

California State University, Chico
Student Health Service

Goals and Accomplishments for 2004-2005

1. **Men's Discussion Group** – The Health Center's commitment to the Men's Discussion Group has not diminished. During a recent meeting with live-in staff of the residence halls, we asked for a commitment from their RA's to continue requesting our services. Additionally, the SHS staff continues to be called upon to present on topics that focus around men's health.
2. **Clinical Trials** – During the 2004-2005 academic year, SHS participated in three clinical trials.
3. **Addressing Issues Pertaining to Culture and Diversity** – Cultural competencies in health care and work place civility were two areas that needed to be addressed.
 - a. Dr. Lyndall Ellington from the department of Health & Community Service presented to workshop addressing Cultural Competencies in health care.
 - b. Ricque Brister, MD, psychiatrist, presented a workshop addressing workplace civility.
4. **Student Education** – Improving our recognition, visibility, and message on campus continues to be an ongoing process for our interns and student health educators. Through the use of our dedicated practitioners, health interns, and peer educators we have presented the following:
 - a. Fall Health Fair
 - b. Spring Health Fair
 - c. Safe Surrender Project "No Name, No Shame, No Blame"
 - d. Participation in Recreation Center Project
 - e. Planning for the Names Project "Aids Quilt" to take place in October 2005
 - f. Developed and presented curriculum to selected classrooms within the Chico Unified School District regarding compassion. Students in participating classrooms made posters defining what compassion means to them. These posters will be placed on a CD.
 - g. Information Booths
 - Breast Cancer Awareness Month
 - Domestic Violence Month
 - Depression Awareness
 - Safer Sex
 - h. Ongoing participation with summer orientation and Chico Preview Day.
 - i. As in the past, health care providers, health care interns, and administrators are available for presentations.
 - j. Survivor series type program geared toward residential students.

5. **Patient Visits** – While we initially considered increasing the number of patients a practitioner sees per hour from four to five, this idea was reconsidered. Presently our staffing level is down and as a result we thought it necessary to keep things as they are.
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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
 6. The SHS has redesigned the “withdrawal” and “permit to drop” forms.
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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 2005-2006

1. Hire a new LVN or Clinical Aide.
2. Prepare the 2nd floor for the accreditation visit scheduled for October 2005.
3. Continue to strive to give the students the best care while visiting the Student Health Center.

	2002/2003	2003/2004	2004/2005
Immunizations	6295	5119	5100

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-cost, high quality health care with an ambulatory health care facility that is both superior and free.

Goals for 2005-2006

1. Implement the EMPL identification number. This will be the new form of identification for all students. This information must be merged into our MedPro software system, medical charts, labels, and medical record releases.
 2. Research electronic medical record systems for future conversion to an electronic medical record instead of a paper system.
 3. As we investigate goal number two, we want to partner with MedPro Software to ensure that any new system can interface with their software system.
 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-entered environment, free of charge or at rates that are well within the financial means of our general student population.

Goals 2005-2006

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. Continue use of “*Up To Date*” medical software program.

	2002/2003	2003/2004	2004-2005
Unique Patients	10,917	10,368	9,824
Patient Visits	39,044	36,187	34,206

Unique patients represent those individuals who utilize the SHS. Thus out of X number of students, 9,824 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 2005 – 2006

1. Prepare for Laboratory Accreditation inspection by the commission on Office Laboratory Accreditation (COLA) October 3, 2005.
2. Continue to interact with the academic departments of Biology and Nutrition and Food Science by student observation and instructional projects.
3. Support Staff Development within the Student Health Laboratory as appropriate with our Health Center program and the University Mission Statement.
4. Continue our relationship with the National Institute of Health. Working in conjunction with their department in supporting student subject in their clinical trials.

	2002/2003	2003/2004	2004/2005
Laboratory Tests	39,814	36,840	36,800

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 2005-2006

1. Provide sufficient staffing to meet the needs of current student population (1 Mid-Level Practitioner position is currently open).
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 (Currently in progress).
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.

	2002/2003	2003/2004	2004/2005
X-Ray	1,017	1,092	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 2005 - 2006

1. Mentor students interested in a pharmacy career.
 - a. Provide on-site “job shadowing” experience.
 - b. Review student’s academic curriculum to increase acceptance into a school of pharmacy.
2. Explore manufacturers’ supplies for better pricing on oral contraceptives.
 - a. Maintain lines of communication with other CSU SHS pharmacies.
 - b. Communicate the need for a system wide oral contraceptive contract to the Department of General Services in Sacramento.
3. Monitor MedPro’s ability to provide “cutting edge” pharmacy software.
 - a. Need to be able to send CURES data electronically.
 - b. Able to accept “e-script”.
 - c. Develop with MedPro a method that only permits the Pharmacist-in-Charge to allow non-pharmacy personnel access to MedRx.

	2002/2003	2003/2004	2004/2005
Rx Meds Dis	27,323	26,848	24,059
OTC’s	5,338	5,422	4,644

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.