April 9, 2012

Organization #: 10983      Accreditation Expires: April 30, 2015

Organization: Student Health Services, California State University, East Bay
Address: 25800 Carlos Bee Boulevard
         Hayward, CA 94542-3060
City, State, Zip:

Decision Recipient: Andrea Wilson
Survey Contact: Andrea Wilson

Satellites: See Page 2

Survey Dates: March 22-23, 2012

It is a pleasure to inform you that the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) Accreditation Committee has awarded Student Health Services, California State University, East Bay, a three-year term of accreditation.

Granting accreditation reflects confidence, based on evidence from this recent survey that you meet, and will continue to demonstrate throughout the accreditation term, the attributes of an accreditable organization as reflected in the standards found in the Accreditation Handbook for Ambulatory Health Care. The dedication and effort necessary for an organization to be accredited is substantial and the compliance with those standards implies a commitment to continual self-evaluation and continuous improvement.

Members of your organization should take time to review your Survey Report, which may arrive separately:

- Any standard marked “PC” (Partially Compliant) or “NC” (Non-Compliant) must be corrected promptly. Subsequent surveys by the AAAHC will seek evidence that deficiencies from this survey were addressed without delay.
- The Summary Table provides an overview of compliance for each chapter applicable to the organization. Emphasis for attention should be given to chapters marked “PC” (Partially Compliant) or “NC” (Non-Compliant).
- As a guide to the ongoing process of self-evaluation, periodically review the Survey Report to ensure the organization’s ongoing compliance with the standards throughout the term of accreditation.
- Statements in the “Consultative Comments” sections of the report represent the educational component of the survey. Such comments may provide suggested approaches for correcting identified deficiencies.

AAAHC policies and procedures and standards are revised on an annual basis, such revisions become effective March 1 each year. Accredited organizations are required to maintain their operations in compliance with the current AAAHC standards and policies. Therefore, the organization is encouraged to visit the AAAHC website, www.aaahc.org, for information pertaining to any revisions to AAAHC policies and procedures and standards.

We hope the survey has been beneficial to your organization in identifying its strengths and opportunities to improve. AAAHC trusts that you will continue to find the accreditation experience meaningful, not only from the benefit of having carefully reviewed your own operation, but also from the recognition brought forth by your participation in this survey process.

If you have any questions or comments about any portion of the accreditation process, please contact the AAAHC Accreditation Services department at (847) 853-6060.
Satellites:

Student Health Services, California State University, East Bay - Concord Campus
4700 Ygnacio Valley Road
Concord, CA 94521