Mission Statement

The mission of UNO Student Health Services includes the provision of quality medical care to UNO students of all ages and backgrounds, traditional and nontraditional students including disabled and international students, with special attention to concerns of the various developmental stages and multicultural backgrounds which make up our student body. In addition, Student Health Services contributes to the educational experience of students by promoting a healthy environment for living and studying as part of the university experience. We stress cooperative interaction with the university and the broader community to disseminate information about healthy lifestyles and preventive health issues, and react as necessary to public health problems. Finally, we provide guidance and assistance to students in learning how and when to use the larger health care system.

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Student Health Services  
2011-2012  

Goals and Objectives

Goal 1. Student Health Services (SHS) will support students in their growth and development.

Objective 1.1 Provide quality primary health care to students in a medical Facility.

Strategy 1.1.1 Employ board certified or board eligible physicians

Strategy 1.1.2. Employ licensed nurses with suitable experience

Strategy 1.1.3. Exam medical records to determine appropriateness of medical care

Strategy 1.1.4. Make available written nursing treatment protocols

Strategy 1.1.5. Periodic review of policies, procedures, and treatment protocols

Strategy 1.1.6. Annual performance reviews of UNO employees

Objective 1.2. Record 6500 – 7000 clinic visits per year through medical care/immunization compliance

Strategy 1.2.1. Provide prompt service to patients

Strategy 1.2.2. Purchase up to date equipment to facilitate efficiency

Strategy 1.2.3. Retain consistent physician services

Assessment Tool(s): 1. Data Face Sheet  
2. Medical record reviews  
3. Documentation of professional credentials  
4. Student Satisfaction Rating  
5. Partnership with LSUHSC/Residency Program  
6. Collaborate efforts with Public Relations & Admissions Offices
Goal 2. SHS will provide prevention and primary health care to women and men.

Objective 2.1. Emphasize health measures and health promotion activities

   Strategy 2.1.1. Perform annual health exams

   Strategy 2.1.2. Provide educational information on disease prevention

   Strategy 2.1.3. Check immunization status

   Strategy 2.1.4. Administer immunizations necessary for University compliance and/or travel

   Strategy 2.1.5. Offer smoking cessation sessions

   Strategy 2.1.6. Electronically mail copies of alcohol policy to all students yearly

   Strategy 2.1.7. Attend all new freshman and Residential orientations to facilitate immunization compliance forms

   Strategy 2.1.8 Offer nursing outreach programs

Assessment tool(s): 1. Medical records
   2. Evidence of Quality Assurance in progress
   3. Documentation of credentials
   4. Student satisfaction ratings
   5. Medical resident exit survey/Nurse evaluation of residents
   6. Sign – in sheet

Goal 3. SHS will provide access to affordable sickness and accident insurance to students and their dependents.

Objective 3.1. Issue a policy in conjunction with UNO purchasing department as necessary

   Strategy 3.1.1. Request for proposals

   Strategy 3.1.2 Review proposals and instruct committee members

   Strategy 3.1.3 Coordinator with Director of Purchasing
Objective 3.2. Student Health Services will educate and support students with usage of insurance plan

Strategy 3.2.1 Supply information and instruction to students in use of insurance

Strategy 3.2.2. Instruct in obtaining referrals

Strategy 3.2.3. Explain function of preferred provider organization and distribute directions for access to WEB

Strategy 3.1.4. Attend new international student orientation sessions

Strategy 3.1.5 Update Student Health Web Page/ Link for Insurance annually

Assessment Tool(s): 1. Tally of students participating in orientation
   2. Obtain number of students/dependents with UNO plan
   3. Individual visits

Goal 4. SHS will cultivate and communicate effectively with the UNO community and external constituencies

Objective 4.1. Support at least four special programs in 2011-2012

   Strategy 4.1.1. Arrange monthly Blood Drives and health education sessions

   Strategy 4.1.2. Retain a Meningitis Committee and revisit the policies/procedures annually

   Strategy 4.1.3. Assist the admissions office in complying with the state immunization law by entering data

   Strategy 4.1.4. Develop and implement health programs pertaining to college issues as it relates to healthy choices and successful retention

   Strategy 4.1.5. Cultivate and maintain a Student Health Web Page

Objective 4.2. Show evidence of cooperation with the UNO community and external constituencies.

   Strategy 4.2.1. Work with Safety Officer regarding emergency evacuation plan

   Strategy 4.2.2. Offer yearly flu immunization clinics

   Strategy 4.2.3. Collect and disseminate immunization compliance forms and send through an electronic batch program to DHH twice a year
Strategy 4.2.4. Ascertain a list of outside physicians to refer visiting researchers, staff and non-students as needed

Strategy 4.2.5. Collaborate with Student Organization on health programming

Assessment Tool(s) 1. Records of blood drive attendance
2. Evidence of program and immunization totals
3. Attendance of meetings
4. Tally number of UNO organizations/partnerships for health

Goal 5. SHS will assist in the marketing aspect in order to enhance awareness of Electronic Prescription services

Objective 5.1. Develop new avenues for marketing purposes

Strategy 5.1.1. Utilize Driftwood for advertisement

Strategy 5.1.2. Provide one time medicines both OTC and Prescribed

Strategy 5.1.3. Maintain E-Prescribe through Microsoft Grant

Assessment Tool(s): 1. Inventory list of over-the-counter drugs
2. Evaluate outcome of electronic technology
3. Number of Driftwood ads

Goal 6. SHS will put into practice the University’s Customer Service Improvement Plan under the leadership of the Dean of Student Affairs.

Objective 6.1 Create procedures that will enhance and maintain quality Customer Service performance.

Strategy 6.1.1. Conduct annually informational classes pertaining to customer service for employees

Strategy 6.1.2. Maintain a customer service satisfaction survey

Assessment Tool(s): 1. Encourage usage of customer satisfaction survey and tally results
2. Training Sheet sign in sheet

Goal 7. Student Health Services will maintain a Quality Assurance Program.
Objective 7.1 Collect and evaluate data as it pertains to evaluation of clinic services, professional credentialing, and policies and procedures.

Strategy 7.1.1 Employ a nurse with Quality Assurance background

Strategy 7.1.2 Provide time slots in order to collect data

Strategy 7.1.3 Evaluate data

Strategy 7.1.4 Create methods to enhance QA outcomes

Strategy 7.1.5 Promote ways to ascertain Student Report Cards

Strategy 7.1.6 Maintain and revisit operational policies and procedures

Objective 7.2 Participate in Electronic Safety Classes every quarterly in conjunction with the Risk Management Officer.

Strategy 7.2.1 Develop and implement pertinent subject matter that reflects a SHS

Strategy 7.2.2 Increase Outreach programs on Safety within a SHS

Assessment Tool(s): 1. Student Report Cards
                   2. Chart reviews
                   3. Cumulative totals of daily clinic visits

Goal 8. Student Health Services will establish and maintain Business Associates with LSUHSC re: Microsoft Grant; LSUHSC School of Nursing/ Community Health; LSU Residency/Medical School

Objective 8.1 Enhance the quality of care through electronic technology

Strategy 8.1.1 Work with the University Computing Center for server update

Strategy 8.1.2 Maintain contracts and meetings with Business Associate

Strategy 8.1.3 Uphold Confidential documents re: Privacy

Strategy 8.1.4 Market new technology

Strategy 8.1.5 Schedule on-going training and continue up dates

Strategy 8.1.6 Partner with Private Consultant and LSUHSC re: specific UNO tasks

Strategy 8.1.7 Review implementation and outcome
Objective 8.2 Precept nursing students from the LSUHSC School of Nursing

   Strategy 8.2.1 Provide a 2 day orientation to provide protocols

   Strategy 8.2.2 Mandatory Confidentiality Workshop

   Strategy 8.2.3 Consult with the Health Educator re: health programs, subject matter, scheduling and marketing

   Strategy 8.2.4 Professional nurses within the SHS will precept two students per 5 weeks and submit an evaluation to their appropriate faculty

Assessment Tool(s): 1. Number of meetings
                       2. Signed Business Contracts
                       3. Number of documents created (educational; in-house material)
                       4. Driftwood, E-Boards, E-Blast
                       5. Evaluation of Outcome thru number of e-prescriptions
                       6. Exist interview/review of experience for LSU Nursing Students