

# ASSESSMENT REPORT FOR

Student Health Services

**(Administrative or Educational Support Unit)**

September 1, 2002 to August 31, 2003

**(Assessment Period Covered)**

July 16, 2003

**(Date Submitted)**

## **Expanded Statement of Institutional Purpose Linkage:**

### **Institutional Mission/Goal(s) Reference:**

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally diverse state, national, and global society... Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

### **Administrative or Educational Support Unit Mission Statement:**

The mission of the Department of Student Health Services is to provide a clinical response to the immediate health related needs of Texas A&M International University by providing assessment, diagnosis, treatment of minor injuries, entrance physicals, and health information.

### **Intended Administrative Objectives:**

- 1.** Improve access to students for their immediate health needs.
- 2.** Maintain an 'emergency readiness' status in order to prevent further deterioration of a patient's medical status during emergency situations.
- 3.** Provide health information to increase student awareness of a health lifestyle for disease prevention through direct teaching, health literature, and vaccination drives.

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## **Intended Administrative or Educational Support Objective:**

1. Improve access to students for their immediate health needs.

## **First Means of Assessment for Objective Identified Above:**

### **1a. Means of Unit Assessment & Criteria for Success:**

Patient utilization outcomes are utilized in order to track demand and provision of services. The criteria for success are an increase of 5% in patient utilization.

### **1a. Summary of Assessment Data Collected:**

Patient Utilization Report indicated patient utilization decreased by 43%.

### **1a. Use of Results to Improve Unit Services:**

Offer more services, for example, pharmacy services. Resume dispensing over the counter medications as soon as budget permits. This will require hiring an RN (Registered Nurse) and finding medicines at competitive prices. Increasing visibility through out reach programs and possibly a fair.

## **Second Means of Assessment for Objective Identified Above:**

### **1b. Means of Unit Assessment & Criteria for Success:**

2002 benchmark of Student Opinion Survey for satisfaction with Student Health Services showed a combined "satisfied" and "very satisfied" rate of 62.6%. Will meet or exceed this figure.

### **1b. Summary of Assessment Data Collected:**

The 2003 Student Opinion Survey outcome for these sections was 56.8%, a 5.8% decrease in patient satisfaction since the department moved locations, stopped handing out over the counter medications, and started charging for services.

**1b. Use of Results to Improve Unit Service:**

Offer more services, for example, pharmacy services. Keep patient charges to a minimum to reduce negative student opinion of department. Initiate the policy of selling prescription drugs while providing free over the counter medication to consulting students. Make the department a "one stop shop" by providing normally needed items by students, for example, Kleenex for upper respiratory infections.

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## **Intended Administrative or Educational Support Objective:**

2. Maintain an 'emergency readiness' status in order to prevent further deterioration of a patient's medical status during emergency situations.

## **First Means of Assessment for Objective Identified Above:**

### **2a. Means of Unit Assessment & Criteria for Success:**

The emergency response reports are reviewed by the collaborating physician on a monthly basis and the procedures will be deemed 100% acceptable.

### **2a. Summary of Assessment Data Collected:**

The emergency response reports were reviewed by the collaborating physician and the procedures were deemed 100% acceptable.

### **2a. Use of Results to Improve Unit Services:**

Continue to maintain an emergency readiness status.

## **Second Means of Assessment for Objective Identified Above:**

### **2b. Means of Unit Assessment & Criteria for Success**

Contents of the emergency response bag are reviewed and approved by the collaborating physician on an annual basis and will be deemed 100% acceptable.

### **2b. Summary of Assessment Data Collected:**

The contents of the emergency bag were approved by the collaborating physician and deemed 100% acceptable.

**2b. Use of Results to Improve Unit Service:**

The department will look into purchasing a rolling emergency bag to allow additional emergency items to be carried while reducing the risk of muscular/skeletal injury to the staff members that must carry the bag. The additional emergency items will enhance and expand emergency interventions.

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## **Intended Administrative or Educational Support Objective:**

3. Provide health information to increase student awareness of a healthy lifestyle for disease prevention through direct teaching, health literature, and vaccination drives.

## **First Means of Assessment for Objective Identified Above:**

### **3a. Means of Unit Assessment & Criteria for Success:**

Maintain a Teaching and Acuity Tally Sheet. The criteria for success is patient education performed for 80% of patients during clinical encounters.

### **3a. Summary of Assessment Data Collected:**

The percentage of consulting patients that received patient education was 84%.

### **3a. Use of Results to Improve Unit Services:**

More information will be given out in both verbal and written format. The department will look into purchasing more brochures and handouts to reinforce verbal teaching. It would also allow the patient to take the information with them.

## **Second Means of Assessment for Objective Identified Above:**

### **3b. Means of Unit Assessment & Criteria for Success:**

Measure attendance to HIV testing and counseling events. There should be a 5% increase in participation annually.

**3b. Summary of Assessment Data Collected:**

With the collaborative efforts of STCADA (South Texas Council on Alcohol and Drug Abuse), there have been 442 patient encounters where HIV information was distributed and 89 HIV tests to date (excluding August and blood donors). There were 22 HIV tests performed the year prior to this in 2002, excluding HIV testing of blood donors. This is a 300% increase.

**3b. Use of Results to Improve Unit Service:**

Include HIV information and testing at the wellness fair. Have an outreach program specifically for HIV and if possible include a give away item to increase student participation. Have HIV flyers available in the waiting room.

### **SUPPORT DOCUMENTATION**

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

<b>SOURCE</b>	<b>LOCATION/Special Instructions</b>
2003 Student Opinion Survey	<a href="#">SACS Resource Room</a> <a href="#">Killam Library Building Room 334-C</a>
Emergency Response Reports	<a href="#">SACS Resource Room</a> <a href="#">Killam Library Building Room 334-C</a>
Teaching and Acuity Tally Sheet	<a href="#">SACS Resource Room</a> <a href="#">Killam Library Building Room 334-C</a>
Patient Utilization Report	<a href="#">SACS Resource Room</a> <a href="#">Killam Library Building Room 334-C</a>
Emergency Response Bag Review Report	<a href="#">SACS Resource Room</a> <a href="#">Killam Library Building Room 334-C</a>
Attendance Tally for HIV Testing and Counseling	<a href="#">SACS Resource Room</a> <a href="#">Killam Library Building Room 334-C</a>



