

Assessment Cycle 2022-2023-Midyear

Office of Health Services

Division or Department: Student Affairs

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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 provide equal access for education to potential students throughout the state and region and promote 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.

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 2021-2022, the target was met.

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. 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 medical records were given out 1,376 times. Discharge instructions were given 2,300 times. Directions, instructions, and referral forms were given 327 times for MD appointments. In total 4,003 educational documents

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were provided to patients.

Based on the analysis of the 2021-2022 results the staff made the following changes in AC 2022–2023 to drive the cycle of improvement. Health Services staff provided individual, complaint specific education to 100% of the patients which will improve the student’s understanding of their current medical condition.

As a result of these changes, in AC 2022-2023 the target was met. All patients (1,902) 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 1,398 times. Discharge instructions were given 3,365 times. Directions, instructions, and referral forms were given 168 times for MD appointments. In total 4,931 educational documents were provided to patients.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Due to the decline in university enrollment and the ease of the Covid pandemic, no longer in an emergency phase, the target will remain at 1800 complaint specific documents provided to 100% of students seen at Health Services.

These changes will improve the student's ability to understand their specific health conditions and what preventative efforts they should be taking to improve their overall health, thereby continuing to push the cycle of improvement forward.

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 met.

Analysis.

In AC 2021-2022 the target was not met.

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. 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%.

Based on the analysis of the AC 2021-2022 results, Health Services implemented the following changes in AC 2022-2023 to drive the cycle of improvement. They provided individualized teaching to patients regarding their chief complaint to improve knowledge. The staff and front desk workers were instructed on the importance of reminding patients to complete the satisfaction survey upon discharge from Health Services. The survey

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media changed in 2022-2023 to an electronic format instead of on paper in hopes that the number of responses will increase.

As a result of these changes, in AC 2022-2023 the target was met. 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. 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 Spring semester was 876. Of those, 31 (or 3.54%) students completed satisfaction surveys with 31 (or 100%) of students reporting that they gained specific knowledge about their current health condition during the clinical visit. The goal of 95% was reached and exceeded by 5%.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. The electronic survey will be available for students to participate in, in both the Fall and Spring semesters. All front desk workers will encourage all students to complete the satisfaction survey.

These changes will improve the student's ability to demonstrate what they have learned and the importance of maintaining good health, thereby continuing to push the cycle of improvement forward.

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 met.

Analysis.

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

Health Services strived to increase the number of survey responses received and provided more education regarding the students' medical concerns. 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.

Based on the analysis of the 2021-2022 results, Health Services made the following changes in AC 2022-2023 to drive the cycle of improvement. The staff assessed the impact on retention using the satisfaction survey provided electronically during the Spring semester and drive improvement by providing over the counter medication and referrals for physician visits as needed to decrease missed class time.

As a result of these changes, in AC 2022-2023 the target was met. Health Services provided more education regarding the students' medical concerns as evidence of survey responses. The total number of students seen for clinical evaluations at Health Services

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during the Spring semester was 876. Of those, 31 (or 3.54%) completed satisfaction surveys with 29 (or 93.5%) students reporting a decrease in the number of classes missed because of illness. The goal of 90% was reached and exceeded by 3.5%, therefore the target was met.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. We will provide education to each student on the use of medications, how to improve their health more quickly, and the use of telemedicine to decrease missed class time. The electronic survey will be made available during both the Fall and Spring semesters for student participation. The staff and front desk workers encourage all students to participate in the survey.

These changes will improve the student's ability to remain healthy, decreasing the amount of missed class time, thereby continuing to push the cycle of improvement forward.

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 2021-2022, the target was met.

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.

Based on the analysis of AC 2021-2022 data results, health services staff implemented the following changes in AC 2022-2023 to drive the cycle of improvement. Health Services remained 100% compliant with EMR software updates in 2022-2023. Accounts were 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 were conducted as requested. Health Services participated in

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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 was met. Research continued to be conducted to determine the best use of resources for Natchitoches and Shreveport Health Service clinics.

As a result of these changes, in AC 2022-2023 the target was met. Accounts were created and inactivated as needed for the changing staff in counseling services and on the Shreveport campus. The Medicat home office completed 1 system wide update on 4/22/2023. The EMR coordinator set up 5 new user accounts for Counseling and Career. There were 2 new user accounts set up for Shreveport Health Service clinic. No new users accounts were set up for Natchitoches Health Services. Medicat EMR training was hosted on 6/15/2022, 7-27-2022, 8-3-2022, 8-10-2022 and 8-17-2022 for portal training and 5/4/2023 for new users. Templates were updated 5 times throughout the Fall and Spring semesters.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Health Services will remain 100% compliant with EMR software updates. Accounts will be created and inactivated as needed for changing staff in the counseling services inter program. Health Services will participate in all updates provided by the software company. Templates will be added or adjusted to improve workflow. The Patient Portal will be utilized more frequently to communicate with students and provide medical education in a more technologically advanced way. Set up new accounts on the Shreveport campus and provide training for new personnel.

These changes will improve the students' ability to be best informed about their health and to be able to easily and confidentially communicate with Health Services Staff thereby continuing to push the cycle of improvement forward.

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 2021-2022, the target was not met.

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. 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

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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.

Based on the analysis of the 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. The clinic used social media platforms, email, and student messenger to reach students with information related to our services, programs, and current global health issues. Health services provided information on health topics using Health Services Instagram page. We made use of the online school calendar a minimum of 10 times and maintained the target of 30 times using technology to connect with students. We made use of the newly installed Patient Portal to communicate directly with each student individually.

As a result of these changes, in AC 2022-2023 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 vaccine clinics and STI awareness. Social media posts for educational wellness reminders were conducted a total of 25 times and online school calendar was used 3 times.

Decision:

In AC 2022-2023 the target was not met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. The staff will post more frequently to the Instagram page providing weekly tips for health improvement and disease prevention, encourage use of the electronic survey, and increase the usage of the Patient Portal. The task of posting relevant health information, reminders, and news will be taken over by the health services director.

These changes will improve the student's ability to be best informed about health education initiatives and programs offered by Health Services and throughout the community, increase the student's knowledge of services provided by Health Services and partnering NRMC, increase communication, and give feedback to the clinic staff thereby continuing to push the cycle of improvement forward.

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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 2021-2022, the target was met.

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. 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 NRMC 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).

Based on the analysis of the 2021-2022 results, the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. Health Services staff increased collaborations in 2022-2023 with other on-campus departments from 25 programs to 28 programs.

As a result of these changes, in AC 2022-2023 the target was met. Health Services sought out new partnerships and expanded collaborations with the Natchitoches Regional Medical System Walk in Clinic, offering Telehealth visits for students seen in the Health Services Clinic who needed further assessment or higher level of care. The staff of Health Services collaborated with other on-campus units to support 46 programs. On-campus collaborations involved Freshman/Parent Connection Orientation (5-18-2022, 5-25-2022, 6-01-2022 & 7-07-2022), Freshman Follies (5-18-2022, 5-25-2022 & 6-01-2022), Distribution of Condoms and Educational Materials to CAPA (6-20-2022), First Level Nursing Student Orientation (8-10-2022), International Student Orientation (8-12-2022 & 1-6-2023), Color Chaos (8-15-2022), What's the Scoop student Informational (8-15 & 16-2022), Weekly COVID Booster Shot Clinics for Students, Faculty and Staff (10-6-2022 through 3-16-2023) (for a total of 21), COVID vaccine shot clinics (8-11-2022, 8-18-2022, 8-25-2022), Breast Cancer Awareness

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Program (10-22-2022), Wellness Fest (11-08-2022), College of Nursing: Nursing clinical site for 5th level students two days per week for the Fall semester, Krewe of NSU (2-16-2023), Literary Rally (2-4-2023), Safe Spring Break Sex Education (3-27-2023), Special Olympics (4-18-2023), Partnering with the Natchitoches Parish Health Unit to provide STI testing and education (4-11-2023), Freshman Connection education on new telehealth offering due to partnership with NRMC (2-15-2023).

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. The staff will increase the number of collaborations with on and off campus departments and organizations from 28 to 30 programs. Health Services will utilize the resources of Natchitoches Regional Medical Center through their partnership to increase the number of health-related initiatives provided to students. Furthermore, the staff will seek new partnerships and expand collaborations with the College of Nursing on the Natchitoches campus.

These changes will improve the student's ability to be better informed about specific health resources available on campus for treatment and prevention, thereby continuing to push the cycle of improvement forward.

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 2021-2022, the target was met.

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. 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).

Based on the analysis of the AC 2021-2022 results the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. Health Services increased the target number of off campus collaborations from 15 to 18 in the academic year 2022-2023. The staff reached out to off campus entities requesting collaboration on future projects and programs.

As a result of these changes, in AC 2022-2023 the target was met. Health Services staff was able to work with off campus organizations and health providers to plan and implement new programs and services offered. Staff collaborated with off campus entities to provide support for 90 programs. Health Services sponsored Life Share blood drives (8-28-2022 & 8-30-2022) (10-24-2022 & 10-25-2022), (11-8-2022), (1-30-2023

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& 1-31-2023), (3-27-2023 & 3-28-2023), Super One Flu Shot Clinics for faculty/staff/students (10-27-2022 & 11-8-2022, Nurse Family Partnership training (3-10-2023), Partnered with Natchitoches Parish Health Unit for STI testing and education (4-11-2023), Provided 77 Telehealth visits through the partnership with NRMC Walk in Clinic.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. The Health Services staff will increase the number of Telehealth visits performed with NRMC, educate our students about the new service and what is included. They will utilize the vast resource of the Natchitoches Regional Medical Center to collaborate more often on student health education.

These changes will improve the student's ability to increase knowledge about their health, how to remain healthy by living a healthier lifestyle, what off campus services and programs are available in the community and how to utilize them and allowing the student to receive a higher level of care via the use of Telehealth services, thereby continuing to push the cycle of improvement forward.

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 2021-2022, the target was met.

Health services will obtain more ILI samples as COVID numbers begin to fall, as symptomatic patients present. 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

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COVID 19 cases in 2021-2022.

Based on the analysis of the AC 2021-2022 results the staff made the following changes in AC 2022-2023 to drive the cycle of improvement. Health Services remained 100% compliant with obtaining samples and reporting sentinel data to the CDC using their online monitoring system.

As a result of these changes, in AC 2022-2023 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 the report. 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 2 reportable cases with flu checks completed on 102 patients yielding 18 positive results. Health Services continued testing patients and submitting COVID 19 antigen results to the Louisiana Department of Health in accordance with the Center for Disease Control guidelines. Northwestern State University collected 1 PCR sample and 830 antigen samples. There were 94 students positive COVID 19 cases from testing performed on campus with a total of 211 reportable student COVID 19 cases in 2022-2023.

Decision:

In AC 2022-2023 the target was met.

Based on the analysis of the 2022-2023 results, the staff will implement the following changes in AC 2023-2024 to drive the cycle of improvement. Health Services will continue to be 100% compliant with testing and reporting to the CDC and Louisiana Department of Health of sentinel data, using their online reporting system. As the status of pandemic for COVID 19 has changed, online reporting is no longer required. Health Services will remain compliant as new global health concerns arise and mandates change.

These changes will improve the student's ability to actively participate in the regional data collection of respiratory viruses are circulating in the country and to help determine what strains to include in flu vaccine for the next years thereby continuing to push the cycle of improvement forward.

[Comprehensive summary of key evidence seeking improvement based on the analysis of the results.](#) The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2022-2023. These changes are based on the knowledge gained through the AC 2021-2022 results analysis.

1.1: Health Services staff provided individual, complaint specific education to 100% of the patients which will improve the student's understanding of their current medical condition.

1.2: The staff provided individualized teaching to patients regarding their chief complaint to improve knowledge. The staff and front desk workers were instructed on the importance of reminding patients to complete the satisfaction survey upon discharge from Health Services. The survey media changed in 2022-2023 to an electronic format instead of on paper in hopes that the number of responses will increase.

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1.3: The staff assessed the impact on retention using the satisfaction survey provided electronically during the Spring semester and drive improvement by providing over the counter medication and referrals for physician visits as needed to decrease missed class time.

2.1: Accounts were created and inactivated as needed for the changing staff in counseling services internship program. Ongoing training for nursing staff on the use of Medcat and training on the Shreveport campus were conducted as requested. Health Services participated 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 was met. Research continued to be conducted to determine the best use of resources for Natchitoches and Shreveport Health Service clinics.

2.2: The clinic used social media platforms, email, and student messenger to reach students with information related to our services, programs, and current global health issues. Health services provided information on health topics using Health Services Instagram page. We made use of the online school calendar a minimum of 10 times and maintained the target of 30 times using technology to connect with students. We made use of the newly installed Patient Portal to communicate directly with each student individually.

3.1: Health Services staff increased collaborations in 2022-2023 with other on-campus departments from 25 programs to 28 programs.

3.2: Health Services increased the target number of off campus collaborations from 15 to 18 in the academic year 2022-2023. The staff reached out to off campus entities requesting collaboration on future projects and programs.

4.1: Health Services remained 100% compliant with obtaining samples and reporting sentinel data to the CDC using their online monitoring system.

Plan of action moving forward.

1.1: Due to the decline in university enrollment and the ease of the Covid pandemic, no longer in an emergency phase, the target will remain at 1800 complaint specific documents provided to 100% of students seen at Health Services.

1.2: The electronic survey will be available for students to participate in, in both the Fall and Spring semesters. All front desk workers will encourage all students to complete the satisfaction survey.

1.3: We will provide education to each student on the use of medications, how to improve their health more quickly, and the use of telemedicine to decrease missed class time. The electronic survey will be made available during both the Fall and Spring semesters for student participation. The staff and front desk workers encourage all students to participate in the survey.

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2.1: Health Services will remain 100% compliant with EMR software updates. Accounts will be created and inactivated as needed for changing staff in the counseling services inter program. Health Services will participate in all updates provided by the software company. Templates will be added or adjusted to improve workflow. The Patient Portal will be utilized more frequently to communicate with students and provide medical education in a more technologically advanced way. Set up new accounts on the Shreveport campus and provide training for new personnel.

2.2: The staff will post more frequently to the Instagram page providing weekly tips for health improvement and disease prevention, encourage use of the electronic survey, and increase the usage of the Patient Portal. The task of posting relevant health information, reminders, and news will be taken over by the health services director.

3.1: The staff will increase the number of collaborations with on and off campus departments and organizations from 28 to 30 programs. Health Services will utilize the resources of Natchitoches Regional Medical Center through their partnership to increase the number of health-related initiatives provided to students. Furthermore, the staff will seek new partnerships and expand collaborations with the College of Nursing on the Natchitoches campus.

3.2: The Health Services staff will increase the number of Telehealth visits performed with NRMC, educate our students about the new service and what is included. They will utilize the vast resource of the Natchitoches Regional Medical Center to collaborate more often on student health education.

4.1: Health Services will continue to be 100% compliant with testing and reporting to the CDC and Louisiana Department of Health of sentinel data, using their online reporting system. As the status of pandemic for COVID 19 has changed, online reporting is no longer required. Health Services will remain compliant as new global health concerns arise and mandates change.