

Division of Student Affairs
2010-2011 Annual Report

STUDENT HEALTH SERVICE

Department Mission/Vision Statement

Bowling Green State University Student Health Service provides accessible, caring, high quality, confidential, cost-effective health care services to a diverse student population.

We empower our students to become knowledgeable health care consumers and assist them in making positive lifestyle choices.

The Student Health Service strives to be the health care provider of choice for all BGSU students and to be the nationwide model of a successful, quality student health service.

VALUES

Bowling Green State University Student Health Service subscribes to the following values:

Caring for the student as a whole person in a safe, welcoming environment.

Achieving excellence in all respects of health care delivery.

Respecting diversity, individuality, and privacy.

Educating our students, our faculty/staff, and ourselves.

Executive Summary

- Student Health Service, in partnership with Athletics, has completed 425 physicals for student athletes.
- In response to an increase in student demand, the Student Health Service and Counseling Center have provided an additional part-time psychiatrist, Dr. Sam Schwendiman, who joined BGSU in August, 2010.
- The Student Health Service provided extended hours to students during move-in weekend to accommodate for physicals and submission of required health forms.
- The Student Health Service, in working with Residence Life, provided open house opportunities for Greek Affairs directors and staff by sharing information such as services provided, hours of operation and how to access the Student Health Service.
- Discussions with Wood County Hospital on a potential partnership were completed.
- The Student Health Service began the Seasonal Flu shot campaign in October by offering flu shots to the campus community, including students, faculty & staff. The SHS has provided outreach to several campus locations in order to make this service easy and convenient for all.
- The Student Health Service and Counseling Center have experienced an increase in demand for staff psychiatrists, whose appointment slots are now filled 4-6 weeks in advance.
- The Student Health Service implemented online scheduling for students and patients on February 15, 2011. The service has been very well received and continues to be a popular choice for students.

- Bridget Wicks, MSN, CNP joined the staff of the Student Health Service on March 14, 2011 as Nurse Practitioner. Bridget has been working in internal medicine and pediatrics since 2006 and specializes in dermatology and wound care.

Contribution to Division of Student Affairs Action Items and University Strategies

Based on your departmental priorities and action items, indicate accomplishments made in your department during the 2009-2010 in achieving your priorities, relative to the University strategies.

ACTION ITEM/PRIORITY #1

Departmental Action (i.e., Priority) for 2010-2011

Integrate Counseling Center into the Quality Improvement/Risk Management system of Student Health Service to assure compliance with AAAHC standards.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
9	Completion of checklist from AAAHC.	Re-Accredited	Following AAAHC standards for CC and SHS facilities.

Results (to be completed for annual report)

Counseling Center attended QIRM meetings – finalizing credentialing of Counseling Center providers (in process). Re-accreditation to be accomplished in November, 2011.

ACTION ITEM/PRIORITY #2

Departmental Action (i.e. Priority) for 2010-2011

Finalize RFP process, identify funding and initiate installation of electronic health records system.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
9+5	Steps of implementation plan.	100% Implementation of EHR	Vendor presentations. Staff input/ benchmarking other institutions.

Results (to be completed for annual report)

RFP in process. Target date of November, 2011 to begin implementation of E.H.R.

ACTION ITEM/PRIORITY #3

Departmental Action (i.e. Priority) for 2010-2011

Working with Terri Carroll and the Marketing Task Force, develop a comprehensive Marketing Plan for Student Health Service.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
3	New student utilization in PyraMED.	50% increase in new student utilization.	Run data on our PMS to see if student contact with SHS has increased.

Results (to be completed for annual report)

In process – developed plan – late implementation of BGNews piece of promotion which will resume August, 2011. Majority of students learn of SHS through orientation. Visibility through orientation increased by 50% this year compared to last year.

ACTION ITEM/PRIORITY #4

Departmental Action (i.e., Priority) for 2010-2011

Complete HITECH audit and complete changes as indicated.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
N/A	Business Associates Agreements with all applicable vendors.	100%	Attend HITECH seminar to gather information. Contact with EHR vendor.

Results (to be completed for annual report)

In process with General Counsel.

ACTION ITEM/PRIORITY #5

Departmental Action (i.e. Priority) for 2010-2011

Develop by September 1, 2010 key performance indicators.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
N/A		3 per department	Director’s development

Results (to be completed for annual report)

Complete

ACTION ITEM/PRIORITY #6

Departmental Action (i.e. Priority) for 2010-2011

Collaborate with Human Resources to increase service to staff.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
5	Pharmacy and Lab utilization.	5% increase	HR employee insurance plan benefits and data from PyraMED, Lab, and Pharmacy.

Results (to be completed for annual report)

Did not achieve – Laboratory had no increase (actually went from 26 to 25 staff)
Pharmacy went from 1959 to 1702 employee prescriptions. Marketing to employees will be given additional emphasis in FY11/12 communication plan.

ACTION ITEM/PRIORITY #7

Departmental Action (i.e., Priority) for 2010-2011

Explore opportunities for specialty clinic services to broaden services for students.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
3	1. Student needs assessment 2. Student Utilization	1 new specialty service	Vendors and PyraMED utilization.

Results (to be completed for annual report)

Conducted needs assessment & investigating implementation of massage therapy and dental services. Meetings to implement are being conducted. Still in process.

ACTION ITEM/PRIORITY #8

Departmental Action (i.e. Priority) for 2010-2011

Work with the College of Health & Human Services to identify areas of support for the Center of Excellence: Health & Wellness Across the Lifespan.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
1	Success of class project completion.	2 areas	BG 1000 class project.

Results (to be completed for annual report)

Completed class which focused on flu vaccines.

ACTION ITEM/PRIORITY #9

Departmental Action (i.e. Priority) for 2010-2011

Increase staff training and development in areas of anxiety, diabetes, and transgender.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
9 & 10	Staff attendance	3 programs	Sign in and obtain CEU's

Results (to be completed for annual report)

Inservice on anxiety and transgenders conducted. Instead of diabetes, did eating disorders.

ACTION ITEM/PRIORITY #10

Departmental Action (i.e., Priority) for 2010-2011

Increase involvement with Faculty and Students.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
1	Meetings and presentations	10	HSAC meetings, GSS meetings, and class presentations.
Results (to be completed for annual report)			
Exceeded – also initiated first open houses for Greek and Hall staff.			

ACTION ITEM/PRIORITY #11

Departmental Action (i.e. Priority) for 2010-2011

Development of internships for Nursing and Pharmacy programs.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
8	PharmD and RN interns.	7	Enrollment of student interns from Pharmacy and Nursing.
Results (to be completed for annual report)			
Exceeded – student nurses – 16 plus 4 PharmD interns.			

ACTION ITEM/PRIORITY #12

Departmental Action (i.e. Priority) for 2010-2011

Outreach to high school students.

SA Action Item	Key Measure(s)	Target Level	Data Source(s)
3	1. Women in Science 2. Preview Presidential Day Activities	1. 30-50 2. 1000	1. Attendance Records 2. Attendance Records
Results (to be completed for annual report)			
Completed. Women in Science – 70. Attended all Preview & President Day activities – 1000.			

Program Participation and Usage Data

Insert information regarding program counts, facility usage statistics, office visits, etc. This information can be captured in a table, chart, or other visual.

Utilization Statistics	2010-2011 Count	2009-2010 Count	% Change (+/-)
Appointments with health care provider	14,861 *	19,667	
Athletic pre-participation physicals	397	400	
Laboratory Services only visits (no MD/NP)	702	730	
Pharmacy Services only visits (no MD/NP)	5205	5501	
Student visits to Alcohol & Other Drug Counselor	122	102	
Student visits to Dietician	75	104	

Attendees to alcohol & other drug sanctioned classes (Perspectives & Viewpoints)	462	409	
Psychiatric Visits	524	339	

*Dropped primarily due to retirement of two providers.

Laboratory Data	2010-2011 Count	2009-2010 Count	% Change (+/-)
In-house tests	8,875	10,270	
Tests sent to outside laboratory	16,969	16,219	
Total laboratory tests	25,844	26,489	

Pharmacy	2010-2011 Count	2009-2010 Count	% Change (+/-)
Total number of prescriptions filled	26,649	29,357	

Diagnosis	Rank 10-11	Diagnosis	Rank 09-10
Influenza Vaccine	1	Upper Respiratory Infection	1
Upper Respiratory Infection	2	Influenza Vaccine	2
Pharyngitis	3	Pharyngitis	3
Physical, School/Sport	4	Allergic Rhinitis	4
PPD (Tuberculosis Skin Test)	5	PPD (Tuberculosis Skin Test)	5
Allergic Rhinitis, pollen	6	Routine Pelvic Exam	6
Sinusitis	7	Depression	7
Depression	8	Bronchitis	8
Counseling on substance use and abuse	9	Routine Pelvic Exam w/pap	9
Bronchitis	10	Counseling on substance use and abuse	10
Information Counseling Unspec	11	Leukorrhea	11
Leukorrhea	12	Sinusitis	12
Generalized Anxiety Disorder	13	Physical, School/Sport	13
Routine Pelvic Exam	14	Dysuria	14
Urinary Tract Infection	15	Wart Genital/Condyloma	15
Dysuria	16	Otitis Media, Unspecified	16
Anxiety State, Unspecified	17	Candida./Monilia Vulvovaginitis	17
Asthma	18	Influenza	18
Wart Genital/Condyloma	19	Urinary Tract Infection	19
Routine pelvis exam w/pap	20	Allergic Rhinitis, pollen	20
Throat pain	21	Hepatitis Vaccine	21

Major Staff Achievements

Marlene Reynolds, Assistant Director, Business & Information Systems, was awarded the Student Affairs Administrative Staff Award in April, 2011.

The Student Health Service Laboratory, consisting of Marilyn Mackay, Susan Marlowe, Carole Bechstein and Jennifer Logan, received the Student Affairs Collaboration Award in April.

Robert Cunningham, Director of Disability Services, received the Vice President of Student Affairs Outstanding Service Award in April, 2011.

Elayne Jacoby, Certified Nurse Practitioner, retired in August, 2010 after serving 27 years in the Student Health Service at BGSU.

Lon Muir, in collaboration with the University of Toledo College of Pharmacy, developed a Medication Therapy Management program in the Student Health Service Pharmacy.

Lon Muir, Barbara Hoffman and Garrett Gilmer presented, “Supplementing Student Health Care with Medication Therapy Management” at the American College Health Association Annual Meeting in Phoenix, AZ in June, 2010.

Proposed 2011-2012 Priorities/Action Items

1. Develop & implement, working with the Division of Academic Affairs, a defined strategy to support the health and disability needs of students.
2. Successfully install an electronic health record.
3. Revise the agreement with Fremont Memorial Hospital to enhance psychiatric services to student and reduce cost to the Student Health Service.
4. Achieve re-accreditation of the Student Health Service.
5. Develop, working with the Division of Athletics, an enhanced model for Athletic Medicine that improves care & increases income and/or reduces costs to the Student Health Service.
6. Assure ongoing, active dialog with the student leadership concerning a new facility, student insurance and possible fees/charges for the Counseling Center.
7. Initiate a process with Residence Life leadership to explore the feasibility of providing additional health services in the residence halls.
8. Work with the Dean of Firelands to identify and implement strategy(s) to enhance service to students.
9. Move forward to design a new facility for the Center for Health departments. As possible, work with potential partners, both internal and external to the University, to create a student and community oriented facility.
10. Work with the Center for Health leadership and Associate Vice President, Student Affairs to achieve budget targets.
11. Provide facilitation support as needed for Student Affairs departments undertaking Lean initiatives.
12. Successfully install an electronic health record – Marlene, Barb & Jeff N.
13. Revise the agreement with Fremont Memorial Hospital to enhance psychiatric services to student and reduce cost to the Student Health Service.
14. Achieve re-accreditation of the Student Health Service.
15. Develop, working with the Division of Athletics, an enhanced model for Athletic Medicine that improves care & increases income and/or reduces costs to the Student Health Service.
16. Develop and implement a transition plan for Associate Director position.
17. To develop and implement communication strategies for Student Insurance Office by use of electronic technology.

18. To coordinate developments and processes between the IUC, Student Insurance Office and Health Service Advisory Committee.

19. Implement process changes needed as a result of both the HITECH audit & credit card audit.

20. Working with Garrett Gilmer, plan and transition alcohol payment management to Counseling Center.