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
Highlights: 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
Highlights: UHS as a service provider

• Integrated student race/ethnicity date into electronic health record
• 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
Strategy
plan or method
achieve a goal or
organizational ac
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
Governance and Engagement

Structure

• 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
Leveraging staff commitment to 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
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