

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.

The Student Health Center has 3.5 physicians, 3 nurse practitioners, 2 registered nurses, 4 medical assistants, and multiple support staff in the roles of radiologic technologist, pharmacist, lab techs, medical records staff and health education personnel. Together they work to welcome patients to the clinics, triage so those with the greatest need may be seen promptly, and follow-up as needed. The staff prides themselves on providing excellent medical care and, when appropriate, referrals to outside specialists.

1a.: Ensure high standard of care

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The SHC will ensure a high standard of care through evaluation of all policies, procedures, and methodologies required for re-accreditation.

Measurement Strategy: Other

Assessment Method

The Director will complete and submit the application for re-accreditation by

February 29. Type of data to be gathered include: organizational structure, participation in meetings and on committees, quality improvement studies, procedural reports related to safety, emergency preparedness, infection prevention and control, etc.

UPDATE:

The application for reaccreditation was submitted on time in February 2016. The inspection for the health center to be considered for its three-year reward is scheduled for September 8/9, 2016.

During this year of preparation, several webinars sponsored by the accrediting agency were viewed by appropriate staff and the slideshow handouts shared with all staff. In addition, multiple meetings on accreditation, emergency, infection control, safety and quality improvement were scheduled and documented in order to prepare all staff for the accreditation process.

Results of Assessment

The application was submitted on _____. See attached for submission.

Conclusions

Campus visit and Proposed changes will be provided by the evaluators in Sept.

 **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.

 **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.

The Student Health Center has worked closely with the Health Education division for several years now, growing this area by adding staff, space, budget and opportunity. We are very proud to see the changes made in HE by its leader, Mira Friedman, and her assistant, Ravin Craig. If HE continues to grow the way it has in recent years, it would be appropriate to make both of them full-time Health Educators and perhaps even make the HE department more self-sufficient by providing them a health-fee supported budget that they can monitor.

This year the health center created two brochures that have been extremely useful in providing students excellent health information so they can be more focused on their own self-care. These are: "Taking Care of Your Cold" and "Taking Care of Your Sore Throat." As the majority of cases we receive during the winter months are related to colds, coughs and sore throats, these brochures have not only assisted students in treating themselves, but they have also reduced the numbers of patients we are seeing for these reasons. As the health center is seeing more complex mental health-related cases in addition to its high volume of family planning patients, being able to assist students in treating themselves and thus avoid having them tie up appointment times has been extremely valuable to efficient patient flow in the clinics.

As successful as the health center staff have been in assisting students to be more self-sufficient in their own medical treatment, it has been extremely frustrating to the health center staff to deal on a daily basis with instructor demands regarding absence excuses. Many of the faculty insist on students bringing in proof that they were seen in the health center for whatever reason caused them to miss class. As a result, we have students who state that they stayed home, referring to the "Taking Care of Your Cold" brochure which states that rest and over-the-counter symptom treatments are the best options, but must come to the health center to get an excuse so the instructor will not issue a demerit. These extra visits impact our limited provider appointment time. In the opinion of the health center staff, these requests from instructors are actions that do not lead to treating students as adults. This year we invited the efforts of the Dean of Students who sent out two very effective emails to the College Deans and Department Chairs. To date, we have not seen a decrease in the requests for absence excuses.

4.: To solicit and encourage student input

Description of Goal

To solicit and encourage student input.

The Student Health Center continues to solicit and encourage student input by any means possible, and particularly in three different ways: 1) suggestion forms, 2) Student Health Advisory Committee (SHAC) meetings comprised of student volunteers, and 3) participation in the CSU SHC benchmarking survey.

The suggestion forms are made available to students in a box labeled as such located in the front lobby of the health center. When a student has praise, or a complaint, they are directed to these forms. A confidential locked drop box is next to the blank forms and the student can submit the comments anonymously if they wish. The box is monitored regularly by a member of the Medical Records staff and all suggestion forms are submitted to the Director. If an employee's name is

mentioned, whether the comments be positive or negative, a copy is made and placed in their mailbox. If the student lists their contact information, the Director sends an email/text in appreciation of them taking time to submit their comments. All forms are logged and filed in a binder located in the Director's office, and the binder reviewed by the Governing Body and QI Committee as appropriate.

The Student Health Advisory Committee (SHAC) is a volunteer, student-run group that meets regularly to discuss policies and practices of the health center and to make recommendations for ways the health center might be more student-compliant/student-friendly. A member of the health center staff serves on the committee and provides insight and logistical arrangements as appropriate.

The HSU Student Health Center participates on an annual basis in the CSU Health Center Benchmarking (Patient Satisfaction/Point of Service) Survey. The same questionnaire is used annually and distributed during the first week of February to all students who come through the Green & Gold clinics. Using the spreadsheet provided by the CSU Survey Coordinator, the results are coded and submitted. Some weeks later the results of all the participating CSU campuses are shared. A comparison sheet showing the trend from recent years is prepared and shared with the Governing Body and QI Committee, as well as all of the health center staff. All comments added to the questionnaire are compiled and shared with these groups as well.

Staffing and Budget Snapshot

Investments

-  15-16 D424 SHWS HM500 SW100 TU006 funding
-  15-16 D424 SHWS HM505 HM506 TM001 ADV Trust fun
-  15-16 D424 SHWS staff

Related Items

There are no related items.

End of Year Summary and Conclusions

Summary and Conclusions

At the beginning of this fiscal year, we added to this EOY summary that last year we were focused on customer service and operations and this year the focus would turn to accreditation and the business plan. I have to say that during FY2015-16, and it's no surprise really, the focus has been extended to all four of these subjects.

In fall 2015 considerable hours were spent creating a five-year business plan at the request of the President. Not only was a 5-year budget included based on continuing enrollment and a HEPI-influenced health services fee, but it was also an opportunity to fantasize about changes that could be made to improve the health center's medical outreach to students. Now, at the end of FY2015-16, it is more apparent than ever that the only way to provide service to more students is to expand the hours of the clinic by offering evenings and/or weekends, and to expand the number of exam rooms available by eliminating individual provider offices and creating a communal workstation area for their administrative and charting tasks.

The health center prides itself on customer service. The comments, positive suggestion forms, and grateful notes from students and their parents enforce its success. This year, again, the health center was granted a high rating from its patients as it participated in the Patient Satisfaction point of service Survey, a benchmark study with the other CSU campuses.

In addition to careful examination of ways to improve services in the health center itself, the expansion of the Health Education area would be very helpful in teaching students the importance and methods in self-care. The goal is to teach students how to take care of themselves in basic areas, such as nutrition, colds/sore throat awareness and treatments, and birth control education. Toward this end, the health center staff is extremely grateful for the hire of new Director, Brian Mistler PhD, whose experience in this area will certainly help HSU grow.

The three-year award for obtaining accreditation in 2013 ends in September 2016 and requires a successful inspection by a AAAHC representative in order to go another three years. FY2015-16 was heavily scheduled with accreditation-preparation webinars and meetings, preparing the staff for the areas the inspector is sure to investigate. Summer 2016 will be spent updating the SHC's Policies and Procedures Manual, as well as the many binders that are subject to their careful eye in September. We are proud to state we fully expect another successful visit.

Goals for FY2016-17 will be shadowed by a decreased revenue caused by a downturn in enrollment. With rising medical supplies costs an annual expectation, the only area where cutbacks may be made will be in the hire of pool staff. Our willing workers who make up this temporary on-call list have made it possible for regular staff to take vacation days and/or supplement the staff so that events like "Flu Shot Fridays" or "Immunization Hours" can be staffed and not affect the regular clinic flow. Resources of money and space are always the challenges.

In summary, the best part of the health center is its staff. They are caring, knowledgeable and incredibly experienced medical professionals. In this community of limited medical resources, the students are indeed extremely fortunate that they are available to serve.

Next Steps and Plans for Improvement

The new director should focus assessment efforts on alignment of staffing/resources and delivery of services.

number of cases

types of cases

provider experience and expertise

Related Items

There are no related items.