

UMD Health Services Strategic Plan 2016-17

Guiding Statements

Objectives

Assessment
Strategies

I. Vision: The vision of Health Services focuses on the development of an inclusive health care model including medical, counseling and health education services which is collaborative in nature with academic and community partners. This concept is consistent with the UMD's Core Value of Engagement and Campus Goals 1,2 and 5 as well as Division Goals 1,2, 3, and 5.

II. Mission: The mission of Health Services is to provide students the opportunity to develop healthy personal lifestyles, help ensure their retention at UMD, and contribute to the overall excellence of their total educational experience by providing services which address the physical, emotional, social and intellectual well-being of our students.

III. Goals

Health Services Goals Mapped to the UMD and Student Life Strategic Plans

Health Services Goal	Mapping to University Goals	Mapping to Student Life Goals
Ensure that the Health Services facility provides an inclusive, educational and service oriented physical space to support students, staff and community members	1, 2, 5, and 6	1, 2, 3 and 5
Develop thoughtful, intentional and collaborative relationships between Health Services and academic partners such as UMD medical and pharmacy schools, UMD Masters of Social Work Program, UMD Athletic Training Program, College of St. Scholastica and Lake Superior College.	1 and 6	1, 5 and 6
Utilize community health care providers to make specialty services accessible on-site at Health Services.	1, 5 and 6	3 and 5
Strive to increase productivity in order to provide accessible and high quality health services to UMD students	6	3, 4 and 6

Provide health education programming that helps students develop a healthy lifestyle that will promote their success in college and their lives after graduation.	1	1 and 3
Practice responsible, transparent, and accountable stewardship of University and Student Service Fee resources in the operation of Health Services	6	5

V. Objectives/Outcomes/Assessment

Objective/Outcome	Mapping to Department Goal	Assessment Strategy
1. Section Specific Objectives	Pending 9/16	Pending 9/16
Medical	Pending 9/16	Pending 9/16
Health Education	Pending 9/16	Pending 9/16
Counseling	Pending 9/16	Pending 9/16
Business Support	Pending 9/16	Pending 9/16
2. Explore Pre-design phase for Wellness Facility as follow up to the completed needs assessment.	1,2,3	Create planning doc for pre-design phase of new facility
3. Complete AAAHC re-accreditation preparation for site survey in fall 2017.	1,4	Review and incorporate new AAAHC stds. Resolve PC issues from '14 survey by summer '17

4. Explore the technical and financial feasibility of implementing a PACs system for digital X-rays using a resource sharing model with Boynton HS	3,6	Arrange and document fall 2016 mtg with
		vendor, HS, Boynton and ITSS
5 Further develop the process of creating and implementing a branch of the UMN Reserve Medical Corp at UMD	1,2	Schedule mtg in fall 16 with stakeholders
		using planning matrix to guide and document progress
6. Work with mgt, outside consultant and PSC to implement a new survey tool to be used for the '17 spring work climate survey	1,4,6	Survey tool will be selected and in use by Spring 17

Health Education Section Goals 2016-2017

Objective 1: The newly formed student group “Wellness Advocates” will begin providing weekly interactive programming on campus the week of September 19 as part of Well-being Wednesdays and continue through finals week each semester. Maps to Dept Goal 5.
Assessment Plan for Objective 1: Interactive programming of Wellness Advocates group will be documented during the course of the year and reviewed at year’s end.

Objective 2: Health Education will organize and promote The Health Check event which will be held this year on Oct. 12 from 10:00-1:00. Maps to Dept. Goals 5, 3 and 4.
Assessment Plan for Objective 2: Using new promotion strategies including postcards designed by our student graphic artist for students living on campus in addition to previous promotion strategies such as Bulldog Update, posters, UMD Biz, professor notifications, UMD calendar of events, Health Services web-site and UMD Seminar classes, we aim to increase student assessment during Health Check from 150 last year to 200 this year.

Objective 3: We seek to compare how the general student population uses marijuana with those who are referred to the Chemical Health Educator through the conduct process. Currently, there is limited information available nationally on college student marijuana use. Maps to Dept Goal 5.

Assessment Plan for Objective 3: Pending IRB approval, a survey will be administered using Turning Point technology during alcohol/drug risk reduction presentations to UMD seminar classes in the fall of 2016 as a way of obtaining information about student’s use of marijuana. The data collected from this instrument will be compared to the data being collected regarding marijuana usage during individual BASICS meetings.

Objective 4: The Chemical Health Educator will meet with Medical Providers for continued training in Brief Motivational Interviewing. Maps to Dept. Goals 5 and 1.
Assessment Plan for Objective 4: Using smaller groups of 2-3 will allow for increased focus and feedback on individual skills. Each medical provider will go through one training per semester.

Counseling Section Goal 2016-17

Objective 1: Integrate new mental health therapist/counselor into the section, unit and campus. Maps to Dept Goals 1 and 4.

Assessment Plan for Objective 1: The unit will make use of a structured orientation program using unit and campus resources as well assignment of a formal mentor (Michelle Stronach) who will provide on-going assistance throughout the year.

Objective 2: Continue development and modification of the Mental Health Case management position. Maps to Dept Goals 1, 2, 3, 4 and 6.

Assessment Plan for Objective 2: Policies regarding the position will be further developed and refined and a systematic program will be developed to promote services of the position and provide access to the campus community.

UMD HS Medical Section Specific Objectives 2016-17

Carrying forward our section specific objectives from 2015-16 which were aligned with the UMDHS Alcohol and High Risk Drinking QI project, our first goal was to “implement a process of screening students for high risk drinking” and the second goal was to “begin training staff in brief interventions to address high risk drinking in those who screen positive”.

Our section specific objectives for 2016-2017 which pertain to the alcohol QI are:

- 1) To provide in-depth training of medical staff in motivational interviewing. Dept Goal 1
- 2) To intentionally ask about student use of alcohol during visits which have a context for this topic. Such visits, as identified by medical section to be visits involving injuries, mental health, sleep problems, digestive problems, concussions, HTN, and wellness visits, will be noted in a way that the provider is reminded to initiate alcohol use discussion. Maps to Dept Goal 1.
- 3) To evaluate online screening tools that may be used for alcohol screening. This tool, if implemented, would be available for students who self-select for screening, could be used at health events such as Health Check, or National Alcohol Screening Day April 6, 2017. The goal is to have a simpler screening tool that incorporates the AUDIT-C or other basic screen to provide quick feedback to students. This would be in addition to our more extensive online tool the E-Chug. Maps to Dept. Goals 1 and 5

In addition, the medical section has set a goal related to treatment and care of upper respiratory infections, with a focus on reducing antibiotic prescribing for such illnesses. Maps to Dept Goals 1,5. Our section specific objectives related to this topic include:

- 1) To update nurse protocols on the topic of upper respiratory infection and sinusitis to reflect current guidelines.
- 2) To update our educational materials for our patients on this topic, both on-line and with visual media such as posters in the clinic.
- 3) To do phone follow up of students treated without antibiotics to track patient satisfaction, symptom status, and quantify those eventually requiring antibiotic treatment.

We will measure our success in meeting these goals in the following ways:

- 1) We will document trainings of staff as they occur, and also track the periodic training materials that will be provided to medical staff on the topic of motivational interviewing.
- 2) MA's will be involved in reminding providers about visits that have a context for the alcohol use discussion. Current suggestion is to use a highlighter or some type of marking on the intake sheet. These sheets will be collected by one person and a tally sheet will be compiled. Chart review of these specific visits will be done to measure documentation of alcohol discussions during these visits.
- 3) If an online screening tool is felt to be of value to students and to UMDHS, then it will be available on the website. Information will be gathered from students about their interest in using such a tool versus other methods of screening. This information will be documented as part of the Alcohol QI project.
- 4) The nurse protocols manual will be updated and reviewed/approved by the medical section.
- 5) Educational materials will be available and website updating will reflect this as well.
- 6) Phone follow up data will be collected and brought forward to the medical section meeting for discussion and documented in the minutes.

Business Support Section Objective 2016-17

Support section will implement a systematic process which focuses not only on welcoming new students to our clinic but provides education about the process of navigating healthcare. Maps to Dept Goals 1, 5 and 6.

ASSESSMENT PLAN

1. Welcome packets will be created for new patients which will include updated forms, brochures and general information on services provided at the clinic. Attention to providing education and information regarding the nature of each form will be provided to each new patient in a consistent format. This will be completed by December 2016.
2. Add a tab to the Health Services Web page just for new patients to the clinic. This will include downloadable forms needed to establish care at the clinic as well as information regarding the purpose of these forms (HIPAA, AIB, etc). Other informative, educational material regarding the process of navigating health care will also be included. This will be completed by December 2016.
3. Develop a survey tool which assesses the information and knowledge gained through this initiative using Campus Labs. Survey will be sent to new clinic patients using People Soft and eCW data by March 2017.