

**Student Services Annual Department Report
Department: Student Health Center**

Humboldt State University

Enrollment Management and Student Affairs

Student Health Center

Student Health Center Mission Statement

Mission Statement

In support of the university and Division of Enrollment Management and Student Affairs, the Student Health Center assumes responsibility for assisting students in maintaining an optimum level of personal health. We do this by providing high quality, accredited, professional health care for acute injury and illness, as well as health education and outreach in a welcoming, confidential and culturally appropriate environment.

Related Items

1.: To provide excellent customer service and operational efficiency

Description of Goal

To provide excellent customer service and operational efficiency to students.

1A: Customer service and efficiency

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Students will be satisfied with the care and service received at the Student Health Center.

Measurement Strategy: Survey

Assessment Method

Student Health Services Patient Satisfaction Survey administered first week of February 2015.

-  [Answers to Survey Questions 2015](#)
-  [Comparison HSU POS Results 2011-15](#)
-  [CSU POS Survey Results 2015--combined](#)

Results of Assessment

Customer service is a major part of our health center operations. The CSU Benchmarking survey done annually gives us the opportunity to place ourselves next to other CSU health centers in terms of "satisfaction" ratings and our health center consistently scores in the highest range of "Very Good-Excellent."

This service is also rated by the Patient Satisfaction Survey distributed to health center clientele the first week of February each year.

In addition, the health center staff encourages students to fill out our available suggestion forms, whether they have something wonderful or complaining to share.

The Student Health Center saw 5,057 individuals (out of 8,400 students) and a visit total of 16,401 encounters.

-  [Answers to Survey Questions 2015](#)
-  [BIT Annual Report SHC 2015](#)
-  [Comparison HSU POS Results 2011_15](#)
-  [CSU POS Survey Results 2015 combined](#)
-  [Presentation Graph of SHC Mental Health Visits by Year](#)

Conclusions

The health center staff strives to assist each patient that comes through our facility. If the work is beyond our scope, our referral coordinator works closely with the provider to identify a community (and at times they are referred to Santa Rosa or San Francisco because of our local limited medical resources) specialist.

It is extraordinary that 2.5 physicians, 4 nurse practitioners, and two registered nurses could see over 16,000 visits in two semesters, especially considering that these visits now run much longer than in the past. This is due to the increasing complexity of student complaints [see uploaded Powerpoint graph]. It is a rare occasion that a student comes in with only one ailment.

All students are triaged and treated with respect and dignity, while focusing on privacy and thoroughness. Our high ratings in our Patient Satisfaction Survey indicate an overall excellent level of patient care and professionalism.

1B: Hours of operation

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The SHC hours of operation will meet the needs of HSU students.

Measurement Strategy: Survey

Assessment Method

Student Health Services Patient Satisfaction Survey administered first week of February 2015.

Results of Assessment

In FY 2014-15 the health center tried an experiment. Outside pool staff (physician and medical assistant), supplemented with overtime provided to Medical Records, and Laboratory staff, were assigned after-hours responsibilities to keep the facility open for "evening hours" (5-7:30pm with clean-up and facility closure by 8pm). The union was involved for CSUEU staff and a "meet and discuss" session shared concern from both sides about building safety and grounds security.

An informal evaluation of the times students enter the health center determined the highest use to be between 12-4pm.

Conclusions

In spring 2015, an informal analysis of the operation proved it not to be cost-effective. To keep the building secure, only students with appointments were allowed to enter, accommodating only six patients per evening. Since the cost of maintaining this number of staff, overtime and shift differentials, plus the required meal reimbursement, was high compared to the number of patients assisted, a decision was made in spring 2015 to discontinue the evening clinic operation. Plans are in place, however, to identify procedures (wart removals, IUD insertions) that could be scheduled en masse and later in the day and hold clinics during after-hours as needed.

The health center continues to use "FoneMed," a 24-hour telephone nursing service well-advertised on our website and front door.

1C: Immunization holds process

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The SHC will identify strategies to improve the immunizations holds process.

Measurement Strategy: Existing Data, Other

Assessment Method

Meetings with Admissions and IT Process Review group to identify ability to centralize; and review of existing student immunization data.

Results of Assessment

A conversation to improve the process of immunizations on campus between the health center and admissions has not yet taken place.

Conclusions

At higher level in the CSU system, Executive Order (EO) 803 on immunization requirements is being revised and will pass through the Presidents' Council and Vice-Presidents' Council before being utilized at CSU campuses. Essentially, it will allow CSUs to follow the definitive statements set by the Centers for Disease Control (CDC) and will have the flexibility to change as health needs arise. Expected active date Fall 2016, per CSU Student Affairs representative, Ray Murrillo.

2.: To educate and empower students to maintain optimal physical well-being

Description of Goal

To educate and empower students to maintain optimal physical well-being by promoting healthy lifestyles.

2A: Informing students about our services

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The SHC will identify effective strategies for informing students about our services.

Measurement Strategy: Survey

Assessment Method

Student Health Services Patient Satisfaction Survey administered first week of February 2015.

Results of Assessment

In the survey done the first week of February 2015, students were asked to check any that apply in terms of "When using the Health Center website, what kind of information are you looking for?"

Out of 114 submissions:

Hours (76)

Services Provided (54)

Charges/Fees (47)

Forms (20)

After-hours phone # (20)

Immunization Requirements (13)

[I never use it (14)]

The same survey asked the question, "What is the best way to reach you with general health information from the health center?"

Of 114 submissions:

HSU email (70)

Call me (32)

Text me (27)

Personal email (11)

SHC website (4)

Lumberjack ad (3)

Conclusions

The health center staff was surprised that the highest number of responses for how to reach students was "HSU email" when historically we have had great difficulty in using this method. The health center staff will continue its practice of reaching students using its "Secure Messaging Portal" for health information and sharing lab results. In the fall we may also be able to use it for reminding them of their scheduled appointments.

2B: Improving understanding of coverage of health care services

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Students will understand how health care services are covered (fee, ACA, insurance) in the SHC.

Measurement Strategy: Survey

Assessment Method

Student Health Services Patient Satisfaction Survey administered first week of February 2015.

Results of Assessment

We learned in this year's survey that students believe their health services fee covers more than the basic services cited in Executive Order 943. For example, many of those who submitted the survey believe prescriptions and annual physicals are basic instead of augmented services. Here is a list of the services students believe are included:

Doctor visits (82)
Birth control consultations (74)
Physical exams (62)
Flu shots (46)
Lab tests (37)
Vaccines (29)
Prescriptions (25)
X-rays (23)

Of those listed, doctor visits, birth control consultations, flu shots, the x-ray series, and written prescriptions are included in the fee; however, physical exams, lab tests, vaccines, medications and radiology readings require a small fee. We do our best to keep these costs down and charge basically what these services cost us.

Conclusions

FY 2015-16 the health center staff will work closely with the Health Education Peer Educators and Student Health Advisory Committee to identify ways to educate students in general about our services, what the health fee covers and ways we can reach out to more students.

3: To assist students to find necessary services

Description of Goal

To educate and empower students to maintain optimal physical well-being by promoting healthy lifestyles.

3A: Assist students in finding services beyond the scope of the health center

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The SHC will track and trend the type and number of referrals made to outside agencies.

Measurement Strategy: Existing Data

Assessment Method

The Student Health Center referral coordinator maintains data to track requested services outside the health center's scope of practice, as well as the success in matching patient needs to local community providers.

Results of Assessment

The health center employs a full-time Referral Coordinator who has been exceptionally successful in finding resources for students in areas as far away as San Francisco when their need is beyond our scope.

Conclusions

In addition to continuing to offer referral services to our students, we are also starting to utilize the Peer Educators group, made up of students working in the Rec & Wellness Center and under the oversight of the Health Education Assistant, for the purpose of student education.

4.: To solicit and encourage student input

Description of Goal

To solicit and encourage student input.

4A: Encourage student input

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The Student Health Center will respond to student feedback collected via "suggestion forms."

Measurement Strategy: Other

Assessment Method

The Student Health Center makes available to students blank suggestion forms and a confidential placement box to encourage feedback.

Results of Assessment

This year the Student Health Center has received multiple suggestion forms from students. Some of these offer ways things may be improved, and many cite the kindness of skills of an individual or individuals. When the contact information for the form submitter is included, an email or phone call is made to thank the student for their comments. If a complaint is made, follow up by the Director, or sometimes the person cited in the complaint, contact the student directly.

Conclusions

Use of this suggestion form system is well liked by our accrediting agency and the comments are always taken to heart and acted upon, as appropriate. These comments are also shared at the spring Quality Improvement meeting when overall "ongoing monitoring" of our operations is analyzed.

In the past suggestion forms were only available next to the suggestion form drop box next to the front door; however, in 2015-16 the Health Center staff has decided to make blank forms available in several parts of the health center facility.

Staffing and Budget Snapshot

Investments

-  [Budget snapshot](#)
-  [Budget snapshot \(non HM500\)](#)
-  [Staffing](#)

Related Items

There are no related items.

End of Year Summary

Summary and Conclusions

The Student Health Center has had a difficult year. Not only did we see a high number of students (over 5,000 of the 8,400 enrolled this year) in over 16,000 visits, many with cases of such complexity that they required additional appointment time, but we also had a high number of personal issues which prevented staff from being at work (family/spouse deaths, personal medical issues). To offset the staffing deficiency, we brought in all of our temporary on-call staff and utilized them to the maximum of their availability.

Our year has had its highlights as well..

With great pride, we watched Mira Friedman, our Health Educator, aided by her assistant, Ravin Craig, build a successful food pantry for the students.

We began collaborations with the Kinesiology Department to build "WellFit," a program that identifies students who might be helped from their depression by guidance in nutrition and exercise.

In combination with Risk Management & Safety, the Campus Pandemic Committee was gathered and oriented in a non-pandemic setting, a step forward in campus preparation.

We weathered threats of ebola, meningitis and measles, communicating appropriately with campus administration, while educating staff and students.

We educated as many students as possible in the new definition of Affordable Care Act, creating brochures for distribution and hiring an ACA representative to table on the quad.

And, in addition to all the clinical responsibilities and extra activities, we also maintained our high standard in accreditation preparation, holding mandatory meetings in Quality Improvement, Infection Control and Safety, and updating our policies and procedures as appropriate.

We learned a great deal in terms of student needs and identified ways we can work with staff and students to help educate them in self-care. Our staff retreat focused on "stress," a genuine issue among healthcare providers.

We look forward to a year of student service and education, and continued collaboration with the division of Student Affairs and the HSU campus.

-  [Health Edu EOY 2014-2015](#)

Next Steps and Plans for Improvement

The Student Health Center staff is resilient and overall positive in attitude and desire to help students. The challenges we face next year are in staffing, clinic efficiency, electronic medical records training, and accreditation preparation as detailed below.

2015-16 is a year of changes for us. The current director will retire in June 2016, the current medical director will return to a full-time role as a physician, and we are learning of multiple retirements among the health center staff. Two of these are occurring this year, leaving positions of IT/biller and nurse practitioner to fill. Next year we will lose, in addition to the director and medical director, two of our four medical records staff. We will be looking closely at how best to proceed with these vacancies to maximize our budget and needs.

Clinic efficiency is an annual goal and we strive year round to adjust it to make it work well within our limited space and staff. We tried new things this year, such as evening clinics to offer our students a more convenient appointment time. Though appropriate and appreciated, the ability to staff these sessions only went so far and, after cost effectiveness won out, we were forced to end them. It is our hope that, in years ahead, the health center will be staffed so that a second shift can be created to overlap and provide longer clinic hours to provide our students more appointment choices.

Electronic medical records (EMR) in our facility has had a long learning curve. To continue in our efforts to assist staff in detailed training, especially in new programs we plan to roll out in the fall (the ability of students to make appointments online and to be able to check themselves in when they arrive in SHC), two EMR trainers have been invited to spend a week with the staff before fall instruction begins.

Our next accreditation inspection is scheduled for September 2016. A small committee called the SHC Accreditation Preparation Team will come together fall 2015 to begin the detailed process of updating and documenting to meet the stringent requirements.

Related Items

There are no related items.