Mission
Student Health Services provides healthcare to enhance the student experience and a pathway to lifelong success through education and prevention in a patient-centered environment.

Points of Pride
- 3 year reaccreditation by Accreditation Association for Ambulatory Health Care (AAAHC)
- Patient satisfaction rate 91.71%
- Increased NDUS Immunization compliance
- Increase of patient contacts
- Initiation of Intrauterine Devices
- Co-hosted, with University Counseling Center, Traumatic Brain Injury Conference

Departmental Strategic Plan Goals
- SHS will support academic success by offering a wide array of services
- Provide input and support for NDUS immunization policy
- Continue completing alcohol screening on all patients every 120 days

Progress & Accomplishments
- Patient contacts including medical, mental health, nurse, immunization. X-ray and FAA increased from previous year. Gene Site (pharmacogenomic) testing added.
- Collaboration with UCC includes: Case Management between Medical, Psychiatric, and Counseling services, and Medical Clinical rotation for Psychiatric Doctoral Interns.
- Tour of Altru inpatient psychiatric unit to enhance information provided to students needing hospitalization.
- Membership on NDUS immunization task force.
- Students screened for at-risk alcohol behavior every 120 days. Appropriate intervention advised.

Program Evaluation Results
- 26,010 patient contacts; serving 40.44% of UND Students.
- 687 psychiatric provider visits, increased by 4.37% from previous year.
- 3,410 immunizations given.
- 5,633 students screened for high-risk alcohol use; 24.02% screened indicated at-risk behavior.

Use of Results
- SHS provides services to support students’ academic success. Patient contacts up 4% from last year.
- March 2016 Case Management meetings increased from monthly to bimonthly due to the complexity and number of students seeking mental health services.
- Immunization rates increased 13.25%, including 5% increase in influenza vaccinations.
- Licensed Staff completed Motivational Interviewing Refresher Course.
**Student Learning Outcomes**

- Students will report an understanding of their diagnosis 90% of the time.
- Students will report an understanding of need for follow-up care 90% of the time.
- Immunization Compliance with NDUS policy, Compliance rates documented in Assessment Results.
- Students will understand the negative consequences of binge drinking.

**Assessment Results**

Patient Satisfaction Survey sent to every patient at completion of each visit. Results:
- 93% understood their diagnosis
- 93% understood the need for follow-up care

Fall Semester 99.8% Meningitis compliance, and 99.1% MMR compliance. Spring Semester 99.9% compliance for Meningitis and 99.9% compliance for MMR. This exceeds all previous semesters.

Alcohol Screening outcomes included improvement in past year in following three areas:
1. Audit scores in all Nurse Vitals Templates
2. A conversation between the provider and the patient
3. A referral to UCC, or refusal of referral for patients with Audit score \( \geq 11 \)

**Use of Results**

- Patient Satisfaction Survey results shared with staff; increased awareness and emphasis on quality of care and SLO’s.
- Implemented Secure Patient Portal myhealth.UND.edu with immunization messages updated to inform students directly of non-compliance.
- Refined process for implementing “Holds” on student account.
- Continued discussions with key stakeholders, (NDUS, State Board of Higher Education) to create a pre-matriculation policy.
- Providers informed of diagnosis groups where additional education may be beneficial.
- Quality Improvement Study findings shared with licensed staff.

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**Priorities for the Future**

- Assure viability of practice through stewardship and prioritization of resources.
- Utilize best practice guidelines to remove barriers to retention and graduation of students.
- Collaboration with UND and the greater community to address the abuse and overdosing of opioid and other drugs.
- Develop a strategic plan that supports student success and contributes to the greater UND community.

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**Challenges**

- Financially sustain practice as Primary Unit.
- Sufficient mental health services to meet demand.
- Provide students with affordable care and access to affordable insurance.