



HUMAN  
RIGHTS  
CAMPAIGN  
FOUNDATION<sup>TM</sup>

# How to Complete the HEI 2024

Tari Hanneman

Director, Health and Aging Program

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



# HEI 2024 Criteria Scoring Overview

## Criteria 1

### Non-Discrimination & Staff Training

- Foundational Non-Discrimination Policies
  - Patient, Visitation, Employment
  - Must have inclusive policy & communicate the policy
  - LGBTQ+ Training
- ✓5 points for each policy & meeting the training requirement
- ✓5 points for communication of the policies and training

**40 points total**

## Criteria 2

### Patient Services & Support

- Four subsections/Two scoring sections :
  - LGBTQ+ Patient Services & Support
  - Transgender Patient Services & Support
  - Medical Decision Making
    - ✓18 scored questions
    - ✓9+ = full credit = 20 pts
    - ✓5-8=partial credit =10pts
  - Patient Self Identification and Data Collection
    - ✓10 scored questions
    - ✓6+ = full credit = 10 pts
    - ✓3-5=partial credit = 5 pts

**30 points total**

## Criteria 3

### Employee Benefits & Policies

- Two subsections:
    - Employee Policies & Benefits
    - Additional Support for LGBTQ+ Employees
- ✓15 scored questions
- ✓7+ = full credit = 15 pts
- ✓4-6 =partial credit =10 pts
- ✓Transgender Inclusive Healthcare Benefits is scored separately = 5 pts

**20 points total**

## Criteria 4

### Patient & Community Engagement

- One section
  - ✓12 scored questions
  - ✓6+ = full credit = 10 pts
  - ✓3-5 = partial credit = 5 pts

**10 points total**



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# Your Custom HEI Homepage



**[Redacted]** Hospital

## Communications & Resources:

**Deadline for submission:**  
**September 29, 2023**

### Announcements:

### Helpful Resources:

- [Resource Guide](#)
- [Scoring Criteria](#)
- [HEI 2024 Requirements Grid](#)

Please use Chrome or Firefox browsers while completing the HEI 2024. There are known compatibility issues with Internet Explorer/Microsoft Edge and we recommend you avoid using those browsers if possible.

**General information and resources**

## Login to continue to the HEI 2024 Survey

Login

[Forgot Credentials?](#)

Please reach out to us at [HEI@HRC.ORG](mailto:HEI@HRC.ORG) if you need assistance with the HEI 2024.

**Log in here**

***All contributors for your healthcare facility  
use the same Username and Password***

## Training Information & Resources:

Training Requirement: **Executive Briefing Required**

Training Hours Completed: **We have not received this form to account for your training completion:**  
<https://hrc.wufoo.com/forms/he-executive-briefing-participants/>

Facility ID: **[Redacted]**

Security Keyword: **HRC**

Training Hours Last Updated: **07/04/2023**

### Helpful Training Resources:

- [Training Credit Request Form](#)
- [Submitting your Internal LGBTQ Training for HEI Consideration](#)
- [Resources to Meet the Training Promotion Requirement](#)

**Training information and resources  
Including your specific training  
requirement and status**

# The Executive Briefing Training Requirement

For a healthcare facility to meet the Executive Briefing Training Requirement, at least one senior manager in each of the following work areas must complete the online, three-part training series entitled "LGBTQ Patient-Centered Care: An Executive Briefing" by the HEI survey deadline:

- Organization leadership (e.g., CEO, COO, medical director, vice president, counsel, or similar "C-suite" leader)
- Nursing management
- Patient relations/services management
- Admitting/registration management
- Human resources management

## Executive Briefing Series:

3 online modules  
Total of 2.45 Hours

The senior managers that attend this training must be the highest ranking staff member from each of these work areas for the specific facility. Senior managers are typically at the level of Director or higher.

## Training Information & Resources:

Training Requirement: **Executive Briefing Required**

Training Hours Completed: **We have not received this form to account for your training completion:**

<https://hrc.wufoo.com/forms/hei-executive-briefing-participants/>

Facility ID: XXXXXXXXXX

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Training Hours Last Updated: **07/04/2023**

### Helpful Training Resources:

- [Training Credit Request Form](#)
- [Submitting your Internal LGBTQ Training for HEI Consideration](#)
- [Resources to Meet the Training Promotion Requirement](#)

# Welcome Page

## Welcome

Welcome to the Healthcare Equality Index (HEI)--we're looking forward to working with you!

Before you get started, please take a moment to review our [HEI 2024 scoring criteria](#). We also encourage you to review the [HEI Resource Guide](#), our comprehensive instructional and reference accompaniment to the Healthcare Equality Index (HEI) Survey. You may also find it helpful to [download this resource](#) which outlines each scored question, the documentation that is required to be submitted for validation and whether or not a system-level response/materials will be accepted. We hope that you find this useful to help you gather the materials that are necessary to complete the HEI survey.

## Our Confidentiality Commitment to You

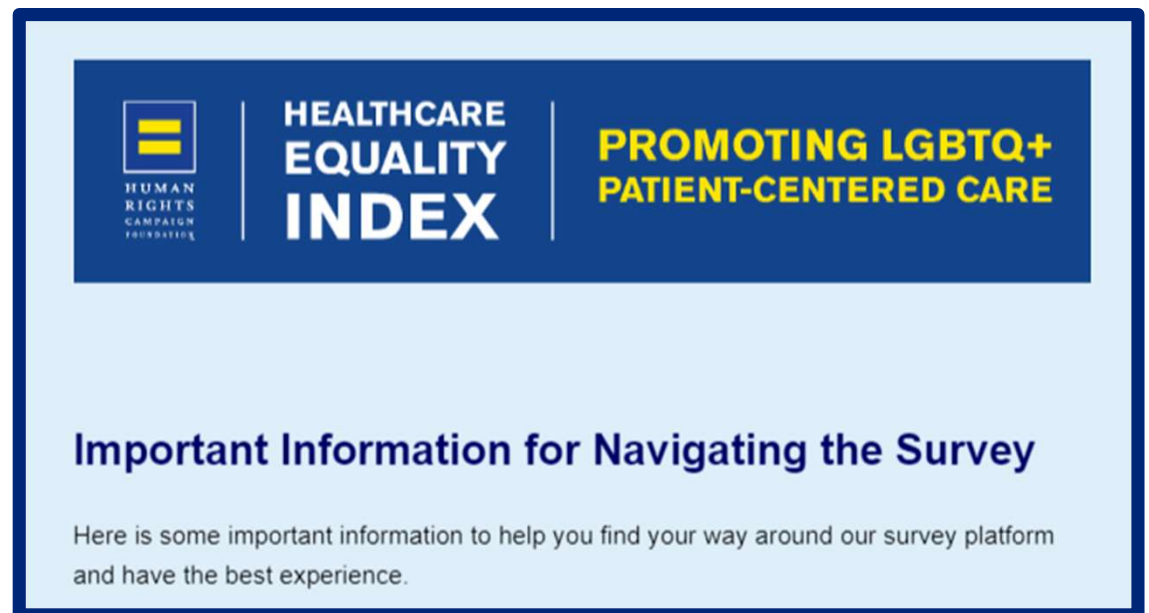
As part of the Healthcare Equality Index (HEI) survey we collect a variety of information from healthcare facilities, some of which may be considered confidential in nature. The Human Rights Campaign Foundation limits access to such information to its employees or consultants who are subject to confidentiality obligations. We will not disclose Confidential Information to third parties, unless prior authorization is received from . "Confidential Information" means non-public information submitted by to the Human Rights Campaign Foundation as part of the Healthcare Equality Index, including, for example, patient policies and practices, diversity and cultural competency training, employee policies and benefits, marketing information, business policies and procedures, internal committee structures and membership and other documents submitted or made available to Human Rights Campaign Foundation in response to the HEI Survey.





# Navigating the HEI

- Browser Compatibility
- Visual Cues
- Table of Contents
- Multiple Users
- Saving & Returning
- File Types
- Websites
- Help Guides



# Navigating the HEI – Key Visual Cues

**SCORED Q  
REQUIRED**

This image indicates that the question is a scored question that is required to achieve a score of 100 and be an LGBTQ+ Healthcare Equality Leader.

**SCORED Q  
OPTIONAL**

This image indicates that the question is a scored question that is among several in that criteria section that counts towards either full or partial credit for the section.

**REQUIRED  
FOR VALIDATION**

This image indicates that you must provide some additional information or upload a document to validate a scored question.



An asterisk indicates a required, non-scored question



A plus sign indicates a question that leads to a scored question.

**All questions that contain one of the images above must be answered (or the requested materials must be uploaded) before you will be able to submit the survey**



# Survey Contributors

## Survey Contributors

It is essential that all staff members from your healthcare facility that work on this survey submit their contact information so we can keep in touch with you and follow up if we have any questions or need any additional information.

### Complete this section of the survey as soon as possible

- It lets us know that you are working on the survey AND
- It helps us communicate with the correct people at your healthcare facility

### We strongly encourage a minimum of two contributors

- While multiple people can work on the survey, try to avoid working on it at the same time

#### HEI Survey Contributor 1



First Name

Last Name

Title

Email

Phone

# NAVIGATING THE HEI: returning to the survey

## Welcome back to the Healthcare Equality Index!



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# HEALTHCARE EQUALITY INDEX

## PROMOTING LGBTQ PATIENT- CENTERED CARE


You will be entering the HEI survey where you or one of your fellow survey contributors last left off. Please use the Table of Contents to move to any section of the survey that you would like to work on.

If you have not previously signed into the survey, we ask that you **first use the Table of Contents to go to the Welcome page** to review important survey information and **then proceed to the Survey Contributors page** and enter your contact information.

[ENTER SURVEY](#)

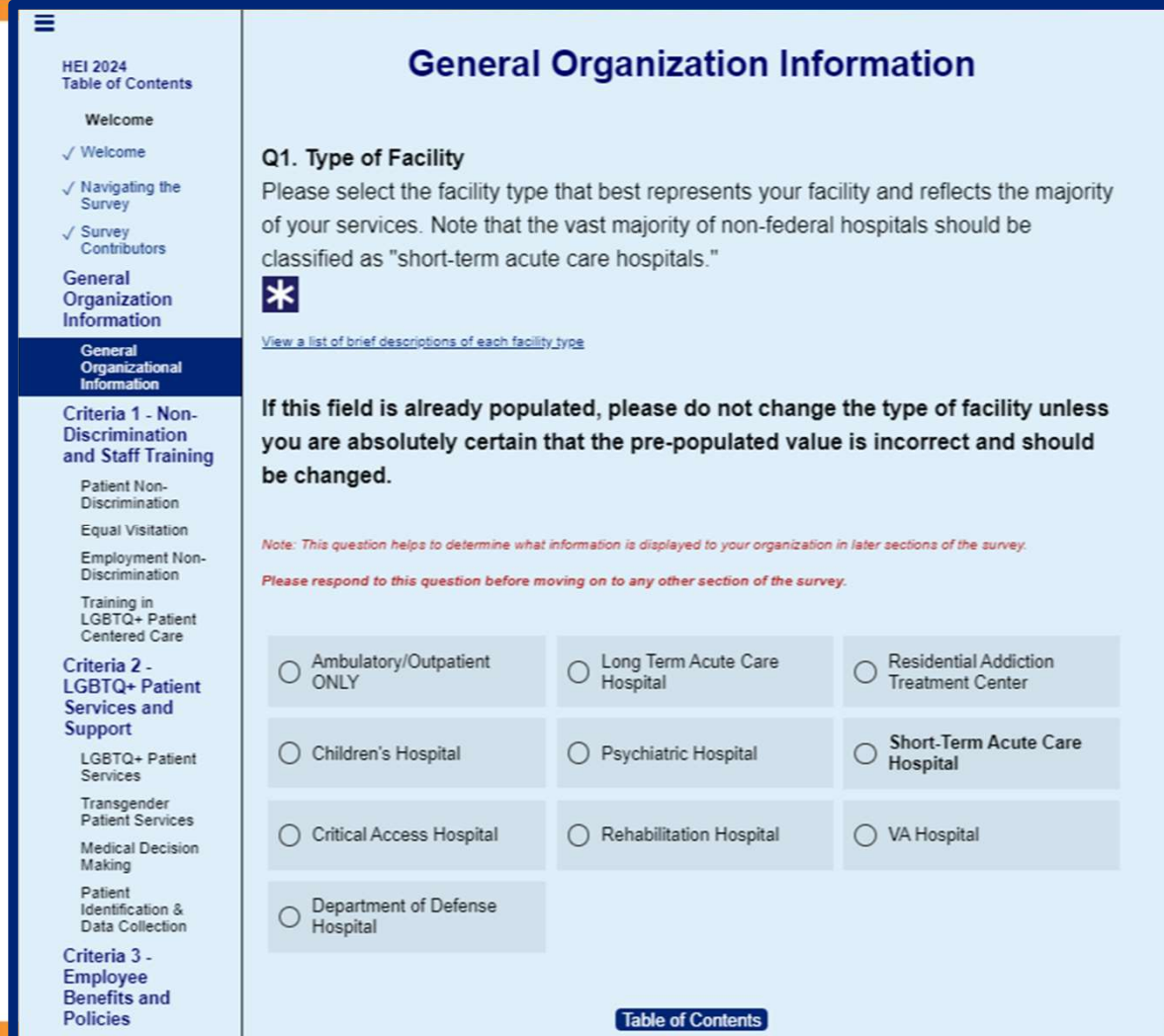
# Navigating the HEI: The Table of Contents

Use the Table of Contents to move between sections of the survey

You can collapse the Table of Contents using the menu button 

You can open the Table of Contents by either using the menu button or the Table of Contents button below the questions.

[Table of Contents](#)



The screenshot displays the HEI 2024 Table of Contents on the left and the General Organization Information section on the right. The Table of Contents includes links to Welcome, Navigating the Survey, Survey Contributors, General Organization Information, General Organizational Information, Criteria 1 - Non-Discrimination and Staff Training, Criteria 2 - LGBTQ+ Patient Services and Support, and Criteria 3 - Employee Benefits and Policies. The General Organization Information section contains Q1. Type of Facility, which asks the user to select the facility type that best represents their facility. The question includes a note about non-federal hospitals and a link to view a list of brief descriptions of each facility type. The question is marked as required with an asterisk icon. Below the question, there is a grid of radio button options for various facility types. A note at the bottom of the section states that the question helps determine what information is displayed in later sections and that the user should respond before moving on.


HEI 2024  
Table of Contents

- Welcome
- ✓ Navigating the Survey
- ✓ Survey Contributors
- General Organization Information
- General Organizational Information
- Criteria 1 - Non-Discrimination and Staff Training
  - Patient Non-Discrimination
  - Equal Visitation
  - Employment Non-Discrimination
  - Training in LGBTQ+ Patient Centered Care
- Criteria 2 - LGBTQ+ Patient Services and Support
  - LGBTQ+ Patient Services
  - Transgender Patient Services
  - Medical Decision Making
  - Patient Identification & Data Collection
- Criteria 3 - Employee Benefits and Policies

## General Organization Information

### Q1. Type of Facility

Please select the facility type that best represents your facility and reflects the majority of your services. Note that the vast majority of non-federal hospitals should be classified as "short-term acute care hospitals."



[View a list of brief descriptions of each facility type](#)

If this field is already populated, please do not change the type of facility unless you are absolutely certain that the pre-populated value is incorrect and should be changed.

*Note: This question helps to determine what information is displayed to your organization in later sections of the survey.*

*Please respond to this question before moving on to any other section of the survey.*

<input type="radio"/> Ambulatory/Outpatient ONLY	<input type="radio"/> Long Term Acute Care Hospital	<input type="radio"/> Residential Addiction Treatment Center
<input type="radio"/> Children's Hospital	<input type="radio"/> Psychiatric Hospital	<input type="radio"/> Short-Term Acute Care Hospital
<input type="radio"/> Critical Access Hospital	<input type="radio"/> Rehabilitation Hospital	<input type="radio"/> VA Hospital
<input type="radio"/> Department of Defense Hospital		

[Table of Contents](#)

# Navigating the HEI: Answering Questions

## Employment Non-Discrimination Policy

Q1. Does your employment non-discrimination policy include the term "sexual orientation" AND the term "gender identity or expression" (or "gender identity")?

SCORED Q  
REQUIRED

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

Please select which terms your policy includes:

- ☐ Our policy includes BOTH the term "sexual orientation" AND the term "gender identity or expression" (or "gender identity")
- ☐ Our policy ONLY includes the term "sexual orientation"
- ☐ Our policy ONLY includes the term "gender identity or expression" (or "gender identity")
- ☐ Our policy DOES NOT include either the term "sexual orientation" or the term "gender identity or expression" (or "gender identity")

If you answer a question affirmatively, then an additional question(s) will be displayed asking you to submit your validating information.

Q1a. To receive credit, please attach a copy of your employment non-discrimination policy.

REQUIRED  
FOR VALIDATION

Drop files or click here to upload



# Navigating the HEI: The HEI Resource Guide

## LGBTQ+ Patient and Community Engagement Community Engagement, Marketing & Advertising

Q2. Since January 1, 2022, has your organization engaged in marketing or advertising to the LGBTQ+ community (other than sponsorship or promotional materials for LGBTQ+ related events)?

SCORED Q

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

- ☐ Yes
- ☐ No, but interested
- ☐ No

There is an HEI Resource Guide Entry for every scored question in the survey.

Does your organization engage in marketing or advertising to the LGBTQ community (other than sponsorship of events)?

In order to receive credit, a facility must:

Describe efforts of marketing efforts and upload a sample of the creative content used to market or advertise to the LGBTQ community.

More information:

In many instances, hospitals advertise in local newspapers and magazines to promote their services, their HEI Leader status and to target the LGBTQ consumer. This is a great way to let the LGBTQ community know what services your facility provides while also reaching the LGBTQ consumer who is in the process of choosing where to receive their healthcare. Ad campaigns and marketing can further a message of a hospital's values around LGBTQ inclusion. Increasingly, ads with authentic images of LGBTQ people are featured in both LGBTQ media outlets and the general press alike.

Check out [this article](#) entitled "Companies With LGBTQ-Inclusive Ads Can Increase Sales By 40%, And Here's Why".

Examples:

- Boston Children's Hospital used [this ad](#) to promote LGBTQ patients, families and staff.
- Broward Health Imperial Point uses [LGBTQ-affirming postcards](#) to illustrate their commitment to LGBTQ-patients and their families.
- The Children's Hospital of Philadelphia [advertised](#) their commitment to LGBTQ-patient services.
- Saint Luke's Health System developed [this ad](#) to promote their status as a Leader in LGBTQ Healthcare Equality.
- NYC Health and Hospitals system created [this LGBTQ-inclusive image](#) to affirm its commitment to LGBTQ patients and their families.

# NAVIGATING THE HEI: Closing a Section

- You must close each section of the survey by marking it as final.
- In order to mark it as final and close the section of the survey, all required questions must be answered, and all validating information must be submitted.
- **All sections of the survey must be marked as final and closed before you can submit the survey.**

The screenshot shows the 'Medical Decision Making Section Conclusion' page of the HEI 2024 survey. On the left is a 'Table of Contents' sidebar with a list of sections. The 'Medical Decision Making' section is highlighted. The main content area has a title 'Medical Decision Making Section Conclusion' and a text prompt: 'Please share any feedback, notes, or additional information related to this section.' Below this is a large text input box. Further down, it asks 'Would you like to mark this section as final? Are you done answering all the scored questions and uploading all of the required validation information in the Medical Decision Making section?'. A note states: 'Note: Required questions in this section are denoted by one of these images:'. Below the note are three icons: a plus sign, a 'SCORED & OPTIONAL' label, and a 'REQUIRED FOR VALIDATION' label. At the bottom, there are two radio button options: 'DRAFT - This section is not complete' (which is selected) and 'FINAL - This section is complete'. A red rectangle highlights these two options. At the very bottom right is a 'Table of Contents' button.

HEI 2024  
Table of Contents

Welcome

✓ Welcome

✓ Navigating the Survey

✓ Survey Contributors

General Organization Information

General Organizational Information

Criteria 1 - Non-Discrimination and Staff Training

Patient Non-Discrimination

Equal Visitation

Employment Non-Discrimination

Training in LGBTQ+ Patient Centered Care

Criteria 2 - LGBTQ+ Patient Services and Support

LGBTQ+ Patient Services

## Medical Decision Making Section Conclusion

Please share any feedback, notes, or additional information related to this section.

Would you like to mark this section as final? Are you done answering all the scored questions and uploading all of the required validation information in the Medical Decision Making section?

Note: Required questions in this section are denoted by one of these images:

+ SCORED & OPTIONAL REQUIRED FOR VALIDATION

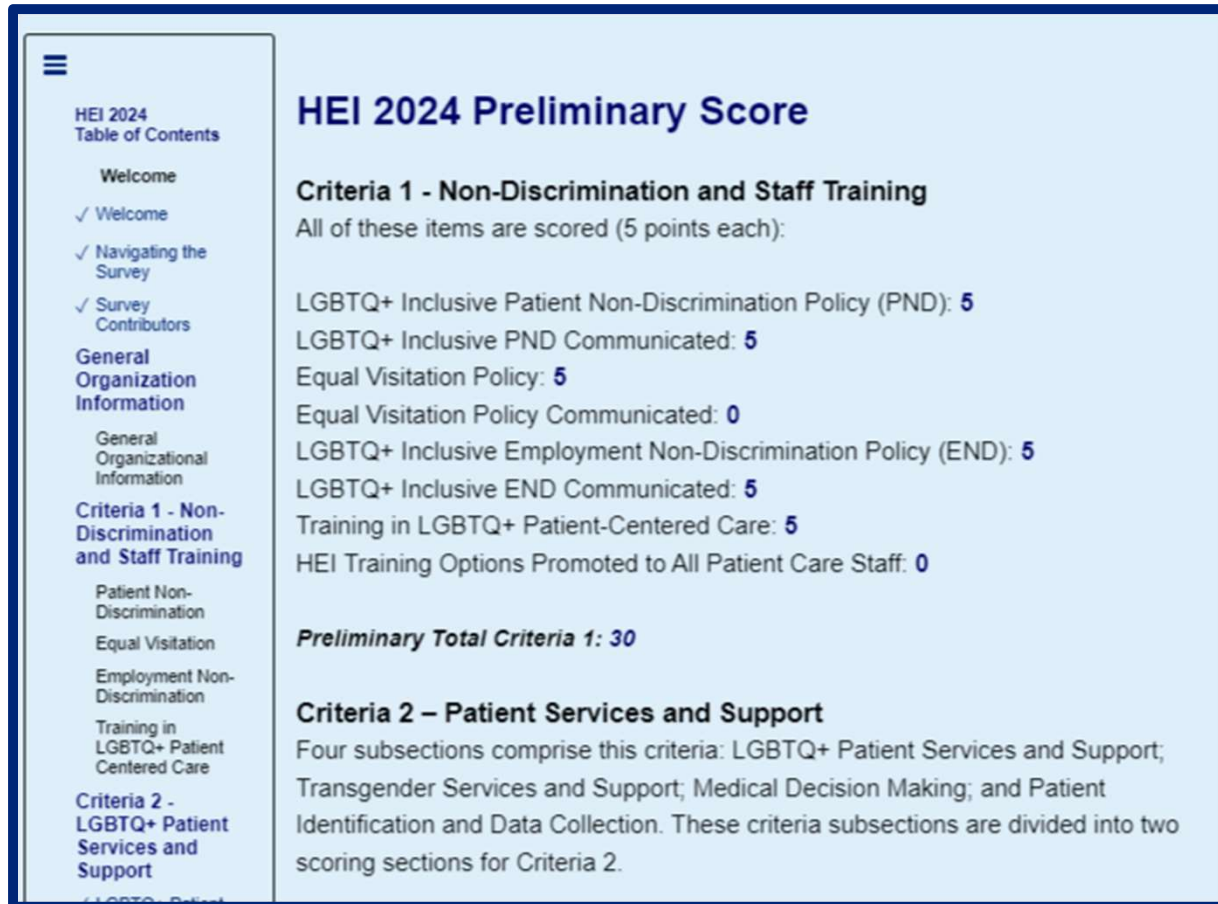
☒ DRAFT - This section is not complete

☐ FINAL - This section is complete

Table of Contents



# NAVIGATING THE HEI: Preliminary Score



**HEI 2024 Preliminary Score**

**Criteria 1 - Non-Discrimination and Staff Training**  
All of these items are scored (5 points each):

- LGBTQ+ Inclusive Patient Non-Discrimination Policy (PND): **5**
- LGBTQ+ Inclusive PND Communicated: **5**
- Equal Visitation Policy: **5**
- Equal Visitation Policy Communicated: **0**
- LGBTQ+ Inclusive Employment Non-Discrimination Policy (END): **5**
- LGBTQ+ Inclusive END Communicated: **5**
- Training in LGBTQ+ Patient-Centered Care: **5**
- HEI Training Options Promoted to All Patient Care Staff: **0**

**Preliminary Total Criteria 1: 30**

**Criteria 2 – Patient Services and Support**  
Four subsections comprise this criteria: LGBTQ+ Patient Services and Support; Transgender Services and Support; Medical Decision Making; and Patient Identification and Data Collection. These criteria subsections are divided into two scoring sections for Criteria 2.

**HEI 2024 Table of Contents**

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- Employment Non-Discrimination
- Training in LGBTQ+ Patient Centered Care
- Criteria 2 - LGBTQ+ Patient Services and Support**
- LGBTQ+ Patient Services and Support
- Transgender Services and Support
- Medical Decision Making
- Patient Identification and Data Collection

- You can access the preliminary score via the Table of Contents.
- Scores are calculated for each criteria section, and they will only calculate accurately once you have completed that criteria section (including all subsections) of the survey. All sections must be completed before a designation will be available.
- The preliminary score is a reflection your responses only and does not necessarily reflect what you will ultimately get credit for once we review your survey and validating materials.

# Submitting your Survey

Preliminary Score	Subsection 2 Requires the provision of transgender-inclusive healthcare benefits and is worth 5 points.
<b>Preliminary Score</b>	
<b>Survey Affirmation and Submission</b>	<b>Subsection 2 - Preliminary Score: 0</b>
Contributors and Official Submitter	<b>Preliminary Total Criteria 3: 0</b>
Sign & Submit	

**Criteria 4 – Patient and Community Engagement**  
There are 9 scored questions in this section. In order to receive the full 10 points, your facility must have at least 4 of these best practices in place. Facilities that have 2 or 3 of these best practices in place will receive a partial score of 5 for this criterion.

**Criteria 4 Count: 0**

**Preliminary Total Criteria 4: 0**

**Total Preliminary HEI Score: 10**  
**Preliminary Tier: No Tier Designation**  
[Click here for an explanation of the HEI 2022 Tier Designations](#)

*Note: If the total preliminary score is not calculating correctly, please click on the previous page button and then click save and continue to return to this page to refresh the score.*  
*If a specific section does not appear to be calculating correctly, please go back to the beginning of that section and click through the entire section.*

Please keep in mind that this is a preliminary score only and it is solely based on your responses to this survey. Your HEI score will not be considered final until the HEI Team has reviewed and confirmed your responses. You will be notified of your score after our review and have an opportunity to address any items that were not counted for credit.

# Submitting your Survey: Contributors & Official Submitter

Review your list of contributors to make sure everyone that worked on the survey has been entered.

You will then be asked to select the HEI Primary Contacts as well as the Official Submitter.

The HEI Official Submitter is the person at your organization who is authorized to review and submit the HEI 2024 survey on behalf of your organization. The Official Submitter must be an employee of the organization who is vested with the authority to submit responses and supporting documentation on behalf of the organization.

## Contributors and Official Submitter

Contributor Review Table

Contributor Name	Contributor Title	Contributor Email
Tari Hanneman	Director Health and Aging	t.hanneman@xyz.com
Jane Smith	Assistant to the Director	J.Smith@xyz.com

Please review the contributor information in the table above. Have all of the contributors signed in and are all of the names, titles and email addresses correct?



☐ Yes, all of our contributors have signed in and the information above is correct

☐ No, I need to go back to the Contributor section to make some changes

# Submitting your Survey: Survey Completion Status

Survey Completion Status																								
<div>HEI 2022 Table of Contents</div> <div>Welcome</div> <div>✓ Welcome</div> <div>Navigating the Survey</div> <div>✓ Survey Contributors</div> <div>General Organization Information</div> <div>General Organization Information</div> <div>Criteria 1 - Non-Discrimination and Staff Training</div> <div>✓ Patient Non-Discrimination</div> <div>Equal Visitation</div> <div>Employment Non-Discrimination</div> <div>Training in LGBTQ Patient Centered Care</div> <div>Criteria 2 - LGBTQ Patient Services and Support</div> <div>✓ LGBTQ Patient Services</div> <div>✓ Transgender Patient Services</div> <div>✓ Patient Self-Identification</div> <div>✓ Medical Decision Making</div> <div>Criteria 3 - Employee Benefits and Policies</div> <div>Equal Benefits</div> <div>Additional Support for LGBTQ Employees</div> <div>Criteria 4 - Patient and Community</div>	<p>Before you can submit your HEI 2022 survey, you must mark every section of the survey as final. To successfully mark a section as final you must make sure that you have responded to every required or scored question that is displayed and upload all of the required validation documentation.</p> <p>Below is a summary of your survey completion status. <b>If any of the sections are noted as being in draft or are blank, you will be unable to submit your survey.</b> Please use the Table of Contents to navigate back to those sections to complete them. Once all sections are completed you will be able to submit your survey.</p>																							
	<table><thead><tr><th>Section</th><th>Completion Status</th></tr></thead><tbody><tr><td>General Organization Information</td><td></td></tr><tr><td>• <b>Criteria 1</b></td><td></td></tr><tr><td>Patient Non-Discrimination</td><td>DRAFT - This section is not complete</td></tr><tr><td>Equal Visitation</td><td></td></tr><tr><td>Employment Non-Discrimination</td><td></td></tr><tr><td>Training in LGBTQ Patient-Centered Care</td><td></td></tr><tr><td><b>Criteria 2</b></td><td></td></tr><tr><td>LGBTQ Patient Services</td><td>FINAL - This section is complete</td></tr><tr><td>Transgender Patient Services</td><td>FINAL - This section is complete</td></tr><tr><td>Patient Self Identification</td><td>FINAL - This section is complete</td></tr><tr><td>Medical Decision Making</td><td>FINAL - This section is complete</td></tr></tbody></table>	Section	Completion Status	General Organization Information		• <b>Criteria 1</b>		Patient Non-Discrimination	DRAFT - This section is not complete	Equal Visitation		Employment Non-Discrimination		Training in LGBTQ Patient-Centered Care		<b>Criteria 2</b>		LGBTQ Patient Services	FINAL - This section is complete	Transgender Patient Services	FINAL - This section is complete	Patient Self Identification	FINAL - This section is complete	Medical Decision Making
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Medical Decision Making	FINAL - This section is complete																							

Remember: All sections of the survey must be finalized and closed to be considered complete.

This table will show you the status of each section.

If the box next to the section name is either blank or says “DRAFT – This section is not complete” then you need to go back to that section and close it.

If the section says “FINAL – This section is complete” then you are good to go for that section.



# Submitting your Survey: Sign & Submit

Once all the sections of the survey have been finalized and closed, you will see this message and you may submit your survey.

The official submitter needs to review the affirmation statement and then provide an electronic signature and submit the survey.

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- ✓ Employment Non-Discrimination
- ✓ Training in LGBTQ Patient Centered Care
- Criteria 2 - LGBTQ Patient Services and Support
- ✓ LGBTQ Patient Services
- ✓ Transgender Patient Services
- ✓ Patient Self-Identification
- ✓ Medical Decision Making
- Criteria 3 - Employee Benefits and Policies
- ✓ Equal Benefits
- ✓ Additional Support for LGBTQ Employees

## Survey Completion Status

**Congratulations!**

All of your survey sections are marked as final and you may now submit your survey.

1 Please answer this question.

### Survey Affirmation and Submission

I, **Marcos Garcia**, attest that I have full power and authority to submit responses and supporting documentation on behalf of for participation in the Healthcare Equality Index survey administered by the Human Rights Campaign Foundation.

I attest that all of the responses submitted to this survey are true, complete and accurate to the best of my knowledge.

I understand that the Human Rights Campaign Foundation will review and validate the information submitted and that the preliminary score displayed in this survey may change based on this validation. I also understand that the Human Rights Campaign Foundation will send us a preliminary score after our responses have been validated and that we will have an opportunity to respond to any noted deficiencies -- with an expected response window of two weeks.

Finally, I attest that: is familiar with the [Healthcare Equality Index 2020 Report](#) and [online search tool](#) and the level of information published on each participating healthcare facility rated as part of that report. also understands that the Human Rights Campaign Foundation will release the same level of information about it in the Healthcare Equality Index 2022 and subsequent reports based on the information submitted in this year's survey.

# Post Submission Process

- After you submit your HEI survey, the HEI Team will review it to ensure that everything you submitted meets the HEI criteria
- Surveys will be reviewed in approximate order of submission
- After our review we will send you a preliminary score and designation that includes notes about any items that did not meet our criteria and/or requests for additional information to help us determine if something meets our criteria
- You will have approximately 2 weeks to respond to our email and submit any updated validating information
- After you reply we will assess that information and add it to your survey if it meets the HEI criteria and then send you a final score and designation



# HEI 2024 Criteria Scoring Overview

## Criteria 1

### Non-Discrimination & Staff Training

- Foundational Non-Discrimination Policies
  - Patient, Visitation, Employment
  - Must have inclusive policy & communicate the policy
  - LGBTQ+ Training
- ✓5 points for each policy & meeting the training requirement
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**40 points total**

## Criteria 2

### Patient Services & Support

- Four subsections/Two scoring sections :
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## Criteria 3

### Employee Benefits & Policies

- Two subsections:
    - Employee Policies & Benefits
    - Additional Support for LGBTQ+ Employees
- ✓15 scored questions
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**20 points total**

## Criteria 4

### Patient & Community Engagement

- One section
  - ✓12 scored questions
  - ✓6+ = full credit = 10 pts
  - ✓3-5 = partial credit = 5 pts

**10 points total**



# TIERS OF RECOGNITION



- Full credit in Criteria 1



- Full credit in Criteria 1
- At least partial credit in Criteria 2, 3, 4
- Score of 80 to 95



- Full credit in each criteria section
- Transgender inclusive healthcare benefits for employees
- Top score of 100

# Online Resources for LGBTQ+ Consumers

Facility Name  
Wake Forest Baptist Medical Center

Standing  
TOP PERFORMER

Health System Name  
Atrium Health

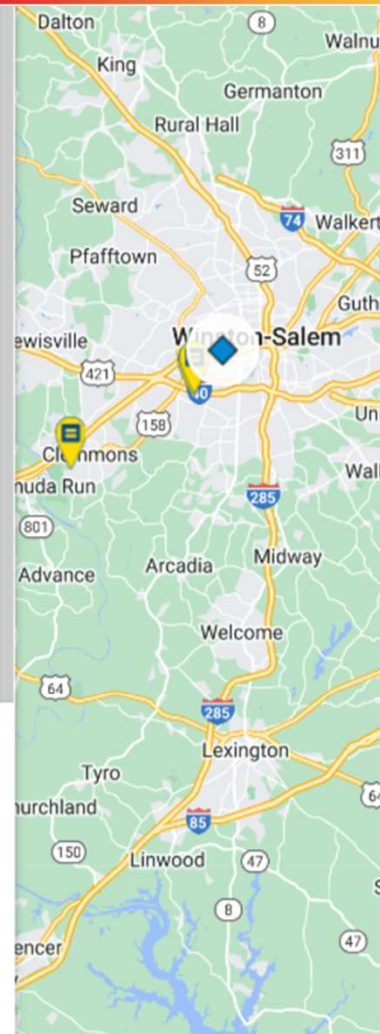
Address  
1 Medical Center Blvd, Winston Salem, NC, 27157

Website  
[www.wakehealth.edu](http://www.wakehealth.edu)

Total Score  
95/100

HEI SCORE BREAKDOWN

Patient Non-Discrimination Score  
10/10



## HEALTHCARE FACILITIES SEARCH

### El Rio Community Health Center

#### ADDRESS

839 W. Congress Street  
Tucson, AZ 85745-2819  
[Map](#)

#### CONTACT

(520) 670-3909  
[Visit Website](#)

100  
2022 SCORE



## DETAILED RATINGS

KEY: ☒ Yes ☐ No ☐ Partial ☐ No Data ☐ Not Applicable

### CRITERIA

#### Non-Discrimination & Staff Training

POINTS

40/40

The [Non-Discrimination and Staff Training criteria](#) represents the foundational policies and practices in providing LGBTQ+ inclusive patient centered care. These questions assess whether a facility has LGBTQ+ inclusive policies and whether the facility shares these policies with the public and its patients and staff. In order to most effectively implement these policies, we also require training for staff in LGBTQ+ inclusive care. All questions in this section are scored and must be met in order to receive full credit up to 40 points. [Read More](#)

### SUB-CRITERIA

#### Patient Non-Discrimination

10/10

- ☒ Patient Non-Discrimination Policy is LGBTQ+ inclusive
- ☒ Patient Non-Discrimination Policy is communicated

#### Visitation Non-Discrimination

10/10

- ☒ Visitation Policy is LGBTQ+ inclusive
- ☒ Visitation Policy is communicated

#### Employment Non-Discrimination

10/10

# HEI 2024 Timeline

- Deadline for submission of new individual surveys – **September 29, 2023**
- Training completion deadline – **October 31, 2023**
- Survey validation period – **September – December 2023**
- All surveys finalized – final scores and designations completed – end of **January 2024**
- HEI 2024 Report released – early **May 2024**

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# Questions

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# Thank You!

