

## **EOU Student Health Center**

### **2010-2011 Annual Report**

#### **Unit Goals for 2010-2011**

Six unit goals were met during this academic year (AY). Results have been entered into TracDat. Unit goals for 2011-2012 will be based on the 2010-2011 goals and refined in July at the Student Affairs retreat. (Appendix A)

#### **Utilization**

EOU experienced an increased enrollment and the Student Health Center (SHC) experienced an increase in utilization. Overall, there was an 8% increase in patient visits from 2009-2010 academic year. Women's health and other wellness related physical exams were fewer by 4 from the previous year, but sports physicals increased by 29 to a total of 48. Acute and chronic care visits increased by 10%. There was a decrease in Wellness/Behavioral visits during spring term due to the resignation of the RN. Nurse practitioners experienced an increase in visits that may have included wellness and behavioral content. See Appendix B for an itemized table of utilization comparing AY 2010-2011 with AY 2009-2010.

#### **Wellness and Behavioral**

The activities of the wellness nurse were reported in the fall and winter quarterly reports. The activities below reflect the involvement of the nurse practitioners and one nursing faculty in SHC wellness outreach during spring term. Two junior nursing students participated in several on-campus wellness and illness prevention activities as part of their community health clinical spring term. The students worked with Carrie Lane, FNP, on the development of a peer mentoring program. The table below represents the involvement of providers in wellness-focused events in spring term.

<b>Activity</b>	<b>#events/days</b>
SART	2
Safety Committee	1
TB Screening Pre-Professional Students	2
No Strings Attached (1 meeting preparation, 1 event)	2
Health Fair (1 meeting, 1 event) assisted by Linda Densmore, nursing faculty	2
Spring Fling = 2 event days (Linda Densmore assisted)	2
Mountaineer Days	3

Nursing Students supervision and direction	10+
<i>Voice</i> Articles (4 articles written; 2 published)	4/2

### **Patient Satisfaction**

Patient satisfaction surveys were conducted each term. Results were consistently in the excellent to good range. Please see Appendix C for results.

### **Peer Chart Review**

Each provider participated in quality assurance activities using peer chart review. A summary prepared by Carrie Lane, FNP is found in Appendix D.

### **Administration**

- Interviews are currently underway to fill the Health & Wellness Coordinator position. A qualified candidate will be hired to begin Fall term.
- An upgrade to the electronic medical record is in process. It is anticipated that the new system will be operational by fall.
- Staffing remains stable.
- All computers (except one) are now supplied by EOU and will be maintained by the EOU IT department.

Submitted by Muriel Shaul

## **Appendix A**

### **Unit Goals**

### **Unit Goals 2010-2011**

**Indicator: Student Health Center to participate in campus effort/response to contagious disease outbreaks and health emergencies**

**Indicator: Student Health Center to develop health promotion/outreach program**

**Indicator: Student Health Center to develop, review and revise clinical policies and procedures**

**Indicator: Student Health Center to provide clinically competent health services that are easy for eligible students to access**

**Indicator: Student Health Center to implement new clinic programs as appropriate (i.e., CCARE, vaccinations)**

**Indicator: Student Health Center to Increase communication and facilitate collaboration with unit staff and other student affairs units**

## **Appendix B**

### **Utilization Information**

**ACADEMIC YEAR 2010-2011**

	<b>FALL 2010</b>	<b>WINTER 2011</b>	<b>SPRING 2011</b>	<b>TOTAL</b>
NUMBER DAYS OPEN	<b>59</b>	<b>54</b>	<b>54</b>	<b>167</b>
NUMBER OF CLINIC HOURS	<b>368</b>	<b>345</b>	<b>345</b>	<b>1058</b>
PATIENTS SEEN (includes RN visits)	<b>724</b>	<b>572</b>	<b>510</b>	<b>1806</b>

Physicals (GYN and Wellness)	<b>34</b>	<b>29</b>	<b>36</b>	<b>99</b>
Sports Physicals	<b>30</b>	<b>6</b>	<b>12</b>	<b>48</b>
Acute and Chronic Care	<b>590</b>	<b>488</b>	<b>459</b>	<b>1537</b>
Wellness, Behavioral Health	<b>70</b>	<b>56</b>	<b>3</b>	<b>129</b>

Office Procedures:

Laceration 0-2.5 Simple Scalp Paring or Cut Benign Keratotic Lesion	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
I&D Abscess Simple	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>
Biopsy Lesion One	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
Foreign Body Removal Soft Tissue	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Excision Skin Lesion to 15	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Excision/Destruction Lesion 1st	<b>8</b>	<b>3</b>	<b>4</b>	<b>15</b>
Excision/Destruction Lesion	<b>47</b>	<b>11</b>	<b>4</b>	<b>62</b>

**ACADEMIC YEAR 2009 - 2010**

	<b>FALL 2009</b>	<b>WINTER 2010</b>	<b>SPRING 2010</b>	<b>TOTAL</b>
NUMBER DAYS OPEN	<b>59</b>	<b>52</b>	<b>51</b>	<b>162</b>
NUMBER OF CLINIC HOURS	<b>298</b>	<b>339.5</b>	<b>322</b>	<b>959.5</b>
PATIENTS SEEN ( <i>Includes RN visits</i> )	<b>660</b>	<b>535</b>	<b>465</b>	<b>1660</b>

VISITS SUMMARY

Physicals (GYN and Wellness)	<b>35</b>	<b>34</b>	<b>34</b>	<b>103</b>
Sports Physicals	<b>13</b>	<b>3</b>	<b>3</b>	<b>19</b>
Acute and Chronic Care	<b>451</b>	<b>498</b>	<b>428</b>	<b>1377</b>

Office Procedures:

Laceration 0-2.5 Simple, Scalp	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Paring or Cut Benign Keratotic Leseion			<b>1</b>	<b>1</b>
I&D Abscess Simple		<b>1</b>		<b>1</b>
Foreign Body Removal Soft Tissue	<b>6</b>			<b>6</b>
Excision Skin Lesion to 15	<b>6</b>	<b>5</b>	<b>1</b>	<b>12</b>
Excision/Destruction Lesion 1st		<b>1</b>	<b>1</b>	<b>2</b>
Excision/Destruction Lesion 2-14		<b>5</b>	<b>1</b>	<b>6</b>

2-14

Destruction of Flat Wart up to 14	1	1	1	3
Ear Irrigation One or Both Ears	2	8	1	11
Peak Flow Meter	1	1	1	3
Nebulizer TX	1	3	2	6
Spirometry	0	0	1	1
Pulseoximetry Single	<u>14</u>	<u>16</u>	<u>5</u>	<u>35</u>
Total Procedures	77	45	20	142

Laboratory:

Blood Drawing/Venipuncture	90	55	40	185
Urinalysis with Microscope	13	14	14	41
UA/Dip	16	14	12	42
Pregnancy Test Urine	16	11	3	30
Influenza Rapid Test		2	0	2
Occult Blood 1-3	1	0	1	2
Wet Mount/Gram Stain	4	5	1	10
Glucose by One Touch	3	0	1	4
Quick Strep	<u>15</u>	<u>27</u>	<u>22</u>	<u>64</u>
Total Laboratory	68	128	94	290

Immunizations:

TB Skin Test, Intradermal	53	7	29	89
Influenza	37	9	0	46

Destruction of Flat Wart up to 14	2	2	4	8
Ear Irrigation One or Both Ears		1		1
Peak Flow Meter	1	2		3
Nebulizer TX		2	1	3
Spirometry		1	2	3
Pulseoximetry Single	<u>3</u>	<u>4</u>	<u>5</u>	<u>12</u>
Total Procedures	<u>18</u>	<u>24</u>	<u>15</u>	<u>58</u>

Laboratory:

Blood Drawing/Venipuncture	50	48	40	138
Urinalysis with Microscope	6	18	10	34
UA/Dip	7	14	7	28
Pregnancy Test Urine	3	11	8	22
Occult Blood 1-3	3	1	1	5
Wet Mount/Gram Stain	2	2	5	9
Glucose by One Touch	5	17	0	22
Quick Strep	<u>12</u>	<u>40</u>	<u>21</u>	<u>73</u>
Total Laboratory	<u>88</u>	<u>151</u>	<u>92</u>	<u>331</u>

Immunizations:

TB Skin Test, Intradermal	39	11	7	57
Influenza	48	4		52

Tetanus	0	0	0	0
MMR	2	1	2	5
Tdap	2	2	8	12
DTaP, HEPB, IPV	0	0	0	0
Hep B Adult 19+	6	1	3	10
HPV	<u>86</u>	<u>25</u>	<u>12</u>	<u>123</u>
Total Immunizations	<b>186</b>	<b>45</b>	<b>54</b>	<b>285</b>

Injections:

Depo-Provera 150 Mg	3	9	8	20
Toradol 15Mg IM	<u>0</u>		<u>1</u>	<u>1</u>
Total Injections	<b>3</b>	<b>9</b>	<b>9</b>	<b>21</b>

Medications Prescribed Filled at Time of Appt	<b>232</b>	<b>218</b>	<b>191</b>	<b>641</b>
Birth Control Refill Request No Appointment	<b>39</b>	<b>80</b>	<b>71</b>	<b>190</b>

Tetanus				0
MMR	<b>20</b>			<b>20</b>
Tdap	<b>7</b>	<b>3</b>	<b>1</b>	<b>11</b>
DTaP, HEPB, IPV	<b>3</b>			<b>3</b>
Hep B Adult 19+	<u>17</u>	<u>3</u>		<u>20</u>
Total Immunizations	<u><b>134</b></u>	<u><b>21</b></u>	<u><b>8</b></u>	<u><b>163</b></u>

Injections:

Depo-Provera 150 Mg	3	3	1	7
Toradol 15Mg IM				<u>0</u>
Total Injections	<u><b>3</b></u>	<u><b>3</b></u>	<u><b>1</b></u>	<u><b>7</b></u>

EKG				0
Medications Prescribed Filled at Time of Appt <b>(*I)</b>	<b>142</b>	<b>189</b>	<b>157</b>	<b>488</b>
Birth Control Refill Request No Appointment <b>(*)</b>	<b>76</b>	<b>57</b>	<b>62</b>	<b>195</b>



**Appendix C**  
**Quarterly Client Satisfaction Surveys**

**EOU STUDENT HEALTH CENTER  
CLIENT SATISFACTION SURVEY  
RESULTS  
AND APPOINTMENT PUNCTUALITY  
SURVEY  
FALL TERM, 2010**

<b><u>SATISFACTION WITH CARE:</u></b>	<b>EXCELLENT</b>	<b>VERY GOOD</b>	<b>SATISFACTORY</b>	<b>BELOW AVERA GE</b>	<b>POOR</b>	<b>NO RESPONSE</b>
CARE AT THE CLINIC	82%					18%
PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS) OF <b>FRONT DESK RECEPTIONIST</b>	91%	9%				
PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS) OF <b>PROVIDER</b>	91%	9%				
TECHNICAL SKILLS (THOROUGHNESS, CAREFULNESS, COMPETENCE) OF THE <b>PROVIDER</b>	91%	9%				
YOUR INVOLVEMENT IN DECISIONS REGARDING YOUR CARE	82%		18%			
INFORMATION OR PATIENT EDUCATION THAT YOU RECEIVED DURING YOUR VISIT	82%	9%	9%			
HOW CONFIDENT DO YOU FEEL IN THE CARE	91%	9%				

PROVIDED BY THE PERSON YOU  
SAW?

RESPONSIVENESS AND PUNCTUALITY IN MEETING YOUR NEEDS (I.E. WERE YOU ABLE TO BE SEEN IN A REASONABLE TIME FRAME?	64%	18%	9%	9%
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<b>0-4 MINUTE WAIT</b>	<b>50%</b>
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<b>5-9 MINUTE WAIT</b>	<b>21%</b>
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<b>10-15 MINUTE WAIT</b>	<b>26%</b>
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<b>16-20 MINUTE WAIT</b>	<b>3%</b>
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<b>WALK IN APPOINTMENT</b>	<b>6%</b>
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<b>LATE FOR APPOINTMENT</b>	<b>12%</b>
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*Patients generally seen same day or next day. Physical appointments same week or one week.*

**Comments or suggestions to improve health team performance in meeting  
healthcare needs:**

\* Nope, Very Happy.

\* None

\* Overall good place

**If there was anything or anyone you were particularly happy or unhappy with, please  
elaborate:**

\* Thank you.

\* I had a meeting at 11:20 to get my blood pressure checked and it took over an hour and a  
half to get it checked.

\* Getting blood drawn very painful to the  
point of nausea.

\* Angie - rudeness.

\* Everyone is wonderful!

**DEMOGRAPHIC AND VISIT  
INFORMATION:**

Gender: Male	36%
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Female	64%
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Marital Status:

Married	18%
Divorced	9%
Single	73%

Age:

17-20	82%
21-22	9%
41-50	9%

Ethnic Background:

White	91%
Hispanic or Latino	9%

Year in School:

Freshman	55%
Sophomore	9%
Junior	27%
Senior	9%

Frequency of Visits:

0-1	36%
2-4	27%
5-8	18%
More than 8	18%

Type of visits:

Acute Problems	29%
Physical Exam including women's health	18%
Counseling	6%
Anti Depressants	6%
Health Screen	12%
Sleep Disorder	6%
Second Opinion	6%
HPV Immunization	6%
Health Food Plan	6%
Immunizations	6%

**EOU STUDENT HEALTH CENTER  
CLIENT SATISFACTION SURVEY RESULTS  
AND APPOINTMENT PUNCTUALITY  
SURVEY  
WINTER TERM 2011**

46 RESPONSES  
WEEK OF FEB 14-18, 2011

<b><u>SATISFACTION WITH CARE:</u></b>	<b>EXCELLENT</b>	<b>VERY GOOD</b>	<b>SATISFACTORY</b>	<b>BELOW AVERAGE</b>	<b>POOR</b>	<b>NO RESPONSE</b>
CARE AT THE CLINIC	76.09%	19.57%	4.35%			
PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS) OF <b>FRONT DESK RECEPTIONIST</b>	80.43%	13.04%	4.35%			2.17%
PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS) OF <b>PROVIDER</b>	84.78%	6.52%	4.35%			4.35%
TECHNICAL SKILLS (THOROUGHNESS, CAREFULNESS, COMPETENCE) OF THE <b>PROVIDER</b>	84.78%	6.52%	4.35%			4.35%
YOUR INVOLVEMENT IN DECISIONS REGARDING YOUR CARE	78.26%	15.22%	2.17%			4.35%
INFORMATION OR PATIENT EDUCATION THAT YOU RECEIVED DURING YOUR VISIT	69.57%	19.57%	6.52%			4.35%
HOW CONFIDENT DO YOU FEEL IN THE CARE PROVIDED BY THE PERSON YOU SAW?	78.26%	8.70%	8.70%			4.35%

RESPONSIVENESS AND PUNCTUALITY IN MEETING YOUR NEEDS (I.E. WERE YOU ABLE TO BE SEEN IN A REASONABLE TIME FRAME?	80.43%	8.70%	8.70%	2.17%
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46 Random Client Times:

	28.26
<b>0-4 MINUTE WAIT</b>	%
	26.09
<b>5-9 MINUTE WAIT</b>	%
	15.22
<b>10-15 MINUTE WAIT</b>	%
<b>16-20 MINUTE WAIT</b>	2.17%
<b>WALK IN APPOINTMENT</b>	2.17%
<b>LATE FOR APPOINTMENT</b>	0

**Patients Arrived Early & Seen Early:**

<b>SEEN EARLY 0-4 MINUTES</b>	2.17%
	19.57
<b>SEEN EARLY 5-9 MINUTES</b>	%
<b>SEEN EARLY 10-15 MINUTES</b>	2.17%
<b>SEEN EARLY 16-20 MINUTES</b>	2.17%

**Patients generally seen same day or next day. Physical appointments same week or one to two weeks.**

**Comments or suggestions to improve health team performance in meeting healthcare needs:**

*Keep it up!*

*I was put in an appointment on No Notice - So*

*Thankful.*

*Maybe bigger place w/more staff.*

*Very good service - I'm seen in a timely fashion.*

*Excellent.*

*Would like more education on problem.*

*None I can think of.*

*She was very nice.*

**If there was anything or anyone you were particularly happy or unhappy with, please elaborate:**

*Wonderful staff! Always make visits effective, efficient and enjoyable!*

*Everything went great!!*

*Not sure of her name but the doctor I saw for my ear infection was great and the nurse is always very polite.*

*Woman at the Front Desk was very helpful.*

*All the service from everyone was amazing!*

*How accommodating they are (staff).*  
*Angie has been very helpful and always very positive!*  
*Were patient with me.*  
*Carrie is great and very helpful.*  
*No - everyone was great.*  
*Angie - nice consultation.*

**DEMOGRAPHIC AND VISIT INFORMATION:**

Gender: Male	33%
Female	63%
No Response	4%
Marital Status:	
Married	4%
Divorced	0%
Single	85%
Other	4%
No Response	7%
Age:	
17-20	39%
21-22	30%
23-30	17%
31-40	2%
41- over	2%
No Response	9%
Ethnic Background:	
White	83%
Hispanic or Latino	4%
American Indian and Alaska Native	2%
Black or African American	4%
No Response	7%
Year in School:	
Freshman	30%
Sophomore	13%

Junior	28%
Senior	15%
Graduate Program	7%
No Response	7%

Frequency of Visits:

0-1	30%
2-4	33%
5-8	20%
More than 8	9%
No Response	9%

Type of visits:

Acute Problems	Chronic Illness
Physical Exam including women's health	Headaches
	Weight
Counseling	Loss
HPV Immunization	
Health Food Plan	
Immunizations	



**EOU STUDENT HEALTH CENTER  
CLIENT SATISFACTION SURVEY RESULTS  
AND APPOINTMENT PUNCTUALITY SURVEY  
SPRING TERM 2011**

40 RESPONSES  
WEEK OF MAY 9-13,, 2011

				BELOW		NO
<b><u>SATISFACTION WITH CARE:</u></b>	<b>EXCELLENT</b>	<b>VERY GOOD</b>	<b>SATISFACTORY</b>	<b>AVERAGE</b>	<b>POOR</b>	<b>RESPONSE</b>
CARE AT THE CLINIC	65.00%	32.50%		2.00%		
PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS) OF <b>FRONT DESK RECEPTIONIST</b>	78.00%	20.00%	2.00%			
PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS) OF <b>PROVIDER</b>	75.00%	20.00%	5.00%			
TECHNICAL SKILLS (THOROUGHNESS, CAREFULNESS, COMPETENCE) OF THE <b>PROVIDER</b>	67.50%	25.00%	5.00%	2.50%		
YOUR INVOLVEMENT IN DECISIONS REGARDING YOUR CARE	62.50%	30.00%	5.00%	2.50%		
INFORMATION OR PATIENT EDUCATION THAT YOU RECEIVED DURING YOUR VISIT	62.50%	25.00%	10.00%	2.50%		
HOW CONFIDENT DO YOU FEEL IN THE CARE PROVIDED BY THE PERSON YOU SAW?	65.00%	25.00%	7.50%	2.50%		

RESPONSIVENESS AND PUNCTUALITY IN  
MEETING

55.00%

35.00%

7.50%

2.50%

YOUR NEEDS (I.E. WERE YOU ABLE TO BE  
SEEN IN  
A REASONABLE TIME FRAME?

*Schedule is very full, however, providers see as many acute walk-in problems as possible  
after triage.*

*Physical appointments are one to two weeks; other appointments are  
one to three days.*

**Comments or suggestions to improve health team performance in meeting healthcare  
needs:**

The only problem I would say is the confidentiality of patients.

No. It was great.

Great job!

Just give more advice or patient information if possible each time the patient  
has a problem.

**If there was anything or anyone you were particularly happy or unhappy with, please  
elaborate:**

Happy with everyone at the clinic.

I love Melanie, Ginny and Carrie!

Carrie always has a smile on, which is nice.

Carrie is an amazing doctyor and is very helpful  
and friendly.

Everyone is really helpful! My health has been an issue and the clinic went beyond their duties  
to help!

Ginny has been amazing. She is very nice. The person at the Front Desk was  
very helpful.

Saw me almost immediately with severe issue!

**DEMOGRAPHIC AND VISIT INFORMATION:**

Gender: Male	37.50%		
Female	62.50%		
Marital Status:			
Married	5%		
Divorced			
Single	95%		
Age:			
17-20	55%	31-40%	5%
21-22	30%	41 +	0%
23-30	10%		
Ethnic Background:			
White	90%	African	
Native Hawaiian & Other Pacific Islands	8%	American	2%
Year in School:			
Freshman	35.00%		
Sophomore	12.50%		
Junior	25.00%		
Senior	25.00%		
Grad Program	2.50%		
Frequency of Visits:			
0-1	25%		
2-4	40%		
5-8	20%		
More than 8	15%		
Type of visits:			

Acute Problems (sore throat, flu, colds, strep throat)

Physical Exams

Immunizations

Weight Loss/Nutrition

Depression

**Appendix D**  
**EOU SHC Peer Chart Review Summary**

## **EOU SHC Peer Chart Review Summary AY 2010-11**

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 medical record (EMR). The peer-review process of evaluating care and documentation of selected patient encounters was completed using a Review Instrument (Appendix B).

Each provider reviewed nine charts that were randomly chosen by chart number from patients seen in clinic that term (three charts for each provider). 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. Areas noted to need improvement are as follows:

- Verification of current medications and allergy reactions
  - Recommendation: providers should verify and update these items more frequently in the individual patient encounters, and not rely on previous entries in the EMR
- Health education documentation; while given to the patient either verbally or through written material at the patient visit, was not consistently documented in the patient encounter
  - Recommendation: health education dispensed at patient visit should be noted in the plan portion of the encounter
- Encounter notes are sometimes difficult to scan for pertinent information when non-pertinent health history is included in individual notes
  - Recommendation: include only pertinent health history information in encounter notes and verify that health history has been transcribed from patient forms to the appropriate areas in the EMR

Feedback was given to providers on areas needing improvement. 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. The SHC providers will also be reviewing and revising the peer-review process and instrument for the 2011-12 academic year to ensure that the instrument provides the data needed to accurately assess the integrity of patient charts.