

Kaiser Permanente

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

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

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

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

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



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