HEI2014
Healthcare Equality Index

Human Rights Campaign Foundation

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

1500+
healthcare facilities nationwide rated
on their commitment to LGBT equality

Healthcare Equality Index 2014

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

Author

Tari Hanneman, Associate Director, HRC Foundation Health & Aging Program

HEI Administration & Research Team

Shane Snowdon, Director, HRC Foundation Health & Aging Program 2012-2014
Tari Hanneman, Associate Director, HRC Foundation Health & Aging Program
Marcos Garcia, Manager, HRC Foundation Health & Aging Program
Rachel Percelay, Consultant, HRC Foundation Health & Aging Program
Danielle Stern, Consultant, HRC Foundation Health & Aging Program
Tamara Imam, Intern, HRC Foundation Health & Aging Program
Bonnie Leydig, Intern, HRC Foundation Health & Aging Program

About the HRC Foundation Health & Aging Program

The Human Rights Campaign Foundation Health & Aging Program (HAP) administers the Healthcare Equality Index and provides other resources to promote the well-being of LGBT people. In addition to the online training provided under the auspices of the HEI, HAP provides in-person LGBT health and aging education to hospitals, clinics, health schools and other organizations throughout the nation. HAP also researches, develops and advocates for LGBT health and aging initiatives at the federal, state and local levels, and provides support to groups and individuals seeking to enhance LGBT wellbeing via education, policy, research and direct services.

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From the Human Rights Campaign Foundation President

THE HUMAN RIGHTS CAMPAIGN FOUNDATION IS VERY PROUD TO PRESENT THE 2014 HEALTHCARE EQUALITY INDEX (HEI). Since 2007, this national LGBT healthcare benchmarking tool has guided hundreds of healthcare facilities seeking to provide better and more equitable care to their lesbian, gay, bisexual and transgender patients.

This year, the HRC Foundation for the first time independently assessed hundreds of facilities, in addition to those who voluntarily participated — leading to a record 1,507 healthcare facilities evaluated in this HEI. That's an increase of 110% from 2013. Of those, 426 earned the coveted designation as a "Leader in LGBT Healthcare Equality," an increase of 100%.

Of the more than 500 healthcare facilities that voluntarily completed the 2014 HEI survey, more than 96% reported fully inclusive LGBT patient and employment non-discrimination and equal visitation policies. These facilities have demonstrated their strong commitment to LGBT patient-centered care. They've sent a forceful message that healthcare facilities are playing an essential role in our nation's movement toward full equality and inclusion for LGBT Americans.

It's not easy to be a HRC-designated Leader in LGBT Healthcare Equality. Policies, employee training and patient care must reflect a commitment to truly comprehensive and fair treatment for LGBT patients. We are delighted to say that **more than 10,000 employees of HEI-participating facilities across the country took part in expert training offered by the HRC Foundation staff**, resulting in an enormous increase in LGBT knowledge among both senior administrators and front-line staff in hospitals around the country.

But it's not all good news. In our research, which we view as the same type of investigation an LGBT patient might undertake, we looked at the policies of the largest hospitals in all 50 states, as well as in 50 metro areas nationwide with the highest LGBT populations. We found evidence that many hospitals still have a long way to go toward true inclusion — despite the fact that many LGBT-inclusive policies are now required for accreditation and mandated by federal regulation. We hope this report will play an essential role in motivating leaders of these facilities to do right by their LGBT patients.

We commend the leadership of each and every healthcare facility for actively taking steps to enhance the care they provide to LGBT patients and their families. We celebrate this year's 426 Leaders in LGBT Healthcare Equality. Most of all, we invite all healthcare facilities to follow our Leaders' lead in committing to provide equitable and inclusive healthcare for LGBT Americans.

Chad Griffin
HRC Foundation President

Why the HEI?

56%

of LGB patients surveyed have experienced some type of discrimination in healthcare

70%

of transgender or gender non-conforming patients surveyed have experienced some type of discrimination in healthcare

THE HUMAN RIGHTS CAMPAIGN FOUNDATION developed the Healthcare Equality Index to meet a deep and urgent need on the part of lesbian, gay, bisexual and transgender 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 LGBT status.

Yet it is clear that many LGBT Americans have exactly these concerns when seeking healthcare, which intensify whatever worries they may have about their health. In Lambda Legal's landmark study *When Health Care Isn't Caring*, 73% of transgender respondents and 29% of lesbian, gay and bisexual respondents reported that they believed they would be treated differently by medical personnel because of their LGBT status.* Equally disturbing, 52% of transgender respondents and 9% of lesbian, gay and bisexual respondents reported that they believed they would actually be refused medical services because of their LGBT status.

When asked why they had such concerns, more than half of all respondents reported that they had experienced at least one of the following types of discrimination in healthcare: being refused needed care, healthcare providers refusing to touch them or using excessive precautions, healthcare providers using harsh or abusive language, being blamed for their health status, or healthcare providers being physically rough or abusive. 70% of transgender and gender-nonconforming respondents and almost 56% of lesbian, gay or bisexual respondents had at least one of these experiences.

The HEI exists because the HRC Foundation believes that the majority of American healthcare facilities do not want LGBT individuals in their communities to have — or worry about having — these kinds of experiences. But facilities are often unsure how to protect their LGBT patients from discrimination, provide them with optimal care and extend a warm welcome to allay their concerns.

The HEI was developed to give these healthcare facilities the information and resources they need to ensure that LGBT people have access to truly patient-centered care. The HEI also uses this report to applaud

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* *When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV.* New York: Lambda Legal, 2010. Available at: http://www.lambdalegal.org/publications/when-health-care-isnt-caring

Why the HEI? To prevent patient experiences like these...

"I couldn't believe it – as I walked back to see my partner and our newborn, an employee stopped me and asked who I was. When I said 'the other mom,' she rolled her eyes and walked away saying, 'I don't believe this.'"

– A lesbian mother after the birth of her first child

"When I walked toward the women's bathroom in the waiting area, the receptionist jumped up and told me to use a McDonald's restroom down the street. I felt like leaving and never going back."

– A transgender woman waiting for her first physical in years

"After I mentioned that my husband would be visiting me, the staff, who had been very friendly, turned very cool – and I saw a lot less of them, even when I really needed help."

– A gay man hospitalized for a lung condition

"When I arrived in the emergency room, I ran to the front desk and told them I was there to see my son. 'He's already in there with his father,' the attendant said. When I replied, 'Yes, I'm, his other father – he has two dads,' you could have heard a pin drop. My partner and I were watched by two hospital staff as if we were criminals. I have never felt so humiliated in my life."

– A gay father whose son was having trouble breathing

"I transitioned ten years ago and have a full beard. But after learning I was born female, the doc kept calling me 'she' in front of all the staff and other patients, no matter how many times I corrected him – and kept asking when I'd be having 'the surgery.'"

– A transgender man seeking care for a dislocated shoulder

Why Healthcare Organizations Participate in the HEI

✔ **Ensure compliance with legal, CMS and The Joint Commission requirements**

✔ **Reduce risk of litigation, complaints and negative publicity**

✔ **Improve quality and safety**

✔ **Enhance patient satisfaction ratings**

✔ **Provide patient-centered care to a long-overlooked group**

✔ **Receive free staff training from an expert source**

✔ **Reach out to a highly loyal market segment**

✔ **Enjoy recognition for commitment to equity, inclusion and diversity**

the facilities that have shown their commitment to LGBT patient-centered care by taking the HEI survey and awards those facilities that meet the HEI's Core Four criteria the coveted status of "Leader in LGBT Healthcare Equality."

In the last few years, the HEI has been made even more relevant and helpful by The Joint Commission standard (surveyed from July 1, 2011) that Commission-accredited facilities must prohibit discrimination based on "sexual orientation" and "gender identity," thus extending vital protection to LGBT patients.** Furthermore, both The Joint Commission and the federal Centers for Medicare and Medicaid Services now require that facilities allow visitation without regard to sexual orientation or gender identity — another giant step toward LGBT equity in healthcare.***

The HEI offers healthcare facilities a powerful way to affirm that they comply with these requirements and are committed to LGBT patient-centered care. The HEI also urges facilities to extend non-discrimination protections to their LGBT employees, who play a key role in ensuring sensitive, knowledgeable LGBT care.

Equally important, the HEI offers all participating facilities expert training in LGBT health needs, recognizing that staff education is critical to the success of any policy. Facilities may enroll as many staff as they would like in free online training that has been widely hailed as groundbreaking and invaluable.

In short, the HEI offers healthcare facilities unique and powerful resources for providing a long-overlooked group of patients the care that everyone deserves — while also complying with new regulatory requirements and gaining access to high-quality staff training.

If you are affiliated with an HEI-participating facility, our deepest thanks for your commitment to LGBT patient-centered care. And if you are affiliated with, or know of, healthcare facilities not yet engaged with the HEI, we hope you will bring this report to their attention. We are confident that they will thank you for informing them about this vital resource for ensuring high-quality healthcare for LGBT Americans!

** See RI.01.01.01 EP 29, *Comprehensive Accreditation Manual for Hospitals*, Update 1, January 2011 and *Comprehensive Accreditation Manual for Critical Access Hospitals*, Update 1, January 2011.

***See RI.01.01.01 EP 28, Joint Commission manuals referenced above and *Code of Federal Regulations* 42 C.F.R. § 482.13(h) (for hospitals) and 42 C.F.R. § 485.635(f) (for critical access hospitals).

Why the HEI? To help LGBT patients find LGBT friendly healthcare facilities

In addition to being a valuable tool and resource for healthcare facilities, the HEI is used by LGBT patients and their loved ones to find healthcare facilities that provide equitable and inclusive care. The ratings for each facility that are included in this report are also available on the HRC website. The HEI webpage received over 100,000 hits over the past year from people looking for information about the HEI and LGBT inclusive healthcare facilities. The HEI website has provided invaluable information to patients like **K. Fields.**

As a trans-masculine person with uterine fibroids, periods can be not only excruciatingly painful, but trigger significant dysphoria as well. In June, the pain was so severe that I nearly passed out. My partner searched frantically for a trans-friendly gynecologist in the DC Metropolitan area to see me to no avail. She then began looking up hospitals on HRC's Healthcare Equality Index where she found that Christiana Hospital in Newark, Delaware was a Leader in LGBT Healthcare Equality. Even though there was another hospital closer to us, we decided to make the 30 minute drive to Christiana.

I went to the Ob/Gyn Triage Unit at Christiana. I am always frightened of entering spaces that are designated exclusively for women as I feel out of place and on guard against misgendering, but in this case I just wanted the pain to stop. As wary as I was going in, my experience at Christiana Hospital was excellent. The staff, nurses and doctor all used my preferred name and pronouns and spoke about my condition in terms of physiology (people with uteri) instead of assumptions about gender (assuming everyone with a uterus is a woman).

I feel incredibly fortunate that I was able to get the care and information I needed without being mis-gendered or microaggressed so I could focus on getting better.

Executive Summary

The number of facilities evaluated in the HEI Report has more than tripled since 2012.

1,507

719

407

2012   2013   2014

2014 WAS ANOTHER TREMENDOUSLY successful year for HRC's Healthcare Equality Index (HEI), the unique annual survey that began transforming care for LGBT people in the nation's healthcare facilities in 2007. HEI participation continued to grow with 507 healthcare facilities actively participating in the HEI 2014 survey, compared to 289 in 2013 and 122 in 2012. With LGBT equality gains appearing more frequently in the news, U.S. healthcare facilities showed stronger interest than ever before in LGBT patient-centered care, responding enthusiastically as they learned about the HEI via conferences, media coverage, email invitations and word of mouth.

These striking gains in HEI participation were matched by increases in the number of facilities meeting the HEI's Core Four Leader Criteria. These criteria represent four foundational elements of LGBT patient-centered care: an LGBT-inclusive patient non-discrimination policy, an LGBT-inclusive visitation policy, an LGBT-inclusive employment non-discrimination policy and staff training in LGBT patient-centered care. Record numbers of facilities throughout the country documented that they met the HEI's Core Four criteria for LGBT equity and inclusion this year and an unprecedented 84% achieved the coveted status of "Leader in LGBT
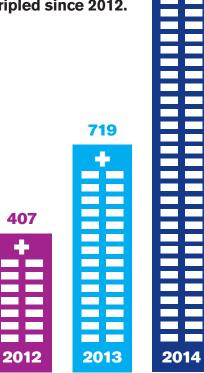
Healthcare Equality" by meeting all of the Core Four requirements. **This year's 426 Equality Leaders represent a 100% increase in the number of Leaders from last year** (212 respondents were leaders in 2013). Over one third of this year's Leaders (143) achieved the status of Leader in LGBT Healthcare Equality for the first time in 2014.

In addition to the active participants, this year's HEI includes ratings from 640 "non-respondent" hospitals that the HRC Foundation researched to ascertain their existing policies. An additional 360 facilities that participated in the HEI survey in 2012 or 2013 are also listed. Combined, the total number of healthcare facilities rated in the 2014 HEI surged to 1,507, a 110% increase over the 719 facilities included in the 2013 report.

As a result of this proactive research, the 2014 HEI includes many more facilities rated in each state. For the first time there are at least seven facilities rated in every state, with the overwhelming majority of states having ten or more facilities rated. There is still significant work to be done, however, to increase the geographical diversity of the facilities that actively participate in the survey, as a majority of states had five or fewer actively participating facilities.
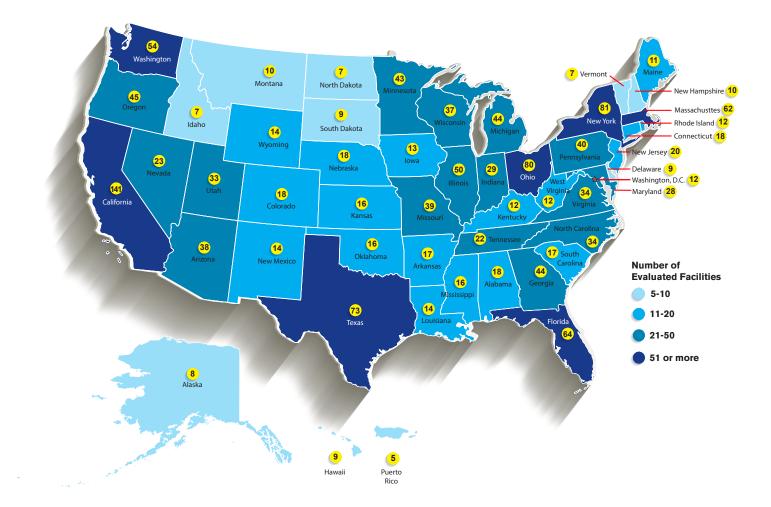
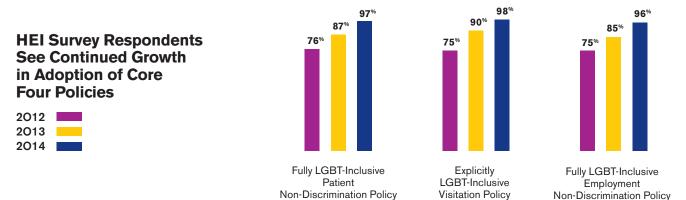# Number of Evaluated Facilities by State

This year's HEI report includes a record number of facilities that have been evaluated on at least three of the Core Four leader criteria. In addition to the HEI 2014 survey participants, we researched the largest facilities in each state, the District of Columbia and Puerto Rico as well as in the top 50 LGBT metro areas to ensure strong representation from each state (see page 48 for more information about this process). A complete list of HEI 2014 evaluated facilities by state is available in the Appendix starting on page 50. On our website (hrc.org/hei) you will find an interactive map with all 1,507 evaluated facilities.

Washington 54
Montana 10
North Dakota 7
Minnesota 43
Vermont 7
Maine 11
Oregon 45
Idaho 7
Wyoming 14
South Dakota 9
Wisconsin 37
Michigan 44
New York 81
New Hampshire 10
Massachusttes 62
Rhode Island 12
Connecticut 18
Nevada 23
Utah 33
Colorado 18
Nebraska 18
Iowa 13
Illinois 50
Indiana 29
Ohio 80
Pennsylvania 40
New Jersey 20
Delaware 9
Washington, D.C. 12
Maryland 28
California 141
Kansas 16
Missouri 39
Kentucky 12
West Virginia 12
Virginia 34
Arizona 38
New Mexico 14
Oklahoma 16
Arkansas 17
Tennessee 22
North Carolina 34
South Carolina 17
Mississippi 16
Alabama 18
Georgia 44
Texas 73
Louisiana 14
Florida 64
Alaska 8
Hawaii 9
Puerto Rico 5

Number of Evaluated Facilities

- 5-10
- 11-20
- 21-50
- 51 or more

In addition to the significant growth in the HEI, this year also finds continued improvements in the number of actively participating facilities that are adopting key policies to protect their LGBT patients, visitors and employees. The percentage of active survey participants that have adopted fully LGBT-inclusive patient and employment non-discrimination policies — which include both sexual orientation and gender identity — as well as equal visitation policies have reached nearly perfect levels with 96% or greater adoption of each of these key policies.

Unfortunately, the near perfect performance of the active participants stands in stark contrast to the percentage of non-respondent hospitals that were found to have these policies. Among the non-respondent hospitals for which we were able to find or obtain enumerated patient non-discrimination policies, only 51% had policies that included both "sexual orientation" and "gender identity." A similar number were found to have an LGBT-inclusive employment non-discrimination policy, with 50% of non-respondents having an enumerated policy including both "sexual orientation"

and "gender identity." A greater portion of researched facilities for which we were able to obtain visitation policies had an equal visitation policy, with 84% of the non-respondent hospitals found to have a visitation policy welcoming to all friends and family.
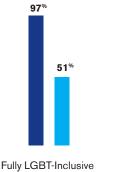
Among the non-respondent facilities that had enumerated patient and employment non-discrimination policies, there were significant gaps between the percentage of facilities whose policies included only sexual orientation and those that also included

HEI Survey Respondents See Continued Growth in Adoption of Core Four Policies

2012 ■ (magenta)
2013 ■ (yellow)
2014 ■ (blue)

Fully LGBT-Inclusive Patient Non-Discrimination Policy
76% | 87% | 97%

Explicitly LGBT-Inclusive Visitation Policy
75% | 90% | 98%

Fully LGBT-Inclusive Employment Non-Discrimination Policy
75% | 85% | 96%

Non-Respondent Hospitals Don't Appear to be Adopting the Core Four Policies at the Same Level

2014 HEI Survey Participants

2014 HEI Non-Respondent Hospitals

Fully LGBT-Inclusive Patient Non-Discrimination Policy
97% | 51%

Explicitly LGBT-Inclusive Visitation Policy
98% | 84%

Fully LGBT-Inclusive Employment Non-Discrimination Policy
96% | 50%

gender identity. These gaps must be closed as transgender and gender non-conforming individuals are much more likely to face discrimination in both healthcare and employment. **It is imperative nondiscrimination policies include protections for gender identity as well as sexual orientation** — and that both forms of discrimination be explicitly rejected by all U.S. healthcare facilities.

HEI 2014 participants also showed greater interest in the fourth of the Core Four criteria — staff training in LGBT patient-centered care. 86% of HEI 2014 participants met the training criterion this year, an increase from 80% of participants in 2013. The overwhelming majority of these facilities chose to take advantage of one or more of the three free expert training webinars provided as part of the HEI. **HEI staff trained over 10,000 healthcare personnel**

nationwide this year – a sweeping educational initiative that garnered wide praise.

As the increase in Equality Leaders indicates, facilities are engaging with the HEI more intensively each year, seeking to learn about LGBT patient-centered care in greater depth. To meet and encourage this growing interest, the HEI 2014 asked participants not only about the Core Four criteria but also about 31 other best policies and practices in LGBT care. These questions, known collectively as the Additional Best Practices Checklist, invited facilities to gauge their level of engagement and interest vis-à-vis a host of expert recommendations for optimal care. We were extremely pleased this year to see some substantial increases in the number of facilities adopting many of these best practices.
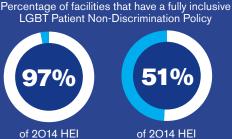
As this overview of the HEI 2014 indicates, diverse healthcare facilities in all 50 states are making tremendous strides toward LGBT patient-centered care; in unprecedented numbers, they are changing key policies and training their staffs. We heartily applaud the facilities that have taken these critical first steps and we encourage them to deepen their commitment to LGBT patient-centered care by continuing to adopt the best practices described in the Additional Best Practices Checklist. We also encourage healthcare facilities that have yet to participate in the HEI to use this unique and invaluable resource to enhance LGBT care and signal their commitment to LGBT 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 LGBT Americans.

The HEI 2O14 Core Four Leader Criteria

THE HEALTHCARE EQUALITY INDEX 2014 ASKED 41 QUESTIONS about best practices in LGBT patient-centered care. Ten of these questions constituted the Core Four Leader Criteria listed below, encompassing the policies and practices considered foundational for equitable and inclusive LGBT care. The first two of the Core Four criteria call for policies ensuring that LGBT patients and their families are welcomed and provided with care free of discrimination. The third criterion calls for a LGBT-inclusive employee non-discrimination policy. The fourth criterion calls for the staff training necessary to bring these policies to life and ensure their compliance.

HEI 2014 survey participants that met all of the Core Four criteria were awarded "Leader in LGBT Healthcare Equality" status (for a list of 2014 Equality Leaders, see page 16). To receive credit for a "yes" response to any of the Core Four questions, HEI survey participants were required to provide written documentation of their compliance, which was carefully reviewed by HRC staff. To receive credit for a "yes" response to the first three Core Four criteria, the non-respondents either had to have their policies clearly stated on their website or they had to submit their policies to us for review. For more information about the Core Four criteria: **www.hrc.org/hei/the-core-four**

1 Patient Non-Discrimination Policies

1a Patient non-discrimination policy (or patients' bill of rights) is fully LGBT inclusive by including both the terms "sexual orientation" and "gender identity"

1b Patient non-discrimination policy is communicated to patients in at least two readily accessible ways

2 Visitation Policies

2a Visitation policy explicitly grants equal visitation to LGBT patients and their visitors

2b Equal visitation policy is communicated to patients and visitors in at least two readily accessible ways

3 Employment Non-Discrimination Policies

3a Employment non-discrimination policy (or equal employment opportunity policy) is fully LGBT inclusive by including both the terms "sexual orientation" and "gender identity"

4 Training in LGBT Patient-Centered Care

4 HEI-approved training in LGBT patient-centered care was provided to key staff members in 2014

1

Patient Non-Discrimination Policies

Percentage of facilities that have a fully inclusive LGBT Patient Non-Discrimination Policy

97%
of 2014 HEI survey respondents

51%
of 2014 HEI non-respondents

LESBIAN, GAY, BISEXUAL AND TRANSGENDER PEOPLE continue to face discrimination in healthcare because of their sexual orientation and/or gender identity. The first of the HEI Core Four criteria calls for a patient non-discrimination policy (or patients' bill of rights) that includes both "sexual orientation" and "gender identity."

97% of HEI 2014 survey participants (494 of 507 respondents) documented that they include both "sexual orientation" and "gender identity" in their patient non-discrimination policy. This represents an increase from 87% of HEI 2013 survey participants. Notable this year is the fact that among survey participants there was no difference in the percentage of respondents that included "sexual orientation" and those that included "gender identity" in their policies, indicating that more hospitals are adopting the fully LGBT-inclusive patient non-discrimination protections required by The Joint Commission.

Unfortunately, we were unable to find the patient non-discrimination policies for all of the non-respondent hospitals, as many facilities choose not to include their patient bill of rights on their hospital website and they did not respond to invitations to submit their policies to us. Of the 640 non-respondent hospitals, we found or obtained the patient non-discrimination policies for 501 hospitals. For these hospitals, only 257 of the hospitals or **51%** were found to have a patient non-discrimination policy that included both the terms "sexual orientation" and "gender identity."

Among the non-respondent hospitals, we continue to see the trend of "gender identity" being much less frequently protected than "sexual orientation." Among the non-respondent hospitals, 72% of the patient non-discrimination policies contained the term "sexual orientation" but only 52% contained the term "gender identity." This gap must be closed. In a comprehensive national survey of transgender Americans, 19% of respondents reported being refused care because of their transgender status, 25% reported being

harassed or disrespected in medical settings and 25% reported delaying needed care because of concern about discrimination from medical providers.*

A patient non-discrimination policy is only effective, of course, if patients and staff know about it. Therefore, the HEI requires survey participants to document not only that they have an LGBT-inclusive non-discrimination policy but also that they make it readily accessible to patients.

To achieve full credit for this Core Four criterion, a non-discrimination policy must be explicitly LGBT-inclusive and must be made available to patients in at least two of the following ways:
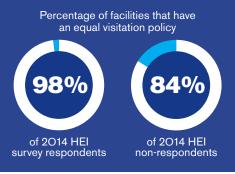- Posted on facility website
- In materials given to patients at admitting/ registration
- In materials given to patients at other time(s)
- In materials available for take-away in patient waiting areas
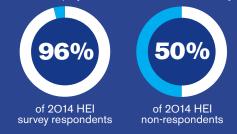- Posted in patient waiting area(s)

98% of these respondents documented that their non-discrimination policy was readily accessible and communicated to patients in at least two ways. The largest number (88%) made their non-discrimination policy available via their website, with most also disseminating it via materials given to patients or posted in patient waiting areas.

For more information about this Core Four criterion: *hrc.org/patient-non-discrimination*

* Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman and Mara Keisling. *Injustice at Every Turn: A Report of the National Transgender Discrimination Survey.* Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011.

In 2011, The Joint Commission issued a standard that requires hospitals to prohibit discrimination based on sexual orientation and gender identity. Learn more at www.jointcommission.org/lgbt

2 Equal Visitation Policies

Percentage of facilities that have
an equal visitation policy

98%
of 2O14 HEI
survey respondents

84%
of 2O14 HEI
non-respondents

THE SECOND OF THE HEI CORE FOUR CRITERIA focuses on the unique challenges faced by LGBT people in visitation. Across the U.S., same-sex couples, same-sex parents and other LGBT people fear that they could be prevented from visiting their loved ones in healthcare settings because their state does not legally recognize same-sex relationships and/or because of bias or discomfort on the part of employees.

In 2010, after learning of a tragic incident in which a lesbian was denied visitation to her dying partner, President Barack Obama directed the U.S. Secretary of Health and Human Services to develop regulations protecting the visitation rights of all patients. These regulations are now in effect at all hospitals that accept Medicare or Medicaid payments, which is the vast majority of facilities.

98% of the HEI 2014 survey respondents for which this question was applicable (450 of 458 respondents, since some respondents are outpatient facilities only) documented that they have explicitly LGBT-inclusive visitation policies. This total represents a continued and welcome increase over past years: only 53% of respondents offered equal visitation in 2011, 75% offered it in 2012 and 90% offered it in 2013.

Unfortunately, we were unable to find equal visitation policies for all of the non-respondent hospitals, as many facilities choose not to include any information about who can visit patients on their hospital website and they did not respond to invitations to submit their policies to us. Of the 640 non-respondent hospitals, we found or obtained the visitation policies for 494 hospitals. For these hospitals, 414 of the hospitals or **84%** were found to have an equal visitation policy. For the purposes of our research we were very liberal in what we counted as an equal visitation policy. We did not

require that a hospital post on its website that a patient has the right to designate the visitors of their choice or that visitation would not be limited based on sexual orientation or gender identity. Instead we looked for language that was welcoming to all friends and family and that did not conflict with a patient's right to choose visitors. If we had required hospitals to explicitly state that patients had a right to the visitors of their choice, the percentage of hospitals in compliance would be significantly lower.

To achieve full credit for this Core Four criterion, HEI participants must document not only that their visitation policy explicitly provides equal visitation to LGBT patients and their visitors but also that it is readily accessible to them in at least two of the following ways:
- Posted on facility website
- In materials given to patients at admitting/ registration
- In materials given to patients at other time(s)
- In materials available for take-away in patient waiting areas
- Posted in patient waiting area(s)

89% of respondents documented that their visitation policy was readily accessible to patients and visitors and communicated to patients in at least two ways. The largest number (83%) made their visitation policy available via their website, with most also disseminating it via materials given to entering patients or posted in patient waiting areas.

For more information about this Core Four criterion: *hrc.org/visitation*

Since 2011, the Conditions of Participation of the federal Centers for Medicare and Medicaid Services (CMS) have required hospitals to permit patients to designate visitors of their choosing and to prohibit discrimination in visitation based on sexual orientation and gender identity. As an organization with CMS-deeming authority, The Joint Commission aligned its hospital standards with the CMS requirements.

A joint HRC/America Health Lawyers Association publication provides more information: hrc.org/revisiting-visitation

3 Employment Non-Discrimination Policies

Percentage of facilities that have a fully inclusive LGBT Employment Non-Discrimination Policy

96% of 2O14 HEI survey respondents

50% of 2O14 HEI non-respondents

THE THIRD OF THE HEI CORE FOUR CRITERIA calls for an employment non-discrimination policy (or an equal employment opportunity policy) that includes both "sexual orientation" and "gender identity." Such a policy typically covers all conditions of employment, including hiring, promotion, termination and compensation.

Federal law does not yet protect employees from discrimination based on actual or perceived sexual orientation or gender identity. Furthermore, only a minority of states have passed laws prohibiting discrimination on the basis of sexual orientation (22 states and the District of Columbia) or gender identity (19 states and the District of Columbia). This Core Four criterion calls on healthcare facilities to protect their LGBT employees from discrimination regardless of state non-discrimination laws. LGBT staff members not only deserve a discrimination-free workplace but they also informally educate co-workers, provide valuable guidance to facility leadership and serve as ambassadors to LGBT communities.

96% of HEI 2014 survey participants (487 of 507 respondents) documented that they include both "sexual orientation" and "gender identity" in their employment non-discrimination policy. This represents an increase from 85% of HEI 2013 survey participants. Notable this year is the fact that among survey participants the difference between those that provided protections for "sexual orientation" and "gender identity," narrowed significantly. This year, 99% of HEI survey participants had policies that included "sexual orientation" and 96% had policies that also included "gender identity."

Unfortunately, we were unable to find employment non-discrimination policies for all of the non-respondent hospitals, as many facilities choose not to include an employment non-discrimination statement on their hospital website and they did not respond to invitations to submit their policies to us. Of the 640 non-respondent hospitals, we found or obtained the employment non-discrimination policies for 421 hospitals. For these hospitals, only 209 of the hospitals or **50%** were found to have an employment non-discrimination policy that included both the terms "sexual orientation" and "gender identity."

Among the non-respondent hospitals, we continue to see the trend of "gender identity" being much less frequently protected than "sexual orientation." Among these hospitals, 74% of the employment non-discrimination policies contained the term "sexual orientation" but only 50% contained the term "gender identity."

Among the non-respondent hospitals, there is a significant 25-point gap between those that included protection for "sexual orientation" and those who also included "gender identity" in their policies. This gap is unacceptable and must be closed. In the national survey of transgender Americans cited earlier, 26% reported that they had lost a job due to being transgender or gender-non-conforming and 50% had been harassed on the job.*

* Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman and Mara Keisling. *Injustice at Every Turn: A Report of the National Transgender Discrimination Survey.* Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011.

The 24-point gap between workplace protection for "sexual orientation" and for "gender identity" found among non-respondent hospitals must be closed. 26% of transgender Americans report that they have lost a job due to being transgender or gender-non-conforming and 50% report being harassed on the job.

HRC's Corporate Equality Index (CEI) evaluates LGBT inclusion at the nation's largest employers. For more information about this unique and comprehensive resource for LGBT workplace equity, visit hrc.org/cei
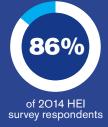
4

Training in LGBT Patient-Centered Care

Over 10,000 hospital and clinic staff trained through free HEI webinars

THE FOURTH OF THE HEI CORE FOUR CRITERIA calls for key facility employees to receive expert training in LGBT patient-centered care. This criterion recognizes the fact that training is critical for policies to be successful and for truly LGBT-welcoming care to occur.

To meet this criterion, facilities participating in the HEI for the first time in 2014 were required to document that they had registered at least one executive level staff member in each of five designated work areas for at least 90 minutes of training from a proven expert in LGBT health. The five work areas were: facility leadership, nursing management, patient relations/services management, admitting/registration management and human resources management. Returning HEI participants were required to document that they had registered at least ten additional employees for training in LGBT-centered care; most of them registered many more staff than required.

To assist facilities in meeting this HEI criterion and to ensure high-quality training, the HEI offered three free webinars in LGBT patient-centered care to all HEI participants, free of charge: a 90-minute "Executive Briefing," a 60-minute "Introduction to LGBT Patients," and a 60-minute presentation on "Best Organizational Practices for Transgender Patients." These acclaimed webinars enabled the HEI to train over 10,000 hospital and clinic staff nationwide in 2014.

86% of HEI 2014 respondents documented that they had provided employee training in LGBT patient-centered care. This represents an increase over the HEI 2013, when 80% of facilities trained their staff to meet this criterion.

"I wanted to let you know that this was probably the most informative and interesting Webinar that I have ever attended. I was so intent on the subject matter that I failed to realize there were tornado warnings and a 'code gray' on my hospital unit! Thank you so much for presenting this important topic! I would recommend this webinar to all healthcare providers."

Jeanne Kaletta, RN, BSN
Manager, 8 West ICU Step-down
University Hospitals Parma
Medical Center

HEI 2O14 Leaders in LGBT Healthcare Equality

This year, **426 of the 507 HEI 2014 survey respondents (84%) met all of the Core Four criteria for LGBT patient-centered care,** earning the coveted status of "2014 Leader in LGBT Healthcare Equality." This represents a 100% increase in the number of leaders (212 respondents were leaders in 2013).

Featured in this list are the 426 HEI 2014 Equality Leaders. In addition to being celebrated in the HEI report, Equality Leaders receive a special logo and a toolkit of resources for outreach to LGBT residents in their service area.

Every state except Idaho and North Dakota has at least one Equality Leader.

2 Montana

0 North Dakota

8 Minnesota

1 Vermont

1 Maine

1 New Hampshire

1 South Dakota

12 Wisconsin

10 Michigan

47 New York

25 Massachusttes

1 Wyoming

2 Rhode Island

4 Connecticut

4 Nebraska

2 Iowa

17 Pennsylvania

10 New Jersey

3 Colorado

16 Illinois

3 Indiana

26 Ohio

West Virginia

4 Delaware

6 Washington, D.C.

9 Maryland

5 Kansas

19 Missouri

2 Kentucky

4

10 Virginia

1 New Mexico

3 Oklahoma

3 Tennessee

North Carolina

13

2 Arkansas

4 South Carolina

3 Alabama

7 Georgia

9 Texas

1 Mississippi

1 Louisiana

26 Florida

Number of Leaders in LGBT Healthcare Equality

1-5

6-10

11-25

26 or more

2 Hawaii

1 Puerto Rico

Facility Name	City
ALABAMA	
VA Birmingham Medical Center	Birmingham
VA Central Alabama Veterans Health Care System	Montgomery
VA Tuscaloosa Medical Center	Tuscaloosa
ALASKA	
VA Alaska Healthcare System	Anchorage
ARIZONA	
VA Northern Arizona Health Care System	Prescott
VA Southern Arizona Health Care System	Tucson
ARKANSAS	
VA Health Care System of the Ozarks	Fayetteville
VA Central Arkansas Veterans Healthcare System	Little Rock
CALIFORNIA	
Kaiser Permanente, Anaheim Medical Center	Anaheim
Kaiser Permanente, Antioch Medical Center	Antioch
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park
University Health Services (Tang Center)	Berkeley
Scripps Mercy Hospital (Chula Vista campus)	Chula Vista
John Muir Medical Center, Concord	Concord
Kaiser Permanente, Downey Medical Center	Downey
Rancho Los Amigos National Rehabilitation Center	Downey
Scripps Memorial Hospital Encinitas	Encinitas
Kaiser Permanente, Fontana Medical Center	Fontana
Kaiser Permanente, Fremont Medical Center	Fremont
Kaiser Permanente, Fresno Medical Center	Fresno
Kaiser Permanente, South Bay Medical Center	Harbor City
Kaiser Permanente, Irvine Medical Center	Irvine
Scripps Green Hospital	La Jolla
Scripps Memorial Hospital La Jolla	La Jolla
VA Loma Linda Healthcare System	Loma Linda
VA Long Beach Healthcare System	Long Beach
Cedars-Sinai Medical Center	Los Angeles
Children's Hospital Los Angeles	Los Angeles
Kaiser Permanente, Los Angeles Medical Center	Los Angeles
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles
Los Angeles LGBT Center	Los Angeles
Mattel Children's Hospital UCLA	Los Angeles
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles
Ronald Reagan UCLA Medical Center	Los Angeles
Kaiser Permanente, Manteca Medical Center	Manteca

Facility Name	City
Contra Costa Regional Medical Center	Martinez
Kaiser Permanente, Modesto Medical Center	Modesto
Kaiser Permanente, Moreno Valley Community Hospital	Moreno Valley
Kaiser Permanente, Oakland Medical Center	Oakland
Kaiser Permanente, Ontario Medical Center	Ontario
Desert Regional Medical Center	Palm Springs
Palo Alto Medical Foundation	Palo Alto
VA Palo Alto Health Care System	Palo Alto
Kaiser Permanente, Panorama City Medical Center	Panorama City
Eisenhower Medical Center	Rancho Mirage
Kaiser Permanente, Redwood City Medical Center	Redwood City
Kaiser Permanente, Richmond Medical Center	Richmond
Kaiser Permanente, Riverside Medical Center	Riverside
Kaiser Permanente, Roseville Medical Center	Roseville
Kaiser Permanente, Sacramento Medical Center	Sacramento
Kaiser Permanente, South Sacramento Medical Center	Sacramento
UC Davis Medical Center	Sacramento
Kaiser Permanente, San Diego Medical Center	San Diego
Scripps Mercy Hospital (San Diego campus)	San Diego
UC San Diego Health System	San Diego
VA San Diego Healthcare System	San Diego
California Pacific Medical Center	San Francisco
Kaiser Permanente, San Francisco Medical Center	San Francisco
UCSF Medical Center	San Francisco
Kaiser Permanente, San Jose Medical Center	San Jose
Santa Clara Valley Medical Center	San Jose
Kaiser Permanente, San Leandro Medical Center	San Leandro
Kaiser Permanente, San Rafael Medical Center	San Rafael
Kaiser Permanente, Santa Clara Medical Center	Santa Clara
Sutter Maternity & Surgery Center	Santa Cruz
UCLA Medical Center, Santa Monica	Santa Monica
Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa
Kaiser Permanente, South San Francisco Medical Center	South San Francisco
Kaiser Permanente, Vacaville Medical Center	Vacaville
Kaiser Permanente, Vallejo Medical Center	Vallejo
John Muir Medical Center, Walnut Creek	Walnut Creek
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills
COLORADO	
Denver Health Medical Center	Denver

Facility Name	City
VA Eastern Colorado Health Care System	Denver
VA Grand Junction Medical Center	Grand Junction
CONNECTICUT	
Bridgeport Hospital	Bridgeport
Greenwich Hospital	Greenwich
Yale-New Haven Hospital	New Haven
VA Connecticut Health Care System	West Haven
DELAWARE	
Beebe Medical Center	Lewes
Christiana Hospital	Newark
Nemours/Alfred I. duPont Hospital for Children	Wilmington
Wilmington Hospital	Wilmington
DISTRICT OF COLUMBIA	
MedStar Georgetown Medical Center	Washington
MedStar National Rehabilitation Network	Washington
MedStar Washington Hospital Center	Washington
Sibley Memorial Hospital	Washington
VA Washington DC Medical Center	Washington
Whitman-Walker Health	Washington
FLORIDA	
VA Bay Pines Healthcare System	Bay Pines
VA North Florida/South Georgia Veterans Healthcare System	Gainesville
Specialty Hospital Jacksonville	Jacksonville
Poinciana Medical Center	Kissimmee
Palms West Hospital	Loxahatchee
Borinquen Health Care Center	Miami
Corrections Health Services	Miami
Holtz Children's Hospital & JMH Women's Services	Miami
Jackson Behavioral Health Hospital	Miami
Jackson Memorial Hospital	Miami
Jackson Memorial Long Term Care Center	Miami
Jackson Memorial Perdue Medical Center	Miami
Jackson Rehabilitation Hospital	Miami
Jackson South Community Hospital	Miami
VA Miami Healthcare System	Miami
Jackson North Medical Center	North Miami Beach
VA Orlando Medical Center	Orlando
Westside Regional Medical Center	Plantation
Doctors Hospital of Sarasota	Sarasota
Edward White Hospital	St. Petersburg

Facility Name	City
Palms of Pasadena Hospital	St. Petersburg
St. Petersburg General Hospital	St. Petersburg
Tallahassee Memorial HealthCare Inc.	Tallahassee
H. Lee Moffitt Cancer Center & Research Institute	Tampa
VA James A. Haley Veterans Hospital	Tampa
VA West Palm Beach Medical Center	West Palm Beach
GEORGIA	
Emory University Hospital	Atlanta
Emory University Hospital Midtown	Atlanta
Feminist Women's Health Center	Atlanta
Grady Memorial Hospital	Atlanta
Piedmont Atlanta Hospital	Atlanta
Emory Johns Creek Hospital	Johns Creek
Emory University Orthopaedics and Spine Hospital	Tucker
HAWAII	
Kaiser Permanente, Moanalua Medical Center	Honolulu
VA Pacific Islands Health Care System	Honolulu
ILLINOIS	
St. Mary's Hospital	Centralia
Advocate Illinois Masonic Medical Center	Chicago
Ann & Robert H. Lurie Children's Hospital of Chicago	Chicago
The Howard Brown Health Center	Chicago
Methodist Hospital of Chicago	Chicago
Northwestern Memorial Hospital	Chicago
Rush University Medical Center	Chicago
University of Illinois Hospital	Chicago
VA Jesse Brown Medical Center	Chicago
VA Illiana Health Care System	Danville
VA Edward Hines Jr. Hospital	Hines
Northwestern Lake Forest Hospital	Lake Forest
VA Marion Medical Center	Marion
Good Samaritan Regional Health Center	Mount Vernon
VA Captain James A. Lovell Federal Health Care Center	North Chicago
Rush Oak Park Hospital	Oak Park
INDIANA	
Eskenazi Hospital	Indianapolis
VA Richard L. Roudebush Medical Center	Indianapolis
Indiana University Health Ball Memorial Hospital	Muncie
IOWA	
VA Central Iowa Health Care System	Des Moines

Facility Name	City
University of Iowa Hospitals and Clinics	Iowa City
KANSAS	
Saint Luke's Cushing Hospital	Leavenworth
Children's Mercy South	Overland Park
Saint Luke's South Hospital	Overland Park
VA Eastern Kansas Health Care System	Topeka
VA Robert J. Dole Medical Center	Wichita
KENTUCKY	
Our Lady of Bellefonte Hospital	Ashland
Eastern State Hospital	Lexington
LOUISIANA	
Tulane University Hospital & Clinic	New Orleans
MAINE	
Penobscot Community Health Care	Bangor
MARYLAND	
Bon Secours Hospital	Baltimore
Chase Brexton Health Services	Baltimore
Greater Baltimore Medical Center	Baltimore
Johns Hopkins Hospital	Baltimore
MedStar Franklin Square Medical Center	Baltimore
Sinai Hospital of Baltimore	Baltimore
University of Maryland Medical Center	Baltimore
VA Baltimore Medical Center - Maryland Health Care System	Baltimore
Northwest Hospital Center	Randallstown
MASSACHUSETTS	
VA Edith Nourse Rogers Memorial Veterans Hospital	Bedford
Beth Israel Deaconess Medical Center	Boston
Boston Medical Center	Boston
Brigham and Women's Faulkner Hospital	Boston
Brigham and Women's Hospital	Boston
Dana-Farber Cancer Institute	Boston
Fenway Health	Boston
Massachusetts General Hospital	Boston
South End Community Health Center	Boston
VA Boston Healthcare System	Boston
Mount Auburn Hospital	Cambridge
Baystate Franklin Medical Center	Greenfield
VA Central Western Massachusetts Healthcare System	Leeds
Harvard Vanguard Medical Associates	Newton
Newton-Wellesley Hospital	Newton Lower Falls

Facility Name	City
Berkshire Medical Center	Pittsfield
Baystate Brightwood Health Center	Springfield
Baystate High Street Health Center - Adult Medicine	Springfield
Baystate High Street Health Center - Pediatric Medicine	Springfield
Baystate Mason Square Neighborhood Health Center	Springfield
Baystate Medical Center	Springfield
Baystate Regional Cancer Program	Springfield
Baystate Visiting Nurse Association & Hospice	Springfield
Baystate Mary Lane Hospital	Ware
Edward M. Kennedy Community Health Center	Worcester
MICHIGAN	
University of Michigan Health System	Ann Arbor
VA Ann Arbor Healthcare System	Ann Arbor
VA Battle Creek Medical Center	Battle Creek
Henry Ford Macomb Hospital	Clinton Township
Henry Ford Hospital	Detroit
VA John D. Dingell Medical Center	Detroit
VA Oscar G. Johnson Medical Center	Iron Mountain
VA Aleda E. Lutz Medical Center	Saginaw
Henry Ford West Bloomfield Hospital	West Bloomfield
Henry Ford Wyandotte Hospital	Wyandotte
MINNESOTA	
Hennepin County Medical Center	Minneapolis
VA Minneapolis Health Care System	Minneapolis
VA St. Cloud Health Care System	St. Cloud
Park Nicollet Methodist Hospital	St. Louis Park
Family Tree Clinic	St. Paul
Planned Parenthood - St. Paul	St. Paul
Regions Hospital	St. Paul
Lakeview Hospital	Stillwater
MISSISSIPPI	
VA Gulf Coast Veterans Health Care System	Biloxi
MISSOURI	
SSM DePaul Health Center	Bridgeton
VA Harry S. Truman Memorial	Columbia
SSM St. Clare Health Center	Fenton
St. Mary's Health Center	Jefferson City
Children's Mercy Kansas City	Kansas City
Research Medical Center	Kansas City
Saint Luke's Hospital of Kansas City	Kansas City

Facility Name	City
Saint Luke's North Hospital	Kansas City
SSM St. Joseph Hospital West	Lake St. Louis
Saint Luke's East Hospital	Lee's Summit
St. Francis Hospital & Health Services	Maryville
Audrain Medical Center	Mexico
VA John J. Pershing Medical Center	Poplar Bluff
SSM St. Joseph Health Center	St. Charles
Barnes-Jewish Hospital	St. Louis
SSM Cardinal Glennon Children's Medical Center	St. Louis
St. Louis Children's Hospital	St. Louis
SSM St. Mary's Health Center	St. Louis
VA St. Louis Health Care System	St. Louis
MONTANA	
Billings Clinic	Billings
VA Montana Health Care System	Fort Harrison
NEBRASKA	
The Nebraska Medical Center	Omaha
OneWorld Community Health Center	Omaha
UNMC Physicians	Omaha
VA Omaha-Nebraska-Western Iowa Health Care System	Omaha
NEVADA	
Centennial Hills Hospital Medical Center	Las Vegas
Desert Hope	Las Vegas
Desert Springs Hospital Medical Center	Las Vegas
Spring Valley Hospital Medical Center	Las Vegas
Summerlin Hospital Medical Center	Las Vegas
University Medical Center of Southern Nevada	Las Vegas
Valley Hospital Medical Center	Las Vegas
VA Sierra Nevada Health Care System	Reno
NEW HAMPSHIRE	
VA Manchester Medical Center	Manchester
NEW JERSEY	
AtlantiCare Regional Medical Center	Atlantic City
Reproductive Medicine Associates of New Jersey	Basking Ridge
VA New Jersey Health Care System	East Orange
Hackensack University Medical Center	Hackensack
Jersey City Medical Center	Jersey City
Saint Barnabas Medical Center	Livingston
Morristown Medical Center	Morristown
Newton Memorial Hospital	Newton

Facility Name	City
Shore Medical Center	Somers Point
Overlook Medical Center	Summit
NEW MEXICO	
University of New Mexico Hospitals	Albuquerque
NEW YORK	
Albany Medical Center	Albany
VA Albany Medical Center: Samuel S. Stratton	Albany
VA Bath Medical Center	Bath
Southside Hospital	Bay Shore
Jacobi Medical Center	Bronx
Lincoln Medical Center	Bronx
North Central Bronx Hospital	Bronx
VA James J. Peters Medical Center	Bronx
Coney Island Hospital	Brooklyn
Cumberland Diagnostic & Treatment Center	Brooklyn
Lutheran Medical Center	Brooklyn
Woodhull Medical and Mental Health Center	Brooklyn
Evergreen Health Services	Buffalo
VA Western New York Healthcare System	Buffalo
F.F. Thompson Hospital	Canandaigua
VA Canandaigua Medical Center	Canandaigua
Elmhurst Hospital Center	Flushing
Forest Hills Hospital	Forest Hills
Catskill Regional Medical Center	Harris
The Feinstein Institute for Medical Research	Manhasset
North Shore University Hospital	Manhasset
Mountainside Residential Care Center	Margaretville
VA Hudson Valley Health Care System	Montrose
Long Island Jewish Medical Center	New Hyde Park
Bellevue Hospital Center	New York
Callen-Lorde Community Health Center	New York
Harlem Hospital Center	New York
Hospital for Special Surgery	New York
Lenox Hill Hospital	New York
Memorial Sloan Kettering Cancer Center	New York
Metropolitan Hospital Center	New York
Mount Sinai Beth Israel	New York
Mount Sinai Medical Center	New York
Mount Sinai Roosevelt	New York
Mount Sinai St. Luke's	New York

Facility Name	City
NYU Langone Medical Center	New York
Reproductive Medicine Associates of New York	New York
Plainview Hospital	Plainview
Bon Secours Community Hospital	Port Jervis
HCR Home Care	Rochester
Trillium Health	Rochester
University of Rochester's Strong Memorial Hospital	Rochester
Saratoga Hospital	Saratoga Springs
Staten Island University Hospital	Staten Island
Good Samaritan Hospital	Suffern
VA Syracuse Medical Center	Syracuse
St. Anthony Community Hospital	Warwick
NORTH CAROLINA	
Mission Hospital	Asheville
VA Asheville Medical Center	Asheville
Alamance Regional Medical Center	Burlington
UNC Hospitals	Chapel Hill
Duke Regional Hospital	Durham
Duke University Hospital	Durham
VA Durham Medical Center	Durham
Behavioral Health Hospital	Greensboro
Moses H. Cone Memorial Hospital	Greensboro
Wesley Long Hospital	Greensboro
Women's Hospital of Greensboro	Greensboro
Duke Raleigh Hospital	Raleigh
Annie Penn Hospital	Reidsville
OHIO	
Summa Health System	Akron
UH Ahuja Medical Center	Beachwood
UH Bedford Medical Center	Bedford
UH Geauga Medical Center	Chardon
VA Chillicothe Medical Center	Chillicothe
Bethesda North Hospital	Cincinnati
Cincinnati Children's Hospital Medical Center	Cincinnati
Good Samaritan Hospital	Cincinnati
Cleveland Clinic (Main Campus)	Cleveland
MetroHealth Medical Center	Cleveland
UH Case Medical Center	Cleveland
UH MacDonald Women's Hospital	Cleveland
UH Rainbow Babies and Children's Hospital	Cleveland

Facility Name	City
UH Seidman Cancer Center	Cleveland
VA Louis Stokes Cleveland Medical Center	Cleveland
Columbus Public Health Department	Columbus
James Cancer Hospital and Solove Research Institute	Columbus
The Ohio State University Wexner Medical Center	Columbus
VA Chalmers P. Wylie Ambulatory Care Center	Columbus
UH Conneaut Medical Center	Conneaut
VA Dayton Medical Center	Dayton
UH Elyria Medical Center	Elyria
UH Geneva Medical Center	Geneva
UH Parma Medical Center	Parma
UH Richmond Medical Center	Richmond Heights
University of Toledo Medical Center	Toledo
OKLAHOMA	
OU Medical Center	Oklahoma City
St. Anthony Hospital	Oklahoma City
St. Anthony Shawnee Hospital	Shawnee
OREGON	
Kaiser Permanente, Sunnyside Medical Center	Clackamas
Kaiser Permanente, Westside Medical Center	Hillsboro
Oregon Health & Science University	Portland
VA Portland Medical Center	Portland
PENNSYLVANIA	
VA Altoona - James E. Van Zandt Medical Center	Altoona
Einstein Medical Center Elkins Park	Elkins Park
MossRehab	Elkins Park
VA Erie Medical Center	Erie
Belmont Center for Comprehensive Treatment	Philadelphia
Children's Hospital of Philadelphia	Philadelphia
Einstein Medical Center Philadelphia	Philadelphia
Hospital of the University of Pennsylvania	Philadelphia
Mazzoni Center	Philadelphia
Penn Presbyterian Medical Center	Philadelphia
Pennsylvania Hospital	Philadelphia
Thomas Jefferson University Hospital	Philadelphia
Willowcrest Skilled Nursing and Rehabilitation Center	Philadelphia
VA Pittsburgh Healthcare System	Pittsburgh
Western Psychiatric Institute and Clinic of UPMC	Pittsburgh
Chester County Hospital	West Chester
VA Wilkes-Barre Medical Center	Wilkes-Barre

Facility Name	City
PUERTO RICO	
VA Caribbean Healthcare System	San Juan
RHODE ISLAND	
Rhode Island Hospital	Providence
VA Providence Medical Center	Providence
SOUTH CAROLINA	
VA Ralph H. Johnson Medical Center	Charleston
Bon Secours St. Francis Downtown	Greenville
Bon Secours St. Francis Eastside	Greenville
Greenville Memorial Hospital	Greenville
SOUTH DAKOTA	
VA Sioux Falls Health Care System	Sioux Falls
TENNESSEE	
CHOICES	Memphis
VA Mountain Home Medical Center/Johnson City	Mountain Home
Vanderbilt University Medical Center	Nashville
TEXAS	
Parkland Memorial Hospital	Dallas
VA North Texas Health Care System	Dallas
VA El Paso Health Care System	El Paso
Greenhouse	Grand Prairie
VA Texas Valley Coastal Bend Health Care System	Harlingen
Legacy Community Health Services - Montrose Campus	Houston
The University of Texas MD Anderson Cancer Center	Houston
Reproductive Medicine Associates of Texas	San Antonio
VA Central Texas Veterans Health Care System	Temple
UTAH	
VA Salt Lake City Health Care System	Salt Lake City
VERMONT	
Fletcher Allen Health Care	Burlington
VIRGINIA	
Dominion Hospital	Falls Church
Memorial Regional Medical Center	Mechanicsville
St. Francis Medical Center	Midlothian
Bon Secours Mary Immaculate Hospital	Newport News
DePaul Medical Center	Norfolk
Maryview Medical Center	Portsmouth
Richmond Community Hospital	Richmond
St. Mary's Hospital	Richmond
VA Hunter Holmes McGuire Medical Center	Richmond
VA Salem Medical Center	Salem

Facility Name	City
WASHINGTON	
Group Health Olympia Medical Center	Olympia
Jefferson Healthcare	Port Townsend
Cedar River Clinics	Renton
Valley Medical Center	Renton
Group Health Capitol Hill Medical Center	Seattle
Group Health Central Hospital	Seattle
Group Health Northgate Medical Center	Seattle
Harborview Medical Center	Seattle
Northwest Hospital & Medical Center	Seattle
Seattle Cancer Care Alliance	Seattle
Seattle Children's Hospital	Seattle
UW Medical Center	Seattle
VA Puget Sound Health Care System	Seattle
Group Health Riverfront Medical Center	Spokane
WEST VIRGINIA	
VA Beckley Medical Center	Beckley
VA Clarksburg - Louis A. Johnson Medical Center	Clarksburg
VA Huntington Medical Center	Huntington
VA Martinsburg Medical Center	Martinsburg
WISCONSIN	
St. Clare Hospital	Baraboo
Hudson Hospital & Clinic	Hudson
St. Mary's Janesville Hospital	Janesville
American Family Children's Hospital	Madison
St. Mary's Hospital	Madison
University of Wisconsin Hospital & Clinics	Madison
VA William S. Middleton Memorial Veterans Hospital	Madison
Community Memorial Hospital	Menomonee Falls
AIDS Resource Center of Wisconsin	Milwaukee
Froedtert Memorial Lutheran Hospital	Milwaukee
VA Clement J. Zablocki Medical Center	Milwaukee
VA Tomah Medical Center	Tomah
WYOMING	
VA Sheridan Medical Center	Sheridan

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NTERFERES WITH THE WELL-BEING, RIGHTS OR SAFETY
OTHERS, OR IS NOT MEDICALLY INDICATED IN THE PATIE
CARE. THIS HOSPITAL WILL NOT DENY VISITATION PRIVI
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Additional Best Practices Checklist

IN ADDITION TO THE 10 QUESTIONS CONSTITUTING THE CORE Four Leader Criteria, the Healthcare Equality Index 2014 asked participants 31 other questions about best practices in LGBT patient-centered care. These questions constituted the Additional Best Practices Checklist, a unique and comprehensive tool for respondents to use in needs assessment and strategic planning.

Responses to the Checklist questions do not determine Leader status and are not reported by name. But documentation is requested for all "yes" responses and they are reported in aggregate, to facilitate benchmarking and indicate national trends and interests. In addition, all HEI 2014 respondents receive a customized document showing their current and aspirational practices, as indicated in the Checklist, and are provided resources to help them implement these best practices.

The Checklist asked HEI participants about their current and planned non-clinical practices in these areas:

✔ **LGBT Patient Services & Support**

✔ **Transgender Patient Services & Support**

✔ **Patient Self-Identification**

✔ **Medical Decision-Making**

✔ **Employment Benefits & Policies**

✔ **Community Engagement**

We were extremely pleased this year to see substantial increases in the number of facilities adopting and implementing many of these best practices. In the area of LGBT Patient Services and Support we saw double digit increases in the percentage of hospitals that provide LGBT specific information on their website or in brochures and LGBT related training in addition to the training provided by the HEI. We also found that 58% of hospitals provided transgender-focused training to employees this year, up from 42% last year. In the area of Patient Self-Identification, there were double digit increases in hospitals that record state registered domestic partnerships and diverse sets of parents, and more hospitals are providing employees with training explicitly reminding them that LGBT status is confidential patient information.

In the Employment Benefits and Policies section we saw some significant and very encouraging increases as well. The percentage of hospitals that provide healthcare benefits to same sex partners increased from 55% last year to 82% of this year's participants. Up from 6% last year, 20% of this year's participants have at least one health insurance plan that explicitly covers medically necessary healthcare services for transgender people, including gender transition related treatment.

We heartily applaud the facilities that have taken these critical first steps, and we encourage them to deepen their commitment to LGBT patient-centered care by continuing to adopt the best practices described in the HEI 2014 Checklist.

LGBT Patient Services and Support

THE HEI 2014 ADDITIONAL BEST PRACTICES CHECKLIST asked first about key best practices in support of LGBT patients as a group. HEI participants' responses are reported in aggregate below.

✔ **Does your organization provide information about LGBT services and/or health concerns on its public website?**

- **34%** Yes
- **51%** No, but we are interested in this
- **15%** No

✔ **Does your organization publish a brochure or other print material designed to educate or support LGBT patients?**

- **30%** Yes
- **56%** No, but we are interested in this
- **14%** No

✔ **Does your organization regularly make LGBT-health related material published by other organizations available to patients?**

- **34%** Yes
- **48%** No, but we are interested in this
- **18%** No

✔ **Does your organization have an LGBT-focused office, point-person, advisory group or equivalent?**

- **59%** Yes
- **26%** No, but we are interested in this
- **15%** No

✔ **If your organization regularly surveys patients about the care they have received (e.g., via a patient satisfaction survey), does the survey explicitly allow patients to identify as LGBT, if they wish?**

- **11%** Yes
- **54%** No, but we are interested in this
- **35%** No

✔ **If your organization regularly surveys patients about the care they have received (e.g., via a patient satisfaction survey), does the survey explicitly collect LGBT-related information (e.g., whether needs were met related to LGBT status)?**

- **6%** Yes
- **55%** No, but we are interested in this
- **36%** No
- **3%** No data available

✔ **Since July 1, 2013, has your organization offered staff LGBT-related training in addition to training required by the HEI?**

- **61%** Yes
- **23%** No, but we are interested in this
- **16%** No

✔ **Does your organization help make LGBT-knowledgeable and -friendly providers known as such to interested patients?**

- **39%** Yes
- **43%** No, but we are interested in this
- **18%** No

49% of respondents who make providers known indicated that they do so via a list for internal use, **36%** list these providers in the GLMA Provider Directory (at *www.glma.org*). **34%** do so via "tags" in an online "find a provider" system.

✔ **Has your organization reviewed any of its clinical services to identify possible LGBT-related gaps?**

- **30%** Yes
- **53%** No, but we are interested in this
- **17%** No

> "At Mount Sinai we are working to ensure LGBT culturally and clinically competent healthcare throughout our system, which we hope will serve as a model for other mainstream healthcare systems, so that whenever and wherever an LGBT patient seeks healthcare to meet their needs, they will be able to find it."

Barbara E. Warren, Psy.D.
Director, LGBT Programs and Policies
Office of Diversity and Inclusion
Mount Sinai Health System

Mount Sinai Beth Israel's LGBT Health Services program is committed to meeting the special healthcare needs of the LGBT community with respect and compassion. The program implements a number of best practices in LGBT patient services and support. One best practice is the provision of information, referral and patient navigation for LGBT patients and consumers. They also provide professional education and training for providers in LGBT healthcare topics and trained over 1,000 employees, residents and fellows in the past year in LGBT specific cultural and clinical competency.

Transgender Patient Services and Support

TRANSGENDER PATIENTS ARE PARTICULARLY VULNERABLE IN HEALTHCARE. They can face long waits for care, pointing and laughter, negative comments, violations of confidentiality, inappropriate questions and examinations, denial of (or challenges to) bathroom use and room assignments that reflect the sex assigned to them at birth rather than their actual gender identity. Given these and many other challenges, the HEI 2014 offered participants a dedicated hour-long webinar on transgender patients' needs, highlighted these needs in the two other HEI training webinars and asked specifically about practices in support of transgender patients in the Additional Best Practices Checklist.

HEI 2014 participants' responses to the Checklist questions are reported in aggregate below.

✔ **Since July 1, 2013, has your organization provided transgender-focused training to employees?**

    58% Yes
    29% No, but we are interested in this
    13% No

✔ **Has your organization trained and clearly designated at least one employee at an appropriate level of skill, knowledge and influence to serve as an adviser/navigator for transgender patients and/or to coordinate a peer accompaniment program for transgender patients?**

    36% Yes
    46% No, but we are interested in this
    18% No

✔ **Has your organization re-signed one or more single-stall bathrooms previously signed as only for men or only for women as unisex bathrooms, to assist transgender patients, patients accompanied by a different-sex child or attendant and others?**

    65% Yes
    21% No, but we are interested in this
    14% No

For more information about best practices for care of transgender patients see the publication, *Creating Equal Access to Quality Health Care for Transgender Patients: Transgender-Affirming Hospital Policies*, **from HRC Foundation, Lambda Legal and the LGBT Rights Committee of the New York City Bar Association**

This publication is available for download at: hrc.org/transgender-affirming-hospital-policies

CREATING EQUAL ACCESS TO QUALITY HEALTH CARE FOR TRANSGENDER PATIENTS:

TRANSGENDER-AFFIRMING HOSPITAL POLICIES

"Helping a transgender Veteran transition comes with tremendous professional satisfaction. These soldiers live and serve our country misaligned with who they are and it is wonderful to witness the correction. To assist them on this journey is the epitome of the patient provider relationship."

Sonia Perez-Padilla, MD
Lead, Tucson Regional Transgender Team
Southern Arizona Veterans Affairs
Health Care System

Southern Arizona Veterans Affairs Health Care System (SAVAHCS) has an exceptionally strong interdisciplinary regional transgender team to support transgender veterans in all aspects of care. The team helps to raise cultural awareness and diversity perspectives of all VA staff and fellow Veterans through a variety of training efforts and recently expanded their services through an E-consult program that assists other VA healthcare providers with their transgender patients. In addition, SAVAHCS has a very popular weekly Transgender Support Group.

Patient Self-Identification

IT IS CRITICAL FOR PATIENTS TO HAVE THE opportunity to identify themselves as lesbian, gay, bisexual and/or transgender in their health records, if they wish. The Additional Best Practices Checklist asked about four types of options for LGBT patients to self-identify as such in their health records.

First, healthcare organizations that ask patients their marital or relationship status should offer explicit options for them to indicate that they are in a same-sex partnership, particularly if they are in a state where same-sex couples may register with the state and receive healthcare-related rights. Second, transgender patients should be provided explicit options to indicate if their gender identity differs from the sex on their birth certificate, health insurance record and/or identification documents. Third, if patients volunteer their sexual orientation for inclusion in their health records, explicit options should be provided to facilitate this. Fourth, explicit options for recording patients' parents should go beyond "mother" and "father," to be inclusive of same-sex parents and other diverse families.

In all four cases, it should be possible for LGBT status to be recorded readily, via explicit options, rather than only in free-form notes. In addition, employees should be trained to treat LGBT status as confidential, like any other patient health information.

HEI participants' responses to the Checklist questions about LGBT patient self-identification are reported in aggregate below.

✔ **If your organization records patients' marital or relationship status and your organization provides care in a state where unmarried same-sex partners may register their partnership with the state, do your organization's health records offer an explicit option for patients to indicate that they are in a state-registered partnership?**

    45% Yes
    42% No, but we are interested in this
    13% No

✔ **If your organization records patients' marital or relationship status, do your organization's health records offer an explicit option for patients to indicate that they are in a non-state-registered same-sex partnership?**

    30% Yes
    45% No, but we are interested in this
    25% No

✔ **Do your organization's health records offer explicit options for patients to indicate that their current gender identity differs from the sex shown on their birth certificate and/or any identification, insurance, or other documents used in admitting/registration?**

    13% Yes, this information may be recorded via explicit options
    42% No, but we are interested in this
    45% No, this information may only be recorded in free-form notes

✔ **Do your organization's health records offer explicit options for indicating patients' sexual orientation, if they volunteer this information for inclusion in their records?**

    15% Yes, this information may be recorded via explicit options
    39% No, but we are interested in this
    46% No, this information may only be recorded in free-form notes

✔ **If your organization records information about patients' parents, do your health records offer explicit options for information about patients' parents beyond "mother" and "father" (e.g., "parent/guardian 1, parent/guardian 2, parent/guardian 3") to be inclusive of same-sex parents and other diverse families?**

    35% Yes
    51% No, but we are interested in this
    14% No

✔ **Does your organization provide employees with training explicitly reminding them that LGBT status is confidential patient information?**

    45% Yes
    42% No, but we are interested in this
    13% No

To be more inclusive of same-sex parents and other diverse families, Cincinnati Children's Hospital Medical Center made changes to its electronic registration process in EPIC in 2014. These changes included updating options in the parental/guardian section of the registration system. Instead of entering "Mother/Father/Parent," Cincinnati Children's now has the ability to add the same relationship multiple times (ie. 2 mothers, 2 fathers). This allows multiple adults to be identified as responsible caretakers for admitted children.

To be more welcoming and supportive of their transgender patients, a second, more technically complex change involves a system flag to remind the staff member or provider to use the patient's "preferred" name and pronouns. The system currently allows all users to input the preferred name. In the future, they are planning to include a drop-down box in the gender section to force the registration personnel to input "natal gender" and "current gender". This second system change, as well as education on navigating the change for their registration personnel, is being developed for launch in 2015.

"When we added the Transgender Clinic to the scope of LGBT care provided by Cincinnati Children's Teen Health Center last year, we recognized that safe, trusting and successful care for our gender variant and transgender patients could not happen in a vacuum. The support fostered throughout the organization has been vital. A key example has been our partnering with Registration Services to broaden the registration forms to include an option to input the patient's preferred name. By offering fields for things such as preferred name and pronouns, it does not only ensure safety through accurate information, it also creates a holistic trusting, more welcoming experience for the patients and their families. We see a variety of children in our clinic and we are proud that the people and processes in our organization support the care for the diversity of our patients and their families."

Lee Ann Conard, DO
Lead Physician, Transgender Clinic
Cincinnati Children's Hospital
Medical Center

Medical Decision-Making

HEALTHCARE ORGANIZATIONS HAVE SOMETIMES FAILED TO HONOR LGBT PATIENTS' right to designate the person of their choice, including a same-sex partner, to make medical decisions on their behalf should they become incapacitated, even when legally valid medical decision-making documents have been presented. To prevent these failures, it is critical that healthcare organizations be aware that, in 2011, CMS issued guidance to support enforcement of the right of patients to designate the person of their choice, including a same-sex partner, to make medical decisions on their behalf should they become incapacitated. In addition, employee training related to medical decision-making should affirm that LGBT people have the same medical decision-making rights as other patients.

HEI participants' responses to Checklist questions about best practices in medical decision-making are reported in aggregate below. Although 89% indicated that they explicitly inform patients of their right to designate a same-sex partner as medical decision-maker, only 25% include LGBT-specific information in employee training about patient decision-making. But 59% of respondents indicated interest in adding this information to training.

✔ **Does your organization explicitly inform patients of their right to designate a person of their choosing, including a same-sex partner, as medical decision-maker?**

    89% Yes
    8% No, but we are interested in this
    3% No

✔ **If your organization provides employees with training related to medical decision-making, does the training include LGBT-specific information?**

    25% Yes
    59% No, but we are interested in this
    16% No

All LGBT people are strongly encouraged to create advance healthcare directives (e.g., durable powers of attorney, healthcare proxies and living wills). These vital documents allow people to express their healthcare wishes and to designate representatives to make medical decisions on their behalf in the event of incapacitation.

For more information, visit:
www.hrc.org/decision-making-policies

"The use of LGBTQ patients in a variety of case scenarios allows us to reinforce our organizational commitment to being respectful, expert, caring partners in health for the neighbors we serve, who represent our diverse communities. This reinforces The Christiana Care Way: creating innovative, effective, affordable systems of care that our neighbors value."

Timothy D. Rodden
Director of Pastoral Services
Christiana Care Health System

Christiana Care Health System is committed to providing staff with the knowledge and skills to effectively advance LGBTQ cultural competency. A strength of their approach is utilizing case scenario-based learning to illustrate specific concepts that resonate with caregivers. In the case of medical decision-making for example, they have a scenario that illustrates how under Delaware law a person can verbally name a power of attorney (POA) for healthcare in the absence of a written POA. The scenario involves a same sex couple which not only teaches providers about the legal principle involved but also allows them to think about the fact that "families" come in all varieties.

Employment Benefits and Policies

THE LGBT EMPLOYEES OF A HEALTHCARE ORGANIZATION PLAY A VITAL ROLE in ensuring LGBT patient-centered care by informally educating co-workers about patient concerns, offering feedback about organizational policies and practices and conveying to the local community the organization's commitment to equity and inclusion. It is critical that LGBT employees, like LGBT patients, receive equal treatment, particularly vis-à-vis health-related benefits and policies. HEI participants' responses to the employment-related Checklist questions are reported in aggregate below and reveal some significant gaps in benefits and policies.

✔ **If your organization offers healthcare benefits to spouses of benefits-eligible employees, do you also offer healthcare benefits to same-sex partners of benefits-eligible employees?**

- **82%** Yes
- **8%** No, but we are interested in this
- **10%** No

✔ **Does your organization have at least one health insurance plan available to all employees that explicitly covers medically necessary healthcare services for transgender people, including gender transition-related treatment?**

- **20%** Yes
- **39%** No, but we are interested in this
- **41%** No

✔ **Has your organization trained and clearly designated at least one employee at an appropriate level of skill, knowledge and influence to serve as an adviser/advocate for transgender employees, particularly those transitioning on the job?**

- **29%** Yes
- **50%** No, but we are interested in this
- **21%** No

✔ **If your organization offers any of the "soft benefits" below to employees' spouses, are they also offered to employees' same-sex partners?**

Benefit	Yes, offered to partners	No, not offered to partners
Employer-provided life insurance for spouse	74%	26%
FMLA leave or equivalent	70%	30%
Discounts for spouse (e.g., transportation, gym membership)	84%	16%
Bereavement leave in case of spouse's death	86%	14%

✔ **If your organization has conducted an anonymous survey of employees with respect to climate, diversity, or a similar topic, did LGBT employees have an opportunity to identify themselves as such within the survey?**

- **29%** Yes
- **50%** No, but we are interested in this
- **21%** No

✔ **If your organization has conducted an anonymous survey of employees with respect to climate, diversity, or a similar topic, did the survey include one or more questions related to LGBT concerns?**

- **21%** Yes
- **57%** No, but we are interested in this
- **22%** No

✔ **Does your organization have an officially recognized LGBT employee group (i.e., a group that receives funding, meets regularly with organization leadership, is listed on the organization website with contact information and/or advises on LGBT-related policies and practices)?**

- **42%** Yes
- **35%** No, but we are interested in this
- **23%** No

✔ **Since January 1, 2013, has your organization commemorated a "LGBT holiday" (e.g., National Coming Out Day, Transgender Day of Remembrance, National LGBT Health Awareness Week, Pride)?**

- **47%** Yes
- **28%** No, but we are interested in this
- **25%** No

✔ **Are your organization's hiring/recruitment efforts explicitly LGBT-inclusive?**

- **53%** Yes
- **33%** No, but we are interested in this
- **14%** No

By far the most common form of explicit LGBT inclusion in hiring/recruitment was a statement that the organization does not discriminate on the basis of LGBT status (85% of respondents). Other forms of inclusion were much less common: 22% sent job postings to LGBT groups or publications, 15% had attended an LGBT job fair and 3% have a brochure designed for LGBT applicants.

Benefit highlights guide
2014 plan year

OREGON
HEALTH
&SCIENCE
OHSU

"One of OHSU's core missions is to be a diverse organization that nurtures a community of inclusion. One important step toward enhancing the climate of inclusion is ensuring access to medically necessary care for transgender employees and their dependents."

Joseph Robertson, M.D., M.B.A.
President
Oregon Health and Science University

Oregon Health and Science University is committed to improving health and well-being for all Oregonians. In 2012, OHSU reinforced that commitment when it became the largest employer in Oregon to extend health insurance coverage for care related to gender transition.

The American Medical Association designates transition-related healthcare as medically necessary. Several other physicians' organizations, including the American Psychiatric Association, the American College of Obstetricians and Gynecologists and the National Association of Social Workers and OHSU experts agree that improved care for the transgender community is needed. OHSU decided to extend services based on expert opinions and its own internal review.

Community Engagement

HEALTHCARE ORGANIZATIONS CAN BEST EXTEND A WELCOME TO LGBT PEOPLE in their service area by reaching out to them via regular community engagement initiatives like those recommended in the Additional Best Practices Checklist. In addition, HEI Equality Leaders can publicize the fact that they meet the Core Four criteria for foundational LGBT equity and inclusion.

HEI participants' responses to the Checklist questions about community engagement are reported in aggregate below.

✔ **Has your organization conducted a formal needs assessment or gap analysis vis-à-vis LGBT services and programs with local LGBT individuals or groups?**

    20% Yes
    62% No, but we are interested in this
    18% No

✔ **Since July 1, 2013, has your organization participated in or supported one or more LGBT-related events or initiatives in its service area?**

    51% Yes
    35% No, but we are interested in this
    14% No

✔ **Does your organization have a representative of an LGBT organization or an openly LGBT person serving on a governing or community advisory board?**

    54% Yes
    32% No, but we are interested in this
    14% No

✔ **Since July 1, 2013, has your organization held a meeting with one or more representatives of an LGBT organization to discuss LGBT-related concerns?**

    57% Yes
    28% No, but we are interested in this
    15% No

✔ **Does your organization conduct or substantially support LGBT health-related research?**

    25% Yes
    52% No, but we are interested in this
    23% No

The vast majority of participants displayed their support for the LGBT community through participating in and sponsoring local pride events as illustrated in the adjoining photos. Facilities also put on LGBT health fairs, held educational talks for healthcare providers, participated in Transgender Day of Remembrance and actively engaged with LGBT patients, employees and local communities in a diverse variety of events and programs, such as these:

Advocate Illinois Masonic Medical Center hosted a symposium entitled "Current Legal & Health Topics for the LGBT Community: What Does Marriage Equality Mean for my Health Care?" to ensure LGBT patients "learn what you need to know about your health care rights and responsibilities in light of Illinois marriage equality!"

Denver Health Medical Center held an LGBT Health Fair

Froedtert Health and University of Wisconsin Hospital & Clinics sponsored the 1st Annual LGBTPM Symposium: An Introduction to Transgender Healthcare

UC Davis Medical Center hosted an event called "Come Out for Your Health" to celebrate "our diversity and our commitment to individualized, respectful care!"

VA Captain James A. Lovell Federal Health Care Center, VA Edward Hines Jr. Hospital and **VA Jesse Brown Medical Center** all sponsored a second annual "Operation: Do Ask, Do Tell" symposium for LGBT Veterans, Active Duty Service Members, families, friends and healthcare providers focusing on health needs and resources.

Health Systems Leading the Way

The majority of hospitals in the United States today are part of a health system or network. The Healthcare Equality Index has always had strong participation from hospitals in a variety of health systems and networks and an overwhelming majority of the hospitals in this year's report are part of a health system or network. This section profiles three of the many health systems represented in this year's HEI.

Kaiser Permanente

KAISER PERMANENTE IS RECOGNIZED AS ONE OF AMERICA'S LEADING HEALTHCARE providers and not-for-profit health plans, serving approximately 9.5 million members in eight states and the District of Columbia with 38 hospitals in California, Hawaii and Oregon. In 2010, Kaiser Permanente was the first healthcare provider and hospital system HRC designated as a Leader in LGBT Healthcare Equality. Over the past five years, Kaiser Permanente has consistently achieved leader status for all of its hospitals and once again, in 2014, all 38 medical centers are HEI Leaders in Healthcare Equality.

Kaiser Permanente's commitment to LGBT patient-centered care dates far past its participation in the HEI. Over 25 years ago, Kaiser Permanente organized the HIV Advisory Board of Kaiser Permanente San Francisco to improve the delivery of HIV care. Since then, Kaiser Permanente has continued to model excellence in LGBT culturally competent care and has grown to establish multiple LGBT specific programs and services. In 1999, with the support of staff, clinicians and the community, Kaiser Permanente's Institute for Culturally Competent Care developed a culturally competent care handbook that helps educate providers and staff on equitable and high-quality care for LGBT patients. The handbook is also shared with healthcare-related community organizations.

In 2012, Kaiser Permanente established a Center of Excellence in Culturally Competent Care for LGBTI Health Equity, to act as an innovation site in piloting culturally competent practices and as a resource to the organization in promoting health equity and eliminating health disparities in LGBTI communities. Additionally, Kaiser Permanente holds an LGBTI Health Care Symposium, first organized in 2012, to build knowledge and awareness for physicians, leaders and employees caring for LGBTI patient needs.

In 2013, Kaiser Permanente responded to the needs of transgender patients by offering transgender inclusive care as an add-on covered benefit. Kaiser Permanente now further serves transgender patients through services such as counseling, hormone therapy, gender transition surgery and multi-specialty clinics.

"Kaiser Permanente's participation and leadership status in the HRC Healthcare Equality Index is one way we demonstrate our commitment to diversity and inclusion and our vision of improving the health of our members and the communities we serve, inclusive of lesbian, gay, bisexual, transgender and intersex populations," said Ronald L. Copeland, MD, FACS, Kaiser Permanente's Senior Vice President and Chief Diversity & Inclusion Officer. "We are committed to our continuous journey of learning from the community and partners like the HRC to deliver culturally responsive and respectful care to promote LGBTI health equity."

In 2012, Kaiser Permanente established a Center of Excellence in Culturally Competent Care for LGBTI Health Equity, to act as an innovation site in piloting culturally competent practices and as a resource to the organization in promoting health equity and eliminating health disparities in LGBTI communities.

Bon Secours Health System

BON SECOURS HEALTH SYSTEM IS A $3.4 BILLION NOT-FOR-PROFIT CATHOLIC HEALTH system sponsored by Bon Secours Ministries, with hospitals in Virginia, Kentucky, South Carolina, Maryland and New York. In 2012, Bon Secours became the first Catholic health system designated as a Leader in LGBT Healthcare Equality and has since maintained Leader status for its 14 majority owned acute care hospitals.

Bon Secours finds that the values of equity and inclusion in the HEI go hand -in-hand with its Catholic affiliation. Gloria Goins, chief diversity officer for Bon Secours Health System, explains that: "Bon Secours is a health system that proudly operates on core values to ensure that we provide 'good help to those in need.' Two of those values are 'respect' and 'justice.' 'Respect' is our commitment to treat all people well, based on our belief that each person has equal dignity and is made in the image and likeness of God. 'Justice' is the value that supports and protects the rights of all people and promotes the right to have needs met with human dignity."

By participating in the HEI, Bon Secours hopes that they are helping to eliminate obstacles that LGBT patients and their families and loved ones may encounter in obtaining care. They want all patients to feel that by coming to a Bon Secours facility they will receive compassionate and quality care in a manner that best meets their individual needs and without fear of discrimination or disrespect. Darren T. Binder, vice president and deputy general counsel and a member of the Bon Secours Health System Diversity Council, notes that "Bon Secours is aware that members of the LGBT community historically have faced barriers in obtaining access to quality healthcare services in welcoming environments resulting in disparities in healthcare outcomes. That is why we are very proud that each one of our hospitals has received Leader in LGBT Heathcare Equality status for the third year in a row."

In continuing to provide the best possible care for LGBT patients, Binder expands upon the network's ongoing efforts, noting that "our current focus is ensuring that we continue to educate our employees on our inclusive policies. We recognize, particularly as a large health system, that we will always have more learning to do to increase awareness of and improve our processes with respect to, the needs of the LGBT community. That is why we value and appreciate the annual training that is offered by the Human Rights Campaign Foundation."

This year, SSM Health Care became the second Catholic health system to participate in the HEI and attain the status of LGBT Leader in Healthcare Equality for the majority of their hospitals. SSM Health Care is a Catholic, not-for-profit health system serving the comprehensive health needs of communities in four states across the Midwest through one of the largest integrated delivery systems in the nation. SSM has care delivery sites in Missouri, Oklahoma, Illinois and Wisconsin, including 19 acute care hospitals.

PROMO, Missouri's statewide LGBT advocacy organization, along with SAGE of Metro St. Louis partnered with SSM Health Care on the HEI initiative. Part of this process included training on LGBT Patient-Centered Care provided to over 630 SSM healthcare providers and administrators.

Cone Health

CONE HEALTH IS A NOT-FOR-PROFIT NETWORK OF HEALTHCARE PROVIDERS SERVING people in six counties in North Carolina. As one of the region's largest and most comprehensive health networks, Cone Health has more than 100 locations, including six hospitals, three medical centers, four urgent care centers, 95 physician practice sites and multiple centers of excellence.

Cone Health's tagline – "The Network for Exceptional Care" – highlights their commitment to excellence, which is shared by their more than 10,000 professionals, 1,300 physicians and 1,200 volunteers. Cone Health's commitment to exceptional care includes caring for their LGBT patients and employees. This year Cone Health's Inclusion Council wanted to focus on addressing the needs of their LGBT patients and employees.

The Inclusion Council reached out to The Human Rights Campaign Foundation when they realized they last took the HEI survey in 2012. At that time, Cone Health did not meet any of the Core Four Criteria. The Inclusion Council committed to taking the survey this year at all six hospitals with the goal of meeting the Core Four Criteria. They reached out to leaders across the network to participate in HRC's free training.

The HEI survey prompted Cone Health to examine and update as necessary their patient nondiscrimination and visitation as well employment policies, the information on their website and their Patient Bill of Rights to ensure that the health system was treating their LGBT patients and employees with dignity and respect. Chief Medical Officer at Cone Health, Mary Jo Cagle, MD, states, "Participating in the survey raised Cone's awareness about the role that caregivers play in allaying fears of their LGBT patients in order to provide the highest quality of care."

"We are extremely proud that all six of Cone Health's hospitals have been designated as Leaders in LGBT Healthcare Equality in 2014," said Paul A. Jeffrey, President, Wesley Long Hospital and Chief Inclusion Officer, Cone Health. "Cone is honored by the designation and understands that we have a great responsibility to the LGBT community to continue on this journey" he continued. As the next phase of this continual learning process, this fall, Cone Health's Inclusion Council will provide an e-learning tool for all employees that will address LGBT patient-centered, exceptional care.

The Inclusion Council committed to taking the survey this year at all six hospitals with the goal of meeting the Core Four Criteria. They reached out to leaders across the network to participate in HRC's free training.

Appendix A:
How We Obtained the Information

The Healthcare Equality Index Survey

In order for a facility to actively participate in the Healthcare Equality Index, it must complete and submit an online survey to the HRC Foundation for review. The primary source of information for the responses shown and the data reported in the Healthcare Equality Index report is aggregated from these surveys. Invitations for the HEI 2014 survey were mailed in February 2014 with a survey submission deadline of June 30, 2014.

The HEI 2014 survey includes criteria to assess facilities' LGBT patient-centered care that incorporates CMS and Joint Commission (TJC) requirements and recommendations. The survey aims to highlight and encourage use of the best practices and policies for LGBT-inclusive care by including links to sample policies, TJC and CMS requirements and other guidance, via the HRC Foundation website. Throughout the process, HRC Foundation Health and Aging Program staff provided additional assistance and advice and once the survey was submitted, reviewed documentation for appropriate language and consistency with survey answers. Through this review process completed with HRCF staff, healthcare facilities were able to address any deficiencies found in the preliminary review of their survey and submit the required additional information necessary to meet the Core Four Leader criteria.

507 of the facilities listed in this year's HEI actively completed and submitted the 2014 survey, each with the goal of being a "Leader in LGBT Healthcare Equality." Another 360 facilities are listed based on survey responses from 2012 or 2013.

Non-Respondent Researched Facilities

New to the HEI 2014, facilities from across the U.S. were added to the HEI report as a service to the LGBT community. 640 hospital facilities that had not previously participated in the HEI survey were chosen to be included in the report based on their size, being either a part of the **50 Largest hospitals in the U.S.**, a part of the **largest hospitals in each of the 50 states**, **District of Columbia and Puerto Rico**, or a part of the **largest hospitals within a 25 mile radius of the 50 largest LGBT metropolitan areas**.

HRCF staff researched the patient non-discrimination, visitation and employment non-discrimination policies for each of these hospitals in January 2014. Hospital facilities' public websites were searched for these policies using search terms such as "nondiscrimination," "visitation," "EEO," "Bill of Rights," "sexual orientation" and "gender identity." We went beyond the websites' menu structure and search

tool and used advanced search techniques to find these and other relevant terms. Our policy in our searches was to take the approach of an internet savvy potential patient, visitor or applicant attempting to learn whether a hospital had:
- An LGBT-inclusive patient non-discrimination policy
- An equal visitation policy
- An LGBT-inclusive employment policy

In an effort to ensure that these results were correct and to provide ample opportunity for facilities to update their results, HRCF Health and Aging Program staff also researched a minimum of two contacts at each hospital. This included finding email and mailing information for the CEO and at least one other C-Suite executive, preferably executives responsible for Human Resources, Diversity, Marketing, Patient Care, Compliance and Nursing.

With these results, we reached out to each of these hospitals multiple times throughout the survey period with our findings and invited them to actively participate in the HEI 2014 or to submit documentation to us regarding any policies that we could not find. We sent a letter to the CEO of each hospital in March of 2014 and sent a total of six emails with our findings to CEOs and the other contacts we had at each hospital between February and June 30, 2014.

By February 2014 we had researched just over 800 hospitals for inclusion in the HEI 2014 report. From March through June, approximately 144 hospitals submitted information to us about one or more of their policies, which was updated if appropriate. In order to update a policy a hospital had to send us a copy of the policy, a link to the updated policy on their website or at a minimum, a quote from their policy with the relevant language. 48 additional hospitals chose to actively participate in the 2014 survey and 34 of those facilities became Leaders in LGBT Healthcare Equality.

In August 2014, we reviewed our findings again to ensure they were as up-to-date and as accurate as possible. We found that an additional 81 hospitals had updated one or more of their policies and had placed these updates on their public websites. Also in August, facilities that had one or no contacts were removed from the HEI report as we felt that they had not had ample opportunity to review and update their results.

We know that many of the hospitals in this research group updated their policies or put them on their website as the result of this process. We are pleased to have been able to help make hospitals aware of these critical policies and the importance of communicating these policies to the public and their potential patients, visitors and job applicants.

Recommendations:

This research effort revealed to us two important things:

Many hospitals have not adopted LGBT inclusive patient non-discrimination and equal visitation policies to ensure compliance with The Joint Commission and CMS standards. While The Joint Commission standard does not require the adoption of a written non-discrimination policy, it is recommended as one of the clearest ways to demonstrate compliance.

Many hospitals do not include these important policies on their hospital websites. Today's healthcare consumers are used to finding information on the internet so hospitals would be wise to place their Patients' Bill of Rights or patient non-discrimination policy as well as their equal visitation policy and employment non-discrimination policy on their websites where they are easily accessible to LGBT patients and potential applicants.

Based on this research process, we would recommend the following to hospitals and other healthcare facilities:

1. **If not already done, update your patient non-discrimination policy to include both "sexual orientation" and "gender identity" so that your hospital is clearly delineating its compliance with The Joint Commission standards.**

2. **If not already done, update your visitation policy to ensure equal visitation and non-discrimination to meet The Joint Commission and CMS standards.**

3. **Update your employment non-discrimination policy to include both "sexual orientation" and "gender identity" as recommended in The Joint Commission's LGBT Field Guide.**

4. **Communicate these policies on the hospital's website! Give people the opportunity to learn about your policies before they face a health crisis and have to be admitted to the hospital. Do not leave them wondering if they will face discrimination at your hospital.**

   a. Include your patient non-discrimination policy and your visitation policy in your Patients' Bill of Rights and make it easy to find on your website.

   b. In addition, include your equal visitation policy on your website with the other information about visitation, like visiting hours.

   c. Include your employment non-discrimination policy prominently on your careers page.

These steps will send a clear and welcoming message to the LGBT community.

Appendix B:
HEI 2014 Core Four Leader Criteria Responses by State

Healthcare Equality Index CORE FOUR Leader Criteria

1a Patient non-discrimination policy (or patients' bill of rights) is fully LGBT inclusive and includes both the terms "sexual orientation" and "gender identity"

1b LGBT-inclusive patient non-discrimination policy is communicated to patients in at least two readily accessible ways

2a Visitation policy explicitly grants equal visitation to LGBT patients and visitors

2b Equal visitation policy is communicated to patients and visitors in at least two readily accessible ways

3 Employment non-discrimination policy (or equal employment opportunity policy) is fully LGBT inclusive and includes both the terms "sexual orientation" and "gender identity"

4 HEI approved training in LGBT patient-centered care was provided to key staff members in 2014

KEY

Facilities are listed in alphabetical order by their city for each state.

Listings in **Bold Blue Type** are the **2014 HEI Survey Participants.** Those facilities in **Bold Blue Type** with a ⊟ proceeding their name are the facilities that met all Core Four criteria and are awarded "Leader in LGBT Healthcare Equality" status (see page 16 for more information and a separate listing of this year's leaders.

Listings in Regular Type are facilities that actively participated in HEI 2012 or HEI 2013, but not HEI 2014. Their previous responses are shown.

Listings in Grey Type are the unofficial ratings of 640 "non-respondent" hospitals that were researched by the HRC Foundation (see page 48 for a description of our research methodology). These ratings are based on the information publicly available on the hospital's website as well as the actual policies of the hospitals that were provided to us by approximately 144 of the researched hospitals.

● **Yes:** Survey respondent facilities are shown as meeting a criterion only if they have submitted appropriate documentation. Non-respondent facilities are shown as meeting a criterion if we found a policy statement on their website or if they submitted their policy to us.

● **No/Not Found:** Survey respondent facilities are shown as No if their policy is not fully LGBT-inclusive or they did not meet the communication or training requirements. Non-respondent facilities are shown as No/Not Found if the policy we found on their website or that they sent to us is not fully LGBT inclusive OR if we could not find a policy at all.

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend: Y = Yes (●), N = No/Not Found (●), NA = Not Applicable (●)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	ALABAMA								
	Brookwood Medical Center	Birmingham	Tenet Healthcare Corporation	Y		Y		Y	
	Princeton Baptist Medical Center	Birmingham		Y		N		N	
	St. Vincent's Birmingham	Birmingham	Ascension Health	N		N		N	
	St. Vincent's East	Birmingham	Ascension Health	N		N		N	
	Trinity Medical Center	Birmingham		Y		Y		Y	
=	**VA Birmingham Medical Center**	**Birmingham**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Southeast Alabama Medical Center	Dothan		N		N			
	Eliza Coffee Memorial Hospital	Florence		N		N			
	Gadsden Regional Medical Center	Gadsden		Y		Y			
	Riverview Regional Medical Center	Gadsden		N		N			
	Huntsville Hospital	Huntsville	Huntsville Hospital Health System	N				N	
	Mobile Infirmary Medical Center	Mobile	Infirmary Health	N				N	
	Providence Hospital	Mobile	Ascension Health	N		N		N	
	Jackson Hospital and Clinic	Montgomery		Y		Y			
=	**VA Central Alabama Veterans Health Care System**	**Montgomery**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	UAB Hospital	South Birmingham	UAB Health System	N		N		N	
	DCH Regional Medical Center	Tuscaloosa	DCH Health System	N		N		N	
=	**VA Tuscaloosa Medical Center**	**Tuscaloosa**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	ALASKA								
	Alaska Regional Hospital	Anchorage	HCA	Y		Y		Y	
	Providence Alaska Medical Center	Anchorage		N					
=	**VA Alaska Healthcare System**	**Anchorage**	**Department of Veterans Affairs**	Y	Y	NA	NA	Y	Y
	Fairbanks Memorial Hospital & Denali Center	Fairbanks	Banner Health	Y		Y		Y	
	Bartlett Regional Hospital	Juneau		N		N		N	
	Mat-Su Regional Medical Center	Palmer		Y		Y		Y	
	SEARHC Mt. Edgecumbe Hospital	Sitka		Y		N		N	
	Central Peninsula Hospital	Soldotna		Y		Y		N	
	ARIZONA								
	Adelante Healthcare Avondale OB/GYN	Avondale	Adelante Healthcare	Y	Y	NA	NA	Y	
	Adelante Healthcare Care First Avondale WIC	Avondale	Adelante Healthcare	Y	Y	NA	NA	Y	
	Adelante Healthcare Buckeye	Buckeye	Adelante Healthcare	Y	Y	NA	NA	Y	
	Flagstaff Medical Center	Flagstaff	Northern Arizona Healthcare	N		Y		N	
	Adelante Healthcare Gila Bend	Gila Bend	Adelante Healthcare	Y	Y	NA	NA	Y	
	Adelante Healthcare Luke Air Force Base WIC	Glendale	Adelante Healthcare	Y	Y	NA	NA	Y	
	Banner Thunderbird Medical Center	Glendale	Banner Health	Y		Y		Y	
	Adelante Healthcare Mesa	Mesa	Adelante Healthcare	Y	Y	NA	NA	Y	
	Banner Baywood Medical Center	Mesa	Banner Health	Y		Y		Y	
	Banner Desert Medical Center	Mesa	Banner Health	Y		Y		Y	
	Oro Valley Hospital	Oro Valley		Y		Y		Y	
	Adelante Healthcare Phoenix	Phoenix	Adelante Healthcare	Y	Y	NA	NA	Y	
	Banner Good Samaritan Medical Center	Phoenix	Banner Health	Y		Y		Y	
	Maricopa Integrated Health	**Phoenix**		Y	N	Y	Y		N
	Maryvale Hospital Medical Center	Phoenix	Tenet Healthcare Corporation	Y		Y		Y	
	Mayo Clinic Hospital	**Phoenix**	**Mayo Clinic**	Y	Y	Y	Y	Y	N
	Mountain Park Health Center	**Phoenix**		N	N	NA	NA	Y	N
	Southwest Center for HIV/AIDS	Phoenix		Y	Y			Y	
	St. Joseph's Hospital and Medical Center	Phoenix	Dignity Health	Y		Y		N	
	St. Luke's Medical Center	Phoenix	IASIS Healthcare	N				N	
	VA Phoenix Health Care System	Phoenix	Department of Veterans Affairs	Y	Y	Y	Y	Y	
=	**VA Northern Arizona Health Care System**	**Prescott**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Adelante Healthcare Queen Creek WIC	Queen Creek	Adelante Healthcare	Y	Y	NA	NA	Y	
	Mayo Clinic	**Scottsdale**	**Mayo Clinic**	Y	Y	Y	Y	Y	N

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend: Y = Yes (●), N = No/Not Found (●), NA = Not Applicable (●)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Scottsdale Healthcare Osborn	Scottsdale	Scottsdale Healthcare	N	N	Y	N	Y	
	Scottsdale Healthcare Shea	Scottsdale	Scottsdale Healthcare	N	N	Y	N	Y	
	Scottsdale Healthcare Thompson Peak	Scottsdale	Scottsdale Healthcare	N	N	Y	N	Y	
	Banner Boswell Medical Center	Sun City	Banner Health	Y	Y	Y	Y	Y	
	Banner Del E. Webb Medical Center	Sun City West	Banner Health	Y	Y	Y	Y	Y	
	Adelante Healthcare Surprise	Surprise	Adelante Healthcare	Y	Y	NA	NA	Y	
	Carondelet St. Joseph's Hospital	Tucson	Carondelet Health Network	N		Y		N	
	Carondelet St. Mary's Hospital	Tucson	Carondelet Health Network	N		Y		N	
	Tucson Medical Center	Tucson		N	N	Y	Y	N	
	University of Arizona Medical Center	**Tucson**	**University of Arizona Health Network**	Y	Y	Y	Y	Y	N
	University of Arizona Medical Center - South Campus	Tucson	University of Arizona Health Network	Y					
⚖	**VA Southern Arizona Health Care System**	**Tucson**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Adelante Healthcare Wickenburg	Wickenburg	Adelante Healthcare	Y	Y	NA	NA	Y	
	Yuma Regional Medical Center	Yuma		N		N		N	
ARKANSAS									
	White River Medical Center	Batesville		N		Y		N	
	Conway Regional Medical Center	Conway		N		Y		N	
⚖	**VA Health Care System of the Ozarks**	**Fayetteville**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Sparks Regional Medical Center	Fort Smith		N		Y		N	
	National Park Medical Center	Hot Springs		N		N		N	
	St. Vincent Hot Springs Medical Center	Hot Springs	Catholic Health Initiatives	N		Y		N	
	St. Bernards Medical Center	Jonesboro	St. Bernards Healthcare	N		Y		N	
	Baptist Health Medical Center - Little Rock	Little Rock	Baptist Health	N		Y		N	
	St. Vincent Infirmary Medical Center	Little Rock	Catholic Health Initiatives	N		Y		N	
	UAMS Medical Center	Little Rock		Y		Y		Y	
⚖	**VA Central Arkansas Veterans Healthcare System**	**Little Rock**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Baptist Health Medical Center - North Little Rock	North Little Rock	Baptist Health	N		Y		N	
	Jefferson Regional Medical Center	Pine Bluff		N		N		N	
	Mercy Hospital Northwest Arkansas	Rogers	Mercy	Y		Y		Y	
	St. Mary's Regional Medical Center	Russellville	Capella Healthcare	Y		Y		Y	
	White County Medical Center - North Campus	Searcy		N		N		N	
	Northwest Medical Center	Springdale		Y		Y		Y	
CALIFORNIA									
	Alameda Hospital	Alameda		N		N		N	
⚖	**Kaiser Permanente, Anaheim Medical Center**	**Anaheim**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
⚖	**Kaiser Permanente, Antioch Medical Center**	**Antioch**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Methodist Hospital of Southern California	Arcadia		Y		Y		Y	
⚖	**Kaiser Permanente, Baldwin Park Medical Center**	**Baldwin Park**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Alta Bates Summit Medical Center	Berkeley	Sutter Health	N		Y		N	
⚖	**University Health Services (Tang Center)**	**Berkeley**		Y	Y	NA	NA	Y	Y
	Mills-Peninsula Health Services	Burlingame	Sutter Health	N		Y		N	
	Scripps Coastal Medical Center Carlsbad	Carlsbad	Scripps Health	Y		NA	NA	Y	
	Scripps Coastal Medical Center Eastlake	Chula Vista	Scripps Health	Y		NA	NA	Y	
⚖	**Scripps Mercy Hospital (Chula Vista campus)**	**Chula Vista**	**Scripps Health**	Y	Y	Y	Y	Y	Y
⚖	**John Muir Medical Center, Concord**	**Concord**	**John Muir Health**	Y	Y	Y	Y	Y	Y
	Scripps Clinic Division of Dermatology - Coronado	Coronado	Scripps Health	Y		NA	NA	Y	
	Sutter Davis Hospital	Davis	Sutter Health	N		Y		Y	
	Scripps Clinic Del Mar	Del Mar	Scripps Health	Y		NA	NA	Y	
	Scripps Coastal Medical Center Del Mar	Del Mar	Scripps Health	Y		NA	NA	Y	
⚖	**Kaiser Permanente, Downey Medical Center**	**Downey**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
⚖	**Rancho Los Amigos National Rehabilitation Center**	**Downey**	**Los Angeles County Department of Health Services**	Y	Y	Y	Y	Y	Y
	Scripps Clinic Encinitas	Encinitas	Scripps Health	Y		NA	NA	Y	
	Scripps Coastal Medical Center Encinitas	Encinitas	Scripps Health	Y		NA	NA	Y	

Column group headers: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

Column key — 1a, 1b: Patient Non-Discrimination; 2a, 2b: Visitation; 3: Employment Non-Discrimination; 4: Training.
(Y = Yes, N = No/Not Found, NA = Not Applicable)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Scripps Coastal Medical Center Encinitas-OB/GYN	Encinitas	Scripps Health	Y	Y	NA	NA	Y	
▣	**Scripps Memorial Hospital Encinitas**	**Encinitas**	**Scripps Health**	Y	Y	Y	Y	Y	Y
	Scripps Coastal Medical Center Escondido	Escondido	Scripps Health	Y	Y	NA	NA	Y	
▣	**Kaiser Permanente, Fontana Medical Center**	**Fontana**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
▣	**Kaiser Permanente, Fremont Medical Center**	**Fremont**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Washington Hospital Healthcare System	Fremont		N		Y		N	
	Community Regional Medical Center	Fresno		N		Y		N	
▣	**Kaiser Permanente, Fresno Medical Center**	**Fresno**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	VA Central California Health Care System	Fresno	Department of Veterans Affairs	Y	Y	Y	Y	Y	
	Glendale Adventist Medical Center	Glendale	Adventist Health	Y		Y		N	
	Marin General Hospital	Greenbrae		Y	Y	Y		Y	
	Adventist Medical Center-Hanford	**Hanford**	**Adventist Health**	Y	Y	Y		N	N
	Central Valley General Hospital	**Hanford**	**Adventist Health**	Y	N	Y	N	Y	
▣	**Kaiser Permanente, South Bay Medical Center**	**Harbor City**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
▣	**Kaiser Permanente, Irvine Medical Center**	**Irvine**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Scripps Clinic La Jolla Campus	La Jolla	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Clinic Torrey Pines	La Jolla	Scripps Health	Y	Y	NA	NA	Y	
▣	**Scripps Green Hospital**	**La Jolla**	**Scripps Health**	Y	Y	Y	Y	Y	Y
▣	**Scripps Memorial Hospital La Jolla**	**La Jolla**	**Scripps Health**	Y	Y	Y	Y	Y	Y
	Scripps Clinic Rancho San Diego	La Mesa	Scripps Health	Y	Y	NA	NA	Y	
	Sharp Grossmont Hospital	La Mesa	Sharp HealthCare	Y		Y		N	
	Mountains Community Hospital	Lake Arrowhead		Y		Y		N	
	Loma Linda University Medical Center	Loma Linda		Y		Y		N	
▣	**VA Loma Linda Healthcare System**	**Loma Linda**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
▣	**VA Long Beach Healthcare System**	**Long Beach**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	California Hospital Medical Center	Los Angeles		Y	Y	N		N	
▣	**Cedars-Sinai Medical Center**	**Los Angeles**		Y	Y	Y	Y	Y	Y
▣	**Children's Hospital Los Angeles**	**Los Angeles**		Y	Y	Y	Y	Y	Y
	Good Samaritan Hospital	Los Angeles		N		N		N	
	Hollywood Presbyterian Medical Center	Los Angeles		N	N	N		N	
▣	**Kaiser Permanente, Los Angeles Medical Center**	**Los Angeles**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
▣	**Kaiser Permanente, West Los Angeles Medical Center**	**Los Angeles**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	LAC+USC Medical Center	Los Angeles		N	N	N	N	N	
▣	**Los Angeles LGBT Center**	**Los Angeles**		Y	Y	NA	NA		Y
▣	**Mattel Children's Hospital UCLA**	**Los Angeles**	**UCLA Health System**	Y	Y	Y	Y	Y	Y
	Orthopaedic Institute for Children	**Los Angeles**	**UCLA Health System**	Y	Y	Y	Y	Y	N
	Pacific Alliance Medical Center	Los Angeles		Y		Y		N	
▣	**Resnick Neuropsychiatric Hospital at UCLA**	**Los Angeles**	**UCLA Health System**	Y	Y	Y	Y	Y	Y
▣	**Ronald Reagan UCLA Medical Center**	**Los Angeles**	**UCLA Health System**	Y	Y	Y	Y	Y	Y
	St. Vincent Medical Center	Los Angeles	Daughters of Charity Health System	Y		Y		N	
	Temple Community Hospital	Los Angeles		Y		Y		N	
	White Memorial Medical Center	Los Angeles	Adventist Health	Y		Y		N	
▣	**Kaiser Permanente, Manteca Medical Center**	**Manteca**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
▣	**Contra Costa Regional Medical Center**	**Martinez**		Y	Y	Y	Y	Y	Y
	VA Northern California Health Care System	**Mather**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	N
	Mission Hospital	Mission Viejo		Y		Y		Y	
▣	**Kaiser Permanente, Modesto Medical Center**	**Modesto**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
▣	**Kaiser Permanente, Moreno Valley Community Hospital**	**Moreno Valley**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	El Camino Hospital	Mountain View						N	
▣	**Kaiser Permanente, Oakland Medical Center**	**Oakland**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Scripps Coastal Medical Center Oceanside - Mission Ave.	Oceanside	Scripps Health	Y	Y	NA	NA	Y	
▣	**Kaiser Permanente, Ontario Medical Center**	**Ontario**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

Column key: 1a, 1b = Patient Non-Discrimination · 2a, 2b = Visitation · 3 = Employment Non-Discrimination · 4 = Training

Cell key: Y = Yes (blue) · N = No/Not Found (magenta) · NA = Not Applicable (gray)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
=	Desert Regional Medical Center	Palm Springs	Tenet Healthcare Corporation	Y	Y	Y	Y	Y	Y
=	Palo Alto Medical Foundation	Palo Alto	Sutter Health	Y	Y	NA	NA	Y	Y
=	VA Palo Alto Health Care System	Palo Alto	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, Panorama City Medical Center	Panorama City	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	Huntington Memorial Hospital	Pasadena		Y		Y		N	
=	Eisenhower Medical Center	Rancho Mirage		Y	Y	Y		Y	
	Redlands Community Hospital	Redlands		N		N		N	
=	Kaiser Permanente, Redwood City Medical Center	Redwood City	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	Sequoia Hospital	Redwood City	Dignity Health	Y		Y		N	
	Adventist Medical Center-Reedley	Reedley	Adventist Health	Y		Y		Y	N
=	Kaiser Permanente, Richmond Medical Center	Richmond	Kaiser Permanente	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, Riverside Medical Center	Riverside	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	Parkview Community Hospital	Riverside		N		N		N	
	Riverside Community Hospital	Riverside	HCA	Y		Y		Y	
=	Kaiser Permanente, Roseville Medical Center	Roseville	Kaiser Permanente	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, Sacramento Medical Center	Sacramento	Kaiser Permanente	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, South Sacramento Medical Center	Sacramento	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	Mercy General Hospital	Sacramento		N		N		N	
	Methodist Hospital of Sacramento	Sacramento		N		N		N	
	Sutter Memorial Hospital	Sacramento	Sutter Health	N		Y			
=	UC Davis Medical Center	Sacramento	UC Davis Health System	Y	Y	Y	Y	Y	Y
	Alvarado Hospital Medical Center	San Diego		N		N		N	
=	Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	Kindred Hospital San Diego	San Diego	Kindred Healthcare	N		N		N	
	Scripps Clinic Carmel Valley	San Diego	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Clinic Division of OB/GYN - La Jolla	San Diego	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Clinic Hillcrest Hematology/Oncology	San Diego	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Clinic Mission Valley	San Diego	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Clinic Rancho Bernardo	San Diego	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Coastal Medical Center Hillcrest	San Diego	Scripps Health	Y	Y	NA	NA	Y	
=	Scripps Mercy Hospital (San Diego campus)	San Diego	Scripps Health	Y	Y	Y	Y	Y	Y
	Sharp Memorial Hospital	San Diego	Sharp HealthCare	Y		Y		N	
=	UC San Diego Health System	San Diego		Y	Y	Y	Y		Y
=	VA San Diego Healthcare System	San Diego	Department of Veterans Affairs	Y	Y	Y	Y		Y
=	California Pacific Medical Center	San Francisco	Sutter Health	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, San Francisco Medical Center	San Francisco	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	Laguna Honda Hospital and Rehabilitation Center	San Francisco		Y		Y		Y	
	Lyon-Martin Health Services	San Francisco		Y	Y	NA	NA	Y	
	Saint Francis Memorial Hospital	San Francisco		Y		Y		Y	
	San Francisco General Hospital and Trauma Center	San Francisco		Y	Y	Y	Y	Y	
	St. Mary's Medical Center	San Francisco		Y		Y		Y	
=	UCSF Medical Center	San Francisco	UCSF Health System	Y	Y	Y	Y	Y	Y
=	VA San Francisco Medical Center	San Francisco	Department of Veterans Affairs	Y	N	Y	Y	Y	N
	Good Samaritan Hospital	San Jose	HCA	Y		Y		Y	
=	Kaiser Permanente, San Jose Medical Center	San Jose	Kaiser Permanente	Y	Y	Y	Y	Y	Y
	O'Connor Hospital	San Jose	Daughters of Charity Health System	N		N		N	
	Regional Medical Center of San Jose	San Jose	HCA	Y		Y		Y	
=	Santa Clara Valley Medical Center	San Jose	Santa Clara Valley Health and Hospital System	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, San Leandro Medical Center	San Leandro	Kaiser Permanente	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, San Rafael Medical Center	San Rafael	Kaiser Permanente	Y	Y	Y	Y	Y	Y
=	Kaiser Permanente, Santa Clara Medical Center	Santa Clara	Kaiser Permanente	Y	Y	Y	Y	Y	Y
=	Sutter Maternity & Surgery Center	Santa Cruz	Sutter Health	Y	Y	Y	Y	Y	Y

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
■	**UCLA Medical Center, Santa Monica**	**Santa Monica**	**UCLA Health System**	Y	Y	Y	Y	Y	Y
■	**Kaiser Permanente, Santa Rosa Medical Center**	**Santa Rosa**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Scripps Clinic Santee	Santee	Scripps Health	Y	Y	NA	NA	Y	
	Adventist Medical Center-Selma	**Selma**	**Adventist Health**	Y	Y	Y	Y	N	N
■	**Kaiser Permanente, South San Francisco Medical Center**	**South San Francisco**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	St. Helena Hospital Napa Valley	**St. Helena**	**Adventist Health**	N	N	Y	Y	N	
	Stanford Hospital and Clinics	**Stanford**		Y	Y	Y	Y	N	
■	**Kaiser Permanente, Vacaville Medical Center**	**Vacaville**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
■	**Kaiser Permanente, Vallejo Medical Center**	**Vallejo**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Kaweah Delta Medical Center	Visalia		Y		Y		Y	
	Scripps Coastal Medical Center Vista - Cedar Rd.	Vista	Scripps Health	Y	Y	NA	NA	Y	
	Scripps Coastal Medical Center Vista - Thibado Rd.	Vista	Scripps Health	Y	Y	NA	NA	Y	
■	**John Muir Medical Center, Walnut Creek**	**Walnut Creek**	**John Muir Health**	Y	Y	Y	Y	Y	Y
■	**Kaiser Permanente, Walnut Creek Medical Center**	**Walnut Creek**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Presbyterian Intercommunity Hospital	Whittier		N		Y		N	
	Whittier Hospital Medical Center	Whittier		N		N		N	
■	**Kaiser Permanente, Woodland Hills Medical Center**	**Woodland Hills**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	COLORADO								
	Children's Hospital Colorado	**Aurora**		Y	Y	Y	Y	Y	N
	Medical Center of Aurora	Aurora	HCA	Y		Y		Y	
	University of Colorado Hospital	Aurora	University of Colorado Health	Y		Y		Y	
	Memorial Hospital	Colorado Springs	University of Colorado Health	Y		Y		Y	
	Penrose-St. Francis Health Services	Colorado Springs	Centura Health	Y		Y		N	
■	**Denver Health Medical Center**	**Denver**	**Denver Health and Hospital Authority**	Y	Y	Y	Y	Y	Y
	Porter Adventist Hospital	Denver	Centura Health	Y		Y		N	
	Presbyterian/St. Luke's Medical Center	Denver	HCA	Y		Y		Y	
	Rose Medical Center	Denver	HCA	Y		Y		Y	
■	**VA Eastern Colorado Health Care System**	**Denver**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	
	Swedish Medical Center	Englewood	HCA	Y		Y		Y	
	St. Mary's Hospital & Regional Medical Center	Grand Junction	SCL Health System	Y		Y		N	
■	**VA Grand Junction Medical Center**	**Grand Junction**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	
	North Colorado Medical Center	Greeley	Banner Health	Y		Y		Y	
	St. Anthony Hospital	**Lakewood**	**Centura Health**	Y	Y	Y	Y	N	N
	Parkview Medical Center	Pueblo		N		Y		N	
	St. Anthony North Hospital	Westminster	Centura Health	Y		Y		N	
	Exempla Lutheran Medical Center	Wheat Ridge	SCL Health System	N		Y		Y	
	CONNECTICUT								
■	**Bridgeport Hospital**	**Bridgeport**	**Yale New Haven Health System**	Y	Y	Y	Y	Y	Y
	Danbury Hospital	Danbury	Western Connecticut Health Network	N		Y		N	
	University of Connecticut Health Center	Farmington		N		Y		Y	
■	**Greenwich Hospital**	**Greenwich**	**Yale New Haven Health System**	Y	Y	Y	Y	Y	
	Connecticut Children's Medical Center	Hartford		Y		Y		Y	
	Hartford Hospital	Hartford		Y		Y		N	
	Saint Francis Hospital and Medical Center	Hartford		Y		Y		N	
	Manchester Memorial Hospital	Manchester	Eastern Connecticut Health Network	N		N		N	
	Middlesex Hospital	Middletown		N		Y		N	
	The Hospital of Central Connecticut	New Britain	Hartford HealthCare	N		N		N	
■	**Yale-New Haven Hospital**	**New Haven**	**Yale New Haven Health System**	Y	Y	Y	Y	Y	
	Norwalk Hospital	Norwalk		N		Y		N	
	Day Kimball Hospital	Putnam		N		Y		N	
	Johnson Memorial Hospital	Stafford Springs	Saint Francis Care	N		N		N	
	Rockville General Hospital	Vernon Rockville		N		N		N	
	Waterbury Hospital	Waterbury		Y		Y		Y	

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	Patient Non-Discrimination 1a	1b	Visitation 2a	2b	Employment Non-Discrimination 3	Training 4
	Hebrew Health Care	West Hartford		N		N		N	
[=]	**VA Connecticut Health Care System**	**West Haven**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
DELAWARE									
	Bayhealth Kent General Hospital	Dover		Y		Y		Y	
[=]	**Beebe Medical Center**	**Lewes**		Y	Y	Y		Y	Y
	Bayhealth Milford Memorial Hospital	Milford		Y		Y		Y	
[=]	**Christiana Hospital**	**Newark**	**Christiana Care Health System**	Y	Y	Y	Y	Y	Y
	Helen F. Graham Cancer Center	Newark	Christiana Care Health System	Y		Y		Y	
	Nanticoke Memorial Hospital	Seaford		N		N		N	
[=]	**Nemours/Alfred I. duPont Hospital for Children**	**Wilmington**	**Nemours**	Y	Y	Y	Y	Y	Y
	Saint Francis Hospital	Wilmington	CHE-Trinity Health	N		N		N	
[=]	**Wilmington Hospital**	**Wilmington**	**Christiana Care Health System**	Y	Y	Y	Y	Y	Y
DISTRICT OF COLUMBIA									
	George Washington University Hospital	Washington		Y	Y	Y		Y	
	Howard University Hospital	Washington		Y	Y	Y		Y	
[=]	**MedStar Georgetown Medical Center**	**Washington**	**MedStar Health**	Y	Y	Y	Y	Y	Y
[=]	**MedStar National Rehabilitation Network**	**Washington**	**MedStar Health**	Y	Y	Y	Y	Y	Y
[=]	**MedStar Washington Hospital Center**	**Washington**	**MedStar Health**	Y	Y	Y	Y	Y	Y
	Providence Hospital	Washington		Y	Y	Y		N	
[=]	**Sibley Memorial Hospital**	**Washington**	**Johns Hopkins Medicine**	Y	Y	Y	Y	Y	Y
	Specialty Hospital of Washington - Capitol Hill	Washington	Specialty Hospital of Washington	N		N		N	
	Specialty Hospital of Washington - Hadley	**Washington**	**Specialty Hospital of Washington**	Y	Y	Y	N	Y	N
	United Medical Center	Washington		Y	N	Y	N	Y	
[=]	**VA Washington DC Medical Center**	**Washington**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
[=]	**Whitman-Walker Health**	**Washington**		Y	Y	NA	NA	Y	Y
FLORIDA									
[=]	**VA Bay Pines Healthcare System**	**Bay Pines**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Boca Raton Regional Hospital	Boca Raton		N	N	N	N	N	
	Brandon Regional Hospital	Brandon	HCA	Y		Y		Y	
	Morton Plant Hospital	Clearwater	BayCare Health System	Y		Y		N	
	Heart of Florida Regional Medical Center	Davenport		N		N		Y	
	Halifax Health Medical Center of Daytona Beach	Daytona Beach		N		N		Y	
	Broward Health Medical Center	Fort Lauderdale		Y		Y		N	
	Lee Memorial Hospital	Fort Myers	Lee Memorial Health System	N		N		N	
	UF Health Shands Hospital	Gainesville	Shands HealthCare	N		N		Y	
[=]	**VA North Florida/South Georgia Veterans Healthcare System**	**Gainesville**	**Department of Veterans Affairs**	Y	Y	Y	Y		Y
	Memorial Regional Hospital	Hollywood	Memorial Healthcare System	N		Y		N	
	Baptist Medical Center Jacksonville	Jacksonville	Baptist Health	N		Y		N	
	Mayo Clinic	**Jacksonville**	**Mayo Clinic**	Y	Y	Y	Y	Y	N
	Mayo Clinic Hospital	**Jacksonville**	**Mayo Clinic**	Y	Y	Y	Y	Y	N
	Memorial Hospital of Jacksonville	Jacksonville	HCA	Y		Y		Y	
[=]	**Specialty Hospital Jacksonville**	**Jacksonville**	**HCA**	Y	Y	Y	Y	Y	Y
	UF Health Jacksonville	Jacksonville	Shands HealthCare	N				Y	
	Osceola Regional Medical Center	Kissimmee	HCA	Y		Y		Y	
[=]	**Poinciana Medical Center**	**Kissimmee**	**HCA**	Y	Y	Y	Y	Y	Y
	Lakeland Regional Medical Center	Lakeland		N		N		N	
	Largo Medical Center	**Largo**	**HCA**	Y	N	Y	N	Y	Y
	South Seminole Hospital	Longwood	Orlando Health	N		N		N	
[=]	**Palms West Hospital**	**Loxahatchee**	**HCA**	Y		Y		Y	
	Northwest Medical Center	**Margate**	**HCA**	Y	Y	Y	Y	Y	N
	Baptist Hospital of Miami	Miami		N		N		Y	
[=]	**Borinquen Health Care Center**	**Miami**	**Borinquen Medical Centers of Miami Dade**	Y	Y	NA	NA	Y	Y
	Care Resource	Miami		Y	Y	NA	NA	Y	Y

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Column key: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training

(Cell values: Y = Yes, N = No/Not Found, NA = Not Applicable)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
=	**Corrections Health Services**	**Miami**	**Jackson Health System**	Y	Y	NA	NA	Y	Y
=	**Holtz Children's Hospital & JMH Women's Services**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
=	**Jackson Behavioral Health Hospital**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
=	**Jackson Memorial Hospital**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
=	**Jackson Memorial Long Term Care Center**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
=	**Jackson Memorial Perdue Medical Center**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
=	**Jackson Rehabilitation Hospital**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
=	**Jackson South Community Hospital**	**Miami**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
	North Shore Medical Center	Miami	Tenet Healthcare Corporation	Y		Y		Y	
	University of Miami Hospital	Miami		Y		Y		N	
=	**VA Miami Healthcare System**	**Miami**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Westchester General Hospital	Miami		N		Y		N	
	Mount Sinai Medical Center	Miami Beach		Y					
	NCH Downtown Naples Hospital	Naples	NCH Healthcare System	N		N		N	
=	**Jackson North Medical Center**	**North Miami Beach**	**Jackson Health System**	Y	Y	Y	Y	Y	Y
	Health Central	Ocoee		Y	N	Y		N	
	Orange Park Medical Center	Orange Park	HCA	Y					
	Florida Hospital Orlando	Orlando		N					
	Orlando Regional Medical Center	Orlando		N		N		N	
=	**VA Orlando Medical Center**	**Orlando**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
=	**Westside Regional Medical Center**	**Plantation**	**HCA**	Y	Y	Y	Y	Y	Y
	Fawcett Memorial Hospital	**Port Charlotte**	**HCA**	Y	Y	Y	Y	Y	N
	Central Florida Regional Hospital	Sanford	HCA	Y					
=	**Doctors Hospital of Sarasota**	**Sarasota**	**HCA**	Y	Y	Y		Y	Y
	Bayfront Health St. Petersburg	St. Petersburg	Bayfront Health	N		Y		Y	
=	**Edward White Hospital**	**St. Petersburg**	**HCA**	Y	Y	Y	Y		Y
=	**Palms of Pasadena Hospital**	**St. Petersburg**	**HCA**	Y	Y	Y	Y		Y
=	**St. Petersburg General Hospital**	**St. Petersburg**	**HCA**	Y	Y	Y	Y		Y
=	**Tallahassee Memorial HealthCare Inc.**	**Tallahassee**		Y	Y	Y	Y		Y
	Florida Hospital Carrollwood	Tampa	Adventist Health System	Y		Y		N	
=	**H. Lee Moffitt Cancer Center & Research Institute**	**Tampa**		Y		Y		Y	
	Memorial Hospital of Tampa	Tampa	HCA	Y		Y		Y	
	St. Joseph's Hospital	Tampa	BayCare Health System	Y		Y		N	
	Tampa General Hospital	Tampa		N		Y		N	
=	**VA James A. Haley Veterans Hospital**	**Tampa**	**Department of Veterans Affairs**	Y	Y	Y	Y		Y
=	**VA West Palm Beach Medical Center**	**West Palm Beach**	**Department of Veterans Affairs**	Y	Y	Y	Y		Y
	Cleveland Clinic Florida	**Weston**	**Cleveland Clinic**	Y	Y	Y	Y	Y	N
	GEORGIA								
	Asa G. Yancey, Sr. M.D. Health Center	Atlanta	Grady Health System	Y	Y	Y		Y	
	Atlanta Medical Center	Atlanta	Tenet Healthcare Corporation	Y	Y	Y		Y	
	Crestview Health and Rehabilitation Center	Atlanta	Grady Health System	Y	Y	Y	Y	Y	
=	**Emory University Hospital**	**Atlanta**	**Emory Healthcare**	Y	Y	Y	Y		Y
=	**Emory University Hospital Midtown**	**Atlanta**	**Emory Healthcare**	Y	Y	Y	Y		Y
=	**Feminist Women's Health Center**	**Atlanta**		Y	Y	NA	NA	Y	Y
	Grady Emergency Medical Service	Atlanta	Grady Health System	Y	Y	Y		Y	
	Grady Health Foundation	Atlanta	Grady Health System	Y	Y	Y		Y	
=	**Grady Memorial Hospital**	**Atlanta**	**Grady Health System**	Y	Y	Y	Y	Y	Y
	International Medical Center	Atlanta	Grady Health System	Y	Y	Y		Y	
	Kirkwood Family Medicine	Atlanta	Grady Health System	Y	Y	Y		Y	
	Lindbergh Women and Children's Center	Atlanta	Grady Health System	Y	Y	Y		Y	
	Northside Hospital	Atlanta	HCA	Y					
=	**Piedmont Atlanta Hospital**	**Atlanta**	**Piedmont Healthcare**	Y	Y	Y	Y	Y	Y
	Ponce de Leon Center	Atlanta	Grady Health System	Y	Y	Y	Y	Y	

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

Column headers (angled): Patient Non-Discrimination / Visitation / Employment Non-Discrimination / Training

Legend used below: Y = Yes, N = No/Not Found, NA = Not Applicable, blank = no response

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	St. Joseph's Hospital	Atlanta	Emory Healthcare	Y	Y	Y	Y	Y	
	Wesley Woods Hospital	Atlanta	Emory Healthcare	Y	Y	Y	Y	Y	
	Georgia Regents Medical Center	**Augusta**		Y	N	Y	N	Y	N
	University Hospital	Augusta	University Health Care System	Y		Y		Y	
	VA Charlie Norwood Medical Center	**Augusta**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	N
	WellStar Cobb Hospital	Austell		Y		Y		Y	
	North DeKalb Health Center	Chamblee	Grady Health System	Y	Y	Y	Y	Y	
	Midtown Medical Center	Columbus	Columbus Regional Health	N		N		N	
	Rockdale Medical Center	Conyers		N		N		N	
	DeKalb Medical at North Decatur	Decatur	DeKalb Medical	Y	Y	Y	Y	Y	
	DeKalb Medical Center at Downtown Decatur	Decatur	DeKalb Medical	Y	Y	Y	Y	Y	
	VA Atlanta Medical Center	**Decatur**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	N
	VA Carl Vinson Medical Center	Dublin	Department of Veterans Affairs	Y	Y	Y	Y	Y	
	East Point Health Center	East Point	Grady Health System	Y	Y	Y	Y	Y	
	Piedmont Fayette Hospital	**Fayetteville**	**Piedmont Healthcare**	Y	Y	Y	Y	Y	N
	Northeast Georgia Medical Center	Gainesville		N		N		N	
	Piedmont Mountainside Hospital	**Jasper**	**Piedmont Healthcare**	Y	Y	Y	Y	Y	N
=	**Emory Johns Creek Hospital**	**Johns Creek**	**Emory Healthcare**	Y	Y	Y	Y	Y	Y
	West Georgia Health	La Grange		Y		Y		Y	
	Gwinnett Hospital System	Lawrenceville		N		Y		N	
	DeKalb Medical at Hillandale	Lithonia	DeKalb Medical	Y	Y	Y	Y	Y	
	Medical Center of Central Georgia	Macon	Central Georgia Health System	Y		Y		Y	
	WellStar Kennestone Hospital	Marietta		Y		Y		Y	
	Piedmont Newnan Hospital	**Newnan**	**Piedmont Healthcare**	Y	Y	Y	Y	Y	N
	Southern Regional Medical Center	Riverdale	Emory Healthcare	Y		Y		Y	
	North Fulton Health Center	Sandy Springs	Grady Health System	Y	Y	Y	Y	Y	
	Eastside Medical Center	Snellville	HCA	Y		Y		Y	
	Piedmont Henry Hospital	**Stockbridge**	**Piedmont Healthcare**	Y	Y	Y	Y	Y	N
=	**Emory University Orthopaedics and Spine Hospital**	**Tucker**	**Emory Healthcare**	Y	Y	Y	Y	Y	Y
HAWAII									
	Pali Momi Medical Center	Aiea	Hawaii Pacific Health	N		N		N	
=	**Kaiser Permanente, Moanalua Medical Center**	**Honolulu**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Kuakini Medical Center	Honolulu		N		N		N	
	Straub Clinic & Hospital	Honolulu	Hawaii Pacific Health	N		N		N	
	The Queen's Medical Center	Honolulu		N		N		N	
=	**VA Pacific Islands Health Care System**	**Honolulu**	**Department of Veterans Affairs**	Y	Y	NA	NA	Y	Y
	Castle Medical Center	Kailua	Adventist Health	Y		Y		Y	
	Wahiawa General Hospital	Wahiawa		Y		Y		Y	
	Maui Memorial Medical Center	Wailuku		Y		Y		Y	
IDAHO									
	St. Luke's Boise Medical Center	Boise		Y		Y		Y	
	VA Boise Medical Center	Boise	Department of Veterans Affairs	Y	N	Y	N	Y	
	Kootenai Medical Center	Coeur D'Alene		N		N		N	
	Eastern Idaho Regional Medical Center	Idaho Falls	HCA	Y		Y		Y	
	St. Joseph Regional Medical Center	Lewiston		N		N		N	
	Portneuf Medical Center	Pocatello		N		N		N	
	St. Luke's Magic Valley Medical Center	Twin Falls	St. Luke's Health System	Y		Y		Y	
ILLINOIS									
	Northwest Community Hospital	Arlington Heights		N		N		N	
=	**St. Mary's Hospital**	**Centralia**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
=	**Advocate Illinois Masonic Medical Center**	**Chicago**	**Advocate Health Care**	Y	Y	Y	Y	Y	Y
=	**Ann & Robert H. Lurie Children's Hospital of Chicago**	**Chicago**		Y	Y	Y	Y	Y	Y
	Austin Health Center	Chicago	Cook County Health and Hospitals System	Y	Y	Y	Y	Y	

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend for marks below: ● = Yes · ✗ = No/Not Found · ◐ = Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Cermak Health Services of Cook County	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Dr. Jorge Prieto Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Englewood Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Fantus Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
=	**The Howard Brown Health Center**	**Chicago**		●	●	◐	◐	●	●
	John H. Stroger Jr. Hospital	**Chicago**	**Cook County Health and Hospitals System**	●	●	●	●	●	✗
	John Sengstacke Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Logan Square Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Mercy Hospital & Medical Center	Chicago		✗		✗		✗	
=	**Methodist Hospital of Chicago**	**Chicago**	**Bethany Methodist Communities**	●	●	●	●	●	●
	Mount Sinai Hospital	Chicago	Sinai Health System	✗		✗		✗	
	Near South Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
=	**Northwestern Memorial Hospital**	**Chicago**	**Northwestern Medicine**	●	●	●	●	●	●
	Norwegian American Hospital	Chicago		✗		✗		✗	
	Provident Hospital of Cook County	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Resurrection Medical Center	Chicago	Presence Health	✗		✗		✗	
	Roseland Community Hospital	Chicago		✗	✗	✗	✗	✗	
=	**Rush University Medical Center**	**Chicago**		●	●	●	●	●	●
	Ruth M. Rothstein CORE Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Saint Anthony Hospital	Chicago		✗		✗		✗	
	University of Chicago Hospital	**Chicago**		✗	✗	●	✗	✗	●
=	**University of Illinois Hospital**	**Chicago**	**University of Illinois Hospital and Health Sciences System**	●	●	●	●	●	●
=	**VA Jesse Brown Medical Center**	**Chicago**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Vista Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Woodlawn Health Center	Chicago	Cook County Health and Hospitals System	●	●	●	●	●	
	Cicero Health Center	Cicero	Cook County Health and Hospitals System	●	●	●	●	●	
=	**VA Illiana Health Care System**	**Danville**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Touchette Regional Hospital	East St. Louis		✗		✗		✗	
	Evanston Hospital	**Evanston**	**NorthShore University HealthSystem**	●	●	●	●	●	✗
	Cottage Grove Health Center	Ford Heights	Cook County Health and Hospitals System	●	●	●	●	●	
	Ingalls Memorial Hospital	Harvey		✗		✗		✗	
=	**VA Edward Hines Jr. Hospital**	**Hines**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Provena St. Joseph Medical Center	Joliet		✗		✗		✗	
=	**Northwestern Lake Forest Hospital**	**Lake Forest**	**Northwestern Medicine**	●	●	●	●	●	●
=	**VA Marion Medical Center**	**Marion**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Loyola University Medical Center	Maywood		●		●		●	
=	**Good Samaritan Regional Health Center**	**Mount Vernon**	**SSM Health Care**	●	●	●	●	●	●
=	**VA Captain James A. Lovell Federal Health Care Center**	**North Chicago**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Oak Forest Health Center	Oak Forest	Cook County Health and Hospitals System	●	●	●	●	●	
	Advocate Christ Medical Center	Oak Lawn	Advocate Health Care	●		●		●	
=	**Rush Oak Park Hospital**	**Oak Park**		●	●	●	●	●	●
	Advocate Lutheran General Hospital	Park Ridge	Advocate Health Care	●		●		●	
	OSF Saint Francis Medical Center	Peoria		✗		✗		✗	
	Woody Winston Health Center	Phoenix	Cook County Health and Hospitals System	●	●	●	●	●	
	Robbins Health Center	Robbins	Cook County Health and Hospitals System	●	●	●	●	●	
INDIANA									
	Parkview Whitley Hospital	Columbia City	Parkview Health	●	●	●	●	●	
	Columbus Regional Hospital	Columbus		●	●	●	●	●	
	Deaconess Hospital	Evansville		✗		✗		✗	
	St. Mary's Medical Center	Evansville	St. Mary's Health System	●		●		●	
	Lutheran Hospital of Indiana	Fort Wayne	Lutheran Health Network	●		●		●	
	Parkview Behavioral Health	Fort Wayne	Parkview Health	●	●	●	●	●	
	Parkview Comprehensive Cancer Center	Fort Wayne	Parkview Health	●	●	●	●	●	

Column group headers: Patient Non-Discrimination (1a, 1b) · Visitation (2a, 2b) · Employment Non-Discrimination (3) · Training (4)

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Criteria columns: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training

(Legend for cells: Y = Yes, N = No/Not Found, NA = Not Applicable)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Parkview Heart Institute	Fort Wayne	Parkview Health	Y	Y	Y	Y	Y	
	Parkview Hospital Randallia	Fort Wayne	Parkview Health	Y	Y	Y	Y	Y	
	Parkview Ortho Hospital	Fort Wayne	Parkview Health	Y	Y	Y	Y	Y	
	Parkview Outpatient Center	Fort Wayne	Parkview Health	Y	Y	Y	Y	Y	
	Parkview Regional Medical Center	**Fort Wayne**	**Parkview Health**	Y	N	Y	N	Y	N
	Parkview Women's & Children's Hospital	Fort Wayne	Parkview Health	Y	Y	Y	Y	Y	
	VA Northern Indiana Health Care System	**Fort Wayne**	**Department of Veterans Affairs**	Y	Y	Y	N	Y	N
	Methodist Hospitals - Northlake Campus	Gary		N		N		N	
	Parkview Huntington Hospital	Huntington	Parkview Health	Y	Y	Y	Y	Y	
	Community Westview Hospital	Indianapolis	Community Health Network	N		N		N	
≡	**Eskenazi Hospital**	**Indianapolis**		Y	Y	Y	Y	Y	Y
	Franciscan St. Francis Health - Indianapolis Campus	Indianapolis		N		N		N	
	Indiana University Health	Indianapolis		N	Y	N	N	N	
	Saint Vincent Indianapolis	Indianapolis	Ascension Health	N		N		N	
	St. Vincent Women's Hospital	Indianapolis	Ascension Health	N		N		N	
≡	**VA Richard L. Roudebush Medical Center**	**Indianapolis**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Wishard Health Services	Indianapolis		N		N		N	
	Parkview Noble Hospital	Kendallville	Parkview Health	Y	Y	Y	Y	Y	
	Parkview LaGrange Hospital	LaGrange	Parkview Health	Y	Y	Y	Y	Y	
≡	**Indiana University Health Ball Memorial Hospital**	**Muncie**	**Indiana University Health**	Y	Y	Y	Y	Y	Y
	Community Hospital	Munster		Y		Y		Y	
	Memorial Hospital of South Bend	South Bend	Beacon Health System	N		N		N	
IOWA									
	Mercy Medical Center	Cedar Rapids		Y		Y		Y	
	St. Luke's Hospital	Cedar Rapids	UnityPoint Health	N		N		Y	
	Mercy Medical Center - Clinton	Clinton	Catholic Health Initiatives	N		N		N	
	Genesis Medical Center - Davenport	Davenport	Genesis Health System	Y		Y		Y	
	Blank Children's Hospital	Des Moines	UnityPoint Health - Des Moines	Y	Y	Y	Y	Y	
	Iowa Lutheran Hospital	Des Moines	UnityPoint Health - Des Moines	Y	Y	Y	Y	Y	
	Iowa Methodist Medical Center	**Des Moines**	**UnityPoint Health - Des Moines**	Y	Y	Y	Y	Y	N
	Mercy Medical Center - Des Moines	Des Moines	Catholic Health Initiatives					N	
≡	**VA Central Iowa Health Care System**	**Des Moines**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
≡	**University of Iowa Hospitals and Clinics**	**Iowa City**	**University of Iowa Health Care**	Y	Y	Y	Y	Y	Y
	Covenant Medical Center	Waterloo		Y		Y		N	
	Great River Medical Center	West Burlington		N		N		N	
	Methodist West Hospital	West Des Moines	UnityPoint Health - Des Moines	Y	Y	Y	Y	Y	
KANSAS									
	Children's Mercy West	Kansas City	Children's Mercy Hospitals and Clinics	Y	Y	NA	NA	Y	
	Providence Medical Center	Kansas City		N		N		Y	
	University of Kansas Hospital	**Kansas City**		Y	Y	Y	N	Y	Y
≡	**Saint Luke's Cushing Hospital**	**Leavenworth**	**Saint Luke's Health System**	Y	Y	Y	Y	Y	
	Olathe Medical Center	Olathe	Olathe Health System	N		N		N	
	Children's Mercy College Boulevard Clinics and Urgent Care	Overland Park	Children's Mercy Hospitals and Clinics	Y	Y	NA	NA	Y	
≡	**Children's Mercy South**	**Overland Park**	**Children's Mercy Hospitals and Clinics**	Y	Y	Y	Y	Y	Y
	Overland Park Regional Medical Center	Overland Park	HCA	Y		Y		Y	
≡	**Saint Luke's South Hospital**	**Overland Park**	**Saint Luke's Health System**	Y	Y	Y	Y	Y	
	Shawnee Mission Medical Center	Shawnee Mission	Adventist Health System	Y		Y		N	
	St. Francis Health	Topeka	SCL Health System	N		N		N	
	Stormont-Vail HealthCare	Topeka		Y		Y		N	
≡	**VA Eastern Kansas Health Care System**	**Topeka**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
≡	**VA Robert J. Dole Medical Center**	**Wichita**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Via Christi Hospital St. Francis	Wichita	Via Christi Health	N		N		N	
	Wesley Medical Center	Wichita	HCA	Y		Y		Y	

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

Column criteria groups: Patient Non-Discrimination (1a, 1b), Visitation (2a, 2b), Employment Non-Discrimination (3), Training (4)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	KENTUCKY								
	King's Daughters Medical Center	Ashland		Yes		Yes		No	
=	**Our Lady of Bellefonte Hospital**	**Ashland**	**Bon Secours Health System Inc.**	Yes	Yes	Yes	Yes	Yes	Yes
	Saint Elizabeth Edgewood	Covington	St. Elizabeth Healthcare	Yes		Yes		No	
=	**Eastern State Hospital**	**Lexington**	**UK HealthCare**	Yes	Yes	Yes	Yes	Yes	Yes
	University of Kentucky Albert B. Chandler Hospital	**Lexington**		Yes	Yes	Yes	No	Yes	Yes
	VA Lexington Medical Center	Lexington	Department of Veterans Affairs	Yes	No	Yes	Yes	Yes	
	Baptist Hospital East	Louisville		No		No		No	
	Jewish Hospital	Louisville	Catholic Health Initiatives	No		Yes		No	
	Norton Audubon Hospital	Louisville	Norton Healthcare	Yes		Yes		No	
	Norton Hospital	Louisville	Norton Healthcare	Yes		Yes		No	
	University of Louisville Hospital	Louisville	Catholic Health Initiatives	No		Yes		No	
	Owensboro Health Regional Hospital	Owensboro		Yes		Yes		No	
	LOUISIANA								
	Baton Rouge General Medical Center	Baton Rouge		Yes		Yes		No	
	Our Lady of the Lake Regional Medical Center	Baton Rouge		No		No		No	
	West Jefferson Medical Center	Marrero		No		Yes		No	
	East Jefferson General Hospital	Metairie		No		Yes		No	
	Tulane-Lakeside Hospital	Metairie	HCA	Yes		Yes		No	
	St. Francis Medical Center	Monroe	Franciscan Missionaries of Our Lady Health System	No		Yes		No	
	Ochsner Baptist Medical Center	New Orleans		No		No		No	
	Ochsner Medical Center	New Orleans		No		No		No	
	Touro Infirmary	New Orleans		No		No		No	
=	**Tulane University Hospital & Clinic**	**New Orleans**	**HCA**	Yes	Yes	Yes	Yes	Yes	Yes
	VA Alexandria Health Care System	Pineville	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	
	CHRISTUS Schumpert Medical Center	Shreveport	CHRISTUS Health	No		No		No	
	VA Overton Brooks Medical Center	Shreveport	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	
	Willis-Knighton Medical Center	Shreveport		No		Yes		No	
	MAINE								
	VA Maine Healthcare System	Augusta	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	
	Eastern Maine Medical Center	Bangor	Eastern Maine Healthcare Systems	Yes	Yes	Yes		Yes	
=	**Penobscot Community Health Care**	**Bangor**		Yes	Yes	N/A	N/A	Yes	Yes
	Biddeford Medical Center	Biddeford	MaineHealth	Yes		Yes		Yes	
	Central Maine Medical Center	Lewiston		No		Yes		No	
	St. Mary's Regional Medical Center	Lewiston		No		Yes		No	
	Maine Medical Center	Portland		Yes	Yes	Yes		Yes	
	Mercy Hospital	Portland	Eastern Maine Healthcare Systems	No		Yes		No	
	The Aroostook Medical Center	Presque Isle	Eastern Maine Healthcare Systems	No		Yes		No	
	Sanford Medical Center & The Pavillion	Sanford	MaineHealth	No		Yes		No	
	MaineGeneral Medical Center	Waterville		Yes	Yes	Yes	Yes	Yes	
	MARYLAND								
	Anne Arundel Medical Center	Annapolis		No		No		No	
=	**Bon Secours Hospital**	**Baltimore**	**Bon Secours Health System Inc.**	Yes	Yes	Yes	Yes	Yes	Yes
=	**Chase Brexton Health Services**	**Baltimore**		Yes	Yes	N/A	N/A	Yes	Yes
=	**Greater Baltimore Medical Center**	**Baltimore**		Yes	Yes	Yes	Yes	Yes	Yes
	Johns Hopkins Bayview Medical Center	Baltimore	Johns Hopkins Medicine	Yes		Yes		Yes	
=	**Johns Hopkins Hospital**	**Baltimore**	**Johns Hopkins Medicine**	Yes	Yes	Yes	Yes	Yes	Yes
=	**MedStar Franklin Square Medical Center**	**Baltimore**	**MedStar Health**	Yes	Yes	Yes	Yes	Yes	Yes
	MedStar Good Samaritan Hospital	Baltimore	MedStar Health	Yes		Yes		Yes	
	MedStar Union Memorial Hospital	Baltimore	MedStar Health	Yes		No		No	
	Mercy Medical Center	Baltimore		No		Yes		No	
	Saint Agnes Hospital	Baltimore	Ascension Health	No		Yes		No	
=	**Sinai Hospital of Baltimore**	**Baltimore**	**LifeBridge Health**	Yes	Yes	Yes	Yes	Yes	Yes

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend for dot values below: Y = Yes (blue), N = No/Not Found (magenta), NA = Not Applicable (gray)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
=	University of Maryland Medical Center	Baltimore	University of Maryland Medical System	Y	Y	Y	Y	Y	Y
	University of Maryland Medical Center Midtown Campus	Baltimore	University of Maryland Medical System	Y	Y	Y	Y	Y	N
=	VA Baltimore Medical Center - Maryland Health Care System	Baltimore	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	Suburban Hospital	Bethesda	Johns Hopkins Medicine	Y		Y		Y	
	Prince George's Hospital Center	Cheverly	Dimensions Healthcare System	N		N		N	
	Howard County General Hospital	Columbia		Y		Y		Y	
	Western Maryland Regional Medical Center	Cumberland		N		N		N	
	Frederick Memorial Hospital	Frederick		Y		Y		Y	
	Baltimore Washington Medical Center	Glen Burnie		Y		Y		Y	
	Doctors Community Hospital	Lanham		N		N		N	
=	Northwest Hospital Center	Randallstown	LifeBridge Health	Y	Y	Y	Y	Y	Y
	Shady Grove Adventist Hospital	Rockville	Adventist HealthCare Inc.	Y	Y	Y	Y	Y	
	Peninsula Regional Medical Center	Salisbury		Y		Y		Y	
	Holy Cross Hospital	Silver Spring	Holy Cross Health	Y		Y		N	
	Washington Adventist Hospital	Takoma Park	Adventist HealthCare Inc.	Y	Y	Y	Y	Y	
	University of Maryland St. Joseph Medical Center	Towson	University of Maryland Medical System	N		N		N	
MASSACHUSETTS									
	Sturdy Memorial Hospital	Attleboro		N		N		N	
=	VA Edith Nourse Rogers Memorial Veterans Hospital	Bedford	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	Beverly Hospital	Beverly	Lahey Health	N		N		N	
=	Beth Israel Deaconess Medical Center	Boston		Y	Y	Y	Y	Y	Y
	Boston Children's Hospital	Boston		Y		Y		Y	
=	Boston Medical Center	Boston		Y	Y	Y	Y	Y	Y
=	Brigham and Women's Faulkner Hospital	Boston	Partners HealthCare	Y	Y	Y	Y	Y	Y
=	Brigham and Women's Hospital	Boston	Partners HealthCare	Y	Y	Y	Y	Y	Y
=	Dana-Farber Cancer Institute	Boston		Y	Y	Y	Y	Y	Y
=	Fenway Health	Boston		Y	Y	NA	NA	Y	Y
	Kindred Hospital Boston	Boston	Kindred Healthcare	N		N		N	
	Massachusetts Eye & Ear Infirmary	Boston		Y		Y		Y	
=	Massachusetts General Hospital	Boston	Partners HealthCare	Y	Y	Y	Y	Y	Y
	Radius Specialty Hospital	Boston		N		N		N	
=	South End Community Health Center	Boston		Y	Y	NA	NA	Y	Y
=	Tufts Medical Center	Boston		N	N		N	N	N
=	VA Boston Healthcare System	Boston	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	St. Elizabeth's Medical Center	Brighton	Steward Health Care System	Y		Y		N	
	Lahey Hospital & Medical Center	Burlington		Y		Y		Y	
	Cambridge Family Health	Cambridge	Cambridge Health Alliance	Y		Y		Y	
	The Cambridge Hospital	Cambridge	Cambridge Health Alliance	Y		Y		Y	
	Cambridge Primary Care Center	Cambridge	Cambridge Health Alliance	Y		Y		Y	
=	Mount Auburn Hospital	Cambridge		Y	Y	Y	Y	Y	
	Spaulding Boston	Cambridge	Partners HealthCare	N	N	N	N	N	N
	Windsor Street Health Center	Cambridge	Cambridge Health Alliance	Y	Y	Y	Y	Y	
	Everett Family Health Center	Everett	Cambridge Health Alliance	Y		Y		Y	
	The Whidden Hospital	Everett	Cambridge Health Alliance	Y		Y		Y	
	Charlton Memorial Hospital	Fall River	Southcoast Health	Y		Y		N	
	Saint Anne's Hospital	Fall River	Steward Health Care System	Y		N		N	
	Framingham Union Hospital	Framingham	Metrowest Medical Center	Y				N	
	Fairview Hospital	Great Barrington	Berkshire Health Systems	N	N	Y		N	N
=	Baystate Franklin Medical Center	Greenfield	Baystate Health	Y	Y	Y		Y	Y
	Holyoke Medical Center	Holyoke		Y		Y		Y	
	Lemuel Shattuck Hospital	Jamaica Plain		Y		Y		Y	
=	VA Central Western Massachusetts Healthcare System	Leeds	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	NSMC Union Hospital	Lynn		N		N		N	

Column group headers: Patient Non-Discrimination (1a, 1b) · Visitation (2a, 2b) · Employment Non-Discrimination (3) · Training (4)

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Column legend: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training.
(🔵 = Yes, 🟣 = No/Not Found, ⚪ = Not Applicable)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Malden Family Medicine Center	Malden	Cambridge Health Alliance	🔵	🔵	🔵	🔵	🔵	
	Milford Regional Medical Center	Milford		🟣		🔵		🟣	
🟰	**Harvard Vanguard Medical Associates**	**Newton**		🔵	🔵	⚪	⚪	🔵	🔵
🟰	**Newton-Wellesley Hospital**	**Newton Lower Falls**	**Partners HealthCare**	🔵	🔵	🔵	🔵	🔵	🔵
	CD Practice Associates	Northampton	Cooley Dickinson Healthcare Corp.	🔵	🔵	🔵	🟣	🔵	
	Cooley Dickinson Hospital	Northampton	Cooley Dickinson Healthcare Corp.	🔵	🔵	🔵	🟣	🔵	
	VNA & Hospice of Cooley Dickinson	Northampton	Cooley Dickinson Healthcare Corp.	🔵	🔵	🔵	🟣	🔵	
	Wing Memorial Hospital	Palmer		🔵					
🟰	**Berkshire Medical Center**	**Pittsfield**	**Berkshire Health Systems**	🔵	🔵	🔵	🔵	🔵	🔵
	Revere Family Health Center	Revere	Cambridge Health Alliance	🔵	🔵	🔵	🔵	🔵	
	The Somerville Hospital	Somerville	Cambridge Health Alliance	🔵	🔵	🔵	🔵	🔵	
	Union Square Family Health	Somerville	Cambridge Health Alliance	🔵	🔵	🔵	🔵	🔵	
	South Shore Hospital	South Weymouth		🟣				🟣	
🟰	**Baystate Brightwood Health Center**	**Springfield**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
🟰	**Baystate High Street Health Center - Adult Medicine**	**Springfield**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
🟰	**Baystate High Street Health Center - Pediatric Medicine**	**Springfield**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
🟰	**Baystate Mason Square Neighborhood Health Center**	**Springfield**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
🟰	**Baystate Medical Center**	**Springfield**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
🟰	**Baystate Regional Cancer Program**	**Springfield**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
🟰	**Baystate Visiting Nurse Association & Hospice**	**Springfield**	**Baystate Health**	🔵	🔵	⚪	⚪	🔵	🔵
	Mercy Medical Center	Springfield		🟣		🟣		🟣	
	Morton Hospital	Taunton		🔵				🟣	
🟰	**Baystate Mary Lane Hospital**	**Ware**	**Baystate Health**	🔵	🔵	🔵	🔵	🔵	🔵
	Noble Hospital	Westfield		🟣		🟣		🟣	
🟰	**Edward M. Kennedy Community Health Center**	**Worcester**		🔵	🔵	⚪	⚪	🔵	🔵
	UMass Memorial Medical Center	Worcester		🟣		🔵		🟣	
MICHIGAN									
	ProMedica Bixby Hospital	Adrian	ProMedica	🟣	🟣	🟣	🟣	🔵	
🟰	**University of Michigan Health System**	**Ann Arbor**		🔵	🔵	🔵	🔵	🔵	🔵
🟰	**VA Ann Arbor Healthcare System**	**Ann Arbor**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
	Bronson Battle Creek	Battle Creek	Bronson Healthcare Group Inc.	🔵	🔵	🟣	🟣	🔵	
	Bronson Lifespan	Battle Creek	Bronson Healthcare Group Inc.	🔵	🔵	🟣	🟣	🔵	
🟰	**VA Battle Creek Medical Center**	**Battle Creek**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	
🟰	**Henry Ford Macomb Hospital**	**Clinton Township**	**Henry Ford Health System**	🔵	🔵	🔵	🔵	🔵	🔵
	Oakwood Hospital	Dearborn		🟣		🟣		🟣	
	Children's Hospital of Michigan	Detroit	Tenet Healthcare Corporation	🔵		🔵		🟣	
	DMC Harper University Hospital	Detroit	Tenet Healthcare Corporation	🔵		🔵		🟣	
	DMC Sinai-Grace Hospital	Detroit	Tenet Healthcare Corporation	🔵		🔵		🟣	
🟰	**Henry Ford Hospital**	**Detroit**	**Henry Ford Health System**	🔵	🔵	🔵	🔵	🔵	🔵
	Henry Ford Medical Group	Detroit	Henry Ford Health System	🔵	🔵	🔵	🔵	🔵	
	St. John Hospital & Medical Center	Detroit	St. John Providence Health System	🟣		🟣		🟣	
🟰	**VA John D. Dingell Medical Center**	**Detroit**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
	Henry Ford Behavioral Health Services	Ferndale	Henry Ford Health System	🔵	🔵	🔵	🔵	🔵	
	Spectrum Health Butterworth Hospital	**Grand Rapids**	**Spectrum Health**	🔵	🔵	🔵	🔵	🟣	🟣
	Spectrum Health Family Medicine Residency Center	**Grand Rapids**	**Spectrum Health**	🔵	🟣	⚪	⚪	🟣	🔵
	Beaumont Hospital, Grosse Pointe	Grosse Pointe	Beaumont Health System	🔵		🔵		🔵	
🟰	**VA Oscar G. Johnson Medical Center**	**Iron Mountain**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
	Borgess Medical Center	Kalamazoo		🟣	🟣	🟣		🟣	
	Bronson Advanced Radiology Services	Kalamazoo	Bronson Healthcare Group Inc.	🔵	🔵	⚪	⚪	🔵	
	Bronson Health Foundation	Kalamazoo	Bronson Healthcare Group Inc.	🔵	🔵	🟣	🟣	🔵	
	Bronson Home Health Care	Kalamazoo	Bronson Healthcare Group Inc.	🔵	🔵	🔵	🔵	🔵	
	Bronson Lifestyle Improvement & Research Center	Kalamazoo	Bronson Healthcare Group Inc.	🔵	🔵	🔵	🔵	🔵	
	Bronson Medical Group	Kalamazoo	Bronson Healthcare Group Inc.	🔵	🔵	🟣	🟣	🔵	

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend: Y = Yes (blue), N = No/Not Found (magenta), NA = Not Applicable (gray)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Bronson Methodist Hospital	Kalamazoo	Bronson Healthcare Group Inc.	Y	Y	N	N	Y	
	Sparrow Hospital	**Lansing**	**Sparrow Health System**	N	N	Y	Y	Y	N
	Bronson Nursing and Rehabilitation Center	Lawton	Bronson Healthcare Group Inc.	Y	Y	N	N	Y	
	Van Buren Emergency Medical Services	Lawton	Bronson Healthcare Group Inc.	Y	Y	N	N	Y	
	St. John Oakland Hospital	Madison Heights		N		N		N	
	Bronson LakeView Hospital	Paw Paw	Bronson Healthcare Group Inc.	Y	Y	Y	N	Y	
	Bronson LakeView Outpatient Center	Paw Paw	Bronson Healthcare Group Inc.	Y	Y	NA	NA	Y	
	St. Joseph Mercy Oakland	Pontiac	CHE-Trinity Health	N		N		N	
	Beaumont Hospital, Royal Oak	**Royal Oak**	**Beaumont Health System**	Y	Y	Y	Y	Y	N
	Covenant Medical Center	Saginaw	Covenant HealthCare	Y		Y		Y	
⚎	**VA Aleda E. Lutz Medical Center**	**Saginaw**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	
	ProMedica Herrick Hospital	Tecumseh	ProMedica	N	Y	Y	N	Y	
	Beaumont Hospital, Troy	Troy	Beaumont Health System	Y		Y		Y	
	Bronson Vicksburg Outpatient Center	Vicksburg	Bronson Healthcare Group Inc.	Y	Y	NA	NA	Y	
	St. John Macomb-Oakland Hospital, Oakland Center	Warren	St. John Providence Health System	N		N		N	
⚎	**Henry Ford West Bloomfield Hospital**	**West Bloomfield**	**Henry Ford Health System**	Y	Y	Y	Y	Y	Y
⚎	**Henry Ford Wyandotte Hospital**	**Wyandotte**	**Henry Ford Health System**	Y	Y	Y	Y	Y	Y
	MINNESOTA								
	Mercy Hospital	Coon Rapids		N		N		N	
	HealthEast Cottage Grove Clinic	Cottage Grove	HealthEast Care System	Y	Y	Y	Y	Y	
	St. Luke's Hospital	Duluth	St. Luke's	N		N		N	
	St. Mary's Medical Center	Duluth	Essentia Health	Y		Y		Y	
	HealthEast Eagan Clinic	Eagan	HealthEast Care System	Y	Y	Y	Y	Y	
	Fairview Southdale Hospital	Edina	Fairview Health Services	N		Y		N	
	Unity Hospital	Fridley	Allina Health	N		Y		N	
	Regina Medical Center	Hastings		N		Y		N	
	HealthEast Hugo Clinic	Hugo	HealthEast Care System	Y	Y	Y	Y	Y	
	HealthEast Maplewood Clinic	Maplewood	HealthEast Care System	Y	Y	Y	Y	Y	
	St. John's Hospital	Maplewood	HealthEast Care System	Y	Y	Y	Y	Y	
	Abbott Northwestern Hospital	Minneapolis		N		N		N	
	Children's - Minneapolis	**Minneapolis**	**Children's Hospitals and Clinics of Minnesota**	Y	N	Y	N	Y	N
⚎	**Hennepin County Medical Center**	**Minneapolis**		Y	Y	Y	Y	Y	
	University of Minnesota Medical Center	Minneapolis	Fairview Health Services	N		N		Y	
⚎	**VA Minneapolis Health Care System**	**Minneapolis**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	HealthEast Oakdale Clinic	Oakdale	HealthEast Care System	Y	Y	Y	Y	Y	
	North Memorial Medical Center	Robbinsdale		Y		Y		Y	
	Mayo Clinic	**Rochester**	**Mayo Clinic**	Y	Y	Y	Y	Y	N
	Mayo Clinic Hospital	**Rochester**	**Mayo Clinic**	Y	Y	Y	Y	Y	N
	Saint Marys Hospital	Rochester		N	N	Y	N	Y	
	HealthEast Roseville Clinic	Roseville	HealthEast Care System	Y	Y	Y	Y	Y	
	St. Francis Regional Medical Center	Shakopee	Allina Health	N		Y		N	
	St. Cloud Hospital	St. Cloud		Y		Y		Y	
⚎	**VA St. Cloud Health Care System**	**St. Cloud**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
⚎	**Park Nicollet Methodist Hospital**	**St. Louis Park**	**HealthPartners Inc.**	Y	Y	Y	Y	Y	Y
	Bethesda Hospital	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
	Children's St. Paul Pediatric Hospital	St. Paul	Children's Hospitals and Clinics of Minnesota	Y		N		Y	
⚎	**Family Tree Clinic**	**St. Paul**		Y	Y	NA	NA	Y	Y
	HealthEast Downtown St. Paul Clinic	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
	HealthEast Grand Avenue Clinic	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
	HealthEast Midway Clinic	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
	HealthEast Rice Street Clinic	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
	HealthEast Roselawn Clinic	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
⚎	**Planned Parenthood - St. Paul**	**St. Paul**	**Planned Parenthood of Minnesota, North Dakota, South Dakota**	Y	Y	NA	NA	Y	Y

Column headers (diagonal): Patient Non-Discrimination (1a, 1b) · Visitation (2a, 2b) · Employment Non-Discrimination (3) · Training (4)

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

Criteria columns: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training

(Y = Yes, N = No/Not Found, NA = Not Applicable)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
⚖	**Regions Hospital**	**St. Paul**	**HealthPartners Inc.**	Y	Y	Y	Y	Y	Y
	St. Joseph's Hospital	St. Paul	HealthEast Care System	Y	Y	Y	Y	Y	
	United Hospital	St. Paul	Allina Health	N		Y		N	
	HealthEast Stillwater Clinic	Stillwater	HealthEast Care System	Y	Y	Y	Y	Y	
⚖	**Lakeview Hospital**	**Stillwater**	**HealthPartners Inc.**	Y	Y	Y	Y	Y	Y
	HealthEast Vadnais Heights Clinic	Vadnais Heights	HealthEast Care System	Y	Y	Y	Y	Y	
	HealthEast Woodbury Clinic	Woodbury	HealthEast Care System	Y	Y	Y	Y	Y	
	Woodwinds Health Campus	Woodbury	HealthEast Care System	Y	Y	Y	Y	Y	
	MISSISSIPPI								
⚖	**VA Gulf Coast Veterans Health Care System**	**Biloxi**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Greenwood Leflore Hospital	Greenwood		N		Y		N	
	Memorial Hospital at Gulfport	Gulfport		N		N		N	
	Forrest General Hospital	Hattiesburg		N		Y		N	
	Central Mississippi Medical Center	Jackson		N		Y		Y	
	Mississippi Baptist Medical Center	Jackson	Baptist Health Systems	N		Y		Y	
	St. Dominic Hospital	Jackson		N		N		N	
	University of Mississippi Medical Center	**Jackson**		Y	N	Y	N	Y	Y
	VA G.V. (Sonny) Montgomery Medical Center	Jackson	Department of Veterans Affairs	Y	Y	Y	Y	Y	
	South Central Regional Medical Center	Laurel		Y		Y		Y	
	Anderson Regional Medical Center	Meridian		N		Y		N	
	Baptist Memorial Hospital - North Mississippi	Oxford	Baptist Memorial Health Care	N		Y		N	
	Singing River Hospital	Pascagoula	Singing River Health System	N		Y		N	
	Baptist Memorial Hospital - Desoto	Southaven	Baptist Memorial Health Care	N		Y		N	
	North Mississippi Medical Center	Tupelo		Y		Y		N	
	River Region Medical Center	Vicksburg		Y		Y		Y	
	MISSOURI								
⚖	**SSM DePaul Health Center**	**Bridgeton**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Saint Luke's Hospital	Chesterfield		N		Y		N	
	MU Student Health Center	Columbia		N	N	NA	NA	Y	
	University Hospital	Columbia		N		N		Y	
⚖	**VA Harry S. Truman Memorial**	**Columbia**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
⚖	**SSM St. Clare Health Center**	**Fenton**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Children's Mercy East	Independence	Children's Mercy Hospitals and Clinics	Y	Y	NA	NA	Y	
⚖	**St. Mary's Health Center**	**Jefferson City**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Children's Mercy Broadway Boulevard	Kansas City	Children's Mercy Hospitals and Clinics	Y	Y	NA	NA	Y	
⚖	**Children's Mercy Kansas City**	**Kansas City**	**Children's Mercy Hospitals and Clinics**	Y	Y	NA	NA	Y	Y
	Children's Mercy Northland	Kansas City	Children's Mercy Hospitals and Clinics	Y	Y	NA	NA	Y	
	North Kansas City Hospital	Kansas City		Y		Y		N	
⚖	**Research Medical Center**	**Kansas City**	**HCA**	Y	Y	Y	Y	Y	Y
⚖	**Saint Luke's Hospital of Kansas City**	**Kansas City**	**Saint Luke's Health System**	Y	Y	Y	Y	Y	Y
⚖	**Saint Luke's North Hospital**	**Kansas City**	**Saint Luke's Health System**	Y	Y	Y	Y	Y	Y
	St. Joseph Medical Center	Kansas City	Ascension Health	Y		N		N	
	Truman Medical Center - Hospital Hill	**Kansas City**	**Truman Medical Centers**	Y	Y	Y	Y	Y	Y
	VA Kansas City Medical Center	Kansas City	Department of Veterans Affairs	Y	N	Y	N	Y	
⚖	**SSM St. Joseph Hospital West**	**Lake St. Louis**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
⚖	**Saint Luke's East Hospital**	**Lee's Summit**	**Saint Luke's Health System**	Y	Y	Y	Y	Y	Y
	Liberty Hospital	Liberty		Y		Y		N	
⚖	**St. Francis Hospital & Health Services**	**Maryville**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
⚖	**Audrain Medical Center**	**Mexico**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Poplar Bluff Regional Medical Center	Poplar Bluff		N		Y		N	
⚖	**VA John J. Pershing Medical Center**	**Poplar Bluff**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Cox South	Springfield	Cox Health	Y		Y		N	
⚖	**SSM St. Joseph Health Center**	**St. Charles**	**SSM Health Care**	Y	Y	Y	Y	Y	Y

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

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2014 Leader	Facility Name	City	Health System (if Applicable)	Patient Non-Discrimination 1a	1b	Visitation 2a	2b	Employment Non-Discrimination 3	Training 4
▣	**Barnes-Jewish Hospital**	**St. Louis**	**BJC HealthCare**	Y	Y	Y	Y	Y	Y
	Christian Hospital	St. Louis	BJC HealthCare	N		Y		Y	
	Des Peres Hospital	St. Louis	Tenet Healthcare Corporation	Y		Y		Y	
	Mercy Hospital St. Louis	St. Louis	Mercy	Y		Y		Y	
▣	**SSM Cardinal Glennon Children's Medical Center**	**St. Louis**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
▣	**SSM St. Mary's Health Center**	**St. Louis**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	St. Alexius Hospital	St. Louis		N		N		N	
	St. Anthony's Medical Center	St. Louis		Y		Y		Y	
▣	**St. Louis Children's Hospital**	**St. Louis**	**BJC HealthCare**	Y	Y	Y	Y	Y	Y
	St. Louis University Hospital	St. Louis	Tenet Healthcare Corporation	Y		Y		Y	
▣	**VA St. Louis Health Care System**	**St. Louis**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Missouri Baptist Medical Center	Town and Country	BJC HealthCare	N		Y		Y	
MONTANA									
▣	**Billings Clinic**	**Billings**		Y	Y	Y	Y	Y	Y
	St. Vincent Healthcare	Billings	SCL Health System	N		Y		N	
	St. James Healthcare	Butte		N		N		N	
▣	**VA Montana Health Care System**	**Fort Harrison**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Benefis Health System	Great Falls		N		N		N	
	Northern Montana Hospital	Havre		N		Y		N	
	St. Peter's Hospital	Helena		N		N		N	
	Kalispell Regional Medical Center	Kalispell		N		Y		N	
	Community Medical Center	Missoula		N		N		N	
	St. Patrick Hospital	Missoula	Providence Health & Services	N		N		Y	
NEBRASKA									
	Fremont Area Medical Center	Fremont		N		Y		N	
	Saint Francis Medical Center	Grand Island	Catholic Health Initiatives	N		N		N	
	Mary Lanning Memorial Hospital	Hastings		N		N		N	
	Good Samaritan Hospital	Kearney	Catholic Health Initiatives	N		N		N	
	Bryan Medical Center	Lincoln	Bryan Health System	Y		Y		Y	
	Saint Elizabeth Regional Medical Center	Lincoln	Catholic Health Initiatives	N		N		Y	
	Faith Regional Health Services	Norfolk		Y		N		N	
	Great Plains Health	North Platte		N		N		N	
	Alegent Creighton Health Lakeside Hospital	Omaha	Alegent Creighton Health	N				N	
	Bergan Mercy Medical Center	Omaha	Alegent Creighton Health	N		N		N	
	Immanuel Medical Center	Omaha	Alegent Creighton Health	N		Y		N	
▣	**The Nebraska Medical Center**	**Omaha**		Y	Y	Y	Y		Y
	Nebraska Methodist Hospital	Omaha		Y		Y		Y	
▣	**OneWorld Community Health Center**	**Omaha**			Y	NA	NA	Y	Y
▣	**UNMC Physicians**	**Omaha**		Y		NA	NA	Y	Y
▣	**VA Omaha-Nebraska-Western Iowa Health Care System**	**Omaha**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Midlands Hospital	Papillion	Alegent Creighton Health	N		Y		N	
	Regional West Medical Center	Scottsbluff		N		N		N	
NEVADA									
	Boulder City Hospital	Boulder City		N		N		N	
	Carson Tahoe Regional Medical Center	Carson City		N		N		N	
	St. Rose Dominican Hospital-Rose de Lima Campus	Henderson	Dignity Health	N		Y		N	
	St. Rose Dominican Hospital-Siena Campus	Henderson	Dignity Health	N		Y		N	
▣	**Centennial Hills Hospital Medical Center**	**Las Vegas**	**Universal Health Services Inc.**	Y	Y	Y		Y	
▣	**Desert Hope**	**Las Vegas**	**American Addiction Centers**	Y	Y	Y		Y	
▣	**Desert Springs Hospital Medical Center**	**Las Vegas**	**Universal Health Services Inc.**	Y	Y	Y		Y	
	Kindred Hospital Las Vegas - Sahara	Las Vegas	Kindred Healthcare	N		N		N	
	MountainView Hospital	Las Vegas	HCA	N		N		Y	
	Progressive Hospital	Las Vegas		N		N		N	

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● Yes   ● No/Not Found   ● Not Applicable

Column criteria: Patient Non-Discrimination (1a, 1b) · Visitation (2a, 2b) · Employment Non-Discrimination (3) · Training (4)

Legend for cells: Y = Yes · N = No/Not Found · (blank) = Not Applicable/not shown

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Southern Hills Hospital and Medical Center	Las Vegas	HCA	Y		Y		Y	
[=]	**Spring Valley Hospital Medical Center**	**Las Vegas**	**Universal Health Services Inc.**	Y	Y	Y	Y	Y	Y
	St. Rose Dominican Hospitals - San Martin Campus	Las Vegas	Dignity Health	N		Y		N	
[=]	**Summerlin Hospital Medical Center**	**Las Vegas**	**Universal Health Services Inc.**	Y	Y	Y	Y	Y	Y
	Sunrise Hospital & Medical Center	Las Vegas	HCA	Y		Y		Y	
[=]	**University Medical Center of Southern Nevada**	**Las Vegas**		Y	Y	Y	Y	Y	Y
[=]	**Valley Hospital Medical Center**	**Las Vegas**	**Universal Health Services Inc.**	Y	Y	Y	Y	Y	
	North Vista Hospital	North Las Vegas		N		N		N	
	Renown Regional Medical Center	Reno	Renown Health	N		N		N	
	South Medows Medical Center	Reno	Renown Health	N		N		N	
	St. Mary's Regional Medical Center	Reno		N		N		N	
[=]	**VA Sierra Nevada Health Care System**	**Reno**	**Department of Veterans Affairs**	Y		Y	Y	Y	Y
	Northern Nevada Adult Mental Health	Sparks		Y	Y	Y			
NEW HAMPSHIRE									
	Concord Hospital	Concord		N		Y		N	
	New Hampshire Hospital	Concord		N	N	N	N	N	
	Cheshire Medical Center	Keene		N		Y		N	
	Dartmouth-Hitchcock Medical Center	Lebanon		Y	Y	Y		N	
	Catholic Medical Center	Manchester		N		Y		N	
	Elliot Hospital	Manchester		Y		Y		N	
[=]	**VA Manchester Medical Center**	**Manchester**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Southern New Hampshire Medical Center	Nashua		N		Y		N	
	St. Joseph Hospital	Nashua	Covenant Health Systems	N		Y		N	
	Portsmouth Regional Hospital	Portsmouth	HCA	Y		Y		Y	
NEW JERSEY									
[=]	**AtlantiCare Regional Medical Center**	**Atlantic City**		Y	Y	Y	Y	Y	Y
[=]	**Reproductive Medicine Associates of New Jersey**	**Basking Ridge**		Y	Y	Y	Y	Y	Y
	Cooper University Health Care	Camden		Y		Y		Y	
	Cape Regional Medical Center	**Cape May Court House**		N	N	N	N	N	
	Kennedy University Hospital - Cherry Hill	Cherry Hill	Kennedy Health System	Y		Y		N	
[=]	**VA New Jersey Health Care System**	**East Orange**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
[=]	**Hackensack University Medical Center**	**Hackensack**		Y	Y	Y	Y	Y	Y
[=]	**Jersey City Medical Center**	**Jersey City**	**Barnabas Health**	Y	Y	Y	Y	Y	Y
[=]	**Saint Barnabas Medical Center**	**Livingston**	**Barnabas Health**	Y	Y	Y	Y	Y	Y
	Virtua Voorhees Hospital	Marlton		N		N			
[=]	**Morristown Medical Center**	**Morristown**	**Atlantic Health System**	Y	Y	Y	Y		Y
	Jersey Shore University Medical Center	Neptune		N		Y		N	
	Robert Wood Johnson University Hospital	New Brunswick		N		Y		N	
	Newark Beth Israel Medical Center	Newark	Barnabas Health	N		Y		N	
	University of Medicine and Dentistry of New Jersey	Newark		N	N	N		N	
[=]	**Newton Memorial Hospital**	**Newton**	**Atlantic Health System**	Y	Y	Y		N	
	Palisades Medical Center	North Bergen		N		N		N	
	St. Joseph's Regional Medical Center	Paterson	St. Joseph's Healthcare System	N		Y		N	
[=]	**Shore Medical Center**	**Somers Point**		Y	Y	Y	Y	Y	Y
[=]	**Overlook Medical Center**	**Summit**	**Atlantic Health System**	Y	Y	Y	Y	Y	Y
NEW MEXICO									
	AMG Specialty Hospital - Albuquerque	Albuquerque		N		Y		N	
	Heart Hospital of New Mexico at Lovelace Medical Center	Albuquerque	Ardent Health Services	N		N		N	
	Lovelace Medical Center	Albuquerque	Ardent Health Services	N		N		N	
	Lovelace Westside Hospital	Albuquerque	Ardent Health Services	N		N		N	
	Lovelace Women's Hospital	Albuquerque	Ardent Health Services	N		N		N	
	Presbyterian Kaseman Hospital	Albuquerque		N		N		N	
[=]	**University of New Mexico Hospitals**	**Albuquerque**		Y	Y	Y		Y	Y

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

Criteria columns grouped as: Patient Non-Discrimination (1a, 1b), Visitation (2a, 2b), Employment Non-Discrimination (3), Training (4)

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2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	VA New Mexico Health Care System	Albuquerque	Department of Veterans Affairs	Y	Y	Y	Y	Y	N
	San Juan Regional Medical Center	Farmington		N		Y		N	
	Lea Regional Medical Center	Hobbs		Y					
	Memorial Medical Center	Las Cruces	LifePoint Hospitals Inc.	N		N		N	
	MountainView Regional Medical Center	Las Cruces		Y					
	Lovelace Regional Hospital	Roswell	Ardent Health Services	N		N		N	
	CHRISTUS St. Vincent Regional Medical Center	Santa Fe	CHRISTUS Health	N		N		N	
NEW YORK									
=	Albany Medical Center	Albany		Y	Y	Y	Y	Y	Y
=	VA Albany Medical Center: Samuel S. Stratton	Albany	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	United Memorial Medical Center	Batavia		N		N		N	
=	VA Bath Medical Center	Bath	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
=	Southside Hospital	Bay Shore	North Shore-LIJ Health System	Y	Y	Y	Y	Y	Y
	Bronx Health Center	Bronx	Community Healthcare Network	N	N	NA	NA	N	
	Bronx-Lebanon Hospital Center	Bronx		N		N		N	
=	Jacobi Medical Center	Bronx	New York City Health and Hospitals Corporation	Y	Y	Y	Y	Y	Y
=	Lincoln Medical Center	Bronx	New York City Health and Hospitals Corporation	Y	Y	Y	Y	Y	Y
	Montefiore Medical Center	Bronx		Y					
=	North Central Bronx Hospital	Bronx	New York City Health and Hospitals Corporation	Y	Y	Y	Y	Y	Y
	St. Barnabas Hospital	Bronx		N		N		N	
	Tremont Health Center	Bronx	Community Healthcare Network	N	N	NA	NA	N	
=	VA James J. Peters Medical Center	Bronx	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	Brookdale University Hospital and Medical Center	Brooklyn		N		N		N	
	CABS Health Center	Brooklyn	Community Healthcare Network	N	N	NA	NA	N	
	Caribbean House Health Center	Brooklyn	Community Healthcare Network	N	N	NA	NA	N	
=	Coney Island Hospital	Brooklyn	New York City Health and Hospitals Corporation	Y	Y	Y	Y	Y	Y
=	Cumberland Diagnostic & Treatment Center	Brooklyn	New York City Health and Hospitals Corporation	Y	Y	NA	NA	Y	Y
	Dr. Betty Shabazz Health Center	Brooklyn	Community Healthcare Network	N	N	NA	NA	N	
	Dr. Susan Smith McKinney Nursing & Rehabilitation Center	Brooklyn	New York City Health and Hospitals Corporation	Y	Y	Y	N	Y	Y
	Kings County Hospital Center	Brooklyn	New York City Health and Hospitals Corporation	Y		Y			
	Kingsbrook Jewish Medical Center	Brooklyn		Y					
=	Lutheran Medical Center	Brooklyn	Lutheran HealthCare	Y	Y	Y	Y	Y	Y
	Maimonides Medical Center	Brooklyn		Y	Y	Y	N	N	N
	SUNY Downstate Medical Center	Brooklyn		Y					
	VA New York Harbor Healthcare System	Brooklyn	Department of Veterans Affairs	Y	N	Y		Y	
=	Woodhull Medical and Mental Health Center	Brooklyn	New York City Health and Hospitals Corporation	Y	Y	Y	Y	Y	Y
	Buffalo General Medical Center	Buffalo	Kaleida Health	N		N		N	
	Erie County Medical Center	Buffalo		N				N	
=	Evergreen Health Services	Buffalo		Y	Y	NA	NA	Y	Y
=	VA Western New York Healthcare System	Buffalo	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
=	F.F. Thompson Hospital	Canandaigua		Y	Y	Y	Y	Y	Y
=	VA Canandaigua Medical Center	Canandaigua	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	Clifton Springs Hospital & Clinic	Clifton Springs		N		N		N	
=	Elmhurst Hospital Center	Flushing	New York City Health and Hospitals Corporation	Y	Y	Y	Y	Y	Y
=	Forest Hills Hospital	Forest Hills	North Shore-LIJ Health System	Y	Y	Y	Y	Y	Y
=	Catskill Regional Medical Center	Harris	Greater Hudson Valley Health System	Y	Y	Y	Y	Y	Y
	Family Health Center	Jamaica	Community Healthcare Network	N	N	NA	NA	N	
	Jamaica Hospital Medical Center	Jamaica		N		N		N	
	Queens Health Center	Jamaica	Community Healthcare Network	N	N		NA	N	
	Long Island City Health Center	Long Island City	Community Healthcare Network	N	N	NA	NA	N	
=	The Feinstein Institute for Medical Research	Manhasset	North Shore-LIJ Health System	Y	Y	Y	Y	Y	Y
=	North Shore University Hospital	Manhasset	North Shore-LIJ Health System	Y	Y	Y	Y	Y	Y
=	Mountainside Residential Care Center	Margaretville		Y	Y	Y	Y	Y	Y

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● Yes ● No/Not Found ● Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
=	VA Hudson Valley Health Care System	Montrose	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes
=	Long Island Jewish Medical Center	New Hyde Park	North Shore-LIJ Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Bellevue Hospital Center	New York	New York City Health and Hospitals Corporation	Yes	Yes	Yes	Yes	Yes	Yes
=	Callen-Lorde Community Health Center	New York		Yes	Yes	N/A	N/A	Yes	Yes
	Catherine M. Abate Health Center	New York	Community Healthcare Network	No	No	N/A	N/A	No	
	Community League Health Center	New York	Community Healthcare Network	No	No	N/A	N/A	No	
=	Harlem Hospital Center	New York	New York City Health and Hospitals Corporation	Yes	Yes	Yes	Yes	Yes	Yes
	Helen B. Atkinson Health Center	New York	Community Healthcare Network	No	No	N/A	N/A	No	
=	Hospital for Special Surgery	New York		Yes	Yes	Yes	Yes	Yes	Yes
=	Lenox Hill Hospital	New York	North Shore-LIJ Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Memorial Sloan Kettering Cancer Center	New York		Yes	Yes	Yes	Yes	Yes	Yes
=	Metropolitan Hospital Center	New York	New York City Health and Hospitals Corporation	Yes	Yes	Yes	Yes	Yes	Yes
=	Mount Sinai Beth Israel	New York	Mount Sinai Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Mount Sinai Medical Center	New York	Mount Sinai Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Mount Sinai Roosevelt	New York	Mount Sinai Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Mount Sinai St. Luke's	New York	Mount Sinai Health System	Yes	Yes	Yes	Yes	Yes	Yes
	New York-Presbyterian Hospital	New York		No		No		No	
=	NYU Langone Medical Center	New York		Yes	Yes	Yes	Yes	Yes	Yes
=	Reproductive Medicine Associates of New York	New York		Yes	Yes	N/A	N/A	Yes	Yes
	VillageCare Health Center	New York		Yes	Yes	N/A	N/A		
	Newark-Wayne Community Hospital	Newark	Rochester General Health System	No		No		No	
	VA Northport Medical Center	Northport	Department of Veterans Affairs	Yes	No	Yes	No	Yes	
=	Plainview Hospital	Plainview	North Shore-LIJ Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Bon Secours Community Hospital	Port Jervis	Bon Secours Health System Inc.	Yes	Yes	Yes	Yes	Yes	Yes
	Vassar Brothers Medical Center	Poughkeepsie		Yes	Yes	No		No	
=	HCR Home Care	Rochester		Yes	Yes	N/A	N/A	Yes	Yes
	Highland Hospital of Rochester	Rochester		No		No		No	
	Rochester General Hospital	Rochester		No		No		No	
=	Trillium Health	Rochester		Yes	Yes	N/A	N/A	Yes	Yes
=	University of Rochester's Strong Memorial Hospital	Rochester		Yes	Yes	Yes	Yes	Yes	Yes
=	Saratoga Hospital	Saratoga Springs		Yes	Yes	Yes	Yes	Yes	Yes
=	Staten Island University Hospital	Staten Island	North Shore-LIJ Health System	Yes	Yes	Yes	Yes	Yes	Yes
=	Good Samaritan Hospital	Suffern	Bon Secours Health System Inc.	Yes	Yes	Yes	Yes	Yes	Yes
	Upstate Medical University	Syracuse		Yes				Yes	
=	VA Syracuse Medical Center	Syracuse	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes
=	St. Anthony Community Hospital	Warwick	Bon Secours Health System Inc.	Yes	Yes	Yes	Yes	Yes	Yes
NORTH CAROLINA									
=	Mission Hospital	Asheville	Mission Health	Yes	Yes	Yes	Yes	Yes	Yes
=	VA Asheville Medical Center	Asheville	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes
	Brunswick Community Hospital	Bolivia	Novant Health Inc.	Yes	Yes	Yes		No	
=	Alamance Regional Medical Center	Burlington	Cone Health	Yes	Yes	Yes	Yes	Yes	Yes
=	UNC Hospitals	Chapel Hill	UNC Health Care	Yes	Yes	Yes	Yes	Yes	Yes
	Carolinas Medical Center	Charlotte	Carolinas HealthCare System	No		No		No	
	Carolinas Medical Center - Mercy	Charlotte	Carolinas HealthCare System	No		No		No	
	Carolinas Medical Center - Pineville	Charlotte	Carolinas HealthCare System	No		No		No	
	Carolinas Medical Center - University	Charlotte	Carolinas HealthCare System	No		No		No	
	Presbyterian Medical Center	Charlotte	Novant Health Inc.	Yes	Yes			No	
	Carolinas Medical Center - NorthEast	Concord	Carolinas HealthCare System	No		No		No	
=	Duke Regional Hospital	Durham	Duke University Health System	Yes	Yes	Yes	Yes	No	Yes
=	Duke University Hospital	Durham	Duke University Health System	Yes	Yes	Yes	Yes	No	Yes
=	VA Durham Medical Center	Durham	Department of Veterans Affairs	Yes	Yes	Yes	Yes	Yes	Yes
	Cape Fear Valley Medical Center	Fayetteville	Cape Fear Valley Health	No		No		No	
	VA Fayetteville Medical Center	Fayetteville	Department of Veterans Affairs	Yes	No	Yes	Yes	Yes	

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🔵 Yes   🟣 No/Not Found   ⚪ Not Applicable

Column key: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	CaroMont Regional Medical Center	Gastonia		🔵		🔵		🟣	
=	**Behavioral Health Hospital**	**Greensboro**	**Cone Health**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Moses H. Cone Memorial Hospital**	**Greensboro**	**Cone Health**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Wesley Long Hospital**	**Greensboro**	**Cone Health**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Women's Hospital of Greensboro**	**Greensboro**	**Cone Health**	🔵	🔵	🔵	🔵	🔵	🔵
	Vidant Medical Center	Greenville		🔵		🔵		🟣	
	Franklin Medical Center	Louisburg	Novant Health Inc.	🔵	🔵	🔵		🟣	
	Presbyterian Hospital-Matthews	Matthews		🟣		🟣		🟣	
	Lake Norman Regional Medical Center	Mooresville		🔵		🔵		🔵	
=	**Duke Raleigh Hospital**	**Raleigh**	**Duke University Health System**	🔵	🔵	🔵		🔵	🔵
	Rex Hospital	Raleigh		🔵		🟣		🟣	
	WakeMed Raleigh Campus	Raleigh		🔵		🔵		🟣	
=	**Annie Penn Hospital**	**Reidsville**	**Cone Health**	🔵	🔵	🔵		🔵	🔵
	Rowan Medical Center	Salisbury	Novant Health Inc.	🔵	🔵	🔵		🟣	
	Thomasville Medical Center	Thomasville	Novant Health Inc.	🔵	🔵	🔵		🟣	
	New Hanover Regional Medical Center	Wilmington		🔵		🔵		🔵	
	Forsyth Medical Center	Winston-Salem	Novant Health Inc.	🔵	🔵	🔵		🔵	
	Wake Forest Baptist Medical Center	Winston-Salem		🔵		🔵		🔵	
NORTH DAKOTA									
	Sanford Bismarck Medical Center	Bismarck		🟣		🔵		🟣	
	St. Alexius Medical Center	Bismarck		🔵		🔵		🟣	
	Essentia Health-Fargo	Fargo	Essentia Health	🔵		🔵		🟣	
	Sanford Medical Center Fargo	Fargo	Sanford Health	🔵		🔵		🟣	
	VA Fargo Healthcare System	Fargo	Department of Veterans Affairs	🔵	🟣	🔵	🟣	🟣	
	Altru Hospital	Grand Forks	Altru Health System	🟣		🔵		🟣	
	Trinity Health	Minot		🔵		🔵		🟣	
OHIO									
	Akron General Medical Center	Akron		🔵		🔵		🔵	
=	Summa Health System	**Akron**		🔵	🔵	🔵	🔵	🔵	🔵
	MetroHealth Beachwood Health Center	Beachwood	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	
=	**UH Ahuja Medical Center**	**Beachwood**	**University Hospitals of Cleveland**	🔵	🔵	🔵	🔵	🔵	🔵
=	**UH Bedford Medical Center**	**Bedford**	**University Hospitals of Cleveland**	🔵	🔵	🔵	🔵	🔵	🔵
	Aultman Hospital	Canton		🟣		🟣		🟣	
=	**UH Geauga Medical Center**	**Chardon**	**University Hospitals of Cleveland**	🔵	🔵	🔵	🔵	🔵	🔵
=	**VA Chillicothe Medical Center**	**Chillicothe**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Bethesda North Hospital**	**Cincinnati**	**TriHealth**	🔵	🔵	🔵	🔵	🔵	🔵
	Christ Hospital	Cincinnati	Health Alliance of Greater Cincinnati	🟣		🔵		🟣	
=	**Cincinnati Children's Hospital Medical Center**	**Cincinnati**		🔵	🔵	🔵	🔵	🟣	🔵
=	**Good Samaritan Hospital**	**Cincinnati**	**TriHealth**	🔵	🔵	🔵	🔵	🔵	🔵
	Mercy Hospital Anderson	Cincinnati		🟣		🟣		🟣	
	TriHealth Evendale Hospital	Cincinnati	HCA	🔵		🔵		🟣	
	University Hospital	Cincinnati	Health Alliance of Greater Cincinnati	🟣		🟣		🟣	
	VA Cincinnati Medical Center	**Cincinnati**	**Department of Veterans Affairs**	🔵	🟣	🔵	🟣	🔵	🟣
=	**Cleveland Clinic (Main Campus)**	**Cleveland**	**Cleveland Clinic**	🔵	🔵	🔵	🔵	🔵	🔵
	Fairview Hospital	**Cleveland**	**Cleveland Clinic**	🔵	🔵	🔵	🔵	🔵	🟣
	Grace Hospital	Cleveland		🟣		🟣		🟣	
	J. Glen Smith Health Center	Cleveland	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	
	Lutheran Hospital	**Cleveland**	**Cleveland Clinic**	🔵	🔵	🔵	🔵	🔵	🟣
	MetroHealth Asia Town Health Center	Cleveland	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	
	MetroHealth Broadway Health Center	Cleveland	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	
	MetroHealth Brooklyn Health Center	Cleveland	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	
	MetroHealth Buckeye Health Center	Cleveland	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	
	MetroHealth Lee-Harvard Health Center	Cleveland	The MetroHealth System	🔵	🔵	⚪	⚪	🔵	

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

Legend for criteria columns: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training. Values: Y = Yes, N = No/Not Found, NA = Not Applicable.

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
=	MetroHealth Medical Center	Cleveland	The MetroHealth System	Y	Y	Y	Y	Y	Y
	MetroHealth Old Brooklyn Health Center	Cleveland	The MetroHealth System	Y	Y	NA	NA	Y	
	MetroHealth Rehabilitation Institute of Ohio	Cleveland	The MetroHealth System	Y	Y	NA	NA	Y	
	MetroHealth West 150th Health and Surgery Center	Cleveland	The MetroHealth System	Y	Y	NA	NA	Y	
	MetroHealth West Park Health Center	Cleveland	The MetroHealth System	Y	Y	NA	N	Y	
	St. John Medical Center	Cleveland	Sisters of Charity Health System	N		N		N	
	St. Vincent Charity Medical Center	Cleveland	Sisters of Charity Health System	N		N		N	
	Thomas F. McCafferty Health Center	Cleveland	The MetroHealth System	Y	Y	NA	NA	Y	
=	UH Case Medical Center	Cleveland	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
=	UH MacDonald Women's Hospital	Cleveland	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
=	UH Rainbow Babies and Children's Hospital	Cleveland	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
=	UH Seidman Cancer Center	Cleveland	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
=	VA Louis Stokes Cleveland Medical Center	Cleveland	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
=	Columbus Public Health Department	Columbus		Y	Y	NA	NA	Y	Y
	Doctors Hospital	Columbus	OhioHealth	N		N		N	
	Grant Medical Center	Columbus	OhioHealth	N		N		N	
=	James Cancer Hospital and Solove Research Institute	Columbus	The Ohio State University	Y	Y	Y	Y	Y	Y
	Mount Carmel West	Columbus		N		N		N	
	Nationwide Children's Hospital	Columbus		Y		Y		Y	
=	The Ohio State University Wexner Medical Center	Columbus	The Ohio State University	Y	Y	Y	Y	Y	Y
	Regency Hospital of Columbus	Columbus		N		N		N	
	Riverside Methodist Hospital	Columbus	OhioHealth	N		N		N	
=	VA Chalmers P. Wylie Ambulatory Care Center	Columbus	Department of Veterans Affairs	Y	Y	NA	NA	Y	Y
=	UH Conneaut Medical Center	Conneaut	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
	Miami Valley Hospital	Dayton		N		N		N	
=	VA Dayton Medical Center	Dayton	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	ProMedica Defiance Regional Hospital	Defiance	ProMedica	N	N	N	N	Y	
=	UH Elyria Medical Center	Elyria	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
	Euclid Hospital	Euclid	Cleveland Clinic	Y	Y	Y	Y	Y	N
	ProMedica Fostoria Community Hospital	Fostoria	ProMedica	N	N	N	N	Y	
	Marymount Hospital	Garfield Heights	Cleveland Clinic	Y	Y	Y	Y	Y	N
=	UH Geneva Medical Center	Geneva	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
	MetroHealth Center for Sleep Medicine South Campus	Independence	The MetroHealth System	Y	Y	NA	NA	Y	
	Lakewood Hospital	Lakewood	Cleveland Clinic	Y	Y	Y	Y	Y	N
	MetroHealth Lakewood Health Center	Lakewood	The MetroHealth System	Y	Y	NA	NA	Y	
	ProMedica St. Luke's Hospital	Maumee	ProMedica	N	N	N	N	Y	
	Hillcrest Hospital	Mayfield Heights	Cleveland Clinic	Y	Y	Y	Y	Y	N
	Medina Hospital	Medina	Cleveland Clinic	Y	Y	Y	Y	Y	N
	ProMedica Bay Park Hospital	Oregon	ProMedica	N	N	N	N	Y	
=	UH Parma Medical Center	Parma	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
	MetroHealth Pepper Pike Health Center	Pepper Pike	The MetroHealth System	Y	Y	NA	NA	Y	
=	UH Richmond Medical Center	Richmond Heights	University Hospitals of Cleveland	Y	Y	Y	Y	Y	Y
	MetroHealth Strongsville Health Center	Strongsville	The MetroHealth System	Y	Y	NA	NA	Y	
	ProMedica Flower Hospital	Sylvania	ProMedica	N	N	N	N	Y	
	ProMedica Toledo Children's Hospital	Toledo	ProMedica	N	N	N	N	Y	
	ProMedica Toledo Hospital	Toledo	ProMedica	N	N	N	N	Y	
	ProMedica Wildwood Orthopaedic and Spine Hospital	Toledo	ProMedica	N	N	N	N	Y	
=	University of Toledo Medical Center	Toledo		Y	Y	Y	Y	Y	Y
	South Pointe Hospital	Warrensville Heights	Cleveland Clinic	Y	Y	Y	Y	Y	N
	Mount Carmel St. Ann's	Westerville		N		N		N	
	MetroHealth Center for Sleep Medicine West Campus	Westlake	The MetroHealth System	Y	Y	NA	NA	Y	
	MetroHealth Premier Health Center	Westlake	The MetroHealth System	Y	Y	NA	NA	Y	

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

Legend for criteria cells: Y = Yes, N = No/Not Found, NA = Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a (Patient Non-Discrimination)	1b	2a (Visitation)	2b	3 (Employment Non-Discrimination)	4 (Training)
	MetroHealth Westlake Health Center	Westlake	The MetroHealth System	Y	Y	NA	NA	Y	
	St. Elizabeth Health Center	Youngstown	Mercy Health	N		N		N	
OKLAHOMA									
	Comanche County Memorial Hospital	Lawton		Y		Y		N	
	Midwest Regional Medical Center	Midwest City		Y		N		N	
	VA Jack C. Montgomery Medical Center	Muskogee	Department of Veterans Affairs	Y	Y	Y	Y	Y	
	Norman Regional Hospital	Norman	Norman Regional Hospital	N		Y		N	
	Community Hospital	Oklahoma City		N				N	
	INTEGRIS Baptist Medical Center	Oklahoma City	INTEGRIS Health	Y		N		Y	
	INTEGRIS Southwest Medical Center	Oklahoma City	INTEGRIS Health	Y		N		Y	
	Mercy Hospital Oklahoma City	Oklahoma City	Mercy	Y		Y		N	
	Oklahoma Heart Hospital	Oklahoma City		N		N		N	
⚖	**OU Medical Center**	**Oklahoma City**	**HCA**	Y	Y	Y	Y	Y	Y
⚖	**St. Anthony Hospital**	**Oklahoma City**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	VA Oklahoma City Medical Center	Oklahoma City	Department of Veterans Affairs	Y	Y	Y	Y	Y	
⚖	**St. Anthony Shawnee Hospital**	**Shawnee**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Hillcrest Medical Center	Tulsa	Ardent Health Services	N		N		N	
	Saint Francis Hospital	Tulsa	Saint Francis Health System	N		N		N	
	St. John Medical Center	Tulsa	St. John Health System	N		N		N	
OREGON									
	St. Charles Medical Center - Bend	Bend	St. Charles Health System	Y		Y		N	
	Legacy Clinic Canby	Canby	Legacy Health	Y	Y	NA	NA	N	
⚖	**Kaiser Permanente, Sunnyside Medical Center**	**Clackamas**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Bay Area Hospital	Coos Bay		N		Y		N	
	Good Samaritan Regional Medical Center	Corvallis	Samaritan Health Services	N		Y		N	
	East County Health Center	Gresham	Multnomah County Health Department	Y	Y	NA	NA	Y	
	Legacy Clinic Mount Hood	Gresham	Legacy Health	Y	Y	NA	NA	N	
	Legacy Mount Hood Medical Center	Gresham	Legacy Health	Y	Y	Y		N	
⚖	**Kaiser Permanente, Westside Medical Center**	**Hillsboro**	**Kaiser Permanente**	Y	Y	Y	Y	Y	Y
	Tuality Healthcare	Hillsboro		N		N		N	
	Legacy Clinic Bridgeport	Lake Oswego	Legacy Health	Y	Y	NA	NA	N	
	Legacy Clinic Lake Oswego	Lake Oswego	Legacy Health	Y	Y	NA	NA	N	
	Asante Rogue Valley Medical Center	Medford		Y		N		N	
	Providence Milwaukie Hospital	Milwaukie	Providence Health & Services	N		N		Y	
	Providence Newberg Hospital	Newberg	Providence Health & Services	N		N		Y	
	Adventist Medical Center-Portland	Portland	Adventist Health	Y		Y		Y	
	HIV Health Services Center	Portland	Multnomah County Health Department	Y	Y	NA	NA	Y	
	La Clinica de Buena Salud	Portland	Multnomah County Health Department	Y	Y	NA	NA	Y	
	Legacy Clinic Broadway	Portland	Legacy Health	Y	Y	NA	NA	N	
	Legacy Clinic Emanuel	Portland	Legacy Health	Y	Y	NA	NA	N	
	Legacy Clinic Forest Heights	Portland	Legacy Health	Y	Y	NA	NA	N	
	Legacy Clinic Good Samaritan	Portland	Legacy Health	Y	Y	NA	NA	N	
	Legacy Clinic Northeast	Portland	Legacy Health	Y	Y	NA	NA	N	
	Legacy Clinic Northwest	Portland	Legacy Health	Y	Y	NA	NA	N	
	Legacy Emanuel Medical Center	Portland	Legacy Health	Y	Y	Y		N	
	Legacy Good Samaritan Medical Center	Portland	Legacy Health	Y	Y	Y		N	
	Mid County Health Center	Portland	Multnomah County Health Department	Y	Y	NA	NA	Y	
	North Portland Health Center	Portland	Multnomah County Health Department	Y	Y	NA	NA	Y	
	Northeast Health Center	Portland	Multnomah County Health Department	Y	Y	NA	NA	Y	
⚖	**Oregon Health & Science University**	**Portland**		Y	Y	Y	Y	Y	Y
	Providence Portland Medical Center	Portland	Providence Health & Services	N		N		Y	
	Providence St. Vincent Medical Center	Portland	Providence Health & Services	N		N		Y	
	Randall Children's Hospital at Legacy Emanuel	Portland	Legacy Health	Y	Y	Y	Y	N	

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend of column symbols: 🔵 = Yes ● 🟣 = No/Not Found ● ⚪ = Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Rockwood Community Health Center	Portland	Multnomah County Health Department	🔵	🔵	⚪	⚪	🔵	
	STD Clinic	Portland	Multnomah County Health Department	🔵	🔵	⚪	⚪	🔵	
=	**VA Portland Medical Center**	**Portland**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
	Salem Hospital	Salem		🔵		🔵		🔵	
	Legacy Clinic Firwood	Sandy	Legacy Health	🔵	🔵	⚪	⚪	🟣	
	Silverton Hospital	Silverton		🔵		🟣		🟣	
	PeaceHealth Sacred Heart Medical Center at Riverbend	Springfield	PeaceHealth	🔵				🔵	
	Legacy Clinic St. Helens	St. Helens	Legacy Health	🔵	🔵	⚪	⚪	🟣	
	Legacy Clinic Tualatin	Tualatin	Legacy Health	🔵	🔵	⚪	⚪	🟣	
	Legacy Meridian Park Medical Center	Tualatin	Legacy Health	🔵	🔵	⚪	⚪	🟣	
	Legacy Clinic West Linn	West Linn	Legacy Health	🔵	🔵	⚪	⚪	🟣	
	Legacy Clinic Woodburn	Woodburn	Legacy Health	🔵	🔵	⚪	⚪	🟣	
PENNSYLVANIA									
	Abington Memorial Hospital	Abington		🔵	🟣	🔵		🔵	
	Lehigh Valley Hospital-Cedar Crest	Allentown		🔵		🔵		🔵	
=	**VA Altoona - James E. Van Zandt Medical Center**	**Altoona**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
	St. Luke's University Hospital - Bethlehem Campus	Bethlehem	St. Luke's University Health Network	🔵		🔵		🔵	
	VA Butler Healthcare	Butler	Department of Veterans Affairs	🔵	🔵	🔵	🔵	🔵	
	VA Coatesville Medical Center	**Coatesville**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🟣
=	**Einstein Medical Center Elkins Park**	**Elkins Park**	**Einstein Healthcare Network**	🔵	🔵	🔵	🔵	🔵	🔵
=	**MossRehab**	**Elkins Park**	**Einstein Healthcare Network**	🔵	🔵	🔵	🔵	🔵	🔵
=	**VA Erie Medical Center**	**Erie**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	🔵
	Lancaster General Hospital	Lancaster	Lancaster General Health	🟣		🟣		🟣	
=	**Belmont Center for Comprehensive Treatment**	**Philadelphia**	**Einstein Healthcare Network**	🔵	🔵	🔵	🔵	🔵	🔵
	Chestnut Hill Hospital	Philadelphia		🔵		🔵		🔵	
=	**Children's Hospital of Philadelphia**	**Philadelphia**		🔵	🔵	🔵	🔵	🔵	🔵
=	**Einstein Medical Center Philadelphia**	**Philadelphia**	**Einstein Healthcare Network**	🔵	🔵	🔵	🔵	🔵	🔵
	Friends Hospital	**Philadelphia**		🔵	🟣	🔵	🟣	🟣	🔵
	Hahnemann University Hospital	Philadelphia	Tenet Healthcare Corporation	🔵		🔵		🔵	
=	**Hospital of the University of Pennsylvania**	**Philadelphia**	**University of Pennsylvania Health System**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Mazzoni Center**	**Philadelphia**		🔵	🔵	⚪	⚪	🔵	🔵
	Nazareth Hospital	Philadelphia		🔵		🔵		🔵	
=	**Penn Presbyterian Medical Center**	**Philadelphia**	**University of Pennsylvania Health System**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Pennsylvania Hospital**	**Philadelphia**	**University of Pennsylvania Health System**	🔵	🔵	🔵	🔵	🔵	🔵
	Roxborough Memorial Hospital	Philadelphia		🟣		🟣		🔵	
	St. Joseph's Hospital	Philadelphia	North Philadelphia Health System	🟣		🟣		🔵	
	Temple University Hospital	Philadelphia	Temple University Health System	🔵		🟣		🔵	
=	**Thomas Jefferson University Hospital**	**Philadelphia**	**Jefferson Health System**	🔵	🔵	🔵	🔵	🔵	🔵
	VA Philadelphia Medical Center	Philadelphia	Department of Veterans Affairs	🔵	🔵	🔵	🔵	🔵	
=	**Willowcrest Skilled Nursing and Rehabilitation Center**	**Philadelphia**	**Einstein Healthcare Network**	🔵	🔵	🔵	🔵	🔵	🔵
	Allegheny General Hospital	Pittsburgh	Allegheny Health Network	🟣		🔵		🟣	
	Children's Hospital of Pittsburgh	**Pittsburgh**	**UPMC**	🔵	🟣	🔵	🟣	🔵	🔵
	Jefferson Hospital	Pittsburgh	Allegheny Health Network	🟣		🔵		🟣	
	Magee-Womens Hospital of UPMC	Pittsburgh	UPMC	🔵		🟣		🔵	
	University of Pittsburgh Medical Center - Presbyterian	Pittsburgh		🔵		🟣		🔵	
	UPMC Mercy	Pittsburgh		🟣		🟣			
=	**VA Pittsburgh Healthcare System**	**Pittsburgh**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	
	Western Pennsylvania Hospital	Pittsburgh	Allegheny Health Network	🟣		🟣		🟣	
=	**Western Psychiatric Institute and Clinic of UPMC**	**Pittsburgh**	**UPMC**	🔵	🔵	🔵	🔵	🔵	🔵
=	**Chester County Hospital**	**West Chester**	**University of Pennsylvania Health System**	🔵	🔵	🔵	🔵	🔵	🔵
	Reading Hospital and Medical Center	West Reading		🔵		🔵		🔵	
=	**VA Wilkes-Barre Medical Center**	**Wilkes-Barre**	**Department of Veterans Affairs**	🔵	🔵	🔵	🔵	🔵	
	Lankenau Medical Center	Wynnewood	Main Line Health	🟣		🟣		🟣	

Column group headers: Patient Non-Discrimination (1a, 1b) · Visitation (2a, 2b) · Employment Non-Discrimination (3) · Training (4)

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Legend for columns: 1a, 1b = Patient Non-Discrimination; 2a, 2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training.
Cell values: Y = Yes, N = No/Not Found, NA = Not Applicable.

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	PUERTO RICO								
	HIMA-San Pablo Hospital-Bayamón	Bayamón		Y		Y		Y	
	Hospital Hermanos Melendez	Bayamón		N		N		N	
	HIMA-San Pablo Hospital-Caguas	Caguas		Y		Y		Y	
	St. Luke's Episcopal Hospital	Ponce		N		N		Y	
⚖	**VA Caribbean Healthcare System**	**San Juan**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	RHODE ISLAND								
	Eleanor Slater Hospital	Cranston		Y		Y		N	
	Our Lady of Fatima Hospital	North Providence		N		N		N	
	Memorial Hospital of Rhode Island	Pawtucket	Care New England Health System	Y		Y		N	
	Emma Pendleton Bradley Hospital	**Providence**	**Lifespan**	Y	Y	Y	Y	N	N
	The Miriam Hospital	Providence	Lifespan	Y	Y	Y	N	Y	
	Newport Hospital	Providence	Lifespan	Y	Y	Y	N	Y	
⚖	**Rhode Island Hospital**	**Providence**	**Lifespan**	Y	Y	Y	Y	Y	Y
	Roger Williams Medical Center	Providence						N	
⚖	**VA Providence Medical Center**	**Providence**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Kent Hospital	Warwick	Care New England Health System	N		N		N	
	Westerly Hospital	Westerly		Y		Y		Y	
	Landmark Medical Center	Woonsocket	Prime Healthcare Services	Y		Y		N	
	SOUTH CAROLINA								
	Roper Hospital	Charleston		Y		Y		N	
	Trident Medical Center	Charleston	HCA	Y		Y		Y	
⚖	**VA Ralph H. Johnson Medical Center**	**Charleston**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Palmetto Health Richland	Columbia		N		N		N	
	VA Wm. Jennings Bryan Dorn Medical Center	Columbia	Department of Veterans Affairs	Y	Y	Y	Y	Y	
	Carolinas Hospital System	Florence		Y		Y		Y	
	McLeod Regional Medical Center	Florence	McLeod Health	N		N		N	
	Gaffney Medical Center	Gaffney	Novant Health Inc.	Y	Y	Y		N	
⚖	**Bon Secours St. Francis Downtown**	**Greenville**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
⚖	**Bon Secours St. Francis Eastside**	**Greenville**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
⚖	**Greenville Memorial Hospital**	**Greenville**	**Greenville Health System**	Y	Y	Y	Y	Y	Y
	Patewood Memorial Hospital	Greenville	Greenville Health System	Y	Y	Y	Y	Y	
	Greer Memorial Hospital	Greer	Greenville Health System	Y	Y	Y	Y	Y	
	Hillcrest Memorial Hospital	Simpsonville	Greenville Health System	Y	Y	Y	Y	Y	
	Spartanburg Regional Medical Center	Spartanburg	Spartanburg Regional Healthcare System	N		N		N	
	North Greenville Hospital	Travelers Rest	Greenville Health System	Y	Y	Y	Y	Y	
	Lexington Medical Center	West Columbia		N		Y		N	
	SOUTH DAKOTA								
	Avera St. Luke's Hospital	Aberdeen	Avera Health	N		N		Y	
	Brookings Health System	Brookings		N		Y		N	
	Avera Queen of Peace Hospital	Mitchell	Avera Health	N		Y		N	
	Rapid City Regional Hospital	Rapid City		N		Y		Y	
	Avera McKennan Hospital & University Health Center	Sioux Falls	Avera Health	N		Y		Y	
	Sanford Health Adult Medicine	Sioux Falls		Y	Y	NA	NA	Y	
⚖	**VA Sioux Falls Health Care System**	**Sioux Falls**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Prairie Lakes Hospital	Watertown		N		N		N	
	Avera Sacred Heart Hospital	Yankton	Avera Health	Y		Y		Y	
	TENNESSEE								
	Erlanger Baroness Campus	**Chattanooga**	**Erlanger Health System**	Y	Y	Y	Y	Y	N
	Parkridge Medical Center	Chattanooga	HCA	Y		Y		Y	
	TriStar Summit Medical Center	Hermitage	HCA	Y		Y		Y	
	Jackson-Madison County General Hospital	Jackson	West Tennessee Healthcare	N		N		N	
	Johnson City Medical Center	Johnson City	Mountain States Health Alliance	Y		Y		N	

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	Patient Non-Discrimination 1a	1b	Visitation 2a	2b	Employment Non-Discrimination 3	Training 4
	Physicians Regional Medical Center	Knoxville		●		●		●	
	University of Tennessee Medical Center	Knoxville		●		●		●	
	Baptist Memorial Hospital – Memphis	Memphis	Baptist Memorial Health Care	●		●		●	
=	**CHOICES**	**Memphis**		●	●	●	●	●	●
	Memphis Mental Health Institute	Memphis		●	●	●	●	●	
	Methodist University Hospital	Memphis		●		●		●	
	St. Francis Hospital	Memphis	Tenet Healthcare Corporation	●		●		●	
	VA Memphis Medical Center	Memphis	Department of Veterans Affairs	●	●	●	●	●	
=	**VA Mountain Home Medical Center/Johnson City**	**Mountain Home**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Metro Nashville General Hospital	Nashville		●		●		●	
	Saint Thomas Midtown Hospital	Nashville	Saint Thomas Health	●		●		●	
	Saint Thomas West Hospital	Nashville	Saint Thomas Health	●		●		●	
	TriStar Skyline Medical Center	Nashville	HCA	●		●		●	
	TriStar Southern Hills Medical Center	Nashville	HCA	●		●		●	
	TriStar Centennial Medical Center	Nashville	HCA	●		●		●	
	VA Tennessee Valley Healthcare System	**Nashville**	**Department of Veterans Affairs**	●	●	●	●	●	●
=	**Vanderbilt University Medical Center**	**Nashville**		●	●	●		●	●
	TEXAS								
	Heart Hospital of Austin	Austin	HCA	●		●		●	
	Seton Medical Center	Austin	Daughters of Charity Health System	●		●		●	
	St. David's Medical Center	Austin	HCA	●		●		●	
	St. David's North Austin Medical Center	Austin	HCA	●		●		●	
	St. David's South Austin Medical Center	Austin	HCA	●		●		●	
	University Medical Center Brackenridge	Austin	Ascension Health	●		●		●	
	VA West Texas Health Care System	Big Spring	Department of Veterans Affairs	●	●	●	●	●	
	CHRISTUS Spohn Hospital Corpus Christi Memorial	Corpus Christi	CHRISTUS Health	●		●		●	
	Amelia Court	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Baylor Specialty Hospital	Dallas	Baylor Scott & White Health	●		●		●	
	Baylor University Medical Center	Dallas	Baylor Scott & White Health	●		●		●	
	Bluitt-Flowers Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Breast Imaging	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	The Bridge-Homes	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	deHaro Saldivar Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	deHaro Saldivar Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Doctors Hospital at White Rock Lake	Dallas	Tenet Healthcare Corporation	●		●		●	
	East Dallas Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	East Dallas Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Employee Physician Office	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Family Medicine Clinic	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	HOMES Program	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Lake West Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Maple Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Medical City Dallas Hospital	Dallas	HCA	●		●		●	
	Methodist Dallas Medical Center	Dallas		●		●		●	
	Oak West Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Oak West Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
=	**Parkland Memorial Hospital**	**Dallas**	**Parkland Health & Hospital System**	●	●	●	●	●	●
	Pediatric Primary Care Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Psychiatric Outpatient Clinic	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Simmons Ambulatory Surgery Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Southeast Dallas Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Southeast Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	
	Texas Health Presbyterian Hospital Dallas	Dallas	Texas Health Resources	●		●		●	

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

Column criteria groups: Patient Non-Discrimination (1a, 1b) · Visitation (2a, 2b) · Employment Non-Discrimination (3) · Training (4)

Legend for cell values: Y = Yes · N = No/Not Found · NA = Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	University of Texas Southwestern Medical Center	Dallas		N		N		Y	
Leader	VA North Texas Health Care System	Dallas	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	Vickery Women's Health Center	Dallas	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
	Edinburg Regional Medical Center	Edinburg	Universal Health Services Inc.	N		N		N	
Leader	VA El Paso Health Care System	El Paso	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
Leader	The University of Texas Medical Branch	Galveston		N	N	Y	Y	Y	N
	Garland Community Clinic	Garland	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
	Garland Women's Health Center	Garland	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
	Grand Prairie Health Center	Grand Prairie	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
	Grand Prairie Women's Health Center	Grand Prairie	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
Leader	Greenhouse	Grand Prairie	American Addiction Centers	Y	Y	Y	Y	Y	Y
Leader	VA Texas Valley Coastal Bend Health Care System	Harlingen	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
	Ben Taub Hospital	Houston	Harris Health System	N		Y		N	
	Kindred Hospital Houston Medical Center	Houston	Kindred Healthcare	N		N		N	
Leader	Legacy Community Health Services - Montrose Campus	Houston		Y	Y	NA	NA	Y	
	Memorial Hermann-Texas Medical Center	Houston	Memorial Hermann Healthcare System	N		Y		Y	
	Methodist Hospital	Houston		N		Y		N	
	Park Plaza Hospital	Houston	Tenet Healthcare Corporation	Y		Y		Y	
	St. Joseph Medical Center	Houston	IASIS Healthcare	N		Y		N	
	Texas Children's Hospital	Houston		Y		Y		Y	
Leader	The University of Texas MD Anderson Cancer Center	Houston	University of Texas System	Y	Y	Y	Y	Y	Y
Leader	VA Michael E. DeBakey Medical Center	Houston	Department of Veterans Affairs	Y	Y	Y	Y	Y	N
	The Woman's Hospital of Texas	Houston	HCA	Y		Y		NA	
	Irving Health Center	Irving	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
	Irving Women's Health Center	Irving	Parkland Health & Hospital System	Y	Y	NA	NA	Y	
	Covenant Medical Center	Lubbock	Covenant Health	Y		Y		N	
	St. David's Round Rock Medical Center	Round Rock	HCA	Y		Y		Y	
	Methodist Children's Hospital	San Antonio	HCA	Y		Y		Y	
	Methodist Hospital	San Antonio	HCA	Y		Y		Y	
	Metropolitan Methodist Hospital	San Antonio	HCA	Y		Y		Y	
	Nix Health Care System	San Antonio		N		N		N	
	Northeast Baptist Hospital	San Antonio	Tenet Healthcare Corporation	Y		Y		Y	
Leader	Reproductive Medicine Associates of Texas	San Antonio	Reproductive Medicine Associates	Y	Y	NA	NA	Y	Y
	Southwest General Hospital	San Antonio		N		N		N	
	University Health System	San Antonio		Y		Y		Y	
	VA South Texas Veterans Health Care System	San Antonio	Department of Veterans Affairs	Y	Y	Y		Y	
	Scott and White Memorial Hospital	Temple		N		N		N	
Leader	VA Central Texas Veterans Health Care System	Temple	Department of Veterans Affairs	Y	Y	Y	Y	Y	Y
UTAH									
	Lakeview Hospital	Bountiful	HCA	Y		Y		Y	
	Centerville Health Care	Centerville	University of Utah Health	Y	Y	Y	Y	Y	
	Davis Hospital and Medical Center	Layton		N		Y		N	
	Greenwood Health Center	Midvale	University of Utah Health	Y		Y		Y	
	Intermountain Medical Center	Murray		Y		Y		Y	
	McKay-Dee Hospital Center	Ogden		Y		Y		Y	
	Parkway Health Center	Orem	University of Utah Health	Y	Y	Y	Y	Y	
	Park City Medical Center	Park City	Intermountain Healthcare	Y		Y		N	
	Redstone Health Center	Park City	University of Utah Health	Y	Y	Y		Y	
	Utah Valley Regional Medical Center	Provo		Y		Y		Y	
	Huntsman Cancer Institute	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	John A. Moran Eye Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	LDS Hospital	Salt Lake City		Y		Y		Y	
	Madsen Health Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	

Appendix B: HEI 2O14 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Column key: 1a–1b = Patient Non-Discrimination; 2a–2b = Visitation; 3 = Employment Non-Discrimination; 4 = Training. (Y = Yes, N = No/Not Found)

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Redwood Health Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	Salt Lake Regional Medical Center	Salt Lake City		N		N		N	
	St. Mark's Hospital	Salt Lake City	HCA	Y		Y		Y	
	Sugar House Health Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Center for Reproductive Medicine	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Clinical Neurosciences Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Diabetes Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Hospital	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Neuropsychiatric Institute	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Orthopaedic Hospital	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
	University of Utah Sleep-Wake Center	Salt Lake City	University of Utah Health	Y	Y	Y	Y	Y	
=	**VA Salt Lake City Health Care System**	**Salt Lake City**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Alta View Hospital	Sandy	Intermountain Healthcare	Y		Y		N	
	South Jordan Health Center	South Jordan	University of Utah Health	Y	Y	Y	Y	Y	
	Dixie Regional Medical Center	St. George	Intermountain Healthcare	Y		Y		N	
	Stansbury Health Center	Stansbury Park	University of Utah Health	Y	Y	Y	Y	Y	
	Jordan Valley Medical Center	West Jordan		N		N		N	
	Pioneer Valley Hospital	West Valley City		N		N		N	
	Westridge Health Center	West Valley City	University of Utah Health	Y	Y	Y	Y	Y	
VERMONT									
	Central Vermont Medical Center	Barre		N		Y		N	
	Southwestern Vermont Medical Center	Bennington		N		Y		N	
	Brattleboro Memorial Hospital	Brattleboro		Y		Y		N	
=	**Fletcher Allen Health Care**	**Burlington**	**Fletcher Allen Partners**	Y	Y	Y	Y	Y	Y
	Rutland Regional Medical Center	Rutland		Y				Y	
	Northwestern Medical Center	St. Albans		N		N		N	
	VA White River Junction Medical Center	**White River Junction**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	N
VIRGINIA									
	Inova Alexandria Hospital	Alexandria		Y		Y		N	
	University of Virginia Medical Center	Charlottesville		Y	Y	Y		N	
	Chesapeake Regional Medical Center	Chesapeake		N		Y		N	
=	**Dominion Hospital**	**Falls Church**	**HCA**	Y	Y	Y	Y	Y	Y
	INOVA Fairfax Hospital	Falls Church		Y		Y		N	
	Spotsylvania Regional Medical Center	Fredericksburg	HCA	Y		Y		N	
	Riverside Walter Reed Hospital	Gloucester		Y		Y		N	
	Sentara CarePlex Hospital	Hampton	Sentara Healthcare	N		Y		N	
	VA Hampton Medical Center	Hampton	Department of Veterans Affairs	Y	Y	Y	Y	N	
	Rockingham Memorial Hospital	Harrisonburg		N	N	Y		N	
	John Randolph Medical Center	Hopewell	HCA	Y		Y		N	
	Centra Lynchburg General Hospital	Lynchburg	Centra Health				N	N	
	Prince William Medical Center	Manassas	Novant Health Inc.	Y	Y	Y		N	
=	**Memorial Regional Medical Center**	**Mechanicsville**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
=	**St. Francis Medical Center**	**Midlothian**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
=	**Bon Secours Mary Immaculate Hospital**	**Newport News**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
	Riverside Regional Medical Center	Newport News						N	
=	**DePaul Medical Center**	**Norfolk**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
	Sentara Norfolk General Hospital	Norfolk	Sentara Healthcare	N		Y		N	
	Southside Regional Medical Center	Petersburg		Y		Y			
=	**Maryview Medical Center**	**Portsmouth**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y
	Chippenham Hospital	Richmond	HCA	Y		Y		Y	
	Henrico Doctors' Hospital	Richmond	HCA	Y		Y		Y	
	Retreat Doctors' Hospital	Richmond	HCA	Y		Y		Y	
=	**Richmond Community Hospital**	**Richmond**	**Bon Secours Health System Inc.**	Y	Y	Y	Y	Y	Y

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant   Past HEI Survey Participant (2012 or 2013)   Researched Facility

● Yes   ● No/Not Found   ● Not Applicable

Column criteria: 1a / 1b = Patient Non-Discrimination · 2a / 2b = Visitation · 3 = Employment Non-Discrimination · 4 = Training

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
■	**St. Mary's Hospital**	**Richmond**	**Bon Secours Health System Inc.**	Yes	Yes	Yes	Yes	Yes	Yes
■	**VA Hunter Holmes McGuire Medical Center**	**Richmond**	**Department of Veterans Affairs**	Yes	Yes	Yes	Yes	Yes	Yes
	VCU Medical Center	Richmond	VCU Health System	Yes	Yes	Yes		No	
	Carilion Roanoke Medical Center	Roanoke		Yes		Yes		No	
■	**VA Salem Medical Center**	**Salem**	**Department of Veterans Affairs**	Yes	Yes	Yes	Yes	Yes	Yes
	Sentara Obici Hospital	Suffolk	Sentara Healthcare	No		Yes		No	
	Sentara Princess Anne Hospital	Virginia Beach	Sentara Healthcare	No		Yes		No	
	Sentara Virginia Beach General Hospital	Virginia Beach	Sentara Healthcare	No		Yes		No	
	Sentara Williamsburg Regional Medical Center	Williamsburg	Sentara Healthcare	No		Yes		No	
**WASHINGTON**								
	Legacy Clinic Battleground	Battle Ground	Legacy Health	Yes	Yes	N/A	N/A	No	
	Group Health Bellevue Medical Center	**Bellevue**	**Group Health**	Yes	Yes	N/A	N/A	Yes	No
	Group Health Factoria Medical Center	**Bellevue**	**Group Health**	Yes	Yes	N/A	N/A	Yes	No
	Overlake Medical Center	Bellevue		Yes		Yes		No	
	Group Health Northshore Medical Center	Bothell	Group Health	Yes	Yes	N/A	N/A	Yes	
	Harrison Medical Center	Bremerton	Franciscan Health System	Yes		Yes			
	Group Health Burien Medical Center	Burien	Group Health	Yes	Yes	N/A	N/A	Yes	
	Highline Medical Center	Burien		Yes		Yes			
	Swedish Medical Center - Edmonds	Edmonds		Yes		Yes			
	Group Health Everett Medical Center	**Everett**	**Group Health**	Yes	Yes	N/A	N/A	Yes	No
	Providence Regional Medical Center Everett	Everett	Providence Health & Services	No		No		Yes	
	Group Health Federal Way Medical Center	**Federal Way**	**Group Health**	Yes	Yes	N/A	N/A	Yes	No
	Group Health Kent Medical Center	Kent	Group Health	Yes	Yes	N/A	N/A	Yes	
	EvergreenHealth Medical Center	Kirkland		Yes		Yes			
	Group Health Lynnwood Medical Center	**Lynnwood**	**Group Health**	Yes	Yes	N/A	N/A	Yes	No
	Valley General Hospital	Monroe		Yes		Yes		Yes	
■	**Group Health Olympia Medical Center**	**Olympia**	**Group Health**	Yes	Yes	N/A	N/A	Yes	Yes
	Providence St. Peter Hospital	Olympia	Providence Health & Services	No		Yes			
	Group Health Port Orchard Medical Center	Port Orchard	Group Health	Yes	Yes	N/A	N/A	Yes	
■	**Jefferson Healthcare**	**Port Townsend**		Yes	Yes	Yes	Yes	Yes	Yes
	Group Health Poulsbo Medical Center	Poulsbo	Group Health	Yes	Yes	N/A	N/A	Yes	
	Group Health Puyallup Medical Center	Puyallup	Group Health	Yes	Yes	N/A	N/A	Yes	
	Group Health Redmond Medical Center at Riverpark	Redmond	Group Health	Yes	Yes	N/A	N/A	Yes	
■	**Cedar River Clinics**	**Renton**		Yes	Yes	Yes	Yes	Yes	Yes
	Group Health Renton Medical Center	Renton	Group Health	Yes	Yes	N/A	N/A	Yes	
■	**Valley Medical Center**	**Renton**	**UW Medicine**	Yes	Yes	Yes	Yes	Yes	Yes
■	**Group Health Capitol Hill Medical Center**	**Seattle**	**Group Health**	Yes	Yes	N/A	N/A	Yes	Yes
■	**Group Health Central Hospital**	**Seattle**	**Group Health**	Yes	Yes	N/A	N/A	Yes	Yes
	Group Health Downtown Seattle Medical Center	Seattle	Group Health	Yes	Yes	N/A	N/A	Yes	
■	**Group Health Northgate Medical Center**	**Seattle**	**Group Health**	Yes	Yes	N/A	N/A	Yes	Yes
	Group Health Rainier Medical Center	Seattle	Group Health	Yes	Yes	N/A	N/A	Yes	
■	**Harborview Medical Center**	**Seattle**	**UW Medicine**	Yes	Yes	Yes	Yes	Yes	Yes
	Kindred Hospital Seattle-Northgate	Seattle	Kindred Healthcare	No		No		No	
■	**Northwest Hospital & Medical Center**	**Seattle**	**UW Medicine**	Yes	Yes	Yes	Yes	Yes	Yes
■	**Seattle Cancer Care Alliance**	**Seattle**		Yes	Yes	Yes	Yes	Yes	Yes
■	**Seattle Children's Hospital**	**Seattle**		Yes	Yes	Yes	Yes	Yes	Yes
	Swedish Medical Center - First Hill Campus	Seattle		Yes		Yes			
■	**UW Medical Center**	**Seattle**	**UW Medicine**	Yes	Yes	Yes	Yes	Yes	Yes
■	**VA Puget Sound Health Care System**	**Seattle**	**Department of Veterans Affairs**	Yes	Yes	Yes	Yes	Yes	Yes
	Virginia Mason Medical Center	Seattle		Yes		Yes		No	
	Group Health Silverdale Medical Center	**Silverdale**	**Group Health**	Yes	Yes	N/A	N/A	Yes	No
	Group Health Lidgerwood Medical Center	Spokane	Group Health	Yes	Yes	N/A	N/A	Yes	
■	**Group Health Riverfront Medical Center**	**Spokane**	**Group Health**	Yes	Yes	N/A	N/A	Yes	Yes

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Group Health South Hill Medical Center	Spokane	Group Health	Y	Y	NA	NA	Y	
	Sacred Heart Medical Center	Spokane		Y		Y		Y	
	Group Health Veradale Medical Center	Spokane Valley	Group Health	Y	Y	NA	NA	Y	
	Group Health Tacoma Medical Center	**Tacoma**	**Group Health**	Y	Y	NA	NA	Y	N
	Group Health Tacoma South Medical Center	Tacoma	Group Health	Y	Y	NA	NA	Y	
	St. Joseph Medical Center	Tacoma	Franciscan Health System	Y		Y		N	
	Tacoma General Hospital	Tacoma		N		N		N	
	Legacy Clinic Fisher's Landing	Vancouver	Legacy Health	Y	Y	NA	NA	Y	
	Legacy Clinic Salmon Creek	Vancouver	Legacy Health	Y	Y	NA	NA	Y	
	Legacy Salmon Creek Medical Center	Vancouver	Legacy Health	Y	Y	Y	Y	Y	
	VA Jonathan M. Wainwright Memorial Medical Center	Walla Walla	Department of Veterans Affairs	Y	Y	Y	NA	Y	
WEST VIRGINIA									
	Raleigh General Hospital	Beckley		N		N		N	
≡	**VA Beckley Medical Center**	**Beckley**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	United Hospital Center	Bridgeport		N		Y		N	
	CAMC General Hospital	Charleston	CAMC Health System	N		Y		N	
≡	**VA Clarksburg - Louis A. Johnson Medical Center**	**Clarksburg**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Cabell Huntington Hospital	Huntington		N		Y		N	
	St. Mary's Medical Center	Huntington		N		Y		N	
≡	**VA Huntington Medical Center**	**Huntington**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
≡	**VA Martinsburg Medical Center**	**Martinsburg**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Ruby Memorial Hospital	Morgantown	West Virginia University Hospitals	N		Y		N	
	Camden Clark Medical Center	Parkersburg		N		Y		N	
	Wheeling Hospital	Wheeling		N		N		N	
WISCONSIN									
≡	**St. Clare Hospital**	**Baraboo**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Aurora Memorial Hospital - Burlington	Burlington	Aurora Health Care	N	N	Y	N	N	
	Aurora St. Luke's South Shore	Cudahy	Aurora Health Care	N	N	Y	N	N	
	Aurora Lakeland Medical Center	Elkhorn	Aurora Health Care	N	N	N	N	N	
	Aurora Medical Center	Grafton	Aurora Health Care	N	N	Y	N	N	
	Aurora BayCare Medical Center	Green Bay	Aurora Health Care	N	N	Y	N	N	
	St. Vincent Hospital	Green Bay	Hospital Sisters Health System	Y		Y		N	
	Aurora Medical Center	Hartford	Aurora Health Care	Y	Y	Y	Y	N	
≡	**Hudson Hospital & Clinic**	**Hudson**	**HealthPartners Inc.**	Y	Y	Y	Y	Y	Y
≡	**St. Mary's Janesville Hospital**	**Janesville**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
	Gundersen Lutheran Medical Center	La Crosse		Y	Y	N		N	
	Grant Regional Health Center	Lancaster		Y	Y	N		N	
≡	**American Family Children's Hospital**	**Madison**		Y	Y	Y	Y	Y	Y
≡	**St. Mary's Hospital**	**Madison**	**SSM Health Care**	Y	Y	Y	Y	Y	Y
≡	**University of Wisconsin Hospital & Clinics**	**Madison**		Y	Y	Y	Y	Y	Y
≡	**VA William S. Middleton Memorial Veterans Hospital**	**Madison**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Ministry Saint Joseph's Hospital	Marshfield	Ministry Health Care	N		Y		N	
≡	**Community Memorial Hospital**	**Menomonee Falls**	**Froedtert Health**	Y	Y	Y	Y	Y	Y
	Columbia St. Mary's-Ozaukee	Mequon	Ascension Health	Y		Y		Y	
≡	**AIDS Resource Center of Wisconsin**	**Milwaukee**		Y	Y	NA	NA	Y	Y
	Aurora Sinai Medical Center	Milwaukee	Aurora Health Care	N	N	Y	N	N	
	Aurora St. Luke's Medical Center	Milwaukee	Aurora Health Care	N		Y		N	
	Columbia St. Mary's Women's Hospital	Milwaukee	Ascension Health	Y		Y		Y	
	Columbia St. Mary's-Milwaukee	Milwaukee	Ascension Health	Y		Y		Y	
≡	**Froedtert Memorial Lutheran Hospital**	**Milwaukee**	**Froedtert Health**	Y	Y	Y	Y	Y	Y
	St. Francis Hospital	Milwaukee	Wheaton Franciscan Healthcare					N	
≡	**VA Clement J. Zablocki Medical Center**	**Milwaukee**	**Department of Veterans Affairs**	Y	Y	Y	Y	Y	Y
	Wheaton Franciscan Healthcare - St. Joseph Campus	Milwaukee	Wheaton Franciscan Healthcare	Y		Y		N	

Appendix B: HEI 2014 Core Four Leader Criteria Responses by State

2014 HEI Survey Participant Past HEI Survey Participant (2012 or 2013) Researched Facility

● Yes ● No/Not Found ● Not Applicable

2014 Leader	Facility Name	City	Health System (if Applicable)	1a	1b	2a	2b	3	4
	Aurora Medical Center	Oshkosh	Aurora Health Care	●	●	●	●	●	
	Wheaton Franciscan Healthcare - All Saints	Racine	Wheaton Franciscan Healthcare	●		●		●	
	Aurora Sheboygan Memorial Medical Center	Sheboygan	Aurora Health Care	●	●	●	●	●	
	Aurora Medical Center	Summit	Aurora Health Care	●	●	●	●	●	
▤	**VA Tomah Medical Center**	**Tomah**	**Department of Veterans Affairs**	●	●	●	●	●	●
	Aurora Medical Center	Two Rivers	Aurora Health Care	●	●	●	●	●	
	Waukesha Memorial Hospital	Waukesha		●		●		●	
	Aurora Psychiatric Hospital	Wauwatosa	Aurora Health Care	●	●	●	●	●	
	Aurora West Allis Memorial Hospital	West Allis	Aurora Health Care	●	●	●	●	●	
WYOMING									
	Star Valley Medical Center	Afton		●		●		●	
	Johnson County Healthcare Center	Buffalo		●		●		●	
	Wyoming Medical Center	Casper		●		●		●	
	Cheyenne Regional Medical Center	Cheyenne		●		●		●	
	VA Cheyenne Medical Center	Cheyenne	Department of Veterans Affairs	●	●	●	●	●	
	West Park Hospital	Cody		●		●		●	
	Evanston Regional Hospital	Evanston		●		●		●	
	Campbell County Memorial Hospital	Gillette		●		●		●	
	St. John's Medical Center	Jackson		●		●		●	
	Weston County Health Services	Newcastle		●		●		●	
	Memorial Hospital of Carbon County	Rawlins		●		●		●	
	Memorial Hospital of Sweetwater County	Rock Springs		●		●		●	
	Sheridan Memorial Hospital	Sheridan		●		●		●	
▤	**VA Sheridan Medical Center**	**Sheridan**	**Department of Veterans Affairs**	●	●	●	●	●	●

How to Participate in the HEI 2O15

THE HEI IS AN ONLINE SURVEY THAT has been administered annually since 2007 by the Human Rights Campaign Foundation. The survey period opens in the first quarter of the year and ends approximately four months later.

Any healthcare facility with at least 100 fulltime employees may participate in the HEI 2015 by emailing *hei@hrc.org* or visiting *hrc.org/hei* to request a unique login, which allows the survey to be viewed without obligation. Participants in the HEI 2014 or previous surveys can use their existing login to access the HEI 2015, as soon as they are notified that the HEI 2015 survey period has opened.

Healthcare organizations that actively participate in the HEI are assisted throughout the survey completion process by HRC staff. Staff members answer questions, carefully review each survey submitted and then provide each participating organization with a comprehensive summary of its HEI responses.

Additional healthcare facilities in key locations will be included in the HEI 2015, even if they do not actively participate, using similar research methodologies as this year to assess their patient, visitation and employment non-discrimination policies. Core Four responses of HEI 2013 and HEI 2014 participants that do not actively participate in the HEI 2015 will also be included in the HEI 2015 annual report, with their most recent year of participation noted.

The HEI has two sections, the Core Four Leader Criteria and the Additional Best Practices Checklist. Responses to both sections are published in the HEI report, by organization name and in aggregate, respectively.

The **Core Four Leader Criteria** are foundational criteria for LGBT patient-centered care that incorporate CMS and Joint Commission requirements. Responses to questions in this section are listed by organization in the HEI annual report and determine whether participants are designated as "Leaders in LGBT Healthcare Equality." (HEI 2014 Leaders are featured from page 16.)

The **Additional Best Practices Checklist** is designed to familiarize HEI participants with other expert recommendations for LGBT patient-centered care, to help identify and remedy possible gaps. Responses to these questions are not shown by organization in the HEI report and do not affect Leader status. Instead, they are returned to HEI respondents in a unique, customized document that can be used for benchmarking, needs assessment and strategic planning.

For more information about participating in the HEI 2015, visit *www.hrc.org/hei* or email *hei@hrc.org*.

HUMAN
RIGHTS
CAMPAIGN
FOUNDATION

1640 Rhode Island Ave., N.W.
Washington, D.C. 20036

TEL 202-628-4160
TTY 202-216-1572
FAX 202-239-4202

WEBSITE www.hrc.org/hei
E-MAIL hei@hrc.org