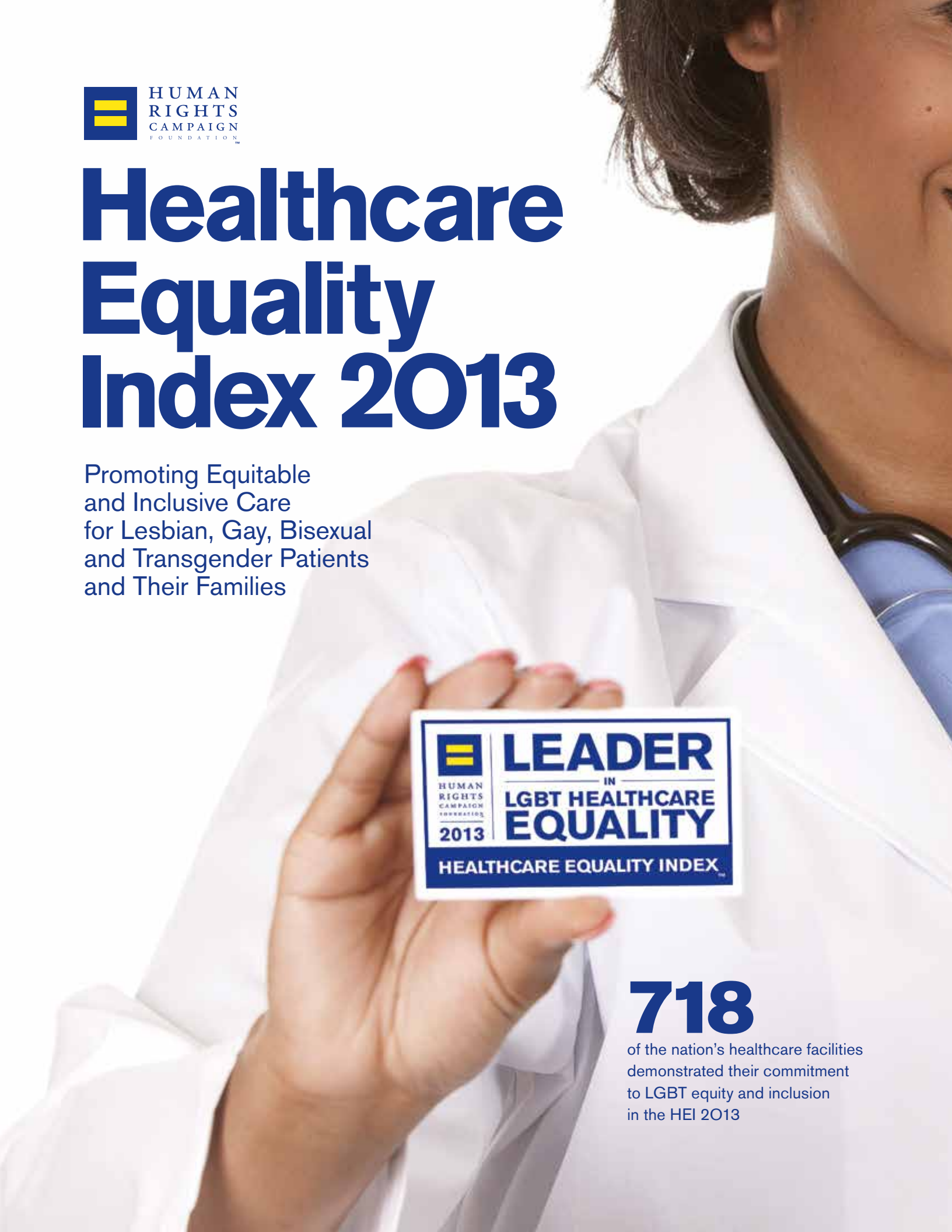
HUMAN RIGHTS CAMPAIGN FOUNDATION™

Healthcare Equality Index 2013

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



718

of the nation's healthcare facilities demonstrated their commitment to LGBT equity and inclusion in the HEI 2013

Healthcare Equality Index 2013

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

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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 well-being via education, policy, research and direct services. HAP serves as a national clearinghouse for information and resources related to LGBT health and aging.

Acknowledgments

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GLMA
Health Professionals Advancing LGBT Equality

The Gay and Lesbian Medical Association is an endorsing partner of the Healthcare Equality Index.

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"When we find ourselves in a healthcare setting, we are often at our most vulnerable. At these moments, being treated with dignity and being close to loved ones can be the most important things. **The HEI is an important tool for making sure that LGBT people are treated with the same respect and care in these situations as everyone wants to be treated.** It shines a light on what our country's healthcare institutions are doing to serve their LGBT patients."

—**Kathleen Sebelius**, U.S. Secretary of Health & Human Services

HRC Foundation President Chad Griffin (far right) with U.S. Health & Human Services Secretary Kathleen Sebelius and Howard University Provost Wayne Frederick, MD, at the release of the HEI 2012

From the Human Rights Campaign Foundation President

The Human Rights Campaign Foundation is very proud to present this report on the Healthcare Equality Index (HEI) 2013. The HEI 2013 survey period spanned late 2012 and early 2013, a time of tremendous strides toward LGBT equality, and **this report shows that the country's healthcare facilities are very much a part of our nation's movement toward full equity and inclusion for LGBT Americans.**

Since 2007, the HEI has been a unique and invaluable tool for healthcare facilities seeking to provide LGBT patient-centered care—and in 2013 an unparalleled number of facilities took advantage of the HEI's comprehensive resources. **No fewer than 718 healthcare facilities are included in this report,** a 153% increase from the HEI 2012. Equally impressive, **464 of these facilities won the coveted HEI designation "Leader in LGBT Healthcare Equality,"** representing a 199% increase in Leaders from 2012.

A key goal for the HEI 2013 was to achieve participation from healthcare facilities in every state—and this goal was resoundingly achieved. We are particularly proud to report that this breakthrough was due in part to participation by most of the medical centers that serve our nation's veterans. **Nearly 80% of the medical centers in the Veterans Health Administration participated in the HEI 2013,** and 76% of them were awarded Equality Leader status.

All HEI Equality Leaders must document that they have adopted—and publicized—foundational policies for LGBT equity and inclusion. But they have to do more: they must register their staff for expert training in living out those policies, to ensure truly LGBT patient-centered care. We are delighted to say that **the HEI 2013 directly provided LGBT training to over 4,000 employees of HEI participants,** winning acclaim from senior administrators and "frontline staff" alike.

As this powerful training initiative indicates, the HEI goes well beyond evaluating healthcare facilities' progress toward LGBT patient-centered care: it also catalyzes and guides that progress.

For years, the HEI has been a highly effective force for meaningful change in U.S. healthcare policies and practices, calling for non-discrimination and equal visitation well before these became regulatory and accreditation requirements. The HEI 2013's Core Four Leader Criteria and Best Practices Checklist continue the tradition of informing and supporting the burgeoning numbers of healthcare facilities that are committed to LGBT patient-centered care.

This report details the requirements and recommendations for LGBT equity and inclusion that are provided and tracked by the HEI. Key among these is the prohibition of discrimination against transgender patients and employees. The HEI has prompted a huge increase in the number of facilities providing this essential protection—but it must become universal. Similarly, while the geographic reach of the HEI 2013 is impressive, 5 states have only one participating facility and 4 have no Equality Leader, a situation that must change.

As the HEI 2013 report indicates, full LGBT equality is a work in progress for our nation. But this report highlights the remarkable progress we have made in healthcare, where, as Secretary Sebelius noted at last year's HEI release, we are so often at our most vulnerable. **We invite all healthcare facilities to join those in the HEI 2013 in committing to provide LGBT Americans the patient-centered care that everyone deserves.**

Chad Griffin
HRC Foundation President

Why the HEI?

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 based on LGBT status.** No one, when concerned about their health, should also be concerned about receiving inequitable or otherwise substandard care.

29%

of LGB patients believed they would be treated differently by medical personnel

73%

of transgender patients believed they would be treated differently by medical personnel

Yet it is clear that many LGBT Americans have exactly these concerns when seeking healthcare. Whatever worry they may feel about their health status is all too often intensified by fear that they will receive unequal treatment because of their LGBT status.

By way of vivid example, in Lambda Legal's landmark 2010 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 they are LGBT.

* *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: *data.lambdalegal.org/publications/downloads/whcic-report_when-health-care-isnt-caring.pdf*

To Prevent Patient Experiences Like These >>

"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

"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,' he rolled his eyes and walked away saying, 'I don't believe this.'"

A lesbian mother after the birth of her first child

"I transitioned 10 years ago and have a full beard. But after learning I was transgender, 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

"When a nurse came in and saw me bending over my boyfriend giving him a quick kiss– I hadn't seen him since he went in for surgery– she turned around and walked out of the room."

A bisexual man caring for his recovering partner

Why, the study asked, did they have these troubling beliefs? The answers were equally disturbing. 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-non-conforming respondents had one or more of these experiences, 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 great majority of American healthcare facilities do not want LGBT individuals in their community to have–or worry about having–these kinds of experiences.** But facilities are 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 health-care facilities the information they need and want to ensure truly LGBT patient-centered care. And the HEI goes further: in this report, it applauds all facilities that have shown their commitment to LGBT patient-centered care by taking the HEI, awarding those facilities that meet the HEI's Core Four criteria the coveted status of "Leader in LGBT Healthcare Equality."

In the last two 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 include "sexual orientation" and "gender identity" in their non-discrimination policies, thus extending vital protection to LGBT patients.** In addition, 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 protection 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're affiliated with an HEI-participating facility, 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'll bring this report to their attention.** We're confident that they'll 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 Healthcare Organizations Participate in the HEI

- ✔ Ensure compliance with legal, CMS and 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

How to Participate in the HEI 2014

The HEI is an online survey that has been administered annually since 2007 by the Human Rights Campaign Foundation. The survey period opens in mid-summer and ends several months later.

Any healthcare facility with at least 10 full-time employees may participate actively in the HEI 2014 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 2013 or previous surveys can use their existing login to access the HEI 2014 as soon as they are notified that the HEI 2014 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 2014, even if they do not actively participate, if HEI staff evaluate them vis-à-vis the Core Four criteria for LGBT patient-centered care during the 2014 survey period. The Core Four responses of HEI 2012 and HEI 2013 participants who do not actively participate in the HEI 2014 will also be included in the HEI 2014 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 requirements from The Joint Commission and the Centers for Medicare and Medicaid Services. 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 2013 Leaders are featured from page 52.)

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 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 2014, visit *www.hrc.org/hei* or email *hei@hrc.org*.

In 2013, the HEI trained over 4,000 senior staff at healthcare facilities nationwide—an unparalleled accomplishment.

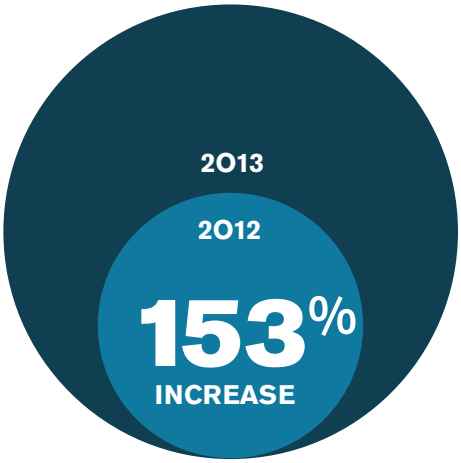
One of the Core Four Leader Criteria is that facilities must register at least 5 senior staff in designated work areas for at least 90 minutes of live training by an LGBT health expert, and in the HEI 2013 all 464 HEI Leader facilities did just that. 92% of them opted for the HEI's acclaimed online webinars, provided free of charge to all HEI participants. For more information about the HEI's highly successful training program, see page 25.

"For me, the HEI's free online trainings were a huge asset, given that few clinical and administrative educational programs provide training on LGBT populations or LGBT healthcare issues. HEI trainer Shane Snowdon is one of our country's leading experts in LGBT healthcare issues and an outstanding adult educator! I was fully engaged in the learning process, which was both informative and moving. I found myself taking many notes, laughing and even tearing up a bit."

Heliana Ramirez, Social Worker, VA Palo Alto Health Care System
Veterans Health Administration, Department of Veterans Affairs

Overview of Findings

2013 was a 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 skyrocketed in 2013, for the first time encompassing facilities in all 50 states and most U.S. veterans' hospitals**. Record numbers of facilities throughout the country documented that they meet the HEI's Core Four criteria for LGBT equity and inclusion, and an unparalleled percentage achieved the coveted status of "Leader in LGBT Healthcare Equality" by meeting all of the Core Four requirements.



Respondents increased from **122** to **309,** representing **718** individual healthcare facilities

Thousands of staff members at HEI-rated facilities received expert training in LGBT patient-centered care, thanks to their HEI participation. And the HEI 2013 offered its respondents a wealth of new resources, inviting them to assess themselves against more than 40 expert recommendations for optimal LGBT care.

The total number of healthcare facilities rated in the HEI surged in 2013 to 718, from 407 in 2012. This impressive total reflects a 153% increase in HEI respondents, from 122 in 2012 to 309 in 2013. (Many HEI respondents represent more than one healthcare facility.) With LGBT equality gains often in the headlines, 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.

As a result, the HEI for the first time includes at least one healthcare facility in every state. (See page 71 for a list of rated facilities by state.) Five states, however, have only one rated facility, and greater geographic diversity will be a key goal in the HEI 2014, which will not only invite facilities to participate actively but will also proactively evaluate facilities in key locations, even if they choose not to participate actively. This follows the approach taken by HRC's other indices.

The 2013 participation gain also reflects a groundbreaking decision by the U.S. Veterans Health Administration (VHA): in the wake of the repeal of "Don't Ask, Don't Tell," the VHA decided to encourage the nation's 152 VA medical centers to participate in the HEI. VHA and

HEI staff collaborated closely on national outreach that ultimately engaged no fewer than 120 VA medical centers, or 80% of the total. (See page 16 for more information about this powerful collaboration.)

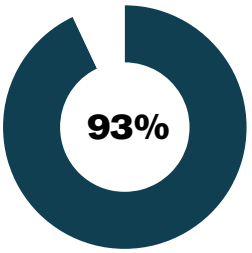
These striking gains in total HEI participation were matched by increases in the number of facilities meeting the HEI's Core Four Leader Criteria. These criteria represent four foundational elements of LGBT patient-centered care: an LGBT-inclusive non-discrimination policy, an LGBT-inclusive visitation policy, an LGBT-inclusive employment non-discrimination policy and staff training in LGBT patient-centered care.

In the HEI 2011 and HEI 2012, over 90% of participants documented that they include "sexual orientation" in their patient and employment non-discrimination policies. This trend continued in 2013, when 93% included "sexual orientation" in their patient non-discrimination policies and 96% included it in their employment non-discrimination policies.

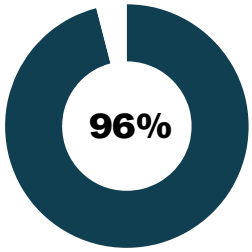
Much more growth was seen in the number of facilities explicitly providing equal visitation for LGBT patients, with 90% of participants doing so in the HEI 2013, compared with 75% in the HEI 2012 and only 53% in 2011. The HEI is very proud to have helped achieve this major increase in healthcare facilities affirming that LGBT people can enjoy the same access to their loved ones as all other Americans—an affirmation that meets the equal visitation requirements of The Joint Commission (the accrediting body for most U.S. healthcare facilities) and the U.S. Centers for Medicare and Medicaid Services (the regulator of facilities accepting Medicare or Medicaid funding).

Substantial gains were also seen in 2013 in the number of facilities documenting that they include "gender identity" in their patient and employment non-discrimination policies. In the HEI 2011, only 60% of participants documented that they explicitly ban gender identity-related discrimination against patients. Notably, this total rose to 76% in 2012 and reached 87% in the HEI 2013. Similarly, only 64% of participants in the HEI 2011 documented that they ban gender identity-related discrimination in employment, but this total rose to 75% in 2012 and 85% in the HEI 2013.

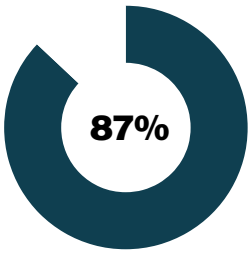
These increases are, of course, to be applauded. **But it is imperative that gender identity-related discrimination be prohibited wherever discrimination based on sexual orientation is banned–and that both forms of discrimination be explicitly rejected by all U.S. healthcare facilities.** As noted earlier in this



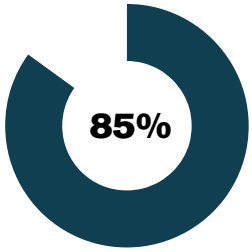
Respondents who include "sexual orientation" in their patient non-discrimination policies



Respondents who include "sexual orientation" in their employment non-discrimination policies

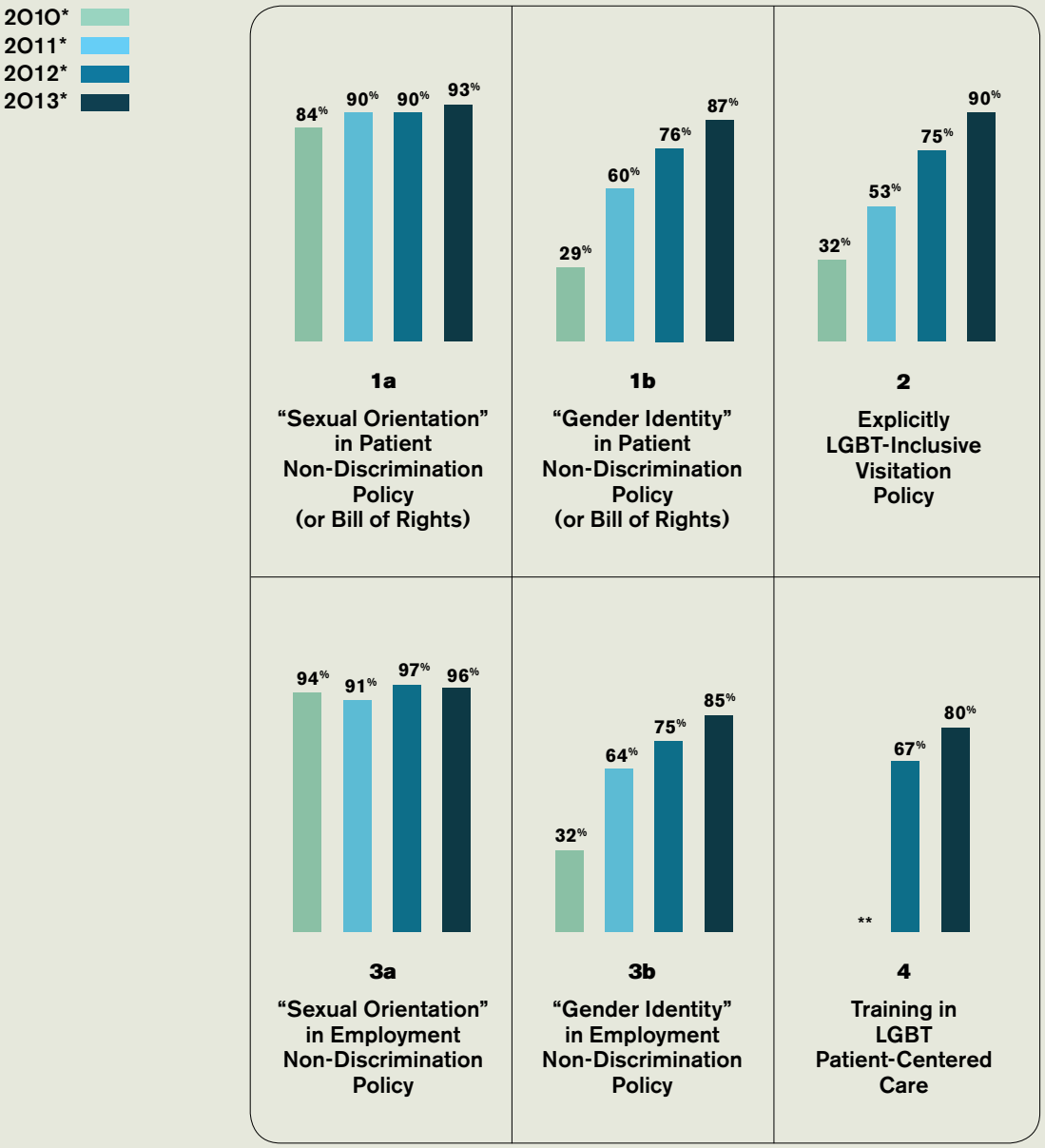


Respondents who include "gender identity" in their patient non-discrimination policies



Respondents who include "gender identity" in their employment non-discrimination policies

Comparative Responses to Core Four Leader Criteria, 2010-2013

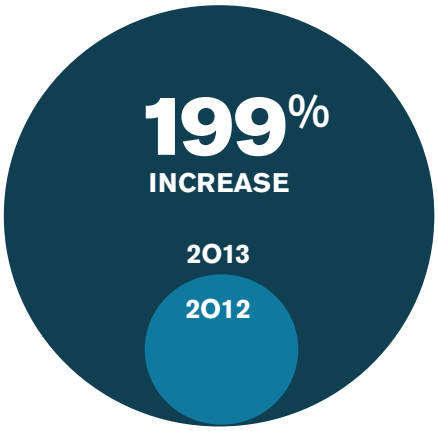


* HEI respondents were not identical in 2010, 2011, 2012 and 2013
** Training criterion differed significantly in 2010 and 2011

report, The Joint Commission issued a standard calling for fully LGBT-inclusive patient non-discrimination policies in 2011, and later that year also published an *LGBT Field Guide* recommending LGBT-inclusive employment non-discrimination policies.

HEI 2013 participants also showed significantly greater interest in the fourth of the Core Four criteria, staff training in LGBT patient-centered care. 80% of HEI 2013 participants enrolled their staff for this crucial education in 2013, compared to 67% of participants in 2012 (the criterion's first year). 92% of these facilities chose to take advantage of the free expert training provided by the HEI, which included the popular 90-minute Executive Briefing offered in 2012 and two new webinars for staff at all levels: an introduction to LGBT patients as a group and a presentation on best organizational practices to meet transgender needs. The result? **The HEI trained over 4,000 healthcare personnel nationwide–a sweeping educational initiative that garnered wide praise.**

All healthcare facilities that engage with the HEI are applauded for their interest in LGBT patient-centered care. But special recognition is given to facilities that meet all of the Core Four criteria. These participants are awarded the designation "Leader in LGBT Healthcare Equality"—and 2013 saw an enormous increase in Equality Leaders, evidencing a much-intensified commitment to LGBT equity and inclusion. **No fewer than 212 respondents, representing 464 facilities, were awarded Leader status in 2013, a 199% increase over 2012.** And Leaders represented 74% of total facilities in the HEI 2013, compared with 57% in 2012.

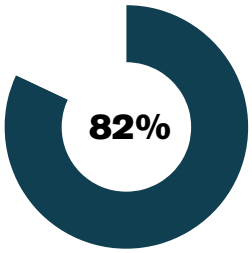


Leaders in LGBT Healthcare Equality
increased from
71 to **212,**
representing **464** individual
healthcare facilities

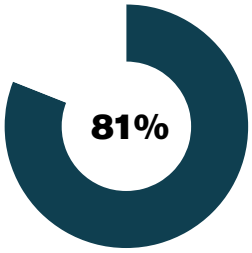
As the increase in Equality Leaders indicates, facilities are engaging with the HEI more intensively each year, seeking to learn about LGBT patient-centered care in greater depth. **To meet and encourage this growing interest, the HEI 2013 asked participants not only about the Core Four criteria but 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. In return, each received a customized needs assessment for their use in gap analysis and strategic planning, comparing their responses to national data and providing a wealth of resources for enhanced care.

This report reproduces the 31 questions asked in the Checklist, showing participant responses in aggregate, rather than by organization; future publications will discuss Checklist findings in even greater detail. The range of responses was wide, with some best practices engendering significantly higher interest than others.

Among the Checklist practices generating greatest interest, employee training in transgender patient needs has been provided by or is of interest to 82% of HEI 2013 participants, and 81% of participants have either made or wish to make unisex bathrooms available for the convenience of transgender patients and others. In addition, 81% of participants have or would like to have an LGBT-focused office, point-person or advocacy group to support LGBT patients, and 81% indicated that they explicitly inform patients of their right to designate a same-sex partner as medical decision-maker. Other practices of exceptional interest to participants included distribution of educational materials to LGBT patients (79% of participants) and support for local LGBT events and initiatives (79% of participants).



Respondents who provide or wish to provide transgender training to employees



Respondents who have or would like to have an LGBT-focused office, point-person or advocate

Among the Checklist practices generating least interest, only 6% of participants offer employees a health plan that explicitly covers transgender care. An additional 31% indicated interest in offering such a plan, however, and the HEI is calling on all participants to provide this critical coverage, which is strongly supported by myriad medical experts, including the American Medical Association, and was embraced by 42% of the employers rated in HRC's Corporate Equality Index (CEI) 2013. Participants also indicated relatively low interest in two key benefits for same-sex-partnered employees: only 52% of participants who provide life insurance for an employee's spouse also provide it for a same-sex partner (by contrast, 79% of CEI employers provide this insurance) and only 54% offer protections equivalent to those in the Family Medical Leave Act (FMLA) for employees who must care for a seriously ill same-sex partner (87% of CEI respondents extend FMLA protections). Participants additionally showed relatively low interest in providing explicit options for recording patients' sexual orientation in their medical records (45% indicated interest in this) and in recording patients' transgender status (50% indicated interest in this). Participant interest in 20 other Checklist practices is detailed at page 27.

As this overview of the HEI 2013 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, equally important, training their staff. 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 adopting the best practices described in the HEI 2013 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.

State Representation in the HEI 2013

1-4 Rated Facilities
21 States & Puerto Rico

1	Idaho
1	North Dakota
1	Arkansas
1	Puerto Rico
1	Alaska
1	Vermont
2	Montana
2	Mississippi
2	New Mexico
2	Hawaii
2	Oklahoma
2	Wyoming
2	Colorado
2	Louisiana
2	South Dakota
3	Nebraska
3	Kentucky
3	Delaware
3	New Hampshire
3	Alabama
4	Connecticut
4	West Virginia

5-9 Rated Facilities
9 States

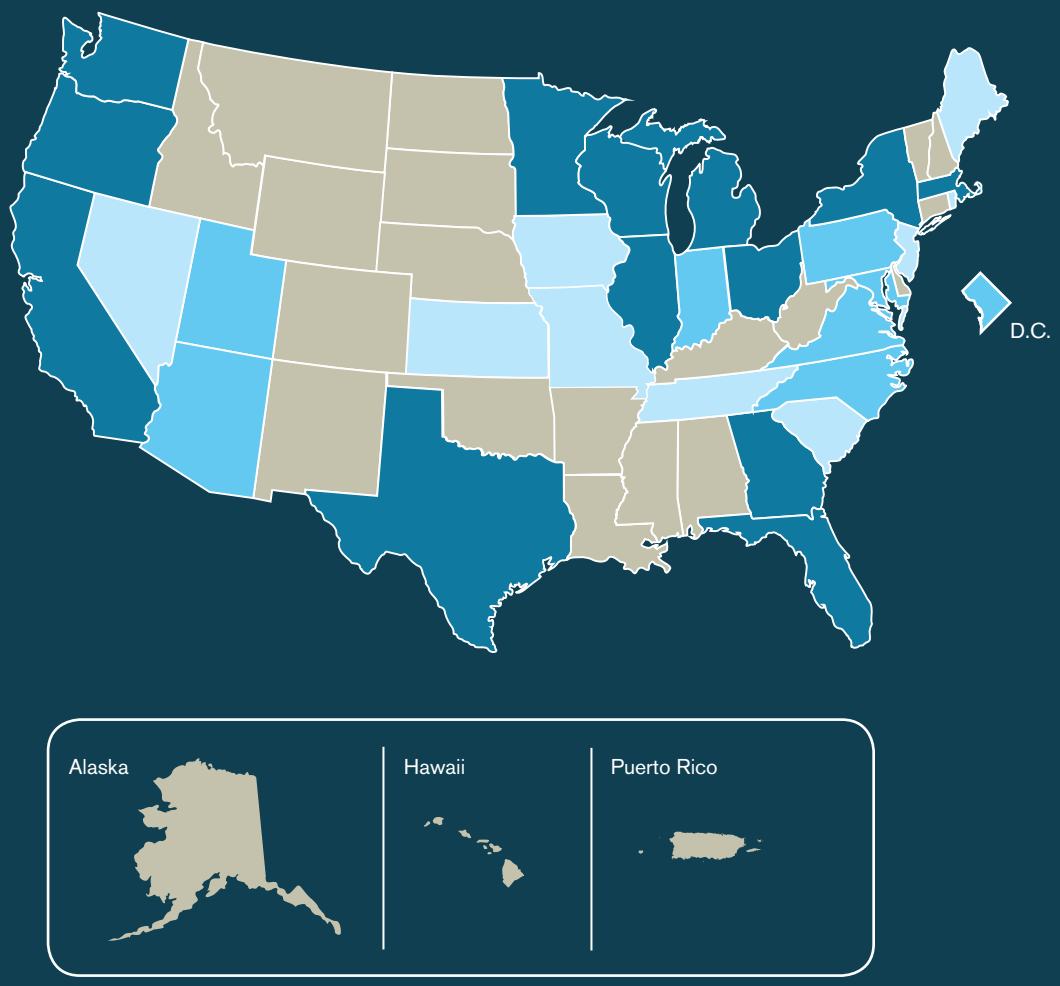
5	Rhode Island
5	Maine
5	Kansas
6	Iowa
6	Tennessee
8	New Jersey
8	Nevada
9	South Carolina
9	Missouri

11-20 Rated Facilities
7 States & D.C.

11	District of Columbia
11	Maryland
12	Pennsylvania
12	Virginia
17	Indiana
19	North Carolina
20	Utah
20	Arizona

21-88 Rated Facilities
13 States

21	Wisconsin
22	Florida
27	Minnesota
27	Georgia
29	Michigan
30	Illinois
31	Oregon
37	Massachusetts
38	Washington
38	Texas
43	New York
57	Ohio
88	California
718	**Grand Total**



In 2013, for the first time, the HEI achieved representation from all 50 states, the District of Columbia and Puerto Rico. Of the 718 facilities rated in 2013, the largest number, 88, were in California, followed by Ohio, with 57 facilities, and New York, with 43. An additional 5 states (Texas, Washington, Massachusetts, Oregon and Illinois) boasted at least 30 participating facilities, while another 5 states (Alaska, Arkansas, Idaho, North Dakota and Vermont) had only one participating facility. A complete list of HEI 2013-rated facilities by state is available as Appendix B on page 71.

VA Medical Centers Stand Out in HEI 2013

In the wake of the 2011 repeal of "Don't Ask, Don't Tell," the U.S. Veterans Health Administration (VHA), the largest integrated healthcare system in the United States, created a work group to identify ways to optimize care for the nation's LGBT veterans. One of the group's key recommendations was that the country's 152 VA medical centers be encouraged to participate in the HEI. In close partnership with Lisa Red and Carlos Rodriguez of the VHA Office of Health Equity, HEI staff reached out to the VA medical centers, only one of which had previously participated in the HEI.

This intensive outreach was successful: 120 of the VA medical centers, or nearly 80%, voluntarily participated in the HEI. And an impressive 91 of them, or 76%, were awarded HEI 2013 Equality Leader status—a higher percentage of Leaders than for HEI 2013 respondents as a whole.

To achieve HEI Leader status, the VA medical centers documented that they publicize to their patients and visitors the VHA's systemwide policies giving equal visitation to LGBT people and prohibiting LGBT patient and employment discrimination. The medical centers also registered well over 500 senior managers for HEI training, which they praised.

The HEI looks forward to continued close collaboration with the VHA system—and extends hearty thanks to the staff members within it who are working hard to welcome and support the nation's LGBT veterans.

VA Palo Alto LGBTQ Veterans Group

Veteran's Affairs
Palo Alto Health Care System
LGBTQ
GROUP
OUT & PROUD

"The HEI is a unique benchmarking tool for identifying best practices in LGBT patient-centered care. It provides confirmation to LGBT Veterans of VHA's commitment to serving all our Veterans."

Lisa Red
Director, Cultural Competency & Communication
Office of Health Equity,
Veterans Health Administration,
Department of Veterans Affairs

"Gay, lesbian, bisexual and transgender patient rights are important. **The U.S. Department of Veterans Affairs medical centers and clinics in the National Capital Area want to be at the leading edge of change, so I encouraged my staff to participate in LGBT sensitivity training with HRC.** We continue to transform our patient- and family-centered care approach, ensuring the delivery of culturally competent health care to ALL our Veterans."

Fernando O. Riviera
VISN 5 Network Director
Veterans Health Administration,
Department of Veterans Affairs

"The HEI application was a significant commitment with huge returns for our healthcare system, but even larger returns for the Veterans we serve! **We received outstanding training from one of the country's top experts on LGBT healthcare issues plus support from HEI staff, who helped us through the entire survey process from beginning to end."**

Heliana Ramirez
Social Worker
VA Palo Alto Health Care System,
Veterans Health Administration,
Department of Veterans Affairs

"The HEI staff provided exceptional customer service in helping our organization to achieve our goals. The staff encouraged and guided us every step of the way. I really felt part of a movement and part of the HEI team. Thank you, HEI."

Carlos Rodriguez
National Program Manager
Office of Health Equity,
Veterans Health Administration,
Department of Veterans Affairs

"The HEI's core criteria and VHA's strategic goal to provide equitable, personalized, proactive and patient-driven healthcare are visibly aligned. Throughout the HEI process, we were treated as a valued partner—our values were in sync in words and actions, with a mutual focus on accountability. **Our hospital's strategic plan calls for 'identifying and implementing strategic outreach efforts to reach the LGBT Veteran population.' Participating in the HEI process has given us the foundation to translate that strategy into reality.** We are proud to have been given this opportunity to create a more welcoming environment that is inclusive of our LGBT employees, patients and their families."

Patricia D. Williams, MS, SPHR
Equal Employment Opportunity Manager
William S. Middleton Memorial Veterans Hospital, Veterans Health Administration,
Department of Veterans Affairs

Findings: The HEI 2013 Core Four Leader Criteria

The Healthcare Equality Index 2013 asked 44 questions about best practices in LGBT patient-centered care, nearly double the number of questions posed in the HEI 2012. Thirteen of these questions constituted the Core Four Leader Criteria listed below, encompassing the policies and practices considered foundational for equitable and inclusive LGBT care. Participants answering "yes" to all of the Core Four questions were awarded "Equality Leader" status (for a list of 2013 Leaders, see page 52.) To receive credit for a "yes" response to any of the Core Four questions, HEI participants were required to provide written documentation, which was carefully reviewed by HRC staff.

The first three 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 fourth Core Four criterion calls for the staff training necessary to bring these policies to life and assure compliance with them.
The HEI 2013 report shows the Core Four responses of 718 healthcare facilities. These responses were collected from 309 HEI respondents (some respondents represent more than one healthcare facility).

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) includes the term "sexual orientation"
1b Patient non-discrimination policy (or patients' bill of rights) includes the term "gender identity"
1c Patient non-discrimination policy is communicated to patients in at least two readily accessible ways

2

Equal 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) includes the term "sexual orientation"
3b Employment non-discrimination policy (or equal employment opportunity policy) includes the term "gender identity"

4

Training in LGBT Patient-Centered Care

4 Training in LGBT patient-centered care is provided to key staff members

1

Percentage of Respondents That Answered "Yes"

Criterion 1a
Patient non-discrimination policy (or patients' bill of rights) includes the term "sexual orientation"

Criterion 1b
Patient non-discrimination policy (or patients' bill of rights) includes the term "gender identity"

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

Patient Non-Discrimination Policies

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."

A patient non-discrimination policy is only effective, of course, if patients and staff know about it. In 2013, for the first time, the HEI required respondents 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 in at least two of the following ways:

- Posted on facility website
- Printed in materials given to patients at admitting/registration
- Printed in materials given to patients at other time(s)
- Printed in materials available for take-away in patient waiting areas
- Posted in patient waiting area(s)
- Posted in employee work area(s)

93% of HEI 2013 respondents (287 of 309 respondents) documented that they include "sexual orientation" in their patient non-discrimination policy. This represents an increase from 90% of HEI 2012 respondents.

87% percent of HEI 2013 respondents (269 of 309) documented that they include "gender identity" in their patient non-discrimination policy–a 15% (or 11-point) increase from the HEI 2012, when 76% of respondents provided explicit protection to transgender patients. Since 2011, "gender identity" inclusion among HEI respondents has increased 45%.

While hailing this substantial increase, **it is important to note that "gender identity" is still less frequently protected than "sexual orientation."** 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.*

91% of these respondents documented that their non-discrimination policy was readily accessible. The largest number (83%) made their non-discrimination 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:
www.hrc.org/resources/entry/healthcare-equality-index-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 (surveyed as of July 2011) that requires hospitals to prohibit discrimination based on sexual orientation and gender identity. Learn more at www.jointcommission.org/lgbt

2

Percentage of Respondents That Answered "Yes"

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

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

Equal Visitation Policies

The second of the HEI Core Four criteria focuses on the unique challenges faced by LGBT people in visitation. Across the United States, 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 an incident in which a lesbian was denied visitation to her dying partner, President Barack Obama directed the U.S. Department 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—the vast majority of facilities.

To achieve full credit for this Core Four criterion, HEI respondents 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)
- Posted in employee work area(s)

90% of the HEI 2013 survey respondents for which this question was applicable (249 of 277 respondents, since some respondents are outpatient facilities only) documented that they have explicitly LGBT-inclusive visitation policies. This total represents a very substantial and welcome increase over past years: only 53% of respondents offered equal visitation in 2011, and only 75% offered it in 2012.

87% of these respondents documented that their visitation policy was readily accessible to patients and visitors. The largest number (79%) 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:
www.hrc.org/resources/entry/healthcare-equality-index-equal-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: www.healthlawyers.org/hlresourcess/PI/Documents/RevisitingVisitation.pdf

3

Percentage of Respondents That Answered "Yes"

Criterion 3a
Employment non-discrimination policy (or equal employment opportunity policy) includes "sexual orientation"

Criterion 3b
Employment non-discrimination policy (or equal employment opportunity policy) includes "gender identity"

Employment Non-Discrimination Policies

The third of the HEI Core Four criteria calls for an employment non-discrimination policy (or an equal employment opportunity policy) that includes "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 (21 states and the District of Columbia) or gender identity (16 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 deserve a discrimination-free workplace. They informally educate co-workers, provide valuable guidance to facility leadership and serve as ambassadors to LGBT communities.

96% of HEI 2013 respondents (297 of 309 respondents) documented that they prohibit employment discrimination based on "sexual orientation." This percentage remained level from the HEI 2012, but represents a 5-point increase from the HEI 2011.

85% of HEI 2013 respondents (261 of 309) documented that they prohibit employment discrimination based on "gender identity." This total represents a very substantial and welcome increase over past years: only 64% of respondents prohibited "gender identity" employment discrimination in 2011, and only 75% prohibited it in 2012. But the remaining 11-point gap between protection for "sexual orientation" and for "gender identity" 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.*

For more information about LGBT equity and inclusion in the workplace: *www.hrc.org/issues/pages/lgbt-employee-resources*

The 11-point gap between workplace protection for "sexual orientation" and for "gender identity" 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.

* 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.

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

Percentage of Respondents That Answered "Yes"

Criterion 4
Provide training in LGBT patient-centered care to key staff members

Provided training via HEI webinars

Training in LGBT Patient-Centered Care

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 2013 were required to document that they had enrolled at least one staff member in each of five designated work areas for at least 90 minutes of training from a proven expert in LGBT health between July 1, 2012, and June 30, 2013. The five work areas were: facility leadership, nursing management, patient relations/services management, admitting/registration management and human resources management. Networks were required to register at least one manager in each of these areas at each of their sizeable inpatient facilities, plus at least one manager in one of the five areas at all other network facilities seeking credit for training. Returning HEI participants were required to document that they had registered at least 10 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 4,000 hospital and clinic staff members nationwide.

80% of HEI 2013 respondents documented that they had provided employee training in LGBT patient-centered care. This represents a substantial increase over the HEI 2012, when 67% of facilities trained their staff in order to meet this criterion.

92% of respondents who provided staff training did so through the HEI webinars, collectively educating over 4,000 employees. The remaining **8%** received credit for training that they arranged themselves, following HEI requirements for length, content and trainer expertise.

"I was on your webinar today and I must say it was one of the best training sessions I have had in my 20 years in healthcare."

Jeff Doucette
MS, RN, FACHE
Chief Nursing Officer
Bon Secours Health System
Marriottsville, MD

Findings: Additional Best Practices Checklist

In addition to the 13 questions constituting the Core Four Leader Criteria, the Healthcare Equality Index 2013 asked participants 31 other questions about best organizational practices in LGBT patient-centered care. These questions constituted the Additional Best Practices Checklist. New to the HEI in 2013, the Checklist is a unique and comprehensive tool for participants 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. In addition, all HEI 2013 participants receive a customized document showing their current and aspirational practices, as indicated by the Checklist, enabling them to fill gaps and set priorities.

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**

LGBT Patient Services and Support

The HEI 2013 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 at right

The only practice reported by over 50% of participants is the existence of an LGBT-focused office, point-person, advisory group or equivalent: 55% indicated that they have such a resource. Among other recommended practices, participants were least likely to incorporate LGBT concerns into patient satisfaction surveys, either by allowing LGBT patients to identify as such (only 9% do this) or by asking whether patients' needs related to LGBT status were met (only 6% do this). LGBT inclusion in patient satisfaction surveys was also the practice that interested participants least: 40% indicated that they have no interest in implementing this recommendation. Participants showed relatively strong interest, however, in providing LGBT health information online and in print, and they are strongly encouraged to begin doing so.

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

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

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

18% Yes
59% No, but we are interested in this
23% No

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

24% Yes
55% No, but we are interested in this
21% No

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

55% Yes
26% No, but we are interested in this
19% 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?

9% Yes
51% No, but we are interested in this
40% 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
50% No, but we are interested in this
44% No

Since July 1, 2012, has your organization offered staff LGBT-related training in addition to training required by the HEI?

43% Yes
37% No, but we are interested in this
20% No

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

32% Yes
44% No, but we are interested in this
24% No

37% of respondents who make providers known indicated that they do so via the GLMA Provider Directory (at *www.glma.org*). 37% do so via a list for internal use, 26% do so via an external list and 20% 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?

25% Yes
54% No, but we are interested in this
21% No

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 2013 offered participants a dedicated hour-long webinar on transgender patients' needs, highlighted transgender needs in the two other HEI training webinars and asked specifically about practices in support of transgender patients in the Additional Best Practices Checklist. In addition, HRC is co-developing a set of comprehensive recommendations for transgender hospital care for publication in 2013.

HEI 2013 participants' responses to the Checklist questions are reported in aggregate below. Interestingly, two of the four Checklist practices in which participants indicated greatest interest are transgender training (82%, with 42% having already provided training) and provision of unisex bathrooms (81%).

✔ **Since January 1, 2012, has your organization provided transgender-focused training to employees?**

42% Yes
40% No, but we are interested in this
18% 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?**

30% Yes
44% No, but we are interested in this
26% 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?**

59% Yes
22% No, but we are interested in this
19% No

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 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 on the following page. Among the recommended self-identification practices in the Checklist, participants indicated most interest in offering explicit options beyond "mother" and "father" for recording patients' parents (46%) and in allowing state-registered same-sex partners to self-identify (44%). Participants showed least interest in offering explicit options for recording patients' sexual orientation, with 55% indicating that they have no interest in doing so. Somewhat higher percentages of participants indicated either that they are currently offering an explicit option for recording a gender identity different from sex assigned at birth or are interested in doing so, but 50% indicated no interest in offering this option. ▶

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?

30% Yes
44% No, but we are interested in this
26% 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?

26% Yes
36% No, but we are interested in this
38% 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?

15% Yes, this information may be recorded via explicit options
35% No, but we are interested in this
50% 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?

13% Yes, this information may be recorded via explicit options
32% No, but we are interested in this
55% 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?

25% Yes
46% No, but we are interested in this
29% No

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

30% Yes
47% No, but we are interested in this
23% No

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 the federal Centers for Medicare and Medicaid Services 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. (The CMS guidance is available at *http://1.usa.gov/149Fe3c.*) In addition, employee training about 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 81% indicated that they explicitly inform patients of their right to designate a same-sex partner as medical decision-maker, only 19% include LGBT-specific information in employee training about patient decision-making. But 58% of participants indicated interest in adding this information to training.

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/resources/entry/healthcare-equality-index-decision-making-policies

✔ **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?**

81% Yes
13% No, but we are interested in this
6% No

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

19% Yes
58% No, but we are interested in this
23% No

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.

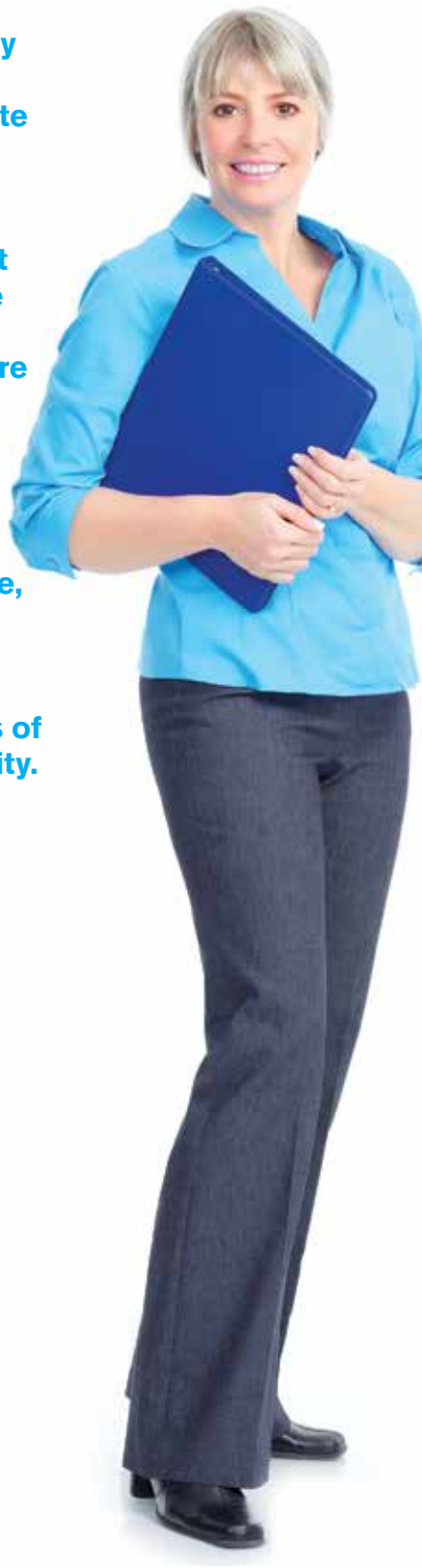
HEI participants' responses to the employment-related Checklist questions are reported in aggregate at right and reveal some significant gaps in benefits and policies. Although healthcare facilities know better than any other employers the value of employee health coverage, only 55% of participants providing coverage to employees' spouses also provide it to employees' same-sex partners. In addition, only 6% indicated that they cover medically necessary services for transgender people—again, a shockingly low percentage for employers who know well the tremendous benefits of health coverage.

Furthermore, almost half of HEI participants do not provide life insurance for employees' same-sex partners when they provide it for spouses and do not choose to extend Family Medical Leave Act (FMLA) protections to same-sex-partnered employees caring for seriously ill family members. Participants also showed relatively little interest in making employee surveys LGBT-inclusive (41% indicated no interest) and in supporting LGBT employee resource groups (again, 41% had no interest).

These findings contrast sharply with those of HRC's Corporate Equality Index (CEI), which surveys the nation's largest employers. The HEI strongly urges healthcare organizations to emulate CEI participants in providing greater equity and inclusion to LGBT employees.

For more information about LGBT equity and inclusion in the workplace:
www.hrc.org/issues/pages/lgbt-employee-resources

These findings contrast sharply with those of HRC's Corporate Equality Index (CEI), which surveys the nation's largest employers. The HEI strongly urges healthcare organizations to emulate CEI respondents in providing transgender health coverage, same-sex partner health benefits and other elements of workplace equity.



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?

55% Yes
13% No, but we are interested in this
32% 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?

6% Yes
31% No, but we are interested in this
62% 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?

25% Yes
44% No, but we are interested in this
31% 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	52%	48%
FMLA leave or equivalent	54%	46%
Discounts for spouse (e.g., transportation, gym membership)	69%	31%
Bereavement leave in case of spouse's death	79%	21%

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?

21% Yes
38% No, but we are interested in this
41% 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?

17% Yes
41% No, but we are interested in this
42% 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)?

30% Yes
29% No, but we are interested in this
41% No

Since January 1, 2012, has your organization commemorated an "LGBT holiday" (e.g., Pride, National Coming Out Day, Transgender Day of Remembrance, National LGBT Health Awareness Week)?

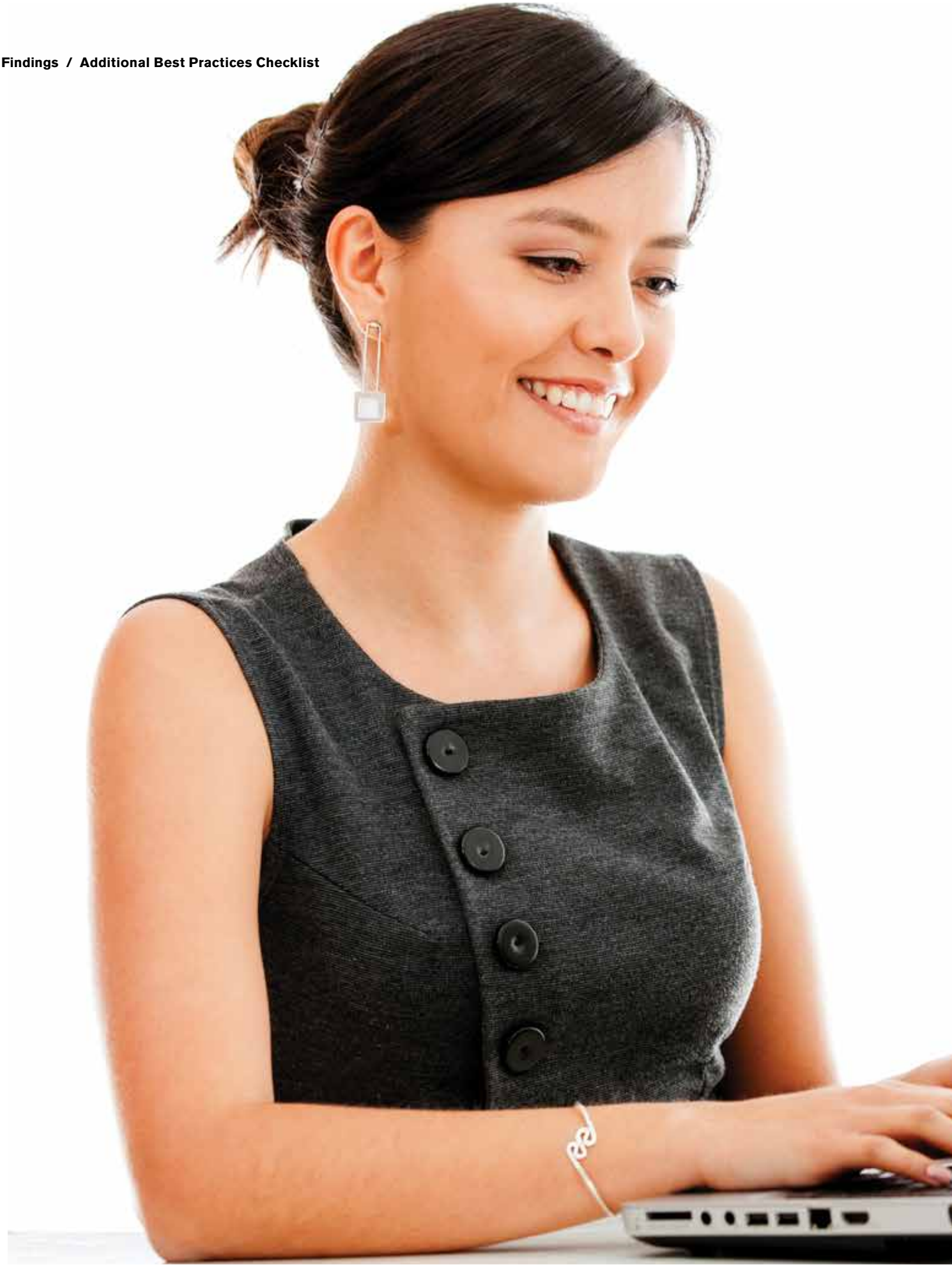
40% Yes
26% No, but we are interested in this
34% No

Participants indicated that "LGBT holidays" were most often marked by posters (58%) or a social or networking event (54%) rather than a film showing (16%), banner (35%), leadership statement (43%) or educational session (44%).

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

52% Yes
26% No, but we are interested in this
22% 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 (97% of participants). Other forms of inclusion were much less common: 14% sent job postings to LGBT groups or publications, 13% had attended an LGBT job fair and 7% have a brochure designed for LGBT applicants.



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 at right. In addition, HEI Equality Leaders should 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 at right. While very few participants (11%) have conducted a needs assessment with local LGBT groups or individuals, a relatively high number (56%) indicated interest in undertaking one, and they are strongly encouraged to begin that process.

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

- **11%** Yes
- **56%** No, but we are interested in this
- **33%** No

Since January 1, 2012, has your organization participated in or supported one or more LGBT-related events or initiatives in its service area?

- **46%** Yes
- **33%** No, but we are interested in this
- **21%** No

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

- **50%** Yes
- **24%** No, but we are interested in this
- **26%** No

Since January 1, 2012, has your organization held a meeting with one or more representatives of an LGBT organization to discuss LGBT-related concerns?

- **48%** Yes
- **27%** No, but we are interested in this
- **25%** No

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

- **17%** Yes
- **41%** No, but we are interested in this
- **42%** No

Testimonials from HEI 2013 Leaders in LGBT Healthcare Equality

On the pages that follow, 21 HEI 2013 Leaders in LGBT Healthcare Equality reflect on what the HEI has meant to their organizations. In all, 464 healthcare facilities were awarded Equality Leader status in the HEI 2013 because they meet all of the Core Four criteria for LGBT patient-centered care. For a complete list of HEI 2013 Leaders, see page 52.

"Just after Greenville Health System was ranked as a Leader in the HEI for the first time, I received an email from someone who lived out of state, but had parents who lived in our service area. **He said he had always been fearful that he or his partner would get sick while visiting and be forced to seek care at a hospital that might discriminate against them. After seeing our ranking as a Leader on the HEI, he said he no longer carried that fear.** That email reaffirmed my commitment to participating in the HEI every year and striving to do better. It demonstrated why it is so critically important that healthcare organizations commit to the journey of LGBT patient-centered care."

Kinneil Coltman, DHA
Director, Diversity & Language Services
Greenville Health System
Greenville, SC

"Earning the status as a Leader in LGBT Healthcare Equality from the HEI over the past three years has been a source of pride for OHSU, Oregon's only public academic health and science university. **Our partnership with HEI has guided us in continuous improvement in our policies, practices and services to our LGBT patients, employees, students and community.** In 2012, our university became the largest employer in Oregon to ensure transgender-inclusive healthcare for employees and their dependents. We provide ongoing learning opportunities for staff, students and faculty to reinforce best practices in LGBT patient-focused care."

Norwood Knight-Richardson, MD, MA, MBA
Senior Vice President,
Chief Administrative Officer
& Chief Diversity Officer
Oregon Health & Science University
Portland, OR

"We are grateful to have this tool to navigate through the ongoing process of equitable care for our LGBTQ community. Becoming an HEI Leader has required a true collaborative effort across departments, disciplines and facilities. Senior leaders listened and then worked with those of us with direct patient contact, helping us to 'hardwire' equitable care for our LGBTQ patients and families. **The HEI ties in well with HealthEast's vision of optimal health and well-being for our patients, our communities and ourselves."**

Laurie Kilfoy, MSN(R), RN
Registered Nurse, Telemetry
St. John's Hospital
HealthEast Care System, St. Paul, MN

"Billings Clinic is deeply committed to exceeding the expectations of every patient and guest. **This mission includes creating an environment that demonstrates compassion, dignity and respect with every interaction we have with each other and with our patients.** Participating in the HEI demonstrated that we were hitting the mark. We're proud to be a Leader, and equally excited to be able to identify additional ways that we can continue to improve the Patient Family experience for every individual."

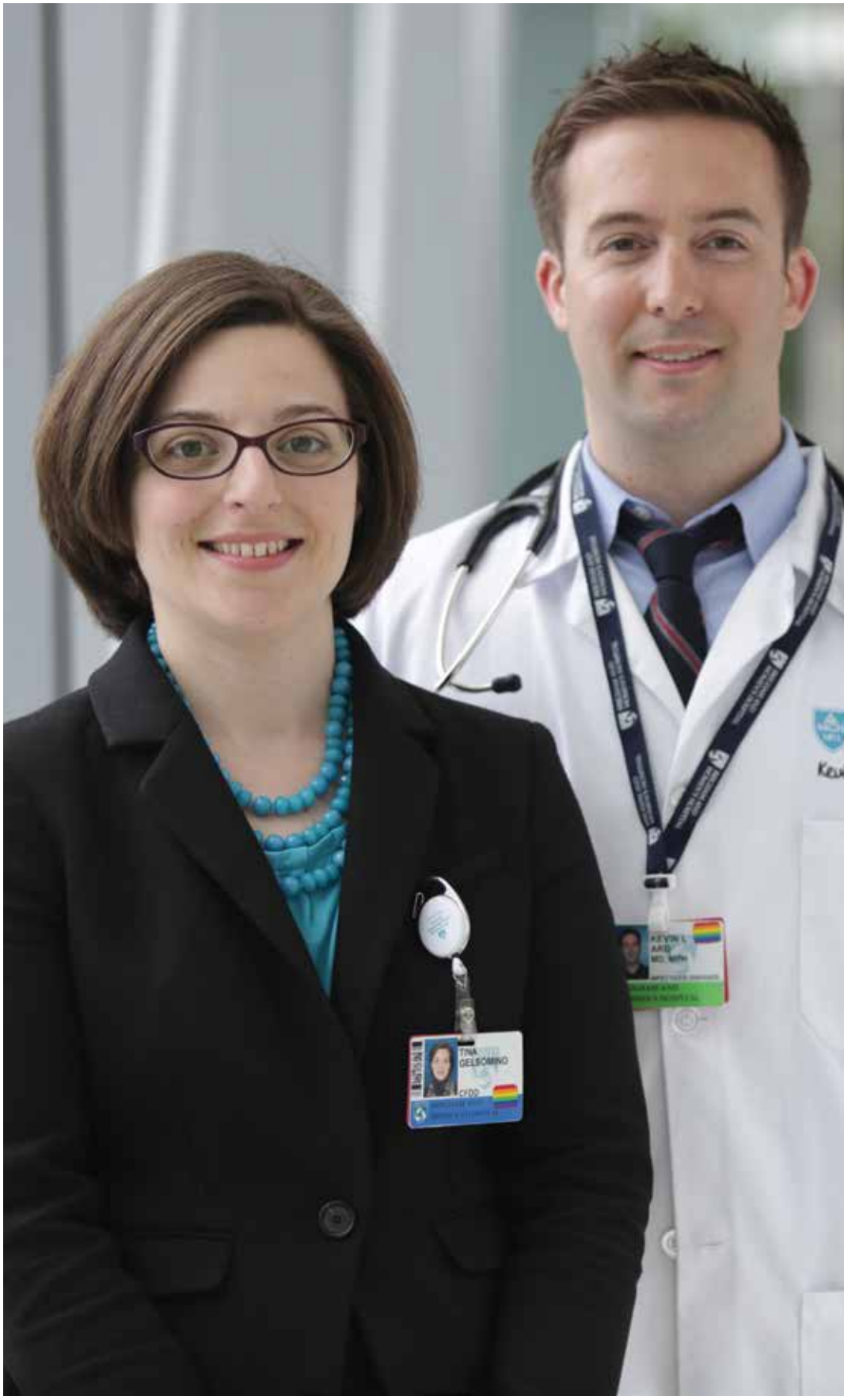
Carlos Arce
Chief Learning Officer
Billings Clinic
Billings, MT

"We at Brigham and Women's Hospital and Brigham and Women's Faulkner Hospital are honored to take part in the HEI each year. **We are proud of the people who work every day to create and sustain a safe, supportive and affirming environment for all members of the LGBT community.** We thank HRC for its efforts in preparing this index and the opportunity it provides us all to renew and strengthen our commitment to diversity, equality and inclusion of the LGBT community across our organizations."

Tina Gelsomino, MSW, LCSW
Administrative Director,
Office for Women's Careers,
Center for Faculty Development
and Diversity

Kevin Ard, MD, MPH
Clinical & Research Fellow
in Infectious Diseases

Brigham & Women's Hospital
Brigham & Women's Faulkner Hospital
Boston, MA



Tina Gelsomino, MSW, LCSW and Kevin Ard, MD, MPH

"Kaiser Permanente's diversity and inclusion, as a core business strategy, includes our unrelenting commitment to optimizing health for all our members and diverse communities. **As part of our LGBTI Health Equity Initiative, we work to promote equitable health outcomes and provide culturally relevant and respectful care and services.** I am proud of our ongoing participation and achievement of leadership status in the Healthcare Equality Index. This designation signals our commitment and obligation to all people that we are so privileged to serve."

Ronald Copeland, MD, FACS
Senior Vice President
Chief Diversity & Inclusion Officer
Kaiser Permanente

"The HEI has been a valuable resource to us when updating policies to reflect excellence in care for our LGBT patients and families. The education provided though the HEI webinars has been outstanding."

Norma Tomlinson, MSN, RN, NE-BC, FACHE
Interim Executive Director
University of Toledo Medical Center
Toledo, OH

"Participating in the HEI is an opportunity for us to demonstrate that our commitment to excellence includes the LGBT community. **Although we have always practiced equality among our patients and employees, the HEI helped us discover that we could be more specific and inclusive in the actual wording of our policies.** We learned that having protections written into policies helps clarify our already established non-discrimination practices so that our patients and employees know without doubt that we firmly stand with them."

Mikel Wilson
Director of Marketing & Communications
Scripps Health
San Diego, CA

"In the Teen Health Center at Cincinnati Children's, we recognize that each individual has unique needs—something particularly true of our LGBT patients. It is the responsibility of our clinicians to understand and meet those needs. **Through efforts such as using inclusive language in verbal and written communication, displaying symbols of the LGBT community and being recognized as a Leader in the Healthcare Equality Index, we ensure a trusting environment in which all of our patients and families feel safe and respected."**

Lee Ann Conard, MD
Assistant Professor, Division of Adolescent Medicine
Cincinnati Children's Hospital Medical Center
Cincinnati, OH

From left, Dr. Lee Ann Conard with patient Desia Hope, her mother Natrya Hall and James Page, Assistant Vice President of Diversity, Inclusion and Cultural Competence at Cincinnati Children's Hospital Medical Center

"UCLA Health System is committed to providing quality care to all of our patients and we believe that the HEI is a unique resource for healthcare organizations to use as a guidepost in providing equitable, inclusive care to LGBT patients. **We decided to participate in the 2013 HEI survey to gain more knowledge through the sharing of best healthcare practices and policies for LGBT patients**—and to demonstrate our commitment to equal care for all patients, in keeping with our mission of healing humankind one patient at a time."

David Feinberg, MD
Chief Executive Officer
UCLA Hospital System
Los Angeles, CA

"A leader in healthcare equality, NYU Langone believes all patients and families deserve the same respect, support and treatment. To continue the success of our recently established LGBT Advisory Council, focused on delivering quality care to each patient and reducing disparities, we understand there is a need to recognize what we're doing right and to look at ways to improve. **The HEI has been a helpful guide and barometer to identify the work that is ahead of us."**

Jody Prysock, MS, CI
Director, Language,
Cultural & Disability Services
NYU Langone Medical Center
New York, NY

"The HEI has been a key component of our efforts to provide equitable, inclusive, knowledgeable and welcoming care to LGBT patients and their families. It has also motivated UCSF to seek out additional opportunities to meet LGBT health needs. It has enabled us to reduce risk, reach out to an important segment of the local population, and maximize patient safety and satisfaction."

Mark Laret
Chief Executive Officer
UCSF Medical Center &
UCSF Benioff Children's Hospital
San Francisco, CA

MGH
1811
MASSACHUSETTS
GENERAL HOSPITAL
Serving the nee
LGBT Communit

"MGH is thrilled to be recognized as a Leader in the 2013 HRC Healthcare Equality Index, and we believe we can best live up to this honor by continuing to build upon our strong foundation of support and advocacy for the LGBT community. Ongoing plans include displaying a rainbow to welcome patients at registration areas and publishing an LGBT provider directory to enable patients to select providers who have been specifically trained to address the needs of the LGBT community. The LGBT Employee Resource Group also plans to expand our webpage to consolidate resources and enable LGBT patients to find more easily the information they seek.

"To enhance the message of inclusion delivered by all staff, formal training modules are in development for all employees based on their functions and roles within the MGH system. LGBT health topics are also being integrated into grand rounds for clinical staff, and internal medicine residents are developing a training module to ensure that more physicians are knowledgeable and comfortable addressing the healthcare needs of the LGBT community both now and into the future."

Kevin M. Knoblock, MHA, MBA, MSN, NP
Nurse Practitioner
Division of Gastroenterology

Thom Fitzgerald
Division of Trauma and Emergency Surgery

Massachusetts General Hospital
Boston, MA

Members of MGH's
LGBT Employee Resource Group

"I got involved in Christiana Care's response to the HEI several years ago. My motivation for working on the HEI has come from two primary personal sources.

"The first one focuses on my own needs as an employee. **Changes during the time I have been employed at Christiana Care (going on 13 years) give me the ability to cover my husband under the benefits I am afforded as an employee of Christiana Care.** Additionally, pension survivor benefits now recognize same-sex marriages and civil unions. At age 54, I seem to be programmed to think about retirement and one of Christiana Care's inclusion monikers, 'We're all IN,' took on a whole new perspective for me with this latest change.

"Secondly, I am motivated as a person of faith to work for change and justice in the world. I recognized that I can be effective embodying this at Christiana Care as it relates to diversity, inclusion and cultural competency. For these reasons, taking a leadership role in Christiana Care's response to the HEI has been a great fit for me from both a personal and professional perspective. **To sum it up, working on the HEI is the just and right thing to do for me and for Christiana Care Health System."**

Timothy D. Rodden, MDiv, MA, BCC, FACHE
Director, Pastoral Services
Christiana Care Health System
Newark, DE

"Our participation in the HEI created an opportunity for us to begin the process of educating staff at all levels within our institution around the challenges experienced by LGBT patients, families, and employees."

Melanie Steele, MPH
Program Administrator
Office of Diversity Programs
in Clinical Care,
Research & Training and
Office of Faculty Development
Memorial Sloan-Kettering Cancer Center
New York, NY

From left, Memorial Sloan-Kettering's Penny Damaskos, PhD, LCSW, OSW-C, Program Coordinator, Resources for Life After Cancer; Melanie Steele, MPH; and Jorge Capote, Director, Patient Relations

"From the beginning of the AIDS epidemic, Grady has been a leader in providing services for LGBT patients, as well as an advocate for their right to be treated with compassion, dignity and respect. Internationally known for our comprehensive approach to HIV/AIDS treatment, our dedication to serving Atlanta's LGBT community and our philosophy of fair and equal treatment long ago extended beyond the walls of our AIDS center to encompass all of the health system's services.

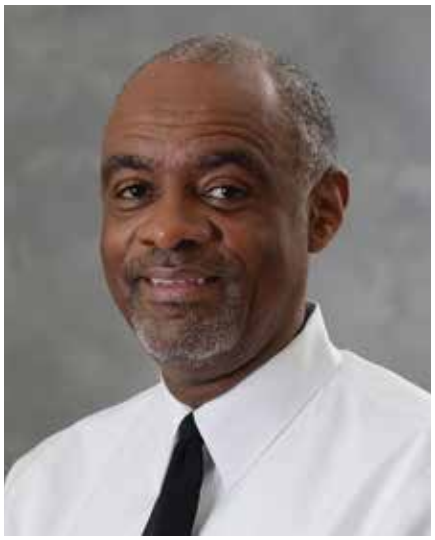
"To ensure that our philosophy of non-discrimination is transparent, our patients' bill of rights clearly defines our policies of equitable, high-quality care for LGBT patients. That transparency also extends to our visitation policy for same-sex parents, caretakers, partners, spouses and significant others of LGBT patients.

"But our policies mean little if they are not put into practice. To that end, the health system has engaged HRC to provide staff training. We believe that ongoing education is the key to compliance and that our efforts to ensure the rights of all patients benefit Grady now and into the future."

John M. Haupert, FACHE
President & Chief Executive Officer
Grady Health System
Atlanta, GA

"At Seattle Cancer Care Alliance, **we believe that everyone deserves the fundamental right to receive care that is free of discrimination,** and SCCA supports HRC's mission to achieve fairness and equality for all. Our goal, every day, is to turn cancer patients into cancer survivors, and through our work with HRC we aim to sustain an inclusive environment for patients, their families and our employees."

Alphonso Emery
Director, Diversity Program
Seattle Cancer Care Alliance
Seattle, WA



"Vanderbilt's professional practice model is Patient and Family Centered Care. Policies can be written, signed and implemented, but what really matters is the outcome. Did we follow the letter of the policy or could the patient feel an institutional cultural change? How does it feel to come here and receive care? How welcoming were we to you and your family member? We recently received an email from patient Josh Robbins that encouraged us we were making noticeable progress:

"'My partner had surgery today and I went with him. I was concerned about what would happen when he told the staff that I'm his partner– but when he did, they continued the process without skipping a beat and truly made us both feel welcome. I know this was a direct result of initiatives your hospital has undertaken to really make people like me feel welcome and assure the best possible care for family units that don't fit the definition of 'traditional.' I can't explain what that meant to us–all I can do is offer our gratitude. Both of our lives are filled with stories of similar situations that didn't have the same result. I'm so proud we live in a city with a hospital that recognized our family and made us feel at ease.'"

Terrell Smith, MSN, RN
Director, Patient & Family Engagement
Vanderbilt University Medical Center
Nashville, TN

"I truly enjoy working with the dedicated staff at the Human Rights Campaign Foundation on the HEI, and I believe the experience allows us to mutually learn and evolve. I am especially grateful for the training and guidance that helped us to come up with ideas to promote our inclusive policies and practices."

Andy Moré
Staff Development Coordinator
Training & Development
Piedmont Healthcare
Atlanta, GA

"Henry Ford Health System is proud to participate in the HEI as a visible statement of support for the LGBT communities we serve, as well as an important affirmation of our Mission, Vision and Values. At Henry Ford each and every day we transform lives and communities through health and wellness—one person at a time. **The HEI is one of many visible ways in which we enhance wellness and transform lives by ensuring that we provide the highest levels of understanding, empathy and care for all.**

"Core to our beliefs at Henry Ford is having a social conscience, and the HEI, which promotes respect and understanding of the unique needs of the LGBT community, further strengthens our social conscience. As a strategic partner in the delivery of health and wellness in Southeastern Michigan, we believe that the HEI is yet one more reminder of our commitment to make a positive and meaningful difference for all of the many people and communities we serve. Our motto at Henry Ford is 'When Others Can't—We Can,' and when it comes to the HEI, 'We Did!'"

Patrick F. Irwin
Vice President, Human Resources
The Henry Ford Hospital & Medical Group
Detroit, MI

"University of Iowa Health Care opened the Lesbian, Gay, Bisexual, Transgender, Queer and Questioning (LGBTQ) Clinic in October 2012 to better meet the needs of an underserved community. **The HEI was an invaluable tool to assure that our patients' rights policies and hospital visitation policies were updated to align with UI Health Care's commitment to providing inclusive and equitable care to LGBTQ persons.** The training webinars provided by the HRC HEI helped to continue the conversation among top UI Health Care administrators and providers to ensure that the momentum of the newly opened LGBTQ Clinic continues to positively affect the University of Iowa as a whole and the surrounding communities which we proudly serve."

Nicole Nisly, MD
Co-Director
UI Health Care LGBTQ Clinic

Katie Imborek, MD
Co-Director
UI Health Care LGBTQ Clinic

University of Iowa Hospitals & Clinics
Iowa City, IA

UI Health Cave's Nicole Nisly, MD (left) and Katie Imborek, MD

Nicole Nisly MD
Doctor
Katie Imborek MD
DOCTOR

HEI 2013 Leaders in LGBT Healthcare Equality

In the HEI 2013, an unprecedented 464 healthcare facilities—representing 74% of total participants—met all Core Four criteria for LGBT patient-centered care, earning the coveted status of "2013 Leader in LGBT Healthcare Equality." This new high represented a 199% increase in HEI participants who achieved Equality Leader recognition by protecting their LGBT patients and employees from discrimination, ensuring equal visitation for LGBT people and providing staff training in LGBT patient-centered care. 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.

Four states, however, have no Equality Leader:
Idaho, New Hampshire, North Dakota and South Dakota.

State	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	Adelante Healthcare (10 facilities)	Phoenix
	VA Northern Arizona Health Care System	Prescott
	VA Southern Arizona Health Care System	Tucson
Arkansas	VA Central Arkansas Veterans Healthcare System	Little Rock
California	Marin General Hospital	Greenbrae
	VA Long Beach Healthcare System	Long Beach
	L.A. Gay & Lesbian Center	Los Angeles
	UCLA Health System (4 facilities)	Los Angeles
	Contra Costa Regional Medical Center	Martinez

State	Facility Name	City
California continued	Kaiser Permanente (36 facilities)	Oakland
	Palo Alto Medical Foundation	Palo Alto
	VA Palo Alto Health Care System	Palo Alto
	Eisenhower Medical Center	Rancho Mirage
	University of California Davis Medical Center	Sacramento
	UC San Diego Health System	San Diego
	Scripps Health (27 facilities)	San Diego
	California Pacific Medical Center	San Francisco
	Lyon-Martin Health Services	San Francisco
	Saint Francis Memorial Hospital	San Francisco
	San Francisco General Hospital and Trauma Center	San Francisco
	UCSF Medical Center	San Francisco
	Sutter Maternity & Surgery Center	Santa Cruz
Colorado	VA Eastern Colorado Health Care System	Denver
Connecticut	Bridgeport Hospital	Bridgeport
	Greenwich Hospital	Greenwich
	Yale-New Haven Hospital	New Haven
	VA Connecticut Health Care System	West Haven
Delaware	Christiana Care Health System (3 facilities)	Wilmington
District of Columbia	MedStar National Rehabilitation Network	Washington
	MedStar Washington Hospital Center	Washington
	MedStar Georgetown Medical Center	Washington
	Specialty Hospital of Washington - Hadley	Washington
	VA Washington DC Medical Center	Washington
	Whitman-Walker Health	Washington
Florida	VA Bay Pines Healthcare System	Bay Pines
	Care Resource	Miami
	VA Miami Healthcare System	Miami
	Jackson Health System (9 facilities)	Miami
	VA Orlando Medical Center	Orlando
	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	Feminist Women's Health Center	Atlanta
	Piedmont Hospital	Atlanta
	Grady Health System (12 facilities)	Atlanta
Hawaii	VA Pacific Islands Health Care System	Honolulu
Illinois	Advocate Illinois Masonic Medical Center	Chicago
	The Howard Brown Health Center	Chicago

State	Facility Name	City
Illinois continued	Rush University Medical Center	Chicago
	VA Jesse Brown Medical Center	Chicago
	Cook County Health and Hospitals System (18 facilities)	Chicago
	Northwestern Memorial HealthCare (2 facilities)	Chicago
	VA Illiana Health Care System	Danville
	VA Edward Hines Jr. Hospital	Hines
	VA Captain James A. Lovell Federal Health Care Center	North Chicago
Indiana	Columbus Regional Hospital	Columbus
	VA Richard L. Roudebush Medical Center (Indianapolis Medical Center)	Indianapolis
	Indiana University Health Ball Memorial Hospital	Muncie
Iowa	VA Central Iowa Health Care System	Des Moines
	University of Iowa Health Care	Iowa City
Kansas	VA Eastern Kansas Health Care System	Topeka
	VA Robert J. Dole Medical Center	Wichita
Kentucky	Eastern State Hospital	Lexington
Louisiana	VA Overton Brooks Medical Center	Shreveport
Maine	VA Maine Healthcare System	Augusta
	Penobscot Community Health Care	Bangor
	Maine Medical Center	Portland
Maryland	Chase Brexton Health Services	Baltimore
	Johns Hopkins Hospital	Baltimore
	MedStar Franklin Square Medical Center	Baltimore
	VA Baltimore Medical Center - Maryland Health Care System	Baltimore
	Bon Secours Health System Inc. (14 facilities)	Marriottsville
	Northwest Hospital Center	Randallstown
	Adventist HealthCare Inc. (2 facilities)	Rockville
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
	VA Boston Healthcare System	Boston
	Mount Auburn Hospital	Cambridge
	Cambridge Health Alliance (10 facilities)	Cambridge
	VA Central Western Massachusetts Healthcare System	Leeds
	Harvard Vanguard Medical Associates	Newton
	Newton-Wellesley Hospital	Newton Lower Falls

State	Facility Name	City
Massachusetts continued	Berkshire Medical Center	Pittsfield
	Baystate Health (9 facilities)	Springfield
Michigan	VA Ann Arbor Healthcare System	Ann Arbor
	VA John D. Dingell Medical Center	Detroit
	Henry Ford Health System (6 facilities)	Detroit
	VA Oscar G. Johnson Medical Center	Iron Mountain
	VA Aleda E. Lutz Medical Center	Saginaw
Minnesota	Hennepin County Medical Center	Minneapolis
	VA Minneapolis Health Care System	Minneapolis
	VA St. Cloud Health Care System	St. Cloud
	Regions Hospital	St. Paul
	Park Nicollet Methodist Hospital	St. Louis Park
	Family Tree Clinic	St. Paul
	HealthEast Care System (18 facilities)	St. Paul
Mississippi	VA Gulf Coast Veterans Health Care System	Biloxi
	VA G.V. (Sonny) Montgomery Medical Center	Jackson
Missouri	The Children's Mercy Hospitals and Clinics (7 facilities)	Kansas City
	VA St. Louis Health Care System	Saint Louis
Montana	Billings Clinic	Billings
	VA Montana Health Care System	Fort Harrison
Nebraska	The Nebraska Medical Center	Omaha
	UNMC Physicians	Omaha
	VA Omaha-Nebraska-Western Iowa Health Care System	Omaha
Nevada	University Medical Center of Southern Nevada	Las Vegas
	The Valley Health System (5 facilities)	Las Vegas
	VA Sierra Nevada Health Care System	Reno
New Jersey	AtlantiCare Regional Medical Center	Atlantic City
	Reproductive Medicine Associates of New Jersey	Basking Ridge
	VA New Jersey Health Care System	East Orange
	Morristown Medical Center	Morristown
	Shore Medical Center	Somers Point
New Mexico	University of New Mexico Hospitals	Albuquerque
	VA New Mexico Health Care System	Albuquerque
New York	Albany Medical Center	Albany
	VA Albany Medical Center: Samuel S. Stratton	Albany
	VA Bath Medical Center	Bath
	Southside Hospital	Bay Shore
	VA James J. Peters VA Medical Center (Bronx, NY)	Bronx
	Evergreen Health Services	Buffalo
	VA Western New York Healthcare System	Buffalo

State	Facility Name	City
New York continued	VA Canandaigua Medical Center	Canandaigua
	Catskill Regional Medical Center	Harris
	Mountainside Residential Care Center	Margaretville
	VA Hudson Valley Health Care System	Montrose
	Beth Israel Medical Center	New York
	Lenox Hill Hospital	New York
	Memorial Sloan-Kettering Cancer Center	New York
	Metropolitan Hospital Center	New York
	NYU Langone Medical Center	New York
	St. Luke's-Roosevelt Hospital Center	New York
	VillageCare Health Center	New York
	AIDS Care	Rochester
	University of Rochester's Strong Memorial Hospital	Rochester
	Saratoga Hospital	Saratoga Springs
	Staten Island University Hospital	Staten Island
	VA Syracuse Medical Center	Syracuse
North Carolina	VA Asheville Medical Center	Asheville
	UNC Health Care	Chapel Hill
	Duke University Hospital	Durham
	Duke Regional Hospital	Durham
	VA Durham Medical Center	Durham
Ohio	VA Chillicothe Medical Center	Chillicothe
	Cincinnati Children's Hospital Medical Center	Cincinnati
	VA Cincinnati Medical Center	Cincinnati
	TriHealth (2 facilities)	Cincinnati
	VA Louis Stokes Cleveland Medical Center	Cleveland
	University Hospitals of Cleveland (10 facilities)	Cleveland
	The Ohio State University (2 facilities)	Columbus
	University of Toledo Medical Center	Toledo
Oklahoma	VA Oklahoma City Medical Center	Oklahoma City
Oregon	Oregon Health & Science University	Portland
	VA Portland Medical Center	Portland
	Multnomah County Health Department (8 facilities)	Portland
Pennsylvania	VA Altoona - James E. Van Zandt Medical Center	Altoona
	VA Butler Healthcare	Butler
	VA Erie Medical Center	Erie
	Mazzoni Center	Philadelphia
	Thomas Jefferson University Hospital	Philadelphia
	VA Philadelphia Medical Center	Philadelphia
	VA Pittsburgh Healthcare System	Pittsburgh

State	Facility Name	City
Pennsylvania continued	VA Wilkes-Barre Medical Center	Wilkes-Barre
Rhode Island	VA Providence Medical Center	Providence
South Carolina	VA Ralph H. Johnson Medical Center	Charleston
	VA Wm. Jennings Bryan Dorn Medical Center	Columbia
	Greenville Health System (5 facilities)	Greenville
Tennessee	CHOICES	Memphis
	VA Mountain Home Medical Center/Johnson City	Mountain Home
	VA Tennessee Valley Healthcare System	Nashville
	Vanderbilt University Medical Center	Nashville
Texas	VA West Texas Health Care System	Big Spring
	VA North Texas Health Care System	Dallas
	Parkland Health & Hospital System (28 facilities)	Dallas
	VA El Paso Health Care System	El Paso
	VA Texas Valley Coastal Bend Health Care System	Harlingen
	The University of Texas MD Anderson Cancer Center	Houston
	Reproductive Medicine Associates of Texas	San Antonio
	VA South Texas Veterans Health Care System	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	VA Hampton Medical Center	Hampton
	VA Hunter Holmes McGuire Medical Center	Richmond
	VA Salem Medical Center	Salem
Washington	Seattle Cancer Care Alliance	Seattle
	VA Puget Sound Health Care System	Seattle
	Group Health (26 facilities)	Seattle
	UW Medicine (4 facilities)	Seattle
	VA Jonathan M. Wainwright Memorial Medical Center	Walla Walla
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	American Family Children's Hospital	Madison
	University of Wisconsin Hospital & Clinics	Madison
	VA William S. Middleton Memorial Veterans Hospital	Madison
	AIDS Resource Center of Wisconsin	Milwaukee
	VA Tomah Medical Center	Tomah
Wyoming	VA Cheyenne Medical Center	Cheyenne
	VA Sheridan Medical Center	Sheridan

Appendix A:
HEI 2013 Core Four Leader Criteria Responses by Name

Healthcare Equality Index CORE FOUR Leader Criteria

1a Patient non-discrimination policy (or patients' bill of rights) includes the term "sexual orientation"

1b Patient non-discrimination policy (or patients' bill of rights) includes the term "gender identity"

1c 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 their visitors

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

3a Employment non-discrimination policy (or equal employment opportunity policy) includes the term "sexual orientation"

3b Employment non-discrimination policy (or equal employment opportunity policy) includes the term "gender identity"

4 Training in LGBT patient-centered care is provided to key staff members

NOTES

Facilities with dot in "2013 Leader" column meet all Core Four criteria and have been designated "2013 Leaders in LGBT Healthcare Equality" (see page 52 for more information)

Facilities in gray type actively participated in HEI 2012, but not HEI 2013; their HEI 2012 responses are shown

Facilities with blue dot in any column have submitted documentation proving that they meet the Core Four criterion shown at top of column

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Abington Memorial Hospital	Abington	PA			NO	NO	YES	YES		YES	YES	YES
Adelante Healthcare Avondale OB/GYN	Avondale	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Buckeye	Buckeye	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Care First Avondale WIC	Avondale	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Gila Bend	Gila Bend	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Luke Air Force Base WIC	Glendale	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Mesa	Mesa	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Phoenix	Phoenix	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Queen Creek WIC	Queen Creek	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Surprise	Surprise	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Adelante Healthcare Wickenburg	Wickenburg	AZ	Adelante Healthcare	●	YES	YES	YES	NA	NA	YES	YES	YES
Advocate Illinois Masonic Medical Center	Chicago	IL		●	YES	YES	YES	YES	YES	YES	YES	YES
AIDS Care	Rochester	NY		●	YES	YES	YES	NA	NA	YES	YES	YES
AIDS Resource Center of Wisconsin	Milwaukee	WI		●	YES	YES	YES	NA	NA	YES	YES	YES
Albany Medical Center	Albany	NY		●	YES	YES	YES	YES	YES	YES	YES	YES
Amelia Court	Dallas	TX	Parkland Health & Hospital System	●	YES	YES	YES	NA	NA	YES	YES	YES
American Family Children's Hospital	Madison	WI		●	YES	YES	YES	YES	YES	YES	YES	YES
Annie Penn Hospital	Reidsville	NC	Moses Cone Health System		NO	NO	NO	NO		YES	NO	NO
Asa G. Yancey, Sr. M.D. Health Center	Atlanta	GA	Grady Health System	●	YES	YES	YES	YES	YES	YES	YES	YES
Atlanta Medical Center	Atlanta	GA			YES	YES	YES	YES		YES	NO	YES
AtlantiCare Regional Medical Center	Atlantic City	NJ		●	YES	YES	YES	YES	YES	YES	YES	YES
Aurora BayCare Medical Center	Green Bay	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Lakeland Medical Center	Elkhorn	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Medical Center	Hartford	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Medical Center	Two Rivers	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Medical Center	Grafton	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Medical Center	Oshkosh	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Medical Center	Summit	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Memorial Hospital - Burlington	Burlington	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Psychiatric Hospital	Wauwatosa	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Sheboygan Memorial Medical Center	Sheboygan	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora Sinai Medical Center	Milwaukee	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora St. Luke's South Shore	Cudahy	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Aurora West Allis Memorial Hospital	West Allis	WI	Aurora Health Care		YES	NO	NO	YES	NO	YES	NO	NO
Austin Health Center	Chicago	IL	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Barnes-Jewish Hospital	St. Louis	MO			NO	NO	YES	YES	YES	YES	NO	YES
Baystate Brightwood Health Center	Springfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate Franklin Medical Center	Greenfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate High Street Health Center - Adult Medicine	Springfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate High Street Health Center - Pediatric Medicine	Springfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate Mary Lane Hospital	Ware	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate Mason Square Neighborhood Health Center	Springfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate Medical Center	Springfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate Regional Cancer Program	Springfield	MA	Baystate Health	●	YES	YES	YES	YES	YES	YES	YES	YES
Baystate Visiting Nurse Association & Hospice	Springfield	MA	Baystate Health	●	YES	YES	YES	NA	NA	YES	YES	YES
Berkshire Medical Center	Pittsfield	MA		●	YES	YES	YES	YES	YES	YES	YES	YES
Beth Israel Deaconess Medical Center	Boston	MA		●	YES	YES	YES	YES	YES	YES	YES	YES
Beth Israel Medical Center	New York	NY		●	YES	YES	YES	YES	YES	YES	YES	YES
Bethesda Hospital	St. Paul	MN	HealthEast Care System	●	YES	YES	YES	YES	YES	YES	YES	YES
Bethesda North Hospital	Cincinnati	OH	TriHealth	●	YES	YES	YES	YES	YES	YES	YES	YES
Billings Clinic	Billings	MT		●	YES	YES	YES	YES	YES	YES	YES	YES
Blank Children's Hospital	Des Moines	IA	UnityPoint Health - Des Moines		YES	YES	YES	YES	YES	YES	YES	NO
Bluitt-Fiowers Health Center	Dallas	TX	Parkland Health & Hospital System	●	YES	YES	YES	NA	NA	YES	YES	YES
Boca Raton Regional Hospital	Boca Raton	FL			NO	NO	NO	NO	NO	YES	NO	NO
Bon Secours Community Hospital	Port Jervis	NY	Bon Secours Health System Inc.	●	YES	YES	YES	YES	YES	YES	YES	YES
Bon Secours Hospital	Baltimore	MD	Bon Secours Health System Inc.	●	YES	YES	YES	YES	YES	YES	YES	YES
Bon Secours Mary Immaculate Hospital	Newport News	VA	Bon Secours Health System Inc.	●	YES	YES	YES	YES	YES	YES	YES	YES
Bon Secours St. Francis Downtown	Greenville	SC	Bon Secours Health System Inc.	●	YES	YES	YES	YES	YES	YES	YES	YES
Bon Secours St. Francis Eastside	Greenville	SC	Bon Secours Health System Inc.	●	YES	YES	YES	YES	YES	YES	YES	YES
Borgess Medical Center	Kalamazoo	MI			YES	NO	YES	NO		NO	NO	NO
Boston Medical Center	Boston	MA		●	YES	YES	YES	YES	YES	YES	YES	YES

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Breast Imaging	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
The Bridge-Homes	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Bridgeport Hospital	Bridgeport	CT		●	●	●	●	●	●	●	●	●
Brigham and Women's Faulkner Hospital	Boston	MA		●	●	●	●	●	●	●	●	●
Brigham and Women's Hospital	Boston	MA		●	●	●	●	●	●	●	●	●
Bronson Advanced Radiology Services	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Athletic Club	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Battle Creek	Battle Creek	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Health Foundation	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Home Health Care	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson LakeView Hospital	Paw Paw	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson LakeView Outpatient Center	Paw Paw	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Lifespan	Battle Creek	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Lifestyle Improvement & Research Center	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Medical Group	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Methodist Hospital	Kalamazoo	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Nursing and Rehabilitation Center	Lawton	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Vicksburg Outpatient Center	Vicksburg	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronx Health Center	Bronx	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Brunswick Community Hospital	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
CABS Health Center	Brooklyn	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
California Hospital Medical Center	Los Angeles	CA			●	●	●	●		●	●	●
California Pacific Medical Center	San Francisco	CA		●	●	●	●	●	●	●	●	●
Callen-Lorde Community Health Center	New York	NY			●	●	●	●		●	●	●
Cambridge Family Health	Cambridge	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
The Cambridge Hospital	Cambridge	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Cambridge Primary Care Center	Cambridge	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Cape Regional Medical Center	Cape May Court House	NJ			●	●	●	●	●	●	●	●
Care Resource	Miami	FL		●	●	●	●	●	●	●	●	●
Caribbean House Health Center	Brooklyn	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Catskill Regional Medical Center	Harris	NY		●	●	●	●	●	●	●	●	●
CD Practice Associates	Northampton	MA	Cooley Dickinson Healthcare Corp.		●	●	●	●	●	●	●	●
Centennial Hills Hospital Medical Center	Las Vegas	NV	The Valley Health System	●	●	●	●	●	●	●	●	●
Centerville Health Care	Centerville	UT	University of Utah Health		●	●	●	●	●	●	●	●
Cermak Health Services of Cook County	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Chase Brexton Health Services	Baltimore	MD		●	●	●	●	●	●	●	●	●
Children's Hospital of Philadelphia	Philadelphia	PA			●	●	●	●	●	●	●	●
Children's Mercy Clinics on Broadway	Kansas City	MO	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy College Boulevard Clinics and Urgent Care	Overland Park	KS	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy East	Independence	MO	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy Hospitals and Clinics	Kansas City	MO	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy Northland	Kansas City	MO	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy South	Overland Park	KS	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy West	Kansas City	KS	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
CHOICES	Memphis	TN		●	●	●	●	●	●	●	●	●
Christiana Hospital	Newark	DE	Christiana Care Health System	●	●	●	●	●	●	●	●	●
Cicero Health Center	Cicero	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Cincinnati Children's Hospital Medical Center	Cincinnati	OH		●	●	●	●	●	●	●	●	●
Cleveland Clinic (Main Campus)	Cleveland	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Cleveland Clinic Florida	Weston	FL	Cleveland Clinic		●	●	●	●	●	●	●	●
Columbus Regional Hospital	Columbus	IN		●	●	●	●	●	●	●	●	●
Community League Health Center	New York	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Contra Costa Regional Medical Center	Martinez	CA		●	●	●	●	●	●	●	●	●
Cooley Dickinson Hospital	Northampton	MA	Cooley Dickinson Healthcare Corp.		●	●	●	●	●	●	●	●
Corrections Health Services	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Cottage Grove Health Center	Ford Heights	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Crestview Health and Rehabilitation Center	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Dana-Farber Cancer Institute	Boston	MA		●	●	●	●	●	●	●	●	●
Dartmouth-Hitchcock Medical Center	Lebanon	NH			●	●	●	●		●	●	●
deHaro Saldivar Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
deHaro Saldivar Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
DeKalb Medical at Hillandale	Lithonia	GA	DeKalb Medical		●	●	●	●	●	●	●	●
DeKalb Medical at North Decatur	Decatur	GA	DeKalb Medical		●	●	●	●	●	●	●	●
DeKalb Medical at Downtown Decatur	Decatur	GA	DeKalb Medical		●	●	●	●	●	●	●	●
DePaul Medical Center	Norfolk	VA	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Desert Springs Hospital Medical Center	Las Vegas	NV	The Valley Health System	●	●	●	●	●	●	●	●	●
Downtown Health Center	New York	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Dr. Betty Shabazz Health Center	Brooklyn	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Dr. Jorge Prieto Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Duke University Hospital	Durham	NC		●	●	●	●	●	●	●	●	●
Duke Regional Hospital	Durham	NC		●	●	●	●	●	●	●	●	●
East County Health Center	Gresham	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
East Dallas Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
East Dallas Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
East Point Health Center	East Point	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Eastern Maine Medical Center	Bangor	ME			●	●	●	●		●	●	●
Eastern State Hospital	Lexington	KY		●	●	●	●	●	●	●	●	●
Eisenhower Medical Center	Rancho Mirage	CA		●	●	●	●	●	●	●	●	●
Emma Pendleton Bradley Hospital	Providence	RI	Lifespan		●	●	●	●	●	●	●	●
Emory Johns Creek Hospital	Johns Creek	GA	Emory Healthcare		●	●	●	●	●	●	●	●
Emory University Hospital	Atlanta	GA	Emory Healthcare		●	●	●	●	●	●	●	●
Emory University Hospital Midtown	Atlanta	GA	Emory Healthcare		●	●	●	●	●	●	●	●
Emory University Orthopaedics and Spine Hospital	Tucker	GA	Emory Healthcare		●	●	●	●	●	●	●	●
Employee Physician Office	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Englewood Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Euclid Hospital	Euclid	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Everett Family Health Center	Everett	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Evergreen Health Services	Buffalo	NY		●	●	●	●	●	●	●	●	●
Fairview Hospital	Cleveland	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Family Health Center	Jamaica	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Family Medicine Clinic	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Family Tree Clinic	St. Paul	MN		●	●	●	●	●	●	●	●	●
Fantus Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Feminist Women's Health Center	Atlanta	GA		●	●	●	●	●	●	●	●	●
Fenway Health	Boston	MA		●	●	●	●	●	●	●	●	●
Fletcher Allen Health Care	Burlington	VT		●	●	●	●	●	●	●	●	●
Forsyth Medical Center	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
Franklin Regional Health System	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
Garland Community Clinic	Garland	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Garland Women's Health Center	Garland	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
George Washington University Hospital	Washington	DC			●	●	●	●		●	●	●
Good Samaritan Hospital	Cincinnati	OH	TriHealth	●	●	●	●	●	●	●	●	●
Good Samaritan Hospital of Suffern, NY	Suffern	NY	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Grady Emergency Medical Service	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Grady Health Foundation	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Grady Memorial Hospital	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Grand Prairie Health Center	Grand Prairie	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Grand Prairie Women's Health Center	Grand Prairie	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Grant Regional Health Center	Lancaster	WI			●	●	●	●		●	●	●
Greater Baltimore Medical Center	Baltimore	MD			●	●	●	●	●	●	●	●
Greenville Memorial Hospital	Greenville	SC	Greenville Health System	●	●	●	●	●	●	●	●	●
Greenwich Hospital	Greenwich	CT		●	●	●	●	●	●	●	●	●
Greenwood Health Center	Midvale	UT	University of Utah Health		●	●	●	●	●	●	●	●
Greer Memorial Hospital	Greer	SC	Greenville Health System	●	●	●	●	●	●	●	●	●
Group Health Bellevue Medical Center	Bellevue	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Burien Medical Center	Burien	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Capitol Hill Medical Center	Seattle	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Central Hospital	Seattle	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Downtown Seattle Medical Center	Seattle	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Everett Medical Center	Everett	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Factoria Medical Center	Bellevue	WA	Group Health	●	●	●	●	●	●	●	●	●

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● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Group Health Federal Way Medical Center	Federal Way	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Kent Medical Center	Kent	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Lidgerwood Medical Center	Spokane	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Lynnwood Medical Center	Lynnwood	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Northgate Medical Center	Seattle	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Northshore Medical Center	Bothell	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Olympia Medical Center	Olympia	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Port Orchard Medical Center	Port Orchard	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Poulsbo Medical Center	Poulsbo	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Puyallup Medical Center	Puyallup	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Rainier Medical Center	Seattle	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Redmond Medical Center at Riverpark	Redmond	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Renton Medical Center	Renton	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Riverfront Medical Center	Spokane	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Silverdale Medical Center	Silverdale	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health South Hill Medical Center	Spokane	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Tacoma Medical Center	Tacoma	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Tacoma South Medical Center	Tacoma	WA	Group Health	●	●	●	●	●	●	●	●	●
Group Health Veradale Medical Center	Spokane Valley	WA	Group Health	●	●	●	●	●	●	●	●	●
Gundersen Lutheran Medical Center	La Crosse	WI			●	●	●	●	●	●	●	●
H. Lee Moffitt Cancer Center & Research Institute	Tampa	FL		●	●	●	●	●	●	●	●	●
Hackensack University Medical Center	Hackensack	NJ			●	●	●	●	●	●	●	●
Harborview Medical Center	Seattle	WA	UW Medicine	●	●	●	●	●	●	●	●	●
Harvard Vanguard Medical Associates	Newton	MA		●	●	●	●	●	●	●	●	●
Health Central	Ocoee	FL			●	●	●	●		●	●	●
HealthEast Cottage Grove Clinic	Cottage Grove	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Downtown St. Paul Clinic	St. Paul	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Eagan Clinic	Eagan	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Grand Avenue Clinic	St. Paul	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Hugo Clinic	Hugo	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Maplewood Clinic	Maplewood	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Midway Clinic	St. Paul	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Oakdale Clinic	Oakdale	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Rice Street Clinic	St. Paul	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Roselawn Clinic	St. Paul	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Roseville Clinic	Roseville	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Stillwater Clinic	Stillwater	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Vadnais Heights Clinic	Vadnais Heights	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Woodbury Clinic	Woodbury	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
Helen B. Atkinson Health Center	New York	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Helen F. Graham Cancer Center	Newark	DE	Christiana Care Health System	●	●	●	●	●	●	●	●	●
Hennepin County Medical Center	Minneapolis	MN		●	●	●	●	●	●	●	●	●
Henry Ford Behavioral Health Services	Ferndale	MI	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Hospital	Detroit	MI	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Macomb Hospital	Clinton Township	MI	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Medical Group	Detroit	MI	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford West Bloomfield Hospital	West Bloomfield	MI	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Wyandotte Hospital	Wyandotte	MI	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Hillcrest Hospital	Mayfield Heights	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Hillcrest Memorial Hospital	Simpsonville	SC	Greenville Health System	●	●	●	●	●	●	●	●	●
HIV Health Services Center	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Hollywood Presbyterian Medical Center	Los Angeles	CA			●	●	●	●		●	●	●
Holtz Children's Hospital & JMH Women's Services	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
HOMES Program	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
The Howard Brown Health Center	Chicago	IL		●	●	●	●	●	●	●	●	●
Howard University Hospital	Washington	DC			●	●	●	●		●	●	●
Huntsman Cancer Institute	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
Indiana University Health	Indianapolis	IN			●	●	●	●	●	●	●	●
Indiana University Health Ball Memorial Hospital	Muncie	IN		●	●	●	●	●	●	●	●	●
International Medical Center	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Iowa Lutheran Hospital	Des Moines	IA	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Iowa Methodist Medical Center	Des Moines	IA	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●
Irving Health Center	Irving	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Irving Women's Health Center	Irving	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
J. Glen Smith Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
Jackson Behavioral Health Hospital	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Memorial Hospital	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Memorial Long Term Care Center	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Memorial Perdue Medical Center (long-term care)	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson North Medical Center	North Miami Beach	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Rehabilitation Hospital	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson South Community Hospital	Miami	FL	Jackson Health System	●	●	●	●	●	●	●	●	●
James Cancer Hospital and Solove Research Institute	Columbus	OH	The Ohio State University	●	●	●	●	●	●	●	●	●
John A. Moran Eye Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
John H. Stroger Jr. Hospital	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
John Sengstacke Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Johns Hopkins Hospital	Baltimore	MD		●	●	●	●	●	●	●	●	●
Kaiser Permanente, Anaheim Medical Center	Anaheim	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Antioch	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Downey	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fontana Medical Center	Fontana	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fremont Medical Center	Fremont	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fresno Medical Center	Fresno	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Hayward Medical Center	Hayward	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Irvine	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Los Angeles Medical Center	Los Angeles	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Manteca Medical Center	Manteca	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Moanalua Medical Center	Honolulu	HI	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Modesto Medical Center	Modesto	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Moreno Valley Community Hospital	Moreno Valley	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Oakland Medical Center	Oakland	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Panorama City Medical Center	Panorama City	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Redwood City Medical Center	Redwood City	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Richmond Medical Center	Richmond	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Riverside Medical Center	Riverside	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Roseville Medical Center	Roseville	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Sacramento Medical Center	Sacramento	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, San Diego Medical Center	San Diego	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, San Francisco Medical Center	San Francisco	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, San Jose Medical Center	San Jose	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, San Rafael Medical Center	San Rafael	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Clara Medical Center	Santa Clara	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, South Bay Medical Center	Harbor City	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, South Sacramento Medical Center	Sacramento	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, South San Francisco Medical Center	South San Francisco	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Sunnyside Medical Center	Clackamas	OR	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Vacaville Medical Center	Vacaville	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Vallejo Medical Center	Vallejo	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills	CA	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kirkwood Family Medicine	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
L.A. Gay & Lesbian Center	Los Angeles	CA		●	●	●	●	●	●	●	●	●
La Clinica de Buena Salud	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
LAC+USC Medical Center	Los Angeles	CA			●	●	●	●	●	●	●	●
Lake West Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Lakewood Hospital	Lakewood	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Legacy Clinic Battleground	Battle Ground	WA	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Bridgeport	Lake Oswego	OR	Legacy Health		●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Legacy Clinic Broadway	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Canby	Canby	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Emanuel	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Firwood	Sandy	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Fisher's Landing	Vancouver	WA	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Forest Heights	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Good Samaritan	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Lake Oswego	Lake Oswego	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Mount Hood	Gresham	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Northeast	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Northwest	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Salmon Creek	Vancouver	WA	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic St. Helens	St. Helens	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Tualatin	Tualatin	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic West Linn	West Linn	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Woodburn	Woodburn	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Community Health Services	Houston	TX			●	●	●	●		●	●	●
Legacy Emanuel Medical Center	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Good Samaritan Medical Center	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Meridian Park Medical Center	Tualatin	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Mount Hood Medical Center	Gresham	OR	Legacy Health		●	●	●	●	●	●	●	●
Legacy Salmon Creek Medical Center	Vancouver	WA	Legacy Health		●	●	●	●	●	●	●	●
Lenox Hill Hospital	New York	NY		●	●	●	●	●	●	●	●	●
Lindbergh Women and Children's Center	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Logan Square Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Long Island City Health Center	Long Island City	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Lutheran Hospital	Cleveland	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Lyon-Martin Health Services	San Francisco	CA		●	●	●	●	●	●	●	●	●
Madsen Health Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
Maimonides Medical Center	Brooklyn	NY			●	●	●	●	●	●	●	●
Maine Medical Center	Portland	ME		●	●	●	●	●	●	●	●	●
MaineGeneral Medical Center	Waterville	ME			●	●	●	●	●	●	●	●
Malden Family Medicine Center	Malden	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Maple Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Marin General Hospital	Greenbrae	CA		●	●	●	●	●	●	●	●	●
Marymount Hospital	Garfield Heights	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Maryview Medical Center	Portsmouth	VA	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Massachusetts General Hospital	Boston	MA		●	●	●	●	●	●	●	●	●
Mattel Children's Hospital UCLA	Los Angeles	CA	UCLA Health System	●	●	●	●	●	●	●	●	●
Mayo Clinic	Rochester	MN	Mayo Clinic		●	●	●	●	●	●	●	●
Mayo Clinic	Scottsdale	AZ	Mayo Clinic		●	●	●	●	●	●	●	●
Mayo Clinic	Jacksonville	FL	Mayo Clinic		●	●	●	●	●	●	●	●
Mayo Clinic Hospital	Phoenix	AZ	Mayo Clinic		●	●	●	●	●	●	●	●
Mayo Clinic Hospital	Jacksonville	FL	Mayo Clinic		●	●	●	●	●	●	●	●
Mazzoni Center	Philadelphia	PA		●	●	●	●	●	●	●	●	●
Medina Hospital	Medina	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
MedStar Franklin Square Medical Center	Baltimore	MD		●	●	●	●	●	●	●	●	●
MedStar National Rehabilitation Network	Washington	DC		●	●	●	●	●	●	●	●	●
MedStar Washington Hospital Center	Washington	DC		●	●	●	●	●	●	●	●	●
MedStar Georgetown Medical Center	Washington	DC		●	●	●	●	●	●	●	●	●
Memorial Regional Medical Center	Mechanicsville	VA	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Memorial Sloan-Kettering Cancer Center	New York	NY		●	●	●	●	●	●	●	●	●
Memphis Mental Health Institute	Memphis	TN			●	●	●	●	●	●	●	●
Methodist West Hospital	West Des Moines	IA	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●
MetroHealth Asia Town Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Beachwood Health Center	Beachwood	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Broadway Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Brooklyn Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Buckeye Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Center for Sleep Medicine South Campus	Independence	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Center for Sleep Medicine West Campus	Westlake	OH	The MetroHealth System		●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
MetroHealth Lakewood Health Center	Lakewood	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Lee-Harvard Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Old Brooklyn Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Pepper Pike Health Center	Pepper Pike	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Premier Health Center	Westlake	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Rehabilitation Institute of Ohio	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Strongsville Health Center	Strongsville	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth West 150th Health and Surgery Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth West Park Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Westlake Health Center	Westlake	OH	The MetroHealth System		●	●	●	●	●	●	●	●
Metropolitan Hospital Center	New York	NY		●	●	●	●	●	●	●	●	●
Mid County Health Center	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
The Miriam Hospital	Providence	RI	Lifespan		●	●	●	●	●	●	●	●
Morristown Medical Center	Morristown	NJ		●	●	●	●	●	●	●	●	●
Moses Cone Behavioral Health Center	Greensboro	NC	Moses Cone Health System		●	●	●	●		●	●	●
Moses H. Cone Memorial Hospital	Greensboro	NC	Moses Cone Health System		●	●	●	●		●	●	●
Mount Auburn Hospital	Cambridge	MA		●	●	●	●	●	●	●	●	●
Mount Sinai Medical Center	New York	NY			●	●	●	●	●	●	●	●
Mountainside Residential Care Center	Margaretville	NY		●	●	●	●	●	●	●	●	●
MU Student Health Center	Columbia	MO			●	●	●	●	●	●	●	●
Near South Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
The Nebraska Medical Center	Omaha	NE		●	●	●	●	●	●	●	●	●
New Hampshire Hospital	Concord	NH			●	●	●	●	●	●	●	●
Newport Hospital	Providence	RI	Lifespan		●	●	●	●	●	●	●	●
Newton-Wellesley Hospital	Newton Lower Falls	MA		●	●	●	●	●	●	●	●	●
North DeKalb Health Center	Chamblee	GA	Grady Health System	●	●	●	●	●	●	●	●	●
North Fulton Health Center	Sandy Springs	GA	Grady Health System	●	●	●	●	●	●	●	●	●
North Greenville Hospital	Travelers Rest	SC	Greenville Health System	●	●	●	●	●	●	●	●	●
North Portland Health Center	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Northeast Health Center	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Northern Nevada Adult Mental Health	Sparks	NV			●	●	●	●	●	●	●	●
Northwest Hospital & Medical Center	Seattle	WA	UW Medicine	●	●	●	●	●	●	●	●	●
Northwest Hospital Center	Randallstown	MD		●	●	●	●	●	●	●	●	●
Northwestern Lake Forest Hospital	Lake Forest	IL	Northwestern Memorial HealthCare	●	●	●	●	●	●	●	●	●
Northwestern Memorial Hospital	Chicago	IL	Northwestern Memorial HealthCare	●	●	●	●	●	●	●	●	●
NYU Langone Medical Center	New York	NY		●	●	●	●	●	●	●	●	●
Oak Forest Health Center	Oak Forest	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Oak West Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Oak West Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
The Ohio State University Wexner Medical Center	Columbus	OH	The Ohio State University	●	●	●	●	●	●	●	●	●
Oregon Health & Science University	Portland	OR		●	●	●	●	●	●	●	●	●
Our Lady of Bellefonte Hospital	Ashland	KY	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Palo Alto Medical Foundation	Palo Alto	CA		●	●	●	●	●	●	●	●	●
Park Nicollet Methodist Hospital	St. Louis Park	MN		●	●	●	●	●	●	●	●	●
Parkland Memorial Hospital	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Parkview Behavioral Health	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Comprehensive Cancer Center	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Heart Institute	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Hospital Randallia	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Huntington Hospital	Huntington	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview LaGrange Hospital	LaGrange	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Noble Hospital	Kendallville	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Ortho Hospital	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Outpatient Center	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Regional Medical Center	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Whitley Hospital	Columbia City	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkview Women's & Children's Hospital	Fort Wayne	IN	Parkview Health		●	●	●	●	●	●	●	●
Parkway Health Center	Orem	UT	University of Utah Health		●	●	●	●	●	●	●	●
Patewood Memorial Hospital	Greenville	SC	Greenville Health System	●	●	●	●	●	●	●	●	●
Pediatric Primary Care Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Penobscot Community Health Care	Bangor	ME		●	●	●	●	●	●	●	●	●
Piedmont Hospital	Atlanta	GA		●	●	●	●	●	●	●	●	●
Ponce de Leon Center	Atlanta	GA	Grady Health System	●	●	●	●	●	●	●	●	●
Presbyterian Healthcare	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
Prince William Health System	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
ProMedica Bay Park Hospital	Oregon	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Bixby Hospital	Adrian	MI	ProMedica		●	●	●	●	●	●	●	●
ProMedica Defiance Regional Hospital	Defiance	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Flower Hospital	Sylvania	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Fostoria Community Hospital	Fostoria	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Herrick Hospital	Tecumseh	MI	ProMedica		●	●	●	●	●	●	●	●
ProMedica St. Luke's Hospital	Maumee	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Toledo Children's Hospital	Toledo	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Toledo Hospital	Toledo	OH	ProMedica		●	●	●	●	●	●	●	●
ProMedica Wildwood Orthopaedic and Spine Hospital	Toledo	OH	ProMedica		●	●	●	●	●	●	●	●
Providence Hospital	Washington	DC			●	●	●	●	●	●	●	●
Provident Hospital of Cook County	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Psychiatric Outpatient Clinic	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Queens Health Center	Jamaica	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Randall Children's Hospital at Legacy Emanuel	Portland	OR	Legacy Health		●	●	●	●	●	●	●	●
Redstone Health Center	Park City	UT	University of Utah Health		●	●	●	●	●	●	●	●
Redwood Health Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
Regions Hospital	St. Paul	MN		●	●	●	●	●	●	●	●	●
Reproductive Medicine Associates of New Jersey	Basking Ridge	NJ		●	●	●	●	●	●	●	●	●
Reproductive Medicine Associates of Texas	San Antonio	TX		●	●	●	●	●	●	●	●	●
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	CA	UCLA Health System	●	●	●	●	●	●	●	●	●
Revere Family Health Center	Revere	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Rhode Island Hospital	Providence	RI	Lifespan		●	●	●	●	●	●	●	●
Richmond Community Hospital	Richmond	VA	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Robbins Health Center	Robbins	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Rochester Methodist Hospital	Rochester	MN	Mayo Clinic		●	●	●	●	●	●	●	●
Rockingham Memorial Hospital	Harrisonburg	VA			●	●	●	●		●	●	●
Rockwood Community Health Center	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Ronald Reagan UCLA Medical Center	Los Angeles	CA	UCLA Health System	●	●	●	●	●	●	●	●	●
Roseland Community Hospital	Chicago	IL			●	●	●	●	●	●	●	●
Rowan Regional Medical Center	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
Rush University Medical Center	Chicago	IL		●	●	●	●	●	●	●	●	●
Ruth M. Rothstein CORE Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Saint Francis Memorial Hospital	San Francisco	CA		●	●	●	●	●	●	●	●	●
Saint Marys Hospital	Rochester	MN	Mayo Clinic		●	●	●	●	●	●	●	●
San Francisco General Hospital and Trauma Center	San Francisco	CA		●	●	●	●	●	●	●	●	●
Sanford Health Adult Medicine	Sioux Falls	SD			●	●	●	●	●	●	●	●
Saratoga Hospital	Saratoga Springs	NY		●	●	●	●	●	●	●	●	●
Scottsdale Healthcare Osborn	Scottsdale	AZ	Scottsdale Healthcare		●	●	●	●	●	●	●	●
Scottsdale Healthcare Shea	Scottsdale	AZ	Scottsdale Healthcare		●	●	●	●	●	●	●	●
Scottsdale Healthcare Thompson Peak	Scottsdale	AZ	Scottsdale Healthcare		●	●	●	●	●	●	●	●
Scripps Clinic Carmel Valley	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Del Mar	Del Mar	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Division of Dermatology - Coronado	Coronado	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Division of OB/GYN - La Jolla	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Encinitas	Encinitas	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Hillcrest Hematology/Oncology	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic La Jolla Campus	La Jolla	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Mission Valley	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Rancho Bernardo	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Rancho San Diego	La Mesa	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Santee	Santee	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Torrey Pines	La Jolla	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Carlsbad	Carlsbad	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Del Mar	Del Mar	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Eastlake	Chula Vista	CA	Scripps Health	●	●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Scripps Coastal Medical Center Encinitas	Encinitas	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas-OB/GYN	Encinitas	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Escondido	Escondido	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Hillcrest	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Oceanside - Mission Ave.	Oceanside	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Vista - Cedar Rd.	Vista	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Vista - Thibado Rd.	Vista	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Green Hospital	La Jolla	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Memorial Hospital Encinitas	Encinitas	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Memorial Hospital La Jolla	La Jolla	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Mercy Hospital (Chula Vista campus)	Chula Vista	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Mercy Hospital (San Diego campus)	San Diego	CA	Scripps Health	●	●	●	●	●	●	●	●	●
Seattle Cancer Care Alliance	Seattle	WA		●	●	●	●	●	●	●	●	●
Seattle Children's Hospital	Seattle	WA			●	●	●	●	●	●	●	●
Shady Grove Adventist Hospital	Rockville	MD	Adventist HealthCare Inc.	●	●	●	●	●	●	●	●	●
Shore Medical Center	Somers Point	NJ		●	●	●	●	●	●	●	●	●
Sibley Memorial Hospital	Washington	DC			●	●	●	●		●	●	●
Simmons Ambulatory Surgery Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Sinai Hospital of Baltimore	Baltimore	MD			●	●	●	●	●	●	●	●
The Somerville Hospital	Somerville	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
South Jordan Health Center	South Jordan	UT	University of Utah Health		●	●	●	●	●	●	●	●
South Pointe Hospital	Warrensville Heights	OH	Cleveland Clinic		●	●	●	●	●	●	●	●
Southeast Dallas Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Southeast Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Southside Hospital	Bay Shore	NY		●	●	●	●	●	●	●	●	●
Southwest Center for HIV/AIDS	Phoenix	AZ			●	●	●	●		●	●	●
Specialty Hospital of Washington - Hadley	Washington	DC		●	●	●	●	●	●	●	●	●
Spring Valley Hospital Medical Center	Las Vegas	NV	The Valley Health System	●	●	●	●	●	●	●	●	●
St. Anthony Community Hospital	Warwick	NY	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
St. Francis Medical Center	Midlothian	VA	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
St. John's Hospital	Maplewood	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
St. Joseph's Hospital	Atlanta	GA	Emory Healthcare		●	●	●	●	●	●	●	●
St. Joseph's Hospital	St. Paul	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
St. Luke's-Roosevelt Hospital Center	New York	NY		●	●	●	●	●	●	●	●	●
St. Mary's Hospital	Richmond	VA	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Stanford Hospital and Clinics	Stanford	CA			●	●	●	●	●	●	●	●
Stansbury Health Center	Stansbury Park	UT	University of Utah Health		●	●	●	●	●	●	●	●
Staten Island University Hospital	Staten Island	NY		●	●	●	●	●	●	●	●	●
STD Clinic	Portland	OR	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Sugar House Health Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
Summa Health System	Akron	OH			●	●	●	●	●	●	●	●
Summerlin Hospital Medical Center	Las Vegas	NV	The Valley Health System	●	●	●	●	●	●	●	●	●
Sutter Maternity & Surgery Center	Santa Cruz	CA		●	●	●	●	●	●	●	●	●
Tallahassee Memorial HealthCare Inc.	Tallahassee	FL		●	●	●	●	●	●	●	●	●
Thomas F. McCafferty Health Center	Cleveland	OH	The MetroHealth System		●	●	●	●	●	●	●	●
Thomas Jefferson University Hospital	Philadelphia	PA		●	●	●	●	●	●	●	●	●
Thomasville Medical Center	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
Tremont Health Center	Bronx	NY	Community Healthcare Network		●	●	●	●	●	●	●	●
Tucson Medical Center	Tucson	AZ			●	●	●	●	●	●	●	●
Tufts Medical Center	Boston	MA			●	●	●	●	●	●	●	●
UC San Diego Health System	San Diego	CA		●	●	●	●	●	●	●	●	●
UCLA Medical Center, Santa Monica	Santa Monica	CA	UCLA Health System	●	●	●	●	●	●	●	●	●
UCSF Medical Center	San Francisco	CA		●	●	●	●	●	●	●	●	●
UH Ahuja Medical Center	Beachwood	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Bedford Medical Center	Bedford	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Case Medical Center	Cleveland	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Conneaut Medical Center	Conneaut	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Geauga Medical Center	Chardon	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Geneva Medical Center	Geneva	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH MacDonald Women's Hospital	Cleveland	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
UH Rainbow Babies and Children's Hospital	Cleveland	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Richmond Medical Center	Richmond Heights	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Seidman Cancer Center	Cleveland	OH	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UNC Health Care	Chapel Hill	NC		●	●	●	●	●	●	●	●	●
Union Square Family Health	Somerville	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
United Medical Center	Washington	DC			●	●	●	●	●	●	●	●
University Medical Center of Southern Nevada	Las Vegas	NV		●	●	●	●	●	●	●	●	●
University of California Davis Medical Center	Sacramento	CA		●	●	●	●	●	●	●	●	●
University of Chicago Hospital	Chicago	IL			●	●	●	●	●	●	●	●
University of Illinois Hospital and Health Sciences System	Chicago	IL			●	●	●	●	●	●	●	●
University of Iowa Health Care	Iowa City	IA		●	●	●	●	●	●	●	●	●
University of Maryland Medical Center	Baltimore	MD			●	●	●	●	●	●	●	●
University of Medicine and Dentistry of New Jersey	Newark	NJ			●	●	●	●		●	●	●
University of Michigan Health System	Ann Arbor	MI			●	●	●	●	●	●	●	●
University of New Mexico Hospitals	Albuquerque	NM		●	●	●	●	●	●	●	●	●
University of Rochester's Strong Memorial Hospital	Rochester	NY		●	●	●	●	●	●	●	●	●
The University of Texas MD Anderson Cancer Center	Houston	TX		●	●	●	●	●	●	●	●	●
University of Toledo Medical Center	Toledo	OH		●	●	●	●	●	●	●	●	●
University of Utah Center for Reproductive Medicine	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Clinical Neurosciences Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Diabetes Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Hospital	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Neuropsychiatric Institute	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Orthopaedic Hospital	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Sleep-Wake Center	Salt Lake City	UT	University of Utah Health		●	●	●	●	●	●	●	●
University of Virginia Medical Center	Charlottesville	VA			●	●	●	●		●	●	●
University of Wisconsin Hospital & Clinics	Madison	WI		●	●	●	●	●	●	●	●	●
UNMC Physicians	Omaha	NE		●	●	●	●	●	●	●	●	●
Upstate Carolina Center	Winston-Salem	NC	Novant Health Inc.		●	●	●	●		●	●	●
UW Medical Center	Seattle	WA	UW Medicine	●	●	●	●	●	●	●	●	●
VA Alaska Healthcare System	Anchorage	AK		●	●	●	●	●	●	●	●	●
VA Albany Medical Center: Samuel S. Stratton	Albany	NY		●	●	●	●	●	●	●	●	●
VA Aleda E. Lutz Medical Center	Saginaw	MI		●	●	●	●	●	●	●	●	●
VA Alexandria Health Care System	Pineville	LA			●	●	●	●	●	●	●	●
VA Altoona - James E. Van Zandt Medical Center	Altoona	PA		●	●	●	●	●	●	●	●	●
VA Ann Arbor Healthcare System	Ann Arbor	MI		●	●	●	●	●	●	●	●	●
VA Asheville Medical Center	Asheville	NC		●	●	●	●	●	●	●	●	●
VA Atlanta Medical Center	Decatur	GA			●	●	●	●	●	●	●	●
VA Baltimore Medical Center - Maryland Health Care System	Baltimore	MD		●	●	●	●	●	●	●	●	●
VA Bath Medical Center	Bath	NY		●	●	●	●	●	●	●	●	●
VA Battle Creek Medical Center	Battle Creek	MI			●	●	●	●	●	●	●	●
VA Bay Pines Healthcare System	Bay Pines	FL		●	●	●	●	●	●	●	●	●
VA Beckley Medical Center	Beckley	WV		●	●	●	●	●	●	●	●	●
VA Birmingham Medical Center	Birmingham	AL		●	●	●	●	●	●	●	●	●
VA Boise Medical Center	Boise	ID			●	●	●	●	●	●	●	●
VA Boston Healthcare System	Boston	MA		●	●	●	●	●	●	●	●	●
VA Butler Healthcare	Butler	PA		●	●	●	●	●	●	●	●	●
VA Canandaigua Medical Center	Canandaigua	NY		●	●	●	●	●	●	●	●	●
VA Captain James A. Lovell Federal Health Care Center	North Chicago	IL		●	●	●	●	●	●	●	●	●
VA Caribbean Healthcare System	San Juan	PR			●	●	●	●	●	●	●	●
VA Carl Vinson Medical Center	Dublin	GA			●	●	●	●	●	●	●	●
VA Central Alabama Veterans Health Care System	Montgomery	AL		●	●	●	●	●	●	●	●	●
VA Central Arkansas Veterans Healthcare System	Little Rock	AR		●	●	●	●	●	●	●	●	●
VA Central California Health Care System	Fresno	CA			●	●	●	●	●	●	●	●
VA Central Iowa Health Care System	Des Moines	IA		●	●	●	●	●	●	●	●	●
VA Central Texas Veterans Health Care System	Temple	TX		●	●	●	●	●	●	●	●	●
VA Central Western Massachusetts Healthcare System	Leeds	MA		●	●	●	●	●	●	●	●	●
VA Charlie Norwood Medical Center	Augusta	GA			●	●	●	●	●	●	●	●
VA Cheyenne Medical Center	Cheyenne	WY		●	●	●	●	●	●	●	●	●
VA Chillicothe Medical Center	Chillicothe	OH		●	●	●	●	●	●	●	●	●

Appendix A: HEI 2013 Core Four Leader Criteria Responses by Name

● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
VA Cincinnati Medical Center	Cincinnati	OH		●	●	●	●	●	●	●	●	●
VA Clarksburg - Louis A. Johnson Medical Center	Clarksburg	WV		●	●	●	●	●	●	●	●	●
VA Clement J. Zablocki Medical Center	Milwaukee	WI			●	●	●	●	●	●	●	●
VA Coatesville Medical Center	Coatesville	PA			●	●	●	●	●	●	●	●
VA Connecticut Health Care System	West Haven	CT		●	●	●	●	●	●	●	●	●
VA Dayton Medical Center	Dayton	OH			●	●	●	●	●	●	●	●
VA Durham Medical Center	Durham	NC		●	●	●	●	●	●	●	●	●
VA Eastern Colorado Health Care System	Denver	CO		●	●	●	●	●	●	●	●	●
VA Eastern Kansas Health Care System	Topeka	KS		●	●	●	●	●	●	●	●	●
VA Edith Nourse Rogers Memorial Veterans Hospital	Bedford	MA		●	●	●	●	●	●	●	●	●
VA Edward Hines Jr. Hospital	Hines	IL		●	●	●	●	●	●	●	●	●
VA El Paso Health Care System	El Paso	TX		●	●	●	●	●	●	●	●	●
VA Erie Medical Center	Erie	PA		●	●	●	●	●	●	●	●	●
VA Fargo Healthcare System	Fargo	ND			●	●	●	●	●	●	●	●
VA Fayetteville Medical Center	Fayetteville	NC			●	●	●	●	●	●	●	●
VA G.V. (Sonny) Montgomery Medical Center	Jackson	MS		●	●	●	●	●	●	●	●	●
VA Grand Junction Medical Center	Grand Junction	CO			●	●	●	●	●	●	●	●
VA Gulf Coast Veterans Health Care System	Biloxi	MS		●	●	●	●	●	●	●	●	●
VA Hampton Medical Center	Hampton	VA		●	●	●	●	●	●	●	●	●
VA Harry S. Truman Memorial	Columbia	MO			●	●	●	●	●	●	●	●
VA Hudson Valley Health Care System	Montrose	NY		●	●	●	●	●	●	●	●	●
VA Hunter Holmes McGuire Medical Center	Richmond	VA		●	●	●	●	●	●	●	●	●
VA Huntington Medical Center	Huntington	WV		●	●	●	●	●	●	●	●	●
VA Illiana Health Care System	Danville	IL		●	●	●	●	●	●	●	●	●
VA Jack C. Montgomery Medical Center	Muskogee	OK			●	●	●	●	●	●	●	●
VA James A. Haley Veterans Hospital	Tampa	FL		●	●	●	●	●	●	●	●	●
VA James J. Peters Medical Center (Bronx, NY)	Bronx	NY		●	●	●	●	●	●	●	●	●
VA Jesse Brown Medical Center	Chicago	IL		●	●	●	●	●	●	●	●	●
VA John D. Dingell Medical Center	Detroit	MI		●	●	●	●	●	●	●	●	●
VA Jonathan M. Wainwright Memorial Medical Center	Walla Walla	WA		●	●	●	●	●	●	●	●	●
VA Kansas City Medical Center	Kansas City	MO			●	●	●	●	●	●	●	●
VA Lexington VA Medical Center	Lexington	KY			●	●	●	●	●	●	●	●
VA Loma Linda Healthcare System	Loma Linda	CA			●	●	●	●	●	●	●	●
VA Long Beach Healthcare System	Long Beach	CA		●	●	●	●	●	●	●	●	●
VA Louis Stokes Cleveland Medical Center	Cleveland	OH		●	●	●	●	●	●	●	●	●
VA Maine Healthcare System	Augusta	ME		●	●	●	●	●	●	●	●	●
VA Manchester Medical Center	Manchester	NH			●	●	●	●	●	●	●	●
VA Martinsburg Medical Center	Martinsburg	WV		●	●	●	●	●	●	●	●	●
VA Memphis Medical Center	Memphis	TN			●	●	●	●	●	●	●	●
VA Miami Healthcare System	Miami	FL		●	●	●	●	●	●	●	●	●
VA Michael E. DeBakey Medical Center	Houston	TX			●	●	●	●	●	●	●	●
VA Minneapolis Health Care System	Minneapolis	MN		●	●	●	●	●	●	●	●	●
VA Montana Health Care System	Fort Harrison	MT		●	●	●	●	●	●	●	●	●
VA Mountain Home Medical Center/Johnson City	Mountain Home	TN		●	●	●	●	●	●	●	●	●
VA New Jersey Health Care System	East Orange	NJ		●	●	●	●	●	●	●	●	●
VA New Mexico Health Care System	Albuquerque	NM		●	●	●	●	●	●	●	●	●
VA New York Harbor Healthcare System	Brooklyn	NY			●	●	●	●	●	●	●	●
VA North Texas Health Care System	Dallas	TX		●	●	●	●	●	●	●	●	●
VA Northern Arizona Health Care System	Prescott	AZ		●	●	●	●	●	●	●	●	●
VA Northern Indiana Health Care System	Fort Wayne	IN			●	●	●	●	●	●	●	●
VA Northport Medical Center	Northport	NY			●	●	●	●	●	●	●	●
VA Oklahoma City Medical Center	Oklahoma City	OK		●	●	●	●	●	●	●	●	●
VA Omaha - Nebraska-Western Iowa Health Care System	Omaha	NE		●	●	●	●	●	●	●	●	●
VA Orlando Medical Center	Orlando	FL		●	●	●	●	●	●	●	●	●
VA Oscar G. Johnson Medical Center	Iron Mountain	MI		●	●	●	●	●	●	●	●	●
VA Overton Brooks Medical Center	Shreveport	LA		●	●	●	●	●	●	●	●	●
VA Pacific Islands Health Care System	Honolulu	HI		●	●	●	●	●	●	●	●	●
VA Palo Alto Health Care System	Palo Alto	CA		●	●	●	●	●	●	●	●	●
VA Philadelphia Medical Center	Philadelphia	PA		●	●	●	●	●	●	●	●	●
VA Phoenix Health Care System	Phoenix	AZ			●	●	●	●	●	●	●	●
VA Pittsburgh Healthcare System	Pittsburgh	PA		●	●	●	●	●	●	●	●	●

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● YES ● NO ● NOT APPLICABLE

Facility Name	City	State	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
VA Portland Medical Center	Portland	OR		●	●	●	●	●	●	●	●	●
VA Providence Medical Center	Providence	RI		●	●	●	●	●	●	●	●	●
VA Puget Sound Health Care System	Seattle	WA		●	●	●	●	●	●	●	●	●
VA Ralph H. Johnson Medical Center	Charleston	SC		●	●	●	●	●	●	●	●	●
VA Richard L. Roudebush Medical Center (Indianapolis Medical Center)	Indianapolis	IN		●	●	●	●	●	●	●	●	●
VA Robert J. Dole Medical Center	Wichita	KS		●	●	●	●	●	●	●	●	●
VA Salem Medical Center	Salem	VA		●	●	●	●	●	●	●	●	●
VA Salt Lake City Health Care System	Salt Lake City	UT		●	●	●	●	●	●	●	●	●
VA San Diego Healthcare System	San Diego	CA			●	●	●	●	●	●	●	●
VA San Francisco Medical Center	San Francisco	CA			●	●	●	●	●	●	●	●
VA Sheridan Medical Center	Sheridan	WY		●	●	●	●	●	●	●	●	●
VA Sierra Nevada Health Care System	Reno	NV		●	●	●	●	●	●	●	●	●
VA Sioux Falls Health Care System	Sioux Falls	SD			●	●	●	●	●	●	●	●
VA South Texas Veterans Health Care System	San Antonio	TX		●	●	●	●	●	●	●	●	●
VA Southern Arizona Health Care System	Tucson	AZ		●	●	●	●	●	●	●	●	●
VA St. Cloud Health Care System	St. Cloud	MN		●	●	●	●	●	●	●	●	●
VA St. Louis Health Care System	St. Louis	MO		●	●	●	●	●	●	●	●	●
VA Syracuse Medical Center	Syracuse	NY		●	●	●	●	●	●	●	●	●
VA Tennessee Valley Healthcare System	Nashville	TN		●	●	●	●	●	●	●	●	●
VA Texas Valley Coastal Bend Health Care System	Harlingen	TX		●	●	●	●	●	●	●	●	●
VA Tomah Medical Center	Tomah	WI		●	●	●	●	●	●	●	●	●
VA Tuscaloosa Medical Center	Tuscaloosa	AL		●	●	●	●	●	●	●	●	●
VA Washington DC Medical Center	Washington	DC		●	●	●	●	●	●	●	●	●
VA West Palm Beach Medical Center	West Palm Beach	FL		●	●	●	●	●	●	●	●	●
VA West Texas Health Care System	Big Spring	TX		●	●	●	●	●	●	●	●	●
VA Western New York Healthcare System	Buffalo	NY		●	●	●	●	●	●	●	●	●
VA Wilkes-Barre Medical Center	Wilkes-Barre	PA		●	●	●	●	●	●	●	●	●
VA William S. Middleton Memorial Veterans Hospital	Madison	WI		●	●	●	●	●	●	●	●	●
VA Wm. Jennings Bryan Dorn Medical Center	Columbia	SC		●	●	●	●	●	●	●	●	●
Valley Hospital Medical Center	Las Vegas	NV	The Valley Health System	●	●	●	●	●	●	●	●	●
Valley Medical Center	Renton	WA	UW Medicine	●	●	●	●	●	●	●	●	●
Van Buren Emergency Medical Services	Lawton	MI	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Vanderbilt University Medical Center	Nashville	TN		●	●	●	●	●	●	●	●	●
Vassar Brothers Medical Center	Poughkeepsie	NY			●	●	●	●		●	●	●
Vickery Women's Health Center	Dallas	TX	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
VillageCare Health Center	New York	NY		●	●	●	●	●	●	●	●	●
Vista Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
VNA & Hospice of Cooley Dickinson	Northampton	MA	Cooley Dickinson Healthcare Corp.		●	●	●	●	●	●	●	●
Washington Adventist Hospital	Takoma Park	MD	Adventist HealthCare Inc.	●	●	●	●	●	●	●	●	●
Wesley Long Community Hospital	Greensboro	NC	Moses Cone Health System		●	●	●	●		●	●	●
Wesley Woods Hospital	Atlanta	GA	Emory Healthcare		●	●	●	●	●	●	●	●
Western Psychiatric Institute and Clinic of UPMC	Pittsburgh	PA			●	●	●	●	●	●	●	●
Westridge Health Center	West Valley City	UT	University of Utah Health		●	●	●	●	●	●	●	●
The Whidden Hospital	Everett	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Whitman-Walker Health	Washington	DC		●	●	●	●	●	●	●	●	●
Wilmington Hospital	Wilmington	DE	Christiana Care Health System	●	●	●	●	●	●	●	●	●
Windsor Street Health Center	Cambridge	MA	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Women's Hospital of Greensboro	Greensboro	NC	Moses Cone Health System		●	●	●	●		●	●	●
Woodlawn Health Center	Chicago	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Woodwinds Health Campus	Woodbury	MN	HealthEast Care System	●	●	●	●	●	●	●	●	●
Woody Winston Health Center	Phoenix	IL	Cook County Health and Hospitals System	●	●	●	●	●	●	●	●	●
Yale-New Haven Hospital	New Haven	CT		●	●	●	●	●	●	●	●	●

Appendix B:
HEI 2013 Core Four Leader Criteria Responses by State

Healthcare Equality Index CORE FOUR Leader Criteria

1a Patient non-discrimination policy (or patients' bill of rights) includes the term "sexual orientation"

1b Patient non-discrimination policy (or patients' bill of rights) includes the term "gender identity"

1c 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 their visitors

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

3a Employment non-discrimination policy (or equal employment opportunity policy) includes the term "sexual orientation"

3b Employment non-discrimination policy (or equal employment opportunity policy) includes the term "gender identity"

4 Training in LGBT patient-centered care is provided to key staff members

NOTES

Facilities with dot in "2013 Leader" column meet all Core Four criteria and have been designated "2013 Leaders in LGBT Healthcare Equality" (see page 52 for more information)

Facilities in gray type actively participated in HEI 2012, but not HEI 2013; their HEI 2012 responses are shown

Facilities with blue dot in any column have submitted documentation proving that they meet the Core Four criterion shown at top of column

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
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											
Adelante Healthcare Avondale OB/GYN	Avondale	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Adelante Healthcare Care First Avondale WIC	Avondale	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Adelante Healthcare Buckeye	Buckeye	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Adelante Healthcare Gila Bend	Gila Bend	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Adelante Healthcare Luke Air Force Base WIC	Glendale	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Adelante Healthcare Mesa	Mesa	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Adelante Healthcare Phoenix	Phoenix	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Mayo Clinic Hospital	Phoenix	Mayo Clinic		●	●	●	●	●	●	●	●
Southwest Center for HIV/AIDS	Phoenix			●	●	●	●		●	●	●
VA Phoenix Health Care System	Phoenix			●	●	●	●	●	●	●	●
VA Northern Arizona Health Care System	Prescott		●	●	●	●	●	●	●	●	●
Adelante Healthcare Queen Creek WIC	Queen Creek	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Mayo Clinic	Scottsdale	Mayo Clinic		●	●	●	●	●	●	●	●
Scottsdale Healthcare Osborn	Scottsdale	Scottsdale Healthcare		●	●	●	●	●	●	●	●
Scottsdale Healthcare Shea	Scottsdale	Scottsdale Healthcare		●	●	●	●	●	●	●	●
Scottsdale Healthcare Thompson Peak	Scottsdale	Scottsdale Healthcare		●	●	●	●	●	●	●	●
Adelante Healthcare Surprise	Surprise	Adelante Healthcare	●	●	●	●	●	●	●	●	●
Tucson Medical Center	Tucson			●	●	●	●	●	●	●	●
VA Southern Arizona Health Care System	Tucson		●	●	●	●	●	●	●	●	●
Adelante Healthcare Wickenburg	Wickenburg	Adelante Healthcare	●	●	●	●	●	●	●	●	●
ARKANSAS											
VA Central Arkansas Veterans Healthcare System	Little Rock		●	●	●	●	●	●	●	●	●
CALIFORNIA											
Kaiser Permanente, Anaheim Medical Center	Anaheim	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Antioch Medical Center	Antioch	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Baldwin Park Medical Center	Baldwin Park	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Carlsbad	Carlsbad	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Eastlake	Chula Vista	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Mercy Hospital (Chula Vista campus)	Chula Vista	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Division of Dermatology - Coronado	Coronado	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Del Mar	Del Mar	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Del Mar	Del Mar	Scripps Health	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Downey Medical Center	Downey	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Clinic Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Encinitas-OB/GYN	Encinitas	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Memorial Hospital Encinitas	Encinitas	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Escondido	Escondido	Scripps Health	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fontana Medical Center	Fontana	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fremont Medical Center	Fremont	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Fresno Medical Center	Fresno	Kaiser Permanente	●	●	●	●	●	●	●	●	●
VA Central California Health Care System	Fresno			●	●	●	●	●	●	●	●
Marin General Hospital	Greenbrae		●	●	●	●	●	●	●	●	●
Kaiser Permanente, South Bay Medical Center	Harbor City	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Hayward Medical Center	Hayward	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Irvine Medical Center	Irvine	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Clinic La Jolla Campus	La Jolla	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Torrey Pines	La Jolla	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Green Hospital	La Jolla	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Memorial Hospital La Jolla	La Jolla	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Rancho San Diego	La Mesa	Scripps Health	●	●	●	●	●	●	●	●	●
VA Loma Linda Healthcare System	Loma Linda			●	●	●	●	●	●	●	●
VA Long Beach Healthcare System	Long Beach		●	●	●	●	●	●	●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
California Hospital Medical Center	Los Angeles			●	●	●	●		●	●	●
Hollywood Presbyterian Medical Center	Los Angeles			●	●	●	●		●	●	●
Kaiser Permanente, Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, West Los Angeles Medical Center	Los Angeles	Kaiser Permanente	●	●	●	●	●	●	●	●	●
L.A. Gay & Lesbian Center	Los Angeles		●	●	●	●	●	●	●	●	●
LAC+USC Medical Center	Los Angeles			●	●	●	●	●	●	●	●
Mattel Children's Hospital UCLA	Los Angeles	UCLA Health System	●	●	●	●	●	●	●	●	●
Resnick Neuropsychiatric Hospital at UCLA	Los Angeles	UCLA Health System	●	●	●	●	●	●	●	●	●
Ronald Reagan UCLA Medical Center	Los Angeles	UCLA Health System	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Manteca Medical Center	Manteca	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Contra Costa Regional Medical Center	Martinez		●	●	●	●	●	●	●	●	●
Kaiser Permanente, Modesto Medical Center	Modesto	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Moreno Valley Community Hospital	Moreno Valley	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Oakland Medical Center	Oakland	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Oceanside - Mission Ave.	Oceanside	Scripps Health	●	●	●	●	●	●	●	●	●
Palo Alto Medical Foundation	Palo Alto		●	●	●	●	●	●	●	●	●
VA Palo Alto Health Care System	Palo Alto		●	●	●	●	●	●	●	●	●
Kaiser Permanente, Panorama City Medical Center	Panorama City	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Eisenhower Medical Center	Rancho Mirage		●	●	●	●	●	●	●	●	●
Kaiser Permanente, Redwood City Medical Center	Redwood City	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Richmond Medical Center	Richmond	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Riverside Medical Center	Riverside	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Roseville Medical Center	Roseville	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, South Sacramento Medical Center	Sacramento	Kaiser Permanente	●	●	●	●	●	●	●	●	●
University of California Davis Medical Center	Sacramento		●	●	●	●	●	●	●	●	●
Kaiser Permanente, San Diego Medical Center	San Diego	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Clinic Carmel Valley	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Division of OB/GYN - La Jolla	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Hillcrest Hematology/Oncology	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Mission Valley	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Clinic Rancho Bernardo	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Hillcrest	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Mercy Hospital (San Diego campus)	San Diego	Scripps Health	●	●	●	●	●	●	●	●	●
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	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Lyon-Martin Health Services	San Francisco		●	●	●	●	●	●	●	●	●
Saint Francis Memorial Hospital	San Francisco		●	●	●	●	●	●	●	●	●
San Francisco General Hospital and Trauma Center	San Francisco		●	●	●	●	●	●	●	●	●
UCSF Medical Center	San Francisco		●	●	●	●	●	●	●	●	●
VA San Francisco Medical Center	San Francisco			●	●	●	●	●	●	●	●
Kaiser Permanente, San Jose Medical Center	San Jose	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, San Rafael Medical Center	San Rafael	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Clara Medical Center	Santa Clara	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Sutter Maternity & Surgery Center	Santa Cruz		●	●	●	●	●	●	●	●	●
UCLA Medical Center, Santa Monica	Santa Monica	UCLA Health System	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Santa Rosa Medical Center	Santa Rosa	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Clinic Santee	Santee	Scripps Health	●	●	●	●	●	●	●	●	●
Kaiser Permanente, South San Francisco Medical Center	South San Francisco	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Stanford Hospital and Clinics	Stanford			●	●	●	●	●	●	●	●
Kaiser Permanente, Vacaville Medical Center	Vacaville	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Vallejo Medical Center	Vallejo	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Vista - Cedar Rd.	Vista	Scripps Health	●	●	●	●	●	●	●	●	●
Scripps Coastal Medical Center Vista - Thibado Rd.	Vista	Scripps Health	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Walnut Creek Medical Center	Walnut Creek	Kaiser Permanente	●	●	●	●	●	●	●	●	●
Kaiser Permanente, Woodland Hills Medical Center	Woodland Hills	Kaiser Permanente	●	●	●	●	●	●	●	●	●
COLORADO											
VA Eastern Colorado Health Care System	Denver		●	●	●	●	●	●	●	●	●
VA Grand Junction Medical Center	Grand Junction			●	●	●	●	●	●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
CONNECTICUT											
Bridgeport Hospital	Bridgeport		●	●	●	●	●	●	●	●	●
Greenwich Hospital	Greenwich		●	●	●	●	●	●	●	●	●
Yale-New Haven Hospital	New Haven		●	●	●	●	●	●	●	●	●
VA Connecticut Health Care System	West Haven		●	●	●	●	●	●	●	●	●
DELAWARE											
Christiana Hospital	Newark	Christiana Care Health System	●	●	●	●	●	●	●	●	●
Helen F. Graham Cancer Center	Newark	Christiana Care Health System	●	●	●	●	●	●	●	●	●
Wilmington Hospital	Wilmington	Christiana Care Health System	●	●	●	●	●	●	●	●	●
DISTRICT OF COLUMBIA											
George Washington University Hospital	Washington			●	●	●	●		●	●	●
Howard University Hospital	Washington			●	●	●	●		●	●	●
MedStar National Rehabilitation Network	Washington		●	●	●	●	●	●	●	●	●
MedStar Washington Hospital Center	Washington		●	●	●	●	●	●	●	●	●
MedStar Georgetown Medical Center	Washington		●	●	●	●	●	●	●	●	●
Providence Hospital	Washington			●	●	●	●	●	●	●	●
Sibley Memorial Hospital	Washington			●	●	●	●		●	●	●
Specialty Hospital of Washington - Hadley	Washington		●	●	●	●	●	●	●	●	●
United Medical Center	Washington			●	●	●	●	●	●	●	●
VA Washington DC Medical Center	Washington		●	●	●	●	●	●	●	●	●
Whitman-Walker Health	Washington		●	●	●	●	●	●	●	●	●
FLORIDA											
VA Bay Pines Healthcare System	Bay Pines		●	●	●	●	●	●	●	●	●
Boca Raton Regional Hospital	Boca Raton			●	●	●	●	●	●	●	●
Mayo Clinic	Jacksonville	Mayo Clinic		●	●	●	●	●	●	●	●
Mayo Clinic Hospital	Jacksonville	Mayo Clinic		●	●	●	●	●	●	●	●
Care Resource	Miami		●	●	●	●	●	●	●	●	●
Corrections Health Services	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Holtz Children's Hospital & JMH Women's Services	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Behavioral Health Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Memorial Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Memorial Long Term Care Center	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Memorial Perdue Medical Center (long-term care)	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson Rehabilitation Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
Jackson South Community Hospital	Miami	Jackson Health System	●	●	●	●	●	●	●	●	●
VA Miami Healthcare System	Miami		●	●	●	●	●	●	●	●	●
Jackson North Medical Center	North Miami Beach	Jackson Health System	●	●	●	●	●	●	●	●	●
Health Central	Ocoee			●	●	●	●		●	●	●
VA Orlando Medical Center	Orlando		●	●	●	●	●	●	●	●	●
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		●	●	●	●	●	●	●	●	●
Cleveland Clinic Florida	Weston	Cleveland Clinic		●	●	●	●	●	●	●	●
GEORGIA											
Asa G. Yancey, Sr. M.D. Health Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Atlanta Medical Center	Atlanta			●	●	●	●		●	●	●
Crestview Health and Rehabilitation Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Emory University Hospital	Atlanta	Emory Healthcare		●	●	●	●	●	●	●	●
Emory University Hospital Midtown	Atlanta	Emory Healthcare		●	●	●	●	●	●	●	●
Feminist Women's Health Center	Atlanta		●	●	●	●	●	●	●	●	●
Grady Emergency Medical Service	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Grady Health Foundation	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Grady Memorial Hospital	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
International Medical Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Kirkwood Family Medicine	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Lindbergh Women and Children's Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
Piedmont Hospital	Atlanta		●	●	●	●	●	●	●	●	●
Ponce de Leon Center	Atlanta	Grady Health System	●	●	●	●	●	●	●	●	●
St. Joseph's Hospital	Atlanta	Emory Healthcare		●	●	●	●	●	●	●	●
Wesley Woods Hospital	Atlanta	Emory Healthcare		●	●	●	●	●	●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
VA Charlie Norwood Medical Center	Augusta			NO	NO	NO	NO	NO	YES	NO	NO
North DeKalb Health Center	Chamblee	Grady Health System	●	YES	YES	YES	YES	YES	YES	YES	YES
DeKalb Medical at North Decatur	Decatur	DeKalb Medical		YES	YES	YES	YES	YES	YES	YES	NO
DeKalb Medical at Downtown Decatur	Decatur	DeKalb Medical		YES	YES	YES	YES	YES	YES	YES	NO
VA Atlanta Medical Center	Decatur			YES	YES	YES	NO	NO	YES	YES	NO
VA Carl Vinson Medical Center	Dublin			YES	YES	YES	YES	YES	YES	YES	NO
East Point Health Center	East Point	Grady Health System	●	YES	YES	YES	YES	YES	YES	YES	YES
Emory Johns Creek Hospital	Johns Creek	Emory Healthcare		YES	YES	YES	YES	YES	YES	YES	NO
DeKalb Medical at Hillandale	Lithonia	DeKalb Medical		YES	YES	YES	YES	YES	YES	YES	NO
North Fulton Health Center	Sandy Springs	Grady Health System	●	YES	YES	YES	YES	YES	YES	YES	YES
Emory University Orthopaedics and Spine Hospital	Tucker	Emory Healthcare		YES	YES	YES	YES	YES	YES	YES	NO
HAWAII											
Kaiser Permanente, Moanalua Medical Center	Honolulu	Kaiser Permanente	●	YES	YES	YES	YES	YES	YES	YES	YES
VA Pacific Islands Health Care System	Honolulu		●	YES	YES	YES	NA	NA	YES	YES	YES
IDAHO											
VA Boise Medical Center	Boise			YES	YES	NO	YES	NO	YES	YES	YES
ILLINOIS											
Advocate Illinois Masonic Medical Center	Chicago		●	YES	YES	YES	YES	YES	YES	YES	YES
Austin Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Cermak Health Services of Cook County	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Dr. Jorge Prieto Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Englewood Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Fantus Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
The Howard Brown Health Center	Chicago		●	YES	YES	YES	NA	NA	YES	YES	YES
John H. Stroger Jr. Hospital	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
John Sengstacke Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Logan Square Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Near South Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Northwestern Memorial Hospital	Chicago	Northwestern Memorial HealthCare	●	YES	YES	YES	YES	YES	YES	YES	YES
Provident Hospital of Cook County	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Roseland Community Hospital	Chicago			YES	NO	NO	NO	NO	YES	NO	NO
Rush University Medical Center	Chicago		●	YES	YES	YES	YES	YES	YES	YES	YES
Ruth M. Rothstein CORE Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
University of Chicago Hospital	Chicago			NO	NO	NO	YES	NO	YES	NO	NO
University of Illinois Hospital and Health Sciences System	Chicago			NO	NO	NO	YES	YES	YES	YES	YES
VA Jesse Brown Medical Center	Chicago		●	YES	YES	YES	YES	YES	YES	YES	YES
Vista Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Woodlawn Health Center	Chicago	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Cicero Health Center	Cicero	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
VA Illiana Health Care System	Danville		●	YES	YES	YES	YES	YES	YES	YES	YES
Cottage Grove Health Center	Ford Heights	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
VA Edward Hines Jr. Hospital	Hines		●	YES	YES	YES	YES	YES	YES	YES	YES
Northwestern Lake Forest Hospital	Lake Forest	Northwestern Memorial HealthCare	●	YES	YES	YES	YES	YES	YES	YES	YES
VA Captain James A. Lovell Federal Health Care Center	North Chicago		●	YES	YES	YES	YES	YES	YES	YES	YES
Oak Forest Health Center	Oak Forest	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Woody Winston Health Center	Phoenix	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
Robbins Health Center	Robbins	Cook County Health and Hospitals System	●	YES	YES	YES	YES	YES	YES	YES	YES
INDIANA											
Parkview Whitley Hospital	Columbia City	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Columbus Regional Hospital	Columbus		●	YES	YES	YES	YES	YES	YES	YES	YES
Parkview Behavioral Health	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Comprehensive Cancer Center	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Heart Institute	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Hospital Randallia	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Ortho Hospital	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Outpatient Center	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Regional Medical Center	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Parkview Women's & Children's Hospital	Fort Wayne	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
VA Northern Indiana Health Care System	Fort Wayne			YES	YES	YES	YES	YES	YES	YES	NO
Parkview Huntington Hospital	Huntington	Parkview Health		YES	YES	YES	YES	YES	YES	YES	NO
Indiana University Health	Indianapolis			YES	YES	YES	YES	NO	YES	NO	NO

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Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
VA Richard L. Roudebush Medical Center (Indianapolis Medical Ctr)	Indianapolis		●	●	●	●	●	●	●	●	●
Parkview Noble Hospital	Kendallville	Parkview Health		●	●	●	●	●	●	●	●
Parkview LaGrange Hospital	LaGrange	Parkview Health		●	●	●	●	●	●	●	●
Indiana University Health Ball Memorial Hospital	Muncie		●	●	●	●	●	●	●	●	●
IOWA											
Blank Children's Hospital	Des Moines	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●
Iowa Lutheran Hospital	Des Moines	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●
Iowa Methodist Medical Center	Des Moines	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●
VA Central Iowa Health Care System	Des Moines		●	●	●	●	●	●	●	●	●
University of Iowa Health Care	Iowa City		●	●	●	●	●	●	●	●	●
Methodist West Hospital	West Des Moines	UnityPoint Health - Des Moines		●	●	●	●	●	●	●	●
KANSAS											
Children's Mercy West	Kansas City	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy College Boulevard Clinics and Urgent Care	Overland Park	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy South	Overland Park	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
VA Eastern Kansas Health Care System	Topeka		●	●	●	●	●	●	●	●	●
VA Robert J. Dole Medical Center	Wichita		●	●	●	●	●	●	●	●	●
KENTUCKY											
Our Lady of Bellefonte Hospital	Ashland	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Eastern State Hospital	Lexington		●	●	●	●	●	●	●	●	●
VA Lexington VA Medical Center	Lexington			●	●	●	●	●	●	●	●
LOUISIANA											
VA Alexandria Health Care System	Pineville			●	●	●	●	●	●	●	●
VA Overton Brooks Medical Center	Shreveport		●	●	●	●	●	●	●	●	●
MAINE											
VA Maine Healthcare System	Augusta		●	●	●	●	●	●	●	●	●
Eastern Maine Medical Center	Bangor			●	●	●	●		●	●	●
Penobscot Community Health Care	Bangor		●	●	●	●	●	●	●	●	●
Maine Medical Center	Portland		●	●	●	●	●	●	●	●	●
MaineGeneral Medical Center	Waterville			●	●	●	●	●	●	●	●
MARYLAND											
Bon Secours Hospital	Baltimore	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
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		●	●	●	●	●	●	●	●	●
Shady Grove Adventist Hospital	Rockville	Adventist HealthCare Inc.	●	●	●	●	●	●	●	●	●
Washington Adventist Hospital	Takoma Park	Adventist HealthCare Inc.	●	●	●	●	●	●	●	●	●
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		●	●	●	●	●	●	●	●	●
Tufts Medical Center	Boston			●	●	●	●	●	●	●	●
VA Boston Healthcare System	Boston		●	●	●	●	●	●	●	●	●
Cambridge Family Health	Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
The Cambridge Hospital	Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Cambridge Primary Care Center	Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Mount Auburn Hospital	Cambridge		●	●	●	●	●	●	●	●	●
Windsor Street Health Center	Cambridge	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Everett Family Health Center	Everett	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
The Whidden Hospital	Everett	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Baystate Franklin Medical Center	Greenfield	Baystate Health	●	●	●	●	●	●	●	●	●

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Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
VA Central Western Massachusetts Healthcare System	Leeds		●	●	●	●	●	●	●	●	●
Malden Family Medicine Center	Malden	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Harvard Vanguard Medical Associates	Newton		●	●	●	●	●	●	●	●	●
Newton-Wellesley Hospital	Newton Lower Falls		●	●	●	●	●	●	●	●	●
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.		●	●	●	●	●	●	●	●
Berkshire Medical Center	Pittsfield		●	●	●	●	●	●	●	●	●
Revere Family Health Center	Revere	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
The Somerville Hospital	Somerville	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
Union Square Family Health	Somerville	Cambridge Health Alliance	●	●	●	●	●	●	●	●	●
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	●	●	●	●	●	●	●	●	●
Baystate Mary Lane Hospital	Ware	Baystate Health	●	●	●	●	●	●	●	●	●
MICHIGAN											
ProMedica Bixby Hospital	Adrian	ProMedica		●	●	●	●	●	●	●	●
University of Michigan Health System	Ann Arbor			●	●	●	●	●	●	●	●
VA Ann Arbor Healthcare System	Ann Arbor		●	●	●	●	●	●	●	●	●
Bronson Battle Creek	Battle Creek	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Lifespan	Battle Creek	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
VA Battle Creek Medical Center	Battle Creek			●	●	●	●	●	●	●	●
Henry Ford Macomb Hospital	Clinton Township	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Hospital	Detroit	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Medical Group	Detroit	Henry Ford Health System	●	●	●	●	●	●	●	●	●
VA John D. Dingell Medical Center	Detroit		●	●	●	●	●	●	●	●	●
Henry Ford Behavioral Health Services	Ferndale	Henry Ford Health System	●	●	●	●	●	●	●	●	●
VA Oscar G. Johnson Medical Center	Iron Mountain		●	●	●	●	●	●	●	●	●
Borgess Medical Center	Kalamazoo			●	●	●	●		●	●	●
Bronson Advanced Radiology Services	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Athletic Club	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.		●	●	●	●	●	●	●	●
Bronson Methodist Hospital	Kalamazoo	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson Nursing and Rehabilitation Center	Lawton	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Van Buren Emergency Medical Services	Lawton	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson LakeView Hospital	Paw Paw	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Bronson LakeView Outpatient Center	Paw Paw	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
VA Aleda E. Lutz Medical Center	Saginaw		●	●	●	●	●	●	●	●	●
ProMedica Herrick Hospital	Tecumseh	ProMedica		●	●	●	●	●	●	●	●
Bronson Vicksburg Outpatient Center	Vicksburg	Bronson Healthcare Group Inc.		●	●	●	●	●	●	●	●
Henry Ford West Bloomfield Hospital	West Bloomfield	Henry Ford Health System	●	●	●	●	●	●	●	●	●
Henry Ford Wyandotte Hospital	Wyandotte	Henry Ford Health System	●	●	●	●	●	●	●	●	●
MINNESOTA											
HealthEast Cottage Grove Clinic	Cottage Grove	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Eagan Clinic	Eagan	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Hugo Clinic	Hugo	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Maplewood Clinic	Maplewood	HealthEast Care System	●	●	●	●	●	●	●	●	●
St. John's Hospital	Maplewood	HealthEast Care System	●	●	●	●	●	●	●	●	●
Hennepin County Medical Center	Minneapolis		●	●	●	●	●	●	●	●	●
VA Minneapolis Health Care System	Minneapolis		●	●	●	●	●	●	●	●	●
HealthEast Oakdale Clinic	Oakdale	HealthEast Care System	●	●	●	●	●	●	●	●	●
Mayo Clinic	Rochester	Mayo Clinic		●	●	●	●	●	●	●	●
Rochester Methodist Hospital	Rochester	Mayo Clinic		●	●	●	●	●	●	●	●
Saint Marys Hospital	Rochester	Mayo Clinic		●	●	●	●	●	●	●	●

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Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
HealthEast Roseville Clinic	Roseville	HealthEast Care System	●	●	●	●	●	●	●	●	●
VA St. Cloud Health Care System	St. Cloud		●	●	●	●	●	●	●	●	●
Bethesda Hospital	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
Regions Hospital	St. Paul		●	●	●	●	●	●	●	●	●
St. Joseph's Hospital	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
Park Nicollet Methodist Hospital	St. Louis Park		●	●	●	●	●	●	●	●	●
Family Tree Clinic	St. Paul		●	●	●	●	○	○	●	●	●
HealthEast Downtown St. Paul Clinic	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Grand Avenue Clinic	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Midway Clinic	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Rice Street Clinic	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Roselawn Clinic	St. Paul	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Stillwater Clinic	Stillwater	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Vadnais Heights Clinic	Vadnais Heights	HealthEast Care System	●	●	●	●	●	●	●	●	●
HealthEast Woodbury Clinic	Woodbury	HealthEast Care System	●	●	●	●	●	●	●	●	●
Woodwinds Health Campus	Woodbury	HealthEast Care System	●	●	●	●	●	●	●	●	●
MISSISSIPPI											
VA Gulf Coast Veterans Health Care System	Biloxi		●	●	●	●	●	●	●	●	●
VA G.V. (Sonny) Montgomery Medical Center	Jackson		●	●	●	●	●	●	●	●	●
MISSOURI											
MU Student Health Center	Columbia			●	●	●	○	○	●	●	●
VA Harry S. Truman Memorial	Columbia			●	●	●	●	●	●	●	●
Children's Mercy East	Independence	The Children's Mercy Hospitals and Clinics	●	●	●	●	○	○	●	●	●
Children's Mercy Clinics on Broadway	Kansas City	The Children's Mercy Hospitals and Clinics	●	●	●	●	○	○	●	●	●
Children's Mercy Hospitals and Clinics	Kansas City	The Children's Mercy Hospitals and Clinics	●	●	●	●	●	●	●	●	●
Children's Mercy Northland	Kansas City	The Children's Mercy Hospitals and Clinics	●	●	●	●	○	○	●	●	●
VA Kansas City Medical Center	Kansas City			●	●	●	●	●	●	●	●
VA St. Louis Health Care System	St. Louis		●	●	●	●	●	●	●	●	●
Barnes-Jewish Hospital	St. Louis			●	●	●	●	●	●	●	●
MONTANA											
Billings Clinic	Billings		●	●	●	●	●	●	●	●	●
VA Montana Health Care System	Fort Harrison		●	●	●	●	●	●	●	●	●
NEBRASKA											
The Nebraska Medical Center	Omaha		●	●	●	●	●	●	●	●	●
UNMC Physicians	Omaha		●	●	●	●	○	○	●	●	●
VA Omaha - Nebraska-Western Iowa Health Care System	Omaha		●	●	●	●	●	●	●	●	●
NEVADA											
Centennial Hills Hospital Medical Center	Las Vegas	The Valley Health System	●	●	●	●	●	●	●	●	●
Desert Springs Hospital Medical Center	Las Vegas	The Valley Health System	●	●	●	●	●	●	●	●	●
Spring Valley Hospital Medical Center	Las Vegas	The Valley Health System	●	●	●	●	●	●	●	●	●
Summerlin Hospital Medical Center	Las Vegas	The Valley Health System	●	●	●	●	●	●	●	●	●
University Medical Center of Southern Nevada	Las Vegas		●	●	●	●	●	●	●	●	●
Valley Hospital Medical Center	Las Vegas	The Valley Health System	●	●	●	●	●	●	●	●	●
VA Sierra Nevada Health Care System	Reno		●	●	●	●	●	●	●	●	●
Northern Nevada Adult Mental Health	Sparks			●	●	●	●	●	●	●	●
NEW HAMPSHIRE											
New Hampshire Hospital	Concord			●	●	●	●	●	●	●	●
Dartmouth-Hitchcock Medical Center	Lebanon			●	●	●	●		●	●	●
VA Manchester Medical Center	Manchester			●	●	●	●	●	●	●	●
NEW JERSEY											
AtlantiCare Regional Medical Center	Atlantic City		●	●	●	●	●	●	●	●	●
Reproductive Medicine Associates of New Jersey	Basking Ridge		●	●	●	●	●	●	●	●	●
Cape Regional Medical Center	Cape May Court House			●	●	●	●	●	●	●	●
VA New Jersey Health Care System	East Orange		●	●	●	●	●	●	●	●	●
Hackensack University Medical Center	Hackensack			●	●	●	●	●	●	●	●
Morristown Medical Center	Morristown		●	●	●	●	●	●	●	●	●
University of Medicine and Dentistry of New Jersey	Newark			●	●	●	●		●	●	●
Shore Medical Center	Somers Point		●	●	●	●	●	●	●	●	●
NEW MEXICO											
University of New Mexico Hospitals	Albuquerque		●	●	●	●	●	●	●	●	●
VA New Mexico Health Care System	Albuquerque		●	●	●	●	●	●	●	●	●

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Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
NEW YORK											
Albany Medical Center	Albany		●	●	●	●	●	●	●	●	●
VA Albany Medical Center: Samuel S. Stratton	Albany		●	●	●	●	●	●	●	●	●
VA Bath Medical Center	Bath		●	●	●	●	●	●	●	●	●
Southside Hospital	Bay Shore		●	●	●	●	●	●	●	●	●
Bronx Health Center	Bronx	Community Healthcare Network		●	●	●	●	●	●	●	●
Tremont Health Center	Bronx	Community Healthcare Network		●	●	●	●	●	●	●	●
VA James J. Peters Medical Center (Bronx, NY)	Bronx		●	●	●	●	●	●	●	●	●
CABS Health Center	Brooklyn	Community Healthcare Network		●	●	●	●	●	●	●	●
Caribbean House Health Center	Brooklyn	Community Healthcare Network		●	●	●	●	●	●	●	●
Dr. Betty Shabazz Health Center	Brooklyn	Community Healthcare Network		●	●	●	●	●	●	●	●
Maimonides Medical Center	Brooklyn			●	●	●	●	●	●	●	●
VA New York Harbor Healthcare System	Brooklyn			●	●	●	●	●	●	●	●
Evergreen Health Services	Buffalo		●	●	●	●	●	●	●	●	●
VA Western New York Healthcare System	Buffalo		●	●	●	●	●	●	●	●	●
VA Canandaigua Medical Center	Canandaigua		●	●	●	●	●	●	●	●	●
Catskill Regional Medical Center	Harris		●	●	●	●	●	●	●	●	●
Family Health Center	Jamaica	Community Healthcare Network		●	●	●	●	●	●	●	●
Queens Health Center	Jamaica	Community Healthcare Network		●	●	●	●	●	●	●	●
Long Island City Health Center	Long Island City	Community Healthcare Network		●	●	●	●	●	●	●	●
Mountainside Residential Care Center	Margaretville		●	●	●	●	●	●	●	●	●
VA Hudson Valley Health Care System	Montrose		●	●	●	●	●	●	●	●	●
Beth Israel Medical Center	New York		●	●	●	●	●	●	●	●	●
Callen-Lorde Community Health Center	New York			●	●	●	●		●	●	●
Community League Health Center	New York	Community Healthcare Network		●	●	●	●	●	●	●	●
Downtown Health Center	New York	Community Healthcare Network		●	●	●	●	●	●	●	●
Helen B. Atkinson Health Center	New York	Community Healthcare Network		●	●	●	●	●	●	●	●
Lenox Hill Hospital	New York		●	●	●	●	●	●	●	●	●
Memorial Sloan-Kettering Cancer Center	New York		●	●	●	●	●	●	●	●	●
Metropolitan Hospital Center	New York		●	●	●	●	●	●	●	●	●
Mount Sinai Medical Center	New York			●	●	●	●	●	●	●	●
NYU Langone Medical Center	New York		●	●	●	●	●	●	●	●	●
St. Luke's-Roosevelt Hospital Center	New York		●	●	●	●	●	●	●	●	●
VillageCare Health Center	New York		●	●	●	●	●	●	●	●	●
VA Northport Medical Center	Northport			●	●	●	●	●	●	●	●
Bon Secours Community Hospital	Port Jervis	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Vassar Brothers Medical Center	Poughkeepsie			●	●	●	●		●	●	●
AIDS Care	Rochester		●	●	●	●	●	●	●	●	●
University of Rochester's Strong Memorial Hospital	Rochester		●	●	●	●	●	●	●	●	●
Saratoga Hospital	Saratoga Springs		●	●	●	●	●	●	●	●	●
Staten Island University Hospital	Staten Island		●	●	●	●	●	●	●	●	●
Good Samaritan Hospital of Suffern, NY	Suffern	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
VA Syracuse Medical Center	Syracuse		●	●	●	●	●	●	●	●	●
St. Anthony Community Hospital	Warwick	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
NORTH CAROLINA											
VA Asheville Medical Center	Asheville		●	●	●	●	●	●	●	●	●
UNC Health Care	Chapel Hill		●	●	●	●	●	●	●	●	●
Duke University Hospital	Durham		●	●	●	●	●	●	●	●	●
Duke Regional Hospital	Durham		●	●	●	●	●	●	●	●	●
VA Durham Medical Center	Durham		●	●	●	●	●	●	●	●	●
VA Fayetteville Medical Center	Fayetteville			●	●	●	●	●	●	●	●
Moses Cone Behavioral Health Center	Greensboro	Moses Cone Health System		●	●	●	●		●	●	●
Moses H. Cone Memorial Hospital	Greensboro	Moses Cone Health System		●	●	●	●		●	●	●
Wesley Long Community Hospital	Greensboro	Moses Cone Health System		●	●	●	●		●	●	●
Women's Hospital of Greensboro	Greensboro	Moses Cone Health System		●	●	●	●		●	●	●
Annie Penn Hospital	Reidsville	Moses Cone Health System		●	●	●	●		●	●	●
Brunswick Community Hospital	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
Forsyth Medical Center	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
Franklin Regional Health System	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
Presbyterian Healthcare	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
Prince William Health System	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Rowan Regional Medical Center	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
Thomasville Medical Center	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
Upstate Carolina Center	Winston-Salem	Novant Health Inc.		●	●	●	●		●	●	●
NORTH DAKOTA											
VA Fargo Healthcare System	Fargo			●	●	●	●	●	●	●	●
OHIO											
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	●	●	●	●	●	●	●	●	●
UH Geauga Medical Center	Chardon	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
VA Chillicothe Medical Center	Chillicothe		●	●	●	●	●	●	●	●	●
Bethesda North Hospital	Cincinnati	TriHealth	●	●	●	●	●	●	●	●	●
Cincinnati Children's Hospital Medical Center	Cincinnati		●	●	●	●	●	●	●	●	●
Good Samaritan Hospital	Cincinnati	TriHealth	●	●	●	●	●	●	●	●	●
VA Cincinnati Medical Center	Cincinnati		●	●	●	●	●	●	●	●	●
Cleveland Clinic (Main Campus)	Cleveland	Cleveland Clinic		●	●	●	●	●	●	●	●
Fairview Hospital	Cleveland	Cleveland Clinic		●	●	●	●	●	●	●	●
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		●	●	●	●	●	●	●	●
MetroHealth Old Brooklyn Health Center	Cleveland	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Rehabilitation Institute of Ohio	Cleveland	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth West 150th Health and Surgery Center	Cleveland	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth West Park Health Center	Cleveland	The MetroHealth System		●	●	●	●	●	●	●	●
Thomas F. McCafferty Health Center	Cleveland	The MetroHealth System		●	●	●	●	●	●	●	●
UH Case Medical Center	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH MacDonald Women's Hospital	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Rainbow Babies and Children's Hospital	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
UH Seidman Cancer Center	Cleveland	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
VA Louis Stokes Cleveland Medical Center	Cleveland		●	●	●	●	●	●	●	●	●
James Cancer Hospital and Solove Research Institute	Columbus	The Ohio State University	●	●	●	●	●	●	●	●	●
The Ohio State University Wexner Medical Center	Columbus	The Ohio State University	●	●	●	●	●	●	●	●	●
UH Conneaut Medical Center	Conneaut	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
VA Dayton Medical Center	Dayton			●	●	●	●	●	●	●	●
ProMedica Defiance Regional Hospital	Defiance	ProMedica		●	●	●	●	●	●	●	●
Euclid Hospital	Euclid	Cleveland Clinic		●	●	●	●	●	●	●	●
ProMedica Fostoria Community Hospital	Fostoria	ProMedica		●	●	●	●	●	●	●	●
Marymount Hospital	Garfield Heights	Cleveland Clinic		●	●	●	●	●	●	●	●
UH Geneva Medical Center	Geneva	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
MetroHealth Center for Sleep Medicine South Campus	Independence	The MetroHealth System		●	●	●	●	●	●	●	●
Lakewood Hospital	Lakewood	Cleveland Clinic		●	●	●	●	●	●	●	●
MetroHealth Lakewood Health Center	Lakewood	The MetroHealth System		●	●	●	●	●	●	●	●
ProMedica St. Luke's Hospital	Maumee	ProMedica		●	●	●	●	●	●	●	●
Hillcrest Hospital	Mayfield Heights	Cleveland Clinic		●	●	●	●	●	●	●	●
Medina Hospital	Medina	Cleveland Clinic		●	●	●	●	●	●	●	●
ProMedica Bay Park Hospital	Oregon	ProMedica		●	●	●	●	●	●	●	●
MetroHealth Pepper Pike Health Center	Pepper Pike	The MetroHealth System		●	●	●	●	●	●	●	●
UH Richmond Medical Center	Richmond Heights	University Hospitals of Cleveland	●	●	●	●	●	●	●	●	●
MetroHealth Strongsville Health Center	Strongsville	The MetroHealth System		●	●	●	●	●	●	●	●
ProMedica Flower Hospital	Sylvania	ProMedica		●	●	●	●	●	●	●	●
ProMedica Toledo Children's Hospital	Toledo	ProMedica		●	●	●	●	●	●	●	●
ProMedica Toledo Hospital	Toledo	ProMedica		●	●	●	●	●	●	●	●
ProMedica Wildwood Orthopaedic and Spine Hospital	Toledo	ProMedica		●	●	●	●	●	●	●	●
University of Toledo Medical Center	Toledo		●	●	●	●	●	●	●	●	●
South Pointe Hospital	Warrensville Heights	Cleveland Clinic		●	●	●	●	●	●	●	●
MetroHealth Center for Sleep Medicine West Campus	Westlake	The MetroHealth System		●	●	●	●	●	●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
MetroHealth Premier Health Center	Westlake	The MetroHealth System		●	●	●	●	●	●	●	●
MetroHealth Westlake Health Center	Westlake	The MetroHealth System		●	●	●	●	●	●	●	●
OKLAHOMA											
VA Jack C. Montgomery Medical Center	Muskogee			●	●	●	●	●	●	●	●
VA Oklahoma City Medical Center	Oklahoma City		●	●	●	●	●	●	●	●	●
OREGON											
Legacy Clinic Canby	Canby	Legacy Health		●	●	●	●	●	●	●	●
Kaiser Permanente, Sunnyside Medical Center	Clackamas	Kaiser Permanente	●	●	●	●	●	●	●	●	●
East County Health Center	Gresham	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Legacy Clinic Mount Hood	Gresham	Legacy Health		●	●	●	●	●	●	●	●
Legacy Mount Hood Medical Center	Gresham	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Bridgeport	Lake Oswego	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Lake Oswego	Lake Oswego	Legacy Health		●	●	●	●	●	●	●	●
HIV Health Services Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
La Clinica de Buena Salud	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Legacy Clinic Broadway	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Emanuel	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Forest Heights	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Good Samaritan	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Northeast	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Northwest	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Emanuel Medical Center	Portland	Legacy Health		●	●	●	●	●	●	●	●
Legacy Good Samaritan Medical Center	Portland	Legacy Health		●	●	●	●	●	●	●	●
Mid County Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
North Portland Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Northeast Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
Oregon Health & Science University	Portland		●	●	●	●	●	●	●	●	●
Randall Children's Hospital at Legacy Emanuel	Portland	Legacy Health		●	●	●	●	●	●	●	●
Rockwood Community Health Center	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
STD Clinic	Portland	Multnomah County Health Department	●	●	●	●	●	●	●	●	●
VA Portland Medical Center	Portland		●	●	●	●	●	●	●	●	●
Legacy Clinic Firwood	Sandy	Legacy Health		●	●	●	●	●	●	●	●
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			●	●	●	●		●	●	●
VA Altoona - James E. Van Zandt Medical Center	Altoona		●	●	●	●	●	●	●	●	●
VA Butler Healthcare	Butler		●	●	●	●	●	●	●	●	●
VA Coatesville Medical Center	Coatesville			●	●	●	●	●	●	●	●
VA Erie Medical Center	Erie		●	●	●	●	●	●	●	●	●
Children's Hospital of Philadelphia	Philadelphia			●	●	●	●	●	●	●	●
Mazzoni Center	Philadelphia		●	●	●	●	●	●	●	●	●
Thomas Jefferson University Hospital	Philadelphia		●	●	●	●	●	●	●	●	●
VA Philadelphia Medical Center	Philadelphia		●	●	●	●	●	●	●	●	●
VA Pittsburgh Healthcare System	Pittsburgh		●	●	●	●	●	●	●	●	●
Western Psychiatric Institute and Clinic of UPMC	Pittsburgh			●	●	●	●	●	●	●	●
VA Wilkes-Barre Medical Center	Wilkes-Barre		●	●	●	●	●	●	●	●	●
PUERTO RICO											
VA Caribbean Healthcare System	San Juan			●	●	●	●	●	●	●	●
RHODE ISLAND											
Emma Pendleton Bradley Hospital	Providence	Lifespan		●	●	●	●	●	●	●	●
The Miriam Hospital	Providence	Lifespan		●	●	●	●	●	●	●	●
Newport Hospital	Providence	Lifespan		●	●	●	●	●	●	●	●
Rhode Island Hospital	Providence	Lifespan		●	●	●	●	●	●	●	●
VA Providence Medical Center	Providence		●	●	●	●	●	●	●	●	●
SOUTH CAROLINA											
VA Ralph H. Johnson Medical Center	Charleston		●	●	●	●	●	●	●	●	●
VA Wm. Jennings Bryan Dorn Medical Center	Columbia		●	●	●	●	●	●	●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Bon Secours St. Francis Downtown	Greenville	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Bon Secours St. Francis Eastside	Greenville	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Greenville Memorial Hospital	Greenville	Greenville Health System	●	●	●	●	●	●	●	●	●
Patewood Memorial Hospital	Greenville	Greenville Health System	●	●	●	●	●	●	●	●	●
Greer Memorial Hospital	Greer	Greenville Health System	●	●	●	●	●	●	●	●	●
Hillcrest Memorial Hospital	Simpsonville	Greenville Health System	●	●	●	●	●	●	●	●	●
North Greenville Hospital	Travelers Rest	Greenville Health System	●	●	●	●	●	●	●	●	●
SOUTH DAKOTA											
Sanford Health Adult Medicine	Sioux Falls			●	●	●	●	●	●	●	●
VA Sioux Falls Health Care System	Sioux Falls			●	●	●	●	●	●	●	●
TENNESSEE											
CHOICES	Memphis		●	●	●	●	●	●	●	●	●
Memphis Mental Health Institute	Memphis			●	●	●	●	●	●	●	●
VA Memphis Medical Center	Memphis			●	●	●	●	●	●	●	●
VA Mountain Home Medical Center/Johnson City	Mountain Home		●	●	●	●	●	●	●	●	●
VA Tennessee Valley Healthcare System	Nashville		●	●	●	●	●	●	●	●	●
Vanderbilt University Medical Center	Nashville		●	●	●	●	●	●	●	●	●
TEXAS											
VA West Texas Health Care System	Big Spring		●	●	●	●	●	●	●	●	●
Amelia Court	Dallas	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Bluitt-Fiowers 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	●	●	●	●	●	●	●	●	●
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	●	●	●	●	●	●	●	●	●
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	●	●	●	●	●	●	●	●	●
VA North Texas Health Care System	Dallas		●	●	●	●	●	●	●	●	●
Vickery Women's Health Center	Dallas	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
VA El Paso Health Care System	El Paso		●	●	●	●	●	●	●	●	●
Garland Community Clinic	Garland	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Garland Women's Health Center	Garland	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Grand Prairie Health Center	Grand Prairie	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Grand Prairie Women's Health Center	Grand Prairie	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
VA Texas Valley Coastal Bend Health Care System	Harlingen		●	●	●	●	●	●	●	●	●
Legacy Community Health Services	Houston			●	●	●	●		●	●	●
The University of Texas MD Anderson Cancer Center	Houston		●	●	●	●	●	●	●	●	●
VA Michael E. DeBakey Medical Center	Houston			●	●	●	●	●	●	●	●
Irving Health Center	Irving	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Irving Women's Health Center	Irving	Parkland Health & Hospital System	●	●	●	●	●	●	●	●	●
Reproductive Medicine Associates of Texas	San Antonio		●	●	●	●	●	●	●	●	●
VA South Texas Veterans Health Care System	San Antonio		●	●	●	●	●	●	●	●	●
VA Central Texas Veterans Health Care System	Temple		●	●	●	●	●	●	●	●	●
UTAH											
Centerville Health Care	Centerville	University of Utah Health		●	●	●	●	●	●	●	●
Greenwood Health Center	Midvale	University of Utah Health		●	●	●	●	●	●	●	●
Parkway Health Center	Orem	University of Utah Health		●	●	●	●	●	●	●	●
Redstone Health Center	Park City	University of Utah Health		●	●	●	●	●	●	●	●

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● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Huntsman Cancer Institute	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
John A. Moran Eye Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
Madsen Health Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
Redwood Health Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
Sugar House Health Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Center for Reproductive Medicine	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Clinical Neurosciences Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Diabetes Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Hospital	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Neuropsychiatric Institute	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Orthopaedic Hospital	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
University of Utah Sleep-Wake Center	Salt Lake City	University of Utah Health		●	●	●	●	●	●	●	●
VA Salt Lake City Health Care System	Salt Lake City		●	●	●	●	●	●	●	●	●
South Jordan Health Center	South Jordan	University of Utah Health		●	●	●	●	●	●	●	●
Stansbury Health Center	Stansbury Park	University of Utah Health		●	●	●	●	●	●	●	●
Westridge Health Center	West Valley City	University of Utah Health		●	●	●	●	●	●	●	●
VERMONT											
Fletcher Allen Health Care	Burlington		●	●	●	●	●	●	●	●	●
VIRGINIA											
University of Virginia Medical Center	Charlottesville			●	●	●	●		●	●	●
VA Hampton Medical Center	Hampton		●	●	●	●	●	●	●	●	●
Rockingham Memorial Hospital	Harrisonburg			●	●	●	●		●	●	●
Memorial Regional Medical Center	Mechanicsville	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
St. Francis Medical Center	Midlothian	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Bon Secours Mary Immaculate Hospital	Newport News	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
DePaul Medical Center	Norfolk	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Maryview Medical Center	Portsmouth	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
Richmond Community Hospital	Richmond	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
St. Mary's Hospital	Richmond	Bon Secours Health System Inc.	●	●	●	●	●	●	●	●	●
VA Hunter Holmes McGuire Medical Center	Richmond		●	●	●	●	●	●	●	●	●
VA Salem Medical Center	Salem		●	●	●	●	●	●	●	●	●
WASHINGTON											
Legacy Clinic Battleground	Battle Ground	Legacy Health		●	●	●	●	●	●	●	●
Group Health Bellevue Medical Center	Bellevue	Group Health	●	●	●	●	●	●	●	●	●
Group Health Factoria Medical Center	Bellevue	Group Health	●	●	●	●	●	●	●	●	●
Group Health Northshore Medical Center	Bothell	Group Health	●	●	●	●	●	●	●	●	●
Group Health Burien Medical Center	Burien	Group Health	●	●	●	●	●	●	●	●	●
Group Health Everett Medical Center	Everett	Group Health	●	●	●	●	●	●	●	●	●
Group Health Federal Way Medical Center	Federal Way	Group Health	●	●	●	●	●	●	●	●	●
Group Health Kent Medical Center	Kent	Group Health	●	●	●	●	●	●	●	●	●
Group Health Lynnwood Medical Center	Lynnwood	Group Health	●	●	●	●	●	●	●	●	●
Group Health Olympia Medical Center	Olympia	Group Health	●	●	●	●	●	●	●	●	●
Group Health Port Orchard Medical Center	Port Orchard	Group Health	●	●	●	●	●	●	●	●	●
Group Health Poulsbo Medical Center	Poulsbo	Group Health	●	●	●	●	●	●	●	●	●
Group Health Puyallup Medical Center	Puyallup	Group Health	●	●	●	●	●	●	●	●	●
Group Health Redmond Medical Center at Riverpark	Redmond	Group Health	●	●	●	●	●	●	●	●	●
Group Health Renton Medical Center	Renton	Group Health	●	●	●	●	●	●	●	●	●
Valley Medical Center	Renton	UW Medicine	●	●	●	●	●	●	●	●	●
Group Health Capitol Hill Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	●
Group Health Central Hospital	Seattle	Group Health	●	●	●	●	●	●	●	●	●
Group Health Downtown Seattle Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	●
Group Health Northgate Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	●
Group Health Rainier Medical Center	Seattle	Group Health	●	●	●	●	●	●	●	●	●
Harborview Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	●
Northwest Hospital & Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	●
Seattle Cancer Care Alliance	Seattle		●	●	●	●	●	●	●	●	●
Seattle Children's Hospital	Seattle			●	●	●	●	●	●	●	●
UW Medical Center	Seattle	UW Medicine	●	●	●	●	●	●	●	●	●
VA Puget Sound Health Care System	Seattle		●	●	●	●	●	●	●	●	●
Group Health Silverdale Medical Center	Silverdale	Group Health	●	●	●	●	●	●	●	●	●
Group Health Lidgerwood Medical Center	Spokane	Group Health	●	●	●	●	●	●	●	●	●

Appendix B: HEI 2013 Core Four Leader Criteria Responses by State

● YES ● NO ● NOT APPLICABLE

Facility Name	City	Network (If Applicable)	2013 Leader	Patient Non-Discrimination 1a	1b	1c	Visitation 2a	2b	Employment Non-Discrimination 3a	3b	Training 4
Group Health Riverfront Medical Center	Spokane	Group Health	●	●	●	●	●	●	●	●	●
Group Health South Hill Medical Center	Spokane	Group Health	●	●	●	●	●	●	●	●	●
Group Health Veradale Medical Center	Spokane Valley	Group Health	●	●	●	●	●	●	●	●	●
Group Health Tacoma Medical Center	Tacoma	Group Health	●	●	●	●	●	●	●	●	●
Group Health Tacoma South Medical Center	Tacoma	Group Health	●	●	●	●	●	●	●	●	●
Legacy Clinic Fisher's Landing	Vancouver	Legacy Health		●	●	●	●	●	●	●	●
Legacy Clinic Salmon Creek	Vancouver	Legacy Health		●	●	●	●	●	●	●	●
Legacy Salmon Creek Medical Center	Vancouver	Legacy Health		●	●	●	●	●	●	●	●
VA Jonathan M. Wainwright Memorial Medical Center	Walla Walla		●	●	●	●	●	●	●	●	●
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											
Aurora Memorial Hospital - Burlington	Burlington	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora St. Luke's South Shore	Cudahy	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora Lakeland Medical Center	Elkhorn	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora Medical Center	Grafton	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora BayCare Medical Center	Green Bay	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora Medical Center	Hartford	Aurora Health Care		●	●	●	●	●	●	●	●
Gundersen Lutheran Medical Center	La Crosse			●	●	●	●	●	●	●	●
Grant Regional Health Center	Lancaster			●	●	●	●		●	●	●
American Family Children's Hospital	Madison		●	●	●	●	●	●	●	●	●
University of Wisconsin Hospital & Clinics	Madison		●	●	●	●	●	●	●	●	●
VA William S. Middleton Memorial Veterans Hospital	Madison		●	●	●	●	●	●	●	●	●
AIDS Resource Center of Wisconsin	Milwaukee		●	●	●	●	●	●	●	●	●
Aurora Sinai Medical Center	Milwaukee	Aurora Health Care		●	●	●	●	●	●	●	●
VA Clement J. Zablocki Medical Center	Milwaukee			●	●	●	●	●	●	●	●
Aurora Medical Center	Oshkosh	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora Sheboygan Memorial Medical Center	Sheboygan	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora Medical Center	Summit	Aurora Health Care		●	●	●	●	●	●	●	●
VA Tomah Medical Center	Tomah		●	●	●	●	●	●	●	●	●
Aurora Medical Center	Two Rivers	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora Psychiatric Hospital	Wauwatosa	Aurora Health Care		●	●	●	●	●	●	●	●
Aurora West Allis Memorial Hospital	West Allis	Aurora Health Care		●	●	●	●	●	●	●	●
WYOMING											
VA Cheyenne Medical Center	Cheyenne		●	●	●	●	●	●	●	●	●
VA Sheridan Medical Center	Sheridan		●	●	●	●	●	●	●	●	●

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