Major Accomplishments/Retention Initiatives

The main goals for the Student Health Center (SHC) in 2009-2010 were to enhance the quality of services, improve access to services, and support student success. Major accomplishments in support of those goals included:

1. The Electronic Health Record (EHR) was implemented and has improved the quality of care, increased patient safety, enhanced access to medical information and decreased costs.
2. Online Student Health (OSH) was implemented to enhance service delivery. OSH is a patient portal that allows patients to review and cancel appointments, utilize secure messaging to communicate with medical providers, obtain test results and instructions, fill out medical forms, and print office visit tickets.
3. Developed and executed an H1N1 Influenza education campaign for the campus community to emphasize the importance of prevention and following public health recommendations from the CDC and Department of State Health Services.
4. Provided guidance for the university’s successful H1N1 Influenza response. No major outbreaks or deaths occurred in the campus community during the pandemic.
5. Led efforts on campus to educate the campus community about the growing health hazard of exposure to second-hand smoke. As a result of those efforts, the university may decide to become a tobacco-free campus.
6. Developed a new funding model for the Student Health Center including office visit charges and billing insurance. Received support from the Associated Student Government and President’s Cabinet to implement the new funding model beginning fall 2010.

Retention Initiatives included:

1. Supported the Mentoring Program with several SHC staff members serving as mentors.
2. Participated in the PAWS Alert program and assisted students with suspected medical or psychological problems.
3. Supported the Gear Up for Next Semester program by displaying signs in the SHC with important dates/deadlines and sending letters to students with SHC “holds”.
Progress on 2004-2015 Administrative Support Plan

In order to improve the response to students with physical and mental health concerns, the following strategic initiatives were completed in FY10:

1. To improve access to healthcare during periods of the year when demand surges, a Peak Demand Coverage Plan was implemented which included hiring additional temporary medical personnel and increasing the number of appointment slots available for patients.
2. An Electronic Health Record (EHR) was implemented to improve the quality of care and patient safety, as well as to increase access to health information.
3. Online Student Health (OSH), an online patient portal, was implemented to provide patients with an easy way to review/cancel appointments, receive secure messages from medical providers, obtain test results and instructions, download medical forms and print tickets with visit charges.
4. A Receptionist position was added to provide consistent, high quality information for students, visitors and callers.

To support academic departments, the following research collaborations or presentations were undertaken:

1. Concussion Study: The SHC collaborated with Dr. Denise Gobert, Assistant Professor in the Department of Physical Therapy, to conduct a study evaluating the long term mental and physical consequences of mild concussions.
2. MRSA Study: The SHC collaborated with Dr. Rodney Rohde, Associate Professor in Clinical Laboratory Science, to conduct a study evaluating the level of knowledge patients have about the disease and how that impacts recovery from the disease.
3. The SHC Health Education Coordinator provided 26 presentations to University Seminar classes on a variety of health topics. 1,039 students benefited from these presentations.

To support academic departments, the following internships or training experiences were provided:

1. Health Education internship, 1 student
2. Health Information Management internship, 3 students
3. Athletic Training clinical internship, 10 students
4. Clinical Laboratory Science clinical practice site, 17 students

Assessments

SHC Monthly Statistics:
Monthly statistics assist in monitoring service levels and revenue generation. Through June of 2010, statistics reveal patient contacts totaling 50,587 (7% increase compared with FY 09). However actual patient visits with a medical provider declined 3%, which
was expected during the implementation of the Electronic Health Record this year. Many of the increased contacts were from outreach and other activities associated with the H1N1 flu outbreak. Through June, total revenue had declined 2%. However Pharmacy revenue, which had seen significant declines in recent years, was only down 1% at $590,944 through June. Lab revenues had declined 7% at $252,488. However Clinical Services revenue increased 10% at $103,686. Revenue levels should increase next year as provider productivity returns to normal levels and with the implementation of a new office visit charge for registered students. Additional changes for next year are increased marketing for the pharmacy, a no show/late cancellation fee to decrease wasted appointment slots and increased use of peak demand coverage throughout the school year.

**SHC Patient Satisfaction Survey:**
The survey results for this year are similar to previous years and show high levels of patient satisfaction. 50% or more of the respondents rate their overall visit to the SHC as “excellent.” The majority of patients (80% or more) are seen within 15 minutes of their appointment time and most providers score at very good or higher on all items. Satisfaction with online appointments was the only area that continued to receive lower scores and this service was discontinued mid-year. Satisfaction with the appointment system in general continues to be a challenge and the SHC will implement two strategies next year to increase appointment availability: 1) will have 11 FTE of medical providers available M-F, year round and 2) implement a strong no show policy including a charge to prevent wasted appointment slots.

**Appointment System Survey:**
As part of the measurement for an administrative outcome (students will be able to access appointments when needed) the SHC added a new survey tool this year. For one week during the fall and spring semesters, phone appointment nurses recorded each time that they were not able to make an appointment for a student. The results showed that an average of 70-77% of students were able to get appointments when needed. The success rate was highest earlier in the week when extra FTE of medical providers were available and most of the appointments were made same days. However, at times as many as 30–80 students were unable to get an appointment that they wanted. The SHC will be increasing peak demand coverage significantly next year in order to offer more appointment availability.

**Health Education Presentation Evaluations:**
Students attending sexual health presentation completed an evaluation right after the presentation to determine if they learned new information from the presentation. 96% of students reporting learning new information and 91% identified a positive health behavior that they would like to adopt in the future. Follow up was completed at the end of the semester for a sample of students who were asked if they had adopted the new health behavior. A very significant number of students, 48%, reported “adopted and still practicing” their new health behavior. This was a very significant result for a one time intervention. The SHC will try to offer even more presentations next year and will offer both sexual health and alcohol presentations. The follow up will also be enhanced to set
certain behavioral goals as a result of the presentation and see how many students are performing those specific behaviors.

**ACHA National College Health Assessment:**
The SHC participated in a large campus wide health assessment survey. A random sample of 4,800 undergraduate students were selected and the response rate was 27%. A detailed analysis of the results and an executive summary is available from the American College Health Association. National results for the spring survey will be released in the fall and a detailed comparison of Texas State results versus national results will be conducted at that time. The results show that most Texas State students rate themselves as being in good health. Students reported that stress, sleep problems, cold/flu, anxiety and internet/computer use are the factors most negatively affecting their academic performance. Only 10% of students reporting getting enough sleep, 42% of students were overweight or obese based on BMI scores and students reported low levels of consuming healthy foods. 43% of students reported binge drinking in the last two weeks and 21% of students reported using prescription drugs that were not prescribed to them in the last year. Health Promotion efforts on campus next year will include: implementing a social norms campaign about substance abuse, continuing the social norms campaign to reduce the spread of cold and flu viruses, assessment efforts to collect qualitative data about stress and sleep difficulty as well as collecting qualitative data about nutritious food options on campus.

**Presentations by Department Staff**


- Texas State Smoking Policy: Presented by Emilio Carranco, M.D. to Associated Student Government, Staff Council, University Council, President’s Council on Women in Higher Education, and Open Forums for students and faculty/staff.

- H1N1 Flu Update: Presented by Emilio Carranco, M.D. to the Texas State Child Development Center staff and parents on 10/8/10 after a small cluster of H1N1 cases.

- Student Health Insurance and Waivers: Presented by Elsa Thorn, Assistant Director, during International Student Orientation in August, 2009.

- Implementing Electronic Health Records: Presented by Elsa Thorn to a Health Information Management class in the School of Health Professions in fall 2009.
• Health Education Presentations: 34 on campus presentations to classes and student organizations were provided by the Health Education Coordinator. 1,288 students attended.

• Parent/Student Student Health Center Summer Orientation Tours: 21 orientation tours and browse sessions were completed during summer 2010. 1,390 new students and parents attended.

Major Objectives for 2010-2011

1. Increase access to healthcare by increasing the FTE of medical providers, redesigning the appointment template, and decreasing no shows/late cancellations.
2. Implement the new SHC funding model with office visit charges, prompt pay discounts and insurance billing.
3. Achieve in-network status with the largest health insurers in Texas.
4. Establish the identity of Health Promotion Services and increase health education efforts on campus.
5. Develop and implement a social norms campaign to address a variety of health issues such as alcohol abuse, substance abuse, and smoking.
6. Advocate for adoption of a tobacco-free campus policy.
7. Develop plans for addressing the future space needs of the SHC.