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.

Approved by: ____________________________

Denise G. Perez
Assist. Dean Student Wellness and Health Promotion

Date

Approved by: ____________________________

Dr. Jan Lyn
Dean of Student Affairs

Date

Approved by: ____________________________

Dr. J. King
Provost and Vice-Chancellor for Academic and Student Affairs

Date
Student Health Services
2010-2011

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. Operate a licensed pharmacy

   Strategy 1.1.3. Employ licensed nurses with suitable experience

   Strategy 1.1.4. Exam medical records to determine appropriateness of medical care

   Strategy 1.1.5. Make available written nursing treatment protocols

   Strategy 1.1.6. Periodic review of policies, procedures, and treatment protocols

   Strategy 1.1.7. Annual performance reviews of UNO employees

Objective 1.2. Record 6200 – 65000 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
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 three 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 2010-2011

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. Class roster for safety meetings
5. Tally number of UNO organizations/partnerships for health

Goal 5. SHS will assist in the marketing aspect in order to enhance awareness of pharmacy services and location

Objective 5.1. Develop new avenues for marketing purposes

Strategy 5.1.1. Utilize Driftwood for advertisement

Strategy 5.1.2. Provide larger variety of over-the-counter drugs

Strategy 5.1.3. Contact other state systems through their HR and/or student orientation programs

Strategy 5.1.4. Encourage usage through SHS physicians and nurses

Strategy 5.1.5. Implement E-Prescribe through Microsoft Grant

Assessment Tool(s): 1. Records of the number of prescription drugs sold
2. Inventory list of over-the-counter drugs
3. List of external agencies using the pharmacy services
4. Evaluate outcome of electronic technology
5. Number of Driftwood ads

Goal 6. SHS will put in to 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 bi- yearly 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 Offer Safety Classes every three months in conjunction with the Safety 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. Documentation of classes and participants
4. Cumulative totals of daily clinic visits

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

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 Implement Phase 2 of Electronic Technology

Strategy 8.1.8 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
               4. Driftwood, E-Boards, E-Blast
               5. Evaluation of Outcome thru number of e-prescriptions
               6. Exist interview/review of experience