

Student Affairs | Measuring Up

Creating a culture of assessment and evidence.

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UNIVERSITY



**Salisbury University
Office of Student Affairs
Student Health Services
August 2023**

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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 Registered Nurses. We strive for optimal health for students as we know students' physical health and wellness is essential to their academic and personal success.

Student Health Services continues to collaborate and partner with other departments and divisions on campus to provide our students with an integrative approach to learning. SHS and the Student Counseling Center have been meeting 1-2 times a semester to discuss changes to mental health resources and opportunities to work together. SHS & SCC worked together improve and expand psychiatric mental health services, which now includes utilizing TimelyCare for mental health appointments for the upcoming year. SHS providers have assisted with SU's response to the COVID19 pandemic and other health threats on campus, including mpox in August 2022. SHS continues to collaborate with the School of Nursing offering clinical placement for 3 community health nurse rotations and precepting a DNP student for her capstone project which was implemented by all providers in the office to measure anxiety and depression in students. SHS continues to work closely with our local health department. SHS invited Rite Aid and Tidal Health pharmacy to campus to deliver influenza vaccinations in Fall 2022.

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 15 years. AAAHC accreditation means that Student Health Services participates in on-going self-evaluation, peer review and education to continuously improve the care and services provided to students.

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 nurses 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
- 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 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. 59% of the students responded, good, great or okay to learning new information, the remainder stated not applicable. 6 students responded with what they had learned. All students are given important health education teaching as well as handouts at each 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	1889
Total number of "visits" includes repeat visits	3823
Total number of patient encounters for phone visits, medication refills	797
Total number of Patient Encounters July 1, 2022-June 30, 2023	4620

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 Initiatives¹

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"> ▪ 75 students ▪ 60 faculty mentors ▪ 12 guests²
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	~400 vaccines given
Collaborated with Tidal Health Community Outreach to provide free flu shots for students	Students	255 vaccines given
Assisted Campus Health with the oversight of COVID-19 testing and vaccination	Students, Staff, and Faculty	247 tests (includes PCR and rapid antigen tests)
Collaborated with the School of Nursing to provide a clinical rotation site for the senior nursing students	Senior nursing students	3 nursing students were able to complete a rotation in SHS; 1 DNP student research project completed
Free STI Testing Day	Students	75 Students Tested
Sun Safety Education Table Prior to Spring Break	Students	~250 students given sun safety shirts, SPF sunscreen and SPF chapstick
Added on campus Quantiferon Gold tuberculosis testing option	Students	29 tests completed

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

² This could include family, friends, faculty, and staff.

Section III: Budget Allocations, Expenditures, and Revenue Generation

July 1, 2022 – June 30, 2023 Allocations

Budget Category	Allocation
01	\$789,415.00
02	\$70,694.00
03	\$53,069.00
Total	\$913,178.00

July 1, 2022 – June 30, 2023 Expenditures

Budget Category	Expenditures
01	\$594,263.80
02	\$52,679.86
03	\$87,660.46
Total	\$734,604.12

July 1, 2022 – June 30, 2023 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, inhouse lab tests, and pharmacy	\$95,612.17
Late Fees	\$17,060.00
Total	\$112,672.17

Comments: Allocations to 01 budget category included PIN positions not used by SHS.

Section IV: Collaborations and Partnerships (Internal and External)³

Examples of Collaborations and Partnerships	Outcomes and Impact
<i>Example: County Public Schools Guidance Counselors</i>	Resource materials for helping high school students and families discuss mental health before college.
Collaborated with Rite Aid pharmacy on site to provide influenza vaccines to students and staff	~400 students and staff immunized against influenza to protect against the flu
Collaborated with Tidal Health’s Community Outreach to provide free flu shots to students	255 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 247 Covid-19 tests were performed
Collaborated with the School of Nursing to provide a clinical rotation site for senior nursing students	3 Nursing students were able to complete their community health rotation in SHS (336 hours); 1 DNP student started research project (~200 hours)

³ 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 STI testing and important health information regarding sexually transmitted infections
 - 568 STI tests completed
 - 3823 visits to the student health center, 4620 encounters including phone notes and misc. notes

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.

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

- Demographic data show that all classes are represented, as well as sex and ethnicity. (See Appendices).

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 21st 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 Evaluation⁴

Goals and Outcomes July 1, 2022-June 30, 2023

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

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 quality affordable health care to students seeking care from SHS	<ul style="list-style-type: none"> • 3823 visits to the student health center, 4620 encounters including phone notes and misc. notes
Continue necessary actions to maintain AAAHC accreditation	<ul style="list-style-type: none"> • SHS has achieved accreditation until December 2023
Achieve 100 % compliance for the State meningitis vaccine requirement.	<ul style="list-style-type: none"> • 99.1% compliance
Achieve 100 % compliance for the vaccine and Tuberculosis screening questionnaire requirements	<ul style="list-style-type: none"> • 93% of active students compliant with all the requirements as of June 30, 2022
Achieve 100% compliance for Tuberculosis testing for students with risk factors	<ul style="list-style-type: none"> • 94% of active students compliant with all the requirements as of June 30, 2022
Explore new teaching strategies to decrease STI rate.	<ul style="list-style-type: none"> • 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.
Advocate for an updated Student Health Center to meet the needs of students	<ul style="list-style-type: none"> • Meetings have restarted with consultants to plan new SHS in Blackwell Hall; floor plan has been drafted with increased space to meet the medical needs of our students

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

Provide clinical placements for School of Nursing Students as well as clinical and research opportunities for DNP students	<ul style="list-style-type: none"> 3 community health nurses completed 336 hours of clinical rotations; DNP student completed approx. 200 hours of research on project: Enhancing Screening of Anxiety and Depression in a University Student Health Center Using a Brief Screening Tool
SHS Providers participate in ongoing professional development to maintain licensure with cultural competency training and continuing medical education	<ul style="list-style-type: none"> 100% of providers in SHS are board certified nurse practitioners or registered nurses and are up to date and actively licensed to practice medicine.

**Examples of Other Research, Assessment, or Evaluation Projects (if applicable)
July 1, 2022-June 30, 2023**

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 was sent anonymously through our Electronic Medical Record, Point and Click. The survey was sent to 300 random students. 100 students seen 9/1-9/30; 100 students seen 10/1-10/15; 100 students seen 10/16-10/31.</p> <p>The survey was completed by 37 students. Because the respondents were anonymous, no demographic data was collected.</p> <p>Students were asked if they left with any new information about their health, with a follow up question asking specifically what did they learn. 59% of the students responded, good, great or okay to learning new information, the remainder stated not applicable. 6 students responded with what they had learned.</p> <p>97% of the students responded “Great” or “Good” for the ease of getting care, specifically the ability to get in to be seen, and 84% responded “Great” or “Good” to the hours the center is open. Two students provided feedback for improvement as “Have more hours” and “Out of your control but having weekend hours would be nice.”</p> <p>In response to the question, “How well does the staff listen to you, 81% rated great, and 8% rated good, and 11% rated ok.</p> <p>In response to the question, “Did the provider explain what you wanted to know”, 92% responded great or good. In</p>	<p>During the upcoming Fall semester, the satisfaction survey will be sent monthly after the visit during a predetermined time period. The students will be advised to be on the look out for the survey.</p>

<p>response to the question, “Did the provider give you good advice and treatment”, 92% responded great or good.</p> <p>The overall satisfaction was 95%, for “great” and “good”. Two responded “ok”.</p> <p>97% of students would recommend SHS to their friends. One student responded, “No” because he wasn’t given an antibiotic.</p>	
<p>In Fall 2022, a chart audit was completed to assess for components of the chart inclusive of morbidity report, appropriate treatment, diagnosis of affiliated sexually transmitted infection (gonorrhea or chlamydia via NAAT) documented in chart. The goal of the study was to determine if practitioners are completing the required morbidity report; if providers are prescribing appropriate treatment based on updated standards of care as recommended and to conclude the positivity rate of stated STI contacts. 23 charts reviewed based on diagnosis “Contact with and (suspected) exposure to infections with a predominantly sexual mode of transmission (Z20.2)” Providers in SHS 100% compliant in reporting positive sexually transmitted infections via the Maryland Confidential Morbidity Report during the study time.</p> <p>96% of patients were treated for suspected contact appropriately at the time of testing.</p> <p>0% of patients were treated as a result of their test results. All but one patient was treated at the time of testing. One patient opted to wait for test results before she had treatment; NAAT was negative for both gonorrhea and chlamydia.</p> <p>6 of 23 (26%) had a negative NAAT for gonorrhea and chlamydia, but were treated empirically, before results were received. Results received from the MD State Lab take 7-14 days and 2-3 days from Lab Corp. Providers weigh risk of untreated STI while waiting for results vs. unnecessarily treating empirically for suspected exposure to STI. Most patients in the study had a known previous partner with STI that contacted them, resulting in SHS visit for testing and</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>

treatment. No morbidity report was completed for these patients.	
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**Student Learning Outcomes
July 1, 2022 - June 30, 2023**

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	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.
A new question was added to the 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>59% of the students responded, good, great or okay to learning new information, the remainder stated not applicable. 6 students responded with what they had learned. All students are given important health education teaching as well as handouts at each visit.</p> <p><u>Comments from participants:</u> What a PPD is for I learned multiple new things Upper respiratory infection UTI vs kidney infection I learned that I most likely do not have Lyme Disease, and my symptoms are most likely the result or physical manifestation of my above-</p>

		<p>average levels of stress and anxiety related to my move-in on campus transition.</p> <p>that my birth control could have been the reason for my spotting</p>

Section VII: Strategic Plan-Related Goals (July 1, 2022 – June 30, 2023)⁵

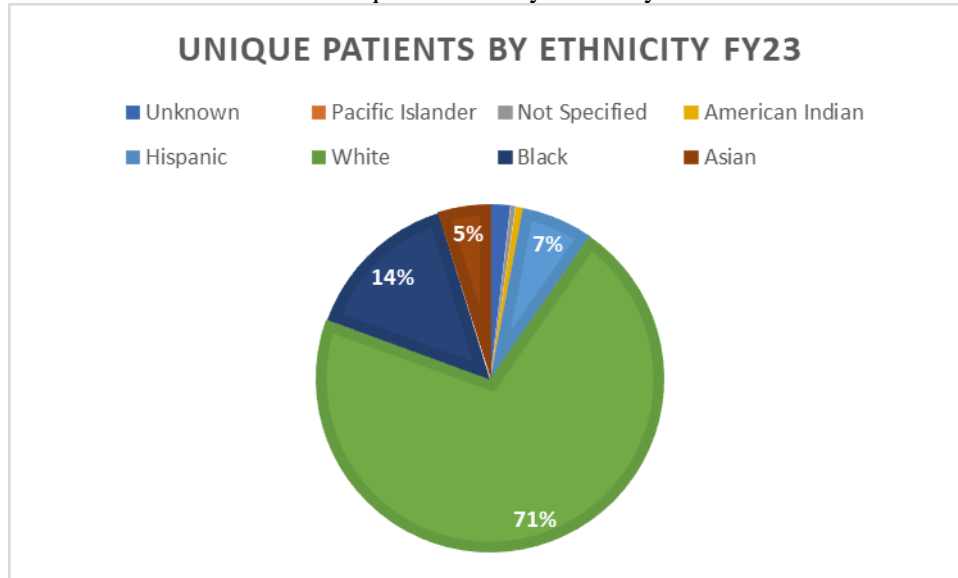
The following goals are intended to be SMART goals. Each goal should be linked to measurable outcomes and is consistent with strategic priorities, Student Affairs' goals and expectations, and the University's strategic plan. Three to five goals are recommended but you may have more. Please use new University 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>	<i>Goal 1 Initiative 2</i>		<ul style="list-style-type: none"> ▪ Number of living-learning communities created. ▪ Number of students completing housing contracts for the new LLCs.
<i>Example: Ensure that 70% of academic probation students participate in at least two sessions on successful study habits.</i>	<i>Goal 4 Initiative 2</i>		<ul style="list-style-type: none"> ▪ Number and percent of academic probation students participating in at least two academic sessions.
Provide clinical placements for School of Nursing Students as well as clinical and research opportunities for DNP students	Goal 1 Initiative 1		Number of clinical hours completed by nursing students; undergraduate and doctoral level
Provide health care to students seeking care from SHS	Goal 1 Initiative 2		Number of patient encounters including appointments, phone encounters, secure messages and medication refills
Increase accessibility to students of diverse background and experiences	Goal 1 Initiative 2		Percentage of unique visits; Percentage of underrepresented ethnicities
Continue activities needed for reaccreditation	Goal 1 Initiative 2		4 emergency drills completed 2 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 Survey

			completed.
Achieve 100 % compliance for the State meningitis vaccine requirement.	Goal 1 <i>Initiative 2</i>		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.
SHS Providers participate in ongoing professional development to maintain licensure with cultural competency training and continuing medical education	Goal 2 <i>Initiative 2</i> ; Goal 3 <i>Initiative 1</i>		% of providers in SHS that are board certified and licensed to practice medicine in the State of Maryland

Appendix 1

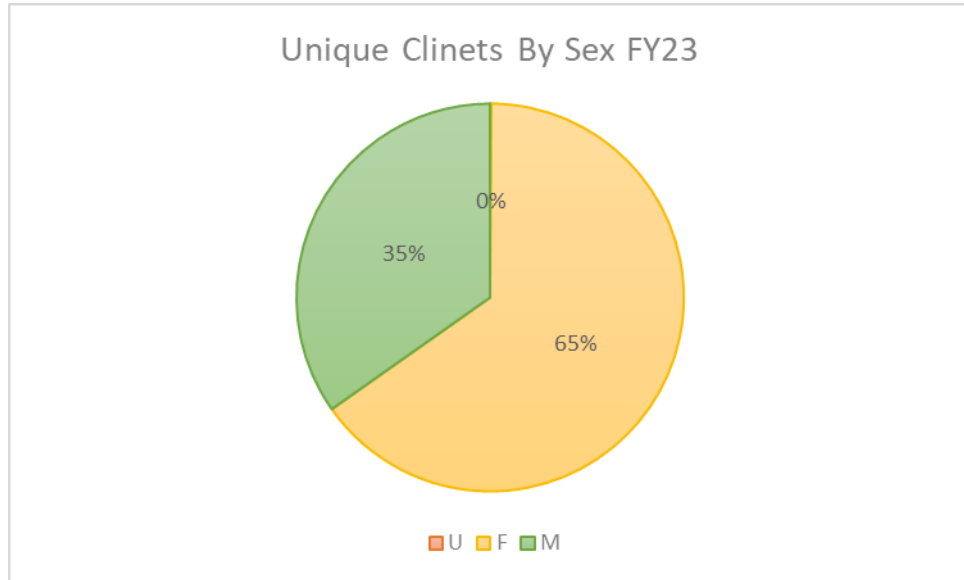
Unique Patients by Ethnicity



White 1268 (71%)
African American 262 (14%)
Asian 86 (5%)
Hispanic 119 (7%)
American Indian 12 (0.6%)
Pacific Islander 2 (0.1%)
Not specified/unknown 40 (2.2%)

Appendix 2

Unique Patients by Sex



Male 622 (35%)
Female 1165 (65%)
Unspecified/Other 2

Top 30 Diagnoses

ICDCode	Diagnosis	Count	Count
Z11.3	Encounter for screening for infections with a predominantly sexual mode of transmission	620	
J06.9	Acute upper respiratory infection, unspecified	461	
J02.9	Acute pharyngitis, unspecified	458	
Z11.52	Encounter for screening for COVID-19	301	
J02.0	Streptococcal pharyngitis	254	
R05.1	Acute cough	157	
N76.0	Acute vaginitis	155	
R30.0	Dysuria	136	
R53.83	Other fatigue	135	
V07.1#9	ALLERGY DESENSITIZATION	132	
F41.1	Generalized anxiety disorder	129	
Z00.00	Encounter for general adult medical examination without abnormal findings	120	
R45.82	Worries	108	
J01.90	Acute sinusitis, unspecified	104	
R50.9	Fever, unspecified	100	
M79.10	Myalgia, unspecified site	98	
R09.81	Nasal congestion	83	
R21	Rash and other nonspecific skin eruption	82	
N39.0	Urinary tract infection, site not specified	72	
Z30.41	Encounter for surveillance of contraceptive pills	70	
Z11.1	Encounter for screening for respiratory tuberculosis	65	
R35.0	Frequency of micturition	64	
R05.9	Cough, unspecified	58	
J30.9	Allergic rhinitis, unspecified	54	
Z02.9	Encounter for administrative examinations, unspecified	50	
Z30.42	Encounter for surveillance of injectable contraceptive	47	
B37.31	Acute candidiasis of vulva and vagina	43	
Z20.2	Contact with and (suspected) exposure to infections with a predominantly sexual mode of transmission	43	
Z12.4	Encounter for screening for malignant neoplasm of cervix	40	
L98.9	Disorder of the skin and subcutaneous tissue, unspecified	39	