

Texas State University-San Marcos
Administrative and Educational Support Outcomes Assessment

Year 2009-2010
College/Division Student Affairs
Department/Unit Multicultural Student Affairs
Program Name/Department Student Health Center
Contact Emilio Carranco

Mission Statement

The Texas State Student Health Center will strive to meet the health needs of the university's diverse student community by providing high-quality, comprehensive, and affordable health care services. Health education services will also be provided to promote good health and the prevention of illness and injury. The Student Health Center will support the educational mission of the university by effectively addressing the health and wellness concerns that may interfere with a student's attainment of academic and personal success.

Evidence of Improvement**Outcome Number 1**

Please note that this outcome measure will not be continued for the 2009-2010 academic year. Both patients and medical providers had concerns about the MAPS program (educational program to help students prepare for and participate in their medical visits) adding unnecessary time to the visit. Patients and providers reported that they were already covering the information in the program (such as asking about medical history) and that the extra handouts and forms did not add value to the visit. Therefore, the program has been discontinued.

Method 1

Direct Assessment:

Result 1**Method 2**

Indirect Assessment:

Result 2**Action Plan****Outcome Number 2**

50% of students who participate in sexual health presentations will adopt a positive health behavior that prevents pregnancy or sexually transmitted infections.

Method 1

Direct Assessment: Presentation evaluation forms will be completed by all participants at the time of the presentation. The evaluation form asks students if they learned something new, if they can identify a positive health behavior they learned and if they are likely to adopt the new behavior. For a sample of presentations (3-4 classes per semester), a follow up evaluation will be completed in the same classroom at the end of the semester. This evaluation will ask students if they did adopt the new health behavior. 50% of students should report adopting the new behavior. For students who were not successful, additional questions will be asked about barriers to change or additional resources or support that could have helped them. This information will be used to enhance the presentations and/or develop separate health interventions.

Result 1**Method 2**

Indirect Assessment: Presentation evaluation forms will be completed by all participants (see description above). 90% of participants should report learning new information from the presentation and 75% should be able to identify a positive health behavior they learned.

Result 2**Action Plan****Outcome Number 3**

90% of students who call the Student Health Center for an appointment will be able to get an appointment when they need it.

Method 1

Direct Assessment: For at least one week during the fall and spring semesters, the phone appointment nurses will track each phone call they receive. They will record if they were able to give the student an appointment, unable to give the student an appointment they wanted or if they were able to give self-care advice or answer questions. The results will be summarized to determine if 90% of students who want an appointment are able to get one.

Result 1**Method 2**

Indirect Assessment: Once in the fall and spring semester, a sample of students who visited the Health Center will complete an online, anonymous patient satisfaction survey. Approximately 300-400 students complete the survey each semester. One question on the survey will ask the students to rate how frequently they are able to get an appointment at the Student Health Center when they want it (answer choices are: always, frequently, sometimes or never). 90% of students should report that they frequently can get an appointment.

Result 2

Action Plan

Outcome Number 4

80% of patients who need an appointment for an initial psychiatric evaluation will be able to get an appointment within two weeks or less during the fall and spring semesters.

Method 1

Direct Assessment: In the fall and spring semester, appointment data will be taken from the practice management system and analyzed. The report will show the wait time for an appointment (in business days) for every initial psychiatric evaluation appointment. The % of appointments longer than 2 weeks will be calculated. 80% of the appointments should be within the two week time period. The average wait time and the range (shortest and longest wait times) will also be reported.

Result 1

Method 2

Indirect Assessment: Concerns from providers who refer patients to the psychiatry clinic will be tracked each semester to determine if the providers are having any problems with timely referrals for initial evaluations. Once a month, medical providers at the Student Health Center and counselors from the Counseling Center will be sent a message asking if they have had any problems with timely referrals. No more than 2 concerns should be recorded from either the Counseling Center or the Student Health Center each semester.

Result 2

Action Plan

Unit Head Outcomes Status	Vice President Outcomes Status	Unit Head Results Status	Vice President Results Status
✓	✗	✗	✗