

Southcoast Health actively supports and embraces a welcoming and inclusive environment in which all individuals are treated with respect and dignity.

**WE VALUE** a diverse, ethical and equitable culture, critical to ensuring our healthy and just organization.

**WE CELEBRATE & HONOR** the rich cultural backgrounds and unique attributes of one another, our patients, and the communities we are privileged to serve.

**WE STRICTLY PROHIBIT** and do not tolerate unlawful discrimination of any kind. Non-compliance is subject to immediate corrective action.

### Diversity, Equity & Inclusion Council

The Diversity, Equity and Inclusion (DE&I) Council was formed during the summer of 2019 by Southcoast Health employees and has been meeting monthly ever since. In 2022, Southcoast launched the More Pride Employee Resource Group. This group meets regularly and actively engages with the LGBTQ+ community, their families, friends, and allies.

#### Mission

Southcoast Health is committed to embracing and fostering a diverse and welcoming environment for all.

We strive for a culture of health that recognizes, respects, and celebrates the rich diversity of one another and the communities we serve.



## Southcoast Health

### LGBTQIA+ Welcoming & Knowledgeable



You Are Welcome Here



At Southcoast Health, we are continually improving our efforts to ensure all individuals feel safe and welcome while seeking care at any Southcoast Health location.

Visit [southcoast.org/diversity](https://southcoast.org/diversity) to learn more.



### **LGBTQIA+ Welcoming & Knowledgeable – the Southcoast Health commitment to our LGBTQIA+ community**

For the past two years, Southcoast Health has been focused on our LGBTQIA+ Welcoming and Knowledgeable project. This has been a large-scale project across our organization to achieve two primary goals:

- + Enhanced functionality in our medical records system to gather Sexual Orientation and Gender Identity (SOGI) information required to provide optimal care for LGBTQIA+ patients. The added information includes sexual orientation, gender identity, sex assigned at birth, pronouns, gender affirmations, organ inventory and preferred name. In addition, a modified display of the patient record ensures Physicians and Providers can easily access this important information. Patients are able to complete and edit some of these fields in their own patient record prior to an appointment, (through MyChart).
- + Cultural Training – Southcoast continues to take steps to better serve the LGBTQIA+ community. Through our Diversity, Equity, and Inclusion Council and our LGBTQIA+ ERG (Employee Resource Group), we have collaborated with Fenway Health to provide eLearning modules for providers and employees. These learning modules build our organization’s knowledge of LGBTQIA+ patients and the overall community and are just the beginning of an extensive learning pathway ahead.

*“As a primary care physician at Southcoast, I believe asking SOGI questions is important because it creates a sense of respect with the patient. It also creates an environment that’s comfortable for the patient and opens up the physician-patient relationship. As a physician I treat every patient like they are my own family member or friend in a completely non-judgmental manner.”*

**Dr. Stephen Finney, Primary Care Physician  
Southcoast Health**

*“At long last, we have an opportunity, to provide an appropriate level of care to the LGBTQ+ community. I think that the fact that Southcoast Health is asking SOGI questions shows that they do care. It demonstrates to the community that the offices, clinics and hospitals of Southcoast Health are safe places.”*

**A member of the LGBTQ+ community**