

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, 6	1, 2, 3, 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, College of St. Scholastica and Lake Superior College.	1, 6	1, 5, 6
Utilize community health care providers to make specialty services accessible on-site at Health Services.	1, 5, 6	3, 5
Strive to increase productivity in order to provide accessible and high quality health services to UMD students.	6	3, 4, 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, 3

Health Services Goal	Mapping to University Goals	Mapping to Student Life Goals
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		
<i>Medical</i>		
Assure that medical staff and nurses have a clear understanding of common sleep difficulties that affect college students.	2,5	Completed training for all providers and nurses. Clear understanding will be demonstrated by at least an 80% score on questionnaire related to sleep issues that affect college students (Fall 17).
Assure that sleep is assessed during patient visits, particularly freshmen.	5	Chart reviews will indicate that sleep was documented for 75% of student visits.
Address barriers to student healthy sleep time and quality.	2,5	Identification of three main barriers and steps to address them. Implemented sleep survey (SHAC students – Fall 17).

Objective/Outcome	Mapping to Department Goal	Assessment Strategy
Provide a platform for education of students regarding health sleep.	2,5	Development of materials (published in print or on website).
<i>Health Education</i>		
Provide bystander intervention trainings for the Student Athletic Advisory Committee (SAAC) members and team captains.	2,5	Completed trainings.
Provide “train the trainer” instruction on alcohol and sexual assault risk reduction to a member of the Athletics training department who will share the information with the men’s and women’s hockey teams.	2,5	Completed “train the trainer” instruction.
Continue to work with leadership (captains and select team members) of the football team on alcohol and sexual assault risk reduction.	2,5	Document meetings held with captains and select team members of the football team on alcohol and sexual assault risk reductions.
<i>Counseling</i>		
Recruit, hire, and train two counselors with a goal of having new staff in place by November.	1,4	Posted positions. Identification of search committee. Completed hire (fall 17).
<i>Business Support</i>		
Continue with the implementation of a systematic process to welcome new students to our clinic and provide education about the process of navigating healthcare through the delivery of welcome packets.	1	Track number of packets. Gather feedback on the usefulness of the information in the packets through a survey. (Spring 18)

Objective/Outcome	Mapping to Department Goal	Assessment Strategy
2. Test integrated Phrazer protocols with students to determine the long term utility of devices.	1, 2, 3	Completed implementation of training (Fall 17). Completed testing of devices (Fall 17). Completed evaluation of future use of devices (Winter 18).
3. Pass AAAHC Re-Accreditation Site Survey in October 17.	1, 2, 3, 4, 5, 6	Compliant Rating from AAAHC on HS site visit survey.
4. Set a date for implementation of a digital X-ray PACS system at Health Services.	3, 6	Completed timeline for implementation.
5. Begin refreshing HS Strategic Plan and Goals as part of the SL and UMD Strategic Plan Updates.	1, 2, 3, 4, 5, 6	Draft of refreshed HS Strategic Plan.
6. Further develop the process of creating and implementing a branch of the UMN Reserve Medical Corp at UMD by holding 2 meetings in 2017-2018.	1, 2	Meetings held. Progress documented based on planning matrix.
7. Work with management, outside consultant if needed and PSC to implement a new survey tool for the FY 18 spring work climate survey.	1, 4, 6	Completed selection of survey tool (PSC, Fall 17). Survey in use (Spring 18).