

Blue Cross & Blue Shield of Rhode Island Safe Zone Program

Application Checklist

Training

Checklist Items:

☐ Have all patient-facing staff completed training specific to creating a welcoming and affirming environment for LGBTQ+ people?

Training Required Documentation:

- ☐ Documentation that shows that all employees have completed training.
- ☐ Overview of topics covered in the training.
- ☐ Participation records, attendance logs, or certificates of completion for each staff member.

Gender-Neutral Restrooms

Checklist Items:

- ☐ Does you have at least one gender-neutral bathroom available for patient use?
- ☐ Does you have at least one gender-neutral bathroom available for staff use?

Required Documentation:

☐ Photo of gender-neutral restroom exterior, including signage indicating the restroom is not gendered.

Patient Identity

Checklist Items:

- ☐ Does the intake process collect both the patient's legal and preferred/chosen name?
- ☐ Does the intake process collect the patient's pronouns?
- ☐ Does the intake process allow patients to select an option other than "male" or "female" for gender?
- ☐ Do forms avoid assumptions about parents' genders for adolescent patients?
- ☐ Are patients called from waiting areas using their preferred/chosen name and addressed throughout the visit with proper pronouns?
- ☐ Is there a procedure for communicating a patient's gender identity during referrals (if applicable)?

Required Documentation:

- ☐ Copies of patient forms, EMR screenshots, or training materials highlighting collection of names, pronouns, gender identity, and parent information.
- ☐ Procedure or training materials describing:
 - How patients are addressed throughout the visit.
 - How patient information is reviewed annually for accuracy.
 - How gender identity is communicated in referrals.

Support for the LGBTQIA+ Community**Checklist Items:**

- ☐ Are new staff members educated about the commitment to providing a supportive environment for LGBTQ+ inclusion?
- ☐ Does the facility keep materials and resources readily available to refer LGBTQ+ patients and employees for social supports and other community-based services ?

Required Documentation:

- ☐ Evidence of LGBTQ+ inclusion in new hire materials or onboarding (e.g., training materials or commitment statement).
- ☐ Photos, scans, or descriptions of resources available for LGBTQ+ patients.

In-Patient and Residential Facilities (If Applicable)**Checklist Items:**

- ☐ Are transgender patients assigned roommates in alignment with their preferences?
- ☐ Can transgender patients continue hormone therapy during admission unless medically contraindicated?
- ☐ Do transgender patients have access to personal items supporting their gender expression?

Required Documentation:

- ☐ Policies or training materials describing access to hormone therapy and personal belongings.
- ☐ Policies or training materials describing how roommate assignments are determined.