



Student Health Services

Division of Student Affairs

www.fau.edu/shs

**Annual Report
2015 - 2016**

July 1, 2016

Student Health Services (SHS)
Annual Report
2015 - 2016

1. Executive Summary

- Points of Pride/Major Accomplishments:
 - **Full three-year AAAHC accreditation renewal – January 2016**
 - **Implementation of new electronic medical record using e-Clinical Works (eCW) -- October, 2015.**

- **Patient care visits:** (See Table 1) -- all campuses
 - **Total student encounters served from July 1, 2015 to June 23, 2016 = 10,140** on all campuses, by the following types of providers (does not include “nurse only” visits):
 - Physicians (primary care and GYN) = **4,272**
 - Nurse practitioners = **4,119**
 - Dentist = **1,208**
 - Dietitian = **541**
 - **Patient age = # seen under age 18 = 5; number seen over age 64 = 2**
 - **Patient gender percentage:**
 - Female encounters = 63.2%; Male encounters = 36.8%
 - **Totals by Campus** (eCW data from Oct. 1, 2015 to June 23, 2016) [See Table 2]:
 - Boca Campus = **10,792 encounters**
 - Davie Campus = **437**
 - Jupiter Campus = **210**

Due to the fact that the electronic medical record was changed to a different vendor in October, the data comparison from 2014-2015 is not clear. The above numbers will be used for annual data comparison moving forward (starting fiscal year 2016-2017). See Tables 1 and 2 in Appendix.

- The **FAU Pharmacy** filled a total of **8117** prescriptions.

- The **SHS immunization office** processed records for **over 10,000** incoming students.

- **Influenza vaccination:**
 - **2015-2016: 930** doses of seasonal influenza administered, representing a **16% increase** from previous year.
 - **2014-2015: 800** doses given

- **Contributions to Student Learning & Development:**
 - SHS core services, including quality and accessible patient care focused on the needs of the young adult college student population, health screenings and promotions, immunization, physical examinations, encouragement of health insurance coverage, and personalized educational consultations all support the FAU mission by enhancing student academic success and retention by reducing the impact of illness and injury on the student’s pursuit of their educational goals.
 - SHS staff provide expertise and support serving on a number of division and university committees. Examples include:
 - Exceptional Circumstances Withdrawal

- NCAA drug appeal committee
- Medical withdrawal committee
- Students of Concern Committee
- Safety and Security Committee for international education programs

- SHS staff support incoming student programs/services including orientation, recruitment events and welcome week activities.
- All SHS physicians hold affiliate or full-time faculty appointments with the FAU Charles E. Schmidt College of Medicine, in the departments of Clinical Biomedical Sciences, Family Medicine, Internal Medicine, and OB-GYN.
 - The Acting Chief Medical Officer precepts two medical students at the SHS Clinic, teaching clinical skills.
 - The gynecologist works at SHS approximately 24 hours/week and is the GYN clerkship director for third year medical students.
- Two SHS nurse practitioners have each precepted a nurse practitioner student for the Christine E. Lynn College of Nursing.

➤ **Scope of Services:**

- Primary care services, including medical and women's health on the Boca, Davie and Jupiter campuses, that are tailored to the needs of the young adult college student population and emphasize personal health education and prevention.
- Dental services in dental suite on the Boca campus
- Registered dietician services on the Boca, Davie and Jupiter campuses
- Pharmacy on the Boca campus
- Immunization compliance program management for all incoming FAU students
- Student Health Insurance:
 - Mandatory hard-waiver program management for all international students, including Navitas students
 - Assistance with voluntary domestic student plan
 - Annual renewal process management and coordination

➤ **Did You Know?**

- FAU was the first SUS university in Florida to provide primary dental services as part of Student Health Services.

2. Department mission, vision, and core values

Mission Statement

Florida Atlantic University Student Health Services provides high quality healthcare, education and public health services to a diverse community to enhance student learning and promote lifelong success.

<http://www.fau.edu/shs/about/missionstatement.php>

Vision

Student Health Services will be an outstanding resource committed to meeting the changing health and wellness needs of the university community.

<http://www.fau.edu/shs/about/missionstatement.php>

Values

- Advocacy
- Collaboration
- Evidence-based, patient-centered care
- Excellence
- Inclusivity
- Innovation
- Learning
- Positive work environment
- Professionalism
- Stewardship

<http://www.fau.edu/shs/about/missionstatement.php>

3. Organizational chart and list of staff members

Staff Members

July 1, 2016

Alpha List, by Campus Location:

Boca Campus Clinic

Alex, Michele (Dentist)
Almond, Shellie (Administrative Services Manager)
Auster, Lilian (Program Assistant)
Baker, Ety (Registered Dietitian)
Bernadin, Juny (Certified Medical Assistant)
Brown, Udine (Office Assistant)
Budhu, Anjuleka (Registered Nurse Specialist)
Cha, Lisa (Program Assistant)
Dieujuste, Sharlene (Program Assistant)
DiGilio, Susanne (Certified Medical Assistant)
Dollinger, Robert (Acting Chief Medical Officer, hysician)
Drummond, Tasha (Health Information Management Supervisor)
Kot, Gary (Health Information Assistant)
Kujala, Raija (Dental Assistant)
Neimark, Minda (Physician)
Oliveira, Nara (Dental Hygienist)
Persaud, Amanda (Medical Program Assistant)
Ray, Karen (Coordinator, Nursing Services)
Santagata, Carol (Program Assistant)
Sharpe, Amelia (Senior Registered Nurse)
Williams, Cherie (Program Assistant)

FAU Pharmacy

Applys, Carline (Pharmacy Manager, Pharmacist)
Benjamin, Shanice (Pharmacy Technician)
Gomez, Angie (Pharmacy Clerk)
Pecoraro, Anthony (Pharmacist)

Davie (Broward) Campus Clinic

Drummond, Sasha (Program Assistant)
McCarthy, R. Claire (Assistant Director Student Affairs, ARNP)

Jupiter (McArthur) Campus Clinic

Albury, Tiffany (Certified Medical Assistant)

SHS Team: by Departments and Service Unit: (as of July 1, 2016)

(All staff work at Boca, unless otherwise indicated)

Administrative Support:

- *Shellie Almond – Administrative Services Manager
- Udine Brown – Office Assistant
- Cherie Williams – Program Assistant

Business Office:

- Business Manager - TBD

Front Office and Health Information:

- *Tasha Drummond – Health Information Supervisor
- Gary Kot – Health Information Assistant
- Sharlene Dieujuste – Program Assistant
- Amanda Persaud – Medical Program Assistant
- Carol Santagata -- Program Assistant
- Sasha Drummond – Program Assistant (Davie Campus)

Nursing:

- Nurse Practitioners:
 - o Boca - TBD (2-3)
 - o Claire McCarthy – Assistant Director Student Affairs, ARNP -- (Davie Campus)
 - o Jupiter -- ARNP from Boca or Davie (part-time)
- Registered Nurses:
 - o *Karen Ray – Coordinator, Nursing Services
 - o Anjuleka Budhu - Registered Nurse Specialist; Quality Assurance and Risk Management
 - o Amelia Sharpe – Senior Registered Nurse
- Certified Medical Assistants
 - o Juny Bernadin
 - o Susanne DiGilio
 - o Tiffany Albury -- Jupiter

Physicians:

- *Robert Dollinger, M.D. -- Acting Chief Medical Officer, Internal Medicine
- OB-GYN: Minda Neimark, M.D. -- Gynecology
- College of Medicine physicians – part-time [total ~1.0 FTE]
 - o Joanna Drowos, D.O. – Family Medicine
 - o Allison Holley, M.D. – Family Medicine
 - o Jennifer Foster, M.D. – Internal Medicine
 - o Parvathi Perumareddi, D.O. -- Family Medicine
 - o Dawn Sherling, M.D. – Internal Medicine

Dental:

- *Michele Alex, DDS
- Nara Oliveira -- Dental Hygienist
- Raija Kujala – Dental Assistant

Pharmacy

- *Carline Applys – Pharmacy Manager, pharmacist
- Shanice Benjamin – Pharmacy Technician
- Angie Gomez – Pharmacy Clerk
- Anthony Pecoraro – Pharmacist (part-time)

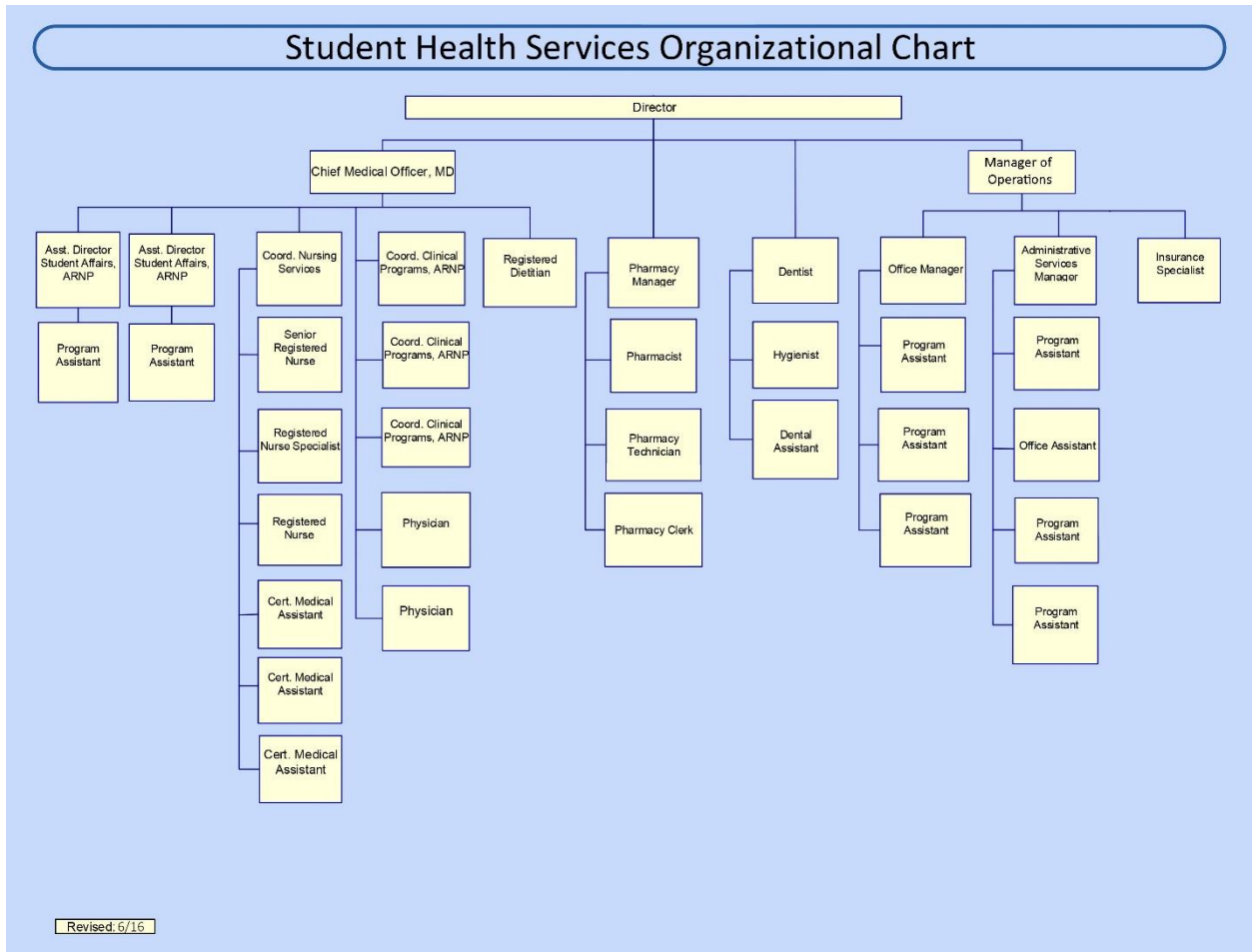
Nutrition Consultation

- *Etty Baker, R.D.

Immunization Compliance:

- Lillian Auster - Program Assistant
- Lisa Cha – Program Assistant

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http://www.fau.edu/shs/PDFs/shs_org_chart_june2015.pdf -- Will be added to SHS website.

4. FY 16 IEA Studies/Signature Achievements:

Learning Outcome #1: Utilization of the portal

Summary: SHS was unable to track this learning outcome in 2015-16 due to the implementation of a new electronic medical record and portal system. Recommend that new metrics be developed to help assess the impact/value of portal use, to be tracked starting in 2017-2018.

Learning Outcome #2: HIV testing

Summary: HIV testing: SHS continues to focus on encouraging HIV testing and educating students about the importance of abstinence and safer sex, according to Centers for Disease Control and Prevention guidelines. SHS performed

- 855 HIV tests during FY 16,
- 978 HIV tests during FY 15, and
- 826 HIV tests during FY 14.

SHS staff will continue to promote HIV testing in accordance with recommendations from the CDC.

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Learning Outcome #3: Influenza study

Summary: Flu vaccine administration: SHS administered

- 930 doses of seasonal influenza vaccine in FY 16, representing a 16% increase over the previous year
- 800 doses of seasonal influenza vaccine in FY 15.

5. FY 17 IEA studies:

Student Health Services: Goals 2016-2017

Goal 1: Provide a more collaborative educational and clinical approach to HIV testing

Learning Outcome: promote appropriate testing for HIV in the patient population at SHS, according to CDC guidelines. College students, especially minority students, have a relatively high incidence of new HIV infections in the United States, making prevention and education extremely important and part of the overall mission of SHS and the Division of Student Affairs.

- **Measurable objectives:** By April 2017, the SHS will collaborate with Owls Care Health Promotion and SHAC students to co-sponsor at least two (2) clinically-relevant educational activities that relate to prevention (e.g., breast cancer awareness, heart health, sexually transmitted infections/safer sex, etc.).
- **Connections:** supports the FAU platform of Healthy and Sustainable Campus.

Goal 2: Increase University outreach regarding influenza vaccination

Learning Outcome: promote annual flu vaccine in the student population at FAU, according to CDC guidelines. The two most effective ways to prevent the transmission of influenza, and other viral respiratory-acquired infections, are handwashing and vaccination.

- **Measurable Objectives:**
 1. By December 15, 2016, the SHS will conduct at least one (1) influenza vaccine educational campaign in Housing, Student Union, College of Medicine, and Athletics.
 2. By October 1, 2016, solicit the assistance of SHAC to assist with the influenza vaccination campaign on campus.
- **Connections:** supports the FAU platform of Healthy and Sustainable Campus.

Goal 3: Increase visibility of Student Health Services on the Boca Campus

Learning Outcome: Promote the services of Student Health Services as an integral component at FAU in terms of improving academic performance, retention, and success after graduation.

- **Measurable objectives:**
 1. By June 30, 2017, increase numbers of patient encounters seen by providers (physicians, mid-level providers) at the Boca SHS by 10%.
 2. By June 30, 2017, increase the number of programs and services that are provided to residential students, student athletes, and allied health students by 10%.
 3. Work with the Division of Student Affairs Marketing Department to develop a marketing plan that promotes SHS clinical care services by December 2016.

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4. Solicit the assistance of SHAC to conduct at least two (2) campus-wide student surveys to evaluate SHS expanded hours by December 15, 2016 (Fall Semester) and April 30, 2017 (Spring Semester).
- Connections: supports the FAU platform of Healthy and Sustainable Campus

6. FY 16 Department goals, in support of the Division and University Strategic Plan:

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

Outcome: Partially successful. Specific results include:

- Quality of clinical documentation: highly intact. AAAHC site visit included chart review. Only one partial compliance finding was related to clinic documentation. Peer review and quality studies have been regularly conducted since eCW was implemented and no electronic medical record documentation shortfalls have been identified.
- Third-party revenue capture: not successful. Implementation of eClinical Works revealed underlying problems including incomplete credentialing of SHS providers with insurance companies. Third party billing was suspended in December 2015, and will be resumed as soon as provider credentialing is completed.
- ICD-10 conversion: Completely successful. ICD-10 diagnosis codes are being utilized in all clinical records.

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

Outcome: Completely successful. AAAHC site visit conducted on Jan 11-12, 2016 resulted in award of full 3-year accreditation.

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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.

Outcome: Highly successful. Efforts to manage these compliance programs “up-stream” in the onboarding process have helped ensure that students are able to enroll in classes.

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.
- 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:

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

Outcome: Partially successful. Specific outcomes include:

- Implementation of the eClinical Works dental module is essentially complete. Some work orders remain open, including a ticket to include the completed dental history form in the final, locked encounter of each dental visit.
- Dental insurance billing: not started, and not expected to be explored during this upcoming FY. Medical billing needs to be the priority for the foreseeable future.
- Dental space remodel: partially started. A dedicated provider office was added to the dental suite in FY 16. Other renovations may be included with the larger SHS remodel, if approval is obtained to move forward on that project.

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:

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

Outcome: successful. Staffing for expanded hours for FAU Pharmacy and the Boca medical clinic was successfully implemented in FY 16. Qualitative and quantitative data was not tracked in FY 16. Recommend determining two or three measures that could be reasonably tracked in FY 17 to further evaluate utilization, cost, and impact on patient satisfaction.

7. Proposed FY 17 department goals, in support of the Division and University Strategic Plan:

Goal 1. Continue eClinical Works implementation efforts, for both the EMR and RCM components.

- 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
- Use of the patient portal to enhance secure/confidential patient communication when it comes to diagnostic test results, appointment reminders for follow-up visits, and health education.

Goal 2. 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 that remain when students attend transfer and FTIC orientation.
- Qualitative and quantitative assessment of the international student health insurance program.

Goal 3. Continue to provide 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.

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Measured by:

- Qualitative and quantitative impact on costs for additional eight hours of SHS staff needs (provider, nurse, Front Office Staff, pharmacist).
- Number of patient encounters and number of unique (unduplicated) students accessing services after 5:00PM (four hours) and on Saturdays (four hours).
- Measurements of Pharmacy utilization after 5:00PM and on Saturdays in terms of students served and numbers of prescriptions filled and refilled.
- Results of “Patient Satisfaction Surveys” reveal that SHS clinical operations is meeting demand and providing quality medical services.
- Empower SHAC to conduct patient satisfaction surveys and focus groups for needs assessments for potential service expansion in the next fiscal year.

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Appendix

Table 1: Provider Clinical Encounters 2015-2016
[PyraMed + eCW]

Type of Provider	Provider	# Encounters	Cumulative Total
ARNP	Susan Dash, ARNP	1616	{resigned Feb. 2016}
	Luba Fry, ARNP	1608	{resigned Feb. 2016}
	Deborah Griswold, ARNP	85	{resigned Aug. 2015}
	Claire McCarthy, ARNP	510 (Boca + Davie)	
	Marvis Nelson, ARNP	135 (Boca + Jupiter)	{retired March 2016}
	Renee Hannah, ARNP (Agency)	165 (Boca + Jupiter)	{March - April 2016}
Physicians	College of Medicine:	<u>890 (total)</u>	{began Jan. 2016}
	• Joanna Drowos, DO	181	
	• Jennifer Foster, MD	82	
	• Allison Holley, MD	303	
	• Parvathi Perumareddi, DO	154	
	• Dawn Sherling, MD	170	
	Thierno Diallo, MD	102	{resigned Oct. 2015}
	Robert Dollinger, MD	1,936*	{began Aug. 24, 2015}
	Minda Neimark, MD - GYN	780	
	Carine Porfiri, MD	564*	{resigned Feb. 2016}
			4,272
	Total Medical Providers		8,391
Dentist	Michelle Alex, DDS & staff	1,208	1,208
Dietitian	Etty Baker, R.D.	541	541

*Does not include immunization titer and PPD test reviews and consultations as indicated; does not include administrative type of student visits (e.g., consultations for medical withdrawal, special accommodations, interviews for classes, meeting with parents and others as authorized by patient, etc.). **Encounter totals do not include "nurse only" visits.**

Table 2: Partner Campus Clinical Services

Only eCW data (Oct. 2015 - June 23, 2016)

Type of patient encounter	Boca	Davie	Jupiter	Totals
New	1,215	216	67	1498
Established	8,127	213	134	8474
% New*	15%	64%	33%	17.7%
Nutrition	471 (24% new)	11	9	491
Dental	948	0	0	948
Consultation	31	0	0	31
Total	10,792	437	210	11,439
% of total	94.3%	3.8%	1.9%	100%

*A "new" patient is defined as a student seen for the very first time by any medical provider (nurse practitioner, physician) at the SHS, any campus. The New designation was not recorded for nutrition and dental visits.

Note: Encounters do not include "nurse only" visits for immunizations, lab tests, PPD, triage to providers, etc. That data, unique/unduplicated visits, and other patient demographics will be captured from eCW for next fiscal year.

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Table 3:

Top 20 Diagnoses
Oct. 1, 2015 – June 23, 2016

Rank	Diagnosis/ICD Code
1	Screening for STI's
2	Screening for Measles, Rubella
3	Encounter for immunizations, TB testing
4	Viral illness, upper respiratory infection, pharyngitis NOS
5	Contraception Management
6	Dental – cleaning, decalcification, decay of teeth, gingivitis, receding gums
7	Vaginosis, Candidiasis, vaginitis
8	Cystitis, Urinary Tract Infection
9	Tonsillitis, Strep Pharyngitis
10	Sinusitis, rhinitis, post-nasal drip
11	Bronchitis
12	Anxiety
13	Dermatitis, acne, rash, exanthem
14	Fatigue
15	Abdominal cramping, GI
16	Blood pressure elevation
17	Abrasion, skin trauma
18	Amenorrhea
19	Headache
20	Obesity