



university
health

Star Rating Scale

Respond with meaning

Addressing cultural blind spots within organization

Sparked by the murder of George Floyd



BH worked on application, which was submitted to Tax Levy

Initiation Phase

- Steering Committee began meeting on a biweekly basis.
- Participants included representation from ED&I department, Senior Leadership, Diversity Committee, and Workforce Development.
- On 12/19/2022, attendees agreed on the following statement of purpose:

“The purpose of the SRS Steering Committee is to monitor the progress toward reaching the goals of the Star Rating System and to remove organizational and systemic barriers when needed. It is to also act as a temporary work group.”



Execution/Monitoring Phase

- Began meeting monthly.
- Reformatted monitoring approach by assigning one essential area per month for review. Created a five month review period.

A	B	C	D	E	F	G	H	I	J	K
Date	Agenda									
8/14/2023	SRS Meeting August 23 Agenda.docx									
9/11/2023	SRS Meeting September 23									
10/9/2023	SRS Meeting October 9th									
11/13/2023	SRS Meeting November 13									
12/11/2023	SRS Meeting December 11th									
1/5/2024	SRS Meeting January 5th									

> ☰ Archived Agenda's Essential Area 1 Essential Area 2 Essential Area 3 Essential Area 4 Essential Area 5 SRS Rubric

Execution/Monitoring Phase

- Each month, Steering Committee would evaluate original score, go over previously provided documents, and assess score change depending on new information.
- For example: [Essential Area 2 \[section 2.4\]](#) – originally viewed as pending. However, after additional evaluation and monitoring by committee members, it was decided to change status from pending to ongoing.



Notable Changes

-UHBH Consent for Psychotherapy

-UHBH Consent for Agreement of Services

-UHBH Notice of Privacy Practices

Translated into Spanish & added to our EMR system.

Moving Forward

- Include ED&I offerings within Noble Corner and Flash.
- TARSC and Diversity Committee utilizing reformatted SRS action plan to annually examine organizational policies and procedures. Both committees, operating as a unit, can lead a review of all relevant policies through an equitable lens. Any recommendations for updates or changes will be provided to senior leadership.



Moving Forward

Care Promoting Health and Wellness Within our Organization and Throughout the Community

-Continue establishing ED&I responsiveness through implementation of the Star Rating System (SRS), which offers a strategic framework to strengthen Behavioral Health's approach towards a readiness for cultural change.



Conclusion

This process has shown that diversity, equity, inclusion and belonging are not only essential components of a thriving and productive work culture, but also impacts service delivery.