



# 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 data 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**

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





# Infrastructure

# 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 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

