

AC 2021-2022 Assessment

Office of Health Services

Division or Department: The Student Experience

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The Student Experience Mission. The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access for education to potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical, and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Student Affairs Mission. The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands on involvement in programs and services, Student Affairs promotes personal development in a student-centered environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity, and collaboration with all members of the university community.

Health Services Mission. The mission of Health Services is to provide cost effective, convenient, high quality and professional health care to eligible Northwestern State University students in a clinic setting addressing physical, emotional, social, and spiritual needs. Health Services will enhance student development through campus

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wide and individual health education with a focus on student learning outcomes in the areas of healthy lifestyle choices, independence, and discernment as a healthcare consumer.

Methodology: The assessment process includes:

- (1) Data from assessment tools (direct & indirect, quantitative & qualitative) are collected and returned to the director.
- (2) The director will analyze the data to determine whether the applicable outcomes are met:
- (3) Results from the assessment will be discussed with the appropriate staff.
- (4) Individual meetings will be held with staff as required (show cause).
- (5) The director, in consultation with the staff, will determine proposed changes to measurable outcomes, assessment tools and service changes for the next assessment period.

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Student Health Services Effectiveness

Service Outcomes:

SO 1. Health Services staff will provide individual, complaint specific education to 100% of patients seen in the clinic and provide interventions to decrease interference with their degree seeking process.

Measure 1.1 Health Services staff will provide written instructions to patients regarding their current health complaints including discharge instructions, referral forms, self-care, medications, non-pharmacological treatment measures, follow-up care, referral appointments, directions to community resources or prevention efforts. The target is to provide printed Lexicomp educational information documents from the EMR to 1,800 patients seen in Health Services.

Finding. Target was met.

Analysis. In AC 2020-2021, the target was met.

A larger number of patients were provided EMR documents. All patients were given verbal instructions during the visit. To give an accurate number of instructions patients were receiving, the target was increased from 300 to 1,500 documents. Specific types of documents include complaint specific educational documents from Lexicomp in the electronic medical records program, referral instructions, and discharge instructions. As a result, in 2020-2021, the target was met. 100%, 1,572 of students were given written instructions on either self-care, medications, non-pharmacological treatment measures, follow up care, referral appointments, directions to community resources or prevention efforts. Complaint specific educational documents from Lexicomp in the electronic medical records were given out 861 times. Discharge instructions were given 1,178 times. Directions, instructions, and referral forms were given 101 times for MD appointments. In total 2,140 educational documents were provided to patients. A larger number of patients were provided EMR documents. All patients were given verbal instructions during the visit as well. To give an accurate number of instructions patients were receiving, the target was increased from 1,500 to 1,800 documents. Specific types of documents include complaint specific educational documents from Lexicomp in the electronic medical records program, referral instructions, and discharge instructions.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022. The target was increased from 1,500 to 1,800 documents provided and Health Services will continue to provide educational materials to 100% of students seen in this clinic.

As a result, in 2021-2022, the target was met. All patients (2,451) were given written instructions on either self-care, medications, non-pharmacological treatment measures, follow up care, referral appointments, directions to community resources or prevention efforts. Complaint specific educational documents from Lexicomp in the electronic

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medical records were given out 1376 times. Discharge instructions were given 2300 times. Directions, instructions, and referral forms were given 327 times for MD appointments. In total 4,003 educational documents were provided to patients.

Decision action or Recommendation.

In AC 2021-2022, the target was met.

Based on the analysis of the 2021-2022 results and to drive continuous improvement in 2022-2023, Health Services staff will provide individual, complaint specific education to 100% of the patients which will improve the student's understanding of their current medical condition.

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Measure 1.2 Health services staff will help increase student knowledge in terms of health and safety. 95% of patients will report an increase in knowledge regarding their health by demonstrating or verbalizing understanding at time of discharge.

Finding. Target was not met.

Analysis. In AC 2020-2021 the target was not met.

The total number of students seen for clinical evaluations at Health Services was 1,598. Of those, 173 (or 10.8%) students completed an electronic satisfaction survey with 161 (or 93%) students reporting an increase in knowledge about their current health condition.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022. The staff verbally confirmed understanding with the patient during the visit and asked for any questions upon discharge to provide a better understanding for the patient.

As a result of these changes, in AC 2021-2022 the target was not met. The target remains the same at 95% increased knowledge during clinical visits. The total number of students seen for clinical evaluations at Health Services during the Fall semester was 1440 during the Fall 2021 semester. Of those, 184 (or 12.78%) students completed satisfaction surveys with 165 (or 89.67%) students reporting specific information they learned during the clinical visit. The goal of 95% was missed by 5.33%.

Decision, action or Recommendation.

In AC 2021-2022 the target was not met.

Based on the analysis of the AC 2021-2022 results, Health Services will implement the following changes in AC 2022-2023 to drive the cycle of improvement. They will provide individualized teaching to patients regarding their chief complaint to improve knowledge. The target for increased knowledge on the fall satisfaction survey will remain at 95%. The staff and front desk workers will be instructed on the importance of reminding patients to complete the satisfaction survey upon discharge from Health Services. The survey media will change in 2022-2023 to an electronic format instead of on paper in hopes that the number of responses will increase. The target for the percentage of patients completing a satisfaction survey will remain at 25%. The number of patients completing the survey increased from 173 to 184.

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Measure 1.3 Health services will monitor class attendance for each patient in hopes to decrease missed class time for their patients. Health Services will survey each student regarding class attendance and at least 90% of patients will report a decrease in missed classes.

Finding. Target was **not met**.

Analysis. In AC 2020-2021 the target was met.

The target was raised from 85% to 90% of patients reporting a decrease in the number of missed classes. As a result, in 2020-2021 the total number of students seen for clinical evaluations at Health Services was 1,598. Of those, 173 (or 10.8%) completed satisfaction surveys with 162 (or 94%) students reporting a decrease in the number of classes missed because of illness. The goal of 90% was surpassed by 2%, therefore the target was met.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022 to drive the cycle of improvement. Health Services strived to increase the number of survey responses received and provided more education regarding the students' medical concerns.

As a result of these changes, in AC 2021-2022 the target was not met. The total number of students seen for clinical evaluations at Health Services during the Fall semester was 1,440. Of those, 184 (or 12.78%) completed satisfaction surveys with 162 (or 88.04%) students reporting a decrease in the number of classes missed because of illness. The goal of 90% was unattained by 1.96%, therefore the target was not met.

Decision, action, or Recommendation.

In AC 2021-2022, the target was not met.

Based on the analysis of the 2021-2022 results, Health Services will assess our impact on retention using the satisfaction survey provided electronically during the fall and spring semester and drive improvement by providing over the counter medication and referrals for physician visits as needed to decrease missed class time. Our target will remain at 90% of students who state the care they received will decrease the number of missed classes.

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SO 2. Health Services will remain 100% compliant with Electronic Medical Record (EMR) updates and software refinements. EMR coordinator will create accounts and train new nursing staff on the use of EMR in Mediat for the Natchitoches Health Service clinic and the Shreveport Health Service clinic. Staff will increase the use of technology over the previous year and focus efforts on the means of communication students prefer.

Measure 2.1 Health Services will remain 100% compliant in EMR software updates.

Finding. Target was met.

Analysis. In AC 2020-2021 the target was met. Health services staff worked with the software vendor and on campus Information Technology department to implement software updates to the EMR.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022 to drive the cycle of improvement. Accounts were created and inactivated as needed for the changing staff in counseling services internship program. Ongoing training for counseling and nursing staff on the use of Mediat was conducted as requested. Health Services participated in all updates provided by the software company and continued to adjust templates to improve workflow.

As a result, in AC 2021-2022 the Mediat home office completed 1 system wide update on 7/15/2021. The EMR coordinator set up 5 new user accounts for Counseling and Career. No new user accounts were set up for Shreveport Health Service clinic. 1 new user account was set up for Natchitoches Health Services. Mediat EMR training was hosted on 8/31/2021 for new users. Templates were updated on 10/25/2021. Mediat cloud integration was launched on 4/12/2022 for trial. Cloud based system went live on 5/9/2022.

Decision, action, or Recommendation.

In AC 2021-2022, the target was met.

Based on the analysis of AC 2021-2022 data results, health services staff will implement the following changes in AC 2022-2023 to drive the cycle of improvement. Health Services will remain 100% compliant with EMR software updates in 2022-2023. Accounts will be created and inactivated as needed for the changing staff in counseling services internship program. Ongoing training for nursing staff on the use of Mediat and training on the Shreveport campus will be conducted as requested. Health Services will participate in all updates provided by the software company and will continue to adjust templates to improve workflow. The plan to implement the Patient Portal Module to facilitate an online communication process for health information will be met. Research will continue to be conducted to determine best use of resources for Natchitoches and Shreveport Health Service clinics.

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Measure 2.2 Health Services will increase communication efforts with students using the top-rated technology methods a minimum of 30 times and use of the online school calendar a minimum of 10 times.

Finding. Target was **not met**.

Analysis. In AC 2020-2021 the target was not met.

Staff utilized the newly implemented NSU (Northwestern State University) Health Services Facebook and Instagram accounts, Northwestern State Student Concerns Facebook page and Student Messenger campus email accounts to advertise programs and educate students about various health topics and health programs offered throughout the campus community. Announcements were sent regarding Life Share blood drives, flu shot clinics, COVID health precautions and other health related information. Social media posts for educational wellness topics and reminders were conducted a total of 62 times and online school calendar was used 2 times.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022 to drive the cycle of improvement. A student worker was tasked with posting relevant health information and reminders on the health services Instagram account as directed and approved by the health services director.

As a result of these changes, in AC 2021-2022 the target was not met. The target was set for 30 times using technology to communicate with students and usage of the online school calendar a minimum of 10 times. Staff utilized the NSU Health Services Instagram account and Student Messenger campus email accounts to advertise programs and educate students about various health topics and health programs offered throughout the campus community. Announcements were sent regarding Life Share blood drives, flu shot clinics, COVID health precautions, COVID vaccine clinics and STI awareness. Social media posts for educational wellness reminders were conducted a total of 31 times and online school calendar was not used this year.

Decision, action, or Recommendation.

In 2021-2022, the target was not met.

Based on the analysis of the 2021-2022 results, the clinic will use social media platforms, email, and student messenger to reach students with information related to our services, programs, and current global health issues. Health services will also provide information on health topics using Health Services Instagram page. We will make use of the online school calendar a minimum of 10 times and maintain the target of 30 times using technology to connect with students. We will also make use of the newly installed Patient Portal to communicate directly with each student individually.

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SO 3. Staff will collaborate with faculty, staff, campus organizations or community stakeholders to provide requested programming.

Measure 3.1 The Health Services staff will participate in a minimum of 25 programs hosted by other on-campus units.

Finding. Target was **met**.

Analysis. In AC 2020-2021 the target was met.

In 2020-2021, the staff of Health Services collaborated with other on campus units to support 29 programs. On campus collaborations involved Freshman Connection Orientation (8-11-20 through 8-15-2020), Scholars College Orientation (8-14-2020), COVID presentation to President's Leadership group (10-1-2020), Virtual Mask Making with Varnado (11-9-2020), Campus wide Holiday COVID Testing (11-12-2020 through 11-19-2020), Diabetes Awareness Program with Disability Support (11-17-2020), Safe Sex with NSU nursing group (12-2-2020), New student orientation (01-07-2021), International student orientation (1-08-2021), COVID PCR testing with Athletics, COVID testing with University Housing (2-3-2021), (2-9-2021), (3-4-2021), (3-11-2021), Krewe of NSU (2-10-2021) On campus ACT student Health Checks (6-13-2020), (7-18-2020), (12-12-2020), (2-6-2021), (4-17-2021), and conducted COVID vaccine clinics (3-24-2021), (3-31-2021), (4-7-2021), (4-21-2021), (4-28-2021), (5-4-2021).

Based on the analysis of the 2020-2021 results, in 2021-2022, Health Services strived to increase collaborations with other on-campus departments, sought out new partnerships and expanded collaborations with the College of Nursing on the Natchitoches campus.

As a result of these changes, in AC 2021-2022 the target was met. The staff of Health Services collaborated with other on campus units to support 67 programs. On campus collaborations involve Freshman/Parent Connection Orientation (5-20-2021, 5-27-2021, 6-03-2021 & 7-08-2021), Freshman Follies (5-20-2021, 5-27-2021 & 7-08-2021), Distribution of Condoms and Educational Materials to CAPA (6-25-2021), COVID testing for Advanced Camp (7-08-2021 & 7-21-2021), Scholars College Orientation (8-1-13-2021), First Level Nursing Student Orientation (8-11-2021), International Student Orientation (8-13-2021 & 1-07-2022), Color Chaos (8-16-2021), Information Station (8-16 & 17-2021), COVID Vaccine Clinic for Band (8-12-2021), COVID Vaccine Clinic for Move In (8-14-2021), COVID Vaccine Clinics at the BCM (8-18-2021, 8-25-2021 & 9-01-2021), Weekly COVID Vaccine Clinics for Students, Faculty and Staff (8-19-2021 through 5-05-2022, a total of 34), Breast Cancer Awareness Program (10-29-2021), Wellness Fest (11-02-2021), College of Nursing: Nursing clinical site for 5th level students, New User HIV Training (12-17-2021), New Student Browse (1-06-2022), Krewe of NSU (2-10-2022), Provided NSU Nursing Students with STI Educational pamphlets for NRMCC Walk in Clinic Health Fair (2-23-2022), Literary Rally (3-12-2022), Collaborated with UPC providing condoms and educational material (3-16-2022), Safe Spring Break Sex Education (3-17-2022), Special Olympics (4-07-2022).

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Decision, action, or recommendation.

In AC 2021-2022, the target was met.

Based on the analysis of the 2021-2022 results, Health Services staff will strive to increase collaborations in 2022-2023 with other on-campus departments from 25 programs to 28 programs. To drive continuous improvement staff will seek out new partnerships and expand collaborations with the College of Nursing on the Natchitoches campus.

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Measure 3.2 The Health Services staff will participate in a minimum of 15 programs hosted by off campus entities.

Finding. Target was met.

Analysis. In AC 2020-2021 the target was not met. The target remained at 15 collaborations. In the Academic year of 2020-2021, Staff collaborated with off campus entities to provide support for 10 programs. Health Services sponsored Life Share blood drives (8-24-2020), (8-25-2020), (3-22-2021 through 3-24-2021). Super One Flu shot clinics for faculty/staff/students (9-21-20, 9-22-20, and 9-29-20), Nurse Family Partnership training (10-29-2020) and a Breast Cancer Awareness Program offering breast exams and women's health information on (10-30-2020). There were more collaborations planned with off campus entities such as The Philadelphia Center but were unable to provide services due to COVID restrictions.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022 to drive the cycle of improvement. As COVID 19 restrictions were gradually lifted, health services were able to work with many off campus entities more freely; planning and implementing new programs.

As a result of this change, in AC 2021-2022, the target was met. Staff collaborated with off campus entities to provide support for 20 programs. Health Services sponsored Life Share blood drives (8-30-2021 through 9-01-2021) (10-18-2021 through 10-21-2021), (11-02-2021), (1-24-2022 through 1-26-2022), (4-18-2022), Super One Flu Shot Clinics for faculty/staff/students (10-11-2021 & 10-12-2021, 11-02-2021 & 11-03-2021), Nurse Family Partnership training (3-11-2022), Vaccine Clinics in Alexandria (9-15 & 16-2021), Well Spot Accreditation from Louisiana Well Ahead Program (10-2021).

Decision, action, or Recommendation.

In AC 2021-2022, the target was met.

Based on the analysis of the AC 2021-2022 results and to drive continuous improvement, Health Services will increase the target number of off campus collaborations from 15 to 18 in Academic year 2022-2023. The staff will reach out to off campus entities requesting collaboration on future projects and programs.

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SO 4. Health Services staff will work with federal and state health departments to participate in initiatives regarding personal and public health and expand services where possible.

Measure 4.1 Health Services staff will collaborate with the CDC in the United States Outpatient Influenza-like Illness Surveillance Network as a sentinel site for monitoring public health by 100% weekly report submissions.

Finding. Target was met.

Analysis. In AC 2020-2021 the target was met.

The collection and reporting of ILI decreased due to the qualifications not being met to acquire samples. In 2020-2021, available Influenza Like Illness data was submitted on a weekly basis to the Center of Disease Control. Health Services was 100% compliant with reporting. Since the COVID pandemic began, Influenza Like Illness Activity remained extremely low. The clinic submitted less specimens for testing than the previous year because of the two reasons listed above. ILI reporting helps the CDC determine which respiratory viruses are circulating in the country and to help determine what strains to include in the following flu vaccine. There were 9 reportable ILI cases with flu checks completed on 34 patients yielding 2 positive results.

In August of 2020, Health Services began submitting COVID 19 PCR samples and antigen results to the Louisiana Department of Health in accordance with the Center of Disease Control guidelines. Northwestern State University collected 452 PCR samples and 10,032 antigen samples. There were 76 positive student COVID 19 cases collected by Northwestern State University Health Services and Athletics combined in 2020-2021.

Based on the analysis of the AC 2020-2021 results, health services staff made the following change. Health services will obtain more ILI samples as COVID numbers begin to fall, as symptomatic patients present.

As a result of this change, in AC 2021-2022, the target was met. Influenza Like Illness data was submitted on a weekly basis to the Center of Disease Control. Health Services was 100% compliant with reporting. Since the COVID pandemic began, Influenza Like Illness Activity has remained extremely low. The clinic submitted less specimens for testing than in previous years. ILI reporting helps the CDC determine which respiratory viruses are circulating in the country and to help determine what strains to include in the following flu vaccine. There were 3 reportable cases with flu checks completed on 88 patients yielding 37 positive results. Health Services continued testing patients and submitting COVID 19 PCR samples and antigen results to the Louisiana Department of Health in accordance with the Center for Disease Control guidelines. Northwestern State University collected 56 PCR samples and 7,617 antigen samples. There were 256 student positive COVID 19 cases from testing performed on campus with a total of 334 reportable student COVID 19 cases in 2021-2022.

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Decision, action, or recommendation.

In AC 2021-2022, the target was met.

Based on the analysis of the AC 2021-2022 data and to drive continued improvement, Health Services will remain 100% compliant with obtaining samples and reporting sentinel data to the CDC using their online monitoring system.

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Measure 4.2 Health Services will collaborate with the Louisiana Department of Public Health to perform at least 800 screening tests for Sexually Transmitted Infections.

Finding. Target was not met.

Analysis. In AC 2020-2021, the target was not met.

The target of 700 collections was met and increased to 800 STI screening collections. Chlamydia and gonorrhea testing are both performed on the same urine specimen therefore the tests are counted together, but the results are presented separately and the same applies for the Chlamydia and gonorrhea oral samples. The total number of specimens submitted for testing was 474 which decreased from 692 specimens submitted the previous year. 264 urine specimens were submitted for testing of chlamydia and gonorrhea and 210 oral specimens were submitted for testing of chlamydia and gonorrhea. 12% of the specimens were positive for chlamydia and 3.6% of the specimens were positive for gonorrhea. Of the 110 HIV tests performed 0 were positive for a 0% rate.

Based on the analysis of the AC 2020-2021 results, the health services staff made the following changes in AC 2021-2022 to drive the cycle of improvement. The staff encouraged more testing through social media communications and outreach efforts across the campus. With the return of a more normal student experience in the Fall, our testing numbers increased.

As a result of these changes, in AC 2021-2022 the target was not met. Chlamydia and gonorrhea testing are both performed on the same urine specimen therefore the tests are counted together, but the results are presented separately and the same applies for the Chlamydia and Gonorrhea oral samples. The total number of specimens submitted for testing was 669, which increased from 474 specimens submitted the previous year. 256 urine specimens were submitted for testing of chlamydia and gonorrhea. 38 of the specimens tested positive for Chlamydia, for a 14% positive rate. 16 specimens tested positive for Gonorrhea, for a 6% positive rate. 242 oral specimens were submitted for testing of Chlamydia and Gonorrhea. 6 of the oral specimens tested positive for Gonorrhea for a 3% positive rate and 13 oral specimens tested positive for Chlamydia, resulting in a 5% positive rate. Of the 170 HIV tests performed 2 were positive for a 1% positive rate.

Decision, action, or Recommendation.

In AC 2021-2022 the target was not met.

Based on the analysis of the 2021-2022 data and to drive continuous improvement, in 2022-2023 the staff will encourage more testing through social media communications and partnering with on-campus organizations to promote STI education.

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Comprehensive summary of key evidence seeking improvement based on the analysis of the results.

- SO 1: Written and verbal instructions were given to 100% of patients, including 2,300 discharge instructions, 1,376 Lexicomp educational documents and 327 referral forms, directions, and instructions were given for physician appointments. Of the students surveyed 89.67 % were able to state specific knowledge gained during their office visit and 88.04 % reported a decrease in the number of missed classes.
- SO 2: The survey provided during the Fall semester assessed how students receive information from Health Services. This enabled the clinic to focus advertising and announcements on the top-rated means of technology use. The clinic remained current with 100% of software updates, posted 31 times on Instagram, but did not use the school calendar this year.
- SO 3: Health Services participated in collaborative programming with various on campus units and off campus entities. The on-campus target was 20 programs, 67 were completed and the off-campus target was 15 programs where 20 were completed.
- SO 4: Health Services achieved the 100% target for weekly reports to the CDC as a sentinel site for the U.S. outpatient Influenza-like Illness Surveillance Network. The target of performing 800 STI tests was missed by 131 collections. Weekly reporting of COVID positive results to the Louisiana Department of Health was completed. COVID testing was provided to all NSU students, faculty, staff and dependents. 7,673 PCR and/or antigen samples were collected.

Plan of action moving forward.

Moving forward, our goals for 2022-2023 include reaching unmet targets for improved communication with students utilizing their preferred technological means. We will continue to post on social media platforms and utilize the school calendar to provide health education topics and clinic information and strive to reach out to educate more students. We will work to show an elevation of patients reporting increased knowledge regarding their health and decreased amount of missed class time using results from the survey. We will continue to maintain 100% compliance with sentinel site reporting to the CDC and electronic medical record software updates. Health Services will strive to reach the target for STI testing by providing STI education to students across social media platforms and through increased campus outreach programs.