

**STUDENT HEALTH SERVICES  
ANNUAL REPORT  
2014 – 2015**

1. **Department Mission, Vision, Core Values:**  
<http://www.fau.edu/shs/about/missionstatement.php>
2. **Organizational Chart and List of Staff Members:**  
[http://www.fau.edu/shs/PDFs/shs\\_org\\_chart\\_june2015.pdf](http://www.fau.edu/shs/PDFs/shs_org_chart_june2015.pdf)
3. **Review of 14/15 goals with outcomes, relevant data, and assessment and improvement (from IEA) –**
  - a. Flu vaccine administration: SHS administered 800 doses of seasonal influenza vaccine in FY 15. This represented a 16% increase over the previous year. SHS has set a goal of administering 1000 doses of vaccine in FY 16.
  - b. HIV testing: SHS continues to focus on encouraging HIV testing, according to Centers for Disease Control and Prevention guidelines. SHS performed 978 HIV tests during FY15, compared to 826 tests in FY 14, for an increase of 18%. SHS staff will continue to promote HIV testing in accordance with recommendations from the CDC.
  - c. SHS made concerted efforts to maximize the utilization and customer service features of the patient portal, and tracked three metrics to evaluate the effectiveness of these efforts. These included the number of students registered on the portal, the number of appointments scheduled using the portal and the number of secure messages sent via the portal. The following results are noted:
    - i. 5337 students registered to use the portal in FY15, compared to 3313 in FY 14, for an increase of 61%
    - ii. 2226 appointments were scheduled using the patient portal in FY 15, compared to 1451 in FY 14, for an increase of 53%
    - iii. 7994 secure messages were sent via the patient portal in FY 15, compared to 4516 in FY 14, for an increase of 77%
4. **Relevant data (numbers and percent increases) that demonstrate goals/accomplishments and the advance of the strategic plan (from IEA if applicable)**
  - a. Flu vaccine administration and HIV testing advance the university Healthy Campus 2020 initiatives. See above for effectiveness of these efforts.
  - b. The patient portal project advances university goals of improving access to services and the customer service experience. See above for details on the effectiveness of our efforts.
5. **Goals for 2015-16**

**Goal 1.** Successfully implement the new electronic medical record (EMR) and revenue

cycle management product (RCM) from eClinicalWorks (eCW), along with the other FAU-affiliated health-service operations. **Supports the FAU University Goal of Quality:** *Continuously-assessed and evolving best practices. Design a resilient, lean organization—based on best logistical practices—that identifies economies of scale and incorporates new technologies to promote institutional development.* **Supports the FAU Platform of Healthy and Sustainable campus.**

Measured by:

- Quality of clinical documentation maintained, evaluated through regular chart audits
- Successful third-party commercial health insurance billing and revenue capture from billable patient care services, evidenced by revenue capture, low claims rejection numbers, and other metrics
- Successful conversion to ICD-10 diagnosis code standards as part of the eCW project, evidenced by low number of rejected claims for diagnosis coding problems

**Goal 2.** Successfully renew full accreditation with the Accreditation Association for Ambulatory Health Care (AAAHC). **Supports the FAU University Goal of Quality:** *Continuously-assessed and evolving best practices. Design a resilient, lean organization—based on best logistical practices—that identifies economies of scale and incorporates new technologies to promote institutional development.* **Supports the FAU Platform of Healthy and Sustainable campus.**

Measured by:

- Successful application
- Successful site visit
- Award of full 3-year accreditation term

**Goal 3.** Continue to improve efficiency and effectiveness in administering the SUS BOG and FAU BOT immunization compliance program and international health insurance program. **Supports the FAU University Goal of Quality:** *Continuously-assessed and evolving best practices. Design a resilient, lean organization—based on best logistical practices—that identifies economies of scale and incorporates new technologies to promote institutional development.* **Supports the FAU Platform of Healthy and Sustainable campus.**

Measured by:

- A reduction in the number of immunization holds still in place when students attend transfer and FTIC orientation.
- Qualitative and quantitative assessment of the international student health insurance program.

**Goal 4.** Pursue dental service program enhancements, including:

- Implementing the Dental module in eClinicalWorks.

- Exploring the potential to implement dental insurance billing as part of eCW RCM.
- Evaluate space and equipment needs of the dental operation and pursue a remodeling project to achieve better patient throughput and privacy for the operation.

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Measured by:

- Implementing the dental module
- Implementing dental insurance billing
- Completing a space and equipment remodel/enhancement that achieves goals of privacy and efficient patient throughput

**Goal 5.** Successfully implement expanded service hours at the Boca Raton campus Medical Clinic and FAU Pharmacy. **Supports the FAU University Goal of Quality:** *Continuously-assessed and evolving best practices. Design a resilient, lean organization—based on best logistical practices—that identifies economies of scale and incorporates new technologies to promote institutional development.* **Supports the FAU Platform of Healthy and Sustainable campus.**

Measured by:

- Qualitative and quantitative impact on staffing costs, ability to meet daily demand for patient appointments and patient satisfaction with hours.

## 6. 2014-2015 Student Health Services Executive Summary Accomplishments

- Successfully planned and implemented the move of the FAU Pharmacy from the second floor of the Student Services building to the Student Union. The project was complex, and included attention to extensive security and regulatory requirements, technology installation, and significant logistics to accomplish. Impact:
  - Comments from students have been very positive, noting the bright and inviting look of the store, and expressing appreciation for the expanded hours of service available in the new location.
  - The move created space for an extensive line of health products that help students initiate appropriate self-care for a variety of common illnesses and injuries, reducing the potential for negative impact on their academic progress.
  - The move supported mutual goals with the Student Union that resulted in better visibility/accessibility of the services, particularly for incoming students and families attending new student orientation, and commuter students.

- Visibility of the services promotes awareness of pharmacy as a profession for students exploring career options.
- b. SHS administrative team involvement on the University A-Team to streamline admission and enrollment processes. SHS staff members worked with university partners on a weekly basis throughout the year to ensure immunization compliance program administration integrated smoothly and effectively with all student onboarding processes. These efforts resulted in successfully moving immunization hold compliance “upstream” in the onboarding process. This, along with other process changes, supported the university goal for new students to be “#OwlDone and Registered for Classes” before attending their orientation session.
- c. Successful leadership transition and incorporation of new Health and Wellness department alignment within the Division. SHS staff met the challenges inherent in a major leadership transition that resulted from the retirement of the long-time director, and the implementation of a new organizational structure within the division. Services to students never skipped a beat, a testament to the professionalism and commitment of the SHS staff across all services lines.
- d. SHS relationships and collaborations with university partners remain strong. Examples include:
  - Support for University Athletics. SHS staff play critical roles in ongoing support of important NCAA compliance program requirements. SHS also provides facility support for new student athlete physicals several times throughout the year.
  - Support for College of Medicine research initiatives. SHS nursing staff provide support for ongoing College of Medicine research projects, including participant assessment, blood draws and other skilled support roles that are essential to the research projects.
  - Support for all aspects of the Healthy Campus 2020 initiatives, including the Tobacco Free Campus policy implementation.

### **Major Challenges**

- eClinicalWorks implementation. SHS had a stable, familiar electronic medical record (EMR) in place for many years. Based on a number of factors unrelated to SHS, all FAU medical service providers were directed to implement a common EMR by October 1, 2015. This extremely ambitious timeline also coincides with SHS’s busiest period of demand for direct patient care services. It will be very challenging to meet this goal and will tax every aspect of the operation to meet it.
- AAAHC accreditation renewal. FAU SHS was awarded its initial full, three-year accreditation status with the Accreditation Association for Ambulatory Health Care (AAAHC) in February 2013. The first accreditation renewal survey will be conducted in February 2016. The application process and preparation requirements are extensive and will be underway simultaneously with the EMR implementation project described above.