SUNY Potsdam
Administrative Unit
Assessment Plan

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PURPOSE
Administrative Assessment is an ongoing process that allows a unit to evaluate and – where necessary – improve its programs, services and operations. Assessment is a systematic approach to demonstrate continuous improvement in programs, services and operations. This template is to be used when creating your assessment plan. Assessment plans should be measurable, meaningful and manageable.

UNIT MISSION STATEMENT

Student Health Services (SHS) is committed to providing our students with a safe, welcoming environment providing culturally competent and inclusive healthcare. We collaborate with students to identify and meet their individual goals, identify barriers to learning and empower them to develop a personal wellness program that lays the foundation for a healthy life.

GOAL #1
Reminder: Generally speaking, goals should be grounded in the mission of the unit, be broad, and linked to the overall institutional priorities and goals. They should focus on strengthening and improving critical functions, services and processes and reflect the most important/urgent priorities of the unit.

 Assess the health behaviors of our students to provide better services, support, and health education for students.

| **GOAL #1 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?** (Select all that apply)

☒ Retention and Enrollment
☐ Financial Stability and Analysis
☒ Academic Programs and Planning
☐ Strengthening Community Connections
☐ Diversity, Equity, Inclusion, & Belonging | **Briefly describe the link between goal #1 and the institutional priority area(s) selected.**

Assessing the health behaviors of our students, and addressing behaviors that impede learning, directly impacts retention, academic programs and enrollment.

Students are asked to identify health topics that they want to learn about. We can partner with academic programs to provide that specific education relating to those concerns. |

GOAL #1 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART…   Specific, Measurable, Achievable, Relevant, Time-bound

1A: **Conduct the SUNY Potsdam Health Assessment Survey every two years.**

1B: **SHS will provide education directly to students each academic year for 2 of the top 5 topics of interest identified by our students in the Health Assessment Survey**. For example, the 2022 Health Assessment Survey topics of interest will be addressed in the 2022-2023 and 2023-2024 academic years.

1C: **SHS will chose 2 health behaviors identified in the Health Assessment Survey that are impediments to an individual's health. 90% of the students who have an appointment in SHS that identify as imbibing in the chosen health behavior will receive a patient education handout with links to research/resources about that chosen health topic.**

GOAL #1 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

1A: **Method**= Review SUNY Potsdam Health Assessment Survey administration data, including administration dates.
   Target= Administer every 2 years.

1B: **Method**= Attendance keeping for education provided for each topic will be stored in the Teams folder. An evaluation via Qualtrics survey of the educational program will also be used for feedback on how the presentation can be improved.
   Target 1= 100 students per academic year.
   Target 2= 90% of the Qualtrics evaluation survey responders will indicate that they learned something from the educational program.

1C: **Method**= Quality Improvement LPN Audit in which 75 randomly selected medical records will be assessed.
   - Does the student have the health behavior (for example, trouble sleeping)?
   - If so, was there documentation of the student receiving the education handout related to that specific behavior (i.e. given sleep hygiene resources)
   Target =90% of the students screened will have documentation that they received the health education resource.

GOAL #2

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

GOAL #2 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO? (Select all that apply) ☒ Retention and Enrollment ☒ Financial Stability and Analysis ☐ Academic Program Excellence ☒ Strengthening Community Connections ☐ Diversity, Equity, Inclusion, and Belonging	**Briefly describe the link between goal #2 and institutional priority area(s) selected.** Monitoring student vaccine status helps to prevent or lessen infectious diseases on campus. SHS healthcare providers (HCP) continuously keep updated on infectious disease consensus guidelines from various experts in the field such as NIH, CDC, and IDSA to identify disease and control outbreaks on campus which keeps the majority of students in the classrooms. SHS is tasked with ensuring that our students have completed NYS health requirements which include mandatory MMR vaccination, completion of Meningitis education, and COVID vaccination. There is a $2000 fine for each student found non-compliant for NYS health requirements 30 days after the start of classes. Vaccine clinics and educated HCP are essential for retention. During the recent COVID-19 pandemic and the Monkeypox outbreak in NYS, SHS paired with SLCPH to set-up vaccine clinics which strengthened our community connections related to health care.

GOAL #2 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART…   Specific, Measurable, Achievable, Relevant, Time-bound

2A: Students who enrolled prior to the start of the fall semester 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.

GOAL #2 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

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.

GOAL #3

Student Health Services will improve student healthcare and achieve efficiency in the delivery of medical care.

GOAL #3 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO? (Select all that apply)	**Briefly describe the link between goal #3 and institutional priority area(s) selected.**
☒ Retention and Enrollment ☒ Financial Stability and Analysis ☐ Academic Program Excellence ☐ Strengthening Community Connections ☒ Diversity, Equity, Inclusion, & Belonging	Efficiency of the delivery of medical care ensures that minimal time is lost in the classroom. As good stewards of the health fee, we can provide essential services in a cost effective manner for students while supporting their health needs. Student Health is always assessing ways that health care can be improved for our diverse student population. We understand the meaning of 'privilege' and strive for health equity regardless of race, age, gender, ethnicity, income, geographic location, or any other demographic detail.

GOAL #3 – DESIRED OUTCOMES AND OBJECTIVES
Tip: Outcomes and objectives should be SMART…   Specific, Measurable, Achievable, Relevant, Time-bound

3A: There will be one clinical study each academic year ensuring that SHS is following the most recent clinical guideline for a common diagnosis across our diverse student population.

3B: Offer each student, who has a visit in Student Health Services, the opportunity to complete a Student Satisfaction survey to determine the effectiveness of healthcare services from the student perspective, monitor the demographics of students coming in for appointments, and assess whether those students feel as if SHS has helped to support academics, class attendance, and retention at SUNY Potsdam.

3C: Review of existing Quality Improvement Program. Gap Analysis of current program vs. needs of Student Health Services.

GOAL #3 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

3A: **Method**= The Quality Improvement team will review student medical records to ensure that the clinical guidelines for a specific diagnosis are being followed by the health care providers across our diverse population.
   Target= One clinical study completed each academic year.

3B: **Method**= A Review of survey administration data and electronic medical record data.
   Target= 100% of students visiting Student Health Services will receive the opportunity to participate in the Student Satisfaction Survey via email.

3C: **Method**= Completion of Gap Analysis by the end of year academic year.
   Target= Implementation of improvements needed within 6-12 months.