

Healthcare Equality Index Scoring Criteria (2017)

The Healthcare Equality Index (HEI) is the national LGBTQ benchmarking tool that evaluates healthcare facilities' policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees. For more information, visit: <http://www.hrc.org/campaigns/healthcare-equality-index>

- 1. Non-Discrimination & Staff Training (40 points)**
 - a. Patient Non-Discrimination Policy (10 points)
 - b. Equal Visitation Policy (10 points)
 - c. Employment Non-Discrimination Policy (10 points)
 - d. Staff training in LGBTQ Patient Centered Care (10 points)
- 2. Patient Services & Support (30 points)**
 - a. To receive full credit, a facility must have implemented **10 or more** of the best practices.
 - b. A facility may receive partial credit if it has implemented **5 to 9** of the best practices.
- 3. Employee Benefits & Policies (20 points)**
 - a. To receive full credit, a facility must have implemented **9 or more** of the best practices.
 - b. A facility may receive partial credit if it has implemented **4 to 8** of the best practices.
- 4. Patient & Community Engagement (10 points)**
 - a. To receive full credit, a facility must have implemented **4 or more** of the best practices.
 - b. A facility may receive partial credit if it has implemented **2 to 3** of the best practices.

For a more detailed explanation of the scoring criteria: <http://www.hrc.org/hei-scoring-criteria>

HEI 2017 SCORE: BEFORE INTERVENTIONS AT NORTHERN COUNTIES HEALTH CARE (NCHC)

<i>Criteria 1</i>	<i>Criteria 2</i>	<i>Criteria 3</i>	<i>Criteria 4</i>	Total Points
0 / 40	0 / 30	0 / 20	0 / 10	0 / 100

HEI 2017 SCORE: AFTER INTERVENTIONS AT NORTHERN COUNTIES HEALTH CARE (NCHC)

<i>Criteria 1</i>	<i>Criteria 2</i>	<i>Criteria 3</i>	<i>Criteria 4</i>	Total Points
40 / 40	15 / 30	0 / 20	0 / 10	55 / 100

HEI 2017 SCORE: AFTER FUTURE INTERVENTIONS AT NORTHERN COUNTIES HEALTH CARE (NCHC)

<i>Criteria 1</i>	<i>Criteria 2</i>	<i>Criteria 3</i>	<i>Criteria 4</i>	Total Points
40 / 40	30 / 30	10 / 20	5 / 10	85 / 100

Summary:

- Initial interventions increased NCHC's Healthcare Equality Index score **by 55 points**.
- Planned, future interventions will increase NCHC's HEI score **by an additional 35 points**.