

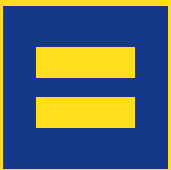
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HEALTHCARE EQUALITY INDEX

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



GLMA
GAY & LESBIAN MEDICAL ASSOCIATION



**HUMAN
RIGHTS
CAMPAIGN
FOUNDATION**

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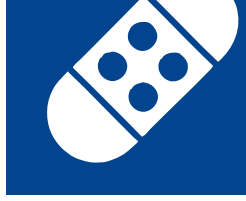
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LETTER FROM HRC FOUNDATION PRESIDENT JOE SOLMONESE AND GLMA PRESIDENT JASON SCHNEIDER



Far too often, lesbian, gay, bisexual and transgender people seeking to visit their loved ones in the hospital or honor the healthcare wishes of their partners are at the mercy of a patchwork of differing state laws and facility policies.

In a few states, same-sex couples enjoy statewide recognition. But in many more, they are strangers in the eyes of the law.

The Healthcare Equality Index aims to educate healthcare policymakers and LGBT healthcare consumers to get rid of barriers and biases that keep us from taking care of ourselves and each other.

This year, 166 facilities across the country participated in the HEI report — nearly double the number from the year before — including several large healthcare networks and, for the first time, both hospitals *and* clinics. This is the third edition of the report, an annual joint project of the Gay and Lesbian Medical Association and the Human Rights Campaign Foundation Family Project.

It focuses on five key policy areas — patient non-discrimination, visitation, decision-making, cultural competency training and employment policies and benefits — to try to identify emerging best practices and policies related to equal treatment of the LGBT community.

The report found that facilities *are* implementing these best practices — nearly 75 percent of them protect their patients from discrimination on the basis of sexual orientation. Further, nearly all of the facilities extend these protections to their employees.

But we also identified a serious gap — less than 7 percent of participants protect patients from discrimination based on their gender identity or expression. These insufficient facility policies as well

as unequal state laws are rigid barriers to LGBT healthcare equality.

Fortunately, there are signs of hope. In November 2008, the Joint Commission, which accredits more than 15,000 healthcare organizations, invited the executive director of GLMA to serve on an advisory panel to develop standards for culturally competent care, including the issues of greatest concern to the LGBT community. Additionally, the Obama administration has started the process of repealing the Department of Health and Human Services' rules on "provider conscience" — eliminating the potential to impair LGBT patients' access to basic healthcare services. And in March, HRC, along with other LGBT organizations, took part in the Obama administration's White House Forum on Health Reform.

Our goal is to identify emerging best practices and share them with healthcare industry leaders. Whether you're a member of the LGBT community, a healthcare industry leader or a concerned ally, we hope you find this information useful.

We thank the many healthcare professionals who have participated in this project. Their involvement is laying the groundwork for a healthier tomorrow.

Sincerely,

Jason S. Schneider, M.D.

President, Gay and Lesbian Medical Association

Joe Solmonese

President, Human Rights Campaign Foundation

METHODOLOGY AND CRITERIA

The Healthcare Equality Index is an annual survey of healthcare industry policies and practices related to lesbian, gay, bisexual and transgender individuals and their families. The goals of the HEI are: 1) to benchmark healthcare facilities on identified best practices and policies with respect to equal treatment of LGBT individuals and families; and 2) to share, implement and recognize these best practices with healthcare industry leaders.

The HEI survey serves as a benchmarking tool through which these best practices and policies are identified. The HEI report is one of the many ways we engage with healthcare industry leaders and healthcare consumers to share and recognize these best practices.

Specifically, the index addresses basic components of the healthcare experiences of LGBT people, including patient 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 LGBT employees through fair employment policies.

HEALTHCARE EQUALITY INDEX SURVEY METHODOLOGY

Invitations to complete the Healthcare Equality Index 2009 survey ([Appendix D](#)) were sent to facility contacts nationwide in October 2008. If a facility had previously participated in the HEI, the survey was sent to the individuals responsible for the previous submission. If a facility had not previously participated in the HEI, the survey was sent to contacts found through research by HEI project staff; generally, these contacts were the facility's chief administrative officer, a human resources professional or a marketing/communications representative.

Participating facilities submitted their responses through an online 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 166 facilities in 17 states and the District of Columbia. Thirty of those participants submitted surveys for their individual facilities. The balance of the survey data comes from eight networks that submitted surveys covering a total of 136 facilities.

Healthcare networks participating in this year's survey ([Appendix C](#)) include the Cleveland Clinic Foundation (8 facilities), the Kaiser Permanente Network (31), Legacy Health System (21), Multnomah County Health Department (7), Planned Parenthood of Greater Iowa (18), Scripps Health Network (23), University Hospitals (10) and University of Michigan Network (18).

A list of HEI 2009 survey participants by facility name appears in [Appendix A](#).



HEALTHCARE EQUALITY INDEX CRITERIA

The Healthcare Equality Index 2009 survey (Appendix D) included 31 questions, 11 of which pertain to LGBT-specific policy categories and are represented in this report. The remaining questions were included for informational purposes only. The Healthcare Equality Index focuses on the following five policy categories:

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 or expression" or "gender identity"

2. VISITATION POLICIES

- a. Visitation policies allow same-sex partners/spouses the same visitation access as opposite-sex spouses and next of kin
- b. Visitation policies allow same-sex parents the same visitation access as opposite-sex parents for their minor children

3. DECISION-MAKING POLICIES

- a. Recognize advance healthcare directives allowing same-sex partners/spouses decision-making authority for their partner/spouse under care
- 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 TRAINING AND CLIENT SERVICES

- a. Provide cultural competency training addressing sexual orientation and healthcare issues relevant to lesbian, gay and bisexual community
- b. Provide cultural competency training addressing gender identity and healthcare issues relevant to transgender community

5. EMPLOYMENT POLICIES AND BENEFITS

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

* See Note on Decision-Making Rights of Same-Sex Parents, page 4

METHODOLOGY AND CRITERIA

HEALTHCARE EQUALITY INDEX: CHANGES FROM 2008

Expanded Participation to Clinics

For the Healthcare Equality Index 2009, participation was open to the full range of healthcare agencies and, as a result, expanded to include healthcare clinics as well as hospitals. Of the 166 facilities represented, 93 are hospitals and 73 are clinics. This resulted in certain questions being “not applicable” to a number of participants. For example, if a clinic does not provide inpatient services, it answered “not applicable” to our questions on visitation policies. If a clinic only treats adults, our question on visitation access for same-sex parents does not apply.

Documentation Required

This year, documentation was required for all answers indicating an inclusive policy. This higher level of scrutiny has resulted in a clearer picture of how facilities are (or are not) ensuring equal treatment of the LGBT community within their policies. For more information on a specific policy, see the appropriate policy in [Findings](#).

Note on Decision-Making Rights of Same-Sex Parents

Upon review of the surveys submitted, we have made the decision not to report the answers to question 13 (Criteria 3b): decision-making rights of same-sex parents. We have resolved to provide resources such as model policies and guidance before we will rate participants on this issue. Therefore, the findings section and appendices of this report only show responses to the other 10 criteria outlined on page 6. For more information, see [Same-Sex Parents and Consent for Treatment of a Minor](#).

Cultural Competency Training

In previous iterations of the HEI survey, we asked: “Does your hospital provide any diversity or cultural competency training to personnel addressing the unique issues related to LGBT patients and their families?” To clarify our data on cultural competency training, this question was separated into two separate questions (one focusing on healthcare issues related to sexual orientation and the other focusing on healthcare issues related to gender identity). For more information, see [Cultural Competency Training](#).

Residential and Inpatient Services

A new section covering residential services was added to the HEI 2009 survey. These questions focus on access to jointly occupied rooms for same-sex partners/spouses and guidelines for room accommodations for transgender patients. Only one facility reported providing long-term residential facilities in which couples are permitted to jointly occupy rooms. This facility did report allowing same-sex partners/spouses the same access to jointly occupied rooms as opposite-sex partners/spouses. More information will be provided on residential policies as participation among facilities offering these services increases. The questions are included in the full HEI 2009 survey text ([Appendix D](#)).

Data Collection Policies

In addition to questions related to the main criteria discussed in this report, the HEI survey asked facilities for information on their data collection policies related to the LGBT community. These questions focus on intake forms and data collection systems. The responses to these questions are listed in aggregate form this year. For more information, see [Data Collection Policies](#).

FINDINGS

A total of 166 facilities are represented in the HEI 2009 survey, up from 88 in 2008. Ninety-three of the participating facilities are hospitals; 73 are clinics. Fifty-three facilities also participated in the HEI 2008 survey; the remaining 113 facilities participated for the first time this year.

Ten of these facilities responded “yes” to each of the 10 questions which applied to them. These 10 facilities are listed below.

Brigham and Women’s Hospital	Boston, MA
Callen-Lorde Community Health Center	New York, NY
Chase Brexton Health Services	Baltimore, MD
Faulkner Hospital	Boston, MA
Group Health Central Hospital	Seattle, WA
Harvard Vanguard Medical Associates	Boston, MA
L.A. Gay & Lesbian Center	Los Angeles, CA
Lyon-Martin Health Services	San Francisco, CA
Rush University Medical Center	Chicago, IL
UCSF Medical Center	San Francisco, CA

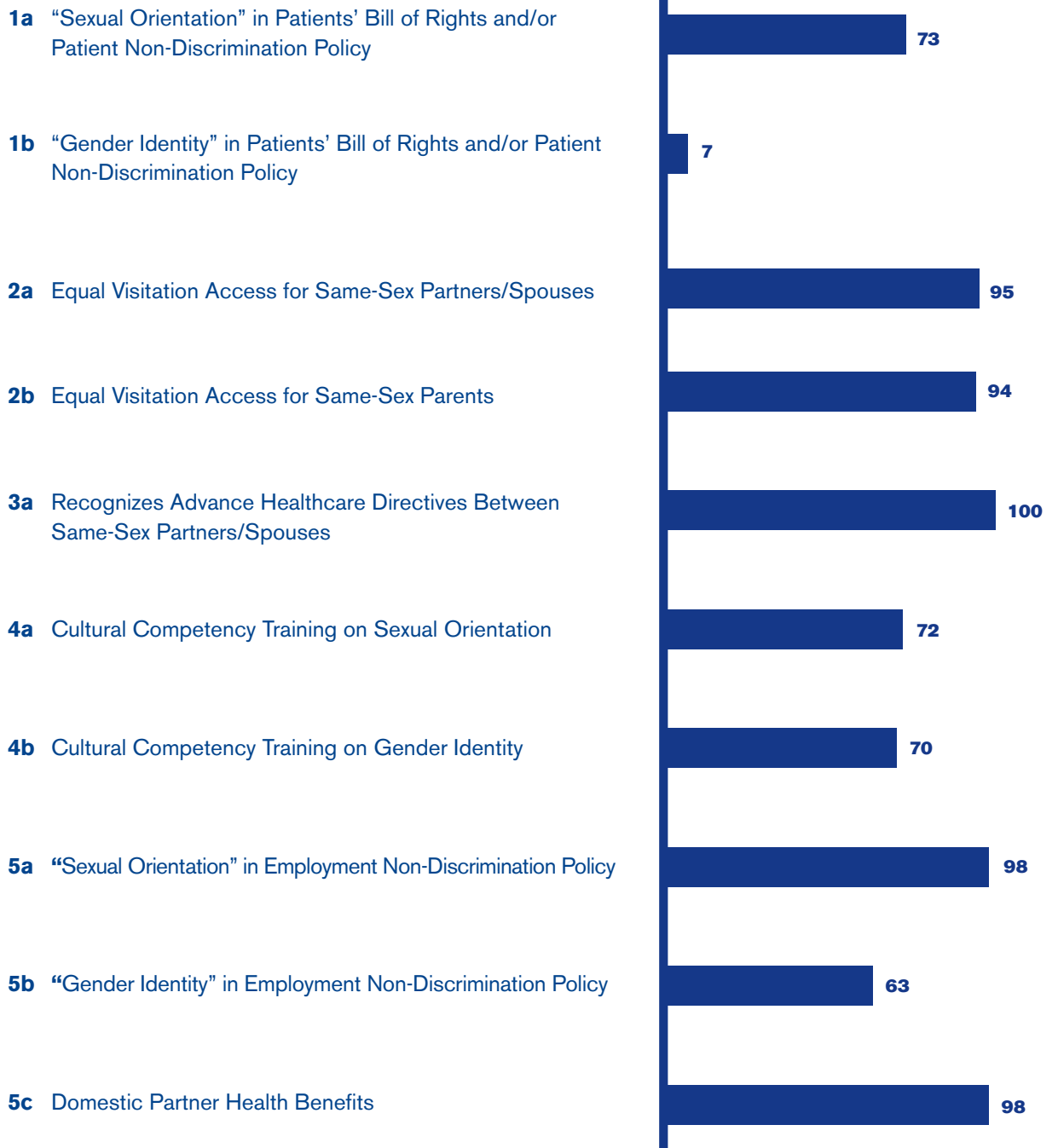
It should not be assumed that the responses in this report translate into percentages that reflect the entire U.S. healthcare industry. (The American Hospital Association lists over 6,000 hospitals in the U.S., of which our 93 participating hospitals are a small fraction.) Rather, these survey results can be seen as benchmarks indicating the number of participating facilities or networks that have reported having a particular policy.

Many facilities welcome the concept of the HEI but prefer to improve their policies before submitting a response to the survey. The Human Rights Campaign Foundation and the Gay and Lesbian Medical Association expect that in each subsequent year, a greater number of facilities nationwide will participate in the HEI survey as a routine measure of their performance.

The complete list of participating facilities and their responses to the HEI 2009 survey appears in [Appendix A](#).

FINDINGS

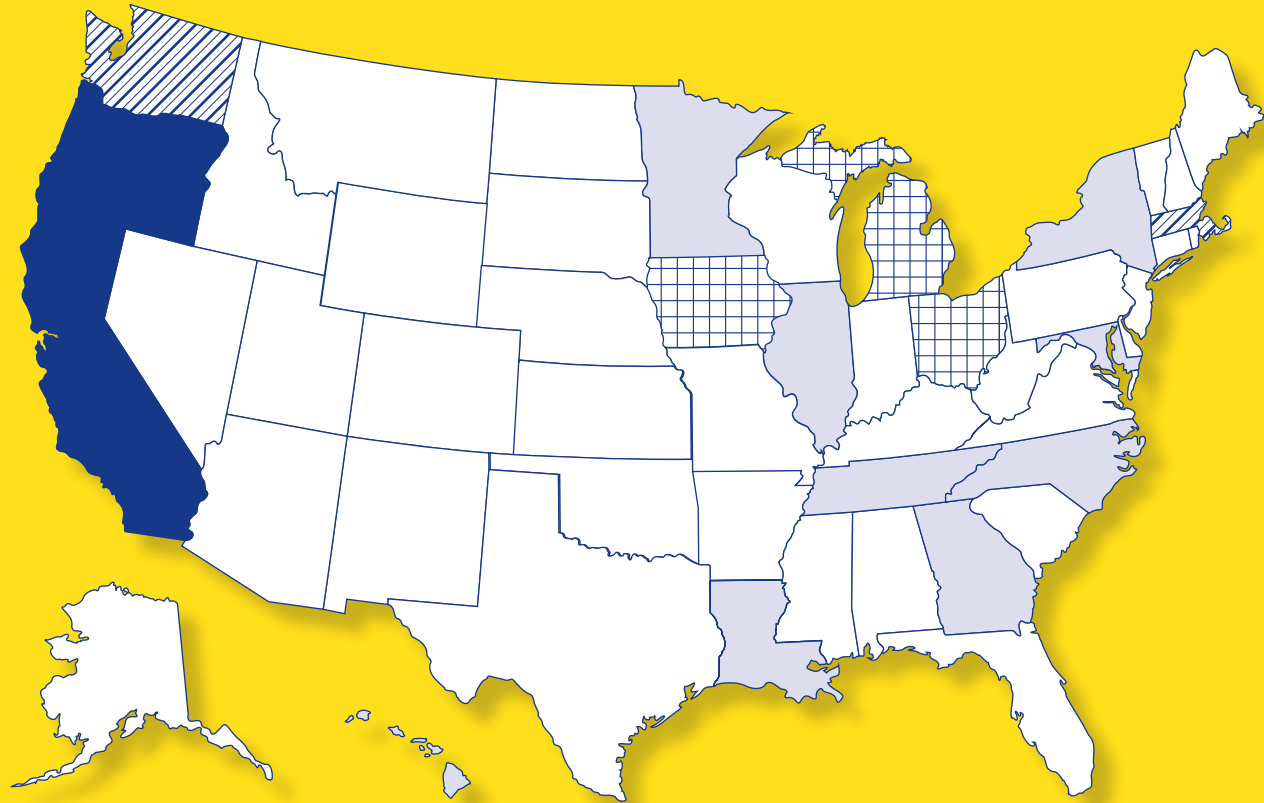
OVERVIEW OF FINDINGS BY CRITERION



Percent of Facilities that Responded "Yes" to each criterion, if applicable.

NUMBER OF HEALTHCARE EQUALITY INDEX 2009 PARTICIPANTS BY STATE

This year's results include facilities from 17 states and the District of Columbia. California had the most participants with 60 facilities. Other states with higher numbers of participants include Oregon (25 facilities), Michigan (19), Iowa (18) and Ohio (18).



1 - 4 participant(s)
10 states & D.C.

11 - 20 participants
3 states

5 - 10 participants
2 states

21 + participants
2 states

A complete list of HEI 2009 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 or expression” is a crucial step in ensuring fair and equitable treatment for LGBT patients.

SEXUAL ORIENTATION is the preferred term used when referring to an individual’s physical and/or emotional attraction to the same and/or opposite gender. “Heterosexual,” “bisexual” and “homosexual” are all sexual orientations. A person’s sexual orientation is distinct from a person’s gender identity and expression.

GENDER IDENTITY, distinct from the term “sexual orientation,” refers to a person’s innate, deeply felt psychological identification as male or female, which may or may not correspond to the person’s body or assigned sex at birth (meaning what sex was originally listed on a person’s birth certificate).

GENDER EXPRESSION refers to all of the external characteristics and behaviors that are socially defined as either masculine or feminine, such as dress, grooming, mannerisms, speech patterns and social interactions. Social or cultural norms can vary widely and some characteristics that may be accepted as masculine, feminine or neutral in one culture may not be assessed similarly in another.

LGBT adults often cite a fear of discrimination as a reason why they do not discuss their sexual orientation or gender identity with their healthcare providers. This can result in patients failing to notify their healthcare providers of crucial information related to their healthcare needs. For example, in 2004, 20 percent of LGBT Americans withheld information related to their sexual practices from their doctor or healthcare professional (compared to 6 percent of non-LGBT adults who reported withholding this information).¹

When LGBT-inclusive non-discrimination policies are made visible within the healthcare facility, it fosters a welcoming environment for LGBT patients. It eliminates these barriers to open communication and helps healthcare professionals provide better-quality care.

Facilities that do not fulfill Criteria 1a and 1b either have general statements in their Patients’ Bill of Rights or non-discrimination policies that do not enumerate any class of persons, or they do enumerate protected classes (such as race, sex or religion), but fail to include sexual orientation and gender identity among these.

The results below indicate a drastic disparity between the number of policies inclusive of sexual orientation and those inclusive of gender identity. Less than 7 percent of participating facilities protect patients from discrimination based on gender identity, while nearly three-quarters of participants provide these protections

¹ Witeck-Combs Communications/Harris Interactive



based on sexual orientation. Transgender Americans face healthcare discrimination every day and in many forms — from denial of healthcare access to stigmatization by medical staff.² For example, a 2008 survey of transgender veterans showed that one in 10 was turned away from the Veterans Administration because of their transgender identity, and one in five experienced discrimination from VA doctors.³ This study also showed that a lack of formal policies allows for the inconsistent provision of healthcare services and information to transgender veterans by providers within the VA.

Research shows that bias against the entire LGBT community spreads across the medical profession.⁴ When addressing this bias through policies, it is best to leave as little as possible to interpretation of staff members by explicitly including reference to the LGBT community. Enumerating protected classes in non-discrimination policies (as well as in other policies aimed at ensuring the health and safety of all, such as anti-bullying policies) is a well-established practice. Leading medical associations such as the American Medical Association, California Medical Association and American Academy of Family Physicians have adopted policies that prohibit discrimination against the LGBT community by including the terms “sexual orientation” and “gender identity.”

For more information on patient non-discrimination policies, including model policy language: www.hrc.org/issues/8321.htm.

Criterion 1a, 1b – Number of Facilities that Responded “Yes”

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



Seventy-three percent of the participating facilities (121 of 166) reported inclusion of sexual orientation in their Patients’ Bill of Rights and/or non-discrimination policy, while less than 7 percent (11 facilities) of those policies included “gender identity or expression” or “gender identity.”

² Transgender Law Center, *Transgender Health and the Law: Identifying and Fighting Health Care Discrimination*, July 2004. Available at: transgenderlawcenter.org/pdf/Health%20Law%20fact%20sheet.pdf.

³ Bryant, K., & Schilt, K., “Transgender Veterans Survey,” Transgender American Veterans Association, August 2008. Available at: www.tavausa.org/Transgender%20People%20in%20the%20U.S.%20Military.pdf

⁴ Gay and Lesbian Medical Association and LGBT health experts, *Healthy People 2010 Companion Document for Lesbian, Gay, Bisexual, and Transgender (LGBT) Health*, 2001. Available at: www.lgbthealth.net/downloads/hp2010doc.pdf.

FINDINGS

VISITATION POLICIES

Visitation by family and friends is important to a patient’s healing process. Healthcare facilities are faced with the challenge of striking a balance between the patient’s much-needed support from visitors and the healthcare and privacy needs of the patient and others. To achieve this balance, healthcare facilities implement visitation policies that outline protocol around patient visitation. These policies can be facility-wide or specific to a unit and often include parameters around who is permitted to visit and when. Visitation access is often determined by a facility’s definition of family. Same-sex partners and same-sex parents are not always recognized as family due to inadequate visitation policies and staff training.

The vast majority of participants reported visitation policies that allow same-sex partners/spouses and same-sex parents the same visitation access as opposite-sex spouses and parents. At a minimum, these policies do not exclude same-sex partners or parents from visiting family (i.e. limiting visitation to family members related by blood or marriage). These policies often include broad language such as “significant other” or “support person,” which is intended to be inclusive of LGBT families as well as other family structures that may fall outside of the traditional understanding of family.

Our policy review has identified best-practice visitation policies which include a definition of family that is explicitly inclusive of same-sex partners and same-sex parents by using the terms “same-sex partners” and making it clear that parents have the right to visit regardless of the gender of either parent. Explicit policy language decreases the possibility of staff members interpreting these policies based on their own conscious- or subconscious-biases. The more explicit the policy, the better it ensures inclusion is translated into practice, protecting all patients’ and families’ rights. These policies will inform the baseline on which facilities are measured in subsequent survey years.

For more information on visitation policies, including model policy language: www.hrc.org/issues/9814.htm.

Criterion 2a, 2b – Number of Facilities that Responded “Yes”

- Visitation policies allow same-sex partners/spouses the same visitation access as opposite-sex spouses and next of kin
- Visitation policies allow same-sex parents the same visitation access as opposite-sex parents for their minor children



Ninety-five percent of the participating facilities (104 of 110) for which this question was applicable reported having visitation policies that allow same-sex partners/spouses the same visitation access as opposite-sex spouses and next of kin. Ninety-four percent (102 of 109 facilities) have visitation policies that allow same-sex parents the same visitation access as opposite-sex parents for their minor children.



DECISION-MAKING POLICIES

ADVANCE HEALTHCARE DIRECTIVES

Advance healthcare directives are legal documents that allow an individual to control the course of their medical treatment in the event of mental incapacity. Durable powers of medical attorney, healthcare proxies and living wills are common examples of directives. Individuals express their healthcare wishes in these documents and designate surrogates who may make medical decisions on their behalf. Due to the lack of LGBT relationship recognition laws in most states, and because most default medical decision-making law triggered by mental incapacity remains non-LGBT inclusive, it is especially important that same-sex couples complete directives to ensure their ability to make medical decisions for incapacitated partners.

Every one of our participating facilities for which Criterion 3a was applicable (145 of 145 facilities) indicated that it recognizes advance healthcare directives allowing same-sex partners/spouses decision-making authority for their partner/spouse under care.

Participating facilities recognize the legal validity of advance healthcare directives between same-sex partners. These results are in accordance with the legal requirement that healthcare facilities honor valid advance healthcare directives. Unfortunately, numerous LGBT individuals come forward with tragic stories of hospitals failing to recognize these directives between same-sex couples at critical moments of emergency and end-of-life medical treatment. This indicates a breakdown in the implementation and enforcement of compliance policies due to inadequate staff training or insufficient policy language.

Moving forward, the HEI will work to identify policies or practices that remedy the problem of subjective enforcement of compliance policies around advance healthcare directives due to staff ignorance or bias. Two key issue areas to be addressed by both policy and education and training on advance healthcare directives as they apply to the LGBT community are: (1) the validity of out-of-state (foreign) directives; and (2) defining individuals properly appointed as a substitute decision maker by a patient.

For more information on advance healthcare directive policies: www.hrc.org/issues/9819.htm.

For information on legal documents to protect your family: www.hrc.org/issues/7948.htm.

Criterion 3a – Number of Facilities that Responded “Yes”

- Recognize advance healthcare directives allowing same-sex partners/spouses decision-making authority for their partner/spouse under care



FINDINGS

DECISION-MAKING POLICIES

SAME-SEX PARENTS AND CONSENT FOR TREATMENT OF A MINOR

The 2005 American Community Survey conducted by the U.S. Census Bureau reported that there are nearly 770,000 same-sex couples across the country, in communities large and small.⁵ Census numbers further note that one out of three female same-sex couples and one out of five male same-sex couples are raising children. These families live in 96 percent of all counties in the United States, with the South having the highest percentage of same-sex couples raising children, compared to other regions.

Despite this nationwide presence of same-sex couples raising children, there remain significant gaps in the law when it comes to protecting the basic rights of these families, including those related to decision-making rights of same-sex parents. Regardless of how children come into the home of a same-sex couple — be it through adoption, insemination or surrogacy — the key factor in terms of decision-making rights is the legal relationship each parent has with the child. A child's legal parent or guardian has wide authority to make healthcare decisions for the child. In the case of non-biological LGBT parents, the legal relationship is often established through joint or second-parent adoption.

JOINT ADOPTIONS are legal procedures which involve a couple adopting a child privately from the child's biological parent(s) or from the foster care system. These adoptions give both parents legal custody of the child.

SECOND-PARENT ADOPTIONS (also called co-parent adoptions) are legal procedures that allow a same-sex parent to adopt her or his partner's biological or adoptive child without terminating the first parent's legal status as a parent. Second-parent adoptions protect children in same-sex parented families by giving the child the security of having two legal parents. Second-parent adoptions also protect the rights of the second parent, by ensuring that she or he will continue to have a legally recognized parental relationship to the child if the couple separates or if the biological (or original adoptive parent) dies or becomes incapacitated.

Joint and second-parent adoptions are only available in limited circumstances, on a state-by-state (or in some cases, jurisdiction-by-jurisdiction) basis. When joint and second-parent adoptions are not available, there are other options such as an authorization for consent to medical treatment of a minor, court-appointed guardianships, or “judgments of parentage” which same-sex parents may use to protect their medical decision-making rights for their minor children. However, in cases where legal parenting rights are not available or are cost-prohibitive, same-sex parents and their children are at a serious disadvantage in terms of their rights.

Due to this patchwork of state parenting laws, this is an especially complex area for healthcare facilities to navigate, and we have resolved to provide resources such as model policies and guidance before we will rate participants on this issue. Thanks to the thoughtful responses and feedback from participants, we have a better understanding of the way decision-making rights for same-sex parents are currently addressed in policies pertaining to consent for treatment of a minor. Future iterations of the HEI survey will continue to identify best practices for healthcare facilities to ensure they are respecting the rights of all parents while acting within the limits of state law.

⁵ Gates, Gary J., Ph.D., “Same-Sex Couples and the Gay, Lesbian, Bisexual Population: New Estimates from the American Community Survey”. Williams Institute, UCLA School of Law, 2006. Available at: www.law.ucla.edu/williamsinstitute/publications/SameSexCouplesandGLBpopACS.pdf.



CULTURAL COMPETENCY TRAINING AND CLIENT SERVICES

Inclusive policies alone do not ensure LGBT individuals and families feel safe, welcome and respected in healthcare facilities. Everyone who works in healthcare facilities — not only clinicians — should receive training on LGBT cultural competence, because an individual’s experience while accessing healthcare is influenced by everyone they interact with in the process. Lack of LGBT cultural competence among healthcare providers is shown to result in the LGBT community avoiding routine care due to negative healthcare experiences. Creating a nonjudgmental and secure environment through training on basic, LGBT-specific skills and competencies will ensure patients feel welcome and relieve anxiety or confusion among employees.

For more information on cultural competency training: www.hrc.org/issues/8250.htm.

Criterion 4a, 4b – Number of Facilities that Responded “Yes”

- Provide cultural competency training addressing sexual orientation and healthcare issues relevant to lesbian, gay and bisexual community
- Provide cultural competency training addressing gender identity and healthcare issues relevant to transgender community



Seventy-two percent of participating facilities (119 of 166 facilities) provide cultural competency training addressing sexual orientation and healthcare issues relevant to lesbian, gay and bisexual community. Seventy-one percent of participating facilities (117 facilities) provide cultural competency training addressing gender identity and healthcare issues relevant to transgender community.

Of the 119 facilities offering training on sexual orientation, 76 percent (90 facilities) offer these trainings on a voluntary basis, requiring no employees to attend. Twenty-three percent (27 facilities) require all employees to attend and two facilities require only clinical employees to attend. Of the 117 facilities offering training on gender identity, 76 percent (89 facilities) offer these trainings on a voluntary basis, requiring no employees to attend. Twenty-two percent (26 facilities) require all employees to attend and two facilities require only clinical employees to attend.

FINDINGS

EMPLOYMENT POLICIES AND BENEFITS

The primary focus of the HEI is on the experiences of LGBT patients and their families. However, a look at a facility’s employment policies and benefits related to their LGBT employees can inform an assessment of its overall climate. For example, the more comfortable LGBT providers are with being open about their LGBT identity at work, the more likely they are to contribute positively to the LGBT patient experience by educating their colleagues on matters of LGBT cultural competence. The Healthcare Equality Index focuses on only three of the many policies and practices employers must implement to be inclusive of their LGBT employees. As the HEI criteria continue to evolve, we strongly encourage current and future HEI participants to work toward full inclusion of their LGBT employees.

For more information on LGBT inclusion in the workplace: www.hrc.org/workplace.

NON-DISCRIMINATION POLICIES

Currently, federal law protects employees from discrimination on the basis of race, color, religion, sex (including pregnancy), national origin, age or disability. Federal law does not yet protect employees from discrimination based on real or perceived sexual orientation or gender identity. Twenty states and the District of Columbia have passed laws prohibiting employment discrimination based on sexual orientation; 12 states and the District of Columbia have passed laws prohibiting employment discrimination based on gender identity.

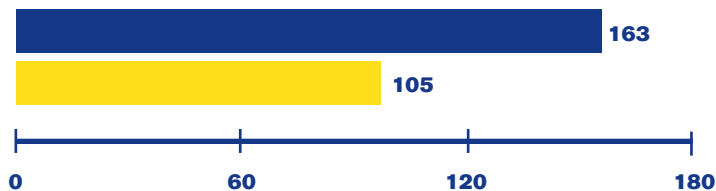
A clear and defined non-discrimination (equal employment opportunity) policy with respect to conditions of employment — including hiring, promotions, termination and compensation — that includes “sexual orientation” and “gender identity” is an essential baseline policy for LGBT inclusion in the workplace.

For more information on statewide employment non-discrimination laws: www.hrc.org/about_us/state_laws.asp.

For more information on employment non-discrimination policies: www.hrc.org/issues/workplace/equal_opportunity.asp.

Criterion 5a, 5b – Number of Facilities that Responded “Yes”

- Equal employment opportunity policy includes “sexual orientation”
- Equal employment opportunity policy includes “gender identity or expression” or “gender identity”



Ninety-eight percent of the participating facilities (163 of 166 facilities) bar employment discrimination based on sexual orientation, while only 63 percent (105 facilities) of those policies include “gender identity or expression” or “gender identity.”



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 are low-cost, high-value employment benefits and are now the norm among employers committed to their LGBT employees.

For more information on domestic partner benefits: www.hrc.org/issues/domestic_partner_benefits.htm.

Criterion 5c – Number of Facilities that Responded “Yes”

- Domestic partner health insurance benefits are offered



Ninety-eight percent of the participating facilities (162 of 166 facilities) reported offering health insurance coverage to their employees' domestic partners. Of these facilities, 131 offer partner benefits to same- and opposite-sex partners and 22 offer benefits only to same-sex partners (nine did not provide this information).

DATA COLLECTION POLICIES

In addition to questions related to the 11 criteria discussed in this report, the HEI survey asked facilities for information on their data collection policies related to the LGBT community. These questions focus on intake forms and data collection systems.

INTAKE FORMS

A first step in providing culturally competent care is amending all patient-history and intake forms to ensure that they are LGBT-inclusive. For example, choices for relationship status should include terms such as “partnered” in addition to “single,” “married,” “divorced,” etc. Also, these forms should allow for flexibility in the options for gender identification, including an option for transgender (both male-to-female and female-to-male).

- Seventy-seven percent (127 participating facilities) have intake forms that include information on their visitation policies
- Fifty-four percent (89 facilities) have intake forms that allow for the designation of domestic partnership or otherwise unmarried partnership or parental status
- Fifty-six percent (93 facilities) have intake forms that allow for the designation of domestic partner or other as next of kin
- Fifty-three percent (88 facilities) have intake forms that allow for the designation of domestic partner or others as medical decision maker
- Seven percent (11 facilities) have intake forms that allow for designation of gender that includes transgender status
- Twenty percent (34 facilities) have intake forms that allow for flexibility in identification of name and gender

For more information on LGBT-inclusive intake forms: www.hrc.org/issues/8253.htm.

DATA COLLECTION SYSTEMS

Data collection systems that include fields for sexual orientation and gender identity allow for this information to be captured by providers — while not requiring this information from patients who prefer not to disclose or have this information in their medical records — and facilitate the assessment of health outcomes according to sexual orientation and gender identity.

- Eighteen percent (30 participating facilities) have data collection systems that allow people to self-identify as lesbian, gay or bisexual
- Six percent (10 facilities) have data collections systems that allow people to self identify as transgender
- Seventy-five percent (125 facilities) have data collection systems that permit the tracking of persons other than legal spouses who have legal relationships to patients relevant to the healthcare facility

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 or expression" or "gender identity"
- 2a** Visitation policies allow same-sex partners/spouses the same visitation access as opposite-sex spouses and next of kin
- 2b** Visitation policies allow same-sex parents the same visitation access as opposite-sex parents for their minor children
- 3a** Recognize advance healthcare directives allowing same-sex partners/spouses decision-making authority for their partner/spouse under care
- 4** Provide cultural competency training addressing sexual orientation and health-care issues relevant to lesbian, gay and bisexual community
- 4b** Provide cultural competency training addressing gender identity and health-care issues relevant to transgender community
- 5a** Equal employment opportunity policy includes "sexual orientation"
- 5b** Equal employment opportunity policy includes "gender identity or expression" or "gender identity"
- 5c** Domestic partner health insurance benefits are offered

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
A. Alfred Taubman Health Care Center	Ann Arbor	MI	Yes	No	Yes	No	No	No	No	No	No	No
Advocate IL Masonic Medical Center	Chicago	IL	Yes	No	Yes	No	No	No	No	No	No	No
Ames Center	Ames	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Ankeny Center	Ankeny	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Baystate Medical Center	Springfield	MA	Yes	No	Yes	No	No	No	No	No	No	No
Bedford Medical Center	Bedford	OH	Yes	No	Yes	No	No	No	No	No	No	No
Beth Israel Deaconess Medical Center	Boston	MA	Yes	No	Yes	No	No	No	No	No	No	No
Brigham and Women's Hospital	Boston	MA	Yes	No	Yes	No	No	No	No	No	No	No
Brighton Health Center	Brighton	MI	Yes	No	Yes	No	No	No	No	No	No	No
Bronson Methodist Hospital	Kalamazoo	MI	Yes	No	Yes	No	No	No	No	No	No	No
Bronx Health Center	Bronx	NY	Yes	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
California Hospital Medical Center	Los Angeles	CA	Yes	No	Yes	No	No	No	No	No	No	No
California Pacific Medical Center	San Francisco	CA	Yes	No	Yes	No	No	No	No	No	No	No
Callen-Lorde Community Health Center	New York	NY	Yes	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Canton Health Center	Canton	MI	Yes	No	Yes	No	No	No	No	No	No	No
Case Medical Center	Cleveland	OH	Yes	No	Yes	No	No	No	No	No	No	No
Cedar Falls Center	Cedar Falls	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Chase Brexton Health Services	Baltimore	MD	Yes	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Chelsea Health Center	Chelsea	MI	Yes	No	Yes	No	No	No	No	No	No	No
Cleveland Clinic	Cleveland	OH	Yes	No	Yes	No	No	No	No	No	No	No
Commonwealth Neuropsychology Clinic	Ann Arbor	MI	Yes	No	Yes	No	No	No	No	No	No	No
Conneaut Medical Center	Conneaut	OH	Yes	No	Yes	No	No	No	No	No	No	No
Creston Center	Creston	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Dana Farber Cancer Institute	Boston	MA	Yes	No	Yes	No	No	No	No	No	No	No
Dexter Family Medicine	Dexter	MI	Yes	No	Yes	No	No	No	No	No	No	No
Domino's Farms Health Center	Ann Arbor	MI	Yes	No	Yes	No	No	No	No	No	No	No
Duke University Hospital	Durham	NC	Yes	No	Yes	No	No	No	No	No	No	No
East Ann Arbor Ambulatory Surgery & Medical Procedures Center	Ann Arbor	MI	Yes	No	Yes	No	No	No	No	No	No	No
East Ann Arbor Health & Geriatrics Center	Ann Arbor	MI	Yes	No	Yes	No	No	No	No	No	No	No
East County Health Center	Gresham	OR	Yes	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
East Jefferson General Hospital	Metairie	LA	Yes	No	Yes	No	No	No	No	No	No	No
Euclid Hospital	Euclid	OH	Yes	No	Yes	No	No	No	No	No	No	No
Fairview Hospital	Cleveland	OH	Yes	No	Yes	No	No	No	No	No	No	No
Family Practice Center, The	Des Moines	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Faulkner Hospital	Boston	MA	Yes	No	Yes	No	No	No	No	No	No	No
Fort Dodge Center	Fort Dodge	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Geauga Medical Center	Chardon	OH	Yes	No	Yes	No	No	No	No	No	No	No
Geneva Medical Center	Geneva	OH	Yes	No	Yes	No	No	No	No	No	No	No
George Washington University Hospital	Washington	DC	Yes	No	Yes	No	No	No	No	No	No	No
Group Health Central Hospital	Seattle	WA	Yes	No	Yes	No	No	No	No	No	No	No
Harvard Vanguard Medical Associates	Boston	MA	Yes	No	Yes	No	No	No	No	No	No	No
Healthy Connections	Des Moines	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Hillcrest Hospital	Mayfield Heights	OH	Yes	No	Yes	No	No	No	No	No	No	No
Howell Pediatrics and Teen Center	Howell	MI	Yes	No	Yes	No	No	No	No	No	No	No
Huron Hospital	East Cleveland	OH	Yes	No	Yes	No	No	No	No	No	No	No
Iowa City Center	Iowa City	IA	No	No	Not Applicable	Not Applicable	Not Applicable	No	No	No	No	No
Ireland Cancer Center	Cleveland	OH	Yes	No	Yes	No	No	No	No	No	No	No

KEY TO RESPONSES ■ YES □ NO ■ NOT APPLICABLE

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
Kaiser Permanente Anaheim Medical Center	Anaheim	CA	YES									
Kaiser Permanente Baldwin Park Medical Center	Baldwin Park	CA	YES									
Kaiser Permanente Bellflower Medical Center	Bellflower	CA	YES									
Kaiser Permanente Fontana Medical Center	Fontana	CA	YES									
Kaiser Permanente Fremont Medical Center	Fremont	CA	YES									
Kaiser Permanente Fresno Medical Center	Fresno	CA	YES									
Kaiser Permanente Hayward Medical Center	Hayward	CA	YES									
Kaiser Permanente Los Angeles Medical Center	Los Angeles	CA	YES									
Kaiser Permanente Manteca Medical Center	Manteca	CA	YES									
Kaiser Permanente Moanalua Medical Center	Honolulu	HI	YES									
Kaiser Permanente Oakland Medical Center	Oakland	CA	YES									
Kaiser Permanente Panorama City Medical Center	Panorama City	CA	YES									
Kaiser Permanente Redwood City Medical Center	Redwood City	CA	YES									
Kaiser Permanente Richmond Medical Center	Richmond	CA	YES									
Kaiser Permanente Riverside Medical Center	Riverside	CA	YES									
Kaiser Permanente Roseville Medical Center	Roseville	CA	YES									
Kaiser Permanente Sacramento Medical Center	Sacramento	CA	YES									
Kaiser Permanente San Diego Medical Center	San Diego	CA	YES									
Kaiser Permanente San Francisco Medical Center	San Francisco	CA	YES									
Kaiser Permanente San Rafael Medical Center	San Rafael	CA	YES									
Kaiser Permanente Santa Clara Medical Center (Kiely Campus)	Santa Clara	CA	YES									
Kaiser Permanente Santa Rosa Medical Center	Santa Rosa	CA	YES									
Kaiser Permanente Santa Teresa Medical Center	San Jose	CA	YES									
Kaiser Permanente South Bay Medical Center	Harbor City	CA	YES									
Kaiser Permanente South Sacramento Medical Center	Sacramento	CA	YES									
Kaiser Permanente South San Francisco Medical Center	San Francisco	CA	YES									
Kaiser Permanente Sunnyside Medical Center	Clackamas	OR	YES									
Kaiser Permanente Vallejo Medical Center	Vallejo	CA	YES									
Kaiser Permanente Walnut Creek Medical Center	Walnut Creek	CA	YES									
Kaiser Permanente West Los Angeles Medical Center	Los Angeles	CA	YES									
Kaiser Permanente Woodland Hills Medical Center	Woodland Hills	CA	YES									
Knoxville Center	Knoxville	IA			NOT APPLICABLE	NOT APPLICABLE						
L.A. Gay & Lesbian Center	Los Angeles	CA	YES	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE						
La Clinica de la Buena Salud Health Center	Portland	OR	YES		NOT APPLICABLE	NOT APPLICABLE						
Lakewood Hospital	Lakewood	OH	YES									
Legacy Clinic Battle Ground	Battle Ground	WA			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Canby	Canby	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Emanuel	Portland	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Firwood	Sandy	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Fisher's Landing	Vancouver	WA			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Good Samaritan	Portland	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Mount Hood	Gresham	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Northeast	Portland	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Northwest	Portland	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Salmon Creek	Vancouver	WA			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic St. Helens	St. Helens	OR			NOT APPLICABLE	NOT APPLICABLE						
Legacy Clinic Tigard-King City	Portland	OR			NOT APPLICABLE	NOT APPLICABLE						

KEY TO RESPONSES YES NO NOT APPLICABLE

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
Legacy Clinic Tualatin	Tualatin	OR										
Legacy Clinic West Linn	West Linn	OR										
Legacy Clinic Woodburn	Woodburn	OR										
Legacy Emanuel Children's Hospital	Portland	OR										
Legacy Emanuel Hospital & Health Center	Portland	OR										
Legacy Good Samaritan Hospital & Medical Center	Portland	OR										
Legacy Meridian Park Hospital	Tualatin	OR										
Legacy Mount Hood Medical Center	Gresham	OR										
Legacy Salmon Creek Hospital	Vancouver	WA										
Livonia Center for Specialty Care	Livonia	MI										
Lutheran Hospital	Cleveland	OH										
Lyon-Martin Health Services	San Francisco	CA										
MacDonald Women's Hospital	Cleveland	OH										
Maimonides Medical Center	Brooklyn	NY										
Massachusetts General Hospital	Boston	MA										
Medical Center of Louisiana	New Orleans	LA										
Mid County Health Center	Portland	OR										
New Hope Outreach Clinic	Ann Arbor	MI										
Newton Center	Newton	IA										
North Portland Health Center	Portland	OR										
Northeast Portland Health Center	Portland	OR										
Park Nicollet Methodist Hospital	Saint Louis Park	MN										
Piedmont Hospital	Atlanta	GA										
Psychiatry Ambulatory Services	Ann Arbor	MI										
Quad Cities Center	Bettendorf	IA										
Rainbow Babies & Children's Hospital	Cleveland	OH										
Red Oak Center	Red Oak	IA										
Richmond Medical Center	Richmond Heights	OH										
Rosenfield Center	Des Moines	IA										
Rush University Medical Center	Chicago	IL										
Saline Health Center	Saline	MI										
San Francisco General Hospital Medical Center	San Francisco	CA										
Scripps Clinic Carmel Valley	San Diego	CA										
Scripps Clinic Coronado	Coronado	CA										
Scripps Clinic Del Mar	San Diego	CA										
Scripps Clinic Encinitas	Encinitas	CA										
Scripps Clinic La Jolla	La Jolla	CA										
Scripps Clinic Mission Valley	San Diego	CA										
Scripps Clinic Rancho Bernardo	Rancho Bernardo	CA										
Scripps Clinic Rancho San Diego	La Mesa	CA										
Scripps Clinic Santee	Santee	CA										
Scripps Clinic Torrey Pines	La Jolla	CA										
Scripps Coastal Medical Center Carlsbad	Carlsbad	CA										
Scripps Coastal Medical Center Eastlake	Chula Vista	CA										
Scripps Coastal Medical Center Encinitas	Encinitas	CA										
Scripps Coastal Medical Center Escondido	Escondido	CA										
Scripps Coastal Medical Center Hillcrest	San Diego	CA										

KEY TO RESPONSES **YES** **NO** **NOT APPLICABLE**

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
Scripps Coastal Medical Center Mission	Oceanside	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Coastal Medical Center Vista	Vista	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Coastal Medical Center Waring	Oceanside	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Green Hospital	La Jolla	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Memorial Hospital Encinitas	Encinitas	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Memorial Hospital La Jolla	La Jolla	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Mercy Hospital	San Diego	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Mercy Hospital Chula Vista	Chula Vista	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sioux City Center	Sioux City	IA	No	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
South Pointe Hospital	Warrensville Heights	OH	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Southeast Portland Health Center	Portland	OR	Yes	No	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes
Spencer Center	Spencer	IA	No	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Stanford Hospital and Clinics	Palo Alto	CA	Yes	No	Yes	Not Applicable	Yes	No	No	Yes	Yes	Yes
Storm Lake Center	Storm Lake	IA	No	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Susan Knapp Health Center	Des Moines	IA	No	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
UCSF Medical Center	San Francisco	CA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
UM Briarwood Medical Group	Ann Arbor	MI	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
University Hospital	Ann Arbor	MI	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
University Hospitals Extended Care Campus	Chardon	OH	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
University of California San Diego Medical Center	San Diego	CA	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Vanderbilt University Medical Center	Nashville	TN	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
West Ann Arbor Health Center	Ann Arbor	MI	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
West Center	Urbandale	IA	No	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Westside Health Center	Portland	OR	Yes	No	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes
Ypsilanti Health Center	Ypsilanti	MI	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

KEY TO RESPONSES **YES** **NO** **NOT APPLICABLE**



APPENDICES

APPENDIX B: PARTICIPATING FACILITIES 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 or expression" or "gender identity"
- 2a** Visitation policies allow same-sex partners/spouses the same visitation access as opposite-sex spouses and next of kin
- 2b** Visitation policies allow same-sex parents the same visitation access as opposite-sex parents for their minor children
- 3a** Recognize advance healthcare directives allowing same-sex partners/spouses decision-making authority for their partner/spouse under care
- 4a** Provide cultural competency training addressing sexual orientation and healthcare issues relevant to lesbian, gay and bisexual community
- 4b** Provide cultural competency training addressing gender identity and healthcare issues relevant to transgender community
- 5a** Equal employment opportunity policy includes "sexual orientation"
- 5b** Equal employment opportunity policy includes "gender identity or expression" or "gender identity"
- 5c** Domestic partner health insurance benefits are offered

Hospital	City	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
CALIFORNIA											
Kaiser Permanente Anaheim Medical Center	Anaheim	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Baldwin Park Medical Center	Baldwin Park	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Bellflower Medical Center	Bellflower	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Coastal Medical Center Carlsbad	Carlsbad	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Coastal Medical Center Eastlake	Chula Vista	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Mercy Hospital Chula Vista	Chula Vista	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Clinic Coronado	Coronado	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Clinic Encinitas	Encinitas	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Coastal Medical Center Encinitas	Encinitas	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Memorial Hospital Encinitas	Encinitas	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Coastal Medical Center Escondido	Escondido	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Fontana Medical Center	Fontana	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Fremont Medical Center	Fremont	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Fresno Medical Center	Fresno	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente South Bay Medical Center	Harbor City	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Hayward Medical Center	Hayward	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Clinic La Jolla	La Jolla	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Clinic Torrey Pines	La Jolla	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Green Hospital	La Jolla	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Memorial Hospital La Jolla	La Jolla	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Clinic Rancho San Diego	La Mesa	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
California Hospital Medical Center	Los Angeles	No	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Los Angeles Medical Center	Los Angeles	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente West Los Angeles Medical Center	Los Angeles	Yes	No	Yes	No	No	No	No	No	No	No
L.A. Gay & Lesbian Center	Los Angeles	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Kaiser Permanente Manteca Medical Center	Manteca	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Oakland Medical Center	Oakland	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Coastal Medical Center Mission	Oceanside	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Coastal Medical Center Waring	Oceanside	Yes	No	Yes	No	No	No	No	No	No	No
Stanford Hospital and Clinics	Palo Alto	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Kaiser Permanente Panorama City Medical Center	Panorama City	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Clinic Rancho Bernardo	Rancho Bernardo	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Kaiser Permanente Redwood City Medical Center	Redwood City	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Richmond Medical Center	Richmond	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Riverside Medical Center	Riverside	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Roseville Medical Center	Roseville	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente Sacramento Medical Center	Sacramento	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente South Sacramento Medical Center	Sacramento	Yes	No	Yes	No	No	No	No	No	No	No
Kaiser Permanente San Diego Medical Center	San Diego	Yes	No	Yes	No	No	No	No	No	No	No
Scripps Clinic Carmel Valley	San Diego	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Clinic Del Mar	San Diego	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Clinic Mission Valley	San Diego	Yes	No	Not Applicable	Not Applicable	No	No	No	No	No	No
Scripps Coastal Medical Center Hillcrest	San Diego	Yes	No	Yes	No	No	No	No	No	No	No

KEY TO RESPONSES ■ YES ■ NO ■ NOT APPLICABLE

Hospital	City	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
CALIFORNIA											
Scripps Mercy Hospital	San Diego	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
University of California San Diego Medical Center	San Diego	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
California Pacific Medical Center	San Francisco	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente San Francisco Medical Center	San Francisco	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lyon-Martin Health Services	San Francisco	Yes	Yes	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
San Francisco General Hospital Medical Center	San Francisco	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
UCSF Medical Center	San Francisco	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente South San Francisco Medical Center	San Francisco	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente Santa Teresa Medical Center	San Jose	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente San Rafael Medical Center	San Rafael	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente Santa Clara Medical Center (Kiely Campus)	Santa Clara	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente Santa Rosa Medical Center	Santa Rosa	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Clinic Santee	Santee	Yes	No	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente Vallejo Medical Center	Vallejo	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Scripps Coastal Medical Center Vista	Vista	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente Walnut Creek Medical Center	Walnut Creek	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kaiser Permanente Woodland Hills Medical Center	Woodland Hills	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DISTRICT OF COLUMBIA											
George Washington University Hospital	Washington	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
GEORGIA											
Piedmont Hospital	Atlanta	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
HAWAII											
Kaiser Permanente Moanalua Medical Center	Honolulu	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IOWA											
Ames Center	Ames	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Ankeny Center	Ankeny	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Quad Cities Center	Bettendorf	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Cedar Falls Center	Cedar Falls	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Creston Center	Creston	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Family Practice Center, The	Des Moines	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Healthy Connections	Des Moines	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Rosenfield Center	Des Moines	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Susan Knapp Health Center	Des Moines	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Fort Dodge Center	Fort Dodge	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Iowa City Center	Iowa City	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Knoxville Center	Knoxville	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Newton Center	Newton	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Red Oak Center	Red Oak	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Sioux City Center	Sioux City	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Spencer Center	Spencer	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
Storm Lake Center	Storm Lake	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes
West Center	Urbandale	Yes	No	Not Applicable	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes

KEY TO RESPONSES ■ YES NO ■ NOT APPLICABLE

Hospital	City	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
ILLINOIS											
Advocate IL Masonic Medical Center	Chicago	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Rush University Medical Center	Chicago	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
LOUISIANA											
East Jefferson General Hospital	Metairie	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Medical Center of Louisiana	New Orleans	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MASSACHUSETTS											
Beth Israel Deaconess Medical Center	Boston	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Brigham and Women's Hospital	Boston	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dana Farber Cancer Institute	Boston	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Faulkner Hospital	Boston	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Harvard Vanguard Medical Associates	Boston	Yes	Yes	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes
Massachusetts General Hospital	Boston	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Baystate Medical Center	Springfield	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MARYLAND											
Chase Brexton Health Services	Baltimore	Yes	Yes	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes
MICHIGAN											
A. Alfred Taubman Health Care Center	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Commonwealth Neuropsychology Clinic	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Domino's Farms Health Center	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
East Ann Arbor Ambulatory Surgery & Medical Procedures Center	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
East Ann Arbor Health & Geriatrics Center	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New Hope Outreach Clinic	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Psychiatry Ambulatory Services	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
UM Briarwood Medical Group	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
University Hospital	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
West Ann Arbor Health Center	Ann Arbor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Brighton Health Center	Brighton	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Canton Health Center	Canton	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Chelsea Health Center	Chelsea	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dexter Family Medicine	Dexter	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Howell Pediatrics and Teen Center	Howell	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bronson Methodist Hospital	Kalamazoo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Livonia Center for Specialty Care	Livonia	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Saline Health Center	Saline	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ypsilanti Health Center	Ypsilanti	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MINNESOTA											
Park Nicollet Methodist Hospital	Saint Louis Park	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NORTH CAROLINA											
Duke University Hospital	Durham	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NEW YORK											
Bronx Health Center	Bronx	Yes	Yes	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes
Maimonides Medical Center	Brooklyn	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Callen-Lorde Community Health Center	New York	Yes	Yes	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	Yes	Yes

KEY TO RESPONSES **YES** **NO** **NOT APPLICABLE**

Hospital	City	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
OHIO											
Bedford Medical Center	Bedford	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Geauga Medical Center	Chardon	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
University Hospitals Extended Care Campus	Chardon	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Case Medical Center	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Cleveland Clinic	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Fairview Hospital	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Ireland Cancer Center	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Lutheran Hospital	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
MacDonald Women's Hospital	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Rainbow Babies & Children's Hospital	Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Conneaut Medical Center	Conneaut	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Huron Hospital	East Cleveland	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Euclid Hospital	Euclid	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Geneva Medical Center	Geneva	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Lakewood Hospital	Lakewood	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Hillcrest Hospital	Mayfield Heights	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
Richmond Medical Center	Richmond Heights	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes
South Pointe Hospital	Warrensville Heights	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
OREGON											
Legacy Clinic Canby	Canby	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Kaiser Permanente Sunnyside Medical Center	Clackamas	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
East County Health Center	Gresham	Yes	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Mount Hood	Gresham	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Mount Hood Medical Center	Gresham	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
La Clinica de la Buena Salud Health Center	Portland	Yes	No	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	No	Yes
Legacy Clinic Emanuel	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Good Samaritan	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Northeast	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Northwest	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Tigard-King City	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Emanuel Children's Hospital	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Emanuel Hospital & Health Center	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Good Samaritan Hospital & Medical Center	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Mid County Health Center	Portland	Yes	No	Not Applicable	Not Applicable	Yes	Yes	Yes	Yes	No	Yes
North Portland Health Center	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Northeast Portland Health Center	Portland	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Southeast Portland Health Center	Portland	Yes	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Westside Health Center	Portland	Yes	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Firwood	Sandy	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic St. Helens	St. Helens	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Tualatin	Tualatin	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Meridian Park Hospital	Tualatin	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic West Linn	West Linn	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes
Legacy Clinic Woodburn	Woodburn	No	No	Not Applicable	Not Applicable	Yes	No	No	Yes	No	Yes

KEY TO RESPONSES ■ YES □ NO ■ NOT APPLICABLE

Hospital	City	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
TENNESSEE											
Vanderbilt University Medical Center	Nashville	YES	NO	YES	YES	YES	YES	YES	YES	YES	YES
WASHINGTON											
Legacy Clinic Battle Ground	Battle Ground	NO	NO	NOT APPLICABLE	NOT APPLICABLE	YES	NO	NO	YES	NO	YES
Group Health Central Hospital	Seattle	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES
Legacy Clinic Fisher's Landing	Vancouver	NO	NO	NOT APPLICABLE	NOT APPLICABLE	YES	NO	NO	YES	NO	YES
Legacy Clinic Salmon Creek	Vancouver	NO	NO	NOT APPLICABLE	NOT APPLICABLE	YES	NO	NO	YES	NO	YES
Legacy Salmon Creek Hospital	Vancouver	NO	NO	NO	NO	YES	NO	NO	YES	NO	YES

KEY TO RESPONSES ■ YES NO ■ NOT APPLICABLE



APPENDICES

APPENDIX C: PARTICIPATING FACILITIES 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 or expression" or "gender identity"
- 2a** Visitation policies allow same-sex partners/spouses the same visitation access as opposite-sex spouses and next of kin
- 2b** Visitation policies allow same-sex parents the same visitation access as opposite-sex parents for their minor children
- 3a** Recognize advance healthcare directives allowing same-sex partners/spouses decision-making authority for their partner/spouse under care
- 4a** Provide cultural competency training addressing sexual orientation and healthcare issues relevant to lesbian, gay and bisexual community
- 4b** Provide cultural competency training addressing gender identity and healthcare issues relevant to transgender community
- 5a** Equal employment opportunity policy includes "sexual orientation"
- 5b** Equal employment opportunity policy includes "gender identity or expression" or "gender identity"
- 5c** Domestic partner health insurance benefits are offered

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
NO NETWORK												
Advocate IL Masonic Medical Center	Chicago	IL										
Baystate Medical Center	Springfield	MA										
Beth Israel Deaconess Medical Center	Boston	MA										
Brigham and Women's Hospital	Boston	MA										
Bronson Methodist Hospital	Kalamazoo	MI										
Bronx Health Center	Bronx	NY										
California Hospital Medical Center	Los Angeles	CA										
California Pacific Medical Center	San Francisco	CA										
Callen-Lorde Community Health Center	New York	NY										
Chase Brexton Health Services	Baltimore	MD										
Dana Farber Cancer Institute	Boston	MA										
Duke University Hospital	Durham	NC										
East Jefferson General Hospital	Metairie	LA										
Faulkner Hospital	Boston	MA										
George Washington University Hospital	Washington	DC										
Group Health Central Hospital	Seattle	WA										
Harvard Vanguard Medical Associates	Boston	MA										
L.A. Gay & Lesbian Center	Los Angeles	CA										
Lyon-Martin Health Services	San Francisco	CA										
Maimonides Medical Center	Brooklyn	NY										
Massachusetts General Hospital	Boston	MA										
Medical Center of Louisiana	New Orleans	LA										
Park Nicollet Methodist Hospital	Saint Louis Park	MN										
Piedmont Hospital	Atlanta	GA										
Rush University Medical Center	Chicago	IL										
San Francisco General Hospital Medical Center	San Francisco	CA										
Stanford Hospital and Clinics	Palo Alto	CA										
UCSF Medical Center	San Francisco	CA										
University of California San Diego Medical Center	San Diego	CA										
Vanderbilt University Medical Center	Nashville	TN										
CLEVELAND CLINIC FOUNDATION												
Cleveland Clinic	Cleveland	OH										
Euclid Hospital	Euclid	OH										
Fairview Hospital	Cleveland	OH										
Hillcrest Hospital	Mayfield Heights	OH										
Huron Hospital	East Cleveland	OH										
Lakewood Hospital	Lakewood	OH										
Lutheran Hospital	Cleveland	OH										
South Pointe Hospital	Warrensville Heights	OH										
KAISER PERMANENTE NETWORK												
Kaiser Permanente Anaheim Medical Center	Anaheim	CA										
Kaiser Permanente Baldwin Park Medical Center	Baldwin Park	CA										
Kaiser Permanente Bellflower Medical Center	Bellflower	CA										
Kaiser Permanente Fontana Medical Center	Fontana	CA										
Kaiser Permanente Fremont Medical Center	Fremont	CA										
Kaiser Permanente Fresno Medical Center	Fresno	CA										
Kaiser Permanente Hayward Medical Center	Hayward	CA										

KEY TO RESPONSES YES NO NOT APPLICABLE

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
KAISER PERMANENTE NETWORK												
Kaiser Permanente Los Angeles Medical Center	Los Angeles	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Manteca Medical Center	Manteca	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Moanalua Medical Center	Honolulu	HI	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Oakland Medical Center	Oakland	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Panorama City Medical Center	Panorama City	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Redwood City Medical Center	Redwood City	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Richmond Medical Center	Richmond	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Riverside Medical Center	Riverside	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Roseville Medical Center	Roseville	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Sacramento Medical Center	Sacramento	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente San Diego Medical Center	San Diego	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente San Francisco Medical Center	San Francisco	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente San Rafael Medical Center	San Rafael	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Santa Clara Medical Center (Kiely Campus)	Santa Clara	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Santa Rosa Medical Center	Santa Rosa	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Santa Teresa Medical Center	San Jose	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente South Bay Medical Center	Harbor City	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente South Sacramento Medical Center	Sacramento	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente South San Francisco Medical Center	San Francisco	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Sunnyside Medical Center	Clackamas	OR	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Vallejo Medical Center	Vallejo	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Walnut Creek Medical Center	Walnut Creek	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente West Los Angeles Medical Center	Los Angeles	CA	■	■	■	■	■	■	■	■	■	■
Kaiser Permanente Woodland Hills Medical Center	Woodland Hills	CA	■	■	■	■	■	■	■	■	■	■
LEGACY HEALTH SYSTEM												
Legacy Clinic Battle Ground	Battle Ground	WA	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Canby	Canby	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Emanuel	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Firwood	Sandy	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Fisher's Landing	Vancouver	WA	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Good Samaritan	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Mount Hood	Gresham	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Northeast	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Northwest	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Salmon Creek	Vancouver	WA	■	■	■	■	■	■	■	■	■	■
Legacy Clinic St. Helens	St. Helens	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Tigard-King City	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Tualatin	Tualatin	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic West Linn	West Linn	OR	■	■	■	■	■	■	■	■	■	■
Legacy Clinic Woodburn	Woodburn	OR	■	■	■	■	■	■	■	■	■	■
Legacy Emanuel Children's Hospital	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Emanuel Hospital & Health Center	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Good Samaritan Hospital & Medical Center	Portland	OR	■	■	■	■	■	■	■	■	■	■
Legacy Meridian Park Hospital	Tualatin	OR	■	■	■	■	■	■	■	■	■	■
Legacy Mount Hood Medical Center	Gresham	OR	■	■	■	■	■	■	■	■	■	■
Legacy Salmon Creek Hospital	Vancouver	WA	■	■	■	■	■	■	■	■	■	■

KEY TO RESPONSES ■ YES ■ NO ■ NOT APPLICABLE

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
MULTNOMAH COUNTY HEALTH DEPARTMENT												
East County Health Center	Gresham	OR	■	□	■	■	■	■	■	■	■	■
La Clinica de la Buena Salud Health Center	Portland	OR	■	□	■	■	■	■	■	■	■	■
Mid County Health Center	Portland	OR	■	□	■	■	■	■	■	■	■	■
North Portland Health Center	Portland	OR	■	□	■	■	■	■	■	■	■	■
Northeast Portland Health Center	Portland	OR	■	□	■	■	■	■	■	■	■	■
Southeast Portland Health Center	Portland	OR	■	□	■	■	■	■	■	■	■	■
Westside Health Center	Portland	OR	■	□	■	■	■	■	■	■	■	■
PLANNED PARENTHOOD OF GREATER IOWA												
Ames Center	Ames	IA	□	□	■	■	■	■	■	■	■	■
Ankeny Center	Ankeny	IA	□	□	■	■	■	■	■	■	■	■
Cedar Falls Center	Cedar Falls	IA	□	□	■	■	■	■	■	■	■	■
Creston Center	Creston	IA	□	□	■	■	■	■	■	■	■	■
Family Practice Center, The	Des Moines	IA	□	□	■	■	■	■	■	■	■	■
Fort Dodge Center	Fort Dodge	IA	□	□	■	■	■	■	■	■	■	■
Healthy Connections	Des Moines	IA	□	□	■	■	■	■	■	■	■	■
Iowa City Center	Iowa City	IA	□	□	■	■	■	■	■	■	■	■
Knoxville Center	Knoxville	IA	□	□	■	■	■	■	■	■	■	■
Newton Center	Newton	IA	□	□	■	■	■	■	■	■	■	■
Quad Cities Center	Bettendorf	IA	□	□	■	■	■	■	■	■	■	■
Red Oak Center	Red Oak	IA	□	□	■	■	■	■	■	■	■	■
Rosenfield Center	Des Moines	IA	□	□	■	■	■	■	■	■	■	■
Sioux City Center	Sioux City	IA	□	□	■	■	■	■	■	■	■	■
Spencer Center	Spencer	IA	□	□	■	■	■	■	■	■	■	■
Storm Lake Center	Storm Lake	IA	□	□	■	■	■	■	■	■	■	■
Susan Knapp Health Center	Des Moines	IA	□	□	■	■	■	■	■	■	■	■
West Center	Urbandale	IA	□	□	■	■	■	■	■	■	■	■
SCRIPPS HEALTH NETWORK												
Scripps Clinic Carmel Valley	San Diego	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Coronado	Coronado	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Del Mar	San Diego	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Encinitas	Encinitas	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic La Jolla	La Jolla	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Mission Valley	San Diego	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Rancho Bernardo	Rancho Bernardo	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Rancho San Diego	La Mesa	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Santee	Santee	CA	■	□	■	■	■	■	■	■	■	■
Scripps Clinic Torrey Pines	La Jolla	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Carlsbad	Carlsbad	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Eastlake	Chula Vista	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Encinitas	Encinitas	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Escondido	Escondido	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Hillcrest	San Diego	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Mission	Oceanside	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Vista	Vista	CA	■	□	■	■	■	■	■	■	■	■
Scripps Coastal Medical Center Waring	Oceanside	CA	■	□	■	■	■	■	■	■	■	■
Scripps Green Hospital	La Jolla	CA	■	□	■	■	■	■	■	■	■	■
Scripps Memorial Hospital Encinitas	Encinitas	CA	■	□	■	■	■	■	■	■	■	■

KEY TO RESPONSES ■ YES □ NO ■ NOT APPLICABLE

Hospital	City	State	1a	1b	2a	2b	3a	4a	4b	5a	5b	5c
SCRIPPS HEALTH NETWORK												
Scripps Memorial Hospital La Jolla	La Jolla	CA										
Scripps Mercy Hospital	San Diego	CA										
Scripps Mercy Hospital Chula Vista	Chula Vista	CA										
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										
UNIVERSITY OF MICHIGAN NETWORK												
A. Alfred Taubman Health Care Center	Ann Arbor	MI										
Brighton Health Center	Brighton	MI										
Canton Health Center	Canton	MI										
Chelsea Health Center	Chelsea	MI										
Commonwealth Neuropsychology Clinic	Ann Arbor	MI										
Dexter Family Medicine	Dexter	MI										
Domino's Farms Health Center	Ann Arbor	MI										
East Ann Arbor Ambulatory Surgery & Medical Procedures Center	Ann Arbor	MI										
East Ann Arbor Health & Geriatrics Center	Ann Arbor	MI										
Howell Pediatrics and Teen Center	Howell	MI										
Livonia Center for Specialty Care	Livonia	MI										
New Hope Outreach Clinic	Ann Arbor	MI										
Psychiatry Ambulatory Services	Ann Arbor	MI										
Saline Health Center	Saline	MI										
UM Briarwood Medical Group	Ann Arbor	MI										
University Hospital	Ann Arbor	MI										
West Ann Arbor Health Center	Ann Arbor	MI										
Ypsilanti Health Center	Ypsilanti	MI										

KEY TO RESPONSES **YES** **NO** **NOT APPLICABLE**

APPENDICES



APPENDIX D: HEALTHCARE EQUALITY INDEX 2009 SURVEY

Use this document for your information only – surveys must be submitted online.
Up-to-date help and additional information specific to each survey question is available online.

The online survey is pre-populated with previous survey answers and/or information gathered by the Human Rights Campaign Foundation and can be printed for your use in preparing your answers.

Questions marked with **2009** will be used in part or in their entirety for scoring purposes this year. All other questions are for informational purposes only.

General Facility Information

- Facility Address
- Web Address
- Bed Size Range
- # of Full-Time Personnel
- Ownership Type
- Primary Service

Patient Non-Discrimination Policies

1. Does your primary Patients' Bill of Rights or patient non-discrimination policy include the term "sexual orientation"?
 Yes No, but we plan to in the next one year No Do not know

2. Does your primary Patients' Bill of Rights or patient non-discrimination policy include the term "gender identity or expression" or "gender identity"?
 Yes No, but we plan to in the next one year No Do not know

3. Please attach a copy of your Patients' Bill of Rights or patient non-discrimination policy.
Note: If you are reporting your policy for the first time, or are reporting changes, you need to submit a copy to receive credit.

PLEASE PROVIDE THE PUBLIC WEB ADDRESS WHERE YOUR PATIENTS' BILL OF RIGHTS OR PATIENT NON-DISCRIMINATION POLICY IS POSTED.

Visitation Policies

4. Do you have a definition of "family" or "immediate family"?
 Yes No, but we plan to in the next one year No Do not know

If YES, please provide the language of the definition below.

5. Do your visitation policies differentiate between friends, family and/or immediate family?

- Yes No, but we plan to in the next one year No Do not know

If YES, please attach a copy of the policy.

6. Do your visitation policies allow patients to designate their visitors?

- Yes No, but we plan to in the next one year No Do not know Not Applicable

If YES, please attach a copy of the policy (unless already attached to previous question).

2009 7. Do your visitation policies allow same-sex partners/spouses the same access as opposite-sex partners/spouses and next of kin?

- Yes No, but we plan to in the next one year No Do not know Not Applicable

If YES, please attach a copy of the policy (unless already attached to previous question). Note: If you are reporting your policy for the first time, or are reporting changes, you need to submit a copy to receive credit.

2009 8. Do your visitation policies allow same-sex parents the same visitation access as opposite-sex parents for their minor children?

- Yes No, but we plan to in the next one year No Do not know Not Applicable

If YES, please attach a copy of the policy (unless already attached to previous question). Note: If you are reporting your policy for the first time, or are reporting changes, you need to submit a copy to receive credit.

Decision-Making Policies

2009 9. Do you recognize advance healthcare directives such as durable powers of attorney for health care, healthcare proxies, or living wills in allowing same-sex partners/spouses decision-making authority for their partner/spouse under your care?

- Yes No, but we plan to in the next one year No Do not know

If YES, what proof or documentation do you require to recognize such advance directives (please indicate all that apply)?

- | | |
|--|---|
| <input type="checkbox"/> Patients' oral authorization | <input type="checkbox"/> Written documentation |
| <input type="checkbox"/> Verification from admitting physician | <input type="checkbox"/> Hospital documentation upon intake |
| <input type="checkbox"/> Other (If OTHER, please explain.) | |

If NO, why aren't they recognized (please indicate all that apply)?

- | | |
|--|--|
| <input type="checkbox"/> Religious exemption | <input type="checkbox"/> State law |
| <input type="checkbox"/> Physician prerogative | <input type="checkbox"/> Other (If OTHER, please explain.) |

10. Do you counsel individuals under your care on their right to designate their domestic partner or someone else as medical decision maker when advising them of advance directive rights?

- Yes No, but we plan to in the next one year No Do not know

Decision-Making Policies

11. Do you provide advance healthcare directive forms at intake?

- Yes No, but we plan to in the next one year No Do not know

12. Do you train staff on compliance with state laws and policies regarding advance healthcare directives such as durable powers of attorney for healthcare, healthcare proxies or living wills?

- Yes No, but we plan to in the next one year No Do not know

2009 13. Do you have a policy that allows same-sex parents the same rights as opposite-sex parents for medical decision-making for their minor children?

- Yes No, but we plan to in the next one year No Do not know

If YES, please attach a copy of the policy (unless already attached to previous question). Note: If you are reporting your policy for the first time, or are reporting changes, you need to submit a copy to receive credit.

Residential Facility and Inpatient Services

14. Do you provide long-term, residential facilities?

- Yes No

If YES, how many beds are currently available for residents? (Note: Indicate all beds set up and staffed for use whether or not they are currently in use by residents).

15. Within your facility, are couples permitted to jointly occupy rooms?

- Yes No, but we plan to in the next one year No Do not know

If YES, do you have a policy that allows same-sex partners/spouses the same access to jointly occupied rooms as opposite-sex partners/spouses?

- Yes No, but we plan to in the next one year No Do not know

If YES, please attach a copy of the policy.

16. Do you have a policy or guidelines that address appropriate room accommodations for transgender individuals?

- Yes No, but we plan to in the next one year No Do not know

If YES, please attach a copy of the policy.

Cultural Competency Training and Client Services

- 2009** 17. Do you provide cultural competency training to personnel addressing sexual orientation and the healthcare issues relevant to the lesbian, gay and bisexual community?

- Yes, all employees required to attend
- Yes, only clinical employees required to attend
- Yes, no employees required to attend
- No, training not offered

If training is provided, what does the training include (please indicate all that apply)?

- Psychosocial/physical/mental health needs of gay/lesbian/bisexual people/families
- Immigration status or concerns related to LGBT patients
- Other (If OTHER, please specify)

- 2009** 18. Do you provide cultural competency training to personnel addressing gender identity and the healthcare issues relevant to the transgender community?

- Yes, all employees required to attend
- Yes, only clinical employees required to attend
- Yes, no employees required to attend
- No, training not offered
- Other (If OTHER, please explain)

If training is provided, what does the training include (please indicate all that apply)?

- Psychosocial/physical/mental health needs of transitioning and transgender people
- Preventing non-medically necessary exams for transgender patients
- Accommodating needs of transgender patients such as access to private bathroom
- Other (If OTHER, please specify)

19. Do you provide any of the following other programs or services? (please indicate all that apply)

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

Please describe all services or programs that are provided.

20. Do you have a representative of an LGBT organization or openly LGBT person serving on a governing or advisory board?

- Yes
- No, but we plan to in the next one year
- No
- Do not know

Employment Policies and Benefits

2009 21. Does your primary non-discrimination or equal employment opportunity policy include the term "sexual orientation"?

- Yes No, but we plan to in the next one year No Do not know

22. Do you have a representative of an LGBT organization or openly LGBT person serving on a governing or advisory board?

- Yes No, but we plan to in the next one year No Do not know

23. Please attach a copy of your non-discrimination or equal employment opportunity policy.

Note: If you are reporting your policy for the first time, or are reporting changes, you need to submit a copy to receive credit.

- If applicable, please provide the public web address where your non-discrimination or equal employment opportunity policy is posted.

2009 24. Do you offer same-sex (or same- and opposite-sex) partner health insurance coverage to your benefits-eligible employees?

- Yes No, but we plan to in the next one year No Do not know Not Applicable

If YES, how do you define partners?

- Includes both same- and opposite-sex partners Includes same-sex partners only
 Do not know/info not available

25. Do you have an officially recognized LGBT employee resource group?

If YES, please provide the following contact information.

- Name of Group Contact Name Phone
 E-mail Web Address

Data Collection Policies

26. Which of the following are included on your patient intake/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

27. Do you have data collections systems that allow people to self-identify as lesbian, gay or bisexual on an optional basis?
- Yes No, but we plan to in the next one year No Do not know
28. Do you have data collections systems that allow people to self-identify as transgender on an optional basis?
- Yes No, but we plan to in the next one year No Do not know
29. Do you 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 healthcare facility (e.g., being able to record that a patient has a registered domestic partner or a designated healthcare proxy)?
- Yes No, but we plan to in the next one year No Do not know
30. Please include any other information that would illustrate how your hospital views LGBT patients or employees. This could include information on innovative practices or services that affect the LGBT community, etc.
31. If you have any additional information or supporting documents you would like to submit, please attach here.

HEALTHCARE EQUALITY INDEX 2009:

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

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ABOUT THE GAY AND LESBIAN MEDICAL ASSOCIATION

The Gay and Lesbian Medical Association works to ensure equality in healthcare for lesbian, gay, 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.

ABOUT THE HRC FOUNDATION FAMILY PROJECT

The Human Rights Campaign Foundation Family Project aims to serve as a comprehensive resource for lesbian, gay, 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 LGBT 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.

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HEALTHCARE EQUALITY INDEX ADVISORY COUNCIL

The Healthcare Equality Index Advisory Council supports the Human Rights Campaign Foundation Family Project and Gay and Lesbian Medical Association's Healthcare Equality Index initiative. While not serving as official representatives of their employers, members provide expert advice and counsel on LGBT healthcare issues based on their professional experience and knowledge.

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