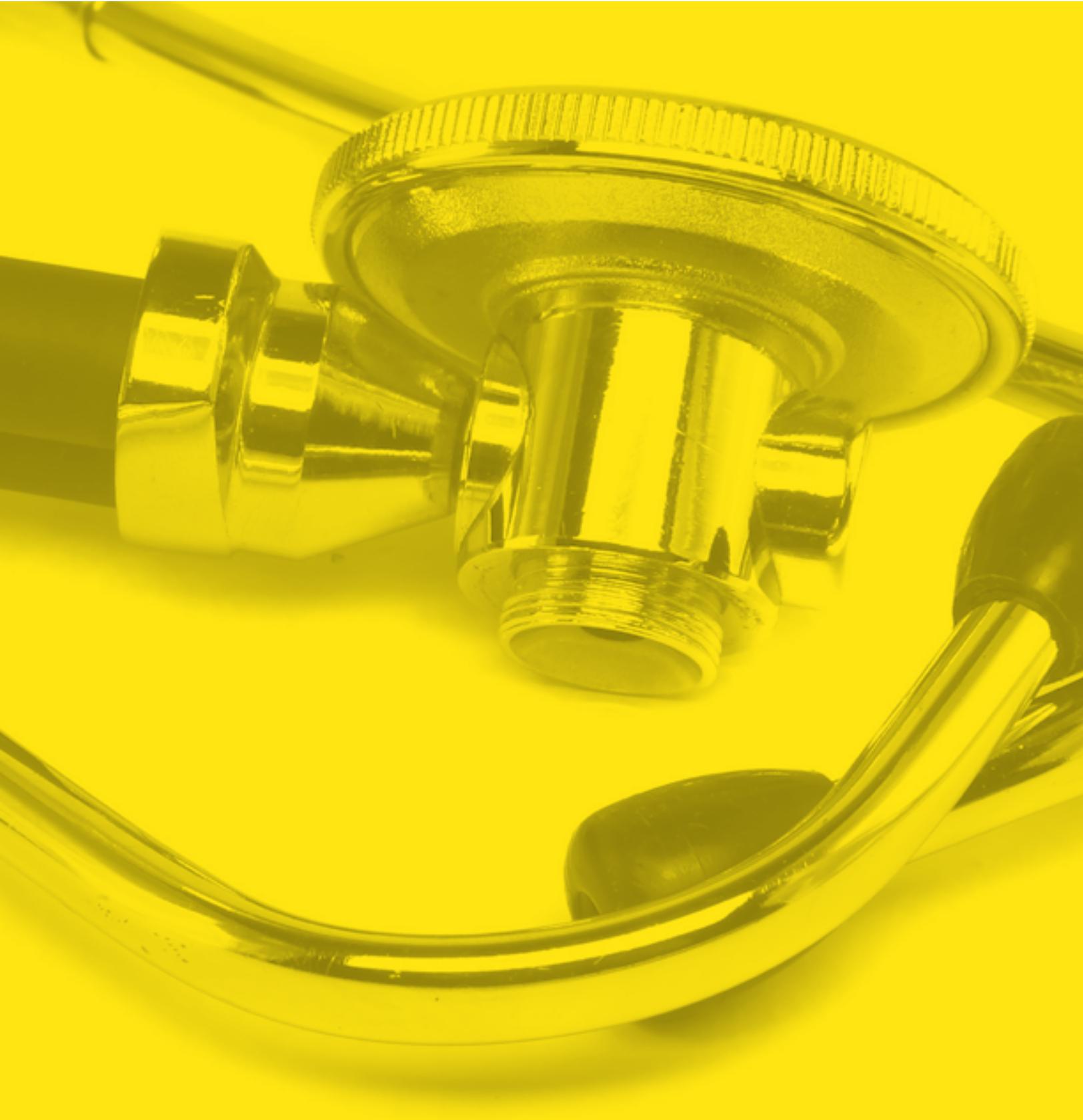


HUMAN  
RIGHTS  
CAMPAIGN  
FOUNDATION™

# HEALTHCARE EQUALITY INDEX 2011



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



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## From the HRC Foundation President

For five years now, the Human Rights Campaign Foundation's Healthcare Equality Index has been a one-of-a-kind resource for healthcare facilities across the country working to assess and improve their policies and practices related to the lesbian, gay, bisexual and transgender community.

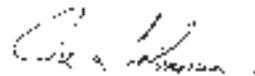
**The Healthcare Equality Index 2011 report comes during a landmark year for LGBT healthcare equality.** Several achievements have heightened the visibility of LGBT health needs, both among community members and the country at large. In April 2010, President Obama issued a memorandum calling on the Department of Health and Human Services to promulgate regulations protecting the visitation rights of all Americans, with specific emphasis on the LGBT community. In January of this year, the regulations went into effect – for the first time, protection exists at the federal level for LGBT families, ensuring our community can have access to the people we love most during emergencies.

**The Institute of Medicine released its report in March 2011 on the state of research on LGBT health.** The IOM's message is loud and clear: A more solid evidence base for LGBT health is necessary, and federal research and data collection must collect more demographic information on our community. HHS then issued a list of recommended actions to further advance efforts to improve LGBT health. In July of this year, The Joint Commission – the country's largest healthcare accreditation organization – will begin surveying LGBT-inclusive non-discrimination standards as a condition of accreditation. And, of course, as the healthcare reform law that was passed in March 2010 is implemented, access to healthcare is improving for all Americans, including LGBT Americans.

**Despite this progress, we know that many LGBT people often decline to seek healthcare in times of need, out of fear of discrimination and poor treatment by healthcare professionals.** A recent report from Lambda Legal found that nearly 56 percent of LGB people and 70 percent of transgender people have experienced some form of discrimination while accessing healthcare. In the face of these statistics, the HEI 2011 is another source of encouragement, as it outlines large strides made by many leading healthcare institutions across the country to ensure LGBT patients receive the equal treatment they deserve. This year, 87 respondents completed the survey (up from 50 in 2010); these respondents represent 375 facilities in 29 states and the District of Columbia. Each respondent is dedicated to improving its practice with our community, and was able to use HRC Foundation resources to do so.

**A record 27 respondents have met each of the rated criteria, standing out as HEI 2011 Leaders in LGBT Healthcare Equality.** These respondents have put their values of inclusion into practice by protecting LGBT patients and employees from discrimination, ensuring equal visitation access to LGBT patients and their families and providing all staff with training on LGBT cultural competence. Testimonials from several of these HEI 2011 Leaders are featured in this report, illustrating the great work being done by these institutions and the crucial role the HEI has played in providing the framework for this work.

Sincerely,



Joe Solmonese, President  
Human Rights Campaign Foundation

## Overview of Findings

The Healthcare Equality Index is an annual survey of healthcare policies and practices related to lesbian, gay, bisexual and transgender patients and their families. This report details the results of the 2011 survey, outlining the information provided by 87 survey respondents. Participation increased from 50 respondents in 2010 and, due to this increase, the number of rated facilities has more than doubled (178 facilities in 2010 to 375 in 2011). Thirty of the 87 survey respondents were rated for the first time this year. The complete list of HEI-rated facilities and their ratings is available as Appendix A on page 36.

Respondents are rated on four key policy areas: patient non-discrimination, visitation, cultural competency training and employment non-discrimination. The HEI continues to serve as a roadmap for LGBT inclusion for many survey respondents. This is evident in the progress that has been made by returning survey respondents in updating their policies and practices to ensure LGBT patients and their families are welcomed, respected and given culturally competent care. Twenty-seven survey respondents achieved credit for all applicable rated criteria and are featured in this report as the HEI 2011 Leaders in LGBT Healthcare Equality – this is a significant increase from 12 respondents in 2010. (See the list of HEI 2011 Leaders on page 10.)

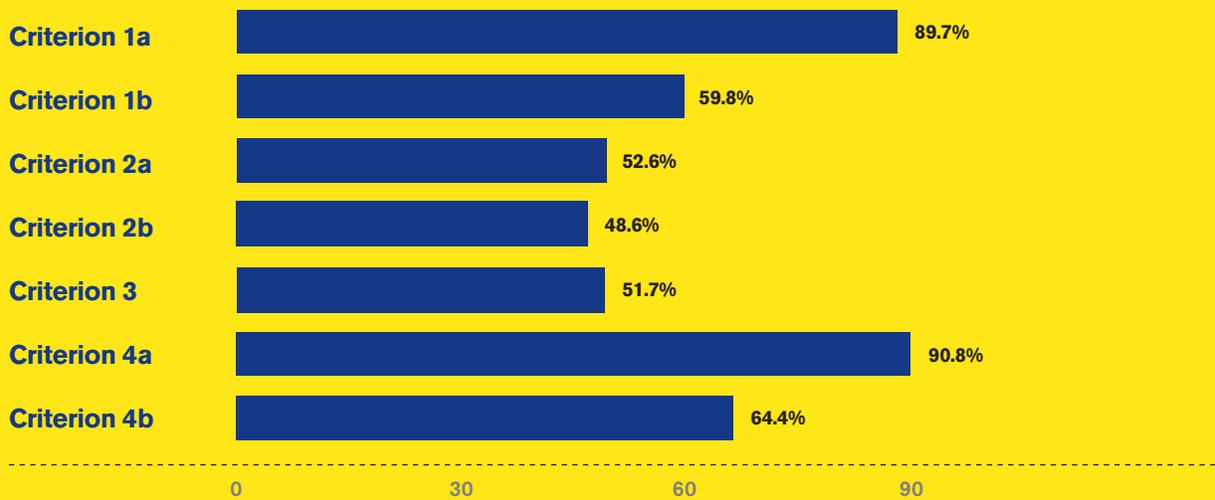
Since last year's survey, several respondents have updated their policies to protect patients from discrimination based on sexual orientation and/or gender identity. These facilities include HEI 2011 Leaders California Pacific Medical Center, The George Washington University Hospital, Howard University Hospital, Multnomah County Health Department, Park Nicollet Methodist Hospital, St. Luke's-Roosevelt Hospital Center and UW Medicine. Notably, Emory Healthcare updated its patient and employment non-discrimination policies in addition to its visitation policy to fully protect the rights of LGBT patients and their families.

Improvements have also been made in the area of employment protections by Children's Hospital of Philadelphia, Massachusetts General Hospital and University of Rochester's Strong Memorial Hospital, all of which now have policies in place to protect all LGBT employees from discrimination.

In addition to these improvements, leading HEI-rated facilities updated their visitation policies to ensure equal access for same-sex couples and same-sex parents. Among these are HEI 2011 Leaders Beth Israel Deaconess Medical Center and Brigham and Women's Hospital.

Despite the progress made, there remains much room for improvement. More than 40 percent of respondents do not yet protect transgender patients from discrimination. Nearly half of respondents do not train all their personnel on LGBT cultural competency – and an even smaller percentage requires this training. Discrimination and barriers to care for LGBT patients and their families are still realities. As HEI 2011 Leader Chase Brexton Health Services notes in its testimonial, "In 2011, the need for dedicated safe spaces still exists. For LGBT and other individuals who do not follow socially sanctioned sexual and gender ideas, accessing healthcare can be a disturbing experience." (See testimonial on page 69.)

Percent of survey respondents that answered “yes” to each criterion, if applicable.



- 1a** “Sexual Orientation” in Patients’ Bill of Rights and/or Non-Discrimination Policy
- 1b** “Gender Identity” in Patients’ Bill of Rights and/or Non-Discrimination Policy
- 2a** Explicitly Inclusive Visitation Policy Grants Equal Access for Same-Sex Couples
- 2b** Explicitly Inclusive Visitation Policy Grants Equal Access for Same-Sex Parents
- 3** LGBT Cultural Competency Training for All Personnel
- 4a** “Sexual Orientation” in Equal Employment Opportunity Policy
- 4b** “Gender Identity” in Equal Employment Opportunity Policy



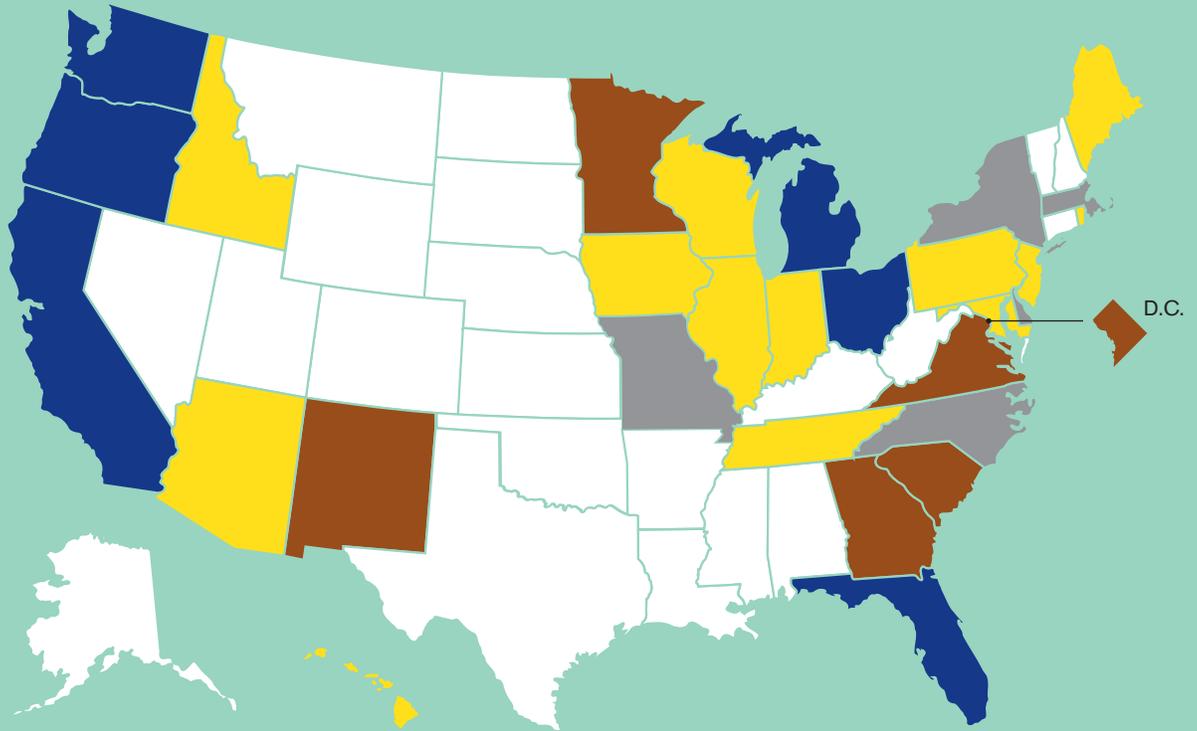


**“... [T]he very policies and practices promoted by the HEI can themselves provide a framework for thinking about an organization’s commitment to LGBT inclusion and care. Very basic changes can certainly have a dramatic impact.”**

**Erik Libey**  
Associate Director of LGBT & Rural Services  
AIDS Care  
Rochester, N.Y.

### Number of Facilities Rated by State

This year's results include facilities from 29 states and the District of Columbia. For the first time, the HEI 2011 rated facilities from Delaware, Idaho, Indiana, New Mexico, South Carolina, Rhode Island and Wisconsin. California had the most rated facilities, with 73. Other states with high numbers of facilities include Michigan, Washington, Oregon and Ohio. A complete list of the HEI 2011-rated facilities by state is available as Appendix B on page 45.



1-4 Participant(s) 13 States	5-10 Participants 5 States & D.C.	11-20 Participants 5 States	21+ Participants 6 States
Arizona (4) Hawaii (1) Idaho (1) Illinois (3) Indiana (2) Iowa (1) Maine (3) Maryland (3) New Jersey (1) Pennsylvania (2) Rhode Island (4) Tennessee (2) Wisconsin (1)	D.C. (8) Georgia (5) Minnesota (5) New Mexico (5) South Carolina (6) Virginia (10)	Delaware (12) Massachusetts (16) Missouri (19) North Carolina (12) New York (11)	California (73) Florida (25) Michigan (47) Ohio (28) Oregon (29) Washington (36)

**Expanding  
the Scope  
of the HEI**

The Healthcare Equality Index survey focuses primarily on hospitals and clinics/ outpatient facilities. As opportunities to engage a broader range of healthcare providers are explored, we'd like to highlight five HEI 2011 survey respondents that do not fit the current scope of the HEI, but nevertheless deserve recognition for their dedication to lesbian, gay, bisexual and transgender equality.

**Tower Grove**, St. Louis

**Hampton Village Pediatrics**, St. Louis

**Well-Spring**, Greensboro, N.C.

**Live Oak Pharmacy**, Austin, Texas

**Hands-On Care Physical Therapy**, Astoria, N.Y.

## Leaders in LGBT Healthcare Equality

Twenty-seven survey respondents (6 networks, 14 individual hospitals and 7 individual clinics/ outpatient facilities) responded “yes” to each of the seven rated questions that applied to them. The 6 networks represent 103 facilities. As a whole, these 27 respondents represent 124 facilities that protect their LGBT patients and employees from discrimination, ensure equal visitation access for same-sex couples and same-sex parents through explicitly inclusive policies, and provide training for all personnel on LGBT cultural competency.



Advocate Illinois Masonic Medical Center	Chicago	IL
AIDS Care	Rochester	NY
Baystate Health (9 facilities)	Springfield	MA
Beth Israel Deaconess Medical Center	Boston	MA
Beth Israel Medical Center	New York	NY
Brigham and Women's Hospital	Boston	MA
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
The George Washington University Hospital	Washington	DC
Group Health (31 facilities)	Seattle	WA
Howard University Hospital	Washington	DC
Jackson Health System (16 facilities)	Miami	FL
Kaiser Foundation Hospitals (36 facilities)	Oakland	CA
L.A. Gay & Lesbian Center	Los Angeles	CA
Multnomah County Health Department (9 facilities)	Portland	OR
Oregon Health & Science University Hospital	Portland	OR
Park Nicollet Methodist Hospital	St. Louis Park	MN
Penobscot Community Health Care	Bangor	ME
Rush University Medical Center	Chicago	IL
San Francisco General Hospital and Trauma Center	San Francisco	CA
St. Luke's-Roosevelt Hospital Center	New York	NY
UCSF Medical Center	San Francisco	CA
University of California Davis Medical Center	Sacramento	CA
UW Medicine (2 facilities)	Seattle	WA
Whitman-Walker Health	Washington	DC

**“For more than a decade, GW Hospital has advertised with ‘Other Pages,’ an LGBT area guide ... .**

In response to a growing patient population of lesbian couples giving birth at the hospital, the hospital targeted obstetrics services to prospective lesbian mothers and broadened the language in its literature to be more family-centered.”

**Trent Crable**

Chief Executive Officer  
The George Washington University Hospital  
Washington, D.C.

**Testimonials** This report includes testimonials from many of the HEI 2011 Leaders in LGBT Healthcare Equality. From implementing the necessary policy updates to recruiting and retaining LGBT and allied employees, these testimonials describe in greater detail how these respondents provide a welcoming, supportive environment for their LGBT patients and employees.

The testimonials are available online as well at [www.hrc.org/hei-2011-leaders](http://www.hrc.org/hei-2011-leaders).

HEI 2011 Leader in LGBT Healthcare Equality	City	State	Testimonial
AIDS Care	Rochester	NY	The HEI: A Framework for Approaching LGBT Inclusion and Care
Baystate Health	Springfield	MA	Diversity & Inclusion: A Key Business Imperative
Beth Israel Medical Center	New York	NY	Maintaining a Culture of Inclusion: The LGBT Committee
Brigham and Women's Hospital	Boston	MA	Celebrating & Fostering Diversity as Part of Core Mission
California Pacific Medical Center	San Francisco	CA	Translating LGBT-Inclusive Practice into Policy
Chase Brexton Health Services	Baltimore	MD	The Need for Dedicated Safe Spaces for LGBT Patients and Families
The George Washington University Hospital	Washington	DC	The Business Case for LGBT Inclusion: Becoming A Provider of Choice for LGBT Patients
Group Health	Seattle	WA	The Business Case for LGBT Inclusion: Employee Recruitment & Retention
Oregon Health & Science University Hospital	Portland	OR	The HEI: A Roadmap for Inclusion and Cultural Competency
Park Nicollet Methodist Hospital	St. Louis Park	MN	LGBT Community: Valued Healthcare Consumers & Team Members
Rush University Medical Center	Chicago	IL	Cultural Competency Training: Affirming All Patients through Culturally Sensitive Care
San Francisco General Hospital and Trauma Center	San Francisco	CA	Ensuring Policies Reflect Institutional Values of Respect & Equality
St. Luke's-Roosevelt Hospital Center	New York	NY	The HEI: Evaluating Policies and Practices for LGBT Inclusion
UCSF Medical Center	San Francisco	CA	Beyond the HEI: Additional Opportunities to Meet LGBT Health Needs
University of California Davis Medical Center	Sacramento	CA	Enhancing Quality of Care through LGBT-Inclusive Data Collection
UW Medicine	Seattle	WA	LGBT-Inclusive Non-Discrimination Policies: The Right Thing to Do
Whitman-Walker Health	Washington	DC	Illustrating LGBT Inclusion through Patient & Employee Stories



**“The HEI has been a key component of our efforts to provide equitable, inclusive, knowledgeable and welcoming care to LGBT patients and their families and has motivated UCSF to seek out additional opportunities to meet LGBT health needs. ... [It has] enabled us to reduce risk, reach out to an important segment of the local population, and maximize patient safety and satisfaction.”**

**Mark Laret**

Chief Executive Officer, UCSF Medical Center  
UCSF Benioff Children’s Hospital and Chair-Elect,  
Association of American Medical Colleges  
San Francisco

# Methodology & Rating Criteria

## Methodology

The Healthcare Equality Index is an annual survey focused on healthcare facilities' policies and practices related to lesbian, gay, bisexual and transgender issues. The goals of the HEI are: 1) to benchmark healthcare facilities on identified best practices and policies with respect to equal treatment of LGBT patients and families; and 2) to share, implement and recognize these best practices with healthcare industry leaders. Now in its fifth year, the survey continues to address basic components of the healthcare experiences of LGBT people, including patient non-discrimination, visitation policies and cultural competency training, and the protection of LGBT employees through fair employment policies.

Invitations to complete the HEI 2011 survey were sent to facility contacts nationwide in October 2010. This year, invitations targeted the 1,000 largest hospitals within the American Hospital Association database. If a facility had previously participated in the HEI, the survey invitation was sent electronically to the individuals responsible for the previous submission. If a facility had not previously participated in the HEI, the survey invitation was sent to contacts found through research by the Human Rights Campaign Foundation Family Project staff. These invitations were sent via a hard mailing and generally went to the facility's chief administrative officer, diversity or human resources professional, or a marketing/communications representative.

Participating facilities submitted their responses through an online survey, either on behalf of an individual facility or a network of facilities. Eighty-seven surveys were submitted this year; 25 represented networks and 62 represented individual facilities. Of these 62 individual survey respondents, 52 are hospitals and 10 are clinics/outpatient facilities. Taking into account the 313 facilities within the network respondents, a total of 375 facilities are included in this report (214 hospitals and 161 clinics/outpatient facilities).

## Healthcare Equality Index Rating Criteria

The HEI 2011 survey included 31 questions, seven of which pertain to LGBT-specific policy criteria and are rated in this report. The remaining questions were included for informational purposes only. The HEI focuses on the following four policy criteria for rating purposes:

### 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. Explicitly inclusive visitation policy grants same-sex couples equal visitation access as different-sex couples and next of kin
- b. Explicitly inclusive visitation policy grants same-sex parents equal visitation access as different-sex parents for their minor children

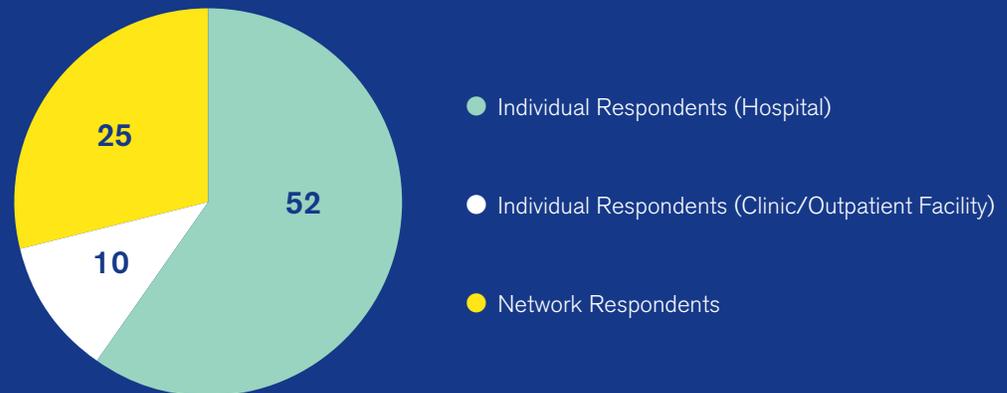
### 3. Cultural Competency Training and Client Services

Provide cultural competency training addressing healthcare issues relevant to the lesbian, gay, bisexual and transgender community

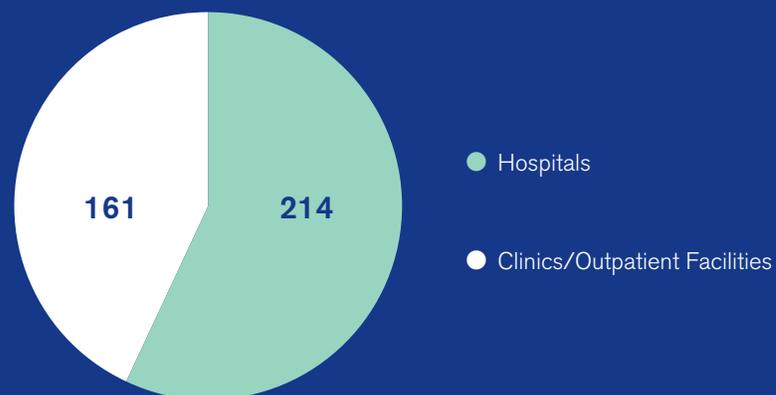
### 4. Employment Policies and Benefits

- a. Equal employment opportunity policy includes "sexual orientation"
- b. Equal employment opportunity policy includes "gender identity or expression" or "gender identity"

## Network vs. Individual Survey Respondents



## Hospitals vs. Clinics/Outpatient Facilities Rated



“The HEI formally challenges the medical world to recognize, address and respect the healthcare needs and human rights of its patients – all its patients. But more than just acting as a challenge, **the HEI provides the groundwork to enable change to occur. Without laying blame, the HEI provides the tools for medical systems to survey current practices, address inequities and become educated about the needs of LGBT communities.”**

**Alicia Gabriel**  
Marketing Manager  
Chase Brexton Health Services  
Baltimore

“Participating in the Healthcare Equality Index 2009 survey provided a framework for improvement at Park Nicollet . . . . We had already internalized and practiced much of what is asked for, but we can always improve, and we have!”

**Janette H. Strathy, M.D.**  
Chair, Park Nicollet Clinical Board  
of Governors 2010  
Park Nicolett Methodist Hospital  
St. Louis Park, Minn.

**“Participating in the HEI has helped us translate our long-held values into action.**

At both hospitals, we clarified the language in our policies to ensure our dedication to the dignity of all our families was clear, making our support of transgender people and all LGBT families explicit.”

**Michael Gustafson, M.D., M.B.A.**  
Senior Vice President for Clinical Excellence  
Brigham and Women’s Hospital  
Boston

“... [T]he Healthcare Equality Index provided us with a clearer roadmap to help ensure our policies were explicitly inclusive in wording and practice.”

**Norwood Knight-Richardson, M.D., M.A., M.B.A.**  
Vice President and Chief Administrative Officer,  
Chief Diversity Officer  
Oregon Health & Science University Hospital  
Portland, Ore.

## Findings

### Patient Non-Discrimination Policies

Lesbian, gay, bisexual and transgender people continue to be denied healthcare or treated in a discriminatory manner because of their sexual orientation and/or gender identity. In 2010, Lambda Legal released “When Health Care Isn’t Caring,” the results of a survey on the healthcare experiences of LGBT people and people living with HIV. The results are alarming: Nearly 56 percent of LGB respondents had experienced some form of discrimination while accessing healthcare, and the same is true for 70 percent of transgender respondents. These experiences often prevent LGBT people from accessing care in the future and, when they do, they may not discuss their sexual orientation or gender identity with their healthcare providers for fear of another negative encounter.

Implementing patient non-discrimination policies inclusive of both “sexual orientation” and “gender identity,” combined with staff training on compliance, can help prevent this discrimination by making it clear for facility staff that it will not be tolerated. These policies also communicate a welcoming and affirming message to the LGBT community. Effective July 1, 2011, The Joint Commission will include in its accreditation process requirements that all hospitals prohibit discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

For more information on patient non-discrimination policies, including model policy language: [www.hrc.org/issues/patient\\_rights.htm](http://www.hrc.org/issues/patient_rights.htm)

- 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”

#### Percent of Respondents that Answered “Yes”



0 30 60 90

**89.7** percent of the Healthcare Equality Index 2011 survey respondents (78 of 87 respondents, representing 359 facilities total) include “sexual orientation” in their Patients’ Bill of Rights and/or non-discrimination policy, while **59.8** percent (52 respondents, representing 235 facilities total) include “gender identity or expression” or “gender identity.”

As in years past, these results show a large disparity between the number of policies inclusive of sexual orientation and those inclusive of gender identity. Nearly half of the HEI 2011 survey respondents do not have policies in place to protect transgender patients from discrimination, while that same Lambda Legal study reported that transgender patients had the highest rates of being refused care (nearly 27 percent), being subjected to harsh language (nearly 21 percent) and experiencing physical abuse (nearly 8 percent).



“The Healthcare Equality Index guidelines were a wonderful resource to help us successfully align our policies with our existing practices and values. ... **Patients measure the quality of their healthcare through the lens of how they are treated. Everyone deserves access to high-quality care free from discrimination.** The Joint Commission has announced that patient non-discrimination standards will now be part of the accreditation process. We applaud this move because it is, simply, the right thing to do.”

**Johnese Spisso**

Chief Health System Officer, UW Medicine  
Vice President for Medical Affairs, University of Washington  
Seattle

**Visitation Policies**

LGBT families are not always recognized as family due to inadequate visitation policies and staff training, leading to tragic circumstances of loved ones being denied visitation access.

On Jan. 18, 2011, landmark federal regulations protecting LGBT patients' hospital visitation rights went into effect. These new rules apply to hospitals participating in Medicaid and Medicare programs and will help ensure that all patients will have their visitation rights respected. Stemming from President Obama's memorandum in April 2010 directing the Department of Health and Human Services to develop these regulations, they require hospitals to permit patients to designate visitors of their choosing and prohibit discrimination in visitation based on a number of factors, including sexual orientation and gender identity. As an organization with Centers for Medicare & Medicaid Services deeming authority, The Joint Commission will align its hospital standards to these new HHS requirements effective July 1, 2011.

The HEI survey focuses on two aspects of visitation policies as they apply to LGBT patients and families: language that ensures equal access for same-sex couples (partners/spouses/significant others) and language granting equal access for same-sex parents. Best-practice visitation policies include a definition of family that is explicitly inclusive of same-sex couples and same-sex parents. This explicit policy language decreases the possibility of staff members interpreting these policies based on their own biases. The more explicit the policy, the better it ensures inclusion is translated into practice, protecting all patients' and families' rights.

For more information on visitation policies, including model policy language:  
[www.hrc.org/issues/visitation-policies.htm](http://www.hrc.org/issues/visitation-policies.htm)

- Criteria**
- 2a** Explicitly inclusive visitation policy grants same-sex couples equal visitation access as different-sex couples and next of kin
  - 2b** Explicitly inclusive visitation policy grants same-sex parents equal visitation access as different-sex parents for their minor children

**Percent of Respondents that Answered "Yes"**



Policies meeting these criteria are explicitly inclusive of the LGBT community by:

- Including an explicitly inclusive definition of family within the facility's visitation policy; or,
- Referencing an explicitly inclusive definition of family, as part of a companion "definitions" policy section, within the facility's visitation policy; or,
- Including explicit reference to equal access for same-sex couples and same-sex parents within the facility's visitation policy; or,
- Prohibiting discrimination in visitation access based on "sexual orientation" and "gender identity" within the facility's visitation policy.

**52.6** percent of the HEI 2011 survey respondents for which this question was applicable (40 of 76 respondents, representing 126 facilities total) have explicitly inclusive visitation policies that grant same-sex couples equal visitation access as different-sex couples and next of kin. And **48.6** percent (36 of 74 respondents, representing 108 facilities total) have explicitly inclusive visitation policies that grant same-sex parents equal visitation access as different-sex parents for their minor children.

“... [T]he HEI survey helped us realize that our written policies regarding patient visitation rights did not fully reflect our anti-discriminatory values and practices.

**HRC provided valuable resources for us to develop an LGBT-inclusive definition of ‘family’ in our visitation policies – a definition we hope will be adopted by every hospital in the nation.”**

**Judy Li, Ph.D.**

Vice President – Health System Innovation and Community Benefit  
California Pacific Medical Center  
San Francisco

**Cultural  
Competency  
Training**

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 competency, because patients' experiences while accessing healthcare is influenced by everyone they interact with in the process.

For more information on cultural competency training:  
[www.hrc.org/issues/cultural-competence.htm](http://www.hrc.org/issues/cultural-competence.htm)

**Criteria 3** Provide cultural competency training addressing healthcare issues relevant to the lesbian, gay, bisexual and transgender community for all personnel

**Percent of Respondents that Answered “Yes”**



This criterion requires survey respondents to train each of the following personnel groups, as they apply to their facility: administrative, medical assistants and technicians, allied health professionals, nurses and physicians.

**51.7** percent of the HEI 2011 survey respondents (45 of 87 respondents, representing 213 facilities total) provide cultural competency training addressing healthcare issues relevant to the LGBT community to each applicable personnel group. More specifically:

- **52.9** percent of respondents (46 of 87) train administrative personnel on LGBT cultural competency.
  - **45.7** percent of these respondents make these trainings mandatory for all administrative personnel.
  - **19.6** percent require employees to update this training on an annual basis.
- **51.8** percent (44 of 85) train medical assistants and technicians.
  - **45** percent of these respondents make these trainings mandatory for all medical assistants and technicians.
  - **21.7** percent require an annual update.
- **53.5** percent (46 of 86) train allied health professionals.
  - **45** percent of these respondents make these trainings mandatory for all allied health professionals.
  - **19.5** percent require an annual update.
- **55.2** percent (48 of 87) train nurses.
  - **47.9** percent of these respondents make these trainings mandatory for all nurses.
  - **20.8** percent require an annual update.
- **51.9** percent (40 of 77) train physicians.
  - **31.6** percent of these respondents make these trainings mandatory for all physicians.
  - **17.5** percent require annual update.

For each personnel group, these trainings are most likely to be offered in person as one-time, stand-alone, LGBT-specific trainings, rather than as online trainings or as part of general orientation/diversity trainings.

The HEI 2011 survey also asked for information on topics covered in these trainings, focusing on these core training topics:

- LGBT terminology
- LGBT demographics
- LGBT community: history and background
- Stories of LGBT bias and substandard care
- Barriers to care for the LGBT community
- Applicable state and local laws for LGBT people with respect to healthcare
- LGBT health risks
- LGBT health disparities
- LGBT sub-populations
- Primary care issues
- Patient-provider interactions
- Patient-staff interactions

The most-covered topics for each personnel group included: LGBT terminology, barriers to care for the LGBT community and patient-staff interactions. Information on LGBT sub-populations and applicable state and local laws for LGBT people with respect to healthcare are the least likely topics to be addressed in these trainings.



“... [W]e not only provide the high level of excellence in clinical service for which Rush is nationally known – **we also provide these services in a manner that understands, accepts and affirms the individual circumstances of each patient. This approach is reflected in the cultural competency training Rush provides to our staff.**

The staff of all Rush inpatient units and clinics receive information about providing culturally sensitive and appropriate care.”

**Larry J. Goodman, M.D.**  
Chief Executive Officer  
Rush University Medical Center  
Chicago



**Employment  
Non-Discrimination  
Policies**

Currently, federal law protects employees from discrimination on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability and genetic information. Federal law does not yet protect employees from discrimination based on real or perceived sexual orientation or gender identity.

Twenty-one states and the District of Columbia have passed laws prohibiting employment discrimination based on sexual orientation; 15 states and the District of Columbia have passed laws prohibiting employment discrimination based on gender identity. At least 130 cities and counties throughout the United States prohibit employment discrimination based on both sexual orientation and 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](http://www.hrc.org/about_us/state_laws.asp)

For more information on employment non-discrimination policies:  
[www.hrc.org/issues/about\\_equal\\_opportunity.asp](http://www.hrc.org/issues/about_equal_opportunity.asp).

- Criteria** **4a** Equal employment opportunity policy includes “sexual orientation”  
**4b** Equal employment opportunity policy includes “gender identity or expression” or “gender identity”

**Percent of Respondents that Answered “Yes”**



**90.8** percent of the HEI 2011 survey respondents (79 of 87 respondents, representing 343 facilities total) bar employment discrimination based on “sexual orientation,” while only **64.4** percent (56 respondents, representing 257 facilities total) prohibit employment discrimination based on “gender identity or expression” or “gender identity.”

The Healthcare Equality Index primarily focuses on the experiences of lesbian, gay, bisexual and transgender patients and their families. However, a look at a facility’s employment policies and benefits pertaining to its LGBT employees can inform an assessment of its overall climate. The HEI rates facilities on two of the many policies and practices employers should implement to be inclusive of their LGBT employees.

For more information on LGBT inclusion in the workplace:  
[www.hrc.org/workplace](http://www.hrc.org/workplace)

“Group Health believes in workplace equality, regardless of sexual orientation or gender expression or identity.

**...This emphasis on diversity and inclusion helps attract and retain high-quality employees and medical staff in every discipline and area of our organization.**

... Group Health proudly displays the HEI ‘Best Healthcare Facility for LGBT Families’ trademark for 2010 at our hospital campus, and looks forward to displaying the 2011 logo at every one of our medical facilities. **No one**

**will have to wonder what Group Health’s position on diversity is when they seek a job or need healthcare.”**

**James Hereford**

Executive Vice President  
Group Practice Division  
Group Health Cooperative

**Desi Bailey, M.D.**

Chief of Hospital Staff  
Group Health Central Hospital  
Seattle

## Additional Best Practices & Policies

In addition to questions related to the seven rated criteria, the Healthcare Equality Index survey asked facilities for information on several other policies and practices related to the lesbian, gay, bisexual and transgender community. These questions focused on decision-making, employee benefits, employee groups and data collection.

### Advance Healthcare Directive Compliance Training

Advance healthcare directives (i.e., durable powers of attorney, healthcare proxies and living wills) allow individuals to express their healthcare wishes and designate surrogates who may make medical decisions on their behalf in the event of mental incapacity.

Due to the lack of LGBT relationship recognition laws in most states, and because most default medical decision-making law is not inclusive of LGBT families, it is especially important that same-sex couples complete directives to ensure their ability to make medical decisions for incapacitated partners. Unfortunately, LGBT individuals come forward with tragic stories of hospitals failing to recognize these directives at critical moments of emergency and end-of-life medical treatment.

The April 2010 memorandum sent by President Obama to the secretary of Health and Human Services also called for new guidelines regarding hospitals' compliance with existing regulations to guarantee all patients' advance healthcare directives are respected. At the time of this report, Centers for Medicare & Medicaid guidelines are forthcoming. Failure to respect these directives indicates a breakdown in compliance due to inadequate staff training or insufficient policy language. Therefore, the HEI survey asks questions focused on advance healthcare directive compliance training.

**59.8** percent of the HEI 2011 survey respondents (52 of 87) provide advance healthcare directive compliance training to all applicable personnel groups. More specifically:

- **61.5** percent (48 of 78 respondents for which this question applied) train administrative personnel on compliance to advance healthcare directive policies.
  - **30.8** percent of these respondents make this training mandatory for all administrative personnel.
  - **33.3** percent require that this training be updated on an annual basis.
- **58.1** percent (43 of 74) train medical assistants and technicians.
  - **62.8** percent of these respondents make this training mandatory for all medical assistants and technicians.
  - **23.3** percent require an annual update.
- **63.5** percent (47 of 74) train allied health professionals.
  - **55.3** percent of these respondents make this training mandatory for all allied health professionals.
  - **23.4** percent require an annual update.

- **71.8** percent (56 of 78) train nurses.
  - **75** percent of these respondents make this training mandatory for all nurses.
  - **26.8** percent require an annual update.
- **55.7** percent (39 of 70) train physicians.
  - **59** percent of these respondents make this training mandatory for all physicians.
  - **23.1** percent require an annual update.

The survey also asked what topics are covered in this training. The most frequently covered topics included:

- State law and policies on the recognition of valid advance healthcare directives
- State law and policies on default surrogate selection when no advance healthcare directive exists
- Procedure for documenting advance healthcare directives in medical records
- Definition of designated agent (delineating who can be appointed designated agent in an advance healthcare directive)

These trainings are far less likely to discuss advance healthcare directive policies in relation to the LGBT community. For example, in the case of nurses:

- Only **35.7** percent of the HEI 2011 survey respondents that train nurses on advance healthcare directive compliance include information on state relationship recognition law and surrogate decision-making rights for same-sex couples in this training.
- **39.3** percent include example scenarios related to advance healthcare directive policy and practice, and only **21.4** percent reported inclusion of scenarios explicitly involving LGBT individuals/same-sex couples.

**6.8** percent of the HEI 2011 respondents reported training any nurses on the medical decision-making rights of same-sex parents for their minor children within these trainings. There remain significant gaps in the law when it comes to protecting the decision-making rights of same-sex parents. Due the current patchwork of state parenting laws, this is an especially complex area for healthcare personnel to navigate — especially without adequate training.

For more information on advance healthcare directive policies:

**[www.hrc.org/issues/decision-making-policies.htm](http://www.hrc.org/issues/decision-making-policies.htm)**

### Transgender Health Benefits

Transgender-inclusive health insurance benefits — insurance that covers sex reassignment surgery and related treatment as defined by the World Professional Association for Transgender Health — are critically important for many transgender people and are historically of insignificant cost to an employer. But, because of pervasive “transgender exclusions,” many health insurance plans in the United States regularly deny transgender people coverage for even basic medical treatments unrelated to being transgender, or only cover harmful, so-called “reparative therapy” and related treatments.

Since 2006, the Human Rights Campaign Foundation has made it a primary goal to work with employers to end health insurance discrimination against transgender people by requiring Corporate Equality Index survey respondents to examine their insurance policies for these transgender exclusions. Since the HEI 2010 survey, the HRC Foundation has shared this work with respondents and will continue to share related resources.

Among the HEI 2011 survey respondents, **8 percent** (7 respondents) offer transgender-inclusive benefits.

For more information on transgender-inclusive health benefits:  
[www.hrc.org/issues/transgender\\_inclusive\\_benefits.htm](http://www.hrc.org/issues/transgender_inclusive_benefits.htm)

### 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, the resulting disparity in compensation is profound. These are low-cost, high-value employment benefits and are now the norm among employers committed to recruiting and retaining LGBT employees.

**74.7 percent** of the HEI 2011 survey respondents (65 respondents) offer health insurance coverage to their employees' domestic partners.

For more information on domestic partner benefits:  
[www.hrc.org/issues/domestic\\_partner\\_benefits.htm](http://www.hrc.org/issues/domestic_partner_benefits.htm)

### LGBT Employee Groups

LGBT employee groups can provide guidance and input on a facility's policies and practices and help provide a sense of safety, acceptance and respect for LGBT employees within the facility by maintaining a visible presence and establishing a meaningful a voice within the facility.

**41.4 percent** of the HEI 2011 survey respondents (36 respondents) have an officially recognized LGBT employee group.

For more information on employee groups:  
[www.hrc.org/issues/employee-groups.htm](http://www.hrc.org/issues/employee-groups.htm)

“The LGBT Committee at Beth Israel Medical Center ... was formed in 2008 as a subdivision of the hospital’s Diversity Council.

**... Being recognized as a Leader in LGBT Healthcare Equality by HRC is a powerful tool to assist the LGBT Committee in engaging straight allies throughout Beth Israel. Every physician, nurse and staff member understands best-care practices, and wants to provide quality care to every patient, regardless of diversity status.”**

**Michael Graziano, M.P.A.**

LGBT Committee Co-Chair  
Beth Israel Medical Center

**Rolston Cyril Watts, Ph.D.**

LGBT Committee Co-Chair  
Beth Israel Medical Center  
New York

**Data  
Collection  
Policies**

**Intake forms**

All patient-history and intake forms should acknowledge the existence of the LGBT community. 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).

- **51.7** percent (45 respondents) have intake forms that include information on their visitation policies.
- **49.4** percent (43 respondents) allow for the designation of domestic partnership or otherwise unmarried partnership or parental status within these forms.
- **62** percent (54 respondents) allow for the designation of domestic partner or others as next of kin on these forms.
- **52.9** percent (46 respondents) have intake forms that allow for the designation of domestic partner or others as medical decision-maker.
- **36.8** percent (32 respondents) allow for designation of transgender status on intake forms.
- **43.7** percent (38 respondents) have intake forms that allow for flexibility in identification of name and gender.

**Data Collection Systems**

The value of inclusive intake forms is diminished when data collection systems do not allow providers to capture this information. Tracking LGBT status – while not requiring this information from patients who prefer not to disclose or have it documented in their medical records – facilitates the assessment of health outcomes according to sexual orientation and gender identity.

- **26.4** (23 respondents) percent have data collection systems that allow people to self-identify as lesbian, gay or bisexual.
- **24.1** percent (21 respondents) have data collections systems that allow people to self-identify as transgender.
- **71.3** percent (62 respondents) 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.

For more information on data collection:

**[www.hrc.org/issues/data-collection-policies.htm](http://www.hrc.org/issues/data-collection-policies.htm)**

“Just as it is helpful for a clinician to know a patient’s race, ethnicity and preferred language, **knowing a patient’s sexual orientation or gender identity gives health professionals important insight into their patients’ lives**, which in turn helps clinicians make more informed diagnoses and recommendations. **As part of our vision for a healthier world through bold innovation, we are working to collect sexual orientation and gender identity information in our patients’ electronic health records.”**

**Ann Madden Rice**  
Chief Executive Officer  
University of California Davis Medical Center  
Sacramento, Calif.



## **APPENDICES**

### **APPENDIX A**

**36 HEI-RATED FACILITIES  
BY NAME**

### **APPENDIX B**

**45 HEI-RATED FACILITIES  
BY STATE**

### **APPENDIX C**

**54 HEI-RATED FACILITIES  
BY NETWORK**

### **APPENDIX D**

**63 TESTIMONIALS  
FROM THE HEI 2011  
LEADERS IN LGBT  
HEALTHCARE EQUALITY**

## APPENDIX A

# HEI-RATED FACILITIES BY NAME

### Healthcare Equality Index Rating 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** Explicitly inclusive visitation policy grants same-sex couples equal visitation access as different-sex couples and next of kin
- 2b** Explicitly inclusive visitation policy grants same-sex parents equal visitation access as different-sex parents for their minor children
- 3** Provide cultural competency training addressing healthcare issues relevant to lesbian, gay, bisexual and transgender community
- 4a** Equal employment opportunity policy includes "sexual orientation"
- 4b** Equal employment opportunity policy includes "gender identity or expression" or "gender identity"

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
A. Alfred Taubman Health Care Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Advocate Illinois Masonic Medical Center		Chicago	IL	●	●	●	●	●	●	●	●
AIDS Care		Rochester	NY	●	●	●	●	●	●	●	●
Annie Penn Hospital	Moses Cone Health System	Reidsville	NC		●	●	●	●	●	●	●
Assertive Community Outreach (BH)	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Atlanticare Regional Medical Center		Atlantic City	NJ		●	●	●	●	●	●	●
Ball Memorial Hospital		Muncie	IN		●	●	●	●	●	●	●
Barnes-Jewish Hospital		St. Louis	MO		●	●	●	●	●	●	●
Baystate Brightwood Health Center	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Franklin Medical Center	Baystate Health	Greenfield	MA	●	●	●	●	●	●	●	●
Baystate High Street Health Center – Adult Medicine	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Baystate High Street Health Center – Pediatric Medicine	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Mary Lane Hospital	Baystate Health	Ware	MA	●	●	●	●	●	●	●	●
Baystate Mason Square Neighborhood Health Center	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Medical Center	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Regional Cancer Program	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Visiting Nurse Association & Hospice	Baystate Health	Springfield	MA	●	●	●	●	●	●	●	●
Bedford Medical Center	University Hospitals of Cleveland	Bedford	OH		●	●	●	●	●	●	●
Beth Israel Deaconess Medical Center		Boston	MA	●	●	●	●	●	●	●	●
Beth Israel Medical Center		New York	NY	●	●	●	●	●	●	●	●
Borgess Medical Center		Kalamazoo	MI		●	●	●	●	●	●	●
Bosco Counseling Center (BH)	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Briarwood Center for Reproductive Medicine	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Center for Women, Children and Young Adults	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Family Medicine	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Health Associates	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Hearing Rehabilitation Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Physical Medicine & Rehabilitation	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Radiology	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Brigham and Women's Hospital		Boston	MA	●	●	●	●	●	●	●	●
Brighton Health Center	University of Michigan Health System	Brighton	MI		●	●	●	●	●	●	●
Brunswick Community Hospital	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
C.S. Mott Children's Hospital	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
California Pacific Medical Center		San Francisco	CA	●	●	●	●	●	●	●	●
Callen-Lorde Community Health Center		New York	NY	●	●	●	●	●	●	●	●
Canton Health Center	University of Michigan Health System	Canton	MI		●	●	●	●	●	●	●
Carrie Tingley Hospital	University of New Mexico Hospitals	Albuquerque	NM		●	●	●	●	●	●	●
Case Medical Center	University Hospitals of Cleveland	Cleveland	OH		●	●	●	●	●	●	●
Center for Sleep Health	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Chase Brexton Health Services		Baltimore	MD	●	●	●	●	●	●	●	●
Chelsea Health Center	University of Michigan Health System	Chelsea	MI		●	●	●	●	●	●	●
Child and Family Services (BH)	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Children's Hospital	University of New Mexico Hospitals	Albuquerque	NM		●	●	●	●	●	●	●
The Children's Hospital at Legacy Emanuel	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Children's Hospital of Philadelphia		Philadelphia	PA		●	●	●	●	●	●	●
Children's Psychiatric Center	University of New Mexico Hospitals	Albuquerque	NM		●	●	●	●	●	●	●
Christiana Care Helen F. Graham Cancer Center	Christiana Care Health System	Newark	DE		●	●	●	●	●	●	●
Christiana Hospital	Christiana Care Health System	Newark	DE		●	●	●	●	●	●	●
Christiana Surgicenter	Christiana Care Health System	Newark	DE		●	●	●	●	●	●	●
Clarian Health		Indianapolis	IN		●	●	●	●	●	●	●
Commonwealth Neuropsychology Clinic	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Community Family Health Center	University of Michigan Health System	Chelsea	MI		●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Conneaut Medical Center	University Hospitals of Cleveland	Conneaut	OH		●	●	●	●	●	●	●
Corrections Health Services Clinics	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Dana-Farber Cancer Institute		Boston	MA	●	●	●	●	●	●	●	●
Dexter Family Medicine	University of Michigan Health System	Dexter	MI		●	●	●	●	●	●	●
Domino's Farms	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Downtown Medical Office	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Dr. Rafael A. Peñalver Clinic	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Duke University Hospital		Durham	NC		●	●	●	●	●	●	●
East Ann Arbor Ambulatory Surgery & Medical Procedures Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
East Ann Arbor Health & Geriatrics Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
East County Health Center	Multnomah County Health Department	Gresham	OR	●	●	●	●	●	●	●	●
Eastern Maine Medical Center		Bangor	ME		●	●	●	●	●	●	●
Edward R. Roybal Comprehensive Health Center	LAC+USC Healthcare Network	Los Angeles	CA		●	●	●	●	●	●	●
El Monte Comprehensive Health Center	LAC+USC Healthcare Network	El Monte	CA		●	●	●	●	●	●	●
Emma Pendleton Bradley Hospital	Lifespan Corporation	East Providence	RI		●	●	●	●	●	●	●
The Emory Clinic	Emory Healthcare	Atlanta	GA		●	●	●	●	●	●	●
Emory Orthopedic and Spine Hospital	Emory Healthcare	Tucker	GA		●	●	●	●	●	●	●
Emory University Hospital, Clifton Road Campus	Emory Healthcare	Atlanta	GA		●	●	●	●	●	●	●
Emory University Hospital, Midtown Campus	Emory Healthcare	Atlanta	GA		●	●	●	●	●	●	●
Euclid Hospital	Cleveland Clinic Foundation	Euclid	OH		●	●	●	●	●	●	●
Eugene du Pont Preventive Medicine & Rehabilitation Institute	Christiana Care Health System	Wilmington	DE		●	●	●	●	●	●	●
Evanston Hospital		Evanston	IL		●	●	●	●	●	●	●
Fairview Hospital	Cleveland Clinic Foundation	Cleveland	OH		●	●	●	●	●	●	●
Faulkner Hospital		Boston	MA		●	●	●	●	●	●	●
Fenway Health		Boston	MA		●	●	●	●	●	●	●
Forsyth Medical Center	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
Franklin Regional Health System	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
Geauga Medical Center	University Hospitals of Cleveland	Chardon	OH		●	●	●	●	●	●	●
Geneva Medical Center	University Hospitals of Cleveland	Geneva	OH		●	●	●	●	●	●	●
The George Washington University Hospital		Washington	DC	●	●	●	●	●	●	●	●
Geriatrics Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Grain Valley Family Medicine	Truman Medical Centers Inc.	Grain Valley	MO		●	●	●	●	●	●	●
Grant Regional Health Center		Lancaster	WI		●	●	●	●	●	●	●
Greenville Memorial Hospital	Greenville Hospital System University Medical Center	Greenville	SC		●	●	●	●	●	●	●
Greer Memorial Hospital	Greenville Hospital System University Medical Center	Greer	SC		●	●	●	●	●	●	●
Group Health Bellevue Medical Center	Group Health	Bellevue	WA	●	●	●	●	●	●	●	●
Group Health Bremerton Behavioral Health Services	Group Health	Bremerton	WA	●	●	●	●	●	●	●	●
Group Health Bremerton Internal Medicine and Occupational Health	Group Health	Bremerton	WA	●	●	●	●	●	●	●	●
Group Health Burien Medical Center	Group Health	Burien	WA	●	●	●	●	●	●	●	●
Group Health Capitol Hill Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Central Hospital	Group Health	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Coeur d'Alene Medical Center	Group Health	Coeur d'Alene	ID	●	●	●	●	●	●	●	●
Group Health Downtown Seattle Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Eastside Speech, Language, and Learning Services	Group Health	Bellevue	WA	●	●	●	●	●	●	●	●
Group Health Everett Medical Center	Group Health	Everett	WA	●	●	●	●	●	●	●	●
Group Health Factoria Medical Center	Group Health	Bellevue	WA	●	●	●	●	●	●	●	●
Group Health Federal Way Medical Center	Group Health	Federal Way	WA	●	●	●	●	●	●	●	●
Group Health Kent Medical Center	Group Health	Kent	WA	●	●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Group Health Lidgerwood Medical Center	Group Health	Spokane	WA	●	●	●	●	●	●	●	●
Group Health Lynnwood Medical Center	Group Health	Lynnwood	WA	●	●	●	●	●	●	●	●
Group Health Northgate Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Northshore Medical Center	Group Health	Bothell	WA	●	●	●	●	●	●	●	●
Group Health Olympia Medical Center	Group Health	Olympia	WA	●	●	●	●	●	●	●	●
Group Health Port Orchard Medical Center	Group Health	Port Orchard	WA	●	●	●	●	●	●	●	●
Group Health Poulsbo Medical Center	Group Health	Poulsbo	WA	●	●	●	●	●	●	●	●
Group Health Puyallup Medical Center	Group Health	Puyallup	WA	●	●	●	●	●	●	●	●
Group Health Rainier Medical Center	Group Health	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Redmond Medical Center at Riverpark	Group Health	Redmond	WA	●	●	●	●	●	●	●	●
Group Health Renton Medical Center	Group Health	Renton	WA	●	●	●	●	●	●	●	●
Group Health Riverfront Medical Center	Group Health	Spokane	WA	●	●	●	●	●	●	●	●
Group Health Silverdale Medical Center	Group Health	Silverdale	WA	●	●	●	●	●	●	●	●
Group Health South Hill Medical Center	Group Health	Spokane	WA	●	●	●	●	●	●	●	●
Group Health Tacoma Mall Behavioral Health, Speech, Language & Learning Services	Group Health	Tacoma	WA	●	●	●	●	●	●	●	●
Group Health Tacoma Medical Center	Group Health	Tacoma	WA	●	●	●	●	●	●	●	●
Group Health Tacoma South Medical Center	Group Health	Tacoma	WA	●	●	●	●	●	●	●	●
Group Health Veradale Medical Center	Group Health	Spokane Valley	WA	●	●	●	●	●	●	●	●
H. Claude Hudson Comprehensive Health Center	LAC+USC Healthcare Network	Los Angeles	CA		●	●	●	●	●	●	●
Harborview Medical Center	UW Medicine	Seattle	WA	●	●	●	●	●	●	●	●
Harvard Vanguard Medical Associates		Newton	MA		●	●	●	●	●	●	●
Health Central		Ocoee	FL		●	●	●	●	●	●	●
HealthCare Center at Christiana	Christiana Care Health System	Newark	DE		●	●	●	●	●	●	●
Hennepin County Medical Center		Minneapolis	MN		●	●	●	●	●	●	●
Hillcrest Hospital	Cleveland Clinic Foundation	Mayfield Hts.	OH		●	●	●	●	●	●	●
Hillcrest Memorial Hospital	Greenville Hospital System University Medical Center	Simpsonville	SC		●	●	●	●	●	●	●
HIV Health Services Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Holtz Children's Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Home Care Services	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Horizons Older Adult Services (BH)	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Howard University Hospital		Washington	DC	●	●	●	●	●	●	●	●
Howell Pediatrics and Teen Center	University of Michigan Health System	Howell	MI		●	●	●	●	●	●	●
Huron Hospital	Cleveland Clinic Foundation	E. Cleveland	OH		●	●	●	●	●	●	●
Iowa Methodist Medical Center		Des Moines	IA		●	●	●	●	●	●	●
Ireland Cancer Center	University Hospitals of Cleveland	Cleveland	OH		●	●	●	●	●	●	●
J. Glen Smith Health Center	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
Jackson County Health Department	Truman Medical Centers Inc.	Independence	MO		●	●	●	●	●	●	●
Jackson Memorial Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Jackson Mental Health Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Jackson North Community Mental Health Centers	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Jackson North Medical Center	Jackson Health System	N. Miami Beach	FL	●	●	●	●	●	●	●	●
Jackson Rehabilitation Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Jackson South Community Hospital	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Jefferson Reaves Sr. Health Center	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Joe DiMaggio Children's Hospital	Memorial Healthcare System	Hollywood	FL		●	●	●	●	●	●	●
Johns Hopkins Hospital		Baltimore	MD		●	●	●	●	●	●	●
Kaiser Permanente, Anaheim Medical Center	Kaiser Foundation Hospitals	Anaheim	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Kaiser Foundation Hospitals	Antioch	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Baldwin Park Medical Center	Kaiser Foundation Hospitals	Baldwin Park	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Kaiser Foundation Hospitals	Downey	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Fontana Medical Center	Kaiser Foundation Hospitals	Fontana	CA	●	●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Kaiser Permanente, Fremont Medical Center	Kaiser Foundation Hospitals	Fremont	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Fresno Medical Center	Kaiser Foundation Hospitals	Fresno	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Hayward Medical Center	Kaiser Foundation Hospitals	Hayward	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Kaiser Foundation Hospitals	Irvine	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Los Angeles Medical Center	Kaiser Foundation Hospitals	Los Angeles	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Manteca Medical Center	Kaiser Foundation Hospitals	Manteca	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Moanalua Medical Center	Kaiser Foundation Hospitals	Honolulu	HI	●	●	●	●	●	●	●	●
Kaiser Permanente, Modesto Medical Center	Kaiser Foundation Hospitals	Modesto	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Moreno Valley Community Hospital	Kaiser Foundation Hospitals	Moreno Valley	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Oakland Medical Center	Kaiser Foundation Hospitals	Oakland	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Panorama City Medical Center	Kaiser Foundation Hospitals	Panorama City	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Redwood City Medical Center	Kaiser Foundation Hospitals	Redwood City	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Richmond Medical Center	Kaiser Foundation Hospitals	Richmond	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Riverside Medical Center	Kaiser Foundation Hospitals	Riverside	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Roseville Women and Children's Center	Kaiser Foundation Hospitals	Roseville	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Sacramento Medical Center	Kaiser Foundation Hospitals	Sacramento	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, San Diego Medical Center	Kaiser Foundation Hospitals	San Diego	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, San Francisco Medical Center	Kaiser Foundation Hospitals	San Francisco	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, San Jose Medical Center	Kaiser Foundation Hospitals	San Jose	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, San Rafael Medical Center	Kaiser Foundation Hospitals	San Rafael	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Clara Medical Center (Kiely Campus)	Kaiser Foundation Hospitals	Santa Clara	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Rosa Medical Center	Kaiser Foundation Hospitals	Santa Rosa	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, South Bay Medical Center	Kaiser Foundation Hospitals	Harbor City	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, South Sacramento Trauma Center	Kaiser Foundation Hospitals	Sacramento	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, South San Francisco Medical Center	Kaiser Foundation Hospitals	S. San Francisco	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Sunnyside Medical Center	Kaiser Foundation Hospitals	Clackamas	OR	●	●	●	●	●	●	●	●
Kaiser Permanente, Vacaville Medical Center	Kaiser Foundation Hospitals	Vacaville	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Vallejo Medical Center	Kaiser Foundation Hospitals	Vallejo	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Walnut Creek Medical Center	Kaiser Foundation Hospitals	Walnut Creek	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, West Los Angeles Medical Center	Kaiser Foundation Hospitals	Los Angeles	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Woodland Hills Medical Center	Kaiser Foundation Hospitals	Woodland Hills	CA	●	●	●	●	●	●	●	●
Kellogg Eye Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
L.A. Gay & Lesbian Center		Los Angeles	CA	●	●	●	●	●	●	●	●
La Clinica de la Buena Salud Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
La Puente Health Center	LAC+USC Healthcare Network	La Puente	CA		●	●	●	●	●	●	●
LAC+USC Medical Center	LAC+USC Healthcare Network	Los Angeles	CA		●	●	●	●	●	●	●
Lakewood Counseling Services (BH)	Truman Medical Centers Inc.	Lees Summit	MO		●	●	●	●	●	●	●
Lakewood Hospital	Cleveland Clinic Foundation	Lakewood	OH		●	●	●	●	●	●	●
Legacy Clinic Battle Ground	Legacy Health	Battle Ground	WA		●	●	●	●	●	●	●
Legacy Clinic Bridgeport	Legacy Health	Lake Oswego	OR		●	●	●	●	●	●	●
Legacy Clinic Canby	Legacy Health	Canby	OR		●	●	●	●	●	●	●
Legacy Clinic Emanuel	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Legacy Clinic Firwood	Legacy Health	Sandy	OR		●	●	●	●	●	●	●
Legacy Clinic Fisher's Landing	Legacy Health	Vancouver	WA		●	●	●	●	●	●	●
Legacy Clinic Good Samaritan	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Legacy Clinic Lake Oswego	Legacy Health	Lake Oswego	OR		●	●	●	●	●	●	●
Legacy Clinic Mount Hood	Legacy Health	Gresham	OR		●	●	●	●	●	●	●
Legacy Clinic Northeast	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Legacy Clinic Northwest	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Legacy Clinic Salmon Creek	Legacy Health	Vancouver	WA		●	●	●	●	●	●	●
Legacy Clinic St. Helens	Legacy Health	St. Helens	OR		●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Legacy Clinic Tualatin	Legacy Health	Tualatin	OR		●	●	●	●	●	●	●
Legacy Clinic West Linn	Legacy Health	West Linn	OR		●	●	●	●	●	●	●
Legacy Clinic Woodburn	Legacy Health	Woodburn	OR		●	●	●	●	●	●	●
Legacy Emanuel Medical Center	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Legacy Good Samaritan Medical Center	Legacy Health	Portland	OR		●	●	●	●	●	●	●
Legacy Meridian Park Medical Center	Legacy Health	Tualatin	OR		●	●	●	●	●	●	●
Legacy Mount Hood Medical Center	Legacy Health	Gresham	OR		●	●	●	●	●	●	●
Legacy Salmon Creek Medical Center	Legacy Health	Vancouver	WA		●	●	●	●	●	●	●
Livonia Center for Specialty Care	University of Michigan Health System	Livonia	MI		●	●	●	●	●	●	●
Livonia Health Center	University of Michigan Health System	Livonia	MI		●	●	●	●	●	●	●
Lutheran Hospital	Cleveland Clinic Foundation	Cleveland	OH		●	●	●	●	●	●	●
MacDonald Women's Hospital	University Hospitals of Cleveland	Cleveland	OH		●	●	●	●	●	●	●
Maimonides Medical Center		Brooklyn	NY		●	●	●	●	●	●	●
MaineGeneral Medical Center		Waterville	ME		●	●	●	●	●	●	●
Maple Meadows Outreach Clinic	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Massachusetts General Hospital		Boston	MA		●	●	●	●	●	●	●
Mattel Children's Hospital UCLA	UCLA Health System	Los Angeles	CA		●	●	●	●	●	●	●
Mayo Clinic	Mayo Clinic	Scottsdale	AZ		●	●	●	●	●	●	●
Mayo Clinic	Mayo Clinic	Rochester	MN		●	●	●	●	●	●	●
Mayo Clinic	Mayo Clinic	Jacksonville	FL		●	●	●	●	●	●	●
Mayo Clinic Hospital	Mayo Clinic	Jacksonville	FL		●	●	●	●	●	●	●
Mayo Clinic Hospital	Mayo Clinic	Phoenix	AZ		●	●	●	●	●	●	●
Medina Hospital	Cleveland Clinic Foundation	Medina	OH		●	●	●	●	●	●	●
MedSport at the Ice Cube	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
MedStar-Georgetown Medical Center		Washington	DC		●	●	●	●	●	●	●
Memorial Hospital Miramar	Memorial Healthcare System	Miramar	FL		●	●	●	●	●	●	●
Memorial Hospital Pembroke	Memorial Healthcare System	Pembroke Pines	FL		●	●	●	●	●	●	●
Memorial Hospital West	Memorial Healthcare System	Pembroke Pines	FL		●	●	●	●	●	●	●
Memorial Regional Hospital	Memorial Healthcare System	Hollywood	FL		●	●	●	●	●	●	●
Memorial Regional Hospital South	Memorial Healthcare System	Hollywood	FL		●	●	●	●	●	●	●
Memphis Mental Health Institute		Memphis	TN		●	●	●	●	●	●	●
MetroHealth Asia Plaza Health Center	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Broadway Health Center	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Brooklyn Medical Group	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Buckeye Health Center	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Lee-Harvard Health Center	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Strongsville Medical Group	The MetroHealth System	Strongsville	OH		●	●	●	●	●	●	●
MetroHealth West Park Medical Group	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
Metropolitan Hospital Center		New York	NY		●	●	●	●	●	●	●
Miami Hope Center	Jackson Health System	Miami	FL	●	●	●	●	●	●	●	●
Mid-County Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Middletown CareCenter	Christiana Care Health System	Middletown	DE		●	●	●	●	●	●	●
Miriam Hospital	Lifespan Corporation	Providence	RI		●	●	●	●	●	●	●
Moses Cone Behavioral Health Center	Moses Cone Health System	Greensboro	NC		●	●	●	●	●	●	●
Moses H. Cone Memorial Hospital	Moses Cone Health System	Greensboro	NC		●	●	●	●	●	●	●
National Rehabilitation Hospital		Washington	DC		●	●	●	●	●	●	●
New Hope Outreach Clinic	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
New York Downtown Hospital		New York	NY		●	●	●	●	●	●	●
New York Presbyterian Hospital		New York	NY		●	●	●	●	●	●	●
Newport Hospital	Lifespan Corporation	Newport	RI		●	●	●	●	●	●	●
North Campus Family Health Service	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
North Dade Health Center	Jackson Health System	Opa-locka	FL	●	●	●	●	●	●	●	●
North Greenville Medical Campus	Greenville Hospital System University Medical Center	Travelers Rest	SC		●	●	●	●	●	●	●
North Portland Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Northeast Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Northwest Hospital Center		Randallstown	MD		●	●	●	●	●	●	●
Oregon Health & Science University Hospital		Portland	OR	●	●	●	●	●	●	●	●
Orthotics & Prosthetics	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Park Nicollet Methodist Hospital		St. Louis Park	MN	●	●	●	●	●	●	●	●
Patewood Medical Campus	Greenville Hospital System University Medical Center	Greenville	SC		●	●	●	●	●	●	●
Pennsylvania Hospital		Philadelphia	PA		●	●	●	●	●	●	●
Penobscot Community Health Care		Bangor	ME	●	●	●	●	●	●	●	●
Physical Medicine and Rehabilitation & Spine Program	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Presbyterian Healthcare	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
Prevention, Education & Treatment (PET) Center	Jackson Health System	Miami Beach	FL	●	●	●	●	●	●	●	●
Prince William Health System	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
Providence Hospital		Washington	DC		●	●	●	●	●	●	●
Psychiatry Ambulatory Services	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Rainbow Babies and Children's Hospital	University Hospitals of Cleveland	Cleveland	OH		●	●	●	●	●	●	●
Raytown Family Medicine	Truman Medical Centers Inc.	Raytown	MO		●	●	●	●	●	●	●
Reichert Health Building, St. Joseph Mercy Hospital	University of Michigan Health System	Ypsilanti	MI		●	●	●	●	●	●	●
Resnick Neuropsychiatric Hospital at UCLA	UCLA Health System	Los Angeles	CA		●	●	●	●	●	●	●
Rhode Island Hospital	Lifespan Corporation	Providence	RI		●	●	●	●	●	●	●
Richmond Medical Center	University Hospitals of Cleveland	Richmond Hts.	OH		●	●	●	●	●	●	●
Rochester Methodist Hospital	Mayo Clinic	Rochester	MN		●	●	●	●	●	●	●
Rockwood Community Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Ronald Reagan UCLA Medical Center	UCLA Health System	Los Angeles	CA		●	●	●	●	●	●	●
Rosie Lee Wesley Health Center	Jackson Health System	S. Miami	FL	●	●	●	●	●	●	●	●
Rowan Regional Medical Center	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
Roxana Cannon Arshnt Surgicenter	Christiana Care Health System	Wilmington	DE		●	●	●	●	●	●	●
Rush University Medical Center		Chicago	IL	●	●	●	●	●	●	●	●
Saint Marys Hospital	Mayo Clinic	Rochester	MN		●	●	●	●	●	●	●
Saline Health Center	University of Michigan Health System	Saline	MI		●	●	●	●	●	●	●
San Francisco General Hospital and Trauma Center		San Francisco	CA	●	●	●	●	●	●	●	●
Santa Monica UCLA Medical Center and Orthopaedic Hospital	UCLA Health System	Santa Monica	CA		●	●	●	●	●	●	●
Scripps Clinic Carmel Valley	Scripps Health	San Diego	CA		●	●	●	●	●	●	●
Scripps Clinic Coronado	Scripps Health	Coronado	CA		●	●	●	●	●	●	●
Scripps Clinic Del Mar	Scripps Health	San Diego	CA		●	●	●	●	●	●	●
Scripps Clinic Encinitas	Scripps Health	Encinitas	CA		●	●	●	●	●	●	●
Scripps Clinic La Jolla	Scripps Health	La Jolla	CA		●	●	●	●	●	●	●
Scripps Clinic Mission Valley	Scripps Health	San Diego	CA		●	●	●	●	●	●	●
Scripps Clinic Rancho Bernardo	Scripps Health	Rancho Bernardo	CA		●	●	●	●	●	●	●
Scripps Clinic Rancho San Diego	Scripps Health	La Mesa	CA		●	●	●	●	●	●	●
Scripps Clinic Santee	Scripps Health	Santee	CA		●	●	●	●	●	●	●
Scripps Clinic Torrey Pines	Scripps Health	La Jolla	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Carlsbad	Scripps Health	Carlsbad	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Eastlake	Scripps Health	Chula Vista	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas	Scripps Health	Encinitas	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Escondido	Scripps Health	Escondido	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Hillcrest	Scripps Health	San Diego	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Mission	Scripps Health	Oceanside	CA		●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Scripps Coastal Medical Center Vista	Scripps Health	Vista	CA		●	●	●	●	●	●	●
Scripps Coastal Medical Center Waring	Scripps Health	Oceanside	CA		●	●	●	●	●	●	●
Scripps Green Hospital	Scripps Health	La Jolla	CA		●	●	●	●	●	●	●
Scripps Memorial Hospital Encinitas	Scripps Health	Encinitas	CA		●	●	●	●	●	●	●
Scripps Memorial Hospital La Jolla	Scripps Health	La Jolla	CA		●	●	●	●	●	●	●
Scripps Mercy Hospital	Scripps Health	San Diego	CA		●	●	●	●	●	●	●
Scripps Mercy Hospital Chula Vista	Scripps Health	Chula Vista	CA		●	●	●	●	●	●	●
Sentara Bayside Hospital	Sentara Healthcare	Virginia Beach	VA		●	●	●	●	●	●	●
Sentara CarePlex Hospital	Sentara Healthcare	Hampton	VA		●	●	●	●	●	●	●
Sentara Leigh Hospital	Sentara Healthcare	Norfolk	VA		●	●	●	●	●	●	●
Sentara Norfolk General Hospital	Sentara Healthcare	Norfolk	VA		●	●	●	●	●	●	●
Sentara Obici Hospital	Sentara Healthcare	Suffolk	VA		●	●	●	●	●	●	●
Sentara Potomac Hospital	Sentara Healthcare	Woodbridge	VA		●	●	●	●	●	●	●
Sentara Virginia Beach General Hospital	Sentara Healthcare	Virginia Beach	VA		●	●	●	●	●	●	●
Sentara Williamsburg Regional Medical Center	Sentara Healthcare	Williamsburg	VA		●	●	●	●	●	●	●
Sibley Memorial Hospital		Washington	DC		●	●	●	●	●	●	●
Sleep Disorders Lab	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Smyrna Health & Wellness Center	Christiana Care Health System	Smyrna	DE		●	●	●	●	●	●	●
South Dade Homeless Assistance Center Clinic	Jackson Health System	Homestead	FL	●	●	●	●	●	●	●	●
South Main Orthopaedics	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
South Pointe Hospital	Cleveland Clinic Foundation	Warrensville Hts.	OH		●	●	●	●	●	●	●
Southside Hospital		Bay Shore	NY		●	●	●	●	●	●	●
Southwest Center for HIV/AIDS		Phoenix	AZ		●	●	●	●	●	●	●
Springside Plaza	Christiana Care Health System	Newark	DE		●	●	●	●	●	●	●
St. Luke's-Roosevelt Hospital Center		New York	NY	●	●	●	●	●	●	●	●
Stanford Hospital and Clinics		Stanford	CA		●	●	●	●	●	●	●
STD Clinic	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Taubman Health Center Clinics	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Thomas F. McCafferty Health Center	The MetroHealth System	Cleveland	OH		●	●	●	●	●	●	●
Thomasville Medical Center	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●
Truman Medical Center – Behavioral Health	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Truman Medical Center – Hospital Hill	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Truman Medical Center – Lakewood	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Tucson Medical Center		Tucson	AZ		●	●	●	●	●	●	●
UCSF Medical Center		San Francisco	CA	●	●	●	●	●	●	●	●
UM Briarwood Medical Group	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Cancer Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Cardiovascular Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Comprehensive Diabetes Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Depression Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
United Medical Center		Washington	DC		●	●	●	●	●	●	●
University Hospital	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
University Hospital	University of New Mexico Hospitals	Albuquerque	NM		●	●	●	●	●	●	●
University Hospital Clinics	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
University Hospitals Extended Care Campus	University Hospitals of Cleveland	Chardon	OH		●	●	●	●	●	●	●
University of California Davis Medical Center		Sacramento	CA	●	●	●	●	●	●	●	●
University of California San Diego Medical Center		San Diego	CA		●	●	●	●	●	●	●
University of Rochester's Strong Memorial Hospital		Rochester	NY		●	●	●	●	●	●	●
University of Toledo Medical Center		Toledo	OH		●	●	●	●	●	●	●
University of Virginia Medical Center		Charlottesville	VA		●	●	●	●	●	●	●
University Psychiatric Center	University of New Mexico Hospitals	Albuquerque	NM		●	●	●	●	●	●	●
Upstate Carolina Center	Novant Health Inc.	Winston-Salem	NC		●	●	●	●	●	●	●

**APPENDIX A HEI-RATED FACILITIES BY NAME**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
UW Medical Center	UW Medicine	Seattle	WA	●	●	●	●	●	●	●	●
Vanderbilt University Medical Center		Nashville	TN		●	●	●	●	●	●	●
Vassar Brothers Medical Center		Poughkeepsie	NY		●	●	●	●	●	●	●
Visiting Nurse Association	Christiana Care Health System	New Castle	DE		●	●	●	●	●	●	●
Wesley Long Community Hospital	Moses Cone Health System	Greensboro	NC		●	●	●	●	●	●	●
Wesley Woods	Emory Healthcare	Atlanta	GA		●	●	●	●	●	●	●
West Ann Arbor Health Center	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Westside Health Center	Multnomah County Health Department	Portland	OR	●	●	●	●	●	●	●	●
Whitman-Walker Health		Washington	DC	●	●	●	●	●	●	●	●
WIC 22nd Street	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
WIC Blue Springs	Truman Medical Centers Inc.	Blue Springs	MO		●	●	●	●	●	●	●
WIC Grandview	Truman Medical Centers Inc.	Grandview	MO		●	●	●	●	●	●	●
WIC Hawthorne	Truman Medical Centers Inc.	Independence	MO		●	●	●	●	●	●	●
WIC Independence	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
WIC Operation Breakthrough – St. Vincent's	Truman Medical Centers Inc.	Kansas City	MO		●	●	●	●	●	●	●
Wilmington Annex	Christiana Care Health System	Wilmington	DE		●	●	●	●	●	●	●
Wilmington Hospital	Christiana Care Health System	Wilmington	DE		●	●	●	●	●	●	●
Women's Hospital of Greensboro	Moses Cone Health System	Greensboro	NC		●	●	●	●	●	●	●
Women's Hospital	University of Michigan Health System	Ann Arbor	MI		●	●	●	●	●	●	●
Ypsilanti Health Center	University of Michigan Health System	Ypsilanti	MI		●	●	●	●	●	●	●

## APPENDIX B

# HEI-RATED FACILITIES BY STATE

### Healthcare Equality Index Rating 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** Explicitly inclusive visitation policy grants same-sex couples equal visitation access as different-sex couples and next of kin
- 2b** Explicitly inclusive visitation policy grants same-sex parents equal visitation access as different-sex parents for their minor children
- 3** Provide cultural competency training addressing healthcare issues relevant to lesbian, gay, bisexual and transgender community
- 4a** Equal employment opportunity policy includes "sexual orientation"
- 4b** Equal employment opportunity policy includes "gender identity or expression" or "gender identity"

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
<b>ARIZONA</b>										
Mayo Clinic Hospital	Mayo Clinic	Phoenix		●	●	●	●	●	●	●
Southwest Center for HIV/AIDS		Phoenix		●	●	●	●	●	●	●
Mayo Clinic	Mayo Clinic	Scottsdale		●	●	●	●	●	●	●
Tucson Medical Center		Tucson		●	●	●	●	●	●	●
<b>CALIFORNIA</b>										
Kaiser Permanente, Anaheim Medical Center	Kaiser Foundation Hospitals	Anaheim	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Kaiser Foundation Hospitals	Antioch	●	●	●	●	●	●	●	●
Kaiser Permanente, Baldwin Park Medical Center	Kaiser Foundation Hospitals	Baldwin Park	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Carlsbad	Scripps Health	Carlsbad		●	●	●	●	●	●	●
Scripps Coastal Medical Center Eastlake	Scripps Health	Chula Vista		●	●	●	●	●	●	●
Scripps Mercy Hospital Chula Vista	Scripps Health	Chula Vista		●	●	●	●	●	●	●
Scripps Clinic Coronado	Scripps Health	Coronado		●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Kaiser Foundation Hospitals	Downey	●	●	●	●	●	●	●	●
El Monte Comprehensive Health Center	LAC+USC Healthcare Network	El Monte		●	●	●	●	●	●	●
Scripps Clinic Encinitas	Scripps Health	Encinitas		●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas	Scripps Health	Encinitas		●	●	●	●	●	●	●
Scripps Memorial Hospital Encinitas	Scripps Health	Encinitas		●	●	●	●	●	●	●
Scripps Coastal Medical Center Escondido	Scripps Health	Escondido		●	●	●	●	●	●	●
Kaiser Permanente, Fontana Medical Center	Kaiser Foundation Hospitals	Fontana	●	●	●	●	●	●	●	●
Kaiser Permanente, Fremont Medical Center	Kaiser Foundation Hospitals	Fremont	●	●	●	●	●	●	●	●
Kaiser Permanente, Fresno Medical Center	Kaiser Foundation Hospitals	Fresno	●	●	●	●	●	●	●	●
Kaiser Permanente, South Bay Medical Center	Kaiser Foundation Hospitals	Harbor City	●	●	●	●	●	●	●	●
Kaiser Permanente, Hayward Medical Center	Kaiser Foundation Hospitals	Hayward	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Kaiser Foundation Hospitals	Irvine	●	●	●	●	●	●	●	●
Scripps Clinic La Jolla	Scripps Health	La Jolla		●	●	●	●	●	●	●
Scripps Clinic Torrey Pines	Scripps Health	La Jolla		●	●	●	●	●	●	●
Scripps Green Hospital	Scripps Health	La Jolla		●	●	●	●	●	●	●
Scripps Memorial Hospital La Jolla	Scripps Health	La Jolla		●	●	●	●	●	●	●
Scripps Clinic Rancho San Diego	Scripps Health	La Mesa		●	●	●	●	●	●	●
La Puente Health Center	LAC+USC Healthcare Network	La Puente		●	●	●	●	●	●	●
Edward R. Roybal Comprehensive Health Center	LAC+USC Healthcare Network	Los Angeles		●	●	●	●	●	●	●
H. Claude Hudson Comprehensive Health Center	LAC+USC Healthcare Network	Los Angeles		●	●	●	●	●	●	●
Kaiser Permanente, Los Angeles Medical Center	Kaiser Foundation Hospitals	Los Angeles	●	●	●	●	●	●	●	●
Kaiser Permanente, West Los Angeles Medical Center	Kaiser Foundation Hospitals	Los Angeles	●	●	●	●	●	●	●	●
L.A. Gay & Lesbian Center		Los Angeles	●	●	●	●	●	●	●	●
LAC/USC Medical Center	LAC+USC Healthcare Network	Los Angeles		●	●	●	●	●	●	●
Mattel Children's Hospital UCLA	UCLA Health System	Los Angeles		●	●	●	●	●	●	●
Resnick Neuropsychiatric Hospital at UCLA	UCLA Health System	Los Angeles		●	●	●	●	●	●	●
Ronald Reagan UCLA Medical Center	UCLA Health System	Los Angeles		●	●	●	●	●	●	●
Kaiser Permanente, Manteca Medical Center	Kaiser Foundation Hospitals	Manteca	●	●	●	●	●	●	●	●
Kaiser Permanente, Modesto Medical Center	Kaiser Foundation Hospitals	Modesto	●	●	●	●	●	●	●	●
Kaiser Permanente, Moreno Valley Community Hospital	Kaiser Foundation Hospitals	Moreno Valley	●	●	●	●	●	●	●	●
Kaiser Permanente, Oakland Medical Center	Kaiser Foundation Hospitals	Oakland	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Mission	Scripps Health	Oceanside		●	●	●	●	●	●	●
Scripps Coastal Medical Center Waring	Scripps Health	Oceanside		●	●	●	●	●	●	●
Kaiser Permanente, Panorama City Medical Center	Kaiser Foundation Hospitals	Panorama City	●	●	●	●	●	●	●	●
Scripps Clinic Rancho Bernardo	Scripps Health	Rancho Bernardo		●	●	●	●	●	●	●
Kaiser Permanente, Redwood City Medical Center	Kaiser Foundation Hospitals	Redwood City	●	●	●	●	●	●	●	●
Kaiser Permanente, Richmond Medical Center	Kaiser Foundation Hospitals	Richmond	●	●	●	●	●	●	●	●
Kaiser Permanente, Riverside Medical Center	Kaiser Foundation Hospitals	Riverside	●	●	●	●	●	●	●	●
Kaiser Permanente, Roseville Women and Children's Center	Kaiser Foundation Hospitals	Roseville	●	●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
Kaiser Permanente, Sacramento Medical Center	Kaiser Foundation Hospitals	Sacramento	●	●	●	●	●	●	●	●
Kaiser Permanente, South Sacramento Trauma Center	Kaiser Foundation Hospitals	Sacramento	●	●	●	●	●	●	●	●
University of California Davis Medical Center		Sacramento	●	●	●	●	●	●	●	●
Kaiser Permanente, San Diego Medical Center	Kaiser Foundation Hospitals	San Diego	●	●	●	●	●	●	●	●
Scripps Clinic Carmel Valley	Scripps Health	San Diego		●	●	●	●	●	●	●
Scripps Clinic Del Mar	Scripps Health	San Diego		●	●	●	●	●	●	●
Scripps Clinic Mission Valley	Scripps Health	San Diego		●	●	●	●	●	●	●
Scripps Coastal Medical Center Hillcrest	Scripps Health	San Diego		●	●	●	●	●	●	●
Scripps Mercy Hospital	Scripps Health	San Diego		●	●	●	●	●	●	●
University of California San Diego Medical Center		San Diego		●	●	●	●	●	●	●
California Pacific Medical Center		San Francisco	●	●	●	●	●	●	●	●
Kaiser Permanente, San Francisco Medical Center	Kaiser Foundation Hospitals	San Francisco	●	●	●	●	●	●	●	●
San Francisco General Hospital and Trauma Center		San Francisco	●	●	●	●	●	●	●	●
UCSF Medical Center		San Francisco	●	●	●	●	●	●	●	●
Kaiser Permanente, San Jose Medical Center	Kaiser Foundation Hospitals	San Jose	●	●	●	●	●	●	●	●
Kaiser Permanente, San Rafael Medical Center	Kaiser Foundation Hospitals	San Rafael	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Clara Medical Center (Kiely Campus)	Kaiser Foundation Hospitals	Santa Clara	●	●	●	●	●	●	●	●
Santa Monica UCLA Medical Center and Orthopaedic Hospital	UCLA Health System	Santa Monica		●	●	●	●	●	●	●
Kaiser Permanente, Santa Rosa Medical Center	Kaiser Foundation Hospitals	Santa Rosa	●	●	●	●	●	●	●	●
Scripps Clinic Santee	Scripps Health	Santee		●	●	●	●	●	●	●
Kaiser Permanente, South San Francisco Medical Center	Kaiser Foundation Hospitals	S. San Francisco	●	●	●	●	●	●	●	●
Stanford Hospital and Clinics		Stanford		●	●	●	●	●	●	●
Kaiser Permanente, Vacaville Medical Center	Kaiser Foundation Hospitals	Vacaville	●	●	●	●	●	●	●	●
Kaiser Permanente, Vallejo Medical Center	Kaiser Foundation Hospitals	Vallejo	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Vista	Scripps Health	Vista		●	●	●	●	●	●	●
Kaiser Permanente, Walnut Creek Medical Center	Kaiser Foundation Hospitals	Walnut Creek	●	●	●	●	●	●	●	●
Kaiser Permanente, Woodland Hills Medical Center	Kaiser Foundation Hospitals	Woodland Hills	●	●	●	●	●	●	●	●
<b>DELAWARE</b>										
Middletown CareCenter	Christiana Care Health System	Middletown		●	●	●	●	●	●	●
Visiting Nurse Association	Christiana Care Health System	New Castle		●	●	●	●	●	●	●
Christiana Care Helen F. Graham Cancer Center	Christiana Care Health System	Newark		●	●	●	●	●	●	●
Christiana Hospital	Christiana Care Health System	Newark		●	●	●	●	●	●	●
Christiana Surgicenter	Christiana Care Health System	Newark		●	●	●	●	●	●	●
HealthCare Center at Christiana	Christiana Care Health System	Newark		●	●	●	●	●	●	●
Springside Plaza	Christiana Care Health System	Newark		●	●	●	●	●	●	●
Smyrna Health & Wellness Center	Christiana Care Health System	Smyrna		●	●	●	●	●	●	●
Eugene du Pont Preventive Medicine & Rehabilitation Institute	Christiana Care Health System	Wilmington		●	●	●	●	●	●	●
Roxana Cannon Arshd Surgicenter	Christiana Care Health System	Wilmington		●	●	●	●	●	●	●
Wilmington Annex	Christiana Care Health System	Wilmington		●	●	●	●	●	●	●
Wilmington Hospital	Christiana Care Health System	Wilmington		●	●	●	●	●	●	●
<b>DISTRICT OF COLUMBIA</b>										
The George Washington University Hospital		Washington	●	●	●	●	●	●	●	●
Howard University Hospital		Washington	●	●	●	●	●	●	●	●
MedStar-Georgetown Medical Center		Washington		●	●	●	●	●	●	●
National Rehabilitation Hospital		Washington		●	●	●	●	●	●	●
Providence Hospital		Washington		●	●	●	●	●	●	●
Sibley Memorial Hospital		Washington		●	●	●	●	●	●	●
United Medical Center		Washington		●	●	●	●	●	●	●
Whitman-Walker Health		Washington	●	●	●	●	●	●	●	●
<b>FLORIDA</b>										
Joe DiMaggio Children's Hospital	Memorial Healthcare System	Hollywood		●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
Memorial Regional Hospital	Memorial Healthcare System	Hollywood		●	●	●	●	●	●	●
Memorial Regional Hospital South	Memorial Healthcare System	Hollywood		●	●	●	●	●	●	●
South Dade Homeless Assistance Center Clinic	Jackson Health System	Homestead	●	●	●	●	●	●	●	●
Mayo Clinic	Mayo Clinic	Jacksonville		●	●	●	●	●	●	●
Mayo Clinic Hospital	Mayo Clinic	Jacksonville		●	●	●	●	●	●	●
Corrections Health Services Clinics	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Downtown Medical Office	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Dr. Rafael A. Peñalver Clinic	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Holtz Children's Hospital	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Jackson Memorial Hospital	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Jackson Mental Health Hospital	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Jackson North Community Mental Health Centers	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Jackson Rehabilitation Hospital	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Jackson South Community Hospital	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Jefferson Reaves Sr. Health Center	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Miami Hope Center	Jackson Health System	Miami	●	●	●	●	●	●	●	●
Prevention, Education & Treatment (PET) Center	Jackson Health System	Miami Beach	●	●	●	●	●	●	●	●
Memorial Hospital Miramar	Memorial Healthcare System	Miramar		●	●	●	●	●	●	●
Jackson North Medical Center	Jackson Health System	N. Miami Beach	●	●	●	●	●	●	●	●
Health Central		Ocoee		●	●	●	●	●	●	●
North Dade Health Center	Jackson Health System	Opa-locka	●	●	●	●	●	●	●	●
Memorial Hospital Pembroke	Memorial Healthcare System	Pembroke Pines		●	●	●	●	●	●	●
Memorial Hospital West	Memorial Healthcare System	Pembroke Pines		●	●	●	●	●	●	●
Rosie Lee Wesley Health Center	Jackson Health System	S. Miami	●	●	●	●	●	●	●	●
<b>GEORGIA</b>										
The Emory Clinic	Emory Healthcare	Atlanta		●	●	●	●	●	●	●
Emory University Hospital, Clifton Road Campus	Emory Healthcare	Atlanta		●	●	●	●	●	●	●
Emory University Hospital, Midtown Campus	Emory Healthcare	Atlanta		●	●	●	●	●	●	●
Wesley Woods	Emory Healthcare	Atlanta		●	●	●	●	●	●	●
Emory Orthopedic and Spine Hospital	Emory Healthcare	Tucker		●	●	●	●	●	●	●
<b>HAWAII</b>										
Kaiser Permanente, Moanalua Medical Center	Kaiser Foundation Hospitals	Honolulu	●	●	●	●	●	●	●	●
<b>IDAHO</b>										
Group Health Coeur d'Alene Medical Center	Group Health	Coeur d'Alene	●	●	●	●	●	●	●	●
<b>IOWA</b>										
Iowa Methodist Medical Center		Des Moines		●	●	●	●	●	●	●
<b>ILLINOIS</b>										
Advocate Illinois Masonic Medical Center		Chicago	●	●	●	●	●	●	●	●
Rush University Medical Center		Chicago	●	●	●	●	●	●	●	●
Evanston Hospital		Evanston		●	●	●	●	●	●	●
<b>INDIANA</b>										
Clarian Health		Indianapolis		●	●	●	●	●	●	●
Ball Memorial Hospital		Muncie		●	●	●	●	●	●	●
<b>MAINE</b>										
Eastern Maine Medical Center		Bangor		●	●	●	●	●	●	●
Penobscot Community Health Care		Bangor	●	●	●	●	●	●	●	●
MaineGeneral Medical Center		Waterville		●	●	●	●	●	●	●
<b>MARYLAND</b>										
Chase Brexton Health Services		Baltimore	●	●	●	●	●	●	●	●
Johns Hopkins Hospital		Baltimore		●	●	●	●	●	●	●
Northwest Hospital Center		Randallstown		●	●	●	●	●	●	●
<b>MASSACHUSETTS</b>										
Beth Israel Deaconess Medical Center		Boston	●	●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
Brigham and Women's Hospital		Boston	●	●	●	●	●	●	●	●
Dana-Farber Cancer Institute		Boston	●	●	●	●	●	●	●	●
Faulkner Hospital		Boston		●	●	●	●	●	●	●
Ferway Health		Boston		●	●	●	●	●	●	●
Massachusetts General Hospital		Boston		●	●	●	●	●	●	●
Baystate Franklin Medical Center	Baystate Health	Greenfield	●	●	●	●	●	●	●	●
Harvard Vanguard Medical Associates		Newton		●	●	●	●	●	●	●
Baystate Brightwood Health Center	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate High Street Health Center – Adult Medicine	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate High Street Health Center – Pediatric Medicine	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate Mason Square Neighborhood Health Center	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate Medical Center	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate Regional Cancer Program	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate Visiting Nurse Association & Hospice	Baystate Health	Springfield	●	●	●	●	●	●	●	●
Baystate Mary Lane Hospital	Baystate Health	Ware	●	●	●	●	●	●	●	●
<b>MICHIGAN</b>										
A. Alfred Taubman Health Care Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Center for Reproductive Medicine	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Center for Women, Children and Young Adults	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Family Medicine	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Health Associates	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Hearing Rehabilitation Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Physical Medicine & Rehabilitation	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Briarwood Radiology	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
C.S. Mott Children's Hospital	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Commonwealth Neuropsychology Clinic	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Domino's Farms	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
East Ann Arbor Ambulatory Surgery & Medical Procedures Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
East Ann Arbor Health & Geriatrics Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Geriatrics Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Home Care Services	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Kellogg Eye Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Maple Meadows Outreach Clinic	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
MedSport at the Ice Cube	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
New Hope Outreach Clinic	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
North Campus Family Health Service	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Orthotics & Prosthetics	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Physical Medicine and Rehabilitation & Spine Program	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Psychiatry Ambulatory Services	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Sleep Disorders Lab	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
South Main Orthopaedics	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Taubman Health Center Clinics	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
UM Briarwood Medical Group	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
U-M Cancer Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
U-M Cardiovascular Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
U-M Comprehensive Diabetes Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
U-M Depression Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
University Hospital	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
University Hospital Clinics	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
West Ann Arbor Health Center	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Women's Hospital	University of Michigan Health System	Ann Arbor		●	●	●	●	●	●	●
Brighton Health Center	University of Michigan Health System	Brighton		●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
Canton Health Center	University of Michigan Health System	Canton		●	●	●	●	●	●	●
Chelsea Health Center	University of Michigan Health System	Chelsea		●	●	●	●	●	●	●
Community Family Health Center	University of Michigan Health System	Chelsea		●	●	●	●	●	●	●
Dexter Family Medicine	University of Michigan Health System	Dexter		●	●	●	●	●	●	●
Howell Pediatrics and Teen Center	University of Michigan Health System	Howell		●	●	●	●	●	●	●
Borgess Medical Center		Kalamazoo		●	●	●	●	●	●	●
Livonia Center for Specialty Care	University of Michigan Health System	Livonia		●	●	●	●	●	●	●
Livonia Health Center	University of Michigan Health System	Livonia		●	●	●	●	●	●	●
Saline Health Center	University of Michigan Health System	Saline		●	●	●	●	●	●	●
Reichert Health Building, St. Joseph Mercy Hospital	University of Michigan Health System	Ypsilanti		●	●	●	●	●	●	●
Ypsilanti Health Center	University of Michigan Health System	Ypsilanti		●	●	●	●	●	●	●
<b>MINNESOTA</b>										
Hennepin County Medical Center		Minneapolis		●	●	●	●	●	●	●
Mayo Clinic	Mayo Clinic	Rochester		●	●	●	●	●	●	●
Rochester Methodist Hospital	Mayo Clinic	Rochester		●	●	●	●	●	●	●
Saint Marys Hospital	Mayo Clinic	Rochester		●	●	●	●	●	●	●
Park Nicollet Methodist Hospital		St. Louis Park	●	●	●	●	●	●	●	●
<b>MISSOURI</b>										
WIC Blue Springs	Truman Medical Centers Inc.	Blue Springs		●	●	●	●	●	●	●
Grain Valley Family Medicine	Truman Medical Centers Inc.	Grain Valley		●	●	●	●	●	●	●
WIC Grandview	Truman Medical Centers Inc.	Grandview		●	●	●	●	●	●	●
WIC Hawthorne	Truman Medical Centers Inc.	Independence		●	●	●	●	●	●	●
Jackson County Health Department	Truman Medical Centers Inc.	Independence		●	●	●	●	●	●	●
WIC 22nd Street	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Assertive Community Outreach (BH)	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Bosco Counseling Center (BH)	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
WIC Independence	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Center for Sleep Health	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Child and Family Services (BH)	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Horizons Older Adult Services (BH)	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Truman Medical Center – Behavioral Health	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Truman Medical Center – Hospital Hill	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Truman Medical Center – Lakewood	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
WIC Operation Breakthrough- St. Vincent's	Truman Medical Centers Inc.	Kansas City		●	●	●	●	●	●	●
Lakewood Counseling Services (BH)	Truman Medical Centers Inc.	Lees Summit		●	●	●	●	●	●	●
Raytown Family Medicine	Truman Medical Centers Inc.	Raytown		●	●	●	●	●	●	●
Barnes-Jewish Hospital		St. Louis		●	●	●	●	●	●	●
<b>NEW JERSEY</b>										
Atlanticare Regional Medical Center		Atlantic City		●	●	●	●	●	●	●
<b>NEW MEXICO</b>										
Carrie Tingley Hospital	University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●
Children's Hospital	University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●
Children's Psychiatric Center	University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●
University Hospital	University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●
University Psychiatric Center	University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●
<b>NEW YORK</b>										
Southside Hospital		Bay Shore		●	●	●	●	●	●	●
Maimonides Medical Center		Brooklyn		●	●	●	●	●	●	●
Beth Israel Medical Center		New York	●	●	●	●	●	●	●	●
Callen-Lorde Community Health Center		New York	●	●	●	●	●	●	●	●
Metropolitan Hospital Center		New York		●	●	●	●	●	●	●
New York Downtown Hospital		New York		●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
New York Presbyterian Hospital		New York		●	●	●	●	●	●	●
St. Luke's-Roosevelt Hospital Center		New York	●	●	●	●	●	●	●	●
Vassar Brothers Medical Center		Poughkeepsie		●	●	●	●	●	●	●
AIDS Care		Rochester	●	●	●	●	●	●	●	●
University of Rochester's Strong Memorial Hospital		Rochester		●	●	●	●	●	●	●
<b>NORTH CAROLINA</b>										
Duke University Hospital		Durham		●	●	●	●	●	●	●
Moses Cone Behavioral Health Center	Moses Cone Health System	Greensboro		●	●	●	●	●	●	●
Moses H. Cone Memorial Hospital	Moses Cone Health System	Greensboro		●	●	●	●	●	●	●
Wesley Long Community Hospital	Moses Cone Health System	Greensboro		●	●	●	●	●	●	●
Women's Hospital of Greensboro	Moses Cone Health System	Greensboro		●	●	●	●	●	●	●
Annie Penn Hospital	Moses Cone Health System	Reidsville		●	●	●	●	●	●	●
Brunswick Community Hospital	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Franklin Regional Health System	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Presbyterian Healthcare	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Rowan Regional Medical Center	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Thomasville Medical Center	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Forsyth Medical Center	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Prince William Health System	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
Upstate Carolina Center	Novant Health Inc.	Winston-Salem		●	●	●	●	●	●	●
<b>OHIO</b>										
Bedford Medical Center	University Hospitals of Cleveland	Bedford		●	●	●	●	●	●	●
Geauga Medical Center	University Hospitals of Cleveland	Chardon		●	●	●	●	●	●	●
University Hospitals Extended Care Campus	University Hospitals of Cleveland	Chardon		●	●	●	●	●	●	●
Case Medical Center	University Hospitals of Cleveland	Cleveland		●	●	●	●	●	●	●
Fairview Hospital	Cleveland Clinic Foundation	Cleveland		●	●	●	●	●	●	●
Ireland Cancer Center	University Hospitals of Cleveland	Cleveland		●	●	●	●	●	●	●
J. Glen Smith Health Center	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
Lutheran Hospital	Cleveland Clinic Foundation	Cleveland		●	●	●	●	●	●	●
MacDonald Women's Hospital	University Hospitals of Cleveland	Cleveland		●	●	●	●	●	●	●
MetroHealth Asia Plaza Health Center	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
MetroHealth Broadway Health Center	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
MetroHealth Brooklyn Medical Group	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
MetroHealth Buckeye Health Center	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
MetroHealth Lee-Harvard Health Center	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
MetroHealth West Park Medical Group	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
Rainbow Babies and Children's Hospital	University Hospitals of Cleveland	Cleveland		●	●	●	●	●	●	●
Thomas F. McCafferty Health Center	The MetroHealth System	Cleveland		●	●	●	●	●	●	●
Conneaut Medical Center	University Hospitals of Cleveland	Conneaut		●	●	●	●	●	●	●
Huron Hospital	Cleveland Clinic Foundation	E. Cleveland		●	●	●	●	●	●	●
Euclid Hospital	Cleveland Clinic Foundation	Euclid		●	●	●	●	●	●	●
Geneva Medical Center	University Hospitals of Cleveland	Geneva		●	●	●	●	●	●	●
Lakewood Hospital	Cleveland Clinic Foundation	Lakewood		●	●	●	●	●	●	●
Hillcrest Hospital	Cleveland Clinic Foundation	Mayfield Hts.		●	●	●	●	●	●	●
Medina Hospital	Cleveland Clinic Foundation	Medina		●	●	●	●	●	●	●
Richmond Medical Center	University Hospitals of Cleveland	Richmond Hts.		●	●	●	●	●	●	●
MetroHealth Strongsville Medical Group	The MetroHealth System	Strongsville		●	●	●	●	●	●	●
University of Toledo Medical Center		Toledo		●	●	●	●	●	●	●
South Pointe Hospital	Cleveland Clinic Foundation	Warrensville Hts.		●	●	●	●	●	●	●
<b>OREGON</b>										
Legacy Clinic Canby	Legacy Health	Canby		●	●	●	●	●	●	●
Kaiser Permanente, Sunnyside Medical Center	Kaiser Foundation Hospitals	Clackamas	●	●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
East County Health Center	Multnomah County Health Department	Gresham	●	●	●	●	●	●	●	●
Legacy Clinic Mount Hood	Legacy Health	Gresham		●	●	●	●	●	●	●
Legacy Mount Hood Medical Center	Legacy Health	Gresham		●	●	●	●	●	●	●
Legacy Clinic Bridgeport	Legacy Health	Lake Oswego		●	●	●	●	●	●	●
Legacy Clinic Lake Oswego	Legacy Health	Lake Oswego		●	●	●	●	●	●	●
HIV Health Services Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
La Clinica de la Buena Salud Health Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
Legacy Clinic Emanuel	Legacy Health	Portland		●	●	●	●	●	●	●
Legacy Clinic Good Samaritan	Legacy Health	Portland		●	●	●	●	●	●	●
Legacy Clinic Northeast	Legacy Health	Portland		●	●	●	●	●	●	●
Legacy Clinic Northwest	Legacy Health	Portland		●	●	●	●	●	●	●
Legacy Emanuel Medical Center	Legacy Health	Portland		●	●	●	●	●	●	●
Legacy Good Samaritan Medical Center	Legacy Health	Portland		●	●	●	●	●	●	●
Mid-County Health Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
North Portland Health Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
Northeast Health Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
Oregon Health & Science University Hospital		Portland	●	●	●	●	●	●	●	●
Rockwood Community Health Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
STD Clinic	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
The Children's Hospital at Legacy Emanuel	Legacy Health	Portland		●	●	●	●	●	●	●
Westside Health Center	Multnomah County Health Department	Portland	●	●	●	●	●	●	●	●
Legacy Clinic Firwood	Legacy Health	Sandy		●	●	●	●	●	●	●
Legacy Clinic St. Helens	Legacy Health	St. Helens		●	●	●	●	●	●	●
Legacy Clinic Tualatin	Legacy Health	Tualatin		●	●	●	●	●	●	●
Legacy Meridian Park Medical Center	Legacy Health	Tualatin		●	●	●	●	●	●	●
Legacy Clinic West Linn	Legacy Health	West Linn		●	●	●	●	●	●	●
Legacy Clinic Woodburn	Legacy Health	Woodburn		●	●	●	●	●	●	●
<b>PENNSYLVANIA</b>										
Children's Hospital of Philadelphia		Philadelphia		●	●	●	●	●	●	●
Pennsylvania Hospital		Philadelphia		●	●	●	●	●	●	●
<b>RHODE ISLAND</b>										
Emma Pendleton Bradley Hospital	Lifespan Corporation	E. Providence		●	●	●	●	●	●	●
Newport Hospital	Lifespan Corporation	Newport		●	●	●	●	●	●	●
Miriam Hospital	Lifespan Corporation	Providence		●	●	●	●	●	●	●
Rhode Island Hospital	Lifespan Corporation	Providence		●	●	●	●	●	●	●
<b>SOUTH CAROLINA</b>										
Greenville Memorial Hospital	Greenville Hospital System University Medical Center	Greenville		●	●	●	●	●	●	●
Patewood Medical Campus	Greenville Hospital System University Medical Center	Greenville		●	●	●	●	●	●	●
Greer Memorial Hospital	Greenville Hospital System University Medical Center	Greer		●	●	●	●	●	●	●
Hillcrest Memorial Hospital	Greenville Hospital System University Medical Center	Simpsonville		●	●	●	●	●	●	●
North Greenville Medical Campus	Greenville Hospital System University Medical Center	Travelers Rest		●	●	●	●	●	●	●
<b>TENNESSEE</b>										
Memphis Mental Health Institute		Memphis		●	●	●	●	●	●	●
Vanderbilt University Medical Center		Nashville		●	●	●	●	●	●	●
<b>VIRGINIA</b>										
University of Virginia Medical Center		Charlottesville		●	●	●	●	●	●	●
Sentara CarePlex Hospital	Sentara Healthcare	Hampton		●	●	●	●	●	●	●
Sentara Leigh Hospital	Sentara Healthcare	Norfolk		●	●	●	●	●	●	●
Sentara Norfolk General Hospital	Sentara Healthcare	Norfolk		●	●	●	●	●	●	●

**APPENDIX B HEI-RATED FACILITIES BY STATE**

● YES ● NO ● NOT APPLICABLE

Facility Name	Network (If Applicable)	City	2011 Leader	1a	1b	2a	2b	3	4a	4b
Sentara Obici Hospital	Sentara Healthcare	Suffolk		●	●	●	●	●	●	●
Sentara Bayside Hospital	Sentara Healthcare	Virginia Beach		●	●	●	●	●	●	●
Sentara Virginia Beach General Hospital	Sentara Healthcare	Virginia Beach		●	●	●	●	●	●	●
Sentara Williamsburg Regional Medical Center	Sentara Healthcare	Williamsburg		●	●	●	●	●	●	●
Sentara Potomac Hospital	Sentara Healthcare	Woodbridge		●	●	●	●	●	●	●
<b>WASHINGTON</b>										
Legacy Clinic Battle Ground	Legacy Health	Battle Ground		●	●	●	●	●	●	●
Group Health Bellevue Medical Center	Group Health	Bellevue	●	●	●	●	●	●	●	●
Group Health Eastside Speech, Language, and Learning Services	Group Health	Bellevue	●	●	●	●	●	●	●	●
Group Health Factoria Medical Center	Group Health	Bellevue	●	●	●	●	●	●	●	●
Group Health Northshore Medical Center	Group Health	Bothell	●	●	●	●	●	●	●	●
Group Health Bremerton Behavioral Health Services	Group Health	Bremerton	●	●	●	●	●	●	●	●
Group Health Bremerton Internal Medicine and Occupational Health	Group Health	Bremerton	●	●	●	●	●	●	●	●
Group Health Burien Medical Center	Group Health	Burien	●	●	●	●	●	●	●	●
Group Health Everett Medical Center	Group Health	Everett	●	●	●	●	●	●	●	●
Group Health Federal Way Medical Center	Group Health	Federal Way	●	●	●	●	●	●	●	●
Group Health Kent Medical Center	Group Health	Kent	●	●	●	●	●	●	●	●
Group Health Lynnwood Medical Center	Group Health	Lynnwood	●	●	●	●	●	●	●	●
Group Health Olympia Medical Center	Group Health	Olympia	●	●	●	●	●	●	●	●
Group Health Port Orchard Medical Center	Group Health	Port Orchard	●	●	●	●	●	●	●	●
Group Health Poulsbo Medical Center	Group Health	Poulsbo	●	●	●	●	●	●	●	●
Group Health Puyallup Medical Center	Group Health	Puyallup	●	●	●	●	●	●	●	●
Group Health Redmond Medical Center at Riverpark	Group Health	Redmond	●	●	●	●	●	●	●	●
Group Health Renton Medical Center	Group Health	Renton	●	●	●	●	●	●	●	●
Group Health Capitol Hill Medical Center	Group Health	Seattle	●	●	●	●	●	●	●	●
Group Health Central Hospital	Group Health	Seattle	●	●	●	●	●	●	●	●
Group Health Downtown Seattle Medical Center	Group Health	Seattle	●	●	●	●	●	●	●	●
Group Health Northgate Medical Center	Group Health	Seattle	●	●	●	●	●	●	●	●
Group Health Rainier Medical Center	Group Health	Seattle	●	●	●	●	●	●	●	●
Harborview Medical Center	UW Medicine	Seattle	●	●	●	●	●	●	●	●
UW Medical Center	UW Medicine	Seattle	●	●	●	●	●	●	●	●
Group Health Silverdale Medical Center	Group Health	Silverdale	●	●	●	●	●	●	●	●
Group Health Lidgerwood Medical Center	Group Health	Spokane	●	●	●	●	●	●	●	●
Group Health Riverfront Medical Center	Group Health	Spokane	●	●	●	●	●	●	●	●
Group Health South Hill Medical Center	Group Health	Spokane	●	●	●	●	●	●	●	●
Group Health Veradale Medical Center	Group Health	Spokane Valley	●	●	●	●	●	●	●	●
Group Health Tacoma Mall Behavioral Health, Speech, Language & Learning Services	Group Health	Tacoma	●	●	●	●	●	●	●	●
Group Health Tacoma Medical Center	Group Health	Tacoma	●	●	●	●	●	●	●	●
Group Health Tacoma South Medical Center	Group Health	Tacoma	●	●	●	●	●	●	●	●
Legacy Clinic Fisher's Landing	Legacy Health	Vancouver		●	●	●	●	●	●	●
Legacy Clinic Salmon Creek	Legacy Health	Vancouver		●	●	●	●	●	●	●
Legacy Salmon Creek Medical Center	Legacy Health	Vancouver		●	●	●	●	●	●	●
<b>WISCONSIN</b>										
Grant Regional Health Center		Lancaster		●	●	●	●	●	●	●

## APPENDIX C

# HEI-RATED FACILITIES BY NETWORK

### Healthcare Equality Index Rating 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** Explicitly inclusive visitation policy grants same-sex couples equal visitation access as different-sex couples and next of kin
- 2b** Explicitly inclusive visitation policy grants same-sex parents equal visitation access as different-sex parents for their minor children
- 3** Provide cultural competency training addressing healthcare issues relevant to lesbian, gay, bisexual and transgender community
- 4a** Equal employment opportunity policy includes "sexual orientation"
- 4b** Equal employment opportunity policy includes "gender identity or expression" or "gender identity"

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
<b>NO NETWORK</b>										
Advocate Illinois Masonic Medical Center	Chicago	IL	●	●	●	●	●	●	●	●
AIDS Care	Rochester	NY	●	●	●	●	●	●	●	●
Atlanticare Regional Medical Center	Atlantic City	NJ		●	●	●	●	●	●	●
Ball Memorial Hospital	Muncie	IN		●	●	●	●	●	●	●
Barnes-Jewish Hospital	St. Louis	MO		●	●	●	●	●	●	●
Beth Israel Deaconess Medical Center	Boston	MA	●	●	●	●	●	●	●	●
Beth Israel Medical Center	New York	NY	●	●	●	●	●	●	●	●
Borgess Medical Center	Kalamazoo	MI		●	●	●	●	●	●	●
Brigham and Women's Hospital	Boston	MA	●	●	●	●	●	●	●	●
California Pacific Medical Center	San Francisco	CA	●	●	●	●	●	●	●	●
Callen-Lorde Community Health Center	New York	NY	●	●	●	●	●	●	●	●
Chase Brexton Health Services	Baltimore	MD	●	●	●	●	●	●	●	●
Children's Hospital of Philadelphia	Philadelphia	PA		●	●	●	●	●	●	●
Clarian Health	Indianapolis	IN		●	●	●	●	●	●	●
Dana-Farber Cancer Institute	Boston	MA	●	●	●	●	●	●	●	●
Duke University Hospital	Durham	NC		●	●	●	●	●	●	●
Eastern Maine Medical Center	Bangor	ME		●	●	●	●	●	●	●
Evanston Hospital	Evanston	IL		●	●	●	●	●	●	●
Faulkner Hospital	Boston	MA		●	●	●	●	●	●	●
Ferway Health	Boston	MA		●	●	●	●	●	●	●
The George Washington University Hospital	Washington	DC	●	●	●	●	●	●	●	●
Grant Regional Health Center	Lancaster	WI		●	●	●	●	●	●	●
Harvard Vanguard Medical Associates	Newton	MA		●	●	●	●	●	●	●
Health Central	Ocoee	FL		●	●	●	●	●	●	●
Hennepin County Medical Center	Minneapolis	MN		●	●	●	●	●	●	●
Howard University Hospital	Washington	DC	●	●	●	●	●	●	●	●
Iowa Methodist Medical Center	Des Moines	IA		●	●	●	●	●	●	●
Johns Hopkins Hospital	Baltimore	MD		●	●	●	●	●	●	●
L.A. Gay & Lesbian Center	Los Angeles	CA	●	●	●	●	●	●	●	●
Maimonides Medical Center	Brooklyn	NY		●	●	●	●	●	●	●
MaineGeneral Medical Center	Waterville	ME		●	●	●	●	●	●	●
Massachusetts General Hospital	Boston	MA		●	●	●	●	●	●	●
MedStar-Georgetown Medical Center	Washington	DC		●	●	●	●	●	●	●
Memphis Mental Health Institute	Memphis	TN		●	●	●	●	●	●	●
Metropolitan Hospital Center	New York	NY		●	●	●	●	●	●	●
National Rehabilitation Hospital	Washington	DC		●	●	●	●	●	●	●
New York Downtown Hospital	New York	NY		●	●	●	●	●	●	●
New York Presbyterian Hospital	New York	NY		●	●	●	●	●	●	●
Northwest Hospital Center	Randallstown	MD		●	●	●	●	●	●	●
Oregon Health & Science University Hospital	Portland	OR	●	●	●	●	●	●	●	●
Park Nicollet Methodist Hospital	St. Louis Park	MN	●	●	●	●	●	●	●	●
Pennsylvania Hospital	Philadelphia	PA		●	●	●	●	●	●	●
Penobscot Community Health Care	Bangor	ME	●	●	●	●	●	●	●	●
Providence Hospital	Washington	DC		●	●	●	●	●	●	●
Rush University Medical Center	Chicago	IL	●	●	●	●	●	●	●	●
San Francisco General Hospital and Trauma Center	San Francisco	CA	●	●	●	●	●	●	●	●
Sibley Memorial Hospital	Washington	DC		●	●	●	●	●	●	●
Southside Hospital	Bay Shore	NY		●	●	●	●	●	●	●
Southwest Center for HIV/AIDS	Phoenix	AZ		●	●	●	●	●	●	●
St. Luke's-Roosevelt Hospital Center	New York	NY	●	●	●	●	●	●	●	●
Stanford Hospital and Clinics	Stanford	CA		●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Tucson Medical Center	Tucson	AZ		●	●	●	●	●	●	●
UCSF Medical Center	San Francisco	CA	●	●	●	●	●	●	●	●
United Medical Center	Washington	DC		●	●	●	●	●	●	●
University of California Davis Medical Center	Sacramento	CA	●	●	●	●	●	●	●	●
University of California San Diego Medical Center	San Diego	CA		●	●	●	●	●	●	●
University of Rochester's Strong Memorial Hospital	Rochester	NY		●	●	●	●	●	●	●
University of Toledo Medical Center	Toledo	OH		●	●	●	●	●	●	●
University of Virginia Medical Center	Charlottesville	VA		●	●	●	●	●	●	●
Vanderbilt University Medical Center	Nashville	TN		●	●	●	●	●	●	●
Vassar Brothers Medical Center	Poughkeepsie	NY		●	●	●	●	●	●	●
Whitman-Walker Health	Washington	DC	●	●	●	●	●	●	●	●
<b>BAYSTATE HEALTH</b>										
Baystate Brightwood Health Center	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Franklin Medical Center	Greenfield	MA	●	●	●	●	●	●	●	●
Baystate High Street Health Center – Adult Medicine	Springfield	MA	●	●	●	●	●	●	●	●
Baystate High Street Health Center – Pediatric Medicine	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Mary Lane Hospital	Ware	MA	●	●	●	●	●	●	●	●
Baystate Mason Square Neighborhood Health Center	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Medical Center	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Regional Cancer Program	Springfield	MA	●	●	●	●	●	●	●	●
Baystate Visiting Nurse Association & Hospice	Springfield	MA	●	●	●	●	●	●	●	●
<b>CHRISTIANA CARE HEALTH SYSTEM</b>										
Christiana Care Helen F. Graham Cancer Center	Newark	DE		●	●	●	●	●	●	●
Christiana Hospital	Newark	DE		●	●	●	●	●	●	●
Christiana Surgicenter	Newark	DE		●	●	●	●	●	●	●
Eugene du Pont Preventive Medicine & Rehabilitation Institute	Wilmington	DE		●	●	●	●	●	●	●
HealthCare Center at Christiana	Newark	DE		●	●	●	●	●	●	●
Middletown CareCenter	Middletown	DE		●	●	●	●	●	●	●
Roxana Cannon Arshnt Surgicenter	Wilmington	DE		●	●	●	●	●	●	●
Smyrna Health & Wellness Center	Smyrna	DE		●	●	●	●	●	●	●
Springside Plaza	Newark	DE		●	●	●	●	●	●	●
Visiting Nurse Association	New Castle	DE		●	●	●	●	●	●	●
Wilmington Annex	Wilmington	DE		●	●	●	●	●	●	●
Wilmington Hospital	Wilmington	DE		●	●	●	●	●	●	●
<b>CLEVELAND CLINIC FOUNDATION</b>										
Euclid Hospital	Euclid	OH		●	●	●	●	●	●	●
Fairview Hospital	Cleveland	OH		●	●	●	●	●	●	●
Hillcrest Hospital	Mayfield Hts.	OH		●	●	●	●	●	●	●
Huron Hospital	E. Cleveland	OH		●	●	●	●	●	●	●
Lakewood Hospital	Lakewood	OH		●	●	●	●	●	●	●
Lutheran Hospital	Cleveland	OH		●	●	●	●	●	●	●
Medina Hospital	Medina	OH		●	●	●	●	●	●	●
South Pointe Hospital	Warrensville Hts.	OH		●	●	●	●	●	●	●
<b>EMORY HEALTHCARE</b>										
The Emory Clinic	Atlanta	GA		●	●	●	●	●	●	●
Emory Orthopedic and Spine Hospital	Tucker	GA		●	●	●	●	●	●	●
Emory University Hospital, Clifton Road Campus	Atlanta	GA		●	●	●	●	●	●	●
Emory University Hospital, Midtown Campus	Atlanta	GA		●	●	●	●	●	●	●
Wesley Woods	Atlanta	GA		●	●	●	●	●	●	●
<b>GREENVILLE HOSPITAL SYSTEM UNIVERSITY MEDICAL CENTER</b>										
Greenville Memorial Hospital	Greenville	SC		●	●	●	●	●	●	●
Greer Memorial Hospital	Greer	SC		●	●	●	●	●	●	●
Hillcrest Memorial Hospital	Simpsonville	SC		●	●	●	●	●	●	●
North Greenville Medical Campus	Travelers Rest	SC		●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Patewood Medical Campus	Greenville	SC		●	●	●	●	●	●	●
<b>GROUP HEALTH</b>										
Group Health Bellevue Medical Center	Bellevue	WA	●	●	●	●	●	●	●	●
Group Health Bremerton Behavioral Health Services	Bremerton	WA	●	●	●	●	●	●	●	●
Group Health Bremerton Internal Medicine and Occupational Health	Bremerton	WA	●	●	●	●	●	●	●	●
Group Health Burien Medical Center	Burien	WA	●	●	●	●	●	●	●	●
Group Health Capitol Hill Medical Center	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Central Hospital	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Coeur d'Alene Medical Center	Coeur d'Alene	ID	●	●	●	●	●	●	●	●
Group Health Downtown Seattle Medical Center	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Eastside Speech, Language, and Learning Services	Bellevue	WA	●	●	●	●	●	●	●	●
Group Health Everett Medical Center	Everett	WA	●	●	●	●	●	●	●	●
Group Health Factoria Medical Center	Bellevue	WA	●	●	●	●	●	●	●	●
Group Health Federal Way Medical Center	Federal Way	WA	●	●	●	●	●	●	●	●
Group Health Kent Medical Center	Kent	WA	●	●	●	●	●	●	●	●
Group Health Lidgerwood Medical Center	Spokane	WA	●	●	●	●	●	●	●	●
Group Health Lynnwood Medical Center	Lynnwood	WA	●	●	●	●	●	●	●	●
Group Health Northgate Medical Center	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Northshore Medical Center	Bothell	WA	●	●	●	●	●	●	●	●
Group Health Olympia Medical Center	Olympia	WA	●	●	●	●	●	●	●	●
Group Health Port Orchard Medical Center	Port Orchard	WA	●	●	●	●	●	●	●	●
Group Health Poulsbo Medical Center	Poulsbo	WA	●	●	●	●	●	●	●	●
Group Health Puyallup Medical Center	Puyallup	WA	●	●	●	●	●	●	●	●
Group Health Rainier Medical Center	Seattle	WA	●	●	●	●	●	●	●	●
Group Health Redmond Medical Center at Riverpark	Redmond	WA	●	●	●	●	●	●	●	●
Group Health Renton Medical Center	Renton	WA	●	●	●	●	●	●	●	●
Group Health Riverfront Medical Center	Spokane	WA	●	●	●	●	●	●	●	●
Group Health Silverdale Medical Center	Silverdale	WA	●	●	●	●	●	●	●	●
Group Health South Hill Medical Center	Spokane	WA	●	●	●	●	●	●	●	●
Group Health Tacoma Mall Behavioral Health, Speech, Language & Learning Services	Tacoma	WA	●	●	●	●	●	●	●	●
Group Health Tacoma Medical Center	Tacoma	WA	●	●	●	●	●	●	●	●
Group Health Tacoma South Medical Center	Tacoma	WA	●	●	●	●	●	●	●	●
Group Health Veradale Medical Center	Spokane Valley	WA	●	●	●	●	●	●	●	●
<b>JACKSON HEALTH SYSTEM</b>										
Corrections Health Services Clinics	Miami	FL	●	●	●	●	●	●	●	●
Downtown Medical Office	Miami	FL	●	●	●	●	●	●	●	●
Dr. Rafael A. Peñalver Clinic	Miami	FL	●	●	●	●	●	●	●	●
Holtz Children's Hospital	Miami	FL	●	●	●	●	●	●	●	●
Jackson Memorial Hospital	Miami	FL	●	●	●	●	●	●	●	●
Jackson Mental Health Hospital	Miami	FL	●	●	●	●	●	●	●	●
Jackson North Community Mental Health Centers	Miami	FL	●	●	●	●	●	●	●	●
Jackson North Medical Center	N. Miami Beach	FL	●	●	●	●	●	●	●	●
Jackson Rehabilitation Hospital	Miami	FL	●	●	●	●	●	●	●	●
Jackson South Community Hospital	Miami	FL	●	●	●	●	●	●	●	●
Jefferson Reaves Sr. Health Center	Miami	FL	●	●	●	●	●	●	●	●
Miami Hope Center	Miami	FL	●	●	●	●	●	●	●	●
North Dade Health Center	Opa-locka	FL	●	●	●	●	●	●	●	●
Prevention, Education & Treatment (PET) Center	Miami Beach	FL	●	●	●	●	●	●	●	●
Rosie Lee Wesley Health Center	S. Miami	FL	●	●	●	●	●	●	●	●
South Dade Homeless Assistance Center Clinic	Homestead	FL	●	●	●	●	●	●	●	●
<b>KAISER FOUNDATION HOSPITALS</b>										
Kaiser Permanente, Anaheim Medical Center	Anaheim	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Antioch	CA	●	●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Downey	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	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Irvine	CA	●	●	●	●	●	●	●	●
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, Modesto Medical Center	Modesto	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Moreno Valley Community Hospital	Moreno Valley	CA	●	●	●	●	●	●	●	●
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 Women and Children's 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 Jose Medical Center	San Jose	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, South Bay Medical Center	Harbor City	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, South Sacramento Trauma Center	Sacramento	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, South San Francisco Medical Center	S. San Francisco	CA	●	●	●	●	●	●	●	●
Kaiser Permanente, Sunnyside Medical Center	Clackamas	OR	●	●	●	●	●	●	●	●
Kaiser Permanente, Vacaville Medical Center	Vacaville	CA	●	●	●	●	●	●	●	●
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	●	●	●	●	●	●	●	●
<b>LAC+USC HEALTHCARE NETWORK</b>										
Edward R. Roybal Comprehensive Health Center	Los Angeles	CA		●	●	●	●	●	●	●
El Monte Comprehensive Health Center	El Monte	CA		●	●	●	●	●	●	●
H. Claude Hudson Comprehensive Health Center	Los Angeles	CA		●	●	●	●	●	●	●
La Puente Health Center	La Puente	CA		●	●	●	●	●	●	●
LAC/USC Medical Center	Los Angeles	CA		●	●	●	●	●	●	●
<b>LEGACY HEALTH</b>										
The Children's Hospital at Legacy Emanuel	Portland	OR		●	●	●	●	●	●	●
Legacy Clinic Battle Ground	Battle Ground	WA		●	●	●	●	●	●	●
Legacy Clinic Bridgeport	Lake Oswego	OR		●	●	●	●	●	●	●
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 Lake Oswego	Lake Oswego	OR		●	●	●	●	●	●	●
Legacy Clinic Mount Hood	Gresham	OR		●	●	●	●	●	●	●
Legacy Clinic Northeast	Portland	OR		●	●	●	●	●	●	●
Legacy Clinic Northwest	Portland	OR		●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Legacy Clinic Salmon Creek	Vancouver	WA		●	●	●	●	●	●	●
Legacy Clinic St. Helens	St. Helens	OR		●	●	●	●	●	●	●
Legacy Clinic Tualatin	Tualatin	OR		●	●	●	●	●	●	●
Legacy Clinic West Linn	West Linn	OR		●	●	●	●	●	●	●
Legacy Clinic Woodburn	Woodburn	OR		●	●	●	●	●	●	●
Legacy Emanuel Medical Center	Portland	OR		●	●	●	●	●	●	●
Legacy Good Samaritan Medical Center	Portland	OR		●	●	●	●	●	●	●
Legacy Meridian Park Medical Center	Tualatin	OR		●	●	●	●	●	●	●
Legacy Mount Hood Medical Center	Gresham	OR		●	●	●	●	●	●	●
Legacy Salmon Creek Medical Center	Vancouver	WA		●	●	●	●	●	●	●
<b>LIFESPAN CORPORATION</b>										
Emma Pendleton Bradley Hospital	E. Providence	RI		●	●	●	●	●	●	●
Miriam Hospital	Providence	RI		●	●	●	●	●	●	●
Newport Hospital	Newport	RI		●	●	●	●	●	●	●
Rhode Island Hospital	Providence	RI		●	●	●	●	●	●	●
<b>MAYO CLINIC</b>										
Mayo Clinic	Scottsdale	AZ		●	●	●	●	●	●	●
Mayo Clinic	Rochester	MN		●	●	●	●	●	●	●
Mayo Clinic	Jacksonville	FL		●	●	●	●	●	●	●
Mayo Clinic Hospital	Jacksonville	FL		●	●	●	●	●	●	●
Mayo Clinic Hospital	Phoenix	AZ		●	●	●	●	●	●	●
Rochester Methodist Hospital	Rochester	MN		●	●	●	●	●	●	●
Saint Marys Hospital	Rochester	MN		●	●	●	●	●	●	●
<b>MEMORIAL HEALTHCARE SYSTEM</b>										
Joe DiMaggio Children's Hospital	Hollywood	FL		●	●	●	●	●	●	●
Memorial Hospital Miramar	Miramar	FL		●	●	●	●	●	●	●
Memorial Hospital Pembroke	Pembroke Pines	FL		●	●	●	●	●	●	●
Memorial Hospital West	Pembroke Pines	FL		●	●	●	●	●	●	●
Memorial Regional Hospital	Hollywood	FL		●	●	●	●	●	●	●
Memorial Regional Hospital South	Hollywood	FL		●	●	●	●	●	●	●
<b>MOSES CONE HEALTH SYSTEM</b>										
Annie Penn Hospital	Reidsville	NC		●	●	●	●	●	●	●
Moses Cone Behavioral Health Center	Greensboro	NC		●	●	●	●	●	●	●
Moses H. Cone Memorial Hospital	Greensboro	NC		●	●	●	●	●	●	●
Wesley Long Community Hospital	Greensboro	NC		●	●	●	●	●	●	●
Women's Hospital of Greensboro	Greensboro	NC		●	●	●	●	●	●	●
<b>MULTNOMAH COUNTY HEALTH DEPARTMENT</b>										
East County Health Center	Gresham	OR	●	●	●	●	●	●	●	●
HIV Health Services Center	Portland	OR	●	●	●	●	●	●	●	●
La Clinica de la Buena Salud Health Center	Portland	OR	●	●	●	●	●	●	●	●
Mid-County Health Center	Portland	OR	●	●	●	●	●	●	●	●
North Portland Health Center	Portland	OR	●	●	●	●	●	●	●	●
Northeast Health Center	Portland	OR	●	●	●	●	●	●	●	●
Rockwood Community Health Center	Portland	OR	●	●	●	●	●	●	●	●
STD Clinic	Portland	OR	●	●	●	●	●	●	●	●
Westside Health Center	Portland	OR	●	●	●	●	●	●	●	●
<b>NOVANT HEALTH INC.</b>										
Brunswick Community Hospital	Winston-Salem	NC		●	●	●	●	●	●	●
Forsyth Medical Center	Winston-Salem	NC		●	●	●	●	●	●	●
Franklin Regional Health System	Winston-Salem	NC		●	●	●	●	●	●	●
Presbyterian Healthcare	Winston-Salem	NC		●	●	●	●	●	●	●
Prince William Health System	Winston-Salem	NC		●	●	●	●	●	●	●
Rowan Regional Medical Center	Winston-Salem	NC		●	●	●	●	●	●	●
Thomasville Medical Center	Winston-Salem	NC		●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Upstate Carolina Center	Winston-Salem	NC		●	●	●	●	●	●	●
<b>SCRIPPS HEALTH</b>										
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		●	●	●	●	●	●	●
Scripps Memorial Hospital La Jolla	La Jolla	CA		●	●	●	●	●	●	●
Scripps Mercy Hospital	San Diego	CA		●	●	●	●	●	●	●
Scripps Mercy Hospital Chula Vista	Chula Vista	CA		●	●	●	●	●	●	●
<b>SENTARA HEALTHCARE</b>										
Sentara Bayside Hospital	Virginia Beach	VA		●	●	●	●	●	●	●
Sentara CarePlex Hospital	Hampton	VA		●	●	●	●	●	●	●
Sentara Leigh Hospital	Norfolk	VA		●	●	●	●	●	●	●
Sentara Norfolk General Hospital	Norfolk	VA		●	●	●	●	●	●	●
Sentara Obici Hospital	Suffolk	VA		●	●	●	●	●	●	●
Sentara Potomac Hospital	Woodbridge	VA		●	●	●	●	●	●	●
Sentara Virginia Beach General Hospital	Virginia Beach	VA		●	●	●	●	●	●	●
Sentara Williamsburg Regional Medical Center	Williamsburg	VA		●	●	●	●	●	●	●
<b>THE METROHEALTH CENTER</b>										
J. Glen Smith Health Center	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Asia Plaza Health Center	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Broadway Health Center	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Brooklyn Medical Group	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Buckeye Health Center	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Lee-Harvard Health Center	Cleveland	OH		●	●	●	●	●	●	●
MetroHealth Strongsville Medical Group	Strongsville	OH		●	●	●	●	●	●	●
MetroHealth West Park Medical Group	Cleveland	OH		●	●	●	●	●	●	●
Thomas F. McCafferty Health Center	Cleveland	OH		●	●	●	●	●	●	●
<b>TRUMAN MEDICAL CENTERS INC.</b>										
Assertive Community Outreach (BH)	Kansas City	MO		●	●	●	●	●	●	●
Bosco Counseling Center (BH)	Kansas City	MO		●	●	●	●	●	●	●
Center for Sleep Health	Kansas City	MO		●	●	●	●	●	●	●
Child and Family Services (BH)	Kansas City	MO		●	●	●	●	●	●	●
Grain Valley Family Medicine	Grain Valley	MO		●	●	●	●	●	●	●
Horizons Older Adult Services (BH)	Kansas City	MO		●	●	●	●	●	●	●
Jackson County Health Department	Independence	MO		●	●	●	●	●	●	●
Lakewood Counseling Services (BH)	Lees Summit	MO		●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
Raytown Family Medicine	Raytown	MO		●	●	●	●	●	●	●
Truman Medical Center – Behavioral Health	Kansas City	MO		●	●	●	●	●	●	●
Truman Medical Center – Hospital Hill	Kansas City	MO		●	●	●	●	●	●	●
Truman Medical Center – Lakewood	Kansas City	MO		●	●	●	●	●	●	●
WIC 22nd Street	Kansas City	MO		●	●	●	●	●	●	●
WIC Blue Springs	Blue Springs	MO		●	●	●	●	●	●	●
WIC Grandview	Grandview	MO		●	●	●	●	●	●	●
WIC Hawthorne	Independence	MO		●	●	●	●	●	●	●
WIC Independence	Kansas City	MO		●	●	●	●	●	●	●
WIC Operation Breakthrough – St. Vincent's	Kansas City	MO		●	●	●	●	●	●	●
<b>UCLA HEALTH SYSTEM</b>										
Mattel Children's Hospital UCLA	Los Angeles	CA		●	●	●	●	●	●	●
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	CA		●	●	●	●	●	●	●
Ronald Reagan UCLA Medical Center	Los Angeles	CA		●	●	●	●	●	●	●
Santa Monica UCLA Medical Center and Orthopaedic Hospital	Santa Monica	CA		●	●	●	●	●	●	●
<b>UNIVERSITY HOSPITALS OF CLEVELAND</b>										
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 and Children's Hospital	Cleveland	OH		●	●	●	●	●	●	●
Richmond Medical Center	Richmond Hts.	OH		●	●	●	●	●	●	●
University Hospitals Extended Care Campus	Chardon	OH		●	●	●	●	●	●	●
<b>UNIVERSITY OF MICHIGAN HEALTH SYSTEM</b>										
A. Alfred Taubman Health Care Center	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Center for Reproductive Medicine	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Center for Women, Children and Young Adults	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Family Medicine	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Health Associates	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Hearing Rehabilitation Center	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Physical Medicine & Rehabilitation	Ann Arbor	MI		●	●	●	●	●	●	●
Briarwood Radiology	Ann Arbor	MI		●	●	●	●	●	●	●
Brighton Health Center	Brighton	MI		●	●	●	●	●	●	●
C.S. Mott Children's Hospital	Ann Arbor	MI		●	●	●	●	●	●	●
Canton Health Center	Canton	MI		●	●	●	●	●	●	●
Chelsea Health Center	Chelsea	MI		●	●	●	●	●	●	●
Commonwealth Neuropsychology Clinic	Ann Arbor	MI		●	●	●	●	●	●	●
Community Family Health Center	Chelsea	MI		●	●	●	●	●	●	●
Dexter Family Medicine	Dexter	MI		●	●	●	●	●	●	●
Domino's Farms	Ann Arbor	MI		●	●	●	●	●	●	●
East Ann Arbor Ambulatory Surgery & Medical Procedures Center	Ann Arbor	MI		●	●	●	●	●	●	●
East Ann Arbor Health & Geriatrics Center	Ann Arbor	MI		●	●	●	●	●	●	●
Geriatrics Center	Ann Arbor	MI		●	●	●	●	●	●	●
Home Care Services	Ann Arbor	MI		●	●	●	●	●	●	●
Howell Pediatrics and Teen Center	Howell	MI		●	●	●	●	●	●	●
Kellogg Eye Center	Ann Arbor	MI		●	●	●	●	●	●	●
Livonia Center for Specialty Care	Livonia	MI		●	●	●	●	●	●	●
Livonia Health Center	Livonia	MI		●	●	●	●	●	●	●
Maple Meadows Outreach Clinic	Ann Arbor	MI		●	●	●	●	●	●	●
MedSport at the Ice Cube	Ann Arbor	MI		●	●	●	●	●	●	●

**APPENDIX C HEI-RATED FACILITIES BY NETWORK**

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	2011 Leader	1a	1b	2a	2b	3	4a	4b
New Hope Outreach Clinic	Ann Arbor	MI		●	●	●	●	●	●	●
North Campus Family Health Service	Ann Arbor	MI		●	●	●	●	●	●	●
Orthotics & Prosthetics	Ann Arbor	MI		●	●	●	●	●	●	●
Physical Medicine and Rehabilitation & Spine Program	Ann Arbor	MI		●	●	●	●	●	●	●
Psychiatry Ambulatory Services	Ann Arbor	MI		●	●	●	●	●	●	●
Reichert Health Building, St. Joseph Mercy Hospital	Ypsilanti	MI		●	●	●	●	●	●	●
Saline Health Center	Saline	MI		●	●	●	●	●	●	●
Sleep Disorders Lab	Ann Arbor	MI		●	●	●	●	●	●	●
South Main Orthopaedics	Ann Arbor	MI		●	●	●	●	●	●	●
Taubman Health Center Clinics	Ann Arbor	MI		●	●	●	●	●	●	●
UM Briarwood Medical Group	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Cancer Center	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Cardiovascular Center	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Comprehensive Diabetes Center	Ann Arbor	MI		●	●	●	●	●	●	●
U-M Depression Center	Ann Arbor	MI		●	●	●	●	●	●	●
University Hospital	Ann Arbor	MI		●	●	●	●	●	●	●
University Hospital Clinics	Ann Arbor	MI		●	●	●	●	●	●	●
West Ann Arbor Health Center	Ann Arbor	MI		●	●	●	●	●	●	●
Women's Hospital	Ann Arbor	MI		●	●	●	●	●	●	●
Ypsilanti Health Center	Ypsilanti	MI		●	●	●	●	●	●	●
<b>UNIVERSITY OF NEW MEXICO HOSPITALS</b>										
Carrie Tingley Hospital	Albuquerque	NM		●	●	●	●	●	●	●
Children's Hospital	Albuquerque	NM		●	●	●	●	●	●	●
Children's Psychiatric Center	Albuquerque	NM		●	●	●	●	●	●	●
University Hospital	Albuquerque	NM		●	●	●	●	●	●	●
University Psychiatric Center	Albuquerque	NM		●	●	●	●	●	●	●
<b>UW MEDICINE</b>										
Harborview Medical Center	Seattle	WA	●	●	●	●	●	●	●	●
UW Medical Center	Seattle	WA	●	●	●	●	●	●	●	●

**APPENDIX D**  
**TESTIMONIALS**  
**FROM THE HEI 2011**  
**LEADERS IN LGBT**  
**HEALTHCARE EQUALITY**



### The HEI: A Framework for Approaching LGBT Inclusion and Care

**Leader:** AIDS Care

**Location:** Rochester, N.Y.

**Size:** 96 full-time employees

**Years rated in HEI:** 1

**Years as Leader:** 1

As an organization founded in the earliest days of the AIDS epidemic, AIDS Care has always understood that lesbian, gay, bisexual and transgender communities face unique barriers and challenges when trying to access health services. AIDS Care has long-endavored to ensure that not only are we sensitive to the needs of this population, but that we also help to build the capacity of other service providers in our region to serve them as well.

Our experience in doing this work has often taught us that the path to full and authentic inclusion of LGBT people into care begins with recognizing that there are several problems: Disparities exist in access to health services, treatment within care settings is often unequal or absent, and these realities can create negative health outcomes for our patients that should prompt changes and improvements. Providing the data and sharing personal narratives is usually a powerful and effective way to elicit this realization in mainstream providers. The next step, however, is to actually implement changes that create a more inclusive environment and that improve patient access and care.

When one considers the volume of policies/procedures implemented within most care settings, the Healthcare Equality Index sets out to assess a very small number by comparison; and yet the very policies and practices promoted by the HEI can themselves provide a framework for thinking about an organization's commitment to LGBT inclusion and care. Very basic changes can certainly have a dramatic impact. Some of the policies/practices from which we have most benefited, and for which we frequently advocate with other providers, include:

- Adopting patient and employee non-discrimination policies that cover sexual orientation and gender identity/expression
- Expanding definitions of "family" and "parent" to include LGBT people
- Evaluating intake and record-keeping paperwork to make sure that it captures our patients' sexual orientation, gender experience and family situation
- Offering employee benefits packages that cover LGBT families
- Implementing ongoing trainings and conversations with our staff about LGBT issues

These changes have had a positive impact on many levels at AIDS Care, and all departments have ultimately worked together to improve access and care for our LGBT patients. For example, establishing good human resource guidelines has certainly created an environment where we have many LGBT and LGBT-friendly employees. The philosophy of inclusion within our organization extends beyond our paper policies and is put into practice daily by our employees. The inevitable outcome has been attracting more LGBT consumers whose involvement in our agency has further built an inclusive culture and has led AIDS Care to becoming a center of excellence in care for LGBT people. At AIDS Care, we frequently hear about our quality of care from those we serve. We are now thrilled to see this highlighted in the HEI.

**Erik Libey**

Associate Director of LGBT & Rural Services  
AIDS Care



### Diversity & Inclusion: A Key Business Imperative

**Leader:** Baystate Health

**Location:** Springfield, Mass.

**Size:** 6,578 full-time employees, 774 beds

**Years rated in HEI:** 2

**Years as Leader:** 2

(as individual respondent, Baystate Medical Center, in 2010)

Baystate Health, based in Springfield, Mass., is a private, not-for-profit health system, and one of the largest in New England, serving a population of 800,000 residents in western Massachusetts. It is the region's largest private employer, recognized nationally for quality and patient safety, with the region's only academic medical center and 774 beds at its three hospitals. In addition, our health centers, medical practices and the many entities of Baystate Health represent our vibrant communities and serve our diverse patients throughout the region.

We appreciate the recognition we received in 2010 for Baystate Medical Center as one of eight hospitals in the country to achieve the distinction of the Human Rights Campaign Foundation's Best Healthcare Facilities for LGBT Families. In 2011, we are proud to be recognized as a Leader in LGBT Healthcare Equality, and have expanded this achievement to additional Baystate Health entities, including Baystate Franklin Medical Center and Baystate Mary Lane Hospital.

As our workplace, community and patient base change due to demographic shifts, diversity and inclusion is not simply a good thing to do, but has become a key business imperative. Baystate Health is committed to fostering an environment of diversity, inclusion and cultural competence, where all employees are appreciated, fully engaged and motivated to provide the best health care, and where patients and families feel valued and included.

With policies in place to ensure a welcoming environment for lesbian, gay, bisexual and transgender patients and families, we continue our journey to translate these policies into practice. To accomplish this, we offer education on LGBT issues in the workplace for all employees as well as offer in-service, customized programs about transgender healthcare designed to meet the specific needs and requests of clinical departments. Examples of these sessions include transgender cultural competence training:

- At Baystate High Street Health Center, LGBT patients at our health centers are met by front-line staff who participated in transgender-specific cultural competence training.
- With our pre-admission team as a key point of entry for all surgery patients, we developed and delivered an in-service cultural competence training to ensure that communications with LGBT patients would meet the needs of both our staff and patients.
- Set in the rural town of Greenfield, Mass., our community hospital's Emergency Department nurses recognized an opportunity to improve care and compassion to our patients and engaged in transgender-specific training to increase cultural competency.

The success of our educational efforts resides in the ability of each person at Baystate Health to develop a skill set to better foster inclusion and cultural competence. We want to better understand and maximize the unique strengths of employees, especially as they meet the needs of a changing community and workplace – including patients, families, visitors, fellow employees, volunteers, community members and suppliers.

We expanded our outreach efforts to promote diversity and inclusion beyond our current workforce. Because of our efforts, prospective candidates can easily see that we foster an environment in which everyone feels welcome and valued, in which different perspectives and experiences are not only accepted, but embraced.

We take time to celebrate with our community, and each year are fortunate to bring hundreds of employees together to participate in the Northampton LGBT Parade and Rally, one of the biggest LGBT Pride events in New England. We are committed to providing the best healthcare, and this can only be done in an environment that treats all patients with dignity and respect – an environment we take pride in providing at Baystate Health.

#### Visael “Bobby” Rodriguez

Chief Diversity Officer

Baystate Health



### Maintaining a Culture of Inclusion: The LGBT Committee

**Leader:** Beth Israel Medical Center

**Location:** New York

**Size:** 7,420 full-time employees, 1,111 beds

**Years rated in HEI:** 2

**Years as Leader:** 2

The LGBT Committee at Beth Israel Medical Center (a member of the Continuum Health Partners hospital network) was formed in 2008 as a subdivision of the hospital's Diversity Council. The goal of the committee is to maintain a culture of inclusion within which all lesbian, gay, bisexual and transgender patients and staff feel that they are in a safe, supportive and non-judgmental setting. The committee also sponsors competency training, which involves educating all associates on LGBT-specific issues, such as terminology and history, as well as the applicable local and state laws affecting LGBT people with regard to healthcare.

Our accomplishments thus far include:

- Beth Israel received a perfect rating on the Human Rights Campaign Foundation's Healthcare Equality Index in 2010 and 2011. The HEI is a well-recognized measure of how LGBT-friendly a hospital's policies and practices are.
- CHP forms a team of approximately 125 associates to participate in the New York City Pride Parade annually.
- Beth Israel participated in the NYC Bar Association/Columbia Law School 2011 citywide survey of hospital policies and practices governing patient care for transgender individuals.
- The committee developed a list of "Top 10 Provider Tips for Serving the LGBT Patient Population" based on available literature from reliable sources, such as the Gay and Lesbian Medical Association. This list is currently included in the orientation package for all newly hired employees of the medical center. The tips list (as well as other resources) remains accessible to providers and staff via the medical center's intranet website.
- In recognition of 2010 National LGBT Health Week, members of the committee provided a panel presentation regarding issues related to LGBT medical and mental health at KPMG, LLP headquarters.
- Based on The Joint Commission requirements and to further our efforts to serve an increasing diverse patient population, the committee coordinates ongoing LGBT sensitivity trainings at the hospital and its affiliated locations. This serves to encourage awareness and sensitivity toward the LGBT patient population. Transgender patient sensitivity trainings for all staff have been conducted; because of its success, requests for additional trainings have been received.
- The committee coordinates ongoing social networking events for all CHP LGBT associates and allies. All staff (including staff from our affiliate hospitals) are invited, through blast e-mails, to attend these events. The events have been well attended, and attendance has increased by at least 25 percent each time.

Being recognized as a Leader in LGBT Healthcare Equality by the HRC Foundation is a powerful tool to assist the LGBT Committee in engaging straight allies throughout Beth Israel. Every physician, nurse and staff member understands best care practices, and wants to provide quality care to every patient, regardless of diversity status.

Since formally creating a comprehensive, hospital-wide cultural diversity initiative six years ago, Beth Israel has implemented programs and policies to encourage associates to be comfortable with diversity and develop an appreciation for difference. As part of this work, our committee remains strong in its resolve to realize a healing working environment throughout Beth Israel Medical Center, where tolerance and acceptance of gender, sexuality, race, religion, gender identity and gender expression is the norm.

**Michael Graziano, M.P.A.**

LGBT Committee Co-Chair  
Beth Israel Medical Center

**Rolston Cyril Watts, Ph.D.**

LGBT Committee Co-Chair  
Beth Israel Medical Center



### Celebrating & Fostering Diversity as Part of Core Mission

**Leader:** Brigham and Women's Hospital

**Location:** Boston

**Size:** 14,867 full-time employees, 777 beds

**Years rated in HEI:** 2

**Years as Leader:** 1

At Brigham and Women's/Faulkner Hospitals, we dedicate ourselves to providing the highest-quality care in a supportive environment that embraces diversity and respects all people. We are proud that our ratings in the Healthcare Equality Index reflect our dedication to these values.

Participating in the HEI has helped us translate our long-held values into action. At both hospitals, we clarified the language in our policies to ensure our dedication to the dignity of all our families was clear, making our support of transgender people and all lesbian, gay, bisexual and transgender families explicit. These policies are now plainly visible to all who come to our distributed campus locations for care or to visit loved ones who are here.

Our participation in the HEI has also prompted us to increase our efforts in training medical staff about the unique health needs of LGBT people. To ensure that current and future providers provide competent care to LGBT people, we not only offered additional training to our staff and providers at Brigham and Women's, but also collaborated with our colleagues at Harvard Medical School to provide additional teaching of medical students about these needs. At Faulkner Hospital, the HEI has stimulated discussions about opportunities to expand educational offerings on LGBT topics.

Our community of providers and staff is significantly enhanced by its diversity. We strive to celebrate that diversity and foster it as part of our core mission. BW/F Hospitals have long supported the inclusion of domestic partners and same-sex spouses in our benefits plans. Since the start of our participation in the HEI, we have increased our efforts to develop and strengthen our LGBT employee resource group to better serve the needs of our dedicated caregivers and those who support them. This group has provided a place for the LGBT members of our community to meet and to celebrate the diversity that makes our institution strong. As part of National LGBT Health Awareness Week, the group has organized a series of events to bring attention to issues of importance across our entire community and has collaborated with organizations in Boston. In June, this group represented BW/F in the Boston Pride march.

BW/F Hospitals are proud of our ratings in the 2011 HEI, as we are proud of the people who have worked to make that possible. We thank the Human Rights Campaign Foundation for its efforts in preparing this index and the encouragement it provides to those who value their LGBT staff and who work to improve the care they provide to LGBT patients.

**Michael Gustafson, M.D., M.B.A.**

Senior Vice President for Clinical Excellence

Brigham and Women's/Faulkner Hospitals



### Translating LGBT-Inclusive Practice into Policy

**Leader:** California Pacific Medical Center

**Location:** San Francisco

**Size:** 2,775 full-time employees, 855 beds

**Years rated in HEI:** 1

**Years as Leader:** 1

California Pacific Medical Center, part of the Sutter Health network, has been serving San Franciscans for more than 150 years. It has a long history of supporting the lesbian, gay, bisexual and transgender community. With four hospital campuses – one located in the Castro District famously represented by Harvey Milk – CPMC offered compassionate care during the earliest days of the AIDS crisis and opened Coming Home Hospice to offer dignity for terminally ill patients. For years, we have partnered with local LGBT-community organizations, including the San Francisco LGBT Center and the Lyon Martin Clinic, the country's first clinic to focus on lesbian and transgender health issues. Additionally, we have fostered a culture of inclusiveness for staff and offer fully paid health benefits for domestic partners and their families.

Despite our proud tradition of serving the LGBT community and our long-standing non-discrimination protections for employees and patients, the Healthcare Equality Index survey helped us realize that our written policies regarding patient visitation rights did not fully reflect our anti-discriminatory values and practices. The Human Rights Campaign Foundation provided valuable resources for us to develop an LGBT-inclusive definition of "family" in our visitation policies – a definition we hope will be adopted by every hospital in the nation. By formalizing our practices in writing, we are taking another step toward ensuring that each of our patients gets an equal level of high-quality, compassionate care.

We are proud to now be included among the HEI's Leaders in LGBT Healthcare Equality, but by no means do we feel that our work is done. The survey has encouraged us to further reflect on our LGBT-inclusive practices and continually seek out opportunities for improvement, even in areas where we have received credit on the survey.

Our goal is to be a model of inclusiveness for medical centers as well as employers across the country – because it's the right thing to do for our patients, our employees and our community.

**Judy Li, Ph.D.**

Vice President – Health System Innovation and Community Benefit  
California Pacific Medical Center

**The Need for Dedicated Safe Spaces for LGBT Patients and Families****Leader:** Chase Brexton Health Services**Location:** Baltimore**Size:** 220 full-time employees**Years rated in HEI:** 2**Years as Leader:** 1

In 1978, a group of gay men and a handful of volunteer healthcare providers gathered at the Gay and Lesbian Community Center of Baltimore and founded what would one day be known as Chase Brexton Health Services. At that time, traditional medical care treated lesbian, gay, bisexual and transgender individuals with, at the least, shaming care – and often worse. The need was clear: a safe place for the LGBT community to receive medical care. And, in 1978, this small group of people took a brave step toward meeting that need.

For 33 years, Chase Brexton Health Services has continued to work toward meeting that need. We've expanded far beyond the volunteer-run clinic of our founding. Today, we are a Joint Commission-accredited, Federally Qualified Health Center serving more than 17,000 patients at four unique sites in the state of Maryland. We provide medical and dental care for adults and children, mental health services, transgender care services, substance abuse services, HIV and hepatitis C infectious disease care and wraparound programs, case management services, a discounted pharmacy for our patients, and more. With every step we've taken, we have fought to remain true to our founding, by providing a safe, supportive, inclusive environment for LGBT individuals to receive high-quality healthcare.

In 2011, the need for dedicated safe spaces still exists. For LGBT and other individuals who do not follow socially sanctioned sexual and gender ideas, accessing healthcare can be a disturbing experience. The policies and practices promoted by the Healthcare Equality Index deal directly with discriminations found in the field. The HEI formally challenges the medical world to recognize, address and respect the healthcare needs and human rights of its patients – *all* its patients.

But more than just acting as a challenge, the HEI provides the groundwork to enable change to occur. Without laying blame, the HEI provides the tools for medical systems to survey current practices, address inequities and become educated about the needs of LGBT communities. It provides a process that gives healthcare an opportunity to become all it can be, to do no harm by understanding harm on a broader scale and to honor all.

At Chase Brexton, we have been a provider of LGBT care for more than 30 years. Our staff and our board are highly representative of our LGBT communities. And, every staff and board member, no matter what their sexual orientation or gender identity, shares the focus of the mission and vision of Chase Brexton to be renowned as a prominent healthcare provider for the LGBT community. We use the HEI as a guideline for our work; it is a fantastic way to ensure – using a key from the world beyond our walls, beyond our patients and beyond our communities – that we are doing all we can to meet the needs of our communities and to communicate to our patients our beliefs and their rights.

As a historically LGBT provider, we are extremely grateful to have the HEI to review and survey our operations to ensure we are providing the best possible care for all our patients.

**Alicia Gabriel**

Marketing Manager

Chase Brexton Health Services

**The Business Case for LGBT Inclusion:  
Becoming A Provider of Choice for LGBT Patients****Leader:** The George Washington University Hospital**Location:** Washington, D.C.**Years rated in HEI:** 3**Size:** 1,440 full-time employees, 371 beds**Years as Leader:** 1

The George Washington University Hospital is a 371-bed academic medical center located in downtown Washington, D.C. We serve a diverse population that includes our neighbors, international patients and national leaders. The hospital is located just a short walk from Dupont Circle, a vibrant neighborhood known for lesbian, gay, bisexual and transgender-friendly businesses and residents.

LGBT employees, physicians and patients have long been a valued and vital part of our community, and we've considered the hospital to be accessible and sensitive to the needs of the LGBT community. For more than a decade, GW Hospital has advertised with "Other Pages," an LGBT area guide, and it currently is the only D.C.-area hospital to do so. In response to a growing patient population of lesbian couples giving birth at the hospital, the hospital targeted obstetrics services to prospective lesbian mothers and broadened the language in its literature to be more family-centered. Reflecting the diversity of our employees, a hospital chaplain performed one of the first gay marriages in D.C. between two of our male staff members. The outpatient psychiatry department has physicians dedicated to caring for the unique needs of LGBT patients.

Participation in the Healthcare Equality Index, however, has spurred us to further consider our policies for inclusiveness. For example, we recognize the importance of patients having those closest to them nearby, whether they are facing a serious illness or routine surgery. When we completed the survey for the first time in 2009, our visitation policies, while liberal, did not include non-discrimination language, which we have subsequently added. We've also amended our equal opportunity employment policy language to include "gender expression." Revising the language to some of our policies helps ensure that the atmosphere of inclusiveness that we've championed is in fact the standard of care for our patients and their families.

We're proud to participate in the HEI and appreciate how the Human Rights Campaign Foundation has challenged us to do more to ensure that all patients receive the superb level of care we pride ourselves on.

**Trent Crable**

Chief Executive Officer

The George Washington University Hospital



### The Business Case for LGBT Inclusion: Employee Recruitment & Retention

**Leader:** Group Health

**Location:** Seattle

**Size:** 7,784 full-time employees, 326 beds

**Years rated in HEI:** 4

**Years as Leader:** 3

(as individual respondent, Group Health Central Hospital, in 2009 and 2010)

Group Health is proud to be among the Leaders in LGBT Healthcare Equality, having achieved credit for all applicable criteria in the Healthcare Equality Index 2011 report. And we are especially proud that we achieved that distinction this year not only for Central Hospital, but for our other 26 medical facilities as well.

Group Health provides medical coverage and care to more than 674,900 residents in Washington state and North Idaho who are covered by health plans offered by Group Health Cooperative or its subsidiaries. Nearly two-thirds of members receive care in Group Health-operated medical facilities. We have a total staff of 9,461 (7,784 full-time employees), including our Group Health physician group.

Group Health exists to create better health for our patients and the communities we serve. From the beginning, Group Health has attracted caring, innovative people who step up to ask: "What's next for our patients' health?" We view close collaboration and respect – with our colleagues and our patients – as critical to creating better health. And we provide staff with challenging, rewarding careers and opportunities to grow and help us improve – making a real difference in the lives of those who depend on us.

While Group Health has long been a sponsor of lesbian, gay, bisexual and transgender organizations and events in our community, we feel that meeting the criteria of the HEI is one very visible and effective way to ensure that we are truly inclusive and respectful of all our employees and our patients. Group Health believes in workplace equality, regardless of sexual orientation or gender expression or identity. For the past several years, we have had a recruitment booth at the annual conference of the Gay and Lesbian Medical Association. Our LGBT & Allies Staff Resource Group supports Group Health's goals of fostering diversity and inclusion. This emphasis on diversity and inclusion helps attract and retain high-quality employees and medical staff in every discipline and area of our organization. And since most of our employees have their health coverage through Group Health, they can be confident that we meet the HEI's criteria for visitation rights and patient non-discrimination policies.

A few years ago, one of our executive leaders interviewed for a position at Group Health. He wasn't sure what Group Health's position on diversity was at the time and was reluctant to ask. Now, with participation in the HEI, Group Health proudly displays the HEI "Best Healthcare Facility for LGBT Families" trademark for 2010 at our hospital campus, and looks forward to displaying the 2011 logo at every one of our medical facilities. No one will have to wonder what Group Health's position on diversity is when they seek a job or need healthcare.

**James Hereford**

Executive Vice President  
Group Practice Division  
Group Health Cooperative

**Desi Bailey, M.D.**

Chief of Hospital Staff  
Group Health Central Hospital

**The HEI: A Roadmap for Inclusion and Cultural Competency****Leader:** Oregon Health & Science University Hospital**Location:** Portland, Ore.**Years rated in HEI:** 2**Size:** 13,608 full-time employees, 534 beds**Years as Leader:** 1

Oregon Health & Science University is the state's only academic health center, bringing together patient care, research, education and community service to improve the health and well-being of all Oregonians. Diversity is essential to realizing our multifaceted mission – the ability to see things from the perspective of others is the foundation of compassion and a hallmark of innovation. We are committed to ensuring: 1) that lesbian, gay, bisexual, transgender and queer patients and their families are welcomed, respected and provided culturally competent care and 2) that LGBTQ employees are engaged as partners in recruitment, organization-wide professional development and community outreach.

While OHSU has long valued diversity and inclusivity, the Healthcare Equality Index provided us with a clearer roadmap to help ensure our policies were explicitly inclusive in wording and practice. We are proud to say that OHSU patients have a right to and do receive culturally considerate and respectful care that fosters their comfort and dignity and that is free from discrimination based on sexual orientation and gender identity/expression. We also work to ensure that hospital visitation policies include a definition of family that recognizes non-registered domestic partners and both different-sex and same-sex significant others. The concept of parenthood is liberally construed for visiting minor children, including same-sex parents, among others.

OHSU also integrates information about LGBTQ health concerns into our training programs – our Cultural Competency Foundations course has reached more than 6,000 employees. CultureVision, an online resource that provides detailed information for more than 50 different culture groups and that is designed to help healthcare professionals raise awareness about cultural differences, offers a substantial section featuring LGBTQ-specific healthcare issues. This site was visited more than 10,000 times by the OHSU community in 2010. OHSU also sponsored the global launch of the "Cultural Detective: Lesbian, Gay, Bisexual and Transgender Cultures" workshop series at OHSU last year. We additionally completed an OHSU-wide diversity climate survey, which included an assessment of LGBTQ issues, in order to address the needs of our employees and students.

As Portland's largest employer, and the fourth-largest in Oregon (excluding government), OHSU takes pride that our equal opportunity policy is now inclusive of both sexual orientation and gender identity/expression. We have offered same-sex benefits to our employees since 1998. OHSU also supports LGBTQ healthcare professional and student interest groups on campus and participates actively in LGBTQ community outreach events.

OHSU sponsors an employee resource group, OHSU Pride, that has been active on campus since 2007. OHSU Pride fosters an inclusive environment that promotes LGBTQ wellness, education, research and advocacy within OHSU and across the community. Building for the future, we will track and assess the experiences of LGBTQ employees, students and patients to make recommendations on best practices for patient care, employee retention and cultural competence educational curricula.

We are proud of our commitment to the LGBTQ community and will continue creating an inclusive environment for our patients, employees and the larger community.

**Norwood Knight-Richardson, M.D., M.A., M.B.A.**

Vice President and Chief Administrative Officer, Chief Diversity Officer  
Oregon Health & Science University Hospital

**LGBT Community: Valued Healthcare Consumers & Team Members****Leader:** Park Nicollet Methodist Hospital**Location:** St. Louis Park, Minn.**Size:** 878 full-time employees, 426 beds**Years rated in HEI:** 2**Years as Leader:** 1

Park Nicollet is an integrated clinic and hospital system providing care in a very high-quality, competitive healthcare marketplace. Minnesota prides itself on its healthy population, and we are privileged to serve a wide range of patients, including an active lesbian, gay, bisexual and transgender community in the Twin Cities and beyond.

There is a conspicuous void of Healthcare Equality Index survey respondents in the Midwest. Since the survey began, only two other survey respondents in Minnesota have joined Park Nicollet in completing this survey. Park Nicollet provides state-of-the-art, non-discriminatory care for family building and gynecologic care, offers HIV care for men and women – including during pregnancy – and operates a large transgender clinic. At Park Nicollet, we recognize the diverse needs of all of our patients and the communities we serve, and believe that the LGBT community is valued both as consumers of healthcare and as employees and team members of our organization.

Participating in the HEI 2009 survey provided a framework for improvement at Park Nicollet and informed us what is important to this population. We had already internalized and practiced much of what is asked for, but we can always improve, and we have!

As a physician leader of an inclusive healthcare organization, and a professional colleague of many talented LGBT clinicians and ob-gyns who have helped women and their partners experience the joy of childbirth, I am proud to work for an organization that values and respects everyone in our community.

**Janette H. Strathy, M.D.**

Chair, Park Nicollet Clinical Board of Governors 2010

Park Nicollet Methodist Hospital



### Cultural Competency Training: Affirming All Patients through Culturally Sensitive Care

**Leader:** Rush University Medical Center

**Location:** Chicago

**Size:** 8,669 full-time employees, 676 beds

**Years rated in HEI:** 3

**Years as Leader:** 3

At Rush University Medical Center, providing medical care and service that recognizes and respects the unique nature and needs of all people — including lesbian, gay, bisexual and transgender individuals — is inextricably linked to the medical center's strategic goals.

Rush's vision is to be the medical center of choice for the Chicago area and one of the very best clinical centers in the United States. We are nearing the completion of a state-of-the-art new hospital that will open in January 2012 to better serve our patients. In order to accomplish these objectives, we not only provide the high level of excellence in clinical service for which Rush is nationally known — we also provide these services in a manner that understands, accepts and affirms the individual circumstances of each patient. This approach is reflected in the cultural competency training Rush provides to our staff. The staff of all Rush inpatient units and clinics receive information about providing culturally sensitive and appropriate care.

These expectations are reinforced during twice-yearly rounds at all inpatient, outpatient and procedural areas. During these visits, clinicians chosen at random are asked how they would respond to a hypothetical transgender patient with multiple differentiating attributes. Key measures of the staff's cultural competency are that they adhere to the patient's designation of a significant other as a family member for purposes of medical decision-making and that the patient's name of choice be entered into the patient's medical record and used by staff.

Patient care areas are scored based on staff members' abilities to identify these and other provisions necessary to provide culturally sensitive care in the patient scenario presented. If the patient care area is not compliant with standards, the unit or clinic contact is asked to complete a corrective action plan. I am proud to say that the compliance rates for the cultural competence portions of visits completed from January through April of this year were 100 percent for our inpatient units and 93 percent for our outpatient units.

Rush emphasizes culturally competent care, because we recognize that we need to understand and work with our patients as unique individuals in order to provide them with the very best care. We realize that our patients must feel personally comfortable with their care providers in addition to being confident in our medical abilities.

This approach also reflects Rush's commitment to a culture of inclusion, where personal differences are not just accepted, but understood, respected and valued. Rush's non-discrimination policy specifically forbids discrimination, harassment or unequal treatment in 14 categories, including sexual orientation and gender identity and/or expression. Our policies define "family members" to include any person with whom a patient has a significant relationship, ensuring that same-sex partners and parents have the identical rights as different-sex partners and parents with regard to patient visitation and decision-making about their partner's or child's medical care.

In addition to being a medical center of choice, Rush's goal is to be an employer of choice, and our commitment to inclusiveness also is evident in our employee health benefits. More than a decade ago, Rush became one of the first medical centers in Chicago to offer same-sex domestic partner benefits to employees. Rush took proactive steps and made the financial commitment to provide these benefits because we equally value all of our employees and their relationships and seek to support their needs.

In these and other ways, we affirm to all of our patients, visitors and staff that they belong at Rush and will be treated accordingly. It is our hope and expectation that this consideration will contribute to them choosing Rush as the place they want to be for their care and their employment. Being included among the Human Rights Campaign Foundation's Leaders in LGBT Healthcare Equality for the third consecutive year is an important affirmation of this effort, and one we are proud and grateful to receive.

**Larry J. Goodman, M.D.**

Chief Executive Officer

Rush University Medical Center



### Ensuring Policies Reflect Institutional Values of Respect & Equality

**Leader:** San Francisco General Hospital and Trauma Center

**Location:** San Francisco

**Years rated in HEI:** 2

**Size:** 4, 157 full-time employees, 548 beds

**Years as Leader:** 1

San Francisco General Hospital and Trauma Center is a general acute care hospital, owned and operated by the City and County of San Francisco Department of Public Health. Since its establishment in 1854, providing care to 400 people that year, SFGH has evolved into a major academic tertiary care medical center. SFGH has gradually expanded and modernized its hospital facilities, providing the community with a complete range of emergency, trauma, inpatient, primary care, specialized medical and surgical services, and diagnostic and rehabilitation services. In addition to being the only trauma center (Level 1) in the City and County of San Francisco, SFGH has a full complement of mental health care, from psychiatric emergency services and acute inpatient psychiatric care to mental health rehabilitation and post-hospitalization care. Today, SFGH cares for more than 100,000 individuals each year.

As the county facility for the city and county of San Francisco, SFGH's mission is to provide quality healthcare and trauma services with compassion and respect to patients that include the city's most vulnerable. Like the city of San Francisco, SFGH's patient population consists of a large percentage of ethnic minorities: Caucasians 24 percent, Hispanics 31 percent, African-Americans 18 percent, Asian/Pacific Islanders 21 percent, Native American <1 percent, and Others/Unknown 5 percent. More than 30 percent of SFGH's patients' primary language is not English. Financially, 66 percent of SFGH's patients are uninsured or on Medicaid.

Besides being considered one of the best public hospitals in the nation, SFGH is recognized as a world leader in the field of HIV/AIDS medicine. SFGH Unit 5B was the site of the world's first in-patient facility devoted exclusively to HIV/AIDS patients, as its Ward 86 outpatient clinic handled the flood of new cases. Last year, SFGH's Positive Health Program (Ward 86) continued to provide outpatient care to more than 3,000 patients.

With its diverse patient population and history of serving the lesbian, gay, bisexual and transgender population, SFGH is an institution where diversity is respected and where equality is valued. In completing the Healthcare Equality Index survey, however, we realized that although SFGH and its staff are fully committed to non-discrimination practices for both patients and staff, the institutional policies were not totally indicative of our practices. This year, SFGH revised its policies to more fully reflect our values. We developed an online course for all staff on cultural understanding, as well as a new-employee orientation session on this topic.

It is SFGH's goal that the benefits of developing cultural understanding for our patients and for our workplace are recognized and honored. Part of this includes ensuring that staff and providers consider their own cultural and family experiences and reflect on how this affects our assumptions about other cultures, and that we work to identify culturally sensitive practices that improve cross-cultural communication in our health care settings.

**Iman Nazeeri-Simmons**

Chief Quality Officer

San Francisco General Hospital and Trauma Center

**The HEI: Evaluating Policies and Practices for LGBT Inclusion****Leader:** St. Luke's-Roosevelt Hospital Center**Location:** New York**Size:** 5,746 full-time employees, 1,028 beds**Years rated in HEI:** 1**Years as Leader:** 1

Several years ago, St. Luke's-Roosevelt Hospital Center joined a corporate umbrella with other New York City hospitals to achieve economy of scale while maintaining our very different identities. Continuum Health Partners Inc. includes both St. Luke's-Roosevelt and Beth Israel Medical Center, and together, we serve a large part of Manhattan. This includes a significant portion of the city's lesbian, gay, bisexual and transgender and HIV-infected communities, which we serve through partnerships with LGBT community organizations, and our large AIDS and Comprehensive Care Centers.

Last year, BIMC was recognized by the Healthcare Equality Index as a top performer, based on the efforts of its Diversity Council LGBT subcommittee. St. Luke's-Roosevelt also maintains Diversity Councils, and the St. Luke's Site Council invited the co-chairs of BIMC's LGBT Committee to a meeting to describe how they achieved this recognition. It was at that meeting, as a direct result of BIMC's HEI recognition, that St. Luke's began its own LGBT & Friends subcommittee. The committee's mission: "1) to work with administrative leadership to ensure hospital policies are LGBT-inclusive; 2) to function collaboratively with the hospital to provide a welcoming environment for LGBT staff, patients, families and friends as a means to deliver equitable health care; and 3) to liaise with the LGBT community in promoting [SLRHC] as an LGBT-friendly organization. As such, we are committed to educating clinical and administrative staff about the unique health and mental healthcare needs of LGBT patients and families."

Of course, it is wonderful to have an identifiable LGBT presence in the workplace, one that is recognized and supported by hospital administration. But it is also exceptional what LGBT & Friends has already accomplished, including participation in a hospital Health & Wellness Fair; the addition of LGBT-supportive language to a hospital Diversity Council slide presentation on respect and inclusion; and a staff education event that focused on LGBT youth and the language of bullying, and that featured a presentation of the documentary, "Stand Up to Suicide," regarding LGBT teen suicides. We have also received administration and Institutional Review Board approval to conduct a staff survey to quantify our LGBT employees and assess LGBT-related experiences and attitudes.

More specifically, in our efforts to make St. Luke's-Roosevelt an HEI Leader, LGBT & Friends has been instrumental in having hospital center policies revised to provide important protections to LGBT employees and patients. Our administration, employees and patients are diverse, and our unwritten policies have always been inclusive. But while many of our written policies already protected based on sexual orientation and gender, none expressly protected based on gender identity and expression. We now have revised affirmative action, equal employment opportunity, employee non-discrimination/non-harassment and patient visitation policies. We have also instituted a brand-new patient non-discrimination/non-harassment policy that not only includes sexual orientation and gender expression or gender identity, but also states that a patient's preferred gender will be respected and the patient will be referred to by their name of choice whenever feasible.

Our focus this year was largely defined by the HEI rating criteria, and we plan to address more of the HEI goals during the coming year. We also now have an institutional infrastructure to support meeting The Joint Commission's new recommendations for LGBT inclusiveness. We look forward to sponsoring and participating in many future educational and social events and to further promoting a safe and productive environment for LGBT employees and patients.

**Members of LGBT & Friends**

St. Luke's-Roosevelt Hospital Center

**Beyond the HEI: Additional Opportunities to Meet LGBT Health Needs****Leader:** UCSF Medical Center**Location:** San Francisco**Size:** 5,821 full-time employees, 722 beds**Years rated in HEI:** 4**Years as Leader:** 4

UCSF Medical Center is proud to be a Leader in LGBT Healthcare Equality, achieving credit for all rated criteria in the Healthcare Equality Index for the fourth consecutive year. The HEI has been a key component of our efforts to provide equitable, inclusive, knowledgeable and welcoming care to lesbian, gay, bisexual and transgender patients and their families and has motivated UCSF to seek out additional opportunities to meet LGBT health needs.

For example, I believe it is critical for academic medical centers to equip future health professionals with the training necessary to provide competent, sensitive care to LGBT patients and their families. Our health professional schools have taken this responsibility seriously, and have developed a variety of LGBT curricular offerings, coupled with co-curricular educational events.

UCSF has also sought other opportunities to go beyond the HEI's core criteria to achieve LGBT health equity and inclusion. We provide health coverage for employees' same-sex domestic partners, as well as transgender health coverage for employees and their covered family members. We also give patients the opportunity to identify themselves as LGBT, offer an online list of LGBT healthcare providers at UCSF, and use our patient satisfaction survey to determine whether LGBT-related needs are met. In addition, UCSF Medical Center provides employees with an inclusive language policy to guide their interactions with LGBT patients and houses the nation's only LGBT center in a healthcare or health education setting.

These, and other, LGBT health initiatives have been an effective complement to the HEI in ensuring that we provide the best possible care to LGBT patients and their families. They have enabled us to reduce risk, reach out to an important segment of the local population, and maximize patient safety and satisfaction. We are grateful to the HEI for providing both education and inspiration in this vital work.

**Mark Laret**

Chief Executive Officer, UCSF Medical Center and UCSF Benioff Children's Hospital  
Chair-Elect, Association of American Medical Colleges





### Enhancing Quality of Care through LGBT-Inclusive Data Collection

**Leader:** University of California Davis Medical Center

**Location:** Sacramento, Calif.

**Years rated in HEI:** 1

**Size:** 6,615 full-time employees, 613 beds

**Years as Leader:** 1

University of California Davis Medical Center, located in Sacramento, Calif., promotes a safe and supportive healthcare environment for lesbian, gay, bisexual, transgender and intersex patients, staff, students, residents and physicians and enhances their visibility and inclusion as part of the UC Davis community.

We achieve this through a patient bill of rights that includes a non-discrimination policy for sexual orientation and gender identity, an explicitly inclusive hospital visitation policy that defines "family" or "immediate family" as any person who plays a significant role in an individual's life and an LGBT-inclusive non-discrimination and equal employment opportunity policy.

Our unwavering commitment to equity and social justice guides us to continually strive to deliver better, more efficient, more personal and more equitable health care.

Just as it is helpful for a clinician to know a patient's race, ethnicity and preferred language, knowing a patient's sexual orientation or gender identity gives health professionals important insight into their patients' lives, which in turn helps clinicians make more informed diagnoses and recommendations.

As part of our vision for a healthier world through bold innovation, we are working to collect sexual orientation and gender identity information in our patients' electronic health records. This effort will help to reduce health disparities for this population and enhance the quality of care LGBTI individuals receive. It is the first coordinated effort to use technology to enhance health and reduce disparities for these individuals.

The LGBT communities have specific health concerns and suffer from health disparities. For example, recent research from the Center for American Progress, "How to Close the LGBT Health Disparities Gap," found that LGB adults are more likely to have cancer than their heterosexual counterparts. The same study also shows that LGB youth are more likely to be bullied by their peers, consider or commit suicide, experiment with drugs and alcohol, and be obese than heterosexual youth.

To ensure success in capturing sexual orientation and gender identity information in our electronic health records system, we have developed training modules for educating health providers about the need to discuss this personal topic. The training facilitates better understanding of the experiences of LGBTI individuals and enables our care providers to initiate dialogue with our patients. Our efforts will ultimately enhance the quality of the care LGBTI individuals receive.

UC Davis Medical Center's excellence depends on inclusion and diversity, and I am proud of the achievements we have made, and continue to make, to ensure improved health for all.

**Ann Madden Rice**

Chief Executive Officer

University of California Davis Medical Center



### LGBT-Inclusive Non-Discrimination Policies: The Right Thing to Do

**Leader:** UW Medicine

**Location:** Seattle

**Size:** 18,300+ full-time employees, 1,144 beds

**Years rated in HEI:** 2

**Years as Leader:** 1

UW Medicine is proud to be one of the Leaders in LGBT Healthcare Equality in the clinical care sites of our health system. As the only academic healthcare system in the Pacific Northwest, we have a long history of inclusiveness and a mission of serving people from all walks of life. Our established practice and culture of inclusion and service ensure equality in employment and in our interactions with our lesbian, gay, bisexual and transgender patients and families.

It is extremely important to our leadership that our policies reflect these beliefs. With the guidance of the Healthcare Equality Index, our team reviewed all of our relevant policies, with particular focus on four critical measures: patient non-discrimination, visitation, cultural competency training and employment non-discrimination. The HEI guidelines were a wonderful resource to help us successfully align our policies with our existing practices and values.

Hospitals and clinics must create a safe and welcoming environment for patients, their significant others and their families. Patients measure the quality of their healthcare through the lens of how they are treated. Everyone deserves access to high-quality care free from discrimination.

The Joint Commission has announced that patient non-discrimination standards will now be part of the accreditation process. We applaud this move, because it is, simply, the right thing to do. Not only do our healthcare professionals recognize the needs of the LGBT community, they also strive to improve the interactions that LGBT members experience in our medical centers and clinics in the future.

To that end, UW Medicine researchers recently received a grant to study decision-making by same-sex partners of patients dying in critical care settings. The study is nationwide, and the information gathered will help better prepare healthcare professionals for working with same-sex couples during emotional and stressful times in the healthcare setting.

UW Medicine is honored to join the growing number of hospitals and healthcare organizations across the country recognized for striving to provide the highest-quality healthcare for all in a compassionate and professional manner, free of discrimination based on a person's beliefs, gender identity or sexual orientation.

#### **Johnese Spisso**

Chief Health System Officer, UW Medicine

Vice President for Medical Affairs, University of Washington



### Illustrating LGBT Inclusion through Patient & Employee Stories

**Leader:** Whitman-Walker Health

**Location:** Washington, D.C.

**Size:** 139 full-time employees

**Years rated in HEI:** 1

**Years as Leader:** 1

For more than 30 years, Whitman-Walker has made a commitment to serve individuals with high-quality, culturally competent care, with a special expertise in lesbian, gay, bisexual and transgender health issues. This remains at the core of our mission every day.

The best measure of our success in this endeavor resides in the words of two of our major stakeholder groups: our patients and our employees. The three stories below highlight our dedication to serving the LGBT community.

- A young gay male, who was diagnosed with HIV by the student health services on his college campus in West Virginia, chooses to make the journey to Washington, D.C., so that he can see our healthcare team at Whitman-Walker. He makes this decision because he knows our medical providers are knowledgeable in LGBT health disparities and that Whitman-Walker can provide more affirming and comprehensive care for LGBT individuals than any health center near where he lives.
- One of our transgender female patients chooses Whitman-Walker because she knows that she can receive trans-affirming care for all of her medical and legal needs. Whether she comes in for a regular check-up, an HIV or hormone therapy appointment, or help with her legal papers, Holly knows she will be called by her preferred name and always “feels welcomed and at home” at Whitman-Walker. Our employees excel in caring for Holly because of comprehensive cultural competency training that focuses on caring for the LGBT community.
- Whitman-Walker also lives its mission to serve the LGBT community by supporting diversity within our own workforce. Many of our providers and employees desire to work at Whitman-Walker because we embrace all individuals and offer a benefits program that covers domestic partners and same-sex parents with children. We are happy to say a large number of employees identify as LGBT. A diverse team is often the first step in supporting culturally competent patient care.

Since our founding by, and for, the LGBT community in 1978, Whitman-Walker has strived to be a leader in high-quality and affirming healthcare, all the while adapting to this community’s changing needs and the evolving needs of the healthcare marketplace.

**Raymond C. Martins, M.D.**

Chief Medical Officer

Whitman-Walker Health





## HEALTHCARE EQUALITY INDEX 2011

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

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### 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 United States, the project provides guidance to those who work closely with these families in various fields, such as adoption and foster care agencies, elementary schools and healthcare facilities.

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**Endorsing  
Partner**



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