

2109-2020: J. J. Oakley Health Services

Definition of Unit

Providing Department:

J.J. Oakley Health Services

Department/Unit Contact:

Leigh Ann Ray

Mission/Vision Statement:

The mission of Health Services is to provide quality, cost effective health care and health education services that will assist students and employees of TTU in maintaining an optimal state of health. J.J. Oakley Campus Health Services is a department of the Division of Student Affairs and reports to the Vice President of Student Affairs

Goal 1- Immunization Requirements

Define Goal:

Ensure that all students enrolled in the University meet all Tennessee higher education immunization requirements.

Intended Outcomes / Objectives:

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment: Banner/Health Records Tracking

Frequency of Assessment:

Biannually

Rationale:

(1) Student's immunization records are received at Health Services and entered into Banner (University's Computer System). This is done prior to the beginning of each semester through the Health Services office and at Orientation sessions where health forms are received. The rationale for this goal is to have 100% of new student population vaccinated by the deadline each semester. (4) Numbers of students/staff evaluated at Health Services clinic will be documented.

RELATED ITEM LEVEL 2

Results: Banner/Health Records Tracking

Results:

(Goal 1) The Banner/Health Records tracking was completed by the first day of classes for Fall semester 2019 and Spring semester 2020. 2% of students were found to be non-compliant by the deadline in the Fall semester. In the Spring semester, 100% of students were found to be compliant by the deadline. 100% of all students who were required to receive the meningitis vaccine prior to moving in the residence halls had received the vaccine upon moving in. (Goal 4) The total number of patient visits in the Health Services Clinic from July 1, 2019- June 30, 2020 was 9,233. This was a decrease of 2,463. This is directly related to the University's transition to online learning in March 2020 due to the COVID-19 pandemic. Data collected from July 1, 2019-June 30, 2020 showed a total of 96% of student's surveyed felt they were seen in a timely manner and received appropriate, quality healthcare.

Attachments:

RELATED ITEM LEVEL 3

Modifications Goal 1

Program Changes and Actions due to Results:

We will continue to meet frequently with Student Orientation and Success personnel, Admissions personnel, Residential Life staff, and Health Services staff to improve the process of receiving immunization records from students before the deadline of first day of classes. A new computer process is currently being implemented to help improve facilitation of receiving meningitis vaccine information from students in order to maintain our 100% compliance rate of the meningitis vaccine in coordination with Residential Life staff at TTU.

Link to Assessment:

Health Services will strive to have 100% of all students compliant with immunization requirements by the first day of classes in the Spring and Fall semesters. We will continue to monitor, call, and email students before the deadline to improve the compliance rate.

RELATED ITEM LEVEL 3

Modifications Goal 4

Program Changes and Actions due to Results:

Health Services will continue to survey patients to see if they were seen in a timely manner and were satisfied with their healthcare provided at Health Services.

Link to Assessment:

We will strive to continue providing timely, quality healthcare to our staff and students.

Goal 2 - Health Educational Programs

Define Goal:

Improve and strengthen current health educational programs/services that assist the TTU campus community in maintaining healthy lifestyles that improve their intellectual and personal growth and development.

Intended Outcomes / Objectives:

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment: Event/Participation Tracking

Frequency of Assessment:

Annually

Rationale:

(2) Students and Student Organizations will inquire about and attend wellness/preventative care health education programs provided by Health Services professionals. Programs will be developed and facilitated by the Men's Health and Women's Health Coordinators. Various health screenings will be provided and appointments made for all interested parties.

RELATED ITEM LEVEL 2

Results: Event/Participation Tracking

Results:

(Goal 2) The Event/Participation tracking was started in July 2019 and tracked through June 30, 2020. Training was provided to several different organizations including new freshmen, Greek life, and Residence Hall members during this time. Over 2,500 students attended these sessions. Information was provided on sexually transmitted illnesses, women's health issues, men's health issues, and healthy lifestyle changes. In addition, 2 nursing classes were spoken to by Health Services staff for a total of 75 students being reached. 2,343 students/staff were seen in the Health Services clinic for wellness/preventative services and appointments. 334 of these were Women's Health visits.

Attachments:

RELATED ITEM LEVEL 3

Modifications Goal 2

Program Changes and Actions due to Results:

Health Services will strive to reach more students through outreach/prevention in the coming year by offering more educational sessions for students. We will continue to create more opportunities to increase the awareness of services we provide. We will strive to increase awareness surrounding health, safety, and social distancing in relation to prevention of communicable diseases such as influenza and COVID-19.

Link to Assessment:

We were able to reach a large number of students this past fall semester through programming. We plan to increase our visibility by attending more student oriented events. This will be done through outreach and partnering with other Student Affairs offices to provide outreach.

Goal 3 - Professional Development

Define Goal:

Identify opportunities for continued professional development for professionals in Health Services and encourage involvement in respective professional organizations.

Intended Outcomes / Objectives:

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment: Record of Professional's Involvement and Attendance at Trainings and Professional Organizational Meeting

Frequency of Assessment:

Annually

Rationale:

Staff will attend monthly staff meetings. All professional staff will maintain certification in Basic Life Support by attending yearly trainings. OSHA coordinator will attend required training. The Director of Health Services will attend required training and educational seminars to meet American Nurses Credentialing Center (ANCC) requirements for continuing certification. The professional staff will attend required trainings and maintain licensure/certifications as mandated by the Tennessee Board of Nursing/Tennessee Medical Association.

RELATED ITEM LEVEL 2

Results: Record of Professional's Involvement and Attendance at Trainings and Professional Organizational Meetings

Results:

All professional medical staff continued to be certified in Basic Life Support in 2019. 100% of the nursing staff (RN/LPN positions) maintained licensure through the Tennessee Board of Nursing through attending training exercises and completion of continuing medical education training. Four nursing staff members completed Certified Contact Tracer training through the CDC and John Hopkins Medical Center. The Director of Health Services and the Clinical Family Nurse Practitioner both maintained certification/licensure as a nurse practitioner through the ANCC and the Tennessee Board of Nursing. This was accomplished through continuing medical education and attending medical seminars. The Director attended monthly regional NP Association meetings, State of Tennessee Chronic Pain Guidelines Conference, Local Emergency Preparedness Seminars, Upper Cumberland Medical Reserve Corps Leadership Meetings, and the Upper Cumberland Healthcare Coalition Trainings. She also is an active member of the Infection Control Workgroup of the Upper Cumberland Healthcare Coalition through the Tennessee Department of Health. Semi-annual OSHA training was provided to all professional medical staff at Health Services. The Assistant Director of Health Services verifies licensure of all professional medical staff yearly. JJ Oakley Campus Health Services maintained membership in the American College Health Association.

Attachments:

RELATED ITEM LEVEL 3

Modifications Goal 3

Program Changes and Actions due to Results:

Health Service staff will continue to maintain appropriate licenses and qualifications for their respective positions. We will continue quarterly training for medical/nursing updates and reviews. OSHA training will continue to be done twice a year to all staff. Continuous monitoring of updates related to the current pandemic will be done and new practices implemented as necessary.

Link to Assessment:

Continuous monitoring of healthcare licensure and certification will be done monthly.

Goal 4- Patient Care

Define Goal:

Address immediate healthcare needs of students/staff as they visit the Health Services clinic, or refer to necessary healthcare providers in a timely manner.

Intended Outcomes / Objectives:

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment: Banner/Health Records Tracking

Frequency of Assessment:

Biannually

Rationale:

(1) Student's immunization records are received at Health Services and entered into Banner (University's Computer System). This is done prior to the beginning of each semester through the Health Services office and at Orientation sessions where health forms are received. The rationale for this goal is to have 100% of new student population vaccinated by the deadline each semester. (4) Numbers of students/staff evaluated at Health Services clinic will be documented.

RELATED ITEM LEVEL 2

Results: Banner/Health Records Tracking

Results:

(Goal 1) The Banner/Health Records tracking was completed by the first day of classes for Fall semester 2019 and Spring semester 2020. 2% of students were found to be non-compliant by the deadline in the Fall semester. In the Spring semester, 100% of students were found to be compliant by the deadline. 100% of all students who were required to receive the meningitis vaccine prior to moving in the residence halls had received the vaccine upon moving in. (Goal 4) The total number of patient visits in the Health Services Clinic from July 1, 2019- June 30, 2020 was 9,233. This was a decrease of 2,463. This is directly related to the University's transition to online learning in March 2020 due to the COVID-19 pandemic. Data collected from July 1, 2019-June 30, 2020 showed a total of 96% of student's surveyed felt they were seen in a timely manner and received appropriate, quality healthcare.

Attachments:

RELATED ITEM LEVEL 3

Modifications Goal 1

Program Changes and Actions due to Results:

We will continue to meet frequently with Student Orientation and Success personnel, Admissions personnel, Residential Life staff, and Health Services staff to improve the process of receiving immunization records from students before the deadline of first day of classes. A new computer process is currently being implemented to help improve facilitation of receiving meningitis vaccine information from students in order to maintain our 100% compliance rate of the meningitis vaccine in coordination with Residential Life staff at TTU.

Link to Assessment:

Health Services will strive to have 100% of all students compliant with immunization requirements by the first day of classes in the Spring and Fall semesters. We will continue to monitor, call, and email students before the deadline to improve the compliance rate.

RELATED ITEM LEVEL 3

Modifications Goal 4

Program Changes and Actions due to Results:

Health Services will continue to survey patients to see if they were seen in a timely manner and were satisfied with their healthcare provided at Health Services.

Link to Assessment:

We will strive to continue providing timely, quality healthcare to our staff and students.