

**SUNY Potsdam  
Administrative Unit  
Assessment Summary Form**

**Administrative Unit:** Student Health Services (SHS)

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**Assessment Year:** 2023-2024

**PURPOSE**

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

**SECTION 1: ASSESSMENT PLAN FOLLOW-UP**

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

**Selected Goal:**

Copy/Paste or enter the goal(s) from your unit plan that you wish to highlight and summarize.

**Goal #2 Student Health Services will maintain ongoing prevention programs, planning, and education for infectious diseases to identify and successfully control outbreaks.**

**Desired Outcomes/Objectives**

Copy/Paste or enter the desired outcomes and objectives connected to your selected goal that you will be reporting on.

2A: Students who enrolled before the fall semester starts will have completed the NYS health requirements.

2B: The student's NYS health requirements will be reviewed within 3 days of receiving documentation so that students can register for classes in a timely manner.

2C: SHS will host at least 2 influenza vaccine clinics each academic year and have an influenza walk-in clinic throughout the semester beginning after the first 2 clinics.

### Related Targets/Measures

Copy/Paste or enter the target desired outcomes and objectives connected to your selected goal that you will be reporting on.

- 2A: **Method**= Within the Immunization Compliance Manager (ICM), a report can be run to identify non-compliant students on the first day of classes.  
**Target** = 95% of students who registered at least 3 days prior to the start of the semester will be compliant in completing their NYS health requirements.
- 2B: **Method**= Review of Electronic Medical Record data each semester including submission dates and review dates to determine whether SHS reviewed NYS health requirements of new, incoming students within 3 days of submission.  
**Target**= 96% of student records were reviewed within 3 days.
- 2C: **Method** = Attendance will be taken at the influenza clinic if influenza clinic is run by a community partner otherwise, students will be entered into the appointment calendar to keep track of attendance.  
**Target**= At least 200 students will be vaccinated for influenza each academic year.

**Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.**

- 2A Method**= Within the Immunization Compliance Manager (ICM), a report can be run to identify non-compliant students on the first day of classes.  
**Target** = 95% of students who registered at least 3 days prior to the start of the semester will be compliant in completing their NYS health requirements.
- **Fall 2023:** ICM report run on August 28<sup>th</sup>, 2023, was, by report, **100% compliant**. All students registered for classes had their NYS mandated health requirements completed if they were registered for classes at least 3 days before the start of the semester.
  - **Spring 2024:** ICM report run on January 22<sup>nd</sup>, 2024, found that 3/23 (**\*87% compliant**) of new students were registered prior to completing their NYS mandated health requirements. **However, within a week of classes 100% of the students had completed the health requirements.**

**Analysis:** We had a change in staffing between Fall 2023 and Spring 2024 which resulted in a learning curve for the staff left in charge of reviewing records, therefore we did not meet our goal of 95% during the spring semester on the first day of classes. If we were audited by the New York State Department of Health (NYSDOH), however, we still would have avoided the [\\$2000/student fine for violation of PHL Sections 2165 and 2167](#) which may occur after 30 days. Here is what we found:

1. Two students were **allowed to register on the same day** that they deposited because there was no SHS hold in Banner at the time of deposit. Here is how it works:

- The SHS hold is automatically placed in Banner **overnight** on the day of deposit.
- Banner then uploads this information **overnight** to Medcat, which makes the required forms available in the patient portal in BearPaws.

2. The third student that was registered for the spring semester and had not completed the NYS health requirements, was an **'online' student that became an 'in-person' student from fall to spring.**

- This student escaped SHS's notice because an 'online waiver' was placed in Medcat during the fall semester, automatically ensuring the student's compliance. This situation affects international students or those arriving from the Riverside Correctional Facility, at the highest risk of arriving on campus with infectious diseases like tuberculosis.

2B: **Method=** Review of Electronic Medical Record data each semester including submission dates and review dates to determine whether SHS reviewed NYS health requirements of new, incoming students within 3 days of submission.

**Target=** 96% of student records were reviewed within 3 days.

- **Fall 2023 Record Review Study:** We requested a list of new students for the fall 2023 semester from Josh McLear in Residence Life. The list is comprised of 1123 students. We randomly selected approximately 10% of these records for review. Each record underwent a thorough examination. We noted the student's name, P# (identification number), date of birth (DOB), date of enrollment, whether they had completed an immunization interface or not, the date their immunization records were received and reviewed, the date the health history form was received and reviewed, the date the meningitis form was received and reviewed, and finally, the date the tuberculosis form was received and reviewed.

This process enabled us to determine whether the records were reviewed within the 3-day period set for this objective.

- **97% of the student records were reviewed within 3 days of submission.**
- 3% of the records were reviewed greater than 3 days but no more than 5 days after submission because we were out of the office on long holiday weekends.
- The average length of time of record review of all records was 1.3 days.

➤ **Spring 2024 Record Review Study:** The same study was run again but since there were only 23 new students for this Spring semester, we reviewed all records as above. 3 student records were not reviewed within a 3-day period. One student submitted their records on 12/26/23 and we were closed for the holiday. 2 students submitted their records after COB on the Friday prior to MLK Holiday so those records were not reviewed for 4 days instead of the 3-day goal.

- 85% of the student records were reviewed within 3 days of submission.
- The average length of time of record review of all records was 1.7 days.

2C: **Method** = Attendance will be taken at the influenza clinic if influenza clinic is run by a community partner otherwise, students will be entered into the appointment calendar to keep track of attendance.

**Target**= At least 200 students will be vaccinated for influenza each academic year.

Last year (2022-2023), Student Health Services spent \$6,820.80 on influenza vaccine and wasted many doses because students were not interested in getting vaccinated. This year (2023-2024), SHS spent \$419.76 on influenza vaccine to give to students who are underinsured or unable to make the Kinney Drugs clinic since they require participants to have health insurance. We saved \$6,401.04 in our IFR budget running the clinic this way; however, we fell short of vaccinating 200 students for influenza. We sent an email out to the campus when influenza cases were on the rise on February 2<sup>nd</sup>, 2024, and still did not get an increase in students coming into our walk-in clinic. Here are the statistics:

➤ **Kinney Drug Influenza Clinic**

- Students: 106
- Employees: 69

➤ Student Health Services **walk-in clinic**: 6 students vaccinated.

➤ **Total Vaccinated: 181 students/employees**

**Based on the assessment data and information shared above, what planned actions were or will be taken as a result?**

**2A Method**= Within the Immunization Compliance Manager (ICM), a report can be run to identify non-compliant students on the first day of classes.

**Target** = 95% of students who registered at least 3 days prior to the start of the semester will be compliant in completing their NYS health requirements.

- After communicating with the registrar's office, we decided together that they will:
- no longer register students on the same day they deposit.
  - inform SHS of students who are transitioning from online to in-person classes. By doing so, we aim to maintain a safe campus environment and prevent potential fines from the New York State Department of Health.

- On October 26<sup>th</sup>, 2023, we had a meeting with Steve LaMere, Nicole Zeledon, Terry Francis to discuss why certain students were not coded as online students when they were indeed online students since this requires the health holds to be manually removed by SHS. Most often we are not aware that they are coded incorrectly. The 2 graduate courses are MS C&I and CAS Ed/Leadership and cannot be coded as online because of governance. SHS and the Grad office work together to get these students taken care of. The online political science course has been taken care of.

**2B: Method**= Review of Electronic Medical Record data each semester including submission dates and review dates to determine whether SHS reviewed NYS health requirements of new, incoming students within 3 days of submission.

**Target**= 96% of student records were reviewed within 3 days.

- Achieving the 96% goal for the spring semester will consistently pose a challenge due to SHS being closed for two weeks at the end of the semester through the New Year. During this period, the number of new students admitted is minimal. Therefore, if even a small number of records are not reviewed, attaining the 96% threshold becomes difficult. We should consider setting a more achievable goal of 85% for the spring semester or aim for an average record review time of less than 3 days.

**2C: Method** = Attendance will be taken at the influenza clinic if influenza clinic is run by a community partner otherwise, students will be entered into the appointment calendar to keep track of attendance.

**Target**= At least 200 students will be vaccinated for influenza each academic year.

- Although we initiated the contract process with Kinney Drugs on August 4<sup>th</sup>, 2023, approval wasn't secured until the morning of the first scheduled Influenza clinic. Kinney Drugs' delay and then the delay waiting for approval from Plattsburgh, instead of our own team on campus, stopped us from advertising the clinic appropriately. These circumstances, beyond Student Health Services' control, led to a low turnout for the first influenza clinic, which is typically the most attended.
- We should consider an alternate vendor for our clinic in the future.

## SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

Using HEERF II mental health funding, we trained 5 CPR instructors and acquired supplies to offer free CPR classes to employees and students almost weekly throughout the spring 2024 semester. We will track attendance and include Narcan training during the class so that individuals are trained in both during the opioid epidemic that has touched our lives.

- 31 received CPR training during spring 2024 semester
- 108 received Narcan training during 2023-2024 academic year

We developed a **Kahoot!** sex education to play at the student's Passion Party. The final question was 'I learned something new about sexual health during this game.' 92% at least learned a little bit.

- 75% (108/144) responded 'Yes I did!'
- 3% (5/144) responded 'More than I thought.'
- 13% (19/144) responded 'A little bit.'
- 8 % (12/144) responded 'Nothing at all.'
- 76 students did not answer this question.

We continue with our robust Quality Improvement program within Student Health Services.