



Getting Started with the Healthcare Equality Index Worksheet

Laying the Groundwork	
Key Questions to Ask	Response
What is your “Why”? Why is this work important to your healthcare facility? What would “success” look like to you?	
Who are your champions? Who are the <b>key stakeholders</b> that will support this work?	
Do you have leadership buy-in and support? An executive sponsor?	
Does the LGBTQ+ community have an affirming and welcoming healthcare facility within 25 miles of your facility’s location?	
Do you know what the local LGBTQ+ healthcare needs and priorities are?	
What resources or supports would enable you to succeed? What do you perceive to be the biggest obstacle to doing this work?	
Logistical Considerations	
Key Questions to Ask	Response
Are there any <b>teams/committees that already exist</b> that you can leverage for logistical completion of this project? Do you currently have an LGBTQ+ group/structure/focus for your patients or employees that can assist in completing the survey?	
If no existing structure works, consider creating a new cross-departmental committee to focus on this effort. At a minimum, you should at least identify a point person/representative for the following HEI topic areas:	<ul style="list-style-type: none"> <li>● Policy Update Questions:</li> <li>● Patient Care:</li> <li>● Quality Care/Compliance:</li> <li>● Electronic Health Record Questions:</li> <li>● Human Resources/Benefits:</li> <li>● Staff Training:</li> <li>● Community Outreach:</li> </ul>

<p>Does a budget for this work exist (both monetary and staff time)?</p> <p>Consider budget for marketing/updated patient documents/records and also staff bandwidth to complete HEI survey and/or receive training in LGBTQ+ patient centered care.</p>	
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Getting Started	
Key Steps/Questions	Notes
<p>Review your foundational policies (Criteria 1) for LGBTQ+ inclusion/inclusive language. Do they meet the HEI criteria?</p>	
<p>Familiarize yourself with the LGBTQ+ Community Needs</p> <ul style="list-style-type: none"> <li>● Are there local LGBTQ+ organizations that you can partner with to better understand the needs of the community?</li> <li>● Are LGBTQ+ demographics collected in Community Needs Assessments?</li> </ul>	
<p>Take a look at your facility through a pair of LGBTQ+ shaded glasses. Put yourself in the perspective of an LGBTQ+ patient and an LGBTQ+ employee and ask yourself:</p> <ul style="list-style-type: none"> <li>● Do you see yourself reflected in the facility's policies, intake forms, marketing materials, employee policies, etc.?</li> <li>● Do you think it is safe for an LGBTQ+ patient/staffer to share their LGBTQ+ status at your facility?</li> <li>● What can be changed or implemented to see yourself reflected?</li> </ul>	
<p>Use the HEI criteria as a self-evaluation check-list.</p> <ul style="list-style-type: none"> <li>● What are the areas for growth? <ul style="list-style-type: none"> <li>○ Which are easiest to take on and can be implemented fairly quickly?</li> <li>○ What will take more time, planning, and resources?</li> </ul> </li> </ul>	

**Key Dates**

- **HEI 2024 Criteria (and Training Information) finalized:** June 2022
- **Survey Open Season:** Mid to Late 2023
- **Survey Review:** Late 2023
- **HEI 2024 Report Release:** March 2024