

## Student Health Services

### Student Affairs

#### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

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| Prepared on:7/24/2019 4:34:42 PM  | By:autumn.lucas@mga.edu              |
| For which department or area are you reporting?                                   | Student Health Services              |
| What is the name and MGA email address of the person responsible for this report? | Autumn Lucas<br>autumn.lucas@mga.edu |

#### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

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| <b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b> | Our mission is to assist patients with preventive health care and consultations, thereby minimizing their impact on academic and work progress. |
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| <b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b> | <ol style="list-style-type: none"><li>1. Implement electronic appointment scheduling for students to increase timely provision of service.<br/>(continued)</li><li>2. Strengthen the longterm tracking of students making more informed health decisions to minimize class/work ascences and to improve services/programs offered by the Clinic and Student Health Services.<br/>(continued)</li><li>3. Consistently offer immunization education, verification, and vaccination for all incoming MGA students attending summer orientation by adding an additional campus each year with a goal of covering all orientation sessions by 2025 to decrease student account holds.</li></ol> |
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

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| <b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>    | The Department of SHS will offer quality health programming available to the MGA community.  |
| <b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | Monthly reports tallying number of events and participants.  |
| <b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | 3 events/month   |
| <b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | Goal partially met   |
| <b>Objective 1: Did your department meet this objective?</b>   | The department did not meet this objective.  |
| <b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | Student Health Services sponsored twenty-five health outreach events over the past year, spanning all five campuses and facilitating collaborations with multiple community and campus partners. Each month presents unique scheduling challenges, timely health topics, and academic milestones throughout the flow of semesters. Not every month included three health programs, but some months exceeded that goal. Going forward, our programming goal will be focused on quality of events rather than quantity, in an effort to gauge student interest via consistent survey use and ultimately with data from Presence, an upcoming campus software initiative. |

## Objective 2

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| <b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>   | SHS staff will publish Health Tips on the MGA Health Clinic webpage and link posts via resources such as KnightlyNews.   |
| <b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | Number of submissions completed.   |
| <b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | Four total submissions.  |
| <b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | Due to staffing changes that challenged consistent clinic coverage, only one to two submissions were completed.  |
| <b>Objective 2: Did your department meet this objective?</b>   | The department did not meet this objective.  |
| <b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | Nurse practitioners are committed to bringing this health outreach tool to life this year by providing a quarterly health update posted on Facebook with submission to InsideMGA and KnightlyNews. No changes were made to the goal. |

### Objective 3

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| <b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>    | SHS staff will determine appropriate need for services and appointments by students to determine more effective scheduling by campus (i.e. Having to close either clinic in order to provide services on the Eastman, Dublin, or Warner Robins campus)  |
| <b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | Clinic needs and prioritization of NP availability was tracked by number of patient encounters logged for mobile clinic sites and established clinic sites via electronic medical records. Number of appointments scheduled online, by phone, or in person, as well as "walk-in" requests were measured with monthly counts.  |
| <b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | 5% increase in number of patient encounters in FY 18/19 from FY17/18 (or 51 encounters)   |
| <b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | 6.4% increase in number of patient encounters in FY 18/19 (66 encounters).  |
| <b>Objective 3: Did your department meet this objective?</b>   | The department met this objective.  |
| <b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | Making online appointments available for convenient self-scheduling, plan to continue online booking service and incrementally increase number of appointments available. Weekly mobile clinic hours were discontinued due to lack of participation. With the nurse practitioner's return to Cochran for regular clinic hours each Wednesday, more appointments are available to meet patient needs effectively. MGA Health Clinic continues to offer health events on the Eastman campus at least once each semester and students are encouraged to utilize the free Cochran-Eastman transit option for clinic access as an added convenience. |

**Objective 4**

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| <b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>   | 0  |
| <b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | 0  |
| <b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                       | 0  |
| <b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>        | 0  |
| <b>Objective 4: Did your department meet this objective?</b>   | NA |
| <b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                  | 0  |

## Future Plans

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| <p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p> | <ol style="list-style-type: none"><li>1. The Department of SHS will assist students in becoming advocates for their personal health and well-being by providing tools for holistic self-care through collaboration with area health resources and offering at least one quality health event per month.</li><li>2. SHS staff will publish quarterly Health Tips through InsideMGA and KnightlyNews resources, with content links provided on the MGA Health Clinic webpage and Facebook page.</li><li>3. SHS will increase census to at least 1,050 patient encounters for FY19.</li><li>4. SHS will implement a nurse practitioner to serve as a wellness liaison, available to student leadership and organizations to foster an effective method of direct communication and collaboration.</li></ol> |
| <p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>   | <p>SHS has weathered challenges prompted by staffing shortages, equipment malfunction, facility damage, location changes, multiple alterations to clinic schedules, and more, but the department has continued to function as an optimistic unit dedicated to its mission. Despite the challenges, most objectives were met, goals remained intact, and patient feedback overwhelmingly positive. SHS continues to evolve and to expand services to meet the health needs of the growing MGA community. Orientation coverage continues to bring awareness to incoming students and various efforts are in place to promote clinic services to all Knights by being present on campus outside of the clinic walls.</p>  |

Form run:

Tuesday, January 14, 2020