



ASSESSMENT PLAN PERIOD: July 2018 – June 30, 2019

MISSION STATEMENT:

The mission of FMU Student Health Services is to maintain optimum physical and emotional health through the provision of quality, accessible, and cost-effective health care and education to students, enhancing their learning experience and supporting their academic success.

Goals		Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
1.0	<ul style="list-style-type: none"> ● Increase campus community Outreach to our students 	<ul style="list-style-type: none"> ● more education for students ● increase number of outreach initiative projects ● increase student knowledge of services 	<ul style="list-style-type: none"> ● participation at student orientations ● participation in freshman orientation and move in day ● distribute “goody bags” to freshman on move-in day to increase knowledge about health services <p>Baseline to be active in at least 1 campus event with the campus community in a year</p>	<ul style="list-style-type: none"> ● in 2018-2019 year we participated in 2 parent orientations, and were at Freshman move in day to hand out bags with info. about student health services to increase knowledge of student health services 	<ul style="list-style-type: none"> ● with better planning, scheduling and coordination between offices we plan to attend at least 4 orientation sessions in 2019-2020 ● We plan to continue to attend yearly freshman move in day ● We plan to increase our presence by attending and having a booth at the annual First Friday event 8/23/2019 <p>Thus our Target will be 2+ events or in 2019-2020</p>

			<p>Benchmark 2018-2019 2 campus events</p> <p>Target to work to be as active and accessible to the campus community and attend 2+ events a year to market our services</p>		hopefully 6 events attended.
2.0	<ul style="list-style-type: none"> ●Work in partnership with Hope Health to serve our campus community 	<ul style="list-style-type: none"> ●provide free HIV testing monthly ●promote student referrals for those that need a primary provider ● accurately document these above items annually in our record book by a stated date 	<ul style="list-style-type: none"> ●Hope Health staff to perform free HIV testing monthly ● Office of student health to provide referrals to FMU students that need primary care to the APRN working at FMU for Hope Health ● The completion of the record book. <p>Baseline = for the 2017 – 2018 year no record book documentation was proposed.</p> <p>Benchmark = for the 2018 – 2019 year the record book was compiled and completed on July 7, 2018.</p> <p>Target = June 30 of each year for completion of the record book.</p>	<ul style="list-style-type: none"> ●Hope Health has had 4 free HIV clinics in student health from 10 – 12 ●APRN at Hope Health has accepted all students referred to her ● The Record book was completed on July 7, 2018 	<ul style="list-style-type: none"> ●important for students to know their HIV status ● We hope to increase education along with Testing ● We hope to increase testing to monthly and change testing times to 10 - 2 ● We hope to continue to work with Hope Health to Provide affordable fees for FMU students ● We will continue to document and record in the annual record book all testing and referrals, with the target deadline date being June 30 of each year.

3.0	<ul style="list-style-type: none"> ● Increase student outcomes and satisfaction 	<ul style="list-style-type: none"> ● make changes as needed to accommodate the students 	<ul style="list-style-type: none"> ● Develop and provide a quarterly survey after the visit to include: <ul style="list-style-type: none"> wait-time appointment availability friendliness of staff suggestions to improve service <p>No survey was previously used so there is no Baseline. The Benchmark will be to get a set # or respondents to the survey for 2019-2020 year that will be 10-15 completed surveys The Target will to gain the opinions of the largest number of students who use the services of the office. A Target of 50% of those served is anticipated.</p>	<ul style="list-style-type: none"> ● no IE reporting previously ● no survey of student outcomes and satisfaction used previously. 	<ul style="list-style-type: none"> ● make appropriate changes to develop and implement the survey for the 2019-2020 year to get a working data set. Further tweaking and development will be needed to reach a targeted % of students with the survey in 2019-2020 year and beyond. Target being 50% of the students served will submit a survey. Work to develop and market the survey.
4.0	<ul style="list-style-type: none"> ● Hire a full time student health coordinator to assist DNP staff of student health services 	<ul style="list-style-type: none"> ● confidentiality, consistency, student advocate, coordinates immunizations (frees up DNP to see more students), can assist with vital signs 	<ul style="list-style-type: none"> ● work to hire current student worker in Jan. 2020. <p>Work to develop and offer the position within student health services. Work to ascertain duties and work to be performed by a student</p>	<ul style="list-style-type: none"> ● new position to be created and offered in 2020. <p>Worker's position and planning documents to be created along with job duties, responsibilities. Worker's evaluation documents to be created</p>	<ul style="list-style-type: none"> ● efficiency of student health services for our students and campus community to be increased with additional support staff. Additional data might be developed to demonstrate shorter

			health coordinator position.	in 2020 in advance of the hire and the evaluation of the new student health coordinator.	wait times, better service etc. with the new hire.
5.0	<ul style="list-style-type: none"> ● serves the complete student and that means in some cases to Refer all students that present with anxiety and depression for Counseling with the FMU office of testing and Counseling. 	<ul style="list-style-type: none"> ● promote optimum emotional health while providing referrals to better equipped mental health professionals for our patients. ● Accurately record these referrals (with complete confidentiality protected) to keep a record book by a stated date. 	<ul style="list-style-type: none"> ● students to be referred to testing and counseling office to see a counselor (mental health professional) when in student health or have an appointment made before they leave the clinic ● The completion of the record book of these referrals. <p>Baseline = for the 2017 – 2018 year and for 2018-2019 year no record book documentation was proposed nor completed</p> <p>Benchmark = for the coming year 2019-2020 the proposed deadline for completion of the record book will be June 30, 2020</p> <p>Target = June 30 of each year for completion of the record book.</p>	<ul style="list-style-type: none"> ● Trained mental health professional counselor form the FUM Testing and Counseling Office will meet with student while they are in clinic for assessment of need or will have a scheduled conference soon. That has been the practice in the past. For 2019-2020 we will be tracking these referrals through the documentation in the record book. With the date of June 30 of each year for the final, annual completion of the record book. 	<ul style="list-style-type: none"> ● Better coordination between student health services and the Office of testing and Counseling will provide better services that will enhance learning and support Academic success of our students. ● Better documentation will allow for the best practices to be followed and for data to be collected and analyzed. ● The targeted deadline of June 30 for each annual completion of the record book will be adhered to.