



HUMAN
RIGHTS
CAMPAIGN
FOUNDATION™

Healthcare Equality Index 2020

EXECUTIVE SUMMARY



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



507 Active Participants



568 Active Participants



626 Active Participants



765 Active Participants

Executive Summary

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 765 healthcare facilities actively participated in the HEI 2020 survey.**

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. In 2016, HEI-participating facilities began demonstrating near-perfect levels of adoption of the first three foundational elements, which has continued in subsequent years. In addition, **92%** of this year's participants met our staff training requirement. The HEI recorded more than 150,000 hours of training in LGBTQ patient-centered care provided to the staff at HEI-participating facilities.

In addition to active survey participants, the HRC Foundation proactively researched the key policies at over 1,000 non-participating hospitals. Unfortunately, the adoption rate at these researched hospitals stands in stark contrast to the near-perfect

adoption by active participants. Among the researched hospitals in which we were able to find or obtain enumerated patient non-discrimination policies, only **67%** have policies that include both "sexual orientation" and "gender identity," and only **63%** were found to have an LGBTQ-inclusive employment non-discrimination policy. The equal visitation policy, at **93%**, is the only one that comes close to matching the rate of the participating facilities.

This year marks the fourth 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, this is the second year that participants had to demonstrate that they offered transgender-inclusive healthcare benefits to their employees to receive a score of 100 points and earn HRC's coveted "Leader in LGBTQ Healthcare Equality" designation. An impressive 495 partici-

pants met this higher standard. Another 193 facilities earned the "Top Performer" designation for scoring from 80 to 95 points. With **90%** of participating facilities scoring 80 points or more, healthcare facilities are going beyond the basics when it comes to adopting policies and practices in LGBTQ care.

As this overview of the HEI 2020 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.

BY THE NUMBERS

HEI 2020

HEI 2020
Participants
at a Glance

765 Participants
495 Leaders / 65%
193 Top Performers / 25%

Participants include more than **120 different non-profit, for-profit and public health systems** / Systems with 10 or more participating facilities:

Veterans Health Administration	105
Kaiser Permanente	39
AdvocateAurora Health	28
Northwell Health	27
UPMC	26
NYC Health + Hospitals	23
Sutter Health	21
Novant Health	15
Sentara Healthcare	12
Cleveland Clinic Health System	11
Ochsner Health System	11
Geisinger	10

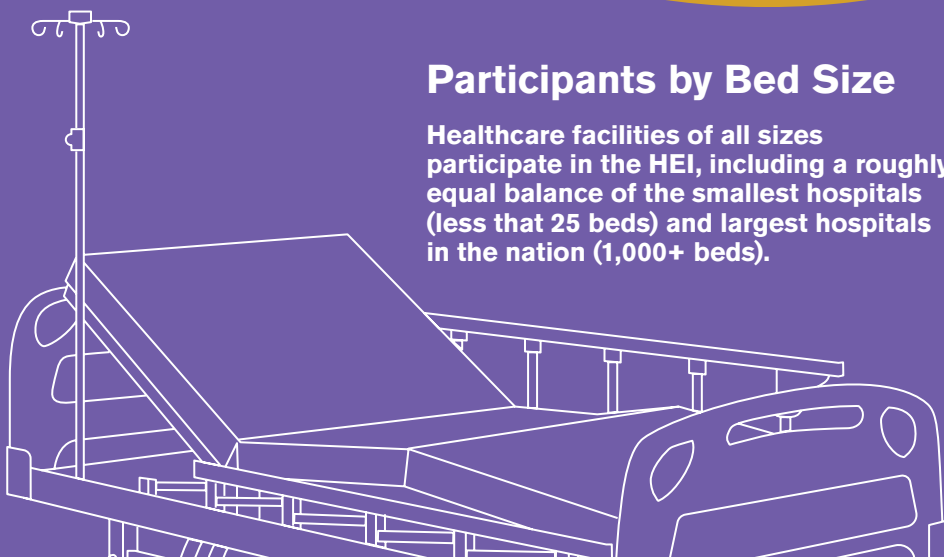
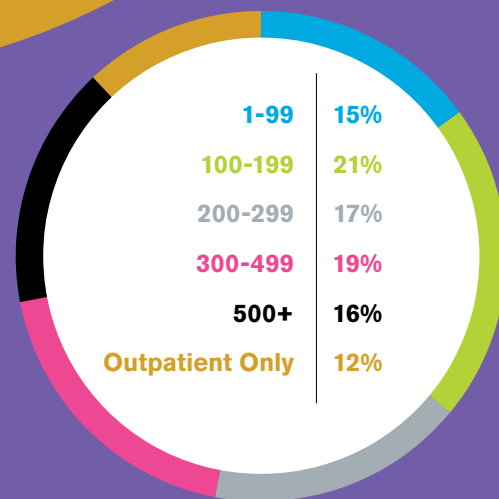
370 Teaching Hospitals

35 Pediatric Hospitals

41 Faith-Based Hospitals

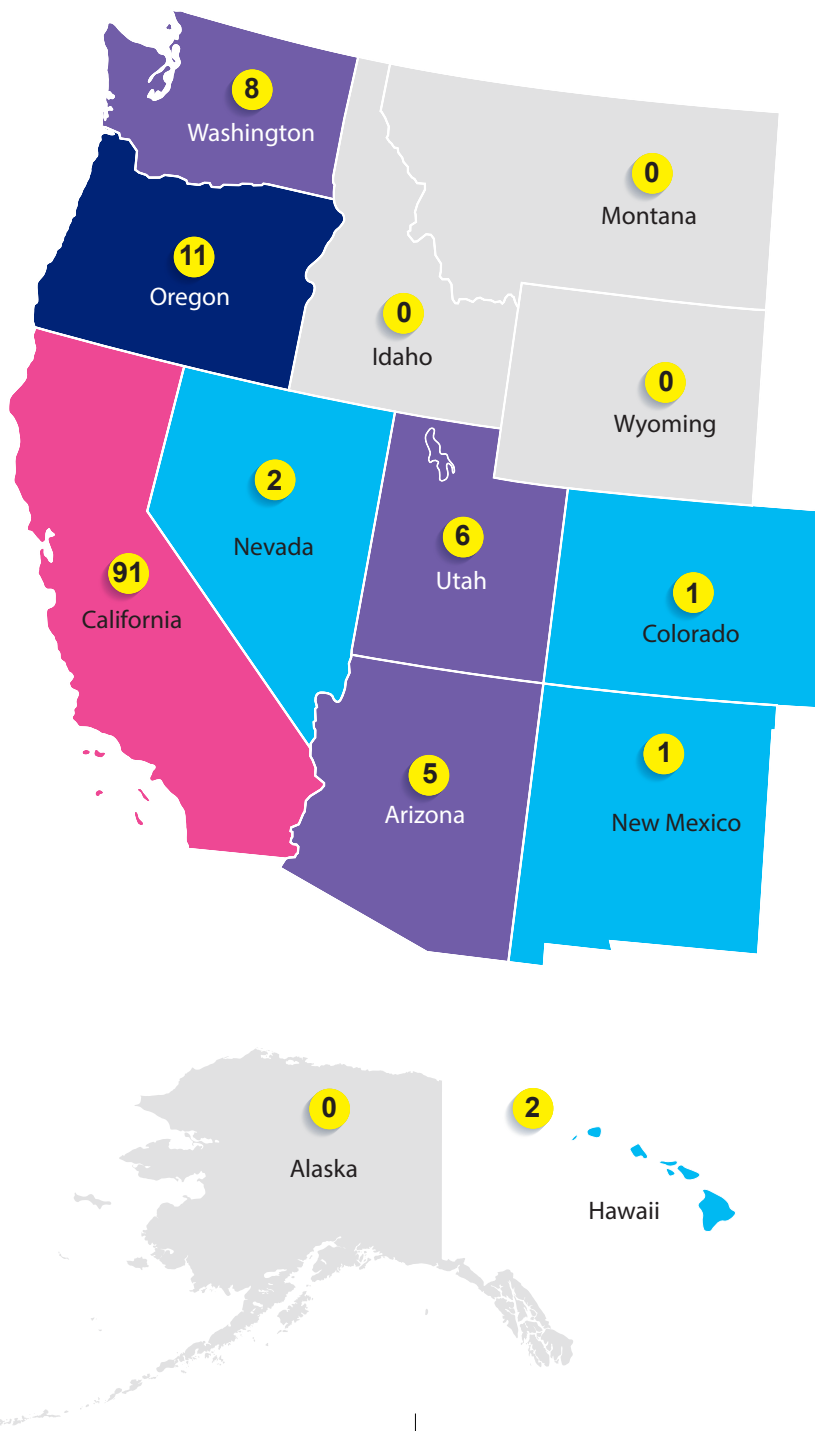
Participants by Bed Size

Healthcare facilities of all sizes participate in the HEI, including a roughly equal balance of the smallest hospitals (less than 25 beds) and largest hospitals in the nation (1,000+ beds).





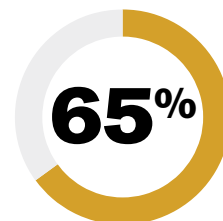
HEI 2020 LGBTQ Healthcare Equality Leaders



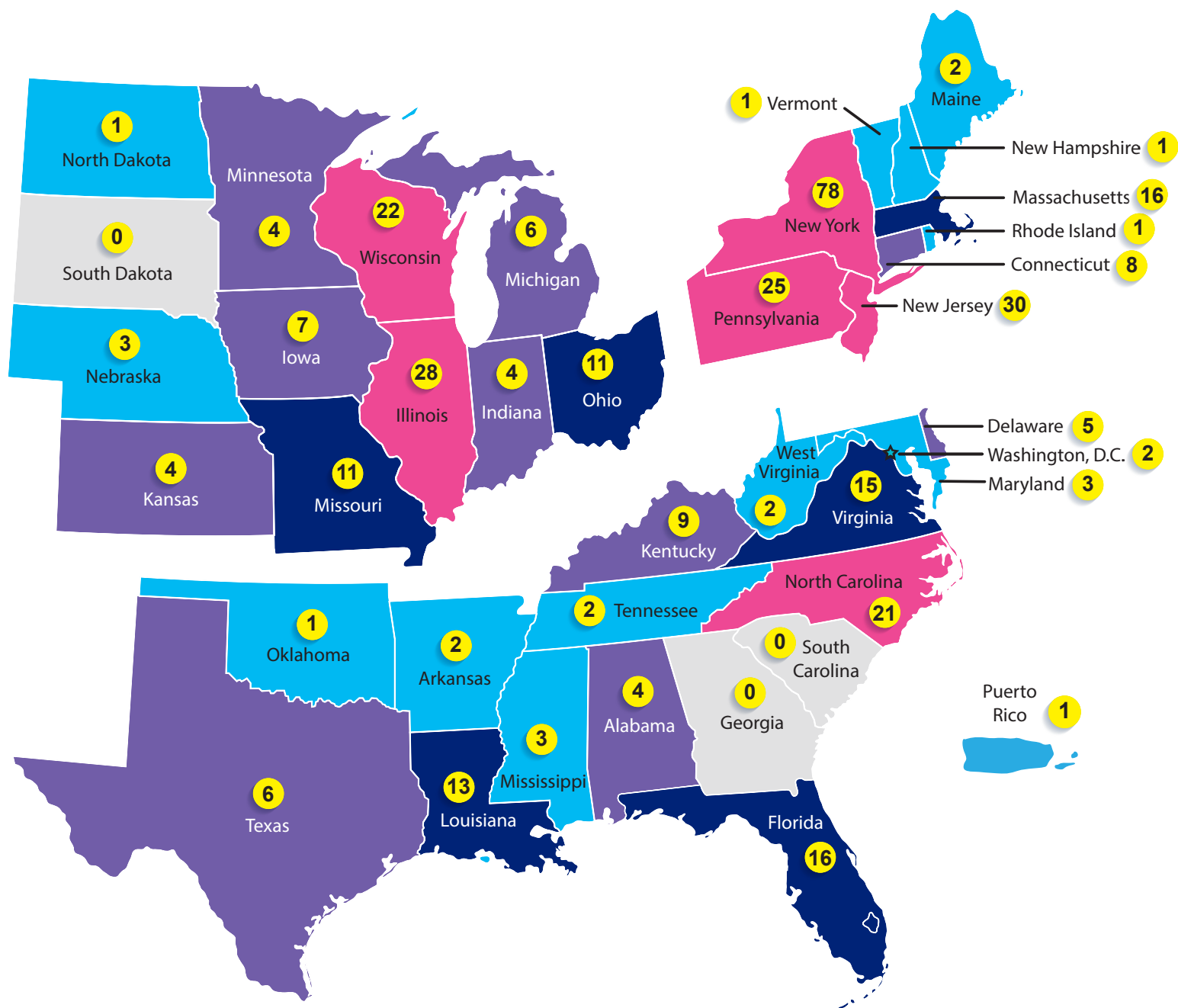
THIS YEAR MARKS THE FOURTH YEAR THAT HEI participants were given a score based on how many LGBTQ-inclusive policies and practices they have in place in four different criteria. The first criteria consist of the foundational elements of LGBTQ patient-centered care. The three remaining criteria are Patient Services and Support, Employee Benefits and Policies, and Patient and Community Engagement. In addition, this is the second year that participants had to demonstrate that they offered transgender inclusive healthcare benefits to their employees to receive a score of 100 points and earn HRC's coveted "LGBTQ Healthcare Equality Leader" designation. **An impressive 495 (65%) of HEI participants met this higher standard and earned the LGBTQ Healthcare Equality Leader designation.**

The full HEI 2020 report features a list of the 495 HEI 2020 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.

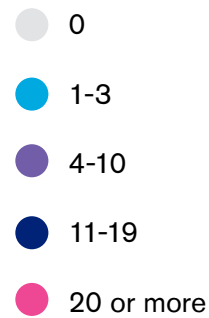
Leaders by Region



of 2020's participants met the more challenging criteria and earned the designation "2020 LGBTQ Healthcare Equality Leader."



Number of LGBTQ Healthcare Equality Leaders

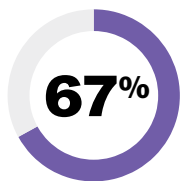


Key Findings

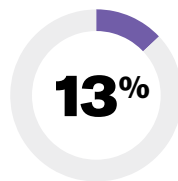
ON THE FOLLOWING PAGES you will find data points for some of the key findings from the HEI 2020. These findings come from the criteria on Patient Services and Support, Employee Benefits and

Policies, and Patient and Community Engagement. For the complete findings and more information about each of these data points, please see the full HEI 2020 report.

LGBTQ Patient Services and Support



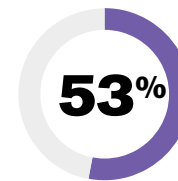
have an official plan for reducing health disparities that specifically includes LGBTQ patients in addition to race, ethnicity and linguistic concerns.



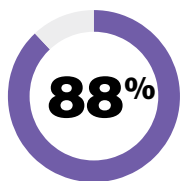
of HEI participants have dedicated LGBTQ clinics that are externally promoted.



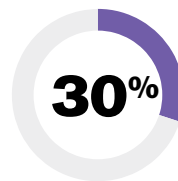
have an externally promoted LGBTQ-focused office, point-person, patient advocate or ombudsman.



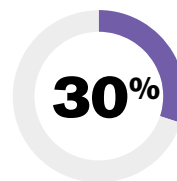
have a policy or policies that specifically outline procedures and practices aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender patients.



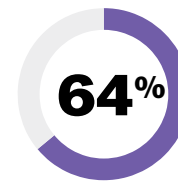
provide at least some specific services to meet the needs of transgender patients.



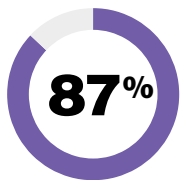
have an externally promoted multidisciplinary gender clinic for either adults and/ or youth.



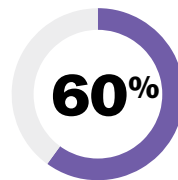
have an externally promoted specific program to provide patient navigation or advocacy services to transgender patients.



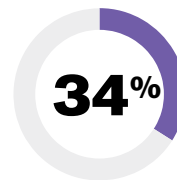
can explicitly capture a patient's sexual orientation in their electronic health records.



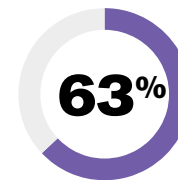
can explicitly capture a patient's gender identity in their electronic health records.



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.

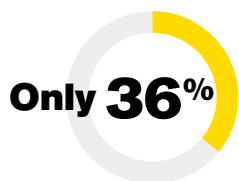


capture a patient's pronouns in use AND prominently display these pronouns in a banner or pop-up so that front line staff and providers will see this information.

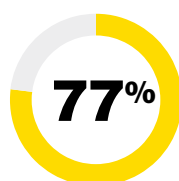


provide employees with training explicitly reminding them that LGBTQ status is confidential patient information.

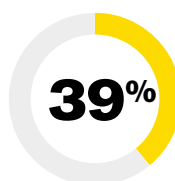
Employee Benefits and Policies



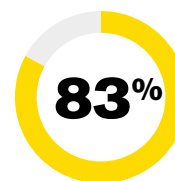
provide medical and comprehensive health benefits to domestic partners of benefits-eligible employees.



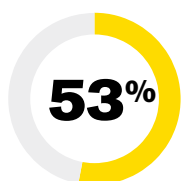
offer bereavement leave that allows employees to take time off following the death of a same-sex partner or their immediate family.



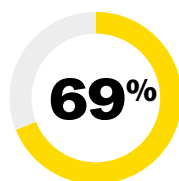
offer FMLA-equivalent benefits that allow employees to take family and medical leave to care for same-sex partners as well as the children of a same-sex partner, regardless of biological or adoptive status.



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.



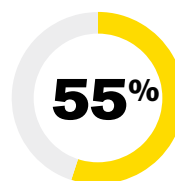
have an officially recognized LGBTQ employee resource group.



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

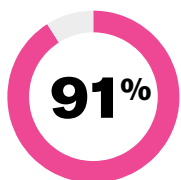


provide to all employees at least one health plan that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment.

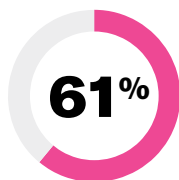


have written gender transition guidelines documenting supportive policies and practices on issues pertinent to a workplace gender transition.

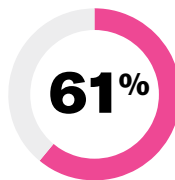
Patient and Community Engagement



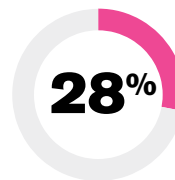
took part in or supported one or more LGBTQ-related events or initiatives in their service area.



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/hei/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

To download the full HEI 2020 report go to: hrc.org/hei

Contact us: hei@hrc.org

To the Heroes on the Frontlines of COVID-19: We Are With You!

Nearly 5,000 of HRC's members and supporters signed on to a statement in mid-April, pledging to do everything they can to bring an end to COVID-19. This included staying at home, washing their hands regularly, social distancing and encouraging others to do the same. Close to 1,000 of them also shared their own messages of gratitude and thanks. Throughout the full HEI 2020 report you will see quotes from the HRC community thanking our healthcare heroes, like these...

Healthcare workers demonstrate the best of American values, equal treatment for all. You model this even as your own lives are in danger. Thank you from the bottom of our hearts.

Julie
Dover, MA

A huge thank YOU to all of our unsung heroes working in or supporting a healthcare profession. You're commitment and sacrifice will go down in history. Much appreciation from St. Louis!

Aaron
Saint Louis, MO

Thank you very much for your service to all of us. Thank you for putting your lives on the line every day, you all are our ANGELS.

Patricia
Apple Valley, CA