

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 2003-2004 academic year are listed below:

1. Prepare for the inspection and accreditation by the Commission on Office Laboratory Accreditation (COLA).
2. Procure, via the bid process, a new Hematology analyzer with a multi-year warranty.
3. Promote and support staff development with the student health laboratory as appropriate with our program and the University Mission Statement.
4. Continue to support the Nutrition and Food Science Department Project#60234; GI & Obesity Postmeal Lipemia.
5. Institute a new methodology for the in-house testing of Chlamydia and Gonorrhea.

	2000/2001	2001/2002	2002/2003
Laboratory Test	37,433	39,150	39,814

Acute Care Clinic & X-Ray:

In an ongoing 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. Maintain adequate staffing levels for patient care needs; keep an updated file containing contact information for mid-levels willing to full in for any prolonged absences.
2. Assist in the development and distribution of a letter to all faculty members explaining the role of SHS; encourage faculty to solve attendance issues with the students and not expect the SHS staff to make those types of decisions.
3. Review medical excuse letter.
4. Strive to identify and reduce any non-essential costs associated with the Acute Care Clinic.

	2000-/2001	2001/2002	2002/2003
X-Ray	1,053	1,017	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 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. Formulate a “Notice of Privacy Practice” for the Student Health Service Pharmacy
 - a. Explain HIPPA
 - b. Explain Student Health Service Pharmacy’s status in relation to HIPPA
 - c. Post the policy in the pharmacy waiting area
 - d. Have copies of the written policy available in the pharmacy waiting area
 - e. Have a link on SHS web site to the pharmacy privacy policy
2. Re-design the pharmacy laser label sheets
 - a. Pre-print on the laser label sheet the statement about having been offered counseling
 - b. Pre-print on the laser label of the statement that the pharmacy privacy policy is available to each patient.
 - c. Make a space available on the laser label for the students to sign off on counseling and having had received noticed about the privacy policy.
3. Work with MedPro to have prescription numbers print onto the sign off portion of the laser label.
4. Cost Containment
 - a. Work at buying the least expensive brand of medications
 - b. Monitor formulary for drug usage and recommend discounting medications infrequently prescribed.

	2000/2001	2001/2002	2002/2003
Rx Meds Dis	31,542	30,019	27,323
OTC’s	7,945	5,849	5,338

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 they participate with. Additionally, there have been a number of new pharmacies that have been strategically located near highly concentrated student residential areas. Student are further encouraged to utilize these retail 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 while ensuring each patient's confidentiality. Through 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. Hire and train a new ASA1 (receptionist).
 2. Develop a method for transporting medical records to all areas without patient assistance
 3. Implement a firewall to prevent unauthorized access to the SHC server holding patient information
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Nurses Station:

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

1. Coordinate with Gloria a plan where students will not hand carry their charts upstairs.
2. Expose Christine to all the supervisory responsibilities.
3. Provide a smooth transition for my replacement (LVN Supervisor).
4. Continue to communicate with ALCI and International Studies leaders regarding SARS precautions and screening.

	2000/2001	2001/2002	2002/2003
Immunizations	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 means of our general student population.

1. Guest speakers for the Clinicians meetings.
2. Appoint Dr. Brister to continue as our Psychiatry consultant.
3. Implement Men's Health discussion group in the Residence Halls.
4. Increase visibility of SHS on campus by participating in outreach programs.

	2000/2001	2001/2002	2002/2003
Unique Patients	11,315	17,151	10,917
Patient Visits	39,483	38,091	39,044

Unique Patients represents those individuals who utilize the SHS at least once. While patient Visits reflects the total number of patient contacts with a physician or practitioner.

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

	00-01	01-02	02-03	Goals
Patient Visits	39,483	38,091	39,044	1,2,3,5,6
No. of Unique Students	11,315	17,151	10,917	1,2,3,5,6
Laboratory Tests Performed	37,433	32,331	39,814	1,2,4,5,6
Prescription Meds Dispensed	31,541	30,019	27,323	1,2,3,4,5
OTC Medications Dispensed	7,075	5,849	5,338	1,2,3,4,5
X-Rays Takes	1,053	1,017	1,017	All
Total Operating Expense	\$2,633,842	\$2,862,072	\$2,725,221	All
Cost Per Visit	\$66.71	\$75.14	\$69.80	All
Student Health Insurance (sold)	1006	1059	976	
Revenues Research Studies	\$158,089	\$142,544	\$84,354	2
Accreditation	AAAHC	AAAHC	AAAHC	All
QMI Audits Performed	8	9	9	All
% of Satisfied Students	100%	100%	99%	All

Summary Statement:

The Student Health Service continues to see an increase in the number of visits seen by clinicians. We attribute the increase in patient utilization to our ongoing efforts to educate students, a consistent level of high quality care, low cost, and the high rate of patient satisfaction.

For the second consecutive year we have seen a decrease in the number of students utilizing the pharmacy. In spite of our ongoing efforts to offer students products and prescriptions that are well below retail, the SHS has had to contend with several new retail pharmacies that are well within walking distance of most students. Additionally, the limitations placed on students by Health Maintenance Organizations (HMO's) and Managed Care Organization continues to effect our student's ability to fully utilize services at the SHS. Nevertheless, the SHS continues to address relevant issues that affect our student's overall success at California State University, Chico through high quality health care and education.