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Introducing the HEI 2024 System Survey Tool

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She, Her, Hers

Housekeeping

- All lines are muted
- You can submit questions via Control Panel – PLEASE USE THE Q&A function rather than chat for questions
- Use Zoom’s “Audio Setting” to access audio via your Telephone or your computer’s Speakers.
- We will share the slides and the recording after the presentation
- This is a recorded webinar



FAST FACTS | U.S. Health Systems

Total U.S. Health Systems = 407

67% of U.S. Hospitals are system-affiliated

235 Number of systems with 1-5 hospitals | **7** Number of systems with 100 or more hospitals | **228** Number of systems with 1,000 or fewer hospital beds



Total U.S. hospitals

6,129

Total U.S. hospitals in systems

4,135

Systems range in size from:

▶ 1–155 hospitals

▶ 34–39,347 beds



Total U.S. hospital beds

919,649

Total U.S. hospital beds in systems

698,532

SOURCE: AHA Annual Survey Database, FY2021 | www.ahadata.com | © 2023 American Hospital Association
For more information or to purchase access to AHA data | ahadatainfo@aha.org



American Hospital Association™

Advancing Health in America

Every Health System is Different!

- **Size, geographic spread, etc.**
- **Alignment in policies & practices, sometimes even benefits and employee policies differ**
- **How/when hospitals that are new to the system are aligned (i.e. mergers & acquisitions)**
- **How they participate in the HEI process:**
 - Single submitter for all hospitals
 - Coordinator(s) at system level with contributors/submitters at each hospital
 - Multiple hospitals from a system participating with some coordination amongst themselves but no central coordination at the system level
 - Multiple hospitals from a system participating with no apparent coordination

New for the HEI 2024 – A System Tool

What it is:

A way to streamline the submission process for eligible systems by collecting the HEI information for multiple hospitals using one survey tool

What it is NOT:

A designation for the entire “system”

- Priority for the HEI is still HOSPITALS – other components of your system still cannot apply
- Every hospital must still meet the HEI criteria and will be scored accordingly

What to know:

Systems will have to complete the survey from scratch – this year only (a returners version will be available in the future):

- We have not previously validated information from a “system” perspective
- Easier to have data flow down to the “child” accounts rather than up to the “parent” account



HEI 2024 System Tool - Eligibility

Criteria 1

Non-Discrimination & Staff Training

- Foundational Policies **MUST** be systemwide
- Communication of Policies **MUST** be systemwide, either through system website or consistent templates
- Each hospital will have their own specific training requirement and must meet it
- Ideally, promotion of the training will be systemwide

Criteria 2

Patient Services & Support

- Flexibility in the tool to allow for different practices at each hospital or within up to 4 geographic market regions
- Should all have the same EHR for the Patient Self-Identification and Data Collection sub-section

Criteria 3

Employee Benefits & Policies

- Employee benefits **AND** leave policies **MUST** be systemwide
- Flexibility in the tool to allow for different other employment practices at each hospital or within geographic market regions

Criteria 4

Patient & Community Engagement

- Flexibility in the tool to allow for different practices at each hospital or within up to 4 geographic market regions

“Geographic Market Regions”

If a health system is not concentrated in one geographic area, it will still be able to utilize the system survey tool, and will be able to submit information for up to 4 “geographic market areas.”

A geographic market area is anywhere patients would be able to go to any of the local area hospitals and where they would be likely to find their local pride celebration and/or other LGBTQ+ community events.

Does not need to be defined by any official designations such as a Hospital Service Area, Hospital Referral Region, or other ways that your system may group their hospitals

Example Geographic Market Areas – AZ Sample System



Northern AZ Market

Capital Market

Southern AZ Market

Example #1

Small Aligned System in One Geographic Market Area

- 5 hospitals in one geographic market region
- All policies, practices, and benefits are the same
- One system survey tool for all 5 hospitals, no need to specify geographic market regions in survey

Example #2

Medium Aligned System with hospitals in Two to Four Geographic Market Areas

- 10 hospitals in three geographic market regions (think about our AZ example)
- All policies, practices, and benefits are the same
- One system survey tool for all 10 hospitals, specifying the three geographic market regions in the survey (and when appropriate providing documentation for each region)

Example #3

Medium system with hospitals in Two to Four Geographic Market Areas

- 12 hospitals in three geographic market regions
- All policies, practices, and benefits are the same for 7 of the hospitals that have been part of the system forever, however, the other 5 hospitals are part of a recent merger and are not aligned yet
- **Two system survey tools**
 - One for the original 7 system hospitals
 - One for the 5 merger hospitals
 - Once aligned, the 5 will be able to be added to the returner survey for this system in a future HEI

Example #4

Large system with hospitals in more than four geographic market areas

- **42 hospitals in several geographic market regions including multiple states**
- **Foundational policies, employee policies and benefits are the same across the system**
- **Multiple system survey tools**
 - No more than 4 geographic market regions per survey
 - What alignment makes the most sense? Maybe by state? Maybe by other factors?

A peek into the survey – Hospitals Covered

General Organization Information Healthcare Facilities Covered by This Survey

Q5. As previously agreed to with the HEI team, the following healthcare facilities are covered under this survey:

Betty H Cameron Womens and Childrens Hospital
New Hanover Regional Medical Center
Novant Health Ballantyne Medical Center
Novant Health Charlotte Orthopedic Hospital
Novant Health Clemmons Medical Center
Novant Health Forsyth Medical Center
Novant Health Matthews Medical Center
Novant Health Medical Park Hospital
Novant Health Mint Hill Medical Center
Novant Health Presbyterian Medical Center
Novant Health Thomasville Medical Center

A peek into the survey – Hospital Specific Data

Q6. Healthcare facility data



The HEI team sent you a spreadsheet to collect information about each of the healthcare facilities covered by this survey. Please review the information for each facility that was included in the spreadsheet and update it if necessary. Please also fill in any information that was missing from the spreadsheet. Once you have ensured that all of the data for each healthcare facility is correct and complete, please upload that spreadsheet here.

test .xlsx

8.3 KB

application/vnd.openxmlformats-
officedocument.spreadsheetml.sheet

A peek into the survey – Designating your market regions

Q7. Are the hospitals covered by this survey spread over more than one geographic market region?

For the purposes of the HEI, a geographic market area is anywhere patients would be able to go to any of the local area hospitals and would be likely to find their local pride celebration and/or other LGBTQ+ community events.



☐ Yes

☐ No

Q8. How many different geographic market regions are there for the hospitals covered by this survey?



☐ 2

☐ 3

☐ 4

Q8a. Geographic Market Region Names



Geographic Market Region
1

Geographic Market Region
2

Geographic Market Region
3

A peek into the survey – Systemwide Responses

For the questions that require alignment across the system:

- Criteria 1- Foundational policies and communication;
 - Employee leave policies and employee benefits; &
 - EHR/Patient ID questions
- the questions will look just like they do in the HEI survey for an individual hospital.

Equal Benefits Leave Policies

Q3. Does your organization offer FMLA-equivalent benefits that allow employees to take unpaid, job-protected, family and medical leave to care for unmarried same-sex partners as well as the children of an unmarried same-sex domestic partner, regardless of biological or adoptive status?

SCORED Q
OPTIONAL

[View the HEI Resource Guide to see examples and resources for this question](#)

☐ Yes

☐ No

A peek into the survey – Flexible Responses

Q2. Does your organization have an internal advisory or planning committee that is focused on LGBTQ+ patient care issues?

SCORED Q
OPTIONAL

[View the HEI Resource Guide to see examples and resources for this question](#)

- ☐ Yes, systemwide
- ☒ Yes, but only in some hospitals
- ☐ No, but interested
- ☐ No

Q2a. Please list which hospitals covered under this survey DO NOT have an internal advisory or planning committee that is focused on LGBTQ+ patient care issues.

REQUIRED
FOR VALIDATION

For the questions that allow for variation among the hospitals:

- Criteria 2 (except EHR);
- Criteria 3, Additional Support for LGBTQ+ Employees;
- Criteria 4

the questions will give you the option to indicate that the practice only applies to some hospitals.

A peek into the survey – Flexible Responses

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A peek into the survey – Specific Services

For some questions related to specific LGBTQ+ healthcare services, the questions are asked a little differently – asking whether or not the services are available to patients in all geographic market regions or only some regions.

Q6. Does your system offer a publicly promoted LGBTQ+ specific clinic(s)?

SCORED Q
OPTIONAL

[View the HEI Resource Guide to see examples and resources for this question](#)

- ☒ Yes
- ☐ No, but interested
- ☐ No

Q6a. Are there LGBTQ+ clinics available to patients in all geographic market regions?

The clinic may be centralized at one facility within each geographic market region provided that the facility with the clinic is within a reasonable driving distance to the other facilities in the region.

REQUIRED
FOR VALIDATION

- ☐ Yes, available systemwide in all geographic market regions
- ☐ No, only available in some geographic market regions

Benefits of using the system survey tool

- **Streamlined process of entering information one time rather than multiple times as necessitated by completing individual surveys for each hospital**
- **For those systems eligible to complete a returners survey, including the Leader Recertification Survey:**
 - A one-time investment this year will save significant time in future years
 - Remember, you ALWAYS have to answer new & revised questions – do you want to do this once or multiple times?
 - The system survey tool allows you to easily bring in new hospitals that have not previously participated, while also submitting for your returning hospitals
- **Streamlined training information**
 - Even though each hospital will have their own training requirement to meet, we hope to put the current status for every hospital on the survey log in page.
- **Streamlined validation process**
 - Get your survey results sooner (hopefully)
 - Save the HEI team some work, which makes them less grumpy when reviewing your surveys

Next Steps

- **Ensure that your system is eligible (same foundational policies, employee policies & benefits, etc.)**
- **Complete a quick survey about your system's interest in using the system survey tool**
 - We absolutely need to figure this out ASAP – it requires us to set your account up to make sure you receive the correct survey(s)
 - Please complete this even if you are NOT interested in using the tool
- **Work with the HEI team to make sure we have all of your hospitals are grouped accordingly (those that want to participate using the system tool, broken into different “systems” if more than one tool is necessary)**

Next Steps - Timeline

HEI surveys are being sent out on a rolling basis over the coming weeks:

- New surveys for individually participating facilities
 - Invitations sent the week of June 19th, Deadline September 29th
- Returners surveys
 - Invitations sent the week of June 26th, Deadline August 31st
- System Tool Surveys
 - Invitations sent the week of July 4th, Deadline October 13th

Regardless of what survey you end up using we ask that you open the survey immediately after receiving the invitation and at a minimum enter your contributors – this will tell us who is participating and facilitate better communication with the actual survey takers instead of miscellaneous contacts at your hospital.

??????
Questions
??????