

Assessment : 2006 - 2007 : Administrative Support :
Health Services

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GOAL: Achieve AAAHC Accreditation.

Objective

Complete Accreditation Survey

Successfully complete the accreditation survey scheduled for September 11, 2006. The survey will consist of a two day site visit by two surveyors. During the survey, they will compare our operations against the nationally recognized accreditation standards. The report of their findings will be submitted to review board that will make a decision regarding the department's accreditation. This decision will be communicated to the department in writing.
Associated Goals: Achieve AAAHC Accreditation.

Indicator

Accreditation Letter

The receipt of a letter from the AAAHC indicating the accreditation decision.

Criteria

Accreditation

Full or three-year level accreditation

Finding

Accreditation Letter

A letter indicating that the Health Center was awarded full accreditation was received on January 5, 2007.

Actions for Objective:

Action

Accreditation

The department will maintain compliance with accreditation standards and apply for reaccreditation in 2009.

GOAL: Electronic Medical Records

Objective

Feasibility Study

Complete a feasibility study regarding the implementation of electronic medical records.
Associated Goals: Electronic Medical Records

Indicator

Feasibility Study

The feasibility study will consist of the gathering and analysis of information regarding the cost, operational impact, and user investment associated with the implementation of electronic medical records. The information sources will include departmental staff members, vendors, and experienced users. This information will be used to determine whether or not the department should implement electronic medical records.

Criteria

Feasibility Study

The determination of whether or not the department should proceed with the implementation of electronic medical records.

Finding

Feasibility Study

The feasibility study was completed and concluded that the department should solicit vendor presentations while concurrently exploring funding.

Actions for Objective:

Action

Feasibility Study

1. Meet with departmental staff and the Vice President for Student Services (VPSS) to present the study. 2. Discuss with the VPSS the possibility of alternate sources of funding. 3. Solicit vendor presentations. 4. Develop a plan for purchase and implementation.

GOAL: Emergency Power Generator

Objective

Approval/Installation Of Generator

Obtain approval of emergency power generator project and facilitate installation.

Associated Goals: Emergency Power Generator

Indicator

Approval/Installation Of Generator

The Work Request/Estimate that has been approved by the Vice President of Student Services and has been forwarded to Physical Plant for installation.

Criteria

Installation of Generator

The successful installation of the emergency power generator.

Actions for Objective:

Action

Approval/Installation of Generator

Carry goals and objectives related to generator installation over to next year.

GOAL: Patient Volume

Objective

Funding For Additional Practitioner.

Identify and secure funding for additional expenses related to the procurement of an additional practitioner's services.

Associated Goals: Patient Volume

Indicator

Funding For Additional Practitioner

The determination of whether or not the department has the funds for an additional practitioner will be made through the annual budget review process. Upon receipt of the annual budget, the amount of discretionary funds will be quantified. This amount will then be measured against the funds associated with an additional practitioner. The department will procure the services of an additional practitioner if the associated costs do not exceed the amount of discretionary funds available.

Criteria

Additional Funding For Practitioner

Budget balance report showing that additional funds have been realized.

Finding

Funding for Additional Practitioner

The 2006-2007 budget contained adequate funding to cover the expenses related to the addition of a third practitioner.

Finding

Increase Medical Service Fee

A 10% increase in the Medical Service Fee increase was proposed, approved, and implemented for fall 2007.

Actions for Objective:

Action

Funding for Additional Practitioner

Continue efforts to secure additional funding to hire additional practitioners.

GOAL: Patient Volume

Objective

Increase Medical Service Fee

Successfully propose a additional a 10% increase in the Medical Service Fee effective fall 2007.

Associated Goals: Patient Volume

Indicator

Increase Medical Service Fee

Comparison of the Medical Service Fee from fiscal year 2007 to fiscal year 2008.

Criteria

Medical Service Fee

\$3 increase in the medical service fee for long semesters and \$1.50 increase per summer session.

Actions for Objective:

Action

Increase Medical Service Fee

Propose increases in Medical Service Fee as outlined in strategic plan and modify strategic plan as necessary.

GOAL: Patient Volume

Objective

Increase Nursing Staff

Contingent upon the achievement of Objective 10, hire an additional nurse by August 31, 2007.

Associated Goals: Patient Volume

Indicator

Increase Nursing Staff

The number of nursing staff FTEs.

Criteria

Increase Nursing Staff

Greater than 3 nursing staff full-time equivalents by August 31, 2007.

Finding

Increase Nursing Staff

On 08/01/07, a fourth full-time nurse began employment within the department.

Actions for Objective:

Action

Increase Nursing Staff

Assess the need for additional nursing staff when considering additional practitioners.

GOAL: Patient Volume

Objective

Increase Practitioner FTEs

Increase medical practitioner FTEs by .60 for the fall and spring semesters.

Associated Goals: Patient Volume

Indicator

Increase Practitioner FTEs

The number of medical practitioner FTEs for fall 2006 and spring 2007.

Criteria

Increase Practitioner FTEs

At least 2.60 practitioner FTEs for fall 2006 and spring 2007.

Finding

Increase Practitioner FTEs

The practitioner FTEs were increased to 2.6 in the fall semester and 2.7 in the spring semester.

Actions for Objective:

Action

Increase Practitioner FTEs

Develop objective for 2007-2008 to increase practitioner FTEs to 2.8 for the fall and spring semesters.

GOAL: Pharmacy Services

Objective

Market Pharmacy Services.

Market pharmacy as a stand alone service.

Associated Goals: Pharmacy Services

Indicator

Market Pharmacy Services

The number of marketing activities highlighting pharmacy services.

Criteria

Market Pharmacy Services

At least six marketing activities in FY 2007 highlighting pharmacy services.

Finding

Market Pharmacy Services

The department conducted 10 marketing activities highlighting pharmacy services.

These included an article in the departmental newsletter and the department's website, development and distribution of flyers and brochures, and presentations.

Actions for Objective:

Action

Market pharmacy services

Formulate goals and objectives for 2007-2008 related to the marketing of pharmacy services.

GOAL: Staff Development

Objective

Attend ACHA Conference

At least two staff members will attend the American College Health Association National Conference in San Antonio.

Associated Goals: Staff Development

Indicator

Attendance At Conference

Travel Applications that have been completed by staff members attending the conference.

Travel Vouchers submitted with attendees' expense receipts.

Criteria

Attendance at Conference

Two or more staff members attend the ACHA Annual Conference in San Antonio, Texas.

Finding

Attendance at Conference

Two staff members attended the conference- Lorna Wadsworth, Registered Nurse
Michelle Lovering, Health Programming Coordinator

Actions for Objective:

Action

Attend Conference

Consider future opportunities for staff to attend the ACHA conferences as the budget allows.

GOAL: Staff Development

Objective

Intradepartmental Development Activities

At least four intradepartmental presentations/in-services will be conducted during FY 2007
Associated Goals: Staff Development

Indicator

Intradepartmental Development Activities

The number of intradepartmental presentations/in-services conducted during FY 2007.

Criteria

Intradepartmental Development Activities

At least four departmental in-services during 2006-2007.

Finding

Intradepartmental Developmental Activities

Five intradepartmental in-services were conducted. The topics included fire safety and various technical presentations on health-related topics.

Actions for Objective:

Action

Intradepartmental Development Activities

Continue to promote an atmosphere of professional development and learning.

GOAL: Student Choices

Objective

Campus Outreach

Conduct or participate in at least 100 campus outreach activities offering students information to assist them in making informed decisions.

Associated Goals: Student Choices

Indicator

Campus Outreach

The number of outreach programs that the department conducted or participated in as recorded on the department's performance indicator report.

Criteria

Campus Outreach

Conducting or participating in at least 100 campus outreach programs during 2006- 2007.

Finding

Campus Outreach

The department conducted or participated in 117 campus outreach programs.

Actions for Objective:

Action

Campus Outreach

Formulate goals and objectives for next year related to the number of campus outreach programs as appropriate.

GOAL: Student Choices

Objective

Collaborate With The Local Community

Increase collaborative activities with the local community.

Associated Goals: Student Choices

Indicator

Local Community Collaborations

The number collaborative activities with the local community for FY 2007 compared to FY 2006 as recorded on departmental monthly reports.

Criteria

Community Collaborations

More than 4 collaborative activities with the local community.

Finding

Local Community Collaborations

The department participated in 6 collaborative efforts with the community in 2006-2007 compared to 3 efforts in 2005-2006.

Actions for Objective:

Action

Collaborate with Local Community

Continue to collaborate with the local community as appropriate.

GOAL: Student Choices

Objective

Educate Patients

Patients will receive education regarding their condition and treatment during their visit.

Associated Goals: Student Choices

Indicator

Campus Outreach

The number of campus outreach programs as recorded on the department's monthly reports during FY 2007.

Indicator

Educate Patients

The percentage of students that indicate on the post-visit survey that they were educated during their visit and understand about their illness or condition.

Criteria

Educate Patients

A higher level of positive responses than last year on the post-visit survey (questions relating to patient education).

Criteria

Educate Patients

At least 90 percent of the 2006-2007 post-visit survey respondents will indicate that they were educated during their visit and understand at least "some" about their condition.

Finding

Educate Patients

94 percent of the 2006-2007 post visit satisfaction survey respondents indicated that they received education during their visit. 99 percent of the respondents indicated that they understood at least "some" about their condition (9 percent indicated that they understood some; 50 percent indicated that they understood "very much"; and 40% indicated that they understood "everything")

Actions for Objective:

Action

Patient Education

Continue to assess the patient education as a component of the Post Visit Satisfaction Survey.

GOAL: Student Choices

Objective

Increase Collaborations With University Community

Increase the number of collaborations with the university community on health-related initiatives.

Associated Goals: Student Choices

Indicator

University Community Collaboration

The number of collaborative activities with the university community for FY 2007 compared to FY 2006 as recorded on departmental monthly reports.

Criteria

University Community Collaboration

More than 87 collaborative efforts with the university community.

Finding

University Collaborations

The department collaborated with the campus community on 108 occasions in 2006-2007 compared to 87 occasions in 2005-2006.

Actions for Objective:

Action

University Community Collaborations

Continue to collaborate with the campus community.