

## ANNUAL REPORT STUDENT HEALTH CENTER

Student Affairs Division  
Texas State University  
2007-2008

### **Major Accomplishments/Retention Initiatives for 2007-2008**

The main goals for the Student Health Center (SHC) in 2007-2008 were to enhance the quality of services, improve access to services, and support student success. Major accomplishments in support of those goals included:

1. Access to Women's Health services was increased by adding two nine-month Nurse Practitioners, as well as two Licensed Vocational Nurses to assist them. The number of Women's Clinic appointments increased 62% (from 7,192 appts to 11,621 appts through June 2008).
2. Access to Psychiatric services was improved by restructuring the appointment schedule, using "recalls" for making follow-up appointments, and simplifying the initial consultation process/paperwork. The percentage of patients able to get an initial psychiatric evaluation within two weeks increased from 37% in spring 2007 to 78% in spring 2008. The "No Show" rate for appointments decreased from an average of 30% to 14%. The number of Psychiatry Clinic appointments increased 28% (from 730 appts to 931 appts through June 2008).
3. The Allies Program was expanded to better respond to the needs of the LGBTQ community at Texas State. The Student Health Center provided significant resources in terms of leadership, training personnel and technology support.
4. The MAPS Program (Medical history, Allergies, Participate in developing your treatment plan, See us again if not better) was developed and implemented in an effort to educate students about how to make their medical visit more effective. Eighty-five percent of the students reported seeing the MAPS information and 63% found the information helpful.
5. A Patient Loyalty initiative was implemented beginning with the spring semester. The goal of the initiative was to provide patients with exceptional customer service by demonstrating an even higher level of caring and concern throughout their visit. The percentage of patients giving the Student Health Center an Overall Satisfaction rating of Excellent (5 on a 1-5 scale) increased from 47% to 56%.

Retention Initiatives included:

1. Supported the Mentoring Program with several SHC staff members serving as mentors.
2. Participated in the PAWS Alert program by providing a liaison for the SHC.
3. Supported the Gear Up for Next Semester program by displaying signs in the SHC with important dates/deadlines and sending letters to students with SHC "holds".

4. Provided significant support for the Welcome Bobcats program by having several staff make phone calls.
5. The SHC is an Allies of Texas State Safe Office with at least 75% of its full-time staff having undergone Allies training.
6. Provided a representative to the Student Success Team and actively supported the team's activities.

### **Progress on 2004-2009 Administrative Support Plan (Strategic Plan)**

In order to improve the response to students with physical and mental health concerns, the following strategic initiatives were completed in FY08:

1. Access to Women's Health services was increased by adding two nine-month Nurse Practitioners, as well as two Licensed Vocational Nurses to assist them. The number of Women's Clinic appointments increased 62%.
2. Access to Psychiatric services was improved by restructuring the appointment schedule, using "recalls" for making follow-up appointments, and simplifying the initial consultation process/paperwork. The percentage of patients able to get an initial psychiatric evaluation within two weeks increased from 37% to 78%. The "No Show" rate for appointments decreased from an average of 30% to 14%. The number of Psychiatry Clinic appointments increased 28%.

To support academic departments, the following internships or training experiences were provided in FY08:

1. Internships in Health Education (1 student) and Athletic Training (10 students).
2. Training site for Clinical Laboratory Sciences (23 students).

### **Assessments for 2007-2008**

#### Demographic Analysis:

The demographic analysis which compares the demographics of SHC patients and those of the general university student population indicate that SHC users are fairly representative of the university student population. Marketing efforts will be focused on reaching freshmen and their parents. The SHC will provide tours to students and parents during New Student Orientation. A letter with information about medical providers and how to access care will be sent to parents early in the fall semester.

#### SHC Monthly Statistics:

Monthly statistics assist in monitoring service levels and revenue generation. Through June of 2008, statistics reveal patient contacts totaling 46,992 (2% increase compared with FY07). Visits to medical providers are up 8%. Through June 2008, total revenues are higher in all areas: Pharmacy \$611,172 (+3%), Lab/X-ray \$254,676 (+9%) and Clinical Services \$92,610 (+32%). While the higher revenues were due in part to the increase in medical provider visits, significant improvements in encounter forms, fee schedules, transaction codes and report analysis contributed to the higher revenues as

well. Despite increases in Pharmacy revenues, profit margins are falling due to more expensive pharmaceuticals and patients taking their prescriptions to outside pharmacies that accept insurance. The SHC will explore accepting private insurance and continue to look for cost savings through group purchasing contracts.

#### SHC Patient Satisfaction Survey:

Patient satisfaction with medical services remains very high. Overall Satisfaction with the SHC increased from a score of 4.1 in the fall semester to 4.32 (1-5 scale) in the spring semester. Excellent (score of 5) ratings increased from 47% to 56%. Research suggests that it is the Excellent score that most predicts customer loyalty which is reflective of the highest satisfaction. The results of the patient satisfaction survey suggest that current practices are effective and that students are very satisfied. Nevertheless, efforts will continue to improve patient education, follow-up of chronic medical problems, coordination of mental health care, and access to medical care.

#### American College Health Association National College Health Assessment (NCHA):

The NCHA survey conducted during spring 2007 reveals that students' top health concerns are: stress, colds/flu, sleep problems, allergies, depression and anxiety. The Health Education Resource Center will focus on addressing the top health concerns through classroom presentations which have higher potential for student learning than other outreach measures.

#### **Educational Outreach/Presentations by Dept. Staff to Institutions and Communities For 2007-2008**

- The SHC collaborated with the Athletic Trainer Program by providing a clinical education and training component required for accreditation by that program. Ten athletic trainer program students were involved in the clinical training.
- The SHC collaborated with the School of Health Professions by providing training for 23 Clinical Laboratory Sciences students.
- The SHC provided a Health Education internship opportunity for one student.
- The SHC collaborated with the University of Texas School of Nursing by providing clinical preceptorships for two nurse practitioner students.
- The SHC collaborated with the University of Texas Health Science Center Psychiatry Program in San Antonio by providing clinical practice opportunities for four residents.
- The SHC Health Education Resource Center provided classroom presentations, distributed educational materials, responded to interviews and assisted individual students with class projects. Approximately 4,313 students benefited from these efforts.
- The SHC provided tours of the facility to parents and students during New Student Orientation in summer 2008. Participants received information about medical services and how to access those services.

### **Any Diversity Initiatives for 2007-2008**

- The Student Health Center is an Allies of Texas State Safe Office. To qualify for this designation at least 75% of the full-time staff had to complete Allies training.
- The SHC provided significant support for Allies of Texas State. The Health Education Coordinator and Graduate Research Assistant provided training for new Allies. The System Support Specialist provided technical support for the Allies website and monthly e-mails.
- The SHC collaborated with the Counseling Center to develop and conduct a multicultural mental health conference during the spring semester.
- A special facility tour was conducted for the Emerging Stars participants during summer 2008 to educate them about healthcare services and how to access those services.

### **Major Objectives/Retention Initiatives for 2008-2009**

1. Explore the option of accepting and billing private insurance to help insured students take advantage of their insurance benefit, to increase Student Health Center revenue, to decrease or eliminate future Medical Service Fee increases, and to expand medical services.
2. Implement an Electronic Medical Record (EMR) to improve the quality of care, increase patient safety, enhance access to medical information and decrease costs. The option of changing the Student Health Center's practice management system will be considered if it is determined that a better software system exists with a comprehensive package of practice management and electronic medical record.
3. Install a new Pharmacy Management System. The current software is difficult to integrate with any of the major EMRs available and has less robust features compared to other pharmacy software.
4. Expand the promotion of the MAPS program to both students and their parents. Since parents often guide their son or daughter through the medical system, it is important for both students and parents to understand the importance of the MAPS concepts.
5. Focus Health Education Resource Center efforts on classroom presentations targeting the needs identified in the National College Health Assessment (stress, cold/flu, sleep problems, allergies, depression, anxiety) and important life skills. Classroom presentations are in high demand from professors and offer an excellent opportunity for student learning.