

## Student Health Services

Office or Department of Student Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

### Department and Assessment Report Information

Prepared on: 7/30/2020 1:06:49 PM	Prepared 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, 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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	Our mission is to assist patients with preventive health care and consultations, thereby minimizing their impact on academic and work progress.
---	---

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none"><li>1. Implement electronic appointment scheduling for students to increase timely provision of service. (continued)</li><li>2. Strengthen the longterm tracking of students making more informed health decisions to minimize class/work absences and to improve services/programs offered by the Clinic and Student Health Services. (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. (continued goal/on hold given current DPH workload)</li></ol>
--	--

## 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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

### Objective 1

<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 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.
<b>Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Data includes calendar of events/month as well as number of events, participants, and partnerships with campus/community resources.
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	At least one quality health program/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>	100% for the months completed on campus, often with multiple events each month, including 5 total programs on all 5 campuses during February 2020. No scheduled health events took place during the virtual portion of the semester.
<b>Objective 1: Did your department meet this objective?</b>	The department met 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>	In previous years we set goals related more to quantity, now we realized the importance of fine-tuning monthly events for quality and implementing a single focus month to month works well for SHS.

**Objective 2**

<p><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></p>	<p>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.</p>
<p><b>Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b></p>	<p>Number of health-related postings completed.</p>
<p><b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b></p>	<p>The goal was a quarterly basis for a total of 4 submissions, but we completed 6 health notifications via InsideMGA/Knightly News, all of which were reflected on the clinic Facebook page. Including these, we shared a total of 49 health related tips, posts,</p>
<p><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></p>	<p>150%</p>
<p><b>Objective 2: Did your department meet this objective?</b></p>	<p>The department exceeded this objective.</p>
<p><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></p>	<p>We learned that it is time consuming to compose submissions but vital and worthwhile to share health information across multiple platforms and promote the availability of SHS as a health resource. This will be even more vital moving forward.</p>

### Objective 3

<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 will increase census to at least 1,050 patient encounters for FY20.
<b>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Number of patient encounters/patient census - measured by monthly calculations and medical record keeping.
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	1,050
<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>	1,053
<b>Objective 3: Did your department meet this objective?</b>	The department exceeded 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>	We learned that awareness of SHS is increasing and we have many return visitors as well as new patients by individualizing encounter tracking.

#### Objective 4

<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>	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.
<b>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Measurement was dependent on successful implementation and tracking number of meetings/collaborations.
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	50% participation
<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>	The department did not meet this objective.
<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>	SHS learned that certain parts of the staff job description are weighted heavily, including education/outreach and forming strong working partnerships, both on campus and off. This effort will now be integrated more directly into the orientation and training process for new hires.

**Future Plans**

<p><b>Please identify and detail three to 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 of 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 offer HIPAA/FERPA compliant telehealth assessment options to increase student access to health services.</li> <li>4. SHS will implement a robust orientation and training program for new hires that is built in to the initial six months of employment with follow up at regular intervals</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>Once again SHS is facing the task of filling a vacancy and returning to operation of two fully-staffed clinic locations. This year will be different and difficult given the current global health climate, but once again we have proven that we are flexible, adaptable, and able to function well as a small group, both near and far.</p>

**Open Box for Additional Comments**

<p><b>Open Text Box For Assessment Comments:</b></p> <p><b>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</b></p>	<p>Events, in-person appointments, and ability to perform diagnostic/lab testing were decreased or stopped due to Covid-19 closures, as well as the cancellation of Georgia's annual April STI/DPH campaign. Immunization goals depend on local health department participation for free services and consistency within state records, we hope to resume once DPH is able to resume - meanwhile, additional options will be pursued and education will continue.</p>
--	---

