

UNIT REPORT

FY24 Assessment Plan

Generated: 11/9/23, 7:41 AM

Student Health Center & Campus Pharmacy Mission Statement**Description:**

Our mission is to provide cost-effective, comprehensive, compassionate, and quality primary medical, psychiatric, and pharmacy services to all UH students, so they can learn the best health practices and maintain their focus on successful academic outcomes.

Date last revised: 06/15/2023

Student Health Center & Campus Pharmacy Vision**Description:**

The UH Student Health Center and Campus Pharmacy strives to be a leading force for creating a healthy campus where every student leaves our learning environment believing that access to health care is a right and not a privilege. Our goal is to advocate, inform, and empower students in making sound healthcare decisions and lifestyle changes.

Date last revised:

1 GOAL: Ensure all Accreditation Association for Ambulatory Health Care (AAAHC) Standards Are Met for the 2023-2024 Academic Year**Description:**

Maintain AAAHC Accreditation Standards to signify the clinic is providing the highest quality of care to our students. --At this time, we are one of only 16 University Student Health Centers in Texas that have earned this designation based off of benchmarking data. --AAAHC is a highly respected national organization for ambulatory clinics throughout the country and we utilize this resource to identify opportunities for improvement.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

1 ASSESSMENT: Accreditation Association for Ambulatory Health Care (AAAHC) Standards

RELATED ITEM LEVEL 1

5 ASSESSMENT: Benchmarking of Top 50 Universities with AAAHC Accreditation

2 GOAL: Increase Student Health Center & Campus Pharmacy Marketing Outreach**Description:**

Host at least 5 collaborative efforts with HWB Collective partners and other UH departments for the upcoming 2023-2024 Fall and Spring semester.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

2 ASSESSMENT: Marketing Outreach Events and Survey Metrics

3 GOAL: Implement a New Communication Ticketing System and Help Hub to Expedite Student Information Requests.**Description:**

The Student Health Center HELP HUB and Ticketing System went live in mid-March 2023. Maintain current information and add new topics based on incoming ticket information.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

3 ASSESSMENT: Ticketing System and Help Hub

4 GOAL: Maximize Scheduling Appointments of Orthopedic Specialty Clinic in the UH Student Health Center.**Description:**

Orthopedic specialist returning to provide services at the Student Health Center with anticipation of appointment slots filled 60% of the time.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

4 ASSESSMENT: Reimplementation of Orthopedics Clinic**1 ASSESSMENT: Accreditation Association for Ambulatory Health Care (AAAHC) Standards**

Program/Service Being Assessed: Accreditation Association for Ambulatory Health Care (AAAHC) Standards

Assessment Method: Both (quantitative and qualitative)

Description of Assessment Activity:

This process is ongoing as we had a few improvement measures based on our last accreditation visit. We will be conducting quarterly assessments of our improvement progress in the following areas: Infection Control, Quality Improvement Projects, and Credentialing Process . This goal will be ongoing with several SHC and Campus Pharmacy processes we have in place.

Frequency / Timeline of Assessment Activity:

Quarterly

Connection to Goals/Mission:

Service standards

2 ASSESSMENT: Marketing Outreach Events and Survey Metrics

Program/Service Being Assessed: Marketing Partnerships

Assessment Method: Quantitative

Description of Assessment Activity:

We have added an additional survey question at the end of each clinic visit to capture the following metrics based on marketing events:

How did you hear about the UH SHC and Campus Pharmacy?

Have you seen advertisement of the Student Health Center and Campus Pharmacy on campus and/or social media?

We will review this data at the end of each semester to quantify the survey data.

Frequency / Timeline of Assessment Activity:

Total of Fall 2023 participation = # of events, department participation, survey metrics

Total of Spring 2024 participation = # of events, department participation, survey metrics

Connection to Goals/Mission:

Marketing Goal

3 ASSESSMENT: Ticketing System and Help Hub

Program/Service Being Assessed: Communication

Assessment Method: Both (quantitative and qualitative)

Description of Assessment Activity:

Track tickets weekly. Add and track new topics to FAQ as they are asked through the ticketing system. Comparison of current tracking with emails and phone calls from prior terms.

Frequency / Timeline of Assessment Activity:

Weekly throughout 2023-2024.

Connection to Goals/Mission:

Providing 24-hour access to information that is important to students.

4 ASSESSMENT: Reimplementation of Orthopedics Clinic

Program/Service Being Assessed:

Assessment Method: Quantitative

Description of Assessment Activity:

Will monitor the appointment schedule over each 2-week period to insure 60% or above of appointment slots are filled.

Frequency / Timeline of Assessment Activity:

Every two weeks during the Fall 2023 and Spring 2024 terms.

Connection to Goals/Mission:

Specialty clinical services will provide better healthcare for students.

5 ASSESSMENT: Benchmarking of Top 50 Universities with AAAHC Accreditation

Program/Service Being Assessed:

Assessment Method: Both (quantitative and qualitative)

Description of Assessment Activity:

UH SHC will conduct a benchmarking analysis regarding accreditation programs in institutions of higher education. The data will be collected by reviewing HCHA database reports review the scope of services, program utilization, student clinic visits, and staffing of student health centers. Additionally, we will be reviewing University Health Center websites to review accreditation statuses and practices.

Student Health Center comparative data will include following:

Services Offered**Clinic Visits (From annual Reports)****Types of Clinicians Staffed****# of Personnel****Accreditation Statuses****Health Fee and Insurance Requirement****Frequency / Timeline of Assessment Activity:**

The benchmarking analysis will start in the Fall of 2023 and will be document in an excel worksheet.

Connection to Goals/Mission:

Benchmarking of Top 50 Universities with AAAHC Accreditation & Maintain Accreditation Association for Ambulatory Health Care (AAAHC) Standards.

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