

Student Affairs | Measuring Up

Creating a culture of assessment and evidence.

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Student Health Services Annual Report 2020

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EXECUTIVE SUMMARY (one page)

EXECUTIVE SUMMARY

Student Health Services (SHS) is an integral part of the Student Affairs Division at Salisbury University. All students are eligible for our services. Services are provided for a nominal fee and health insurance is not needed to seek care. Students are provided care by Board Certified Nurse Practitioners, as well as Physicians and a Registered Nurse. We strive for optimal health for students to ensure they are successful in and out of the classroom.

We continue to collaborate with many other departments on campus. For example, we assist Athletics with pre-participation sports physicals; we meet regularly with the Student Counseling Center to provide medications for students with anxiety and depression, and we assist the Department of Community Health with the vaccine and internship requirement documentation.

SHS is accredited by the Accreditation with the Accreditation Association for Ambulatory Health Care. (AAAHC) which is an important part of SHS. The AAAHC Certificate of Accreditation is widely recognized as a symbol of quality by third party payers, as well as the public. SHS has been accredited for over 14 years. AAAHC accreditation means that Student Health Services participates in on-going self-evaluation, peer review and education to continuously improve our care and services.

We are committed to promoting safety, preventive education, and learning through individual education and outreach that promotes lifelong learning and the development of healthy living skills and behaviors that will foster well-being beyond the college years

Section I: Department Overview

Vision

To be an exceptional student health care facility for all Salisbury University students.

Mission

Our mission is for optimal health to facilitate learning and success for the Salisbury University students. We do this by providing quality clinical care in an ambulatory setting and promoting wellness through education and outreach. As a department within Student Affairs, we support the mission of helping students reach their maximum potential as individuals and scholars

Goals

- Improve student health by improving students' understanding of health and wellness strategies
- Maintain national accreditation with AAAHC
- Tracking and providing immunizations to prevent the spread of communicable diseases
- Increased compliance for students to complete the Tuberculosis Risk Screening Questionnaire, with follow-up TB testing for high risk students.

Scope of Practice – Services Provided

Physicians, board certified nurse practitioners and a registered nurse provide sick and preventative health care services.

- Women's health services
- STI testing and treatment
- Allergy injections
- Mental health prescriptions
- Well physicals
- Pre-op physicals
- Employment and graduate study physicals
- Immunizations
- Health teaching
- Minor surgical services
- Collaboration with other departments on campus, both Student Affairs and Academic Affairs
- Collaboration with Community Partners (Wicomico County Health Department, Sexual Assault Resource Team)
- Pre-Participation Sports physicals with Athletics
- Health Education for on-campus events, such as Wellness Fairs, student newspaper interviews
- Orientation presentations regarding health services for all new students
- Beginning March 2020 with Coronavirus, Telehealth visits were initiated to continue care for students due to campus closure

Student Learning Outcomes

1. Female students receiving services will be able to identify two potential warning signs for birth control pills.
2. Students receiving services will be able to identify two ways to prevent sexually transmitted infections.
3. Students receiving services will be able to identify two reasons why antibiotics are not prescribed for viral pharyngitis.

Section II: Service Delivery

Students Served (July 1 – June 30 time period)

Enter "N/A" if data are not available for this reporting period.

Undergraduates	Outcomes
Total unique number served (do not include repeat visits)	N/A
Total number of "visits" (includes repeat visits)	
Total number of service contact hours across all service types	
Graduates	Outcomes
Total unique number served (do not include repeat visits)	N/A
Total number of "visits" (includes repeat visits)	
Total number of service contact hours across all service types	
Overall	Outcome
Total unique number of undergraduates and graduate students served	1896
Total number of "visits" includes repeat visits	3604
Total number of patient encounters, for phone visits, medication refills	888
Total number of Telehealth Visits, March -June 30, 2020	126
Total number of Patient Encounters July 1, 2019-June 30, 2020	4492

Comments

Visits to SHS are not separated by undergraduate or graduate, as all services are available to all students.

Examples of Major Events, Services, Activities, and Initiatives¹

Examples of Major Events, Services, Activities, Initiatives	Target Audience	Number(s) Served	Cost Per Participant ²
<i>Example: Annual First-Generation Conference.</i>	<i>First generation students and their faculty mentors</i>	<ul style="list-style-type: none"> ▪ 75 students ▪ 60 faculty mentors ▪ 12 guests³ 	▪ \$22.72
Provide flu shots to students by serving as a liaison to Human Resources for Rite Aid pharmacy to come to campus to provide and administer flu shots	Students, Staff, and Faculty	486 individuals (this included faculty staff and students)	Only SHS staff time
Collaborated with PRMC Community Outreach to provide free flu shots for students	Students	215	Only SHS staff time
Submitted proposal to ACHA for the Poster Presentation at the Annual Meeting in Chicago, Poster was selected (cancelled due to Covid, put poster part of Virtual Poster Presentations.	Other college health professionals and students attending ACHA	Unknown how many individuals viewed online presentation	Only SHS staff time

¹ Contact the Associate Vice President for assistance in completing this section if needed.

² Use this formula to determine cost per participant (CPP) for every person attending: Cost of Event / Attendees.

³ This could include family, friends, faculty, and staff.

Section III: Budget Allocations, Expenditures, and Revenue Generation

July 1, 2019 – June 30, 2020 Allocations

Budget Category	Allocation
01	\$590,092.00
02	\$52,245.00
03	\$9,781
Total	\$652,118

July 1, 2019 – June 30, 2020 Expenditures

Budget Category	Expenditures
01	\$581,442
02	\$51,225.66
03	+10,772.23*
Total	\$621,895.40

July 1, 2019 – June 30, 2020 Revenue Generated

Initiatives or Purposes	Revenue Generated
<i>Example: Student Success Grant from Foundation to purchase new laptops as loaners to low-income freshmen.</i>	\$12,250.00
Revenue from Visit fees, lab fees, pharmacy, immunization form late fees And vaccines	\$129,671.00 *
Total	\$129,671.00

Comments related to budget decisions, concerns, cuts, reallocations, etc.

* SHS had a surplus of funds left over at the end of the budget year. Revenue generated goes back into the SHS 03 budget.

Section IV: Collaborations and Partnerships (Internal and External)⁴

Examples of Collaborations and Partnerships	Internal or External	Outcomes and Impact
Collaborated with HR to bring Rite Aid pharmacy on site to provide influenza vaccines to students and staff	Internal and External	<ul style="list-style-type: none"> • 486 Students and staff immunized against influenza to protect against the flu
Collaborated with PRMC's Community Outreach to provide free flu shots to students	Internal and External	<ul style="list-style-type: none"> • 215 free flu vaccines administered
Monthly meetings with SU Counseling Center	Internal	<ul style="list-style-type: none"> • Coordinated medication prescriptions for students with anxiety and depression
Collaborated with Residence Life with list of students that are not compliant with MD law for meningitis vaccine/waiver	Internal	<ul style="list-style-type: none"> • Achieved 99% compliance with either vaccine documentation or a signed waiver
Collaborated with the Center for International Education for an orientation for newly admitted International students	Internal	<ul style="list-style-type: none"> • To assist with immunization and tuberculosis screening to prevent communicable disease transmission for 60 students • Provide an overview of services, and what to do in the event of an illness or injury.
Partnered with Athletic Training Department to provide pre-participation physicals	Internal	<ul style="list-style-type: none"> • 277 pre-participation physicals completed

⁴ Contact the Associate Vice President for assistance in completing this section if needed.

Section V: A Summary of Achievements Related to Student Affairs Strategic Plan

The following are examples of ways in which the Unit is assisting Student Affairs achieve its goals. Please use bullet or numerical formatting to provide examples of *significant* outcomes.

Goal 1: Student Affairs aims to foster safe, accessible and inclusive communities for undergraduate and graduate students.

- 4492 patient encounters for the student health center, a decrease of 1076 patient encounters from previous FY 18-19 due to pandemic and closure of campus in March.
- Demographic data show that all classes are represented, as well as sex and ethnicity. (See Appendices).
- 277 athletic pre-participation sports physicals provided over 6 weekend sessions, an increase of 31 physicals from previous year.
- 31 international students seen for immunization updates, tuberculosis screening and testing if needed, and information on services provided by SHS

Goal 2: Student Affairs aims to educate students for campus, career, and life.

- 126 students were screened for HIV and Syphilis, a decrease of 6 students
- 537 students were screened for chlamydia and gonorrhea, a decrease from last year (most likely attributed to campus closure before spring break)
- 24 female students had a pap test sent to the Lab, a decrease of 9 tests from previous year
- 99 % of students were compliant for the State of Maryland meningitis law for providing documentation of an updated meningitis vaccine or a signed waiver in their chart (fall 2019 and spring 2020).
- The top diagnoses were: STI testing (637), Acute Upper respiratory infection (460) Sports Physical (425) Allergy Desensitization (Allergy shots) (214) Generalized Anxiety Disorder (276) Acute Pharyngitis (208)
- 90% of students surveyed were able to identify potential serious complications of OCP that need immediate medical attention. (an increase of 10%)
- 98% of students surveyed were able to identify 2 ways to decrease the likelihood of acquiring a STI (a decrease of 2% from last year)
- 90% of students surveyed were able to identify that the best home treatment for a sore throat is with OTC analgesics and gargling with warm salt water (a decrease of 10%)

Goal 3: Student Affairs aims to embrace innovation.

- Electronic Medical Record is still in use simplifying compliance tracking.
- Nurse Practitioners and Registered Nurse were able to pivot to Telehealth when campus moved to online instruction.
 - This was accomplished by viewing webinars
 - Using best practices provided by the American College Health Association
 - Adding telehealth visits to our EMR, Point and Click
 - Consultations with Legal Counsel regarding online platforms
 - Adding Telehealth visits to our “Privacy Practices” document

Goal 4: Student Affairs aims to motivate student affairs professionals to increase effectiveness and efficiency.

- 100 % of nursing staff have achieved the required continuing education hours needed to comply with Nurse Practitioner and nursing requirements.
- 100% of nursing staff have attended conferences, workshops, webinars, and self-study modules beyond the necessary requirements of 15 credit hours/year.
- 100% SHS staff completed CPR recertification

Section VI: A Summary of Achievements Related to University Strategic Plan

*The following are examples of ways in which the Unit is assisting the University achieve its goals. Please use bullet or numerical formatting to provide examples of **significant** outcomes. Units may cut-and-paste as appropriate from above Section. Do not say, "See above."*

Goal 1: EDUCATE Students for Campus, Career and Life

- 126 students were screened for HIV and Syphilis, a decrease of 6 students
- 537 students were screened for chlamydia and gonorrhea, a decrease from last year (most likely attributed to campus closure before spring break)
- 24 female students had a pap test sent to the Lab, a decrease of 9 tests from previous year
- 99 % of students were compliant for the State of Maryland meningitis law for providing documentation of an updated meningitis vaccine or a signed waiver in their chart (fall 2019 and spring 2020).
- The top diagnoses were: STI testing (637), Acute Upper respiratory infection (460) Sports Physical (425) Allergy Desensitization (Allergy shots) (214) Generalized Anxiety Disorder (276) Acute Pharyngitis (208)
- 90% of students surveyed were able to identify potential serious complications of OCP that need immediate medical attention. (an increase of 10%)
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- 90% of students surveyed were able to identify that the best home treatment for a sore throat is with OTC analgesics and gargling with warm salt water (a decrease of 10%)

Goal 2: EMBRACE Innovation of the Salisbury University Experience

- Electronic Medical Record is still in use simplifying compliance tracking.
- Nurse Practitioners and Registered Nurse were able to pivot to Telehealth when campus moved to online instruction.
 - This was accomplished by viewing webinars
 - Using best practices provided by the American College Health Association
 - Adding telehealth visits to our EMR, Point and Click
 - Consultations with Legal Counsel regarding online platforms
 - Adding Telehealth visits to our "Privacy Practices" document

Goal 3: FOSTER Community

- 4492 patient encounters for the student health center, a decrease of 1076 patient encounters from previous FY 18-19
- Demographic data show that all classes are represented, as well as sex and ethnicity. (See Appendices).
- 277 athletic pre-participation sports physicals provided over 6 weekend sessions, an increase of 31 physicals from previous year.
- 31 international students seen for immunization updates, tuberculosis screening and testing if needed, and information on services provided by SHS

Goal 4: PROVIDE Appropriate Programs, Spaces, and Resources for All Members of the Campus Community

- 701 faculty, staff and students received an influenza vaccine on campus by coordinating with community partners (Rite Aid and PRMC)

Section VII: Measuring Up – Research, Assessment, and Evaluation⁵

2019-2020 Goals and Outcomes July 1, 2019-June 30, 2020

Department Goals	Summative Outcomes
<i>Example: Promote student success through health and wellness initiatives.</i>	<ul style="list-style-type: none"> ▪ 5 health and wellness workshops were offered in partnership with Center for Student Achievement ▪ 1,257 unique students attended 5 health and wellness workshops ▪ 83% of students who attended the 5 health and wellness workshops indicated the sessions contributed to their academic success
Provide health care to students seeking care from SHS	<ul style="list-style-type: none"> ▪ 4492 patient encounters
Complete Application for Accreditation.	Application completed as of June 5, 2020
Continue activities needed for reaccreditation	4 emergency drills completed 3 Quality Council Meetings completed Policies reviewed, and new policies developed Infection Control and Safety manual reviewed and updated Credentialing and Awarding of Privileges documentation updated Quality Improvement Study completed Satisfaction Study completed.
Achieve 100% compliance for the meningitis vaccine requirement for students living on campus	99% compliant Spring 2020 (99% compliant Spring 2019)
Achieve 100 % compliance for the vaccine and Tuberculosis screening questionnaire requirements	58% of all active students were compliant; Spring 2020 65% of all active students were compliant, Spring 2019
Achieve 100 % compliance for TB testing for students that answer “yes” on the screening questionnaire	97% of students compliant, Spring 2020 89% of students compliant, Spring 2019
Explore new teaching strategies to decrease STI rate.	Increased health teaching and screening during other well visits,

⁵ Contact the Associate Vice President for assistance in completing this section if needed.

**Examples of Other Research, Assessment, or Evaluation Projects (if applicable)
July 1, 2019-June 30, 2020**

Project	Key Result(s) or Outcomes	Organizational Changes
<i>Example: Three-Year Student Satisfaction Survey with new math instructional software.</i>	<i>80% of student users indicated new software was helpful to understanding math concepts.</i>	<i>Two additional math sessions using the new software will be added.</i>
Quality Improvement Study: STI testing for women presenting to SHS for oral contraceptives	<p>Purpose of Study</p> <p>The purpose of this Quality Improvement Study was to evaluate how many students that present to Student Health Services (SHS) for either an initial contraceptive visit or a contraceptive refill visit are being screened for Chlamydia and Gonorrhea, as well as received information on safer sex practices. This is a repeat, follow up study to a previous study. Additionally, are these students receiving important health information on oral contraceptives (OCPs), as well as the current recommendation of pap testing at the age of 21?</p>	<p>Results</p> <p>More students were offered the testing, although 31/88 declined the testing. More students 92%, were given information about OCP's, and 89% were given information about pap testing. We will continue to offer STI testing, and document when a student declines. Providers will continue to document health teaching.</p>
Satisfaction Survey	<p>The survey was completed by 22 students. Because the respondents were anonymous, no demographic data was collected. 95% of the students responded "Great" or "Good" for the ease of getting care, specifically the ability to get in to be seen, and the hours the center is open.</p> <p>In response to the question, "How well does the staff listen to you, 55% rated great, and 23% rated good, and 8%. There were 2 students, 1% that rated the staff poor.</p> <p>In response to the question, "Did the provider explain what you wanted to know", 86% responded Great or good.</p> <p>The overall satisfaction was 81%, for "great" and "good". Only one response was fair.</p> <p>82% of students would recommend SHS to their friends.</p>	<p>Only 100 random students were sent the survey; future surveys will be sent to a larger number of random students.</p>

<p>Chart Audit on visits for Acute Rhinosinusitis</p>	<p>85% of audited charts will have the correct diagnosis based on the history and physical findings, as well as the appropriately prescribed antibiotic.</p>	<p>The performance goal was not met; only 72% of the charts met the goal. After the review of evidenced based guidelines, antibiotic treatment was changed. 100% of the charts did document allergies, both medication and material. A follow up chart audit in June showed 100% of the audited charts met the performance goal.</p>

**Student Learning Outcomes
July 1, 2019 - June 30, 2020**

Student Learning Outcomes	Mapped to University SLOs	Mapped to Division's SLOs	Evidence of Learning
<i>Example: Sophomores participating in the Sophomore Year seminar will be able to explain University policy for changing a major.</i>			<ul style="list-style-type: none"> ▪ 75% of participants were able to explain policy for changing a major as evident on post-evaluation compared to pre-test results.
<i>Example: 70% of seniors participating in the résumé development series will be able to identify at least four strategies for writing a successful résumé.</i>			<ul style="list-style-type: none"> ▪ 80% of participants were able to identify four strategies for writing a successful résumé as evident on written exit interview.
Female students receiving services for oral contraceptives (OCP) will be able to identify potential warning signs for birth control pills.			85% of the female students surveyed were able to correctly identify the potential warning signs of birth control pills
Male and female students receiving services for sexually transmitted infection testing will be able to identify two ways to prevent sexually transmitted infections.			98% of students surveyed were able to correctly identify 2 ways to prevent STI's
Male and female students receiving services for the evaluation of an acute sore throat will be able to identify two reasons why antibiotics are not prescribed for viral pharyngitis. (antibiotic stewardship)			90% of students surveyed were able to correctly identify that a sore throat should not always be treated with an antibiotic, and that treating a viral infection with an antibiotic could lead to antibiotic resistance.

Section VIII: Strategic Plan-Related Goals (July 1, 2020 – June 30, 2021)⁶

The following goals are intended to be ambitious but attainable. Each goal should be linked to measurable outcomes and is consistent with strategic priorities, Student Affairs' goals and expectations, and the University's strategic plan. **Three to five goals are recommended. Please use new University Strategic Plan 2020-2025 goals for this section.**

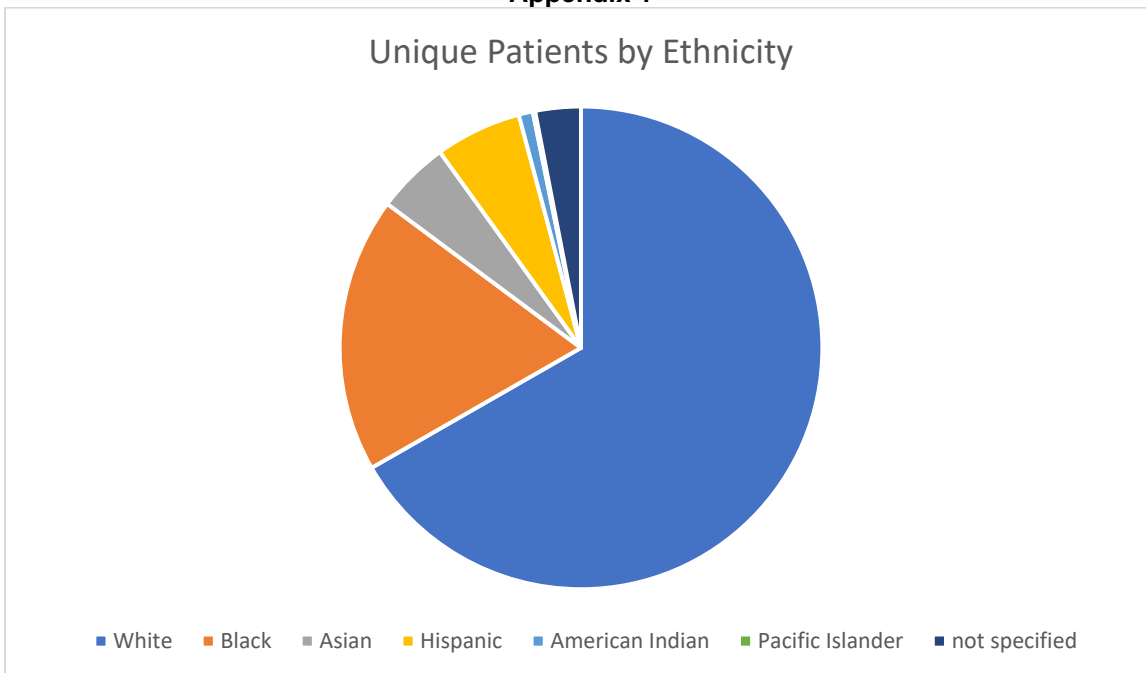
Department Goal or Objective	Map to University Strategic Plan 2020-2025 Goals	Map to SA Strategic Goals (TBD)	Examples of Assessment Metrics that will be Used
Example: Implement new living-learning communities focused on diversity and inclusion.	Goal 1 Initiative 2		<ul style="list-style-type: none"> ▪ Number of living-learning communities created. ▪ Number of students completing housing contracts for the new LLCs.
Example: Ensure that 70% of academic probation students participate in at least two sessions on successful study habits.	Goal 4 Initiative 2		<ul style="list-style-type: none"> ▪ Number and percent of academic probation students participating in at least two academic sessions.
Provide health care to students seeking care from SHS	Goal 1 Objective 1.2 Strategy 1.2.1		<ul style="list-style-type: none"> ▪ Number of students seeking health care
Complete Application for Accreditation.	Goal 1 Objective 1.1 Strategy 1.1.5		<ul style="list-style-type: none"> ▪ Application completed, and on-site survey scheduled
Continue activities needed for reaccreditation	Goal 1 Objective 1.1 Strategy 1.1.5		<ul style="list-style-type: none"> ▪ Successful Re-accreditation, due 12/2020
Achieve 100 % compliance for the State meningitis vaccine requirement.	Goal 1 Objective 1.2 Strategy 1.2.2		<ul style="list-style-type: none"> ▪ Number of students that are compliant
Achieve 100 % compliance for the vaccine and Tuberculosis screening questionnaire requirements	Goal 1 Objective 1.2 Strategy 1.2.2		<ul style="list-style-type: none"> ▪ Number of students that are compliant

⁶ Contact the Associate Vice President for assistance in completing this section if needed.

Achieve 100% compliance for Tuberculosis testing for students with risk factors	Goal 1 Objective 1.2 Strategy 1.2.2		<ul style="list-style-type: none"> ▪ Number of students that are compliant.
Explore new teaching strategies to decrease STI rate.	Goal 1 Objective 1.2		<ul style="list-style-type: none"> ▪ Decrease in STI rate
Advocate for an updated Student Health Center to meet the needs of students	Goal 1 Objective 1.2 Strategy 1.2.3		<ul style="list-style-type: none"> ▪ Plans for a new facility

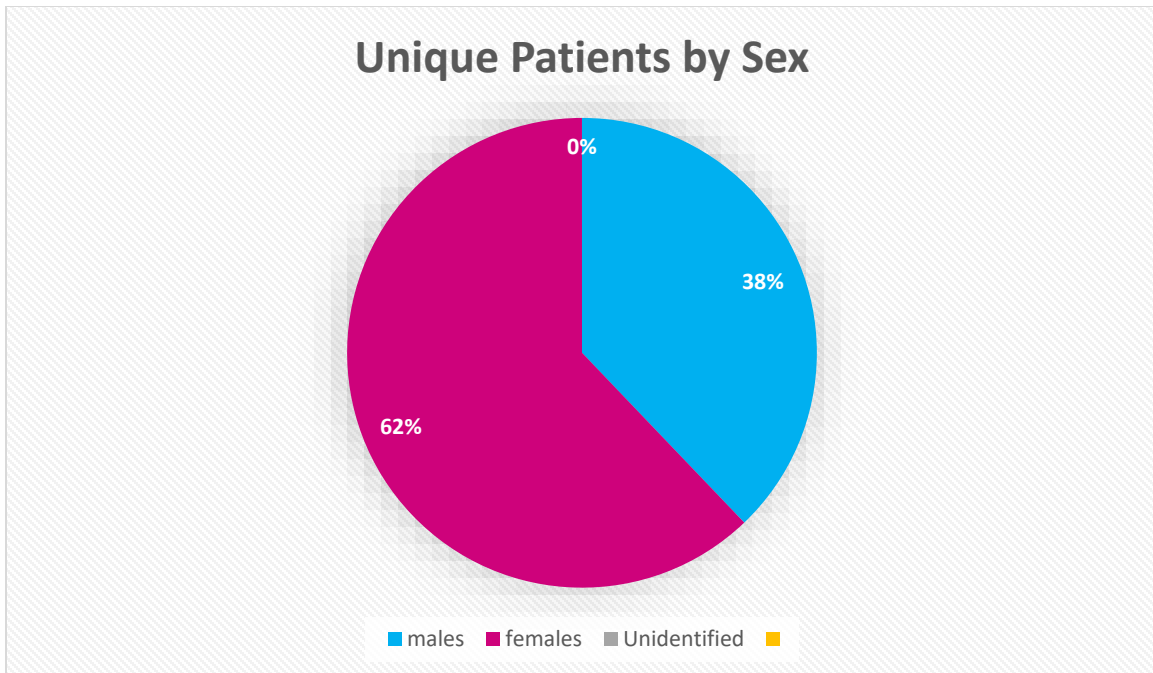
Appendix 1

Unique Patients by Ethnicity



White 1269 (67%)
Black 351 (18%)
Asian 93 (5%)
Hispanic 110 (6%)
American Indian 18 (1%)
Pacific Islander 3 (.1%)
Not specified 43 (2%)

Appendix II

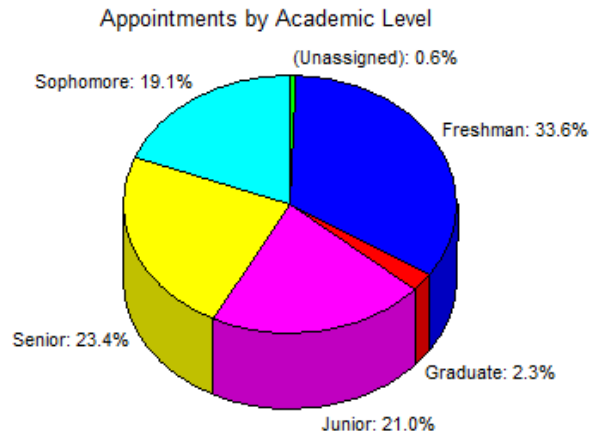


Female 1173
Male 719
Unidentified 4

**Appendix III
Appointments by Age**

Age	Count of Appts	Count of Appts (%)
17	39	1.1
18	924	24.8
19	702	18.8
20	722	19.4
21	729	19.5
22	321	8.6
23	126	3.4
24	56	1.5
25	34	0.9
26	25	0.7
27	7	0.2
28	5	0.1
29	6	0.2
30	3	0.1
32	4	0.1
33	3	0.1
34	5	0.1
35	2	0.1
36	2	0.1
37	4	0.1
40	1	0
41	1	0
50	2	0.1
51	1	0
52	4	0.1
59	1	0
64	1	0
65	2	0.1

**Appendix IV
Unique Patients by Current Academic Level and Program***



Academic Level	Appt Count	Appt Count (%)	Appt hours
(Unassigned)	24	0.6	12.75
Freshman	1255	33.6	635.50
Graduate	84	2.3	49.50
Junior	784	21.0	471.00
Senior	872	23.4	529.00
Sophomore	713	19.1	424.25
GRAND TOTAL:	3732	100.0	2122.00

*includes athletic training

Academic Program	Appt Count	Appt Count (%)
(Unassigned)	12	0.3
ELI	8	0.2
Fulton Sch of Liberal Arts GR	17	0.5
Fulton Sch of Liberal Arts UG	1012	27.1
Henson Sch of Science/Tech PB	7	0.2
Henson Sch of Science/Tech UG	474	12.7
Perdue School of Business GR	16	0.4
Perdue School of Business UG	642	17.2
School of Health Sciences GR	19	0.5
School of Health Sciences PB	2	0.1
School of Health Sciences UG	564	15.1
School of Nursing GR	5	0.1
School of Nursing PB	12	0.3
School of Nursing UG	356	9.5
School of Social Work GR	26	0.7
School of Social Work UG	102	2.7
Seidel Sch of Education GR	1	0.0
Seidel Sch of Education UG	287	7.7
Undergraduate Non-Degree	41	1.1
Undergraduate Not Assigned	129	3.5
GRAND TOTAL:	3732	100.0