

**Humboldt State University
Student Health Center
2013-2014 Annual Report**

1.A. Mission/Brief Description of Services

State your department's mission (statement that outlines the purpose and/or guiding principles of your department) and briefly describe the services/activities provided. Explain the program's impact on student success and how the program supports the broader university's mission.

Narrative

Description of services:

To ensure appropriate health services are provided to meet the needs of students, the CSU Policy on Student Health Services created Executive Order 943 (July 2004). The language of this policy dictates our Health Center's range of service and identifies clearly our responsibilities.

The main objective of medical care is the provision of basic outpatient medical services for acute and sub-acute conditions, illness and injury, family planning services consistent with current medical practice, and health education covering such topics as nutrition, sexually transmitted infections, HIV, alcohol and substance abuse, eating disorders and preventive medicine (e.g., immunizations for the prevention and control of communicable diseases).

The Student Health Center provides care for certain ongoing medical conditions, depending on a number of factors related to the condition, including severity, stability, complications, staff expertise, patient needs and available resources.

1.B. Description of Program Goals and Learning Outcomes for Year Under Review

Goals (broad, general statements about what the program intends to accomplish) must include corresponding objectives (statements that describe ways to achieve goals) and/or learning outcomes (statements that describe ways to achieve desired learning). Discuss how the goals and WASC themes of the university (see University Vision, Mission, and Values-found in the University's Strategic Plan-link in the URL sources below) are integrated into the program. If the program goals have changed since the last self-evaluation, explain how and why they have changed. Goals may have objectives, learning outcomes, or in some cases both goals and objectives.

Example:

GOAL (state the goal and describe how it supports department mission)

Objective (state the objective and how it supports the goal)

SLO (state the learning outcome, "As a result of ____, students should be able to ____," and how it supports the goal)

Narrative

The goals of the Student Health Center are to provide quality medical care to students, promote healthy lifestyles, educate students toward self-diagnosis and self-treatment, and strive to achieve full accreditation as granted by the Accreditation Association for Ambulatory Health Care (AAAHC).

1.C. Enrollment/Participant Data

Demographic profile of student enrollment/participants by majors, class level, and enrollment status (part-time vs. full-time). Analysis of the data should disaggregate by ethnicity, gender, abilities, veteran status, remediation, foster youth, first generation, income level. Compare enrollment/participation with HSU enrollment and participant data. In your discussion and interpretation, consider how you use this data to make programmatic decisions and to what extent diversity goals are met.

Narrative

2013-14 Student Health Center

Total patient visits 18,447

Total individuals seen 4,828

Total by class:

Freshmen (838)

Sophomore (737)

Junior (1045)

Senior (1948)

Veterans (96)

Female 59%

Male 31%

African American 4%

Asian 3%

Hispanic 20%

White 50%

Declined to state 23%

Top 10 reasons students visited Student Health Center

1. Contraceptive consult (1,878)

2. Anxiety / depression (840)

3. Upper respiratory infection (630)

4. Vaginitis / UTI (630)

5. Influenza vaccination (553)

6. TB Screening (385)
7. Pharyngitis (282)
8. STD Screening (262)
9. Insomnia (225)
10. Asthma (168)

Sources

- [DOC] 2014 Gold - Survey Comments
- [DOC] 2014 Green - Survey Comments
- [URL] Comparison HSU POS Results 2010-14
- [PDF] CSU Benchmarking Results (Pt Satisfaction Survey) 2013-14

2.A. Staff Engagement in Institutional Efforts and Activities

Describe how the department engages all members in the discussion, review, assessment and revision of program SLOs and other services.

Narrative

ADMINISTRATOR, Mary VanCott:

VPSA Leadership Team

VPSA Council

Registrar Search Committee (Chair)

MP3 Evaluation Form Revision (Committee member)

Alcohol, Tobacco & Other Drugs (ATOD) 2015 (committee member, co-hosting conference with Monterey Bay)

Emergency Operations Center (EOC)

Student Health Center Executive Committee

Professional Development Workshops

ASSISTANT TO DIRECTOR, Sue Murray:

Student Affairs Administrative Support (SAAS)

HEALTH EDUCATOR, Mira Friedman:

[See Wellness PREP Report]

3.A. Investments

Staff FTES by classification type, ethnicity and gender. Include budget expenditures distinguishing between temporary staff, student staff, permanent staff, and Operating Expense. (Budgets to include State General Fund, Trust Funds, Grants and Contracts, etc.)

Narrative

Sources

- [XLS] 13-14 RWC D40064 PREP Staffing rpt April 2014 (1)
- [XLS] 13-14 RWC D40064 PREP Staffing rpt Nov 2013 (1)
- [XLS] 13-14 SHWS D40024 PREP Staffing April 2014
- [XLS] 13-14 SHWS D40024 PREP Staffing Nov 2013

3.B. Efficiency

Staff/student ratio (SSR) within the unit, scope and type of service, number of program participants by discrete service (distinguish between group presentations and one-on-one work with individual students), number of contact hours, and comparisons to benchmarks based on similar size campus and demographic data for student populations.

Narrative

[See benchmarking and patient satisfaction survey data in section 1C.]

4.A. General Conclusions about Past Year Performance

Through analysis and personal observation, summarize your conclusions about the past year. Discuss to what extent your department has or has not met stated goals and any challenges faced in achieving goals? What activities has your program engaged in to improve the student success and the HSU environment? Describe notable achievements since your last self-evaluation.

Narrative

Our department has met the goals of our accrediting agency, the Accreditation Association of Ambulatory Health Care (AAAHC). To accomplish this requirement, the health center provided multiple in services, drills, webinars and training sessions for its staff, including but not limited to the list shown in the narrative below. These sessions took place to increase the efficiency of the facility, provide educational opportunities for the staff and to meet AAAHC requirements.

The outcome of these in services was an increased awareness of concerns and issues that affect college health centers in the 21st century, particularly in changes created by the recent availability of the Affordable Care Act.

Benchmarking studies that compare the HSU Health Center with other such facilities in the CSU system resulted in an increased satisfaction rate (overall patient satisfaction), likely a result of staff adapting to the electronic medical records system. In the past two years the satisfaction level dipped, a result of longer wait times and struggles with learning the complex software; however, the rise in satisfaction levels indicates improvement and adaptation by the staff.

Negatives

Electronic Medical Records

The health center is still struggling with its adjustment from paper charts to an electronic medical records system. We have researched other options besides our current software, Pyramed, and determined that, until a decision is made to bill insurance companies or the CSU steps up to require all campuses to share one software system, we will maintain our current one and continue to improve with its use.

Retirement

This year we said goodbye to a high-qualified Medical Assistant. Instead of hiring behind her, we have decided to promote from within and are in the process of reclassifying our Clinical Assistant. This will save the department money while offering an opportunity to one of its staff.

Experiment with Saturday hours

Two members of our staff, a Nurse Practitioner and a Registered Nurse, shifted their weekly schedule in order to provide birth control/family planning clinics on Saturdays. This was an experiment that attempted to utilize the Recreation & Wellness Center for students seeking clinical treatment; however, it has been considered a failure since it resulted in only a handful (~12) students being seen. Discussions are in process to try again at a different location and during different hours.

Positives:

Accreditation

The highlight of the year was the successful inspection by two accreditation surveyors in September 2013. This event, which takes place every three years as long as the facility passes at a high standard, requires the efforts of all of the staff for the year that precedes the visit. The staff

is extremely proud of the high marks received on the report from AAAHC, the highest marks ever received in the history of our accreditation visits.

Positions filled/ Reclassifications / Promotions

This year we added two new staff members: a physician to replace one that left in summer 2013 and a Medical Records Clerk to fill in behind the retirement of the Medical Records Supervisor who left two years ago.

One of our ASA II (Medical Records) positions was reclassified to that of Clinical Assistant, and another ASA II (Medical Records) was promoted to the position of Health Information Technician.

To offset the increase in number of student users, the health center utilized its on-call pool staff in 2013-14 more frequently than in past years; this led to the decision to hire a 7th provider, a full-time Nurse Practitioner to start in Fall 2014, with a focus on students presenting with depression and anxiety.

Planned Parenthood clinics offered

This year we continued to offer Planned Parenthood services two afternoons each week. This additional coverage lightened the health center's load and provided more patients for PP, a win-win for us.

Expanding Health & Wellness services

The health center is expanding its outreach by using Health Education Peer Educators and by scheduling classes, trainings and occasional clinics (e.g., flu shots) in the Recreation & Wellness Center. It is the goal of the health center staff to work toward increasing the number and types of these sessions so healthy students won't have to enter the health center building where potentially infectious students are seen.

Free flu shots

The health center was able to absorb the costs of flu vaccine in order to provide all students with free flu shots. This resulted in a record number of flu shots being given to students (576 as opposed to last year when we gave 432 and charged \$12 each).

REVIEW OF 2013-14 ACCREDITATION INSPECTION

AAAHC Accreditation Visit 9/18 & 9/19/13

AUGMENTED SERVICES PROVIDED (Large Scale Services at SHC requiring outside hire)

Physical Therapist (1 afternoon/week) Fall/Spring

Psychiatrist Appointments (1 afternoon/week) Fall/Spring

SCUBA Physicals (2 weeks/semester) Fall/Spring

BENCHMARKING

Patient Satisfaction Survey (February 2014) Feb 2014

CSU SHC Benchmarking Project (for FY 2012-13) Submitted April 2014

CAMPUS PARTICIPATION - DIRECTOR

Restoring Trust – special program in Great Hall 8/6/13
SA Professional Competencies Workshop – Dr. Ronni Sanlo 10/4/13
Professional Development: Fourth Friday 9/27/13
Professional Development: White Privilege 11/1/13
SA Professional Development Workshop – Larry Roper, PhD 12/6/13
MP3 Evaluation Form Revision – M VanCott, N Resnick, R Webley Fall 2013
Registrar Search Fall 2013
Professional Development: Tribal – Vincent Feliz 1/28/14
Professional Development: Leadership 2/13/14
Professional Development: Leave of Absence 2/21/14
Professional Development: Effective Use of Social Media 2/28/14
SHC & Open Door Clinics (President Richmond, VPs, Hermann Spetzler 3/4/14
Professional Development: Disability Etiquette 3/26/14
Outstanding Student Awards Ceremony 4/10/14
AOD 2015 Preparation (various meetings) Fall/Spring
Professional Development / Training (campus events, various) Fall/Spring
Leadership meetings & SA Council/Manager meetings Fall/Spring

CAMPUS PARTICIPATION – SHC STAFF

HSU Convocation 8/19/13
HOP Campus Resources Fair 8/21/13
Spring Welcome 1/15/14
Spring Preview 3/28/14
Spring Preview 4/11/14

5.A. Recommendations, Goals and Student Learning Outcomes for Next Year

Summarize program modifications or changes to be made as a result of assessment. Show how the changes responded to changing demographics, technologies, external requirements, or other relevant factors. Goals may be carried over from year to year but changes must be informed by your data analysis and conclusions in 4.A.

Narrative

Though the Student Health Center continues to be challenged by budget and space issues, we have worked hard internally to increase the efficiency of our clinics and patient flow to utilize what we have. With the addition of a 7th provider in Fall 2014, we expect to be able to see even more students, even though the reasons they come for treatment seem to be more complex with each year.

The best way to offset our space challenges, however, will be to expand our working hours. Plans are under way to provide staffing for at least one evening per week and possibly two starting in Fall 2014. These evening clinics will be staffed with a skeleton crew and, based on availability of support staff, may include laboratory and/or x-ray services.

The Student Health Center has managed its budget well, resulting in substantial financial cushions for future use. Though earmarked for emergencies, most of this money will be encumbered to complete the much-needed HVAC (air conditioning/boiler system) replacement over the next two years (total cost estimated at \$800,000). Other facilities upgrades currently in progress are: turning a closet into a Nurse Practitioner office space (summer 2014) and replacement of the broken front entry doors (summer 2014).

2014-15 Mission

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.

Goals

1. To provide excellent customer service and operational efficiency to students
2. To educate and empower students to maintain optimal physical well-being by promoting healthy lifestyles
3. To assist students to find necessary services beyond the scope of the health center
4. To solicit and encourage student input