Program Assessed: Student Health Services  
Assessment Coordinator: Leatha Ross, MS, FNP-BC  
Year of 2012 of a one year cycle

1. ASSESSMENT MEASURES EMPLOYED

   Surveys
   - Patient satisfaction surveys and chart audits are performed yearly.

   Chart Audit
   - A yearly chart audit is performed on providers.
   - Charts are pulled randomly by the Office Personnel for each provider for review. The classifications include: Acute, episode care and well, preventative care.
   - SOAP notes are reviewed for completeness. Areas assessed are documentation of height/weight, vital signs, laboratory results if ordered, medication list, counseling/preventative teaching and documentation of follow-up.
   - This is a peer-review process. Each provider is given another provider’s charts. The reviewer has specific criteria to review. A check mark is placed indicating whether or not it is complete.
   - Completed QA is given to the director for analysis. Deficiencies are noted and discussed with the provider. Results are used in yearly performance reviews.

   Annual Statistics
   - The number and type of visits are recorded daily.
   - RN’s keep track of each visit on a clipboard. Additionally, the current EMR system provides a printout of numbers and types of visits. A record is made of who saw the student, what type of visit, whether lab tests were sent, injections given, treatments given, and/or the relative complication of the visit.
   - Results are compiled by the RNs, reviewed and compared monthly by the director, and shared with staff at staff meetings.

2. ASSESSMENT FINDINGS

   Objectives
   1. The number of patient visits will increase by 200 visits from the previous the year as calculated from annual statistics.
   2. Students who receive health care at student health will report 100% satisfaction.
   3. The providers will achieve 100% completeness from yearly chart audits. Complete and accurate medical information is necessary for providing safe health care.
Outcomes

Annual Statistics

- The number of provider visits was down by 451 - (7871 total 2010 to 2011; 7420 total 2011-2012). The decrease may have been due to the fact that the university closed for holiday break. In the past student health was opened for service.

Random Walk-out Surveys

- Patient satisfaction surveys and chart audits are performed yearly. The past year a patient satisfaction survey showed a 91% satisfaction response.

Chart Audits

- Random chart audits included 12 charts. All charts reviewed had 100% completion.

3. PROGRAM IMPROVEMENTS

Confidentiality
Confidentiality continues as an area of concern even in our new space. Periodic staff and receptionist meetings are held to discuss problems that develop. We continue to identify ways to ensure confidentiality and provide better service to our students. A sign-in sheet was developed that requires the student to indicate their name, UID number, and to check which service they seek. This prevents the need for the student to discuss their health sensitive information while others are seated in the lobby.

Standards
SHS adopted the AAAHC standards that are applicable to our setting.

Electronic Medical Record
In June 2010 Student Health Services implemented electronic medical records. The system is provided through a vendor, Point N Click. Electronic medical record has improved efficiency, timeliness of providing care to our students, quick access to reports and student records. The system assures accurate and readable information. All health sensitive information incorporated in the electronic medical record is maintained on a secured server which is maintained at Wright State’s computing center. The system continues to work well and meets our goal.

4. ASSESSMENT PLAN COMPLIANCE

A simple redesign of the front desk area would enhance the protection of private medical conversations. This is still in progress.

In an effort to consider budget constraints, a sign-in sheet has been instituted that allows the student to check reason for visit, name, and UID number. This process continues to decrease the
need to discuss medical problems while in the waiting area, which will further enhance and maintain confidentiality. We will continue with this plan.

5. NEW ASSESSMENT DEVELOPMENTS

Ideas, suggestions, medical updates are constantly being discussed and applied if determined to be beneficial.

On-line satisfaction student health survey
In the future Open Communicator, a web-based portal that allows students to access a satisfaction survey, is being utilized. Students are able to complete surveys in real-time. Data are readily available for analysis.

On-line Medical History Form
A key feature of this system provides the student access to a medical history form. Requiring completion of the document and storage on a secure server meets university policy for residential and international students. The process should increase compliance.