

Institutional Effectiveness Report

Assessment Summary

Administrative Unit: Student Health Center

Contact Person: Lynette Lewis

Email: lalewis@valdosta.edu

Phone: 229-333-7085 (or) 229-333-5886

Assessment Cycle (academic or calendar year): Academic Year July 1st – June 30th

Mission (related to VSU mission): The mission of Student Health is to provide optimum health care in a convenient location for undergraduate and graduate students in a compassionate, confidential manner. Our motto is “healing the present...teaching the future.”

Assessment History (discuss here how and when the unit developed its current assessment program, what it used prior to starting that program to assess its effectiveness, etc.):

The Student Health Center (SHC) has started to work on developing stronger assessment tools. In the past, we have been reporting daily, monthly and annual statistics as they relate to the services (total patients seen, total prescriptions filled, and “no shows”). We have also placed in the lobby a “patient satisfaction card” for patients to fill out if they choose. Although these tools have been meaningful, they have not been tied to specific goals.

In July of 2008, the Asst. Dir./Administrator starting meeting with Asst. Dir. of Strategic Planning to develop a plan for developing the department goals, including output measurements. One of the goals of the planning process was to ensure that the strategic plans that were developed for the department included goals that focused on institutional effectiveness, qualified staff, administrative evaluation, student records, physical facilities, and institutional environment. The results of the initial meeting have led to a team approach of developing the goals listed below (Goals for Unit). In addition to the goals, the Student Health Center will begin conducting an anonymous patient satisfaction survey in the Spring of 2009. The survey will be conducted each term and will be available on the website and in paper form. Our goal is to make the survey convenient for all students. We will also continue to report the monthly service statistics, but we have worked hard on ensuring that the statistics are accurate as we have instituted an electronic medical record system. The statistics will be automated and not kept manually.

Goals for Unit (2008 – 2009):

1. To increase clinical capacity by adding additional staff to the Student Health Center.
2. To refine the schedule of operations to meet the students' needs based on time of day and volume of patients.
3. To determine the incremental steps necessary to becoming a leading student health center in the SE region.
4. To define a training plan for all new hires by November 2008.

5. To have the Continuous Quality Improvement Team to design and implement two assessment tools during this fiscal year and report their results, with recommendations for improvement to the entire staff.
6. To create a list of items to be prepared for Institutional Research in order to participate in the SACS reaffirmation.
7. To foster team improvement by identifying at least two areas where cross-training could be a benefit, designing a pilot plan to cross-train at least 4 employees (two in each area), and have employees report on the advantages or disadvantages of the project.
8. To increase the Student Health Center's space in order to properly and efficiently serve the student population.
9. To evaluate current mission statement in light of newly adopted motto and propose a revised mission statement to the Director of Auxiliary Services and the Vice President of Finance and Administration.

Assessment for (2008 – 2009):

- 1.1 Additional provider and support staff have been hired and we will begin operation in the new Student Health Center by January 12, 2008 with six new employees (Provider, Lab Technician, two Licensed Practical Nurses, X-ray Technician, and a Receptionist).
- 2.1 We are working on the annual schedule as it has been determined that we will be open during Maymester and during all terms. The hours of operation will be posted throughout the building and on the website. Students will be given advance notice of any closings or changes in the operating schedule.
- 3.1 This goal will be successfully completed when a list of benchmarks has been developed by which the health center will measure its effectiveness against others in the region or against its own past performance. These benchmarks may include accreditation criteria. Once benchmarks have been determined, baseline data will be recorded using those benchmarks and at least two benchmarks will be identified for improvement during the next planning year (FY2010). Those two benchmark areas will become separate goals in future planning.
- 4.1 Completion of professional development for all employees; each employee has a spreadsheet that list their professional development and it is tracked monthly. In addition, staff attended training as a group (HIPAA, Customer Service, and PyraMed – electronic health record). Individual and group training will focus on “qualified staff” and “institutional effectiveness”
- 4.2 All new hires are being trained in a number of areas, including use of the electronic record system, (PyraMed), health center policies and procedures, patient confidentiality, and individual unit training (lab, front desk, pharmacy, etc.). Staff attends the VSU new employee orientation. Almost all employees are cross-trained and can work in more than one functional area. We have three employees that are cross-trained and can work in at least three functional areas.
- 5.1 The Continuous Quality Improvement Team (CQI) has developed a draft Patient Satisfaction Survey that has been submitted for approval. The survey will be administered each term and it will be available on the website and in paper format. As a second tool, the CQI Team will work on a comprehensive chart review process.

6.1 This document will serve as one of the items to be presented to Dr. Kinney to ensure that the Student Health Center is prepared for SACS.

7.1 We will have to work out the logistics of this goal as it seems that it can also be tied to Goal #4 and Assessment #4.2 above.

8.1 The Student Health Center has relocated to 200 Georgia Ave. in a new building that is 27,244 square feet. Patients will be seen starting January 7, 2009.

9. 1 The Student Health Center has developed a motto (“Healing the Present...Teaching the Future”). We are working on the revised mission statement and we will submit it for approval to the appropriate offices.

Assessments (include when and to whom these are administered, and align goals with specific assessments):

2005-2006 (or 2005)

- Assessment Results (submit an electronic file of the data collected):
- Discussion/Dissemination of Results:
- Modifications Made:

2006-2007 (or 2006)

- Goals
 1. To hire another mid-level provider to help care for the student population and alleviate the burden placed on the registered nurses.
 2. To procure an electronic medical record system to assist in efficient record keeping
 3. To increase its space in order to properly and efficiently serve the student population.
 4. To hire an administrator to help the Director with the administrative duties of the Health Center.
 5. To hire a pharmacy tech to provide assistance to the pharmacist because of the increased volume of prescriptions given to the increased number of students seen at the Health Center. This will ensure accurate and quality health care.
 6. To obtain a part-time psychiatrist would assist the medical staff to provide superior mental health care for the student population
 7. To procure an X-ray system to enhance our diagnostic capabilities.
 8. To hire a clerk to help with the increased work load cause by the ever increasing patient load.
- Assessment Results (submit an electronic file of the data collected):
 - Data collected through daily statistics, monthly reports submitted to the Dir. of Aux. Services, and the Annual Report

1.1 A mid-level provider, a nurse practitioner, was employed January 2006.

2.1 At this time the RFP for an Electronic Medical Records System is awaiting approval.

3.1 In preparation for a new SHC building, a Building Committee has been formed. Members have compiled requirements for a new facility. They have also visited several universities (GA Tech, FL International, Univ of Miami), and have other visits scheduled for the near future. The on-site location visits are to gather info and data to be compiled and utilized in the planning of the new SHC Facility.

4.1 Daily administrative duties currently being performed by nurse manager.

5.1 The pharmacy tech position was posted and applications were being reviewed.

6.1 Baseline data did not exist for this goal.

7.1 A visit to the Student Health Center at GA State is pending. The facility and their digital radiological system will be reviewed.

8.1 A clerical position was posted and applications were reviewed.

- Modifications Made:
 - Administrator was hired on January 2, 2008
 - The pharmacy tech was hired on July 31, 2006
 - The clerk was hired on July 31, 2006

2007-2008 (or 2007)

- Goals
 1. To identify and revise the items needed to be updated in order to be in compliance with HIPAA, the GA University Board of Regents, and medical standards of practice.
 2. To certify or recertify every member of the student health center staff in cardiopulmonary resuscitation annually to be in compliance with recommendations of the American Heart Association. Instruction provided by a Student Health Nurse, Terri Wildes.
 3. To ensure that every nurse on the Student Health Center staff participates in at least one or more health screenings promotional activities on campus annually to address health risk behaviors and provide health education
 4. To assist students with the application process for low-income eligibility enrollment for patient assistance programs for prescription medications not on the Student Health Center Pharmacy Formulary. This will begin on the day that the student's appointment with a provider when the need for the prescription is determined. Program ran by Angie Wills.
 5. To review the current appointment data by manually collecting data for a baseline to determine if the appointment times with the providers are being fully utilized by patients. Data will be collected by Administrative Secretary, Angie Wills, daily and the results summarized daily, weekly and monthly.
 6. To obtain an efficient and electronic medical record system needs to be procured to better keep track of data. (continued from 2006)
 - Assessment Results (submit an electronic file of the data collected):
 - Data collected through daily statistics, monthly reports submitted to the Dir. of Aux. Services, and the Annual Report
 - 1.1 The current Student Health Center Policy and Procedure Manual developed during the Summer of 2006.
 - 2.1 All staff members certified or recertified by Summer 2007
 - 3.1 All nurses participated in at least one health screening promotional activity
 - 4.1 Program was established and continues each term due to its success
 - 5.1 The appointment data sheets had a possible total of 108 appointment slots per day. Some procedures (i.e. pap smears, minor surgery) may require additional time, resulting in fewer appointments.
 - 6.1 Electronic medical record system (PyraMed) was purchased in 2007
- Discussion/Dissemination of Results:
 - Modifications Made:
 - 1.1 Completed

- 3.1 Completed
- 4.1 Ongoing program
- 5.1 Started the initial assessment of tracking patient data through a manual process
- 6.1 Electronic health record system purchased in 2007 and implemented in June 2008

Unit Director

Date

President/VP for Unit

Date

Adapted from: University of Alabama SACS site (<http://sacs.ua.edu/degreeInfo2.cfm?college=2&dept=50>);

University of Western Kentucky SACS Accreditation Review Process (<http://www.wku.edu/sacs/assessmentmanual.htm>) ; and

Mrs. Marila D. Palmer, VP-Executive Affairs & Planning, LeTourneau University, Presentation to 2008 SACS-COC Institute