

Health Services had a very productive year. Early in the fall, the staff oriented two new physicians who were covering for Dr. Zaccaria and it was a very positive experience for everyone to work with the temporary providers. The staff worked diligently to ensure a 100% vaccination rate of all freshmen and transfer students. It was particularly difficult to obtain vaccination requirements for the international students because required vaccines are not available to them in their homeland. All providers continued to meet the daily standards required by AAAHC (Accreditation Association for Ambulatory Health Care) to ensure that quality health care and follow up is provided to every client. At the close of the fall semester, Darlene Menz, NP, gave her resignation notice to work at a College Health Center closer to her home. Health Services will truly miss her enthusiasm and her nurse practitioner skills. During the summer months, the staff will be interviewing candidates to fill the vacant position.

Student Engagement:

Health Services documented 5,115 appointments, 3,356 White (69.5%), 1300 (25.4%) ALANA, 459 (8.97%) not specified or unknown. Health Services triaged 2,277 students who walked in without an appointment and 1,906 students were given a same-day appointment. The remaining students had their needs met through the triage process or were scheduled for another day. Health Services provided outreach and education to 694 students and staff. Orientation services were provided to Foreign Language Assistants (FLA), summer and fall Orientation Leaders, Passport students, Passport Leaders, Resident Assistants, Odyssey Leaders, Student Health Awareness Peer Educators, Students for Responsible Choices, Relationship Peer Educators and Counseling Externs. Debora Cain, RN, and Darlene Menz, NP, collaborated with Dining Services to provide food allergy training to its employees. During 2014 Gateways, Student Development Services provided wellness education to 543 students and alcohol education to 662 parents. There were 42 visits for nutrition-medical counseling and 64 massage therapy visits. The Mind Body Connection room is now used by physical therapists who evaluate and treat employees' muscular-skeletal, medical concerns. Health Services contracted with Maxim Health Care to provide seasonal influenza vaccine to 263 staff and 265 students and Health Services vaccinated 50 students, Jesuits and Public Safety Officers with the seasonal influenza vaccine. Barbara Germain was on the Wellness Fair committee and helped plan a successful fair engaging the entire community.

Leadership Development:

Martha Sullivan, FNP, collaborated with Dr. Galvanhill and provided Bringing in the Bystander, a prevention workshop for establishing a community of responsibility, to 30 student leaders. These leaders were responsible to train the entire freshman class in Bystander Training. As a member of SAFER, Martha Sullivan helped to oversee an evening Bystander program. Martha Sullivan attended two sessions on performance management and conducting performance reviews and creating a high-performance environment.

Linda Cooper, FNP, promoted leadership development for the SHAPE board members and met with the board on a weekly basis. The board members felt that they gained leadership skills over the course of the year by chairing the membership meetings. Linda Cooper provide four days of training on health issues to the fourteen members of the peer educator group.

Programs:

Linda Cooper, advisor to SHAPE, provided training and team building exercises to start off the academic semesters. Members promoted SHAPE during the Co-Curricular Extravaganza evening, provided information on Men's Health/Testicular cancer awareness to students and educated students on the importance of obtaining the flu vaccine. SHAPE members wrote a weekly article in the Crusader regarding a variety of health issues. SHAPE members held a cancer awareness program in Carlin. SHAPE also co-sponsored a nationally known nutrition speaker and distributed heart health and skin

health information at athletic games. Martha Sullivan presented information on Health Services to the Student Leadership Council, provided a stress reduction program to Passport students and held a blood pressure screening at the employee benefits fair. Martha Sullivan arranged for her staff to attend a Transgender education program and arranged for Walden Behavioral Health to present a program on Binge Eating Disorder to the Counseling and Health Services staff. Martha Sullivan arranged for Ann Meola, Director of the Victim Compensation Fund and Karen Hazard, Central Mass Sexual Assault Nurse Examiner Coordinator, to speak to staff and administrators to keep them current on what is available to assist victims of sexual assault. Martha Sullivan collaborated with Kathy Egan, dietician, to provide a safe campus environment for students who live with food allergies. Health Services/SAFER spearheaded Denim Day during sexual assault awareness week and \$953 was raised for the YWCA. Aids Project Worcester provided confidential, anonymous HIV testing to 18 students.

Assessment:

Learning outcome: All results will be reviewed with staff at the annual meeting in August, 2015.

- A. Engage students in activities that promote wellness and encourage mutually beneficial relationships.
 1. Health Services staff continued to evaluate improvement in documentation of health education provided to students. Health Services evaluated charts for proper documentation of peak flows, adherence to medications and proper inhaler techniques for students who presented with asthma. All providers were 100% compliant with documentation of peak flows, this was marked improvement compared to the previous study documenting two providers at 50% and 75%. There was also improvement in adherence to meds and compliance with medications. Four providers were at 100% compliance and one physician was 72% compliance which was an improvement over the 50% obtained last semester.
Health Services also reviewed staff's documentation of risks and benefits of the prescribed medication. The performance goal was set for 90% and all four providers met the goal which was an improvement over last semester where two providers were at 30% and 70%.
 2. Health Services participated in a clinical benchmarking study through The American College Health Association. Twenty five charts were reviewed with a diagnosis of a gynecological health concern. Health Services reached a performance goal of 96% where the majority of students were tested and educated on appropriate sexually transmitted infection testing. Only one student was offered testing but the testing was not performed and the reason was not documented in the chart.
 3. Satisfaction: Health Services satisfaction survey is now on-line using Campus Labs. Our return rate of 9.7% was lower than the 11% obtained last year, forty seven responded out of the 485 surveys sent. Ninety one percent felt listened to and 6% were neutral, 96% felt that they were treated with respect and 11% did not fully understand their diagnosis and treatment plan. Eighty one percent felt all their questions were answered, 10% were neutral, 89% were satisfied with the appointment scheduling process, 78% were satisfied with the services received and 11% were neutral. Eighty percent agree with the statement that they understood their options for improving their health and 11% were neutral.
 4. Peer review: Staff members review each other's documentation and the charts are evaluated according to the 13 documentation standards of AAAHC. The majority of the documentation met AAAHC standards and our 90% performance goal. Three providers had only one area where they obtained an 81%- 88% performance rating. Second semester peer review results showed that all providers reached the 90% performance goal except where two providers were deficient in only one area at 73% and 85%.
 5. Nutrition-Medical Counseling: Eleven students were seen for Nutrition Therapy during the year for a total of 42 visits. 100% of students stated that they knew what steps to take to improve their diet, eating behaviors and/or cognitions regarding eating, weight or body image at the end of their sessions. Most felt confident that they would succeed. One of the 11 students consistently stated that she knew what to do and wanted to make eating and attitude changes; but she was not sure

she could meet her goals due to fear of weight fluctuations. Another student who consistently followed through on goals during the semester was uncertain the he could maintain his nutrition and lifestyle changes at home over the summer.

6. Staff members discussed the new role of the triage nurse and all staff were in agreement to continue with this new role in our daily operations. Benefits of new role include: walk in's assessed quickly, triage nurse knows her role, other providers are not responsible for the multiple walk-ins, appointments are scheduled with the correct provider and the administrative assistant has the support of a registered nurse at all times for complicated phone triage.
- B. Authentically engage students so they acquire, develop and refine their leadership, knowledge and skills.
1. Linda Cooper assesses student leadership development by performing a pre and post leadership development test for the SHAPE board members. All board member's self- reflection documented improvement in organization skills, communication skills, leadership ability and being able to have comfortable conversations with students of different backgrounds and culture.

Diversity and Inclusion:

Health Services prides itself in caring for all members of the student population. Twenty five percent of our visits were ALANA students and 9% were not-specified or unknown. These demographics are reflective of our current population here on campus.

Martha Sullivan: Passport, Odyssey and FLA orientation, Odyssey opening dinner, stress reduction program for Passport participants, Odyssey adventure to Boston, FLA opening breakfast, Martin Luther King breakfast, Dennis Golden "63" Sanctac Crusis Award Lecture, Gender inequality lunch and learn, Coming Together: what is legal and what is right ADA 2015, community response to Ferguson, community prayer: a response to racism.

Linda Cooper: Encourages ALANA participation in SHAPE, "Who is in the room lunch?", religious discussion, "What are my blind spots" lunch and learns, transgender presentation. Staff members attended the exhibit on unarmed African Americans men who have been killed by police, the All Faiths Community Service and how to be an ally.

Progress on goals 2014-2015:

Innovation:

- Maintain daily operation of Health Services by offering primary care and preventive health maintenance. Promote a professional, student centered environment that provides evidence based treatment: Health Services updated it's sexual assault protocols and provided programming to the campus community to make them aware of state resources to assist students who have experienced sexual assault. Health Services goal is to provide standardized treatment and referrals to victims so they receive appropriate, confidential medical care. Student were able to successfully access funds from the Victim's Compensation Fund.
- Integrate the role of a "triage" nurse into the registered nurses job description. Martha Sullivan oversaw this change in clinical practice this past year. Staff members were very happy with this new role because it took the stress off of the other staff members from monitoring and evaluating the students who walk in. This new way of managing the clinic did result in an increase in moral.
- Schedule a program on eating disorders for Student Development Services. Walden Behavioral Health's Medical Director presented his research on "Binge Eating Disorder: The answers you need to help your clients succeed" to Health Services and Counseling staff members.

- Assist and educate staff on using all of the features in the electronic medical record: Mediat features were updated with the current module and staff members learned about the new features in the Mediat Portal. Students now “card swipe” to allow entry into our appointment process.
- Maintain standards of Accreditation AAAHC, 2014-2015 standards: Staff members reviewed the 2014-2015 standards and made necessary changes in policy in preparation for re-accreditation in 2016. Health Services is one of four AAAHC accredited college health services in MA.
- Provide influenza clinics on campus: Health Services contracted with Maxim Health Care to provide two influenza clinics on campus. Health Services staff held a clinic for the Jesuit Community and offered vaccines to Public Safety officers. A total of 578 community members received the vaccine.
- Work with Quest Diagnostics to develop a laboratory interface that operates successfully on a day to day basis. Last year, Health Services was having some difficulties getting results in a timely manner from Quest. In the meantime, Quest diagnostics opened a new facility in Marlboro, MA so results are turning around in a more timely manner.

Transformative Experiences:

- Work with Human Resources to provide a team building seminar for staff members. Martha Sullivan arranged for a consultant to work with all staff members with the goal of improving communication amongst all staff members. Health Services staff spent a morning in reflection and looked at the challenges we have at Health Services and our interpersonal relationships with each other. We worked together to come up with positive solutions to these challenges in providing health care to our students.
- Arrange for staff members to attend a professional conference for their professional development. Martha Sullivan attended the New England College Health Association and Vocare conference, Darlene Menz attended the Depression, Anxiety and Stress Conference sponsored by Harvard Medical School and Linda Cooper attended the NPACE conference for nurse practitioners. Barbara Germain attended Harvard’s Adolescent Health Conference and Debora Cain attended the NPACE conference on primary care. Staff members attended a Transgender Education conference, Holy Cross Colleges’ fish bowls on Trigger Warnings in the Classroom and Sexual Assault, Clinical Pearls for College Health Providers and the UMASS Medical School student presented The Effects of Sleep Deprivation in College Students.
- Provide programming to student groups on sexually transmitted infections: Health Services reached out to student groups to offer sexually transmitted infection (STI) education but there was no response from the groups. SHAPE members promoted STI education by distributing information at Hogan tables, writing articles in the Crusader and Student Health 101 and “tweeting” sexual health facts to the College community. It is a challenge to get student groups to be receptive to STI education.

Social Justice and Inclusion:

- Have all staff members participate in diversity programming on campus. See diversity and inclusion, all staff members participated in diversity trainings.

Goals for 2015-2016

Innovation:

- Re-accreditation visit by AAAHC, Accreditation Association of Ambulatory Health Care.
- Hire an experienced nurse practitioner

- Mediat, electron medical record system, is upgrading its features in 2015. Orient staff to these processes. Research benefits of e-prescribing.
- Provide influenza clinics on campus for faculty, staff and students.

Transformative Experiences:

- Have Linda Cooper orient the newly hired nurse practitioner to her role as advisor to SHAPE.
- Arrange for staff members to attend educational conferences in support of their growth and development.
- Promote programming on sexually transmitted infections for students.
- Debora Cain, RN, will be on the SAFER committee and she will help with the prevention and education efforts to reduce sexual assault on campus.
- Active member of SAFER, CABA, Wellness Committee, Conduct, BETAM, Director's meetings, Safety Committee and board member of CHAND (College Health Association of Nurse Director's).

Social Justice and Inclusion:

- All staff members participate in diversity training, support programming on campus.

	6/1/2014-5/24/15	6/03/13-6/01/14	6/01/12-6/01/13
Student Population	2,904	2,844	2,891
# of distict users	1,647 students/staff	1,800 student/staff	1,733 students/staff
# male/female enrolled	1,481M (51%),1,423 F (49%)	1,413 Male,1,431 Female	1,416 M (49%) 1,474 F (51%)
Users, by gender	2,109 male appt. (41.3%) 3,003 female appt. (58.7%)	2,134 male appt. (40%), 3,186 female appt. (60%)	1,843 male appt.(38.9%), 2,896 female appt. (61.1%)
# ALANA students	776 plus 175 unkown	774 plus 250 unknown	665
total # ALANA appointments	1,300 and 459 not specified	1,252 and 674 not specified	1,094 and 603 not specified
# of visits for appointments	5,115	5,320	4,739
MD	1,460	1,381	1,155
NP	2,287	2,478	2,241
RN	1,368	1,461	1,343
Nutrition consultations	42	37	51
Massage	64	102 students and staff	81 students and staff
Stress reduction		10	35
Influenza vaccinations	528 Maxim Health, 50 HS	518 Maxim Health, 50 HS	436 Maxim, 50 HS
HIV testing	18	23	27
Student triage/walk in's	2,277	2,121	2,069
Outreach education	1,899	1,678	1,942
<i>TOTAL VISITS-Academic Yr.</i>	<i>8,094 visits plus 1,899 outreach</i>	<i>8,121 visits plus 1,678 outreach</i>	<i>7,488 visits plus 1,942outreach=9,430</i>
same day walk-in appt.	1,906	1,728	1,727
	2014-2015	2013-2014	2012-2013
Upper Respiratory Infection	1917	1921	1,799
Dermatological (skin)	179	163	201
Injury and Orthopedic	404	373	301
Genito-urinary	226	284	288
Psychosocial	110	60	75
Nutrition/EDO	61	48	35
Symptoms/signs conditions	702	589	499
Nervous system/sense organs.	271	248	246
Gastro-intestinal	108	165	178
Alcohol use/abuse after hours	41	60	64
# alcohol follow-up visits	22	51	35
After hours transports to ER:	76 does not include alcohol tranfers	150	111