

**MEASURES OF PERFORMANCE AND QUALITY
STUDENT HEALTH SERVICE**

	99-00	00-01	01-02	Goals *
Patient Visits	38,266	39,483	38,091	3,4,5,7,8
No. of Unique Students Seen By a Clinician	10,944	11,315	17,151	3,4,5,7,8
Total Laboratory tests Performed	38,725	37,433	32,331	4,6,7
Prescription Medications Dispensed	32,389	31,542	30,019	2,4,5,7,8
Over-The Counter Medications Dispensed	6,945	7,075	5,849	2,4,5,7,8
X-rays Taken	921	1,053	1,017	2,3,4,7
Total Operating Expense	\$2,410,956	\$2,633,842	\$2,862,072	all
Cost Per Visit	\$63.00	\$66.71	\$75.14	all
Supplemental Health Insurance Policies Sold	939	1006	1059	2
Revenue From Research Studies	\$172,590	\$158,089	\$142,544	
Accreditation	AAAHC	AAAHC	AAAHC	1
QMI Audits Performed	8	8	9	
% of Students Satisfied With Most Recent Visit	92.2%	100%	100%	1,2,3,4, 5,6,7

Measures of Performance

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 the 2002 – 2003 academic year are listed below:

1. Implement the latest advance in Chlamydia testing by DNA amplification methodology.
2. Prepare for the AAAHC site visit and the CSU SHS Director's Meeting.
3. Update the existing laboratory section of the SHS website.
4. Promote and support staff development with the SHS laboratory as appropriate with our program and the university mission statement.

	1999/2000	2000/2001	2001/2002
Laboratory Test	38,725	37,433	32,331

The downward shift in lab test performed is a result of the requirements in private insurance. Frequently student must have their lab work performed at facilities that accepts reimbursement from their private insurer. Presently the SHS does not participate with any third party insurance companies.

Acute Care Clinic & X-Ray:

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

1. Provide sufficient staffing to meet the needs of our current student population.
2. Complete support staff training for fiberglass splinting and phone triage.
3. Investigate replacement of the current x-ray equipment.
4. Explore the possibility of training someone in-house to take x-rays so that continuous coverage is available.
5. Increase staff participation in campus outreach functions.

	1999/2000	2000/2001	2001/2002
X-Ray	921	1,053	1,017

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 operated in accordance with the California Business and Professional code and the most current California State Board of Pharmacy's 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.

1. To promote the use of "WildCat dollars" at the Pharmacy
 - a. Place WildCat dollar decals throughout the SHS
 - b. Verbally offer WildCat dollars at the time of payment
 - c. Remind SHS staff that WildCat dollars can be used at the Pharmacy
 - d. Place as advertisement in the Orion
2. Complete the ergonomic changes in the Pharmacy
 - a. Install the ergonomic workstations
3. Increase student awareness of services available in the Pharmacy by updating the information available on the SHS web page
 - a. State hours of operation and the phone number
 - b. Post an OTC list of products and process on the Web page
 - c. Explain forms of payment accepted at the Pharmacy
 - d. Give examples of prescriptions available and the estimated cost
 - e. Explain how "outside" prescriptions may be filled at the SHS Pharmacy and how to have a prescription transferred to the SHS Pharmacy.
4. Explore methods to increase student use of the Pharmacy
 - a. Update information on the SHS Web page
 - b. Consider advertising in the Orion
 - c. Work with the peer educators so they may get the work out to groups they present to
5. Work with MedPro with regards to drug interactions and allergy components of the program to meet the "standards of practice"
 - a. Document drug interactions that are not correct and communicate these to MedPro
 - b. Keep dialogue open with MedPro as to the timeline on the development of the allergy component to the program. Document communications
6. Host system-wide Pharmacists meeting in January 16 & 17, 2003
 - a. Send out invitation/registration forms in November 2002
 - b. Arrange for conference room sites, speakers, meals
 - c. Post an agenda for the meeting t participants the first week of January 2003

	1999/2000	2000/2001	2001/2002
Rx Meds Dis.	32,389	31,542	30,019
OTC's	6,945	7,075	5,849

We attribute the trend reflected in these statistics as a result of third party insurance. Most insurance companies require their clients to purchase their medications from pharmacies that

they participate with. Students also benefit by utilizing these commercial pharmacies as their co-pays are accepted as payment in full.

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 and ensuring each patient's confidentiality. Though guidelines set forth by the Board of Trustees, students will receive low cost high quality health care within an ambulatory health care facility that is both superior and free

1. Be in compliance with the HIPAA requirements by April 14, 2003
 2. Standardize charges for copying medical records (to medical office vs. self)
 3. Pass the accreditation process with a 3-year certification
 4. Prepare for the CSU SHS Directors meeting
 5. Increase the visibility of the SHS on campus
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Nurses Station:

As a clinical support service our priority is to ensure the physical and emotional well being of our students by providing high quality nursing care and patient education.

1. Be active participants in campus activities, eg; Campus Blood Drives (student support, eg. Hand holder) Getting Connected, Freshman Orientation, St Patrick's Day /Run, and Health Faire
2. Cross training for Christesn (shadowing in lab, Pharmacy and Back Office)

	1999/2000	2000/2001	2001/2002
Immunizations	6,080	6,479	6,410

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 mean of our general student population.

1. To successfully pass accreditation by the Accreditation Association for Ambulatory Care (AAAHC)
2. Continue to explore the need for Men's Health Discussion Group. Start these discussions at the residence halls by Spring Semester.

3. Guest speakers for the clinicians meetings such as psychiatrist, dermatologist, and an orthopedist.
4. Acquire a replacement psychiatrist

	1999/2000	2000/2001	2001/2002
Unique Patients	10,944	11,315	17,151
Patient Visits	38,266	39,483	38,091

Unique Patients represents those individuals who utilize the SHS at least once. The drastic increase from 11,315 to 17,151 is contributed primarily to our efforts spent on student education. One of the main responsibilities of our student internship program is educate student about the benefits of utilizing the SHS as their primary source of health care.

Patient Visits reflects the total number of patient contacts with a physician or practitioner. This number also reflects repeat visits.

Summary Statements

Over the past sever years the Student Health Service (SHS) has seen an increase in the number of patient visits and the number of unique students seen by clinicians. We attribute the increase in patient utilization to patient education, a consistent level of high quality care, low cost, and the high rate of patient satisfaction, as reflected in this report and our patient satisfaction surveys.

In spite of our ongoing efforts to offer students services that are free or that are only a fraction of the retail cost, we have experienced some challenges. Within the past year several retail pharmacies have opened will within walking distance of University housing. Additionally, the limitations placed on students by Health Maintenance Organizations (HMO's) and Managed Care has had an effect on the number of laboratory test and prescriptions dispensed I house. Nevertheless, the SHS continues to address issues that affect our student's overall success at California State University, Chico through high quality health care and education.

Objectives and Accomplishments for 2001-2002

1. Prepare of 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 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 vest policy at the most competitive rate for students. We will open the student insurance up to the bidding process.
 - The Student Health Insurance Program was reviewed by a selected group of students and health service staff members. It was decided that based on price and

services offered by the insurance company we would maintain the present health insurance carrier.

3. Establish an Internship Program for students who are considering health care or health promotion as a career option. The internship will allow students to gain practical experience while working within a health care environment.
 - An Internship Program has been established through a joint effort between the SHS and the department of Health and Community Service. 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:
 1. The Survivor Series
 2. Open House
 3. Health Fair
 4. In class presentations
 5. Campus display booths.

4. Establish an 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 Intern and the Director of SHS. They have played a vital role in the following events:
 1. The Survivor Series
 2. Open House
 3. Health Fair
 4. In class presentations
 5. 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 best 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 to also assist us in determining how to improve services.
 1. Point-of-Service Survey
 2. Campus Satisfaction Survey
 3. Student Suggestion Box

6. Sponsor a health fair to educate students regarding health issues that specifically pertain to them in a fun thought-provoking environment.
 - The SHS presented its first annual Health Fair. The event was held in the Multi-Purpose room of the BMU. Over 30 different campus and community organizations presented information, answered questions, or gave demonstrations about their services. Although the health fair was specifically aimed at the

college student population, it was solicited by faculty, staff, and the general population.

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 the 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 idea of the full scope of care we offer our students.
8. Increase the lines of communication between CADEC and the Wellness program. Increase student awareness regarding the physical effects of alcohol;
 - Through our participation in the 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.

Other Accomplishments:

The Student Health Service actively participated in the National Association of Student Personnel Administrators (NASPS) Minority Undergraduate Fellowship Program (MUFPP). The purpose of the program is to increase the numbers of persons of ethnic-minority and/or persons with disabilities to consider a career in Student Affairs and Higher Education. Student Health Services is committed in maintaining five students in the program.

Delmy concluded her spring semester with a rotation through Student Judicial Affairs, under the supervision of Mary Oling-Ottoo. As California State University, Chico's first MUFPP graduate, she is in the process of completing her eight-week summer internship at Florida International University and participating in the leadership conference at Duke University. Delmy will begin graduate studies this fall at California State University, Sacramento.

Finally, as in the past, SHS has committed \$10,000 to the CADEC program in their ongoing efforts to address alcohol prevention on campus. Additionally, through our participation in different campus events and through our sponsored programs the staff and peer educators will continue to make patient health care and education a priority.

Program Objectives 2002-2003

1. Establish a Men's Discussion Group – The SHS has long realized the importance of promoting discussion groups with male students at the university. It is our intention to further explore the need for a Men's Health Discussion Group. Discussion groups will take place within the residence halls, where make students can feel free to address health and other related issues in a safe non-threatening environment.
 - (Goals 5&6)

2. Create a Student Health Service Publication – In order to further inform our student population regarding the benefits of utilizing services offered by the SHS, we are committed to laying the foundations of a student publication that will be informative and promote a better understanding of health and wellness.
 - (Goal 5)
 3. Clinical Trials – It has been an ongoing practice of the SHS to participate in safe, informative, and beneficial clinical trials. We aim to participate in at least three clinical trials during the academic year.
 - (Goals 1,2&3)
 4. Through ongoing continuing education programs, subscriptions to professional medical journals and in-house lectures with quest speakers on topics such as psychiatry, dermatology, and orthopedic medicine.
 - (Goal 6)
 5. Successfully pass accreditation by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC). Accreditation survey will take place on October 3 & 4 2002.
 - (Goals 1,2,3,4,5 &6)
 6. Successfully host the CSU SHS Director's Meeting to be held on October 23-25, 2003.
 - The CSU SHS Director's Meeting was held on October 23-25, 2003.
 7. Successfully host the CSU SHS Pharmacy Supervisor's Meeting to be held on January 16 & 17, 2003.
 - The Pharmacy Supervisor's Meeting was successfully hosted on January 16 & 17, 2003.
 - (Goals 3&6)
 8. Investigate the replacement of our x-ray equipment. Presently, our current machine is approximately 30 years old. (Goal 4)
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