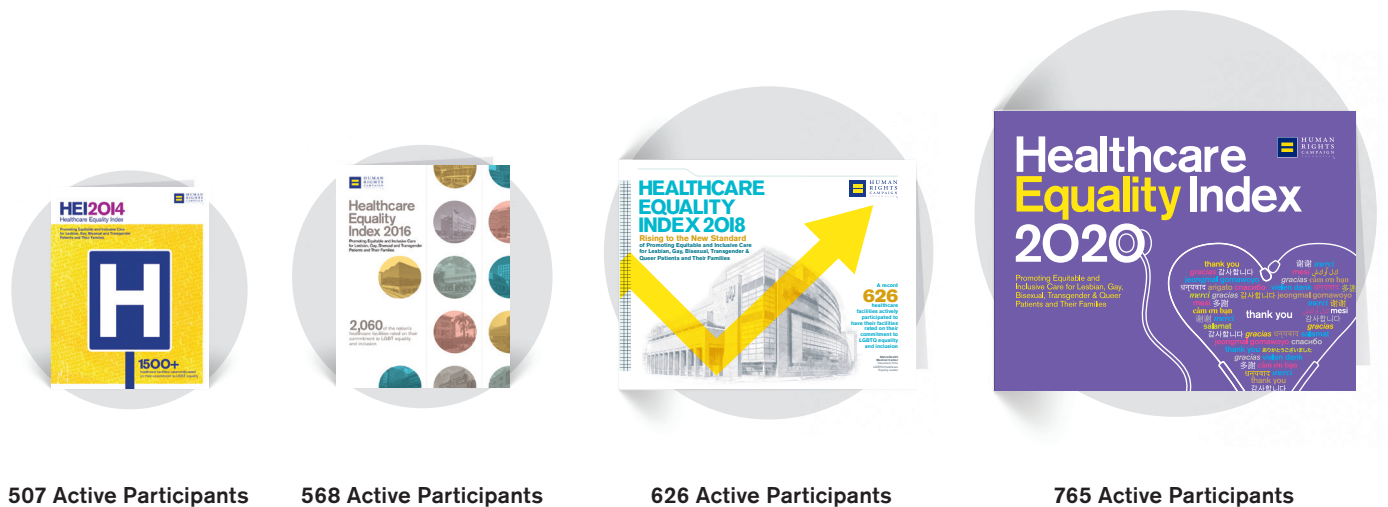


Healthcare Equality Index 2022



YEARS OF DRIVING CHANGE

Promoting Equitable and Inclusive Care for
Lesbian, Gay, Bisexual, Transgender & Queer
Patients and Their Families



Executive Summary

IN ITS 15TH YEAR, the Human Rights Campaign Foundation's Healthcare Equality Index continues to show incredible growth in the number of healthcare institutions that are embracing and adopting LGBTQ+ inclusive policies and practices. **A record 906 healthcare facilities actively participated in the HEI 2022 survey, at the same time that they were battling a global pandemic.**

The HEI began transforming healthcare for LGBTQ+ people in 2007 when the first report contained 10 recommendations for healthcare facilities to be more welcoming and inclusive of LGBTQ+ patients and families. Those recommendations included four foundational elements of LGBTQ+ patient-centered care: an LGBTQ+ inclusive patient non-discrimination policy, an LGBTQ+ inclusive visitation policy, an LGBTQ+ inclusive employment non-discrimination policy, and staff training in LGBTQ+ patient-centered care. Since 2016, HEI-participating facilities have been demonstrating near-perfect levels of adoption of the three foundational policies.

In addition to active survey participants, the HRC Foundation proactively researched the foundational policies at over 1,300 non-participating hospitals. While we have seen improvements over the years, unfortunately, the adoption rate at these researched hospitals is significantly lower with only approximately 70% of hospitals ensuring non-discrimination protections for their patients and employees.

This year marks the fifth year that HEI participants were given a score based on how many LGBTQ+ inclusive policies and practices they have in place in four different criteria. The first criteria consist of the foundational elements of LGBTQ+ patient-centered care. The three remaining criteria are Patient Services and Support, Employee Benefits and Policies, and Patient and Community Engagement. In addition, **participants have to demonstrate that they offer transgender-inclusive healthcare benefits to their employees to receive the top score of 100 points and earn HRC's coveted "LGBTQ+ Healthcare Equality Leader" designation. An impressive 496 participants earned this designation this year.**

This year the criteria to earn the "Top Performer" designation was strengthened to require full credit in criteria one and at least partial credit in the other criteria sections, combined with a total score of between 80-95. Another 251 participants met this criteria and earned the LGBTQ+ Healthcare Equality Top Performer" designation.

The fact that 82% of participating facilities earned either the Leader or Top Performer designations demonstrates that the healthcare facilities that participate in the HEI are going beyond the basics when it comes to adopting policies and practices in LGBTQ+ care. Percentages for the adoption of each policy and practice surveyed in the HEI can be found in the findings section of this report.

As this overview of the HEI 2022 indicates, diverse healthcare facilities across the U.S. are making tremendous strides toward LGBTQ+ patient-centered care. In unprecedented numbers, they are changing key policies, implementing best practices, and training their staff. We heartily applaud all the facilities that participate in the HEI and make a commitment to LGBTQ+ patient-centered care. We also encourage healthcare facilities that have yet to participate in the HEI to use this unique and invaluable resource to enhance LGBTQ+ care and signal their commitment to LGBTQ+ equity and inclusion. The HRC Foundation looks forward to welcoming them to the HEI in future years — and helping them extend a warm welcome to LGBTQ+ Americans.



906 Participants

- 109 Academic Medical Centers
- 65 Faith-Based Hospitals
- 27 Sole Community Hospitals
- 37 Pediatric Hospitals
- 38 Federally Qualified Health Centers (or Look-Alikes)

496 Leaders / 55%

251 Top Performers / 28%

By the Numbers

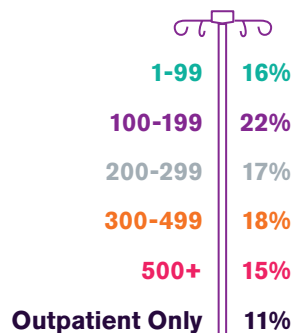
HEI 2022 Participants at a Glance

Facilities from more than **160** different non-profit, for-profit and public health systems / Systems with 15 or more participating facilities:

| | |
|--------------------------|-----|
| Dept of Veterans Affairs | 115 |
| Kaiser Permanente | 39 |
| UPMC | 34 |
| Advocate Aurora Health | 28 |
| Dignity Health | 27 |
| Northwell Health | 26 |
| Sutter Health | 22 |
| Intermountain Healthcare | 19 |
| NYC Health + Hospitals | 18 |
| Novant Health | 16 |

Participants by Bed Size

Healthcare facilities of all sizes participate in the HEI, including two dozen critical access hospitals with 25 beds or less, as well as more than a dozen of the largest hospitals in the nation with 1000 or more beds.

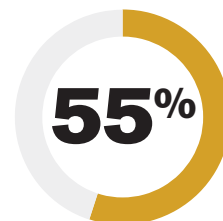
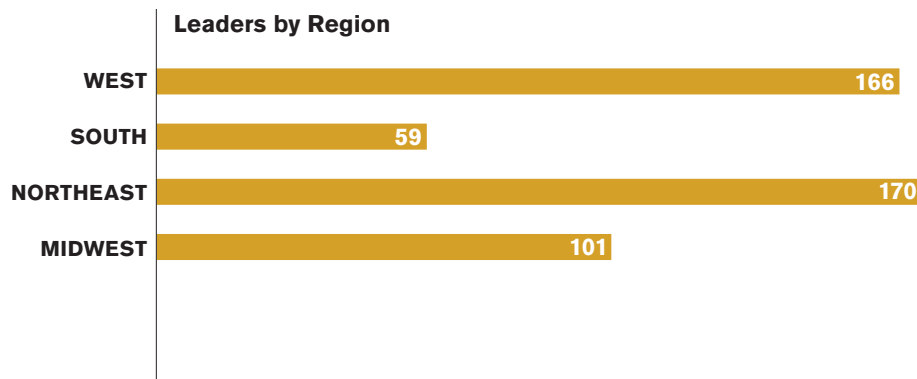
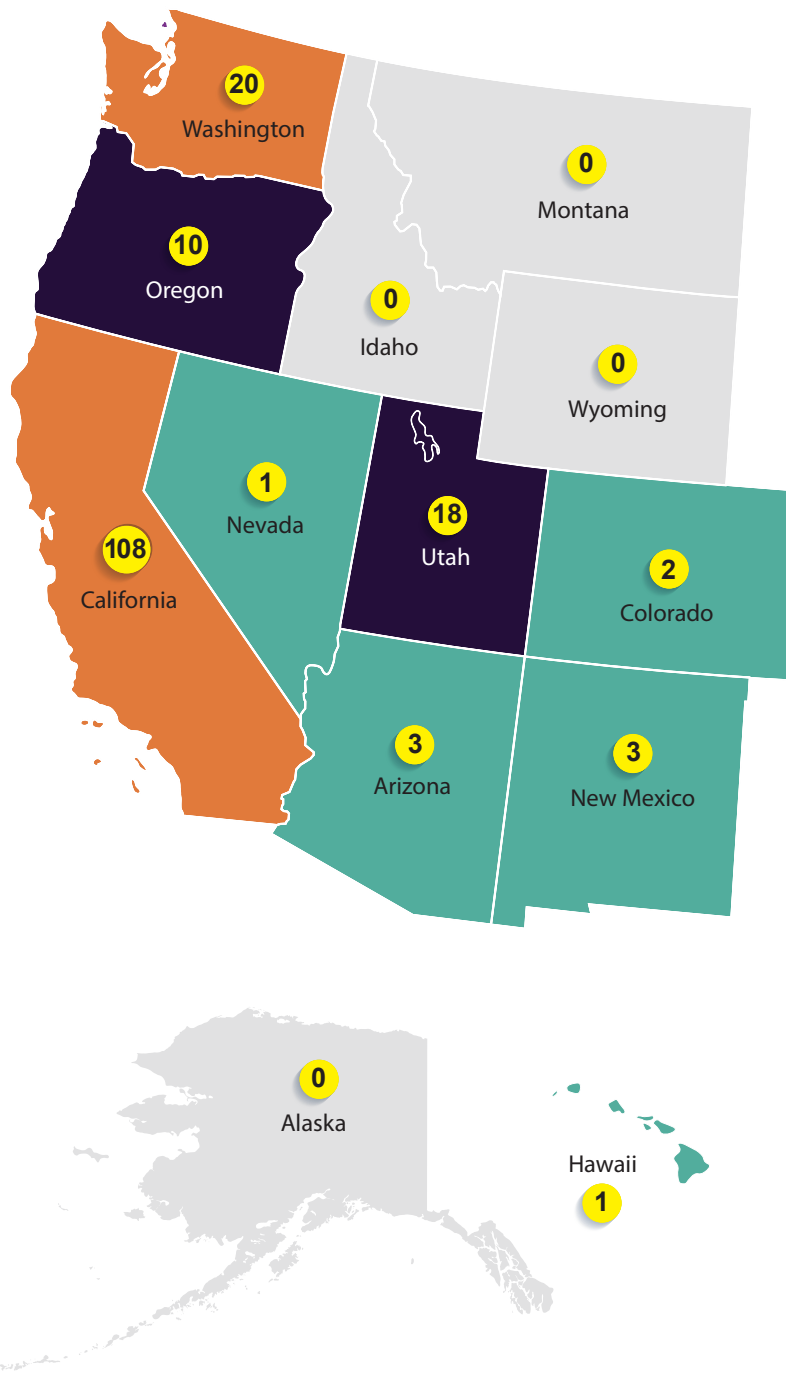




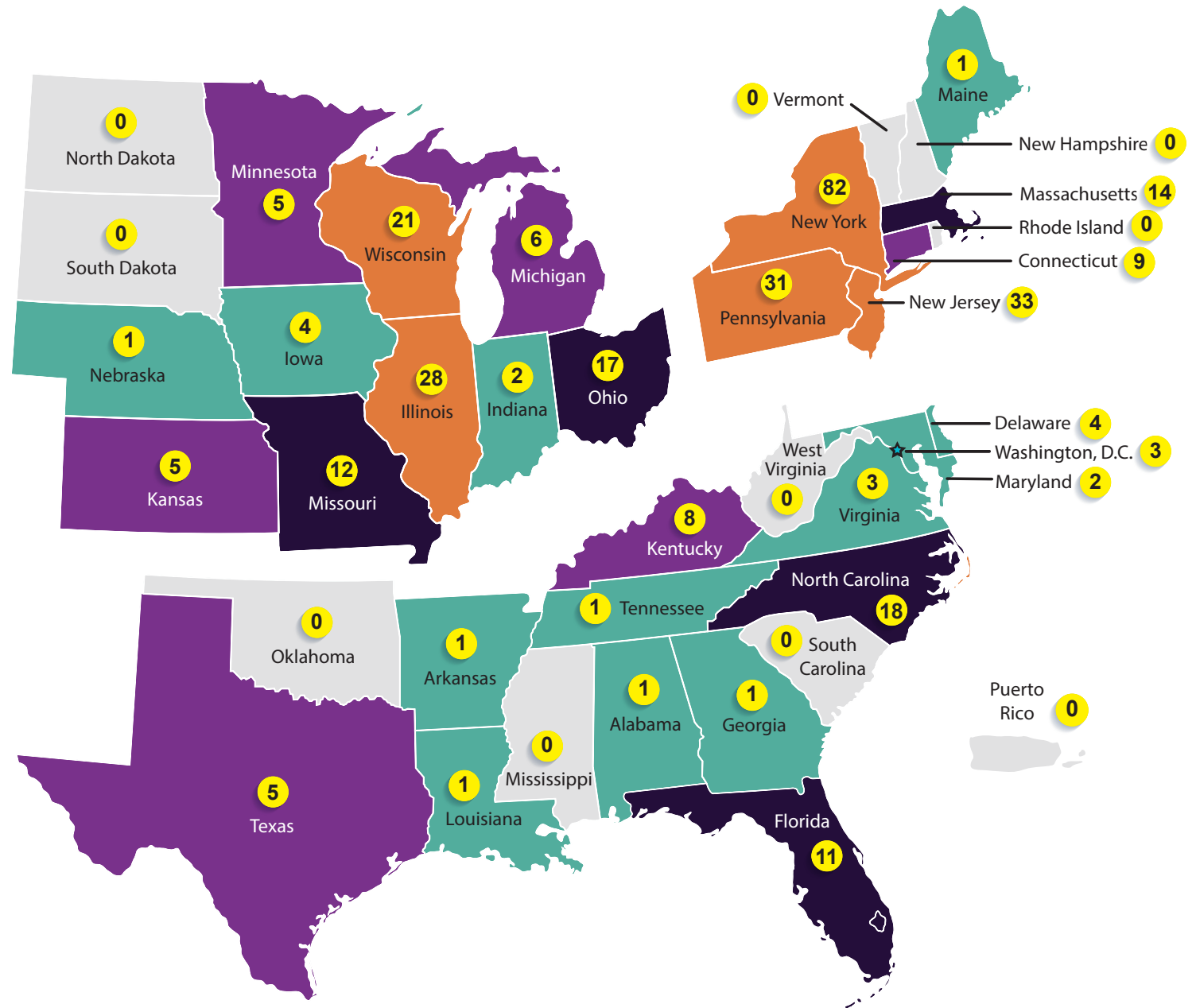
HEI 2022 LGBTQ+ Healthcare Equality Leaders

HEI PARTICIPANTS ARE GIVEN A SCORE BASED ON HOW many LGBTQ+ inclusive policies and practices they have in place in four different criteria. The first criteria consist of the foundational elements of LGBTQ+ patient-centered care. The three remaining criteria are Patient Services and Support, Employee Benefits and Policies, and Patient and Community Engagement. Participants that have earned the LGBTQ+ Healthcare Equality Leader designation have received the highest score in each criteria and have demonstrated that they offer transgender inclusive healthcare benefits to their employees to receive a top score of 100 points and earn this coveted designation. **An impressive 496 (55%) of HEI 2022 participants met this higher standard and earned the LGBTQ+ Healthcare Equality Leader designation.**

The full HEI 2022 report features a list of the 496 HEI 2022 LGBTQ+ Healthcare Equality Leaders. In addition to being celebrated in the HEI report, LGBTQ+ Healthcare Equality Leaders receive a special logo and a toolkit of resources for outreach to LGBTQ+ residents in their service area.



of 2022's participants met the more challenging criteria and earned the designation "2022 LGBTQ+ Healthcare Equality Leader."



Number of LGBTQ Healthcare Equality Leaders

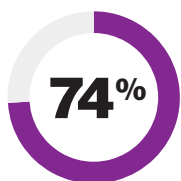


Key Findings

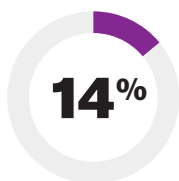
ON THE FOLLOWING PAGES you will find data points for some of the key findings from the HEI 2022. These findings come from the criteria on Patient Services and Support, Employee Benefits and

Policies, and Patient and Community Engagement. For the complete findings and more information about each of these data points, please see the full HEI 2022 report at hrc.org/hei.

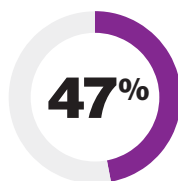
LGBTQ+ Patient Services and Support



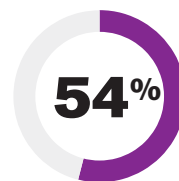
have an official plan for reducing health disparities that specifically includes LGBTQ+ patients in addition to race, ethnicity and linguistic concerns.



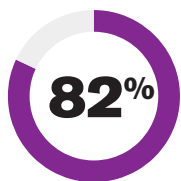
of HEI participants have dedicated LGBTQ+ clinics that are externally promoted.



have an externally promoted LGBTQ+ focused office, point-person, patient advocate or ombudsman.



have a policy or policies that specifically outline procedures and practices aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients.



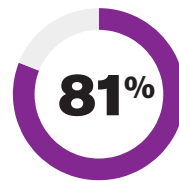
provide at least some specific services to meet the needs of transgender patients.



have an externally promoted multidisciplinary gender clinic for either adults and/ or youth.



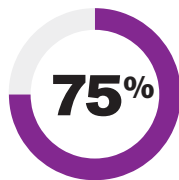
have an externally promoted specific program to provide patient navigation or advocacy services to transgender patients.



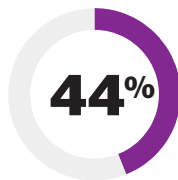
can explicitly capture a patient's sexual orientation in their electronic health records.



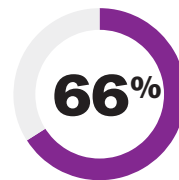
can explicitly capture a patient's gender identity in their electronic health records.



capture a patient's name in use if it differs from their legal name AND prominently display this name in a banner or pop-up so that front line staff and providers will see this information.



capture a patient's pronouns in use AND prominently display these pronouns in a banner or pop-up so that front line staff and providers will see this information.

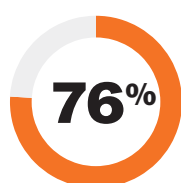


provide employees with training explicitly reminding them that LGBTQ+ status is confidential patient information.

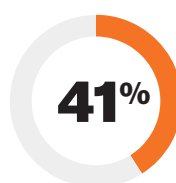
Employee Benefits and Policies



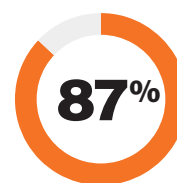
provide medical and comprehensive health benefits to domestic partners of benefits-eligible employees.



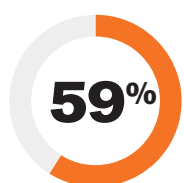
offer bereavement leave that allows employees to take time off following the death of a same-sex partner or their immediate family.



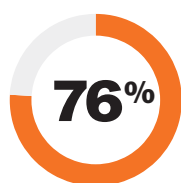
offer FMLA-equivalent benefits that allow employees to take family and medical leave to care for same-sex partners as well as the children of a same-sex partner, regardless of biological or adoptive status.



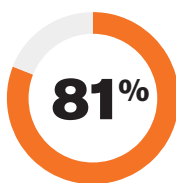
have an organization-wide diversity and inclusion office, diversity council or working group focused on employee diversity that specifically includes LGBTQ+ diversity as part of its mission.



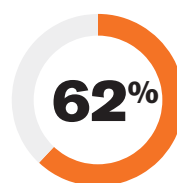
have an officially recognized LGBTQ+ employee resource group.



have one or more openly LGBTQ+ people serving in a high-level leadership position that is visible organization-wide.



provide to all employees at least one health plan that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment.

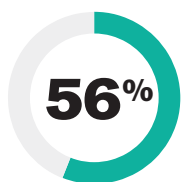


have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition.

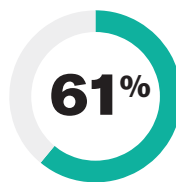
Patient and Community Engagement



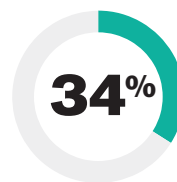
took part in or supported one or more LGBTQ+ related events or initiatives in their service area.



engaged in marketing or advertising to the LGBTQ+ community (other than sponsorships).



designed an LGBTQ+ specific logo for use in marketing materials, promotion of LGBTQ+ internal or external community events, or for providers and staff to wear to indicate that they are LGBTQ+ inclusive.



publicly supported LGBTQ+ equality under the law by speaking out on local, state, or federal legislation or initiatives.

Why the HEI? To help LGBTQ+ patients find LGBTQ+ friendly healthcare facilities

In addition to being a valuable tool and resource for healthcare facilities, the HEI is used by LGBTQ+ patients and their loved ones to find facilities that provide equitable and inclusive care.

The list of LGBTQ+ Healthcare Equality Leaders is published in the HEI report and the ratings for each participating facility are available on our website and promoted to HRC's more than 3 million supporters.

Consumers can easily search our online database or our interactive map to see how facilities near them rate — giving patients the ability to choose where they would like to receive care in their time of need.

To search the HEI, go to: hrc.org/he/search

Why Participate?

- ✓ Learn best practices for LGBTQ+ equity and inclusion
- ✓ Provide patient-centered care to a long-overlooked group
- ✓ Take advantage of free online, on-demand staff training from expert sources that includes CME/CEU credits
- ✓ Enhance patient satisfaction ratings
- ✓ Ensure compliance with legal, CMS and The Joint Commission requirements
- ✓ Improve quality and safety
- ✓ Reduce risk of litigation, complaints and negative publicity
- ✓ Reach out to a highly loyal market segment
- ✓ Enjoy recognition for commitment to equity, inclusion & diversity from the nation's largest LGBTQ+ civil rights organization

How to Participate

What Organizations are Eligible?

The HEI is primarily intended for **inpatient facilities** that provide general medical and surgical care. However, specialty hospitals and **certain outpatient healthcare facilities** may request to participate in the HEI. Typically, a facility or organization must have **at least 100 employees to be eligible to participate**.

Clinic organizations with multiple locations such as Federally Qualified Health Centers (FQHCs) and FQHC look-alikes, Planned Parenthood Affiliates and other similarly structured organizations are eligible to participate - however, they have special guidelines related to meeting the training criteria.

To register to participate:

thehrcfoundation.org/professional-resources/participation-request

The survey period for the HEI 2024 will open in June 2023.

To download the full HEI 2022 report go to: hrc.org/he

Contact us: hei@hrc.org

FIFTEEN YEARS OF PROGRESS

Becoming an HEI Leader has reinforced LGBTQ health equity as a high priority for UC Davis Health. Not only does the HEI report give us a roadmap for advancing this mission, it is also a designation that we enthusiastically celebrate and discuss with our collaborators, employees, faculty, students, and patients. Being an HEI leader has helped us to garner support and build partnerships that take our efforts to greater levels.

Hendry Ton, MD, MS

Associate Vice Chancellor for Health Equity, Diversity & Inclusion
UC Davis Health

We participate in the HEI Survey because we want to provide a welcoming environment for LGBTQ members of our communities, as applicants, employees and patients. The survey is a wonderful resource to help guide our efforts and LGBTQ members recognize the branded symbol if Leader Status is achieved.

Joyce McDanel, FACHE, SPHR

VP of Human Resources & Education
UnityPoint Health – Des Moines

The HEI brings tremendous value to our hospital- by giving us the tools and resources to promote our values to our patients, families and staff. We participate each year so that we can continue to improve care for LGBTQ patients, support our LGBTQ staff and strengthen our commitment to promoting diversity throughout Eastern State Hospital and UK HealthCare. We want our community to know that this is a safe and equal place to receive the hope and care that everyone deserves.

Marc A. Woods, MSN, RN, NEA-BC

Chief Nursing Officer
UK HealthCare- Behavioral Health