

HEI 2020 Scoring Criteria

THE HEALTHCARE EQUALITY INDEX 2020 is in its fourth year using a scoring criteria that focuses on foundational non-discrimination policies as well as a variety of policies and practices to promote LGBTQ patient-centered care. New last year was the additional requirement that healthcare facilities provide transgender-inclusive health insurance to their employees in order to receive a top score. This criteria change was announced in March of 2017.

The HEI 2020 implements four core objectives:

- Ensure foundational protection for patients, visitors and staff in patient and staff policies and provide cultural competency training on LGBTQ inclusion
- Demonstrate progress toward inclusion on LGBTQ patient care and support
- Cultivate an inclusive workforce by providing LGBTQ-inclusive employee support and benefits
- Demonstrate public commitment to the LGBTQ community

CRITERIA 1 NON-DISCRIMINATION AND STAFF TRAINING	40 Points Total
<p>This section encompasses what was previously considered the Core Four Leader Criteria. All questions in this section are scored and must be met in order to obtain the “2020 LGBTQ Healthcare Equality Leader” designation.</p>	
<p>Patient Non-Discrimination</p> <p>a. LGBTQ-Inclusive Patient Non-Discrimination Policy</p> <ul style="list-style-type: none"> ● Policy must include the terms “sexual orientation” and “gender identity and expression” (or “gender identity”) <p>b. Patient Non-Discrimination Policy is communicated to patients and staff</p> <ul style="list-style-type: none"> ● Policy is shared with the public in two ways, typically online and in-print ● Policy is shared with staff in at least one way 	<p>5 points</p> <p>5 points</p>
<p>Visitation Non-Discrimination</p> <p>a. Equal Visitation Policy</p> <ul style="list-style-type: none"> ● Policy must allow the patient’s visitor of their choice <p>b. Equal Visitation Policy is communicated to patients and staff</p> <ul style="list-style-type: none"> ● Policy is shared with the public in two ways, typically online and in-print ● Policy is shared with staff in at least one way 	<p>5 points</p> <p>5 points</p>
<p>Employment Non-Discrimination</p> <p>a. LGBTQ-Inclusive Employment Non-Discrimination Policy</p> <ul style="list-style-type: none"> ● Policy must include the terms “sexual orientation” and “gender identity or expression” (or “gender identity”) <p>b. Employment Non-Discrimination Policy is shared with the public</p> <ul style="list-style-type: none"> ● Policy is shared with the public in at least one way 	<p>5 points</p> <p>5 points</p>
<p>Staff Training</p> <p>a. Training in LGBTQ Patient-Centered Care</p> <ul style="list-style-type: none"> ● For first year facilities, senior executives must complete the Executive Briefing training provided by the HEI OR returning facilities must complete at least 25 hours of staff training in LGBTQ-related topics, either clinical or broader training <p>b. HEI training options are promoted to staff</p> <ul style="list-style-type: none"> ● Facilities must make training options available through the HEI known to staff throughout their facility 	<p>5 points</p> <p>5 points</p>

CRITERIA 2 PATIENT SERVICES AND SUPPORT**30 Points Total**

Four subsections compose this criterion: LGBTQ Patient Services and Support, Transgender Patient Services and Support, Patient Self-Identification, and Medical Decision-Making. **This section contains 25 scored questions. In order to receive the full 30 points, a facility must have implemented at least 11 or more of these best practices from any of the subsections. Facilities that have implemented six to ten of these best practices receive a partial score of 15 for this criterion.**

LGBTQ Patient Services and Support**Planning to Serve LGBTQ Populations**

- Have a written strategy or plan for reducing health disparities among LGBTQ patients
- Have an internal planning or advisory committee focused on LGBTQ patient care issues

Serving LGBTQ Populations

- Make LGBTQ-knowledgeable and -friendly providers known to interested patients
- Provide some LGBTQ-specific clinical services
- Have an externally promoted LGBTQ-specific clinic
- Have an externally promoted LGBTQ-focused office, advocate or LGBTQ-specific patient navigator
- Provide educational LGBTQ-related health information and/or links to LGBTQ health education or service resources from outside organizations on the facility's website
- Create and distribute a LGBTQ health education brochure or other print materials about specific health topics and how they impact LGBTQ people

Transgender Patient Services and Support

- Have a written policy (or policies) that specifically outlines procedures and practices aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients
- Offer some transgender-specific clinical services
- Have an externally promoted multidisciplinary gender clinic for either adults and/or youth
- Have a specific program or position to provide patient navigation/advocacy services to transgender patients
- Offer gender neutral restrooms in public areas for patients and visitors and/or have clear posted signage indicating a policy that allows individuals to use the restroom that aligns with their gender identity

Patient Self-Identification**Collecting Information About Sexual Orientation and Gender Identity**

- Have electronic health records that offer explicit options to capture patient's current gender identity if it differs from the sex they were assigned at birth
- Use the recommended two-question process to collect gender identity information
- Training is provided to staff on how to collect and record gender identity data
- EHR offers explicit options for capturing the patients pronouns in use and prominently displays these pronouns in the banner or a pop-up
- EHR captures the patient's name in use if it differs from their legal name AND prominently displays this name in the banner or a pop-up so that front line staff and providers will see this information
- EHR offers an explicit way to capture a patient's organ inventory
- Have electronic health records that offer explicit options for capturing patient's sexual orientation
- Train employees to remind them that LGBTQ status is confidential patient information

Providing LGBTQ Family Inclusive Health Records

- Have electronic health records that offer explicit options for recording parents that are inclusive of same-sex parents and other diverse families
- Have electronic health records that offer explicit options for recording relationship status with an unmarried partner

**11 or more
initiatives =
30 points**

**6 to 10
initiatives =
15 points**

CRITERIA 2 PATIENT SERVICES AND SUPPORT continued

Medical Decision-Making

- Explicitly inform patients of their right to designate a person of their choice, including a same-sex partner, as medical decision-maker
- Organization offers employee training related to medical decision making that includes LGBTQ specific information

CRITERIA 3 EMPLOYEE BENEFITS AND POLICIES

20 Points Total

This section focuses on how a facility treats its LGBTQ employees.

This criterion is divided into two scored subsections. The first subsection consists of 13 scored questions and like the other criterion sections a facility can either receive full or partial credit depending upon how many initiatives it has in place. The second subsection is related to the provision of transgender healthcare benefits for employees and is worth 5 points.

There are 13 scored questions in this subsection. In order to receive full credit for this section (15 points), a facility must have at least six or more of these best practices in place. Facilities that have three to five of these best practices in place will receive a partial score of 10 for this section of the criterion.

Employee Benefits and Policies

Equal Benefits

- Health insurance policy's definition of spouse includes same-sex spouses and the same documentation is required for enrollment of same and different sex spouses
- Healthcare benefits are provided to domestic partners
- FMLA-equivalent benefits allow employees to take family and medical leave to care for domestic partners as well as the children of a domestic partner, regardless of biological or adoptive status
- Bereavement leave allowed in the event of the death of a domestic partner or their partner's immediate family

6 or more initiatives = 15 points

Additional Support for LGBTQ Employees

- Have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition
- Officially recognize an LGBTQ employee resource group
- Have a diversity & inclusion office, diversity council or working group focused on employee diversity that specifically includes LGBTQ diversity as part of its mission
- Have anonymous employee engagement or climate surveys that allow employees the option to identify as LGBTQ
- Have anonymous employee engagement or climate surveys that include question(s) related to LGBTQ concerns
- Confidential human resources information system (HRIS) captures sexual orientation and/or gender identity (if voluntarily disclosed) along with other demographic information such as race and gender
- Commemorate an "LGBTQ Holiday" at the facility
- Have explicitly LGBTQ-inclusive hiring efforts
- Have openly LGBTQ people serving in high level visible leadership positions

3 to 5 initiatives = 10 points

CRITERIA 3 EMPLOYEE BENEFITS AND POLICIES continued

The question in this subsection is scored independently and must be met in order to attain Leader status.

Transgender Inclusive Health Insurance

- Provide at least one health plan to all employees that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment

5 points

CRITERIA 4 PATIENT AND COMMUNITY ENGAGEMENT

This section focuses on community engagement, outreach and promotion to let the LGBTQ community around a facility know they are a welcoming and affirming facility, working toward LGBTQ inclusion.

This section contains nine scored questions. In order to receive the full 10 points, a facility must have implemented at least four of the following best practices. Facilities that have implemented two or three of the following best practices receive a partial score of five for this criterion.

LGBTQ Community Engagement and Marketing

- Support one or more LGBTQ-related events or initiatives in the facility's service area
- Engage in LGBTQ-inclusive marketing or advertising to the LGBTQ community
- Have an LGBTQ-specific logo
- Publicly support LGBTQ equality under the law through local, state, or federal legislation or initiatives

Understand the Needs of LGBTQ Patients and Community

- Patient surveys allow patients the option to identify as LGBTQ
- Patient surveys include LGBTQ-related questions
- Work with LGBTQ organizations or community members to assess LGBTQ needs or address LGBTQ-related concerns
- Include LGBTQ representation on a governing or community advisory board
- Support LGBTQ health-related research

10 Points Total

4 or more initiatives = 10 points

2 to 3 initiatives = 5 points

CRITERIA 5 RESPONSIBLE CITIZENSHIP

This section focuses on known activity that would undermine LGBTQ equality or patient care.

Healthcare facilities will have 25 points deducted from their score for a large-scale official or public anti-LGBTQ blemish on their recent records. These deductions are based on information that has come to the HRC Foundation's attention related to topics including but not limited to:

- Revoking inclusive LGBTQ policies or practices
- Facilitating the continued practice of healthcare providers who provide or promote "conversion therapy" or other LGBTQ-related treatments or services that have been discredited by mainstream medical and mental health organizations
- Engaging in proven practices that are contrary to the facility's written LGBTQ patient or employment policies
- Directing charitable contributions or other public support to organizations whose primary mission includes advocacy against LGBTQ equality or care

The point deduction may be reflected in a current or future score, depending on the circumstances. If applied to a current score, the HEI "LGBTQ Healthcare Equality Leader" designation may be suspended or revoked. If at any time after losing points on this criterion, a healthcare facility changes course and satisfies the HRC Foundation's noted concerns, the HRC Foundation will re-evaluate the criterion for that facility.

The point deduction for this criteria is rarely applied and only one hospital, Johns Hopkins Hospital, has received this point deduction. Learn why at: hrc.org/resources/johns-hopkins

-25 Points

HEI 2020 MAXIMUM SCORE/2020 LGBTQ HEALTHCARE EQUALITY LEADER

100