

Assessment Cycle 2023-2024

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 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 focuses on student learning outcomes in 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 2022-2023 the target was met. 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. 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.

Based on the analysis of the AC 2022-2023 results, the staff made 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

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target will remain at 1800 complaint specific documents provided to 100% of students seen at Health Services.

As a result of these changes, in AC 2023-2024 the target was met. All patients (2,373) 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 2,532 times. Discharge instructions were given 2,604 times. Directions, instructions, and referral forms were given 292 times for MD or Walk in Clinic appointments. In total 5,428 educational documents were provided to patients.

Decision:

In AC 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 to drive the cycle of improvement. The target will remain at 100% of students receiving complaint specific documents provided by the nurses 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 2022-2023 the target was met. 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 media changed in 2022-2023 to an electronic format instead of on paper in hopes that the number of responses will increase. 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%.

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

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As a result of these changes, in AC 2023-2024 the target was met. 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 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 and Spring semesters was 2373. Of those, 118 (or 4.97%) students completed satisfaction surveys with 118 (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 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 to drive the cycle of improvement. The electronic survey will be available for students to participate in, in both the Fall and Spring semesters with a 95% goal of students reporting increased knowledge about their current health condition. 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 2022-2023 the target was met.

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. 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 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.

Based on the analysis of the AC 2022-2023 results, the staff made the following changes in AC 2023-2024 to drive the cycle of improvement. We provided 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 was made available

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during both the Fall and Spring semesters for student participation. The staff and front desk workers encouraged all students to participate in the survey.

As a result of these changes, in AC 2023-2024 the target was met. The staff assessed the impact on retention using the satisfaction survey provided electronically during the Fall and Spring semesters and drove improvement by providing over the counter medication and referrals for physician visits as needed to decrease missed class time. 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 during the Fall and Spring semesters was 2373. Of those, 118 (or 4.97%) completed satisfaction surveys with 107 (or 90.7%) students reporting a decrease in the number of classes missed because of illness. The goal of 90% was reached and exceeded by 0.7%, therefore the target was met.

Decision:

In AC 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 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 available during the Fall and Spring semesters for student participation.

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 2022-2023 the target was met. 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 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. Accounts were created and inactivated as needed for the changing staff in counseling services and on the Shreveport campus. The Mediat home office completed 1 system wide update on 4/22/2023. The EMR coordinator set up 5 new user accounts for Counseling and Career.

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There were 2 new user accounts set up for Shreveport Health Service clinic. No new users accounts were set up for Natchitoches Health Services. Mediat 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.

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

As a result of these changes, in AC 2023-2024 the target was met. 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 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. Accounts were created and inactivated as needed for the changing staff in counseling services. The Mediat home office completed 1 system wide update on 4/22/2023. The EMR coordinator set up 3 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. Mediat EMR training was hosted on 9/6/202, 9/7/2023 and 9/8/2023. Templates were updated 3 times throughout the Fall and Spring semesters. Health Services remained 100% compliant with software updates in AC 2023-2024. Therefore, the target was met.

Decision:

In AC 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 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 intern 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.

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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 2022-2023 the target was not met. 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. The target was set for 30 times using technology to communicate with students and usage of the online school calendar at least 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 25 times, and online school calendar was used 3 times.

Based on the analysis of the AC 2022-2023 results, the staff made the following changes in AC 2023-2024 to drive the cycle of improvement. The staff posted 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 were taken over by the health services director.

As a result of these changes, in AC 2023-2024 the target was not met. 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 were not able to make use of the newly installed Patient Portal to communicate directly with each student individually. The target was set for 30 times using technology to communicate with students and usage of the online school calendar at least 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, and STI awareness. Social media posts for educational wellness reminders were conducted 9 times and online school calendar was used 3 times.

Decision:

In AC 2023-2024 the target was not met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 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 shared by the health director and clinic nurse.

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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 NRMHC, increase communication, and give feedback to the clinic staff thereby continuing to push the cycle of improvement forward.

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 2022-2023 the target was met. Health Services staff increased collaborations in 2022-2023 with other on-campus departments from 25 programs to 28 programs.. 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 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 NRMHC (2-15-2023).

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

As a result of these changes, in AC 2023-2024 the target was met. Health Services staff increased collaborations in 2023-2024 with other on-campus departments from 25 programs to 28 programs. Health Services continued the partnership 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

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support 48 programs. On campus collaborations involved Freshman/Parent Connection Orientation (5-24-2023, 5-31-2023, 6-15-2023 & 7-12-2023), Calm Room assistance (6-24-2023, 6-31-2023, 6-15-2023 & 7-12-2023) Freshman Follies (5-24-2023, 5-31-2023 & 7-12-2023), Distribution of Condoms and Educational Materials to CAPA (8-8-2023), First Level Nursing Student Orientation (8-10-2023), Scholars College Orientation on Services (8-11-2023), First Night Fest (8-12-2023), Color Chaos (8-14-2023), Information Station student Informational (8-14 & 15-2023), Video Interview on Heat with campus media (8-22-2023) Wellness Fest (11-7-2023), College of Nursing: Nursing clinical site for 5th level students three days per week for the Fall semester (21 total days), Krewe of NSU (2-8-2024), Literary Rally (2-24-2024), Leap Day Sex Education (2-29-2024), Special Olympics (3-19-2024), Demon Fest (4-6-2024), Partnering with the Natchitoches Parish Health Unit to provide STI testing and education (4-17-2024), New Freshman Connector education on Health Services offerings (2-14-2024).

Decision:

In AC 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 to drive the cycle of improvement. The staff will increase the number of collaborations with on and off campus departments and organizations from 30 to 32 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 2022-2023 the target was met. 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. 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 & 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.

Based on the analysis of the AC 2022-2023 results, the staff made the following changes in AC 2023-2024 to drive the cycle of improvement. The Health Services staff increased the number of Telehealth visits performed with NRMC, educating our students about the new service and what is included. They utilized the vast resource of the Natchitoches

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Regional Medical Center to collaborate more often on student health education.

As a result of these changes, in AC 2023-2024 the target was met. The staff reached out to off campus entities requesting collaboration on future projects and programs. 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 169 programs. Health Services sponsored Life Share blood drives (8-28,29 & 30-2023) (10-23,24 & 25-2023), (1-29,30 & 31-2024), (4-15,16 & 17-2024), Willis Knighton flu clinic at the Wellness Fest (11-7-2023), Nurse Family Partnership training (3-20-2024), Partnered with Natchitoches Parish Health Unit for STI testing and education (4-17-2024), Provided 142 Telehealth visits through the partnership with NRMC Walk in Clinic, Collaborated with Walgreens for the Vet Tech program Rabies vaccinations (2-9-2024, 3-12,13,14,15, 21 & 22-2024).

Decision:

In AC 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 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 2022-2023 the target was met. Health Services remained 100% compliant with obtaining samples and reporting sentinel data to the CDC using their online monitoring system. 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

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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.

Based on the analysis of the AC 2022-2023 results, the staff made the following changes in AC 2023-2024 to drive the cycle of improvement. Health Services continued 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 remained compliant as new global health concerns arise and mandates change.

As a result of these changes, in AC 2023-2024 the target was met. Health Services remained 100% compliant with obtaining samples and reporting sentinel data to the CDC using their online monitoring system. Influenza Like Illness data was submitted weekly 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 no reportable cases with flu checks completed on 31 patients yielding 10 positive results. Health Services continued testing patients for COVID 19, however, reporting to the Louisiana Department of Health was no longer required.

Decision:

In AC 2023-2024 the target was met.

Based on the analysis of the AC 2023-2024 results, the staff will implement the following changes in AC 2024-2025 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 ended, 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 2023-2024. These changes are based on the knowledge gained through the AC 2022-2023 results analysis.

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 was available for students to participate in, in both the Fall and Spring semesters. All front desk workers encouraged all students to complete the satisfaction survey.

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1.3: We provided 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 was made available during both the Fall and Spring semesters for student participation. The staff and front desk workers encouraged all students to participate in the survey.

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

2.2: The staff posted 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 were taken over by the health services director.

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

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

4.1 Health Services continued 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 remained compliant as new global health concerns arise and mandates change.

Plan of action moving forward.

1.1: The target will remain at 100% of students receiving complaint specific documents provided by the nurses at Health Services.

1.2: The electronic survey will be available for students to participate in, in both the Fall and Spring semesters with a 95% goal of students reporting increased knowledge about their current health condition. 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

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electronic survey will be available during the Fall and Spring semesters for student participation.

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 intern 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 shared by the health director and clinic nurse.

3.1: The staff will increase the number of collaborations with on and off campus departments and organizations from 30 to 32 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 ended, online reporting is no longer required. Health Services will remain compliant as new global health concerns arise and mandates change.