

California State University, Chico Student Health Service

Goals and Accomplishments for 2003-2004

1. Establish a Men's Discussion Group – While the idea of establishing a Men's Discussion Group has been long in the making, this academic year we actually had our first meeting. The meeting was evaluated by those present and students were asked to give suggestion for topics they would like discussed. This information was gathered and will be used for determining presentation topics for the next academic year.
 2. Clinical Trials – During the 2003 – 2004 academic year SHS participated in two clinical trials.
 3. The clinical staff has participated in continuing educational programs. By subscribing to professional journals, participating in, in-house lectures with guest speakers on topics pertaining to psychiatry, dermatology, and orthopedic medicine, and attending appropriate conferences the clinical staff has maintained a high level of efficiency within their respective areas.
 4. The Laboratory successfully passed their inspection and accreditation by the Commission on Office Laboratory Accreditation (COLA) receiving a perfect score.
 5. The SHS has continuously improved the recognition and visibility of the health center on the college campus. Through the use of dedicated practitioners, health interns, and peer educators we have presented the following:
 - a. Fall Health Fair
 - b. Participation in Survivor Series
 - c. Information Booths addressing
 - Breast Cancer Awareness Month
 - Domestic Violence Month
 - Depression Awareness
 - Safer Sex
2. The SHS has redesigned the withdrawal and permit to drop forms.
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Goals and Accomplishment 2002 – 2003

1. Establish a Men's discussion Group
 - Establishing a discussion group was delayed for the 2002 – 2003 academic year. As the country prepared for war, we were also effected in the health center. The two nurse practitioners that were designated

to spearhead the discussion group were active members of U.S. Army Reserves and were on call for assignment at a moments notice.

2. Create a Student Health Service Publication
 - This is still a work in progress. One of the tasks for the fall intern is to establish this publication.
 3. Clinical Trials
 - During the 2002 – 2003 academic years the SHS successfully participated in five clinical trials.
 4. Staff members as SHS have successfully completed their first aid training. On going staff development and continuing education remains a vital component to the overall education component of the center.
 5. The SHS has successfully passed accreditation by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) in October 2002.
 6. The California State University, Chico Student Health Service hosted the CSU SHS Directors' meeting held on October 23-25 2002.
 7. The California State University, Chico hosted the CSU SHS Pharmacy Supervisors' meeting, which was held on January 16 & 17, 2003.
 8. We investigated the replacement of our x-ray equipment.
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Goals and Accomplishments for 2001 – 2002

1. Prepare for accreditation site visit by Accreditation Association for Ambulatory Health Care, Inc., scheduled for October 2002.
 - The application for accreditation has been successfully filed. The accreditation site visit will take place during the first week of October 2002 and Tom Goldsmith, from Montana State University, will be the site surveyor.
2. Review the Student Health Insurance Program. In order to guarantee the best policy at the most competitive rate for students, we will open the insurance up to the bidding process.
 - The Student Health Insurance Program was review by a selected group of students and health service staff members. It was decided that based on procedures and services offered by the insurance company we would maintain the present health insurance carrier.

7. Sponsor an open house to allow faculty and staff the opportunity to meet our staff and to familiarize them to the services offered to students.
 - In September, the SHS presented their first Open House. The purpose of this event was to offer faculty, staff, and students the opportunity to meet the staff and have a better understanding of the full scope of care we offer our students.
8. Increase the lines of communication between SHS, CADEC, and the Wellness program. Increase students awareness regarding the physical effects of alcohol;

Through our participation in Survivor Series, and our presentation of the first annual Health fair, we have been further involved with and/or have included CADEC and the Wellness program in student programs. Additional Accomplishments: The Student Health Service actively participated in the National Association of Student Personal Administrators (NASPA) Minority Undergraduate Fellowship Program (MUFP). The purpose of the program is to increase the number of persons of ethnic minority and/or persons with disabilities to consider a career in Student Affairs and Higher Education. Student Health Service is committed in maintaining five students in the program.

Nurses Station:

As clinical support service the LVN's help to ensure the physical and emotional well being of students by providing high quality nursing care and patient education.

Goals for 2004 – 2005

1. Train Jeneen (new nurse) all duties that are expected as an LVN at the SHS.
2. Expose Karla to new duties as she continues to grow in her current position.
3. Prepare the 2nd floor for the accreditation visit scheduled for next fall.
4. Continue to strive to give the students the best care while visiting the student health center.

	2001/2002	2002/2003	2003/2004
Immunizations	6,410	6295	5119

Medical Records:

Medical Records aims to ensure that every student is treated with the utmost respect and quality of care. The Medical Records department also maintains an up to date record of each student's medical treatment while ensuring each patient's confidentiality. Through guidelines set forth by the Board of Trustees, students will receive low coast high quality health care with an ambulatory health care facility that is both superior and free.

3. Establish an Internship Program for students who are considering health care or health promotion as career option. The internship will allow students to gain practical experience while working with a health care environment.
 - An Internship Program has been established through a joint effort between the SHS and the department of Health and Community Services. To date one student has participated in the internship program, which lasted the entire academic year. The Intern has either participated in or coordinated the following events:
 - The Survivor Series
 - Open House
 - Health Fair
 - In Class Presentations
 - Campus Display Booths
4. Establish as aggressive Peer Health Education Program that allows peer educators the ability to share their gained knowledge to the general student population. Student Health Service has established its first Health Education Program. These students work under the direct supervision of the Health Intern and the Director of SHS. They have played a vital role in the following events:
 - The Survivor Series
 - Open House
 - Health Fair
 - In Class Presentations
 - Campus Display Booths
5. Implement the appropriate needs assessment tools to address the concerns of students who never or rarely utilize the services offered by the SHS and determine how to better address those concerns:
 - This is an ongoing process and will continue to be a work in progress. However, during the academic year the following assessments have been used to not only address the needs and concerns of our students but also determine how to improve services.
 - Point-of-Service Survey
 - Campus Satisfaction Survey
 - Student Suggestion Box
6. Sponsor a health fair to educate students regarding health issues that specifically pertain to their needs and concerns in a fun, thought provoking, and interactive environment.
 - The SHS presented its first annual Health Fair. The event was held in the multipurpose room of the BMU. Over 30 different campus and community organizations presented information, answered questions, or gave demonstration about their services. Although the health fair was specifically aimed at the college population, it was solicited by faculty, staff, and the general population.

Goals for 2004 - 2005

1. Eliminate the use of social security numbers for student identification in MedPro, medical charts, labels, and medical record releases.
 2. Continue to search for a way to use less paper; eliminating the encounter form.
 3. Partner with MedPro Software to improve the Medical Record portion of the program to be used at CSUC, incorporating transcription with MedPro.
 4. Continuing education with confidentiality and security issues with regard to protected health information.
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Clinical:

As health care providers at the SHS, our mission is to ensure the availability of the most up to date medical care to our students. We are further committed to offering these services in a student centered environment free of charge or at rates that are well within the financial means of our general student population.

Goals 2004 - 2005

1. Continue to have guest speakers at clinician meetings
2. Continue to have Dr. Brister as psychiatric consultant
3. Continue clinical trials
4. Hire a fifth physician
5. Make up to date medical software program available to all clinicians

	2001/2002	2002/2003	2003/2004
Unique Patients	17,151	10,917	10,368
Patient Visits	38,091	39,044	36,187

Unique patients represent those individuals who utilize the SHS. Thus out of X number of students 10,368 have used our services.

Patient Visits reflects the total number of patient contacts with a physician or practitioner.

Laboratory:

The Student Health Service Laboratory, as an integral service provider of the Health Center team, is dedicated to accurate and timely testing in a caring atmosphere for our students.

Goals for 2004 – 2005

1. Host annual CSU/UC Laboratory Supervisors Meeting January 17-18, 2005
2. Prepare for Laboratory Accreditation inspection by the Commission on Office Laboratory Accreditation (COLA) Spring 2005
3. Continue to interact with the academic departments of Biology and Nutrition and Food Science by student observation and instructional projects
4. Support Staff Development within the Student Health Laboratory as appropriate with our Health Center program and the University Mission Statement

	2001/2002	2002/2003	2003/2004
Laboratory Tests	39,150	39,814	36,840

Acute Care Clinic & X-ray:

In an ongoing effort to support the Mission Statement of CSUC’s SHS, the Acute Care Clinical staff members are also committed to providing top quality health care and patient education, in an acute setting. The following goals are specific to the clinic, yet supportive of the overall mission statement:

Goals 2004 - 2005

1. Provide sufficient staffing to meet the needs of current student population (2 Mid-Level Practitioner positions are currently open; we are in the process of interviewing and hiring for one opening)
2. Explore options for maintaining staffing levels and develop an action plan for planned, extended absences of staff members.
3. In this period of budget constraints, strive to maintain the highest level of patient care and patient education possible.
4. Replace x-ray equipment; current unit is 30+ years old and replacement parts can no longer be found.
5. Continue to work with SHS Director and Faculty to explain the role of the acute Care Clinic in regards to attendance issues and excuse notes.

	2001/2002	2002/2003	2003/2004
X-Ray	1,017	1,017	1,092

Pharmacy:

The mission of the SHS Pharmacy is to provide pharmacy services in accordance with California State Board of Trustee Policy, ethical and professional practices, and state federal and local laws. The pharmacy shall be licensed by the State of California and operate in accordance with the California Business and Professional code and the most current California State Board of Pharmacy Rules and Regulations. In addition, the Pharmacy is committed to educating the student population of decisions that will assist them in making healthier choices during their academic careers.

Goals 2004 - 2005

1. Install a second panic alarm “button” in the pharmacy
 - Complete service request to FMS
 - Decide on location within the pharmacy
 - Test with UPD once installed
2. Obtain new State mandated control substance prescription pads

- Work with SHS doctors and midlevel practitioners to develop a prescription blank to satisfy building wide needs.
 - Research California Board of Pharmacy printers to determine who can supply the blanks we need.
 - Research price cost per printer
3. Explore manufactures/supplies for better pricing on oral contraceptives
 Maintain lines of communication with other CSU SHS pharmacies
 Communicate how important this need for a system wide oral contraceptive contract is to the Department of General Services in Sacramento
 4. Implement the new required CURES controlled substance reporting by January 1, 2005
 Monitor MedPro to insure their software will be working and downloaded onto our system by December 17, 2004
 Explore with MedPro the possibility of electronically sending CURES data without having to mail off a disc each month
 5. Maintain compliance with California State Board of Pharmacy and HIPPA regulations for protection of pharmacy patient profile information
 Block on the new MedPro version all building access to MedRx records
 Develop with MedPro a method that only permits the Pharmacist-in-Charge to allow non pharmacy personal access to MedRx
 6. Work with MedPro on transmission of electronic prescriptions

	2001/2002	2002/2003	2003/2004
Rx Meds Dis	30,019	27,323	26,848
OTC's	5,849	5,338	5,422

As in the past, we attribute the trends reflected in these statistics as a result of third party insurance. Most insurance companies require their clients to purchase their medications from pharmacies that participate with their plan. Additionally, there have been a number of new pharmacies that have been strategically located near highly concentrated student residential areas. Students are further encouraged to utilize these retail pharmacies as their co-pays are accepted as payment in full.