

2013-2014 Academic Year Administrative Assessment Report

Health Services

Mission Statement: Health Services is committed to offering high quality, accessible, cost effective, ambulatory healthcare that adequately meets the needs of the diverse student population; and to complementing the educational mission of the University by removing health-related barriers to learning and promoting optimal wellness. Health Services is dedicated to enabling students to make informed decisions about healthcare, empowering students to be self-directed and well-informed consumers of healthcare by fostering partnerships with our campus community and continuing affiliations with local, state and federal health agencies to enhance the wellbeing of the student community.

Vision Statement: To ensure an atmosphere of health and wellness so students can focus on their goal of gaining an education and be better prepared for their life endeavors.

Goals and Objectives

A) 2013-2020 Strategic Plan Goal: Goal 10: To develop, sustain and be ready to operationalize a forward-thinking culture of public health and safety awareness rooted in adherence to all external and internal standards (fire, safety etc), and reaching out to every aspect of Kean university life (personal, institutional, and educational)

1) SMART Objective A.1: By September first 2014, one-hundred percent of new housing students will comply with the Advisory Committee Immunization Practice's recommendation that all students submit meningococcal vaccines from within the last five years. This vaccination is chosen because the state requires proof of having received it in order to live on campus. In 2012, the Advisory Committee of Immunization Practices recommended revaccination for people who have received the vaccination over five years ago. In 2013, New Jersey schools expected the Department of Health and Senior Services to update its higher education regulations, but they did not, so several schools adopted the recommendation of the requirement. Seven out of 12 colleges in the New Jersey College Health Association currently require it, with

two other universities considering it. Kean University has joined the other colleges in better ensuring its students' health and safety.

- a) Responsible Individual: Joe Sarno
- b) Measures: By February 2014, the office will update all of its forms. Reminder notifications to new fall students start June 2014. The compliance rate is measurable through electronic medical records and Datatel.
- c) Timeline with milestones: The office will update its forms, as well as create a new form notifying students of outdated meningococcal vaccination, by February first. Notifications to new students will start in June, 2014, through August 29, 2014. Housing students check-in at the pre-determined date. These students must have a meningococcal vaccination from within the last five years (or exemption acceptable by the state of New Jersey) in order to live on campus. Health Services will generate a report via Datatel prior to check-in day to evaluate for compliance, and notify Housing to restrict all non-compliant students of entry into campus residences.
- d) Implementation for this objective: Staff will complete data-entry for incoming records. Students with vaccinations over five years will receive notification that it is non-compliant. OCIS will pull new housing students who have All notification will be updated to reflect the change.
- e) Data Results: OCIS updated Datatel so that Health Services can detect dates of the meningococcal vaccines. Health Services through OCIS has identified the dates of new, incoming housing students with expired vaccines. Health Services updated all of its forms to reflect the change and has notified students. There are currently 14 students who need to re-vaccinate.
- f) Health Services will continue monitoring Datatel for new, non-compliant students, and notifying them until the university reaches 100% compliance.

2) SMART Objective A.2: To establish a benchmark in October 2014 of 20% of students who access the online portal in completing their health forms prior to their first visit. The Electronic Medical Records and completion of online forms prior to the patient's visit are a new to Kean University; therefore, Health Services must first establish a percentage of students who complete

online forms. Based on the implementation time period and the fact that it assesses only new students will complete online forms (returning students' forms are scanned), 20% seemed like a reasonable number.

- a) Responsible Individual: Lori Purwin
- b) Measures: Pyramed Electronic Medical Records can log the rate of students completing appointments and online forms.
- c) Timeline with milestones: By February first, staff will complete training to learn the new appointment-based system. The online portal for students will open March first. March first will also start the media campaign to notify students of the online appointments and medical forms. On March 31, 2014, the office will evaluate what percentage of the students access the online portal, with a target percent of three percent. Notifications will continue through April 25, 2014. Health Services will re-evaluate the number of students accessing the portal on October 31, 2014.
- d) Implementation for this objective: The office will have a mass-media campaign to alert new and current Spring 2014 students as well as inform all students who visit the office. Pyramed Electronic Medical Records will generate reports of students who complete forms online and make online appointments.
- e) Data Results: Staff became proficient in Pyramed electronic medical records. Health Services opened the online portal in March and marketed the database through social media (Facebook, Twitter), its website, telephone, and promotional flyers. Month by month, below are the percentages of students who completed their online forms prior to their first visit:
 - March: 44% (137/312)
 - April: 36% (185/518)
 - May: 33% (86/258)
 - March – May Total: 38% (408/1088)
- f) Actions Taken Based on Data: To increase the percentage of students who access the forms prior to visit, Health Services will email all students registered for the fall semester, once in the first week of July, and again on August 18. Health Services will reassess the percentage of students accessing the portal on October 31.

3) ***SMART Objective A.3:*** In 2014, Health Services will pass Clinical Laboratory Improvement Services, which will allow the practitioner to provide more in-depth services to students. Health Services must pass this assessment to obtain licensure for laboratory certification. This license will expand services as needed depending on the medical condition.

- a) Responsible Individual: Lori Purwin
- b) Measures: The office must pass state evaluations (see timeline, letter “c” below). After proficiency, students will receive additional services as needed, such as testing for bacterial vaginosis, trichomonas, and occult blood.
- c) Timeline with milestones: The office and clinicians must pass three inspections and tests in March, June, and October.
- d) Implementation for this objective: To pass the tests and provide services as needed.
- e) Data Results: In May and June, Health Services received 100% proficiency with the occult blood and are awaiting the results for the bacterial vaginosis and trichomonas testing.
- f) Actions Taken Based on Data Collected: Health Services can now perform a competency test, which allows the individual clinician the capability to perform the procedures. Proficiency is mandatory in allowing the university to perform tests. The competency test is taken by each individual clinician. CLISS is mandated by the Department of Health and Senior Services.