

08

HEALTHCARE EQUALITY INDEX

Creating a National Standard for Equal Treatment of
Gay, Lesbian, Bisexual and Transgender Patients and Their Families



GLMA

GAY & LESBIAN MEDICAL ASSOCIATION



HUMAN
RIGHTS
CAMPAIGN
FOUNDATION



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ISBN 13: 978-1-934765-03-6

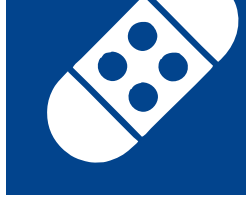
ISBN 10: 1-934765-03-1



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LETTER FROM HRC FOUNDATION PRESIDENT JOE SOLMONESE AND GLMA EXECUTIVE DIRECTOR JOEL GINSBERG



The Healthcare Equality Index measures how equitably hospitals in the United States treat their gay, lesbian, bisexual and transgender patients and employees. Last year, the Human Rights Campaign Foundation Family Project and the Gay and Lesbian Medical Association invited hospitals to participate in the HEI survey under conditions of anonymity. This year, participating hospitals have completed the 2008 HEI survey with the understanding that their responses would be made public.

The 2008 Healthcare Equality Index report outlines these responses from **88 participating hospitals** from across the country. The HEI survey focuses on five main policy criteria: patient non-discrimination, hospital visitation, decision making, cultural competency training and employment policies. This year's survey results show that many hospitals are making strides in the right direction. However, through real-life stories, we learn that GLBT individuals face discrimination in healthcare settings every day. Some are denied access to their partners or children during an emergency. Others fall victim to their healthcare provider's assumption of heterosexuality and lack of knowledge of GLBT health needs. In short, a great deal of work remains to be done.

This spring, the National Coalition for LGBT Health sponsored the sixth annual National LGBT Health Awareness Week with the

theme — **"Take Action"** — acknowledging the need for continual work on healthcare issues affecting our community. In that spirit, the HRC Foundation Family Project and GLMA are calling on you to take action and advocate for healthcare equality on a local level. Wherever you seek healthcare — be it in a hospital, nursing home or community clinic — you deserve equal treatment and you can help healthcare agencies complete the training and education necessary to provide this treatment.

To learn how you can be a healthcare advocate for the GLBT community, go to:
www.hrc.org/hei/takeaction.

Together, we will continue to strengthen the nation's healthcare by defining a "gold standard" for caring for GLBT patients.

Sincerely,

Joel Ginsberg, J.D., M.B.A.

Executive Director, Gay and Lesbian Medical Association

Joe Solmonese

President, Human Rights Campaign Foundation

METHODOLOGY AND CRITERIA

INTRODUCTION

The Healthcare Equality Index is designed to obtain baseline knowledge about current healthcare industry policies that are of concern to gay, lesbian, bisexual and transgender individuals and their families in an effort to promote competent care for all patients and a non-discriminatory workplace for healthcare professionals.

Specifically, the index addresses basic components of the healthcare experience that touch the lives of GLBT people, including non-discrimination and visitation policies; recognition of legal documents between same-sex partners that outline medical decision-making and guardianship rights; and the protection of GLBT hospital employees through fair employment policies.

HEALTHCARE EQUALITY INDEX SURVEY METHODOLOGY

Invitations to complete the 2008 Healthcare Equality Index survey (Appendix D) were sent to hospitals nationwide in October 2007. If a hospital had not previously participated in the HEI, the survey was sent to the hospital's chief administrative officer. If a hospital had previously participated in the HEI, the survey was sent to the individuals responsible for the previous submission.

Participating hospitals submitted their responses through a web-based survey. Staff members from the HRC Foundation Family Project and the Gay and Lesbian Medical Association provided additional assistance and advice throughout the process.

The survey responses in this report represent the policies for 88 hospitals in 21 states. Twenty-seven of those hospitals submitted surveys for their individual facilities. The balance of the survey data comes from six hospital networks that submitted surveys covering a total of 61 hospitals.

Healthcare networks participating in this year's survey (Appendix C) include the Group Health Hospital System (Redmond, Wash.), the Kaiser Permanente Foundation (Oakland, Calif.), the Mayo Clinic Foundation (Rochester, Minn.), the Moses Cone Health System (Greensboro, N.C.), ProMedica Health System (Toledo, Ohio) and University Hospitals of Cleveland (Cleveland, Ohio).

A list of 2008 HEI survey participants by hospital name appears in Appendix A.



HEALTHCARE EQUALITY INDEX CRITERIA

The 2008 HEI survey (Appendix D) included 23 questions, 10 of which pertain to GLBT-specific policy criteria and are represented in this report. The remaining questions were included for informational purposes only. The Healthcare Equality Index focuses on the following 10 GLBT- specific policy criteria:

1. PATIENT NON-DISCRIMINATION POLICIES

- a. Patients' Bill of Rights and/or non-discrimination policy includes sexual orientation
- b. Patients' Bill of Rights and/or non-discrimination policy includes gender identity and/or expression

2. HOSPITAL VISITATION POLICIES

- a. Written visitation policy allows GLBT domestic partners the same access as spouses and next of kin
- b. Written visitation policy allows same-sex parents the same access as opposite-sex parents for visitation of their minor children

3. DECISION-MAKING POLICIES

- a. Written policy recognizes advance healthcare directives granting GLBT domestic partners decision-making authority for their hospitalized domestic partner
- b. Written policy allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children

4. CULTURAL COMPETENCY AND DIVERSITY POLICIES AND SERVICES

Diversity or cultural competence training addresses issues related to GLBT patients and their families

5. EMPLOYEE SERVICES AND BENEFITS

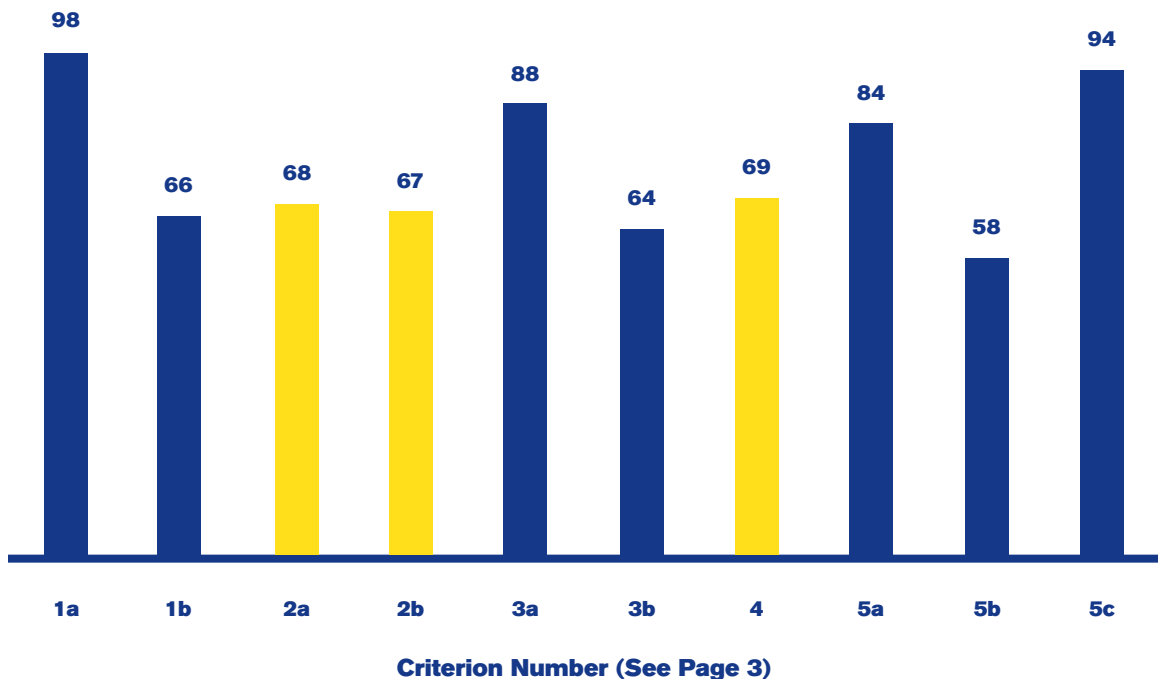
- a. Equal employment opportunity policy includes sexual orientation
- b. Equal employment opportunity policy includes gender identity and/or expression
- c. Domestic partner health insurance benefits are offered

FINDINGS

A total of 88 hospitals participated in the 2008 HEI survey representing 21 states. Forty-five of these hospitals responded “yes” to each of the 10 questions included in this report. Below is a chart outlining the percentage of hospitals responding “yes” to each of the criterion. The complete list of participating hospitals and their responses to the 2008 HEI survey appears in Appendix A.

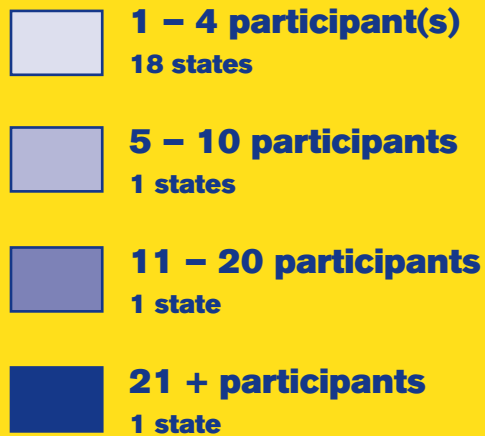
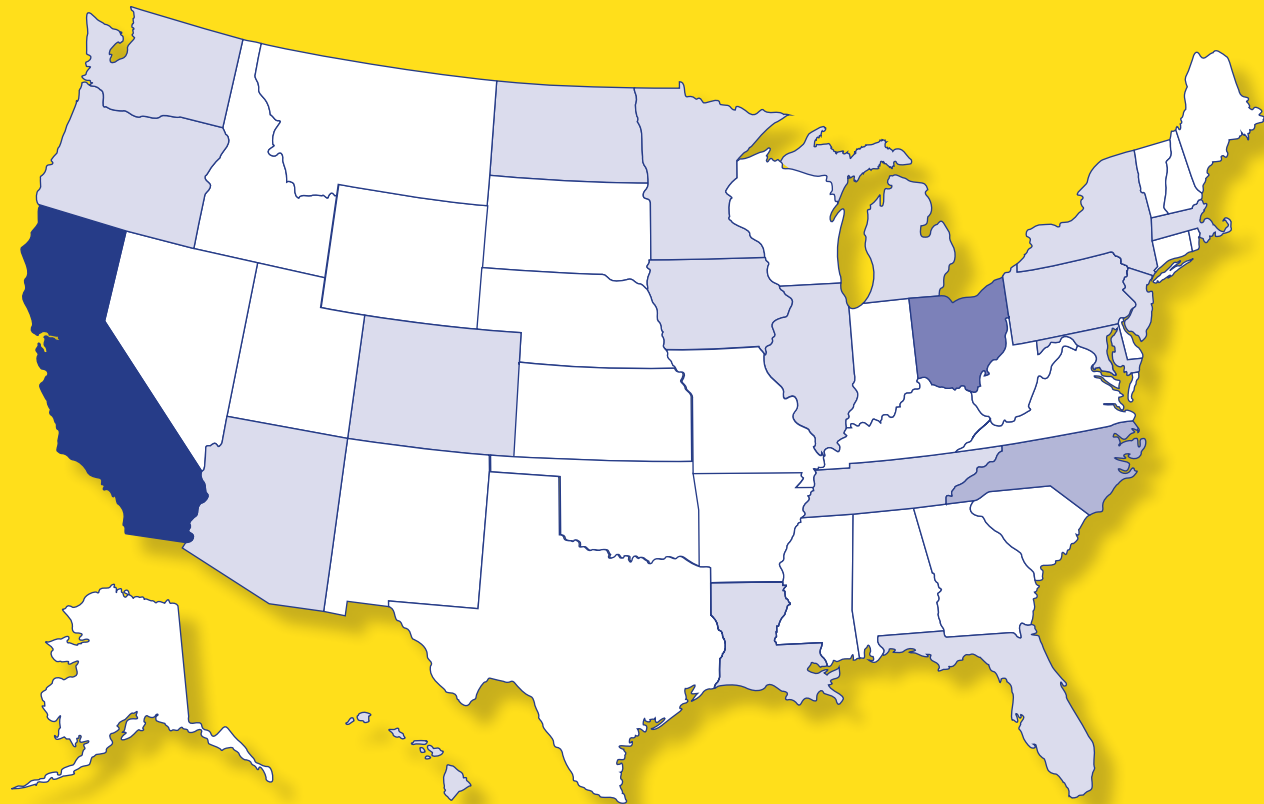
It should not be assumed that this report reflects the entire American hospital industry. Many hospitals have welcomed the concept of the Healthcare Equality Index; however, they chose to further review or revise their GLBT-related policies and practices before participating in the survey. Therefore, the results can be seen as benchmarks indicating the number of hospitals or hospital networks that have reported having a particular policy. Progress will be marked in coming years by an increase in this number, through policy changes and increased participation in the HEI survey.

Percentage of Hospitals that Responded “Yes” by Criterion





NUMBER OF 2008 HEALTHCARE EQUALITY INDEX PARTICIPANTS BY STATE



A complete list of 2008 HEI participants by state appears in Appendix B.

FINDINGS

PATIENT NON-DISCRIMINATION POLICIES

Implementing a patient non-discrimination policy that includes both “sexual orientation” and “gender identity” is a crucial step in ensuring fair and equitable treatment for gay, lesbian, bisexual and transgender patients. In July 2007, the American Medical Association updated its non-discrimination policy to include gender identity. The policy (which already included sexual orientation) now states, “Our AMA encourages physician practices, medical schools, hospitals, and clinics to broaden any non-discriminatory statement made to patients, health care workers, or employees to include ‘sexual orientation, sex, or gender identity’ in any non-discrimination statement” (AMA Policy Regarding Sexual Orientation, 2007).

SEXUAL ORIENTATION

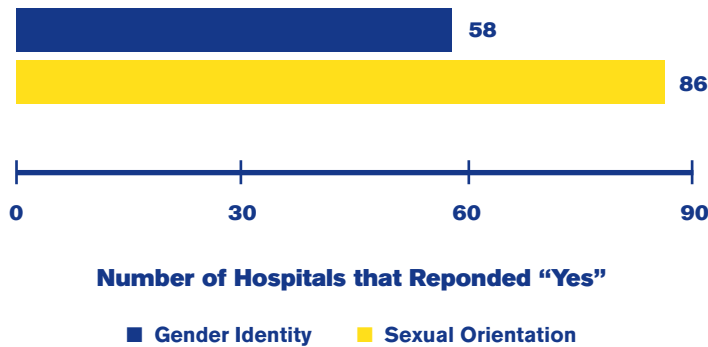
Sexual orientation is generally defined as an individual’s enduring physical, romantic, emotional and/or spiritual attraction to another person.

GENDER IDENTITY

Gender identity is generally defined as an individual’s internal, personal sense of being a boy or girl, man or woman. For transsexual people, their birth-assigned sex and their own internal sense of gender identity do not match. Gender identity and sexual orientation are not the same. Transgender people may be heterosexual, lesbian, gay or bisexual.

Criterion 1a, 1b

- Patients’ Bill of Rights and/or non-discrimination policy includes sexual orientation
- Patients’ Bill of Rights and/or non-discrimination policy includes gender identity and/or expression



Ninety-eight percent of the participating hospitals (86 of 88 hospitals) reported inclusion of sexual orientation in their Patients’ Bill of Rights and/or non-discrimination policy while only 66 percent (58 hospitals) of those policies included gender identity and/or gender expression.



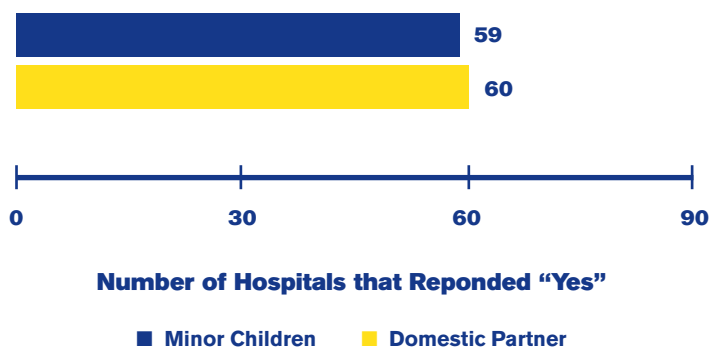
HOSPITAL VISITATION AND DECISION-MAKING POLICIES

A first step to providing culturally competent care is amending all patient-history and intake forms to ensure that they are GLBT-inclusive. For example, choices for relationship status should go beyond the hetero-normative option of “single,” “married,” “divorced” or “widowed” by including terms such as “partnered.” Also, “transgender” (both male-to-female and female-to-male) should be included as an option for patients when they are required to indicate their gender.

Along these same lines, healthcare agencies must ensure that their visitation and decision-making policies are inclusive of the GLBT community. A 2006 MetLife study, entitled “Out and Aging: The MetLife Study of Lesbian and Gay Baby Boomers,” found that individuals ages 40 to 61 who identify as GLBT are providing care at a higher rate than the general population. Specifically, one in four GLBT respondents reported having provided care to an adult friend or loved one within the last six months compared to only one in five of the general U.S. population. Due to a lack of relationship recognition for same-sex couples, the GLBT community is faced with barriers in the healthcare industry that can make the circumstances of care giving even more stressful. The implementation of GLBT-inclusive policies cultivates open lines of communication between the patient, his or her care giver and the healthcare provider.

Criterion 2a, 2b

- Written visitation policy allows GLBT domestic partners the same access as spouses and next of kin
- Written visitation policy allows same-sex parents the same access as opposite-sex parents for visitation of their minor children



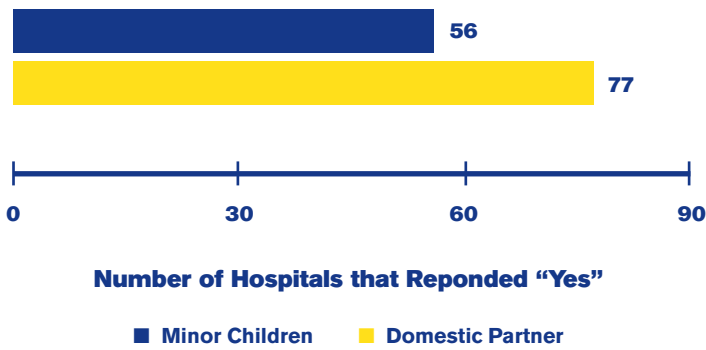
Sixty-nine percent of the participating hospitals (60 of 88 hospitals) reported having a written visitation policy that allows GLBT domestic partners the same access as spouses and next of kin. Sixty-eight percent (59 hospitals) have a written policy that allows same-sex parents the same access as opposite-sex parents for visitation of their minor children.

FINDINGS

HOSPITAL VISITATION AND DECISION-MAKING POLICIES

Criterion 3a, 3b

- Written policy recognizes advance healthcare directives granting GLBT domestic partners decision-making authority for their hospitalized domestic partner
- Written policy allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children



Eighty-eight percent of the participating hospitals (77 of 88 hospitals) have a written policy recognizing advance healthcare directives that allow GLBT domestic partners decision-making authority for their hospitalized domestic partner. Sixty-four percent (56 hospitals) have written policies allowing same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children.



CULTURAL COMPETENCY AND DIVERSITY POLICIES AND SERVICES

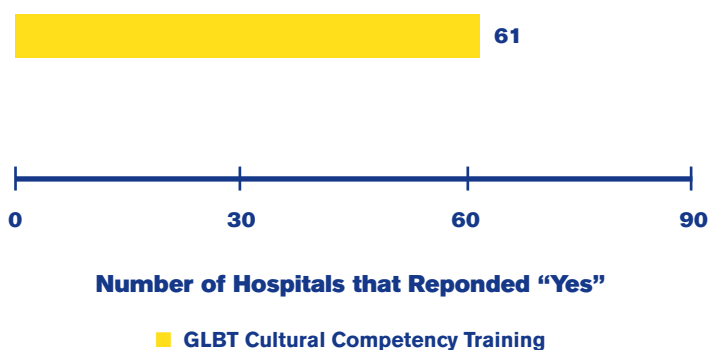
Cultural competency is the design, implementation and evaluation process that accounts for special issues of select population groups (ethnic and racial, linguistic) as well as differing educational levels and physical abilities, at the provider level and at the institutional level (Healthy People 2010, GLMA).

Cultural competency is increasingly becoming a key goal of education on GLBT health issues. The GLBT community often avoids even routine medical visits after negative healthcare experiences due to providers' lack of cultural competency. For example, the GLBT Health Access Project conducted focus groups with transgender individuals as part of a 2000 study called "Access to Health Care for Transgendered Persons in Greater Boston." This study found that "participant statements suggested that their discomfort in the health care system had the potential to limit their access to care at any point along the continuum from seeking care to obtaining and paying for it." This problem is illustrated well by the following quote from a female-to-male transgender focus group participant: "For ten years, I didn't go to a doctor at all," and "I didn't go to a dentist because I knew she wouldn't be comfortable."

In addition, when GLBT individuals do access care, homophobia and transphobia can lead to clinicians failing to screen, diagnose and properly treat medical problems.

Criterion 4

- Diversity or cultural competence training addresses issues related to GLBT patients and their families



Sixty-nine percent of participating hospitals (61 of 88 hospitals) provide diversity or cultural competency training to personnel to address the unique issues related to GLBT patients and their families.

FINDINGS

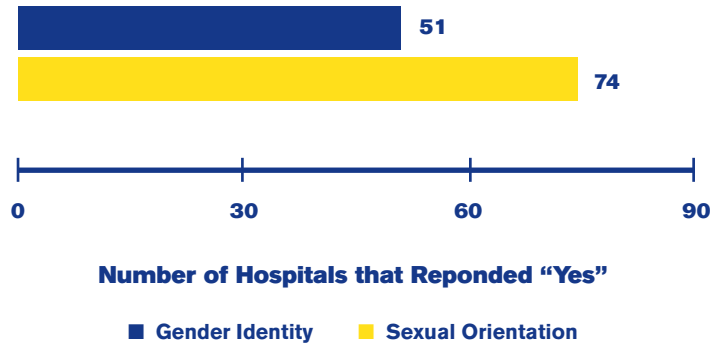
EMPLOYMENT POLICIES

NON-DISCRIMINATION POLICIES

A clear and defined non-discrimination (equal employment opportunity) policy with respect to conditions of employment, including hiring, promotions, termination and compensation, that includes “sexual orientation” and “gender identity” — in addition to federally protected classes such as age, race sex, religion, national origin and disability — is an essential baseline policy for gay, lesbian, bisexual and transgender inclusion in the workplace. For more information on GLBT-inclusive workplace policies and practices, visit the HRC Workplace Project’s website at www.hrc.org/workplace.

Criterion 5a, 5b

- Equal employment opportunity policy includes sexual orientation
- Equal employment opportunity policy includes gender identity and/or expression



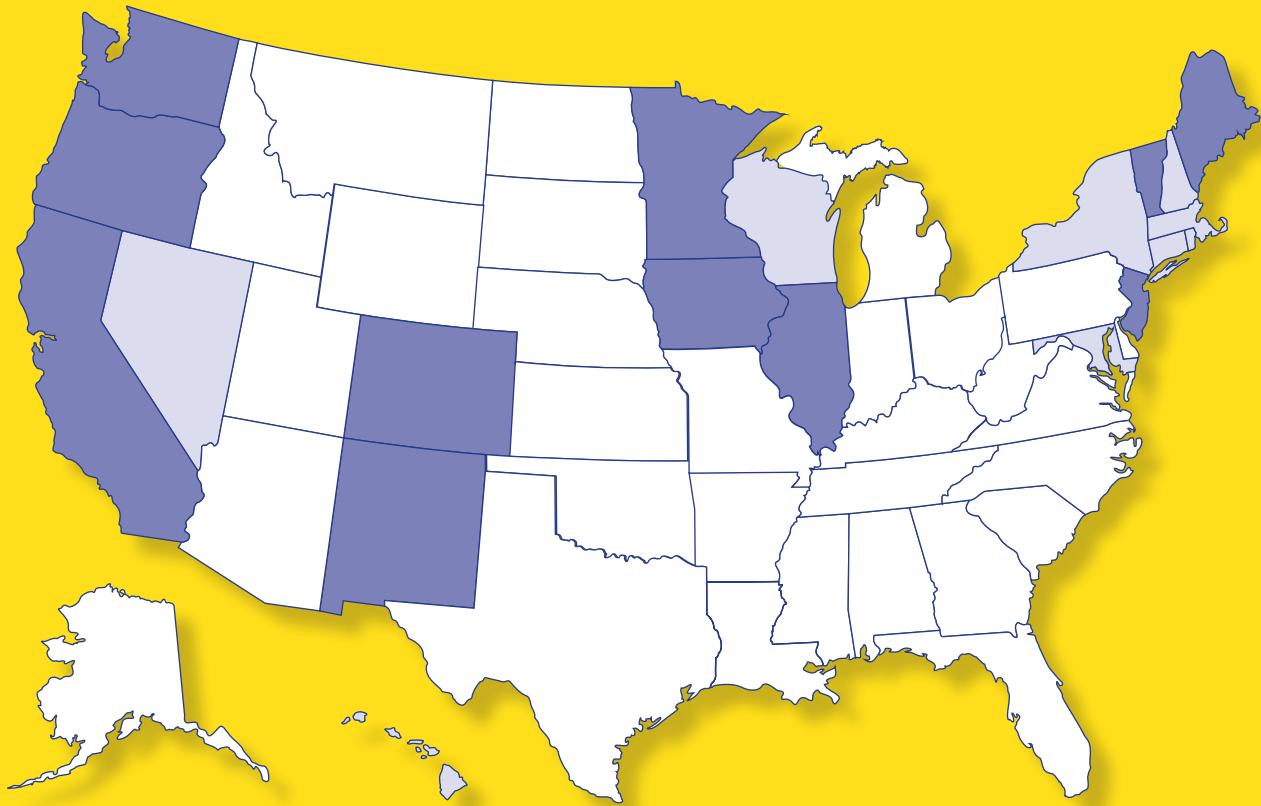
Eighty-four percent of the participating hospitals (74 of 88 hospitals) bar employment discrimination based on sexual orientation while only 58 percent (51 hospitals) of those policies include gender identity or gender expression.

Currently, 20 states and the District of Columbia have passed laws prohibiting employment discrimination based on sexual orientation; 12 have passed laws prohibiting employment discrimination based on gender identity. A map outlining these states is on the next page.

Twenty-five of the hospitals that include sexual orientation in their non-discrimination policies are located in states that do not have statewide protection on the basis of sexual orientation. Likewise, 15 of the hospitals that include gender identity in their non-discrimination policies are located in states that do not have statewide protection on the basis of gender identity.



EMPLOYMENT LAWS, STATE BY STATE



 **Prohibits Discrimination Based on Sexual Orientation**
8 states

 **Prohibits Discrimination Based on Sexual Orientation & Gender Identity**
12 states, District of Columbia

FINDINGS

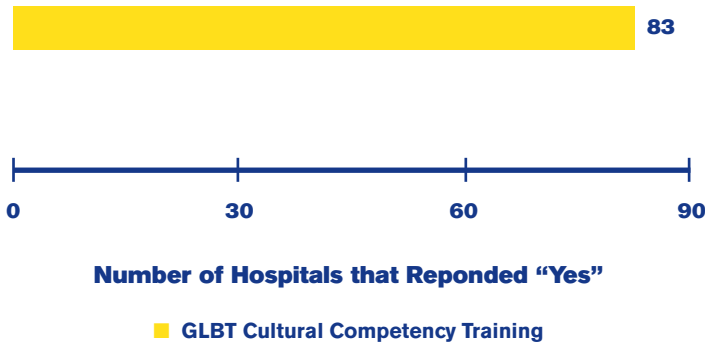
EMPLOYMENT POLICIES

DOMESTIC PARTNER HEALTH BENEFITS

On average, roughly 20 percent of employees' overall compensation is provided in the form of health insurance benefits for themselves and/or their families. For employees with partners and/or children not eligible for those benefits, this disparity in compensation is profound. These benefits are a low-cost, high-value employment benefit and are now the norm among employers committed to their GLBT employees. The Human Rights Campaign Foundation Workplace Project provides resources relating to domestic partner benefits on its website at www.hrc.org/workplace/dpb.

Criterion 5c

- Domestic partner health insurance benefits are offered



Ninety-four percent of the participating hospitals (83 of 88 hospitals) reported offering health insurance coverage to their employees' domestic partners; however, it should be noted that in one instance these benefits are limited to opposite-sex couples.



HEALTHCARE EQUALITY INDEX FUTURE CONSIDERATIONS

As the project moves forward, the full range of healthcare agencies will be able to complete the Healthcare Equality Index survey. The basic policy questions will be similar to those that hospitals have responded to in previous surveys, but future surveys will include additional questions as applicable. The segments that we will engage in the HEI project in future surveys include:

Healthcare Industry Segment	Numbers	GLBT - Related Considerations
Long-Term Care	<ul style="list-style-type: none"> • 16,100 certified nursing homes • 39,500 assisted living facilities • 2,240 continuing care retirement communities <p>(American Association of Homes and Services for the Aging)</p>	<p>Thanks to changing public attitudes and improved legal standing, in recent decades the number of GLBT people living their lives openly has increased drastically. Administrators and staff of assisted living residences, home healthcare agencies and nursing homes likely will encounter same-sex couples as customers in increasing numbers. Single GLBT people will expect to have the right to live open and honest lives in these setting as well.</p>
Community Health Centers	<ul style="list-style-type: none"> • 1,000 federally qualified health centers serving a population of 15 million <p>(National Association of Community Health Centers)</p>	<p>Millions of Americans rely on community health centers for their primary healthcare needs. For more than 40 years, a network of federally qualified health centers (FQHCs) has provided these essential services to low-income and medically underserved communities. In 2007, the National Association of Community Health Centers published an information bulletin addressing the concerns of GLBT patients served by FQHCs. Many of the issues addressed in this bulletin are similar to those addressed by the HEI project.</p>
Home Healthcare/ Hospice	<ul style="list-style-type: none"> • 11,400 agencies serving 1.4 million clients <p>(National Center for Health Statistics)</p>	<p>Healthcare services that are provided in a patient's home may include visiting nurses, physical therapy, personal care assistance and hospice services. The GLBT patients who use these services need competent and sensitive healthcare providers who understand their unique health concerns and treat them and their families with respect.</p>

Industry leaders that would like to start this process proactively can do so by e-mailing hei@hrc.org for more information on participating in the Healthcare Equality Index survey.



APPENDICES

APPENDIX A: PARTICIPATING HOSPITALS AND BREAKDOWN OF RESPONSES

Healthcare Equality Index Policy Criteria

- 1a** Patients' Bill of Rights and/or non-discrimination policy includes sexual orientation
- 1b** Patients' Bill of Rights and/or non-discrimination policy includes gender identity and/or expression
- 2a** Written visitation policy allows GLBT domestic partners the same access as spouses and next of kin
- 2b** Written visitation policy allows same-sex parents the same access as opposite-sex parents for visitation of their minor children
- 3a** Written policy recognizes advance healthcare directives granting GLBT domestic partners decision-making authority for their hospitalized domestic partner
- 3b** Written policy allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children
- 4** Diversity or cultural competence training addresses issues related to GLBT patients and their families
- 5a** Equal employment opportunity policy includes sexual orientation
- 5b** Equal employment opportunity policy includes gender identity and/or expression
- 5c** Domestic partner health insurance benefits are offered

Hospital	City	State	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
Advocate Illinois Masonic Medical Center	Chicago	IL	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Anaheim Medical Center	Anaheim	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Annie Penn Hospital	Greensboro	NC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Baldwin Park Medical Center	Baldwin Park	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Bay Park Community Hospital	Oregon	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Bedford Medical Center	Bedford	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Behavioral Health Center	Greensboro	NC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Bellflower Medical Center	Bellflower	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Bixby Medical Center	Adrian	MI	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
California Hospital Medical Center	Los Angeles	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Case Medical Center	Cleveland	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Central Hospital	Seattle	WA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Conneaut Medical Center	Conneaut	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Defiance Regional Medical Center	Defiance	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
East Jefferson General Hospital	Metairie	LA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Eastside Hospital	Redmond	WA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Flower Hospital	Sylvania	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fontana Medical Center	Fontana	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fostoria Community Hospital	Fostoria	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fremont Medical Center	Freemont	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fresno Medical Center	Fresno	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Geauga Medical Center	Chardon	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Geneva Medical Center	Geneva	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hayward Medical Center	Hayward	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Herrick Medical Center	Tecumseh	MI	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Iowa Methodist Medical Center	Des Moines	IA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Ireland Cancer Center	Cleveland	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Johns Hopkins Hospital	Baltimore	MD	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
LA County/USC Medical Center	Los Angeles	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Lima Memorial Health System	Lima	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Los Angeles Medical Center	Los Angeles	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
MacDonald Women's Hospital	Cleveland	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Maimonides Medical Center	Brooklyn	NY	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Manteca Medical Center	Manteca	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Massachusetts General Hospital	Boston	MA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mayo Clinic Hospital	Phoenix	AZ	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Medical Center of Louisiana	New Orleans	LA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
MeritCare Health System	Fargo	ND	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Moanalua Medical Center	Honolulu	HI	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Moses H. Cone Memorial Hospital	Greensboro	NC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mt. Diablo Medical Center	Concord	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
New York Presbyterian Hospital	New York	NY	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Oakland Medical Center	Oakland	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Ohio State University Medical Center	Columbus	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
OHSU Hospital	Portland	OR	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

KEY TO RESPONSES YES SOME NO DON'T KNOW NOT APPLICABLE*

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.

Hospital	City	State	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
Panorama City Medical Center	Panorama City	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Pennsylvania Hospital	Philadelphia	PA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Rainbow Babies & Children's Hospital	Cleveland	OH	YES	YES	YES	YES	SOME	YES	YES	YES	YES	YES
Redwood City Medical Center	Redwood City	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Richmond Medical Center	Richmond	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Richmond Medical Center	Richmond Heights	OH	YES	YES	YES	YES	SOME	YES	YES	YES	YES	YES
Riverside Community Hospital	Riverside	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Riverside Medical Center	Riverside	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Rochester Methodist Hospital	Rochester	MN	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Roseville Medical Center	Roseville	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
S. San Francisco Medical Center	S. San Francisco	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Sacramento Medical Center	Sacramento	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Saint Mary's Hospital	Rochester	MN	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
San Diego Medical Center	San Diego	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
San Francisco Medical Center	San Francisco	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
San Rafael Medical Center	San Rafael	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Santa Clara Medical Center (Kiely Campus)	Santa Clara	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Santa Rosa Medical Center	Santa Rosa	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Santa Teresa Medical Center	San Jose	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Shands Jacksonville	Jacksonville	FL	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
South Bay Medical Center	Harbor City	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
South Sacramento Medical Center	Sacramento	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
St. Luke's Hospital	Jacksonville	FL	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
St. Rita's Medical Center	Lima	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Strong Memorial Hospital	Rochester	NY	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Sunnyside Medical Center	Clackamas	OR	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
The Toledo Hospital	Toledo	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Toledo Children's Hospital	Toledo	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
UCLA Medical Center	Los Angeles	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
UCSF Medical Center	San Francisco	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
University Hospitals Extended Care Campus	Chardon	OH	YES	YES	YES	YES	SOME	YES	YES	YES	YES	YES
University of Colorado Hospital	Aurora	CO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
University of Medicine and Dentistry of New Jersey	Newark	NJ	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
University of Michigan Hospitals	Ann Arbor	MI	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
University of Toledo Medical Center	Toledo	OH	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Vallejo Medical Center	Vallejo	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Vanderbilt University Medical Center	Nashville	TN	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Walnut Creek Medical Center	Walnut Creek	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Wesley Long Community Hospital	Greensboro	NC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
West Los Angeles Medical Center	Los Angeles	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Williamson Medical Center	Franklin	TN	YES	YES	YES	YES	YES	DON'T KNOW	YES	YES	YES	YES
Women's Hospital of Greensboro	Greensboro	NC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Woodland Hills Medical Center	Woodland Hills	CA	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

KEY TO RESPONSES **YES** **SOME** **NO** **DON'T KNOW** **NOT APPLICABLE***

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.

APPENDICES



APPENDIX B: PARTICIPATING HOSPITALS BY STATE

Healthcare Equality Index Policy Criteria

- 1a** Patients' Bill of Rights and/or non-discrimination policy includes sexual orientation
- 1b** Patients' Bill of Rights and/or non-discrimination policy includes gender identity and/or expression
- 2a** Written visitation policy allows GLBT domestic partners the same access as spouses and next of kin
- 2b** Written visitation policy allows same-sex parents the same access as opposite-sex parents for visitation of their minor children
- 3a** Written policy recognizes advance healthcare directives granting GLBT domestic partners decision-making authority for their hospitalized domestic partner
- 3b** Written policy allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children
- 4** Diversity or cultural competence training addresses issues related to GLBT patients and their families
- 5a** Equal employment opportunity policy includes sexual orientation
- 5b** Equal employment opportunity policy includes gender identity and/or expression
- 5c** Domestic partner health insurance benefits are offered

Hospital	City	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
ARIZONA											
Mayo Clinic Hospital	Phoenix	YES	NO	YES	NO	YES	NO	YES	YES	NO	YES
CALIFORNIA											
Anaheim Medical Center	Anaheim	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Baldwin Park Medical Center	Baldwin Park	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Bellflower Medical Center	Bellflower	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
California Hospital Medical Center	Los Angeles	YES	YES	NO	NO	NO	NO	NO	DON'T KNOW	NO	YES
Fontana Medical Center	Fontana	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fremont Medical Center	Freemont	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fresno Medical Center	Fresno	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hayward Medical Center	Hayward	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
LA County/USC Medical Center	Los Angeles	YES	NO	YES	YES	YES	YES	NO	YES	YES	YES
Los Angeles Medical Center	Los Angeles	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Manteca Medical Center	Manteca	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mt. Diablo Medical Center	Concord	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Oakland Medical Center	Oakland	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Panorama City Medical Center	Panorama City	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Redwood City Medical Center	Redwood City	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Richmond Medical Center	Richmond	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Riverside Community Hospital	Riverside	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Riverside Medical Center	Riverside	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Roseville Medical Center	Roseville	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
S. San Francisco Medical Center	S. San Francisco	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Sacramento Medical Center	Sacramento	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
San Diego Medical Center	San Diego	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
San Francisco Medical Center	San Francisco	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
San Rafael Medical Center	San Rafael	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Santa Clara Medical Center (Kiely Campus)	Santa Clara	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Santa Rosa Medical Center	Santa Rosa	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Santa Teresa Medical Center	San Jose	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
South Bay Medical Center	Harbor City	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
South Sacramento Medical Center	Sacramento	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
UCLA Medical Center	Los Angeles	YES	NO	YES	YES	YES	YES	NO	YES	YES	YES
UCSF Medical Center	San Francisco	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Vallejo Medical Center	Vallejo	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Walnut Creek Medical Center	Walnut Creek	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
West Los Angeles Medical Center	Los Angeles	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Woodland Hills Medical Center	Woodland Hills	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
COLORADO											
University of Colorado Hospital	Aurora	YES	NO	NO	NO	NO	NO	NO	YES	NO	YES
FLORIDA											
Shands Jacksonville	Jacksonville	YES	NO	YES	YES	YES	YES	NO	YES	NO	YES
St. Luke's Hospital	Jacksonville	YES	NO	YES	YES	YES	YES	YES	YES	YES	YES
HAWAII											
Moanalua Medical Center	Honolulu	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ILLINOIS											
Advocate Illinois Masonic Medical Center	Chicago	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

KEY TO RESPONSES ■ YES SOME NO ■ DON'T KNOW NOT APPLICABLE*

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.

Hospital	City	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
IOWA											
Iowa Methodist Medical Center	Des Moines	YES				YES		YES	YES	YES	
LOUISIANA											
East Jefferson General Hospital	Metairie			YES		YES					
Medical Center of Louisiana	New Orleans	YES				YES			YES		
MARYLAND											
Johns Hopkins Hospital	Baltimore	YES	YES			YES	YES	YES	YES	YES	YES
MASSACHUSETTS											
Massachusetts General Hospital	Boston	YES	YES	NOT APPLICABLE*	NOT APPLICABLE*	YES	NOT APPLICABLE*	YES	YES	YES	YES
MICHIGAN											
Bixby Medical Center	Adrian	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Herrick Medical Center	Tecumseh	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
University of Michigan Hospitals	Ann Arbor	YES	YES		YES	YES	YES	YES	YES	YES	YES
MINNESOTA											
Rochester Methodist Hospital	Rochester	YES		YES		YES		YES	YES		YES
Saint Mary's Hospital	Rochester	YES		YES		YES		YES	YES		YES
NEW JERSEY											
University of Medicine and Dentistry of New Jersey	Newark	YES		YES	YES	YES		YES	YES		YES
NEW YORK											
Maimonides Medical Center	Brooklyn	YES	YES	YES	YES	YES	YES	YES	YES		YES
New York Presbyterian Hospital	New York	YES				YES			YES		YES
Strong Memorial Hospital	Rochester	YES		YES		YES		YES	YES		YES
NORTH CAROLINA											
Annie Penn Hospital	Greensboro	YES	YES		YES	YES	YES		YES		YES
Behavioral Health Center	Greensboro	YES				YES			YES		YES
Moses H. Cone Memorial Hospital	Greensboro	YES	YES			YES			YES		YES
Wesley Long Community Hospital	Greensboro	YES	YES			YES			YES		YES
Women's Hospital of Greensboro	Greensboro	YES	YES			YES			YES		YES
NORTH DAKOTA											
MeritCare Health System	Fargo	YES		YES	YES	YES			YES		YES
OHIO											
Bay Park Community Hospital	Oregon	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Bedford Medical Center	Bedford	YES				YES			YES		YES
Case Medical Center	Cleveland	YES				YES			YES		YES
Conneaut Medical Center	Conneaut	YES				YES			YES		YES
Defiance Regional Medical Center	Defiance	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Flower Hospital	Sylvania	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fostoria Community Hospital	Fostoria	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Geauga Medical Center	Chardon	YES				YES			YES		YES
Geneva Medical Center	Geneva	YES				YES			YES		YES
Ireland Cancer Center	Cleveland	YES				YES			YES		YES
Lima Memorial Health System	Lima	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
MacDonald Women's Hospital	Cleveland	YES				YES			YES		YES
Ohio State University Medical Center	Columbus	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Rainbow Babies & Children's Hospital	Cleveland	YES				YES			YES		YES
Richmond Medical Center	Richmond Heights	YES				YES			YES		YES

KEY TO RESPONSES YES SOME NO DON'T KNOW NOT APPLICABLE*

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.

Hospital	City	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
OHIO continued											
St. Rita's Medical Center	Lima	■	■			■					
The Toledo Hospital	Toledo	■	■	■	■	■	■	■	■	■	■
Toledo Children's Hospital	Toledo	■	■	■	■	■	■	■	■	■	■
University Hospitals Extended Care Campus	Chardon	■				■			■		■
University of Toledo Medical Center	Toledo	■	■	■		■		■	■		
OREGON											
OHSU Hospital	Portland	■	■			■		■	■		■
Sunnyside Medical Center	Clackamas	■	■	■	■	■	■	■	■	■	■
PENNSYLVANIA											
Pennsylvania Hospital	Philadelphia	■				■		■	■	■	■
TENNESSEE											
Vanderbilt University Medical Center	Nashville	■		■	■	■	■		■		■
Williamson Medical Center	Franklin	■	■			■	■	■	■	■	■
WASHINGTON											
Central Hospital	Seattle	■		■	■	■		■	■		■
Eastside Hospital	Redmond	■		■	■	■		■	■		■

KEY TO RESPONSES ■ YES □ SOME □ NO ■ DON'T KNOW ■ NOT APPLICABLE*

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.

APPENDICES



APPENDIX C: PARTICIPATING HOSPITALS BY NETWORK

Healthcare Equality Index Policy Criteria

- 1a** Patients' Bill of Rights and/or non-discrimination policy includes sexual orientation
- 1b** Patients' Bill of Rights and/or non-discrimination policy includes gender identity and/or expression
- 2a** Written visitation policy allows GLBT domestic partners the same access as spouses and next of kin
- 2b** Written visitation policy allows same-sex parents the same access as opposite-sex parents for visitation of their minor children
- 3a** Written policy recognizes advance healthcare directives granting GLBT domestic partners decision-making authority for their hospitalized domestic partner
- 3b** Written policy allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children
- 4** Diversity or cultural competence training addresses issues related to GLBT patients and their families
- 5a** Equal employment opportunity policy includes sexual orientation
- 5b** Equal employment opportunity policy includes gender identity and/or expression
- 5c** Domestic partner health insurance benefits are offered

Hospital	City	State	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
NO NETWORK												
Advocate Illinois Masonic Medical Center	Chicago	IL										
California Hospital Medical Center	Los Angeles	CA										
East Jefferson General Hospital	Metairie	LA										
Iowa Methodist Medical Center	Des Moines	IA										
Johns Hopkins Hospital	Baltimore	MD										
LA County/USC Medical Center	Los Angeles	CA										
Los Angeles Medical Center	Los Angeles	CA										
Maimonides Medical Center	Brooklyn	NY										
Massachusetts General Hospital	Boston	MA										
Medical Center of Louisiana	New Orleans	LA										
MeritCare Health System	Fargo	ND										
New York Presbyterian Hospital	New York	NY										
Ohio State University Medical Center	Columbus	OH										
OHSU Hospital	Portland	OR										
Pennsylvania Hospital	Philadelphia	PA										
Riverside Community Hospital	Riverside	CA										
Shands Jacksonville	Jacksonville	FL										
St. Rita's Medical Center	Lima	OH										
Strong Memorial Hospital	Rochester	NY										
UCLA Medical Center	Los Angeles	CA										
UCSF Medical Center	San Francisco	CA										
University of Colorado Hospital	Aurora	CO										
University of Medicine and Dentistry of New Jersey	Newark	NJ										
University of Michigan Hospitals	Ann Arbor	MI										
University of Toledo Medical Center	Toledo	OH										
Vanderbilt University Medical Center	Nashville	TN										
Williamson Medical Center	Franklin	TN										
GROUP HEALTH HOSPITAL SYSTEM												
Central Hospital	Seattle	WA										
Eastside Hospital	Redmond	WA										
KAISER PERMANENTE												
Anaheim Medical Center	Anaheim	CA										
Baldwin Park Medical Center	Baldwin Park	CA										
Bellflower Medical Center	Bellflower	CA										
Fontana Medical Center	Fontana	CA										
Fremont Medical Center	Freemont	CA										
Fresno Medical Center	Fresno	CA										
Hayward Medical Center	Hayward	CA										
Manteca Medical Center	Manteca	CA										
Mt. Diablo Medical Center	Concord	CA										
Oakland Medical Center	Oakland	CA										
Panorama City Medical Center	Panorama City	CA										
Redwood City Medical Center	Redwood City	CA										
Richmond Medical Center	Richmond	CA										
Riverside Medical Center	Riverside	CA										
Roseville Medical Center	Roseville	CA										
S. San Francisco Medical Center	S. San Francisco	CA										

KEY TO RESPONSES **YES** **SOME** **NO** **DON'T KNOW** **NOT APPLICABLE***

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.

Hospital	City	State	1a	1b	2a	2b	3a	3b	4	5a	5b	5c
Sacramento Medical Center	Sacramento	CA	■	■	■	■	■	■	■	■	■	■
San Diego Medical Center	San Diego	CA	■	■	■	■	■	■	■	■	■	■
San Francisco Medical Center	San Francisco	CA	■	■	■	■	■	■	■	■	■	■
San Rafael Medical Center	San Rafael	CA	■	■	■	■	■	■	■	■	■	■
Santa Clara Medical Center (Kiely Campus)	Santa Clara	CA	■	■	■	■	■	■	■	■	■	■
Santa Rosa Medical Center	Santa Rosa	CA	■	■	■	■	■	■	■	■	■	■
Santa Teresa Medical Center	San Jose	CA	■	■	■	■	■	■	■	■	■	■
South Bay Medical Center	Harbor City	CA	■	■	■	■	■	■	■	■	■	■
South Sacramento Medical Center	Sacramento	CA	■	■	■	■	■	■	■	■	■	■
Vallejo Medical Center	Vallejo	CA	■	■	■	■	■	■	■	■	■	■
Walnut Creek Medical Center	Walnut Creek	CA	■	■	■	■	■	■	■	■	■	■
West Los Angeles Medical Center	Los Angeles	CA	■	■	■	■	■	■	■	■	■	■
Woodland Hills Medical Center	Woodland Hills	CA	■	■	■	■	■	■	■	■	■	■
Moanalua Medical Center	Honolulu	HI	■	■	■	■	■	■	■	■	■	■
Sunnyside Medical Center	Clackamas	OR	■	■	■	■	■	■	■	■	■	■
MAYO FOUNDATION												
Mayo Clinic Hospital	Phoenix	AZ	■	■	■	■	■	■	■	■	■	■
Rochester Methodist Hospital	Rochester	MN	■	■	■	■	■	■	■	■	■	■
Saint Mary's Hospital	Rochester	MN	■	■	■	■	■	■	■	■	■	■
St. Luke's Hospital	Jacksonville	FL	■	■	■	■	■	■	■	■	■	■
MOSES CONE HEALTH SYSTEM												
Annie Penn Hospital	Greensboro	NC	■	■	■	■	■	■	■	■	■	■
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	■	■	■	■	■	■	■	■	■	■
PROMEDICA HEALTH SYSTEM												
Bay Park Community Hospital	Oregon	OH	■	■	■	■	■	■	■	■	■	■
Bixby Medical Center	Adrian	MI	■	■	■	■	■	■	■	■	■	■
Defiance Regional Medical Center	Defiance	OH	■	■	■	■	■	■	■	■	■	■
Flower Hospital	Sylvania	OH	■	■	■	■	■	■	■	■	■	■
Fostoria Community Hospital	Fostoria	OH	■	■	■	■	■	■	■	■	■	■
Herrick Medical Center	Tecumseh	MI	■	■	■	■	■	■	■	■	■	■
Lima Memorial Health System	Lima	OH	■	■	■	■	■	■	■	■	■	■
The Toledo Hospital	Toledo	OH	■	■	■	■	■	■	■	■	■	■
Toledo Children's Hospital	Toledo	OH	■	■	■	■	■	■	■	■	■	■
UNIVERSITY HOSPITALS OF CLEVELAND												
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	■	■	■	■	■	■	■	■	■	■
Ireland Cancer Center	Cleveland	OH	■	■	■	■	■	■	■	■	■	■
MacDonald Women's Hospital	Cleveland	OH	■	■	■	■	■	■	■	■	■	■
Rainbow Babies & Children's Hospital	Cleveland	OH	■	■	■	■	■	■	■	■	■	■
Richmond Medical Center	Richmond Heights	OH	■	■	■	■	■	■	■	■	■	■
University Hospitals Extended Care Campus	Chardon	OH	■	■	■	■	■	■	■	■	■	■

KEY TO RESPONSES ■ YES ■ SOME ■ NO ■ DON'T KNOW ■ NOT APPLICABLE*

*Not applicable answers apply to hospitals in Massachusetts. Massachusetts recognizes marriage equality for same-sex couples. Same-sex couples who marry in Massachusetts enjoy all spousal rights under state law. Generally, children born to married parents are legally considered the children of those parents.



APPENDICES

APPENDIX D: HEALTHCARE EQUALITY INDEX SURVEY

The following survey is for informational purposes only. If you are interested in submitting a HEI survey, send an e-mail to hei@hrc.org.

Questions marked with **2008** will be used in part or in their entirety for scoring purposes in 2008 and beyond. All other questions are for informational purposes only and will not be used to calculate a score this year.

Patient Non-Discrimination Policies

1. Does your hospital have a Patients' Bill of Rights and/or non-discrimination policy that prohibits discrimination against patients on the basis of sexual orientation?

YES / NO If YES, please attach a copy of the policy.

- 2008** 2. Does your hospital have a Patients' Bill of Rights and/or non-discrimination policy that prohibits discrimination against patients on the basis of gender identity or gender expression?

YES / NO If YES, please attach a copy of the policy.

3. Does your hospital have a written definition of "family" or "immediate family"?

YES / NO If YES, please attach a copy of the definition.

Hospital Visitation Policies

4. Does your hospital have visitation policies that differentiate between friends, family and/or immediate family?

YES / NO If YES, please attach a copy of the policies.

5. Does your hospital have a written visitation policy that allows patients to designate their visitors?

YES / NO If YES, please attach a copy of the policy.

- 2008** 6. Does your hospital have a written visitation policy that allows GLBT domestic partners the same access as spouses and next of kin?

YES / NO If YES, please attach a copy of the policy.

- 2008** 7. Does your hospital have a written policy that allows same-sex parents the same access as opposite-sex parents for visitation of their minor children?

YES / NO If YES, please attach a copy of the policy.

Decision-Making Policies

- 2008** 8. Does your hospital recognize advance healthcare directives, such as durable powers of attorney for healthcare, healthcare proxies or living wills, in allowing GLBT domestic partners decision-making authority for their hospitalized domestic partner?

YES / NO

- If YES, what proof or documentation do you require to recognize such advance directives?
- If NO, why aren't they recognized?

9. Does your hospital counsel patients on their right to designate their domestic partner or someone else as medical decision-maker when advising them of advance directive rights?

YES / NO

10. Does your hospital provide advance healthcare directive forms at intake?

YES / NO

11. Does your hospital train staff on compliance with state laws and hospital policies regarding advance healthcare directives, such as durable powers of attorney for healthcare, healthcare proxies or living wills?

YES / NO

- 2008** 12. Does your hospital have a written policy that allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children?

YES / NO If YES, please attach a copy of the policy.

Cultural Competency and Diversity Policies and Services

13. Does your hospital provide any diversity or cultural competency training to personnel addressing the unique health issues related to race, ethnicity or people of color?

YES / NO

- If YES, please indicate if the training is required or optional.

- 2008** 14. Does your hospital provide any diversity or cultural competency training to personnel addressing the unique issues related to GLBT patients and their families?

YES / NO

- If YES, please indicate if the training is required or optional.
- If YES, what does the training include?

15. Does your hospital provide any of the following programs or services?
(please indicate all that apply)

- Programs that support the unique psychosocial/physical/mental health needs of the GLBT community
- Programs that support the unique psychosocial/physical/mental health needs of GLBT youth
- Treatment/services for transgender patients that support “transitioning”
- Treatment/services for transgender patients that may be referred to as “contragender care”
- HIV/AIDS testing/treatment/counseling/other services
- HIV/AIDS services targeting GLBT people of color
- STD/STI community education/services or treatment specific to the GLBT community
- Community outreach plan that reflects specific commitment to the GLBT community
- Other services or programs for the GLBT community

16. Does your hospital have a representative of a GLBT organization or an openly GLBT person serving on a governing or advisory board?

YES / NO

Employee Services and Benefits

- 2008** 17. Does your hospital bar employment discrimination based on sexual orientation by including the words “sexual orientation” in its primary non-discrimination or EEO policy?

YES / NO If YES, please attach a copy of the policy.

- 2008** 18. Does your hospital bar employment discrimination based on gender identity or expression by including the words “gender identity” or “gender identity or expression” in its primary non-discrimination or EEO policy?

YES / NO If YES, please attach a copy of the policy.

2008 19. Does your hospital offer health insurance coverage to your employees' domestic partners?

YES / NO

- If YES, how does your hospital define domestic partnerships?
- If YES, but only in one or more labor agreements or subsidiaries, please elaborate.

20. Does your hospital have a GLBT staff association, affinity group or network?

YES / NO

General Policies

21. Which of the following are included on your hospital's patient information forms?

(Please indicate all that apply.)

- Visitation policies
- Designation of domestic partnership or otherwise unmarried partnership or parental status
- Designation of domestic partner or others as next of kin
- Designation of domestic partner or others as medical decision-maker
- Designation of gender that includes transgender status
- Flexibility in indication of preferred name and gender
- Request for documentation on immigration status

22. Does your hospital have data collections systems that allow people to self-identify as GLBT on an optional basis?

YES / NO

23. Does your hospital have data collection systems that permit keeping track of persons other than legal spouses who have legal relationships to patients that give them rights that are relevant to your hospital (e.g., being able to record that a patient has a registered domestic partner or a designated healthcare proxy)?

YES / NO

ABOUT THE HRC FOUNDATION FAMILY PROJECT

The Human Rights Campaign Foundation Family Project aims to serve as a comprehensive resource for gay, lesbian, bisexual and transgender families. The project provides information on a wide range of issues, including adoption, civil unions, custody and visitation, donor insemination, family law, marriage, parenting, schools, senior health and housing, state laws and legislation, straight spouses and transgender issues. In addition to maintaining the most inclusive and up-to-date resources for GLBT families in the U.S., the project provides guidance to those who work closely with these families in various fields, such as adoption agencies, social workers, and healthcare institutions.

PROJECT STAFF

Ellen Kahn

Director, HRC Family Project

Ellen Kahn joined the Human Rights Campaign Foundation in November 2005. Before joining HRC, Kahn spent eight years as director of the Lesbian Services Program of Whitman-Walker Clinic, the most comprehensive lesbian health and wellness program in the country. Among her many accomplishments at LSP, Kahn developed innovative educational and support programs for lesbians and gay men in the Washington, D.C., metropolitan area, helping to ensure that information about social, legal, political and practical issues of interest to gay, lesbian, bisexual and transgender families was widely available. In 2004, Kahn played a lead role in creating the first comprehensive GLBT parenting conference in the district, drawing more than 300 people from the region.

Kahn advocates for GLBT family equality at a wide variety of professional conferences, through membership on advisory boards and through her contacts with local and national media.

Originally from Philadelphia, Kahn earned her bachelor of science degree from Temple University and her master of social science degree from Bryn Mawr College. The first 10 years of her professional life were dedicated to addressing the needs of people with HIV/AIDS. Kahn lives with her partner and two children in Silver Spring, Md.

Tom Sullivan

Manager, HRC Family Project

Tom Sullivan joined the Human Rights Campaign Foundation in September 2000. Before joining HRC, he spent nine years as an information specialist at the National League of Cities. During his time at NLC, Sullivan staffed a constituency group of GLBT city officials. Originally from Wilmington, Del., Sullivan earned a bachelor's degree from the University of Delaware.

Before moving to Washington, D.C., Sullivan worked for the University of Delaware for eight years, specializing in government documents. It was during this period that he became a founding member of the Newark (Del.) Historical Society and served as its first secretary.

Sullivan lives with his partner of 15 years in Washington, D.C.



Alison Delpercio
Assistant, HRC Family and Workplace Projects

Alison Delpercio advocates for GLBT inclusive workplace and healthcare policies and practices. Connecting with HR and diversity professionals from across the country, she assists in administering the HRC Foundation's Corporate Equality Index survey. She has also conducted extensive research on GLBT health, further developing the Healthcare Equality Index.

Before joining the HRC Foundation in 2007, Delpercio worked with the Gay Alliance of the Genesee Valley in Rochester, N.Y., where she advocated for GLBT victims of domestic violence and hate crimes. She also researched GLBT issues in higher education, focusing on the specific needs of GLBT college students. Delpercio graduated from the University of Rochester, earning a bachelor's degree in health and society with a minor in political science in addition to a certificate of management studies.

ABOUT THE GAY AND LESBIAN MEDICAL ASSOCIATION

The Gay and Lesbian Medical Association works to ensure equality in healthcare for gay, lesbian, bisexual and transgender individuals and healthcare professionals. GLMA achieves its goals by using healthcare expertise in professional education, public policy work, patient education and referrals, and the promotion of research.

GLMA STAFF

Joel Ginsberg
Executive Director, GLMA

The executive director of the Gay and Lesbian Medical Association, Joel Ginsberg, J.D., M.B.A., has broad experience in management, public policy and law. Before becoming executive director of GLMA in November 2003, Ginsberg worked for five years providing management consulting services to nonprofits (through CompassPoint Nonprofit Services in San Francisco) and government agencies (through Arthur Andersen Business Consulting, in Washington, D.C.).

He held several appointed positions within the Clinton administration, including serving as a special assistant to Doris Meissner, commissioner of the Immigration and Naturalization Service; search manager in the Office of Presidential Personnel at the White House; team leader for former Vice President Gore's Reinventing Government initiative; and special assistant for Congressional Liaison at the U.S. Information Agency. Ginsberg's first job after graduate school was as a fellow in the Health Office of the Senate Committee on Labor and Human Resources, chaired by Sen. Edward Kennedy, D-Mass., where he worked on the passage of the Americans with Disabilities Act and the Ryan White CARE Act. He later worked in the House of Representatives as a legislative assistant to Rep. Lynn Schenk, D-Calif.

Ginsberg practiced law for four years, most of that time with the Washington, D.C., office of Katten Muchin Zavis (now Katten Muchin Rosenman). He is licensed to practice law in California and the District of Columbia. He earned his law degree and his M.B.A. from the University of California, Berkeley. His undergraduate degree is from the University of Chicago.

Ginsberg currently co-chairs the Advocacy and Policy Committee of the Commission to End Health Disparities and in this capacity serves ex-officio on its Steering Committee. The commission comprises more than 50 medical societies that are working to eliminate healthcare disparities based on race and ethnicity. Ginsberg also serves as vice president of Access Institute for Psychological Services, a nonprofit organization in San Francisco that provides low-cost mental health services to the community through a supervised training program for mental health professionals.

James Beaudreau

Education and Policy Associate, GLMA

James Beaudreau is the education and policy associate for the Gay and Lesbian Medical Association. Before joining GLMA, he was senior research associate with the Association of American Medical Colleges' Division of Diversity Policy and Programs, where he worked on a variety of projects related to physician workforce diversity and healthcare disparities. He received his B.S. from Northeastern University.

ACKNOWLEDGMENTS

We acknowledge the contributions to this report by HRC General Counsel Rob Falk, HRC Public Education and Outreach Division Vice President Betsy Pursell, HRC National Field Director Marty Rouse, HRC State Legislative Director Christopher Edelson, former HRC Coming Out Project Director Mark Shields and HRC Research Center Manager Ché Tabisola. Providing editorial guidance was HRC Publications Director Janice Hughes.

We also acknowledge the contributions of GLMA Membership Services and Lesbian Health Fund Coordinator Lisa Shaner and GLMA Administrative Assistant James Barolo.



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ISBN 13: 978-1-934765-03-6

ISBN 10: 1-934765-03-1