



Eastern Oregon University STUDENT HEALTH CENTER (SHC) Annual Report 2009-2010

Overview:

The mission of the Eastern Oregon University (EOU) Student Health Center (SHC) is to help students promote and maintain a healthy lifestyle to achieve their educational goals.

Knowing that health care can be a concern while attending school, Oregon Health & Science University (OHSU) and Eastern Oregon University (EOU) are partners in assuring EOU students have access to a comprehensive set of health care services. Care at the SHC is private and confidential and staff cannot share student medical information with other students, professors, or family members without permission from the student.

The Student Health Center, located on EOU campus at the corner of 6th and L, is staffed by nurse practitioners (NP), a registered nurse (RN), certified nursing assistants and support staff. Part of the registered nurse's role is to provide health promotion activities on the EOU campus. The clinic is open Monday through Friday (times are posted on the website and Health Center door). The clinic is closed on weekends, EOU vacations, holidays, and summers. Except for emergencies, walk-in service is not encouraged and appointments are made by calling (541) 962-3524.

Muriel Shaul is the OHSU School of Nursing La Grande Campus Administrative Director, Gary Laustsen served as the SHC Clinical Director, and Carol Grubbe supervised the support staff and provided operational oversight. Challenges related to staffing the SHC were faced early in the school year due to the resignation in late summer of the former receptionist and certified nurse assistant (CNA). New staff needed to be recruited, interviewed, hired, and trained within a short time period before the SHC operations began on September 21, 2009.

The 2009-2010 Year in Review:

Patient Care

The SHC was open for patient care for a total of 162 days (960 hours). The majority of patient visits were for care of acute and chronic conditions (#1377), and there were an additional 122 physicals (sports, female annual, & wellness). The annual average was 1.7 patients per hour. An additional 195 medication refill requests were processed by the NPs without scheduled visits.

A total of 163 immunizations were given through the SHC. Specific “wait time” data was not collected, but 90% of the responses on the patient satisfaction survey indicated patients thought the punctuality and responsive of care was excellent or very good (Appendix A). Frequent communication between the Clinical Director and the EOU Athletic Department led to improved services for EOU athletes interacting with the SHC. (See attached for service detail comparing 08/09 and 09/10 data.)

Health Promotion Activities

Health promotion activities were predominantly accomplished by the SHC’s RN, Angie Abel. In addition to the campus activities, Angie attended the EOU Wellness Committee meetings and provided oversight of clinical activities for OHSU student nurses in the SHC. The following is a summarization of the health promotion activities for 2009-2010:

- New student orientation to SHC facilities and services
- Flu vaccine promotion: on and off campus
- Health promotion activities with Residence Hall Directors (alcohol, drugs, H1N1, how to stay healthy)
- Breast Cancer Awareness in conjunction with athletic events
- National Hand Washing Week
- Great American Smoke Out
- Created MRSA posters
- Involvement in EOU Wellness meetings and SART
- Maintenance of health center/ wellness website/facebook
- Health Screenings at SHC (nutrition counseling, weight management)
- HPV Vaccine promotion and administration

Quality Assurance (QA)

The providers and staff of the SHC strive to maintain a high level of professionalism and standard of care. To help achieve these goals staff and providers meet regularly each term with the staff from the Counseling Center to discuss activities, operations, and any current issues. The SHC Clinical Director is involved with EOU Academic Affairs meetings to maintain connections with the campus and to address campus-wide health-related issues. For example, over the



Summer- Fall time period, numerous meetings were held to discuss and plan for the SHC and EOU Campus response to H1N1 influenza.

Protocols and policies at the SHC are reviewed and revised as needed by the Clinical Director with input as appropriate from the Administrative Director, EOU Student Affairs Committee, providers, and staff. For example, with the concerns of a possible H1N1 pandemic, a “Provider Response to Infectious Diseases” protocol was written to facilitate appropriate response to influenza and other potentially infectious conditions among students that delineated expected responses from the SHC providers and EOU campus directors.

Another aspect of quality assurance was the process of designing, administering, and reviewing a patient satisfaction survey. The results of the survey were very positive with 96% of respondents indicating their overall care at the SHC was excellent or very good. In regards to responsiveness and punctuality, 90% of the survey respondents thought the amount of time in which they were seen was either excellent or very good. The results of the survey can be viewed in Appendix A.

Quality assurance of the care provided at the SHC also includes periodic review of the healthcare provider’s documentation of their patient encounters. These encounters are currently documented using an electronic health record (EHR). The peer-review process of evaluating care and documentation of selected patient encounters was completed using a Review Instrument (Appendix B). Based on the NP peer-review of patient encounters for the three providers, all encounters had adequate documentation of the identified measures. For the majority of measures evaluated, the reviewers gave a \checkmark or $\checkmark+$ rating. One measure needing to be improved, as evidenced by frequent $\checkmark-$ minus ratings, is the need to verify current medications and allergy reactions. These measures are included in each patient’s overall EHR, but it was noted that providers should confirm and update these measures more frequently in the individual patient encounters. It is recommended that providers continue to review, discuss and revise as needed the appropriate standards of care and documentation for the patient encounters at the SHC.

Recommendations

Comments from the OHSU staff and providers and the EOU Counselors indicated a general agreement that the operations of the SHC started out with some staffing difficulties, but overall had smooth, consistent operations. Patient satisfaction with SHC care was high and health promotion activities with the EOU Campus were adequate. Interactions between the OHSU and EOU Administrators and Directors were collaborative, collegial, and mutually informative. The following are recommendations related to overall SHC operations:

- Improve physical plant of SHC building, especially the heating and cooling systems,
- Improve and expand appropriate EOU student population health and wellness programs,
- Develop stable staffing of receptionist and certified nursing assistant,
- Request coordination of EOU Student Affairs meeting times with availability of OHSU Administrative Director and/or SHC Clinical Director,
- Incorporate into annual budget money for travel by Clinical Director to meetings relevant to college health centers (Oregon College Health Association, ACHA)
- Facilitate and improve providers' use and standardization of the electronic health record program (Chart Connect)
- Schedule SHC and Counseling Center provider meetings monthly for coordination of services and operations.

Appendix A:

Results of Patient Satisfaction Survey

EOU Student Health Center

Dear Patient:

We appreciate the opportunity to be involved in your health care. We ask that you assist us in improving the quality of our care by offering your honest and anonymous feedback by answering the following questions. Please check the “grade” or letter which best describes how we are doing:

		Excellent	Very Good	Satisfactory	Below Average	Poor
How satisfied were you with:	Score	A	B	C	D	F
• Overall care at the clinic?		73%	23%	4%		
• Personal manner (courtesy, respect, sensitivity, friendliness) of the front desk receptionist ?		90%	10%			
• Personal manner (courtesy, respect, sensitivity, friendliness) of the CNA ?		79%	10%		NA – 11%	
• Personal manner (courtesy, respect, sensitivity, friendliness) of the provider ?		85%	11%	2%	NA – 2%	
• Your involvement in decisions regarding your care?		79%	15%	6%		
• Information or patient education that you received during your visit?		71%	23%	6%		
• How confident do you feel in the care provided by the person you saw?		83%	13%	2%	NA – 2%	
• Responsiveness and punctuality in meeting your needs (i.e. were you able to be seen in a reasonable time frame)?		75%	15%	8%	2%	

Do you have any comments or suggestions to improve our health team's performance in meeting your health care needs?

- Very quick service and quality.
- See patients in a timely manner rather than make them wait, when they can hear you talking on the phone.
- Nice people.
- Best clinic I've been to.
- Perfect.
- I sat for a while. It was cold in those papers. Try to be more prompt but it's understandable.
- Just feel like the doctors should spend more time with patient and make sure to give more in information. My last visit was very short and I received no information on the Birth Control I purchased.
- Great work ladies & Gary.
- Had a really bad experience two years ago and it has been addressed.
- Everyone's great.
- Listen to what has worked and consider that instead of something else.
- Good friendly service! Thank you!
- Excellent care provided! Thank you!
- Better hours – I have class everyday 8am – 4pm. Have to skip to come here.
- Very helpful.

If there was anything or anyone you were particularly happy or unhappy with, please tell us below.

- All ☺
- Nurse and front desk were good.
- Overall very happy.
- Carrie was wonderful, explained everything and made me feel comfortable.
- My last doctor, not sure of the name. Overall the health center is great.
- Offer cookies and punch.
- Everyone!
- Wrong name but it's ok.
- Nope – Great job!
- Very helpful and informative! ☺
- Carrie has said that a medication would be filled but pharmacy does not get anything. Twice.
- The new hours works best for more students. Thank you!
- Very friendly staff! ☺
- Everyone seemed inviting and it was a comfortable atmosphere.
- I was very please with your entire staff.
- I was very happy with Kim for her personality and Carrie with helping me with my problem.
- Nope, all's well! ☺
- Comfortable environment.

Appendix B

Review Instrument: Write in chart number, diagnosis, and primary provider. For each of the QA measures, check whether the documentation in the chart is adequate, inadequate or is not applicable.

Chart # _____	Dx: _____			Provider: _____
QA Measure	Adeq.*	Inad.	N/A	Comments
Chief Complaint identified				
HPI complete				
ROS adequate				
Allergies & Rxn				
Current Medications				
Relevant MH included				
Vital signs (etc) complete				
Exam complete				
Diagnosis & ICD identified				
Plan elements complete				
Diagnostic results included				
Health Promotion included				

* Use √, √+ or √-