

## Student Health Services

Division of the University: Student Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/11/2022 4:49:42 PM

Prepared by: autumn.lucas@mga.edu

Email address of person responsible for this report: Autumn Lucas autumn.lucas@mga.edu

**Department Mission and Goals.** The mission and goals of the department should be consistent over a 5-year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long-term goals (5-year range) for the depart

	preventive health care and consultations, thereby minimizing their impact on academic and work progress.
--	--

<p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p>	<ol style="list-style-type: none"><li>1. Implement brief mental health screenings utilizing the PHQ assessment tool during all patient encounters and track referrals for positive screenings on a monthly basis.</li><li>2. Provide Student Health Services information to all new MGA students attending orientation sessions by creating a flyer by the end of fall 2021 for orientation packet distribution across all five campuses.</li><li>3. Track student learning based on conditions addressed and education provided by Student Health Services through surveys and follow up calls within 30 days of clinic visit (including making more informed health decisions to minimize class/work absences and improvement of services offered?).</li><li>4. Track Student Health Services accessibility and consistency of clinic availability on the Macon campus to determine need for additional staff.</li></ol>
--	--

## Objectives

**Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.**

### Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Implement brief mental health screenings utilizing the PHQ assessment tool during all patient encounters and track referrals for positive screenings on a monthly basis.
9. Objective 1: Detail specifically how your department measured this objective? (Survey,	

	improvement include screening with all encounters for new and returning patients as well as broadening an internal policy for reference on referrals and best practices with positive and/or borderline screening results.
--	--

## **Objective 2**

15. Objective 2: What was this department's second objective for this fiscal year?  
Objectives should be specific, measurable, and achievable within one year.

Provide Student Health Services information to all new MGA students attending



## Objective 4

<p>29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Track Student Health Services accessibility and consistency of clinic availability on the Macon campus to determine need for additional staff.</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>SHS staff tallied calls and/or patient feedback regarding limitations of clinic schedule and/or provider availability. As a consequence of limited provider time, records were not maintained consistently, but are reflected in monthly reports. Thanks to HERFF and the support of the Student Affairs VP/Covid-19 campus liaison, a temporary contract position was approved for the spring 2022 semester. Following staff agency hiring delays, a medical assistant joined the Macon clinic in March and was incredibly helpful with clinic coverage and clinical assistance. This underscored the need for a permanent position.</p>
<p>31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Collection of sufficient data to support the need for additional staffing.</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>Unspecific.</p>
<p>33. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e., 82%, 6%, 345 attendees, 75% engagement)</p>	<p>Achieved, not numerical.</p>
<p>34. Objective 4: Did your department meet this objective? 35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>The department met this objective.  Given our budget constraints, we greatly value the added position and look forward to</p>

## Future Plans

36. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.

1. The department of Student Health Services will develop an internal policy for management of PHQ mental health screenings by the end of fall 2022 and demonstrate a 95% implementation rate with all patient encounters.
2. The department of Student Health Services will highlight services and provide information to MGA students with an engaging pre-recorded approach that can be utilized in various events, including orientation and welcome-week across all five campuses.
3. The department of Student Health Services will track student learning and visit feedback based on conditions addressed and education provided by Student Health Services through surveys and follow up calls

	a priority, we are making plans to return to in-person health fair programming across all five campuses in the fall.
--	--

**MGA's Strategic Plan**

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan



Momentum Year, Low-Cost No-Cost Books, etc.)	
43. Mindset Update (Academic Deans ONLY)	N/A

