ANNUAL ASSESSMENT REPORT
AND
STRATEGIC PLANNING UPDATE
Year: 2008

Area or Unit Name: STUDENT HEALTH SERVICES
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Section 1. Goals and Accomplishments

Goal 1: Access and Diversity: Recruit, retain and graduate a larger, more academically prepared and more diverse student body.

- Increase patient count in direct correlation with enrollment increases: Realized 20% increase in patient utilization of the Allergy specialty clinic from fiscal year 2007.
- Increase patient count in direct correlation with enrollment increases: Through a partnership with the City of Lubbock prosecutor’s office, increased utilization of the Raider Assistance Program, Student Health Services’ alcohol, tobacco and other drug assessment and referral program, by 110% from fiscal year 2007.
- Increase patient count in direct correlation with enrollment increases: Completed administration of patient satisfaction surveys in fall 2007 and spring 2008. The patient satisfaction survey reported that in fall 2007, 99% of Student Health Services patients surveyed gave a passing grade in overall satisfaction with their experience at Student Health Services. This represents a 6% increase from the 93% of patients who gave a passing grade in overall satisfaction in fall 2006.
- Create and implement health education programs to promote healthy behaviors and avoidance of preventable disease: The number of international students enrolled in the student health insurance plan grew from 823 in fall 2006 to 932 in fall 2007, resulting in a 13% increase in international students covered by our student health insurance plan.
- Create and implement health education programs to promote healthy behaviors and avoidance of preventable disease: Realized increase of 10% in the students participating in Health Education presentations and awareness events from fiscal year 2007 to fiscal year 2008. The number of students participating grew from 4,984 in fiscal year 2007 to 5,487 in fiscal year 2008.
- Create and implement health education programs to promote healthy behaviors and avoidance of preventable disease: Seventy-six percent (76.4%) of incoming freshman completed all three AlcoholEdu® surveys in fall 2007.
- Incorporate accreditation and technology in delivery of quality health care for students: The total number of visitors to the Student Health Services website grew from 28,877 in fiscal year 2007 to 57,791 in fiscal year 2008, resulting in a 100% increase in utilization of online health and wellness information.
- Incorporate accreditation and technology in delivery of quality health care for students: Passed accreditation site survey by the Joint Commission on Accreditation of Health Care Organizations, the gold standard for quality in health care.
- Incorporate accreditation and technology in delivery of quality health care for students: Initiated implementation of ledger billing with student health insurance plan as a measure of convenience and cost savings to patients.
- Incorporate accreditation and technology in delivery of quality health care for students: Realized incremental increases in utilization of electronic health record by medical staff, nursing, laboratory, pharmacy, and radiology.

Goal 2: Human Resources and Infrastructure: Increase and use resources to recruit and retain quality staff and to support an optimal work environment.

- This goal was not addressed in the current Student Health Services assessment report.

Goal 3: Undergraduate Teaching and Learning: Enhance the undergraduate, graduate and professional student learning experience by implementing nationally recognized standards in all departments, facilities, programs and services.

- This goal was not addressed in the Student Health Services FY 2008 strategic plan.

Goal 4: Graduate and Professional Education: Enhance graduate and professional education opportunities.

- This goal was not addressed in the Student Health Services FY 2008 strategic plan.

Goal 5: Engagement: Provide scholarly outreach opportunities that contribute to student learning and benefit our local and campus communities.

- This goal was not addressed in the Student Health Services FY 2008 strategic plan.

Goal 6: Partnerships: Build strategic partnerships and alliances with the local and campus community including K-12, community colleges and universities.
• Identify and report collaborative research and service partnerships within the university: As a result of partnerships with the
  Department of Family and Community Medicine at Texas Tech University Health Sciences Center, 12 Family Practice Resident
  physicians, 5 Dermatology Resident physicians, and 4 Sports Medicine Fellows participated in patient care rotations at Student
  Health Services.

• Identify and report collaborative research and service partnerships within and outside the university: Sustained partnership with
  four academic departments at Texas Tech University Health Sciences and Covenant Health Systems to enhance quality of
  patient care and increase specialty services offered to patients.

• Identify and report collaborative research and service partnerships within and outside the university: Partnered with
  components of Texas Tech University system and the City of Lubbock in community health emergency preparedness activities.

• Identify and report collaborative research and service partnerships within the university: Sustained partnership with Texas Tech
  University Student Counseling Center staff through participation in case management meetings to ensure effective service
  provision to students with mental health issues.

• Identify and report collaborative research and service partnerships within the university: Collaborated with and supported
  activities of student-led Medical Service Fee Advisory Committee.

• Identify and report collaborative research and service partnerships with and outside the university: Facilitated Raider
  Assistance Program Coalition meetings each semester designed to increase awareness of student alcohol and other drug
  abuse and dependence and resources available on campus and in the Lubbock community to assist students in maintaining
  healthy substance-related behaviors.

• Identify and report collaborative research and service partnerships with and outside the university: Collaborated with over
  twenty campus and community organizations in the planning and implementation of health promotion activities.

• Identify and report collaborative research and service partnerships with and outside the university: Evaluated results of
  AlcoholEdu® surveys and shared key findings with stakeholders across campus and the Lubbock community.

• Identify and report collaborative research and service partnerships outside the university: Partnered with the City of Lubbock
  Health Department to comply with guidelines related to disease surveillance and infectious disease control.

• Identify and report collaborative research and service partnerships outside the university: Participated in combined peer chart
  review with Big XII student health departments.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
STUDENT HEALTH SERVICES

Area/Unit Specific Information

Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
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Section 3b. Qualitative Information.
There is no qualitative information for the current year.
Commentary:

Student Health Services continues to focus on access to mental health care, lack of health insurance coverage and high-risk drinking as issues with strong potential to impact the retention of students. Our goal with regard to mental health services is to increase availability of care in correlation with increases in enrollment. Our utilization of the Mental Health specialty clinic showed a minor decrease of 4%. In anticipation of increases in enrollment, we will pursue a partnership with the Texas Tech University Health Sciences Center Department of Psychiatry to increase the number of available provider hours for students with mental health issues. Efforts in improving compliance with mandatory health insurance coverage for international students resulted in a 13% increase in the number of international students covered in fall 2007. We obtained an 76.4% completion rate among first year students taking the online AlcoholEdu® course. AlcoholEdu® serves as the cornerstone in Texas Tech's approach to high-risk drinking prevention. We have yet to meet our benchmark of 95% completion for the course and will continue to engage in on-going educational efforts with parents, students, faculty and staff in partnership with the Raider Assistance Program Coalition and AlcoholEdu® Taskforce.

Implementation Plan:

Transition to digital radiology technology will require an estimated $120,000 in fiscal year 2009. Cost of maintenance and repair on current radiology equipment will become prohibitive as existing x-ray film equipment becomes obsolete. Additionally, continued implementation of the AlcoholEdu® course for first-year students to meet our 95% completion benchmark will necessitate $120,000 to fund another four-year contract with Outside the Classroom, the vendor of the AlcoholEdu® course in fall 2008.