DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
for Calendar Year 2004

Unit Title:

O.W. REILY HEALTH SERVICES

Unit Administrator:

BEVALINE BLACK, RN, BCFNP, DIRECTOR

II. Data and information for department:

<table>
<thead>
<tr>
<th></th>
<th>2001</th>
<th>2002</th>
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<td>TOTAL VISITS</td>
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<td>9630</td>
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<td>DR'S CALL</td>
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<td>981</td>
<td>1009</td>
<td>1082</td>
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<td>AFTER 8 PM</td>
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<td>688</td>
<td>648</td>
<td>696</td>
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<tr>
<td>WEEKENDS</td>
<td>562</td>
<td>459</td>
<td>464</td>
<td>575</td>
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III. Personnel:

New personnel: Assistant Director, Frances Sanders, LPN
July 17, 2004

Noteworthy activities and accomplishments:

NONE

New position(s) requested, with justification:

NONE

Recommended change of status

NONE
V. Department Goals for 2004

A. **UNIT GOAL #1**
   Provide treatment for illness or injury by:
   a) dispensing medication on a timely basis
   b) appropriate education given at an appropriate time
   c) provide guidelines for self-care (information sheets)

B. **Institutional Goal which was supported by this goal:**
   **University goal #12**
   Provide effective and efficient services in the support of the institutional mission

C. **Expected Results:**
   Students will be satisfied with treatment received.
   Students will be free of illness upon completion of treatment.
   Students will not need to follow up treatment of illness.
   Students will be satisfied with service received.
   Student will be treated in a timely manner

D. **Evaluation Procedure(s):**
   Measured by documented statistics
   Informal observations by physicians and nurses

E. **Actual Results of Evaluation:**
   During the 2004 year, the actual number of students seen at the Student Health Center during Dr’s Call increased by 73. As with any matter of data collecting, with each change of personnel, the accuracy of the data may change.

F. **Use of Evaluation Results:**
   An increase or decrease of visits does not measure “our worth”. These numbers measure the numbers served. When student needs are met and the student is free of illness, the student is a more productive being.

VI. Learning Outcome Assessment Plan

A. **Learning Outcome #:1**
   The student should be able to discover the services available at Student Health Services

B. **Assessment Tools and Methods**
   **Measure One:** One Card System print out from Student Business Services.
   **Measure Two:** Calculated monthly reports from Student Health Service
   **Measure Three:** Totaled yearly reports from Student Health Service
C. Data Collection and Analysis
   Data Collection Procedure: Check with the Student Business Services to gather information from one card system reports. Record the number of new charts. Document whether student is a commuter or resident of Campus Housing.
   Analysis Procedure: Look at number of commuters utilizing Student Health Services for the Fall semester 2004

D. Results of Evaluation
   Findings: Unable to determine this value due to One Card System is new therefore it reports each student as a new student and a first time user, consequently data is incorrect. The monthly and yearly reports do not have the category of new charts, or the category for identifying commuters or residents in order to make a conclusion.
   Recommendation 1: Introduce a new procedure for the daily reports to include two new categories: first time users and commuters
   Recommendation 2: Understand the report by the Student Business Services will not be accurate until it has been used for four years as far as determining first time users.
   Recommendation 3: none

E. Use of Evaluation Results
   Response: Must determine a new process of data collection in order to evaluate the first time users and commuter students. These results will document the need for a procedure to educate entering students and commuting students. These results will be affected by the variables of value and worth of a free service as opposed to a charged service (students state: sometimes they feel like they need to see a “REAL DOCTOR”)

F. Assessment Team Members
   Members:
     Staff of Student Health Services.
     Student Business Services, one card system.

V. Department Goals for 2004

A. Goal #2
   Provide methods of prevention of illness or disease by:
   a) offering influenza vaccine
   b) offering meningitis vaccine
   c) offering educational materials on influenza and meningitis risk factors
   d) offering lipid profile screening
   e) offering health promotion for cholesterol and cardiac risk
   f) offering diet or nutritional counseling, diabetes risk
   g) offering health promotion for unhealthy dieting practices
   h) offering education and cessation products for smoking cessation
   i) offering referral to counseling department
B. Institutional Goal:
University Goal #11
Provide the environment which contributes to the growth and development
of the student and the campus community. Maintain optimal environment
for living and learning.

C. Expected Results:
Observable increase of student participants in the preventive services
Awareness of the National Guidelines for Healthy People 2010 and the
Contributions for the Nation using the guidelines for Healthy Campus 2010
and the effect on future communities.

D. Evaluation Procedure(s):
Measured by all documented statistics

E. Actual Results of Evaluation:
a) Influenza vaccines numbered over 400
b) Lipid profile screening’s of #356 participants for the spring and fall offering
where participants requested more information and counseling on results of tests.
Participants did not include any students
c) Student weight gain on campus is evident with Mississippi being #1 in
obesity with over 25% of the population being obese
d) Smoking cessation program on campus involved over 40 total participants

F. Use of Evaluation Results:
Evaluate variables such as marketing and advertising of services offered,
including immunizations and Health Screening
Offer the student information on immunizations
Become more aggressive with offering of diet and nutrition counseling
Offer the student options on diet information
Encourage a smoker to participate in the smoking cessation program
Offer the student information on immunizations
Offer the students information about the Health Screening

VI. Learning Outcome Assessment Plan
A. Learning Outcome #2
The student should be able to utilize the offering of the meningitis vaccination
each fall, the Influenza vaccination offered in November, the lipid profile
screening two times yearly, nutritional counseling the year around, Smoking
Cessation program all semesters and referral to counseling services when the
need arises.

B. Assessment Tools and Methods
Measure One: The totaling of the Maxium Service data reports for the meningitis
Vaccination
Measure Two: The monthly reports with vaccination totals and cessation totals
Measure Three: One card system (unable to use now but will use in the future)
C. Data Collection and Analysis

Data Collection Procedure:
Count the number of meningitis vaccines given, evaluate classifications of students receiving vaccine. Tally the number of males and females and compare on-campus to off-campus participants. Also evaluation of the payment method used was completed.
Count the number of influenza vaccines given.
Keep a record of student participation in the lipid profile screening.
Recording the student participation in the cessation smoking campaign through the reporting by the Office of the Partnership for a Healthy Mississippi on Campus Total the number of participants in nutritional dieting and weight loss of students involved in this offering

Analysis Procedure: Look at Maxium vaccine report, the evaluation of the students participation in activities offered each semester, measured monthly and yearly in 2004. Be Prepared for the unexpected: The nation experienced a shortage of the influenza vaccine, which caused the lack of vaccines available for students.
The vaccine was restricted for just the very old, sick or young.

D. Results of Evaluation

Findings: 20 meningitis vaccines given

<table>
<thead>
<tr>
<th>Number on campus</th>
<th>18</th>
<th>Number of females</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number off campus</td>
<td>2</td>
<td>Number of Males</td>
<td>4</td>
</tr>
<tr>
<td>Number of</td>
<td>Freshman 14</td>
<td>Sophomore 2</td>
<td>Juniors 3</td>
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</table>

Payment forms: Personal check 17, Credit card 2, Cash 1 COST $90.00

Findings: 518 influenza vaccines given

<table>
<thead>
<tr>
<th># given</th>
<th>% of given vaccines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student participants</td>
<td>174</td>
</tr>
<tr>
<td>Faculty</td>
<td>27</td>
</tr>
<tr>
<td>Staff</td>
<td>39</td>
</tr>
<tr>
<td>Community</td>
<td>278</td>
</tr>
</tbody>
</table>

*Less than 4% of enrolled students participate in influenza vaccinations.
172 vaccines given to athletes @ a COST OF $10.00
All other participants will be charged the COST OF $20.00

Recommendation 1: Better advertising of the offering of vaccines. Posters and flyers posted on campus. Letters for meningitis will be given to parents in a timely manner. (Such as Parent orientation).
**Recommendation 2:** Increase the number of days the meningitis vaccine will be offered. Student Health will offer vaccine the week of September 19 through 23, 2005 at a fee of $90.00. Maxium planned to charge $130.00 in fall of 2005. The influenza vaccine will be offered from November 1, to December 14th at a reduced rate for students.

**Recommendation 3:** To help more students to utilize the Student Health service for vaccinations. Offer the vaccine in the Student Union, at the Student Health Center and in the residence halls. Offer reduced rate for vaccine to students.

**E. Use of Evaluation Results**

**Response:**
1) Letter to parents included in the orientation packets summer 2004 explaining the need for the meningitis vaccination, the cost and the date the vaccine would be available. The Director spoke to the parents on Parent Orientation Day about this vaccine.

2) The cost of the meningitis vaccine will be less by offering the vaccine without Maxium services. The price quoted by Maxium for 2005 would be $130.00. Student Health will offer the vaccine at cost which is $90.00.

3) Student Health will not use Maxium Health Systems in 2005 due to the problems with their services. The parent letter arrived the weekend following the vaccination day.

4) Offer more than one setting for the vaccination. Use the Student Union, the Student Health Center and residence Halls. Lower price for influenza vaccine for students

**F. Assessment Team Members**

Members: Staff of Student Health Services.
- Director of orientation
- Student Business Service, one card system.

**V. Department Goals for 2004**

**A. Goal #3**

Provide education on Health Promotion and Healthy Campus 2010 by:
- offer residence hall programs
- offer individual health promotion
- market health promotion at sporting events
- offer self-care information sheets
- offer health information on web page
B. Institutional Goal: UNIVERSITY GOAL #9
   PROVIDE A RICH CAMPUS LIFE WITH OPPORTUNITIES FOR
   PERSONAL DEVELOPMENT.
   a) Through activities such as programs on health issues
   b) Provide opportunities for personal development
   c) Provide education for health promotion and national health objectives for 2010

C. Expected Results:
   Health education programs and Self-care information sheets can often answer
   general questions concerning health issues and health problems. Individual
   health counseling sessions can answer specific health concerns. Web based
   health sites are not always accurate. Offering fact-based health information is
   a form of health promotion.

D. Evaluation Procedure(s):
   Determine the number of participants in the program and the number of self-care
   information sheets supplied to the students.

E. Actual Results of Evaluation:
   Measured by all documented statistics

F. Use of Evaluation Results:

VI. Learning Outcome Assessment Plan

A. Learning Outcome #: 3
   The student should be able to utilize the offering of the vaccines for influenza
   or meningitis.

B. Assessment Tools and Methods
   Measure One: Monthly reports at Student Health Service
   Measure Two: Influenza vaccination and meningitis vaccine forms
   Measure Three: One card system (should work for vaccines)

C. Data Collection and Analysis
   Data Collection Procedure: Count the number of influenza vaccines
given. Evaluate participants according whether participant is student, Faculty,
staff, or a community members.
   Calculate the percent of enrolled students participating in the influenza
   vaccination program. Calculate the total for the meningitis vaccine with similar
   breakdown as previous years.
D. Results of Evaluation

Findings: 20 meningitis vaccines given

<table>
<thead>
<tr>
<th>Number on campus</th>
<th>#18</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number off</td>
<td>#2</td>
<td>Number of</td>
<td>#4</td>
</tr>
<tr>
<td>campus</td>
<td></td>
<td>Males</td>
<td></td>
</tr>
<tr>
<td>Number of</td>
<td>Freshman #14</td>
<td>Sophomore #2</td>
<td>Juniors #3</td>
</tr>
</tbody>
</table>

Payment forms: Personal check #17, Credit card #2, Cash $1 COST $90.00

Findings: 518 influenza vaccines given

| Student participants | #174 | 33.5% |
| Faculty              | # 27 | 5 %   |
| Staff                | # 39 | 7.5%  |
| Community            | #278 | 54 %  |

*Less than 4% of enrolled students other than athletics participate in influenza vaccinations.

172 vaccines given to athletes @ a COST OF $10.00

All other participants will be charged the COST OF $20.00

Recommendation 1: Include influenza vaccination information in the parent letter concerning the meningitis vaccine.

Recommendation 2: Better advertising on campus with posters, flyers, information on the DSU website Post-its, and in the student newspaper.

Recommendation 3: None

E. Use of Evaluation Results

Response:

1). More aggressive offering for educational programs in the residence halls.
2). The nation experienced a shortage of the influenza vaccine, which caused students to not get the vaccine. The vaccine was restricted for just the very old, those with chronic illness or infants.

F. Assessment Team Members

Members: The Student Health Center Staff.
Director of Orientation
Student Business Services,(one card system)

V. Department Goals for 2004

A. Goal #4

Provide services for the community by offering:

a) the influenza vaccinations to individuals in the community
b) the cardiac risk panel, along with other tests like PSA, Thyroid, ALT
c) to perform blood pressure measurement
d) to answer general question concerning health, nutrition, medical terms
B. Institutional Goal which was supported by this goal:

UNIVERSITY GOAL, #7
STRENGTHEN THE COOPERATIVE RELATIONSHIPS WITH BUSINESS, INDUSTRY, COMMUNITY GROUPS, GOVERNMENT, AND OTHER EDUCATIONAL INSTITUTIONS.

a) Through activities such as programs on health issues
b) Through providing education for health promotion
c) Through referring community members to their personal physicians when appropriate

C. Expected Results:
The community will participate in the offering of influenza vaccinations, and the screening tests for heart, liver, thyroid and prostate. Student Health nurses will answer general questions concerning health issues

D. Evaluation Procedure(s):
Determine the number of participants in the programs offered

E. Actual Results of Evaluation:
Measure by all document statistics. The number of participants for the Cardiac Risk panel, the PSA, the ALT, and/or the thyroid screening totaled 356. The number of community participants for influenza vaccines was 278 which was 54% of the total influenza vaccinations given.

F. Use of Evaluation Results:
Evaluate variables such as marketing and advertising of services offered. Bolivar Medical Center takes responsibility for the advertising of the cardiac screening profile and the other tests offered at the same time. Bolivar Medical Center Lab workers perform the phlebotomy procedure. The DSU School of Nursing is responsible for the advertising on campus through flyers in the mail box.

VI. Learning Outcome Assessment Plan

A. Learning Outcome #:  4
The community should be able to utilize the offering of the Health Screenings.

B. Assessment Tools and Methods
Measure One: physical count

Measure Two: daily and monthly reports
C. Data Collection and Analysis

Data Collection Procedure: Count the number of participants that were non-faculty, non-staff and non-students during health screenings and influenza vaccination days. Data for the Cardiac Risk Panel, ALT, PSA, and Thyroid screenings are collected from the total reported by The Bolivar Medical Center processed lab tests. Count the number of influenza vaccines given to community members.

Analysis Procedure: From daily and monthly totals, look at report for the Spring and Fall total of the health screening. From daily and monthly total, calculate the number of influenza vaccinations given each fall. Request data from Bolivar Medical Center.

D. Results of Evaluation

Findings: Health Screening had 356 community and faculty participants

<table>
<thead>
<tr>
<th>Findings: 518 influenza vaccines given</th>
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</tr>
<tr>
<td>Community</td>
<td>#278</td>
<td>54%</td>
</tr>
</tbody>
</table>

Recommendation 1: Identify the number of Health Screening participants that are non-faculty, non-staff, and non-students in order to determine the number of community participants.

Recommendation 2: Identify the time periods in increments of every 30 minutes in order to determine the times most used by participants.

Recommendation 3: Prepare special counting sheets to record non-faculty, non-staff, and non-students in order to measure the community members more accurately.

E. Use of Evaluation Results

Response: The time for the Health Screening was increased from 8:00 AM to 8:30 AM, in order to meet the needs of the participants.

F. Assessment Team Members

Members: Delta State University Student Health Services Staff
Bolivar Medical Center
Bolivar Medical Center Lab
School of Nursing