



## Covington Response

### July 2023 Summary Report

The Covington Response Oversight and Implementation committees continue their work on a path forward in support of trauma informed systematic institutional and culture change. Below are some key highlights of the committees' efforts.

#### **Policy work:**

- Oversight Committee members are in the process of reviewing the SBAR related to developing and communicating a standardized, comprehensive investigations policy.
- The Prohibition on Bullying policy was made available to OHSU members for their feedback before going back to the Policy Advisory Council to be finalized. From there, the PAC made a recommendation to move it to President Jacobs for adoption.

#### **SBAR work**

As we reach the halfway mark of 2023, the Covington response Oversight and Implementation committees have made significant progress since their work began. Specifically, the committees realized a big milestone – drafts for all 27 SBARs have been created.

A Situation, Background, Assessment, Recommendation – or SBAR – has been created based on each of the recommendations within the initial Covington Report. The 27 SBARs were drafted by subject matter experts and then sent to the Oversight and Implementation committees for their review.

Currently, Oversight Committee members are in the first draft review of the “Increase the Diversity of Candidate Pools for Leadership Positions” SBAR and are in the second review of the “Update the Code of Conduct” and “Implement Procedures to Monitor for Potential Retaliation” SBARs. Most recently, members reviewed the SBARs related to human resources metrics, the investigations policy and developing Diversity, Equity, Inclusion and Belonging-related objectives for managers.

#### **Oversight and Implementation committee transition**

Conversations continue around permanently weaving the work and processes of the committees into OHSU’s long-term culture plan. Qiana Williams, Ed.S., ACC, SPHR,



SHRM-SCP, executive vice-president and chief people officer, will begin participating in upcoming Oversight Committee meetings to work on transition planning.

### **Centralized incident management and reporting (EthicsPoint)**

This month, the project team continued validating the EthicsPoint system configuration and working with testers in Human Resources, Integrity and the Office of Civil Rights Investigations and Compliance (OCIC) as part of the user acceptance process to review custom fields, drop down values, case management process workflows, role-based security, etc. In parallel, the project team invited several OHSU professionals with expertise in marketing, communications, usability design, digital strategy and accessibility needs to review the test version of the OHSU Integrity Helpline website and provide feedback during the testing phase. Part of that effort includes usability testing by conducting a series of interviews with individuals to simulate future reporters in various OHSU community roles (e.g., employees, students, patients, contractors, etc.). During the interviews, individuals are asked to perform tasks using the new online tool and provide feedback to assess web site and reporting form design ease of use and accessibility considerations.

### **AAEO to OCIC shift and the Office of Employee Accommodations (OEA)**

The OCIC redesigned website launched June 28. This website launch marks the completion of phase 1, where the Brand Strategy and Marketing team focused on the landing page content, and content related to submitting a report, getting confidential support, Title IX, accommodations and policies and resources. The team has moved into phase 2 of the website redesign and will focus on web content strategy related to affirmative action and resources for education and training. They will also refresh the accommodations and Title IX content.

The transition of employee accommodations to Occupational Health will begin in late August and planned to be fully completed by the end of October. The new office in Occupational Health, under Human Resources, will be called the Office of Employee Accommodations (OEA). A full-time trauma-informed trainer has been hired, and recruitments are currently underway for four Accommodations Specialist positions, along with a manager position and an Administrative Coordinator position. Additionally, Trauma Informed Care training has started, with several OHSU employees, including members of Integrity, getting their certification and leading training for cohorts. There are 40 TIC trainers, and over 700 individuals who have been trained/registered, with a goal of reaching 1,000 OHSU members trained by the end of the year.



### **Accountability Dashboard and SBAR Scorecard**

The latest Accountability Dashboard and SBAR Scorecard, along with prior monthly reports, are [available online](#).