

Assessment Cycle 2019-2020

Office of Health Services

Division or Department: The Student Experience

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

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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 (direct & indirect, quantitative & qualitative) are 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, 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 300 documents.

Finding. Target was met.

Analysis. In 2018-2019, the target was met. Based on the analysis of the results 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, 100% 1,878 of students were given written and or 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 1,316 times. Discharge instructions were given 1,654 times. Directions, instructions, and

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referral forms were given 181 times for MD appointments. In total 1,316 educational documents were provided to patients.

Decision action or Recommendation. Based on the analysis of the 2019-2020 results and in order to drive continuous improvement in 2020-2021, Health Services staff will continue to provide individual, complaint specific education to 100% of patients and increase the number of Lexicomp educational documents given from 300 to 1,500.

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

Finding. Target was not met.

Analysis. In 2018-2019 the target was not met. Based on the analysis of the 2018-2019 results, the target remains the same at 95% increased knowledge during clinical visits. The total number of students seen for clinical evaluations at Health Services was 1,281 during the fall 2019 semester. Of those, 131 (or 10.22%) students completed satisfaction surveys with 102 (or 77.8%) 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 29 (or 22.14%) of the respondents. As a result, in 2019-2020 the goal of 95% was missed by 17.86%.

Decision, action, or Recommendation. Based on the analysis of the 2019-2020 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 2020-2021, staff and front desk workers will be instructed on the importance of reminding patients to complete the satisfaction survey upon discharge from Health Services and provide directions to complete all 6 items on the survey. The survey media will change in 2020-2021 to an electronic format instead of on paper in hopes that the number of responses will increase. The target for the percentage of patients completing a satisfaction survey will remain at 25%.

Measure 1.3 At least 85% of patients will report a decrease in missed classes.

Finding. Target was met.

Analysis. In 2018-2019 the target was met. Based on the analysis of the Academic year 2018-2019 results the target was raised from 80% to 85% of patients reporting a decrease in the number of missed classes. As a result, in 2019-2020 the total number of students seen for clinical evaluations at Health Services was 1,281 during the fall 2019 semester. Of those, 131 (or 10.2%) completed satisfaction surveys with 115 (or 87.7%) students reporting a decrease in the number of classes missed. The goal of 85% was surpassed by over 2%, therefore the target was met.

Decision, action, or Recommendation. Based on the analysis of the 2019-2020 results, in 2020-2021 Health Services will assess our impact on retention using the fall satisfaction survey and drive improvement using an electronic format. Our target will be raised from 85% to 90% 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 new nursing staff on the use of EMR in Medcat for the

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Natchitoches Health Service clinic and 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 2018-2019 the target was met. Based on the analysis of these results in 2019-2020 we worked with our software vendor and on campus Information Technology department to implement software updates to our EMR. As a result, in 2019-2020 the Mediat home office completed 2 system wide updates on 8-18-19 and 9-20-2019. The EMR coordinator set up five new user accounts for Counseling and Career. Three new user accounts were set for Shreveport Health Service clinic and two new user accounts for Natchitoches Health Services. Mediat EMR training was hosted on 9-9-2019, 10-1-2019, and 10-21-2019 for new users. Templates were updated on 7-1-2019, 10-28-2019 and 11-20-2019 with the creation of a new template for Shreveport Health Service clinic on 12-5-2019.

Decision, action, or Recommendation. Based on the analysis of 2018-2019 data, 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 of Mediat and continuous training 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. The plan to implement a Patient Portal Module to facilitate an online communication process for health information was not met. Research will continue to be conducted to determine best use of resources for Natchitoches and Shreveport Health Service clinics.

Measure 2.2 Health Services will increase communication efforts with students using the top-rated technology methods a minimum of 30 times and use of the online school calendar a minimum of 10 times.

Finding. Target was not met.

Analysis. In 2018-2019 the target was not met. Based on the analysis of 2018-2019 data in 2019-2020 a target was set for 30 times using technology to communicate with students and usage of the online school calendar a minimum of 10 times. 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. New social media pages for NSU Health Services were implemented for Instagram and Facebook. Announcements were sent regarding "Let's Get Frank", blood drives, flu shot clinics, social media posts and educational Wellness Wednesday posts were conducted for a total of 27 times and online school calendar was used 3 times. On the fall 2019 satisfaction survey students were asked how they prefer to receive information. Responses in order of importance noting the top five options were 1) Friends 2) Student e-mail 3) Flyers 4) Student Concerns Facebook page and 5) Online campus calendar.

Decision, action, or Recommendation. Based on the analysis of the 2019-2020 results, Health Services will continue to assess how students prefer receiving information. The clinic will continue to use social media platforms, email, and student messenger to reach students with information related

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to our programs and services. Health services will also provide information on health topics using the newly implemented Facebook and Instagram pages. We will make use 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 15 programs hosted by other on campus units.

Finding. Target was met.

Analysis. In 2018-2019 the target was met. Based on the 2018-2019 results, in 2019-2020 the staff of Health Services collaborated with other campus units to support 15 programs. On campus collaborations involved Faculty Browse (8-12-19), Let's Get Frank (9-18-2019), High risk blood born pathogen training (10-28-19), Wellness Fest (11-13-19), International Student Orientation (1-10-20), Health Services booth at Student Union (1-21-20, 2-18-2020), Fight the Flu at UP2 (2-17-2020). College of Nursing: Nursing clinical site for 5th level students, First level Nursing Orientation (1-8-2020), STI Education Theta Chi (3-1-2020), Counseling Services: Literary Rally (3-7-2020), Director of Student Affairs: Krewe of NSU (2-19-2020), N Side View (2-29-2020). Gavel Meeting (2-3-2020) to educate on Health Services.

Decision, action, or recommendation. Based on the analysis of the 2019-2020 results, in 2020-2021 Health Services will increase the target for collaborations with on-campus departments from 15-20 programs. To drive continuous improvement staff will seek out new partnerships and expand collaborations with the College of Nursing on the Natchitoches campus.

Measure 3.2 The Health Services staff will participate in a minimum of 10 programs hosted by off campus entities.

Finding. Target was not met.

Analysis. In 2018-2019 the target was met. Based on the analysis of the 2018-2019 results the target was increased from 5 to 10 collaborations. In the Academic year of 2019-2020, Staff collaborated with off campus entities to provide support for 7 programs. Health Services sponsored the Philadelphia Center (9-18-19), Life share blood drives (8-27-2019, 10-14-2019), Walmart flu shot clinics for faculty/staff/students (10-1-19, 10-15-19, and 11-13-19), and Nurse Family Partnership's Safe Sleep education during the entire month of October.

Decision, action, or Recommendation. Based on the analysis of the 2019-2020 results and to drive continuous improvement, Health Services will increase the target number of off campus collaborations from 10-15 in Academic year 2020-2021.

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.

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

Finding. Target was met.

Analysis. In 2018-2019 the target was met. Based on the analysis of the 2018-2019 results, in 2019-2020 we continued to submit ILI data on a weekly basis to the CDC. Health Services was 100% compliant with reporting the weekly sentinel data in 2019-2020. The clinic submitted more specimens for testing than the previous year 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 25 reportable cases with flu checks completed on 53 patients yielding 12 positive results.

Decision, action, or recommendation. Based on the Academic Year 2019-2020 data and to drive continued improvement, Health Services has will remain 100% compliant with obtaining samples and reporting sentinel data to the CDC using their online monitoring system.

Measure 4.2 Health Services will continue collaboration with the Louisiana Department of Public Health to perform at least 700 screening tests for STIs.

Finding. Target was met.

Analysis. During the 2018-2019 reporting cycle, based on the analysis of the results in 2019-2020 the target of 400 collections was met and increased to 700 STI screening collections. Chlamydia and gonorrhea testing are both performed on the same urine specimen therefore the tests are counted together, but the results are presented separately and the same applies for the Chlamydia and gonorrhea oral samples. The total number of specimens submitted for testing was 692 which increased from 615 specimens submitted the previous year. 349 urine specimens were submitted for testing of chlamydia and gonorrhea and 343 oral specimens were submitted for testing of chlamydia and gonorrhea. 10.2 % specimens were positive for chlamydia and 2.9% of the specimens were positive for gonorrhea. Of the 241 HIV tests performed 0 were positive for a 0% rate.

Decision, action, or Recommendation. Based on the 2019-2020 data and to drive continuous improvement, in 2020-2021 Health Services will increase the target from 700 to 800 STI screening tests.

Comprehensive summary of key evidence seeking improvement based on the analysis of the results.

- Written and verbal instructions were given to 100% of patients, including 1,654 discharge instructions, 1,316 Lexicomp educational documents and 181 referral forms, directions, and instructions were given for physician appointments. Of the students surveyed 77.43% were able to state specific knowledge gained during their office visit and 87.79% reported a decrease in the number of missed classes.
- The fall survey assessed how students like to receive information. This enabled the clinic to focus advertising and announcements on the top-rated means of technology use. The clinic remained current with 100% of software updates, completed 4 refinements to enhance

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workflow and conducted EMR training on 3 days.

- Health Services participated in collaborative programming with various on campus units and off campus entities. The on-campus target was 15 programs, 15 were completed and the off-campus target was 10 programs, but 7 were completed.
- 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 700 STI tests was not met by 8 tests.

Plan of action moving forward.

Moving forward our goals for 2020-2021 include reaching unmet targets for improved communication with students utilizing their preferred technological means. We will continue to post on Social Media platforms and Student Messenger to provide health education topics and clinic information to reach out and educate more students. We will work to show an elevation of patients reporting increased knowledge regarding their health. 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 300 to 1,500, reporting a decrease in the number of missed classes from 87.79% to 95%, the number of on-campus collaborations from 15 to 20, the number of off campus collaborations from 10 to 15, and the number STI specimens tested from 700 to 800.