

AC 2020-2021 Assessment

Office of Health Services

Division: The Student Experience

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The Student Experience Mission. 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.

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

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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 reviewed by 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 Learning 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 instructions to 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. The target is to provide printed Lexicomp educational information documents from the EMR to 1,500 patients seen in Health Services.

Finding. Target was met.

Analysis. In 2019-2020, the target was met. Based on the analysis of the 2019-2020 results, a larger number of patients were provided EMR documents. All patients were given verbal instructions during the visit. In order give an accurate number of instructions patients were receiving, the target was increased from 300 to 1,500 documents. 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 2020-2021, the target was met. 100%, 1,572 of students were given written instructions on either self-care, medications,

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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 861 times. Discharge instructions were given 1,178 times. Directions, instructions, and referral forms were given 101 times for MD appointments. In total 2,140 educational documents were provided to patients.

Decision action or Recommendation. In 2020-2021, the target was met. Based on the analysis of the 2020-2021 results and to drive continuous improvement in 2021-2022, Health Services staff will provide individual, complaint specific education to 100% of the patients which will improve the student's understanding of their current medical condition.

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

Finding. Target was not met.

Analysis. In 2019-2020 the target was not met. The target remained at 95% for the 2020-2021 period. In 2020-2021, the total number of students seen for clinical evaluations at Health Services was 1,598. Of those, 173 (or 10.8%) students completed electronic satisfaction survey with 161 (or 93%) students reporting an increase in knowledge about their current health condition. Based on the analysis of the 2019-2020 results, the Health Service staff made the following change to drive the cycle of improvement. The staff verbally confirmed understanding with the patient during the visit and asked for any questions upon discharge to provide a better understanding for the patient.

Decision, action, or Recommendation. In 2020-2021, the target was not met. Based on the analysis of the 2020-2021 results, the nurses will provide individualized teaching to patients regarding their chief complaint to improve knowledge and confirm understanding upon discharge. The target for reporting increased knowledge of health condition will remain at 95%. To drive the cycle of improvement in 2021-2022, staff and front desk workers will be instructed on the importance of reminding patients to complete the online satisfaction survey sent electronically from Health Services and provide instructions to complete all 6 items on the survey. The survey media was changed in 2020-2021 from a paper survey to an electronic format to increase the number of responses gathered. The number of patients completing the survey increased from 131 to 173.

Measure 1.3 At least 90% of patients will report a decrease in missed classes.

Finding. Target was met.

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Analysis. In 2019-2020 the target was met. Based on the analysis of the Academic year 2019-2020 results the target was raised from 85% to 90% of patients reporting a decrease in the number of missed classes. As a result, in 2020-2021 the total number of students seen for clinical evaluations at Health Services was 1,598. Of those, 173 (or 10.8%) completed satisfaction surveys with 162 (or 94%) students reporting a decrease in the number of classes missed because of illness. The goal of 90% was surpassed by 2%, therefore the target was met.

Decision, action, or Recommendation. In 2020-2021, the target was met. Based on the analysis of the 2020-2021 results, Health Services will assess our impact on retention using the satisfaction survey provided electronically during the fall and spring semester and drive improvement by providing over the counter medication and physician visits as needed to decrease missed class time. Our target will remain at 90% of students who state the care they received will decrease the number of missed classes. We will strive to increase the number of responses received.

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 Natchitoches Health Service clinic and the Shreveport Health Service clinic. Staff will increase the use of technology over the previous year and focus efforts on the means of communication students prefer.

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

Finding. Target was met.

Analysis. In 2019-2020 the target was met. Based on the analysis of these results in 2020-2021 we worked with our software vendor and on campus Information Technology department to implement software updates to our EMR. As a result, in 2020-2021 the Medcat home office completed 1 system wide updates on 1-22-2021. The EMR coordinator set up 3 new user accounts for Counseling and Career. There were no new user accounts set for Shreveport Health Service clinic or for Natchitoches Health Services. Medcat EMR training was hosted in Counseling and Career Services for new users. Templates were updated on 8-18-2021, with the creation of a new COVID template for Shreveport Health Services and Natchitoches Health Services on 10-7-2021.

Decision, action, or Recommendation. In 2020-2021, the target was met. Based on the analysis of 2020-2021 data results, Health Services will remain 100% compliant with EMR software updates in 2021-2022. Accounts will be created and inactivated as needed for the changing staff in counseling services internship program. Ongoing training for counseling and nursing staff on the use of Medcat and training on the Shreveport campus will be conducted as requested. Health Services will participate in

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all updates provided by the software company and will continue to adjust templates to improve workflow.

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 2019-2020 the target was not met. Based on the analysis of 2019-2020 data, 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 newly implemented NSU Health Services Facebook and Instagram accounts, Northwestern State Student Concerns Facebook page and Student Messenger campus email accounts to advertise programs and educate students about various health topics and health programs offered throughout the campus community. Announcements were sent regarding Life Share blood drives, flu shot clinics, COVID health precautions and other health related information. Social media posts for educational wellness topics and reminders were conducted for a total of 62 times and online school calendar was used 2 times.

Decision, action, or Recommendation. In 2020-2021, the target was not met. Based on the analysis of the 2020-2021 results, the clinic will use social media platforms, email, and student messenger to reach students with information related to our services, programs, and current global health issues. Health services will also provide information on health topics using the newly implemented Health Services Facebook and Instagram pages. We will make use of the online school calendar a minimum of 10 times and maintain the target goal 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 20 programs hosted by other on campus units.

Finding. Target was met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results, in 2020-2021, the staff of Health Services collaborated with other on campus units to support 29 programs. On campus collaborations involved Freshman Connection Orientation (8-11-20 through 8-15-2020), Scholars College Orientation (8-14-2020), COVID presentation to President's Leadership group (10-1-2020), Virtual Mask Making with Varnado (11-9-2020), Campus wide Holiday COVID Testing (11-12-2020 through

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11-19-2020), Diabetes Awareness Program with Disability Support (11-17-2020), Safe Sex with NSU nursing group (12-2-2020), New student orientation (01-07-2021), International student orientation (1-08-2021), COVID PCR testing with Athletics, COVID testing with University Housing (2-3-2021), (2-9-2021), (3-4-2021), (3-11-2021), Krewe of NSU (2-10-2021) On campus ACT student Health Checks (6-13-2020), (7-18-2020), (12-12-2020), (2-6-2021), (4-17-2021), and conducted COVID vaccine clinics (3-24-2021), (3-31-2021), (4-7-2021), (4-21-2021), (4-28-2021), (5-4-2021).

Decision, action, or recommendation. In 2020-2021, the target was met. Based on the analysis of the 2020-2021 results, Health Services staff will increase collaborations in 2021-2022 with other on-campus departments from 20 programs to 25 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 15 programs hosted by off campus entities.

Finding. Target was not met.

Analysis. In 2019-2020 the target was not met. Based on the analysis of the 2019-2020 results the target was increased from 10 to 15 collaborations. In the Academic year of 2020-2021, Staff collaborated with off campus entities to provide support for 10 programs. Health Services sponsored Life Share blood drives (8-24-2020), (8-25-2020), (3-22-2021 through 3-24-2021). Super One Flu shot clinics for faculty/staff/students (9-21-20, 9-22-20, and 9-29-20), Nurse Family Partnership training (10-29-2020) and a Breast Cancer Awareness Program offering breast exams and women's health information on (10-30-2020). There were more collaborations planned with off campus entities such as The Philadelphia Center but were unable to provide services due to COVID restrictions.

Decision, action, or Recommendation. In 2020-2021, the target was not met. Based on the analysis of the 2020-2021 results and to drive continuous improvement, the target number of off campus collaborations will remain at 15 collaborations for the Academic year 2021-2022.

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 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.

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Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results, the collection and reporting of Influenza Like Illness decreased for two reasons. One decrease was because of the availability of collection supplies through the Louisiana Department of Health related to the COVID pandemic; the other was related to patient qualifications not met to acquire samples. In 2020-2021, available Influenza Like Illness data was submitted on a weekly basis to the Center of Disease Control. Health Services was 100% compliant with reporting. Since the COVID pandemic began, Influenza Like Illness Activity remained extremely low. The clinic submitted less specimens for testing than the previous year because of the two reasons listed above. ILI reporting helps the CDC determine which respiratory viruses are circulating in the country and to help determine what strains to include in the following flu vaccine. There were 9 reportable ILI cases with flu checks completed on 34 patients yielding 2 positive results.

In August of 2020, Health Services began submitting COVID 19 PCR samples and antigen results to the Louisiana Department of Health in accordance with the Center of Disease Control guidelines. Northwestern State University collected 452 PCR samples and 10,032 antigen samples. There were 76 positive student COVID 19 cases collected by Northwestern State University Health Services and Athletics combined in 2020-2021.

Decision, action, or recommendation. In 2020-2021, the target was met. Based on the analysis of the Academic Year 2020-2021 data and to drive continued improvement, Health Services will remain 100% compliant with obtaining samples and reporting sentinel data to the CDC and the LDH using their online monitoring system.

Measure 4.2 Health Services will collaborate with the Louisiana Department of Public Health to perform at least 800 screening tests for Sexually Transmitted Infections.

Finding. Target was not met.

Analysis. In 2019-2020, the target was met. During the 2020-2021 reporting cycle, based on the analysis of the results in 2019-2020 the target of 700 collections was met and increased to 800 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 474 which decreased from 692 specimens submitted the previous year. 264 urine specimens were submitted for testing of chlamydia and gonorrhea and 210 oral specimens were submitted for testing of chlamydia and gonorrhea. 12% of the specimens were positive for chlamydia and 3.6% of the specimens were positive for gonorrhea. Of the 110 HIV tests performed 0 were positive for a 0% rate.

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Decision, action, or Recommendation. In 2020-2021 the target was not met

Based on the analysis of the 2020-2021 data and to drive continuous improvement, in 2021-2022 the staff will encourage more testing through social media communications and outreach efforts across the campus. With the return of a more normal student experience in the Fall, I expect our testing numbers to increase. Many students were living off campus and attending classes virtually throughout the Fall semester.

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

- SO 1: Written and verbal instructions were given to 100% of patients, including 1,178 discharge instructions, 861 Lexicomp educational documents and 101 referral forms, directions, and instructions were given for physician appointments. Of the students surveyed 93% were able to state specific knowledge gained during their office visit and 94% reported a decrease in the number of missed classes.
- SO 2: The electronic survey provided during fall and spring assessed how students receive information from Health Services. 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. The use of the school calendar to provide information to students was used only twice.
- SO 3: Health Services participated in collaborative programming with various on campus units and off campus entities. The on-campus target was 20 programs, 29 were completed and the off-campus target was 15 programs, and 10 were completed.
- SO 4: 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 800 STI tests was missed by 326 samples. Daily testing of COVID 19 was provided to all NSU students, faculty, and staff. 10,484 PCR and/or antigen samples were collected.

Plan of action moving forward.

Moving forward, our goals for 2021-2022 include reaching unmet targets for improved communication with students. We will continue to post on social media platforms, school calendar, and Student Messenger to provide health education topics and clinic information and strive to reach out and educate more students. We will work to show an elevation of patients reporting increased knowledge regarding their health and decreased number of missed classes using results from the electronic survey. We will

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continue to maintain 100% compliance with electronic medical record software updates and new user training. ILI sentinel site reporting to the CDC will continue at 100% reporting. Health Services will strive to reach the target for STI testing by providing STI education to students across the social media platforms and through increased campus outreach programs.