

Assessment Cycle 2018-2019

Office of Health Services

Division or Department: The Student Experience

Prepared by: Stephanie Campbell, RN & Holly Cain, RN

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Approved by: Reatha Cox

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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 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.

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 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 provides 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

Assessment Cycle 2018-2019

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.

Service Outcomes:

SO 1. Health Services staff will provide individual, complaint specific education to 100% of patients seen in the clinic and provide interventions to decrease interference with their degree seeking process.

Measure 1.1 Health Services staff will provide written and verbal instructions to 100% of patients regarding their current health complaints including discharge instructions, referral forms, self-care, medications, non-pharmacological treatment measures, follow-up care, referral appointments, directions to community resources or prevention efforts. Staff will increase the use of printed Lexicomp educational information from the EMR to 100 documents.

Finding: Target was met.

Analysis: In Academic Year 2017-2018, the target was met. Based on the analysis of these results in 2018-2019 adjustments in the data collection processes of the EMR analysis mode were made 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. As a result, in 2018-2019 100% (2,487) of students were given written and verbal 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 480 times. Discharge instructions were given 2,480 times. Directions,

Assessment Cycle 2018-2019

instructions and referral forms were given 239 for MD appointments. In total 3,199 educational documents were provided to patients.

Decision, action or recommendation: Based on the analysis of the 2018-2019 results and in order to drive continuous improvement in Academic Year 2019-2020, Health Services staff will provide individual, complaint specific education to 100% of patients and increase the number of Lexicomp educational documents from 100 to 300.

Measure 1.2 At least 95% of patients will report an increase in knowledge regarding their health.

Finding: Target was not met.

Analysis: In 2017-2018 the target was met. Based on the analysis of the Academic Year 2017-2018 results the target was raised from 85% to 95% increased knowledge during clinical visits. As a result, in 2018-2019 the total number of students seen for clinical evaluations at Health Services was 1,417 during the fall 2018 semester. Of those, 249 (or 17.57%) completed satisfaction surveys with 153 (or 61.44%) students reporting specific information they learned during the clinical visit. It has been noted that some of the surveys turned in were incomplete. The question to assess increased knowledge was left blank by 96 (or 39.55%) of the respondents. The goal of 95% was missed by 34%.

Decision, action or recommendation: Based on the analysis of the Academic Year 2018-2019 results, Health Services will provide individualized teaching to patients regarding their chief complaint to improve knowledge. The target for increased knowledge on the fall satisfaction survey will remain at 95%. In order to drive continuous improvement in Academic Year 2019-2020, front desk workers will be instructed on the importance of obtaining satisfaction surveys from as many patients as possible with directions to complete all six items on the survey.

Measure 1.3 At least 80% of patients will report a decrease in missed classes.

Finding: Target was met.

Analysis: In 2017-2018 the target was met. Based on the analysis of the Academic Year 2017-2018 results the target was raised from 70% to 80% of patients reporting a decrease in the number of missed classes. As a result, in 2018-2019, the total number of students seen for clinical evaluations at Health Services was 1,417 during the fall 2018 semester. Of those, 249 (or 17.57%) completed satisfaction surveys with 209 (or 84%) students reporting a decrease in the number of classes missed. The goal of 80% was surpassed by over 4%, therefore the target was met.

Decision, action or recommendation: Based on the analysis of the 2018-2019 results, in 2019-2020 Health Services will assess the impact on retention using the fall

Assessment Cycle 2018-2019

satisfaction survey. Our target will be raised from 80% to 85% of students who state the care they received will decrease the number of missed classes.

SO 2. Health Services will remain 100% compliant with EMR updates and software refinements. EMR coordinator will create accounts and train nursing staff on the use of EMR in Mediat for the new clinic on the Shreveport campus. Staff will increase the use of technology over the previous year and focus efforts on means of communication students prefer.

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

Finding: Target was met.

Analysis: In 2017-2018 the target was met. Based on the analysis of these results in 2018-2019 we continued to work with our software vendor and on campus information technology department to implement software updates to our EMR. The Mediat home office completed two system wide updates on 7-10-18 and 2-8-2019. The EMR coordinator set up new user accounts for counseling staff. User accounts were added for nursing staff in the new Shreveport clinic and trainings were held on 9-10-18 through 9-14-18 and again on 12-3-18, 12-6-18, 2-28-2019, 3-6-19, 3-7-19, 3-28-19 and 4-8-2019. Templates were updated on 10-31-18, 11-28-18 and 1-17-19.

Decision, action or recommendation: Based on the analysis of Academic Year 2018-2019 results, in 2019-2020 Health Services will remain 100% compliant with EMR software updates. Accounts will be created and inactivated as needed for the changing staff in counseling services internship program. Ongoing training for nursing staff on the use Mediat for the new clinic on the Shreveport campus will be conducted as requested. Health Services will participate in all updates provided by the software company and will continue to adjust templates to improve workflow. We will implement a Patient Portal Module to facilitate an online, secure communication process for their health information.

Measure 2.2 Health Services will increase communication efforts with students using the top-rated technology methods a minimum of 30 times.

Finding: Target was not met.

Analysis: In 2017-2018 the target was met. Based on the analysis and results of 2017-2018, a target was set for 30 times using technology to communicate with students for 2018-2019. Staff utilized the Northwestern State Student Concerns Facebook page and Student Messenger campus email accounts to advertise programs and educate students about issues affecting the campus community. Announcements were sent regarding "Be the Match," blood drives, flu shot clinics, safe spring break and safe sleep awareness for a total of 17 times. On the fall 2018 satisfaction survey students were asked how they prefer to receive information. Responses in order of importance were 1)

Assessment Cycle 2018-2019

email, 2) the student concerns Facebook page, 3) friends, 4) school calendar, and 5) flyers.

Decision, action or recommendation: Based on the analysis of the 2018-2019 results, Health Services will assess how students prefer receiving information. The clinic will continue to use email and Facebook to reach students with information related to our programs and services. We will incorporate usage of the online school calendar a minimum of 10 times and strive to reach the target of 30 times using technology to connect with students.

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 10 programs hosted by other on campus units.

Finding: Target was met.

Analysis: In 2017-2018 the target was met. Based on the analysis of 2017-2018 results, in 2018-2019 the staff of Health Services collaborated with other campus units to support 22 programs which exceeds the target goal by 10 programs. On campus collaborations involved Freshman Connection: Snack Size Learning (5-21-18), CALM tables, Ask Big Questions and Freshman Follies (5-24-18, 5-31-18, 6-20-18, 7-10-18, 5-23-19, 5-30-19), Counseling and Career Services: for the Zero Suicide webinar (7-10-18) the Scholars' College: Freshman Orientation (8-16-18), New Student Programs: Color Chaos (8-20-18), and Let's Get Frank (9-4-18), Greek Life: for Prostate Cancer Awareness presentation (9-23-18) the College of Nursing: Shreveport Health Services Open House (10-16-18) Flu Shots (11-7-18, 11-9-18), nursing clinicals for first level students (11-6-18) and 5th level students (11-13-18, 11-14-18), Student Activities Board: Winter Wonderland (11-28-18), Counseling Services: for Literary Rally (2-23-19), Director of Student Affairs: Ladies Tea (2-6-19), University Police, FYE, PLP: Special Olympics (4-16-19)

Decision, action or recommendation: Based on the analysis of the 2018-2019 results, Health Services will increase the target for collaborations with on-campus departments from 10 to 15 programs. In order to drive continuous improvement staff will seek out new partnerships and expand collaborations with the College of Nursing on the Natchitoches and Shreveport campuses.

Measure 3.2 The Health Services staff will participate in a minimum of five programs hosted by off campus entities.

Finding: Target was met.

Assessment Cycle 2018-2019

Analysis: In 2017-2018 the target was met. Based on the analysis of 2017-2018 results, in 2018-2019 the target was increased from three to five collaborations. In Academic Year 2018-2019, staff collaborated off campus entities to provide support for 11 programs which exceeds the target goal of five. Health Services sponsored Be the Match (8-28-18), Lifeshare blood drives (8-27-18, 8-30-18, 10-22-18, 10-25-18, 2-11-19), Walgreen's flu shot clinics for faculty/staff/students (10-8-19, 10-10-18, 9-12-18, 9-18-18), and Nurse Family Partnership's Safe Sleep education during the entire month of October. Additionally, a MOA was signed on 7-3-18 with the Louisiana Department of Health Office of Public Health to establish Northwestern State University as a Closed Point of Dispensing Site (PODS) to provide mass prophylaxis to residents, employees and their families in the event of a specific threat incident. Training was received on documenting and dispensing prophylaxis antibiotics for anthrax. The MOA is in collaboration with the Bureau for Community Preparedness, Emergency Preparedness and Response Strategic National Stockpile.

Decision, action or recommendation: Based on the analysis of the Academic Year 2018-2019 results and to drive continuous improvement, Health Services will increase the target number of off campus collaborations in from five to 10 in Academic Year 2019-2020.

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 (ILI) Surveillance Network as a sentinel site for monitoring public health by 100% weekly report submissions.

Finding: Target was met.

Analysis: In 2017-2018 the target was met. Based on the analysis of 2017-2018 results, in 2018-2019 we continued to submit ILI data on a weekly basis to the CDC. As a result, in 2018-2019, Health Services was 100% compliant with reporting sentinel data to the CDC weekly. The clinic submitted more specimens for testing than previous years which helps the CDC to determine which viruses are circulating in the country and helps to determine what strains to include in the following flu vaccine. There were 20 reportable cases with flu checks completed on 19 patients yielding six positive results.

Decision, action or recommendation: Based on the Academic Year 2018-2019 data and to drive continued improvement, Health Services has will remain 100% compliant with obtaining and reporting sentinel by continuing to report ILI data to the CDC using their online monitoring system, ILINet.

Measure 4.2 Health Services will continue collaboration with the Louisiana Department of Public Health to perform at least 400 screening tests for STIs.

Assessment Cycle 2018-2019

Finding: Target was met.

Analysis: In 2017-2018 the target was not met. Based on the analysis of 2017-2018 results, in 2018-2019 Health Services set a target to perform 400 STI screening test. During the Academic Year 2017-2018 reporting cycle, Health Services attempted to increase the types of STI testing from two to four. Attempts to offer syphilis testing were unsuccessful, but HIV testing and throat sampling for oral chlamydia and gonorrhea were added bringing the total types to four. The target was changed from types of tests to the number of tests performed with a target of 400. Chlamydia and gonorrhea testing are both performed on the same urine specimen therefore the tests are counted together, but the results are presented separately. 615 specimens were submitted for testing of chlamydia and gonorrhea. 12.35% were positive for chlamydia which is .35% more positive tests than the previous year (12%). Positive rates for gonorrhea increased from 1.14% to 1.62%. Of the 220 HIV tests performed two were positive for an 0.90% rate. The total number of specimens tested was 835.

Decision, action or recommendation: Based on the Academic Year 2018-2019 data and to drive continuous improvement, Health Services will increase the target from 400 to 700 STI screening tests.

Comprehensive Summary of Key evidence of improvement based on the analysis of results.

- Written and verbal instructions were given to 100% of patients, including 2,480 discharge instructions, 480 Lexicomp educational documents and 239 referral forms, directions, and instructions were given for md appointments. Of the students surveyed 61.44% were able to state specific knowledge gained during their office visit and 84% reported a decrease in the number of missed classes.
- The fall survey assesses how students want to receive information. This enables the clinic to focus advertising and announcements on the top-rated means of technology use. The clinic remains current with 100% of software updates (two), completed three refinements to enhance workflow and conducted EMR training on 12 days.
- Health Services participated in collaborative programming with various on campus units and off campus entities. The on-campus target was 10 programs, but 22 were done and the off-campus target was five programs, but 11 were done.
- 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. The target of performing 400 STI tests was exceeded by 435.

Assessment Cycle 2018-2019

Plan of action moving forward.

Moving forward our goals for Academic Year 2019-2020 include reaching unmet targets for improved communication with students utilizing their preferred technological means and patients reporting increased knowledge regarding their health. We will implement a Patient Portal module into our electronic medical record. We will continue to maintain 100% compliance with sentinel site reporting to the CDC and electronic medical record software updates. Health Services will increase targets for the number of students receiving Lexicomp educational documents from 100 to 300, reporting a decrease in the number of missed classes from 80% to 85%, the number of on-campus collaborations from 10 to 15, the number of off campus collaborations from five to 10, and the number STI specimens tested from 400 to 700. We will also collaborate with campus and community stakeholders for the 2019 Health Fest.