

# PROMOTING EQUITABLE AND INCLUSIVE CARE WITH THE HEALTHCARE EQUALITY INDEX

Administered by the nation's largest non-partisan/non-profit LGBTQ civil rights organization since 2007, the HRC Foundation's Healthcare Equality Index (HEI) is the national LGBTQ benchmarking survey and report that has guided hundreds of healthcare facilities seeking to provide better and more equitable care to their lesbian, gay, bisexual, transgender and queer patients.



## Why participate in the HEI? So your facility can...

- Learn best practices for LGBTQ equity and inclusion
- Provide patient-centered care to a long-overlooked group
- Enhance patient satisfaction ratings
- Take advantage of free online, on-demand 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 equity, inclusion and diversity from the nation's largest LGBTQ civil rights organization

## PARTICIPATION IN THE HEI SURVEY, ALL AFFILIATED RESOURCES AND CONSULTATION FROM HRCF STAFF ARE FREE OF CHARGE.

The HEI wasn't only designed to be an annual report of hospital non-discrimination policies, it also provides a checklist of the best policies and practices in LGBTQ health. With information collected from The Joint Commission LGBT Field Guide and best practices we've seen from facilities around the country, our survey makes it easier than ever to implement LGBTQ-inclusive practices at your facility.

“The HEI has been a key component of our efforts to provide equitable, inclusive, knowledgeable and welcoming care to LGBT patients and their families.”  
– UCSF Medical Center, HEI Leader in LGBTQ Healthcare Equality

“Our relationship with the local LGBT community has attracted hundreds, if not thousands, of new patients to the medical center annually... Doing the right thing truly does pay off.”  
– Advocate Illinois Masonic Medical Center, HEI Leader in LGBTQ Healthcare Equality

## The HEI evaluates facilities on:

- Non-discrimination policies in patient care, visitation and employment
- Staff training in LGBTQ patient-centered care
- LGBTQ Patient Services and Support
- Patient Self-Identification
- Medical Decision Making
- Employment Benefits & Policies
- Patient & Community Engagement

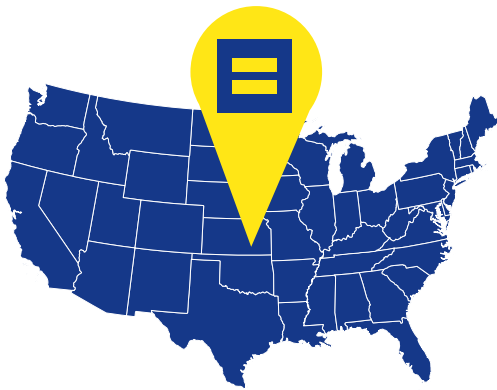
## HEI 2018 QUICK FACTS

**1613** HEALTHCARE FACILITIES RATED

**418** LGBTQ HEALTHCARE EQUALITY LEADERS



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 ratings for each participating and researched facility are published in the annual HEI report, available on our website and promoted to HRC's over 3 million supporters. Consumers can easily search our online database or our interactive google 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.



## WHO PARTICIPATED IN THE 2018 HEI?

626

active participants

150

teaching hospitals

Facilities from over **120** different non-profit, for-profit and public health systems

97

Veteran's Health Administration facilities

47

religiously-affiliated hospitals

31

pediatric hospitals

### FACT:

56% & 70%

of lesbian, gay and bisexual patients

of transgender or gender non-conforming patients

**HAVE EXPERIENCED SERIOUS HEALTHCARE DISCRIMINATION.**

The Human Rights Campaign Foundation developed the Healthcare Equality Index to meet a deep and urgent need on the part of the Lesbian, Gay, Bisexual, Transgender and Queer Americans: the need for equitable, knowledgeable, sensitive and welcoming healthcare, free from discrimination. No one facing health concerns should also have to worry about receiving inequitable or substandard care because of their LGBTQ status.

Please join us in promoting LGBTQ patient-centered care at your facility by participating in this year's Healthcare Equality Index.

**The deadline to submit your survey is September 30, 2018. To learn more, please email us at [hei@hrc.org](mailto:hei@hrc.org) or visit [hrc.org/hei](http://hrc.org/hei).**