**Health Services annual report: 2017-2018**

**Director: Martha Sullivan, M.S., FNP-BC**

**Mission**- Health Services provides quality health care and education that recognizes the individual needs of the students and supports their academic and personal success. Healthcare professionals provide services, programs and wellness education to enable students to become well integrated in body, mind and spirit.

**Significant Accomplishments**- This academic year, Health Services staff experienced their busiest year in my 15 year tenure with 5,960 medical evaluations. This was a 10% increase (542 visits) over the 2016-2017 academic year and a 24.6% increase (1,177 visits) since the 2014-2015 academic year. The 2017-2018 influenza season was the highest recorded since the 2009 H1N1 pandemic flu. Twenty percent (1,217) of the visits were due to acute respiratory illness, influenza, asthma and sinusitis symptoms. Health Services’ staff coordinates a team approach to care for the student diagnosed with influenza by encouraging parents to take their ill student home, contacting the Class Deans to make adjustments and extensions in their work load and arranging to have meals available for students to take back to their rooms if the students have to remain on campus. Per the Center for Disease Control recommendations, the majority of students were prescribed antiviral medication to assist in reducing their symptoms.

**Transformative experiences**: Leslie Holland spear-headed the development of a new “Nurse Practitioner Club”. Members were recruited and included 26 diverse students and alumni.

Alumni were recruited to provide mentoring and shadowing opportunities, the admissions coordinator for the UMASS graduate school of nursing presented with a current Holy Cross graduate student to discuss the admissions process. The club attended the Healthcare, Medicine and Science networking night. Leslie certified nine members in CPR. Leslie also arranged for the Health Services staff to meet with Myles Cahill, Health Professions advisor, so that staff understood the current acceptance process to medical school here at Holy Cross and to collaborate with him promoting the Nurse Practitioner club on campus. Leslie is also the advisor to SHAPE, Student Health Awareness Peer Educators. The SHAPE members raised funds for Hurricane Harvey, participated in the SGA “Kindness Week” and participated in Fresh Check Day, a suicide awareness and campus resources campaign. The peer educators collaborated with the Students for Responsible Choices by supporting the movie “If they Had Known”, a movie discussing the hazard of mixing alcohol and prescription medication. The peer group assisted with National Alcohol and Drug Fact week by presenting rescue breathing and when to administer first-aid. Nine members of SHAPE participated in a review of their leadership skills and they felt their leadership skills did advance by participating in SHAPE. Four members wanted more education on how to put on an effective program.

Volunteer nurse, Ann Zimage, worked with a student over the summer of 2017 and assisted in writing the NCAA CHOICEs alcohol education program grant proposal. The College did receive this $30,000 grant and Health Services plans to assist in its success. Ann Zimage, RN, was hired for a one day a week per-diem position to assist with the physicians and Debora Cain, RN, was then granted a 32 hour work week.

Darlene Menz, NP, attended a program on “How Marijuana Legalization will Impact our Students” and she presented on the new marijuana laws and how legalization will impact the Holy Cross campus. Since legalization of recreational marijuana becomes effective on July 1, 2018, this is a very pertinent subject to engage in.

Martha Sullivan mentored a Holy Cross alumni, a Nurse Practitioner student, and supported her as she decided what specific area of nursing she wanted to practice in.

Health Services’ waiting area was renovated and the entire clinic newly painted in June 2018!

The Director of Health Services encourages all staff to attend continuing education sessions to maintain their license and certifications and to remain current in the field of College Health.

Darlene Menz attended the New England College Health Association conference and presented on concussions. She also attended a Concussion seminar and is currently updating our policy. Debora Cain, RN, attended the NPACE conference, Linda Cooper, NP, attended a NPACE and Prime Medicine conference. Leslie Holland, NP, completed an on-line pharmacy continuing education program and became certified to teach CPR and First-Aid. Martha Sullivan, NP, attended Principles in Prevention in Primary Care and viewed a webinar on sexually transmitted infections in men who have sex with men. Michele Urso, administrative assistant, attended a Women’s Leadership conference.

**Innovation**: Health Services’ staff utilized the “Wellness Booth” in Hogan to promote health education opportunities so the staff could interact with students in a positive, fun-filled way.

Darlene Menz coordinated a program on “ Body Mass Index and Nutrition”. Debora Cain, RN, and SHAPE peer educators assisted with the program. Fifty one students participated and received packets on healthy eating and three students were referred to the nutritionist. SHAPE members distributed over 100 influenza prevention packets and promoted the influenza clinics held on campus. Linda Cooper and SHAPE members provided a “Sleep Screening program” to students. Eighty students participated and received information on sleep hygiene. Linda Cooper, NP, and SHAPE members held an “Ask the Wizard” an STI protection program during “Get Yourself Tested Week”. Eighty students participated and received pamphlets, facts and internet sites to encourage evidence-based knowledge. Darlene Menz and SHAPE members promoted “Tick Awareness Day”. Lyme disease information and tick protection packets containing a first aid kit and tick magnifier were distributed to 65 students. Live ticks were provided for viewing.

Martha Sullivan participated in risk management activities. She toured the campus of UMASS Amherst to see how they responded to the Meningitis B outbreak and met with the MA Department of Public Health to discuss how Holy Cross would respond to an outbreak. Martha Sullivan also educated a nurse practitioner from Babson College on the accreditation process and assisted her in implementing current standards. Martha Sullivan is a member of the Safety Committee and partook in the Triumvirate training for campus safety. She is also an active member of CABA, SAFER, CARE Team, Postvention and sits on the board of the College Health Administrators and Nurse Directors (CHAAND).

The office for The Director of Wellness Programming was re-located to Health Services’ Mind Body room in order to have new office space up in Hogan for a new full time Assistant Director of Disability and a newly created psychologist position.

The electronic medical record system, Medicat, was updated with the most current immunization compliance manager.

**Social Justice and Inclusion:** The Director of Health Services encourages all staff to attend Diversity trainings and presentations on campus. Listed below are the programs staff members participated in.

1. Odyssey dinner
2. Assisted with” Diversity Training, Building Communities”.
3. “Building a Bridge, Dialogue and Conversation” at the Joyce Contemplative Center discussing the Catholic church and LGBTQIA community.
4. “Diversity Training, Building an Inclusive Campus, Skills and Practice”.
5. “Understanding Gender and Sexuality”. Part I & Part II
6. Town hall: response to how Puerto Rico was affected by the hurricane.
7. PRIDE gathering at the Chaplain’s office.
8. Ally development workshop, “Becoming White- Anti-racist” with Dr. David Hayes.
9. Presentation and discussion with Roxane Gay.
10. Dreamers and DACHA
11. Anti-racism rally.
12. Collaborated with  Gender, Sexuality, and Women's Studies Concentration to present a panel on how scientific advances in the prevention and treatment of HIV/AIDS have - or have not - translated into improved health care outcomes for women, gay, and transgender individuals.
13. Exploring the ways jargon influences college access and success for first-generation students.
14. Lavender graduation.
15. Community prayer service.
16. Participated in the on-line course “Irish History” offered by the History department.
17. Webinar on “Gender Affirming Therapist”.
18. Collaborated with PRIDE and Feminist Forum to promote sexual transmitted infection testing at Health Services.

**Utilization**- Health Services documented 5,960 appointments; 4,042 (67.8%) White, 1,583 (26.6%) ALANA, 335 (5.6 %) not specified or unknown. There were 204 visits with international students. Health Services triaged 1,729 students who walked in without an appointment and 1,637 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’ staff provided outreach and education to 2,338 students, parents and staff. Orientation was provided to 17 Foreign Language Assistants (FLA), 63 summer and fall Orientation Leaders, 21 International students, 30 Passport students, 10 Passport leaders, 87 Resident Assistants, 94 Odyssey participants, 13 Student Health Awareness Peer Educators, 6 Students for Responsible Choices, 5 Relationship Peer Educators and 2 Counseling Externs. During 2017 Gateways, Student Development Services provided wellness education to 558 parents and 800 freshmen. There were 42 visits for nutrition-medical counseling and 59 massage therapy visits. Health Services contracted with Maxim Health Care to provide seasonal influenza vaccine to 481 faculty/staff/students and Health Services vaccinated an additional 50 students, Jesuits and Public Safety Officers with the seasonal influenza vaccine. Debora Cain collaborated with Dining Services to provide food allergy trainings.

**Assessment and Planning**

1. Peer Review: Staff members review each other’s documentation and the charts are evaluated according to the 13 documentation standards of AAAHC. Fifteen charts are reviewed for each physician and 20 charts for each nurse practitioner/registered nurse. In the fall of 2017, five providers met at least the 90% performance goal and two provider had one standard that was met at 87%. During the spring of 2018, all but one provider met their performance goals. The one provider had a performance goal of 87% in appropriate documentation. Staff will be educated on the importance of meeting all of the documentation standards of accreditation.
2. Health Services re-assessed our documentation of “no-show” appointments. This study was done years ago and the performance goal was met but we wanted to re-assess our current practice to evaluate if we would meet the standard of accreditation. A random review of 93 “no show” charts from 9/1/16-5/12/17 were evaluated. Five records were identified that did not have proper documentation of the “no-show” policy. This finding showed that we met a performance goal of 95% and our set goal is 90%. Staff members will be re-educated on the importance of meeting this standard.
3. The Director wanted to repeat the study of treatment for conjunctivitis that was last done in 2012 where the staff met the performance goal of 90%. Twenty medical records with the diagnosis were reviewed during the fall 2017 semester and the performance was at 70%. This study was repeated in the spring 2018 with 22 records reviewed. The goal was not met, our results showed 73% compliant with protocol. Our performance goal is 90%. There is some current medical information that conjunctivitis can be treated with optic antibiotics if eye drainage persists throughout the day. Staff will be asked to document these symptoms to justify the use of antibiotics and the study will be repeated.
4. Since the NIH (National Institute of Health) has identified injury related to alcohol use as a prime opportunity to educate a person on risky behavior and alcohol use, Heath Services performed a study during the month of February 2018. Thirty eight students had a chief complaint of physical injury or concussion in February 2018. Five of these students (13.1%) had injuries related to alcohol use: 2 lacerations, 1 ankle sprain and 2 concussions. Two of the 13 concussions (15%) evaluated that month were alcohol related. Four of the five students (1 male and 3 female) completed the AUDIT-C (alcohol screening tool). One female scored a negative concern for alcohol use and the other three scored positive for concerns with alcohol. These three students were counseled on risky alcohol behavior. It was difficult to be actively involved in this study during the busy influenza season in February. This study gave the staff an opportunity to perform an alcohol screening when evaluating a student with an injury related to alcohol use. The Director will encourage all staff to continue performing an alcohol screening with motivational interviewing at the time of an evaluation for injuries that occurred under the influence.
5. Condom use study: During the 2018 spring semester, students who presented with a sexual health concern were asked if they used condoms for infection protection 100% of the time. If the answer was no, they were asked to complete a confidential, anonymous survey to gather information on why students are not using infection protection. Forty-two students participated in this study. Each student had multiple reasons why they do not use infection protection.

17 (40%): Condoms not available on campus and hard to obtain.

24 (57%): Sex happens spontaneously and I do not have a condom on me.

21 (50%): I was drinking alcohol and my judgement was altered.

18 (43%): I did not think of STI’s at the time I was having sex.

15 (36%): Using one reduces my or my partner’s pleasure with sex.

13 (31%): My partner and I are both tested and we have no infections/monogamous.

 1 (2%): Oral sex does not carry risks for sexual infections.

15 (36%): I am not concerned with pregnancy due to the use of birth control.

Other: Partner does not use one, fun, men are so casual to not use them, people do not know how common STI’s are, oral sex is so common and there are no condoms that taste good, no time to buy them, he is my boyfriend (so I trust him), condom broke, the expense, do not have access to one and they break, not speaking up to tell him that I want to use one, females feel that men are suppose to carry condoms.

Spontaneous sex was 57% and the most frequent response for not using a condom. These students were also concerned with access, alcohol, and not thinking about STI.

Students that did not use a condom because they were monogamous and they had been tested also did not use a condom due to access, spontaneous sex and no pregnancy concern due to using birth control.

In response to these findings, Darlene Menz, NP, wants to :

1. Develop a handout for students to promote condom confidence that addresses major concerns: access, spontaneous sex, alcohol, STI awareness, communication and pregnancy prevention.
2. Offer sexual health education at the Wellness booth.
3. Plan a sexual health/wellness day “ Just One”, an educational opportunity on healthy, safe, sexual relationships.
4. Satisfaction survey: Out of 384 surveys that were emailed to students, only 41(10.7%) surveys were returned. Forty-one (100%) felt the healthcare provide listened carefully to their concerns. Forty-one (100%) students felt that they were treated with respect. Thirty-eight students (92.7%) understood their diagnosis and treatment plan, two students (4.9%) were neutral and 1 (2.4%) disagreed. Thirty-nine students (95.1%) felt that all their questions were answered and two (4.9%) were neutral. Thirty-seven (90.2%) were satisfied with the appointment scheduling process, two were neutral (4.9%) and one (2.4%) was dissatisfied. Forty students (97.6%) were satisfied with the services received and one student (2.4%) was neutral. Thirty-six students (87.8%) fully understood their options for improving their health and 5 students (12.2%) were neutral. Four students made comments, one student said she had no suggestions for improving Health Services, one student loved Leslie Holland, NP, because she is super sweet, attentive and respectful! One students commented they wanted Health Services to be open more hours and one student had an issue with her insurance at the local pharmacy yet also stated that Health Services is wonderful. One of Health Services goals for next year is to further educate staff on the importance of customer service.

**Department Goals 2017-2018**

1. Comply with MA immunization laws: 100% compliance with freshmen and transfer students immunization requirements within the first semester.
2. Adhere to Accreditation Association of Ambulatory Health Care, Inc. (AAAHC) standards: Martha Sullivan reviewed 2017 standards and will review the 2018 standards this July. The application for re-accreditation will be sent in by the end of the summer 2018.
3. Provide medical and nursing care for acute and chronic medical conditions: Record number of students evaluated and cared for.
4. Educate students on how to evaluate and manage their health care needs: An educational component is included in every health visit and documented.
5. Partner with the LGBTQ population to provide health education information: Collaborated with PRIDE and Feminist Forum to promote STI testing at Health Services. Collaborated with  Gender, Sexuality, and Women's Studies Concentration to present how scientific advances in the prevention and treatment of HIV/AIDS have - or have not translated into improved health care outcomes for women, gay, and transgender individuals.
6. Distribute health information to the student body: See description of Wellness programs offered this semester under the innovation section of this report.

**Department Goals 2018-2019**

1. Comply with MA immunization law.
2. Obtain the full three year AAAHC (Accreditation Association for Ambulatory Health Care, Inc.) re-accreditation of Health Services in the spring of 2019.
3. On-going diversity training for all staff members.
4. Distribute health information to the student body at the Hogan wellness booth or tables.
5. Provide medical and nursing care for acute and chronic medical conditions.
6. Participate in the NCAA grant.
7. Education and discussion on the importance of customer service.
8. Work with the administration to place a “hold” on registering for classes if a student is not compliant with their immunizations.

**Summary of Challenges and Opportunities**

The challenges that Health Services face remain the same over the past few years. With the increasing number of students requesting health visits, the number of students who just walk-in expecting to be evaluated immediately and with parents calling to speak to the providers after most visits, the staff at times feel strained. Nurse Practitioners are given a 30 minute time frame to complete a visit. In order to take care of the “whole person”, it takes more time to provide support, education, speak to parents and to notify the Class Deans. Another challenge is that the nurse practitioners work a 30 hour week for 39-41 weeks a year. This limits their work time to the academic year and the fact that they have to use their paid time off when the students are on campus dictates that at times, Health Services is understaffed. There are also challenges with the summer schedule. An increasing number of students are working on campus, attending summer school and athletes are returning as early as June. Since the Health Services staff works the academic year, it is a challenge to students who want access to Health Services and are directed to off campus clinics since Health Services is closed in June and July.

The staff has felt that it has been a wonderful opportunity to have Elizabeth Drexler-Hines housed in Loyola. There is a sharing of wellness knowledge and excitement for future planning of health education programming.