

Completing a Returner's Survey

Thank you for being coming back to complete the HEI 2022. Since your healthcare facility previously completed the HEI survey in either 2020 or 2019, we have created a streamlined survey process for you with the majority of your previous responses piped into the survey.

HOW IT WORKS

There are a series of summary tables in almost all criteria sections. These tables display your previously validated responses. All you need to do is review these tables and affirm that your organization still has all of those policies and practices in place. If for some reason a policy or practice is no longer in place OR if you have new policies and practices in place that you would like to add, you may simply select “Yes” in the right column and once you move forward, you’ll be prompted to answer that particular question(s) from that section of the survey. ***For best survey performance, please try to select all of the questions that you want to change the first time you see the summary table.***

Criteria Questions	Previous Validated Response	Change Response	
		Do you wish to change your response to this question?	
	Response on File	No	Yes
	Do not change your response in this column. If you wish to change your response, use the column to the right to open the actual question.		
Q1: The organization has a written policy (or policies) that specifically outline a minimum of three procedures aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients.	<input type="button" value="Yes"/>	<input checked="" type="radio"/>	<input type="radio"/>
Q2: The organization provides some transgender-specific clinical services.	<input type="button" value="No"/>	<input checked="" type="radio"/>	<input type="radio"/>
Q3: The organization an externally promoted multidisciplinary gender clinic for either adults and/or youth.	<input type="button" value="No, but interested"/>	<input checked="" type="radio"/>	<input type="radio"/>
Q4: The organization has a specific program or position to provide patient navigation/advocacy services to transgender patients.	<input type="button" value="No, but interested"/>	<input checked="" type="radio"/>	<input type="radio"/>
Q5: The organization offers all gender restrooms in public areas for patients and visitors and/or have clear posted signage indicating a policy that allows individuals to use the restroom that aligns with their gender identity	<input type="button" value="No"/>	<input checked="" type="radio"/>	<input type="radio"/>

WHAT YOU DO HAVE TO COMPLETE

These are the sections/items that you will have to complete:

- **Survey Contributors** – Let us know who has worked on the survey and who should be our primary contact.
- **Organizational Information** – Review the information and complete any blank items. (Most of the responses in this section will already be pre-populated based on your previous surveys)
- **Criteria 1 – Staff Training** – You will need to complete this section including meeting your on-going training hours requirement. For this section, you only need to tell us that you intend to complete your specific training requirement AND you need to upload an example of how you have promoted the HEI free training options to your patient facing staff.
- **Two New Questions** – There is one new scored question in the Medical Decision Making section and one new unscored question in the Transgender Patient Services and Support Section. All participants will need to respond to these two new questions.
- **Any “time-sensitive” questions** – for these questions, which are primarily related to employee benefits or those questions that have a look back period (i.e. since July 2019, has your organization...), if your responses was previously a “Yes,” you will be required to review your previous response and upload new validating information.
- **Any questions where you change your response** – in places where you chose to “Change your Response,” you will see the question as well as any follow-up questions requesting validating information. You will be required to complete those questions and submit any requested validating information.
- **Questions that were new or changed in the HEI 2020** - Those organizations that last participated in the HEI 2019 will have to answer a handful of questions that were either new or changed in the HEI 2020.