

# Promoting Equitable and Inclusive Care with the HEALTHCARE EQUALITY INDEX

## What is the Healthcare Equality Index?

The Healthcare Equality Index (HEI) is a national LGBTQ benchmarking survey and report administered by the Human Rights Campaign, the nation's largest LGBTQ civil rights organization. The HEI has guided hundreds of healthcare facilities to provide equitable care to lesbian, gay, bisexual, transgender, and queer patients. In 2020, 1,700 healthcare facilities were rated. You can read the 2020 report [here](#).



## What does the HEI evaluate?

The HEI evaluates healthcare facilities on four core objectives:

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

## Why does Cleveland Clinic participate in the HEI?



- Learn best practices for LGBTQ equity and inclusion
- Provide LGBTQ patient-centered care
- Enhance patient satisfaction ratings
- Take advantage of free online staff training from expert sources that includes CME/CEU credits
- Ensure compliance with legal, CMS, and The Joint Commission requirements
- Enjoy recognition for commitment to diversity, inclusion, and equity from the nation's largest LGBTQ civil rights organization

## How can you help?

Every Cleveland Clinic facility that participates in the HEI must achieve a minimum of 50 hours of approved LGBTQ patient-centered care education.

You can help your facility meet its training requirement by completing any of the LGBTQ training options below. By doing so, you will help Cleveland Clinic achieve *LGBTQ Healthcare Equality Leader* status.



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## What training options are available?

**Option 1:** The [Center for Affiliated Learning \(CAL\)](#) offers a range of free online trainings ranging from basics of LGBTQ patient-centered care to more specialized topics such as serving trans youth. CME/CEU credits are available after completing the training courses.

To complete a course(s), please complete the following steps:

1. Visit the [CAL log-in page](#).
2. Click sign-up at the bottom to register.
3. Use [REDACTED] as the security keyword and refer to the table below for your facility ID.

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**Option 2:** The [National LGBTQIA+ Health Education Center](#) offers over 50 on-demand webinars in a variety of LGBTQ health topics, a number of online learning modules and a monthly live webinar series, all of which meet the HEI training requirement. The webinars and learning modules offered by The Education Center are free and offer CME/CEU credit.

To complete a webinar(s), please complete the following steps:

1. Visit the [National LGBTQIA+ Health Education Center Log-in page](#).
2. Refer to [these instructions](#) to create a user profile.
3. Use [REDACTED] as the security keyword and refer to the table below for your facility ID.

Facility*	Facility ID	Security Keyword
Akron General	[REDACTED]	[REDACTED]
Avon	[REDACTED]	[REDACTED]
Euclid	[REDACTED]	[REDACTED]
Fairview	[REDACTED]	[REDACTED]
Hillcrest	[REDACTED]	[REDACTED]
Lutheran	[REDACTED]	[REDACTED]
Main Campus	[REDACTED]	[REDACTED]
Marymount	[REDACTED]	[REDACTED]
Medina	[REDACTED]	[REDACTED]
South Pointe	[REDACTED]	[REDACTED]
Weston	[REDACTED]	[REDACTED]

\*If you don't see your facility listed above, please choose the hospital that is closest to your location.

**Viewing as a group?** Please complete this [sign-in sheet](#) and send to [REDACTED]