Assessment Review/Executive Summary for Student Affairs  
(Complete after assessment)

Department: Student Health Center  
Assessment Title: FY 08 Monthly Statistics Annual Summary

SAAT Liaison:

Overview & Response Rate: Provide the methods used to administer the assessment and the timeline. Identify demographics of respondents; include the number mailed or interviewed and the number completed.

Health Center utilization data is compiled monthly for the Health Center. This report is a summary of the annual data.

Distribution: List groups that will receive reports (oral or written) from this assessment. Include timeline for when presented.

Student Health Center Staff
Student Health Center Advisory Committee (SHAC)

Summary of Findings: Include narrative, table and figures, if applicable. What did you learn?
See attached results and comparison with previous year. Patient visits to medical providers increased over the previous year, but Nurse Clinic visits, prescriptions and lab tests decreased. Overall patient contacts and distinct patients served decreased over the previous year.

It is unusual for patient contacts to decline. However, most of the change was due to the fact that the SHC no longer offered meningitis or TB outreach programs in FY 08 (most freshmen now get the meningitis vaccine before coming to college and some school districts no longer require the TB tests). In previous years, these outreach programs added hundreds of patient contacts.

Dramatic price increases in oral contraceptives caused a decline in Pharmacy only patients and prescriptions. Competition from large chains that offer very low cost prescriptions is also causing some declines.

No show rates remain low overall due to the emphasis on same day appointments. Major changes to the psychiatry clinic (better orientation for residents, use of recalls instead of making future appointments) reduced the no show rate from 28% to 14% this year.

Link to Strategic Plan: List the strategic plan objective supported by this assessment. Specifically identify the results which relate to strategic initiative(s).

Student Health Center monthly statistics are used to assess progress on the SHC objective: Expand medical services offered. The total patient contacts per year are compared to track progress (goal is 15% increase over a 5-year period). Currently, total patient contacts have increased 8% between FY 04 and FY 08.

Link to Learning/Program Outcomes: List the learning/program outcome supported by this assessment. Specifically identify the results which provide evidence of learning.

No show rates for the psychiatry clinic are measured to track progress on Program Outcome 4, Access to Mental Health Services will improve. The goal of 15% or less was met in FY08: the annual no show rate was 14%.

Recommendations/Action Plan: Describe specific actions or programmatic changes you will make resulting from this assessment. Include semester(s) of implementation and proposed follow up assessment.

Continue emphasis on same day appointments to keep no show rates low.

Allocate resources for peak demand coverage so that additional appointments can be offered to students to increase total patient contacts.

Return completed form to VPSA Office, 980 J.C. Kellam, before the end of the semester in which the assessment was conducted.
<table>
<thead>
<tr>
<th>Service</th>
<th>FY 2008</th>
<th>FY 2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatry</td>
<td>1.69</td>
<td>1.72</td>
<td>1.16%</td>
</tr>
<tr>
<td>Medicine Clinic</td>
<td>0.60</td>
<td>1.82</td>
<td>132.1%</td>
</tr>
<tr>
<td>Women's Clinic</td>
<td>0.60</td>
<td>1.82</td>
<td>132.1%</td>
</tr>
<tr>
<td>Pediatric</td>
<td>1.14</td>
<td>3.32</td>
<td>186.75%</td>
</tr>
<tr>
<td>% No Shows</td>
<td>2.35%</td>
<td>1.22%</td>
<td>3.37%</td>
</tr>
</tbody>
</table>

Distinct Patients

PTD Patient Contacts: 13,524
Total Patient Contacts: 53,088
X-rays: 33,996
Total Lab Tests: 32,910
Total Prescriptions & OTCs: 3,192
Pharmacy Only: 625
Nurse Clinic: 2,011
Total Provider Contacts: 2,683
Physician Clinic: 0
Nutrition Clinic: 54
Women's Clinic: 14,748
Medicine Clinic: 1,051

SHC Statistics - FY 2008 Summary Report

FY 2008 Total: 82,087

Student Health Center Statistics