

# AY 2017-2018 Assessment

## Office of Health Services

**Division or Department: The Student Experience**

**August 2017 - May 2018**

**Prepared by: Stephanie Campbell, RN**

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**Approved by: Frances Conine**

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### **Northwestern Mission.**

Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

### **The Student Experience Mission Statement**

The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access for education to potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

### **Student Affairs Mission:**

The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands on involvement in programs and services, Student Affairs promotes personal development in a student-centered

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environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity and collaboration with all members of the university community.

### **Health Services Mission:**

The mission of Health Services is to provide cost effective, convenient, high quality and professional health care to eligible Northwestern State University students in a clinic setting addressing physical, emotional, social, and spiritual needs. Health Services will enhance student development through campus wide and individual health education with a focus on student learning outcomes in the areas of healthy lifestyle choices, independence, and discernment as a healthcare consumer.

### **Methodology:** The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) will be collected and returned to the director;
- (2) The director will analyze the data to determine whether the applicable outcomes are met
- (3) Results from the assessment will be discussed with the appropriate staff;
- (4) Individual meetings will be held with staff as required (show cause);
- (5) The director, in consultation with the staff, will determine proposed changes to measurable outcomes, assessment tools and service changes for the next assessment period.

## **Student Health Services Effectiveness**

### **Service Outcomes:**

**SO 1. Health Services staff will provide individual education to patients on their current health status and interventions to decrease interference with their degree seeking educational process.**

**Measure 1.1** Health Services staff will provide written and verbal instructions to 100% of patients regarding their current health status and needed interventions including discharge instructions given to patients, referral forms and printed educational documents from Lexicomp in the electronic medical record.

**Assessment Tool:** Data collected from electronic medical records and from physician referral billing documents.

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**Finding: Target Met.** 100% of students were given written and/or verbal instructions regarding their current health status and appropriate interventions.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results from 2016-2017 the decision was made to explore possible adjustments in the data collection processes of the EMR analysis mode to give an accurate number of the different types of instructions patients were receiving. Specific types of documents include complaint specific educational documents from Lexicomp in the electronic medical records program, referral instructions, and discharge instructions.

In 2017-2018 all students evaluated at Health Services were given instructions on either self-care, medications, non-pharmacological treatment measures, follow up care, referral appointments, directions to community resources or prevention efforts. Complaint specific educational documents from Lexicomp in the electronic medical records were given out 64 times (to 2.88%). Directions, instructions and referral forms were given for a total of 186 MD appointments. A total of 2,220 printed discharge instructions were given to students.

**Action – Decision or Recommendation:** Based on the analysis of the results from 2017-2018, the Health Services staff will continue to provide individual, complaint specific education to 100% of patients and increase the number of Lexicomp educational documents from 64 to 100 to maintain a continuous pattern of improvement.

**Measure 1.2** At least 85% of patients will report an increase in knowledge regarding their health.

**Assessment Tool:** Annual Satisfaction Survey administered during each fall semester.

**Finding: Target Met.** More than 85% of students completing the annual satisfaction survey reported an increase in knowledge regarding their current health concerns.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results from 2016-2017 the clinic started to provide individualized teaching to patients regarding their chief complaint to improve knowledge. As a result, in 2017-2018 the total number of students seen for clinical evaluations at Health Services was 1,247 during the fall semester. Of those, 372 (or 29.83%) completed satisfaction surveys with 368 (or 98.92%) students reporting an increase in knowledge. The goal of 85% was surpassed by almost 14%, therefore the target was met.

**Action - Decision or Recommendation:** Based on the analysis of the 2017-2018 results, Health Services will continue to provide individualized teaching to patients regarding their chief complaint to improve knowledge. The target for increased knowledge on the fall satisfaction survey will be increased from 85% to 95%.

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**Measure 1.3** At least 70% of patients will report a decrease in missed classes.

**Assessment Tool:** Annual Satisfaction Survey administered during each fall semester.

**Finding: Target Met.** More than 70% of students completing the annual satisfaction survey reported a decrease in the number of missed classes.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results from 2016-2017 we instituted a fall survey for 2017-2018. The total number of students seen for clinical evaluations at Health Services was 1,247 during the fall semester. Of those, 372 (or 29.83%) completed satisfaction surveys with 324 (or 87.09%) students reporting a decrease in the number of classes missed. The goal of 70% was surpassed by over 17%, therefore the target was met.

**Action – Decision or Recommendation:** Based on analysis of the 2017-2018 results Health Services will assess our impact on retention using the fall satisfaction survey. Our target will be raised from 70% to 80% of students who state the care they received will decrease the number of missed classes in 2018-2019 to maintain the pattern of continuous improvement.

**SO 2. Health Services staff will continue the use of technology and remain current with updates and software refinements.**

**Measure 2.1** Health Services will remain 100% compliant in EMR software updates.

**Assessment Tool:** Documentation of Mediat updates and trainings.

**Finding: Target Met.** The technology goals of Health Services were met through software updates initiated by Mediat, as well as, those requested by the clinic.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results from 2016-2017 in 2017-2018 the Mediat home office completed 2 system wide updates, one on 8-25-17 and the other on 4-23-18. The EMR coordinator set up new user accounts for counseling staff and provided training to 3 staff members on the use of EMR. The STI template was updated and a new flowsheet for testosterone injections was created.

**Action - Decision or Recommendation:** Remain 100% compliant with EMR software updates in 2018-2019. Create accounts and train nursing staff on the use of EMR in Mediat for the new clinic on the Shreveport campus.

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**Measure 2.2** Health Services will increase the use of technology by 25% over the previous year.

**Assessment Tool:** Documentation of dates, the purpose and the type of technology used.

**Finding: Target Met.** Health Services increased the use of technology by more than 25%.

**Analysis:** The previous year (2016-2017) technology use data indicated 13 occasions, whereas the current year's data indicates 26 occasions. A 25% increase would have been a minimum of 17 occasions, therefore the goal was exceeded. Those include website updates on 10-20-17 and 4-25-18, "Be the Match" advertisements on Orgsync on 8-14-17 and on Facebook on 8-29-17. A Faculty Welcome was sent on 9-20-17 through NSU messenger to increase awareness of us on-campus clinic and inform faculty of our policies on missed classes and excuses. On 9-20-17 nursing staff promoted ovarian cancer awareness on Facebook by advertising the Turn Teal event. Health insurance sign up information was sent to students 3 times via messenger on 11-3-17, 12-7-17, 1-30-18. Flu protection tips were posted on Facebook on 2-1-18 and flu shot clinics were advertised 12 times on student messenger. Stress management workshops were, also, advertised on student messenger 4 times and sent to faculty and staff, as well.

**Action – Decision or Recommendation:** On the fall satisfaction survey students were asked how they prefer to receive information. Responses in order of importance were 1) email, 2) friends, 3) school calendar, 4) flyers, and 5) the student concerns facebook page. Based on the analysis of the results from 2017-2018, Health Services will increase technology use from 26 to 30 occasions to reach students and will focus efforts on the top-rated means of receiving information, as well as, continuing to assess how students prefer receiving information in 2018-2019.

**SO 3. Staff will collaborate with faculty, staff, campus organizations or community stakeholders to provide requested programming.**

**Measure 3.1** The Health Services staff will participate in a minimum of 5 programs hosted by other on campus units when requested.

**Assessment Tool.** Documentation of the program host, type event and date.

**Finding: Target Met.** The staff of Health Services collaborated with on campus units to provide 10 programs which exceeds the target goal by 5 programs.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results from 2016-2017 in 2017-2018 we increased our on-campus collaborations involved Freshman Connection (7-11-17), the Scholar's College (8-17-17), New Student Programs (8-21-17) for Color Chaos, Family and Consumer Science (9-19-17) for Leah

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Chase Lecture, the department of Nursing (10-25-17) for Domestic Violence Awareness, Counseling Services (2-24-18) for Literary Rally, Creative and Performing Arts (2-27-18) for Varnado Art Night, the Academic Success Center (4-16-18) for Stress Management Workshop, University Studies 1000 class (4-23-18) for Stress Management, and the College of Business (4-24-18) for Empowerment Outreach.

**Action - Decision or Recommendation:** Health Services will continue collaboration with established on-campus departments in 2018-2019. Based on the analysis of the results, Health Services will increase the target to 10 programs, as well as seek out new partnerships with a focus on the Department of Nursing.

**Measure 3.2** The Health Services staff will participate in a minimum of 3 programs hosted by off campus units when requested.

**Assessment Tool:** Documentation of the program host, type event and date.

**Finding: Target Met.** The staff of Health Services collaborated with 4 different off campus units to provide 7 programs which exceeds the target goal by 4 programs.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results from 2016-2017 in 2017-2018 the Health Services staff attended the quarterly meeting of the Community Advisory & Action Team (8-10-17) and hosted "Be the Match" a bone marrow donor drive for LifeShare (8-29-17). NSU signed an MOU and all licensed staff received training from the Louisiana Department of Health and Hospital Office of Public Health STD/HIV Program to initiate HIV testing in the Health Services clinic. Health Services partnered with Outpatient Medical Center to provide flu shots to students on 10-11-17, 10-12-17, 10-16-17 and on 11-14-17.

**Action - Decision or Recommendation:** Based on the analysis of the results, Health Services will increase the target number of off campus collaborations from 3 to 5 in 2018-2019.

**SO 4. Health Services staff will work with federal and state health departments to participate in initiatives regarding personal and public health and expand services where possible.**

**Measure 4.1** Health Services staff will continue collaboration with the CDC in the U.S. Outpatient Influenza-like Illness Surveillance Network as a sentinel site for monitoring public health by 100% weekly report submissions.

**Assessment Tool:** The number of week's reports submitted electronically to the CDC per the ILI Workfolder.

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**Finding: Target Met.** Health Services was 100% compliant with reporting sentinel data.

**Analysis:** In 2016-2017, the target was met. Based on the analysis of the results in 2018-2018, from May 1, 2017 thru April 30, 2018 NSU Health Services reported sentinel data for 52 weeks. There were 42 reportable cases with flu checks completed on 28 patients yielding 7 positive results.

**Action - Decision or Recommendation:** Health Services will continue to be 100% compliant with obtaining and reporting sentinel data in 2018-2019.

**Measure 4.2** Health Services will continue collaboration with the Louisiana Department of Public Health to screen patients for STI's and to increase the number of diagnostic tests offered from 2 to 4.

**Assessment:** The number of specimens submitted to the state laboratory for testing and the number of STI screening test administered in the clinic.

**Finding: Target Not Met.** Health Services continued collaboration with the Louisiana Department of Public Health to screen more patients for STIs but was only able to increase the number of tests offered to 3 rather than the target of 4.

**Analysis:** In 2016-2017, the target was not met. Based on the analysis of the results from 2016-2017 in 2017-2018 the clinic attempted to establish an MOU to perform syphilis and HIV testing. The CDC reports that Louisiana has the highest rate of reported syphilis cases in the nation at 16.1 per 100,000 according to the most recent data from 2016. The goal of adding syphilis and HIV testing to the chlamydia and gonorrhea testing we are already performing in the clinic was to identify cases and provide resources for treatment to decrease the spread of these infections. 214 patients submitted specimens for testing of chlamydia and gonorrhea. 13.08% were positive for chlamydia which is 5.67% less positive tests than the previous year (18.84%). Rates for gonorrhea decreased from 2.41% to 2.33%. Health Services signed an MOU and completed training to perform rapid HIV testing in the clinic. Of the 154 HIV tests performed only 1 was positive for an 0.64% rate. The total number of tests performed was 368 which was an increase in the number of tests performed. However, our goal to offer 2 additional types of tests was not met since we were not able to establish an MOU with the state to perform syphilis tests. We are now offering 3 types of tests which is an increase over last year, but one less than the target. We will continue to strive for adding syphilis testing in partnership with the State of Louisiana.

**Action - Decision or Recommendation:** Health Services will set a target to perform 400 STI screening tests and continue working to add syphilis testing in 2018-2019.

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### A comprehensive summary of key evidence of improvements based on analysis of results:

- Written and verbal instructions were given to 100% of patients, 98.92% reported an increase in knowledge and 87.09% reported a decrease in the number of missed classes. Increased knowledge and missed classes questions were not on the survey last year, but targets for both were surpassed this year and will be raised for next year.
- The addition of a question on the fall survey to assess how students want to receive information will enable the clinic to focus advertising and announcements on the top-rated means. The clinic remains current with 100% of software updates and completed 2 refinements to enhance workflow. Health Services doubled technology use over last year's data.
- Health Services participated in collaborative programming with various on campus units and off campus entities. On campus collaborations were double the target and off-campus collaborations were more than double the target amount.
- Health Services achieved the 100% target for weekly reports to the CDC as a sentinel site for the U.S. Outpatient Influenza-like Illness Surveillance Network. A Partnership with the State of Louisiana provided Health Services with training and resources for adding HIV testing to our diagnostic menu. We were unsuccessful in beginning syphilis testing but will continue to work to that end.

### Plan of Action

Moving forward our goals for 2018-2019 include maintaining 100% compliance with sentinel site reporting to the CDC and electronic medical record updates. We will strive for 10 on-campus and 5 off-campus collaborations with other units and community stakeholders. We will increase our targets for these goals: increased knowledge about health status from 85% to 95%, increased number of Lexicomp instructions to students from 64 to 100, increase technology use from 26 times to 30 times, increased number of STI tests performed from 368 to 400, and an increased number, from 70% to 80%, of students who report that the care they received in the clinic will decrease the number of classes they miss.