1. Support Services Report Template

Report Info

Name of the person completing this report: Christine Herdt
Title of the person completing this report: Nursing Director
Supervisor/dean reviewing report: Andrea Wilson, Director
Name of second reviewer (if necessary): Brad Wells, Vice President
Service: SHCS-Medical and Nursing Services
Division/College: Administration and Finance

3. Mandated Service

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Executive Order: Executive Order Number 943
Campus Policy: Policy on University Health Services
Any other: Also superseding the California State University (CSU) policy on university health services, Executive Order No. 814

Provide a brief explanation, if necessary, in < 60 words.

Purpose-Student Health Centers shall be established and maintained to facilitate the retention of students matriculated in state-supported programs of the university and to enhance the academic performance of students through accessible mandated high quality medical care, public health prevention programs, and educational programs and services.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

Basic Student Health Services shall be available in all Student Health Centers to all matriculated students who have paid the appropriate mandatory student health fee:
These services include Primary outpatient care consistent with the scope of service, and the skills and specialties of clinical staff;
Provision of family planning services, consistent with current medical practice excluding surgical services;
Public health prevention programs including immunizations for the prevention and control of communicable diseases;
Health education (nutrition, sexually transmitted diseases, HIV, alcohol and substance abuse);
Evaluation and guidance for individual health problems;
Clinical Laboratory diagnostic services in support of basic services;
Basic diagnostic X-ray services;
Medical liaison services with other community health agencies;
Consultative services on campus health issues.

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 98%
Faculty: 1%
Administrators/staff: 1%
Total: 100%
2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>✔</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>✔</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>✔</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
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<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
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</tr>
</tbody>
</table>

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Athletes may not be able to obtain physicals due to limited access to health care services. SHCS can provide these required physical exams and laboratory work done at no cost to them. Without these services, athletes may be late in participating in sports for the university or will not be able to participate in college sports, which will enrich their college life. Maintaining an active healthy lifestyle and playing sports is one way of attaining this.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Keeping the student healthy will allow them to move through the university system successfully both physically and mentally. Providing resources to the students helps to promote sexual awareness, prevention, and treatments. Without SHCS, many students would not be able to be successful in college and/or stay in college due to the burden of finding affordable quality health care.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>A healthy body and mind will enable them to be contributors in society and be successful. Education on living a healthy lifestyle and experiences as an intern (in Peer Advocates for Wellness Program and Counseling Internship Program) at SHCS will prepare the students in the workforce of their interested field.</td>
</tr>
</tbody>
</table>

### Link to Scoring Rubric

2.4 Alignment with Shared Strategic Commitments

**How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?**

<table>
<thead>
<tr>
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<th>If aligned or contributing, provide a description. (&lt;60 words for each SSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</td>
<td>Keeping the students healthy aides in the students success allowing them to be engaged in their university experience, which ultimately leads to their success. If health issues are not addressed, it could interfere with learning. SHCS encourages students to be engaged and active in taking care of their own health; might inspire students into medical fields.</td>
</tr>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Campus has a diverse students population from the states as well as international; the SHCS assists students via our services - medical clinic, counseling, health educators, and collaboration with other departments. ALP program would be severely affected as services offered would need to be obtained elsewhere, delaying academics, which are occurring during a short period of time for this specific group.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td>Health is a key which is needed to move through the community experience. Exposing them to a means of being healthy promotes the “We Care” aspect. Students can schedule interview with our providers, nursing staff, laboratory technologist or counselor for their class project. We are visible in their orientation process, GS 1000 Class, Health Science Class and campus events.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>Caring is rendered to the diverse community. We collaborate with Housing, Recreation and Wellness Center, Student Life, and faculty in creating campus events and activities that enriched student’s college experiences as orientation, health fair and alfresco. We promote a safer environment for students. Students access the providers with online health; they are able to send messages to providers.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>Nursing offers compassion and understanding in a non-judgmental way. They can be the gatekeepers for the students by helping direct them to the needed resources that are available in the university community whether it is medical, mental, or health promoting. We provide preventative health education that encourages healthier lifestyle and promote exercise, less risk for infection and illness.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Constantly working on improving our systems for the students making their time here as efficient as possible allowing them more time for study. To improve our care and efficiency with international students, contracted with an interpretation service to aid in patients understanding of their health needs. We provide health information and encourage students to be responsible for their own health.</td>
</tr>
<tr>
<td>Support the civic, cultural, and</td>
<td>Being involved in the student lives by sponsoring Health Fairs, Soberfest, Freshman</td>
</tr>
</tbody>
</table>
economic life of all communities in the regions we serve through partnerships that promote education and social responsibility. Being involved in the student lives by sponsoring Health Fairs, Soberfest, Freshman orientations, Queerfest, to let the students know of our services promotes community. Having access to interpreter services aids in supporting a diverse culture group and helps support their needs.

Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM). SHCS has demonstrated leadership by moving forward in the use of the electronic health record. Utilization of the tools available in the EHR has helped us serve the university community in efficiency, confidentiality and safety. SHCS attends the American College Health Association (ACHA) Conference that focus on college health, advocacy, education, communications, products and services resulting in culturally competent practices.

2.5 How might the demand for this service change over the next five years? (Please choose one category below).

- Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

Gradual increase in usage by students over the past two years, and same trend will likely be anticipated in the next five years; the SHSC has to plan for the impact/affection from President Obama Health Care Plan.

Reasons for increase in demand and usage of SHCS are: increase student population living on campus; more injuries because more students are participating in intramural sports, increase number athletes due to increase of sports; increase usage of Recreation and Wellness Center; increase in sexual health and mental; and students utilizing SHCS stated that it is convenient, affordable and high quality care services. As the CSUEB expands student enrollment health issues must be taken into consideration, the SHC create opportunities to meet those needs.

5. Quality of Service

3.1 Do you assess the quality of the service you provide?

- Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

The SHCS uses both internal survey and external surveyors to assess our quality. The SHCS analyzes patient satisfaction survey (100) to determine areas that need improvement. In nursing, specific questions were added regarding Hand Hygiene. As a result of these questions development of a QI Plan has helped make changes to improve access and different types of hand hygiene methods. To improve the team peer reviews are conducted. These have helped improve our documentation and established consistency in our care modal. Our facility has undergone an independent survey by Accreditation Association for Ambulatory Health Care, Inc. (AAAHC). Weekly department meetings, utilizing our QI information and Peer Reviews helped in obtaining a scoring during accreditation of substantial compliance.

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Medical/Nursing has participated in an annual benchmarking study sponsored by Health Promotion Directors in higher education. The standards for Practice established by the American College Health Association are used to ensure CSUEB Medical/Nursing is practicing the highest quality evidence based approaches. Clinic services have increased standardization by providing uniformity in services and consistency in access to providers for students. Quality of service has been focused on by improving access to the
nursing station and check in process. Improvement of efficiency has occurred by assigning a specific nurse to work with a specific provider and also working with that provider for a week at a time. Assignments are designated on a board, so all are aware and accountable with their provider.

3.3 What idea(s) do you have for improving the **quality** of this service **within existing resources** (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in <120 words.

Improving quality of service within existing resources by an educational process in which in one instance how important hand hygiene is. This is being done by utilizing visual resources, hands on training and by doing peer audits related to hand hygiene. Utilizing the information obtained from the survey process will help track what are our needs and how to better serve the university community.

Some additional considerations for improving quality of clinic services:
- Standardized of care and standardized of note charting
- Increase education and develop training and/or review for staff on current health topics/issues that affecting the college students population.

3.4 What ideas do you have for improving the **quality** of the service **if additional resources were provided**. Please describe your idea(s) in <120 words.

Quality of service if additional resources were provided would be in the area of availability of staff at health center. If added additional RN, LVN and medical assistants would be able to provide staffing for extended hours of services. Additionally as we are a technological society workstations and charging stations would be utilized in waiting areas in the Nursing department, available for students to use if wanted to continue with their studies, as they wait for their service needs. Equipment upgrades such as vital sign stations, exam room upgrades for both student comfort and provider are areas to improve our quality.
A dental clinic, as oral health can offer clues about an individual overall health.
A sport injury specialist.

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

Patient surveys are done yearly as previously stated but if there is a need real time it is addressed at the time of service. This process would be considered informal as we are trying to create a win-win situation for the student. The most resent patient satisfactory survey was done in April/May 2013. The collected data was entered on excel spread sheet and compared with previous year’s survey result. The overall result showed that the student rated the SHCS provide a very good quality service and they considered the SHCS is very crucial service to their college life.

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

Very proud that Student Health Service received high recognition for services provided. Student Health and Counseling Services ranked #1 in Quality and #4 as Importance. Combining these areas we ranked #2. Student satisfaction is very important to us and we try to adapt to student needs.
3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain

We have both a formal and informal guidelines on how we render service to the students. Informal process-We talk at staff meetings on how we can improve service by discussing different situations, utilizing scenarios. Formal with our mission/vision goals established by university and the Health Center along with our policy/procedures established as guidelines for our service and quality. Our department participates in staff trainings to improve on communication, professionalism and staff development to improve services offered to the campus community. The SHCS has written protocols and guidelines as outlined and recommended by CDC and AAAHC. The laboratory and radiology, each has written protocols and procedures. All the protocols and guidelines are accessible either by binders and/or CSUEB Sharepoint.

Link to Scoring Rubric

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Annual Goals (Targets) are created through one means which is our Quality Assurance process. Nursing is looking at hand hygiene which nationally is less than a 50% compliance. The goal is to achieve a 90% or better in this area, it is expected we achieve this or exceed. Overall we have 85% compliance, this is an area we will continue to work on. As a department in the Student Health and Counseling Services we participate in the Accreditation process, we have been extremely successful in this area and have been given the accreditation of Substantial Compliance.

Link to Scoring Rubric

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Annual goals are set according to monthly, quarterly and annual reports. Medical/Nursing strive to increase the services to the students by utilizing the number of visits as a link to marketing aspects of SHC and awareness of services. Utilizing the number of visits help to quantify and identify the need for type of personnel, licensed, medical assistants, laboratory technicians. Visits in clinic from 9/26/12 - 6/14/13 were 10,614. Previously it was 9,669. These numbers identified a need to meet the demand of the students and provide quality of care to the campus community.

6. Efficiency of Service (cost effectiveness)

Link to Scoring Rubric

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

1554634

Attach your allocated spreadsheet here.

Student Health Svc 2011-12 Expenses Reviewed 08-19-13.xlsx
4.2 Using the spreadsheet provided, please distribute your department’s annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

432746

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

6324

Attach your allocated spreadsheet here.

Space AF Stud Health Reviewed 08-19-13.xlsx

4.4 During the last three years, have you adopted any measures to improve the **efficiency** (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

At the health center a streamlined process has been put in place with the process of students needing Tuberculosis screening/testing. This process allows the student to pay for services at one time decreasing amount of time a student has to wait. Implementing vendor services for biohazardous waste and shredding services improve the time and efficiency of staff, HIPPA compliance and safety. Staff schedules are according to department needs which reduces costs, schedules of .80 vs 1.0 and type of staff needed Licensed, Laboratory Technician. This saves in personnel hours and takes into consideration volume in clinic. Maxamizing use of space by contracting services on site within existing departments decreases costs instead of adding additional costs.

4.5 What idea(s) do you have for improving the **efficiency** (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Minimal outsourcing occurs in the Radiology department. Image pilot is a diagnostic radiology tool used for the majority of x-ray services that occur in the Student Health Center. Occasionally service needs to occur outside due to a variety of reasons. Services are contracted with outside vendors so students pay minimal cost for the service. Diagnostic interpretation is accomplished by utilizing MD’s specific in x-ray reading. A decrease in cost occurs due to not having a specific MD in the health center for this purpose. Laboratory has a contract with outside vendor (Quest), minimal costs to the students for specimen testing occurs.

4.6 What idea(s) do you have for improving the **efficiency** (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Communication flow has been improved by the utilization of walkie-talkie’s in Medical/Nursing and multiple other departments. If additional resources could be obtained installing a Public announcement system (PA) paging system, would help all departments throughout the health center and decrease cross interference that occurs with the walkie talkies. The PA system would be more
reliable increasing efficiency and decreasing time loss by trying to locate individuals which delays service to the students. Remodel of the SHCS facility to have two pharmacy windows, (currently we have one pharmacy window), this will better service the students in our busy quarters; reduce amount of wait time in line because their valuable time can be used for studying and/or going to classes.

**Link to Scoring Rubric**

4.7 Do you have any plan(s) to improve the **efficiency** (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

Yes

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

Higher utilization of the Electronic Health Record and its capabilities will increase efficiency, coordination of care and be cost effective by decreasing the amount of paper use. The Electronic Health Record increases productivity by reducing the amount of time spent looking for paper records and information is located in one area. Goal is to streamline the laboratory and radiology into a paperless process. Appointments made in the Electronic Health Record and documentation of laboratory results will increase efficiency for both the technicians and providers. The clinic will continue to provide clinical care with new and emerging best practices and reduce or eliminate unnecessary practices that can limit clinic efficiency and are not recommended by the national health guidelines.

**Link to Scoring Rubric**

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

The clinic in 9/21/2011-6/15/2012 serviced 9669 visits plus flu clinic, ALP students , ortho visits add additional services to clinic of 585 total of medical/nursing visits as=10,254. Clinic in 9/26/2012-6/14-2013 serviced 10,614 plus Flu clinic, ALP students, ortho visits add additional services to clinic of 617. Total of Medical/Nursing visits = 11,231. Overall increase 10% in provider/nursing visits, ortho 5%, Flu 30% and ALP equal. Lab services improved 2% overall with tests done in 9/21/2011-6/15/2012 of 4678 and 9/26/12-6/14/2013 of 4771, Radiology 9/21/2011-6/15/2012 299, 9/26/12-6/14/13 308 3% overall increase of services. Both Lab and Radiology are serviced by one individual and these areas have a very efficient streamlined process.

7. **Other**

**Link to Scoring Rubric**

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

No

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in <60 words.

No other area on campus that offers health services to students.

**Link to Scoring Rubric**

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

This is a unique health service as we provide Medical/Nursing care to students who are enrolled in the CSU system. If the student has no other health care access we are able to provide them with some of the basic services they will need. Student Health Center also provides Women’s and Men’s sexual health needs from pap’s to vaccinations, education on prevention of sexually transmitted
diseases and protection. Prevention is a key to help decrease risks associated with sexually active adults. Use of condoms, birth control and sex education are some of the focus areas the clinic addresses. These health issues are part of the students life and we provide unique services that are not offered elsewhere on campus.

Link to Scoring Rubric

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

The Medical/Nursing department has adapted to the needs of the increasing student population by providing services and staff to accommodate these needs. A means to obtain this was by increasing the Nursing/Laboratory staffing from 6.25 FTE to 9.0 FTE. With the increase in staffing a nurse manager, licensed vocational nurse, medical assistant and laboratory technician joined a energetic caring team dedicated to meeting the needs of the students. With these resources ALP clinics, Flu clinics, outreach during orientation, Soberfest, Al Fresco all helped to increase the students knowledge of the Student Health Center and services offered. By increasing the service to the student community quality of care, safety and excellent service has resulted. We believe that keeping the students healthy is a key to their success while at CSUEB.