

Student Affairs | Measuring Up

Creating a culture of assessment and evidence.

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Salisbury
UNIVERSITY



**Salisbury University
Office of Student Affairs
Student Health Services
2018-2019**

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EXECUTIVE SUMMARY

Student Health Services (SHS) is an integral part of the Student Affairs Division at Salisbury University. All students are eligible for our services. Services are provided for a nominal fee and health insurance is not needed to seek care. Students are provided care by Board Certified Nurse Practitioners, as well as Physicians and a Registered Nurse. We strive for optimal health for students to ensure they are successful in and out of the classroom.

We continue to collaborate with many other departments on campus. For example, we assist Athletics with pre-participation sports physicals; we meet regularly with the Student Counseling Center to provide medications for students with anxiety and depression, and we assist the Department of Community Health with the vaccine and internship requirement documentation.

SHS is accredited by the Accreditation with the Accreditation Association for Ambulatory Health Care. (AAAHC) which is an important part of SHS. The AAAHC Certificate of Accreditation is widely recognized as a symbol of quality by third party payers, as well as the public. SHS has been accredited for over 13 years. AAAHC accreditation means that Student Health Services participates in on-going self-evaluation, peer review and education to continuously improve our care and services.

We are committed to promoting safety, preventive education, and learning through individual education and outreach that promotes lifelong learning and the development of healthy living skills and behaviors that will foster well-being beyond the college years

Section I: Department Overview

Vision

To be an exceptional student health care facility for all Salisbury University students.

Mission

Our mission is for optimal health to facilitate learning and success for the Salisbury University students. We do this by providing quality clinical care in an ambulatory setting and promoting wellness through education and outreach. As a department within Student Affairs, we support the mission of helping students reach their maximum potential as individuals and scholars

Goals

- Improve student health by improving students' understanding of health and wellness strategies
- Maintain national accreditation with AAAHC
- Tracking and providing immunizations to prevent the spread of communicable diseases
- Increased compliance for students to complete the Tuberculosis Risk Screening Questionnaire, with follow-up TB testing for high risk students.

Scope of Practice – Services Provided

Physicians, board certified nurse practitioners and a registered nurse provide sick and preventative health care services.

- Women's health services
- STI testing and treatment
- Allergy injections
- Mental health prescriptions
- Well physicals
- Pre-op physicals
- Employment and graduate study physicals
- Immunizations
- Health teaching
- minor surgical services
- Collaboration with other departments on campus, both Student Affairs and Academic Affairs
- Collaboration with Community Partners (Wicomico County Health Department, Sexual Assault Resource Team)
- Pre-Participation Sports physicals with Athletics
- Health Education for on-campus events, such as Wellness Fairs, student newspaper interviews
- Orientation presentations regarding health services for all new students

Student Learning Outcomes

1. Female students receiving services will be able to identify potential warning signs for birth control pills.
2. Students receiving services will be able to identify two ways to prevent sexually transmitted infections.
3. Students receiving services will be able to identify two reasons why antibiotics are not prescribed for viral pharyngitis.

Section II: Examples of Major Events, Services, Activities, and Initiatives

Examples of Major Events, Services, Activities, Initiatives	Target Audience	Number(s) Served	Cost Per Participant¹
Assisted with STI Testing Day (Project K.I.S.S.) by collaborating with SU's Department of Community Health and its peer educators	Current students	85 students	Free test kits provided by Wicomico County Health Department; SHS provider time (4 providers, time away from patient care, and increased specimen processing).
Provide flu shots to students by serving as a liaison to Human Resources for Rite Aid pharmacy to come to campus to provide and administer flu shots	All staff, faculty and students	Approximately 300	Only SHS provider time
Interview with SU TV on the importance of a yearly influenza vaccine	All current students	Unable to assess	Only SHS provider time
Presented at STI Summit at UMES	UMES, SU health centers and WCHD, SU and UMES students	Approximately 60	Only SHS provider time

Section III: Summary of Budget Reallocations and Impact

2018-2019 Budget Reallocations

Examples of Budgetary Reallocations	Impact on Service Delivery and Operations
<i>Example: Eliminated three student positions.</i>	<i>Office will be closed during lunch and no weekend hours which reduces opportunities to serve students, employ students, and interact with public.</i>
Not applicable	

2019-2020 Budget Reallocations

Examples of Budgetary Reallocations	Impact on Service Delivery and Operations
<i>Example: Reduced travel opportunities for staff.</i>	<i>Minimal professional development opportunity for staff which could result in staff turnover.</i>
2 part time NP positions eliminated	Fewer appointments available for students to be seen for same day appointments; students may seek care off campus; may expose fellow students to an infectious disease prior to diagnosis; loss in revenue from visit co-pays
Reduced continuing education opportunities at Conferences	A decrease in professional development leads to less opportunities to network and learn new health information and could result in decreased morale and staff turnover
Reduced money allocated for travel	May not be able to attend Maryland System Schools annual Health Center Director Meeting resulting in a loss of networking/best practices
Reduced money allocated for medical supplies.	In the event of broken equipment, may not be able to replace which would impact patient care

Section IV: Collaborations and Partnerships (Internal and External)

Examples of Collaborations and Partnerships	Internal or External	Outcomes and Impact
Collaborated with HR to bring Rite Aid pharmacy on site to provide influenza vaccines to students and staff	Internal and External	<ul style="list-style-type: none"> • 300 Students and staff immunized against influenza to protect against the flu
Collaborated with SU's Department of Community Health with STI testing	Internal	<ul style="list-style-type: none"> • 85 free STI tests for students to detect and then treat STI's; • Immediate treatment for students with an STI
Monthly meetings with SU Counseling Center	Internal	<ul style="list-style-type: none"> • Coordinated medication prescriptions for students with anxiety and depression
Collaborated with Residence Life with list of students that are not compliant with MD law for meningitis vaccine/waiver	Internal	<ul style="list-style-type: none"> • Achieved 100% compliance with either vaccine documentation or a signed waiver
Collaborated with the Center for International Education for an orientation for newly admitted International students	Internal	<ul style="list-style-type: none"> • To assist with immunization and tuberculosis screening to prevent communicable disease transmission for 60 students • Provide an overview of services, and what to do in the event of an illness or injury.
Partnered with Athletic Training Department to provide pre-participation physicals	Internal	<ul style="list-style-type: none"> • 264 physicals completed
Provided information, and discussion to students from The Salisbury School on STI prevention and healthy living	External	<ul style="list-style-type: none"> • Resource materials for helping high school students have a healthy start to college
Partnered with the Medical Careers Student Organization	Internal	<ul style="list-style-type: none"> • Resource information on Nurse Practitioner careers, as well as provided information about current services provided by student health center
Partnered with UMES, SU's Department of Community Health, WCHD, and Maryland Department of Health and Mental Hygiene for a STI summit	Internal and External	<ul style="list-style-type: none"> • Discussion on measures to reduce the high rate of STI's on the lower eastern shore, with an emphasis on specific prevention strategies

Section V: A Summary of Achievements Related to Student Affairs Strategic Plan

The following are examples of ways in which the Unit is assisting Student Affairs achieve its goals.

Goal 1: Student Affairs aims to foster safe, accessible and inclusive communities for undergraduate and graduate students.

- 5568 patient encounters for the student health center, a decrease of 195 patient encounters from previous years.
- Demographic data show that all classes are represented, as well as sex and ethnicity. (See Appendices).
- 264 athletic pre-participation sports physicals provided over 6 weekend sessions, an increase of 31 physicals from previous year.
- 85 students provided with STI testing during Project K.I.S.S. event with SU's Department of Community Health
- 60 international students seen for immunization updates, tuberculosis screening and testing if needed, and information on services provided by SHS

Goal 2: Student Affairs aims to educate students for campus, career, and life.

- 132 students were screened for HIV and Syphilis, an increase of 42 students
- 807 students were screened for chlamydia and gonorrhea, an increase of 197 from previous year (includes STI testing day)
- 33 female students had a pap test sent to the Lab, an increase of 18 tests from previous year
- 100 % of students were compliant for the State of Maryland meningitis law for providing documentation of an updated meningitis vaccine or a signed waiver in their chart (fall 2018, and spring 2019).
- The top diagnoses were: STI testing (935), Acute Upper respiratory infection (401) Sports Physical (386) Allergy Desensitization (Allergy shots) (254) Acute Pharyngitis (249) Generalized Anxiety Disorder (228)
- 80% of students surveyed were able to identify potential serious complications of OCP that need immediate medical attention.
- 100% of students surveyed were able to identify 2 ways to decrease the likelihood of acquiring a STI
- 100% of students surveyed were able to identify that the best home treatment for a sore throat is with OTC analgesics and gargling with warm salt water

Goal 3: Student Affairs aims to embrace innovation.

- Electronic Medical Record is still in use simplifying compliance tracking.

Goal 4: Student Affairs aims to motivate student affairs professionals to increase effectiveness and efficiency.

- 100 % of nursing staff have achieved the required continuing education hours needed to comply with Nurse Practitioner and nursing requirements.
- 100% of nursing staff have attended conferences, workshops, webinars, and self-study modules beyond the necessary requirements of 15 credit hours/year.
- 100% of nursing staff attended an orthopedic update with the Salisbury University Athletic Training department staff to improve orthopedic diagnosis skills.
- 100% SHS staff completed CPR recertification

Section VI: A Summary of Achievements Related to **University Strategic Plan**

Goal 1: EDUCATE Students for Campus, Career and Life

- 132 were screened FY 18/19, an increase of 42 additional students were screened for HIV and Syphilis.
- 807 students were screened for chlamydia and gonorrhea, an increase of 197 from previous year (includes STI testing day)
- 33 female students had a pap test sent to the Lab, an increase of 18 tests from previous year
- 100 % of students were compliant for the State of Maryland meningitis law for providing documentation of an updated meningitis vaccine or a signed waiver in their chart (fall 2018, and spring 2019).
- The top diagnoses were: STI testing (935), Acute Upper respiratory infection (401) Sports Physical (386) Allergy Desensitization (Allergy shots) (254) Acute Pharyngitis (249) Generalized Anxiety Disorder (228)
- 80% of students surveyed were able to identify potential serious complications of OCP that need immediate medical attention.
- 100% of students surveyed were able to identify 2 ways to decrease the likelihood of acquiring a STI
- 100% of students surveyed were able to identify that the best home treatment for a sore throat is with OTC analgesics and gargling with warm salt water

Goal 2: EMBRACE Innovation of the Salisbury University Experience

- Electronic Medical Record is still in use simplify compliance tracking.

Goal 3: FOSTER Community

- 85 students tested for Chlamydia and gonorrhea, during STI testing day with SU's Department of Community Health and its peer educators with Project K.I.S.S.
- Presentation about the status of STI's on SU campus for the STI Summit at UMES, November 2018

Goal 4: PROVIDE Appropriate Programs, Spaces, and Resources for All Members of the Campus Community

- SHS collaborates with the Wicomico Health Department on Sexually Transmitted Infections by providing testing and health education to decrease the number of STI infections.
- SHS monitors the CDC for emerging infectious diseases to provide early detection, treatment and referrals as needed.
- SHS tracks and submits data for the state influenza surveillance weekly.
- Partnered with HR to bring Rite Aid Pharmacy to campus to provide influenza vaccines to the entire campus community to prevent the spread of influenza.

Section VII: Measuring Up – Research, Assessment, and Evaluation

Previous Year’s Goals and Outcomes

Department Goals	Summative Outcomes
Provide health care to students seeking care from SHS	<ul style="list-style-type: none"> • 5568 patient encounters, • Satisfaction survey results: <ul style="list-style-type: none"> ○ 92% rated staff as “excellent” or “very good” ○ 98% rated the Physician, Nurse Practitioner or Registered Nurse as “excellent” or “very good” ○ 97% of students would recommend SHS to their friends.
Continue activities needed for accreditation	<ul style="list-style-type: none"> ▪ 4 emergency drills completed. ▪ A quality improvement study was completed showing an increase in the number of students that present for Oral contraceptives are being screened for sexually transmitted infections, and increased documentation of Oral Contraceptive Pill side effects. ▪ SHS participated in an AAAHC benchmarking survey on safe injection practices. ▪ Data collected for an American College Health Association benchmarking survey on screening and prevention, and acute care.
Continue to collaborate with SCC for students with psychosocial concerns	Monthly meetings with SCC
Achieve 100 % compliance for the State meningitis vaccine requirement	100% compliance achieved.
Achieve 100 % compliance for TB testing for students that answer “yes” on the screening questionnaire.	96% were compliant (157 students answered “yes”)
Create an Operations Manual for SHS office	Manual completed.

Other Division, Campus, External Activity/Service

Project	Key Result(s) or Outcomes	Organizational Changes
<i>Example: Three-Year Student Satisfaction Survey with new math instructional software.</i>	<i>80% of student users indicated new software was helpful to understanding math concepts.</i>	<i>Two additional math sessions using the new software will be added.</i>
New Active Member of CRT committee	Provided input as needed for students of concern	
Tabling event, International Women's Day	Provided handouts and information on health resources to women	
Tabling Event, Transgendered Awareness Day	Provided handouts and information on health resources for SU students	
Tabling Event, Take Back The Night	Provided handouts and information on resources to students with a focus on healthy relationships, dating violence, and sexual assault	

Student Learning Outcomes

Student Learning Outcomes	Mapped to University SLOs	Mapped to Division's SLOs	Evidence of Learning
Female students receiving services for oral contraceptives (OCP) will be able to identify potential warning signs for birth control pills.			<ul style="list-style-type: none"> ▪ 80% of female students surveyed were able to identify potential serious complications of OCP that need immediate medical attention.
Male and female students receiving services for sexually transmitted infection testing will be able to identify two ways to prevent sexually transmitted infections.		▪	<ul style="list-style-type: none"> ▪ 100% of students surveyed were able to identify 2 ways to decrease the likelihood of acquiring a STI
Male and female students receiving services for the evaluation of an acute sore throat will be able to identify two reasons why antibiotics are not prescribed for viral pharyngitis. (antibiotic stewardship)			<ul style="list-style-type: none"> ▪ 84% of students surveyed were able to identify that a sore throat should not always be treated with an antibiotic; ▪ 79% of students surveyed were able to identify that a viral sore throat treated with an antibiotic can lead to antibiotic resistance; ▪ 100% of students surveyed were able to identify that the best home treatment is with OTC analgesics and gargling with warm salt water

Section VIII: Strategic Plan-Related Goals for 2019 – 2020

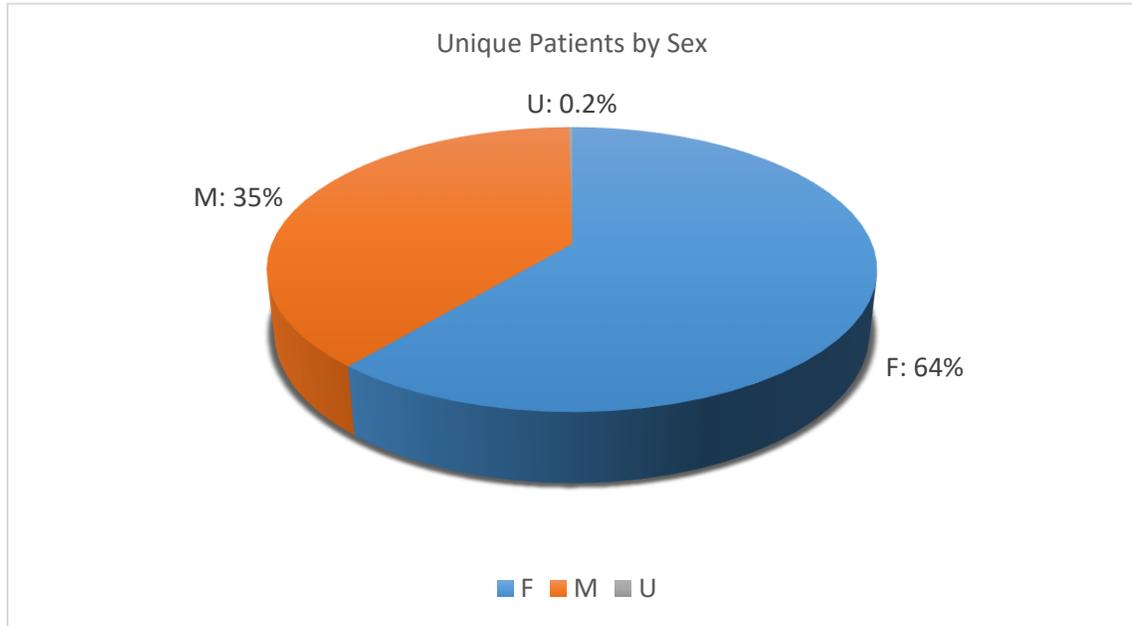
Department Goal or Objective	Mapped to University Strategic Plan Goals	Mapped to SA Strategic Goals	Examples of Assessment Metrics
Provide health care to students seeking care from SHS	Goal 1 Initiative 2	Goal 1	Numbers and percent of individual visits and cumulative encounters tracked through EMR
Complete Application for Accreditation.		Goal 4 Initiative 1	Completed Application
Continue activities needed for reaccreditation		Goal 4 Initiative 1	<ul style="list-style-type: none"> ▪ 4 emergency drills completed ▪ Satisfaction survey completed by December 2019
Achieve 100 % compliance for the State meningitis vaccine requirement.		Goal 3 Initiative 1	Percent of students in compliance as tracked through EMR
Achieve 100 % compliance for the vaccine and Tuberculosis screening questionnaire requirements		Goal 3 Initiative 1	Percent of students in compliance as tracked through EMR
Achieve 100% compliance for TB testing for high risk students		Goal 3 Initiative 1	Percent of students in compliance as tracked through EMR
Achieve 100 % compliance for TB testing for students that answer “yes” on the screening questionnaire		Goal 3 Initiative 1	Percent of students in compliance as tracked through EMR
Explore new teaching strategies to decrease STI rate.	Goal 3 Initiative 6	Goal 2 Initiative 2	Decreased STI rate

APPENDICES, CHARTS, TABLES AND GRAPHS

Appendix 1
Unique Patients by Ethnicity

Ethnicity	# Unique Patients	% Unique Patients
White	1407	67
Black	385	18
Asian	109	5
Hispanic	99	4.6
(Unassigned)	66	2.7
American Indian	30	3
Not Specified	7	0.3
Pacific Islander	5	0.2
Non-Hispanic	1	0.04
Total	2109	

**Appendix II
Unique Patients by Sex**



Sex	# Unique Patients	% Unique Patients
F	1357	64
M	746	35
U	6	0.2

**Appendix III
Appointments by Age**

Age	Appt Counts	Appt Counts (%)
16	1	0.0
17	44	0.9
18	924	19.0
19	1002	20.6
20	1138	23.4
21	956	19.7
22	405	8.3
23	174	3.6
24	84	1.7
25	44	0.9
26	18	0.4
27	4	0.1
28	12	0.3
29	8	0.2
30	2	0.0
31	6	0.1
32	3	0.1
33	1	0.0
34	3	0.1
35	4	0.1
37	1	0.0
38	2	0.1
40	1	0.0
41	2	0.0
43	1	0.0
45	2	0.0
48	2	0.0
50	2	0.0
53	2	0.0
56	1	0.0
57	1	0.0
61	1	0.0
62	3	0.1
66	2	0.1

Appendix IV
Unique Patients by Current Academic Level and Program

Freshman	243	9.06%
Sophomore	555	24.17%
Junior	480	22.50%
Senior	539	24.20%
Unassigned	405	17.32%
Graduate	60	2.74%

Academic Program	Appointment Count
Fulton Sch of Liberal Arts UG	1313
Perdue School of Business UG	845
School of Health Sciences UG	730
Henson Sch of Science/Tech UG	566
School of Nursing UG	417
Seidel Sch of Education UG	361
School of Social Work UG	160
Undergraduate Not Assigned	152
Undergraduate Non-Degree	53
School of Health Sciences GR	47
ELI	33
School of Social Work GR	25
Seidel Sch of Educ/Prof Stu UG	19
Seidel Sch of Education GR	17
Fulton Sch of Liberal Arts GR	14
School of Nursing PB	12
Perdue School of Business GR	10
(Unassigned)	9
Seidel Sch of Educ/Prof Stu GR	8
Seidel Sch of Education DC	3
Perdue School of Business PB	3
Fulton Sch of Liberal Arts PB	2
Graduate Non-Degree	2
Henson Sch of Science/Tech GR	2
Henson Sch of Science/Tech PB	2
School of Health Sciences PB	2
School of Nursing GR	1