Center	Boston	MA
Beth Israel Medical Center	New York	NY
Bon Secours Health System (14 facilities)	Marriottsville	MD
Boston Medical Center	Boston	MA
Brigham and Women's Hospital	Boston	MA
California Pacific Medical Center	San Francisco	CA
Callen-Lorde Community Health Center	New York	NY
Catskill Regional Medical Center	Harris	NY
Chase Brexton Health Services	Baltimore	MD
Christiana Care Health System (2 facilities)	Wilmington	DE
Cincinnati Children's Hospital Medical Center	Cincinnati	OH
Cooley Dickinson Hospital	Northampton	MA
Duke University Hospital	Durham	NC
Durham Regional Hospital	Durham	NC
Faulkner Hospital	Boston	MA
Feminist Women's Health Center	Atlanta	GA
Fenway Health	Boston	MA
George Washington University Hospital	Washington	DC
Grady Health System (12 facilities)	Atlanta	GA
Greenville Hospital System University Medical Center (5 facilities)	Greenville	SC
Group Health (30 facilities)	Seattle	WA
H. Lee Moffitt Cancer Center & Research Institute	Tampa	FL
Harvard Vanguard Medical Associates	Newton	MA
Howard University Hospital	Washington	DC



Indiana University Health Ball Memorial Hospital	Muncie	IN
Jackson Health System (9 facilities)	Miami	FL
Johns Hopkins Hospital	Baltimore	MD
Kaiser Permanente (36 facilities)	Oakland	CA
L.A. Gay & Lesbian Center	Los Angeles	CA
Legacy Community Health Services	Houston	TX
Lyon-Martin Health Services	San Francisco	CA
Mazzoni Center	Philadelphia	PA
MedStar-Georgetown Medical Center	Washington	DC
Mount Auburn Hospital	Cambridge	MA
Multnomah County Health Department (9 facilities)	Portland	OR
National Rehabilitation Hospital	Washington	DC
Newton-Wellesley Hospital	Newton Lower Falls	MA
Northwest Hospital Center	Randallstown	MD
Northwestern Memorial Hospital	Chicago	IL
NYU Langone Medical Center	New York	NY
Oregon Health & Science University	Portland	OR
Park Nicollet Methodist Hospital	St. Louis Park	MN
Penobscot Community Health Care (11 facilities)	Bangor	ME
Piedmont Hospital	Atlanta	GA
Rush University Medical Center	Chicago	IL
San Francisco General Hospital and Trauma Center	San Francisco	CA
Scripps Health (28 facilities)	San Diego	CA
Sibley Memorial Hospital	Washington	DC
Southwest Center for HIV/AIDS	Phoenix	AZ
Specialty Hospital of Washington - Hadley	Washington	DC
St. Luke's-Roosevelt Hospital Center	New York	NY
Sutter Maternity & Surgery Center	Santa Cruz	CA
Tallahassee Memorial HealthCare	Tallahassee	FL
UC San Diego Health System	San Diego	CA
UCSF Medical Center	San Francisco	CA
University Hospitals of Cleveland (8 facilities)	Cleveland	OH
University of California Davis Medical Center	Sacramento	CA
University of Iowa Hospitals & Clinics	Iowa City	IA
The University of Texas MD Anderson Cancer Center	Houston	TX
University of Toledo Medical Center	Toledo	OH
UW Medicine (2 facilities)	Seattle	WA
Valley Medical Center	Renton	WA
Vanderbilt University Medical Center	Nashville	TN
VillageCare Health Center	New York	NY
Whitman-Walker Health	Washington	DC





The “CORE 4” Rating Criteria

The Healthcare Equality Index 2012 survey asked 24 questions about best practices in LGBT patient-centered care. A subset of these questions focus on the Core Four policies and practices considered essential for equitable and inclusive LGBT care. The first three are foundational policies ensuring that LGBT patients and their families are welcomed and provided with care free of discrimination. The fourth focuses on the staff training necessary to bring these policies to life and ensure compliance. Facilities that had all of these Core Four policies and practices in place were recognized as HEI 2012 Leaders in LGBT Healthcare Equality. (For a complete list of 2012 Leaders, see Appendix A at page 25.)

1 2 3 4

Patient Non-Discrimination Policies

- 1a** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term “sexual orientation”
- 1b** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term “gender identity”

Visitation Policies

- 2a** Visitation policy explicitly grants same-sex couples the same access as different-sex couples
- 2b** Visitation policy explicitly grants same-sex parents the same access as different-sex parents for their minor children

Employment Non-Discrimination Policies

- 3a** Employment non-discrimination policy (or equal employment opportunity policy) includes the term “sexual orientation”
- 3b** Employment non-discrimination policy (or equal employment opportunity policy) includes the term “gender identity”

Training in LGBT Patient-Centered Care

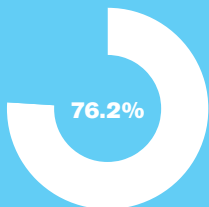
- 4** Provides training for key staff members in LGBT patient-centered care

1

Percent of Respondents That Answered “Yes”



Criteria 1a
Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes “sexual orientation”



Criteria 1b
Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes “gender identity”

Patient Non-Discrimination Policies

Lesbian, gay, bisexual and transgender people continue to be discriminated against in healthcare because of their sexual orientation and/or gender identity. The first of the HEI Core Four criteria focuses on implementing a patient non-discrimination policy (or patients' bill of rights) inclusive of both “sexual orientation” and “gender identity.”

A patient non-discrimination policy is only effective if patients and staff know about it. In 2012, for the first time, the HEI required respondents to provide information about how the policy is communicated to patients and staff. In order to achieve credit, the policy language must be LGBT-inclusive and must be made available in at least two of the following ways:

- Posted on facility website
- Printed in materials given to patients at admitting/registration
- Printed in materials given to patients at other time(s)
- Printed in materials available for take-away in patient waiting areas
- Posted in patient waiting area(s)
- Posted in employee work area(s)

Among 2012 survey respondents, these policies are most commonly included in materials given to patients at admitting/registration, posted in patient waiting areas and posted on the facility's website.

90.2% of HEI 2012 survey respondents (110 of 122 respondents, representing 388 facilities total) include “sexual orientation” in their patient non-discrimination policy and **76.2%** (93 respondents, representing 324 facilities total) include “gender identity.”

Thirteen returning participants updated their policies in order to meet criterion 1b. It is important to note, however, that **nearly a quarter of survey respondents fail to protect their transgender patients from discrimination, despite a recent national survey in which 19% of respondents reported being refused care because of their transgender status, 25% reported being harassed or disrespected in medical settings and 25% reported delaying needed care because of concern about discrimination from medical providers.***

For more information on patient non-discrimination policies, including model policy language: www.hrc.org/patient-non-discrimination

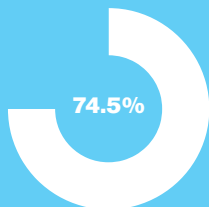
* Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman, and Mara Keisling. *Injustice at Every Turn: A Report of the National Transgender Discrimination Survey*. Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011.

A new standard from The Joint Commission, surveyed as of July 2011, requires hospitals to prohibit discrimination based on sexual orientation and gender identity.

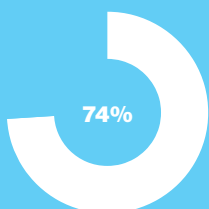
Learn more at www.jointcommission.org/lgbt.

2

Percent of Respondents That Answered “Yes”



Criteria 2a
Visitation policy explicitly grants same-sex couples the same access as different-sex couples



Criteria 2b
Visitation policy explicitly grants same-sex parents the same access as different-sex parents for their minor children

Visitation Policies

The second of the HEI Core Four criteria focuses on the unique challenges faced by the LGBT community in visitation. Across the United States, same-sex couples and same-sex parents fear they could be prevented from visiting their loved ones in healthcare settings because their state does not legally recognize same-sex relationships and/or because a facility employee may not consider them “family” to each other.

In 2010, after learning of a tragic incident in which a lesbian was denied access to her dying partner, President Obama directed the U.S. Secretary of Health and Human Services to develop regulations protecting the visitation rights of all patients. These regulations are now in effect at all hospitals that accept Medicare or Medicaid payments – virtually every hospital in the U.S.

The HEI requires visitation policy language that is explicitly LGBT-inclusive, granting equal visitation access for same-sex couples (partners/spouses/significant others) and same-sex parents. Policies meet the HEI criteria by:

- Including an explicitly inclusive definition of family; or
- Referencing an explicitly inclusive definition of family, as part of a companion “definitions” policy section; or
- Including explicit reference to equal access for same-sex couples and same-sex parents; or
- Prohibiting discrimination in visitation access based on “sexual orientation” and “gender identity”

74.5% of HEI 2012 survey respondents for which this question was applicable (79 of 106 respondents, representing 202 facilities total) have explicitly inclusive visitation policies that grant same-sex couples the same visitation access as different-sex couples.

74% (74 of 100 respondents, representing 196 facilities total) have explicitly inclusive visitation policies that grant same-sex parents the same visitation access as different-sex parents for their minor children.

The 2012 survey indicated much greater awareness of the visitation challenges faced by LGBT patients and their families. In 2011, only **52.6%** of facilities reported inclusive policies for same-sex couples, while 74.5% reported them in 2012, and in 2011 only **48.6%** of respondents reported inclusive policies for same-sex parents, compared to 74% in 2012. Fifteen returning participants updated their policies to meet the HEI 2012 visitation criteria.

For more information on visitation policies, including model policy language:

www.hrc.org/visitation

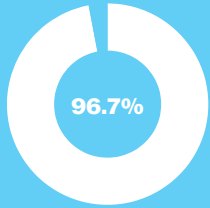
New regulations from the Centers for Medicare and Medicaid Services went into effect in January 2011 requiring hospitals to permit patients to designate visitors of their choosing and prohibit discrimination in visitation based on sexual orientation and gender identity. As an organization with CMS-deeming authority, The Joint Commission has aligned its hospital standards with these new HHS requirements.

Learn more at www.hrc.org/visitation

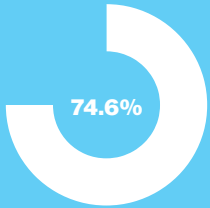
3

Employment Non-Discrimination Policies

Percent of
Respondents That
Answered “Yes”



Criteria 3a
Employment
non-discrimination
policy (or equal
employment
opportunity policy)
includes
“sexual orientation”



Criteria 3b
Employment
non-discrimination
policy (or equal
employment
opportunity policy)
includes
“gender identity”

The third of the HEI Core Four criteria calls for an employment non-discrimination policy (or equal employment opportunity policy) that includes “sexual orientation” and “gender identity.” Such a policy typically covers all conditions of employment, including hiring, promotion, termination and compensation.

Federal law does not yet protect employees from discrimination based on real or perceived sexual orientation or gender identity. Furthermore, only a minority of states has passed laws prohibiting discrimination on the basis of sexual orientation (22 states) or gender identity (16 states). The HEI calls on facilities to protect their employees from discrimination regardless of state non-discrimination laws.

96.7% of HEI 2012 survey respondents (118 of 122 respondents, representing 403 facilities total) prohibit employment discrimination based on “sexual orientation.”


74.6% (91 respondents, representing 338 facilities total) prohibit employment discrimination based on “gender identity.”

Seven returning participants updated their employment non-discrimination policies in 2012 to meet these criteria.

For more information on employment non-discrimination policies:
www.hrc.org/employment-non-discrimination

The Healthcare Equality Index rates facilities on two of the many policies and practices employers should implement to provide equity and inclusion to their LGBT employees.

For information on other LGBT-inclusive workplace policies and practices: www.hrc.org/workplace

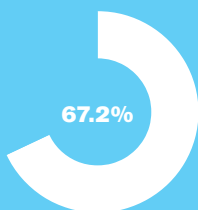


“Through the incorporation of same-sex domestic partners within our Family and Medical Leave policy and via the provision of spousal benefits to the partners of our dedicated colleagues, as well as the inclusion of the lesbian, gay, bisexual and transgender community in our non-discrimination policies, even where not required by law, we demonstrate our commitment to, and appreciation of, all of our staff, recognizing their significant contributions to our organization and the greater Tallahassee community.”

Steve Adriaanse
Chief Human Resource Officer
Tallahassee Memorial HealthCare Inc.
Tallahassee, Fla.

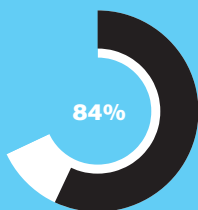
4

Percent of Respondents That Answered “Yes”



Criteria 4
Provides training in LGBT patient-centered care to key staff members

Of these respondents



achieved credit through HRC-provided training, collectively registering over 1,000 managers.

Training in LGBT Patient-Centered Care

The fourth of the HEI 2012 Core Four criteria calls for key facility staff members to receive expert training in meeting the needs of LGBT patients. This criterion was developed in recognition of the fact that training is critical for policies to be successful and for truly LGBT patient-centered care to occur.

To meet this criterion, participating facilities were required to document that at least one staff member in each of five designated work areas received at least 60 minutes of training from a proven expert in LGBT health between July 1, 2011, and June 30, 2012. The five work areas were facility leadership, nursing management, patient relations/services management, admitting/registration management and human resources management. Networks were required to train at least one manager working in each of these areas at their primary location, plus at least one manager in one of the five areas at each additional network facility seeking credit for the criterion.

To assist facilities in meeting this new HEI criterion and ensure high-quality training, the HRC Foundation offered free 90-minute webinars in LGBT patient-centered care to all HEI participants. Most HEI participants took advantage of this offer, which allowed the HRC Foundation to provide expert training to more than 1,000 hospital administrators nationwide.

67.2% of HEI 2012 survey respondents (82 of 122 respondents, representing 245 facilities total) provide employee training in LGBT patient-centered care.

84 % of these respondents (69 of 82 respondents) achieved credit through HRC-provided training, collectively registering more than 1,000 managers. Other participants received credit for training that they arranged themselves, following HEI 2012 requirements for length, content and trainer expertise.

For more information on the HEI training requirements:

www.hrc.org/hei-training



“I was on your webinar today and I must say it was one of the best training sessions I have had in my 20 years in healthcare.”

Jeff Doucette, M.S., R.N., FACHE
Chief Nursing Officer
Bon Secours Health System
Marriottsville, Md.

Additional Best Practices & Policies

In addition to the “Core Four” criteria, the HEI 2012 survey asked facilities for information about other policies and practices related to LGBT patients and their families. These questions focused on advance healthcare directive compliance training, inpatient policies, LGBT patient self-identification, employee benefits and employee groups.

Advance Healthcare Directive Compliance Training

Advance healthcare directives (i.e., durable powers of attorney, healthcare proxies and living wills) allow individuals to express their healthcare wishes and designate surrogates who may make medical decisions on their behalf in the event of mental incapacity.

Unfortunately, hospitals have sometimes failed to recognize these directives between LGBT individuals. The HEI asks respondents if they train employees on advance healthcare directive policies and procedures and whether this training includes LGBT-specific content.

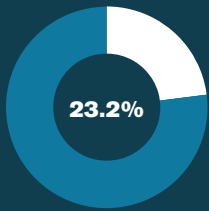
77.9% of the HEI 2012 survey respondents (95 of 122) provide advance healthcare directive compliance training to employees. Of these, **23.2%** (22 of 95) include LGBT-specific content in the training.

77% of respondents (94 of 122) counsel LGBT patients on their right to designate someone as medical decision maker and **83.6%** (102 of 122) provide the opportunity to complete advance healthcare directives at admitting/registration.

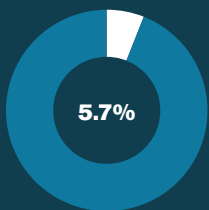
For more information on advance healthcare directive policies:

www.hrc.org/decision-making-policies

In September of 2011, the Centers for Medicare & Medicaid Services released updated guidance around existing regulations to make it easier for family members, including same-sex partners, to make informed care decisions for incapacitated loved ones.



Include LGBT-specific content in their advance healthcare directive compliance training.



Percentage of inpatient facilities that have a policy or guideline addressing appropriate room accommodations for transgender patients.

Inpatient Policies

The HEI survey asks two questions about inpatient policies. First, participants with inpatient facilities are asked if they have a policy or guidelines related to room accommodations for transgender patients, since facilities should ensure that transgender individuals receive room accommodations consistent with their current gender identity, not their assigned sex at birth. Second, participants with long-term residential facilities are asked whether same-sex couples receive the same access to jointly occupied rooms as different-sex couples.

87% of HEI 2012 respondents (106 of 122) have inpatient facilities. Of these, only **5.7%** (6 of 106) have a policy or guidelines addressing appropriate room accommodations for transgender patients.

8.2% of HEI 2012 respondents (10 of 122) provide long-term residential facilities in which couples are permitted to jointly occupy rooms. Of these, **30%** (3 of 10) have a policy that grants same-sex couples the same access to jointly occupied rooms as different-sex couples.

LGBT Patient Self-Identification

In 2012, the HEI asked facilities more detailed questions about whether and how they give patients the opportunity to identify themselves as LGBT, if they wish to do so. Admitting/registration and interviewing processes that offer this opportunity assure LGBT patients that they are welcome and provide facility staff with information that can be important in providing optimal care.

87.7% of HEI 2012 participants (107 of 122) collect information about patients' marital or relationship status at admitting/registration.

- 40 of these respondents indicated they are in states that offer legal relationship recognition for same-sex couples. Of these, **75%** (30 of 40) give patients the opportunity to indicate at admitting/registration that they are in a state-registered partnership.
- **57.9%** of these respondents (62 of 107) allow patients to indicate if they are in a non-state-registered same-sex partnership.

41.8% of respondents (51 of 122) give patients the opportunity to indicate that their current gender identity differs from the gender shown on their birth certificate and/or identification, insurance or other documents used in admitting/registration.

59.8% of respondents (73 of 122) allow patients to indicate that they prefer to be addressed by a name different from the name shown on the "primary line" of their admitting/registration record.

26.2% of respondents (32 of 122) regularly collect information about patients' sexual orientation in at least one of these ways:

- At admitting/registration
- Via print/electronic form completed by patient
- Via print/electronic form completed by healthcare provider
- Via print/electronic form completed by non-provider facility employee

The most common reported method for collecting information about a patient's sexual orientation was via a print/electronic form completed by a healthcare provider.

For more information on LGBT patient self-identification:

www.hrc.org/patient-self-id

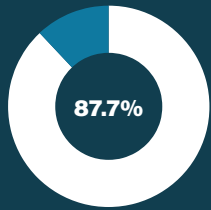
Transgender Health Benefits

Most health plans in the United States exclude from coverage any care viewed as transgender-related, forcing transgender individuals to pay out of pocket for needed care, or to do without it. The HRC Foundation's Workplace Project is leading efforts to end health insurance discrimination against transgender people and provides a wealth of resources on this issue through its Corporate Equality Index.

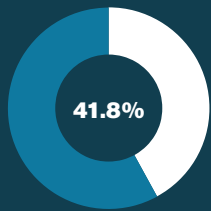
Among HEI 2012 survey respondents, only **9.8%** (12 of 122) offer transgender-inclusive benefits.

For more information on transgender-inclusive health benefits:

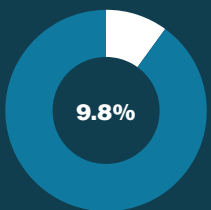
www.hrc.org/transbenefits



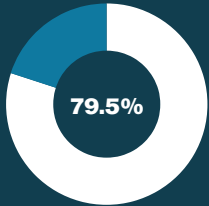
Collect information about patients' marital or relationship status at admitting/registration.



Give patients the opportunity to indicate that their current gender identity differs from the gender shown on their birth certificate and/or identification, insurance, or other documents used in admitting/registration.



Offer transgender-inclusive benefits.



Offer health insurance coverage to their employees' domestic partners.

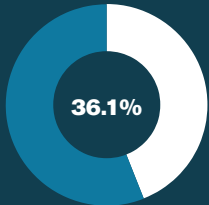
Partner Health Benefits

Partner health benefits are low-cost, high-value employment benefits that are now the norm among employers committed to recruiting and retaining LGBT employees.

79.5% of HEI 2012 respondents (97 of 122) offer health insurance coverage to their employees' domestic partners.

For more information on domestic partner benefits:

www.hrc.org/benefits



Have an officially recognized LGBT employee group.

LGBT Employee Groups

LGBT employee groups often provide key support for facilities committed to LGBT patient-centered care. They can educate co-workers formally and informally, offer management important insights into LGBT needs, tacitly reassure LGBT patients and serve as ambassadors to LGBT communities. LGBT employee groups also help create a sense of safety, acceptance and respect for LGBT staff.

36.1% of HEI 2012 survey respondents (44 of 122) have an officially recognized LGBT employee group.

For more information on employee groups:

www.hrc.org/employee-groups



“Our LGBT employee resource group has been a driving force in creating an affirming environment for the LGBT community. This group has provided a welcoming place for staff to meet and advocate on behalf of LGBT employees, patients and their families.”

Tina Gelsomino, M.S.W., L.C.S.W.

Administrative Director, Office for Women's Careers, Center for Faculty Development Diversity; Co-Chair, BW/F LGBT & Friends Employee Resource Group
Brigham & Women's Hospital
Boston, Mass.

Appendix A

HEI 2012 Leaders in LGBT Healthcare Equality Index by Name

THE CORE FOUR

Healthcare Equality Index Rating Criteria

- 1a** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "sexual orientation"
- 1b** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "gender identity"
- 2a** Visitation policy explicitly grants same-sex couples (partners/spouses/significant others) the same access as different-sex couples
- 2b** Visitation policy explicitly grants same-sex parents the same access as different-sex parents for visitation of their minor children
- 3a** Employment non-discrimination policy (or equal employment opportunity policy) includes the term "sexual orientation"
- 3b** Employment non-discrimination policy (or equal employment opportunity policy) includes the term "gender identity"
- 4** Provides training for key staff members in LGBT patient-centered care

Appendix A HEI 2012 Leaders in LGBT Healthcare Equality by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	THE CORE FOUR							Year(s) Rated	Year(s) as Leader
				1a	1b	2a	2b	3a	3b	4		
1 World Medicine		Las Vegas	NV	●	●	●	●	●	●	●	1	1
Advocate Illinois Masonic Medical Center		Chicago	IL	●	●	●	●	●	●	●	5	3
AIDS Care		Rochester	NY	●	●	●	●	●	●	●	2	2
Ajuha Medical Center	University Hospitals of Cleveland	Beachwood	OH	●	●	●	●	●	●	●	1	1
Asa G. Yancey, Sr., M.D., Health Center	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	1	1
AtlantiCare Regional Medical Center		Atlantic City	NJ	●	●	●	●	●	●	●	2	1
Baystate Brightwood Health Center	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	2	2
Baystate Franklin Medical Center	Baystate Health	Greenfield	MA	●	●	●	●	●	●	●	2	2
Baystate High Street Health Center - Adult Medicine	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	2	2
Baystate High Street Health Center - Pediatric Medicine	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	2	2
Baystate Mary Lane Hospital	Baystate Health	Ware	MA	●	●	●	●	●	●	●	2	2
Baystate Mason Square Neighborhood Health Center	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	2	2
Baystate Medical Center	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	4	3
Baystate Regional Cancer Program	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	2	2
Baystate Visiting Nurse Association & Hospice	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	2	2
Bedford Medical Center	University Hospitals of Cleveland	Bedford	OH	●	●	●	●	●	●	●	5	1
Beth Israel Deaconess Medical Center		Boston	MA	●	●	●	●	●	●	●	4	2
Beth Israel Medical Center		New York	NY	●	●	●	●	●	●	●	3	3
Bon Secours Community Hospital	Bon Secours Health System	Port Jervis	NY	●	●	●	●	●	●	●	1	1
Bon Secours Hospital	Bon Secours Health System	Baltimore	MD	●	●	●	●	●	●	●	1	1
Bon Secours Mary Immaculate Hospital	Bon Secours Health System	Newport News	VA	●	●	●	●	●	●	●	1	1
Bon Secours St. Francis Downtown	Bon Secours Health System	Greenville	SC	●	●	●	●	●	●	●	1	1
Bon Secours St. Francis Eastside	Bon Secours Health System	Greenville	SC	●	●	●	●	●	●	●	1	1
Boston Medical Center		Boston	MA	●	●	●	●	●	●	●	1	1
Brewer Medical Center	Penobscot Community Health Care	Brewer	ME	●	●	●	●	●	●	●	1	1
Brigham and Women's Hospital		Boston	MA	●	●	●	●	●	●	●	4	2
California Pacific Medical Center		San Francisco	CA	●	●	●	●	●	●	●	3	2
Callen-Lorde Community Health Center		New York	NY	●	●	●	●	●	●	●	4	4
Capehart Community Health Center	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	1	1
Case Medical Center	University Hospitals of Cleveland	Cleveland	OH	●	●	●	●	●	●	●	5	1
Catskill Regional Medical Center		Harris	NY	●	●	●	●	●	●	●	1	1
Chase Brexton Health Services		Baltimore	MD	●	●	●	●	●	●	●	3	3
Christiana Hospital	Christiana Care Health System	Newark	DE	●	●	●	●	●	●	●	2	1
Cincinnati Children's Hospital Medical Center		Cincinnati	OH	●	●	●	●	●	●	●	1	1
Conneaut Medical Center	University Hospitals of Cleveland	Conneaut	OH	●	●	●	●	●	●	●	5	1
Cooley Dickinson Hospital		Northampton	MA	●	●	●	●	●	●	●	1	1
Correctional Health Services	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	2	2
Crestview Health & Rehabilitation Center	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	1	1
DePaul Medical Center	Bon Secours Health System	Norfolk	VA	●	●	●	●	●	●	●	1	1
Duke University Hospital		Durham	NC	●	●	●	●	●	●	●	4	1
Durham Regional Hospital		Durham	NC	●	●	●	●	●	●	●	1	1
East County Health Center	Multnomah County Health Department	Gresham	OR	●	●	●	●	●	●	●	4	2
East Point Health Center	Grady Health System	East Point	GA	●	●	●	●	●	●	●	1	1
Eastern Maine AIDS Network	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	1	1
Extended Care Services	Penobscot Community Health Care	Brewer	ME	●	●	●	●	●	●	●	1	1
Faulkner Hospital		Boston	MA	●	●	●	●	●	●	●	4	1
Feminist Women's Health Center		Atlanta	GA	●	●	●	●	●	●	●	1	1
Fenway Health		Boston	MA	●	●	●	●	●	●	●	2	1
Geauga Medical Center	University Hospitals of Cleveland	Chardon	OH	●	●	●	●	●	●	●	5	1
Geneva Medical Center	University Hospitals of Cleveland	Geneva	OH	●	●	●	●	●	●	●	5	1
George Washington University Hospital		Washington	DC	●	●	●	●	●	●	●	4	2
Good Samaritan Hospital of Suffern, NY	Bon Secours Health System	Suffern	NY	●	●	●	●	●	●	●	1	1
Grady Emergency Medical Service	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	1	1
Grady Health Foundation	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	1	1
Grady Memorial Hospital	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	1	1
Greenville Hospital System University Medical Center	Greenville Hospital System University Medical Center	Greenville	SC	●	●	●	●	●	●	●	2	1

Facility Name	Network (If Applicable)	City	State	THE CORE FOUR								Year(s) Rated	Year(s) as Leader
				1a	1b	2a	2b	3a	3b	4			
Greer Memorial Hospital	Greenville Hospital System University Medical Center	Greer	SC	●	●	●	●	●	●	●	●	2	1
Group Health Bellevue Medical Center	Group Health	Bellevue	WA	●	●	●	●	●	●	●	●	2	2
Group Health Bremerton Behavioral Health Services	Group Health	Bremerton	WA	●	●	●	●	●	●	●	●	2	2
Group Health Bremerton Internal Medicine and Occupational Health	Group Health	Bremerton	WA	●	●	●	●	●	●	●	●	2	2
Group Health Burien Medical Center	Group Health	Burien	WA	●	●	●	●	●	●	●	●	2	2
Group Health Capitol Hill Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●	2	2
Group Health Central Hospital	Group Health	Seattle	WA	●	●	●	●	●	●	●	●	5	4
Group Health Downtown Seattle Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●	2	2
Group Health Eastside Speech, Language and Learning Services	Group Health	Bellevue	WA	●	●	●	●	●	●	●	●	2	2
Group Health Everett Medical Center	Group Health	Everett	WA	●	●	●	●	●	●	●	●	2	2
Group Health Factoria Medical Center	Group Health	Bellevue	WA	●	●	●	●	●	●	●	●	2	2
Group Health Federal Way Medical Center	Group Health	Federal Way	WA	●	●	●	●	●	●	●	●	2	2
Group Health Kent Medical Center	Group Health	Kent	WA	●	●	●	●	●	●	●	●	2	2
Group Health Lidgerwood Medical Center	Group Health	Spokane	WA	●	●	●	●	●	●	●	●	2	2
Group Health Lynnwood Medical Center	Group Health	Lynnwood	WA	●	●	●	●	●	●	●	●	2	2
Group Health Northgate Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●	2	2
Group Health Northshore Medical Center	Group Health	Bothell	WA	●	●	●	●	●	●	●	●	2	2
Group Health Olympia Medical Center	Group Health	Olympia	WA	●	●	●	●	●	●	●	●	2	2
Group Health Port Orchard Medical Center	Group Health	Port Orchard	WA	●	●	●	●	●	●	●	●	2	2
Group Health Poulsbo Medical Center	Group Health	Poulsbo	WA	●	●	●	●	●	●	●	●	2	2
Group Health Puyallup Medical Center	Group Health	Puyallup	WA	●	●	●	●	●	●	●	●	2	2
Group Health Rainier Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●	2	2
Group Health Redmond Medical Center at Riverpark	Group Health	Redmond	WA	●	●	●	●	●	●	●	●	2	2
Group Health Renton Medical Center	Group Health	Renton	WA	●	●	●	●	●	●	●	●	2	2
Group Health Riverfront Medical Center	Group Health	Spokane	WA	●	●	●	●	●	●	●	●	2	2
Group Health Silverdale Medical Center	Group Health	Silverdale	WA	●	●	●	●	●	●	●	●	2	2
Group Health South Hill Medical Center	Group Health	Spokane	WA	●	●	●	●	●	●	●	●	2	2
Group Health Tacoma Mall Behavioral Health, Speech, Language & Learning Services	Group Health	Tacoma	WA	●	●	●	●	●	●	●	●	2	2
Group Health Tacoma Medical Center	Group Health	Tacoma	WA	●	●	●	●	●	●	●	●	2	2
Group Health Tacoma South Medical Center	Group Health	Tacoma	WA	●	●	●	●	●	●	●	●	2	2
Group Health Veradale Medical Center	Group Health	Spokane Valley	WA	●	●	●	●	●	●	●	●	2	2
H. Lee Moffitt Cancer Center & Research Institute		Tampa	FL	●	●	●	●	●	●	●	●	1	1
Harborview Medical Center	UW Medicine	Seattle	WA	●	●	●	●	●	●	●	●	2	2
Harvard Vanguard Medical Associates		Newton	MA	●	●	●	●	●	●	●	●	4	1
Helen Hunt Health Center	Penobscot Community Health Care	Old Town	ME	●	●	●	●	●	●	●	●	1	1
Hillcrest Memorial Hospital	Greenville Hospital System University Medical Center	Simpsonville	SC	●	●	●	●	●	●	●	●	2	1
HIV Health Services Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	2	2
Holtz Children's Hospital & JMH Women's Services	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	2	2
Hope House	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●	1	1
Howard University Hospital		Washington	DC	●	●	●	●	●	●	●	●	2	2
Indiana University Health Ball Memorial Hospital		Muncie	IN	●	●	●	●	●	●	●	●	2	1
International Medical Center	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	●	1	1
Jackson Memorial Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	3	2
Jackson Memorial Long Term Care Center	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	1	1
Jackson Memorial Perdue Medical Center (long-term care)	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	1	1
Jackson Mental Health Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	2	2
Jackson North Medical Center	Jackson Health System	North Miami Beach	FL	●	●	●	●	●	●	●	●	3	2
Jackson Rehabilitation Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	2	2
Jackson South Community Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●	3	2
Johns Hopkins Hospital		Baltimore	MD	●	●	●	●	●	●	●	●	4	1
Kaiser Permanente, Anaheim Medical Center	Kaiser Permanente	Anaheim	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Antioch Medical Center	Kaiser Permanente	Antioch	CA	●	●	●	●	●	●	●	●	2	2
Kaiser Permanente, Baldwin Park Medical Center	Kaiser Permanente	Baldwin Park	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Downey Medical Center	Kaiser Permanente	Downey	CA	●	●	●	●	●	●	●	●	2	2

Appendix A HEI 2012 Leaders in LGBT Healthcare Equality by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	THE CORE FOUR								Year(s) Rated	Year(s) as Leader
				1a	1b	2a	2b	3a	3b	4			
Kaiser Permanente, Fontana Medical Center	Kaiser Permanente	Fontana	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Fremont Medical Center	Kaiser Permanente	Fremont	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Fresno Medical Center	Kaiser Permanente	Fresno	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Hayward Medical Center	Kaiser Permanente	Hayward	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Irvine Medical Center	Kaiser Permanente	Irvine	CA	●	●	●	●	●	●	●	●	2	2
Kaiser Permanente, Los Angeles Medical Center	Kaiser Permanente	Los Angeles	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Manteca Medical Center	Kaiser Permanente	Manteca	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Moanalua Medical Center	Kaiser Permanente	Honolulu	HI	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Modesto Medical Center	Kaiser Permanente	Modesto	CA	●	●	●	●	●	●	●	●	2	2
Kaiser Permanente, Moreno Valley Community Hospital	Kaiser Permanente	Moreno Valley	CA	●	●	●	●	●	●	●	●	2	2
Kaiser Permanente, Oakland Medical Center	Kaiser Permanente	Oakland	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Panorama City Medical Center	Kaiser Permanente	Panorama City	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Redwood City Medical Center	Kaiser Permanente	Redwood City	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Richmond Medical Center	Kaiser Permanente	Richmond	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Riverside Medical Center	Kaiser Permanente	Riverside	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Roseville Medical Center	Kaiser Permanente	Roseville	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Sacramento Medical Center	Kaiser Permanente	Sacramento	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, San Diego Medical Center	Kaiser Permanente	San Diego	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, San Francisco Medical Center	Kaiser Permanente	San Francisco	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, San Jose Medical Center	Kaiser Permanente	San Jose	CA	●	●	●	●	●	●	●	●	2	2
Kaiser Permanente, San Rafael Medical Center	Kaiser Permanente	San Rafael	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Santa Clara Medical Center	Kaiser Permanente	Santa Clara	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Santa Rosa Medical Center	Kaiser Permanente	Santa Rosa	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, South Bay Medical Center	Kaiser Permanente	Harbor City	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, South Sacramento Medical Center	Kaiser Permanente	Sacramento	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, South San Francisco Medical Center	Kaiser Permanente	South San Francisco	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Sunnyside Medical Center	Kaiser Permanente	Clackamas	OR	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Vacaville Medical Center	Kaiser Permanente	Vacaville	CA	●	●	●	●	●	●	●	●	2	2
Kaiser Permanente, Vallejo Medical Center	Kaiser Permanente	Vallejo	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Walnut Creek Medical Center	Kaiser Permanente	Walnut Creek	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, West Los Angeles Medical Center	Kaiser Permanente	Los Angeles	CA	●	●	●	●	●	●	●	●	5	3
Kaiser Permanente, Woodland Hills Medical Center	Kaiser Permanente	Woodland Hills	CA	●	●	●	●	●	●	●	●	5	3
Kirkwood Family Medicine	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	●	1	1
L.A. Gay & Lesbian Center		Los Angeles	CA	●	●	●	●	●	●	●	●	4	4
La Clinica de Buena Salud	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	4	2
Legacy Community Health Services		Houston	TX	●	●	●	●	●	●	●	●	1	1
Lindbergh Women and Children's Center	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	●	1	1
Lyon-Martin Health Services		San Francisco	CA	●	●	●	●	●	●	●	●	2	2
Maryview Medical Center	Bon Secours Health System	Portsmouth	VA	●	●	●	●	●	●	●	●	1	1
Mazzoni Center		Philadelphia	PA	●	●	●	●	●	●	●	●	1	1
MedStar-Georgetown Medical Center		Washington	DC	●	●	●	●	●	●	●	●	2	1
Memorial Regional Medical Center	Bon Secours Health System	Mechanicsville	VA	●	●	●	●	●	●	●	●	1	1
Mid County Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	4	2
Mount Auburn Hospital		Cambridge	MA	●	●	●	●	●	●	●	●	1	1
National Rehabilitation Hospital		Washington	DC	●	●	●	●	●	●	●	●	2	1
Newton-Wellesley Hospital		Newton Lower Falls	MA	●	●	●	●	●	●	●	●	1	1
North DeKalb Health Center	Grady Health System	Chamblee	GA	●	●	●	●	●	●	●	●	1	1
North Fulton Health Center	Grady Health System	Sandy Springs	GA	●	●	●	●	●	●	●	●	1	1
North Greenville Medical Campus	Greenville Hospital System University Medical Center	Travelers Rest	SC	●	●	●	●	●	●	●	●	2	1
North Portland Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	4	2
Northeast Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	4	2
Northwest Hospital Center		Randallstown	MD	●	●	●	●	●	●	●	●	2	1
Northwestern Memorial Hospital		Chicago	IL	●	●	●	●	●	●	●	●	1	1
NYU Langone Medical Center		New York	NY	●	●	●	●	●	●	●	●	1	1
Oregon Health & Science University		Portland	OR	●	●	●	●	●	●	●	●	4	2
Our Lady of Bellefonte Hospital	Bon Secours Health System	Ashland	KY	●	●	●	●	●	●	●	●	1	1

Facility Name	Network (If Applicable)	City	State	THE CORE FOUR								Year(s) Rated	Year(s) as Leader
				1a	1b	2a	2b	3a	3b	4			
Park Nicollet Methodist Hospital		St. Louis Park	MN	●	●	●	●	●	●	●	●	3	2
Patewood Medical Campus	Greenville Hospital System University Medical Center	Greenville	SC	●	●	●	●	●	●	●	●	2	1
Penobscot Community Dental Center	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●	1	1
Penobscot Community Health Center	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●	3	3
Penobscot Pediatrics	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●	1	1
Piedmont Hospital		Atlanta	GA	●	●	●	●	●	●	●	●	2	1
Ponce de Leon Center	Grady Health System	Atlanta	GA	●	●	●	●	●	●	●	●	1	1
Rainbow Babies and Children's Hospital	University Hospitals of Cleveland	Cleveland	OH	●	●	●	●	●	●	●	●	5	1
Richmond Community Hospital	Bon Secours Health System	Richmond	VA	●	●	●	●	●	●	●	●	1	1
Richmond Medical Center	University Hospitals of Cleveland	Richmond Heights	OH	●	●	●	●	●	●	●	●	5	1
Rockwood Community Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	2	2
Rush University Medical Center		Chicago	IL	●	●	●	●	●	●	●	●	4	4
San Francisco General Hospital and Trauma Center		San Francisco	CA	●	●	●	●	●	●	●	●	3	2
Scripps Clinic Carmel Valley	Scripps Health	San Diego	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Del Mar	Scripps Health	Del Mar	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Division of Dermatology - Coronado	Scripps Health	Coronado	CA	●	●	●	●	●	●	●	●	1	1
Scripps Clinic Division of OB/GYN - La Jolla	Scripps Health	San Diego	CA	●	●	●	●	●	●	●	●	1	1
Scripps Clinic Encinitas	Scripps Health	Encinitas	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic La Jolla Campus	Scripps Health	La Jolla	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Mission Valley	Scripps Health	San Diego	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Rancho Bernardo	Scripps Health	San Diego	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Rancho San Diego	Scripps Health	La Mesa	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Santee	Scripps Health	Santee	CA	●	●	●	●	●	●	●	●	3	1
Scripps Clinic Torrey Pines	Scripps Health	La Jolla	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Carlsbad	Scripps Health	Carlsbad	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Del Mar	Scripps Health	Del Mar	CA	●	●	●	●	●	●	●	●	1	1
Scripps Coastal Medical Center Eastlake	Scripps Health	Chula Vista	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Encinitas	Scripps Health	Encinitas	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Encinitas - OB/GYN	Scripps Health	Encinitas	CA	●	●	●	●	●	●	●	●	1	1
Scripps Coastal Medical Center Escondido	Scripps Health	Escondido	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Hillcrest	Scripps Health	San Diego	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Oceanside - El Camino Real	Scripps Health	Oceanside	CA	●	●	●	●	●	●	●	●	1	1
Scripps Coastal Medical Center Oceanside - Mission Ave.	Scripps Health	Oceanside	CA	●	●	●	●	●	●	●	●	3	1
Scripps Coastal Medical Center Vista - Cedar Rd.	Scripps Health	Vista	CA	●	●	●	●	●	●	●	●	1	1
Scripps Coastal Medical Center Vista - Sycamore Rd.	Scripps Health	Vista	CA	●	●	●	●	●	●	●	●	1	1
Scripps Coastal Medical Center Vista - Vista Way	Scripps Health	Vista	CA	●	●	●	●	●	●	●	●	3	1
Scripps Green Hospital	Scripps Health	La Jolla	CA	●	●	●	●	●	●	●	●	3	1
Scripps Memorial Hospital Encinitas	Scripps Health	Encinitas	CA	●	●	●	●	●	●	●	●	3	1
Scripps Memorial Hospital La Jolla	Scripps Health	La Jolla	CA	●	●	●	●	●	●	●	●	3	1
Scripps Mercy Hospital (Chula Vista campus)	Scripps Health	Chula Vista	CA	●	●	●	●	●	●	●	●	3	1
Scripps Mercy Hospital (San Diego campus)	Scripps Health	San Diego	CA	●	●	●	●	●	●	●	●	3	1
Shady Grove Adventist Hospital	Adventist HealthCare Inc.	Rockville	MD	●	●	●	●	●	●	●	●	1	1
Sibley Memorial Hospital		Washington	DC	●	●	●	●	●	●	●	●	2	1
Southwest Center for HIV/AIDS		Phoenix	AZ	●	●	●	●	●	●	●	●	2	1
Specialty Hospital of Washington - Hadley		Washington	DC	●	●	●	●	●	●	●	●	2	1
St. Anthony Community Hospital	Bon Secours Health System	Warwick	NY	●	●	●	●	●	●	●	●	1	1
St. Francis Medical Center	Bon Secours Health System	Midlothian	VA	●	●	●	●	●	●	●	●	1	1
St. Luke's-Roosevelt Hospital Center		New York	NY	●	●	●	●	●	●	●	●	2	2
St. Mary's Hospital	Bon Secours Health System	Richmond	VA	●	●	●	●	●	●	●	●	1	1
STD Clinic	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	2	2
Summer Street Health Center	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●	1	1
Sutter Maternity & Surgery Center		Santa Cruz	CA	●	●	●	●	●	●	●	●	1	1
Tallahassee Memorial HealthCare Inc.		Tallahassee	FL	●	●	●	●	●	●	●	●	1	1
UC San Diego Health System		San Diego	CA	●	●	●	●	●	●	●	●	4	1
UCSF Medical Center		San Francisco	CA	●	●	●	●	●	●	●	●	5	5
University of California Davis Medical Center		Sacramento	CA	●	●	●	●	●	●	●	●	2	2

Appendix A HEI 2012 Leaders in LGBT Healthcare Equality by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	THE CORE FOUR								Year(s) Rated	Year(s) as Leader
				1a	1b	2a	2b	3a	3b	4			
University of Iowa Hospitals & Clinics		Iowa City	IA	●	●	●	●	●	●	●	●	1	1
The University of Texas MD Anderson Cancer Center		Houston	TX	●	●	●	●	●	●	●	●	2	2
University of Toledo Medical Center		Toledo	OH	●	●	●	●	●	●	●	●	4	1
UW Medical Center	UW Medicine	Seattle	WA	●	●	●	●	●	●	●	●	2	2
Valley Medical Center		Renton	WA	●	●	●	●	●	●	●	●	1	1
Vanderbilt University Medical Center		Nashville	TN	●	●	●	●	●	●	●	●	5	1
VillageCare Health Center		New York	NY	●	●	●	●	●	●	●	●	1	1
Warren Center	Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●	1	1
Washington Adventist Hospital	Adventist HealthCare Inc.	Takoma Park	MD	●	●	●	●	●	●	●	●	1	1
Westside Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●	4	2
Whitman-Walker Health		Washington	DC	●	●	●	●	●	●	●	●	2	2
Wilmington Hospital	Christiana Care Health System	Wilmington	DE	●	●	●	●	●	●	●	●	2	1

Appendix B

HEI-Rated Facilities by State

THE CORE FOUR

Healthcare Equality Index Rating Criteria

- 1a** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "sexual orientation"
- 1b** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "gender identity"
- 2a** Visitation policy explicitly grants same-sex couples (partners/spouses/significant others) the same access as different-sex couples
- 2b** Visitation policy explicitly grants same-sex parents the same access as different-sex parents for visitation of their minor children
- 3a** Employment non-discrimination policy (or equal employment opportunity policy) includes the term "sexual orientation"
- 3b** Employment non-discrimination policy (or equal employment opportunity policy) includes the term "gender identity"
- 4** Provides training for key staff members in LGBT patient-centered care

Appendix B HEI-Rated Facilities by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR						
				1a	1b	2a	2b	3a	3b	4
ARIZONA										
Mayo Clinic Hospital	Phoenix	Mayo Clinic		●	●	●	●	●	●	●
Southwest Center for HIV/AIDS	Phoenix		●	●	●	●	●	●	●	●
Mayo Clinic	Scottsdale	Mayo Clinic		●	●	●	●	●	●	●
Tucson Medical Center	Tucson			●	●	●	●	●	●	●
CALIFORNIA										
Kaiser Permanente, Anaheim Medical Center	Anaheim	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Antioch	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	Kaiser Permanente	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Carlsbad	Carlsbad	Scripps Health	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Eastlake	Chula Vista	Scripps Health	●	●	●	●	●	●	●	●
Scripps Mercy Hospital (Chula Vista campus)	Chula Vista	Scripps Health	●	●	●	●	●	●	●	●
Scripps Clinic Division of Dermatology - Coronado	Coronado	Scripps Health	●	●	●	●	●	●	●	●
Scripps Clinic Del Mar	Del Mar	Scripps Health	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Del Mar	Del Mar	Scripps Health	●	●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Downey	Kaiser Permanente	●	●	●	●	●	●	●	●
El Monte Comprehensive Health Center	El Monte	LAC+USC Healthcare Network		●	●	●	●	●	●	●
Scripps Clinic Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas - OB/GYN	Encinitas	Scripps Health	●	●	●	●	●	●	●	●
Scripps Memorial Hospital Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Escondido	Escondido	Scripps Health	●	●	●	●	●	●	●	●
Kaiser Permanente, Fontana Medical Center	Fontana	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Fremont Medical Center	Fremont	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Fresno Medical Center	Fresno	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, South Bay Medical Center	Harbor City	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Hayward Medical Center	Hayward	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Irvine	Kaiser Permanente	●	●	●	●	●	●	●	●
Scripps Clinic La Jolla Campus	La Jolla	Scripps Health	●	●	●	●	●	●	●	●
Scripps Clinic Torrey Pines	La Jolla	Scripps Health	●	●	●	●	●	●	●	●
Scripps Green Hospital	La Jolla	Scripps Health	●	●	●	●	●	●	●	●
Scripps Memorial Hospital La Jolla	La Jolla	Scripps Health	●	●	●	●	●	●	●	●
Scripps Clinic Rancho San Diego	La Mesa	Scripps Health	●	●	●	●	●	●	●	●
La Puente Health Center	La Puente	LAC+USC Healthcare Network		●	●	●	●	●	●	●
California Hospital Medical Center	Los Angeles			●	●	●	●	●	●	●
Edward R. Roybal Comprehensive Health Center	Los Angeles	LAC+USC Healthcare Network		●	●	●	●	●	●	●
H. Claude Hudson Comprehensive Health Center	Los Angeles	LAC+USC Healthcare Network		●	●	●	●	●	●	●
Hollywood Presbyterian Medical Center	Los Angeles			●	●	●	●	●	●	●
Kaiser Permanente, Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●	●	●
L.A. Gay & Lesbian Center	Los Angeles		●	●	●	●	●	●	●	●
LAC+USC Medical Center	Los Angeles	LAC+USC Healthcare Network		●	●	●	●	●	●	●
Mattel Children's Hospital UCLA	Los Angeles	UCLA Health System		●	●	●	●	●	●	●
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	UCLA Health System		●	●	●	●	●	●	●
Ronald Reagan UCLA Medical Center	Los Angeles	UCLA Health System		●	●	●	●	●	●	●
Kaiser Permanente, Manteca Medical Center	Manteca	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Modesto Medical Center	Modesto	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Moreno Valley Community Hospital	Moreno Valley	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Oakland Medical Center	Oakland	Kaiser Permanente	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Oceanside - El Camino Real	Oceanside	Scripps Health	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Oceanside - Mission Ave.	Oceanside	Scripps Health	●	●	●	●	●	●	●	●
Kaiser Permanente, Panorama City Medical Center	Panorama City	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Redwood City Medical Center	Redwood City	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Richmond Medical Center	Richmond	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Riverside Medical Center	Riverside	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Roseville Medical Center	Roseville	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●	●
Kaiser Permanente, South Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●	●

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
University of California Davis Medical Center	Sacramento		●	●	●	●	●	●	●	●	
Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●	●	
Scripps Clinic Carmel Valley	San Diego	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Clinic Division of OB/GYN - La Jolla	San Diego	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Clinic Mission Valley	San Diego	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Clinic Rancho Bernardo	San Diego	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Hillcrest	San Diego	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Mercy Hospital (San Diego campus)	San Diego	Scripps Health	●	●	●	●	●	●	●	●	
UC San Diego Health System	San Diego		●	●	●	●	●	●	●	●	
California Pacific Medical Center	San Francisco		●	●	●	●	●	●	●	●	
Kaiser Permanente, San Francisco Medical Center	San Francisco	Kaiser Permanente	●	●	●	●	●	●	●	●	
Lyon-Martin Health Services	San Francisco		●	●	●	●	●	●	●	●	
San Francisco General Hospital and Trauma Center	San Francisco		●	●	●	●	●	●	●	●	
UCSF Medical Center	San Francisco		●	●	●	●	●	●	●	●	
Kaiser Permanente, San Jose Medical Center	San Jose	Kaiser Permanente	●	●	●	●	●	●	●	●	
Kaiser Permanente, San Rafael Medical Center	San Rafael	Kaiser Permanente	●	●	●	●	●	●	●	●	
Kaiser Permanente, Santa Clara Medical Center	Santa Clara	Kaiser Permanente	●	●	●	●	●	●	●	●	
Sutter Maternity & Surgery Center	Santa Cruz		●	●	●	●	●	●	●	●	
Santa Monica UCLA Medical Center and Orthopaedic Hospital	Santa Monica	UCLA Health System	●	●	●	●	●	●	●	●	
Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa	Kaiser Permanente	●	●	●	●	●	●	●	●	
Scripps Clinic Santee	Santee	Scripps Health	●	●	●	●	●	●	●	●	
Kaiser Permanente, South San Francisco Medical Center	S. San Francisco	Kaiser Permanente	●	●	●	●	●	●	●	●	
Stanford Hospital and Clinics	Stanford		●	●	●	●	●	●	●	●	
Kaiser Permanente, Vacaville Medical Center	Vacaville	Kaiser Permanente	●	●	●	●	●	●	●	●	
Kaiser Permanente, Vallejo Medical Center	Vallejo	Kaiser Permanente	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Vista - Cedar Rd.	Vista	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Vista - Sycamore Rd.	Vista	Scripps Health	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Vista - Vista Way	Vista	Scripps Health	●	●	●	●	●	●	●	●	
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek	Kaiser Permanente	●	●	●	●	●	●	●	●	
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills	Kaiser Permanente	●	●	●	●	●	●	●	●	
DELAWARE											
Christiana Hospital	Newark	Christiana Care Health System	●	●	●	●	●	●	●	●	
Wilmington Hospital	Wilmington	Christiana Care Health System	●	●	●	●	●	●	●	●	
DISTRICT OF COLUMBIA											
George Washington University Hospital	Washington		●	●	●	●	●	●	●	●	
Howard University Hospital	Washington		●	●	●	●	●	●	●	●	
MedStar-Georgetown Medical Center	Washington		●	●	●	●	●	●	●	●	
National Rehabilitation Hospital	Washington		●	●	●	●	●	●	●	●	
Providence Hospital	Washington		●	●	●	●	●	●	●	●	
Sibley Memorial Hospital	Washington		●	●	●	●	●	●	●	●	
Specialty Hospital of Washington - Hadley	Washington		●	●	●	●	●	●	●	●	
United Medical Center	Washington		●	●	●	●	●	●	●	●	
Whitman-Walker Health	Washington		●	●	●	●	●	●	●	●	
FLORIDA											
Mayo Clinic	Jacksonville	Mayo Clinic	●	●	●	●	●	●	●	●	
Mayo Clinic Hospital	Jacksonville	Mayo Clinic	●	●	●	●	●	●	●	●	
Correctional Health Services	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Holtz Children's Hospital & JMH Women's Services	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson Memorial Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson Memorial Long Term Care Center	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson Memorial Perdue Medical Center (long-term care)	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson Mental Health Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson Rehabilitation Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson South Community Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	
Jackson North Medical Center	N. Miami Beach	Jackson Health System	●	●	●	●	●	●	●	●	
Health Central	Ocoee		●	●	●	●	●	●	●	●	
Tallahassee Memorial HealthCare Inc.	Tallahassee		●	●	●	●	●	●	●	●	
H. Lee Moffitt Cancer Center & Research Institute	Tampa		●	●	●	●	●	●	●	●	

Appendix B HEI-Rated Facilities by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR						
				1a	1b	2a	2b	3a	3b	4
GEORGIA										
Asa G. Yancey, Sr., M.D., Health Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Atlanta Medical Center	Atlanta			●	●	●	●	●	●	
Crestview Health & Rehabilitation Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Emory University Hospital	Atlanta	Emory Healthcare		●	●	●	●	●	●	
Emory University Hospital Midtown	Atlanta	Emory Healthcare		●	●	●	●	●	●	
Feminist Women's Health Center	Atlanta		●	●	●	●	●	●	●	
Grady Emergency Medical Service	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Grady Health Foundation	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Grady Memorial Hospital	Atlanta	Grady Health System	●	●	●	●	●	●	●	
International Medical Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Kirkwood Family Medicine	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Lindbergh Women and Children's Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Piedmont Hospital	Atlanta		●	●	●	●	●	●	●	
Ponce de Leon Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	
Wesley Woods Geriatric Hospital	Atlanta	Emory Healthcare		●	●	●	●	●	●	
North DeKalb Health Center	Chamblee	Grady Health System	●	●	●	●	●	●	●	
East Point Health Center	East Point	Grady Health System	●	●	●	●	●	●	●	
Emory Johns Creek Hospital	Johns Creek	Emory Healthcare		●	●	●	●	●	●	
North Fulton Health Center	Sandy Springs	Grady Health System	●	●	●	●	●	●	●	
Emory University Orthopaedics and Spine Hospital	Tucker	Emory Healthcare		●	●	●	●	●	●	
HAWAII										
Kaiser Permanente, Moanalua Medical Center	Honolulu	Kaiser Permanente	●	●	●	●	●	●	●	
ILLINOIS										
Advocate Illinois Masonic Medical Center	Chicago		●	●	●	●	●	●	●	
Northwestern Memorial Hospital	Chicago		●	●	●	●	●	●	●	
Rush University Medical Center	Chicago		●	●	●	●	●	●	●	
University of Chicago Hospital	Chicago			●	●	●	●	●	●	
INDIANA										
Indiana University Health	Indianapolis			●	●	●	●	●	●	
Indiana University Health Ball Memorial Hospital	Muncie		●	●	●	●	●	●	●	
IOWA										
Blank Children's Hospital	Des Moines	Iowa Health - Des Moines		●	●	●	●	●	●	
Iowa Lutheran Hospital	Des Moines	Iowa Health - Des Moines		●	●	●	●	●	●	
Iowa Methodist Medical Center	Des Moines	Iowa Health - Des Moines		●	●	●	●	●	●	
University of Iowa Hospitals & Clinics	Iowa City		●	●	●	●	●	●	●	
Methodist West Hospital	West Des Moines	Iowa Health - Des Moines		●	●	●	●	●	●	
KENTUCKY										
Our Lady of Bellefonte Hospital	Ashland	Bon Secours Health System	●	●	●	●	●	●	●	
MAINE										
Capehart Community Health Center	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Eastern Maine AIDS Network	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Eastern Maine Medical Center	Bangor			●	●	●	●	●	●	
Hope House	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Penobscot Community Dental Center	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Penobscot Community Health Center	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Penobscot Pediatrics	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Summer Street Health Center	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Warren Center	Bangor	Penobscot Community Health Care	●	●	●	●	●	●	●	
Brewer Medical Center	Brewer	Penobscot Community Health Care	●	●	●	●	●	●	●	
Extended Care Services	Brewer	Penobscot Community Health Care	●	●	●	●	●	●	●	
Helen Hunt Health Center	Old Town	Penobscot Community Health Care	●	●	●	●	●	●	●	
MaineGeneral Medical Center	Waterville			●	●	●	●	●	●	
MARYLAND										
Bon Secours Hospital	Baltimore	Bon Secours Health System	●	●	●	●	●	●	●	
Chase Brexton Health Services	Baltimore		●	●	●	●	●	●	●	
Johns Hopkins Hospital	Baltimore		●	●	●	●	●	●	●	
University of Maryland Medical Center	Baltimore			●	●	●	●	●	●	
Northwest Hospital Center	Randallstown		●	●	●	●	●	●	●	

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Shady Grove Adventist Hospital	Rockville	Adventist HealthCare Inc.	●	●	●	●	●	●	●	●	
Washington Adventist Hospital	Takoma Park	Adventist HealthCare Inc.	●	●	●	●	●	●	●	●	
MASSACHUSETTS											
Beth Israel Deaconess Medical Center	Boston		●	●	●	●	●	●	●	●	
Boston Medical Center	Boston		●	●	●	●	●	●	●	●	
Brigham and Women's Hospital	Boston		●	●	●	●	●	●	●	●	
Dana-Farber Cancer Institute	Boston			●	●	●	●	●	●	●	
Faulkner Hospital	Boston		●	●	●	●	●	●	●	●	
Fenway Health	Boston		●	●	●	●	●	●	●	●	
Massachusetts General Hospital	Boston			●	●	●	●	●	●	●	
Tufts Medical Center	Boston			●	●	●	●	●	●	●	
Mount Auburn Hospital	Cambridge		●	●	●	●	●	●	●	●	
Baystate Franklin Medical Center	Greenfield	Baystate Health	●	●	●	●	●	●	●	●	
Harvard Vanguard Medical Associates	Newton		●	●	●	●	●	●	●	●	
Newton-Wellesley Hospital	Newton Lower Falls		●	●	●	●	●	●	●	●	
Cooley Dickinson Hospital	Northampton		●	●	●	●	●	●	●	●	
Baystate Brightwood Health Center	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate High Street Health Center - Adult Medicine	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate High Street Health Center - Pediatric Medicine	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate Mason Square Neighborhood Health Center	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate Medical Center	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate Regional Cancer Program	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate Visiting Nurse Association & Hospice	Springfield	Baystate Health	●	●	●	●	●	●	●	●	
Baystate Mary Lane Hospital	Ware	Baystate Health	●	●	●	●	●	●	●	●	
MICHIGAN											
University of Michigan Health System	Ann Arbor			●	●	●	●	●	●	●	
Bronson Battle Creek	Battle Creek	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Borgess Medical Center	Kalamazoo			●	●	●	●	●	●	●	
Bronson Advanced Radiology Services	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Athletic Club	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Health Foundation	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Home Health Care	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Lifestyle Improvement & Research Center	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Medical Group	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Methodist Hospital	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Nursing and Rehabilitation Center	Lawton	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Van Buren Emergency Medical Services	Lawton	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson LakeView Hospital	Paw Paw	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson LakeView Outpatient Center	Paw Paw	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
Bronson Vicksburg Outpatient Center	Vicksburg	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	
MINNESOTA											
St. John's Hospital	Maplewood			●	●	●	●	●	●	●	
Hennepin County Medical Center	Minneapolis			●	●	●	●	●	●	●	
Mayo Clinic	Rochester	Mayo Clinic		●	●	●	●	●	●	●	
Rochester Methodist Hospital	Rochester	Mayo Clinic		●	●	●	●	●	●	●	
Saint Marys Hospital	Rochester	Mayo Clinic		●	●	●	●	●	●	●	
Park Nicollet Methodist Hospital	St. Louis Park		●	●	●	●	●	●	●	●	
MISSOURI											
Barnes-Jewish Hospital	St. Louis			●	●	●	●	●	●	●	
NEVADA											
1 World Medicine	Las Vegas		●	●	●	●	●	●	●	●	
NEW HAMPSHIRE											
Dartmouth-Hitchcock Medical Center	Lebanon			●	●	●	●	●	●	●	
NEW JERSEY											
AtlantiCare Regional Medical Center	Atlantic City		●	●	●	●	●	●	●	●	
University of Medicine and Dentistry of New Jersey	Newark			●	●	●	●	●	●	●	
NEW YORK											
Southside Hospital	Bay Shore			●	●	●	●	●	●	●	
Maimonides Medical Center	Brooklyn			●	●	●	●	●	●	●	

Appendix B HEI-Rated Facilities by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Catskill Regional Medical Center	Harris		●	●	●	●	●	●	●	●	
Beth Israel Medical Center	New York		●	●	●	●	●	●	●	●	
Callen-Lorde Community Health Center	New York		●	●	●	●	●	●	●	●	
Metropolitan Hospital Center	New York		●	●	●	●	●	●	●	●	
Mount Sinai Medical Center	New York		●	●	●	●	●	●	●	●	
NYU Langone Medical Center	New York		●	●	●	●	●	●	●	●	
St. Luke's-Roosevelt Hospital Center	New York		●	●	●	●	●	●	●	●	
VillageCare Health Center	New York		●	●	●	●	●	●	●	●	
Bon Secours Community Hospital	Port Jervis	Bon Secours Health System	●	●	●	●	●	●	●	●	
Vassar Brothers Medical Center	Poughkeepsie		●	●	●	●	●	●	●	●	
AIDS Care	Rochester		●	●	●	●	●	●	●	●	
Good Samaritan Hospital of Suffern, NY	Suffern	Bon Secours Health System	●	●	●	●	●	●	●	●	
St. Anthony Community Hospital	Warwick	Bon Secours Health System	●	●	●	●	●	●	●	●	
NORTH CAROLINA											
UNC Health Care	Chapel Hill		●	●	●	●	●	●	●	●	
Duke University Hospital	Durham		●	●	●	●	●	●	●	●	
Durham Regional Hospital	Durham		●	●	●	●	●	●	●	●	
Moses Cone Behavioral Health Center	Greensboro	Moses Cone Health System	●	●	●	●	●	●	●	●	
Moses H. Cone Memorial Hospital	Greensboro	Moses Cone Health System	●	●	●	●	●	●	●	●	
Wesley Long Community Hospital	Greensboro	Moses Cone Health System	●	●	●	●	●	●	●	●	
Women's Hospital of Greensboro	Greensboro	Moses Cone Health System	●	●	●	●	●	●	●	●	
Annie Penn Hospital	Reidsville	Moses Cone Health System	●	●	●	●	●	●	●	●	
Brunswick Community Hospital	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Forsyth Medical Center	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Franklin Regional Health System	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Presbyterian Healthcare	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Prince William Health System	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Rowan Regional Medical Center	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Thomasville Medical Center	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
Upstate Carolina Center	Winston-Salem	Novant Health Inc.	●	●	●	●	●	●	●	●	
OHIO											
Summa Health System	Akron		●	●	●	●	●	●	●	●	
Ajuha Medical Center	Beachwood	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
MetroHealth Beachwood Health Center	Beachwood	The MetroHealth System	●	●	●	●	●	●	●	●	
Bedford Medical Center	Bedford	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
Geauga Medical Center	Chardon	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
Cincinnati Children's Hospital Medical Center	Cincinnati		●	●	●	●	●	●	●	●	
Case Medical Center	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
Cleveland Clinic Main Campus	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●	●	
Fairview Hospital	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●	●	
Lutheran Hospital	Cleveland	Cleveland Clinic	●	●	●	●	●	●	●	●	
MetroHealth Asia Plaza Health Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth Broadway Health Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth Buckeye Health Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth J. Glen Smith Health Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth Lee-Harvard Health Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth Old Brooklyn Health Senior Health & Wellness Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth Thomas F. McCafferty Health Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth West 150th Health and Surgery Center	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
MetroHealth West Park Medical Group	Cleveland	The MetroHealth System	●	●	●	●	●	●	●	●	
Rainbow Babies and Children's Hospital	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
James Cancer Hospital and Solove Research Institute	Columbus	The Ohio State University	●	●	●	●	●	●	●	●	
The Ohio State University Wexner Medical Center	Columbus	The Ohio State University	●	●	●	●	●	●	●	●	
Conneaut Medical Center	Conneaut	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
Euclid Hospital	Euclid	Cleveland Clinic	●	●	●	●	●	●	●	●	
Marymount Hospital	Garfield Heights	Cleveland Clinic	●	●	●	●	●	●	●	●	
Geneva Medical Center	Geneva	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
Lakewood Hospital	Lakewood	Cleveland Clinic	●	●	●	●	●	●	●	●	

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
MetroHealth Lakewood Health Center	Lakewood	The MetroHealth System		●	●	●	●	●	●	●	
Hillcrest Hospital	Mayfield Heights	Cleveland Clinic		●	●	●	●	●	●	●	
Medina Hospital	Medina	Cleveland Clinic		●	●	●	●	●	●	●	
Richmond Medical Center	Richmond Heights	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	
MetroHealth Strongsville Medical Group	Strongsville	The MetroHealth System		●	●	●	●	●	●	●	
University of Toledo Medical Center	Toledo		●	●	●	●	●	●	●	●	
South Pointe Hospital	Warrensville Hts.	Cleveland Clinic		●	●	●	●	●	●	●	
MetroHealth Westlake Health Center	Westlake	The MetroHealth System		●	●	●	●	●	●	●	
OREGON											
Legacy Clinic Canby	Canby	Legacy Health		●	●	●	●	●	●	●	
Kaiser Permanente, Sunnyside Medical Center	Clackamas	Kaiser Permanente	●	●	●	●	●	●	●	●	
East County Health Center	Gresham	Multnomah County Health Department	●	●	●	●	●	●	●	●	
Legacy Clinic Mount Hood	Gresham	Legacy Health		●	●	●	●	●	●	●	
Legacy Mount Hood Medical Center	Gresham	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Bridgeport	Lake Oswego	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Lake Oswego	Lake Oswego	Legacy Health		●	●	●	●	●	●	●	
HIV Health Services Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
La Clinica de Buena Salud	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
Legacy Clinic Emanuel	Portland	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Good Samaritan	Portland	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Northeast	Portland	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Northwest	Portland	Legacy Health		●	●	●	●	●	●	●	
Legacy Emanuel Medical Center	Portland	Legacy Health		●	●	●	●	●	●	●	
Legacy Good Samaritan Medical Center	Portland	Legacy Health		●	●	●	●	●	●	●	
Mid County Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
North Portland Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
Northeast Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
Oregon Health & Science University	Portland		●	●	●	●	●	●	●	●	
Randall Children's Hospital at Legacy Emanuel	Portland	Legacy Health		●	●	●	●	●	●	●	
Rockwood Community Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
STD Clinic	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
Westside Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	
Legacy Clinic Firwood	Sandy	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic St. Helens	St. Helens	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Tualatin	Tualatin	Legacy Health		●	●	●	●	●	●	●	
Legacy Meridian Park Medical Center	Tualatin	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic West Linn	West Linn	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Woodburn	Woodburn	Legacy Health		●	●	●	●	●	●	●	
PENNSYLVANIA											
Abington Memorial Hospital	Abington			●	●	●	●	●	●	●	
Children's Hospital of Philadelphia	Philadelphia			●	●	●	●	●	●	●	
Mazzoni Center	Philadelphia		●	●	●	●	●	●	●	●	
RHODE ISLAND											
Emma Pendleton Bradley Hospital	Providence	Lifespan		●	●	●	●	●	●	●	
Newport Hospital	Providence	Lifespan		●	●	●	●	●	●	●	
Rhode Island Hospital	Providence	Lifespan		●	●	●	●	●	●	●	
The Miriam Hospital	Providence	Lifespan		●	●	●	●	●	●	●	
SOUTH CAROLINA											
Bon Secours St. Francis Downtown	Greenville	Bon Secours Health System	●	●	●	●	●	●	●	●	
Bon Secours St. Francis Eastside	Greenville	Bon Secours Health System	●	●	●	●	●	●	●	●	
Greenville Hospital System University Medical Center	Greenville	Greenville Hospital System University Medical Center	●	●	●	●	●	●	●	●	
Patewood Medical Campus	Greenville	Greenville Hospital System University Medical Center	●	●	●	●	●	●	●	●	
Greer Memorial Hospital	Greer	Greenville Hospital System University Medical Center	●	●	●	●	●	●	●	●	
Hillcrest Memorial Hospital	Simpsonville	Greenville Hospital System University Medical Center	●	●	●	●	●	●	●	●	
North Greenville Medical Campus	Travelers Rest	Greenville Hospital System University Medical Center	●	●	●	●	●	●	●	●	
TENNESSEE											
Memphis Mental Health Institute	Memphis			●	●	●	●	●	●	●	
Vanderbilt University Medical Center	Nashville		●	●	●	●	●	●	●	●	

Appendix B HEI-Rated Facilities by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
TEXAS											
Legacy Community Health Services	Houston		●	●	●	●	●	●	●	●	
The University of Texas MD Anderson Cancer Center	Houston		●	●	●	●	●	●	●	●	
UTAH											
University Health Care/Centerville Health Care	Centerville	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Greenwood Health Center	Midvale	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Greenwood Health Center Dental Center	Midvale	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Rocky Mountain Ophthalmology	Murray	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Parkway Health Center	Orem	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Moran Vision Center @ Park City	Park City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Redstone Health Center	Park City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
Huntsman Cancer Institute & Cancer Hospital	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
Huntsman Comprehensive Breast Care Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
Madsen Clinics	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
Moran Eye Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Madsen Family Practice & Internal Medicine	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Moran Vision Center @ Old Mill	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Neurology Clinic @ CAMT	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Orthopaedic Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Red Butte Clinic - Pain Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Redwood Health Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Sleep Wake Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Sugar House Health Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Surgical Specialty Clinic	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Thrombosis Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Utah Diabetes Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Women's Health Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University of Utah Hospital	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University of Utah Kidney Treatment Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University of Utah Kids Kidney Center	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University of Utah Specialty Services Clinic	Salt Lake City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Emergency Department	South Jordan	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Huntsman Cancer Center	South Jordan	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Imaging	South Jordan	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Laboratory	South Jordan	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Outpatient Clinic	South Jordan	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Surgery Center	South Jordan	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Stansbury Health Center	Stansbury Park	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
University Health Care/Westridge Health Center	West Valley City	University of Utah Hospital & Clinics		●	●	●	●	●	●	●	
VIRGINIA											
University of Virginia Medical Center	Charlottesville			●	●	●	●	●	●	●	
Rockingham Memorial Hospital	Harrisonburg			●	●	●	●	●	●	●	
Memorial Regional Medical Center	Mechanicsville	Bon Secours Health System	●	●	●	●	●	●	●	●	
St. Francis Medical Center	Midlothian	Bon Secours Health System	●	●	●	●	●	●	●	●	
Bon Secours Mary Immaculate Hospital	Newport News	Bon Secours Health System	●	●	●	●	●	●	●	●	
DePaul Medical Center	Norfolk	Bon Secours Health System	●	●	●	●	●	●	●	●	
Maryview Medical Center	Portsmouth	Bon Secours Health System	●	●	●	●	●	●	●	●	
Richmond Community Hospital	Richmond	Bon Secours Health System	●	●	●	●	●	●	●	●	
St. Mary's Hospital	Richmond	Bon Secours Health System	●	●	●	●	●	●	●	●	
WASHINGTON											
Legacy Clinic Battleground	Battle Ground	Legacy Health		●	●	●	●	●	●	●	
Group Health Bellevue Medical Center	Bellevue	Group Health	●	●	●	●	●	●	●	●	
Group Health Eastside Speech, Language and Learning Services	Bellevue	Group Health	●	●	●	●	●	●	●	●	
Group Health Factoria Medical Center	Bellevue	Group Health	●	●	●	●	●	●	●	●	
Group Health Northshore Medical Center	Bothell	Group Health	●	●	●	●	●	●	●	●	
Group Health Bremerton Behavioral Health Services	Bremerton	Group Health	●	●	●	●	●	●	●	●	
Group Health Bremerton Internal Medicine and Occupational Health	Bremerton	Group Health	●	●	●	●	●	●	●	●	

Facility Name	City	Network (If Applicable)	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Group Health Burien Medical Center	Burien	Group Health	●	●	●	●	●	●	●	●	
Group Health Everett Medical Center	Everett	Group Health	●	●	●	●	●	●	●	●	
Group Health Federal Way Medical Center	Federal Way	Group Health	●	●	●	●	●	●	●	●	
Group Health Kent Medical Center	Kent	Group Health	●	●	●	●	●	●	●	●	
Group Health Lynnwood Medical Center	Lynnwood	Group Health	●	●	●	●	●	●	●	●	
Group Health Olympia Medical Center	Olympia	Group Health	●	●	●	●	●	●	●	●	
Group Health Port Orchard Medical Center	Port Orchard	Group Health	●	●	●	●	●	●	●	●	
Group Health Puyalsbo Medical Center	Puyalsbo	Group Health	●	●	●	●	●	●	●	●	
Group Health Puyallup Medical Center	Puyallup	Group Health	●	●	●	●	●	●	●	●	
Group Health Redmond Medical Center at Riverpark	Redmond	Group Health	●	●	●	●	●	●	●	●	
Group Health Renton Medical Center	Renton	Group Health	●	●	●	●	●	●	●	●	
Valley Medical Center	Renton		●	●	●	●	●	●	●	●	
Group Health Capitol Hill Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	
Group Health Central Hospital	Seattle	Group Health	●	●	●	●	●	●	●	●	
Group Health Downtown Seattle Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	
Group Health Northgate Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	
Group Health Rainier Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	
Harborview Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	
UW Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	
Group Health Silverdale Medical Center	Silverdale	Group Health	●	●	●	●	●	●	●	●	
Group Health Lidgerwood Medical Center	Spokane	Group Health	●	●	●	●	●	●	●	●	
Group Health Riverfront Medical Center	Spokane	Group Health	●	●	●	●	●	●	●	●	
Group Health South Hill Medical Center	Spokane	Group Health	●	●	●	●	●	●	●	●	
Group Health Veradale Medical Center	Spokane Valley	Group Health	●	●	●	●	●	●	●	●	
Group Health Tacoma Mall Behavioral Health, Speech, Language & Learning Services	Tacoma	Group Health	●	●	●	●	●	●	●	●	
Group Health Tacoma Medical Center	Tacoma	Group Health	●	●	●	●	●	●	●	●	
Group Health Tacoma South Medical Center	Tacoma	Group Health	●	●	●	●	●	●	●	●	
Legacy Clinic Fisher's Landing	Vancouver	Legacy Health		●	●	●	●	●	●	●	
Legacy Clinic Salmon Creek	Vancouver	Legacy Health		●	●	●	●	●	●	●	
Legacy Salmon Creek Medical Center	Vancouver	Legacy Health		●	●	●	●	●	●	●	
WISCONSIN											
Grant Regional Health Center	Lancaster			●	●	●	●	●	●	●	
William S. Middleton Memorial Veterans Hospital	Madison			●	●	●	●	●	●	●	

Appendix C

HEI-Rated Facilities by Network

THE CORE FOUR

Healthcare Equality Index Rating Criteria

- 1a** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "sexual orientation"
- 1b** Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "gender identity"
- 2a** Visitation policy explicitly grants same-sex couples (partners/spouses/significant others) the same access as different-sex couples
- 2b** Visitation policy explicitly grants same-sex parents the same access as different-sex parents for visitation of their minor children
- 3a** Employment non-discrimination policy (or equal employment opportunity policy) includes the term "sexual orientation"
- 3b** Employment non-discrimination policy (or equal employment opportunity policy) includes the term "gender identity"
- 4** Provides training for key staff members in LGBT patient-centered care

Appendix C HEI-Rated Facilities by Network

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
NO NETWORK											
1 World Medicine	Las Vegas	NV	●	●	●	●	●	●	●	●	
Abington Memorial Hospital	Abington	PA		●	●	●	●	●	●	●	
Advocate Illinois Masonic Medical Center	Chicago	IL	●	●	●	●	●	●	●	●	
AIDS Care	Rochester	NY	●	●	●	●	●	●	●	●	
Atlanta Medical Center	Atlanta	GA		●	●	●	●	●	●	●	
AtlantiCare Regional Medical Center	Atlantic City	NJ	●	●	●	●	●	●	●	●	
Barnes-Jewish Hospital	St. Louis	MO		●	●	●	●	●	●	●	
Beth Israel Deaconess Medical Center	Boston	MA	●	●	●	●	●	●	●	●	
Beth Israel Medical Center	New York	NY	●	●	●	●	●	●	●	●	
Borgess Medical Center	Kalamazoo	MI		●	●	●	●	●	●	●	
Boston Medical Center	Boston	MA	●	●	●	●	●	●	●	●	
Brigham and Women's Hospital	Boston	MA	●	●	●	●	●	●	●	●	
California Hospital Medical Center	Los Angeles	CA		●	●	●	●	●	●	●	
California Pacific Medical Center	San Francisco	CA	●	●	●	●	●	●	●	●	
Callen-Lorde Community Health Center	New York	NY	●	●	●	●	●	●	●	●	
Catskill Regional Medical Center	Harris	NY	●	●	●	●	●	●	●	●	
Chase Brexton Health Services	Baltimore	MD	●	●	●	●	●	●	●	●	
Children's Hospital of Philadelphia	Philadelphia	PA		●	●	●	●	●	●	●	
Cincinnati Children's Hospital Medical Center	Cincinnati	OH	●	●	●	●	●	●	●	●	
Cooley Dickinson Hospital	Northampton	MA	●	●	●	●	●	●	●	●	
Dana-Farber Cancer Institute	Boston	MA		●	●	●	●	●	●	●	
Dartmouth-Hitchcock Medical Center	Lebanon	NH		●	●	●	●	●	●	●	
Duke University Hospital	Durham	NC	●	●	●	●	●	●	●	●	
Durham Regional Hospital	Durham	NC	●	●	●	●	●	●	●	●	
Eastern Maine Medical Center	Bangor	ME		●	●	●	●	●	●	●	
Faulkner Hospital	Boston	MA	●	●	●	●	●	●	●	●	
Feminist Women's Health Center	Atlanta	GA	●	●	●	●	●	●	●	●	
Fenway Health	Boston	MA	●	●	●	●	●	●	●	●	
George Washington University Hospital	Washington	DC	●	●	●	●	●	●	●	●	
Grant Regional Health Center	Lancaster	WI		●	●	●	●	●	●	●	
H. Lee Moffitt Cancer Center & Research Institute	Tampa	FL	●	●	●	●	●	●	●	●	
Harvard Vanguard Medical Associates	Newton	MA	●	●	●	●	●	●	●	●	
Health Central	Ocoee	FL		●	●	●	●	●	●	●	
Hennepin County Medical Center	Minneapolis	MN		●	●	●	●	●	●	●	
Hollywood Presbyterian Medical Center	Los Angeles	CA		●	●	●	●	●	●	●	
Howard University Hospital	Washington	DC	●	●	●	●	●	●	●	●	
Indiana University Health	Indianapolis	IN		●	●	●	●	●	●	●	
Indiana University Health Ball Memorial Hospital	Muncie	IN	●	●	●	●	●	●	●	●	
Johns Hopkins Hospital	Baltimore	MD	●	●	●	●	●	●	●	●	
L.A. Gay & Lesbian Center	Los Angeles	CA	●	●	●	●	●	●	●	●	
Legacy Community Health Services	Houston	TX	●	●	●	●	●	●	●	●	
Lyon-Martin Health Services	San Francisco	CA	●	●	●	●	●	●	●	●	
Maimonides Medical Center	Brooklyn	NY		●	●	●	●	●	●	●	
MaineGeneral Medical Center	Waterville	ME		●	●	●	●	●	●	●	
Massachusetts General Hospital	Boston	MA		●	●	●	●	●	●	●	
Mazzoni Center	Philadelphia	PA	●	●	●	●	●	●	●	●	
MedStar-Georgetown Medical Center	Washington	DC	●	●	●	●	●	●	●	●	
Memphis Mental Health Institute	Memphis	TN		●	●	●	●	●	●	●	
Metropolitan Hospital Center	New York	NY		●	●	●	●	●	●	●	
Mount Auburn Hospital	Cambridge	MA	●	●	●	●	●	●	●	●	
Mount Sinai Medical Center	New York	NY		●	●	●	●	●	●	●	
National Rehabilitation Hospital	Washington	DC	●	●	●	●	●	●	●	●	
Newton-Wellesley Hospital	Newton Lower Falls	MA	●	●	●	●	●	●	●	●	
Northwest Hospital Center	Randallstown	MD	●	●	●	●	●	●	●	●	
Northwestern Memorial Hospital	Chicago	IL	●	●	●	●	●	●	●	●	
NYU Langone Medical Center	New York	NY	●	●	●	●	●	●	●	●	
Oregon Health & Science University	Portland	OR	●	●	●	●	●	●	●	●	

Appendix C HEI-Rated Facilities by Network

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Park Nicollet Methodist Hospital	St. Louis Park	MN	●	●	●	●	●	●	●	●	
Piedmont Hospital	Atlanta	GA	●	●	●	●	●	●	●	●	
Providence Hospital	Washington	DC		●	●	●	●	●	●	●	
Rockingham Memorial Hospital	Harrisonburg	VA		●	●	●	●	●	●	●	
Rush University Medical Center	Chicago	IL	●	●	●	●	●	●	●	●	
San Francisco General Hospital and Trauma Center	San Francisco	CA	●	●	●	●	●	●	●	●	
Sibley Memorial Hospital	Washington	DC	●	●	●	●	●	●	●	●	
Southside Hospital	Bay Shore	NY		●	●	●	●	●	●	●	
Southwest Center for HIV/AIDS	Phoenix	AZ	●	●	●	●	●	●	●	●	
Specialty Hospital of Washington - Hadley	Washington	DC	●	●	●	●	●	●	●	●	
St. John's Hospital	Maplewood	MN		●	●	●	●	●	●	●	
St. Luke's-Roosevelt Hospital Center	New York	NY	●	●	●	●	●	●	●	●	
Stanford Hospital and Clinics	Stanford	CA		●	●	●	●	●	●	●	
Summa Health System	Akron	OH		●	●	●	●	●	●	●	
Sutter Maternity & Surgery Center	Santa Cruz	CA	●	●	●	●	●	●	●	●	
Tallahassee Memorial HealthCare Inc.	Tallahassee	FL	●	●	●	●	●	●	●	●	
Tucson Medical Center	Tucson	AZ		●	●	●	●	●	●	●	
Tufts Medical Center	Boston	MA		●	●	●	●	●	●	●	
UC San Diego Health System	San Diego	CA	●	●	●	●	●	●	●	●	
UCSF Medical Center	San Francisco	CA	●	●	●	●	●	●	●	●	
UNC Health Care	Chapel Hill	NC		●	●	●	●	●	●	●	
United Medical Center	Washington	DC		●	●	●	●	●	●	●	
University of California Davis Medical Center	Sacramento	CA	●	●	●	●	●	●	●	●	
University of Chicago Hospital	Chicago	IL		●	●	●	●	●	●	●	
University of Iowa Hospitals & Clinics	Iowa City	IA	●	●	●	●	●	●	●	●	
University of Maryland Medical Center	Baltimore	MD		●	●	●	●	●	●	●	
University of Medicine and Dentistry of New Jersey	Newark	NJ		●	●	●	●	●	●	●	
University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●	
The University of Texas MD Anderson Cancer Center	Houston	TX	●	●	●	●	●	●	●	●	
University of Toledo Medical Center	Toledo	OH	●	●	●	●	●	●	●	●	
University of Virginia Medical Center	Charlottesville	VA		●	●	●	●	●	●	●	
Valley Medical Center	Renton	WA	●	●	●	●	●	●	●	●	
Vanderbilt University Medical Center	Nashville	TN	●	●	●	●	●	●	●	●	
Vassar Brothers Medical Center	Poughkeepsie	NY		●	●	●	●	●	●	●	
VillageCare Health Center	New York	NY	●	●	●	●	●	●	●	●	
Whitman-Walker Health	Washington	DC	●	●	●	●	●	●	●	●	
William S. Middleton Memorial Veterans Hospital	Madison	WI		●	●	●	●	●	●	●	
ADVENTIST HEALTHCARE INC.											
Shady Grove Adventist Hospital	Rockville	MD	●	●	●	●	●	●	●	●	
Washington Adventist Hospital	Takoma Park	MD	●	●	●	●	●	●	●	●	
BAYSTATE HEALTH											
Baystate Brightwood Health Center	Springfield	MA	●	●	●	●	●	●	●	●	
Baystate Franklin Medical Center	Greenfield	MA	●	●	●	●	●	●	●	●	
Baystate High Street Health Center - Adult Medicine	Springfield	MA	●	●	●	●	●	●	●	●	
Baystate High Street Health Center - Pediatric Medicine	Springfield	MA	●	●	●	●	●	●	●	●	
Baystate Mary Lane Hospital	Ware	MA	●	●	●	●	●	●	●	●	
Baystate Mason Square Neighborhood Health Center	Springfield	MA	●	●	●	●	●	●	●	●	
Baystate Medical Center	Springfield	MA	●	●	●	●	●	●	●	●	
Baystate Regional Cancer Program	Springfield	MA	●	●	●	●	●	●	●	●	
Baystate Visiting Nurse Association & Hospice	Springfield	MA	●	●	●	●	●	●	●	●	
BON SECOURS HEALTH SYSTEM											
Bon Secours Community Hospital	Port Jervis	NY	●	●	●	●	●	●	●	●	
Bon Secours Hospital	Baltimore	MD	●	●	●	●	●	●	●	●	
Bon Secours Mary Immaculate Hospital	Newport News	VA	●	●	●	●	●	●	●	●	
Bon Secours St. Francis Downtown	Greenville	SC	●	●	●	●	●	●	●	●	
Bon Secours St. Francis Eastside	Greenville	SC	●	●	●	●	●	●	●	●	
DePaul Medical Center	Norfolk	VA	●	●	●	●	●	●	●	●	
Good Samaritan Hospital of Suffern, NY	Suffern	NY	●	●	●	●	●	●	●	●	

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Maryview Medical Center	Portsmouth	VA	●	●	●	●	●	●	●	●	
Memorial Regional Medical Center	Mechanicsville	VA	●	●	●	●	●	●	●	●	
Our Lady of Bellefonte Hospital	Ashland	KY	●	●	●	●	●	●	●	●	
Richmond Community Hospital	Richmond	VA	●	●	●	●	●	●	●	●	
St. Anthony Community Hospital	Warwick	NY	●	●	●	●	●	●	●	●	
St. Francis Medical Center	Midlothian	VA	●	●	●	●	●	●	●	●	
St. Mary's Hospital	Richmond	VA	●	●	●	●	●	●	●	●	
BRONSON HEALTHCARE GROUP INC.											
Bronson Advanced Radiology Services	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson Athletic Club	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson Battle Creek	Battle Creek	MI		●	●	●	●	●	●	●	
Bronson Health Foundation	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson Home Health Care	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson LakeView Hospital	Paw Paw	MI		●	●	●	●	●	●	●	
Bronson LakeView Outpatient Center	Paw Paw	MI		●	●	●	●	●	●	●	
Bronson Lifestyle Improvement & Research Center	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson Medical Group	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson Methodist Hospital	Kalamazoo	MI		●	●	●	●	●	●	●	
Bronson Nursing and Rehabilitation Center	Lawton	MI		●	●	●	●	●	●	●	
Bronson Vicksburg Outpatient Center	Vicksburg	MI		●	●	●	●	●	●	●	
Van Buren Emergency Medical Services	Lawton	MI		●	●	●	●	●	●	●	
CHRISTIANA CARE HEALTH SYSTEM											
Christiana Hospital	Newark	DE	●	●	●	●	●	●	●	●	
Wilmington Hospital	Wilmington	DE	●	●	●	●	●	●	●	●	
CLEVELAND CLINIC											
Cleveland Clinic Main Campus	Cleveland	OH		●	●	●	●	●	●	●	
Euclid Hospital	Euclid	OH		●	●	●	●	●	●	●	
Fairview Hospital	Cleveland	OH		●	●	●	●	●	●	●	
Hillcrest Hospital	Mayfield Heights	OH		●	●	●	●	●	●	●	
Lakewood Hospital	Lakewood	OH		●	●	●	●	●	●	●	
Lutheran Hospital	Cleveland	OH		●	●	●	●	●	●	●	
Marymount Hospital	Garfield Heights	OH		●	●	●	●	●	●	●	
Medina Hospital	Medina	OH		●	●	●	●	●	●	●	
South Pointe Hospital	Warrensville Heights	OH		●	●	●	●	●	●	●	
EMORY HEALTHCARE											
Emory Johns Creek Hospital	Johns Creek	GA		●	●	●	●	●	●	●	
Emory University Hospital	Atlanta	GA		●	●	●	●	●	●	●	
Emory University Hospital Midtown	Atlanta	GA		●	●	●	●	●	●	●	
Emory University Orthopaedics and Spine Hospital	Tucker	GA		●	●	●	●	●	●	●	
Wesley Woods Geriatric Hospital	Atlanta	GA		●	●	●	●	●	●	●	
GRADY HEALTH SYSTEM											
Asa G. Yancey, Sr., M.D., Health Center	Atlanta	GA	●	●	●	●	●	●	●	●	
Crestview Health & Rehabilitation Center	Atlanta	GA	●	●	●	●	●	●	●	●	
East Point Health Center	East Point	GA	●	●	●	●	●	●	●	●	
Grady Emergency Medical Service	Atlanta	GA	●	●	●	●	●	●	●	●	
Grady Health Foundation	Atlanta	GA	●	●	●	●	●	●	●	●	
Grady Memorial Hospital	Atlanta	GA	●	●	●	●	●	●	●	●	
International Medical Center	Atlanta	GA	●	●	●	●	●	●	●	●	
Kirkwood Family Medicine	Atlanta	GA	●	●	●	●	●	●	●	●	
Lindbergh Women and Children's Center	Atlanta	GA	●	●	●	●	●	●	●	●	
North DeKalb Health Center	Chamblee	GA	●	●	●	●	●	●	●	●	
North Fulton Health Center	Sandy Springs	GA	●	●	●	●	●	●	●	●	
Ponce de Leon Center	Atlanta	GA	●	●	●	●	●	●	●	●	
GREENVILLE HOSPITAL SYSTEM UNIVERSITY MEDICAL CENTER											
Greenville Hospital System University Medical Center	Greenville	SC	●	●	●	●	●	●	●	●	
Greer Memorial Hospital	Greer	SC	●	●	●	●	●	●	●	●	
Hillcrest Memorial Hospital	Simpsonville	SC	●	●	●	●	●	●	●	●	
North Greenville Medical Campus	Travelers Rest	SC	●	●	●	●	●	●	●	●	

Appendix C HEI-Rated Facilities by Network

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Patewood Medical Campus	Greenville	SC	●	●	●	●	●	●	●	●	●
GROUP HEALTH											
Group Health Bellevue Medical Center	Bellevue	WA	●	●	●	●	●	●	●	●	●
Group Health Bremerton Behavioral Health Services	Bremerton	WA	●	●	●	●	●	●	●	●	●
Group Health Bremerton Internal Medicine and Occupational Health	Bremerton	WA	●	●	●	●	●	●	●	●	●
Group Health Burien Medical Center	Burien	WA	●	●	●	●	●	●	●	●	●
Group Health Capitol Hill Medical Center	Seattle	WA	●	●	●	●	●	●	●	●	●
Group Health Central Hospital	Seattle	WA	●	●	●	●	●	●	●	●	●
Group Health Downtown Seattle Medical Center	Seattle	WA	●	●	●	●	●	●	●	●	●
Group Health Eastside Speech, Language and Learning Services	Bellevue	WA	●	●	●	●	●	●	●	●	●
Group Health Everett Medical Center	Everett	WA	●	●	●	●	●	●	●	●	●
Group Health Factoria Medical Center	Bellevue	WA	●	●	●	●	●	●	●	●	●
Group Health Federal Way Medical Center	Federal Way	WA	●	●	●	●	●	●	●	●	●
Group Health Kent Medical Center	Kent	WA	●	●	●	●	●	●	●	●	●
Group Health Lidgerwood Medical Center	Spokane	WA	●	●	●	●	●	●	●	●	●
Group Health Lynnwood Medical Center	Lynnwood	WA	●	●	●	●	●	●	●	●	●
Group Health Northgate Medical Center	Seattle	WA	●	●	●	●	●	●	●	●	●
Group Health Northshore Medical Center	Bothell	WA	●	●	●	●	●	●	●	●	●
Group Health Olympia Medical Center	Olympia	WA	●	●	●	●	●	●	●	●	●
Group Health Port Orchard Medical Center	Port Orchard	WA	●	●	●	●	●	●	●	●	●
Group Health Poulsbo Medical Center	Poulsbo	WA	●	●	●	●	●	●	●	●	●
Group Health Puyallup Medical Center	Puyallup	WA	●	●	●	●	●	●	●	●	●
Group Health Rainier Medical Center	Seattle	WA	●	●	●	●	●	●	●	●	●
Group Health Redmond Medical Center at Riverpark	Redmond	WA	●	●	●	●	●	●	●	●	●
Group Health Renton Medical Center	Renton	WA	●	●	●	●	●	●	●	●	●
Group Health Riverfront Medical Center	Spokane	WA	●	●	●	●	●	●	●	●	●
Group Health Silverdale Medical Center	Silverdale	WA	●	●	●	●	●	●	●	●	●
Group Health South Hill Medical Center	Spokane	WA	●	●	●	●	●	●	●	●	●
Group Health Tacoma Mall Behavioral Health, Speech, Language & Learning Services	Tacoma	WA	●	●	●	●	●	●	●	●	●
Group Health Tacoma Medical Center	Tacoma	WA	●	●	●	●	●	●	●	●	●
Group Health Tacoma South Medical Center	Tacoma	WA	●	●	●	●	●	●	●	●	●
Group Health Veradale Medical Center	Spokane Valley	WA	●	●	●	●	●	●	●	●	●
IOWA HEALTH - DES MOINES											
Blank Children's Hospital	Des Moines	IA		●	●	●	●	●	●	●	●
Iowa Lutheran Hospital	Des Moines	IA		●	●	●	●	●	●	●	●
Iowa Methodist Medical Center	Des Moines	IA		●	●	●	●	●	●	●	●
Methodist West Hospital	West Des Moines	IA		●	●	●	●	●	●	●	●
JACKSON HEALTH SYSTEM											
Correctional Health Services	Miami	FL	●	●	●	●	●	●	●	●	●
Holtz Children's Hospital & JMH Women's Services	Miami	FL	●	●	●	●	●	●	●	●	●
Jackson Memorial Hospital	Miami	FL	●	●	●	●	●	●	●	●	●
Jackson Memorial Long Term Care Center	Miami	FL	●	●	●	●	●	●	●	●	●
Jackson Memorial Perdue Medical Center (long-term care)	Miami	FL	●	●	●	●	●	●	●	●	●
Jackson Mental Health Hospital	Miami	FL	●	●	●	●	●	●	●	●	●
Jackson North Medical Center	North Miami Beach	FL	●	●	●	●	●	●	●	●	●
Jackson Rehabilitation Hospital	Miami	FL	●	●	●	●	●	●	●	●	●
Jackson South Community Hospital	Miami	FL	●	●	●	●	●	●	●	●	●
KAISER PERMANENTE											
Kaiser Permanente, Anaheim Medical Center	Anaheim	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Antioch	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Downey	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fontana Medical Center	Fontana	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fremont Medical Center	Fremont	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fresno Medical Center	Fresno	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Hayward Medical Center	Hayward	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Irvine	CA	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Los Angeles Medical Center	Los Angeles	CA	●	●	●	●	●	●	●	●	●

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Kaiser Permanente, Manteca Medical Center	Manteca	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Moanalua Medical Center	Honolulu	HI	●	●	●	●	●	●	●	●	
Kaiser Permanente, Modesto Medical Center	Modesto	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Moreno Valley Community Hospital	Moreno Valley	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Oakland Medical Center	Oakland	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Panorama City Medical Center	Panorama City	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Redwood City Medical Center	Redwood City	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Richmond Medical Center	Richmond	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Riverside Medical Center	Riverside	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Roseville Medical Center	Roseville	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Sacramento Medical Center	Sacramento	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, San Diego Medical Center	San Diego	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, San Francisco Medical Center	San Francisco	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, San Jose Medical Center	San Jose	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, San Rafael Medical Center	San Rafael	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Santa Clara Medical Center	Santa Clara	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, South Bay Medical Center	Harbor City	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, South Sacramento Medical Center	Sacramento	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, South San Francisco Medical Center	South San Francisco	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Sunnyside Medical Center	Clackamas	OR	●	●	●	●	●	●	●	●	
Kaiser Permanente, Vacaville Medical Center	Vacaville	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Vallejo Medical Center	Vallejo	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles	CA	●	●	●	●	●	●	●	●	
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills	CA	●	●	●	●	●	●	●	●	
LAC+USC HEALTHCARE NETWORK											
Edward R. Roybal Comprehensive Health Center	Los Angeles	CA		●	●	●	●	●	●	●	
El Monte Comprehensive Health Center	El Monte	CA		●	●	●	●	●	●	●	
H. Claude Hudson Comprehensive Health Center	Los Angeles	CA		●	●	●	●	●	●	●	
La Puente Health Center	La Puente	CA		●	●	●	●	●	●	●	
LAC+USC Medical Center	Los Angeles	CA		●	●	●	●	●	●	●	
LEGACY HEALTH											
Legacy Clinic Battle Ground	Battle Ground	WA		●	●	●	●	●	●	●	
Legacy Clinic Bridgeport	Lake Oswego	OR		●	●	●	●	●	●	●	
Legacy Clinic Canby	Canby	OR		●	●	●	●	●	●	●	
Legacy Clinic Emanuel	Portland	OR		●	●	●	●	●	●	●	
Legacy Clinic Firwood	Sandy	OR		●	●	●	●	●	●	●	
Legacy Clinic Fisher's Landing	Vancouver	WA		●	●	●	●	●	●	●	
Legacy Clinic Good Samaritan	Portland	OR		●	●	●	●	●	●	●	
Legacy Clinic Lake Oswego	Lake Oswego	OR		●	●	●	●	●	●	●	
Legacy Clinic Mount Hood	Gresham	OR		●	●	●	●	●	●	●	
Legacy Clinic Northeast	Portland	OR		●	●	●	●	●	●	●	
Legacy Clinic Northwest	Portland	OR		●	●	●	●	●	●	●	
Legacy Clinic Salmon Creek	Vancouver	WA		●	●	●	●	●	●	●	
Legacy Clinic St. Helens	St. Helens	OR		●	●	●	●	●	●	●	
Legacy Clinic Tualatin	Tualatin	OR		●	●	●	●	●	●	●	
Legacy Clinic West Linn	West Linn	OR		●	●	●	●	●	●	●	
Legacy Clinic Woodburn	Woodburn	OR		●	●	●	●	●	●	●	
Legacy Emanuel Medical Center	Portland	OR		●	●	●	●	●	●	●	
Legacy Good Samaritan Medical Center	Portland	OR		●	●	●	●	●	●	●	
Legacy Meridian Park Medical Center	Tualatin	OR		●	●	●	●	●	●	●	
Legacy Mount Hood Medical Center	Gresham	OR		●	●	●	●	●	●	●	
Legacy Salmon Creek Medical Center	Vancouver	WA		●	●	●	●	●	●	●	
Randall Children's Hospital at Legacy Emanuel	Portland	OR		●	●	●	●	●	●	●	
LIFESPAN											
Emma Pendleton Bradley Hospital	Providence	RI		●	●	●	●	●	●	●	
The Miriam Hospital	Providence	RI		●	●	●	●	●	●	●	

Appendix C HEI-Rated Facilities by Network

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Newport Hospital	Providence	RI		●	●	●	●	●	●	●	
Rhode Island Hospital	Providence	RI		●	●	●	●	●	●	●	
MAYO CLINIC											
Mayo Clinic	Scottsdale	AZ		●	●	●	●	●	●	●	
Mayo Clinic	Jacksonville	FL		●	●	●	●	●	●	●	
Mayo Clinic	Rochester	MN		●	●	●	●	●	●	●	
Mayo Clinic Hospital	Jacksonville	FL		●	●	●	●	●	●	●	
Mayo Clinic Hospital	Phoenix	AZ		●	●	●	●	●	●	●	
Rochester Methodist Hospital	Rochester	MN		●	●	●	●	●	●	●	
Saint Marys Hospital	Rochester	MN		●	●	●	●	●	●	●	
THE METROHEALTH SYSTEM											
MetroHealth Asia Plaza Health Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth Beachwood Health Center	Beachwood	OH		●	●	●	●	●	●	●	
MetroHealth Broadway Health Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth Buckeye Health Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth J. Glen Smith Health Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth Lakewood Health Center	Lakewood	OH		●	●	●	●	●	●	●	
MetroHealth Lee-Harvard Health Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth Old Brooklyn Health Senior Health & Wellness Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth Strongsville Medical Group	Strongsville	OH		●	●	●	●	●	●	●	
MetroHealth Thomas F. McCafferty Health Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth West 150th Health and Surgery Center	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth West Park Medical Group	Cleveland	OH		●	●	●	●	●	●	●	
MetroHealth Westlake Health Center	Westlake	OH		●	●	●	●	●	●	●	
MOSES CONE HEALTH SYSTEM											
Annie Penn Hospital	Reidsville	NC		●	●	●	●	●	●	●	
Moses Cone Behavioral Health Center	Greensboro	NC		●	●	●	●	●	●	●	
Moses H. Cone Memorial Hospital	Greensboro	NC		●	●	●	●	●	●	●	
Wesley Long Community Hospital	Greensboro	NC		●	●	●	●	●	●	●	
Women's Hospital of Greensboro	Greensboro	NC		●	●	●	●	●	●	●	
MULTNOMAH COUNTY HEALTH DEPARTMENT											
East County Health Center	Gresham	OR	●	●	●	●	●	●	●	●	
HIV Health Services Center	Portland	OR	●	●	●	●	●	●	●	●	
La Clinica de Buena Salud	Portland	OR	●	●	●	●	●	●	●	●	
Mid County Health Center	Portland	OR	●	●	●	●	●	●	●	●	
North Portland Health Center	Portland	OR	●	●	●	●	●	●	●	●	
Northeast Health Center	Portland	OR	●	●	●	●	●	●	●	●	
Rockwood Community Health Center	Portland	OR	●	●	●	●	●	●	●	●	
STD Clinic	Portland	OR	●	●	●	●	●	●	●	●	
Westside Health Center	Portland	OR	●	●	●	●	●	●	●	●	
NOVANT HEALTH INC.											
Brunswick Community Hospital	Winston-Salem	NC		●	●	●	●	●	●	●	
Forsyth Medical Center	Winston-Salem	NC		●	●	●	●	●	●	●	
Franklin Regional Health System	Winston-Salem	NC		●	●	●	●	●	●	●	
Presbyterian Healthcare	Winston-Salem	NC		●	●	●	●	●	●	●	
Prince William Health System	Winston-Salem	NC		●	●	●	●	●	●	●	
Rowan Regional Medical Center	Winston-Salem	NC		●	●	●	●	●	●	●	
Thomasville Medical Center	Winston-Salem	NC		●	●	●	●	●	●	●	
Upstate Carolina Center	Winston-Salem	NC		●	●	●	●	●	●	●	
THE OHIO STATE UNIVERSITY											
James Cancer Hospital and Solove Research Institute	Columbus	OH		●	●	●	●	●	●	●	
The Ohio State University Wexner Medical Center	Columbus	OH		●	●	●	●	●	●	●	
PENOBSCOT COMMUNITY HEALTH CARE											
Brewer Medical Center	Brewer	ME	●	●	●	●	●	●	●	●	
Capehart Community Health Center	Bangor	ME	●	●	●	●	●	●	●	●	
Eastern Maine AIDS Network	Bangor	ME	●	●	●	●	●	●	●	●	
Extended Care Services	Brewer	ME	●	●	●	●	●	●	●	●	
Helen Hunt Health Center	Old Town	ME	●	●	●	●	●	●	●	●	

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
Hope House	Bangor	ME	●	●	●	●	●	●	●	●	
Penobscot Community Dental Center	Bangor	ME	●	●	●	●	●	●	●	●	
Penobscot Community Health Center	Bangor	ME	●	●	●	●	●	●	●	●	
Penobscot Pediatrics	Bangor	ME	●	●	●	●	●	●	●	●	
Summer Street Health Center	Bangor	ME	●	●	●	●	●	●	●	●	
Warren Center	Bangor	ME	●	●	●	●	●	●	●	●	
SCRIPPS HEALTH											
Scripps Clinic Carmel Valley	San Diego	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Del Mar	Del Mar	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Division of Dermatology - Coronado	Coronado	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Division of OB/GYN - La Jolla	San Diego	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Encinitas	Encinitas	CA	●	●	●	●	●	●	●	●	
Scripps Clinic La Jolla Campus	La Jolla	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Mission Valley	San Diego	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Rancho Bernardo	San Diego	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Rancho San Diego	La Mesa	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Santee	Santee	CA	●	●	●	●	●	●	●	●	
Scripps Clinic Torrey Pines	La Jolla	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Carlsbad	Carlsbad	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Del Mar	Del Mar	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Eastlake	Chula Vista	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Encinitas	Encinitas	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Encinitas - OB/GYN	Encinitas	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Escondido	Escondido	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Hillcrest	San Diego	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Oceanside - El Camino Real	Oceanside	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Oceanside - Mission Ave.	Oceanside	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Vista - Cedar Rd.	Vista	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Vista - Sycamore Rd.	Vista	CA	●	●	●	●	●	●	●	●	
Scripps Coastal Medical Center Vista - Vista Way	Vista	CA	●	●	●	●	●	●	●	●	
Scripps Green Hospital	La Jolla	CA	●	●	●	●	●	●	●	●	
Scripps Memorial Hospital Encinitas	Encinitas	CA	●	●	●	●	●	●	●	●	
Scripps Memorial Hospital La Jolla	La Jolla	CA	●	●	●	●	●	●	●	●	
Scripps Mercy Hospital (Chula Vista campus)	Chula Vista	CA	●	●	●	●	●	●	●	●	
Scripps Mercy Hospital (San Diego campus)	San Diego	CA	●	●	●	●	●	●	●	●	
UCLA HEALTH SYSTEM											
Mattel Children's Hospital UCLA	Los Angeles	CA		●	●	●	●	●	●	●	
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	CA		●	●	●	●	●	●	●	
Ronald Reagan UCLA Medical Center	Los Angeles	CA		●	●	●	●	●	●	●	
Santa Monica UCLA Medical Center and Orthopaedic Hospital	Santa Monica	CA		●	●	●	●	●	●	●	
UNIVERSITY HOSPITALS OF CLEVELAND											
Ajuha Medical Center	Beachwood	OH	●	●	●	●	●	●	●	●	
Bedford Medical Center	Bedford	OH	●	●	●	●	●	●	●	●	
Case Medical Center	Cleveland	OH	●	●	●	●	●	●	●	●	
Conneaut Medical Center	Conneaut	OH	●	●	●	●	●	●	●	●	
Geauga Medical Center	Chardon	OH	●	●	●	●	●	●	●	●	
Geneva Medical Center	Geneva	OH	●	●	●	●	●	●	●	●	
Rainbow Babies and Children's Hospital	Cleveland	OH	●	●	●	●	●	●	●	●	
Richmond Medical Center	Richmond Heights	OH	●	●	●	●	●	●	●	●	
UNIVERSITY OF UTAH HOSPITAL & CLINICS											
Huntsman Cancer Institute & Cancer Hospital	Salt Lake City	UT		●	●	●	●	●	●	●	
Huntsman Comprehensive Breast Care Center	Salt Lake City	UT		●	●	●	●	●	●	●	
Madsen Clinics	Salt Lake City	UT		●	●	●	●	●	●	●	
Moran Eye Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Centerville Health Care	Centerville	UT		●	●	●	●	●	●	●	
University Health Care/Greenwood Health Center	Midvale	UT		●	●	●	●	●	●	●	
University Health Care/Greenwood Health Center Dental Center	Midvale	UT		●	●	●	●	●	●	●	
University Health Care/Madsen Family Practice & Internal Medicine	Salt Lake City	UT		●	●	●	●	●	●	●	

Appendix C HEI-Rated Facilities by Network

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2012 Leader	THE CORE FOUR							
				1a	1b	2a	2b	3a	3b	4	
University Health Care/Moran Vision Center @ Old Mill	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Moran Vision Center @ Park City	Park City	UT		●	●	●	●	●	●	●	
University Health Care/Neurology Clinic @ CAMT	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Orthopaedic Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Parkway Health Center	Orem	UT		●	●	●	●	●	●	●	
University Health Care/Red Butte Clinic-Pain Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Redstone Health Center	Park City	UT		●	●	●	●	●	●	●	
University Health Care/Redwood Health Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Rocky Mountain Ophthalmology	Murray	UT		●	●	●	●	●	●	●	
University Health Care/Sleep Wake Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Stansbury Health Center	Stansbury Park	UT		●	●	●	●	●	●	●	
University Health Care/Sugar House Health Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Surgical Specialty Clinic	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Thrombosis Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Utah Diabetes Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University Health Care/Westridge Health Center	West Valley City	UT		●	●	●	●	●	●	●	
University Health Care/Women's Health Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University of Utah Hospital	Salt Lake City	UT		●	●	●	●	●	●	●	
University of Utah Kidney Treatment Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University of Utah Kids Kidney Center	Salt Lake City	UT		●	●	●	●	●	●	●	
University of Utah Specialty Services Clinic	Salt Lake City	UT		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Emergency Department	South Jordan	UT		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Huntsman Cancer Center	South Jordan	UT		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Imaging	South Jordan	UT		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Laboratory	South Jordan	UT		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Outpatient Clinic	South Jordan	UT		●	●	●	●	●	●	●	
UUHC South Jordan Health Center/Surgery Center	South Jordan	UT		●	●	●	●	●	●	●	
UW MEDICINE											
Harborview Medical Center	Seattle	WA	●	●	●	●	●	●	●	●	
UW Medical Center	Seattle	WA	●	●	●	●	●	●	●	●	

Appendix D

Testimonials from HEI 2012 Leaders in LGBT Healthcare Equality



The HEI: A Foundation for Enhancing Commitment to Diversity

Leader: Brigham and Women's Hospital
Location: Boston, Mass.

Years Rated in HEI: 4
Years as Leader: 2

At Brigham and Women's Hospital and Faulkner Hospital (BW/F), we dedicate ourselves to providing the highest-quality care within a supportive environment that respects and embraces the diversity of all people. We are proud that our ratings in the Healthcare Equality Index reflect our dedication to these values.

Over the past year, we've strengthened our commitment to the LGBT community by increasing efforts to educate medical staff about the importance of LGBT patient-centered care. To ensure that current and future providers deliver the highest quality care to LGBT patients, we enhanced and expanded the LGBT training we provide to all staff at Brigham and Women's Hospital. Additionally, we collaborated with the LGBT employee resource group and with our colleagues at Harvard Medical School to support medical students rotating at our hospitals. We want to ensure that LGBT medical students have an enriching rotation experience and feel valued by the BW/F community.

In observance of LGBT Health Awareness Week, BWH and Faulkner organized health fairs – which were attended by hospital employees, healthcare providers and policymakers – to advocate for the healthcare needs of the LGBT community. As part of our celebration on National Coming Out Day, we hosted a workshop specifically dedicated to understanding how medical staff can better fulfill the healthcare needs of transgender communities.

Our LGBT employee resource group has been a driving force in creating an affirming environment for the LGBT community. This group has provided a welcoming place for staff to meet and advocate on behalf of LGBT employees, patients and their families.

This year, the group launched the "Be An Ally" campaign, a high-profile outreach program designed to educate and engage the entire hospital community about the importance of visibly showing support for LGBT patients, families and colleagues. We made small rainbow stickers available for employees to append to their ID badges, which are worn by every hospital employee at all times of the day. Through a series of internal news publications and events, we publicized the program, encouraging employees to put the sticker on their ID badge as a visible display of their desire to create a safe and welcoming environment for all hospital staff, patients and visitors. To date, we've given away thousands of these stickers. Among the first to don a "Be An Ally" sticker was our hospital president, Dr. Betsy Nabel, sending a strong message of support from the highest level of leadership. We are thrilled to see such a phenomenal level of participation and heartened by the campaign's continued success. Finally, this June, the BW/F community will once again march in support of LGBT equality during the Boston Pride Parade.

We at Brigham and Women's and Faulkner Hospitals are honored to take part in the HEI each year. We are proud of the people who work every day to create and sustain a safe, supportive and affirming environment for all members of the LGBT community. We thank the Human Rights Campaign Foundation for its efforts in preparing this index and the opportunity it provides us all to renew and strengthen our commitment to diversity, equality and inclusion of the LGBT community across our organizations.

Kevin Ard, M.D., M.P.H., Clinical and Research Fellow in Infectious Diseases;
 Co-Chair, BW/F LGBT & Friends Employee Resource Group

Tina Gelsomino, M.S.W., L.C.S.W., Administrative Director, Office for Women's Careers,
 Center for Faculty Development and Diversity;
 Co-Chair, BW/F LGBT & Friends Employee Resource Group

Michael Gustafson, M.D., M.B.A., Chief Operating Officer, Faulkner Hospital;
 Co-Executive Sponsor, BW/F LGBT & Friends Employee Resource Group

Michael Reney, M.B.A., Chief Financial Officer, Brigham and Women's/Faulkner Hospitals;
 Co-Executive Sponsor, BW/F LGBT & Friends Employee Resource Group



Strengthening Our Commitment to LGBT Patient- and Family-Centered Care

Leader: Christiana Care Health System

Location: Newark, Del.

Years rated in HEI: 2

Years as Leader: 1

Christiana Care Health System is comprised of two hospitals (more than 1,100 beds) and facilities offering a variety of outpatient and other services throughout northern Delaware and the surrounding area. With more than 10,400 employees, we are the largest private employer in Delaware.

The Healthcare Equality Index provided a roadmap to evaluate where we are with best practices for LGBT patient- and family-centered care and with workforce LGBT diversity and inclusion. LGBT inclusion is a fundamental element of our diversity, inclusion and cultural competency strategy. We recognize that how we value our staff directly relates to how we value our patients and their families.

The HEI has helped us align our policies and practices, making explicit what might have been implicit, so we now have a template for staff reference. We have also incorporated education in LGBT healthcare concerns and created new opportunities for learning. These include advance directives, an e-module on cultural competency, role-based experiential cultural labs and a stand-alone session, LGBT Considerations in Healthcare.

This year we are forming our first-ever LGBT employee resource group to promote an inclusive culture and further enhance Christiana Care as a great place to work. Our goal is to continue to learn how we can collaborate better with our colleagues and care for LGBT members of the community. Our commitment is also leading us to participate in the newly formed PRIDE Council of the United Way of Delaware.

Our commitment to diversity and inclusion and patient- and family-centered care are central to our culture. They are key to our employees' passion for improving the health and well-being of the communities we serve. We thank the Human Rights Campaign Foundation for its counsel in furthering our pursuit of these ideals, and commend all those behind the HEI's important mission.

Janice E. Nevin, M.D., M.P.H.

Chief Medical Officer

Rosa M. Colon-Kolacko, Ph.D., M.B.A.

Chief Diversity Officer and Senior Vice President, System Learning



Creating an Extraordinary Healthcare Experience for LGBT Parents and Children

Leader: Cincinnati Children's Hospital Medical Center

Years rated in HEI: 1

Location: Cincinnati, Ohio

Years as Leader: 1

Cincinnati Children's Hospital Medical Center receives no shortage of recognition for the work that we do. Cincinnati Children's is ranked third in the nation among honor roll hospitals in the 2012 *U.S. News & World Report* survey of best children's hospitals. We rank in the top ten for all pediatric specialties surveyed. We recently won the 2012 RACE for Results award, given by the Children's Hospital Association to honor our exceptional results in decreasing patient mortality. What none of that recognition speaks to specifically is our commitment to the lesbian, gay, bisexual and transgender community.

Our participation in the Human Rights Campaign Foundation's Healthcare Equality Index gives us an opportunity to share our commitment to providing an extraordinary world-class healthcare experience to everyone who comes through our doors, regardless of sexual orientation or gender identity.

When it comes to healthcare, we recognize that LGBT individuals have unique needs, especially in a pediatric setting. The Cincinnati Children's team is sensitive to the devastating impact that bullying and social isolation can have on out and questioning teens, leading them to make drastic decisions about their safety and well-being. As a children's hospital, it is important to us that we provide an environment in which both patients and parents that identify as LGBT feel welcomed, comfortable and respected. But it is essential that we do even more, that we serve as allies to our questioning patients as they navigate potentially challenging changes in their lives.

Cincinnati Children's recognizes the fundamental need of having a workforce as diverse as the patients we serve. Our LGBT employee resource group, EQUAL, our commitment to domestic partner benefits and many other programs contribute to making our organization an exceptional place to work for our lesbian, gay, bisexual and transgender employees.

LGBT patients, families and employees are an essential part of the fabric that is Cincinnati Children's. Join us on our journey to become the preferred pediatric destination for LGBT patients, their families and the community.

James Page

Assistant Vice President

Office of Diversity, Inclusion & Cultural Competence



Honoring the Human Spirit Throughout the Healing Process

Leader: Duke University Hospital

Location: Durham, N.C.

Years rated in HEI: 4

Years as Leader: 1

Founded in 1930, Duke University Hospital is a full-service tertiary and quaternary academic medical center located in Durham, N.C., and includes 957 licensed beds. Patients come to Duke University Hospital from all over the world to seek innovative care from a team of highly skilled physicians and staff dedicated to supporting our core value of caring for our patients, their loved ones and each other.

With that in mind, and in tandem with our value of diversity, we seek to provide our faculty and staff with information and training needed to provide every patient with the best Duke Experience every time. By offering diversity training, including sessions specifically about caring for LGBT patients, and by creating forums to allow patients and staff to share their own experiences and ask questions, we not only support our value of diversity but, most importantly, we offer our staff the resources and education needed to provide the best care for our LGBT patients and their families and loved ones.

We appreciate being included as a Leader in LGBT Healthcare Equality because it reiterates what we have been saying: we are committed to supporting our diverse patient population through the healing process and to providing an optimal Duke Experience by not just caring for illness, but by providing culturally competent care in ways that honor the human spirit.

Kevin W. Sowers, M.S.N., R.N., FAAN

President



Translating LGBT-Inclusive Practice into Policy

Leader: Grady Memorial Hospital / Grady Health System
Location: Atlanta, Ga.

Years rated in HEI: 1
Years as Leader: 1

Since opening its doors to the first patient in 1892, Grady Memorial Hospital's primary mission has been to provide quality healthcare to all who need it. Today, as one of the nation's largest public health systems, Grady's commitment to providing a caring, inclusive healing environment is even stronger.

From the beginning of the AIDS epidemic, Grady has been a leader in providing services for lesbian, gay, bisexual and transgender patients, as well as an advocate for their right to be treated with compassion, dignity and respect. Internationally known for our comprehensive approach to HIV/AIDS treatment, our dedication to serving Atlanta's LGBT community and our philosophy of fair and equal treatment long ago extended beyond the walls of our AIDS center to encompass all of the health system's services, including primary care, inpatient, emergency and level 1 trauma care.

To ensure that our philosophy of non-discrimination is transparent, our patients' bill of rights clearly defines our policies of equitable, high-quality care for LGBT patients. That transparency also extends to our visitation policy for same-sex parents, caretakers, partners, spouses and significant others of LGBT patients.

But our policies mean little if they are not put into practice. To that end, the health system has engaged the Human Rights Campaign Foundation to provide staff training. We believe that ongoing education is the key to compliance and that our efforts to ensure the rights of all patients benefits Grady now and into the future.

John M. Hauptert, FACHE
President & Chief Executive Officer
Grady Health System

The HEI: A Roadmap to LGBT Inclusion



Leader: Greenville Hospital System University Medical Center **Years rated in HEI:** 2
Location: Greenville, S.C. **Years as Leader:** 1

Greenville Hospital System University Medical Center is the largest healthcare provider in South Carolina. Over the years, it has evolved from a stand-alone hospital serving the city of Greenville to an academic integrated-delivery system with teaching and research programs serving the ten-county upstate region of South Carolina. GHS has five medical campuses, 11 specialty hospitals, 1,268 beds (including a 746-bed tertiary care center), nearly 11,000 employees, more than 130 physician practices and numerous academic programs, including an emerging school of medicine and college of pharmacy.

Although we are proud and honored to receive the distinction of being ranked as a Leader in LGBT Healthcare Equality, GHS's participation in the Healthcare Equality Index is not about getting recognition. Instead, partaking in the HEI has given us an opportunity to thoroughly examine our policies and practices to ensure that they mirror our aspirations to provide an inclusive and supportive healthcare environment for everyone, including lesbian, gay, bisexual and transgender patients and families.

In essence, the HEI provides a roadmap for methodically transitioning to the use of more inclusive language in policies, patient bill of rights, patient education materials, websites and other key touch-points between hospitals and their patients. The HEI provides vital guidance in formatting electronic medical record systems so that we can track the information necessary to personalize care for our LGBT patients and families. We believe that making these transitions sends a powerful message to our employees and our patients about GHS's commitment to diversity as well as providing high-quality, compassionate care for everyone.

Participation in the HEI has also helped to increase awareness of leadership's role in assuring a welcoming healthcare environment. In particular, the training provided by the Human Rights Campaign for participants in the HEI has given healthcare providers like GHS the opportunity to bring important education about LGBT patient-centered care to a broad array of key leaders in a manner that is both cost-effective and easily accessible.

Perhaps the most important outcome of participation in the HEI, though, is the relationship that is established between the Human Rights Campaign Foundation and healthcare providers around the country. The HRC Foundation staff members provide invaluable consultation to hospitals who have committed to the journey of transforming care for their LGBT patients and families, and this guidance is priceless.

Kinneil Coltman

Director, Diversity and Language Services



Demonstrating an Appreciation of All Employees

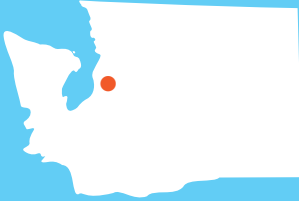
Leader: Tallahassee Memorial HealthCare Inc.
Location: Tallahassee, Fla.

Years rated in HEI: 1
Years as Leader: 1

Tallahassee Memorial HealthCare Inc. takes great pride in being recognized as a Leader in LGBT Healthcare Equality in the Healthcare Equality Index 2012 and the fact that we treat all patients, visitors and staff with the same high level of integrity, compassion, accountability, respect and excellence, demonstrating our "I CARE" values, regardless of their age, race, religion, color, gender, sexual orientation, gender identity or any other characteristic that contributes to the diversity of our community. In fact, under the leadership of our award-winning Chief Executive Officer Mark O'Bryant, named "CEO of the Year" by the American Business Awards in 2011, we embrace the unique characteristics of each individual that create the wonderful tapestry of mankind.

Through the incorporation of same-sex domestic partners within our Family and Medical Leave policy and via the provision of spousal benefits to the partners of our dedicated colleagues, as well as the inclusion of the lesbian, gay, bisexual and transgender community in our non-discrimination policies, even where not required by law, we demonstrate our commitment to, and appreciation of, all of our staff, recognizing their significant contributions to our organization and the greater Tallahassee community.

Steve Adriaanse
Chief Human Resource Officer



Improving Health by Advancing a Culture of Diversity, Inclusivity and Mutual Support

Leader: UW Medicine

Location: Seattle, Wash.

Years rated in HEI: 3

Years as Leader: 2

At UW Medicine, we believe that advancing a culture of diversity, inclusivity and mutual support is vital to our mission of improving the health of all people. Hospitals and clinics must create a safe and welcoming environment for patients, their significant others and their families. Patients measure the quality of their healthcare through the lens of how they are treated. Everyone deserves access to high-quality care free from discrimination.

As the only academic healthcare system in the Pacific Northwest, UW Medicine has a long history of caring for patients from all walks of life. Based on the core values of diversity and inclusion, our culture promotes complete equality in employment practices and in interactions with our lesbian, gay, bisexual and transgender patients and families.

Achieving health equity involves incorporating diversity into everything we do. With the guidance of the Healthcare Equality Index, all relevant policies have been reviewed for consistency with these four critical measures: patient non-discrimination, visitation, cultural competency training and employment non-discrimination.

To further expand our diversity efforts to students and trainees, during the past year the UW School of Medicine has adopted a diversity strategic plan and established a Center for Equity, Diversity and Inclusion. Its goal is to advance diversity and inclusion for leadership, faculty, trainees, students and staff. The center is led by a chief diversity officer, who reports directly to UW Medicine's chief executive officer.

UW Medicine is proud to be one of the Leaders in LGBT Healthcare Equality. Our commitment is to merit this recognition every day by providing the highest quality healthcare in a compassionate and professional manner, free of discrimination based on a person's beliefs, gender identity or sexual orientation.

Johnese Spisso

Chief Health System Officer, UW Medicine

Vice President for Medical Affairs, University of Washington

Diversity: It's Who We Are



Leader: Vanderbilt University Medical Center

Location: Nashville, Tenn.

Years rated in HEI: 5

Years as Leader: 1

Vanderbilt's mission is to bring the full measure of knowledge, skill, respect and compassion to patient care, education and research. Central to our mission is inclusivity and service to the diversity of our patients, students, faculty and staff. Participation in the Healthcare Equality Index is a reflection of our culture.

LGBT inclusiveness requires our attention at all organizational levels, and must permeate the depth and breadth of our community in all that we do.

We are dedicated to providing personalized healthcare and we respect and honor patients' rights to define their families and support persons. We are committed to protecting patient and visitation rights, providing cultural fluency training for our faculty and staff, reflecting inclusivity in electronic and printed materials, upgrading our intake processes to gather critical patient information regarding sexual orientation and gender identity and appropriately modifying our facilities.

Our educational mission is supported by LGBT-inclusive employment and benefits policies, dedicated to providing our students, faculty and staff with the knowledge, skills, attitudes and behaviors to reflect and enhance our diversity. We understand the value of LGBT inclusiveness and education across our medical center throughout all levels, from senior leadership to the front lines of patient care delivery. We support LGBT inclusion in our community through health events and LGBT-friendly provider access.

We are on the leading edge of research into LGBT health issues through the lenses of education and patient care. Our education research centers around enhancing student knowledge and attitudes to better prepare future providers to care for LGBT patients. Our patient care research addresses LGBT health disparities in both health access and health outcomes.

Being included among the Leaders in LGBT Healthcare Equality is a tremendous honor representative of our commitment and an affirmation of our efforts. We look forward to the journey ahead as we advance this important mission.

C. Wright Pinson, M.D., M.B.A.

Deputy Vice Chancellor for Health Affairs and CEO
Vanderbilt Health System

Marilyn Dubree, M.S.N., R.N., NE-BC

Executive Chief Nursing Officer
Vanderbilt University Medical Center

Acknowledgments

Healthcare Equality Index 2012

Promoting Equitable & Inclusive Care
for Lesbian, Gay, Bisexual and Transgender
Patients and Their Families

Editors

Ellen Kahn, HRC Family Project Director
Tom Sullivan, HRC Family Project Deputy Director

Authors

Alison Delpercio, HRC Family Project Manager
Shane Snowdon, HRC Health and Aging Program Director

About the HRC Foundation Family Project

The Human Rights Campaign Foundation Family Project advocates for the equal treatment of lesbian, gay, bisexual and transgender families by those who work closely with these families in various fields, such as adoption and foster care agencies, elementary schools and healthcare facilities. The Family Project provides these institutions with resources, education and training on LGBT cultural competency. The project also serves as a comprehensive resource for LGBT families with information on a wide range of issues including relationship recognition, family building, parenting and schools.

Acknowledgments

Many thanks to HRC Family Project interns Rachel Lampert, Shaqueal Stevens and Hillary Wilk for their assistance in outreach to training registrants and report preparation, to Anna Coenen, Karen Satin and HRC's Janice Hughes for editorial guidance, to Tony Frye and HRC's Robert Villafior for design and to the HEI National Advisory Council for assistance with the 2012 survey.

Many thanks to the HEI 2012 Leaders in LGBT Healthcare Equality who provided testimonials and statements for this report.

Many thanks to the HRC Workplace Project for its pioneering work on the Corporate Equality Index and the LGBT workplace resources mentioned in this report.

Endorsing Partner



Special thanks to the Gay and Lesbian Medical Association, an endorsing partner of the Healthcare Equality Index.

This report was funded in part
by a generous grant from Pfizer Inc.



The Healthcare Equality Index National Advisory Council

While not serving as official representatives of their employers, National Advisory Council members offered expert input to the Healthcare Equality Index 2012, based on their professional experience and knowledge.

Rebecca Allison, M.D.

Section Head, Cardiology
CIGNA Medical Group of Arizona

Desiray Bailey, M.D.

*Hospital Chief of Staff,
Hospital Administration*
Group Health Central Hospital

Julian Myers Benton

Independent Consultant

Diane Bruessow, RPA-C, DFAAPA

Past President
LGBT Physician Assistant Caucus of the
American Academy of Physician Assistants

Sonya Bruton

Director, Community Health Centers
Innovation Mission Project
Altarum Institute

Leslie J. Calman, Ph.D.

Executive Director
The Mautner Project

Dana S. Fitzsimmons, R.Ph., M.P.H.

Team Leader, Medical Outcomes Specialists
Pfizer Inc.

Mary Foley, M.S., R.N., Ph.D.

*Associate Director, Center for
Research & Innovation in Patient Care*
UCSF School of Nursing

Ralph B. Freidin, M.D.

Internist
Mount Auburn Hospital

Robert Garofalo, M.D., M.P.H.

Director, Adolescent HIV Services
Children's Memorial Hospital
*Associate Professor of Pediatrics
and Preventive Medicine*
Northwestern University Feinberg School
of Medicine

Hutson W. Inniss

Executive Director
National Coalition for LGBT Health

Kevin T. Jordan, M.D.

Chief Operations Officer
TOWNSEND, LLC

Ritchie Miller

Manager, Analytic & Forensic Technology
Deloitte Financial Advisory Services LLP

Lisa M. Schwartz, M.D.

Medical Director, Integrative Medicine
Providence St. Joseph Medical Center

Randall Sell, Sc.D.

Associate Professor
Drexel School of Public Health

Molly E. Simmons, J.D., C.H.C.

Assistant Vice President, Legal Services
Chamberlin Edmonds & Associates Inc.

Karen B. Siteman, Esq.

Siteman Law Group

David Staats, M.D.

*Chair, Special Interest Group on
Older GLBT Persons*
American Geriatrics Society

Brette A. Tschurtz

Division of Healthcare Quality Evaluation
The Joint Commission

Paul Wertsch, M.D.

Wildwood Family Clinic

Amy Wilson-Stronks, M.P.P., CPHQ

Advocate, Consultant, Researcher
Wilson-Stronks Inc.







HUMAN
RIGHTS
CAMPAIGN
FOUNDATION

1640 Rhode Island Ave., N.W.
Washington, D.C. 20036

TEL 202-628-4160

TTY 202-216-1572

FAX 202-239-4202

WEBSITE www.hrc.org/hej

E-MAIL hej@hrc.org

