

Eastern Oregon University

Student Health Center

Annual Report for 2011-2012

The Student Health Center completed the academic year with stable staffing. A new electronic medical record system was installed, staff oriented to it and began using it successfully. The Center was fully staffed fall quarter and included the following changes: Kylie Lanman joined the staff as wellness coordinator; staff reorganized the clinic following updates to the building; and significantly more influenza vaccinations were provided. The building upgrades, completed in the summer of 2011, created a welcoming and attractive environment for the patients and staff. Wellness and behavioral health visits were increased substantially over fall term as Kylie Lanman, Wellness Coordinator, became oriented to her new position. Immunizations were decreased from fall term which is consistent with prior years. The Health Center experienced a 6% decrease in total patient visits during Fall quarter compared with Fall 2010 due primarily to fewer wellness visits by the new wellness coordinator.

2011-12 Utilization

	2011-2012	2010-2011	increase(decrease)
Days open	166	167	-
Patient Visits	1742	1806	(3.5%)
Physicals	110	147	(25%)
Acute & Chronic Care	1568	1537	2%
Office procedures	57	125	(54%)
Laboratory in house	356	380	(6%)
Laboratory sent out	645	No data	
Immunizations	283	285	(0.1%)
Prescriptions filled at time of appointment	1470	641	56%

Wellness and Behavioral Activities

Fall Quarter 2011 Wellness Coordinator Activities

Outreach and Public Relations

- International Students SHC Introduction
- Mountie WOW for SHC
- Student Affairs RA Introductions
- Hunger/Homelessness Awareness meeting
- Peer Health Educator with students (2)
- Student Affairs
- SART
- Student Affairs-Sex/Dating speaker
- Union County Safe Communities Coalition
- *The Voice* article submission on Flu Vaccines
- Flyers, posters, and digital signage

Wellness:

- North Hall: Healthy Breakfast
- First Year Experience (FYE) workshop: Alcohol and Health
- Alikut Hall: Stress
- North Hall: Condom Bingo-safer sex
- FYE Workshop: Alcohol and Health
- Hunt Hall: Nutrition

Prevention & Safety:

- EOU “Consent is Sexy” (attended)
- Campus Resource Fair-table for SHC
- J-Spot speaker (attended)
- SART training (attended)
- EOU Homecoming-sober driving promotion on campus
- Tall Cop-substance abuse (attended)

- Immunizations @ CHD (attended)
- Global ILC video-presentation (attended)
- ODS Flu Clinic
- EOU Flu Clinic
- Breast Fest-table for SHC
- Dr. Robinson lecture on OB/GYN info.

Planning:

- SHC new website pages
- Peer Health Educator Program:
 - Winter term-train 2 student “leaders” and create Intact class
 - Spring term-teach Intact class to prepare for Peer Health Educator Program Fall 2012

Student Appointments:

- Nutrition counseling (13)
- Tobacco cessation (1)

Winter Quarter 2012 Wellness Coordinator Activities

Outreach and Public Relations

- Girl Scout Troup: Drugs
- SART
- Student Affairs-Sex/Dating speaker
- Union County Safe Communities Coalition
- *The Voice* article submission “Exercise for a Healthy Mind”
- Flyers, posters, digital signage, Facebook
- EOU Mountaineer Day
- KEOL Open House
- “Wear Pink” Breast cancer event

Wellness:

- Residence Halls:
 - Winter health issues
 - Healthy relationships
 - Healthy snacks
 - FYE Workshop: Cabin Fever (11 students)
 - FYE Workshop: Healthy Habits (35 students)
 - FYE: Sexual Health (40 students)
- Hoke: Rx Pills

Prevention & Safety:

- EOU flu clinic-football team
- EOU flu clinic-softball team
- EOU Flu clinic-dance team
- Breast Self-Exam –female athletes with OHSU students

Planning:

- Safe Zone training (attended)
- Deanna Latson (attended)
- CHD collaboration

Student Appointments:

- Nutrition counseling (34)
- Tobacco cessation (1)

Summary of Meetings:

- Hunger/Homelessness month
- SART
- Safety Committee
- EOU Sexual assault/misconduct programming
- Peer Health Leaders
- Wellness Committee
- Rob Cashell for “Wear Pink”
- Bennie Moses

- Robin Wortman
- Christy Oliveri
- UCSCC Town Hall

Summary of Wellness Coordinator Meetings & Events Spring Term

- School of Nursing students
- Wellness Committee
- Safety Committee
- Soccer coaches
- UCSCC
- SHC staff
- Community Coalition
- PF grant at CHD
- With RA's
- SART

Student Affairs Council (SAC) Education/Outreach

- Teaching Peer Health Educator Intact class
- Clothesline Project (2) and Wall of Stories for Sexual Assault Awareness Month (SAAM)
- Nutrition presentation for soccer team
- Body composition tests for soccer team

Events

- TB tests for Pre-professional students
- Start by Believing/Take Back the Night (attended)
- Town Hall: Underage Drinking in Union County (w/ UCSCC)
- Mountaineer Day-Table set up and parent resource panel

Student Appointments

- Nutrition/weight loss (12)

Media

- *The Voice* article Allergy Season is Upon Us
- Facebook *posts*

Patient Satisfaction

Patient satisfaction surveys were conducted each term. Results were consistently in the excellent to good range. Please see Appendix A for spring term results. Results for Fall and Winter were included in those quarterly reports.

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 B.

Administration

Changes in student health insurance have required significant time of the center staff. All providers are credentialed with several major insurance companies and staff is prepared to initiate insurance billing considerably different from the most recent program for 2012-13.

Submitted by Muriel Shaul

Appendix A

EOU STUDENT HEALTH CENTER CLIENT SATISFACTION SURVEY RESULTS

FALL TERM 2011 (27 Surveys Returned)	<u>27</u> <u>RESPONSES</u>				
	VERY <u>SATISFIED</u>	<u>SATISFIED</u>	<u>UNSURE</u>	<u>DISSATIS</u> <u>FIED</u>	VERY <u>DISSATIS</u> <u>FIED</u>
<u>HOW SATISFIED WERE YOU WITH:</u>					
ACCESSIBILITY TO CARE (I.E. WERE YOU OFFERED AN APPOINT- MENT WITHIN A REASONABLE TIMEFRAME?)	70.37%	25.93%			
ONCE ARRIVING FOR YOUR APPOINTMENT, WERE YOU SEEN BY YOUR PROVIDER IN A REASONABLE TIMEFRAME?	81.48%	18.52%			
FRONT DESK RECEPTIONIST - PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	92.59%	7.41%			
NURSING ASSISTANT - PERSONAL MANNER, (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	96.30%				
PROVIDER - PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	100.00%				
TECHNICAL SKILLS OF PROVIDER (THOROUGHNESS, CAREFULNESS, COMPETENCE.)	88.89%	7.41%	3.70%		
HOW CONFIDENT DO YOU FEEL IN THE CARE PROVIDED BY	77.78%	22.22%			

THE PERSON YOU SAW?

YOUR INVOLVEMENT IN DECISIONS REGARDING YOUR CARE?

85.19% 11.11%

INFORMATION OR PATIENT EDUCATION THAT YOU RECEIVED DURING YOUR VISIT?

74.07% 18.52%

OVERALL CARE AT THE CLINIC?

81.48% 14.81%

IF THERE WAS ANYTHING OR ANYONE YOU WERE PARTICULARLY HAPPY OR UNHAPPY WITH, PLEASE ELABORATE:

- THE FRONT DESK DID ALL SHE COULD DO TO GET ME SEEN IN A MORE TIMELY MANNER THAN THE NEXT AVAILABLE APPOINTMENT. I REALLY APPRECIATED IT!
- EXPLANATION FOR TAKING MEDICINE VERY GOOD.
- MY DOCTOR AND THE FRONT DESK RECEPTIONIST - AMAZING JOB.
- MOST HAPPY WITH CARRIE LANE AND JULIA!
- ALWAYS GET GOOD SERVICES.
- HOW INFORMED AND CARING THE PROVIDER WAS.
- EVERYONE AT THE HEALTH CENTER IS EXTREMELY NICE AND MAKES ME FEEL COMPLETELY COMFORTABLE!
- IT HAS BEEN A GOOD EXPERIENCE THIS YEAR.
- MADE ME FEEL COMFORTABLE.
- VERY HAPPY WITH EXPLANATIONS RECEIVED. VERY KIND AND THOUGHTFUL.
- CARRIE IS GREAT.
- WITH MY INJURY I WOULD HAVE LIKED TO HAVE BEEN SEEN SOONER.

HOW CAN WE BETTER SERVE YOU? PLEASE SHARE YOUR COMMENTS WITH US.

- LITTLE MUSIC WHEN YOU WAIT IN THE ROOM - WHY NOT?
- YOUR SERVICES WAS VERY EXCELLENT AND IT WAS GREAT TO SEE A DOCTOR THAT SAME DAY.
- HAVE WALK INS BE AN OPTION EVEN WHEN YOU CALL IN. INSTEAD OF WAITING TWO WEEKS WHEN YOU ARE SICK TODAY.

- GOOD JOB.

Several surveys not completed

Type of visits:

Chronic illness (high blood pressure, heart disease, diabetes, asthma, etc.)	15%
Acute problems (injuries, sore throat, infections, influenza, etc.)	52%
Physical exams:	19%
Women's Health	22%
Athletic	
Work, school, travel, other	7%
Health related education - no exam done	
Other: List (Depo, HPV, Smoking Cessation, Depression)	15%

Gender:

Male	30%
Female	59%
Transgender	

Age:

17-20	33%
21-22	30%
23-30	4%
31-40	11%
41-49	11%
over 50	

Marital Status:

Married	4%
Divorced	7%
Single	74%
Widowed	

Other

Ethnic Background:

White	81%
Native Hawaiian and Other Pacific Islander	4%

Year in School:

Freshman	11%
Sophomore	26%
Junior	15%
Senior	33%

Frequency of Visits:

0-1	33%
2-4	30%
5-8	22%
More than 8	4%

**EOU STUDENT HEALTH CENTER
CLIENT SATISFACTION SURVEY RESULTS
WINTER 2012 (33 RESPONSES RETURNED)**

HOW SATISFIED WERE YOU WITH:	33 RESPONSES					NOT APPLICABLE
	VERY SATISFIED	SATISFIED	UNSURE	DISSATISFIED	VERY DISSATISFIED	
ACCESSIBILITY TO CARE (I.E. WERE YOU OFFERED AN APPOINTMENT WITHIN A REASONABLE TIMEFRAME?)	51.52%	39.39%		6.06%	3.03%	
ONCE ARRIVING FOR YOUR APPOINTMENT, WERE YOU SEEN BY YOUR PROVIDER IN A REASONABLE TIMEFRAME?	72.73%	24.24%		3.03%		
FRONT DESK RECEPTIONIST - PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	81.82%	15.15%	3.03%			
NURSING ASSISTANT - PERSONAL MANNER, (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	72.73%	21.21%	3.03%			3.03%
PROVIDER - PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	81.82%	18.18%				
TECHNICAL SKILLS OF PROVIDER (THOROUGHNESS, CAREFULNESS, COMPETENCE.)	75.76%	18.18%	6.06%			
HOW CONFIDENT DO YOU FEEL IN THE CARE PROVIDED BY THE PERSON YOU SAW?	66.67%	24.24%	6.06%			3.03%
YOUR INVOLVEMENT IN DECISIONS REGARDING YOUR CARE?	81.82%	15.15%				3.03%
INFORMATION OR PATIENT EDUCATION THAT YOU RECEIVED DURING YOUR VISIT?	69.70%	21.21%	6.06%	3.03%		7.41%
OVERALL CARE AT THE CLINIC?	69.70%	27.27%	3.03%			3.70%

IF THERE WAS ANYTHING OR ANYONE YOU WERE PARTICULARLY HAPPY OR UNHAPPY WITH, PLEASE ELABORATE:

"The doctor who gave me my exam was extremely helpful and nice and explained everything clearly as she went."

"I only saw the doctor and receptionist and both were great."

"Carrie was very nice and helpful during my visit. I also felt very comfortable with her."

"I love how all the medications are on site (e.g. birth control, antibiotics). It makes it a lot easier for those of us who don't have cars to drive to pharmacies."

"I was thankful I was able to be seen."

"Greatly happy about the information provided."

"Were able to fit me in right away! Thank you very much!"

"All staff that I have encountered have been very friendly and welcoming."

"They know what they are doing."

"The staff is great, always helpful and very kind."

"None, do a decent job."

"The whole staff was great and efficient and helpful."

"I thought the service was great."

"Very helpful and answered all questions I had."

"Took 20 minutes to be seen by provider."

HOW CAN WE BETTER SERVE YOU? PLEASE SHARE YOUR COMMENTS WITH US.

"Very helpful - thanks."

"Try to have appointments more available."

"Be open all day on Fridays. Sometimes it's a long wait from Friday to Monday if you're really sick and then Monday is usually booked."

"Better times for scheduling."

"As an athlete it is great to be able to come here quickly - thank you!"

"Periodically timing is an issue, but typically I am in and out quicker than at the primary physician office."

"On the original sheet you fill out w/all of your information adding "transgender" to the list of gender options."

**EOU STUDENT HEALTH CENTER
CLIENT SATISFACTION SURVEY RESULTS**

SPRING 2012 (25 RESPONSES RETURNED)

25 RESPONSES

<u>HOW SATISFIED WERE YOU WITH:</u>	<u>VERY SATISFIED</u>	<u>SATISFIED</u>	<u>UNSURE</u>	<u>DISSATISFIED</u>	<u>VERY DISSATISFIED</u>
ACCESSIBILITY TO CARE (I.E. WERE YOU OFFERED AN APPOINT- MENT WITHIN A REASONABLE TIMEFRAME?)	76.00%	20.00%	4.00%		
ONCE ARRIVING FOR YOUR APPOINTMENT, WERE YOU SEEN BY YOUR PROVIDER IN A REASONABLE TIMEFRAME?	68.00%	32.00%			
FRONT DESK RECEPTIONIST - PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	80.00%	20.00%			
NURSING ASSISTANT - PERSONAL MANNER, (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	76.00%	20.00%	4.00%		
PROVIDER - PERSONAL MANNER (COURTESY, RESPECT, SENSITIVITY, FRIENDLINESS.)	84.00%	16.00%			
TECHNICAL SKILLS OF PROVIDER (THOROUGHNESS, CAREFULNESS, COMPETENCE.)	84.00%	12.00%			
HOW CONFIDENT DO YOU FEEL IN THE CARE PROVIDED BY THE PERSON YOU SAW?	68.00%	32.00%			
YOUR INVOLVEMENT IN DECISIONS REGARDING YOUR CARE?	72.00%	20.00%	4.00%	(1 survey not marked)	
INFORMATION OR PATIENT EDUCATION THAT YOU RECEIVED DURING YOUR VISIT?	68.00%	32.00%			

OVERALL CARE AT THE CLINIC?

84.00%

16.00%

IF THERE WAS ANYTHING OR ANYONE YOU WERE PARTICULARLY HAPPY OR UNHAPPY WITH, PLEASE ELABORATE:

They are all excellent.

The assistant nurse was very quiet during her regular procedures. Made it a little awkward.

I enjoyed how well I was treated.

Offering to do more for me was great.

The front desk assistant has been friendly and helpful since I started coming here.

I send students to the Health Center all the time because I know they will get the best care and will be referred if need be.

Thank you for being here for the students.

I think doctors here are really competent.

Very friendly and informative.

HOW CAN WE BETTER SERVE YOU? PLEASE SHARE YOUR COMMENTS WITH US.

Keep up the good work

Nursing assistant could talk to us a little more and be a little more friendly and outgoing.

Have longer office hours.

Less waiting time between being taken into exam room by assistant and seen by provider.

Thank you for always getting me in quickly.

Keep on keeping on!

You were awesome.

Type of visits:

Chronic illness (high blood pressure, heart disease, diabetes, asthma, etc.)

16%

Acute problems (injuries, sore throat, infections, influenza, etc.)

60%

Physical exams:

12%

Women's Health

16%

Athletic

4%

Work, school, travel, other

0%

Health related education - no exam done	8%
Other: List (Depo, birth control, shots, lab, wart removal, health screening, urinary problem, skin irritation)	16%

Gender:

Male	40%
Female	60%
Transgender	0%

Age:

17-20	24%
21-22	32%
23-30	28%
31-40	4%
41-49	4%
over 50	8%

Marital Status:

Married	4%
Divorced	0%
Single	96%
Widowed	0%
Other	0%

Ethnic Background:

White	92%
Native Hawaiian and Other Pacific Islander	0%
Black or African American	0%
Asian	4%
Hispanic or Latino	4%

Year in School:

Freshman	8%
Sophomore	20%
Junior	28%
Senior	36%

Graduate	0%
International Student	8%

Frequency of Visits:

0-1	32%
2-4	44%
5-8	20%
More than 8	4%
Not marked	0%

Appendix B

EOU SHC Peer Chart Review Summary AY 2011-12

Quality assurance of the care provided at the SHC includes periodic review of the healthcare provider and wellness counselor documentation of patient encounters. These encounters are currently documented using an electronic medical record (EMR). A new electronic health records system was implemented midway through the academic year in January 2012. The peer-review process of evaluating care and the quality of documentation of selected patient encounters was completed using a Review Instrument. Each provider reviewed twelve charts that were randomly chosen by chart number from patients seen in clinic since implementation of the new EMR system (three charts for each provider and the wellness coordinator). Based on the Nurse Practitioner peer-review of patient encounters, most encounters had adequate documentation of the identified measures. For the majority of measures evaluated, the reviewers gave a √ rating. Areas noted to need improvement are as follows:

- Documentation of current medications and allergy reactions.
 - Recommendation: providers should verify and update these items in the medication portion of the chart and cross check that the current chart note has updated. On occasion, the medication portion of the EMR is unavailable due to technology problems and every effort should be made to update the information as soon as possible.
- 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.
- Elevated Vital Signs (VS) were not rechecked or the recheck was not documented.

- Recommendation: Review VS and recheck as indicated, include appropriate documentation.
- Documentation of Review of Systems (ROS) and Physical Exam (PE) is sparse at times.
 - Recommendation: review ROS and PE to be sure that all pertinent systems have been addressed in the chart note.
- Wellness Counseling documentation should include the following in each visit note:
 - Restate reason for visit/referral at the beginning of each visit note
 - Document the plan that the patient is to follow
 - Document if the patient has agreed to the plan
 - Verify that the date of the chart note is the actual visit date, or note actual visit date in chart note

Feedback was given to providers and wellness counselor 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, as well as the peer-review process and instrument, to ensure that the data accurately assesses the integrity of patient charts.