

CALIFORNIA STATE UNIVERSITY, STANISLAUS

2017 Student Affairs Assessment Project

CAS EXECUTIVE SUMMARY

Student Health Center

Scope of Review

The scope of this review was to assess the department of the Student Health Center.

Mission

The mission of the Student Health Center is to provide eligible students quality, evidence based healthcare, preventative services, health education, and advocacy for optimal health within the university community. At Stanislaus State, we challenge one another to realize our potential, to appreciate and contribute to the enrichment of our diverse community, engage in social justice, and to develop a passion for lifelong learning. To facilitate this mission, we will promote healthy lifestyles, foster edifying relationships, and encourage self-development, as well as evaluate, recognize, and support our students in their pursuit of higher education by caring for their physical and mental health.

Assessment Summary

I. The initial team, which consisted of 5 members (Dr. Scott Hennes, Director, Student Health Center; Laura Roberts, Registered Nurse; Megan Rowe, Health Education Coordinator; Bronda Nidey, Health Services Operations Specialist; and Mary Ward, Administrative Analyst), met in late February 2017 to discuss the review processes for two CAS-SAGs (Clinical Health Services and Health Promotion Services). The review team for Clinical Health Services consisted of 4 members (Dr. Scott Hennes, Director, Student Health Center; Laura Roberts, Registered Nurse; Bronda Nidey, Health Services Operations Specialist; and Mary Ward, Administrative Analyst). All team members were supplied with the following:

- CAS Program Review for Raters (slideshow presentation & notes).
- CAS Clinical Health Services Self-Assessment Guide (SAG): Introduction and Instructions.
- CAS SAG for Clinical Health Services.
- Supporting Data and Evidence
- CAS Work Forms.

The CAS team met in February to discuss the CAS standards and the ratings. Each member then began an individual review of the standards and ratings using work forms A, B, and C as provided in the SAG. The team met again in May to review and discuss the results of the individual review worksheets. The ratings were then compiled into final versions of work forms A, B, and C. A completed final report was submitted in October.

II. *Identified strengths and weaknesses.*

Strengths:

- The Student Health Center (SHC) continues to meet all expectations required by the Accreditation Association for Ambulatory Healthcare Centers (AAAHC) for accreditation as a health center.
- The SHC laboratory continues to meet all expectations required by COLA for laboratory accreditation.
- The primary strength of the SHC is continuing to find ways to best serve the student population and their health care & wellness needs. The SHC organizational framework is founded on continuous quality improvement, enabling the SHC to assess the needs of the students and the quality of care provided based on data and evidence informed standards of care.

Weaknesses:

- As a health care services organization, the SHC has focused efforts on finding ways to measure the outcome of care provided, rather than student learning and developmental outcomes. The SHC needs to determine the best methods to recognize and measure not only the outcomes of care, but also student learning and developmental outcomes.
- The lack of retention information prohibits the SHC from tracking how many students leave Stan State prior to graduation due to physical/mental health, and/or socio economic factors. Exit interviews would be a key data source that would provide important insight into why students leave the

university and would offer a key indicator to monitor effectiveness of campus health and wellness services over time.

- The SHC continues to increase services as the student population grows, however, facility space is an issue and will continue to be one as the campus student population grows.
- The SHC lacks a strategic long-term plan, one should be developed to facilitate continued growth and development.

Priorities for the Program

- Develop student learning and developments outcomes to address the needs of students in conjunction with the Health Center CAS requirements. Once these outcomes are developed, the SHC will have to determine the best method to measure and utilize them as part of our services offered.
- Work with the Office of Strategic Planning, Enrollment Management & Innovation regarding exit interview data to address the impact of physical and mental health issues on student retention. Once this information is identified, it will need to be reviewed and evaluated to determine how the SHC can better serve students considering leaving school due to health issues.
- Identify mechanisms to increase student awareness of the SHC, its services, and provide information to students on health related issues. These mechanisms could include the increasing use of technology and social media platforms to increase outreach to students and working with faculty to ensure that they are aware of the SHC resources available to students.
- Develop a long-term strategic plan for the SHC, as a part of the Health and Wellness Department and in conjunction with the Student Affairs strategic plan.
- Verify that all internal policies, such as those regarding student assistants, social media, technology, etc., are also in compliance with Stan State policies.