

***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 campus and community partners. This concept is consistent with the UMD's Core Value of Engagement, Learning and Inclusiveness; Campus Goals 1,2,5 and 6 as well as Division Goals 1,2, 3, 4, 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 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***

<b>Health Services Goal</b>	<b>Mapping to University Goals</b>	<b>Mapping to Student Life Goals</b>
1. Ensure that the HS facility provides an inclusive, educational and service oriented space which supports students and staff	1, 2 and 6	1.1, 2.1, 3.2 and 5.1
2. Develop intentional collaborative relationships between HS, campus and community partners, including health care organizations, for the benefit of UMD students	1,5 and 6	1.1 and 5.3
3. Develop and support an organizational culture which facilitates professional and personal growth, best practices and the ideals of Goal 2.	1,2 and 6	2.1, 3.2, 4.3, 5.1
4. Strive for optimal efficiency in developing accessible and high quality healthcare services while balancing the need for campus and community outreach programming.	1,5 and 6	3.2, 4.3

5. Provide programming and services which help students develop healthy, successful and sustainable lifestyles.	1 and 6	1.1, 3.1 and 5.3
6. Practice responsible, transparent and accountable stewardship of the fiscal, human and physical resources of UMD.	6	5.2

***V. Objectives/Outcomes/Assessment***

<b>Objective/Outcome</b>	<b>Mapping to Department/Committee Goal</b>	<b>Assessment Strategy</b>
1. Use eCW's tele-health platform to provide some remote service patient encounters Obtain eCW portal and cloud access, train staff, purchase laptops, track visits	1, 4, 5, and 6	Project tasks completed
2. Update readiness for AAAHC Re-Accreditation site survey Review application materials and current standards. Hold annual HS review of policies and procedures during the fall 2020 semester.	1,2,3,4,5 and 6	Reviews completed.
3. Purchase and use a laboratory machine capable of performing molecular PCR testing for influenza, Covid-19, Strep, GC and Chlamydia. Train staff on utilization of machine by September 2020. Track numbers of tests run over the course of year.	1,4,5 and 6	Completed staff training. Numbers tracked.
4. Create and fill a temporary RN position to serve as UMD's Covid Coordinator for students with campus units and MDH/LPH. Train RN COVID Coordinator.	1, 2 and 6	Completed position description, hiring, and training.

Objective/Outcome	Mapping to Department/Committee Goal	Assessment Strategy
<p>5. Address Racism as part of Health Services' Goal 2 work by expanding our bystander intervention initiatives at UMD by developing and delivering a bystander intervention workshop specific to microaggressions, with UMD staff as our primary audience. Workshop to be designed by mid-October, with at least one presentation delivered by the end of the fall semester. Presentations will be made available to other SL units.</p>	<p>1,2, and 3</p>	<p>Completion of workshop development by mid-October. Documentation of one presentation by the end of the fall semester.</p>
<p>Section Specific Objectives 2020-21</p> <p><b>Health Education:</b></p> <p>1. Modification of all Health Education presentations to a virtual format with the intent of continuing the high level of interactive and engaging work the department is known for.</p>	<p>5</p>	<p>Documented proficiency with Zoom's features</p> <p>Electronic evaluation results</p>
<p>2. Develop an electronic evaluation instrument to obtain student feedback. This will serve two purposes. 1)Provide insight on presentation changes so adaptations can be made based on same day feedback. 2)Provide data for learning outcomes related to alcohol poisoning.</p>	<p>5</p>	<p>Electronic evaluation results</p>

Objective/Outcome	Mapping to Department/Committee Goal	Assessment Strategy
<p>Section Specific Objectives, Continued</p> <p><b>Medical Section:</b></p> <p>Continue the Antibiotic Stewardship Project started in 2018. Specifically we will attempt to further decrease the use of antibiotics in the treatment of pharyngitis/tonsillitis with the implementation of molecular strep testing using HS' newly purchased PCR Cepheid machine. This molecular assay has a much higher sensitivity and specificity than traditional rapid strep tests and even strep cultures. This may allow providers more confidence in limiting antibiotic prescriptions for non streptococcal pharyngitis.</p> <p>Centor criteria for evaluation of pharyngitis/sore throat/tonsillitis will continue to be evaluated for adherence compliance by HS providers. This will be done by chart review no later than spring 2021. In addition, the medical section will begin to use molecular strep testing via use of HS' in house PCR machine starting in the fall of '20.</p> <p>Numbers of molecular strep tests done will be tracked. This methodology should eliminate the use of rapid strep testing done and cultures done given the high sensitivity and specificity of this molecular assay.</p> <p>However, numbers of rapid strep tests and strep cultures will also be tracked during 20-21 and compared to previous year's data sets. Antibiotic prescribing for pharyngitis/ tonsillitis will also be tracked.</p>	<p>3,4,5 and 6</p>	<p>Tracking of use of antibiotics</p> <p>Tracking of numbers of molecular strep test</p> <p>Comparison of current year's data to previous years</p>

Objective/Outcome	Mapping to Department/Committee Goal	Assessment Strategy
<p>Section Specific Objectives, Continued</p> <p><b>Counseling:</b></p> <ol style="list-style-type: none"> <li>1. Counseling services will utilize a HIPAA compliant version of Zoom for remote service delivery including individual counseling sessions, groups, outreach and Let's Talk drop in consultation.</li> </ol>	<p>1,2, 3,4,and 6</p>	<p>This will be measured by webpage updates that reflect information and updates. We will also include this information in any outreach to students, parents, and campus partners regarding how services will be delivered.</p>
<ol style="list-style-type: none"> <li>2. Complete the transition from eCW to Titanium Schedule as the new Counseling Center EMR.</li> </ol>	<p>1, 2, 4 and 6</p>	<p>This goal will be measured by the development of templates, data forms, symptom checklists and the ability to pull reports from Titanium.</p>
<ol style="list-style-type: none"> <li>3. Establish practices that promote interdisciplinary communication and service delivery among collaborating service providers.</li> </ol>	<p>1,2,4 and 6</p>	<p>This goal will be measured by the successful development and utilization of a process for referrals between eCW and Titanium which supports communication between the counseling and medical sections.</p>

Objective/Outcome	Mapping to Department/Committee Goal	Assessment Strategy
<p>Section Specific Objectives, Continued</p> <p><b>Business Support:</b></p> <ol style="list-style-type: none"> <li>1. Removal of paper encounter sheets for paper appointments. The removal of paper encounter sheets with reliance on our emr for appointment arrivals further creates a service oriented environment. Eliminating these forms creates a safer, more HIPAA compliant service as well as being fiscally responsible.</li> </ol>	<p>1, 6</p>	<p>We will measure the cost savings on paper this year as well as repair and maintenance of printers to document cost savings. We will also be able to document completion of an area of concern on our most recent U of M HIPAA compliance survey.</p>