



Covington Response

September 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

- The Investigations Policy has moved through the public comment period and has been approved by the Policy Advisory Committee. Next, it will move back to the Oversight Committee for a final review.
- Training is being developed to give OHSU members more information related to the Discrimination, Harassment and Retaliation policy. The training will also guide members about what their responsibilities are within this policy.

SBAR work

The Covington response Oversight and Implementation committees have made considerable progress since their work began, having completed most of the SBARs – Situation, Background, Assessment, Recommendation.

Currently, the Oversight Committee is working through the following SBARs:

- Centralize HR Staff and Functions (third draft)
- Develop Diversity, Equity, Inclusion and Belonging Objectives for Managers (second draft)
- Develop and Conduct Additional DEIB-Related Trainings (first draft)

Oversight and Implementation committee transition

Planning of the transition of the committees to a long-term model has started. This transition is expected to take place October-December 2023. Qiana Williams, Ed.S., ACC, SPHR, SHRM-SCP, executive vice-president, and chief people officer, will begin participating in upcoming Oversight Committee meetings to facilitate transition planning and gather feedback as the long-term and iterative work of trauma-informed culture and climate change continues in what we are calling Phase II of this work.



Centralized incident management and reporting (EthicsPoint)

Last month, the project team and testers continued the user acceptance testing process to validate the EthicsPoint system setup, intake forms and custom fields/drop down values to ensure they are configured correctly to route reports and meet the case management requirements of users in Human Resources, Integrity and the Office of Civil Rights Investigations and Compliance. A user guide and training materials will be developed to instruct users on how to perform their roles in managing cases and preparing summary reports. The project team also continued their content review and testing of the Integrity Helpline website. They submitted a list of change requests to the vendor compiled from the results of usability interviews, accessibility reviews and marketing feedback. Next, the web design of the Helpline portal will be finalized.

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

Employee accommodation requests will begin to transition to the OEA starting Sept. 25. The full transition is anticipated to be completed by the end of October. OCIC will complete any current accommodation requests they are currently reviewing. Updating of websites and shifting language to OCIC remains a focus.

Accountability Dashboard and SBAR Scorecard

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