

Mid-Point E&I Update

University Health Services
March 2015





Background

- Assessment and plan development: 2011
 - A pilot unit along with UCPD
- Implementation began immediately
- Put infrastructure in place early
- Implementation coordinator
 - Member of multiple management teams







UHS as an employer





- Toolkit for Recruiting and Hiring a Diverse Workforce
- Partnership with E&I to provide mandatory Multicultural Education Program trainings
 - In addition to unit-based continuing education
- Civility initiative
 - Workplace and manager expectations
- Workforce demographics review: UHS and labor market
- Realigned UHS Diversity Committee

Over 300 employees (including part-time workers)







UHS as a service provider







- Needs assessments and data reviews
- Campus partnerships
 - Health Opportunity Fund
 - Satellite counseling offices
- New programs and services for targeted populations
- External "rankings": Leader in LGBT Healthcare Equity

Serve students, faculty, staff, including over 67% of the student body

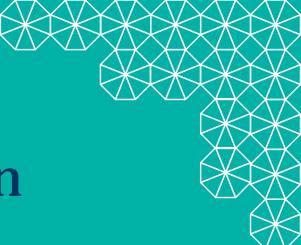












Revision of strategic plan

- Had implemented numerous initiatives
- Wanted to re-focus our efforts moving forward
- Opportunity to align with U.S. Health and Human Services strategic plan











- Existing management teams: plan oversight and change leadership
- Existing meetings
 - e.g., monthly managers and supervisors meeting
- Internal communications
 - e.g., new employee orientation, staff newsletter
- Integration into values and defining principles
- Existing advisory committees
- Campus collaborations

Impact: feels woven into the fabric of our work









Social Justice





- Continuing education
- Dialogues about emerging issues
- Supporting outreach work
- Reinforcing mission-driven passion and work
- Graduate student and post-doc interns and projects





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Data





Data dashboard planning

- Service utilization
 - Visits
 - Use of online tools
- % of appointments with primary care providers
- Client satisfaction
 - Would recommend to others
 - Staff was caring
 - I felt respected by staff
- Workforce data





Handouts

- UHS Strategic Plan for Equity, Inclusion and Diversity
- Civility handout for managers and supervisors
- "Structure for success"
- Toolkit for Recruiting and Hiring a More Diverse Workforce



Q&A / Dialogue





