

# Student Affairs | Measuring Up

*Creating a culture of assessment and evidence.*

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**Salisbury University  
Office of Student Affairs  
Student Health Services  
August 2022**

## TABLE OF CONTENTS

CONTENT	PAGE
Executive Summary	2
Section I: Department Overview	3-4
Section II: Service Delivery, Admissions, and Financial Aid Outcomes	5-6
Section III: Budget Allocations, Expenditures, and Revenue Generation	7
Section IV: Collaborations and Partnerships (Internal and External)	8
Section V: A Summary of Achievements Related to Student Affairs Strategic Plan	9-10
Section VI: Measuring Up: Research, Assessment, and Evaluation	10-14
Section VII: Strategic Plan-Related Goals for 2021 – 2022 ( <i>Note: Base goals on University's new 2020-2025 strategic plan</i> )	14

## EXECUTIVE SUMMARY (one page)

Student Health Services (SHS) is an integral part of the Student Affairs Division at Salisbury University. SHS provides high quality, affordable health care to all Salisbury University students. Services are provided for a nominal fee without the necessity of health insurance in order to access 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 as we know students' physical health and wellness is essential to their academic and personal success.

SHS continues to collaborate with many other departments on campus. Several members of SHS staff served on the University Health Team this past year offering the latest scientific evidence and guidelines to assist in making critical decisions related to the COVID-19 pandemic. SHS also worked very closely with the IT department to ensure an effective way to collect and manage data to facilitate the COVID-19 pandemic response. SHS collaborates with the Athletic Trainers to coordinate care for athletes as well as integrate our electronic medical records to facilitate collection of necessary forms required to participate in athletic competition. SHS meets regularly with the Student Counseling Center to provide continuity of medical and counseling care to mutual students as SHS provides prescription medication for many students with anxiety and depression who may seek counseling services on campus. SHS works with the College of Health and Human Services, including respiratory therapy, medical lab science, exercise science, and nursing, to document historical vaccine information and deliver necessary vaccines for students to stay up to date as well as provide internship requirement documentation and physical exams as needed. SHS collaborates with SU School of Nursing to provide a community health clinical rotation for senior nursing students as well as preceptor clinical sites for NP students and a clinical site for data collection for a doctoral nursing student's research project. The SHS director also meets quarterly with other directors of USM health centers to collaborate on best practices and stay connected to achieve a comparable level of health care to all USM students.

SHS is accredited by 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.

SHS remains 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
- Acute illness visits
- Allergy injections
- Mental health medication management
- Well physicals
- Pre-operative 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 (deferred this year due to COVID)
- Health Education for on-campus events, such as Wellness Fairs, student newspaper interviews
- Orientation presentations regarding health services for all new students

**Student Learning Outcomes**

A new question was added to the anonymous satisfaction survey to assess learning outcomes. Students were asked if they left with any new information about their health, with a follow up question asking specifically what did they learn. 79% of the students responded, good, great or okay to learning new information. 12 students responded with what they had learned. All students are provided with important health education teaching as well as handouts at each health visit.

## Section II: Service Delivery, Admissions, and Financial Aid Outcomes

### Students Served (July 1 – June 30 time period)

*Enter "N/A" if data are not available for this reporting period.  
Admissions and Financial Aid and Scholarships skip to below.*

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	1794
Total number of "visits" includes repeat visits	3624
Total number of patient encounters, for phone visits, medication refills	4232
Total number of Telehealth Visits, March -June 30, 2020	10
<b>Total number of Patient Encounters July 1, 2021-June 30, 2022</b>	<b>6926</b>

Comments:

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

**ALL AREAS**

**Examples of Major Events, Services, Activities, and Initiatives<sup>1</sup>**

Examples of Major Events, Services, Activities, Initiatives	Target Audience	Number(s) Served
<i>Example: Annual First-Generation Conference.</i>	<i>First generation students and their faculty mentors</i>	<ul style="list-style-type: none"> <li>▪ 75 students</li> <li>▪ 60 faculty mentors</li> <li>▪ 12 guests<sup>2</sup></li> </ul>
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	467 vaccines given
Collaborated with Tidal Health Community Outreach to provide free flu shots for students	Students	164 vaccines given
Assisted Campus Health with the oversight of COVID-19 testing and vaccination	Students, Staff, and Faculty	55,790 tests (includes PCR and rapid antigen tests)
Assisted Campus Health with oversight of COVID Vaccination	Students, Staff, and Faculty	2500-3000 vaccines given; count does not include vaccines administered by Wicomico County Health Department
Collaborated with the School of Nursing to provide a clinical rotation site for the senior nursing students	Senior nursing students	8 nursing students were able to complete a rotation in SHS; 1 DNP student clinical rotation; 1 DNP student research project initiated

<sup>1</sup> Contact the Associate Vice President for assistance in completing this section if needed.

<sup>2</sup> This could include family, friends, faculty, and staff.

## Section III: Budget Allocations, Expenditures, and Revenue Generation

### July 1, 2021 – June 30, 2022 Allocations

Budget Category	Allocation
01	\$781,943.00
02	\$94,898.00
03	\$135,437.00
<b>Total</b>	<b>\$1,012,298.00</b>

### July 1, 2021 – June 30, 2022 Expenditures

Budget Category	Expenditures
01	\$429,808.00
02	\$50,522.00
03	\$56,091.00
<b>Total</b>	<b>\$536,421.00</b>

### July 1, 2021 – June 30, 2022 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
Visit fees, in house lab tests, and pharmacy	\$86,274.48
<b>Total</b>	<b>\$86,274.48</b>

**Comments:** Allocations to 01 budget category included PIN positions not used by SHS; allocations to 03 budget included an estimate of health services chargebacks.



**Section IV: Collaborations and Partnerships (Internal and External)<sup>3</sup>**

<b>Examples of Collaborations and Partnerships</b>	<b>Outcomes and Impact</b>
<i>Example: County Public Schools Guidance Counselors</i>	Resource materials for helping high school students and families discuss mental health before college.
Collaborated with HR to bring Rite Aid pharmacy on site to provide influenza vaccines to students and staff	467 students and staff immunized against influenza to protect against the flu
Collaborated with PRMC’s Community Outreach to provide free flu shots to students	164 free flu vaccines administrated
Monthly meetings with SU Counseling Center	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	Achieved 99% compliance with either vaccine documentation or a signed waiver
Collaborated with Campus Health to provide COVID-19 testing to the campus	Approximately 55,790 Covid-19 tests were performed July 2021-June 2022.
Collaborated with Campus Health to provide COVID-19 vaccination to the campus	Approximately 2500-3000 Covid-19 vaccines were administered July 2022-June 2023; count does not include vaccines administered by Wicomico County Health Department
Collaborated with the School of Nursing to provide a clinical rotation site for senior nursing students	8 Nursing students were able to complete their community health rotation in SHS; 1 DNP student was able to complete preceptor hours and 1 DNP student started research project

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<sup>3</sup> Contact the Associate Vice President for assistance in completing this section if needed.

## **Section V: A Summary of Achievements Related to Student Affairs and SU's Strategic Plan**

*The following are examples of ways in which the Unit is assisting Student Affairs and the University achieve strategic plan goals. Please use bullet or numerical formatting to provide examples of **significant** achievements. Some achievements may apply to multiple goals. Use measurable outcomes as much as possible.*

### **Goal 1: Enrich academic success and student development.**

- Provide quality, accessible medical care for students for a variety of different medical conditions
  - 3624 visits to the student health center, 6926 encounters including phone notes and misc. Notes
  - See appendix 3 for top 40 visit diagnoses
- Provide STI testing and important health information regarding sexually transmitted infections
  - 544 STI tests completed

### **Goal 2: Inspire a campus culture of inclusive excellence, support, and collaboration.**

- Collaboration with the School of Nursing to provide a clinical site for senior nursing students to complete their Community Health Rotation, needed for graduation. Offered preceptor site to SU DNP student, offered site for IRB research for DNP student
- Collaboration with the Student Counseling Center to provide mediation management for students seeking treatment for anxiety and depression.
- Collaboration with Campus Health for the oversight of COVID testing and vaccination for faculty, students and staff; provide access to electronic medical record
- Collaboration with Disability Resource Center for students seeking certain health related accommodations
- Collaboration with Athletics Department to provide access to medical care for athletes as well as a shared electronic medical record for necessary athletic forms
- Collaboration with IT to facilitate the COVID 19 pandemic response at SU.
- Collaborate with International Office to ensure immunization compliance of incoming international students as well as present ways to stay healthy on campus and access to campus resources, including the student health center.
- Collaborate with Housing and Residence Life related to COVID isolation and quarantine protocols; exchange of information related to health related incidents on campus

### **Goal 3: Support access, affordability, and academic excellence.**

- Demographic data show that all classes are represented, as well as sex and ethnicity. (See Appendices 1 & 2).
- Shifted back to in person visits to continue to provide care to students and access to health care. Offered minimal telehealth visits if appropriate. Timely Care was available for students to have 24/7 medical appointments but was underutilized in comparison to in person office appointments at SHS.

### **Goal 4: Deepen engagement with our community.**

- Collaboration with Rite Aid and Tidal Health to provide flu shots to faculty, staff and students.
- Collaborate with Tidal Health and Wicomico County Health Department to host COVID19 vaccine clinics.

**Goal 5: Enhance environmental, social, and economic sustainability.**

- Continued use of Electronic Medical Records. Important patient education is placed in the student’s health portal for students to view online. Students have full access to all medical records in compliance with 21<sup>st</sup> Century Cures Act. The use of a quality electronic medical record allows us to be environmentally conscious and eliminate unnecessary use of paper products.

**Section VI: Measuring Up – Research, Assessment, and Evaluation<sup>4</sup>**

**Goals and Outcomes  
July 1, 2021-June 30, 2022**

*What were your department goals for this past year? List them here then provide summative outcomes.*

<b>Department Goals</b>	<b>Summative Outcomes</b>
<i>Example: Promote student success through health and wellness initiatives.</i>	<ul style="list-style-type: none"> <li>5 health and wellness workshops were offered in partnership with Center for Student Achievement</li> <li>1,257 unique students attended 5 health and wellness workshops</li> <li>83% of students who attended the 5 health and wellness workshops indicated the sessions contributed to their academic success</li> </ul>
Provide health care to students seeking care from SHS	<ul style="list-style-type: none"> <li>3624 visits to the student health center (medical providers and nursing), 6926 encounters including phone notes and miscellaneous notes</li> </ul>
Continue necessary actions to maintain AAAHC accreditation	<ul style="list-style-type: none"> <li>SHS has achieved accreditation until December 2023</li> </ul>
Achieve 100 % compliance for the State meningitis vaccine requirement.	<ul style="list-style-type: none"> <li>99.1% compliance</li> </ul>
Achieve 100 % compliance for the vaccine and Tuberculosis screening questionnaire requirements	<ul style="list-style-type: none"> <li>93% of active students compliant with all the requirements as of June 30, 2022</li> </ul>
Achieve 100% compliance for Tuberculosis testing for students with risk factors	<ul style="list-style-type: none"> <li>43% of active students compliant with all the requirements as of June 30, 2022</li> </ul>
Explore new teaching strategies to decrease STI rate.	<ul style="list-style-type: none"> <li>Increased health teaching and screening during other well visits. Shifted to more tests being sent via LabCorp private lab with students insurance which led to quicker turnaround time of results.</li> </ul>

<sup>4</sup> Contact the Associate Vice President for assistance in completing this section if needed.

Advocate for an updated Student Health Center to meet the needs of students	<ul style="list-style-type: none"> <li>Meetings have begun with consultants to plan new SHS in Blackwell Hall</li> </ul>
Provide students with quick access to medical care	<ul style="list-style-type: none"> <li>Average wait time from first contact to first appointment 1.22 days</li> </ul>
Increase number of medical provider visits available for students	<ul style="list-style-type: none"> <li>Medical providers increased unique clients by 52.29% from previous year; 71.61% increase in appointments (large increase is likely COVID related)</li> </ul>
Decrease number of no show visits and cancellations	<ul style="list-style-type: none"> <li>168 no show visits; 808 client appointment cancellations</li> </ul>
Provide excellent customer service beyond student appointments	<ul style="list-style-type: none"> <li>9507 secure messages sent to students utilizing electronic medical record</li> </ul>

**Examples of Other Research, Assessment, or Evaluation Projects (if applicable)  
July 1, 2021-June 30, 2022**

Key Result(s) or Outcomes	Organizational Changes
<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>
<p>The satisfaction survey sent anonymously through our Electronic Medical Record, Point and Click. The survey was sent to 200 random students seen during the fall semester of 2021 (October 11-18). It was then automatically resent 2 weeks later.</p> <p>The survey was completed by 38 students. Because the respondents were anonymous, no demographic data was collected.</p> <p>94% 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, 72% rated great, and 22% rated good, and 6% rated ok.</p> <p>In response to the question, “Did the provider explain what you wanted to know”, 89% responded great or good.</p> <p>The overall satisfaction was 94%, for “great” and “good”. Only one response was ok.</p> <p>97% of students would recommend SHS to their friends. One student responded, “I don’t know” and 2</p>	<p>During the upcoming Fall semester, the satisfaction survey will be sent after the visit during a predetermined time period. The students will be advised to be on the look out for the survey.</p>

<p>students did not respond. One student commented, “I would recommend SHS because there are many subjects/categories that SHS can help you with either physically or mentally and they give you helpful feedback.”</p>	
<p>Student Health Services providers performed a chart audit on students diagnosed with COVID 19 during the academic year.</p> <p>90% of the charts audited met the defined performance goals. Some charts with inadequate data due to limited patient interactions related to COVID19 diagnosis and attempt to limit face to face interaction.</p> <p>100% of students were appropriately referred to Campus Health to follow the Salisbury University isolation policy.</p>	<p>Chart Audits are done yearly as a component of Peer Review for AAAHC re-accreditation. A different topic will be used for 2023.</p>

**Student Learning Outcomes**  
**July 1, 2021 - June 30, 2022**

*What were your student learning outcomes for this past year? Did you conduct any assessment of those SLOs to see how you're doing? If so, complete this section.*

- *Student learning outcomes were not directly assessed due to less in person visits, and decreased face-to-face patient contact due to the Pandemic*

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"> <li>▪ 75% of participants were able to explain policy for changing a major as evident on post-evaluation compared to pre-test results.</li> </ul>
<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"> <li>▪ 80% of participants were able to identify four strategies for writing a successful résumé as evident on written exit interview.</li> </ul>
A new question was added to the anonymous satisfaction survey to assess learning outcomes. Students were asked if they left with any new information about their health, with a follow up question asking specifically what did they learn.			<p>79% of the students responded, good, great or okay to learning new information. 12 students responded with what they had learned. All students are provided with important health education teaching as well as handouts at each health visit.</p> <p><u>Comments from participants:</u>            "I learned I have a yeast infection"            "About how the tuberculosis indicator test works"            "How long I can take cough syrup for"            "How to better focus on my mental health"            "Why coughs happen"            "That allergies can change depending on where you live"            "I have a slight heart murmur"            "A cool air humidifier is better than a warm air humidifier"            "Lindsey told me that having green mucous can mean different things"            "About STD's"</p>


**Section VII: Strategic Plan-Related Goals (July 1, 2021 – June 30, 2022)<sup>5</sup>**

*The following goals are intended to be SMART goals. 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 but you may have more. Please use new University Strategic Plan 2020-2025 goals for this section.*

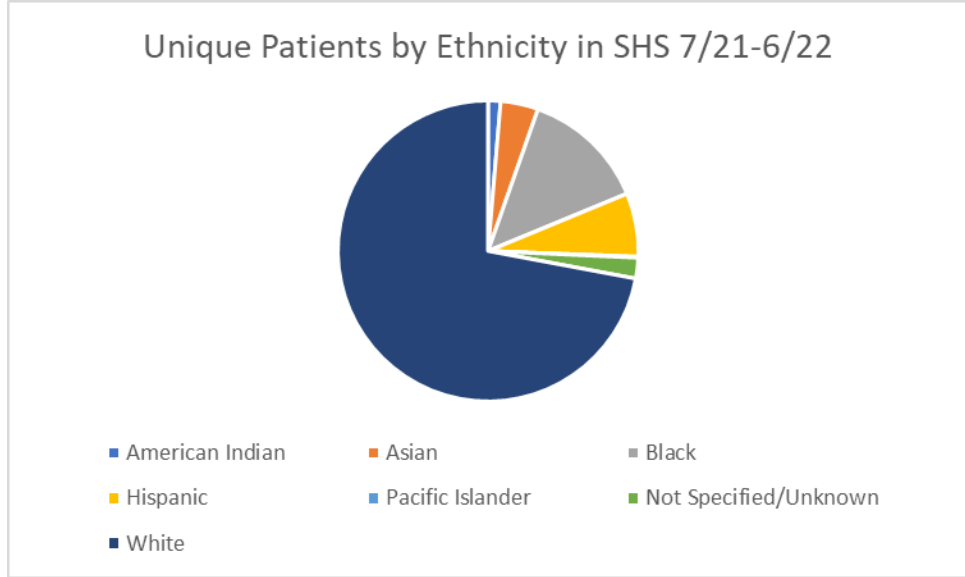
Department Goal or Objective	Map to University Strategic Plan 2020-2025 Goals	Map to SA Strategic Goals (TBD)	Examples of Assessment Metrics that will be Used
<i>Example: Implement new living-learning communities focused on diversity and inclusion.</i>	Goal 1 Initiative 2		<ul style="list-style-type: none"> <li>▪ Number of living-learning communities created.</li> <li>▪ Number of students completing housing contracts for the new LLCs.</li> </ul>
<i>Example: Ensure that 70% of academic probation students participate in at least two sessions on successful study habits.</i>	Goal 4 Initiative 2		<ul style="list-style-type: none"> <li>▪ Number and percent of academic probation students participating in at least two academic sessions.</li> </ul>
Provide health care to students seeking care from SHS	Goal 1 Initiative 2		Number of patient encounters
Continue activities needed for reaccreditation	Goal 1 Initiative 2		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 State meningitis vaccine requirement.	Goal 1 Initiative 2		Percentage of students that are compliant

Achieve 100 % compliance for the vaccine and Tuberculosis screening questionnaire requirements	Goal 1 <i>Initiative 2</i>		Percentage of students that are compliant
Achieve 100% compliance for Tuberculosis testing for students with risk factors	Goal 1 <i>Initiative 2</i>		Percentage of students that are compliant
Explore new teaching strategies to decrease STI rate.	Goal 1 <i>Initiative 2</i>		Decrease in STI rates
Advocate for an updated Student Health Center to meet the needs of students	Goal 2 <i>Initiative 4</i>		Continued meetings with consultants.



Appendix 1

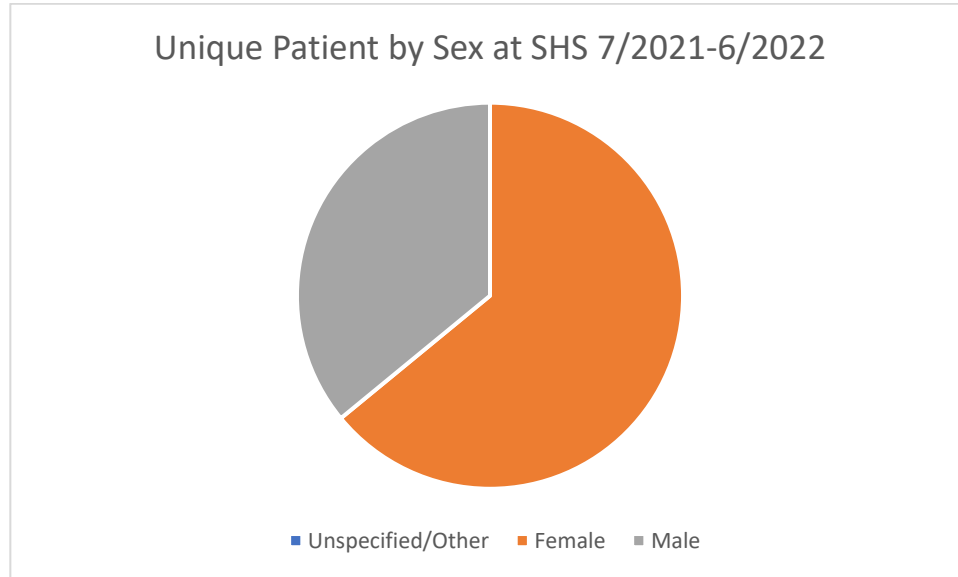
Unique Patients by Ethnicity



**White 1297 (72%)**  
**Black 241 (13%)**  
**Asian 73 (4%)**  
**Hispanic 123 (7%)**  
**American Indian 24 (1%)**  
**Pacific Islander 2 (0.1%)**  
**Not specified/unknown 40 (2%)**  
**Total: 1800**

Appendix 2

Unique Patients by Sex



**Male 647 (36%)**  
**Female 1153 (64%)**  
**Unspecified/Other 0**  
**Total: 1800**

### Appendix 3

#### Top 40 Diagnoses 7/1/2021-6/30/2022

