Student Health Services Assessment Plan 2014-15

Mission: Student Health Services (SHS) will meet future challenges with a strong, essential, and visible presence offering a diverse set of services that support academic success for today’s learners and tomorrow’s leaders.

Vision: SHS provides healthcare to enhance the student experience and a pathway to lifelong success through education and prevention in a patient-centered environment.

Values:

• Deliver professional, compassionate, quality healthcare.

• Achieve excellence together.

• Act with integrity according to our beliefs and principles.

• Provide individualized care that is respectful and responsive to patient needs.

• Recognize & support the health & wellness of the whole person.

• Serve as a responsible and accountable steward of resources.

Student Health Services supports the University’s mission by providing high quality, convenient and economical resources to lessen or eliminate the health hurdles students encounter in their academic pursuits. The health and well-being of the student is a primary factor in the “Hierarchy of Needs” for academic success and retention.

SHS is part of the Health & Wellness Unit (H & W Unit), which has its own Assessment Plan with specific learning objectives and outcomes. SHS supports the goals of the H & W Unit.

H & W Unit Student Learning Goals:

• Students will identify and utilize health and wellness resources on campus and within the community

• Students will make informed decisions about personal health and wellness based on evidence and best practices

• Students will appreciate the connection between individual health and wellness, personal and academic success
SHS created a strategic plan based on the following:

- Division of Student Affairs Strategic Plan
- AAAHC Accreditation Standards
- Patient Satisfaction Survey Results
- ACHA NCHA Data
- Student Health Services clinic staff participation and recommendations
- ACHA recommendations and best practice

SHS assessment efforts are directly related to the departmental strategic plan. An additional student learning goal was developed that ties into the SHS vision.

- Students will recognize behaviors that promote quality of life, healthy development and positive lifestyle

FORMS OF ASSESSMENT:

ACHA NCHA Survey: The American College Health Association-National College Health Assessment (ACHA-NCHA) is conducted on a biennial basis. This survey is administered through the Health & Wellness Hub. This survey collects data related to students’ health habits, behaviors and perceptions.

SHS Patient Satisfaction Survey: The survey is administered to all students throughout the academic year. The survey collects data that relates to students knowledge of diagnosis, satisfaction with services, use of educational handouts, and the acknowledgement of a correlation between services provided and their academic success

Medicat EHR: The use of an electronic health record (EHR) system allows for a significant amount of data related to patient demographics and utilization rates. Modules within the system allow for the tracking of Immunization Compliance. Templates have been developed internally to assist with capturing data specific to Alcohol & Other Drugs (AOD) & Attention Deficit Hyperactivity Disorder (ADHD). Templates for Depression Screening will be developed for use in 2015.

SHS QI Studies & Internal Benchmarking: Quality Improvement (QI) Studies are a significant part of assessment efforts. QI Studies are completed in accordance with Accreditation Association for Ambulatory Health Care (AAAHC) Standards. Studies specific to AOD and ADHD will be completed.

AREAS OF ASSESSMENT:

Immunization Compliance

Compliance with North Dakota University System (NDUS) mandatory immunization and tuberculosis policies have been an on-going part of the SHS Assessment Plan. SHS continues to collaborate with Admissions, Residence Life and Administration in efforts to educate students regarding immunizations and best practice. Building a university student culture of healthy living can be achieved by increasing immunization awareness. The overall goal is to decrease the spread of infectious disease ultimately enabling students to achieve academic success within a healthy campus community.

Educational Experience: SHS collaborates with Admissions in the development of preadmission literature that speaks to the NDUS immunization requirements. Immunization requirements are addressed at new student orientation. SHS’s website is rich in information and includes immunization forms that are required to be completed prior to admission. Nurses and Providers inquire about immunization status at office visits.
**Student Outcomes:**
- 85% of incoming students will provide documentation of required immunizations
- Students without required immunizations will utilize SHS as a resource for immunization information and vaccine administration

**Program Outcomes:**
- SHS will track Immunization Compliance thru Medicat EHR using an Immunization Compliance Manager module
- SHS will complete an interface with NDIIS-Thor (NDHIN)
- SHS Compliance Nurse, Director of Nursing and Clinic Director will continue active involvement in NDUS, State Board of Higher Education (SBHE) and State Immunization discussions in efforts to promote a pre-matriculation policy

**Alcohol and Other Drugs (AOD)**

Binge and underage drinking is a significant health problem that takes a toll on the academic and social lives of students. SHS implemented Motivational Interviewing (MI) in 2013 and to date has screened over 4000 students. SHS continues to partner with the H & W Hub and with University Counseling Center (UCC) to increase awareness and to promote responsible low risk alcohol use. Screening takes place every 120 days at clinic office visits. SHS completes internal audits and QI studies to continually determine best practice assuring that the needs of students at risk are met.

**Educational Experiences:** 1:1 conversations with RN's and/or Providers. *Rethinking Drinking* booklets are given to students who score 5 and above on audit.

**Student Outcomes:**
- Students will engage in conversations regarding their alcohol use.
- Students will recognize that 4 drinks for women and 5 drinks for men in one sitting is equivalent to binge drinking.
- Students will accept *Rethinking Drinking* booklets that are offered to them
- Students scoring 11 and above will be offered additional resources as deemed appropriate by providers
- Students who report consuming (4 for women or 5 for men) or more drinks in one sitting will decrease by 5%

**Program Outcomes:**
- Staff will receive ongoing training in Motivational Interviewing
- SHS will continue to audit AOD and share data in aggregate form with the H & W Hub and H & W Assessment Committee
- SHS will continue to develop and enhance the AOD program
- Continually monitor scores of 11 and above

**Attention Deficit Hyperactivity Disorder (ADHD)**

Collaborative efforts have been established with a variety of services on campus (Student Success Center, University Counseling Center (UCC), Disability Services for Student (DSS) and Psychology Services Center) to provide ongoing assessment and monitoring of the student’s diagnosed with ADHD. Mental health and primary care clinicians provide evidence-based treatment for patients diagnosed with ADHD. With appropriate management, the goal is to prevent & reduce the possibility of misuse/abuse of psychostimulant medications on campus.
**Educational Experiences:** 1:1 conversations with RN’s, Medical or Mental Health Providers, resources and testing listed on SHS Website and on SHS Form #307

**Student Outcomes:**
- Students who are diagnosed with ADHD will receive care and services that foster academic success
- Students will receive treatment that is appropriate for their diagnosis (per SHS Policy 400-2)

**Program Outcomes:**
- SHS will treat patients diagnosed with ADHD in accordance with Policy 400-2
- SHS will assist the HUB with developing educational material and marketing to address the misuse/abuse of psychostimulants

**Depression Screening**

Anxiety & Depression are the top two Mental Health diagnoses for students who receive care at SHS. Both of these diagnoses are an impediment to learning and therefore a barrier to student success, wellness and retention.

**Educational experiences:** Mental Health Resources on SHS Website, 1:1 visits with Mental Health Providers in house or via Telemedicine, Collaborative efforts with UCC

**Student Outcomes:**
- Students will complete a depression screening audit at self-check-in kiosks beginning Fall 2015

**Program Outcomes:**
- Develop a process for Depression Screening using best practice models
- Initiate Depression Screening (PHQ2/PHQ9 templates) at kiosk Fall 2015
- Provide funding model to support Mental Health Services

**Patient Satisfaction**

The purpose of assessing our patient satisfaction rating is multifold: It supports the clinic’s accreditation; it allows for tracking our performance over time; it allows us to compare our results to our peers; and it allows us to monitor results more effectively by addressing dissatisfaction in a timely manner. Use of a patient satisfaction survey is considered best practice in College Health. The ability to assess student learning in regards to diagnosis and need for follow up care exists within the survey.

**Student Outcomes:**
- Students will report an overall satisfaction rating of 90% or higher
- Students will report an understanding of their diagnosis in all diagnosis groups 80% of the time
- Students will report an understanding of need for follow-up care 80% of the time
- Students will report that they would recommend Student Health to their friends 80% of the time
Program Outcomes:
- To support students in their pursuit of academic success by providing services that are timely, personalized, accessible, confidential and cost effective
- To provide services to students that they are satisfied with and would recommend to their peers

Use of results and process for documentation and decision making is explained in detail in Appendix A
Appendix A

Student Health Services
Assessment Plan 2014-2015
<table>
<thead>
<tr>
<th>Program Area</th>
<th>Objectives (specific, measurable)</th>
<th>Educational Experiences</th>
<th>Assessment Methods</th>
<th>Timeline</th>
<th>Responsibilities</th>
<th>Use of Results and Process for Documentation &amp; Decision Making</th>
</tr>
</thead>
</table>
| Immunization Compliance| 1. 85% of incoming students will provide immunization records at or prior to time of enrollment  
2. Students will utilize SHS as a resource for immunization information and vaccine administration                                                                                     | UND Preadmission literature  
Orientation  
SHS Website  
Clinic Visits  
NDUS Procedure 506, SBHE Policy 506.1, SHS Policy 400-51 | Data from Registrar’s Office  
Immunization Compliance Nurse Records  
Medicat EHR Reports  
NDIIS-Thor | August 2014 - June 30, 2015 | Immunization Compliance Nurse  
EMR Project Manager | Student Health Services (SHS) implemented the Medicat Immunization Compliance Manager Fall 2014 (Interface with NDIIS-Thor) with plans for full functionality by January 2015. Data obtained will be compared to previous year data. SHS Immunization Compliance Nurse, Director of Nursing and SHS Director will continue active involvement in North Dakota University System (NDUS), State Board of Higher Education (SBHE) and State Immunization discussions. All data will be used in continued efforts to promote a pre-matriculation policy. |
| Alcohol & Other Drugs (AOD) | 1. Students will engage in conversations regarding their alcohol use  
2. Students will recognize that binge drinking equals: 4 drinks for women and 5 drinks for men in one sitting                                                                                                                                 | Motivational Interviewing completed every 120 days at office visits  
1:1 Conversations with nurses and providers | AOD Screening completed at office visits  
Medicat Reports  
ACHA-NCHA | August 2014 - June 30, 2015 | SHS Providers  
Nursing Staff  
SHS AOD Committee | SHS will analyze data from AOD screenings in Medicat. This information will be shared with SHS staff, the H & W Hub and with University Counseling Center (UCC). SHS will collaborate with the Hub to develop marketing strategies that address binge drinking and safe responsible use of alcohol. |
### Alcohol & Other Drugs (Continued)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Students will accept <em>Rethinking Drinking</em> booklets when offered to them</td>
</tr>
<tr>
<td>4.</td>
<td>Students scoring 11 and above will be offered additional resources as deemed appropriate by providers</td>
</tr>
<tr>
<td>5.</td>
<td>Students who report consuming (4 for women or 5 for men) or more drinks in one sitting will decrease by 5%</td>
</tr>
</tbody>
</table>

### Rethinking Drinking Booklets given to those with score 5 and above

- Patient Satisfaction Survey
- AOD QI Study

### Attention Deficit Hyperactivity Disorder (ADHD)

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Students who are diagnosed with ADHD will receive treatment according to SHS (Policy #400-2)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Students who are diagnosed with ADHD will receive care and services that foster academic success</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SHS Website, ADHD Literature, List of resources (SHS Form #307), ADHD Policy, 1:1 conversations with Nurses and Providers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medicat Reports, ADHD Audits, QI Study, ACHA- NCHA</td>
<td></td>
</tr>
</tbody>
</table>

### Data obtained from Medicat will be shared with SHS Quality Improvement (QI) Committee, SHS Staff and SHS Leadership. Data will also be shared with UCC and Hub to assist in developing educational programs that address the abuse/misuse of nonprescription psychostimulants. The QI Committee will share results of QI Studies with staff and with those listed above as deemed appropriate.
<table>
<thead>
<tr>
<th>Depression Screening</th>
<th>Students will complete a depression screening audit at self-check-in kiosk by Fall 2015</th>
<th>Mental Health Resources on SHS Website</th>
<th>ACHA NCHA Medicat Reports</th>
<th>Aug 2014 - Fall 2015</th>
<th>SHS Leadership Mental Health Providers</th>
<th>SHS will develop a process and a template for screening. Aggregate audit scores will be shared with SHS staff, QI, Leadership. Eventually the data will be shared with UCC, and the H&amp;W Hub, with possible future collaboration for student learning.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Satisfaction</td>
<td>1. Student respondents will indicate an overall satisfaction rating of 90% or higher</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Student respondents will understand their diagnosis 80% of the time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Student respondents will understand the need for follow up care 80% of the time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Student respondents will indicate they would recommend SHS to their Peers 80% of the time</td>
<td>Nurse &amp; Provider 1:1 during office visits</td>
<td>Patient Satisfaction Survey</td>
<td>Ongoing</td>
<td>Nurses Providers Health Care Analyst</td>
<td>Data will be shared at All Staff, QI and Leadership Meetings. Specific information may be shared with SHS Leadership and with individuals as deemed necessary in order to ensure that issues related to QI and Risk Management are addressed.</td>
</tr>
</tbody>
</table>
### Program Area

#### Objectives (specific, measurable)

<table>
<thead>
<tr>
<th>Immunization Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Track Immunization Compliance thru Medicat EHR using an Immunization Compliance Manager module</td>
</tr>
<tr>
<td>2. Complete an interface with NDIIS-Thor (NDHIN)</td>
</tr>
<tr>
<td>3. Compliance Nurse, Director of Nursing and Clinic Director will continue active involvement in NDUS, State Board of Higher Education (SBHE) and State Immunization discussions in efforts to promote a pre-matriculation policy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Educational Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td>UND Preadmission literature</td>
</tr>
<tr>
<td>Orientation</td>
</tr>
<tr>
<td>SHS Website</td>
</tr>
<tr>
<td>Clinic Visits</td>
</tr>
<tr>
<td>NDUS Procedure 506, SBHE Policy 506.1, SHS Policy 400-51</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data from Registrar’s Office</td>
</tr>
<tr>
<td>Immunization Compliance Nurse Records</td>
</tr>
<tr>
<td>Medicat EHR Reports</td>
</tr>
<tr>
<td>NDIIS-Thor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2014 - June 30, 2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunization Compliance Nurse</td>
</tr>
<tr>
<td>EMR Project Manager</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Use of Results and Process for Documentation &amp; Decision Making</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Health Services (SHS) implemented the Medicat Immunization Compliance Manager Fall 2014 (Interface with NDIIS-Thor) with plans for full functionality by January 2015. Data obtained will be compared to previous year data. SHS Immunization Compliance Nurse, Director of Nursing and SHS Director will continue active involvement in North Dakota University System (NDUS), State Board of Higher Education (SBHE) and State Immunization discussions. All data will be used in continued efforts to promote a pre-matriculation policy.</td>
</tr>
</tbody>
</table>
### Alcohol & Other Drugs (AOD)

1. Staff will receive ongoing training in Motivational Interviewing
2. Continue to audit AOD and share data in aggregate form with the H & W Hub and H & W Assessment Committee
3. Continue to develop and enhance the AOD program
4. Continually monitor scores of 11 and above

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivational Interviewing</td>
<td>Completed every 120 days at office visits</td>
</tr>
<tr>
<td>AOD Screening</td>
<td>Completed at office visits</td>
</tr>
<tr>
<td>AOD QI Study</td>
<td>August 2014- June 30, 2015</td>
</tr>
<tr>
<td>SHS Providers</td>
<td>Nursing Staff</td>
</tr>
<tr>
<td>SHS AOD Committee</td>
<td></td>
</tr>
</tbody>
</table>

SHS will analyze data from AOD screenings in Medicat. This information will be shared with SHS staff, the H & W Hub and with University Counseling Center (UCC). SHS will collaborate with the Hub to develop marketing strategies that address binge drinking and safe responsible use of alcohol.

### Attention Deficit Hyperactivity Disorder (ADHD)

1. Treat patients diagnosed with ADHD in accordance with Policy 400-2
2. Assist the H&W Hub with developing educational material and marketing to address the misuse/abuse of psychostimulants

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHS Website</td>
<td>ADHD Literature</td>
</tr>
<tr>
<td>ADHD Audits</td>
<td>ADHD Policy</td>
</tr>
<tr>
<td>ACHA-NCHA</td>
<td>A1:1 conversations with Nurses and Providers</td>
</tr>
<tr>
<td>ACHA-NCHA</td>
<td>Medicat Reports</td>
</tr>
<tr>
<td></td>
<td>QI Study</td>
</tr>
<tr>
<td></td>
<td>Oct 2014 - June 2015</td>
</tr>
<tr>
<td></td>
<td>SHS Licensed Staff</td>
</tr>
<tr>
<td></td>
<td>SHS ADHD Committee</td>
</tr>
</tbody>
</table>

SHS will complete internal audits and QI studies to continually determine best practice assuring that the needs of students at risk are met.
## Student Health Services Assessment Plan 2014-2015

### Depression Screening
1. Develop a process for Depression Screening using best practice models
   - Mental Health Resources on SHS Website
   - 1:1 visits with Mental Health Providers
   - Screening Audit in Medicat

2. Initiate Depression Screening (PHQ2/PHQ9 templates) at kiosk Fall 2015

3. Provide funding model to support Mental Health Services

### Patient Satisfaction
1. To support students in their pursuit of academic success by providing services that are timely, personalized, accessible, confidential and cost effective
   - Nurse & Provider 1:1 during office visits
   - Educational brochures
   - Medicat Patient Ed: UpToDate

2. To provide services to students that they are satisfied with and would recommend to their peers

- **Mental Health Providers**
- **SHS Leadership Mental Health Providers**
- **SHS Leadership Mental Health Providers**

### Depression Screening
- **ACHA NCHA Medicat Reports**
- **Aug 2014 - Fall 2015**

### Patient Satisfaction
- **Patient Satisfaction Survey**
- **Ongoing**

### Nursing and Providers
- **Nurses Providers Health Care Analyst**
- **Ongoing**

---

SHS will develop a process and a template for screening. Aggregate audit scores will be shared with SHS staff, QI, Leadership. Eventually the data will be shared with UCC, and the Hub, with possible future collaboration for student learning.

Data will be shared at All Staff, QI and Leadership Meetings. Specific information may be shared with SHS Leadership and with individuals as deemed necessary in order to ensure that issues related to QI and Risk Management are addressed.
Overview

The mission of UND Student Health is ..............
“Advancing the health of students”

That mission is accomplished by .................
“Promoting the health and well being of the UND Student Community, we do so by considering the best interest of the patient as our only interest.”

The primary functions of UND Student Health include:

- Acute and Episodic Care
- Therapeutic and Restorative Care
- Health Promotion and Prevention
- Health Education
- Health Screening
- Early Detection of Disease
- Public Health Services for the Campus

University of North Dakota (UND) Student Health will continue to assess services and student development by utilizing the National College Health Survey (NCHS) and selected patient chart audits. The NCHS administered every other year provides quantitative data regarding the progress of students regarding healthy behaviors and provides evidence of unhealthy behavior. Evidence of unhealthy behavior is used for planning future activities, such as targeted interventions, social marketing, and other health behavior change efforts. Selected chart audits are used to make sure that the process is being used uniformly across the service, such as all providers using the 5 A’s when conducting a patient intake interview.

The results of the aforementioned are reviewed annually during the summer to drive future programming.

An over sampling of American Indian students was conducted in 2005 to provide a focus to programming for American Indian students, the most predominant minority group on the University of North Dakota campus.

The service selected several indicators to assess the population health of the student body and grouped those indicators into ten Dashboard Indicators for UND students. UND Student Health has eight years of data (NCHS is administered every two years) and will be adding an additional two years of data in April of 2006. The process also utilizes benchmarks from the U.S. Department of Health and Human Services, Healthy Campus 2010 and from the National College Health Survey.
National Norms for 2006 to assess where UND students are relative to standards set for a healthy campus and with regard to their peers at other institutions nationwide.

The Dashboard Indicators grid (see attached) is used by UND Student Health staff and is provided to University faculty, staff, and administrators for their use in planning activities that would improve the health status of students or the population health of the University.

A precautionary note with regard to assessing behavior and behavior change is that behavior change may be slow, it may be minute, it is rarely dramatic, although small percentage changes may be significant.

**Student Learning Goals**

The goal of student health is to raise the health status of students to the highest possible level. To accomplish that goal, the student must be an active and informed participant in advancing their own health status. The Student Development/Student Learning Goal is to assist students with making informed choices that lead to a healthy lifestyle.

**Assessment Methods**

The primary assessment tool will be the National College Health Survey, triangulated by data from the Core Alcohol and Drug Survey, and other special surveys of students done by the University.

**Assessment Results**

Assessment results will be provided in a format that includes national benchmarks, Health Campus 2010 targets, and UND student status (current and trend analysis).

**Feedback and Use of Results**

UND Student Health will use the results of the surveys and subsequent benchmarking to plan services in the present academic year and in subsequent academic years.