

# **Student Health Services 2010-2011 Blueprint for Excellence Strategic Plan**

## **Vision Statement**

Student Health Services offers uncomplicated access to quality healthcare, mental health, education, advocacy, and prevention services provided by compassionate staff dedicated to making those services accessible, affordable, and safe for the Carolina community through ethically sound practice, confidentiality, and integrity.

## **Mission Statement:**

The mission of Student Health Services (SHS) is to support student success by providing a wide spectrum of high-quality, holistic services that meet the primary physical and mental health needs of our campus community. Our goals are created in the spirit of enhancing the educational experience by modifying or removing health-related barriers to learning, promoting optimal wellness, and enabling individuals to make informed decisions about health-related concerns. We strive to empower members of the Carolina community to be self-directed and well-informed consumers of health care.

## **Diversity Statement:**

Student Health Services believes that for a campus community to be truly healthy, it must be guided by the values of multicultural inclusion, respect, and equality. Intolerance has no place at an institution of higher learning. Student Health Services supports all individuals regardless of race, regional or national origin, age, gender, religion, disability, illness, or sexual orientation. We encourage the Carolina community to be actively involved in the struggle to end oppression, to prevent bias-related violence in our campus communities, and to take action to eradicate injustice.

## **Goal 1: Improve the quality of health care and prevention services that promotes student success.**

Supports Student Development and University Housing Goal # 1, 2, 3, 4

Initiative 1: Strengthen strategies to improve the quality of preventative services, health, psychological and psychiatric care to students

1. KPI: Report from all areas within student health services on benchmarking for best practices, quality improvement studies and enhancements (changes) made to programs, services, procedures etc.

2. KPI: % of students who report being satisfied or very satisfied on SHS bi-annual satisfaction and learning outcomes survey that the care they received was of high-quality (all SHS units)
3. KPI: % of students who report their SHS visit/provider interaction contributed to their success on SHS bi-annual satisfaction and learning outcomes survey (all SHS units)
4. KPI: # of , purpose of, and outcomes from collaborative relationships on and off campus that promotes quality and/or student success (all SHS units)
5. KPI: # of and outcomes from faculty and staff programs and services
6. KPI: Report on Peer Review, consistent charting and adherence to specific standards and guidelines documented in PnC and followed by medical staff (all SHS units)
7. KPI: # and % of referrals that are closed (all areas of SHS)
8. KPI: # of immunizations given (including flu shots) in comparison from previous 3 years

Initiative 2 Provide accessible and affordable services to ensure the diverse campus population is being served.

1. KPI: Reports on student demographics and utilization of services (all SHS units)
2. KPI: # of and outcomes from programs and services provided to diverse populations (all SHS units)
3. KPI: % of students who report being satisfied or very satisfied on SHS bi-annual satisfaction and learning outcomes survey that the care they received was given within the values of multicultural inclusion, respect and equality (all SHS units)
4. KPI: % of students who report being satisfied or very satisfied on SHS bi-annual satisfaction and learning outcomes survey that the care they received was accessible (all SHS units)
5. KPI: % of students who report being satisfied or very satisfied on SHS bi-annual satisfaction and learning outcomes survey that the care they received was affordable (all SHS units)
6. KPI: # of students referred to Student Disability Services by providers/staff in SHS (all SHS units)
7. KPI: # of students attending the ADD and/or ADHD clinic/support group (all SHS units)

Initiative 3: Attract patients, clients and program participants to SHS who are as diverse as the student body

1. KPI: Report on ethnicity and other diversity characteristics of the students who use services or participates in programs provided by SHS (all SHS units)
2. KPI: % of students in the KPI above indicate satisfied or very satisfied with SHS services (all SHS units)

Initiative 4: Utilize evidence-based research and technology to develop, communicate and assess all SHS programs and services.

1. KPI: Report on number and results of evidence based programs/services and campaigns implemented or maintained (all SHS units)
2. KPI: # and focus of social norms campaigns implemented (campus wellness and others if applicable)
3. KPI: Report on the number and relevant findings of local, state, regional and national surveys in which SHS participates (all SHS units)
4. KPI: Report on the number, focus and highlighted results of research projects in which SHS is initiating or collaborating to conduct (all SHS units)
5. KPI: Report on the # and type of initiatives focused on addressing high-risk or common community health related issues; report on participation demographics and participants' reports on likely change of behavior as a result (all SHS units)
6. KPI: Report on quality improvement initiatives designed to enhance student success by removing or addressing health-related barriers (all SHS units)
7. KPI: % of units within SHS whose web sites are updated on approved criteria (all SHS units)
  1. (ADA accessibility)
  2. Ease of navigation
  3. Compliant with legal standards
  4. Integrated within the division and University
  5. Accurate information and functional links
  6. Professionalism and effectiveness (success stories and social media)
8. KPI: # and type of health related publications, recruitment activities, use of social media and other technology to market SHS services (all SHS units)
9. KPI: # of presentations given (and individuals reached) to students, faculty and staff regarding health impacts on students' academic performance and retention (all SHS units)
10. KPI: # and type of community health contingencies managed, such as meningitis or H1N1 (all SHS units)
11. KPI: # and findings of QI studies and other SHS surveys that collect data on the health and well-being of students (all SHS units)

Initiative 4: Develop programs, services, and knowledge on the prevention of sexual assault and interpersonal violence and find better ways to identify at risk students.

1. KPI: Results of satisfaction and learning outcomes bi-annual surveys that indicate effective interventions to treat violence and sexual assault survivors.
2. KPI: #of and report on findings of programs/services implemented using evidenced based practices to prevent sexual assault and relationship violence
3. KPI: # of and outcomes of sexual assaults and relationship violence that occur on and off campus
4. KPI: # of programs/services designed to identify at-risk students and/or populations
5. KPI: Report on Peer Review, consistent charting and adherence to specific response guidelines documented in PnC and followed by staff

Initiative 5: Enhance the effectiveness and efficiency of the pharmacy services.

1. KPI: % of students who report being satisfied or very satisfied with the wait time to fill prescriptions improved
2. KPI: # of prescriptions filled via web, phone, and transfer
3. KPI: # of insurance policies accepted
4. KPI: # of faculty/staff prescriptions filled
5. KPI: % change in revenue from prior year

**Goal 2: Support and maintain a work environment that is safe, equitable, honest, fair, and respectful of the inherent dignity and worth of all employees (full time, part-time, temporary, student and Peer Educators).**

Supports Student Development and University Housing Goal # 6

Initiative 1: Support and provide opportunities for professional staff growth and development to maintain a highly qualified, diverse work staff.

1. KPI: Report on the ethnicity of current and new staff members (all SHS units)
2. KPI: # of and type of professional development and/or academic credit hours obtained by staff (all SHS units)
3. KPI: # and report of diversity programs, training and activities for staff (all SHS units)
4. KPI: % of staff who positively responded that they were more competent and informed as a result of participating in the programs, trainings, and activities (all SHS units)
5. KPI: # of certifications, registrations, and/or licensures obtained/maintained by staff (all SHS units)
6. KPI: # of courses taught, professional presentations conducted, leadership positions held, publications or membership(s) in professional associations, and preceptorships of students (all SHS units)
7. KPI: # of staff who attends national, regional, and/or state professional conferences (all SHS units)
8. KPI: % of staff who complete division, department and/or unit orientation (all SHS units)
9. KPI: Report on number and type of professional development activities implemented; number of staff participating; report on assessment of learning outcomes and types of “certification or licensure” type credit or status achieved (all SHS units)

Initiative 2: Complete all EPMS reviews annually, including updated position descriptions

1. KPI: % of SHS department's EPMSs completed on time with accurate position descriptions and planning stage for the following year (all SHS units)

Initiative 3: Maintain and implement policies and procedures that enhance the safety and security of students, staff and visitors

1. KPI: Report of findings of the environmental health and safety committee
2. KPI: % of staff who participate and complete SHS's annual safety fair components
3. KPI: Finding from SHS security audit
4. KPI: Results of infection control program (nursing)

Initiative 4: Improve and maintain an integrated and appropriate organizational structure that enhances delivery of services

1. KPI: Report and findings of SHS unit's organizational structure audit and assessment (all SHS units)
2. KPI: Report of changes within SHS organizational structure in response to audit and assessment (all SHS units)

### **Goal 3: Maintain accreditation status and ensure compliance with other state and federal regulations, standards and/or laws.**

Supports Student Development and University Housing Goal # 1, 6

Initiative 1: Comply with standards through appropriate policies, procedures and practices.

1. KPI: % of policies and procedures that are updated and implemented based on University and accreditation standards (all SHS units)
2. KPI: % of departments that perform at least one "closed loop" quality improvement initiative each year (all SHS units)
3. KPI: Report on findings and results of accreditation site visits (or other program reviews) (all SHS units)

Initiative 2: Comply with state and federal laws and regulations.

1. KPI: Results of inspections that occur routinely to indicate compliance (all SHS units)
2. KPI: # and reported findings from emergency drills
3. KPI: % of staff who complete mandatory OSHA, HIPAA, and other safety training as required

## **Goal 4: Advance the planning process for construction of a new health care facility that maintains and incorporates fiscal responsibility**

Supports Student Development and University Housing Goal # 5

Initiative 1: Seek Board of Trustee and State approvals to design and build a state of the art LEED certified health center for the provision of integrated and holistic health care delivery (SHS)

1. KPI: Report on approval and design progress of facility

Initiative 2: Implement a comprehensive and integrated financial plan to enhance efficiency and quality of service delivery.

1. KPI: # of units that complete monthly reconciliation of budget (all SHS units)
2. KPI: Report on findings from and an internal audit and analysis of business and accounting practices
3. KPI: # and findings of cost containment strategies that are implemented (all SHS units)
4. KPI: Report on status of an electronic inventory system

Initiative 3: Identify ways to increase revenue and identify outside funding resources.

1. KPI: # of grants submitted (all SHS units)
2. KPI: # of grants funded (amount) (all SHS units)
3. KPI: Report on insurance filing for services rendered
4. KPI: Report on collections process and procedures