



FLORIDA ATLANTIC
UNIVERSITY

Student Health Services
Division of Student Affairs

STUDENT HEALTH SERVICES

ANNUAL REPORT

2013-2014

**STUDENT HEALTH SERVICES
ANNUAL REPORT
2013-2014**

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**STUDENT HEALTH SERVICES
ANNUAL REPORT
2013 – 2014**

1. Department Mission, Vision, 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.

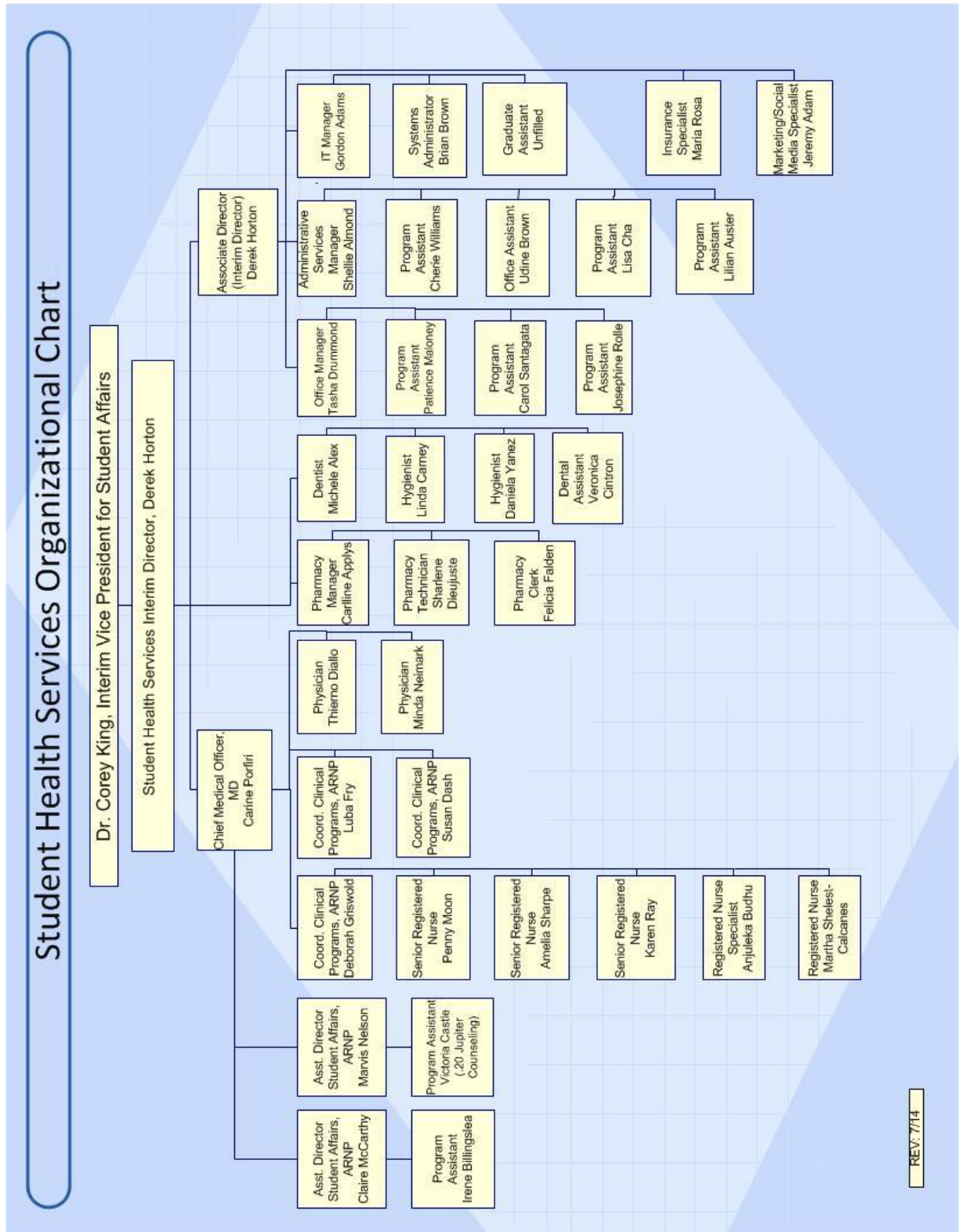
VISION

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

VALUES

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

2. Organizational Chart and List of Staff Members



**FLORIDA ATLANTIC UNIVERSITY STUDENT HEALTH SERVICES
STAFF MEMBERS**

July 1, 2014

Boca Campus Clinic

Adam, Jeremy (Marketing/Social Media Specialist)
Adams, Gordon (IT Manager)
Alex, Michele (Dentist)
Almond, Shellie (Administrative Services Manager)
Applys, Carline (Pharmacy Manager)
Auster, Lilian (Program Assistant)
Brown, Brian (Systems Administrator)
Brown, Udine (Office Assistant)
Budhu, Anjuleka (RN Specialist)
Carney, Linda (Hygienist)
Cha, Lisa (Program Assistant)
Cintron, Veronica (Dental Assistant)
Dash, Susan (Coordinator/Clinical Programs, ARNP)
Diallo, Thierno (Physician)
Dieujuste, Sharlene (Pharmacy Technician)
Drummond, Tasha (Office Manager)
Falden, Felicia (Pharmacy Clerk)
Fry, Luba (Coordinator/Clinical Programs, ARNP)
Griswold, Deborah (Coordinator/Clinical Programs, ARNP)
Horton, Derek (Interim Director)
Maloney, Patience (Program Assistant)
Moon, Penny (Senior RN)
Neimark, Minda (Physician)

Porfiri, Carine (Chief Medical Officer, Physician)

Ray, Karen (Senior RN)
Rolle, Josephine (Program Assistant)
Rosa, Maria (Insurance Specialist)
Santagata, Carol (Program Assistant)
Sharpe, Amelia (Senior RN)
Shelest-Calcanes, Martha (RN)
Williams, Cherie (Program Assistant)
Yanez, Daniela (Hygienist)

Broward Campus Clinic

Billingsley, Irene (Program Assistant)
McCarthy, R. Claire (Assistant Director Student Affairs, ARNP)

Jupiter Campus Clinic

Nelson, Marvis (Assistant Director Student Affairs, ARNP)
Castle, Victoria (Program Assistant)

3. Signature Accomplishments for 2013-2014

| Campus clinic | 2011-12 | | 2012-13 | | 2013-14 | |
|---|--------------------------|---|--------------------------|---|--------------------------|---|
| | Total patient encounters | Unduplicated headcount/ students served | Total patient encounters | Unduplicated headcount/ students served | Total patient encounters | Unduplicated headcount/ students served |
| Boca | 16,663 | 6,940 | 15,536 | 6,907 | 14,611 | 6,844 |
| Broward | 748 | 488 | 706 | 425 | 648 | 381 |
| Jupiter | 648 | 265 | 403 | 193 | 389 | 202 |
| Treasure Coast (off campus contracted) | 23 | 7 | 17 | 5 | 11 | 2 |
| Totals | 18,082 | 7,770 | 16,662 | 7,530 | 15,659 | 7,429 |

All Campuses: Major Accomplishments

- SHS completed its first year of national accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- SHS fully implemented third party insurance billing this year. We are in-network with Florida Blue (Blue Cross/Blue Shield), Cigna, UnitedHealthcare and Aetna. Our insurance specialist was increased to full time status.
- SHS provided influenza vaccine to students on all campuses at no additional cost. Seven hundred fourteen (714) doses were provided, a 7.5% increase over last year. For the first time, flu immunization outreach was coordinated with Boca Housing for all freshman residence halls.
- The SHS secure web portal allowed clinicians to send 4,516 secure messages, including laboratory/other diagnostic test results, to patients, a 61% increase over last year. To date, 5,915 patients have registered to utilize the web portal, an increase of 131% over last year. The web portal appointment feature was expanded to include select dental appointments. A total of 1,471 appointments were made utilizing the web portal.
- Of 253 student respondents, 97% ranked their most recent visit as “very good” to “excellent” on student satisfaction surveys for Jupiter, Broward,

and Boca Of patients who participated in the satisfaction surveys this year, 75% were able to identify one health item they learned during their most recent SHS clinic visit.

- For the first time, the ACHA Patient Satisfaction Survey was administered in Fall 2013, allowing for benchmarking against other colleges nationwide. 247 student respondents gave an 85% overall satisfaction rating (the highest rating) for services received. (See Appendix A for further details.)
- The unduplicated headcount utilization for all on-campus and contracted health services was 24% of the entire student population.
- The SHS website had 167,807 page views by 21,895 site visitors. Unique site visitors were up 10% over last year; page views were up 11%.
- Immunization Office staff manually input data for 57,350 student immunizations.
- Insurance compliance and MM hold clearance were performed for 668 international students, up 3% over last year.
- Provision of immunizations of all types (except influenza) to registered students increased 2% this year.
- Six hundred (600) pounds of food and toiletry items were collected university wide during the annual Have-a-Heart Food Drive benefiting community agencies that provide services to persons living with HIV/AIDS: COMPASS in West Palm Beach, the Poverello Center in Broward and Project Response in the Treasure Coast.

All Campuses: Other Highlights

- A university-wide committee, including students, reviewed 2014-2015 student health insurance plan proposals, including an SUS Student Insurance Consortium proposal. Aetna was selected to provide two separate plans: 1) for international students, the premium will be 6.3% lower than last year, and 2) for domestic students, the premium will be 22% higher than last year due to increased plan utilization and additional coverage/benefits mandated by the Affordable Care Act.
- We serve our diverse student body at all three campus clinics: 68% of visits were by women and 32% by men; of students who identified their ethnicity, 53% of visits were by white students, 23% by black, 16% by Hispanic, 6% by Asian and <1% by American Indian students. International students had 622 visits this year.
- “Same Day” appointments (students seen the same day as they requested to be seen) made up 43% of all clinic visits. The average time a student spent per visit in our clinics was 53 minutes.

- Prior to registration, non-registered prospective students received 117 immunizations, down 2.5% over last year due to more students coming to FAU with required immunizations in place. SHS provided 1,442 blood titers for this group to assess immunity.
- Six hundred (600) HIV antibody tests were provided in all three clinics, an increase of 280% over last year. 88% of the HIV antibody tests performed were provided at no charge to students through our State HIV testing contract.

Boca Campus:

- Pharmacy:

The FAU Pharmacy filled 8,108 prescriptions, a 27.5% decrease over last year. 45.6% of filled prescriptions were for commuter students, 33.4% for residential students (up 17% over last year), 2.9% for student athletes, and 0.43% for residential student athletes. 2.5% of Rx's were for faculty/staff and 15.17% for community individuals/others. 39.5% of prescription sales were filled under insurance, including 9.4% under the FAU student insurance plan. 51.6% of prescriptions were not covered by insurance; those students received a discount. Our Pharmacy Manager served as a Clinical Preceptor for the pharmacy intern program at Nova Southeastern University (NSU), supervising two interns. She also served as a judge for NSU pharmacy student poster presentations in April.

Several pharmacy audits, including Medco, State, FAU and internal quarterly audits were successfully completed this year. A year-end full inventory count of 385 over-the-counter and 460 prescription items (total 829 items) was performed on June 28, 2014. No discrepancies were found in controlled medications. All discrepancies in other drugs and over-the-counter items were resolved, with a grand total audit difference of -\$462.03.

In this year's Pharmacy Satisfaction Survey (N-50), 84% of responders reported customer service as excellent or very good; 87% reported medication prices were what was expected or lower; 84% rated staff politeness and professionalism very good to excellent; 93% would recommend the FAU Pharmacy to others; 42% were uninsured. (See Appendix B for further details.)

- A part-time marketing specialist was hired to oversee all marketing efforts. Boca SHS video was created by Owl TV.
- Physician patient encounters were up 4% and Women's Clinic visits were up 45% over last year.
- There were 1,465 total patient encounters for the Dental Clinic (dentist and dental hygienists), down 10% over last year, despite increased

marketing efforts. Five hundred seventy-three (593) students received dental services. Dentist patient encounters were down 4%. A “new dental patient” promotion in November and December netted 97 new dental patients who received free oral exams. Sixteen percent (16%) of those new patients returned for further dental services. A dental video was created and utilized by Owl TV.

- Our Student Satisfaction survey (N-222) of Boca SHS patients had the following highlights for students who answered specific questions:
73% identified one health-related learning outcome from their most recent SHS visit;
91% waited less than 10 minutes to be seen by a provider for their appointment;
99% reported the quality of care by nurses was “very good” to “excellent”;
94% reported the explanation of their diagnosis and treatment by our physicians/nurse practitioners was “very good” to “excellent”;
97% rated their most recent visit to SHS as “very good” to “excellent”;
91% said availability of appointments was “very good” to “excellent”;
99% would recommend our services to other students;
96% stated they received prompt service from our reception staff; and
36% reported they were uninsured, down 14% from last year. (See Appendix C for further details.)
- The Student Health Advisory Council (S.H.A.C.), comprised of all student members, continued its advisory work for its eighth year, holding thirteen (13) meetings. SHAC sponsored a table at the Wellness Expo and Safer Spring Break festival, held outreach events in the Breezeway promoting SHS services and co-sponsored a FAU Pharmacy “Prescription Drug Abuse” presentation with AMSA (FAU pre-med student group). They also co-sponsored with Delta Sigma Theta Sorority an Affordable Care Act insurance program for approximately 75 attendees. The SHAC president served on the Student Health Insurance Committee and the Director Search Committee.

Jupiter:

- This campus clinic provided 389 encounters for medical/women’s healthcare, a 3% decrease over last year.
- In a student satisfaction survey (N-13) of students who used this campus clinic, 91% indicated their most recent clinic visit was “very good” to “excellent”; 100% said availability of appointments was “very good” to “excellent”, up 6% over last year; 31% were uninsured, up 19% over last year. 92% identified one health-related learning outcome during their most recent visit to SHS. (See Appendix D for further details.)

- Jupiter staff collaborated with other departments and provided free, walk-in BMI/BP screenings, HIV testing support, participated in trainings for Owl Leaders and RSA, Honors College (HC) open houses, Visit Days, move-in and freshman/family orientations, Transfer Expo, Club Fest, Have-A-Heart food drive for HIV/AIDS, late night breakfasts, homecoming parade and office decorating, Portion Distortion display and Safety Month display. Provided free flu vaccine at the January Student Affairs Meet and Greet event.

Broward:

- Davie SHS provided 648 primary care encounters, a decrease of 8% over last year, serving 381 unduplicated students
- In a student satisfaction survey (N-34), 97% indicated their most recent clinic visit at SHS Davie was “very good” to “excellent”; 93% said the explanation of their diagnosis and treatment was “very good” to “excellent”; 53% were uninsured, down 23% over last year. 82% identified one health-related learning outcome during their most recent visit to SHS. (See Appendix E for further details.)
- Collaboration with other departments allowed staff to participate in transfer orientations, a Veterans Fair, SAVI crochet event, breast cancer awareness event, tabling for Weeks of Welcome, Stress Less, Safer Spring Break and Safety Fair, assisted with Career Center event, attended “Movember” and Condom Bingo, among other health and wellness outreach programs. Co-hosted a Self-Help Fair with Counseling and Psychological Services. Provided monthly walk-in BP/BMI assessments. Participated in homecoming parade and office decorating.

Treasure Coast:

- Linda Delo, D.O., the Treasure Coast contracted health care provider, provided 11 medical office visits, down 3.5% over last year, for two (2) individual students.

4. Goals and Objectives for 2013-14

Goal 1. Finalize the implementation of third party insurance billing process. **Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 2. Increase by 10% the number of students who register to use the SHS secure web portal. **Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 3. Increase the number of on-campus clinic visits at Jupiter SHS and Davie SHS by 2%. **Not Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 4. Increase by 10% the number of doses of influenza vaccine provided to students at no additional charge (while vaccine supply lasts). **Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 5. Increase utilization and fiscal efficiencies of Dental Clinic as demonstrated by:

- a) Increase number of dental visits by 5% over last year; and
- b) Dental Clinic year-end balance sheet will demonstrate no deficits.

Partially Achieved. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.

Goal 6. Eighty-five percent (85%) of patients who respond to a learning outcome question will be able to articulate at least one item they learned during their most recent clinic visit. **Not Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 7. Create a Student Health Services marketing video. **Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 8. Increase utilization and fiscal efficiencies of the FAU Pharmacy as demonstrated by increasing by 5% the average number of prescriptions filled per month over last year. **Not Achieved.** Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.

5. How Major Accomplishments Advance the University and Student Affairs Strategic Plans

2013 AAAHC accreditation continues: National accreditation and external review for programs and services ensures we comply with national/professional/ operational/performance standards, supporting FAU Strategic Plan Goal 1.E.3 and Student Affairs Strategic Plan Goal 1.A.

Student health services are provided in support of the University's Strategic Plan, Goal 1.E.1, providing services that contribute to the retention and academic success of students and promote campus life. Our services also support Student Affairs Strategic Plan Goal 1.A by

supporting students' learning and development. Keeping students healthy keeps them in class and allows them to become and stay academically successful.

Our spring student satisfaction surveys, incorporating the assessment of student learning outcomes, and two other student learning outcome studies (influenza and sexually transmitted infections) this year, support FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A. We assess student health needs and student learning to create SHS programs and services that enrich student development and learning while at FAU.

Student Health Services satisfaction survey data indicate: a) 97% of responding students who used Boca campus service, b) 97% of students who use Broward campus services, and c) 91% who used Jupiter campus services rated their most recent visit "very good" to "excellent", supporting FAU Strategic Plan Goal 1.E.2: Assess student satisfaction with programs and service, and similarly supports Student Affairs Goal 1.A.

For the first time, the ACHA Patient Satisfaction Survey was administered in Fall 2013, allowing for benchmarking against other colleges nationwide. 247 student respondents gave an 85% overall satisfaction rating of "very satisfied" (the highest rating) for services received. This survey supports FAU Strategic Plan Goal 1.E.2: Assess student satisfaction with programs and service, and similarly supports Student Affairs Goal 1.A.

6. Relevant Data That Demonstrates Goals/Accomplishments and the Advancement of the Strategic Plan

(See Appendix F for relevant data.)

7. Goals for 2014-15

Goal 1. Increase the number of on-campus student clinic visits at Jupiter SHS and Davie SHS by 2%. Supporting FAU Strategic Plan Goal 1.A and Student Affairs Strategic Plan Goal 1.A.

Goal 2. Increase the number of no-charge influenza vaccines provided to students in all clinics by 5%. Supporting FAU Strategic Plan Goal 1.A and Student Affairs Strategic Plan Goal 1.A.

Goal 3. Increase utilization and fiscal efficiencies of Dental Clinic as demonstrated by: a) increase in dental clinic visits by 5% over last year and b) Dental Clinic year-end balance sheet will demonstrate no deficits. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 4. Ninety percent (90%) of patients who respond to a learning outcome question will be able to articulate at least one item they learned during their most recent clinic visit. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 5. Increase by 10% the number of students who register to use the SHS secure web portal. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A.

Goal 6. Increase utilization and fiscal efficiencies of the FAU Pharmacy as demonstrated by increasing by 5% the average number of prescriptions filled per month over last year. Supporting FAU Strategic Plan Goal 1.E.1 and Student Affairs Strategic Plan Goal 1.A and Goal IV.

Goal 7. Create technology/equipment (including software) five-year plan. Supporting FAU Strategic Plan Goal IV. D.1, D.2, D.3, D.5 and Student Affairs Strategic Plan Goal IV.

8. Budget Summary Supporting Goals for 2013-14

Florida Atlantic University Student Health Services (SHS) - Student Affairs 2013-2014 Fiscal Year (Est.)

| | Medical - Boca | Dental - Boca | Pharmacy - Boca | Wellness - Boca | Immunization - Boca | Administration - Boca | Jupiter | Harbor Branch | Davie | Reserve |
|-------------------------|-------------------|------------------|--------------------|--------------------|------------------------|--------------------------|-----------|------------------|-----------|-------------|
| Est. Beg Fund Bal | | | | | | \$662,560 | \$95,886 | \$49,722 | \$97,785 | \$7,159,820 |
| Revenue | \$353,829 | \$109,504 | \$370,094 | \$0 | \$0 | \$6,618,962 | \$3,391 | \$0 | \$14,322 | \$0 |
| Transfers In | \$1,040,600 | \$27,000 | \$125,000 | \$450,031 | \$84,236 | \$0 | \$191,505 | \$1,301 | \$184,918 | \$900,000 |
| Salary & Benefits | \$682,680 | \$0 | \$170,989 | \$247,476 | \$72,619 | \$734,139 | \$164,522 | \$0 | \$140,017 | \$0 |
| Other Personal Services | \$177,997 | \$117,809 | \$3,789 | \$95,853 | \$0 | \$9,992 | \$0 | \$0 | \$0 | \$0 |
| Expenses | \$290,660 | \$10,788 | \$285,086 | \$86,318 | \$5,371 | \$182,828 | \$12,775 | \$945 | \$48,422 | \$80,737 |
| Transfers Out | \$54,763 | \$7,016 | \$24,095 | \$19,203 | \$5,378 | \$5,266,196 | \$7,961 | \$42 | \$8,589 | \$3,609 |
| Net Income / (Loss) | \$188,328 | \$890 | \$11,135 | \$1,181 | \$869 | \$425,808 | \$9,638 | \$314 | \$2,212 | \$815,654 |
| Est. End Fund Bal | | | | | | \$1,088,368 | \$105,524 | \$50,036 | \$99,997 | \$7,975,474 |

Florida Atlantic University Student Health Services (SHS) - Student Affairs 2014-2015 Fiscal Year (Proj.)

| | Medical - Boca | Dental - Boca | Pharmacy - Boca | Wellness - Boca | Immunization - Boca | Administration - Boca | Jupiter | Harbor Branch | Davie | Reserve |
|-------------------------|-------------------|------------------|--------------------|--------------------|------------------------|--------------------------|-----------|------------------|-----------|-------------|
| Est. Beg Fund Bal | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,088,368 | \$105,524 | \$50,036 | \$99,997 | \$7,975,474 |
| Revenue | \$250,000 | \$182,635 | \$620,942 | \$0 | \$0 | \$6,635,752 | \$5,000 | \$0 | \$10,000 | \$0 |
| Transfers In | \$1,046,211 | \$0 | \$0 | \$429,593 | \$89,549 | \$0 | \$187,474 | \$0 | \$295,446 | \$814,144 |
| Salary & Benefits | \$765,748 | \$0 | \$186,733 | \$254,038 | \$80,717 | \$1,040,603 | \$132,053 | \$0 | \$207,343 | \$0 |
| Other Personal Services | \$195,237 | \$156,324 | \$10,753 | \$85,000 | \$0 | \$25,808 | \$0 | \$0 | \$0 | \$0 |
| Expenses | \$274,979 | \$15,000 | \$385,000 | \$72,174 | \$5,000 | \$326,023 | \$52,090 | \$3,000 | \$84,843 | \$662,967 |
| Transfers Out | \$60,247 | \$11,311 | \$38,456 | \$18,381 | \$3,832 | \$5,243,318 | \$8,331 | \$134 | \$13,260 | \$29,635 |
| Net Income / (Loss) | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | (\$3,134) | \$0 | \$121,542 |
| Est. End Fund Bal | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,088,368 | \$105,524 | \$46,902 | \$99,997 | \$8,097,016 |

9. Assessment Update

Six hundred sixteen (616) students/patients participated in four studies to measure learning outcome this year: 1) Influenza, 2) Sexually Transmitted Infections, 3) Learning Outcome During a Clinic Visit (on SHS satisfaction survey), and 4) ACHA-Patient Satisfaction Assessment Service.

- 1) Influenza Assessment: 100% of participants received a score of 85% or above on the post-test Influenza Assessment Tool. (See Appendix G for further details.)
- 2) STI Assessment: 98.3% of patients who completed the post-test achieved a score of 75% or above. (See Appendix G for further details.)
- 3) Satisfaction Survey Learning Outcome Assessment: Of 269 patients who participated in a satisfaction survey this year, 75% were able to identify one health item they learned during their most recent SHS clinic visit.
- 4) ACHA-Patient Satisfaction Assessment Service: Of 247 student respondents, over 95% stated they received information during their clinic visit that would improve their health.

Other SHS Quality Management Improvement studies completed this year:

- 1) Measuring Safe Injection Practices
- 2) Subpoena Checklist Review
- 3) ACHA-Patient Satisfaction Assessment Survey (benchmark survey)
- 4) ACHA-STI Survey (benchmark survey)
- 5) Sinusitis Treatment
- 6) SHS Patient Satisfaction Survey
- 7) Pharmacy Satisfaction Survey
- 8) Peer Reviews

10. Points of Pride

This year, Student Health Services:

- Held its first mobile vaccination clinic, providing 239 free flu vaccinations to students in the Boca residence halls and on Traditions Plaza;
- Coordinated the annual Have-A-Heart Food Drive, collecting 600 pounds of food and toiletries for community agencies serving people living with HIV/AIDS;
- Coordinated the Boca campus Safety Fair, bringing together FAU departments and community organizations to raise awareness about a wide variety of safety issues impacting members of the FAU community.

11. Traditions

Student Health Services proudly participates in the FAU Homecoming office decorating and parade.

12. Contributions to the University, Division and Professional Committees, Initiatives and Projects

SHS staff have participated in the following during 2013-14:

University:

BOG/State Legislative/SUS Committees regarding student insurance consortium and insurance billing, member (i.e. SUS Student Insurance Work Group)
FAU Self Insurance Plan, Council member
Athletics Insurance Committee, member
Safety Committee, member
Safety Month Planning Committee, members (Boca, Jupiter)
Boca Campus Safety Fair, Chair
Safety Month events, Boca, Davie, Jupiter
Admissions Review Board, member
Admissions Open Houses/Campus Days, staffed table
Title IX Committee, member
Honors College Visit Days
Study Abroad Safety and Security Committee, member
Athletics Drug Testing Committee, Chair and member
Athletics Drug Testing Appeals Sub-committee, Chair and member
Nursing Alumni Society, Executive Board member
Komen Race for the Cure Walk, participants
College of Nursing, Keep Memories Alive Walk, participant
Late Night Breakfasts, Boca and Jupiter
Orientations for freshmen, transfers, graduate, parents and Honors College
Homecoming activities/department decorating and parade
Weeks of Welcome events
Wellness/Health Promotion events
Broward/Jupiter Achievement Awards
FAU Service awards, 1 staff/10 year award, 3 staff/5 year awards
Campus of Difference training, multiple staff attended
FAU Stewardship Initiative

Divisional:

Student Affairs Retreats, members
Strategic Planning Sub-Committee
Orientation Committee
Weeks of Welcome Committee/activities

Club Fest
Healthy Owls Team, Chair (committee disbanded 2013)
Healthy Campus 2020 Coalition, Co-Chair
Student Health Insurance Committee, Chair, members
OSD Johnson Scholarship Committee, member
Student Crisis Awareness Committee, Consultant/member
Davie SIT, member
Exceptional Circumstances Withdrawal Committee, members
Medical Advisory Committee, member
Student Health Advisory Council, Advisor
Owlbetics (students with Diabetes club), Advisor
Housing/Residential Life, support for programs
Health Fairs/Expo (Boca, Broward, Jupiter)
Career Fairs (Boca, Broward)
Broward: lunch and learns, wellness topics, “Movember” event
Student Government elections volunteers
Student Affairs Search Committees, members, Boca, Davie, Jupiter
Jupiter Recreational Advisory Committee, member
Student Affairs Student Employee Gathering
Veterans Institute, staff attended
Safer Spring Break Festival, Boca, Davie

Professional:

American College Health Association (ACHA), members, conference
presider
Florida College Health Nurses Association, By-laws Chair
Florida College Health Alliance (SUS SHS directors)
Florida Nurses Association/American Nurses Association, members
American College of Nurse Practitioners, member
American Academy of Nurse Practitioners, members
Broward Nurse Practitioner Council, member
American Academy of Family Physicians, member
American Board of Family Medicine, Diplomate
Affiliate Assistant Professor, FAU Charles E. Schmidt College of
Medicine
American Academy of Family Physicians, Physician’s Proficiency
Testing Program, Clinical Microscopy Certification, three
providers

13. 2013-2014 Student Health Services Executive Summary

Accomplishments

- Completed the first year of national accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Fifteen thousand six hundred and forty-eight (15,648) patient encounters were provided across all clinics for 7,427 students or 24% of the entire FAU student population, remaining neutral from last year.
- Physician encounters were up 4%; Women's Clinic encounters were up 45%.
- SHS provided 714 doses of influenza vaccine to students on all campuses at no additional cost, a 7.5% increase over last year.
- Of 253 student respondents, 97% ranked their most recent visit as "very good" to "excellent" on student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast services.
- Of 269 patients who responded to a learning outcome question/survey this year, 75% were able to identify one health item they learned during their most recent SHS clinic visit.
- Of 247 students who responded to the ACHA-Patient Satisfaction Assessment Service, 73% stated they received information during their clinic visit that would improve their health.
- SHS website page views of 167,807 were up 11% this year; 20,895 people visited our site, up 10% over last year.
- Three thousand three hundred fifty (3,350) students registered to utilize the SHS secure web portal for patient communication this year, an increase of 65% over last year. Students may now make specific clinic appointments on-line for all three clinics. Students were sent 4,516 secure web portal messages containing their protected health information.
- Six hundred pounds of food and toiletry items were collected university wide during the annual Have-a-Heart Food Drive benefiting community agencies that provide services to persons living with HIV/AIDS.

Major Challenges

- Contracting with additional third party insurance companies
- Marketing health services to all students on all campuses to improve utilization of services

Survey Results & Analysis

for

**American College Health Association
Patient Satisfaction Assessment Service (ACHA-PSAS)**

Thursday, January 09, 2014

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Executive Summary

This report contains a detailed statistical analysis of the results to the survey titled

American College Health Association

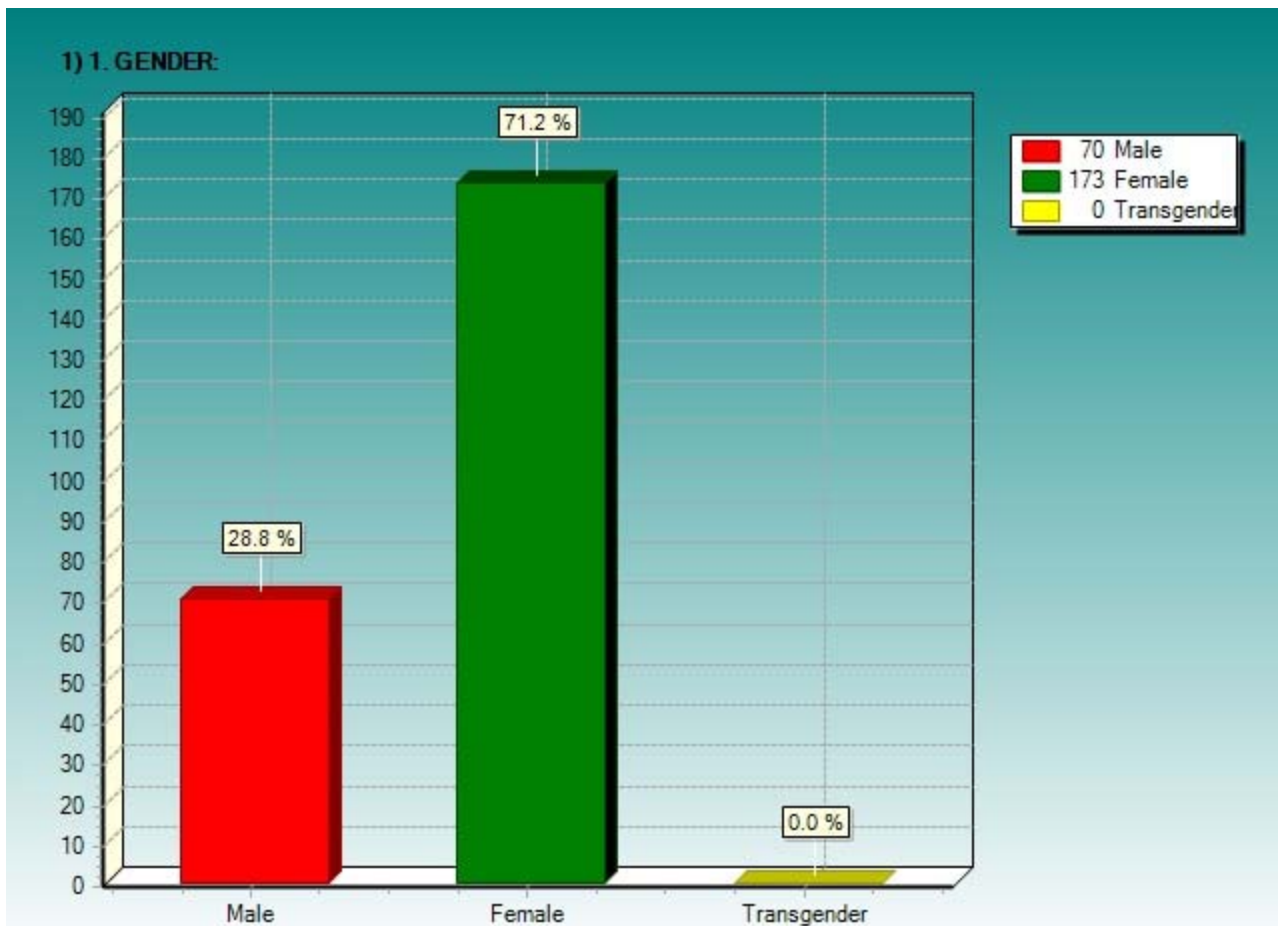
Patient Satisfaction Assessment Service (ACHA-PSAS) . The results analysis includes answers from all respondents who took the survey in the 118 day period from Wednesday, September 11, 2013 to Tuesday, January 07, 2014. 247 completed responses were received to the survey during this time.

Survey Results & Analysis

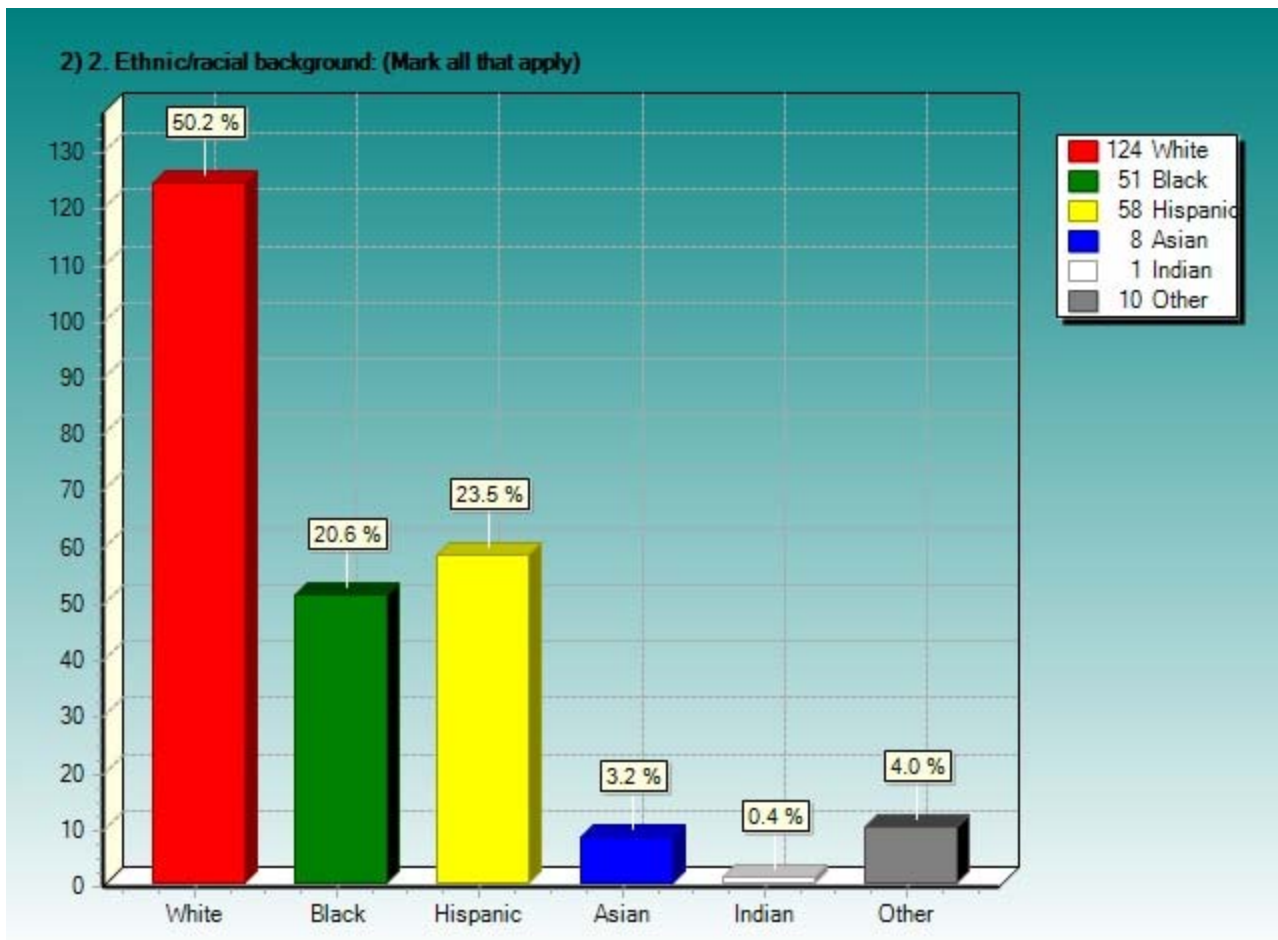
Survey:

**American College Health Association
Patient Satisfaction Assessment Service (ACHA-PSAS)
Author:** Patient Satisfaction
Filter:
Responses Received: 247

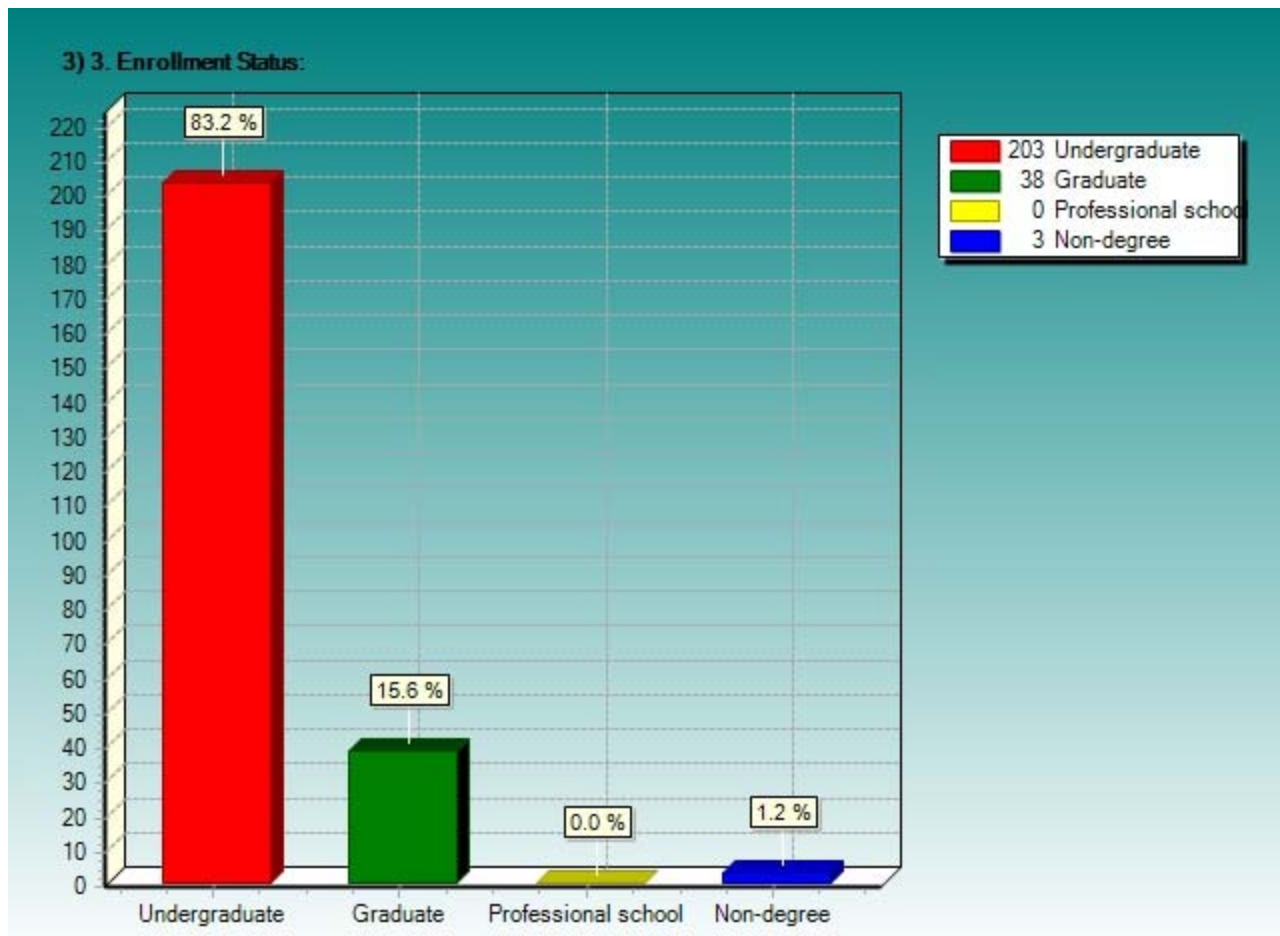
1) 1. GENDER:



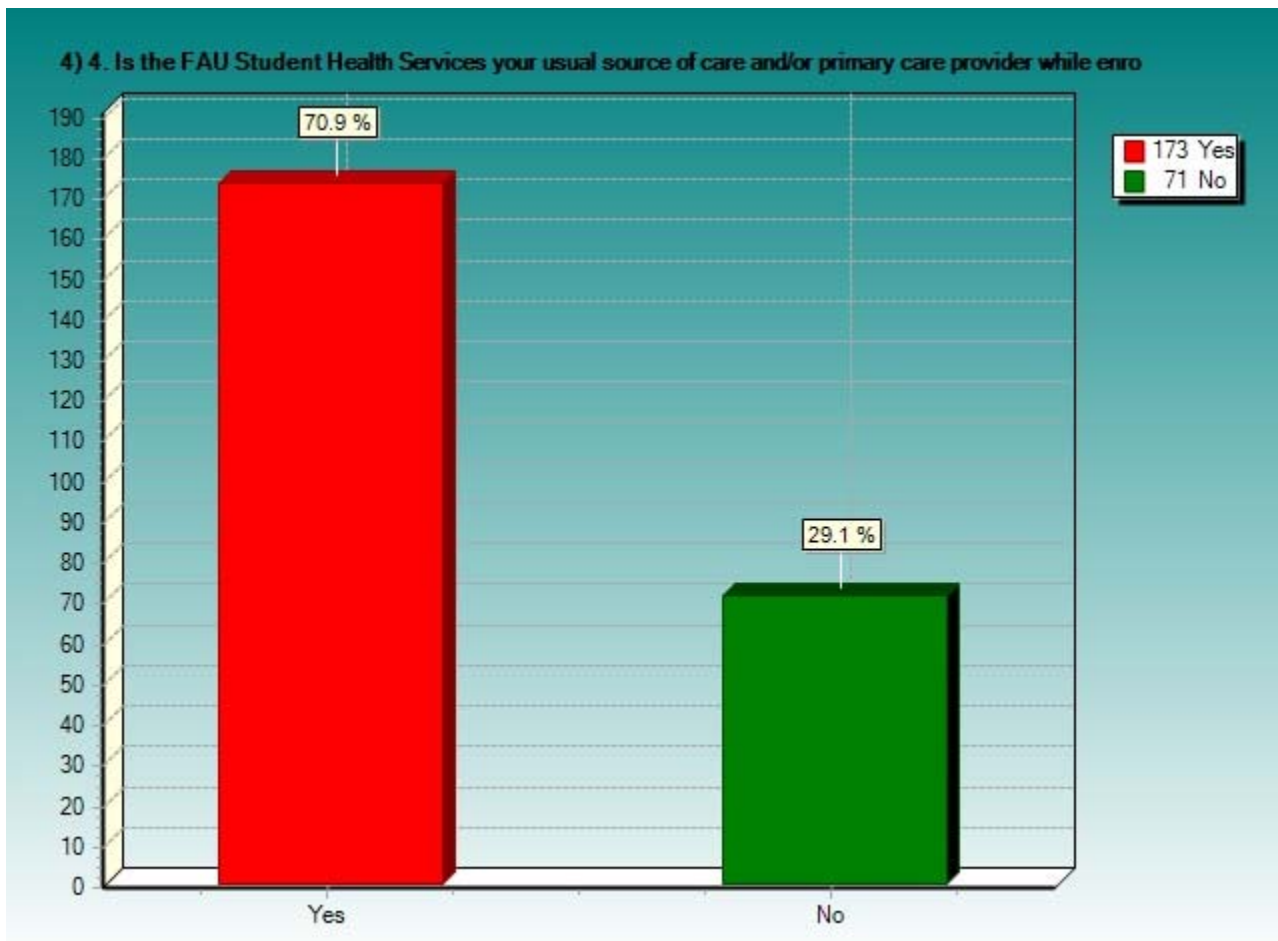
2) 2. Ethnic/racial background: (Mark all that apply)



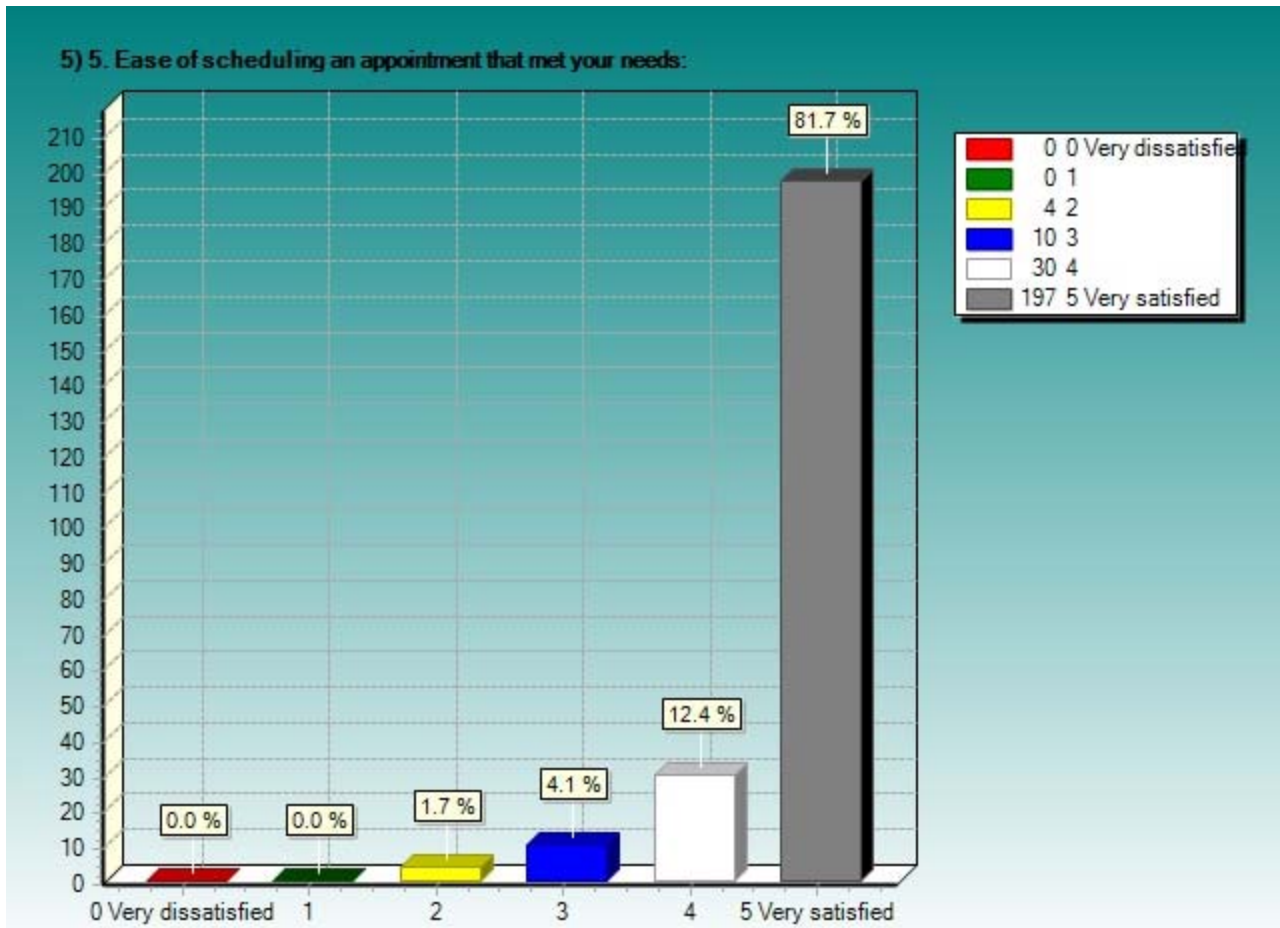
3) 3. Enrollment Status:



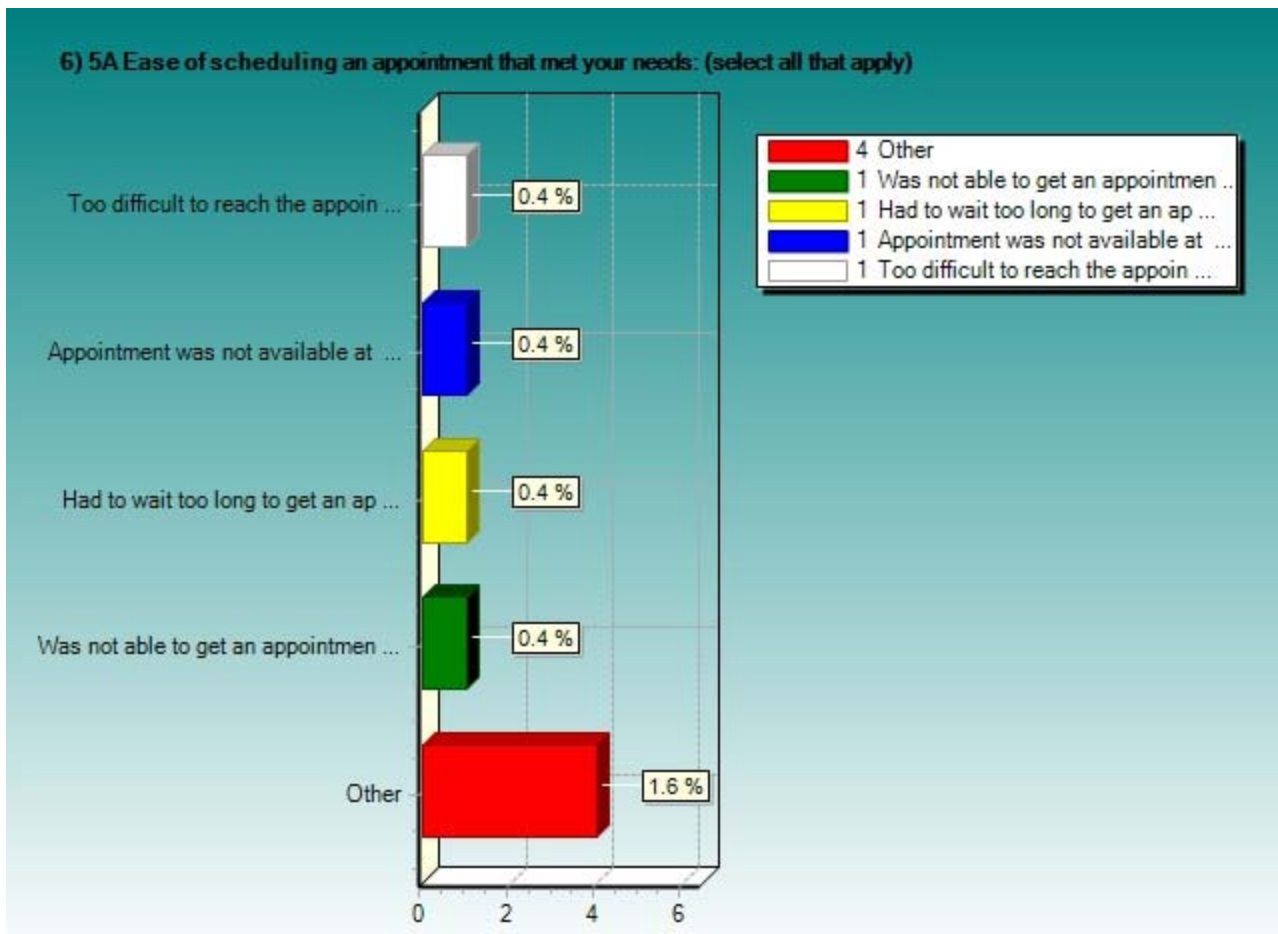
4) 4. Is the FAU Student Health Services your usual source of care and/or primary care provider while enrolled in school?



5) 5. Ease of scheduling an appointment that met your needs:



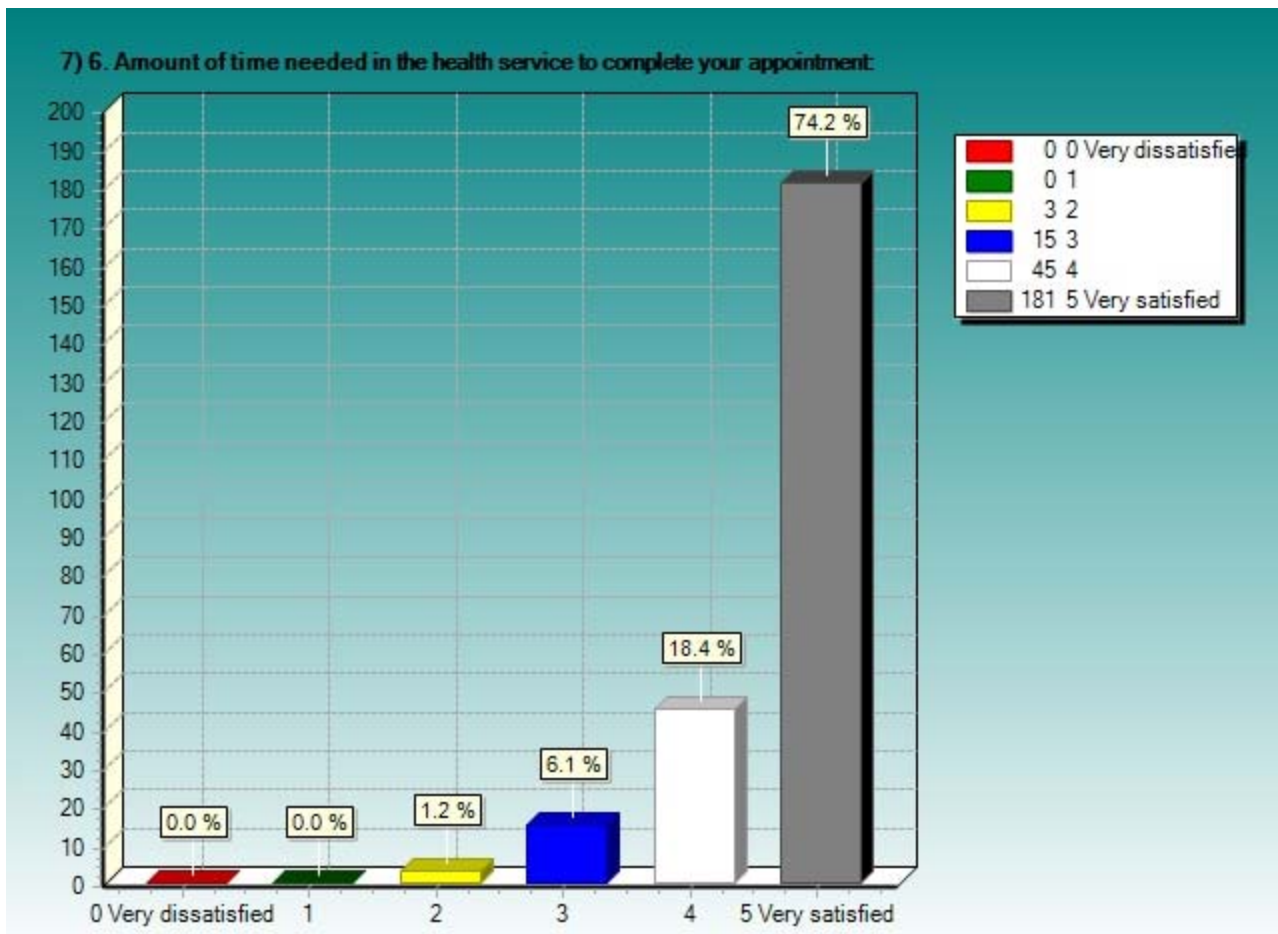
6) 5A Ease of scheduling an appointment that met your needs: (select all that apply)



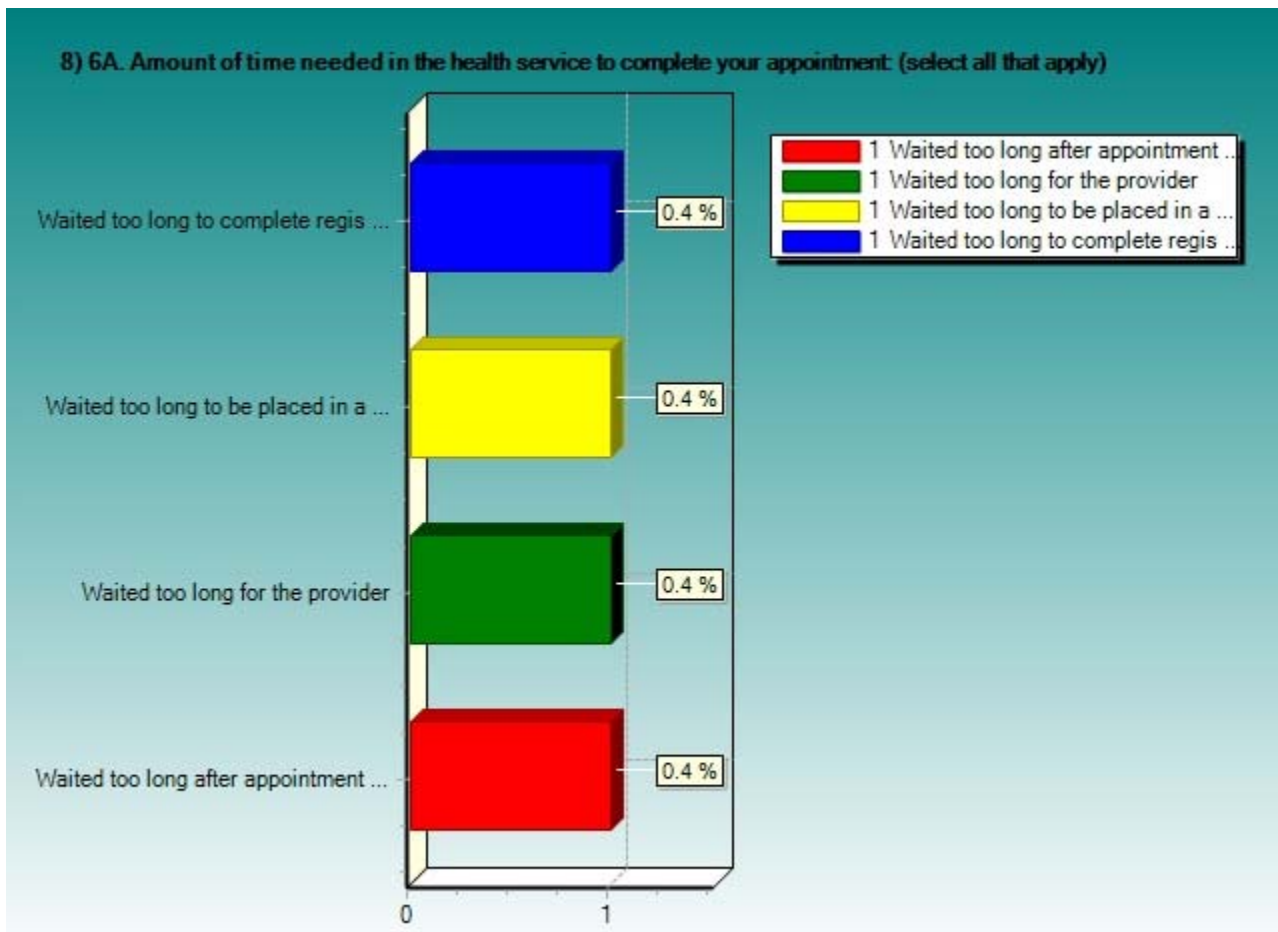
Other Responses:

| |
|-------------|
| was good |
| no problems |

7) 6. Amount of time needed in the health service to complete your appointment:

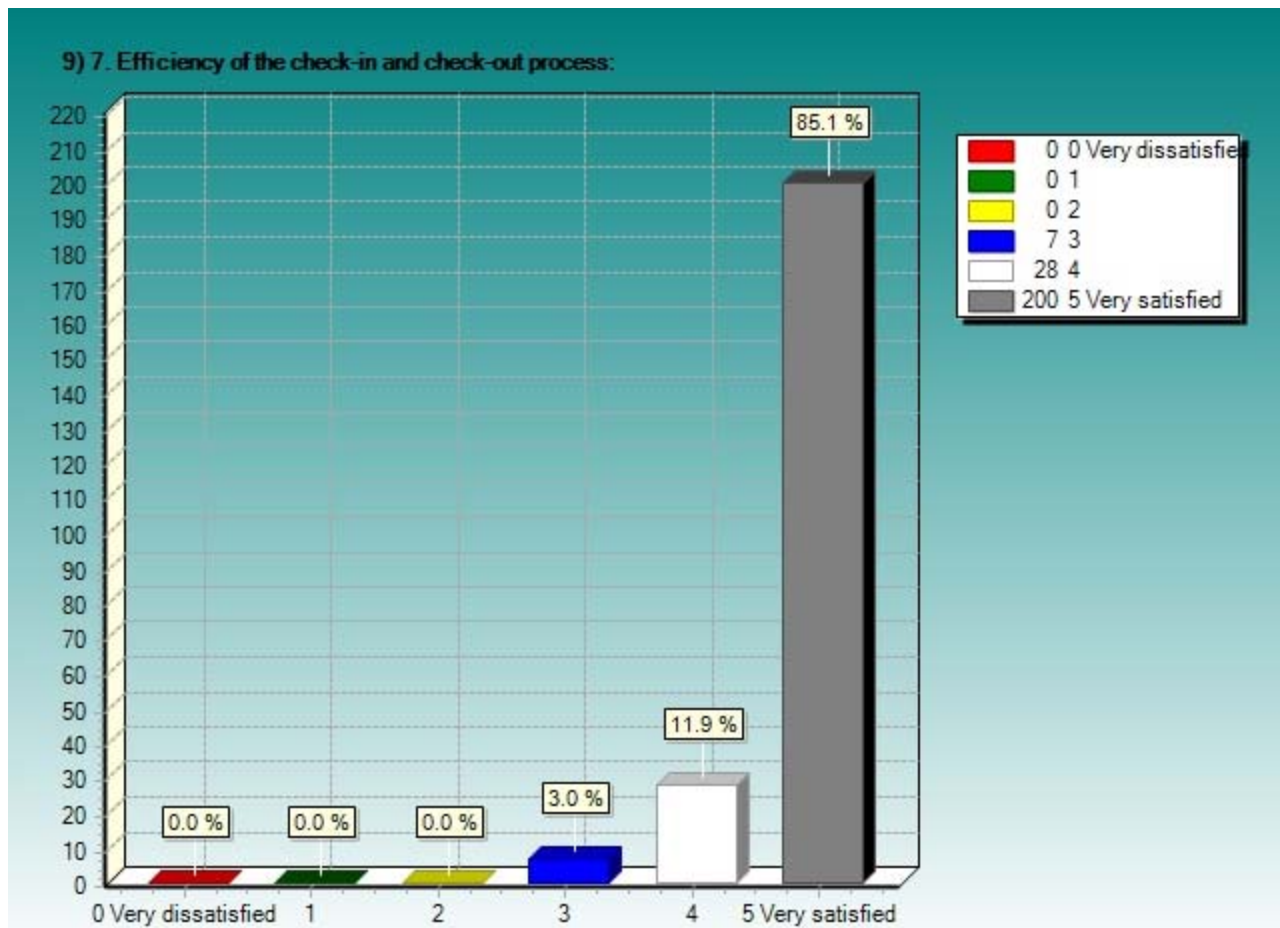


8) 6A. Amount of time needed in the health service to complete your appointment: (select all that apply)

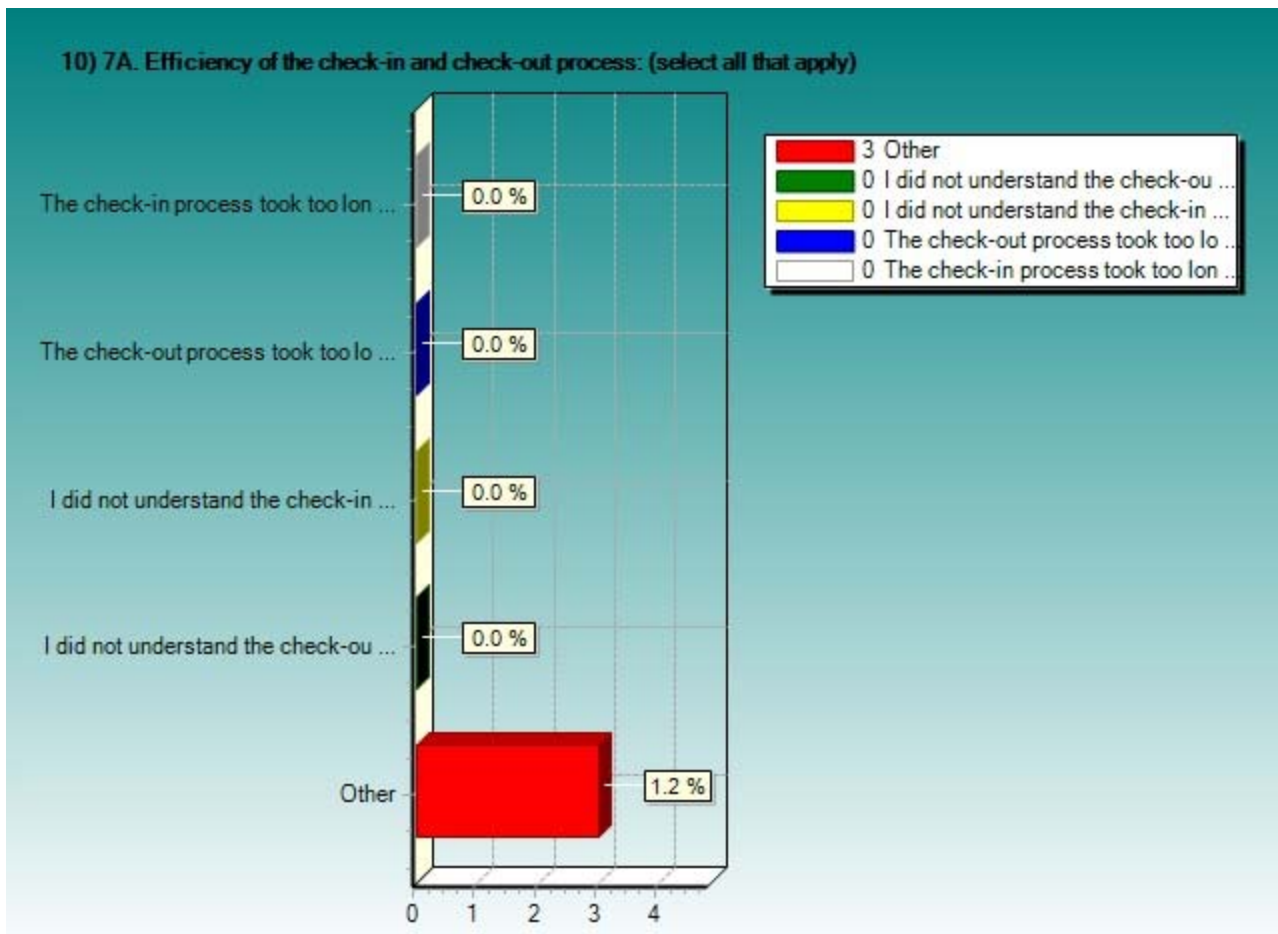


Other Responses:

9) 7. Efficiency of the check-in and check-out process:



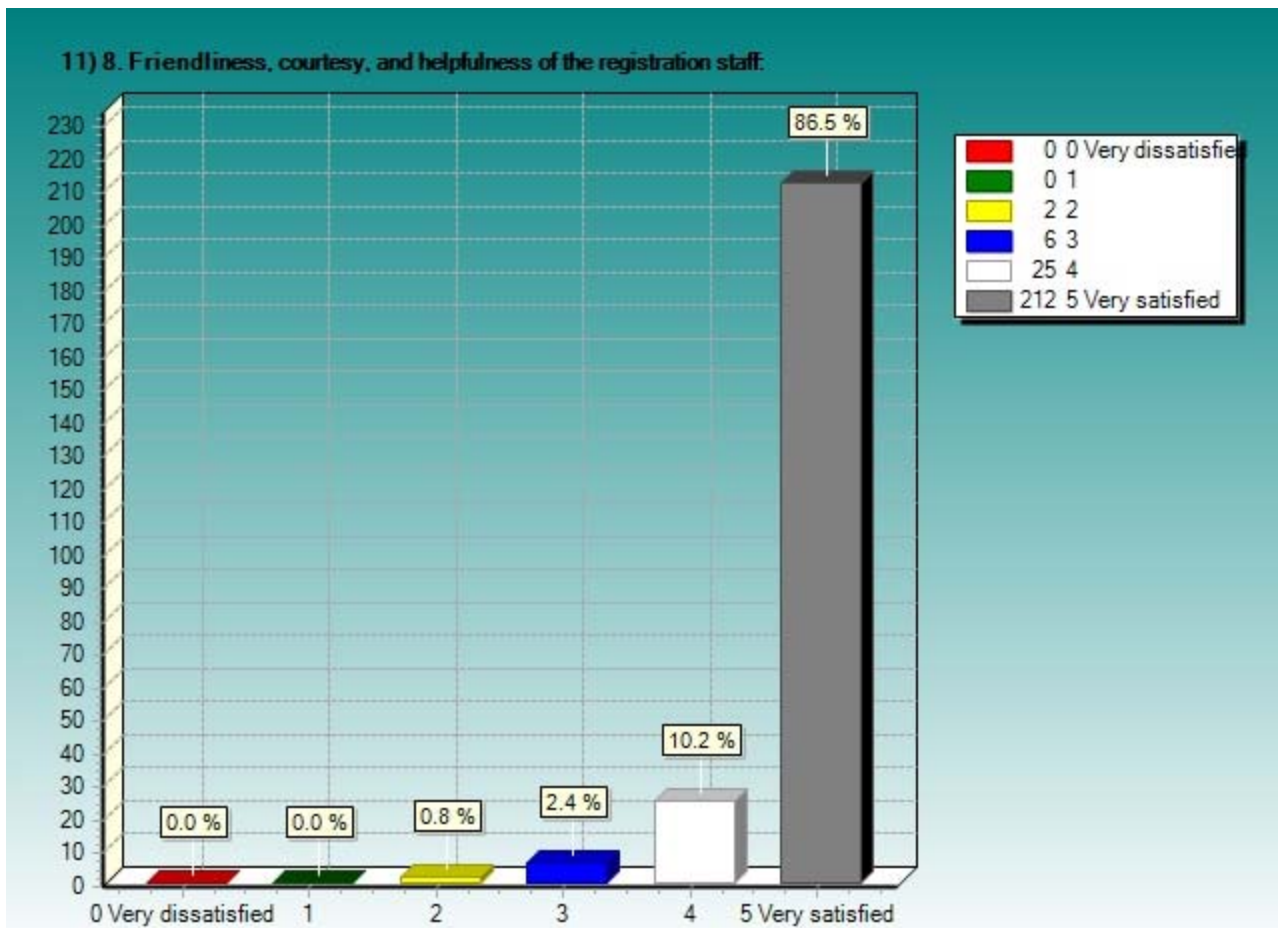
10) 7A. Efficiency of the check-in and check-out process: (select all that apply)



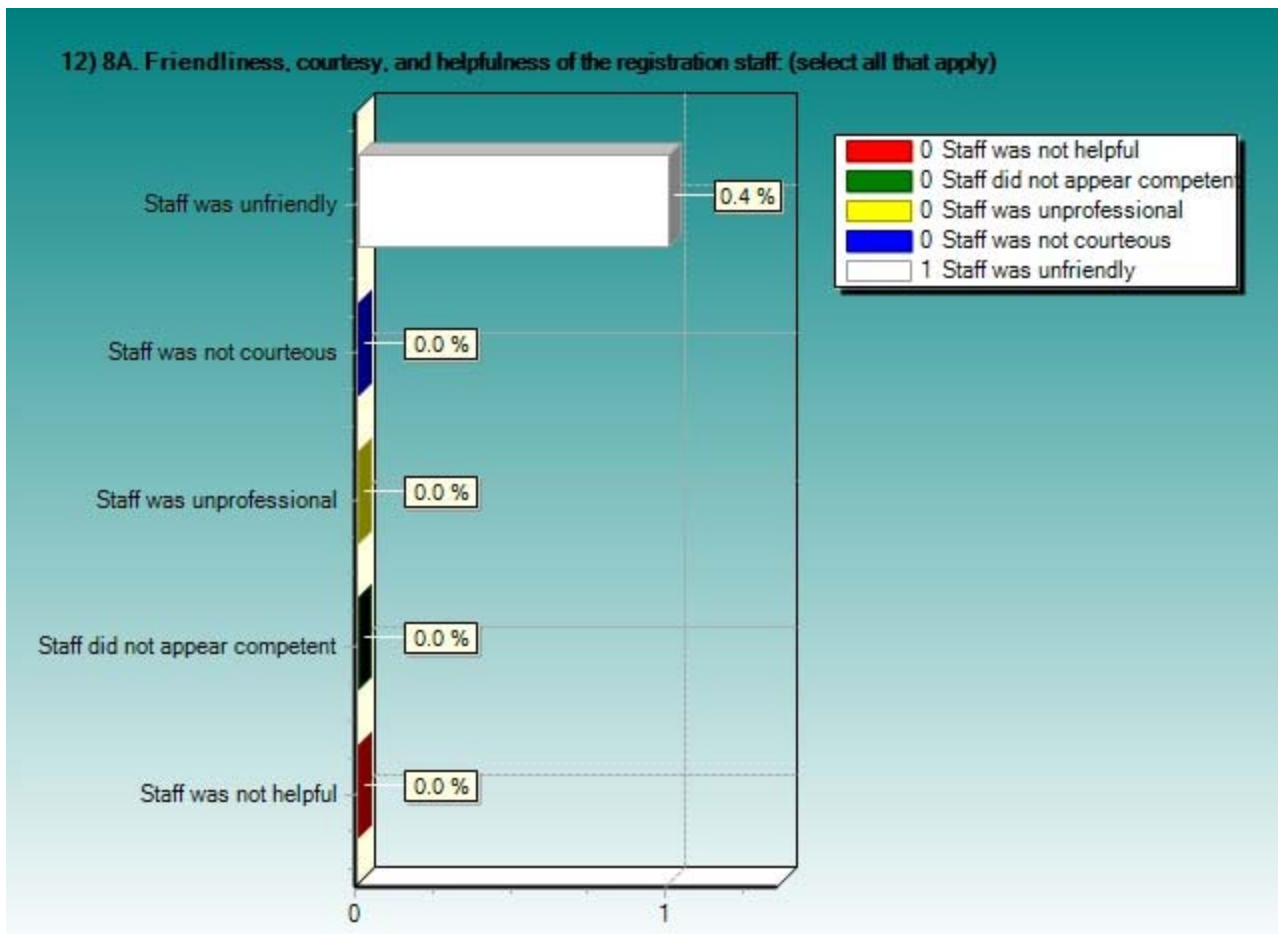
Other Responses:

| |
|----------------------|
| everything was great |
| good |
| not long |

11) 8. Friendliness, courtesy, and helpfulness of the registration staff:

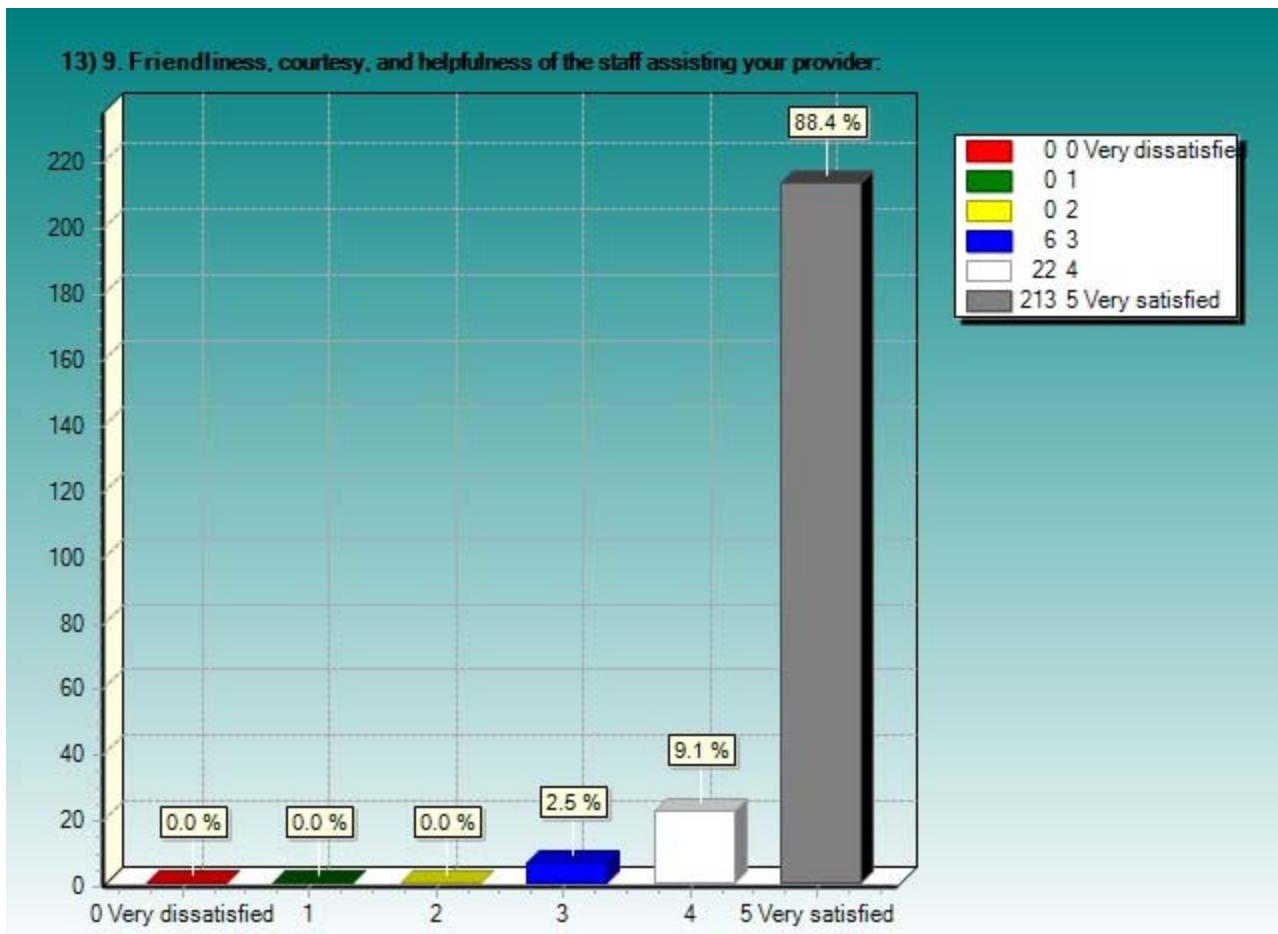


12) 8A. Friendliness, courtesy, and helpfulness of the registration staff: (select all that apply)

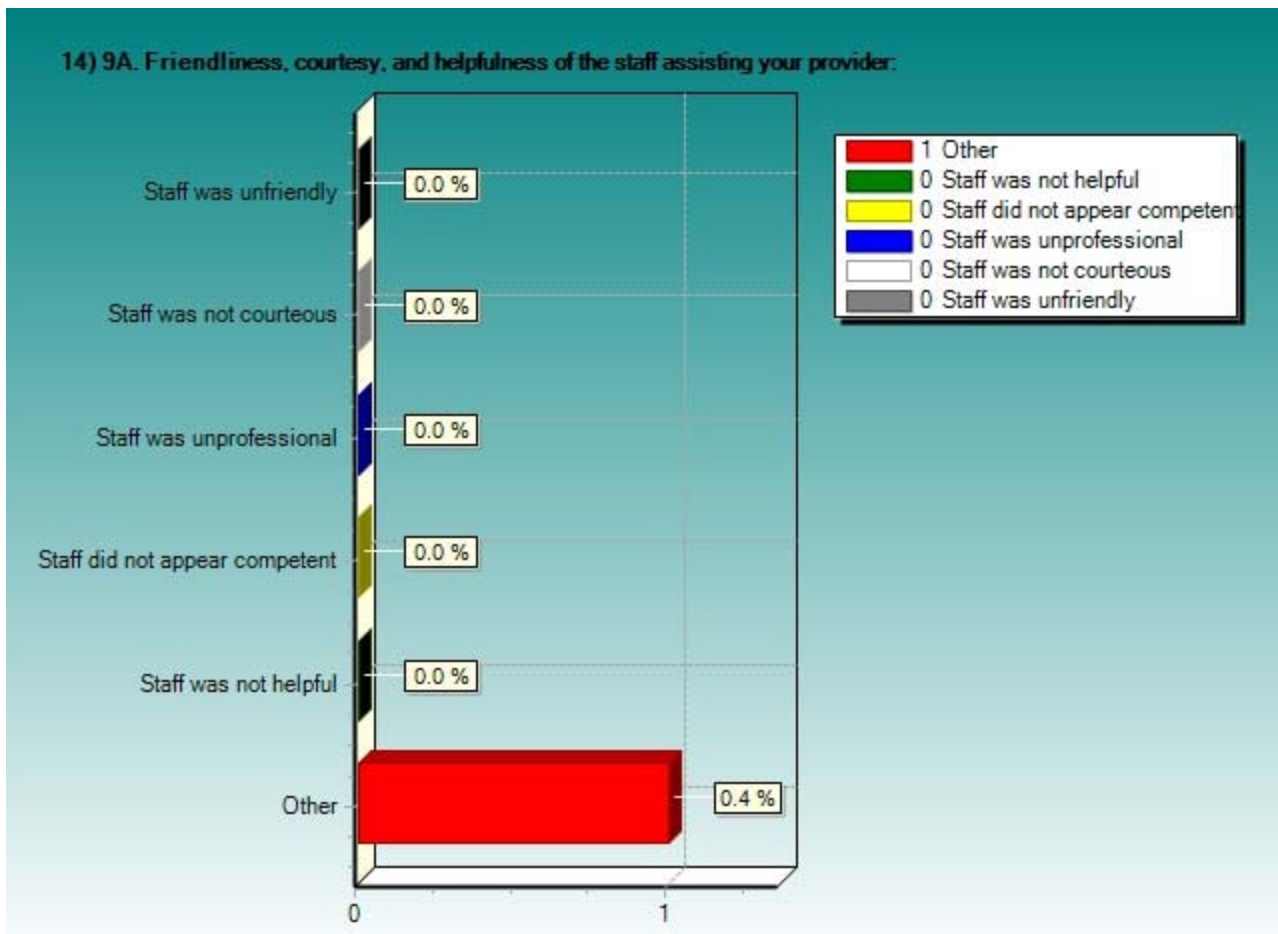


Other Responses:

13) 9. Friendliness, courtesy, and helpfulness of the staff assisting your provider:



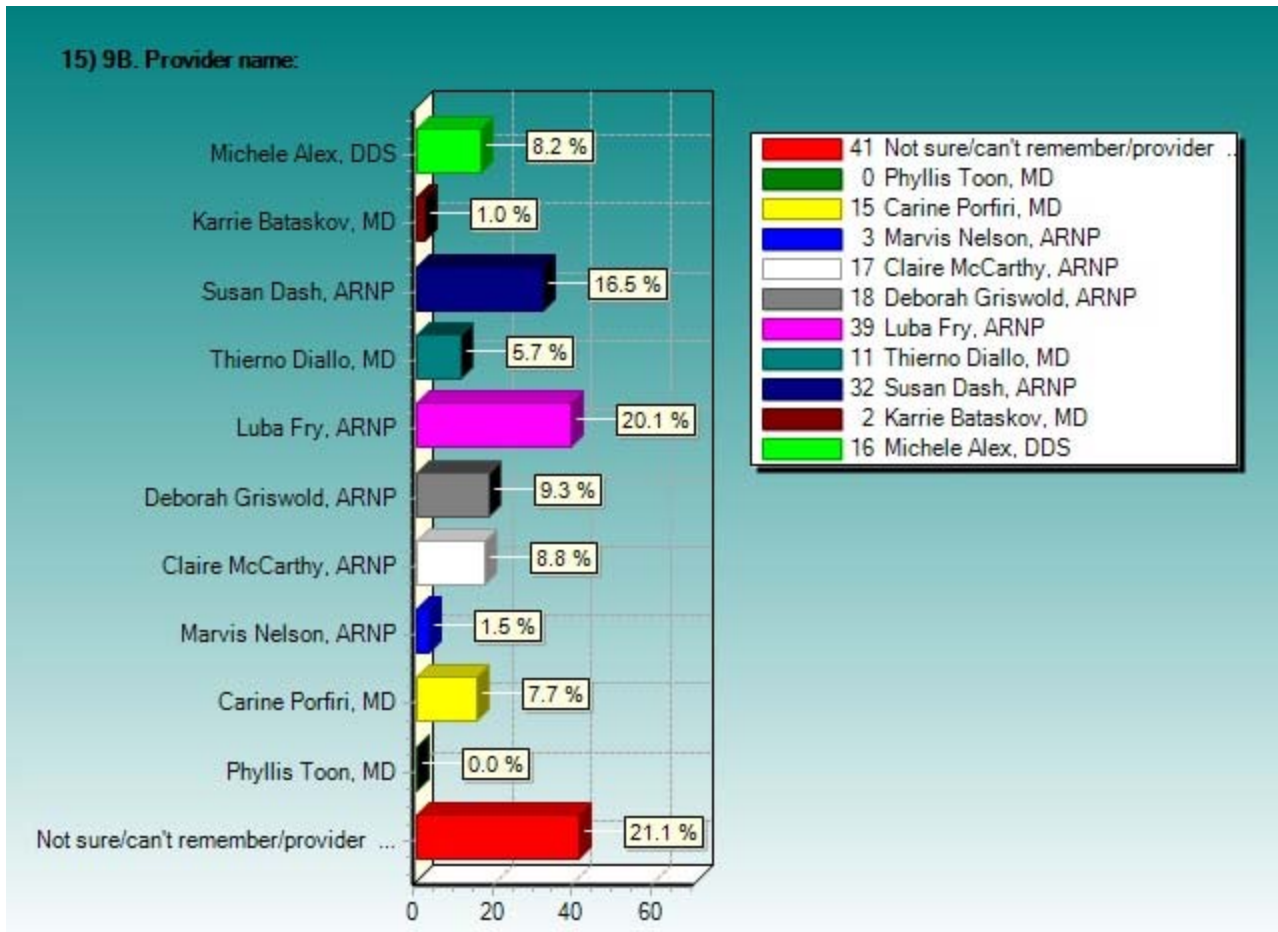
14) 9A. Friendliness, courtesy, and helpfulness of the staff assisting your provider:



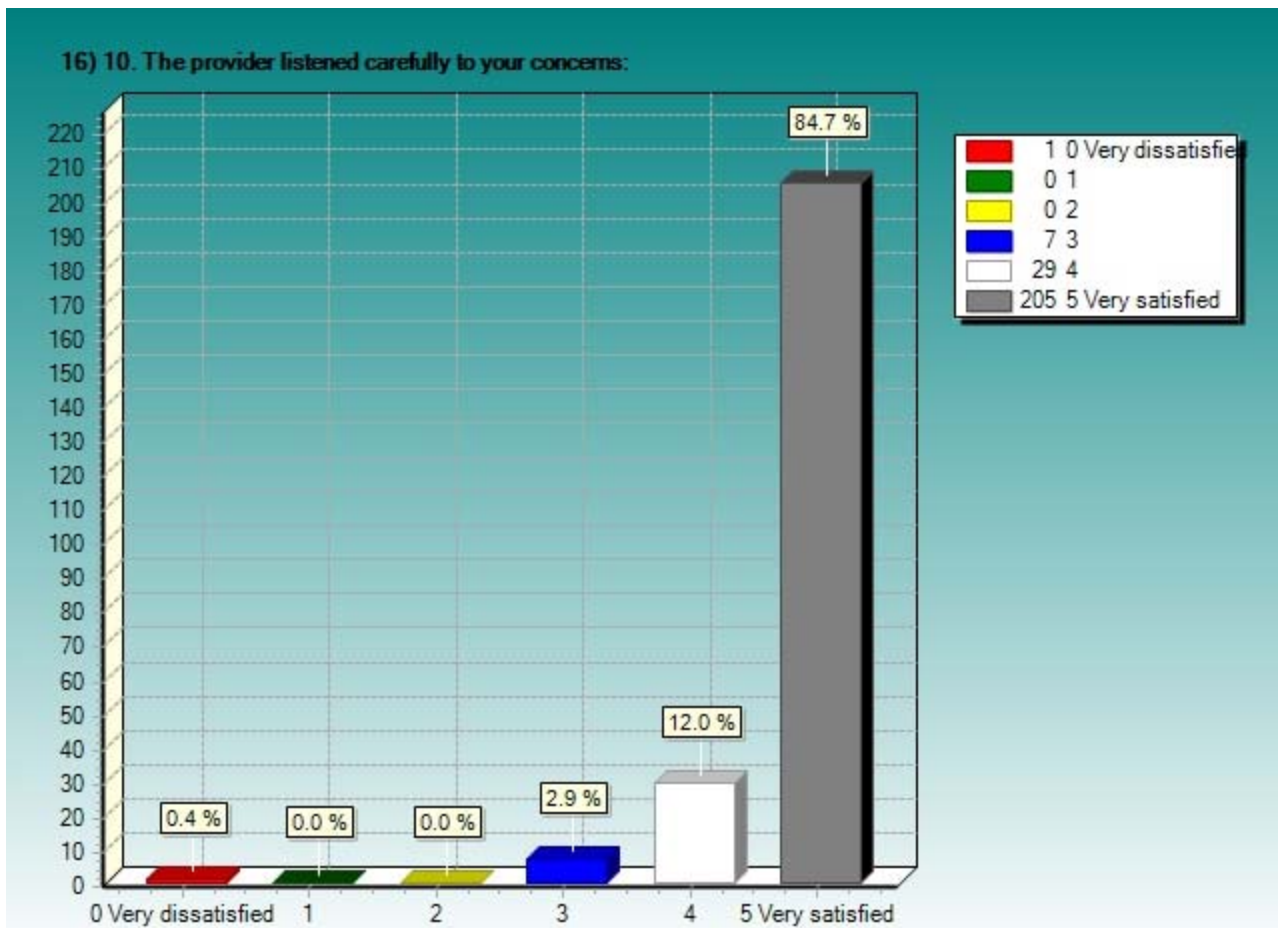
Other Responses:

pleasant

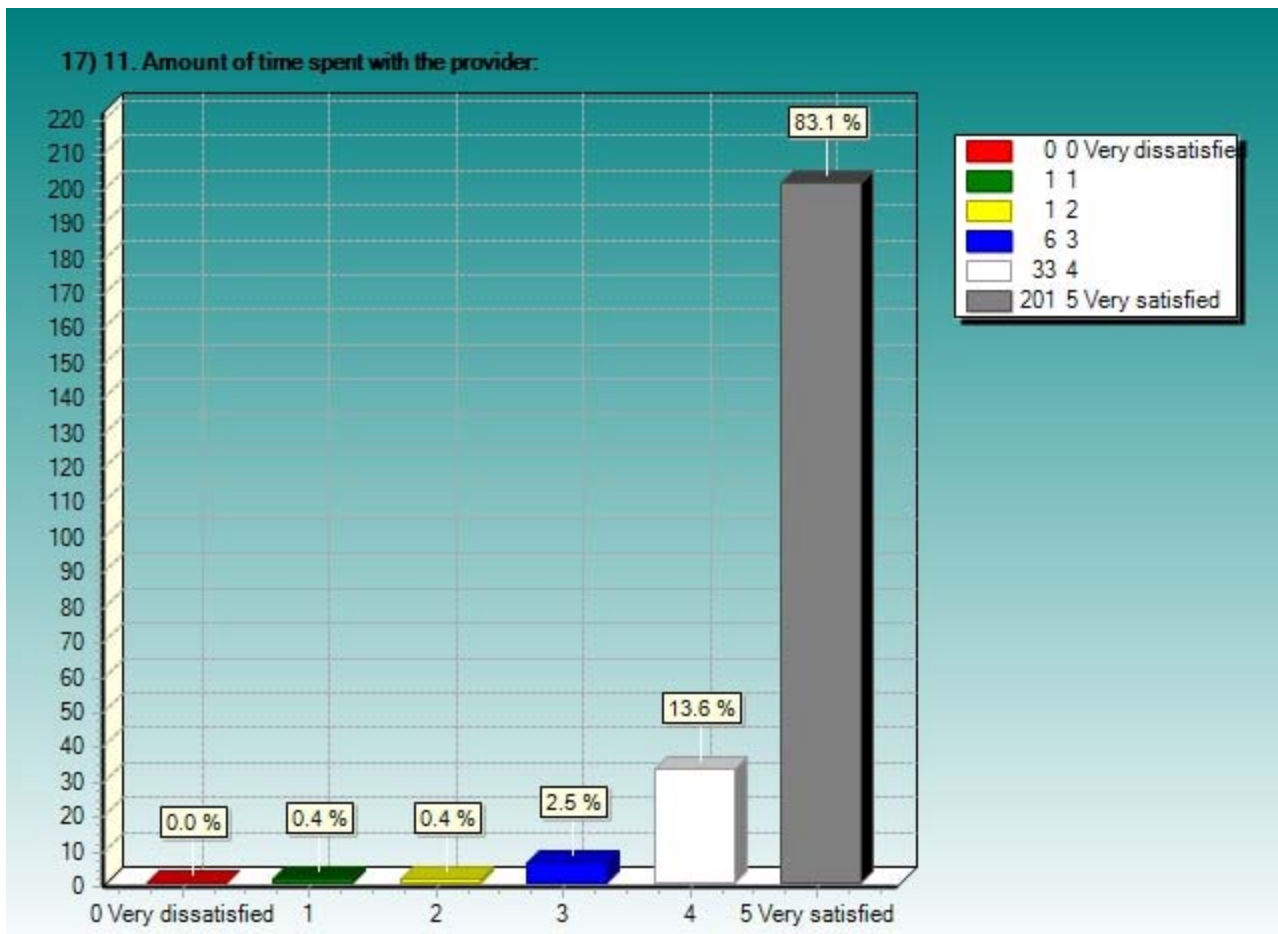
15) 9B. Provider name:



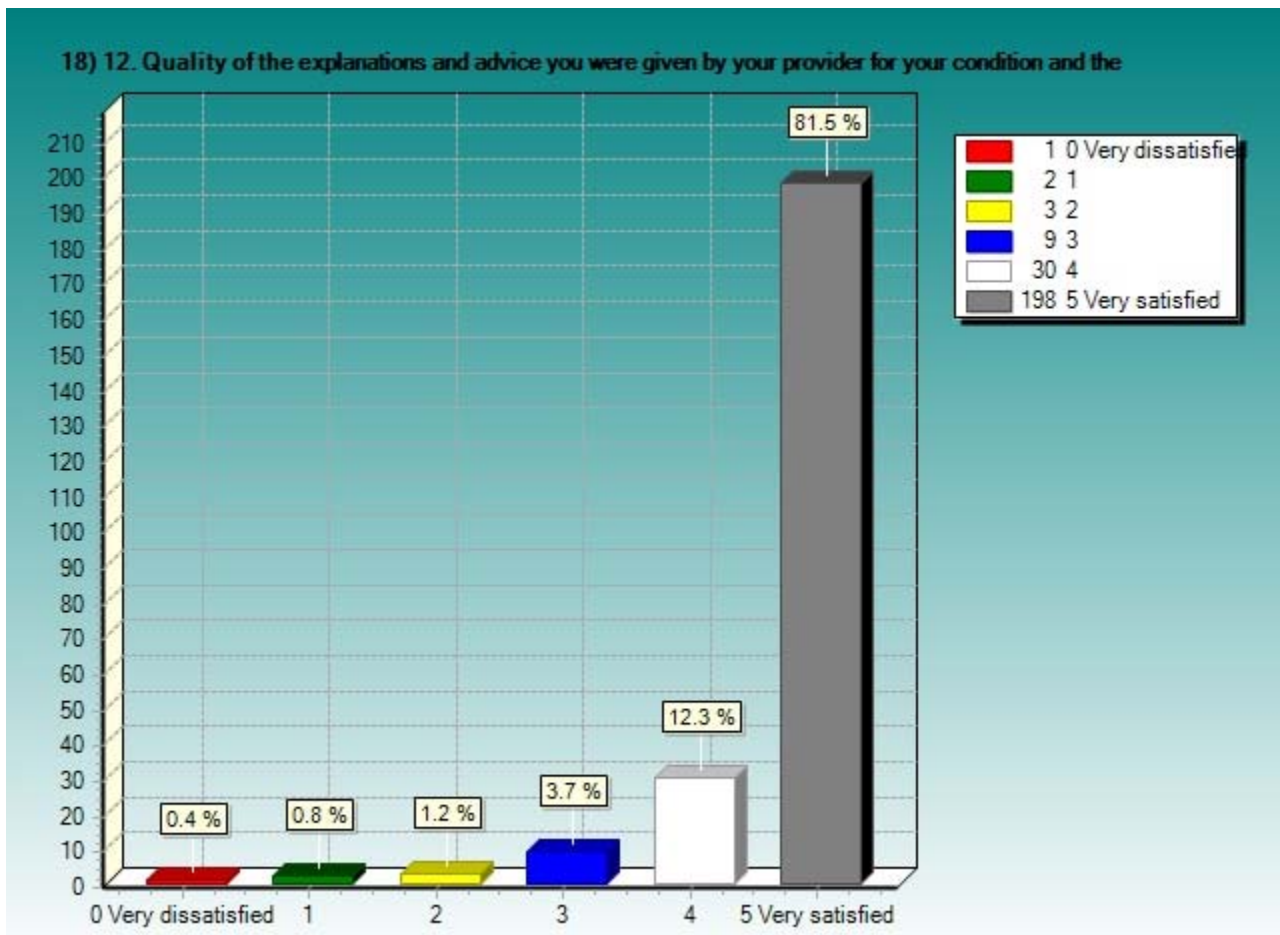
16) 10. The provider listened carefully to your concerns:



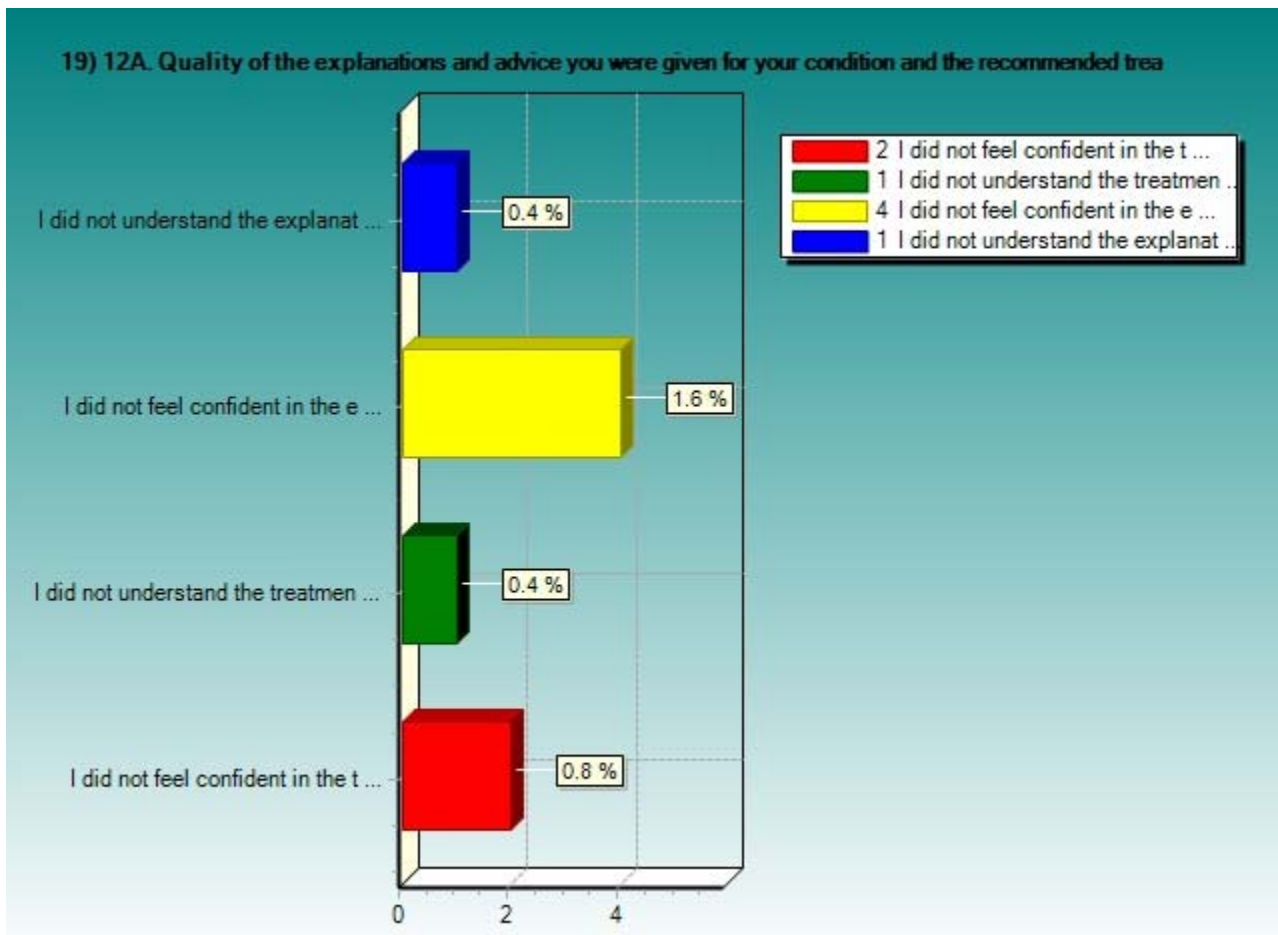
17) 11. Amount of time spent with the provider:



18) 12. Quality of the explanations and advice you were given by your provider for your condition and the recommended treatment:



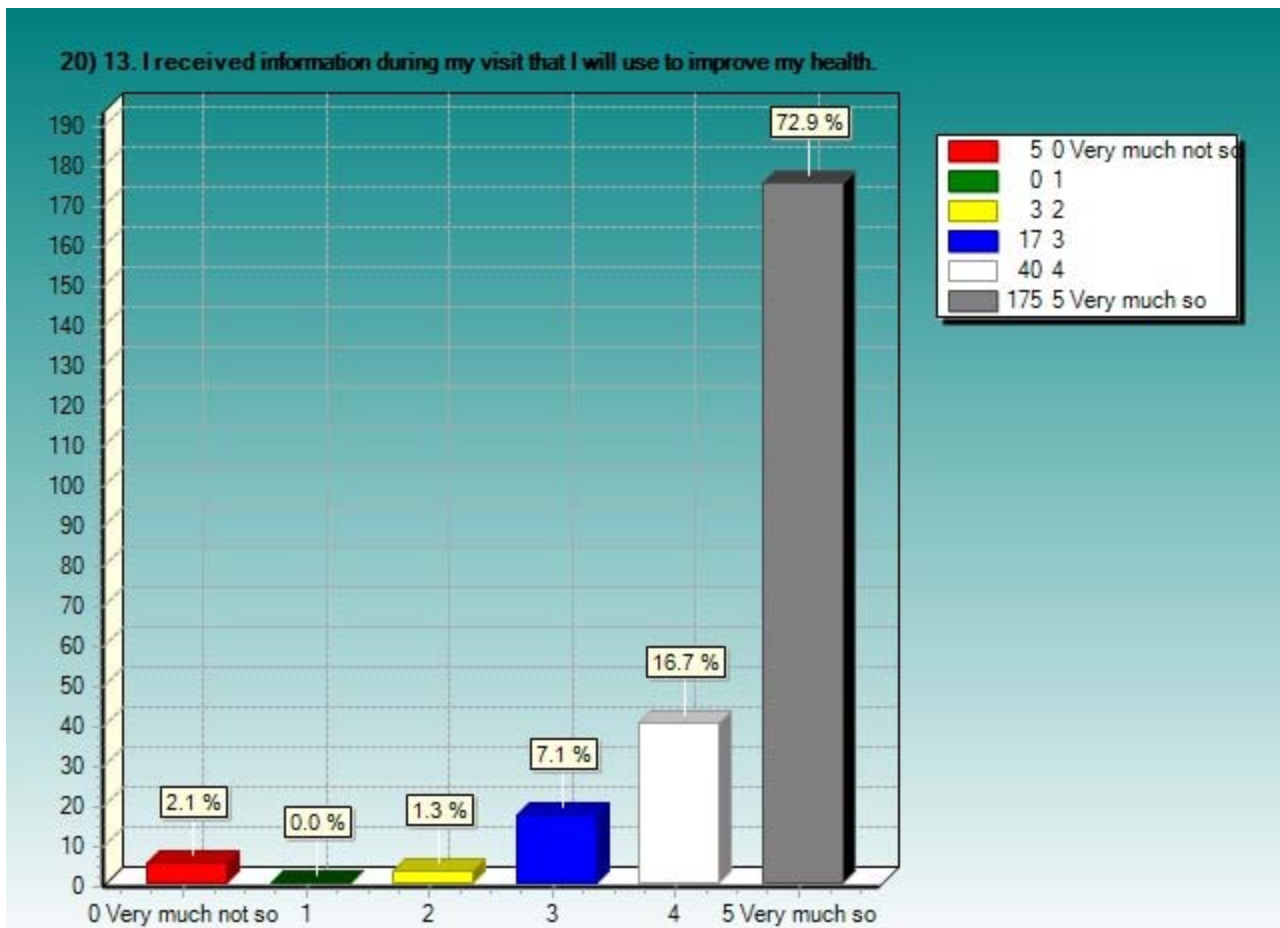
19) 12A. Quality of the explanations and advice you were given for your condition and the recommended treatment: (select all that apply)



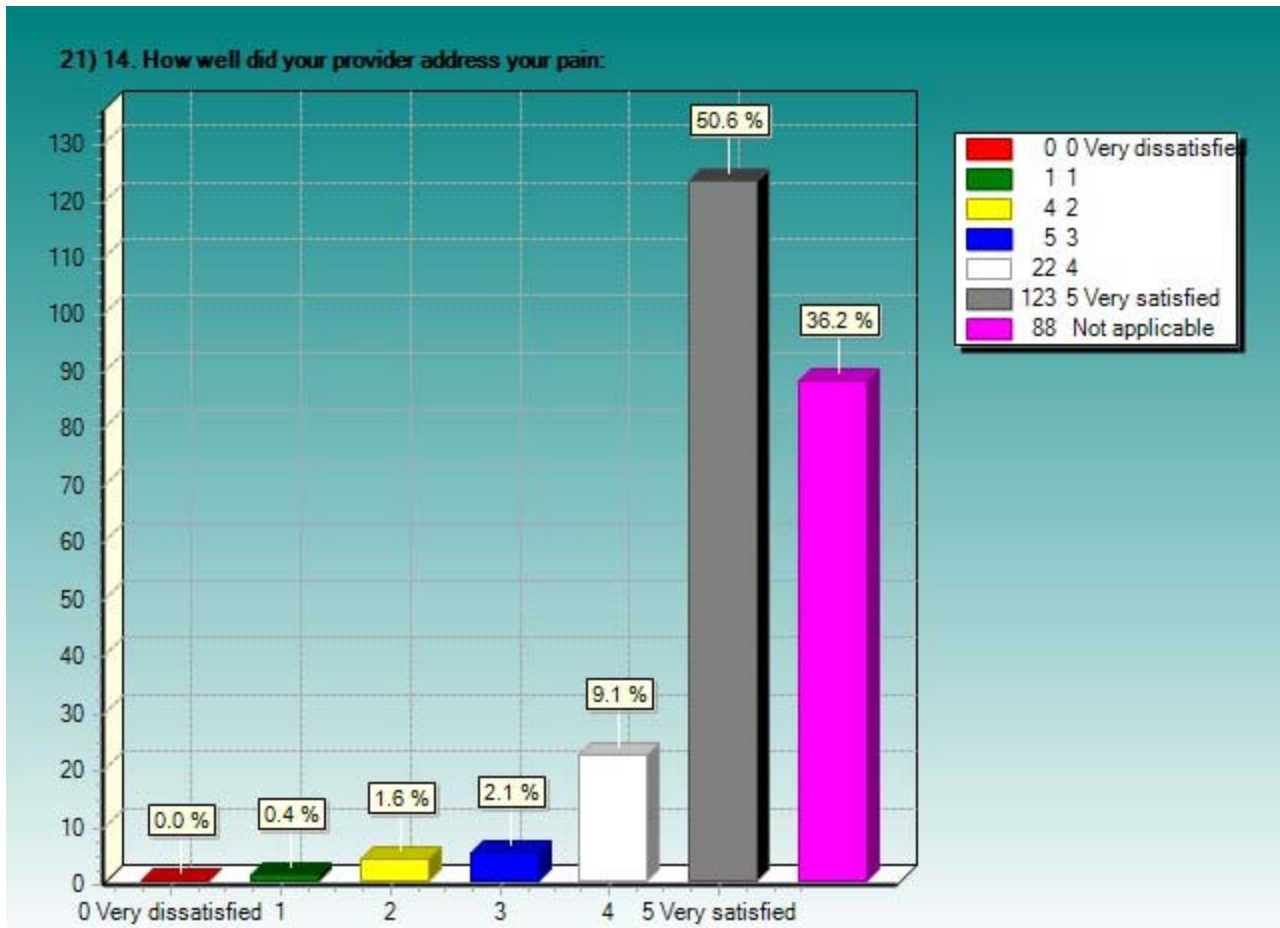
Other Responses:

doesnt treat me like he wants to be dealing with me, heacts like i'm some form of burden.

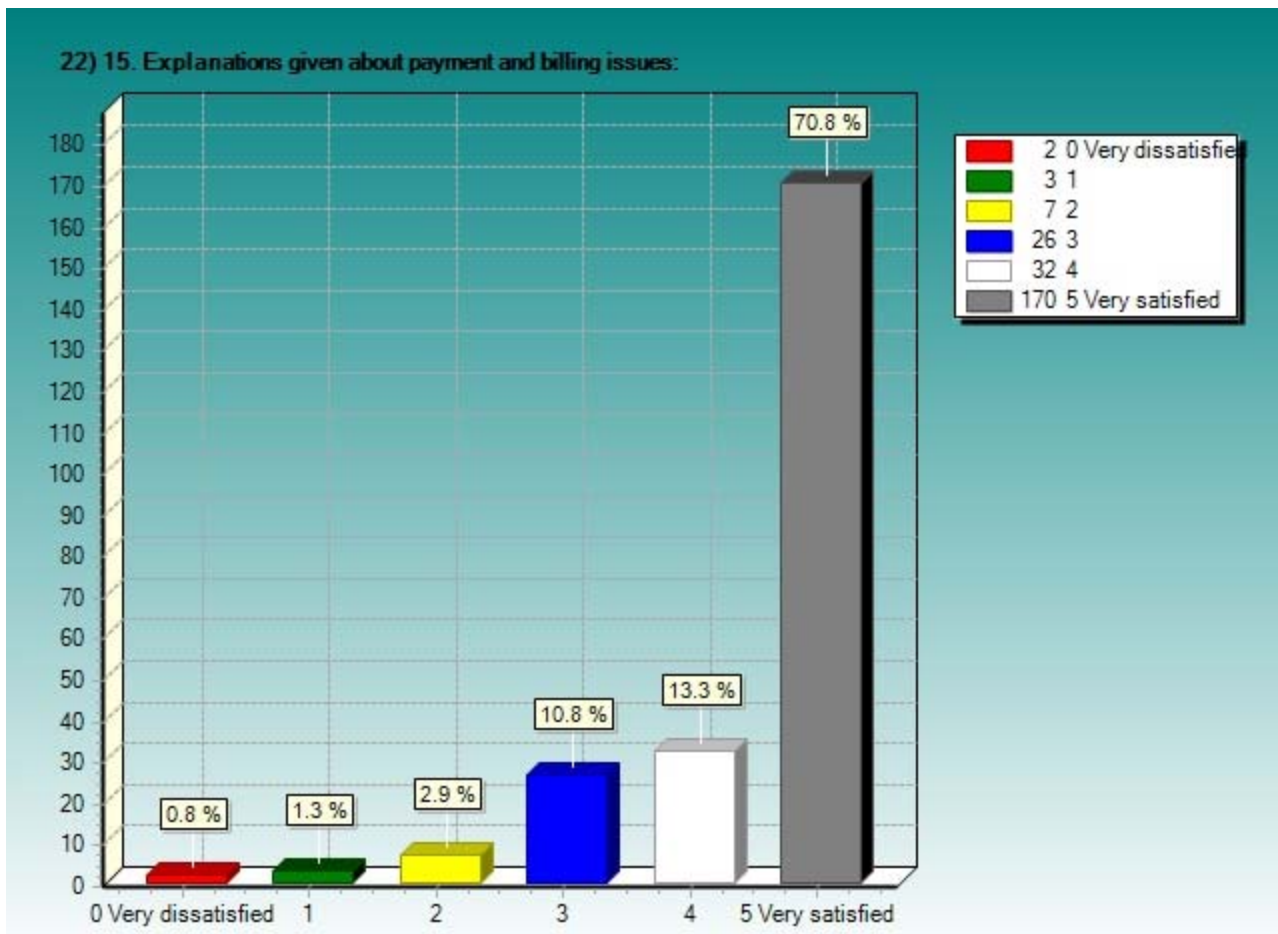
20) 13. I received information during my visit that I will use to improve my health.



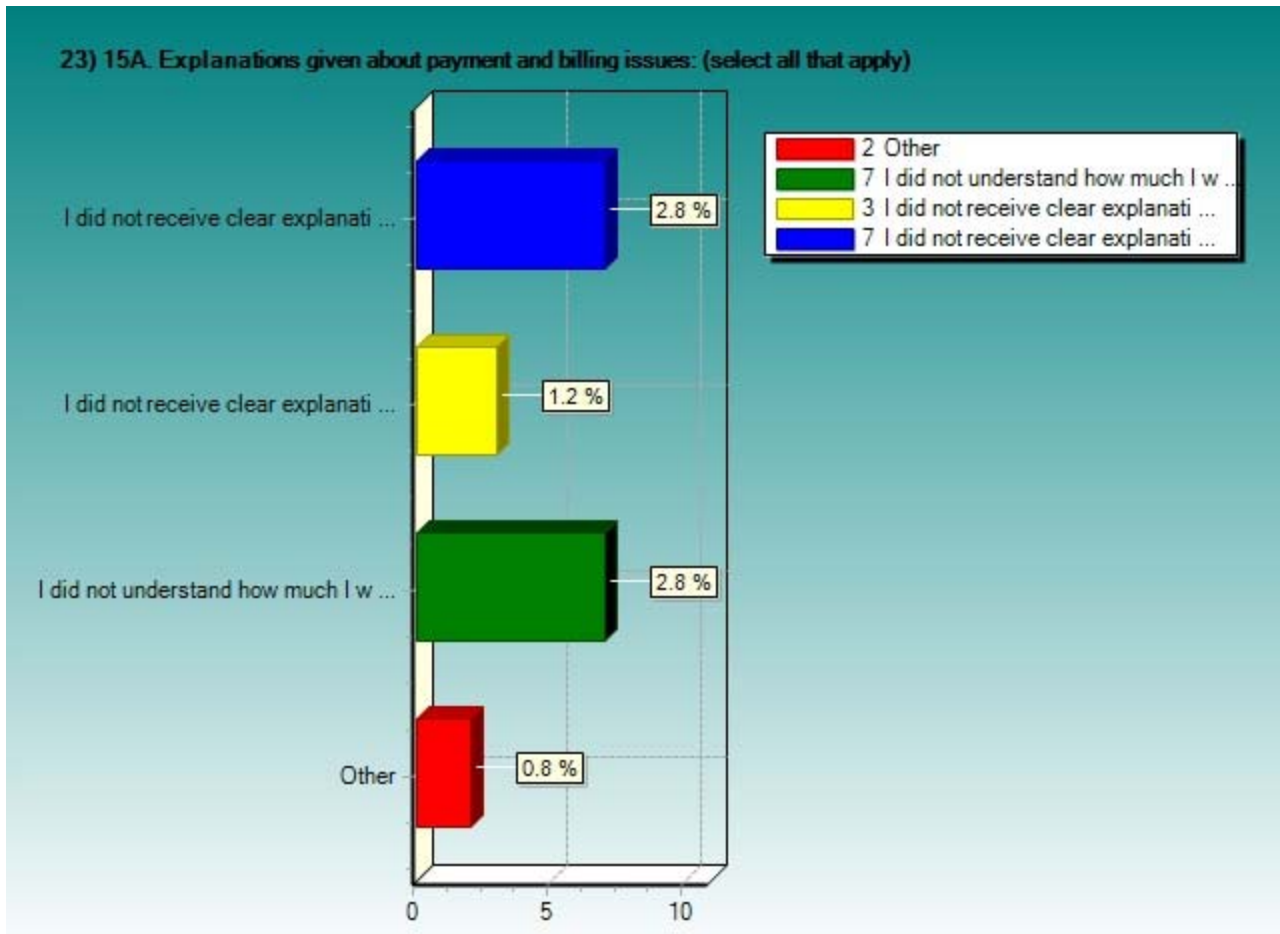
21) 14. How well did your provider address your pain:



22) 15. Explanations given about payment and billing issues:



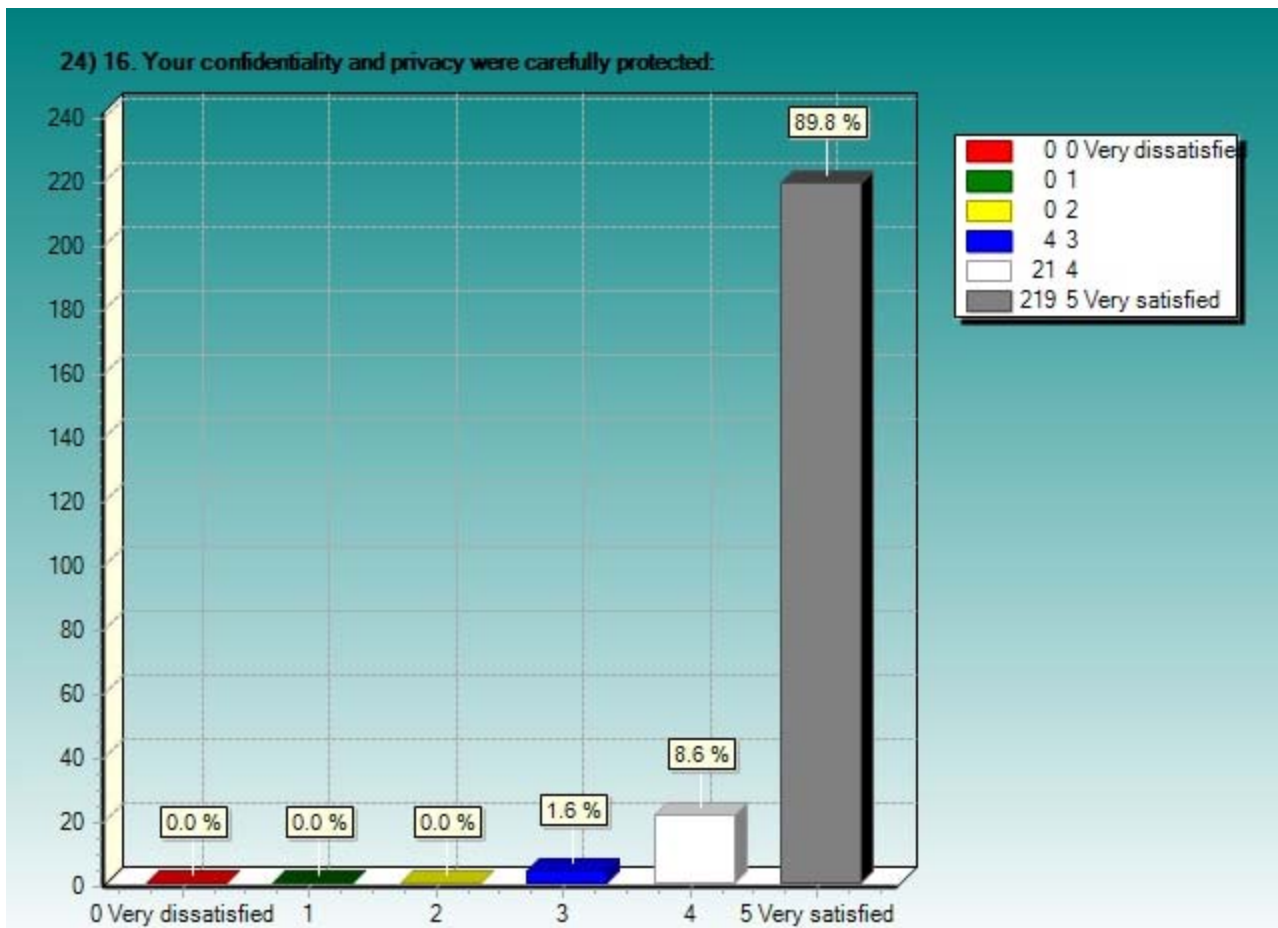
23) 15A. Explanations given about payment and billing issues: (select all that apply)



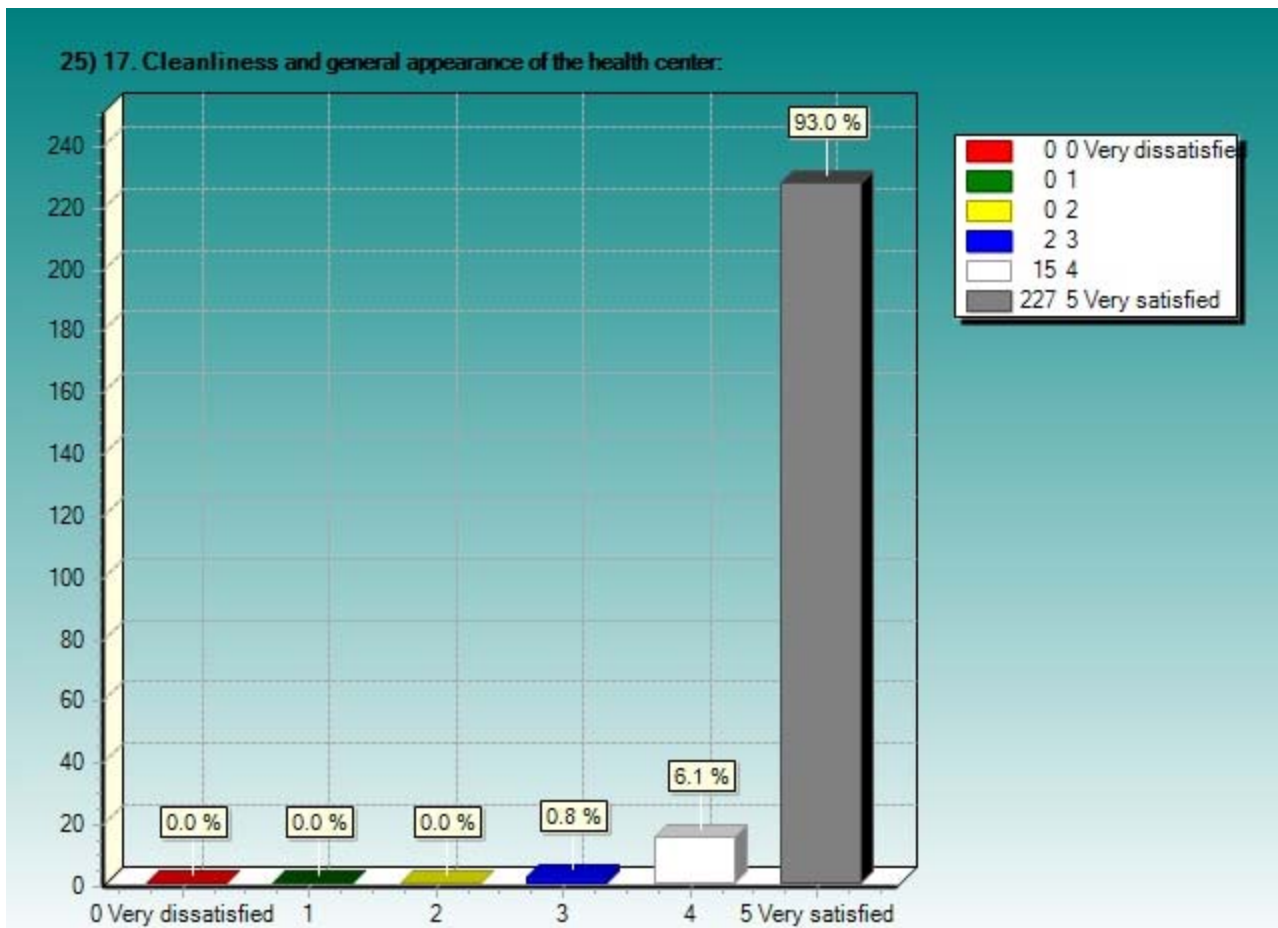
Other Responses:

explanation given

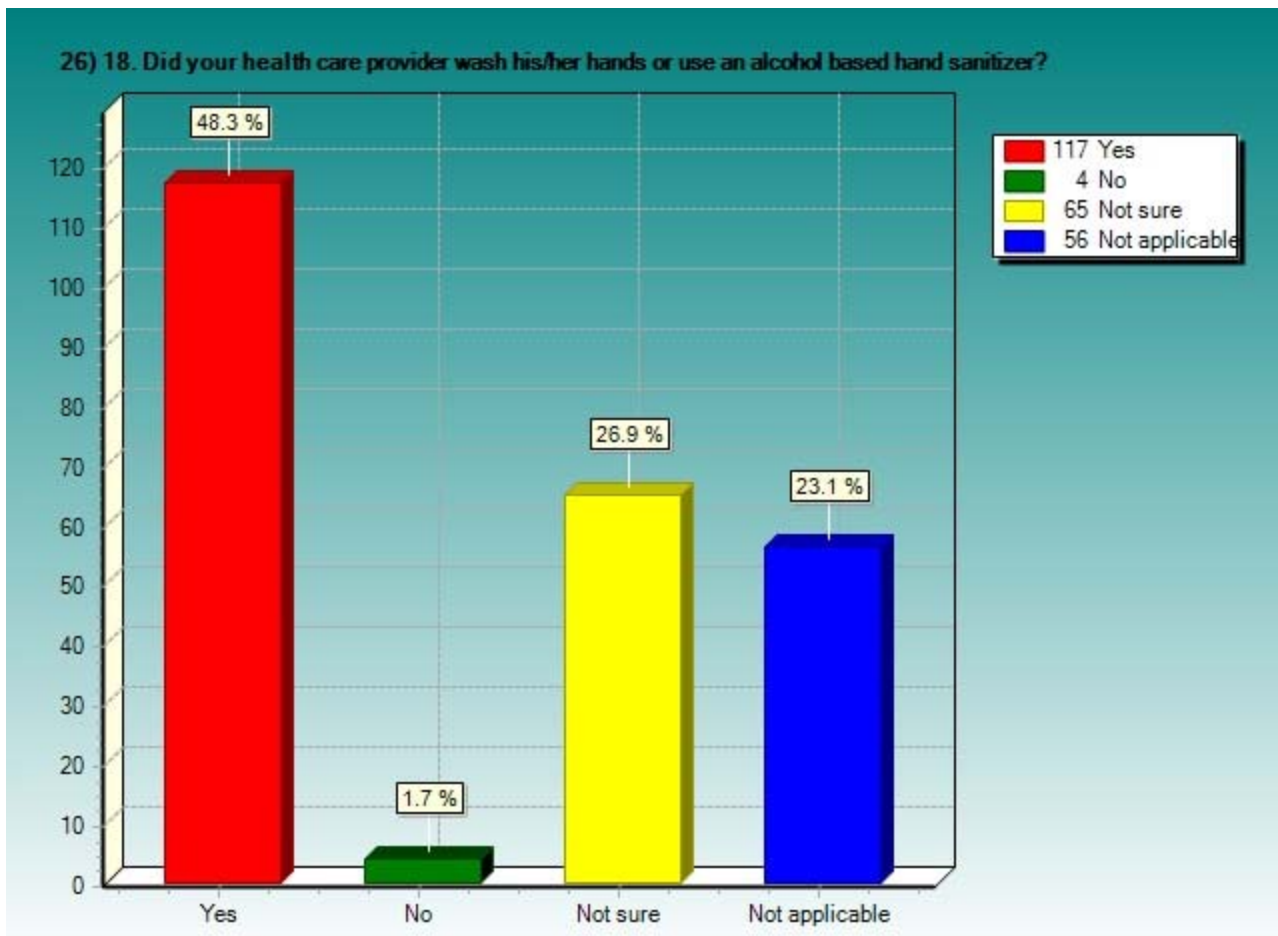
24) 16. Your confidentiality and privacy were carefully protected:



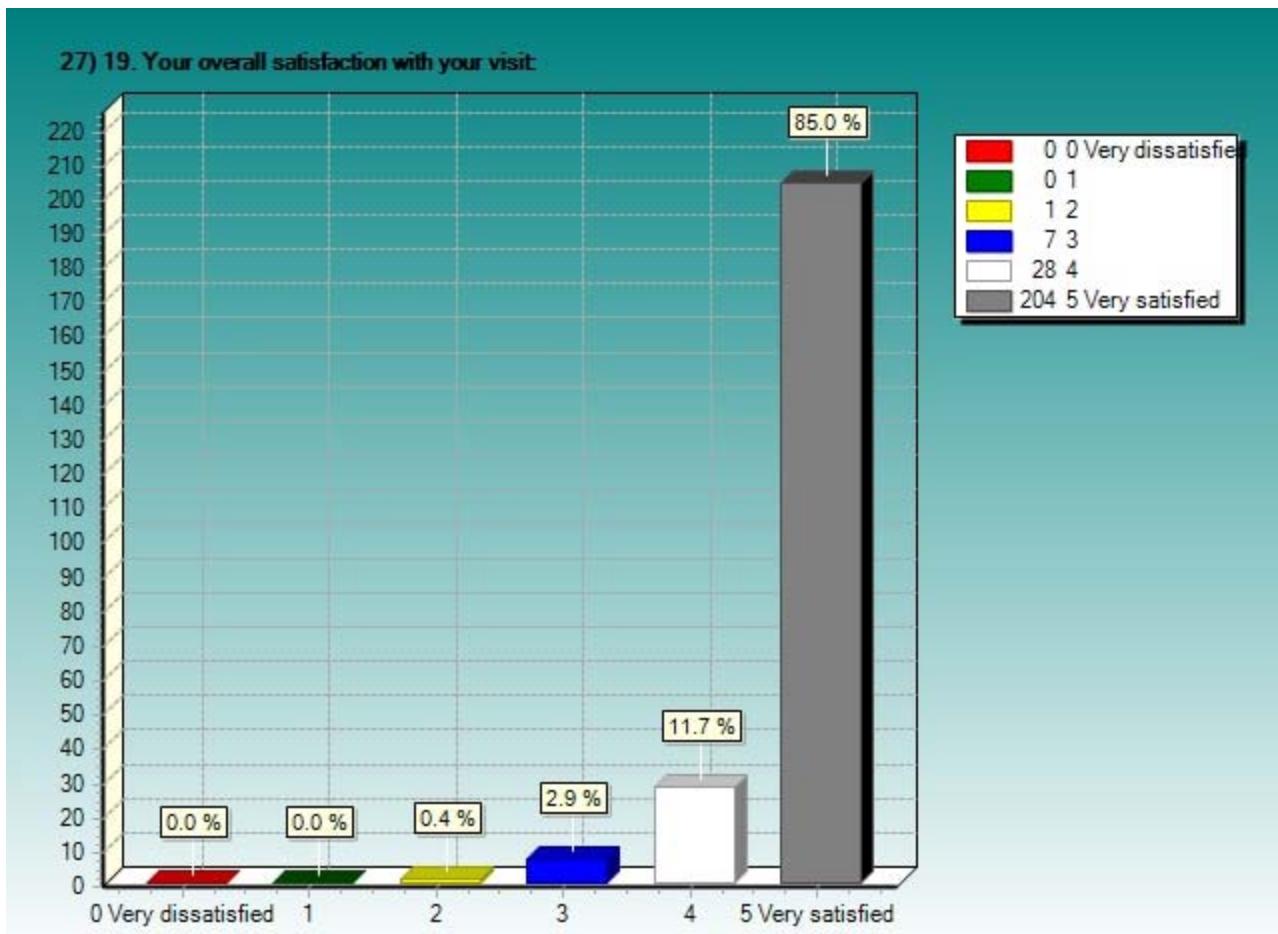
25) 17. Cleanliness and general appearance of the health center:



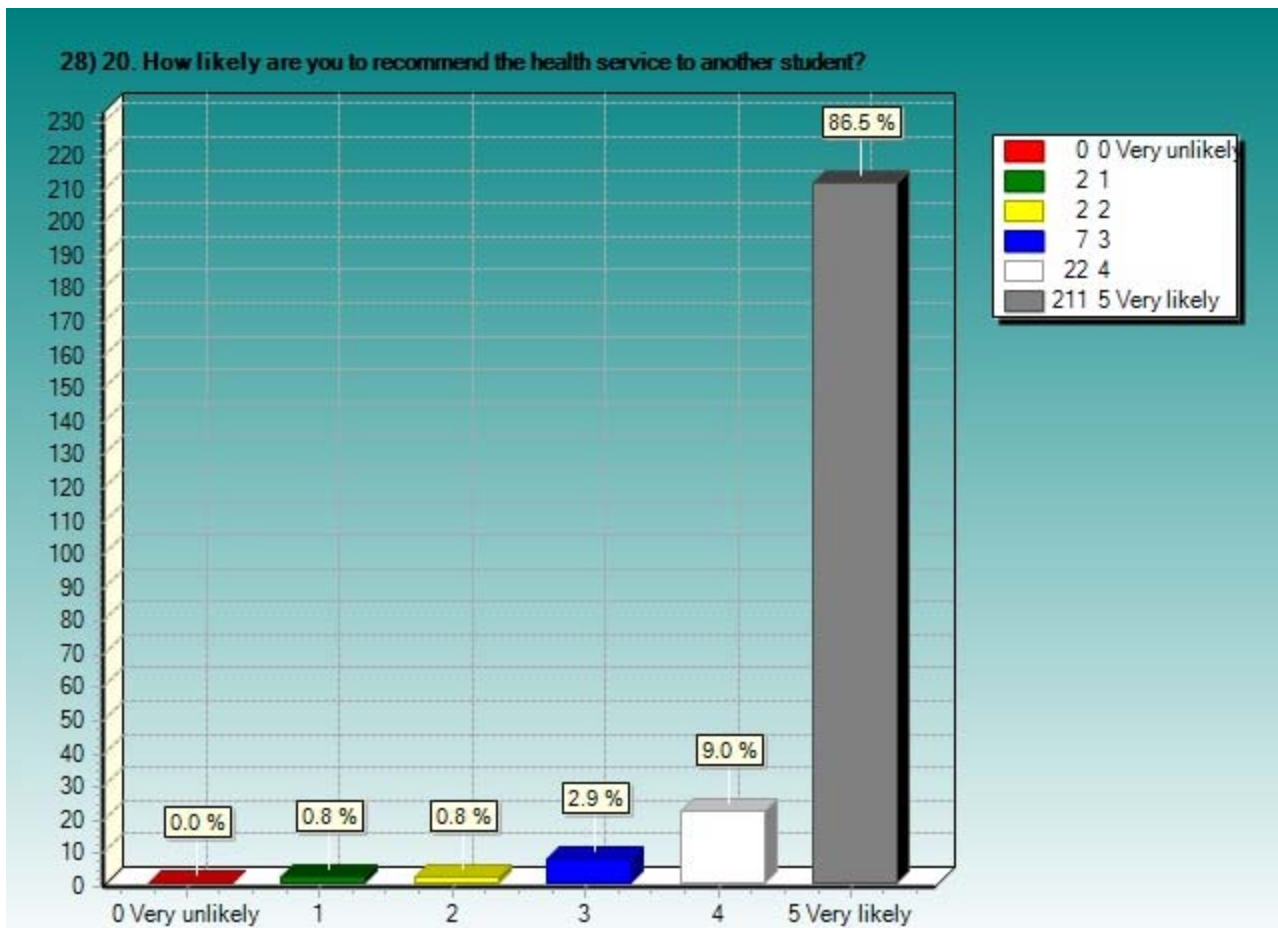
26) 18. Did your health care provider wash his/her hands or use an alcohol based hand sanitizer?



27) 19. Your overall satisfaction with your visit:



28) 20. How likely are you to recommend the health service to another student?

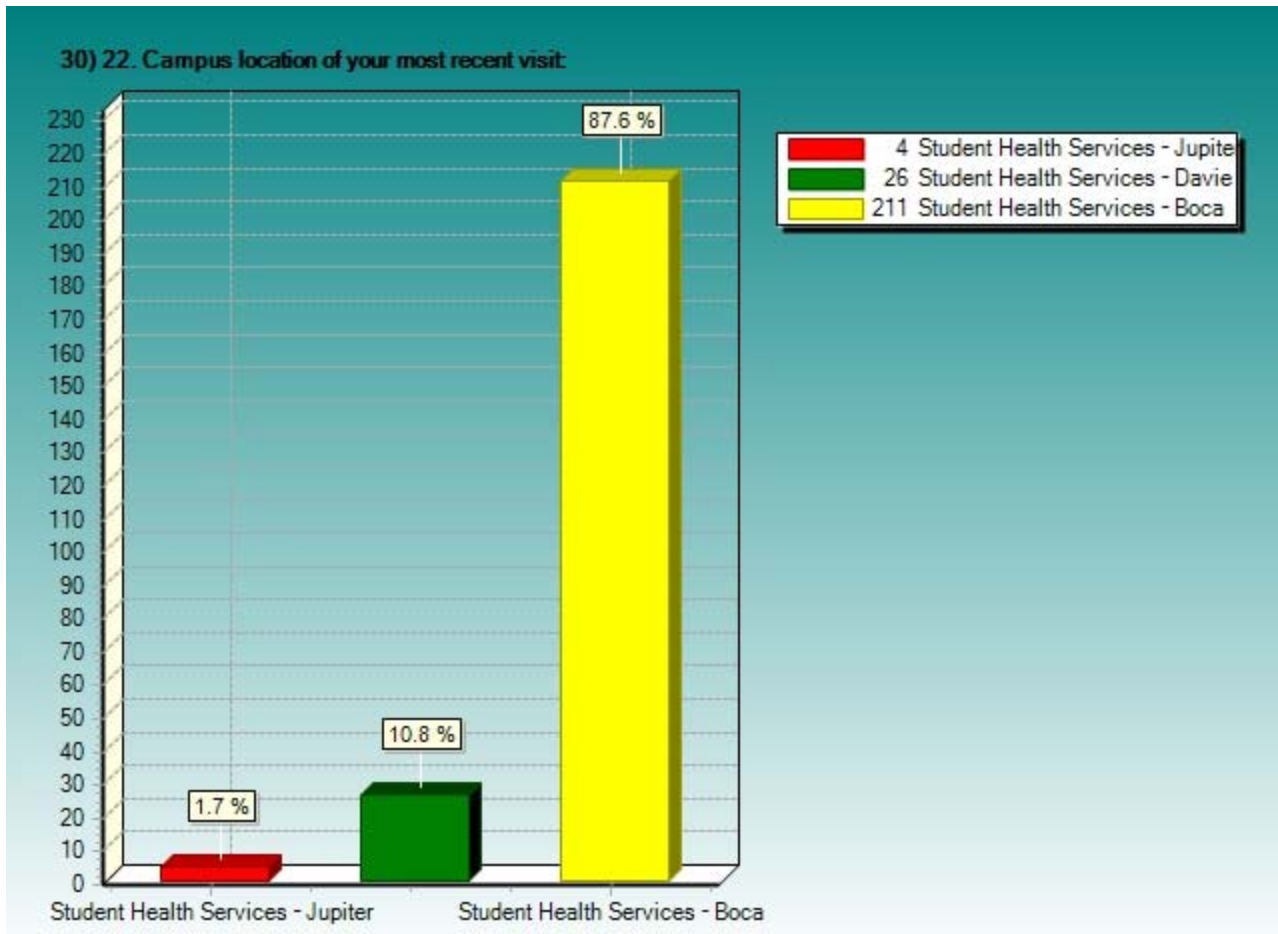


29) 21. Comments

| 21. Comments |
|---|
| Everyone was extremely friendly today. The receptionist was very kind and helpful. She also had a big smile on her face. Futhermore, the nurse who took my blood pressure was also very kind. The doctor had some good advice regarding a supplement I was taking, which I appreciated because it was not the cause of my visit. Overall, it was a good visit and I was very satisfied with my results. The clinic did a good job addressing my issues and I commend them for it! |
| The visit was very quick and efficient. Best service I've had! |
| I was extremely satisfied with my visit. Mrs. McCarthy was friendly and informative. |
| The staff is truly the nicest people I have encountered at any medical facility or at any university. Thank you so much for caring! |
| Love how Claire was so sweet and explained all my concerns and issues |
| The staff at the center in Davie provides the students with exceptional service. Thank you all for the services you provide we appreciate it. |
| Very kind and informative. Provided alternatives for some health concerns and was very knowledgeable about my medical history prior to entering the room. |
| Splendid care. |
| She was very welcoming and I would request her for any future visits. |
| very nice and helpful |
| It was my first experience with the dentist and Linda eliminated all the fears I had. she made me feel very much at ease and kept me engaged the whole time. |
| Linda was so nice! |
| The nurse was very nice and helpful |
| Great staff |
| It would be helpful if the website for appointments showed the availability for the week instead of just one day. |
| I loved the educational quiz because a lot of my friends don't know or care enough to know about their help and it was great to have that educational component to close that gap. Also, Josephine and Carol (front desk receptionists) were very nice, they listened to my issue, was patient with me and really seemed to care about my well being. |
| Dr Linda was very friendly and made the cleaning very enjoyable when I was very nervous for the appointment |
| great doctor a bit rude |
| The staff here is very wonderful and helpful. They do care about my well being and it's very refreshing to see that I'm cared for by real professionals. |
| n/a |
| It was very helpful. Thank you all so much! |
| Susan Dash and Carol outstanding! |
| She was great!!!! |
| no problems with appointment or care |
| non |
| Good job everyone. |
| Fast and effective. |
| Dr. Luba is great!!!!!!!!!! |

| |
|--|
| The best dentist that I have ever been too! |
| it was very good |
| I had a lovely visit, the staff is excellent and the doctor's are very helpful as they answer any questions and give information for future reference. |
| n/a |

30) 22. Campus location of your most recent visit:






Generated: 1/9/2014 10:50:19 AM

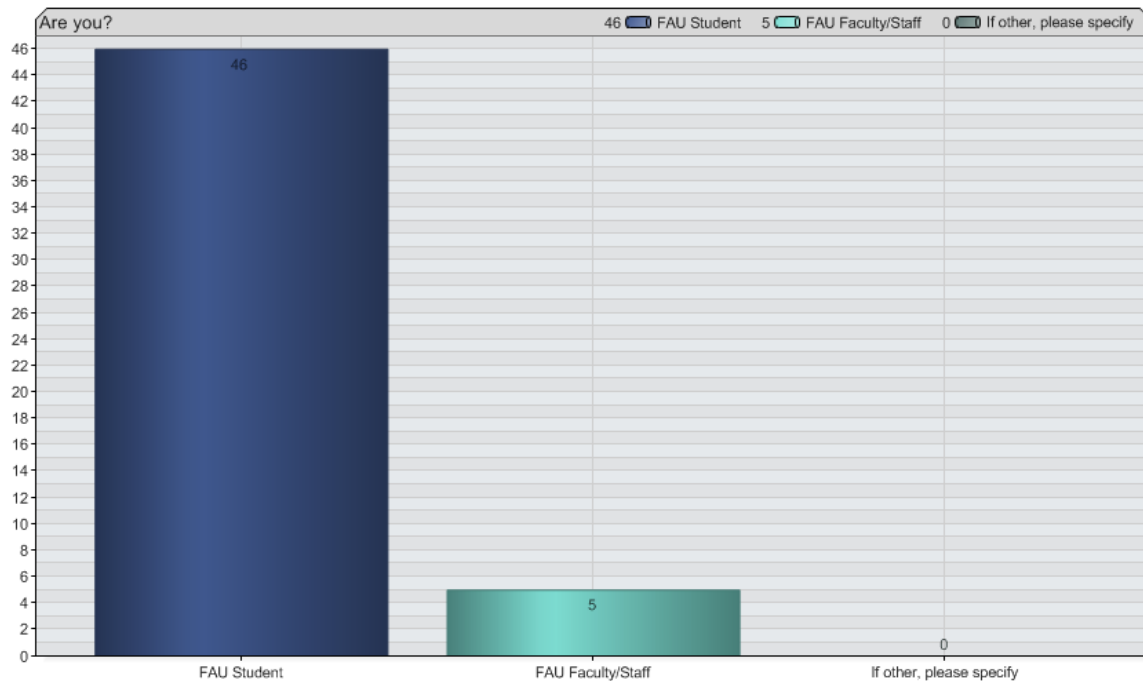
Survey: Pharmacy Customer Satisfaction Survey 2014

Report: Default Report

| Survey Status | | Respondent Statistics | Points Summary |
|---------------|------------|-----------------------|--|
| Status: | Closed | Total Responses: 50 | No Points Questions used in this survey. |
| Deploy Date: | 03/12/2014 | Completes: 42 | |
| Closed Date: | 05/21/2014 | Partials: 8 | |

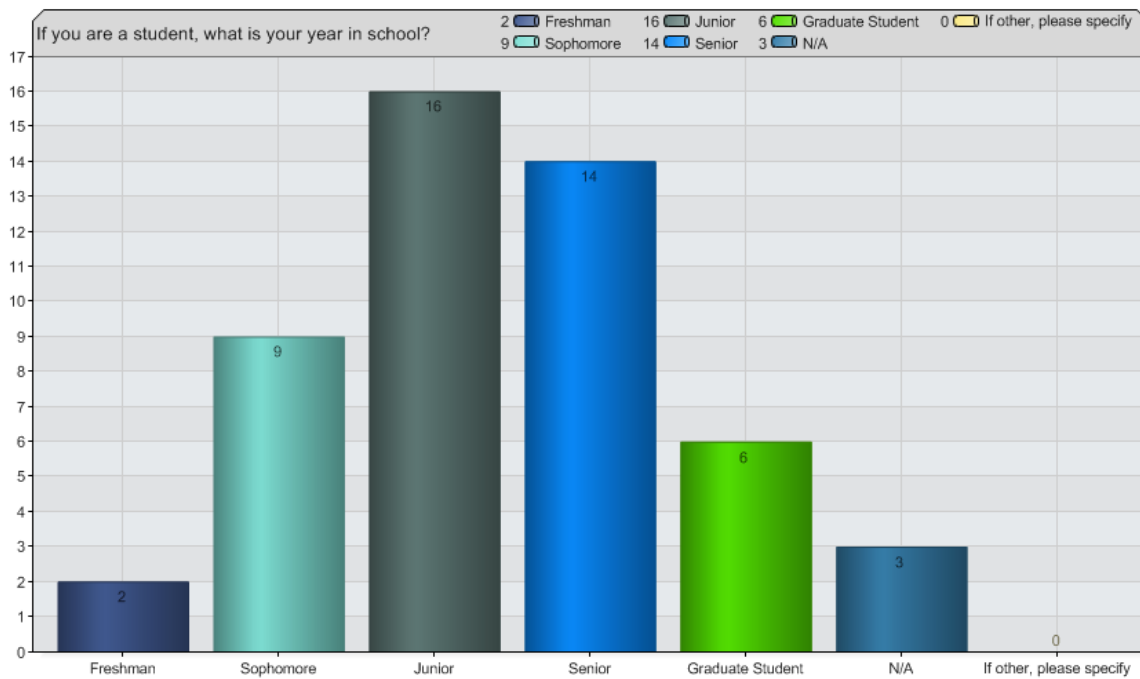
1. Are you?

| | Responses | Percent |
|--|-----------|---------|
| FAU Student:  | 46 | 92% |
| FAU Faculty/Staff:  | 5 | 10% |
| If other, please specify:  | 0 | 0% |
| Total Responded to this question: | 50 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 50 | 100% |



2. If you are a student, what is your year in school?

| | Responses | Percent |
|--|-----------|---------|
| Freshman: <input type="text"/> | 2 | 4% |
| Sophomore: <input type="text"/> | 9 | 18% |
| Junior: <input type="text"/> | 16 | 32% |
| Senior: <input type="text"/> | 14 | 28% |
| Graduate Student: <input type="text"/> | 6 | 12% |
| N/A: <input type="text"/> | 3 | 6% |
| If other, please specify: <input type="text"/> | 0 | 0% |
| Total Responded to this question: | | 50 |
| Total who skipped this question: | | 0 |
| Total: | | 50 |



3. If you are a student, do you live on campus?

Yes:



13

27.08%

No:



35

72.92%

Total Responded to this question:

48

96%

Total who skipped this question:

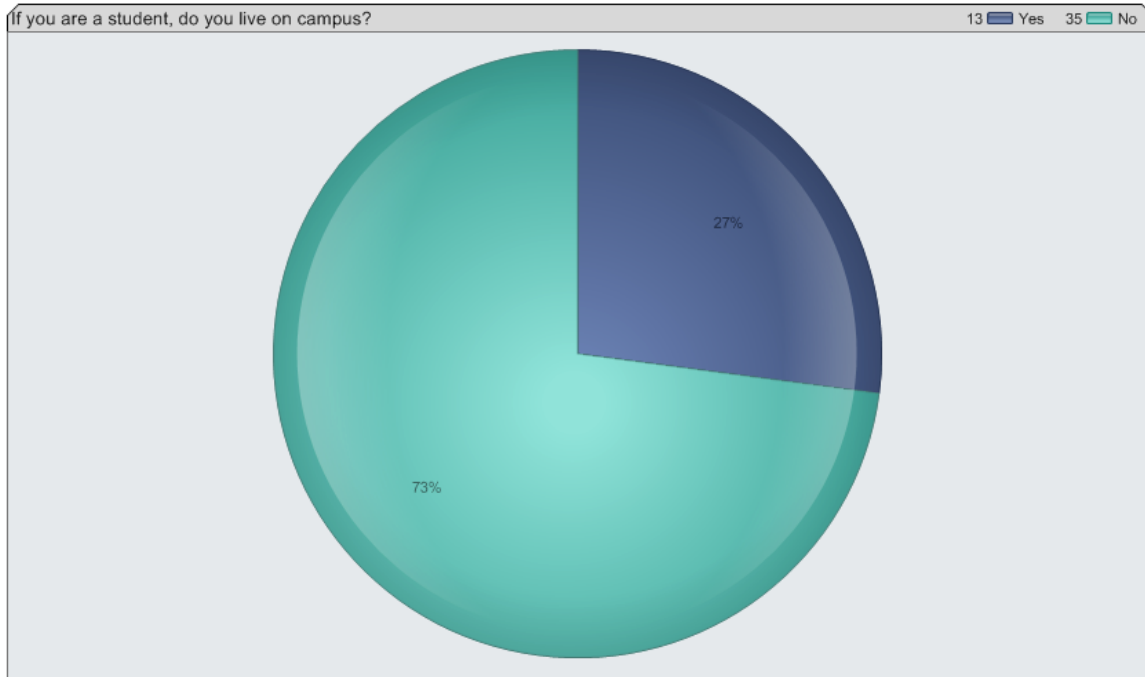
2

4%

Total:

50

100%



4. Do you have insurance that covers your prescription medications?

Yes:



29

58%

No:



21

42%

Total Responded to this question:

50

100%

Total who skipped this question:

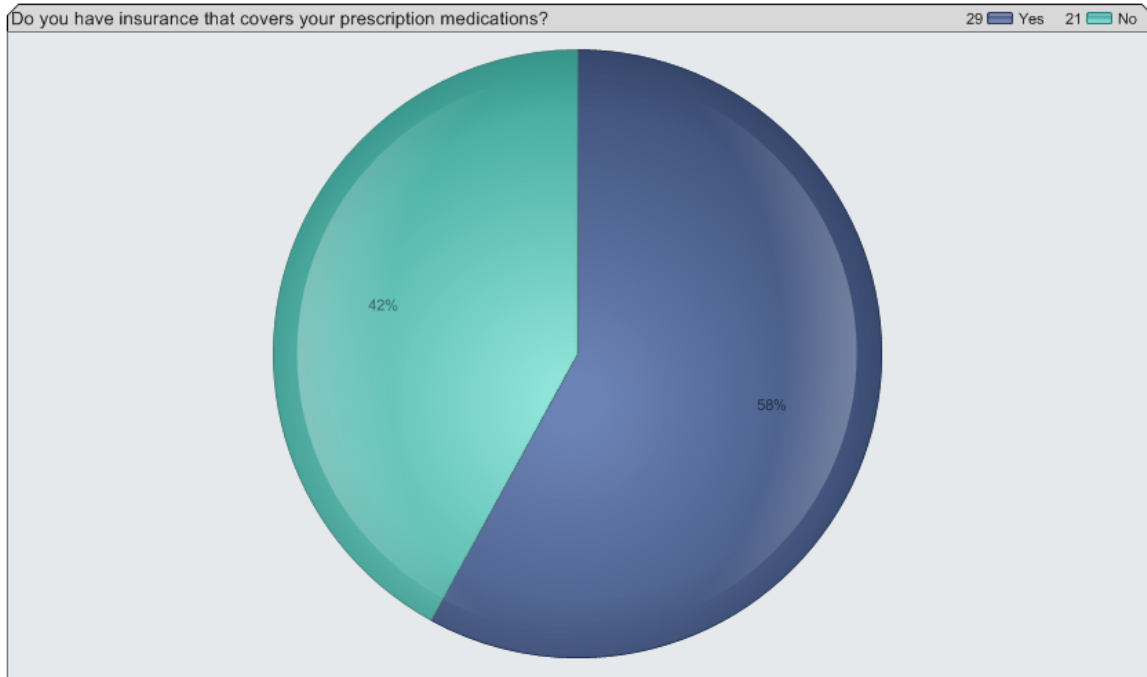
0

0%

Total:

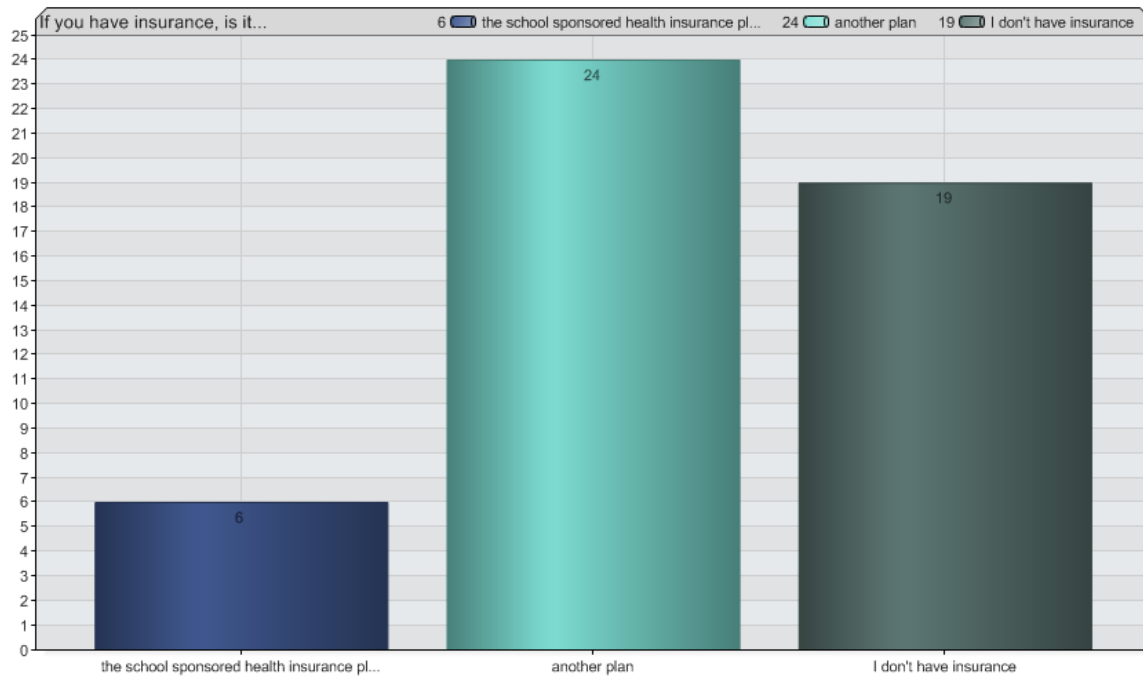
50

100%



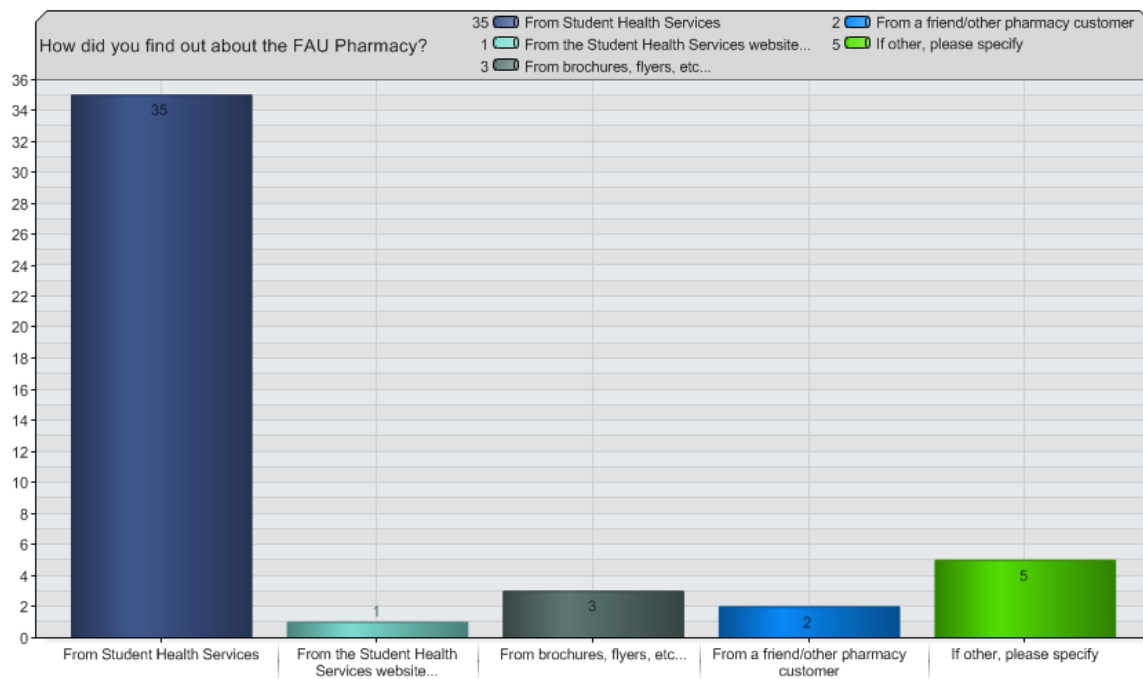
5. If you have insurance, is it...

| | Responses | Percent |
|---|-----------|---------|
| the school sponsored health insurance plan: | 6 | 12.24% |
| another plan: | 24 | 48.98% |
| I don't have insurance: | 19 | 38.78% |
| Total Responded to this question: | 49 | 98% |
| Total who skipped this question: | 1 | 2% |
| Total: | 50 | 100% |



6. How did you find out about the FAU Pharmacy?

| | Responses | Percent |
|---|-----------|---------|
| From Student Health Services: | 35 | 76.09% |
| From the Student Health Services website: | 1 | 2.17% |
| From brochures, flyers, etc...: | 3 | 6.52% |
| From a friend/other pharmacy customer: | 2 | 4.35% |
| If other, please specify: | 5 | 10.87% |
| Total Responded to this question: | 46 | 92% |
| Total who skipped this question: | 4 | 8% |
| Total: | 50 | 100% |

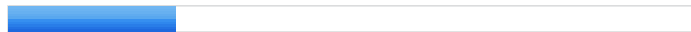


6. How did you find out about the FAU Pharmacy?

| Response | Comments |
|----------|---------------------------------|
| 1 | Pass by |
| 2 | I work across from the pharmacy |
| 3 | previous customer |
| 4 | work in sports med dept at FAU |
| 5 | walk in. |

7. Is this your first visit to the FAU Pharmacy?

Yes:



11

23.91%

No:



35

76.09%

Total Responded to this question:

46

92%

Total who skipped this question:

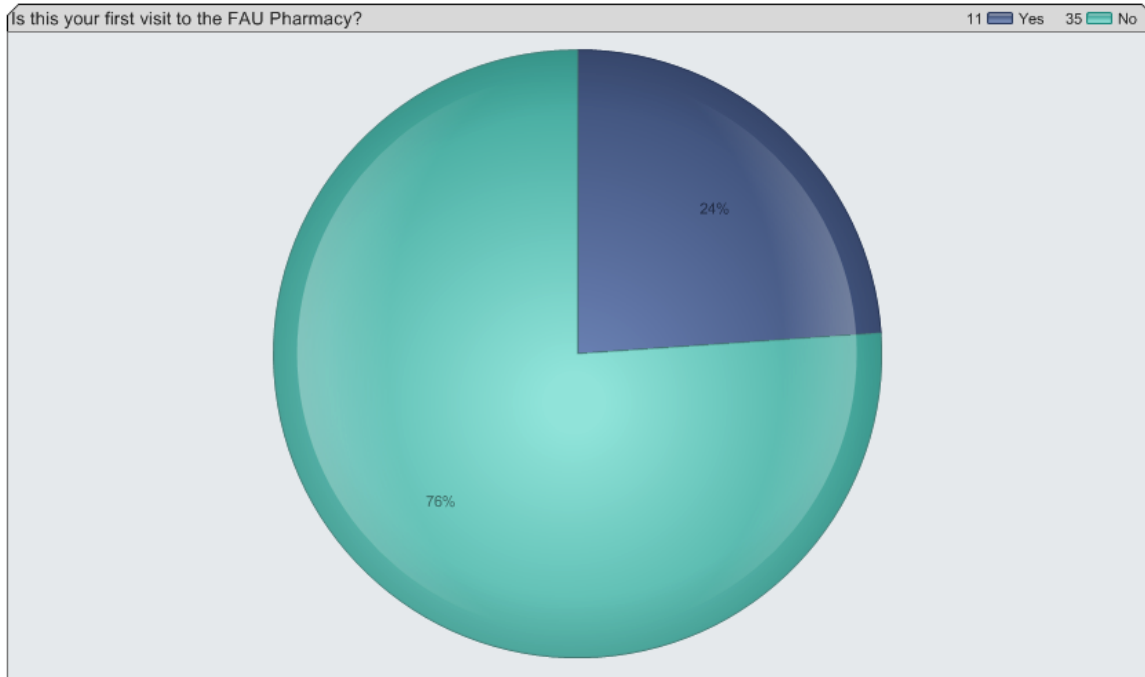
4

8%



Total:

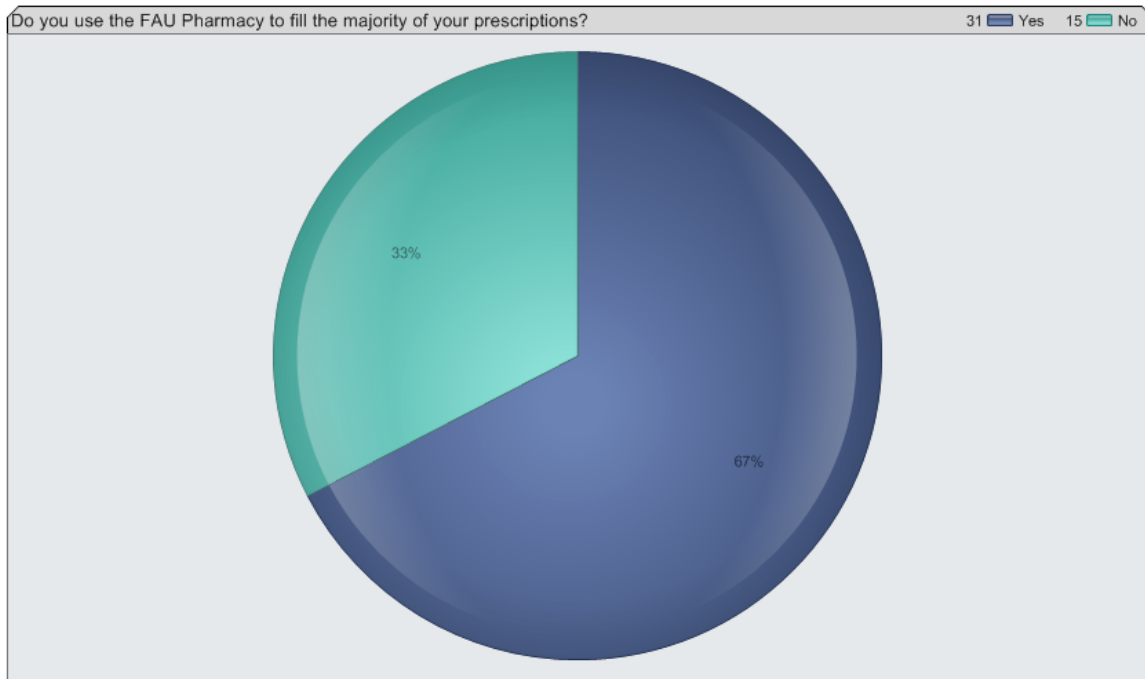
50

100%



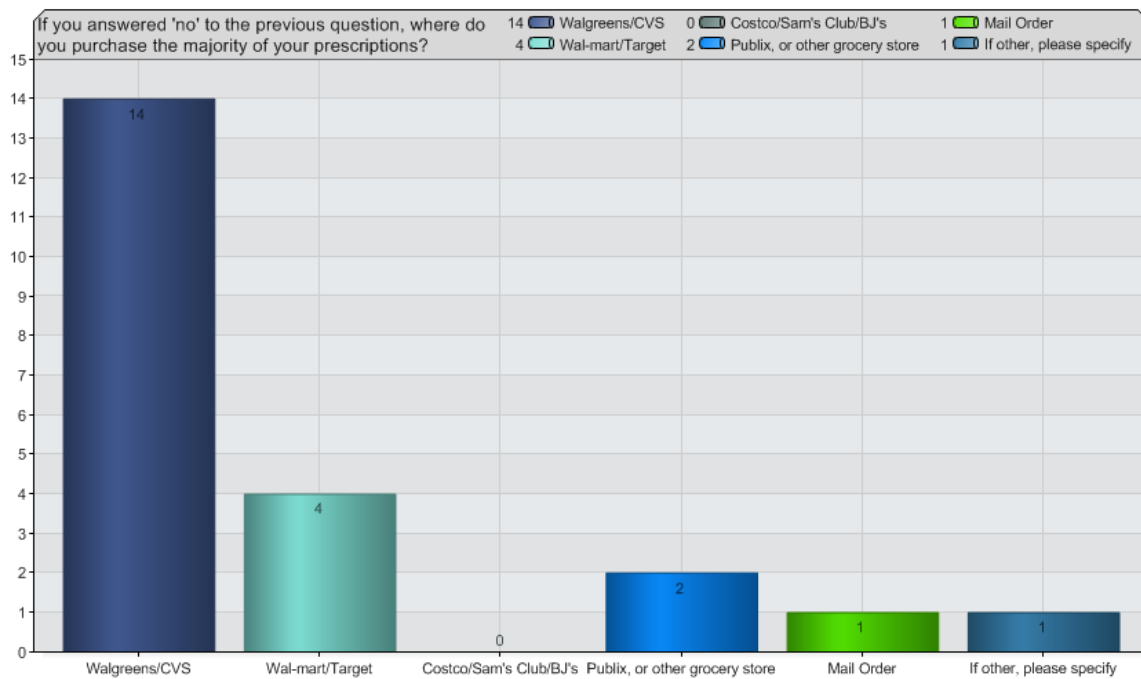
8. Do you use the FAU Pharmacy to fill the majority of your prescriptions?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 31 | 67.39% |
| No:  | 15 | 32.61% |
| Total Responded to this question: | 46 | 92% |
| Total who skipped this question: | 4 | 8% |
| Total: | 50 | 100% |



9. If you answered 'no' to the previous question, where do you purchase the majority of your prescriptions?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| Walgreens/CVS: | 14 | 63.64% |
| Wal-mart/Target: | 4 | 18.18% |
| Costco/Sam's Club/BJ's: | 0 | 0% |
| Publix, or other grocery store: | 2 | 9.09% |
| Mail Order: | 1 | 4.55% |
| If other, please specify: | 1 | 4.55% |
| Total Responded to this question: | | 22 44% |
| Total who skipped this question: | | 28 56% |
| Total: | | 50 100% |

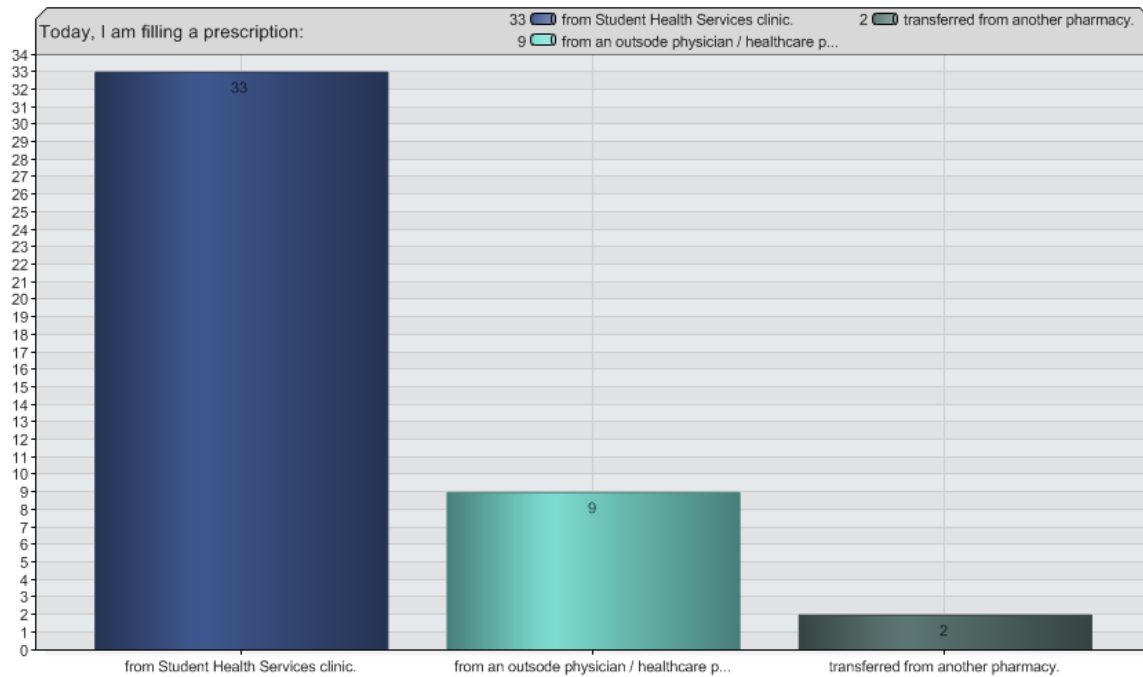


9. If you answered 'no' to the previous question, where do you purchase the majority of your prescriptions?



| Response | Comments |
|----------|----------------|
| 1 | i answered yes |

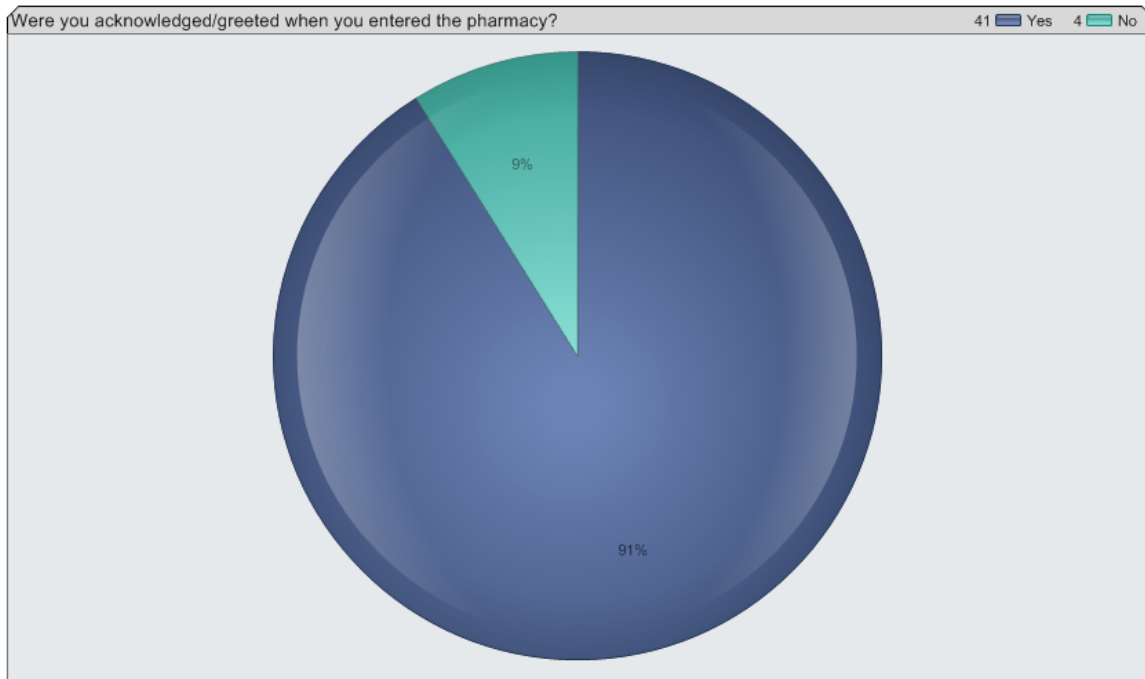
10. Today, I am filling a prescription:

| | Responses | Percent |
|---|-----------|---------|
| from Student Health Services clinic.: | 33 | 75% |
| from an outside physician / healthcare provider.: | 9 | 20.45% |
| transferred from another pharmacy.: | 2 | 4.55% |
| Total Responded to this question: | 44 | 88% |
| Total who skipped this question: | 6 | 12% |
| Total: | 50 | 100% |



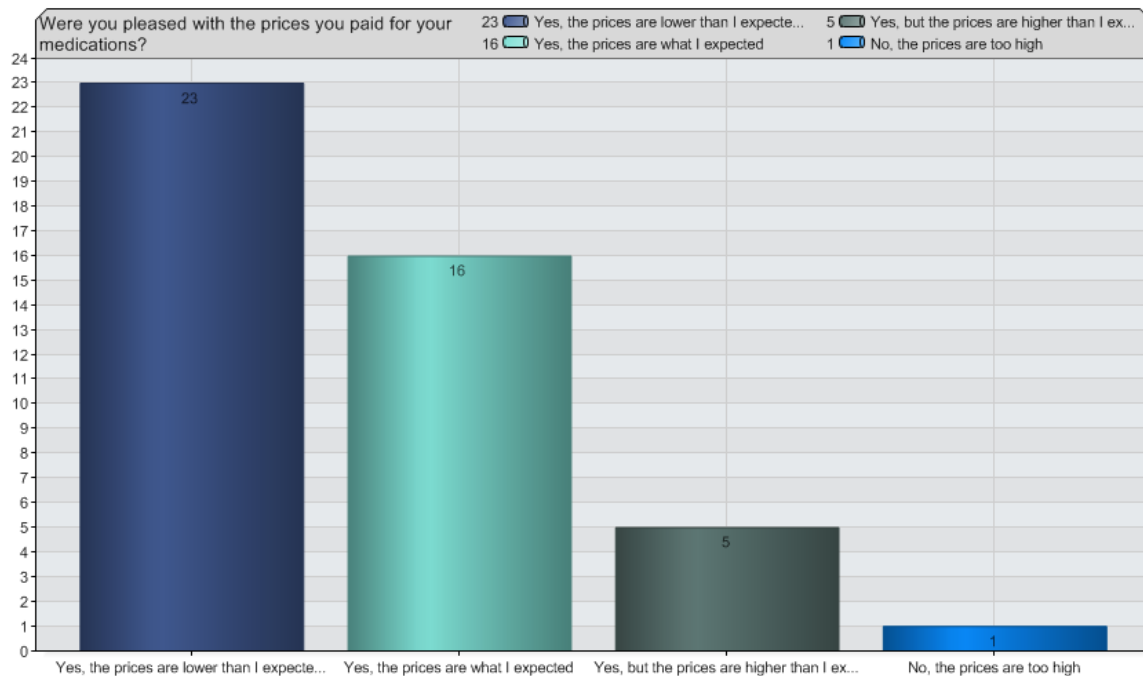
11. Were you acknowledged/greeted when you entered the pharmacy?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 41 | 91.11% |
| No:  | 4 | 8.89% |
| Total Responded to this question: | 45 | 90% |
| Total who skipped this question: | 5 | 10% |
| Total: | 50 | 100% |



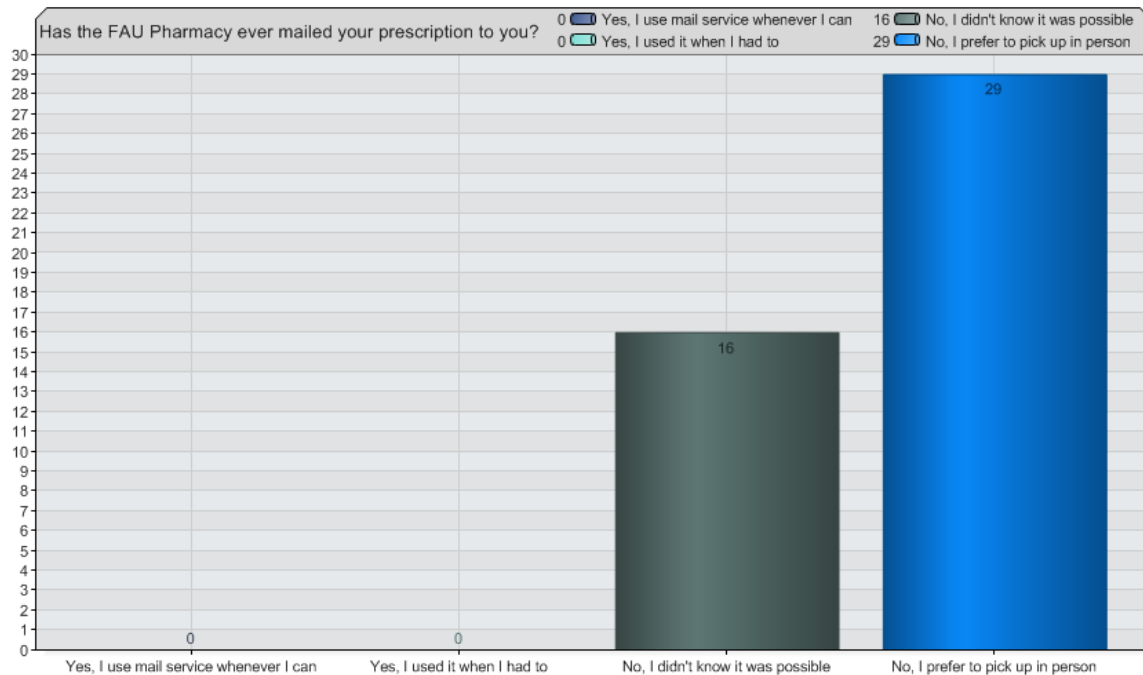
12. Were you pleased with the prices you paid for your medications?

| | Responses | Percent |
|---|-----------|---------|
| Yes, the prices are lower than I expected: | 23 | 51.11% |
| Yes, the prices are what I expected: | 16 | 35.56% |
| Yes, but the prices are higher than I expected: | 5 | 11.11% |
| No, the prices are too high: | 1 | 2.22% |
| Total Responded to this question: | | 45 |
| Total who skipped this question: | | 5 |
| Total: | | 50 |



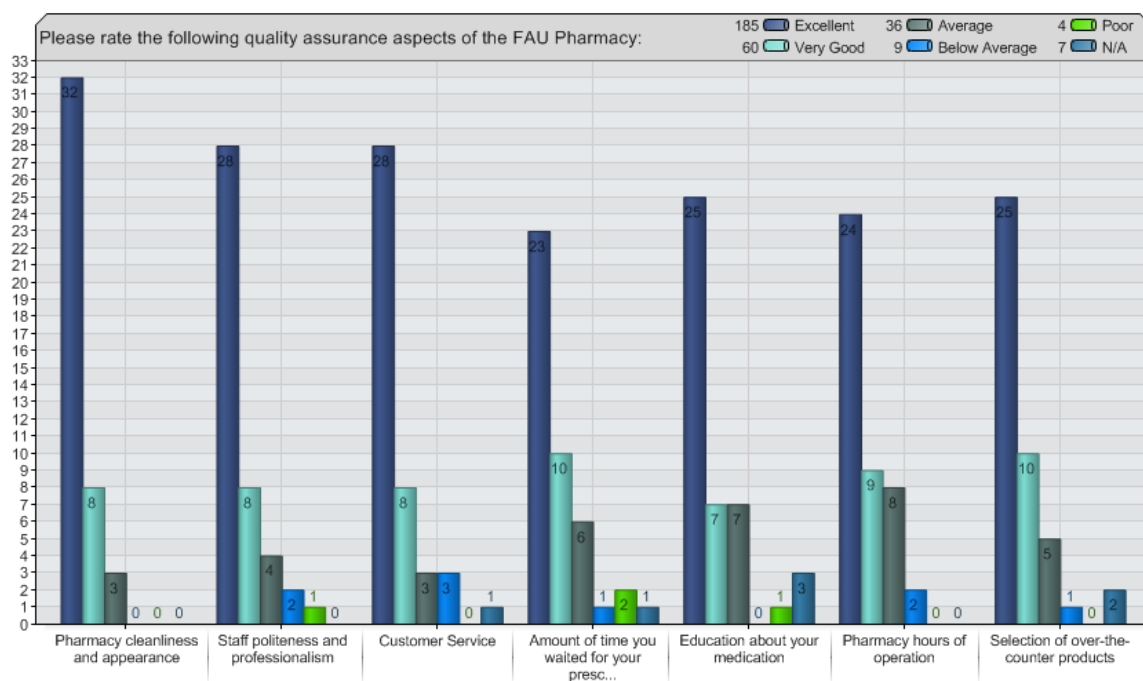
13. Has the FAU Pharmacy ever mailed your prescription to you?

| | Responses | Percent |
|--|-----------|---------|
| Yes, I use mail service whenever I can: <input type="text"/> | 0 | 0% |
| Yes, I used it when I had to: <input type="text"/> | 0 | 0% |
| No, I didn't know it was possible: <input type="text"/> | 16 | 35.56% |
| No, I prefer to pick up in person: <input type="text"/> | 29 | 64.44% |
| Total Responded to this question: | 45 | 90% |
| Total who skipped this question: | 5 | 10% |
| Total: | 50 | 100% |




14. Please rate the following quality assurance aspects of the FAU Pharmacy:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|--|------------|------------|-----------|---------------|----------|----------|-------|
| Pharmacy cleanliness and appearance: | 32(74.42%) | 8(18.6%) | 3(6.98%) | 0(0%) | 0(0%) | 0(0%) | 43 |
| Staff politeness and professionalism: | 28(65.12%) | 8(18.6%) | 4(9.3%) | 2(4.65%) | 1(2.33%) | 0(0%) | 43 |
| Customer Service: | 28(65.12%) | 8(18.6%) | 3(6.98%) | 3(6.98%) | 0(0%) | 1(2.33%) | 43 |
| Amount of time you waited for your prescription: | 23(53.49%) | 10(23.26%) | 6(13.95%) | 1(2.33%) | 2(4.65%) | 1(2.33%) | 43 |
| Education about your medication: | 25(58.14%) | 7(16.28%) | 7(16.28%) | 0(0%) | 1(2.33%) | 3(6.98%) | 43 |
| Pharmacy hours of operation: | 24(55.81%) | 9(20.93%) | 8(18.6%) | 2(4.65%) | 0(0%) | 0(0%) | 43 |
| Selection of over-the-counter products: | 25(58.14%) | 10(23.26%) | 5(11.63%) | 1(2.33%) | 0(0%) | 2(4.65%) | 43 |
| Total Responded to this question: | | | | | | 43 | 86% |
| Total who skipped this question: | | | | | | 7 | 14% |
| Total: | | | | | | 50 | 100% |



15. Comments concerning the quality assurance aspects of the FAU Pharmacy:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 9 | 100% |
| Total Responded to this question: | 9 | 18% |
| Total who skipped this question: | 41 | 82% |
| Total: | 50 | 100% |

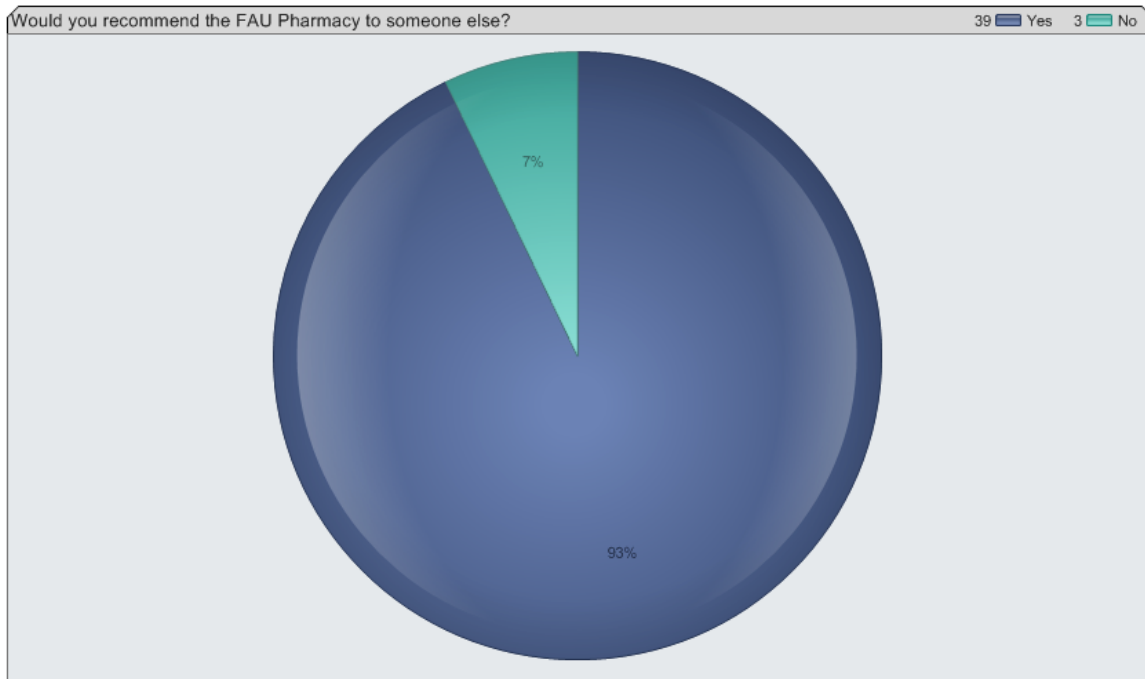
Graph/Chart function not relevant for this question type.

15. Comments concerning the quality assurance aspects of the FAU Pharmacy:


| Response | Response Text |
|----------|--|
| 1 | I was the only customer here and yet they took forever |
| 2 | The system set up where you have to fill out a form before you can have your prescription filled is ridiculous. If the doctors office sends over a prescription, I should be able to come in a few hours and pick it up; not come in, fill out a form, and then come back again to pick it up. |
| 3 | none |
| 4 | I did not know I had to formally request my prescription and I had to wait longer than I expected. I was just told to come over and my prescription would be ready. Because of this I was late for work. |
| 5 | good |
| 6 | N/A |
| 7 | Great Service |
| 8 | the staff here at the pharmacy are the best they service me with great service and I love it!! |
| 9 | The staff here at the pharmacy are wonderful they provide great customer service and advice concerning medications. |

16. Would you recommend the FAU Pharmacy to someone else?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 39 | 92.86% |
| No:  | 3 | 7.14% |
| Total Responded to this question: | 42 | 84% |
| Total who skipped this question: | 8 | 16% |
| Total: | 50 | 100% |



17. What else can we do to make your pharmacy experience more enjoyable?

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 10 | 100% |
| Total Responded to this question: | 10 | 20% |
| Total who skipped this question: | 40 | 80% |
| Total: | 50 | 100% |

Graph/Chart function not relevant for this question type.

17. What else can we do to make your pharmacy experience more enjoyable?




| Response | Response Text |
|----------|---|
| 1 | the friendliness of the staff leaves a lot to be desired. Twice now I have come in here and the same lady all but ignored me about what I was here to do. |
| 2 | Everything was enjoyable |
| 3 | Everything seemed fine. |
| 4 | I received a prescription from the clinic and the provider informed that it would be \$10. when I got to the pharmacy it was \$50. the pharmacy staff was helpful in contacting the clinic to find me a cheaper medication but I was mad that the clinic would tell me that |
| 5 | talk to customers more |
| 6 | I think the Pharmacy does a great job already. I wish that the students knew about the pharmacy because it is definitely a great resource to use. |
| 7 | More OTC, less than 20 mns wait time. |
| 8 | N/A |
| 9 | Nothing. It is fine the way it is. |
| 10 | Include more over the counter medications |

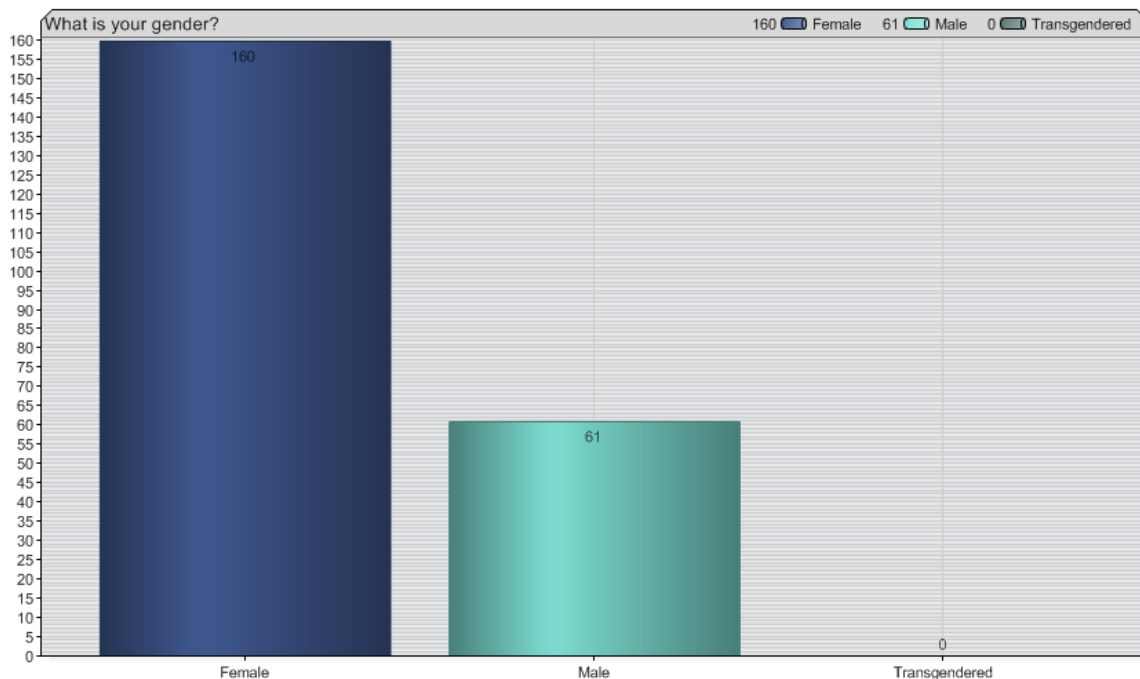
Survey: Boca Student Health Spring 2014 General Satisfaction Survey

Report: Default Report

| Survey Status | | Respondent Statistics | Points Summary |
|---------------|------------|-----------------------|--|
| Status: | Closed | Total Responses: 222 | No Points Questions used in this survey. |
| Deploy Date: | 03/12/2014 | Completes: 220 | |
| Closed Date: | 06/09/2014 | Partials: 2 | |

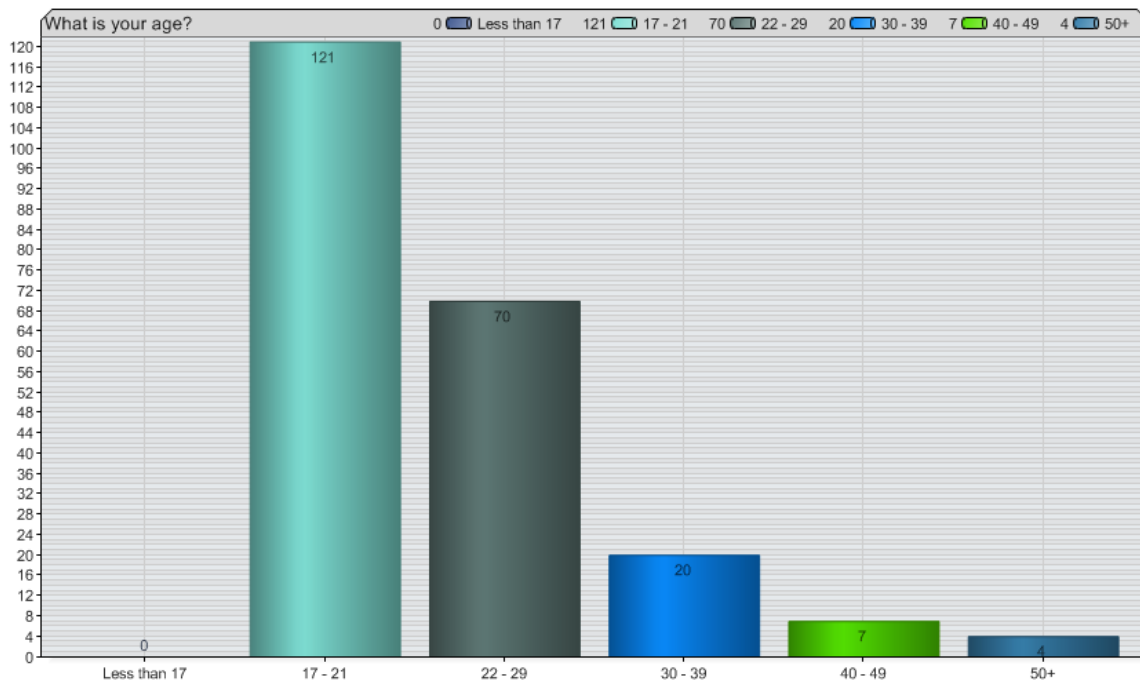
1. What is your gender?

| | Responses | Percent |
|---|-----------|---------|
| Female:  | 160 | 72.4% |
| Male:  | 61 | 27.6% |
| Transgendered:  | 0 | 0% |
| Total Responded to this question: | 221 | 99.55% |
| Total who skipped this question: | 1 | 0.45% |
| Total: | 222 | 100% |







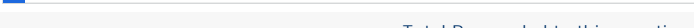


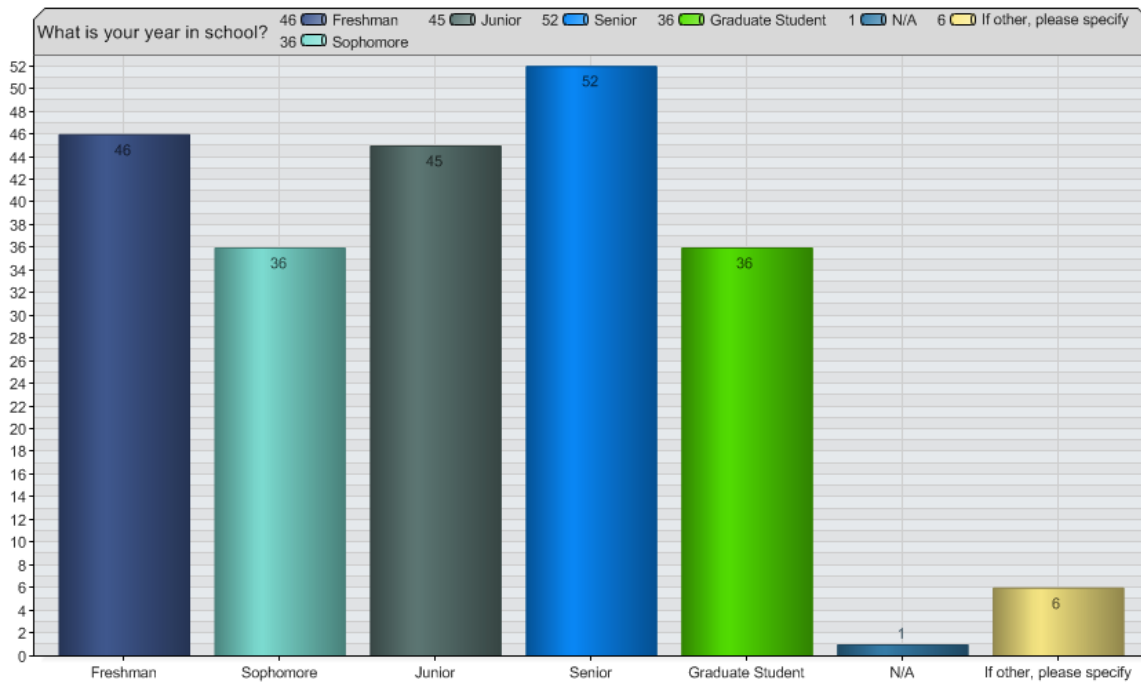
2. What is your age?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| Less than 17: | 0 | 0% |
| 17 - 21: | 121 | 54.5% |
| 22 - 29: | 70 | 31.53% |
| 30 - 39: | 20 | 9.01% |
| 40 - 49: | 7 | 3.15% |
| 50+: | 4 | 1.8% |
| Total Responded to this question: | 222 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 222 | 100% |



3. What is your year in school?



| | Responses | Percent |
|--|-----------|---------|
| Freshman:  | 46 | 20.72% |
| Sophomore:  | 36 | 16.22% |
| Junior:  | 45 | 20.27% |
| Senior:  | 52 | 23.42% |
| Graduate Student:  | 36 | 16.22% |
| N/A:  | 1 | 0.45% |
| If other, please specify:  | 6 | 2.7% |
| Total Responded to this question: | 222 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 222 | 100% |

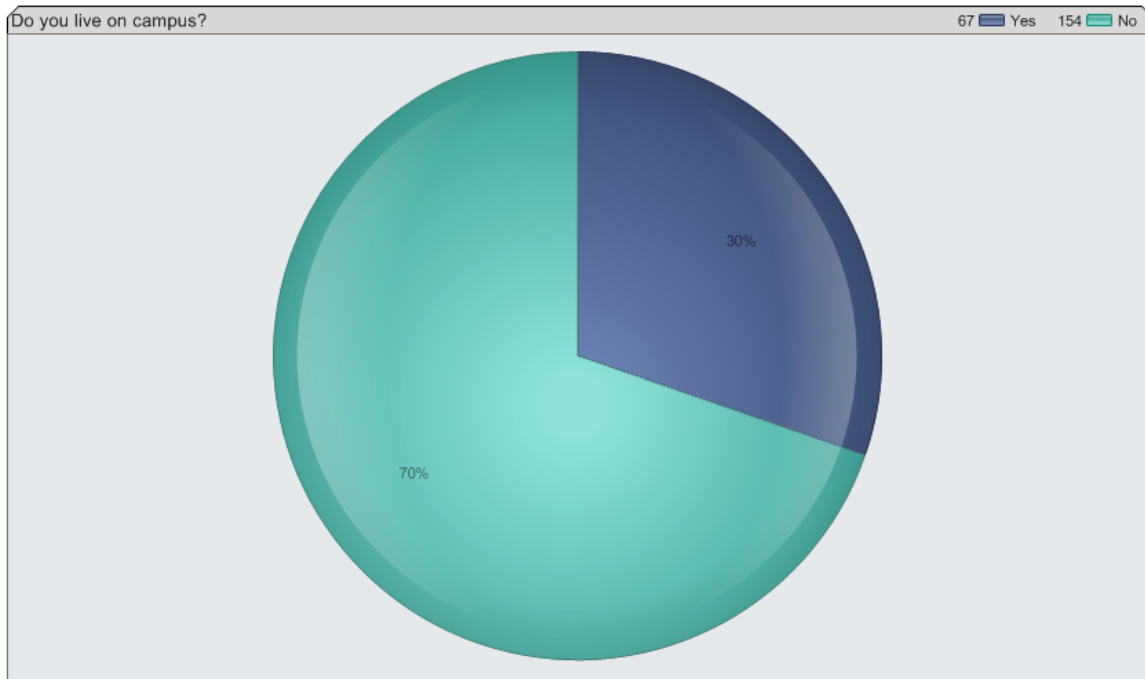


3. What is your year in school?

| Response | Comments |
|----------|-------------------|
| 1 | 2nd degree seeker |
| 2 | Medical Student |
| 3 | 2nd degree seeker |
| 4 | undergraduate |
| 5 | transfer student |
| 6 | non-degree |

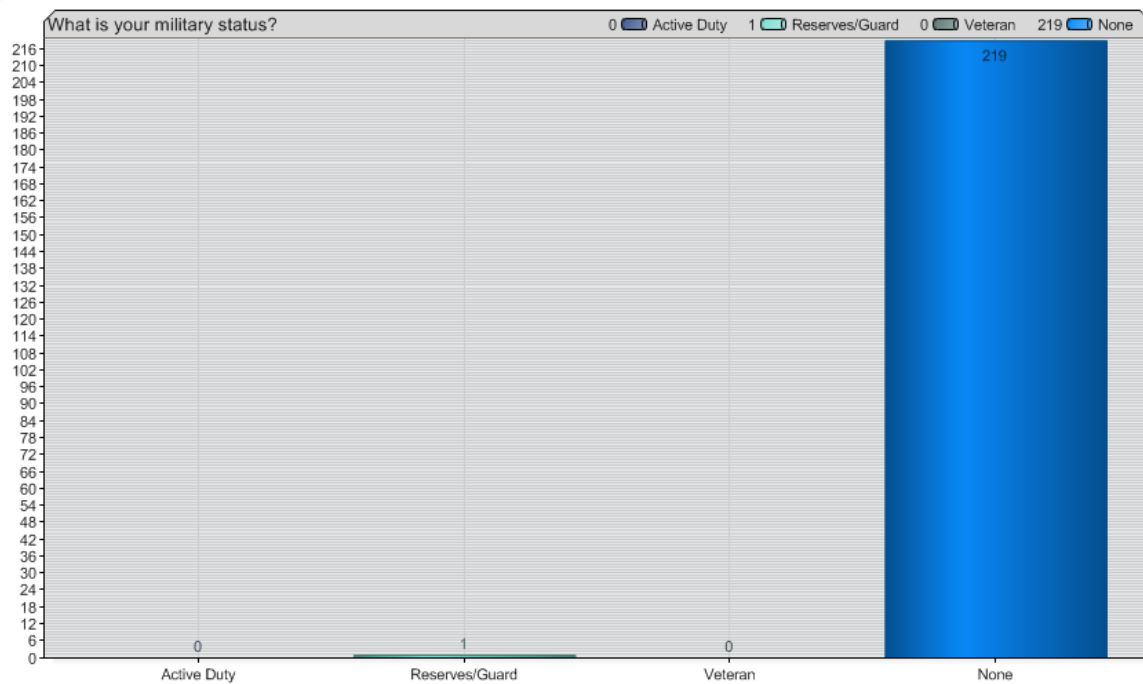
4. Do you live on campus?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 67 | 30.32% |
| No:  | 154 | 69.68% |
| Total Responded to this question: | 221 | 99.55% |
| Total who skipped this question: | 1 | 0.45% |
| Total: | 222 | 100% |






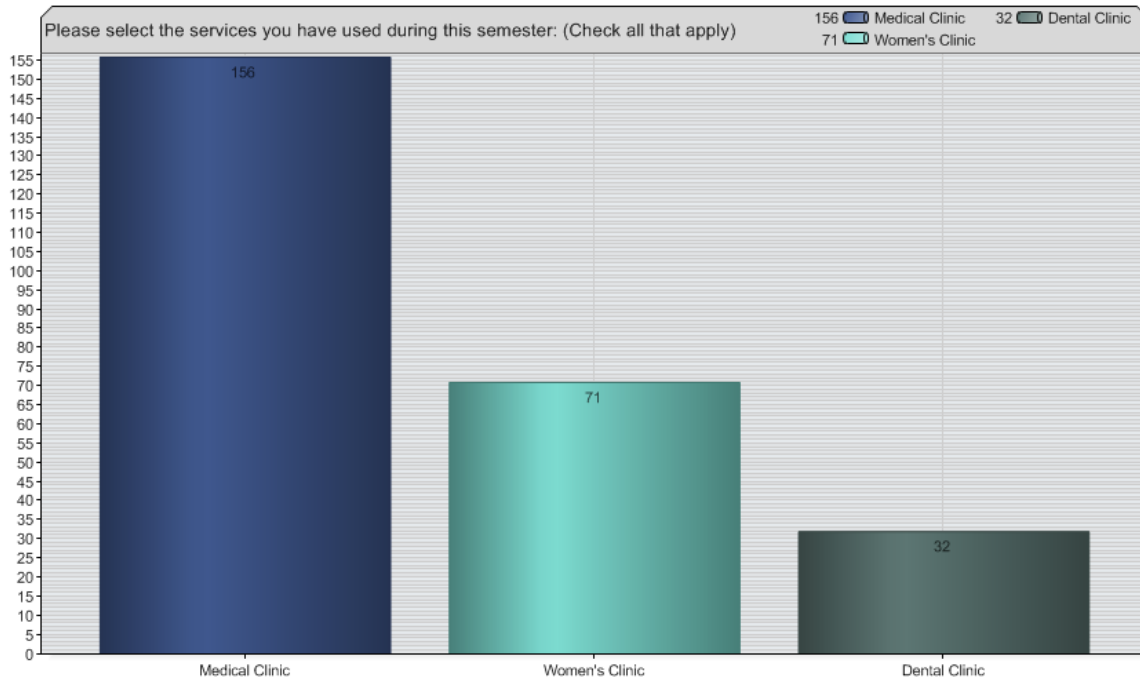
5. What is your military status?

| | Responses | Percent |
|--------------------------------------|-----------|---------|
| Active Duty: <input type="text"/> | 0 | 0% |
| Reserves/Guard: <input type="text"/> | 1 | 0.45% |
| Veteran: <input type="text"/> | 0 | 0% |
| None: <input type="text"/> | 219 | 99.55% |
| Total Responded to this question: | | 220 |
| Total who skipped this question: | | 2 |
| Total: | | 222 |
| | | 99.1% |
| | | 0.9% |
| | | 100% |



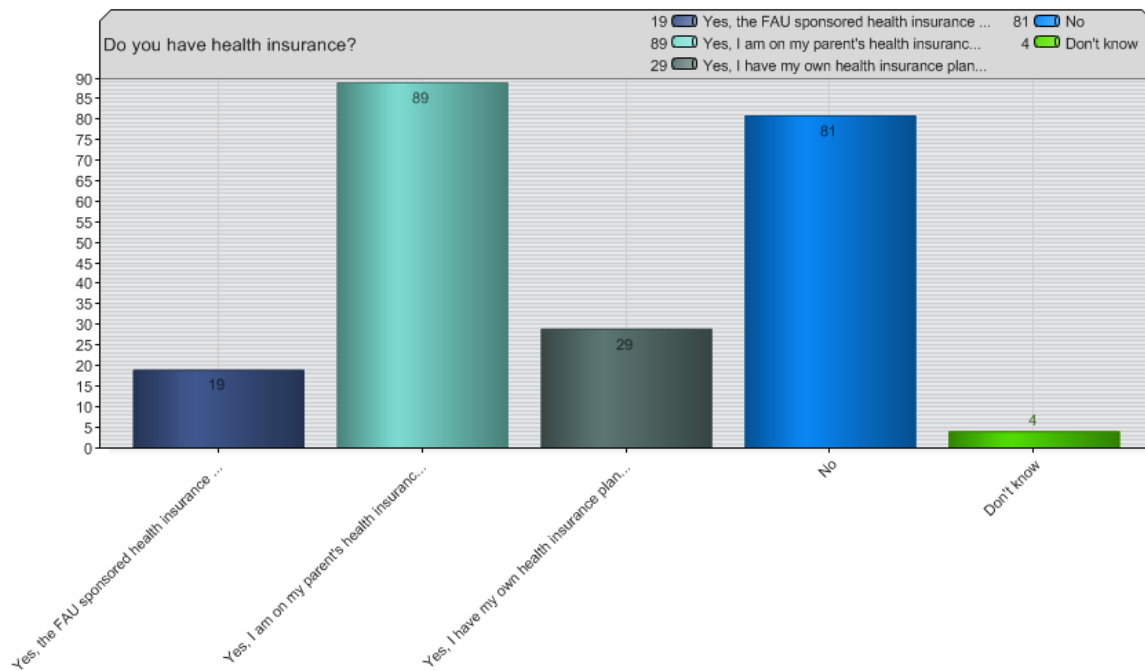
6. Please select the services you have used during this semester: (Check all that apply)

| | Responses | Percent |
|--|-----------|---------|
| Medical Clinic:  | 156 | 71.23% |
| Women's Clinic:  | 71 | 32.42% |
| Dental Clinic:  | 32 | 14.61% |
| Total Responded to this question: | 219 | 98.65% |
| Total who skipped this question: | 3 | 1.35% |
| Total: | 222 | 100% |



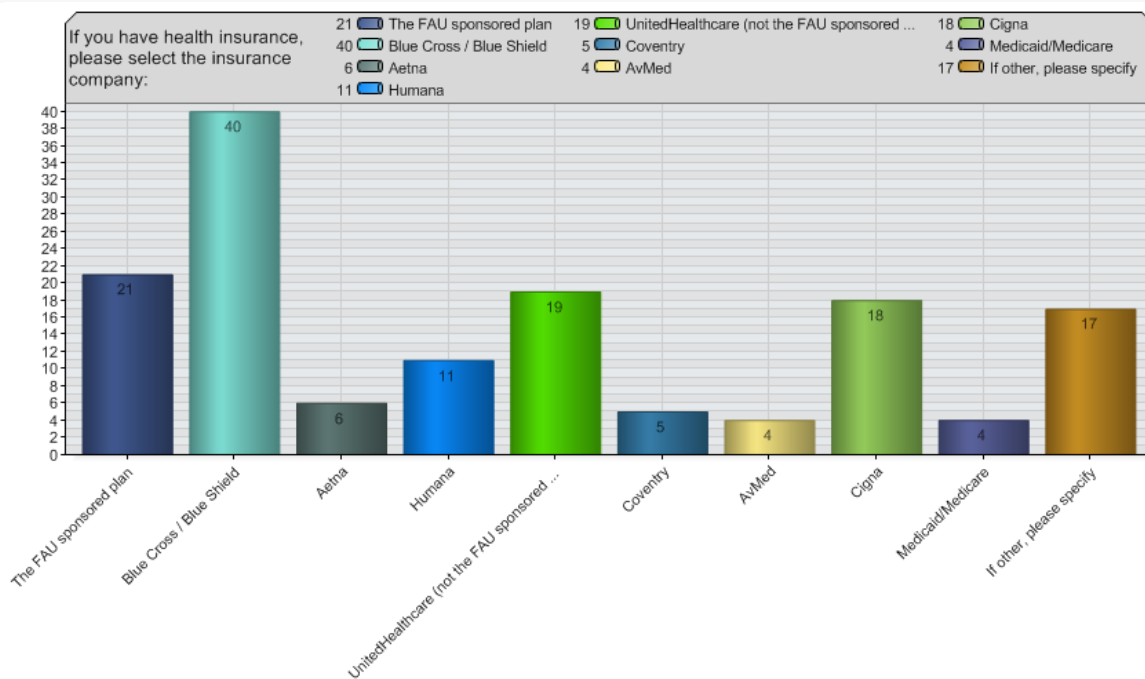
7. Do you have health insurance?

| | Responses | Percent |
|---|-----------|---------|
| Yes, the FAU sponsored health insurance plan: | 19 | 8.56% |
| Yes, I am on my parent's health insurance plan: | 89 | 40.09% |
| Yes, I have my own health insurance plan: | 29 | 13.06% |
| No: | 81 | 36.49% |
| Don't know: | 4 | 1.8% |
| Total Responded to this question: | 222 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 222 | 100% |



8. If you have health insurance, please select the insurance company:

| | Responses | Percent |
|--|-----------|---------|
| The FAU sponsored plan: | 21 | 14.48% |
| Blue Cross / Blue Shield: | 40 | 27.59% |
| Aetna: | 6 | 4.14% |
| Humana: | 11 | 7.59% |
| UnitedHealthcare (not the FAU sponsored plan): | 19 | 13.1% |
| Coventry: | 5 | 3.45% |
| AvMed: | 4 | 2.76% |
| Cigna: | 18 | 12.41% |
| Medicaid/Medicare: | 4 | 2.76% |
| If other, please specify: | 17 | 11.72% |
| Total Responded to this question: | 145 | 65.32% |
| Total who skipped this question: | 77 | 34.68% |
| Total: | 222 | 100% |



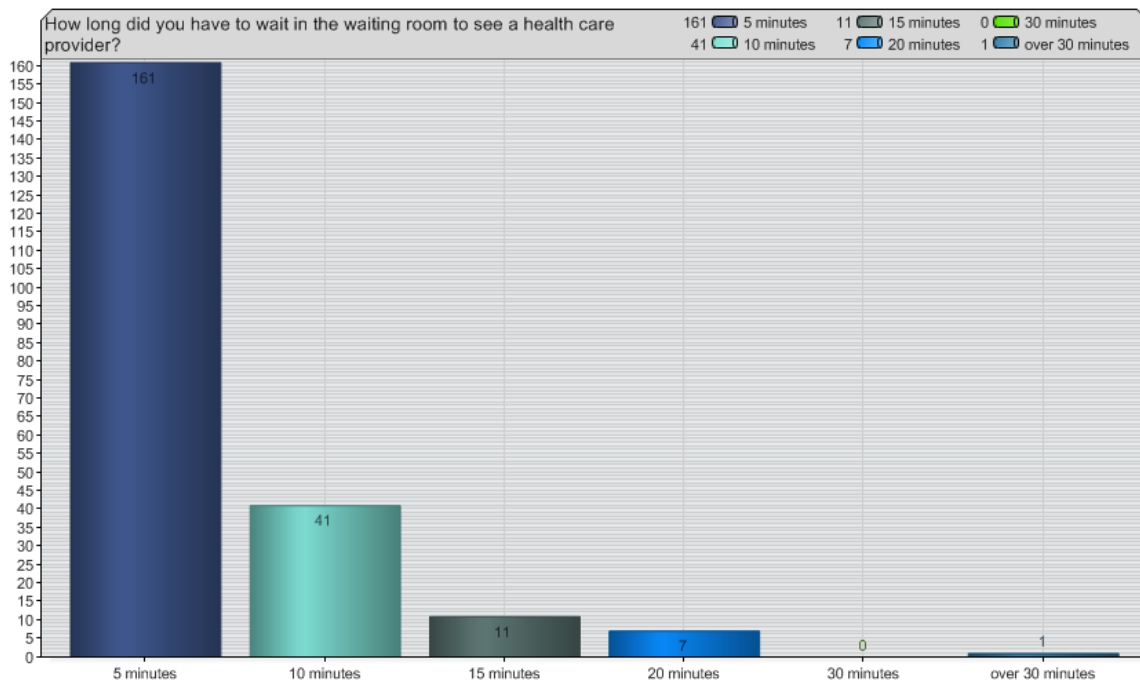
8. If you have health insurance, please select the insurance company:

| Response | Comments |
|----------|---------------------------|
| 1 | 00000 |
| 2 | Florida Hospital |
| 3 | Florida Blue |
| 4 | n/a |
| 5 | goldenrule |
| 6 | Staywell Kids |
| 7 | Staywell Kids |
| 8 | champ va |
| 9 | n/a |
| 10 | Staywell Kids |
| 11 | Florida Blue |
| 12 | Health First Health Plans |

| | |
|----|---------------------------|
| 13 | Health First Health Plans |
| 14 | none |
| 15 | none |
| 16 | best choice |
| 17 | Meritain |

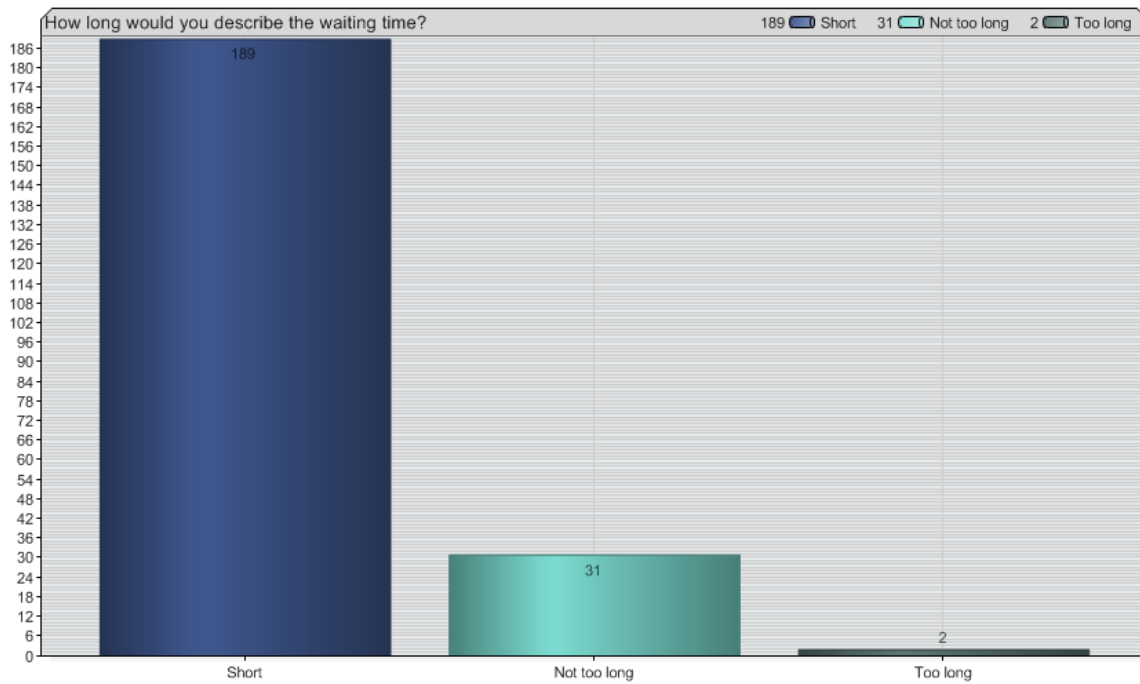
9. How long did you have to wait in the waiting room to see a health care provider?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| 5 minutes: | 161 | 72.85% |
| 10 minutes: | 41 | 18.55% |
| 15 minutes: | 11 | 4.98% |
| 20 minutes: | 7 | 3.17% |
| 30 minutes: | 0 | 0% |
| over 30 minutes: | 1 | 0.45% |
| Total Responded to this question: | | 221 |
| Total who skipped this question: | | 1 |
| Total: | | 222 |
| | | 100% |



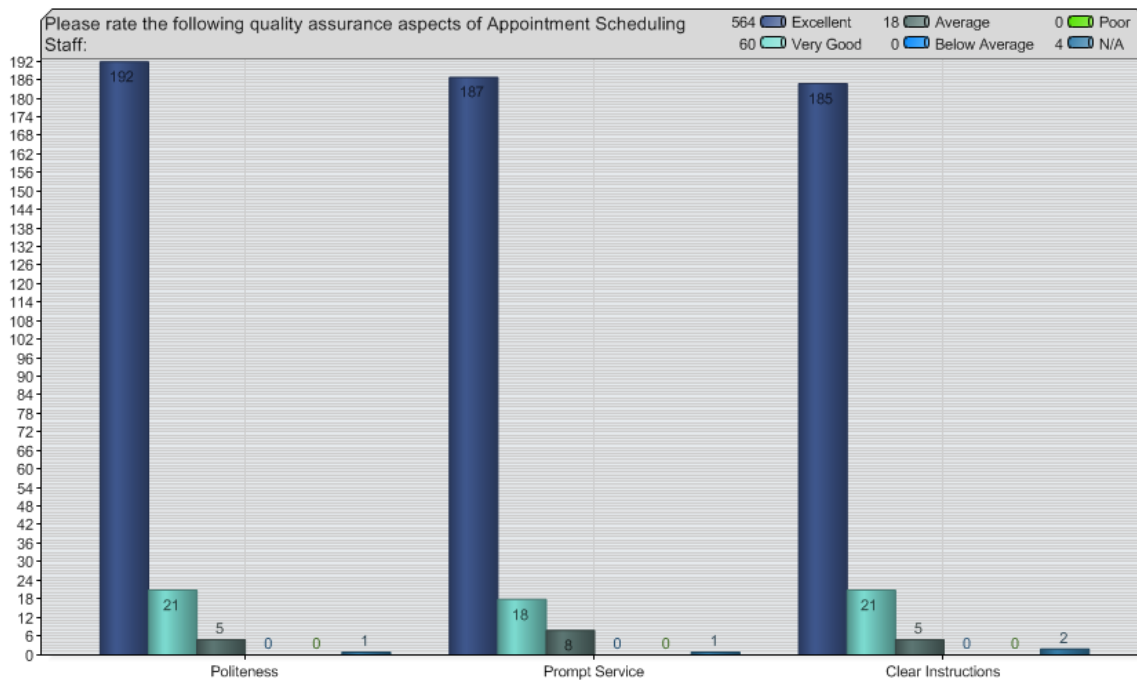
10. How long would you describe the waiting time?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| Short: | 189 | 85.14% |
| Not too long: | 31 | 13.96% |
| Too long: | 2 | 0.9% |
| Total Responded to this question: | 222 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 222 | 100% |




11. Please rate the following quality assurance aspects of Appointment Scheduling Staff:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|-----------------|-----------|----------|---------------|-------|----------|--------|
| Politeness: | 192 (87.67%) | 21(9.59%) | 5(2.28%) | 0(0%) | 0(0%) | 1(0.46%) | 219 |
| Prompt Service: | 187 (87.38%) | 18(8.41%) | 8(3.74%) | 0(0%) | 0(0%) | 1(0.47%) | 214 |
| Clear Instructions: | 185 (86.85%) | 21(9.86%) | 5(2.35%) | 0(0%) | 0(0%) | 2(0.94%) | 213 |
| Total Responded to this question: | | | | | | 219 | 98.65% |
| Total who skipped this question: | | | | | | 3 | 1.35% |
| Total: | | | | | | 222 | 100% |



12. Comments concerning the Appointment Scheduling Staff:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 36 | 100% |
| Total Responded to this question: | 36 | 16.22% |
| Total who skipped this question: | 186 | 83.78% |
| Total: | 222 | 100% |

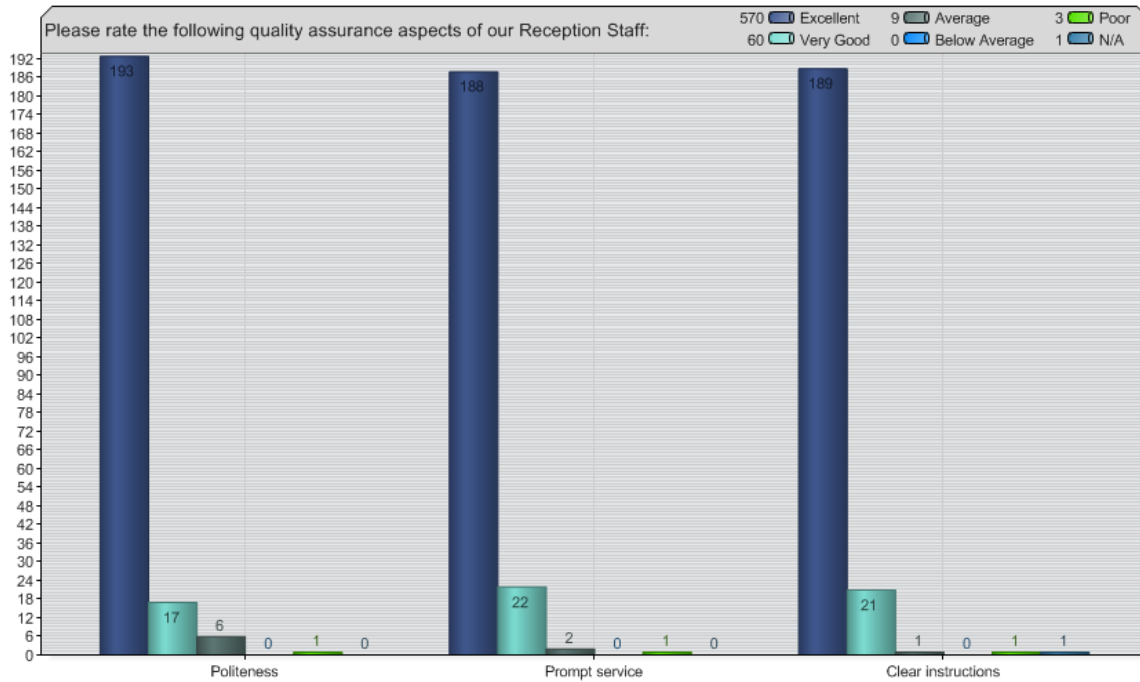
Graph/Chart function not relevant for this question type.

12. Comments concerning the Appointment Scheduling Staff:


| Response | Response Text |
|----------|---|
| 1 | good service. polite |
| 2 | N/A |
| 3 | AWESOME |
| 4 | They were great |
| 5 | Very Freindly |
| 6 | They were great. |
| 7 | No comment |
| 8 | wonderful friendly helpful staff and dr |
| 9 | They did an excellent job from the moment I walked in. =) |
| 10 | helpful. |
| 11 | very friendly and helpful |
| 12 | very concise |
| 13 | They are very friendly and were able to schedule me for the best possible time that worked for me! Always feel comfortable coming here and talking to them =) |
| 14 | very good |
| 15 | Great service |
| 16 | Not very nice. Was put on hold for 10 mintues |
| 17 | excellent nurse/reciptionist |
| 18 | great staff, explained everything well. Thank You |
| 19 | Great! |
| 20 | my nurse was really funny and made me feel comfortable also the dr that took blood was very reassuring and made me feel relaxed |
| 21 | n/a |
| 22 | The staff was kind, prompt, and very helpful to me. |
| 23 | very good |
| 24 | Could not through yesterday. Today was okay. |
| 25 | Always helpful and very professional |
| 26 | They were very nice and helpful. They made me feel very safe. |
| 27 | They are very flexible and understanding of my many cancellations but obviously still follow the process for late cancellations and no shows. The staff is very good about notifying of your appointments so that you do not miss them. |
| 28 | nice, and professional |
| 29 | Everyone is very kind and professional. |
| 30 | very polite and professional |
| 31 | it was good it was professional |
| 32 | very friendly |
| 33 | Again, they are very patient and understanding with rescheduling |
| 34 | Very accommodating and polite. |
| 35 | REally good. |
| 36 | Great! |

13. Please rate the following quality assurance aspects of our Reception Staff:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|-----------------|------------|----------|---------------|----------|----------|--------|
| Politeness: | 193 (88.94%) | 17(7.83%) | 6(2.76%) | 0(0%) | 1(0.46%) | 0(0%) | 217 |
| Prompt service: | 188 (88.26%) | 22(10.33%) | 2(0.94%) | 0(0%) | 1(0.47%) | 0(0%) | 213 |
| Clear instructions: | 189 (88.73%) | 21(9.86%) | 1(0.47%) | 0(0%) | 1(0.47%) | 1(0.47%) | 213 |
| Total Responded to this question: | | | | | | 217 | 97.75% |
| Total who skipped this question: | | | | | | 5 | 2.25% |
| Total: | | | | | | 222 | 100% |



14. Comments concerning the Reception Staff:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 26 | 100% |
| Total Responded to this question: | 26 | 11.71% |
| Total who skipped this question: | 196 | 88.29% |
| Total: | 222 | 100% |

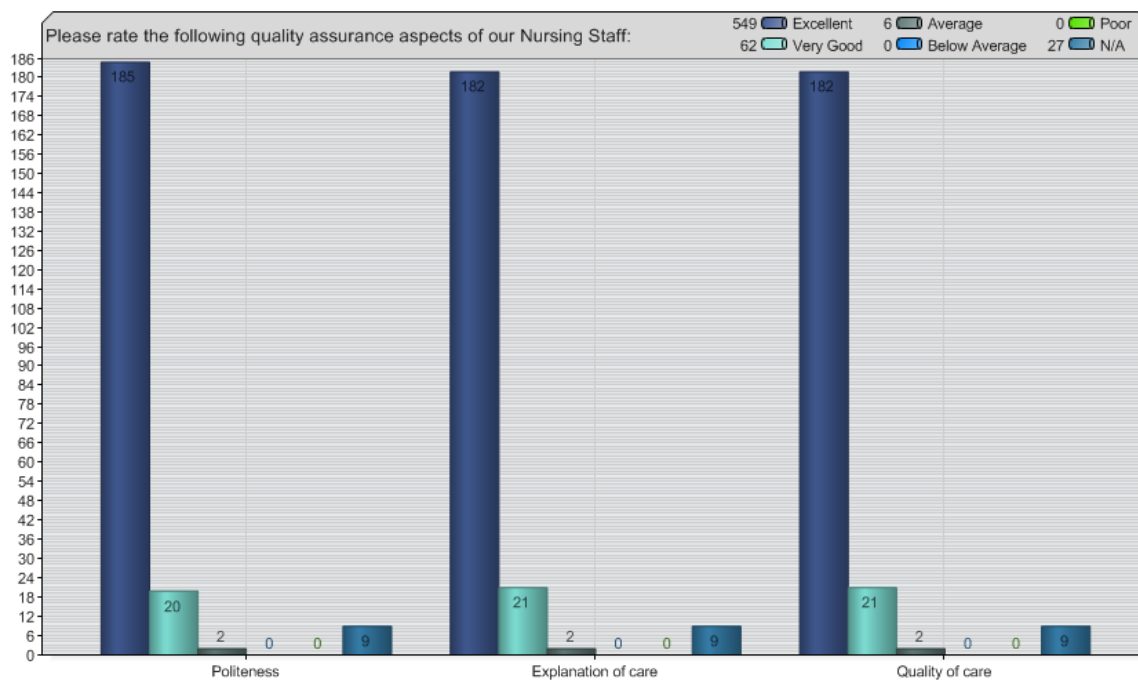
Graph/Chart function not relevant for this question type.

14. Comments concerning the Reception Staff:


| Response | Response Text |
|----------|--|
| 1 | very helpful |
| 2 | N/A |
| 3 | EXCELLENT |
| 4 | fantastic staff |
| 5 | Very Friendly. Got me in right away. |
| 6 | No comments |
| 7 | very friendly, nice too see smiles! |
| 8 | Excellent! Very polite! |
| 9 | polite, and efficient. |
| 10 | welcoming and attentive |
| 11 | very polite |
| 12 | They are very warming and friendly. Makes me feel comfortable coming here regularly to get my check ups! |
| 13 | very good |
| 14 | Great service |
| 15 | Great! |
| 16 | excellent helpful |
| 17 | great staff, explained everything well. Thank You |
| 18 | Very polite. |
| 19 | n/a |
| 20 | The reception was also helpful and genial towards me. |
| 21 | very good |
| 22 | nice, and professional |
| 23 | superb |
| 24 | very nice and helpful |
| 25 | very friendly |
| 26 | Very informative and helpful. |

15. Please rate the following quality assurance aspects of our Nursing Staff:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|-----------------|-----------|----------|---------------|-------|----------|-------|
| Politeness: | 185 (85.65%) | 20(9.26%) | 2(0.93%) | 0(0%) | 0(0%) | 9(4.17%) | 216 |
| Explanation of care: | 182 (85.05%) | 21(9.81%) | 2(0.93%) | 0(0%) | 0(0%) | 9(4.21%) | 214 |
| Quality of care: | 182 (85.05%) | 21(9.81%) | 2(0.93%) | 0(0%) | 0(0%) | 9(4.21%) | 214 |
| Total Responded to this question: | | | | | | 216 | 97.3% |
| Total who skipped this question: | | | | | | 6 | 2.7% |
| Total: | | | | | | 222 | 100% |



16. Comments concerning our Nursing Staff:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 25 | 100% |
| Total Responded to this question: | 25 | 11.26% |
| Total who skipped this question: | 197 | 88.74% |
| Total: | 222 | 100% |

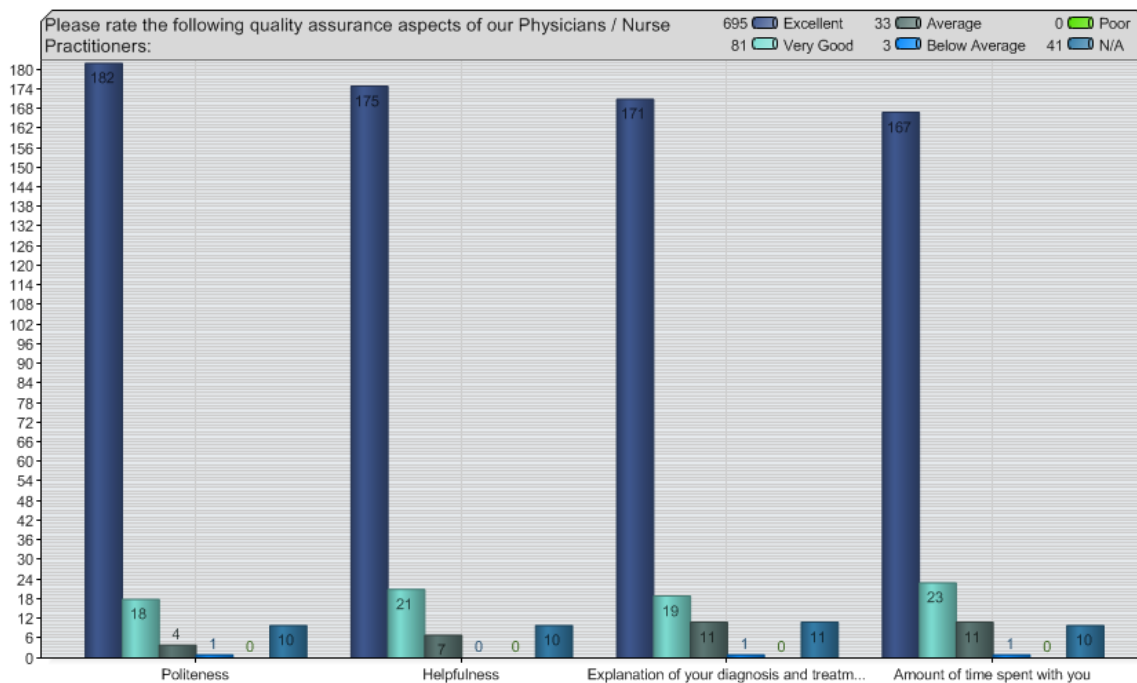
Graph/Chart function not relevant for this question type.

16. Comments concerning our Nursing Staff:


| Response | Response Text |
|----------|---|
| 1 | N/A |
| 2 | HELPFUL |
| 3 | best nurse I have seen in years |
| 4 | no comments |
| 5 | great, very helpful |
| 6 | Excellent! Did a great job! 2 thumbs up |
| 7 | polite. |
| 8 | alert and responsive, very caring |
| 9 | Nursing staff is great! They are very efficient and are kind. |
| 10 | very good |
| 11 | Excellent |
| 12 | Great Service |
| 13 | Very helpful and nice! |
| 14 | excellent |
| 15 | great staff, explained everything well. Thank You |
| 16 | Very prompt and excellent |
| 17 | love the nursing staff here! |
| 18 | n/a |
| 19 | Nurse Ray is absolutely sweet and very caring! |
| 20 | The nurse I saw was very pleasant. She was very kind and gentle when taking my blood. |
| 21 | good, efficient |
| 22 | Nurse was AMAZING. Loved her |
| 23 | polite and friendly |
| 24 | Very informative and helpful. |
| 25 | Very professional, very nice. |

17. Please rate the following quality assurance aspects of our Physicians / Nurse Practitioners:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|--|-----------------|------------|-----------|---------------|-------|-----------|--------|
| Politeness: | 182 (84.65%) | 18(8.37%) | 4(1.86%) | 1(0.47%) | 0(0%) | 10(4.65%) | 215 |
| Helpfulness: | 175 (82.16%) | 21(9.86%) | 7(3.29%) | 0(0%) | 0(0%) | 10(4.69%) | 213 |
| Explanation of your diagnosis and treatment: | 171 (80.28%) | 19(8.92%) | 11(5.16%) | 1(0.47%) | 0(0%) | 11(5.16%) | 213 |
| Amount of time spent with you: | 167 (78.77%) | 23(10.85%) | 11(5.19%) | 1(0.47%) | 0(0%) | 10(4.72%) | 212 |
| Total Responded to this question: | | | | | | 215 | 96.85% |
| Total who skipped this question: | | | | | | 7 | 3.15% |
| Total: | | | | | | 222 | 100% |



18. Comments concerning our Physicians / Nurse Practitioners:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 26 | 100% |
| Total Responded to this question: | 26 | 11.71% |
| Total who skipped this question: | 196 | 88.29% |
| Total: | 222 | 100% |

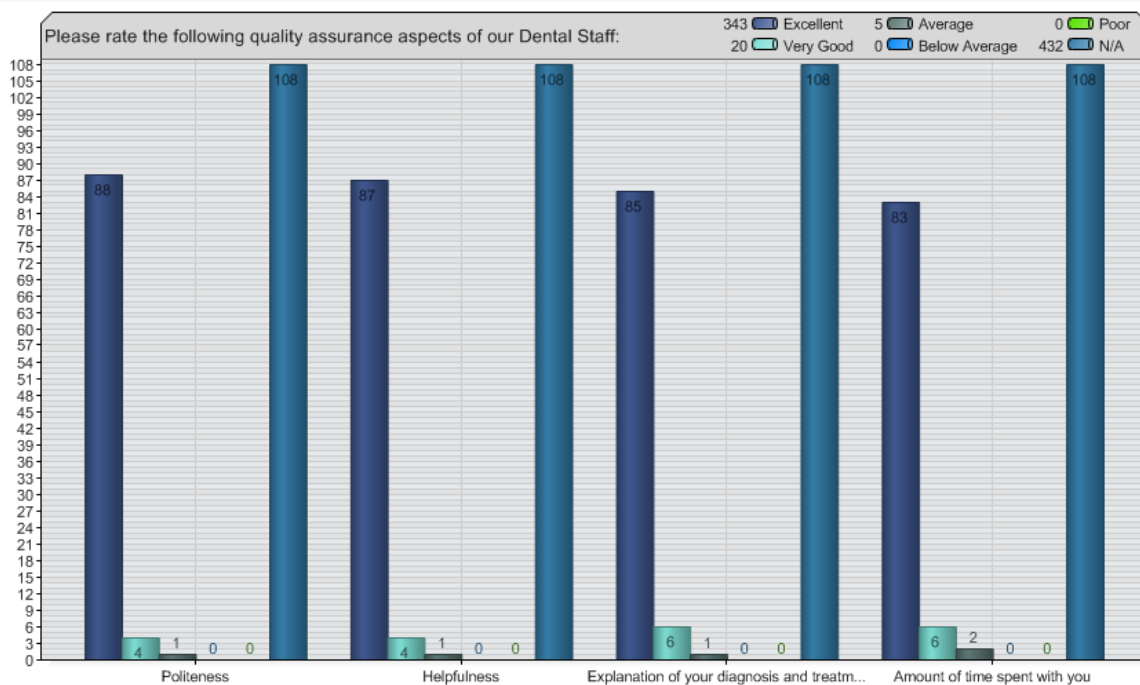
Graph/Chart function not relevant for this question type.

18. Comments concerning our Physicians / Nurse Practitioners:


| Response | Response Text |
|----------|---|
| 1 | N/A |
| 2 | YAY |
| 3 | great |
| 4 | The doctor took her time. Very nice and knowledgeable. |
| 5 | No comments |
| 6 | A++ very comfortable and friendly |
| 7 | considerate and helpful, very concerned with my well-being |
| 8 | Wouldn't go any where else! Susan Dash is my go to!! Trust her with everything! She is very friendly and polite and is just the best physician I go to! |
| 9 | in and out super quick didn't really feel like they spent much time assessing the problem |
| 10 | Excellent |
| 11 | Great Service |
| 12 | Great! |
| 13 | very polite/patience |
| 14 | great staff, explained everything well. Thank You |
| 15 | Great! |
| 16 | All physicians and NP's are amazing!! |
| 17 | love them |
| 18 | n/a |
| 19 | Minda Neimark is Great! |
| 20 | I generally try to see Susan Dash ARNP... with whom I've had excellent interactions and experiences with. No complaints on that front! |
| 21 | did not address all problems |
| 22 | Spent ample amount of time discussing my needs and answered any questions I had about my appointment today. |
| 23 | good/no problems |
| 24 | Both great women |
| 25 | Very informative. |
| 26 | The nurse practitioner I saw was thorough and kind. |

19. Please rate the following quality assurance aspects of our Dental Staff:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|--|------------|-----------|----------|---------------|-------|-----------------|--------|
| Politeness: | 88(43.78%) | 4(1.99%) | 1(0.5%) | 0(0%) | 0(0%) | 108 (53.73%) | 201 |
| Helpfulness: | 87(43.5%) | 4(2%) | 1(0.5%) | 0(0%) | 0(0%) | 108(54%) | 200 |
| Explanation of your diagnosis and treatment: | 85(42.5%) | 6(3%) | 1(0.5%) | 0(0%) | 0(0%) | 108(54%) | 200 |
| Amount of time spent with you: | 83(41.71%) | 6(3.02%) | 2(1.01%) | 0(0%) | 0(0%) | 108 (54.27%) | 199 |
| Total Responded to this question: | | | | | | 201 | 90.54% |
| Total who skipped this question: | | | | | | 21 | 9.46% |
| Total: | | | | | | 222 | 100% |



20. Comments concerning our Dental Staff:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 12 | 100% |
| Total Responded to this question: | 12 | 5.41% |
| Total who skipped this question: | 210 | 94.59% |
| Total: | 222 | 100% |

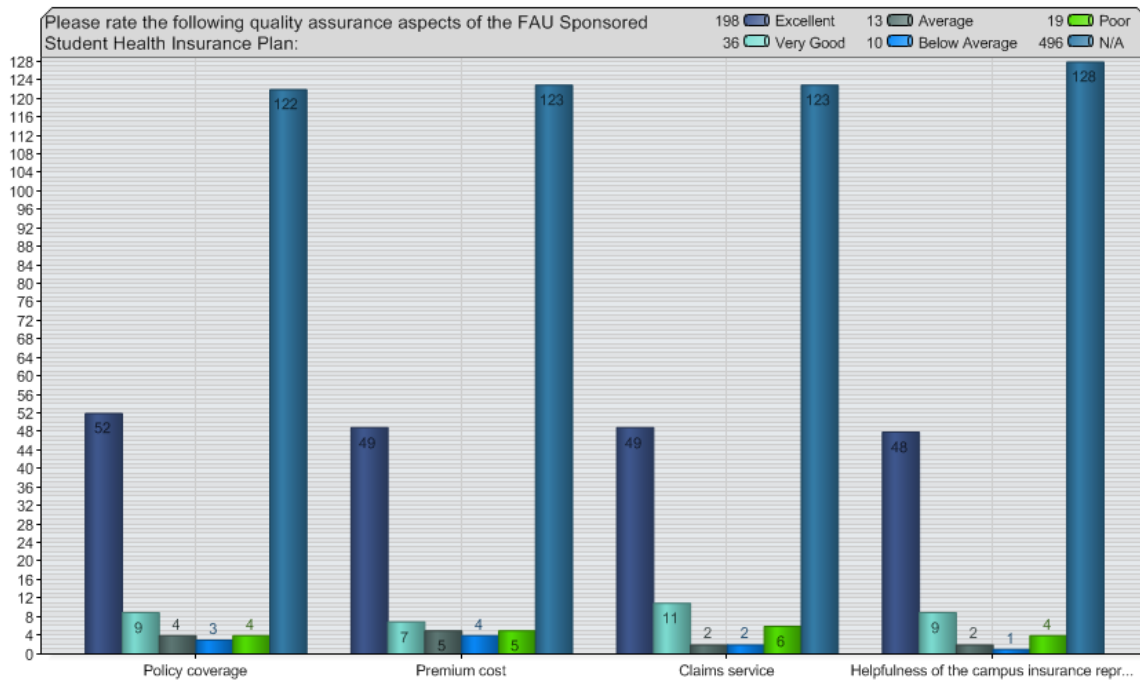
Graph/Chart function not relevant for this question type.

20. Comments concerning our Dental Staff:


| Response | Response Text |
|----------|--|
| 1 | NA |
| 2 | n/a |
| 3 | Never been but they are probably great too |
| 4 | Great Serice |
| 5 | n/a |
| 6 | she is lovely |
| 7 | Didn't visit them today. |
| 8 | Love the dental staff. Having dental services easily available on campus makes it so much more convenient to get dental care. Also, the prices are very reasonable which makes it a cinch to keep up with my routine dental needs. |
| 9 | Dr. Alex is amazing, patient and friendly. Her nurse/assistant is also a sweetheart and helps make the procedures as comfortable as possible. |
| 10 | Dr. Michele Alex is wonderful and explained everything with great detail. |
| 11 | They are very nice and make sure the patient is comfortable. |
| 12 | n/a |

21. Please rate the following quality assurance aspects of the FAU Sponsored Student Health Insurance Plan:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|---|------------|-----------|----------|---------------|----------|-----------------|--------|
| Policy coverage: | 52(26.8%) | 9(4.64%) | 4(2.06%) | 3(1.55%) | 4(2.06%) | 122 (62.89%) | 194 |
| Premium cost: | 49(25.39%) | 7(3.63%) | 5(2.59%) | 4(2.07%) | 5(2.59%) | 123 (63.73%) | 193 |
| Claims service: | 49(25.39%) | 11(5.7%) | 2(1.04%) | 2(1.04%) | 6(3.11%) | 123 (63.73%) | 193 |
| Helpfulness of the campus insurance representative: | 48(25%) | 9(4.69%) | 2(1.04%) | 1(0.52%) | 4(2.08%) | 128 (66.67%) | 192 |
| Total Responded to this question: | | | | | | 194 | 87.39% |
| Total who skipped this question: | | | | | | 28 | 12.61% |
| Total: | | | | | | 222 | 100% |



22. Comments concerning the FAU Sponsored Student Health Insurance Plan:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 11 | 100% |
| Total Responded to this question: | 11 | 4.95% |
| Total who skipped this question: | 211 | 95.05% |
| Total: | 222 | 100% |

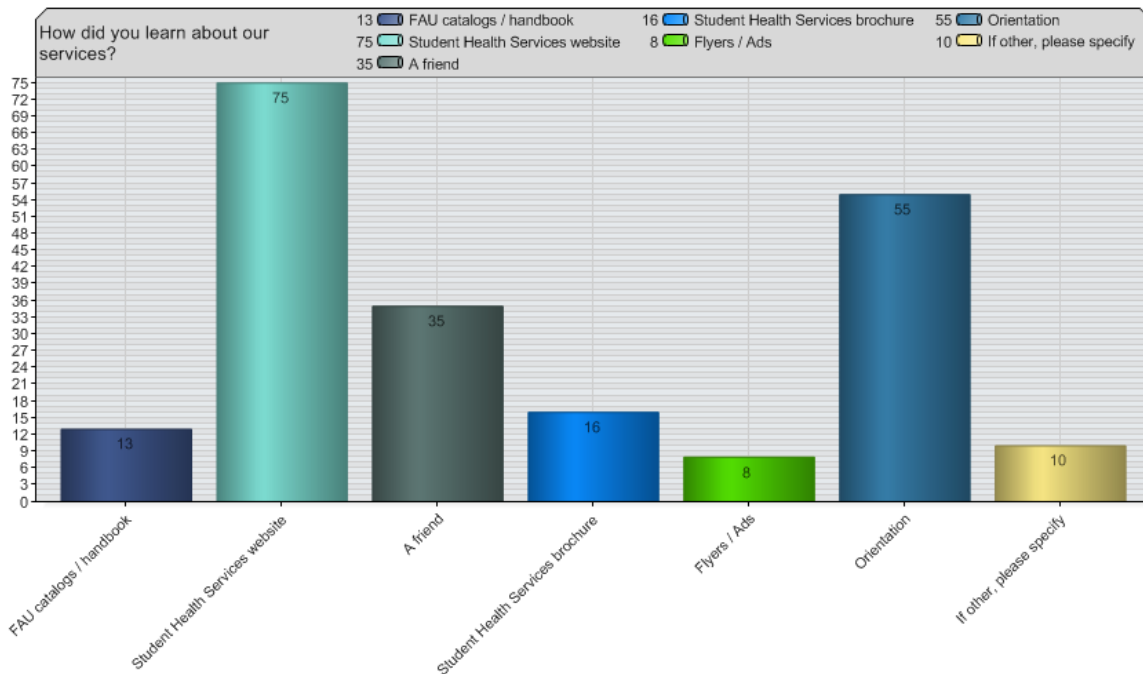
Graph/Chart function not relevant for this question type.

22. Comments concerning the FAU Sponsored Student Health Insurance Plan:

| Response | Response Text |
|----------|--|
| 1 | Good coverage, but very expensive. I will be switching next year due to the cost of the premiums |
| 2 | NA |
| 3 | The policy is great at the Student Health Clinic, but once you go see a specialist it is a nightmare and they hardly cover anything even when you go to preferred providers. |
| 4 | Very high deductible for test not at the FAU clinic |
| 5 | Great Service |
| 6 | Premiums increased \$800 last year and for students that is a huge financial burden!! The policy coverage did not change much and there was a change in prescription drug provider. Claims service is very poor as it took 10 months for them to resolve a ER visit. Despite these negative issues I am thankful for having health insurance and this clinic available at FAU. |
| 7 | n/a |
| 8 | The coverage is pretty normal |
| 9 | cost went up nearly 100% from last year, not affordable for students! would cost almost as much to be added on spouse's plan through work |
| 10 | I do not have enough information to answer the four parts of question 21 |
| 11 | n/a |

23. How did you learn about our services?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| FAU catalogs / handbook: | 13 | 6.13% |
| Student Health Services website: | 75 | 35.38% |
| A friend: | 35 | 16.51% |
| Student Health Services brochure: | 16 | 7.55% |
| Flyers / Ads: | 8 | 3.77% |
| Orientation: | 55 | 25.94% |
| If other, please specify: | 10 | 4.72% |
| Total Responded to this question: | | 212 |
| Total who skipped this question: | | 10 |
| Total: | | 222 |

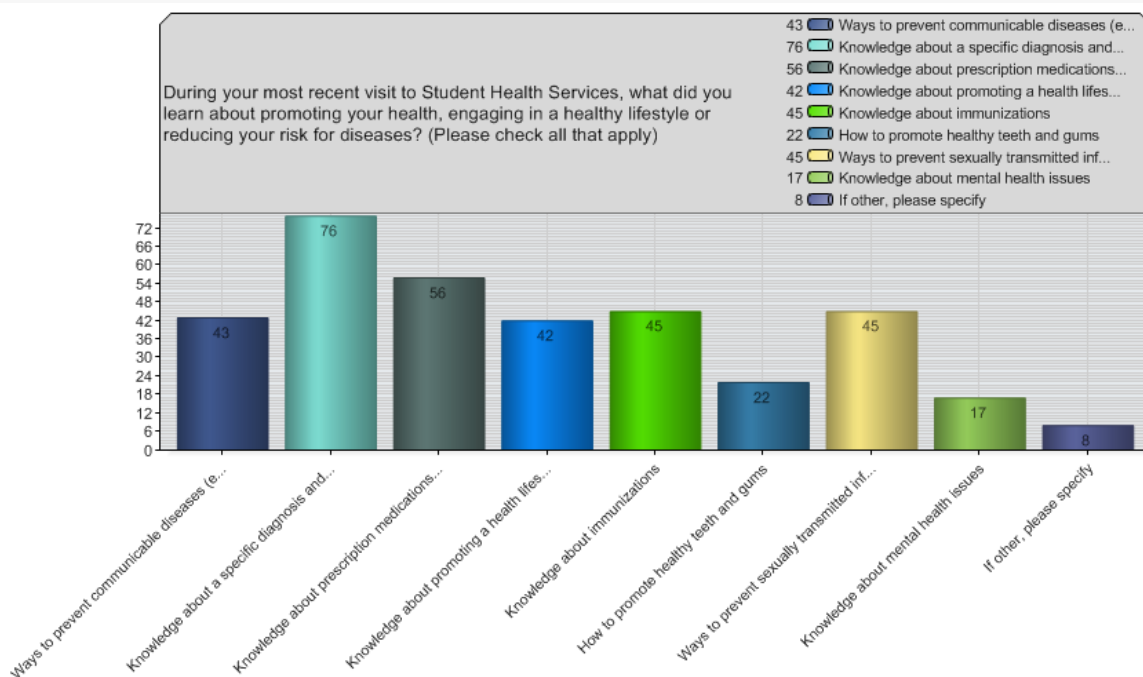


23. How did you learn about our services?

| Response | Comments |
|----------|---------------------|
| 1 | therapist |
| 2 | immunization office |
| 3 | Scott from ss222 |
| 4 | athletic center |
| 5 | counselor |
| 6 | i walked by |
| 7 | immunization office |
| 8 | FAU Website |
| 9 | registration |
| 10 | web |

24. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

| | Responses | Percent |
|---|-----------|---------|
| Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.): | 43 | 25.75% |
| Knowledge about a specific diagnosis and treatment(s) for the diagnosis: | 76 | 45.51% |
| Knowledge about prescription medications and/or over-the-counter products: | 56 | 33.53% |
| Knowledge about promoting a health lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.): | 42 | 25.15% |
| Knowledge about immunizations: | 45 | 26.95% |
| How to promote healthy teeth and gums: | 22 | 13.17% |
| Ways to prevent sexually transmitted infections: | 45 | 26.95% |
| Knowledge about mental health issues: | 17 | 10.18% |
| If other, please specify: | 8 | 4% |
| Total Responded to this question: | 167 | 75.23% |
| Total who skipped this question: | 55 | 24.77% |
| Total: | 222 | 100% |

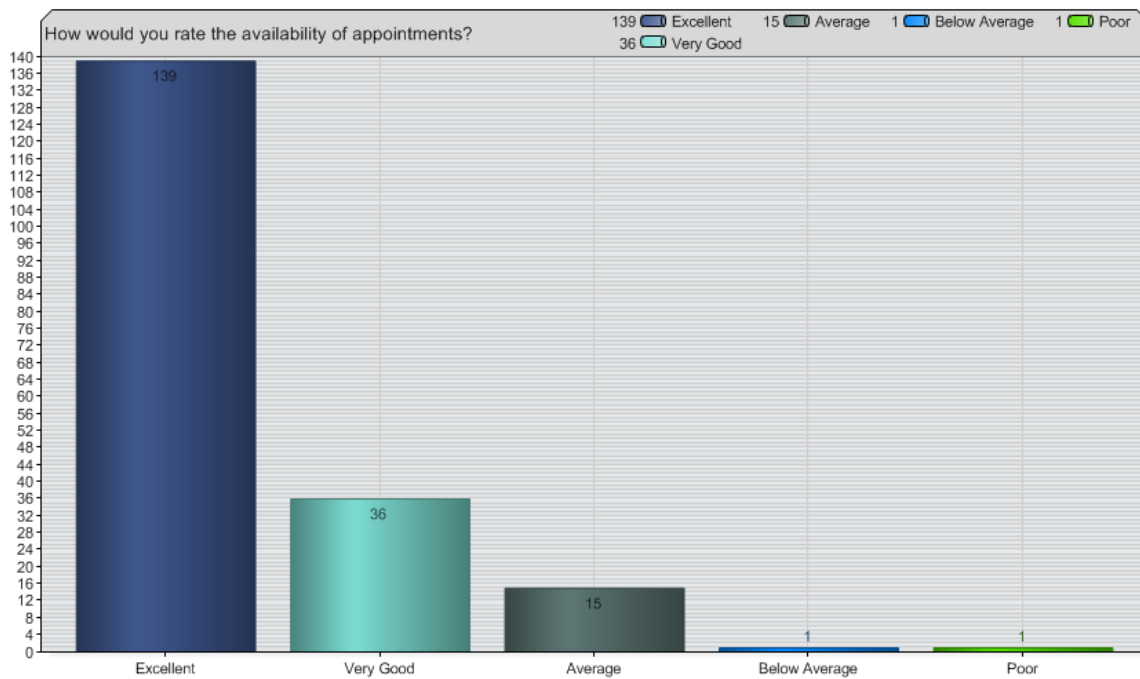


24. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

| Response | Comments |
|----------|---|
| 1 | Nothing in particular |
| 2 | everything I needed to ;) |
| 3 | nothing I thought I was suppose to get a cleaning. but they just look at my teeth which was a waste of my time. |
| 4 | nothing really |
| 5 | nothing |
| 6 | Testing accuracy results |
| 7 | Info about contraceptives. |

25. How would you rate the availability of appointments?

| | Responses | Percent |
|-----------------------------------|-----------|------------|
| Excellent: | 139 | 72.4% |
| Very Good: | 36 | 18.75% |
| Average: | 15 | 7.81% |
| Below Average: | 1 | 0.52% |
| Poor: | 1 | 0.52% |
| Additional Comments: | 1 | 0.52% |
| Total Responded to this question: | | 192 86.49% |
| Total who skipped this question: | | 30 13.51% |
| Total: | | 222 100% |





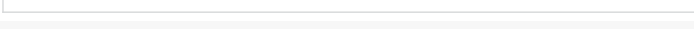


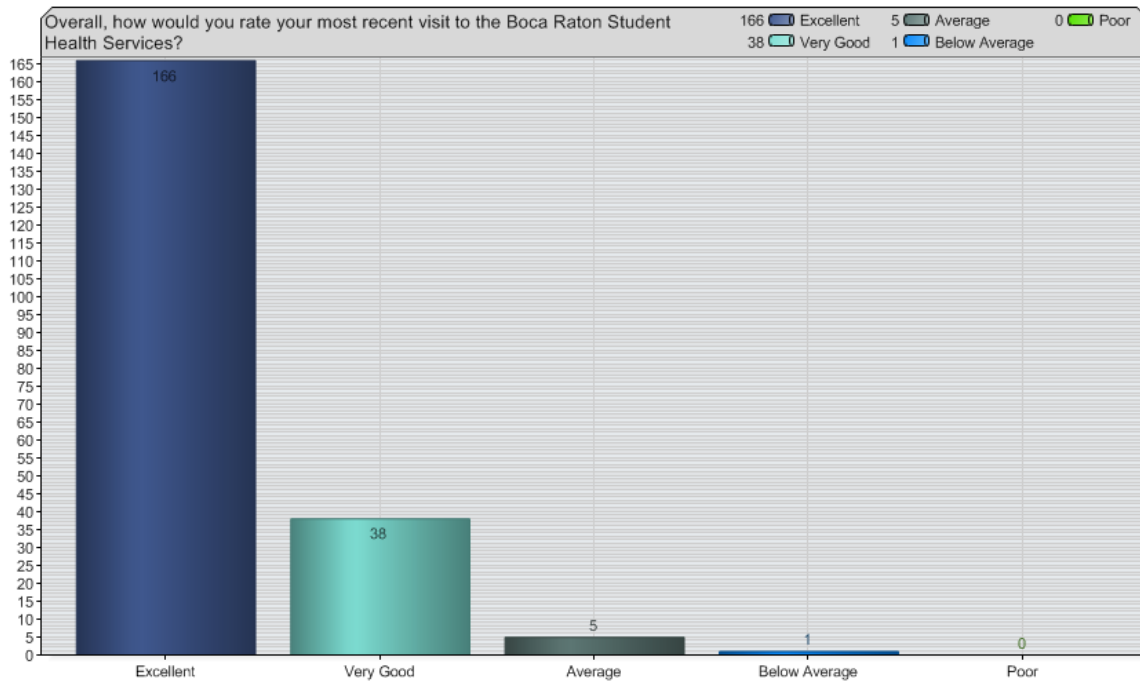
25. How would you rate the availability of appointments?

Response Comments

1 Had availability when I needed it.

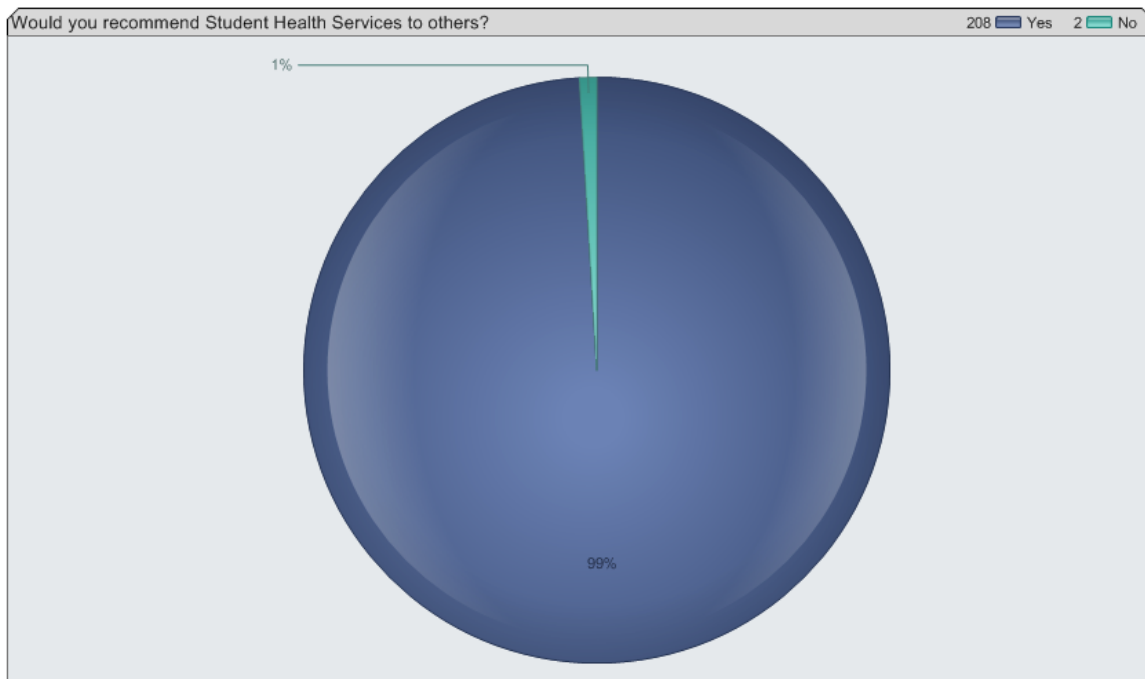
26. Overall, how would you rate your most recent visit to the Boca Raton Student Health Services?

| | Responses | Percent |
|---|-----------|---------|
| Excellent:  | 166 | 79.05% |
| Very Good:  | 38 | 18.1% |
| Average:  | 5 | 2.38% |
| Below Average:  | 1 | 0.48% |
| Poor:  | 0 | 0% |
| Total Responded to this question: | 210 | 94.59% |
| Total who skipped this question: | 12 | 5.41% |
| Total: | 222 | 100% |




27. Would you recommend Student Health Services to others?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 208 | 99.05% |
| No:  | 2 | 0.95% |
| Total Responded to this question: | 210 | 94.59% |
| Total who skipped this question: | 12 | 5.41% |
| Total: | 222 | 100% |



28. Do you have any suggestions or comments for improving our services?

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 9 | 100% |
| Total Responded to this question: | 9 | 4.05% |
| Total who skipped this question: | 213 | 95.95% |
| Total: | 222 | 100% |

Graph/Chart function not relevant for this question type.

28. Do you have any suggestions or comments for improving our services?




| Response | Response Text |
|----------|---|
| 1 | pay your employees more because they are amazing |
| 2 | if you specialist doctors such as ophthalmologist would be better. |
| 3 | Your service is excellent and affordable |
| 4 | Awesome! |
| 5 | None |
| 6 | If a student is late 10 mins , they shouldn't have to be charged til about 20 mins considering the appointment is an hour long. |
| 7 | not really |
| 8 | pamphlets of how the major STDs are transmitted (touch, fluids, etc) |
| 9 | None needed. |

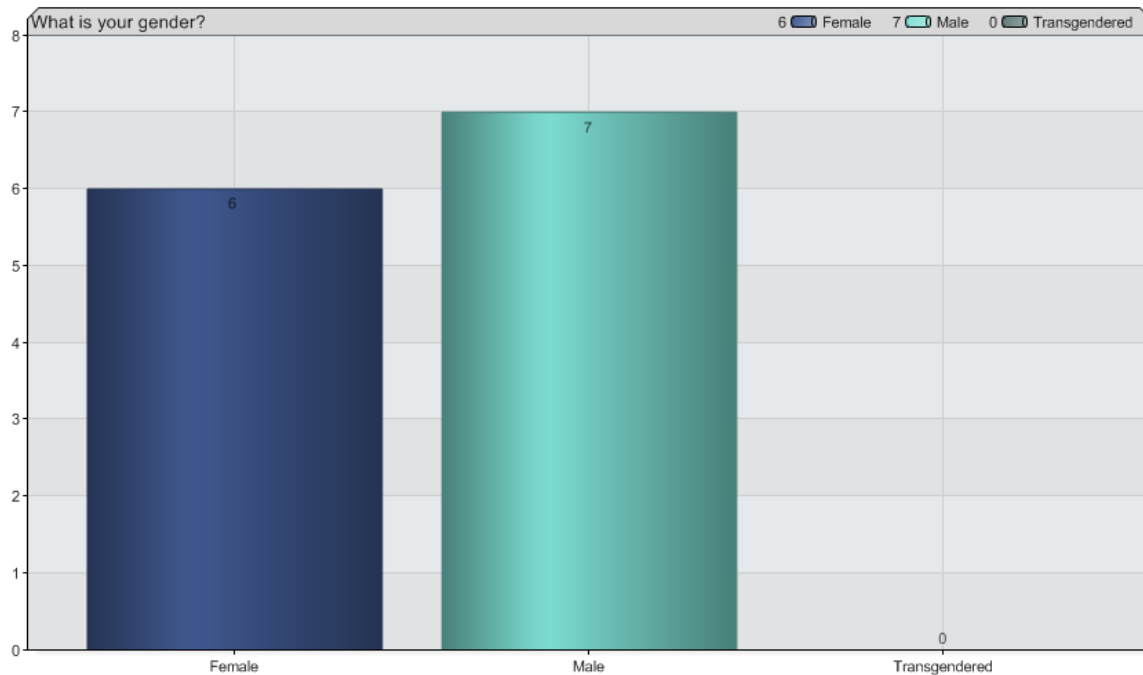
Survey: Jupiter Student Health Spring 2014 General Satisfaction Survey

Report: Default Report

| Survey Status | | Respondent Statistics | Points Summary |
|---------------|------------|-----------------------|--|
| Status: | Closed | Total Responses: | No Points Questions used in this survey. |
| Deploy Date: | 03/12/2014 | Completes: | |
| Closed Date: | 06/09/2014 | Partials: | |

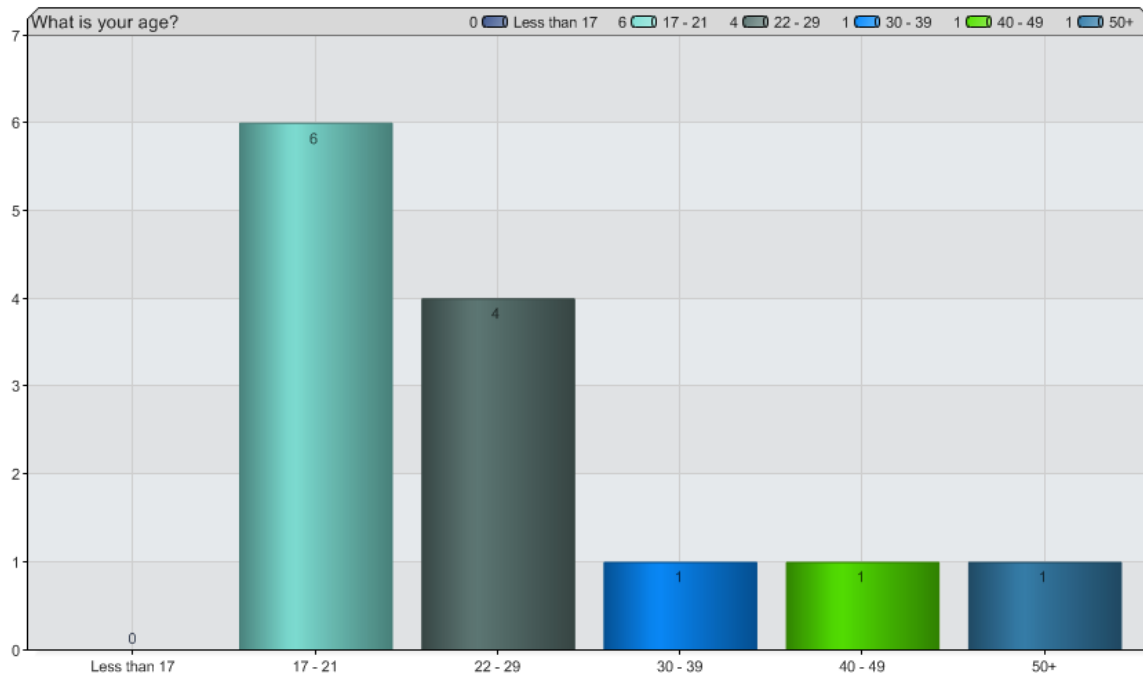
1. What is your gender?

| | Responses | Percent |
|---|-----------|---------|
| Female:  | 6 | 46.15% |
| Male:  | 7 | 53.85% |
| Transgendered:  | 0 | 0% |
| Total Responded to this question: | 13 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 13 | 100% |



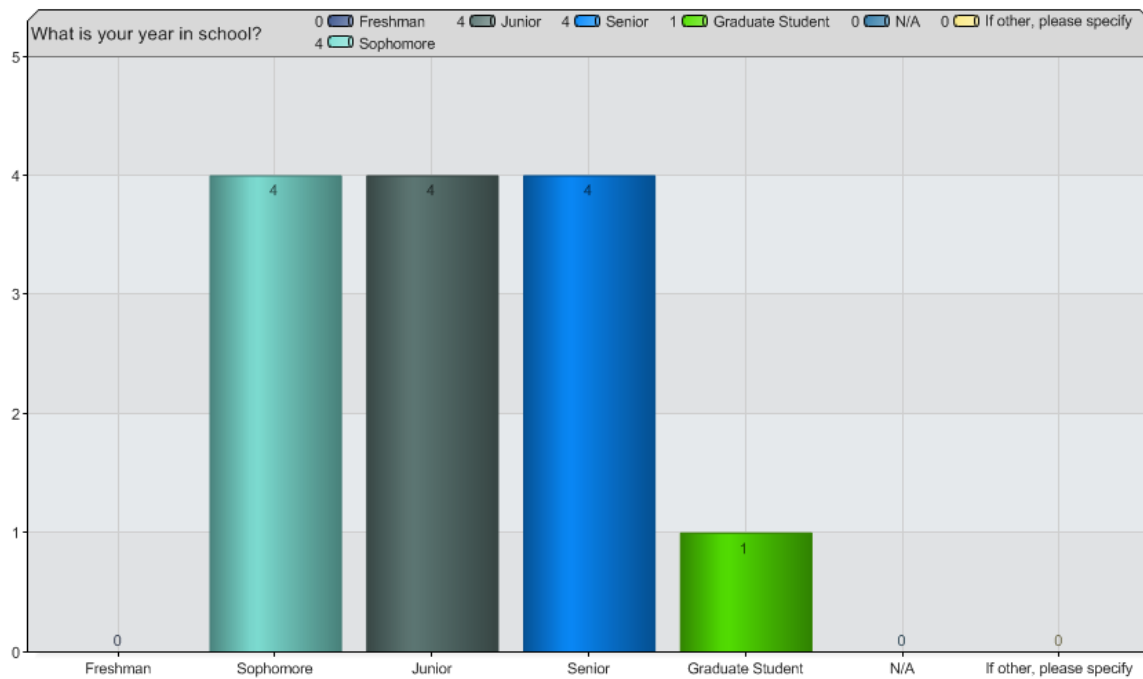
2. What is your age?

| | Responses | Percent |
|------------------------------------|-----------|---------|
| Less than 17: <input type="text"/> | 0 | 0% |
| 17 - 21: <input type="text"/> | 6 | 46.15% |
| 22 - 29: <input type="text"/> | 4 | 30.77% |
| 30 - 39: <input type="text"/> | 1 | 7.69% |
| 40 - 49: <input type="text"/> | 1 | 7.69% |
| 50+: <input type="text"/> | 1 | 7.69% |
| Total Responded to this question: | | 13 |
| Total who skipped this question: | | 0 |
| Total: | | 13 |



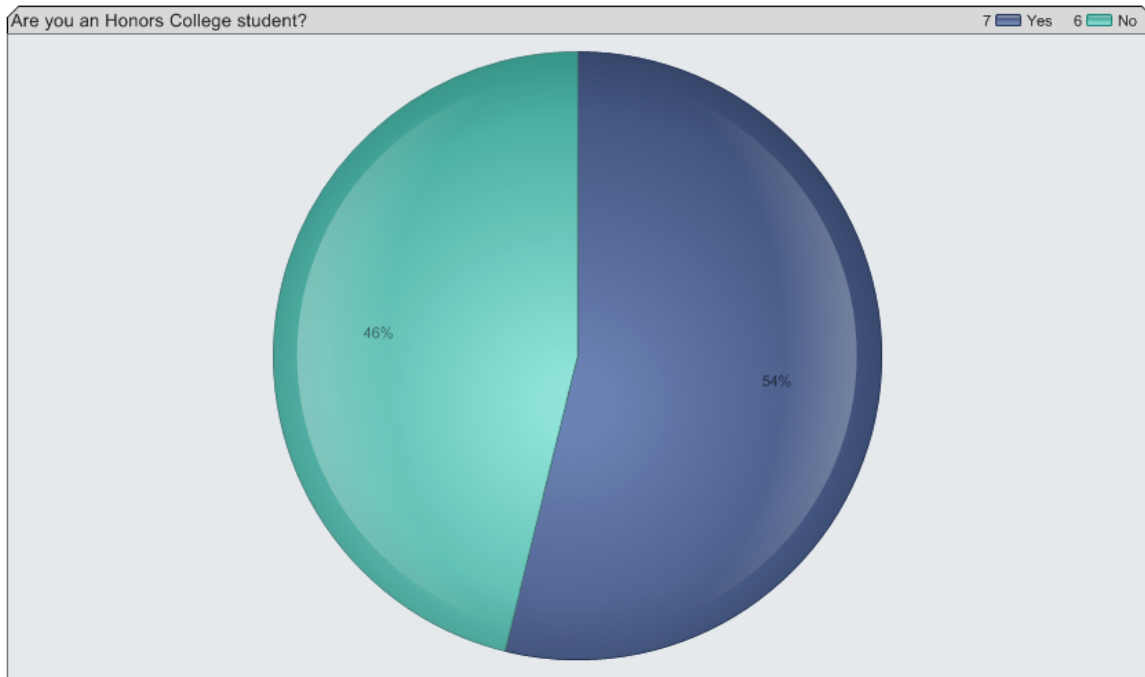
3. What is your year in school?

| | Responses | Percent |
|--|-----------|---------|
| Freshman: <input type="text"/> | 0 | 0% |
| Sophomore: <input type="text"/> | 4 | 30.77% |
| Junior: <input type="text"/> | 4 | 30.77% |
| Senior: <input type="text"/> | 4 | 30.77% |
| Graduate Student: <input type="text"/> | 1 | 7.69% |
| N/A: <input type="text"/> | 0 | 0% |
| If other, please specify: <input type="text"/> | 0 | 0% |
| Total Responded to this question: | | 13 |
| Total who skipped this question: | | 0 |
| Total: | | 13 |



4. Are you an Honors College student?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 7 | 53.85% |
| No:  | 6 | 46.15% |
| Total Responded to this question: | 13 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 13 | 100% |



5. Do you live on campus?

Yes:



Responses

Percent

6

46.15%

No:



7

53.85%

Total Responded to this question:

13

100%

Total who skipped this question:

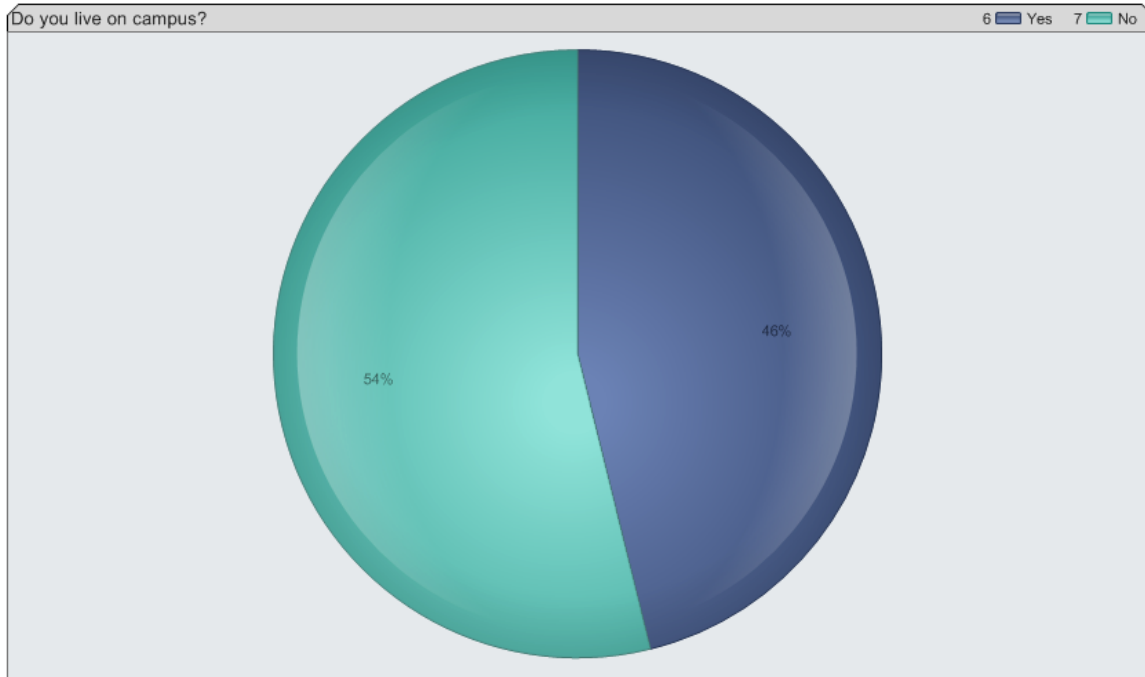
0

0%

Total:

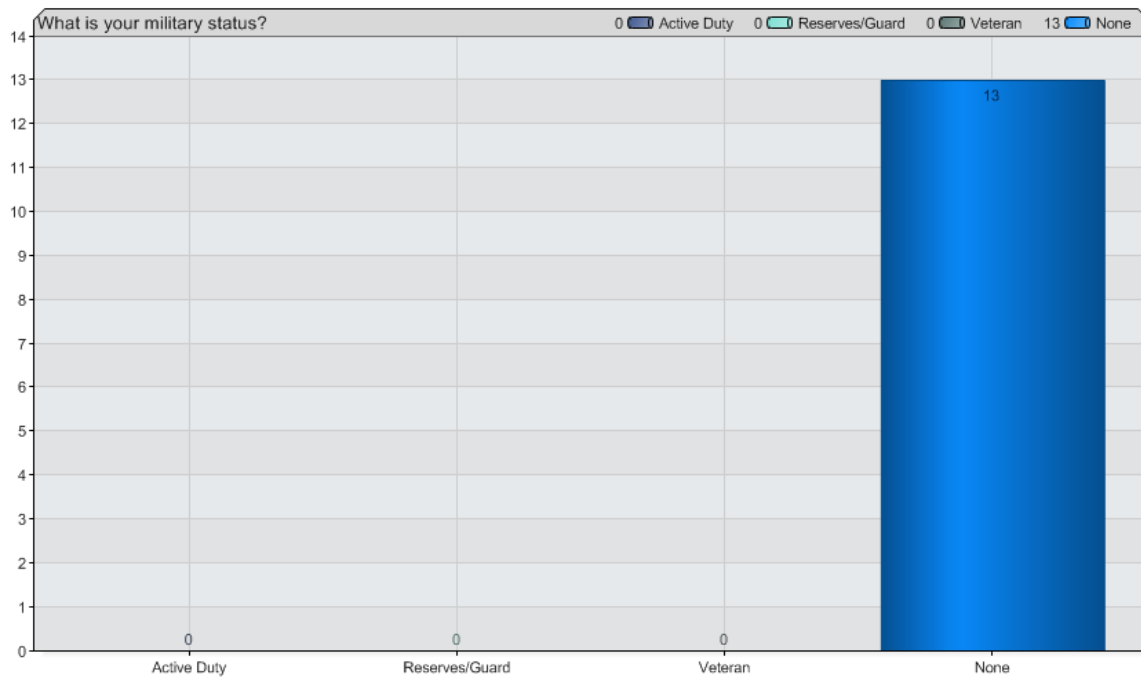
13

100%





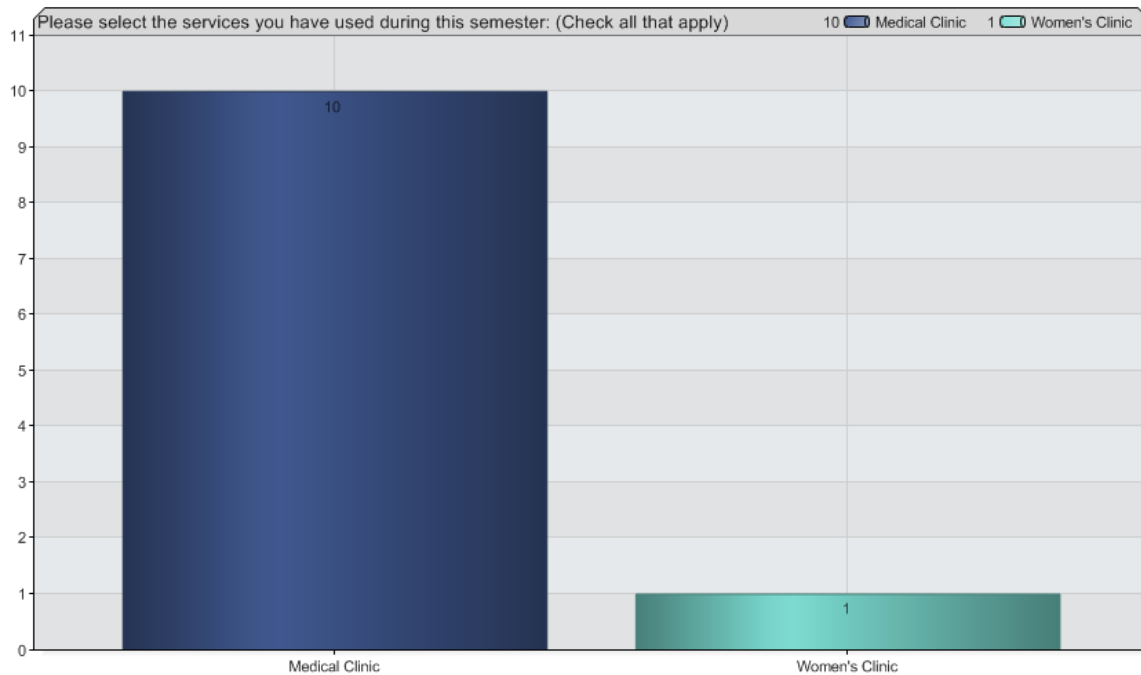
6. What is your military status?

| | Responses | Percent |
|--------------------------------------|-----------|---------|
| Active Duty: <input type="text"/> | 0 | 0% |
| Reserves/Guard: <input type="text"/> | 0 | 0% |
| Veteran: <input type="text"/> | 0 | 0% |
| None: <input type="text"/> | 13 | 100% |
| Total Responded to this question: | 13 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 13 | 100% |



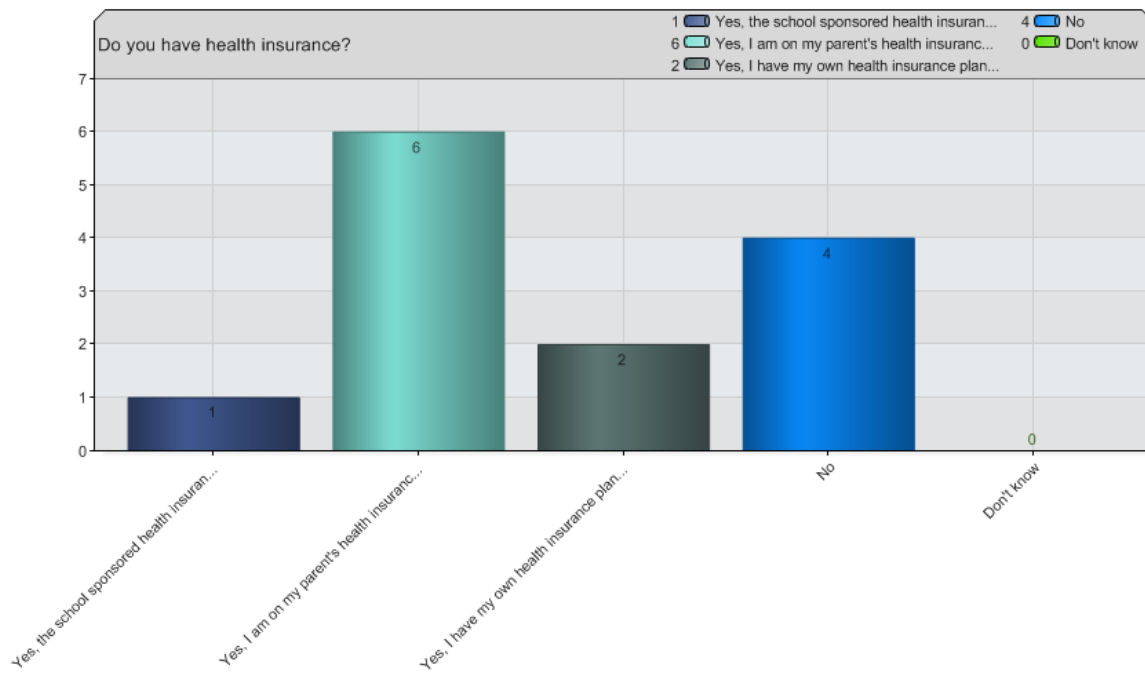
7. Please select the services you have used during this semester: (Check all that apply)

| | Responses | Percent |
|--|-----------|---------|
| Medical Clinic:  | 10 | 90.91% |
| Women's Clinic:  | 1 | 9.09% |
| Total Responded to this question: | 11 | 84.62% |
| Total who skipped this question: | 2 | 15.38% |
| Total: | 13 | 100% |



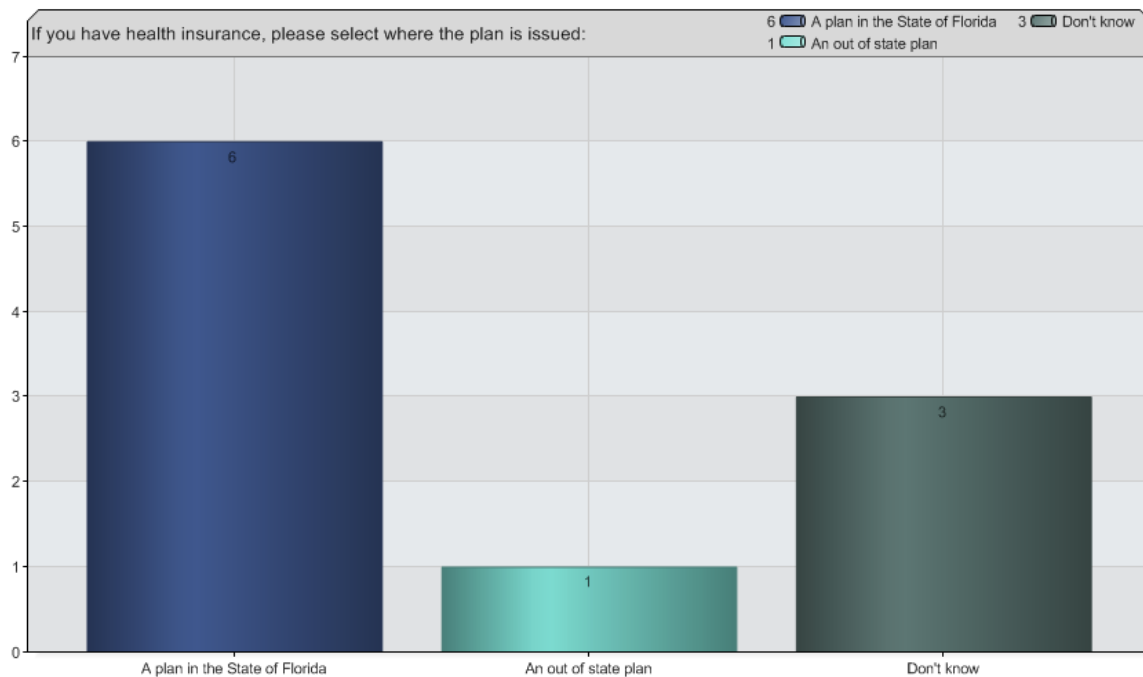
8. Do you have health insurance?

| | Responses | Percent |
|--|-----------|---------|
| Yes, the school sponsored health insurance plan: | 1 | 7.69% |
| Yes, I am on my parent's health insurance plan: | 6 | 46.15% |
| Yes, I have my own health insurance plan: | 2 | 15.38% |
| No: | 4 | 30.77% |
| Don't know: | 0 | 0% |
| Total Responded to this question: | | 13 |
| Total who skipped this question: | | 0 |
| Total: | | 13 |



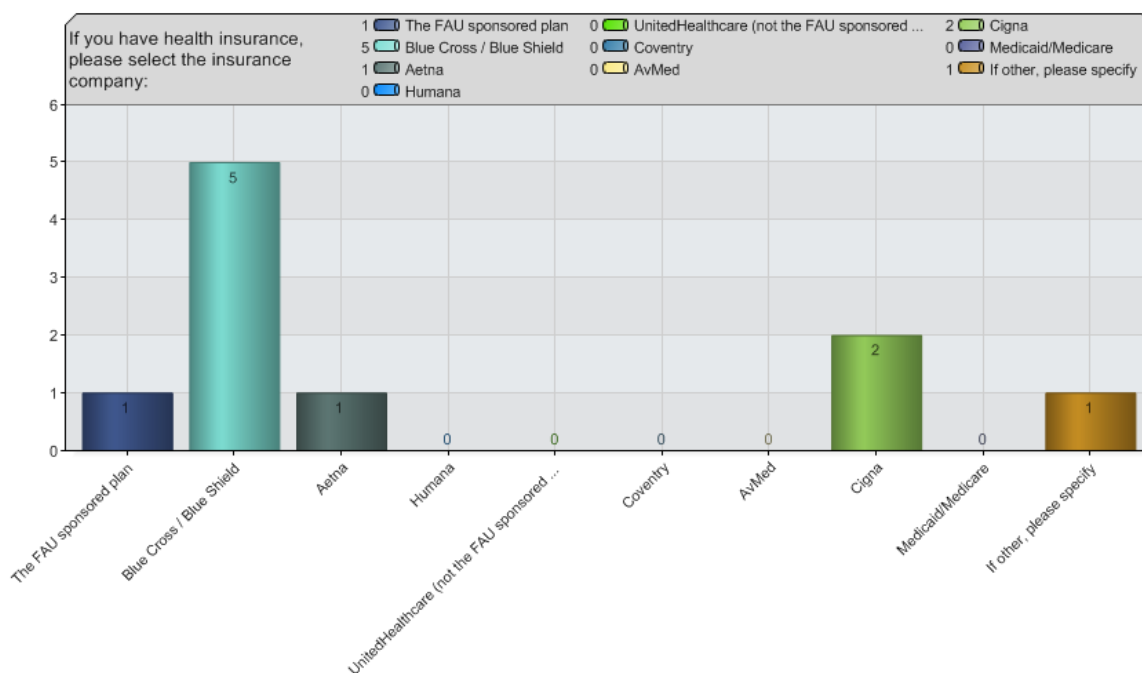
9. If you have health insurance, please select where the plan is issued:

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| A plan in the State of Florida: | 6 | 60% |
| An out of state plan: | 1 | 10% |
| Don't know: | 3 | 30% |
| Total Responded to this question: | 10 | 76.92% |
| Total who skipped this question: | 3 | 23.08% |
| Total: | 13 | 100% |



10. If you have health insurance, please select the insurance company:


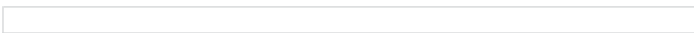

| | Responses | Percent |
|--|-----------|-----------|
| The FAU sponsored plan: | 1 | 10% |
| Blue Cross / Blue Shield: | 5 | 50% |
| Aetna: | 1 | 10% |
| Humana: | 0 | 0% |
| UnitedHealthcare (not the FAU sponsored plan): | 0 | 0% |
| Coventry: | 0 | 0% |
| AvMed: | 0 | 0% |
| Cigna: | 2 | 20% |
| Medicaid/Medicare: | 0 | 0% |
| If other, please specify: | 1 | 10% |
| Total Responded to this question: | | 10 76.92% |
| Total who skipped this question: | | 3 23.08% |
| Total: | | 13 100% |

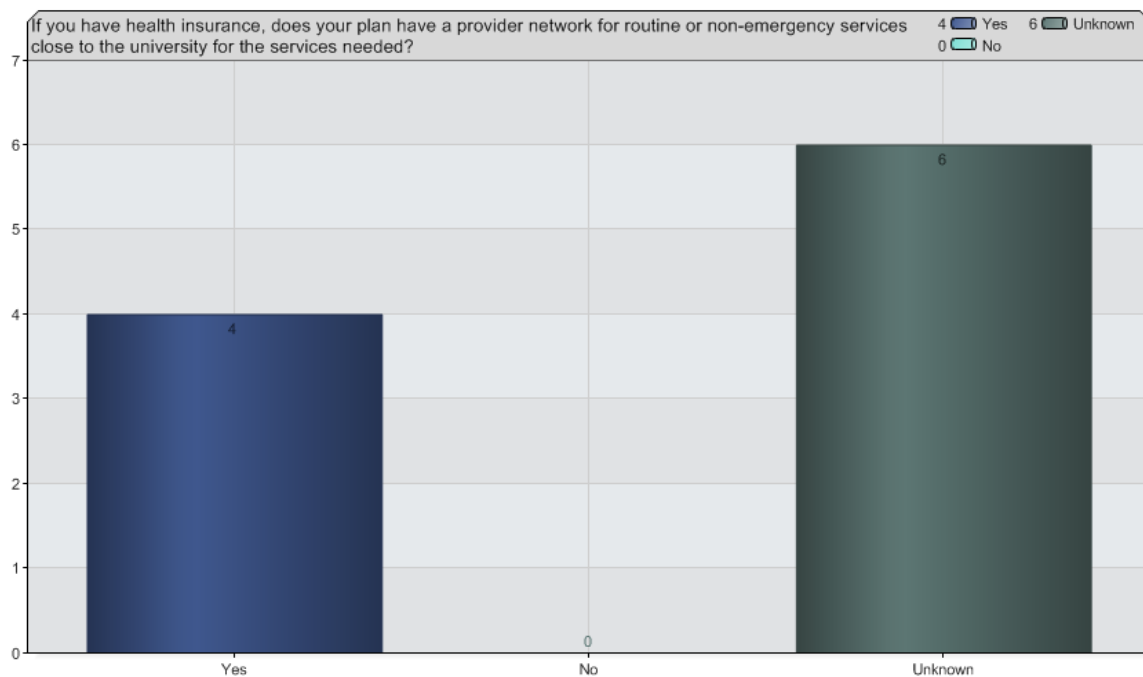


10. If you have health insurance, please select the insurance company:







| Response | Comments |
|----------|----------|
| 1 | None |

11. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 4 | 40% |
| No:  | 0 | 0% |
| Unknown:  | 6 | 60% |
| Total Responded to this question: | 10 | 76.92% |
| Total who skipped this question: | 3 | 23.08% |
| Total: | 13 | 100% |



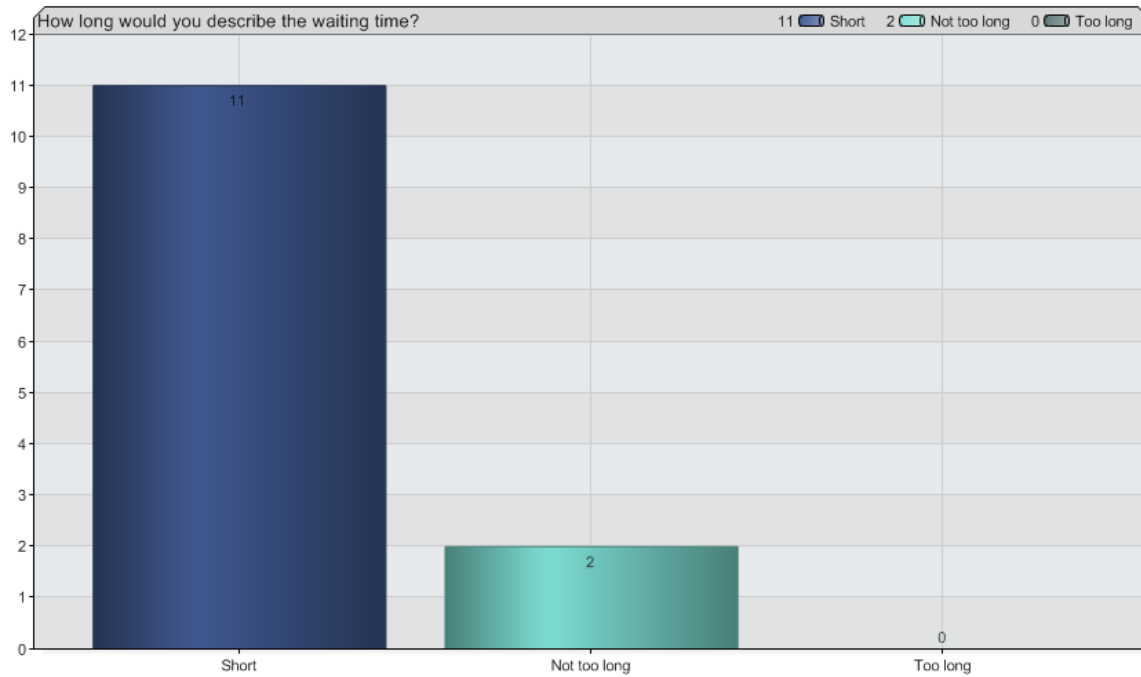
12. How long did you have to wait in the waiting room to see a health care provider?

| | Responses | Percent |
|---|-----------|---------|
| 5 minutes:  | 9 | 69.23% |
| 10 minutes:  | 3 | 23.08% |
| 15 minutes:  | 1 | 7.69% |
| 20 minutes:  | 0 | 0% |
| 30 minutes:  | 0 | 0% |
| over 30 minutes:  | 0 | 0% |
| Total Responded to this question: | 13 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 13 | 100% |



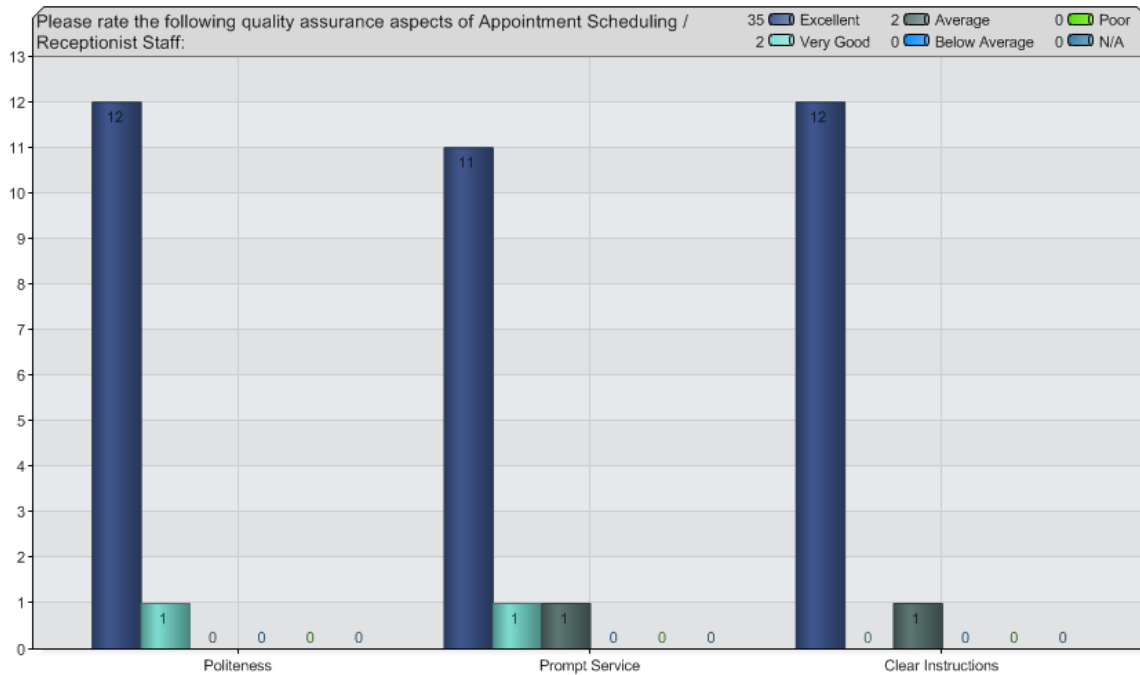
13. How long would you describe the waiting time?

| | Responses | Percent |
|------------------------------------|-----------|---------|
| Short: <input type="text"/> | 11 | 84.62% |
| Not too long: <input type="text"/> | 2 | 15.38% |
| Too long: <input type="text"/> | 0 | 0% |
| Total Responded to this question: | | 13 |
| Total who skipped this question: | | 0 |
| Total: | | 13 |




14. Please rate the following quality assurance aspects of Appointment Scheduling / Receptionist Staff:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|------------|-----------|----------|---------------|-------|-------|-------|
| Politeness: | 12(92.31%) | 1(7.69%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 13 |
| Prompt Service: | 11(84.62%) | 1(7.69%) | 1(7.69%) | 0(0%) | 0(0%) | 0(0%) | 13 |
| Clear Instructions: | 12(92.31%) | 0(0%) | 1(7.69%) | 0(0%) | 0(0%) | 0(0%) | 13 |
| Total Responded to this question: | | | | | | 13 | 100% |
| Total who skipped this question: | | | | | | 0 | 0% |
| Total: | | | | | | 13 | 100% |



15. Comments concerning the Appointment Scheduling Staff:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 4 | 100% |
| Total Responded to this question: | 4 | 30.77% |
| Total who skipped this question: | 9 | 69.23% |
| Total: | 13 | 100% |

Graph/Chart function not relevant for this question type.

15. Comments concerning the Appointment Scheduling Staff:


| Response | Response Text |
|----------|--------------------------------|
| 1 | Very helpful and very pleasant |
| 2 | Very professional and polite. |
| 3 | Very professional all staff. |
| 4 | Everything was fine |

16. Please rate the following quality assurance aspects of our Nurse Practitioners:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|--|------------|-----------|---------|---------------|-------|-------|-------|
| Politeness: | 12(92.31%) | 1(7.69%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 13 |
| Helpfulness: | 12(92.31%) | 0(0%) | 0(0%) | 1(7.69%) | 0(0%) | 0(0%) | 13 |
| Explanation of your diagnosis and treatment: | 12(92.31%) | 0(0%) | 0(0%) | 1(7.69%) | 0(0%) | 0(0%) | 13 |
| Amount of time spent with you: | 12(100%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 12 |
| Total Responded to this question: | | | | | | 13 | 100% |
| Total who skipped this question: | | | | | | 0 | 0% |
| Total: | | | | | | 13 | 100% |



17. Comments concerning our Physicians / Nurse Practitioners:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 4 | 100% |
| Total Responded to this question: | 4 | 30.77% |
| Total who skipped this question: | 9 | 69.23% |
| Total: | 13 | 100% |

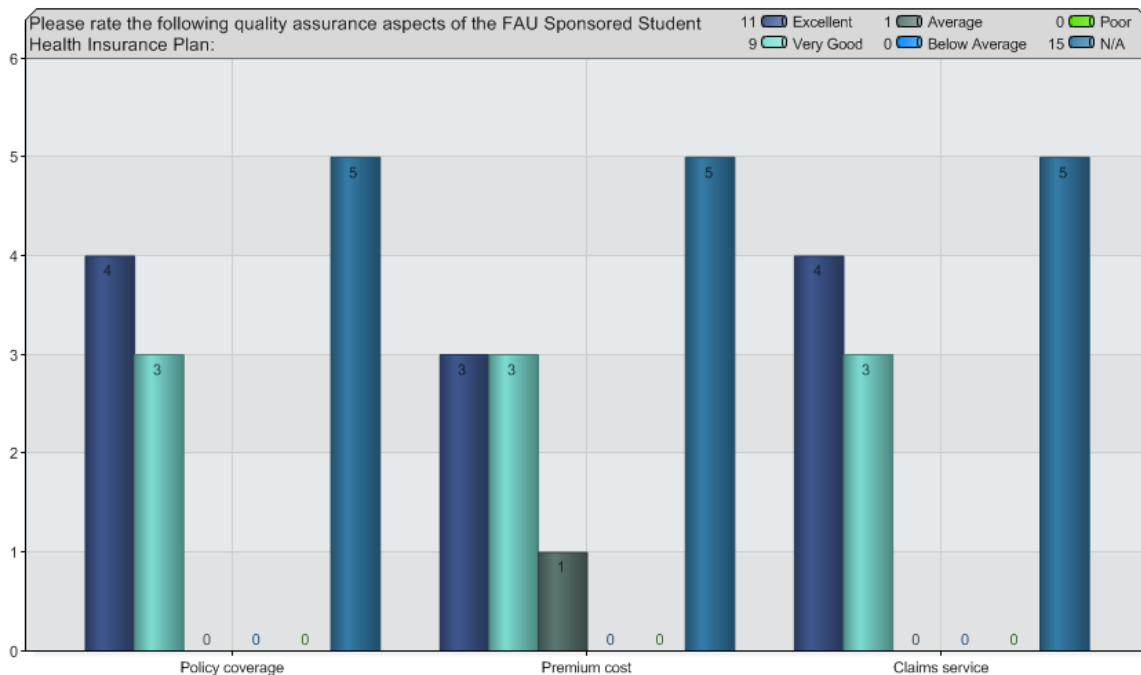
Graph/Chart function not relevant for this question type.

17. Comments concerning our Physicians / Nurse Practitioners:


| Response | Response Text |
|----------|---|
| 1 | Very caring and very thorough |
| 2 | Listened to my concerns and answered all my questions well. |
| 3 | She was professional and polite; she explained to me all my questions or concern. |
| 4 | Very helpful. |

18. Please rate the following quality assurance aspects of the FAU Sponsored Student Health Insurance Plan:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|-----------|-----------|----------|---------------|-------|-----------|--------|
| Policy coverage: | 4(33.33%) | 3(25%) | 0(0%) | 0(0%) | 0(0%) | 5(41.67%) | 12 |
| Premium cost: | 3(25%) | 3(25%) | 1(8.33%) | 0(0%) | 0(0%) | 5(41.67%) | 12 |
| Claims service: | 4(33.33%) | 3(25%) | 0(0%) | 0(0%) | 0(0%) | 5(41.67%) | 12 |
| Total Responded to this question: | | | | | | 12 | 92.31% |
| Total who skipped this question: | | | | | | 1 | 7.69% |
| Total: | | | | | | 13 | 100% |



19. Comments concerning the FAU Sponsored Student Health Insurance Plan:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 2 | 100% |
| Total Responded to this question: | 2 | 15.38% |
| Total who skipped this question: | 11 | 84.62% |
| Total: | 13 | 100% |

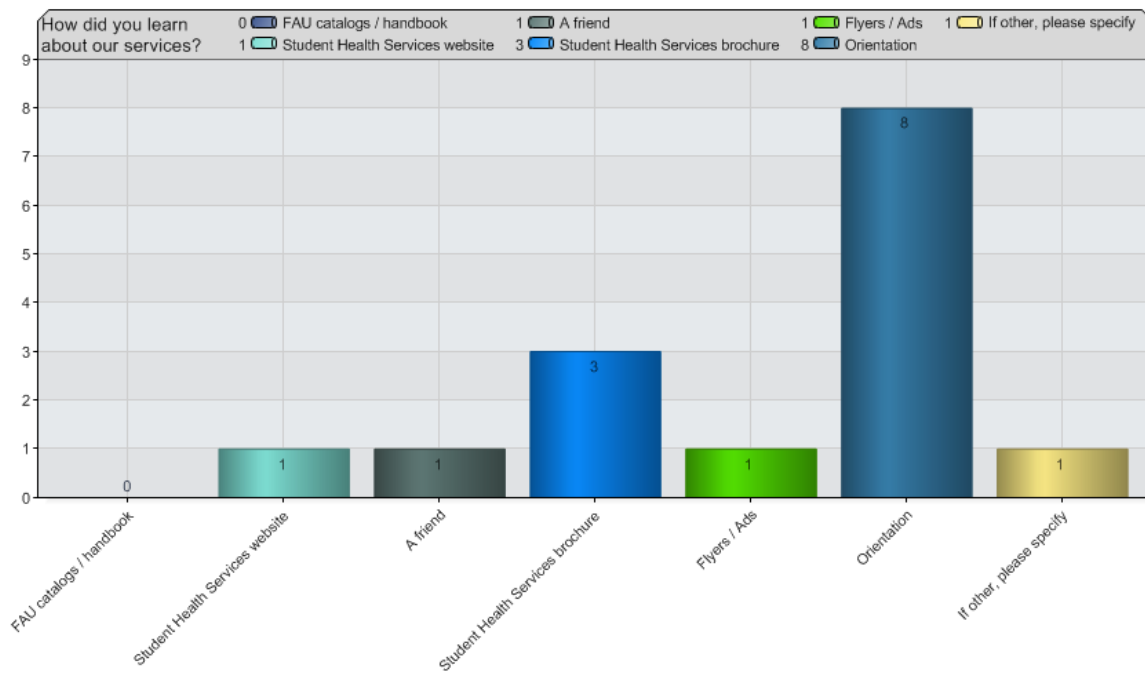
Graph/Chart function not relevant for this question type.

19. Comments concerning the FAU Sponsored Student Health Insurance Plan:

| Response | Response Text |
|----------|-------------------------------|
| 1 | I don't have health insurance |
| 2 | Old user before price change |

20. How did you learn about our services?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| FAU catalogs / handbook: | 0 | 0% |
| Student Health Services website: | 1 | 8.33% |
| A friend: | 1 | 8.33% |
| Student Health Services brochure: | 3 | 25% |
| Flyers / Ads: | 1 | 8.33% |
| Orientation: | 8 | 66.67% |
| If other, please specify: | 1 | 8% |
| Total Responded to this question: | | 12 |
| Total who skipped this question: | | 1 |
| Total: | | 13 |
| | | 92.31% |
| | | 7.69% |
| | | 100% |

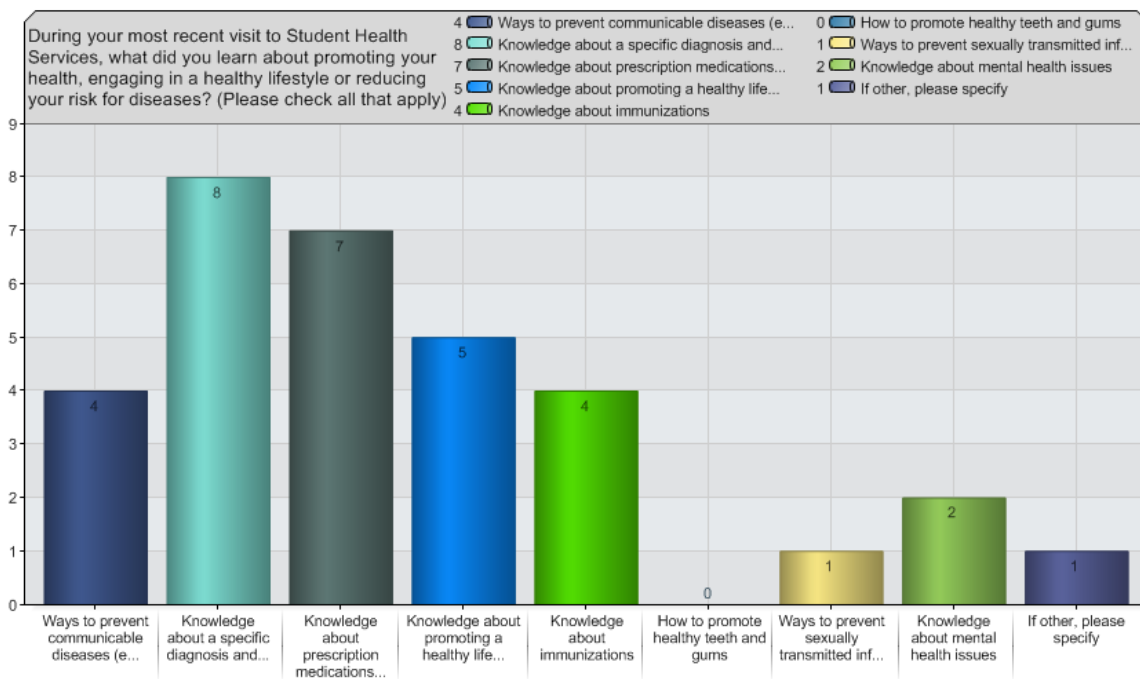


20. How did you learn about our services?

| Response | Comments |
|----------|------------------|
| 1 | Student Services |

21. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)







| | Responses | Percent |
|--|-----------|---------|
| Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.): | 4 | 33.33% |
| Knowledge about a specific diagnosis and treatment(s) for the diagnosis: | 8 | 66.67% |
| Knowledge about prescription medications and/or over-the-counter products: | 7 | 58.33% |
| Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.): | 5 | 41.67% |
| Knowledge about immunizations: | 4 | 33.33% |
| How to promote healthy teeth and gums: | 0 | 0% |
| Ways to prevent sexually transmitted infections: | 1 | 8.33% |
| Knowledge about mental health issues: | 2 | 16.67% |
| If other, please specify: | 1 | 8% |
| Total Responded to this question: | 12 | 92.31% |
| Total who skipped this question: | 1 | 7.69% |
| Total: | 13 | 100% |

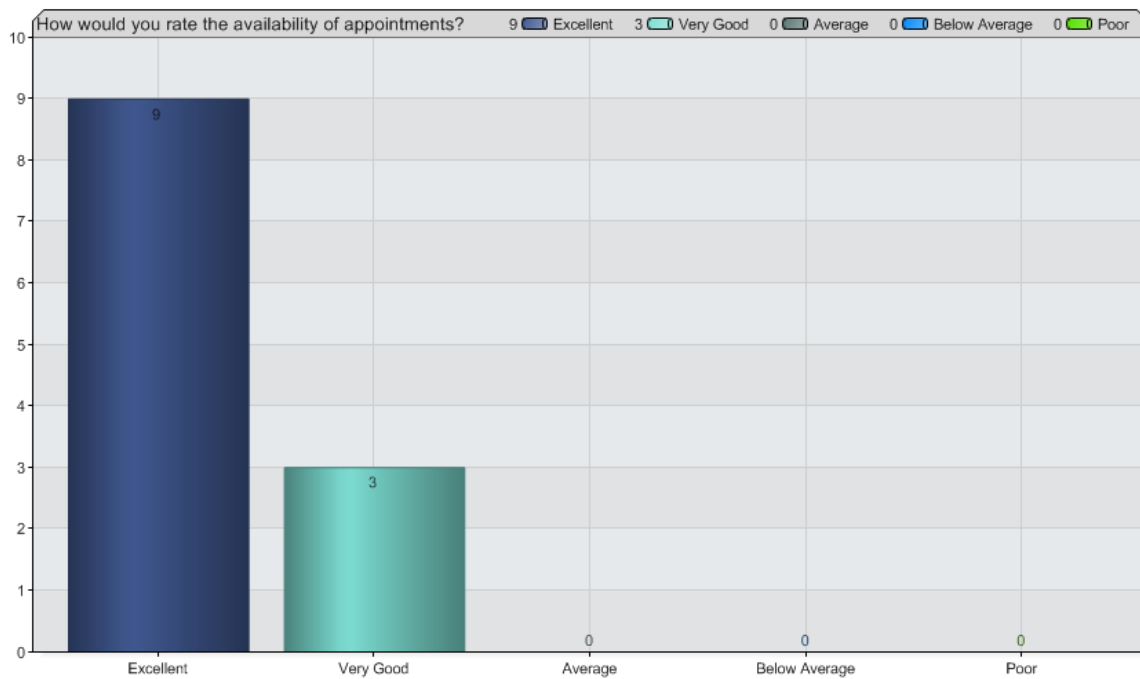


21. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)





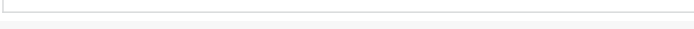
| Response | Comments |
|----------|------------|
| 1 | Blood draw |

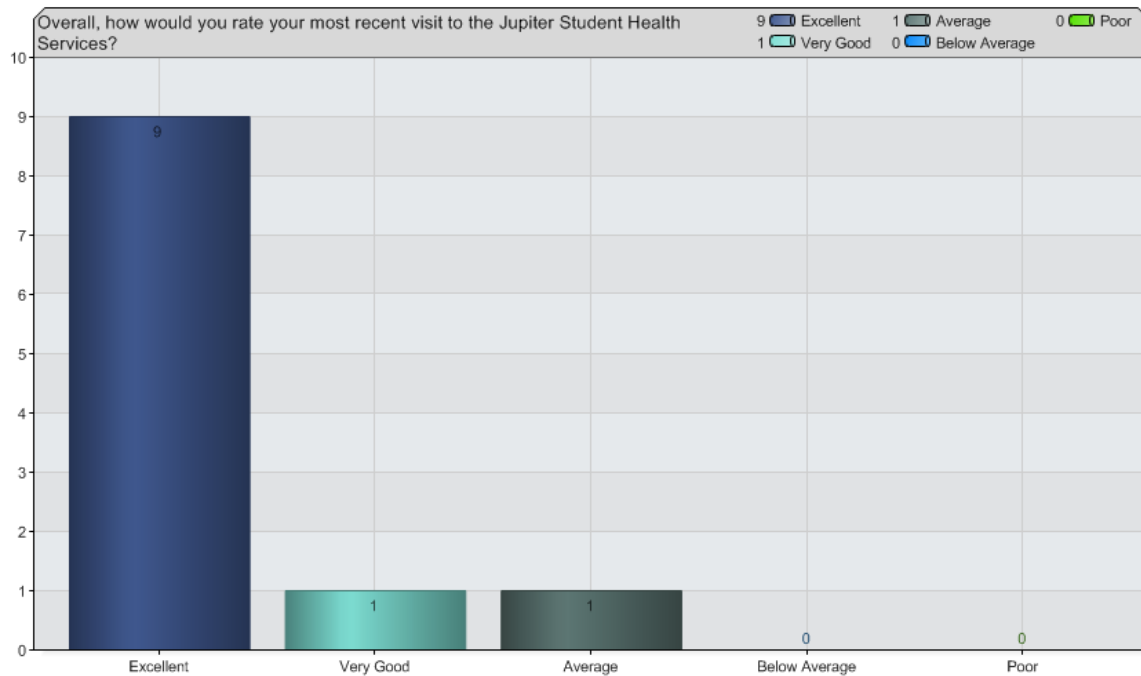
22. How would you rate the availability of appointments?

| | Responses | Percent |
|---|-----------|---------|
| Excellent:  | 9 | 75% |
| Very Good:  | 3 | 25% |
| Average:  | 0 | 0% |
| Below Average:  | 0 | 0% |
| Poor:  | 0 | 0% |
| Additional Comments:  | 0 | 0% |
| Total Responded to this question: | 12 | 92.31% |
| Total who skipped this question: | 1 | 7.69% |
| Total: | 13 | 100% |





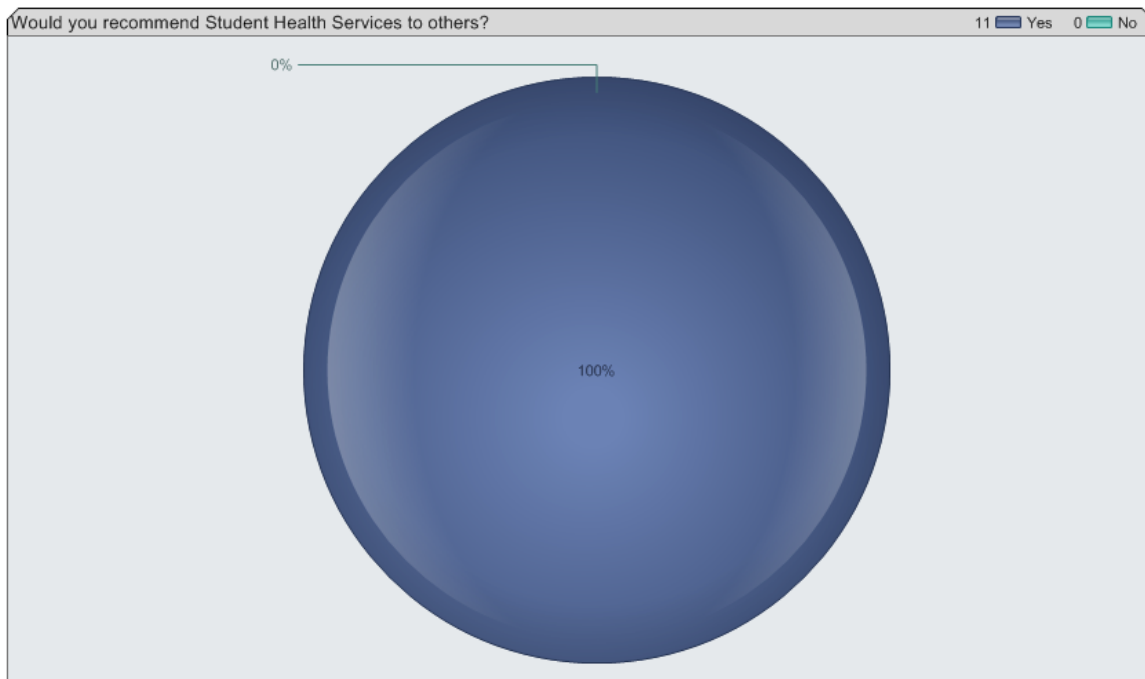
23. Overall, how would you rate your most recent visit to the Jupiter Student Health Services?

| | Responses | Percent |
|---|-----------|---------|
| Excellent:  | 9 | 81.82% |
| Very Good:  | 1 | 9.09% |
| Average:  | 1 | 9.09% |
| Below Average:  | 0 | 0% |
| Poor:  | 0 | 0% |
| Total Responded to this question: | 11 | 84.62% |
| Total who skipped this question: | 2 | 15.38% |
| Total: | 13 | 100% |




24. Would you recommend Student Health Services to others?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 11 | 100% |
| No:  | 0 | 0% |
| Total Responded to this question: | 11 | 84.62% |
| Total who skipped this question: | 2 | 15.38% |
| Total: | 13 | 100% |



25. Do you have any suggestions or comments for improving our services?

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 3 | 100% |
| Total Responded to this question: | 3 | 23.08% |
| Total who skipped this question: | 10 | 76.92% |
| Total: | 13 | 100% |

Graph/Chart function not relevant for this question type.

25. Do you have any suggestions or comments for improving our services?




| Response | Response Text |
|----------|-------------------------------|
| 1 | No, the service is excellent. |
| 2 | N/A |
| 3 | Everything is excellent |

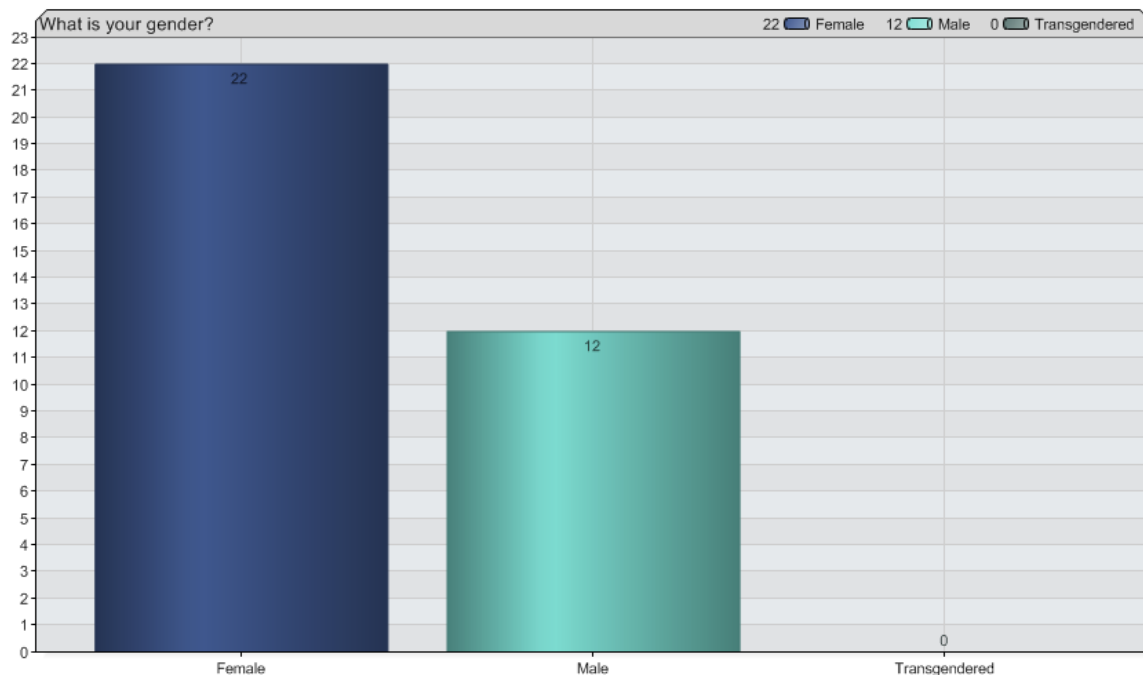
Survey: Broward Student Health Spring 2014 General Satisfaction Survey

Report: Default Report

| Survey Status | | Respondent Statistics | Points Summary |
|---------------|------------|-----------------------|--|
| Status: | Closed | Total Responses: | No Points Questions used in this survey. |
| Deploy Date: | 03/12/2014 | Completes: | |
| Closed Date: | 06/09/2014 | Partials: | |

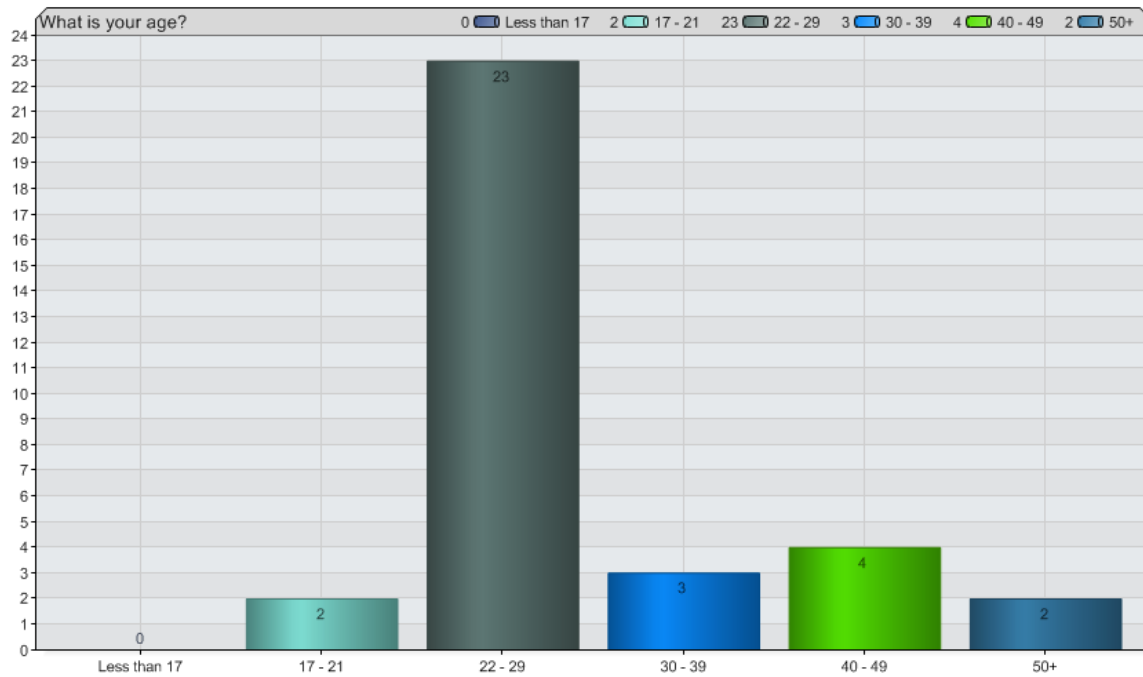
1. What is your gender?

| | Responses | Percent |
|---|-----------|---------|
| Female:  | 22 | 64.71% |
| Male:  | 12 | 35.29% |
| Transgendered:  | 0 | 0% |
| Total Responded to this question: | 34 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 34 | 100% |







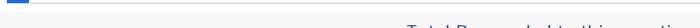


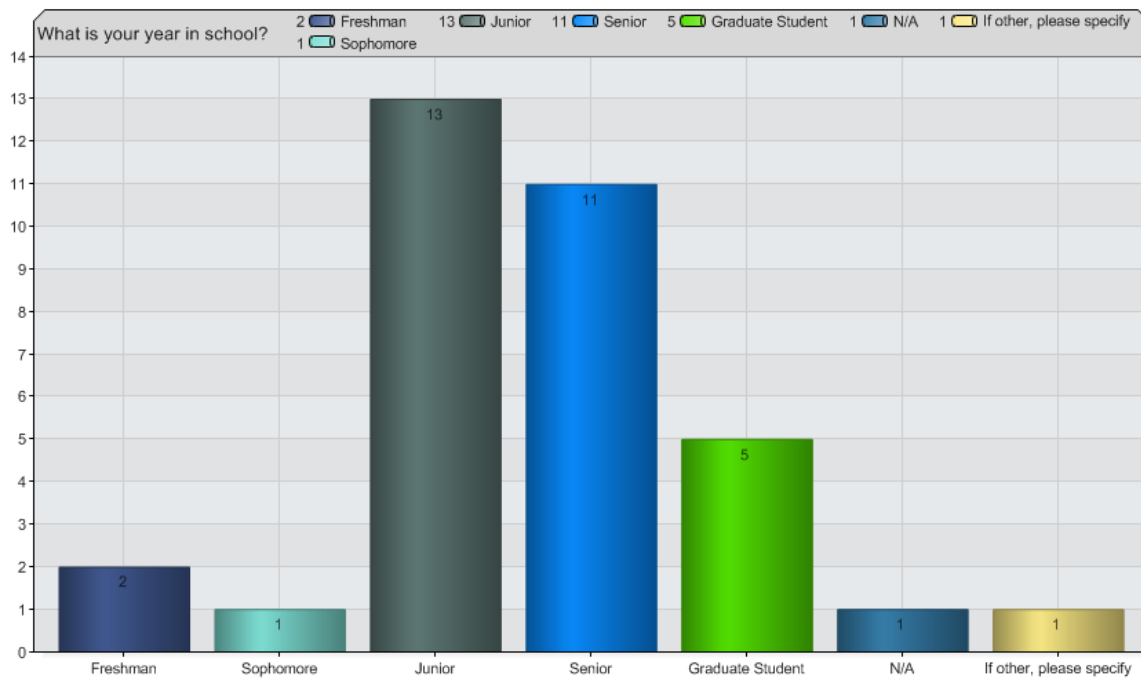
2. What is your age?

| | Responses | Percent |
|------------------------------------|-----------|---------|
| Less than 17: <input type="text"/> | 0 | 0% |
| 17 - 21: <input type="text"/> | 2 | 5.88% |
| 22 - 29: <input type="text"/> | 23 | 67.65% |
| 30 - 39: <input type="text"/> | 3 | 8.82% |
| 40 - 49: <input type="text"/> | 4 | 11.76% |
| 50+: <input type="text"/> | 2 | 5.88% |
| Total Responded to this question: | 34 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 34 | 100% |



3. What is your year in school?

| | Responses | Percent |
|--|-----------|---------|
| Freshman:  | 2 | 5.88% |
| Sophomore:  | 1 | 2.94% |
| Junior:  | 13 | 38.24% |
| Senior:  | 11 | 32.35% |
| Graduate Student:  | 5 | 14.71% |
| N/A:  | 1 | 2.94% |
| If other, please specify:  | 1 | 2.94% |
| Total Responded to this question: | 34 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 34 | 100% |



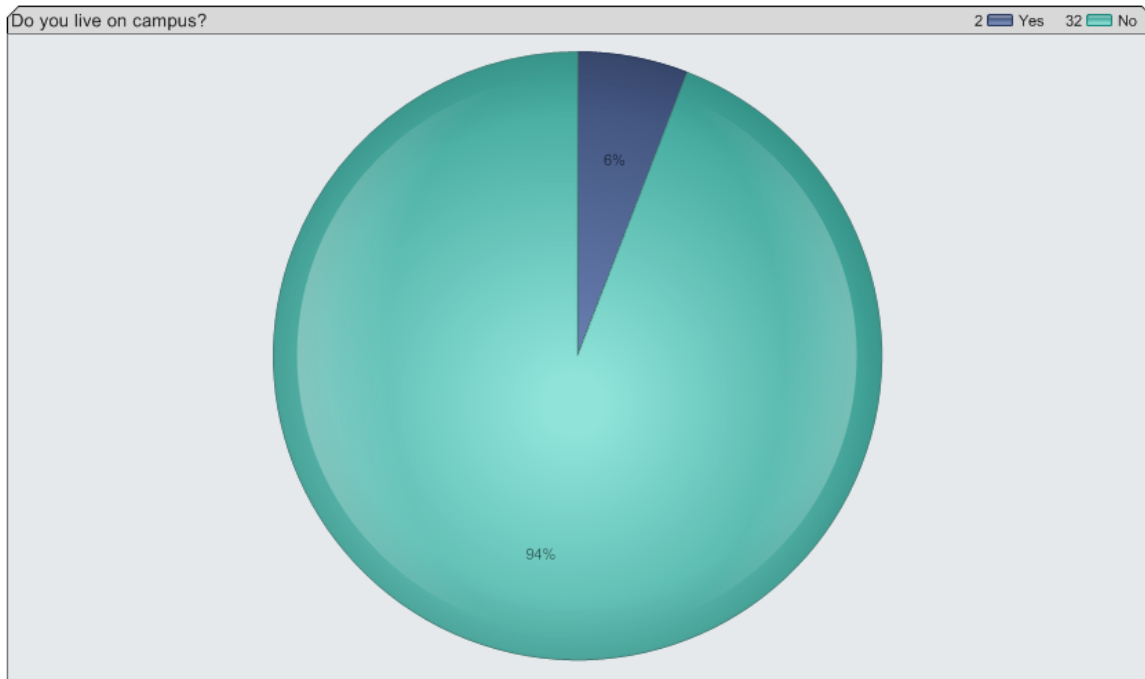
3. What is your year in school?

Response Comments

1 admission

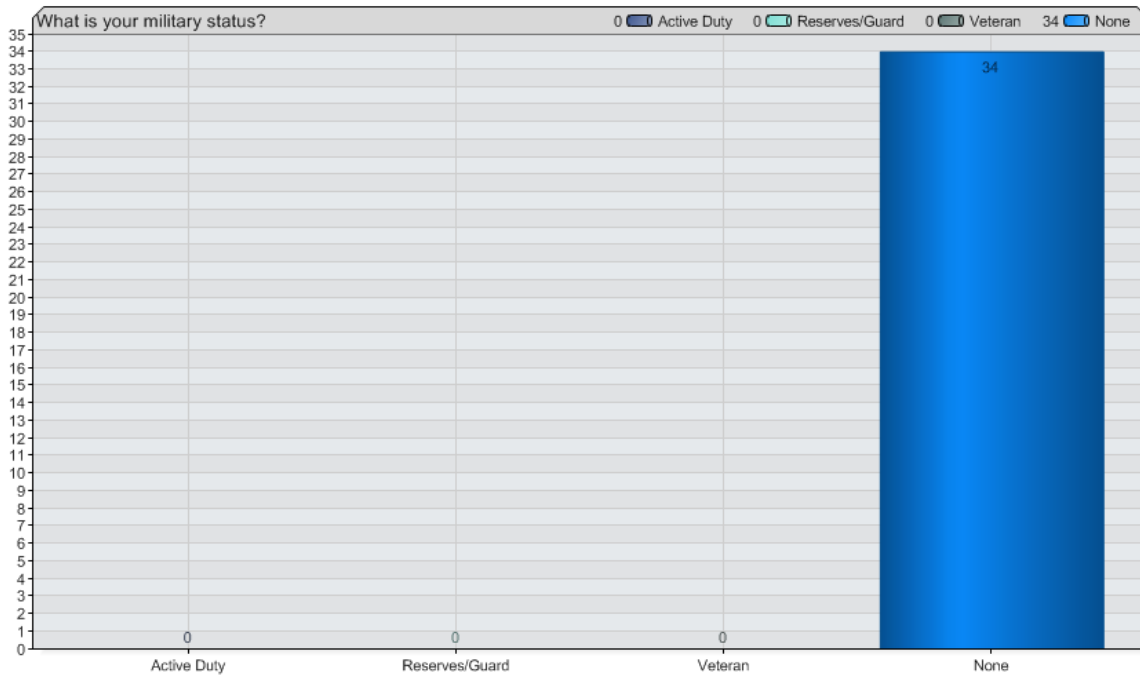
4. Do you live on campus?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 2 | 5.88% |
| No:  | 32 | 94.12% |
| Total Responded to this question: | 34 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 34 | 100% |





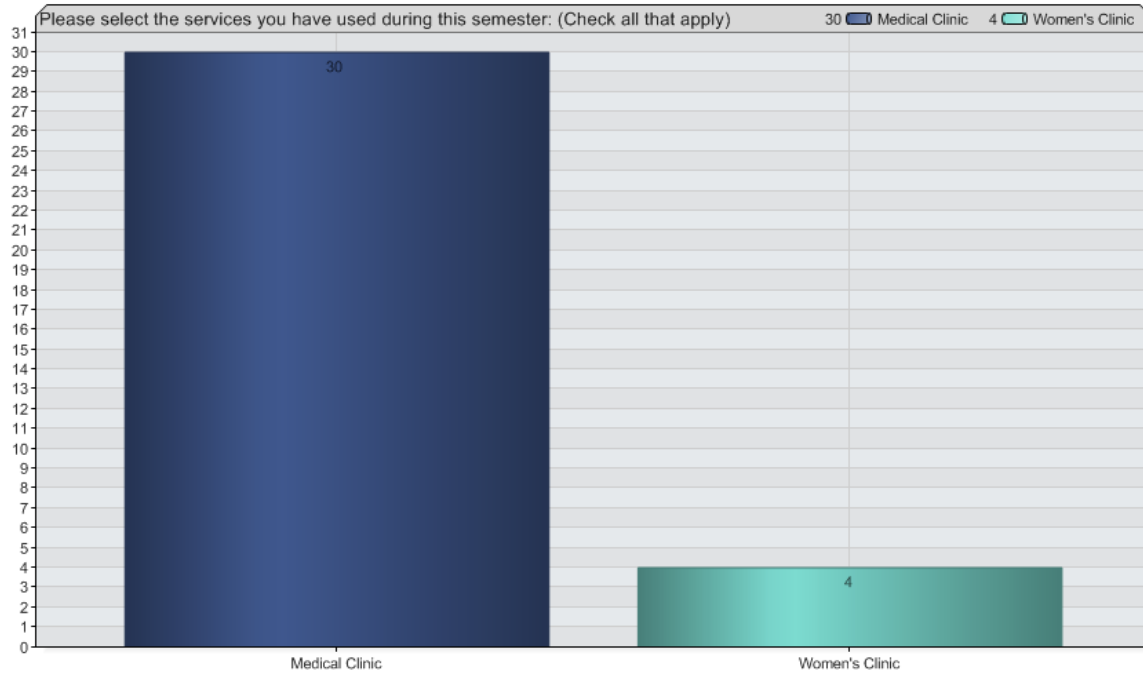
5. What is your military status?

| | Responses | Percent |
|--------------------------------------|-----------|---------|
| Active Duty: <input type="text"/> | 0 | 0% |
| Reserves/Guard: <input type="text"/> | 0 | 0% |
| Veteran: <input type="text"/> | 0 | 0% |
| None: <input type="text"/> | 34 | 100% |
| Total Responded to this question: | | 34 |
| Total who skipped this question: | | 0 |
| Total: | | 34 |



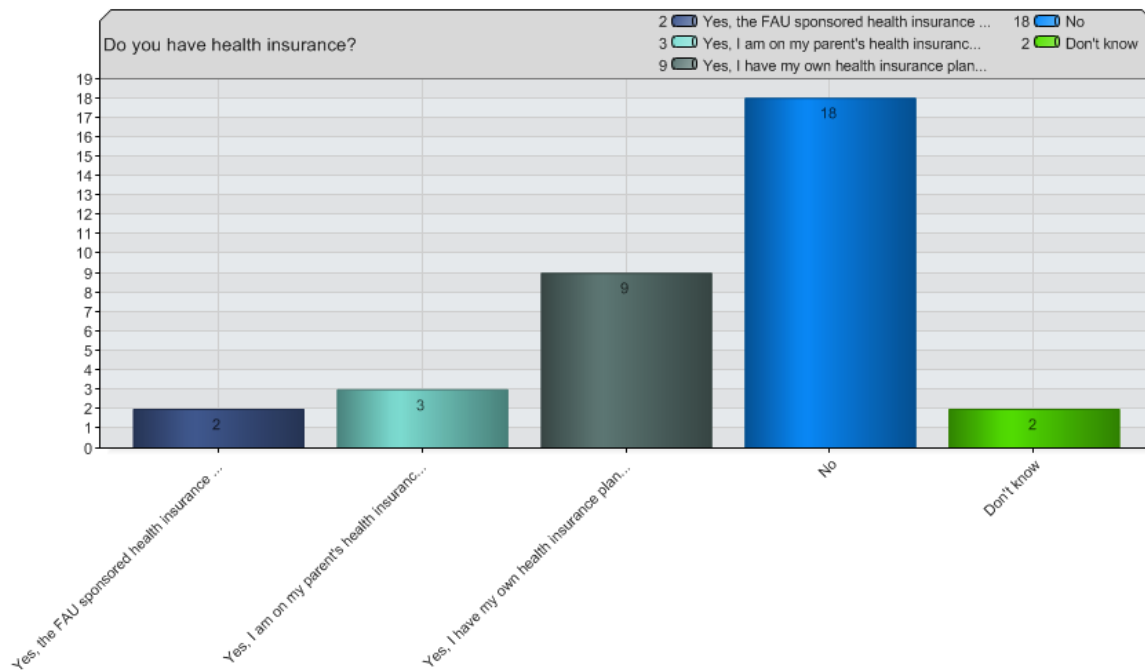
6. Please select the services you have used during this semester: (Check all that apply)

| | Responses | Percent |
|--|-----------|---------|
| Medical Clinic:  | 30 | 90.91% |
| Women's Clinic:  | 4 | 12.12% |
| Total Responded to this question: | 33 | 97.06% |
| Total who skipped this question: | 1 | 2.94% |
| Total: | 34 | 100% |



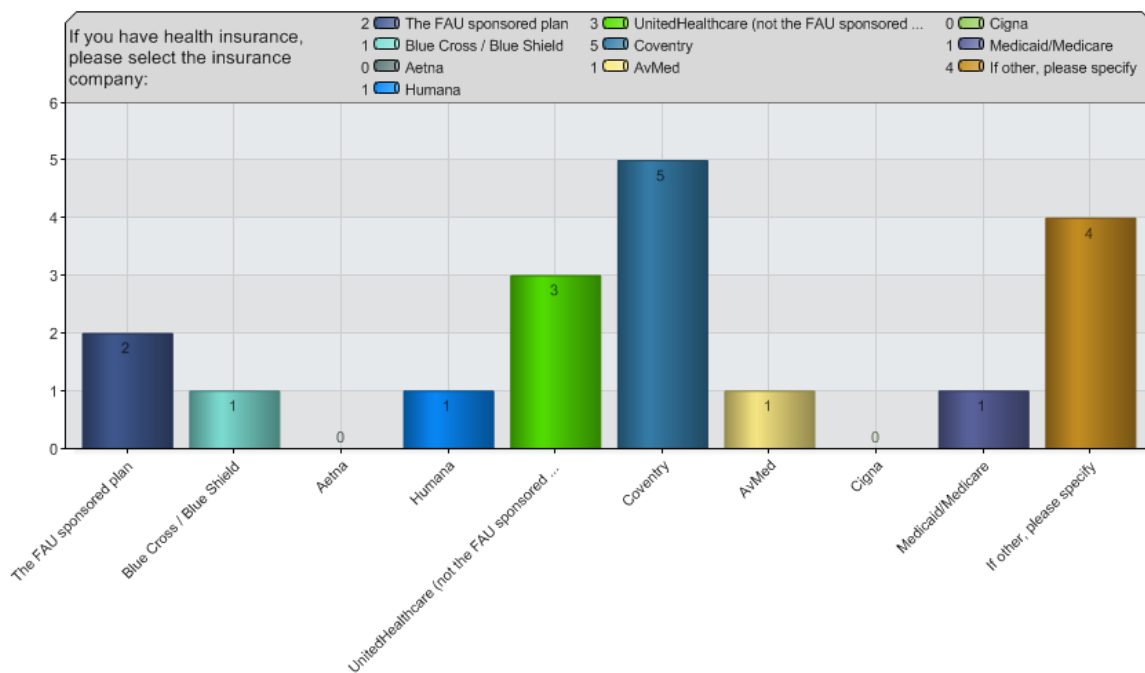
7. Do you have health insurance?

| | Responses | Percent |
|---|-----------|---------|
| Yes, the FAU sponsored health insurance plan: | 2 | 5.88% |
| Yes, I am on my parent's health insurance plan: | 3 | 8.82% |
| Yes, I have my own health insurance plan: | 9 | 26.47% |
| No: | 18 | 52.94% |
| Don't know: | 2 | 5.88% |
| Total Responded to this question: | | 34 |
| Total who skipped this question: | | 0 |
| Total: | | 34 |



8. If you have health insurance, please select the insurance company:







| | Responses | Percent |
|--|-----------|---------|
| The FAU sponsored plan: | 2 | 11.11% |
| Blue Cross / Blue Shield: | 1 | 5.56% |
| Aetna: | 0 | 0% |
| Humana: | 1 | 5.56% |
| UnitedHealthcare (not the FAU sponsored plan): | 3 | 16.67% |
| Coventry: | 5 | 27.78% |
| AvMed: | 1 | 5.56% |
| Cigna: | 0 | 0% |
| Medicaid/Medicare: | 1 | 5.56% |
| If other, please specify: | 4 | 22.22% |
| Total Responded to this question: | | 18 |
| Total who skipped this question: | | 16 |
| Total: | | 34 |
| | | 100% |

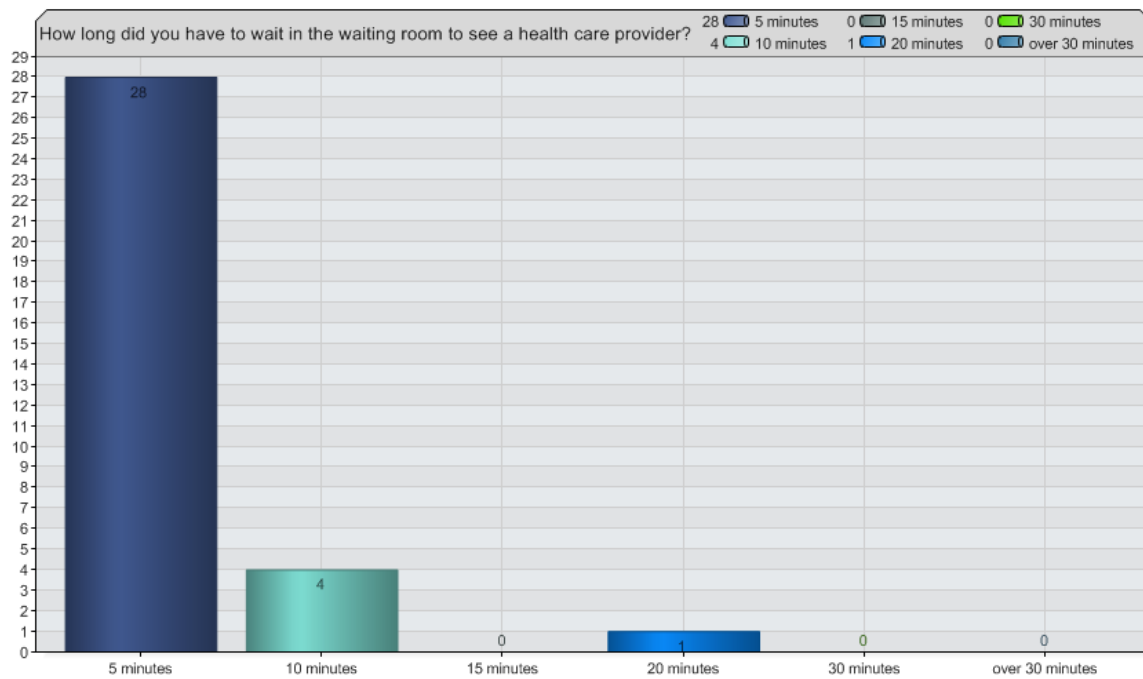


8. If you have health insurance, please select the insurance company:

| Response | Comments |
|----------|----------|
| 1 | ISO |
| 2 | n/a |
| 3 | n/a |
| 4 | img |

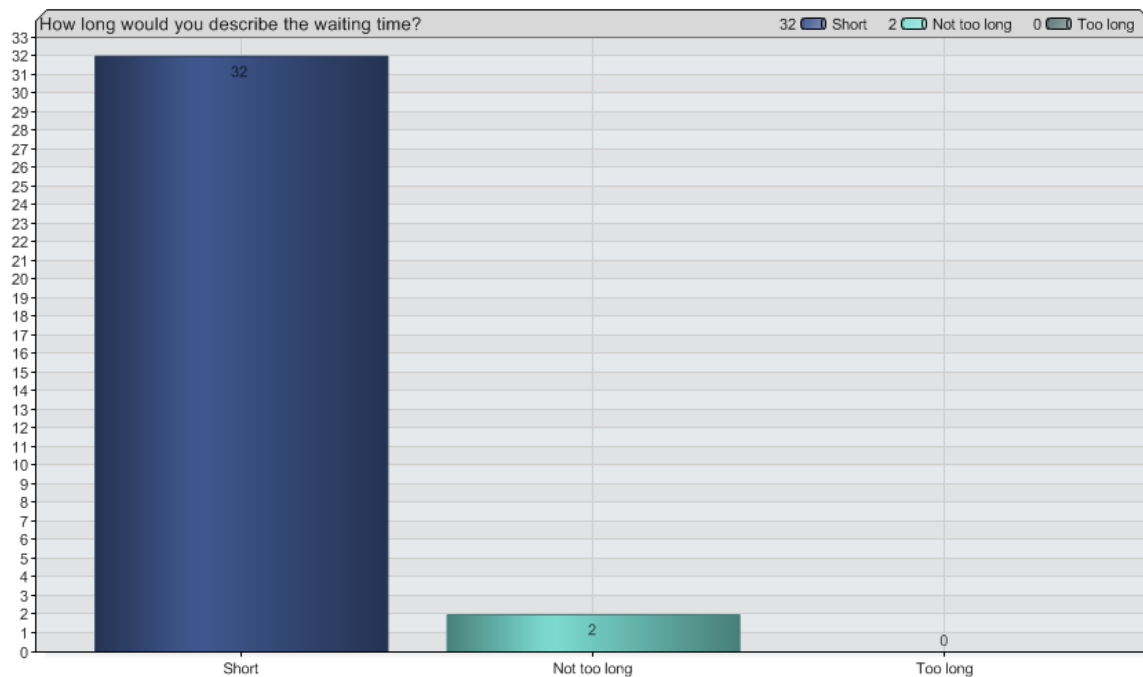
9. How long did you have to wait in the waiting room to see a health care provider?

| | Responses | Percent |
|---|-----------|---------|
| 5 minutes:  | 28 | 84.85% |
| 10 minutes:  | 4 | 12.12% |
| 15 minutes:  | 0 | 0% |
| 20 minutes:  | 1 | 3.03% |
| 30 minutes:  | 0 | 0% |
| over 30 minutes:  | 0 | 0% |
| Total Responded to this question: | 33 | 97.06% |
| Total who skipped this question: | 1 | 2.94% |
| Total: | 34 | 100% |



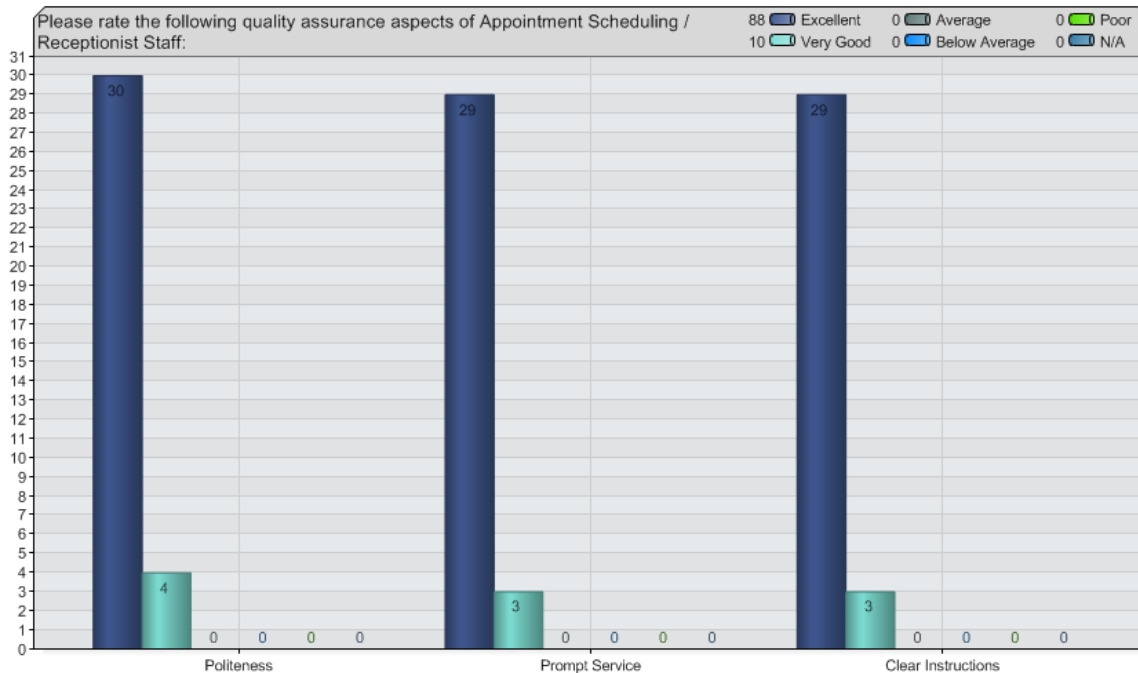
10. How long would you describe the waiting time?

| | Responses | Percent |
|--------------------------------------|-----------|---------|
| Short: <div><div></div></div> | 32 | 94.12% |
| Not too long: <div><div></div></div> | 2 | 5.88% |
| Too long: <div><div></div></div> | 0 | 0% |
| Total Responded to this question: | 34 | 100% |
| Total who skipped this question: | 0 | 0% |
| Total: | 34 | 100% |




11. Please rate the following quality assurance aspects of Appointment Scheduling / Receptionist Staff:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|------------|-----------|---------|---------------|-------|-------|-------|
| Politeness: | 30(88.24%) | 4(11.76%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 34 |
| Prompt Service: | 29(90.62%) | 3(9.38%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 32 |
| Clear Instructions: | 29(90.62%) | 3(9.38%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 32 |
| Total Responded to this question: | | | | | | 34 | 100% |
| Total who skipped this question: | | | | | | 0 | 0% |
| Total: | | | | | | 34 | 100% |



12. Comments concerning the Appointment Scheduling Staff:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 9 | 100% |
| Total Responded to this question: | 9 | 26.47% |
| Total who skipped this question: | 25 | 73.53% |
| Total: | 34 | 100% |

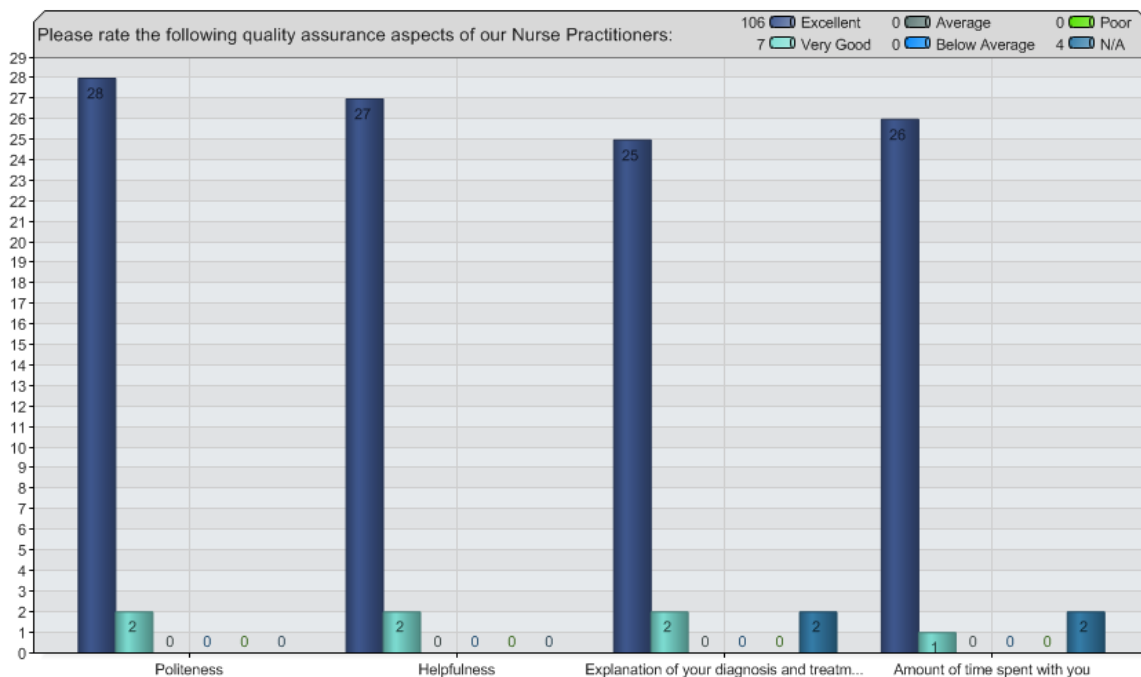
Graph/Chart function not relevant for this question type.

12. Comments concerning the Appointment Scheduling Staff:


| Response | Response Text |
|----------|--|
| 1 | Very polite and professional. |
| 2 | always willing to help |
| 3 | The doctor was very nice and will be sure to see her if I need anything again |
| 4 | Great service, informative and helpful |
| 5 | Always polite and courteous. |
| 6 | Really enjoyed my visit |
| 7 | Amazing staff. Practitioner Claire McCarthy was simply amazing! I wish she was at the Boca Campus! Truly a medical professional. |
| 8 | very good staff |
| 9 | I enjoy my first vist, everything went well |

13. Please rate the following quality assurance aspects of our Nurse Practitioners:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|--|------------|-----------|---------|---------------|-------|---------|--------|
| Politeness: | 28(93.33%) | 2(6.67%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 30 |
| Helpfulness: | 27(93.1%) | 2(6.9%) | 0(0%) | 0(0%) | 0(0%) | 0(0%) | 29 |
| Explanation of your diagnosis and treatment: | 25(86.21%) | 2(6.9%) | 0(0%) | 0(0%) | 0(0%) | 2(6.9%) | 29 |
| Amount of time spent with you: | 26(89.66%) | 1(3.45%) | 0(0%) | 0(0%) | 0(0%) | 2(6.9%) | 29 |
| Total Responded to this question: | | | | | | 30 | 88.24% |
| Total who skipped this question: | | | | | | 4 | 11.76% |
| Total: | | | | | | 34 | 100% |



14. Comments concerning our Physicians / Nurse Practitioners:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 10 | 100% |
| Total Responded to this question: | 10 | 29.41% |
| Total who skipped this question: | 24 | 70.59% |
| Total: | 34 | 100% |

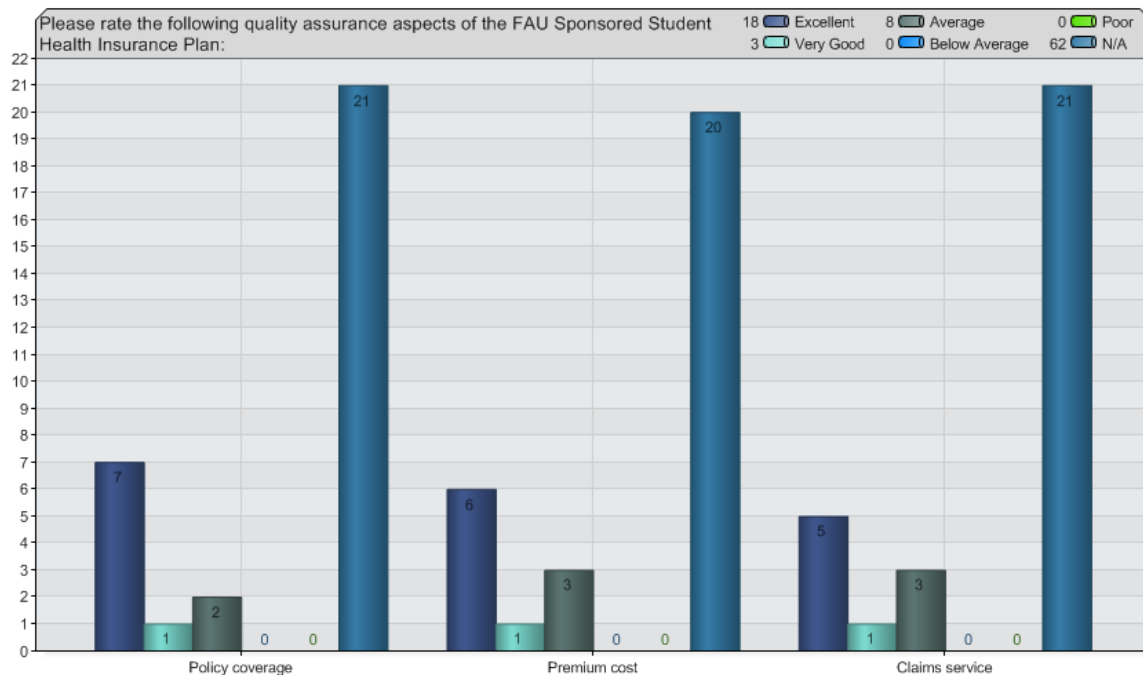
Graph/Chart function not relevant for this question type.

14. Comments concerning our Physicians / Nurse Practitioners:


| Response | Response Text |
|----------|---|
| 1 | Polite, professional, educational. |
| 2 | very friendly and helpful |
| 3 | The doctor was very nice and ill will be sure to see her again if I need anything. |
| 4 | explained the situation and conveyed information in an easy to understand way. Happy to help and made me feel at home. I would recommend her to anyone. |
| 5 | I enjoy coming to Davie campus student health services because Claire explains everything to me and makes me feel comfortable. |
| 6 | Bes experience I've had with a nurse practitioner! |
| 7 | very good staff |
| 8 | Very nice and explain everything clearly. |
| 9 | She was very friendly, professional, and made me feel real comfortable |
| 10 | Excellent as always |

15. Please rate the following quality assurance aspects of the FAU Sponsored Student Health Insurance Plan:

| | Excellent | Very Good | Average | Below Average | Poor | N/A | Total |
|-----------------------------------|-----------|-----------|----------|---------------|-------|------------|--------|
| Policy coverage: | 7(22.58%) | 1(3.23%) | 2(6.45%) | 0(0%) | 0(0%) | 21(67.74%) | 31 |
| Premium cost: | 6(20%) | 1(3.33%) | 3(10%) | 0(0%) | 0(0%) | 20(66.67%) | 30 |
| Claims service: | 5(16.67%) | 1(3.33%) | 3(10%) | 0(0%) | 0(0%) | 21(70%) | 30 |
| Total Responded to this question: | | | | | | 31 | 91.18% |
| Total who skipped this question: | | | | | | 3 | 8.82% |
| Total: | | | | | | 34 | 100% |



16. Comments concerning the FAU Sponsored Student Health Insurance Plan:

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 1 | 100% |
| Total Responded to this question: | 1 | 2.94% |
| Total who skipped this question: | 33 | 97.06% |
| Total: | 34 | 100% |

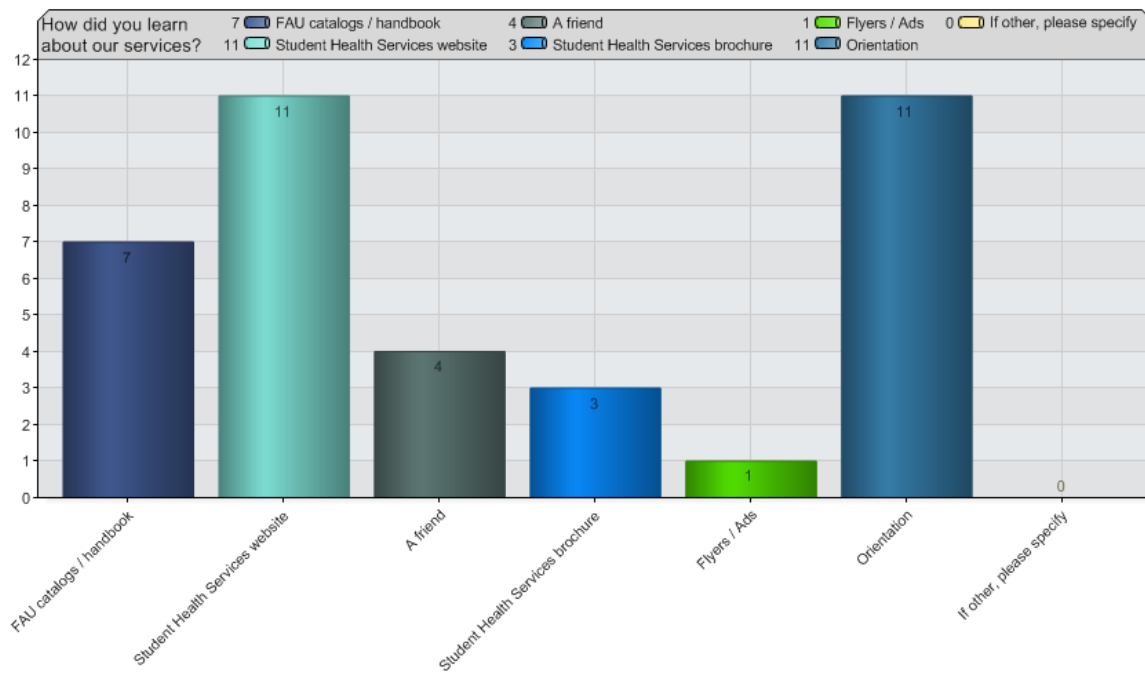
Graph/Chart function not relevant for this question type.

16. Comments concerning the FAU Sponsored Student Health Insurance Plan:

| Response | Response Text |
|----------|---|
| 1 | Really not sure how to rate the plan. I haven't compared it to others. I am glad it covers office visits to the school clinic. This has saved me a lot of money in lab bills. However, I've had some problems in the past being covered for ophthalmology visits, but this might be b/c I didn't research what was covered first. |

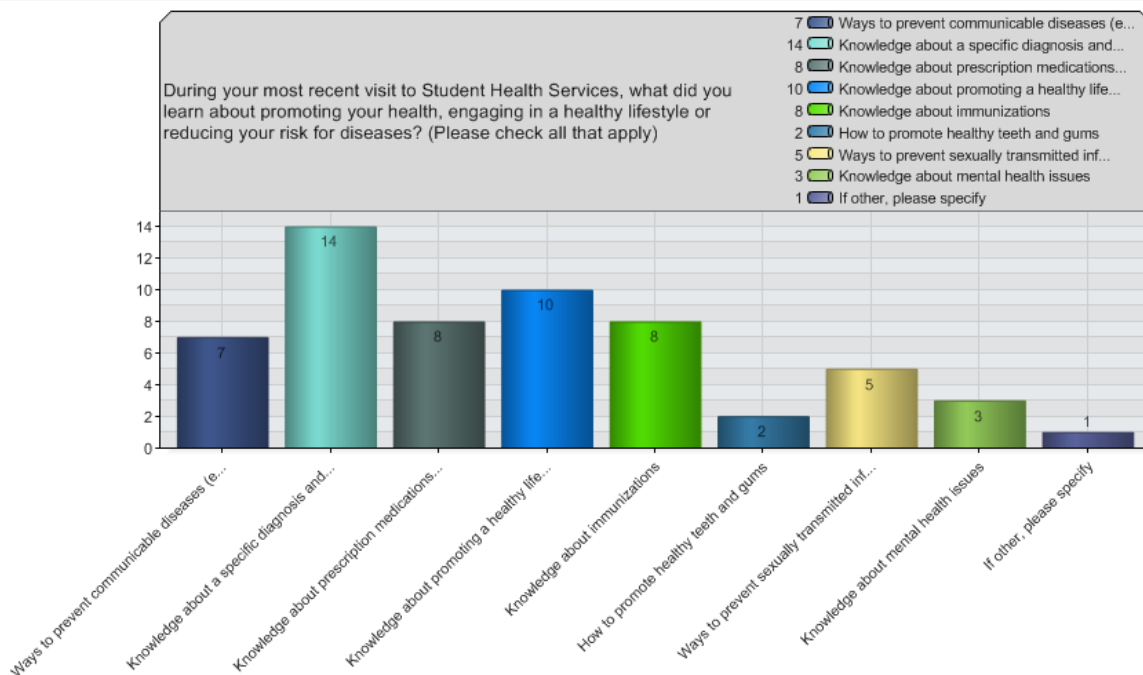
17. How did you learn about our services?

| | Responses | Percent |
|-----------------------------------|-----------|---------|
| FAU catalogs / handbook: | 7 | 21.88% |
| Student Health Services website: | 11 | 34.38% |
| A friend: | 4 | 12.5% |
| Student Health Services brochure: | 3 | 9.38% |
| Flyers / Ads: | 1 | 3.12% |
| Orientation: | 11 | 34.38% |
| If other, please specify: | 0 | 0% |
| Total Responded to this question: | | 32 |
| Total who skipped this question: | | 2 |
| Total: | | 34 |
| | | 94.12% |
| | | 5.88% |
| | | 100% |



18. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)







| | Responses | Percent |
|--|-----------|---------|
| Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.): | 7 | 25% |
| Knowledge about a specific diagnosis and treatment(s) for the diagnosis: | 14 | 50% |
| Knowledge about prescription medications and/or over-the-counter products: | 8 | 28.57% |
| Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.): | 10 | 35.71% |
| Knowledge about immunizations: | 8 | 28.57% |
| How to promote healthy teeth and gums: | 2 | 7.14% |
| Ways to prevent sexually transmitted infections: | 5 | 17.86% |
| Knowledge about mental health issues: | 3 | 10.71% |
| If other, please specify: | 1 | 3% |
| Total Responded to this question: | 28 | 82.35% |
| Total who skipped this question: | 6 | 17.65% |
| Total: | 34 | 100% |

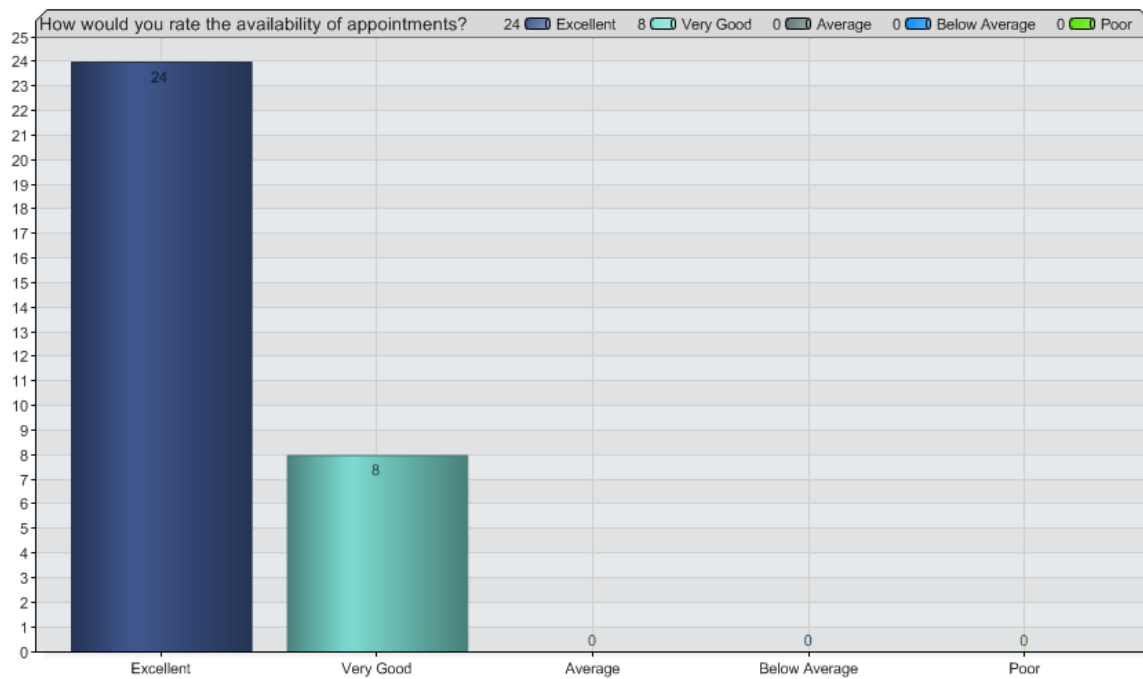


18. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

| Response | Comments |
|----------|---|
| 1 | how to support wrist and the related muscles in the wrist |

19. How would you rate the availability of appointments?





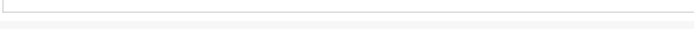
| | Responses | Percent |
|---|-----------|---------|
| Excellent:  | 24 | 75% |
| Very Good:  | 8 | 25% |
| Average:  | 0 | 0% |
| Below Average:  | 0 | 0% |
| Poor:  | 0 | 0% |
| Additional Comments:  | 2 | 6.25% |
| Total Responded to this question: | | 32 |
| Total who skipped this question: | | 2 |
| Total: | | 34 |
| | | 94.12% |
| | | 5.88% |
| | | 100% |

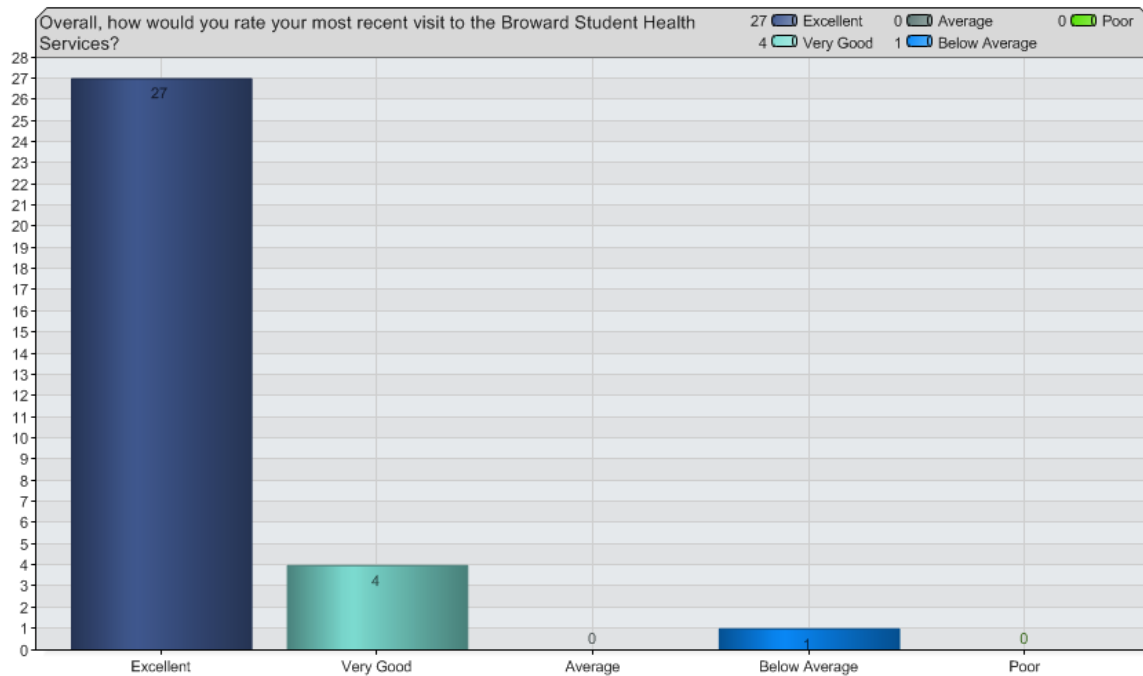


19. How would you rate the availability of appointments?

| Response | Comments |
|----------|--|
| 1 | Appointments are always available at a convenient time for me. |
| 2 | surprisingly good |

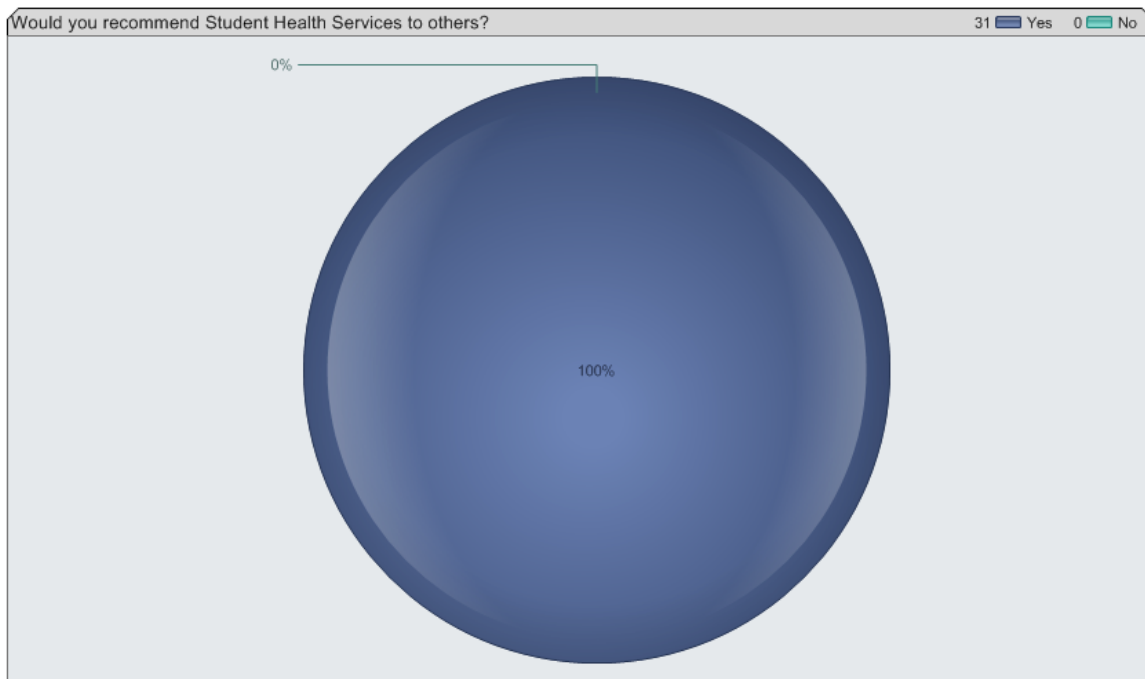
20. Overall, how would you rate your most recent visit to the Broward Student Health Services?

| | Responses | Percent |
|---|-----------|---------|
| Excellent:  | 27 | 84.38% |
| Very Good:  | 4 | 12.5% |
| Average:  | 0 | 0% |
| Below Average:  | 1 | 3.12% |
| Poor:  | 0 | 0% |
| Total Responded to this question: | 32 | 94.12% |
| Total who skipped this question: | 2 | 5.88% |
| Total: | 34 | 100% |




21. Would you recommend Student Health Services to others?

| | Responses | Percent |
|---|-----------|---------|
| Yes:  | 31 | 100% |
| No:  | 0 | 0% |
| Total Responded to this question: | 31 | 91.18% |
| Total who skipped this question: | 3 | 8.82% |
| Total: | 34 | 100% |



22. Do you have any suggestions or comments for improving our services?

| | Responses | Percent |
|---|-----------|---------|
| Responses:  | 4 | 100% |
| Total Responded to this question: | 4 | 11.76% |
| Total who skipped this question: | 30 | 88.24% |
| Total: | 34 | 100% |

Graph/Chart function not relevant for this question type.

22. Do you have any suggestions or comments for improving our services?

| Response | Response Text |
|----------|---|
| 1 | Keep up the good work! |
| 2 | I was very impressed with the staff, but especially Ms. McCarthy. She was so sweet, honest and a true professional. I wish more practitioners were like her. Simply lovely. |
| 3 | I think it's a terrific service to offer students like myself that do not have health insurance |
| 4 | No, everything was great! |

Student Health Services Provider Utilization

Women's Clinic

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 115 | 104 | 114 |
| August | 148 | 118 | 116 |
| September | 177 | 189 | 229 |
| October | 163 | 182 | 246 |
| November | 133 | 113 | 149 |
| December | 111 | 85 | 124 |
| January | 180 | 102 | 200 |
| February | 191 | 135 | 254 |
| March | 167 | 149 | 194 |
| April | 119 | 106 | 221 |
| May | 113 | 82 | 128 |
| June | 101 | 96 | 145 |
| Total | 1718 | 1461 | 2120 |

RN

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 204 | 270 | 274 |
| August | 274 | 341 | 238 |
| September | 161 | 119 | 149 |
| October | 182 | 437 | 172 |
| November | 221 | 373 | 283 |
| December | 175 | 151 | 167 |
| January | 201 | 415 | 386 |
| February | 189 | 161 | 188 |
| March | 224 | 176 | 159 |
| April | 255 | 218 | 265 |
| May | 254 | 172 | 169 |
| June | 162 | 203 | 153 |
| Total | 2502 | 3036 | 2603 |

MD

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 144 | 163 | 206 |
| August | 200 | 233 | 200 |
| September | 391 | 385 | 385 |
| October | 416 | 335 | 423 |
| November | 407 | 251 | 338 |
| December | 185 | 101 | 180 |
| January | 362 | 345 | 372 |
| February | 383 | 354 | 265 |
| March | 321 | 266 | 230 |
| April | 321 | 280 | 241 |
| May | 135 | 79 | 76 |
| June | 171 | 80 | 71 |
| Total | 3436 | 2872 | 2987 |

ARNP

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 241 | 214 | 178 |
| August | 372 | 330 | 239 |
| September | 745 | 518 | 550 |
| October | 694 | 683 | 619 |
| November | 578 | 539 | 487 |
| December | 258 | 168 | 302 |
| January | 486 | 515 | 497 |
| February | 581 | 445 | 439 |
| March | 466 | 438 | 310 |
| April | 498 | 494 | 509 |
| May | 249 | 255 | 220 |
| June | 116 | 194 | 153 |
| Total | 5284 | 4793 | 4503 |

Dentist

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 67 | 72 | 40 |
| August | 42 | 66 | 32 |
| September | 135 | 139 | 94 |
| October | 117 | 97 | 120 |
| November | 88 | 113 | 140 |
| December | 38 | 31 | 59 |
| January | 88 | 110 | 92 |
| February | 115 | 97 | 106 |
| March | 109 | 82 | 80 |
| April | 102 | 128 | 100 |
| May | 63 | 65 | 38 |
| June | 50 | 54 | 45 |
| Total | 1014 | 1054 | 946 |

Hygienist

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 51 | 44 | 28 |
| August | 37 | 33 | 22 |
| September | 88 | 51 | 57 |
| October | 71 | 67 | 57 |
| November | 58 | 50 | 69 |
| December | 30 | 14 | 37 |
| January | 54 | 62 | 61 |
| February | 62 | 71 | 50 |
| March | 51 | 37 | 38 |
| April | 50 | 74 | 56 |
| May | 32 | 34 | 16 |
| June | 35 | 32 | 28 |
| Total | 619 | 569 | 519 |

Jupiter

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 39 | 28 | 20 |
| August | 87 | 34 | 35 |
| September | 76 | 27 | 40 |
| October | 64 | 54 | 45 |
| November | 55 | 38 | 33 |
| December | 40 | 28 | 21 |
| January | 64 | 64 | 59 |
| February | 55 | 28 | 26 |
| March | 38 | 42 | 38 |
| April | 65 | 43 | 45 |
| May | 31 | 10 | 9 |
| June | 35 | 7 | 18 |
| Total | 649 | 403 | 389 |

Broward

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 58 | 50 | 64 |
| August | 64 | 61 | 65 |
| September | 49 | 38 | 51 |
| October | 59 | 52 | 71 |
| November | 77 | 71 | 51 |
| December | 53 | 58 | 37 |
| January | 76 | 105 | 54 |
| February | 54 | 59 | 50 |
| March | 61 | 52 | 58 |
| April | 77 | 70 | 71 |
| May | 64 | 58 | 41 |
| June | 55 | 32 | 35 |
| Total | 747 | 706 | 648 |

Student Health Services Provider Utilization

| Imaging - Mobile | | | |
|------------------|-----------|-----------|-----------|
| | 2011/2012 | 2012/2013 | 2013/2014 |
| July | 3 | 7 | 0 |
| August | 1 | 3 | 4 |
| September | 9 | 5 | 2 |
| October | 5 | 1 | 1 |
| November | 7 | 0 | 1 |
| December | 2 | 0 | 0 |
| January | 3 | 2 | 1 |
| February | 6 | 2 | 5 |
| March | 7 | 4 | 2 |
| April | 4 | 1 | 3 |
| May | 2 | 2 | 0 |
| June | 1 | 6 | 1 |
| Total | 50 | 33 | 20 |

| | 2010/2011 | 2011/2012 | 2013/2014 |
|------------------|-----------|-----------|-----------|
| Women's Clinic | 1718 | 1461 | 2120 |
| RN | 2502 | 3036 | 2603 |
| MD | 3436 | 2872 | 2987 |
| ARNP | 5284 | 4793 | 4503 |
| Imaging - Mobile | 50 | 33 | 20 |
| Dentist | 1014 | 1054 | 946 |
| Hygienist | 619 | 569 | 519 |
| Unassigned | 2039 | 1720 | 913 |
| Jupiter | 649 | 403 | 389 |
| Broward | 748 | 706 | 648 |
| Totals | 18059 | 16647 | 15648 |

Student Health Services Time Reports

Total In Clinic Time

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 0:47:40 | 0:49:59 | 0:48:23 |
| August | 0:45:56 | 0:45:45 | 0:52:52 |
| September | 0:51:53 | 0:47:29 | 0:56:41 |
| October | 0:51:00 | 0:48:39 | 0:53:20 |
| November | 0:54:01 | 0:45:37 | 0:54:25 |
| December | 0:55:48 | 0:44:40 | 0:53:17 |
| January | 0:55:54 | 0:53:29 | 0:55:04 |
| February | 0:54:28 | 0:51:53 | 0:56:36 |
| March | 0:53:19 | 0:52:39 | 0:51:21 |
| April | 0:54:30 | 0:48:34 | 0:54:30 |
| May | 1:02:31 | 0:52:44 | 0:50:32 |
| June | 0:48:34 | 0:48:33 | 0:57:14 |
| Average | 0:52:58 | 0:49:10 | 0:53:41 |

Wait for Bill Time

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 0:05:30 | 0:06:02 | 0:04:55 |
| August | 0:05:32 | 0:04:32 | 0:04:30 |
| September | 0:07:00 | 0:03:28 | 0:02:22 |
| October | 0:05:29 | 0:03:01 | 0:03:03 |
| November | 0:07:43 | 0:02:52 | 0:04:11 |
| December | 0:07:17 | 0:03:21 | 0:03:37 |
| January | 0:06:11 | 0:02:54 | 0:03:38 |
| February | 0:05:34 | 0:02:54 | 0:03:22 |
| March | 0:06:18 | 0:03:27 | 0:03:13 |
| April | 0:05:12 | 0:02:57 | 0:03:17 |
| May | 0:07:55 | 0:04:14 | 0:03:07 |
| June | 0:05:22 | 0:04:37 | 0:04:29 |
| Average | 0:06:15 | 0:03:42 | 0:03:39 |

Wait for Call In

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------|------------------|------------------|------------------|
| July | 0:09:58 | 0:06:16 | 0:03:40 |
| August | 0:11:09 | 0:06:50 | 0:03:53 |
| September | 0:10:02 | 0:05:25 | 0:04:29 |
| October | 0:09:42 | 0:05:21 | 0:05:02 |
| November | 0:10:39 | 0:04:39 | 0:05:30 |
| December | 0:08:42 | 0:04:17 | 0:05:05 |
| January | 0:07:04 | 0:00:21 | 0:05:12 |
| February | 0:06:16 | 0:04:49 | 0:05:46 |
| March | 0:06:28 | 0:04:51 | 0:05:29 |
| April | 0:05:35 | 0:04:21 | 0:05:22 |
| May | 0:05:58 | 0:03:43 | 0:03:58 |
| June | 0:05:31 | 0:03:37 | 0:07:13 |
| Average | 0:08:05 | 0:04:32 | 0:05:03 |

Student Health Services Patients and Encounters

| Site/Division | Patients (Unduplicated) | | | Encounters | | |
|------------------------|-------------------------|-----------|-----------|------------|-----------|-----------|
| | 2011/2012 | 2012/2013 | 2013/2014 | 2011/2012 | 2012/2013 | 2013/2014 |
| Boca Dental | 618 | 596 | 573 | 1635 | 1623 | 1465 |
| Boca Medical | 5354 | 5334 | 5263 | 13310 | 12452 | 11026 |
| Boca Women's Health | 968 | 977 | 1008 | 1718 | 1461 | 2120 |
| Boca Totals | 6940 | 6907 | 6844 | 16663 | 15536 | 14611 |
| Broward Medical | 488 | 425 | 381 | 748 | 706 | 648 |
| Jupiter Medical | 265 | 193 | 202 | 648 | 403 | 389 |
| Overall Totals | 7693 | 7525 | 7427 | 18059 | 16645 | 15648 |

**Student Health Services
Misc Appointment Statistics
Fiscal Year 2013/2014**

Same - Day Appointments

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------------|------------------|------------------|------------------|
| July | 273 | 297 | 309 |
| August | 436 | 429 | 380 |
| September | 601 | 500 | 542 |
| October | 585 | 678 | 573 |
| November | 519 | 514 | 461 |
| December | 254 | 190 | 288 |
| January | 471 | 632 | 598 |
| February | 488 | 480 | 420 |
| March | 389 | 472 | 468 |
| April | 451 | 430 | 538 |
| May | 224 | 227 | 237 |
| June | 224 | 240 | 229 |
| YTD Total | 4915 | 5089 | 5043 |
| Monthly Average | 410 | 424 | 420 |

Same - Day Appointments

(Unique Patients)

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------------|------------------|------------------|------------------|
| July | 252 | 277 | 286 |
| August | 420 | 409 | 358 |
| September | 549 | 462 | 496 |
| October | 533 | 624 | 521 |
| November | 485 | 484 | 430 |
| December | 242 | 184 | 273 |
| January | 441 | 591 | 552 |
| February | 462 | 437 | 687 |
| March | 376 | 437 | 422 |
| April | 419 | 395 | 485 |
| May | 211 | 212 | 222 |
| June | 209 | 223 | 211 |
| YTD Total | 4599 | 4735 | 4943 |
| Monthly Average | 383 | 395 | 412 |

Student Health Services Encounters by International

Boca Medical

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|------------------------|-------------------------|-------------------------|-------------------------|
| International Students | 3963 | 1101 | 410 |
| Domestic Students | 783 | 7441 | 7680 |
| Blank | 3791 | 113 | 52 |

Boca Dental

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|------------------------|-------------------------|-------------------------|-------------------------|
| International Students | 416 | 311 | 95 |
| Domestic Students | 310 | 1215 | 1303 |
| Blank | 776 | 0 | 0 |

Jupiter Medical

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|------------------------|-------------------------|-------------------------|-------------------------|
| International Students | 162 | 21 | 9 |
| Domestic Students | 18 | 268 | 250 |
| Blank | 222 | 2 | 3 |

Clinic Totals

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2012/2013</u> |
|------------------------|-------------------------|-------------------------|-------------------------|
| International Students | 5008 | 1708 | 622 |
| Domestic Students | 1304 | 10381 | 11157 |
| Blank | 5918 | 117 | 55 |

| | | |
|-------|-------|-------|
| 12230 | 12206 | 11834 |
|-------|-------|-------|

Boca Women's Health

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|------------------------|-------------------------|-------------------------|-------------------------|
| International Students | 457 | 166 | 79 |
| Domestic Students | 154 | 1029 | 1455 |
| Blank | 575 | 0 | 0 |

Broward Medical

| | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|------------------------|-------------------------|-------------------------|-------------------------|
| International Students | 10 | 109 | 29 |
| Domestic Students | 39 | 428 | 469 |
| Blank | 554 | 2 | 0 |

Student Health Services Encounters by Gender

| Site/Division | Male | | | Female | | | Other/Blank | | |
|------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------|-----------|
| | 2011/2012 | 2012/2013 | 2013/2014 | 2011/2012 | 2012/2013 | 2013/2014 | 2011/2012 | 2012/2013 | 2013/2014 |
| Boca Dental | 532 | 517 | 500 | 970 | 1009 | 898 | 0 | 0 | 0 |
| Boca Medical | 3126 | 3050 | 3016 | 5411 | 5533 | 5126 | 0 | 72 | 0 |
| Boca Women's Health | 7 | 2 | 5 | 1179 | 1193 | 1529 | 0 | 0 | 0 |
| Boca Total | 3665 | 3569 | 3521 | 7560 | 7735 | 7553 | 0 | 72 | 0 |
| Broward Medcial | 172 | 145 | 152 | 431 | 394 | 346 | 0 | 0 | 0 |
| Jupiter Medcial | 92 | 55 | 91 | 310 | 236 | 171 | 0 | 0 | 0 |
| Overall Totals | 3929 | 3769 | 3764 | 8301 | 8365 | 8070 | 0 | 72 | 0 |

Student Health Services Encounters by Ethnicity

| <u>Boca Medical</u> | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|---------------------------------|-------------------------|-------------------------|-------------------------|
| Asian or Pacific Islander | 204 | 181 | 149 |
| Black | 741 | 561 | 470 |
| Hispanic | 667 | 455 | 294 |
| American Indian/ Alaskan Native | 15 | 9 | 3 |
| White | 2222 | 1743 | 1142 |
| Not Indicated | 145 | 175 | 127 |
| Non Resident Alien | 35 | 40 | 26 |
| Blank | 4508 | 5491 | 5931 |

| <u>Boca Women's Health</u> | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|-----------------------------------|-------------------------|-------------------------|-------------------------|
| Asian or Pacific Islander | 30 | 17 | 28 |
| Black | 147 | 118 | 109 |
| Hispanic | 143 | 84 | 82 |
| American Indian/ Alaskan Native | 1 | 1 | 0 |
| White | 346 | 271 | 229 |
| Not Indicated | 27 | 23 | 28 |
| Non Resident Alien | 4 | 9 | 9 |
| Blank | 488 | 672 | 1049 |

| <u>Boca Dental</u> | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|---------------------------------|-------------------------|-------------------------|-------------------------|
| Asian or Pacific Islander | 37 | 53 | 20 |
| Black | 174 | 152 | 127 |
| Hispanic | 155 | 135 | 100 |
| American Indian/ Alaskan Native | 2 | 0 | 0 |
| White | 537 | 330 | 267 |
| Not Indicated | 23 | 29 | 23 |
| Non Resident Alien | 4 | 39 | 21 |
| Blank | 570 | 788 | 840 |

| <u>Broward Medical</u> | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|---------------------------------|-------------------------|-------------------------|-------------------------|
| Asian or Pacific Islander | 11 | 16 | 6 |
| Black | 55 | 43 | 35 |
| Hispanic | 65 | 35 | 26 |
| American Indian/ Alaskan Native | 2 | 3 | 0 |
| White | 59 | 65 | 43 |
| Not Indicated | 21 | 10 | 24 |
| Non Resident Alien | 4 | 2 | 2 |
| Blank | 386 | 365 | 362 |

| <u>Jupiter Medical</u> | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|---------------------------------|-------------------------|-------------------------|-------------------------|
| Asian or Pacific Islander | 1 | 1 | 1 |
| Black | 20 | 13 | 10 |
| Hispanic | 31 | 20 | 8 |
| American Indian/ Alaskan Native | 2 | 0 | 0 |
| White | 95 | 71 | 51 |
| Not Indicated | 5 | 5 | 2 |
| Non Resident Alien | 1 | 0 | 1 |
| Blank | 247 | 181 | 189 |

| <u>Clinic Totals</u> | <u>2011/2012</u> | <u>2012/2013</u> | <u>2013/2014</u> |
|---------------------------------|-------------------------|-------------------------|-------------------------|
| Asian or Pacific Islander | 283 | 268 | 204 |
| Black | 1137 | 887 | 751 |
| Hispanic | 1061 | 729 | 510 |
| American Indian/ Alaskan Native | 22 | 13 | 3 |
| White | 3259 | 2480 | 1732 |
| Not Indicated | 221 | 242 | 204 |
| Non Resident Alien | 48 | 90 | 59 |
| Blank | 6199 | 7497 | 8371 |

| | | | |
|-------------------------|-------|-------|-------|
| Total Encounters | 12230 | 12206 | 11834 |
|-------------------------|-------|-------|-------|

Student Health Services **HIV Testing**


| | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Totals - YTD |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| HIV 1/2 Antigen/Antibody, No Charge (State) (86703) | 16 | 33 | 52 | 48 | 35 | 35 | 54 | 55 | 49 | 86 | 36 | 21 | 520 |
| HIV Antibody, HIV-1/2, EIA with Reflexes (86703) | 2 | 1 | 4 | 1 | 3 | 3 | 0 | 5 | 3 | 1 | 0 | 0 | 23 |
| HIV-1 SCR (Reflex) - No Charge (State) (86701) | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 7 |
| OraSure OraQuick Advanced Rapid HIV 1/2 (86703QW) | 0 | 4 | 4 | 6 | 4 | 7 | 4 | 5 | 6 | 4 | 2 | 2 | 48 |
| HIV 1/2 Antigen/Antibody & Reflex 4th Gen Quest (83789) | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | | | | | | | | | | | | 0 |
| Totals | 18 | 39 | 61 | 57 | 42 | 45 | 60 | 68 | 58 | 91 | 38 | 23 | 600 |

**Florida Atlantic University
Student Health Services
Immunization Statistics
Fiscal Year 2013/2014**

| Vaccine | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Total |
|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Hepatitis B | 10 | 4 | 1 | 2 | 7 | 2 | 1 | 8 | 5 | 10 | 5 | 3 | 58 |
| HPV | 3 | 3 | 6 | 7 | 9 | 4 | 7 | 6 | 6 | 8 | 3 | 1 | 63 |
| HPV (No Charge) | 2 | 1 | 9 | 11 | 1 | 6 | 7 | 7 | 4 | 7 | 6 | 4 | 65 |
| Influenza | 0 | 0 | 68 | 46 | 98 | 86 | 205 | 50 | 14 | 0 | 0 | 0 | 567 |
| Meningitis | 0 | 0 | 0 | | 23 | 2 | 1 | 3 | 0 | 1 | 0 | 2 | 32 |
| MMR | 25 | 31 | 9 | 13 | 26 | 13 | 29 | 3 | 11 | 9 | 14 | 11 | 194 |
| Pneumonia | | | | | | | | | | | | | 0 |
| Tdap | 26 | 4 | 2 | 4 | 5 | 6 | 3 | 4 | 1 | 13 | 5 | 2 | 75 |
| Varicella | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 1 | 8 |
| Total | 67 | 44 | 95 | 83 | 169 | 119 | 253 | 81 | 42 | 48 | 37 | 24 | 1062 |

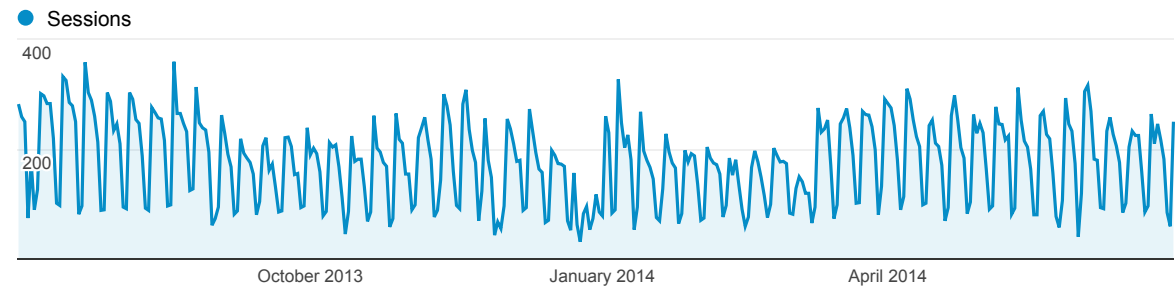
Audience Overview

Jul 1, 2013 - Jun 30, 2014

 All Sessions
100.00%


 + Add Segment

Overview




Sessions

64,381




Users

21,895




Pageviews

167,807




Pages / Session

2.61




Avg. Session Duration

00:02:10




Bounce Rate

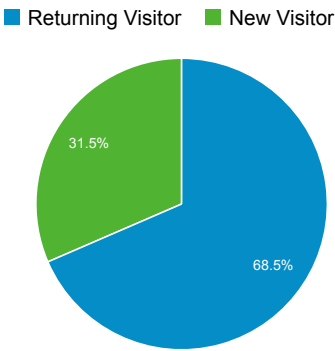
51.72%



% New Sessions

31.43%





| Language | | Sessions | % Sessions |
|----------|-------|----------|------------|
| 1. | en-us | 62,262 | 96.71% |
| 2. | en | 736 | 1.14% |
| 3. | en-gb | 409 | 0.64% |
| 4. | pt-br | 109 | 0.17% |
| 5. | es-es | 94 | 0.15% |
| 6. | es | 91 | 0.14% |
| 7. | zh-cn | 58 | 0.09% |
| 8. | fr-fr | 45 | 0.07% |
| 9. | fr | 42 | 0.07% |
| 10. | de-de | 33 | 0.05% |

FAU Student Health Services

Quality Improvement Study Measuring Influenza Learning Outcomes 2013-14

1. Purpose of the Study

The purpose of this study is to demonstrate that FAU students have gained knowledge during their clinic appointment regarding the scope of Influenza, i.e. treatment, transmission, vaccination.

An assessment tool (pre-test and post-test) which was pre-approved by the QMI Committee will be distributed to 50 patients (40 Boca, 5 Davie, and 5 Jupiter patients) who complain of cold and/or flu-like symptoms prior their appointment time. An identical post-test will be given to the patient after their visit with the provider to determine if education on Influenza is successful. (See Influenza Assessment Tool below.)

2. Performance Goal

A score of 85% or above will be achieved on the post-test influenza learning outcome assessment tool.

3. Data Collection

A five question pre- and post-test was given to students who presented to FAU SHS with cold/flu-like symptoms.

The pre-test was given to students prior to their visit with the provider. Once the provider had assessed their patient and delivered education on Influenza, the student was given an identical post-test once the exam was complete.

4. Evidence of Data Collection

See Assessment Tool (pre- and post-test) below

Influenza Learning Outcomes (Pre-Test & Post Test)

1. You can get the flu by:
 - a. Kissing someone who has the flu
 - b. Touching your nose, eyes, or mouth with unwashed hands
 - c. Being near someone who has the flu who sneezes or coughs on you
 - d. All the above
2. A person with the flu is contagious to others:
 - a. One or 2 days before symptoms appear
 - b. When their temperature reaches 100°F
 - c. When they develop a cough
3. The best way to protect others when you cough or sneeze is:
 - a. Turn you head away from others and cough/sneeze
 - b. Cough or sneeze into your hands if you have no tissue
 - c. Cough or sneeze into your sleeve or inside you lapel
4. Which is not a treatment for the flu:
 - a. Antibiotics
 - b. Rest, drink plenty of fluids
 - c. Advil or Tylenol for aches and fever
 - d. Over-the-counter cold/flu medications to control symptoms
5. Which is a true statement about the flu shot?
 - a. The flu shot can cause the flu
 - b. Pregnant women should not receive the flu shot
 - c. The flu shot should not be given until December
 - d. The flu vaccine protects you from the flu and may decrease spread of the flu to others

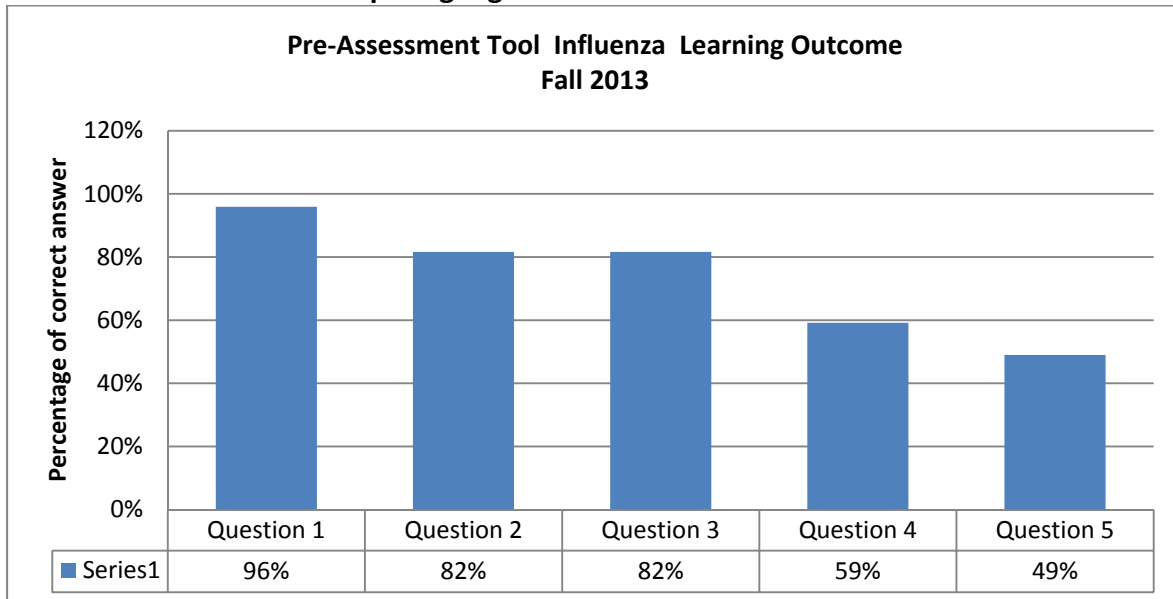
5. Data Analysis

- a. Although 50 participants performed the post-test, one participant did not perform the pre-test, leaving 49 participants to survey.
- b. 49 out of 49 participants received a score of 100% on the post-test Influenza Assessment Tool.
- c. The questions on the pre-test that students showed lack of knowledge were questions 4 and 5. More than half were not knowledgeable on treatment for influenza nor the Influenza vaccine. (see graphs a and b below)

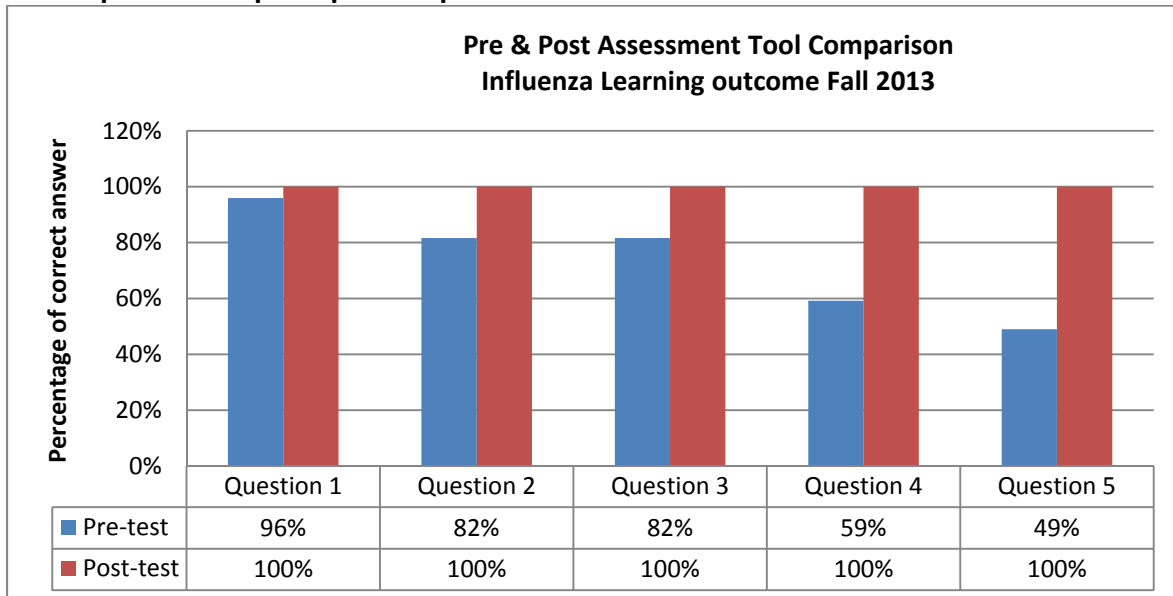
Breakdown of pre-test question

- a. 2 out of 49 patients answered question 1 incorrectly (score of 96%)
- b. 9 out of 49 patients answered question 2 incorrectly (score of 82%)
- c. 9 out of 49 patients answered question 3 incorrectly (score of 82%)
- d. 20 out of 49 patients answered question 4 incorrectly (score of 59%)
- e. 25 out 49 patients answered question 5 incorrectly (score of 49%)

a. Pre-Assessment Tool Graph Highlight



b. Comparison Graph of pre and post-test



6. Comparison of Current Performance vs. Goal

The goal of a score of 85% or above on the post-test was achieved.

7. Corrective Actions

None Indicated.

8. Re-Measurement

Re-Measure in one year.

9. Recommendations

- a. Stress the appropriate treatment for Influenza.
- b. Promote flu vaccine with such programs as free flu shots and encourage student vaccination by setting up flu clinics in residence halls and in the Breezeway.
- c. Recommend educating all students and not only those who come in with upper respiratory complaints. The more patient education given then perhaps it will lead to more patients being immunized annually against Influenza.

10. Reporting and Education

Results will be forwarded to the Executive Committee, the QMI Committee, the Provider Committee, SHAC and appropriate SHS Staff.

**FAU Student Health Services
Quality Improvement Study
Measuring Sexually Transmitted Infection (STI) Learning Outcomes in Patients
December 2013**

1. Purpose of the Study

The purpose of the study is to demonstrate that patients who receive testing for sexually transmitted infections (STIs) at SHS during 2013-2014 will be knowledgeable about prevention and transmission of STIs.

An assessment tool will be distributed before (pre-test) and after (post-test) the patient's appointment with a provider and will include an opportunity for education and discussion during the appointment. An STI education handout (*Sexually Transmitted Infections: What Everyone Should Know*, ACHA, May 2012) will also be given to each patient.

2. Performance Goal

Greater than or equal to 75% of participating patients will receive a score of 75% or above on the post-test STI assessment tool.

3. Data to be Collected

All the answers to the five questions on the STI assessment tool administered to at least 60 patients presenting for STI testing during an SHS clinic visit at any of the three FAU SHS campus clinics.

STI Assessment Tool

1. A person infected with HIV is most infectious to others immediately after becoming infected.
 - a. True
 - b. False
2. Which test is the most accurate for the early detection of HIV?
 - a. OraSure® mouth swab
 - b. Blood antibody test
 - c. OraQuick® blood test
 - d. Blood antigen/antibody test
3. Which of the following fluids does not transmit HIV?
 - a. Blood
 - b. Semen
 - c. Vaginal secretions
 - d. Breast milk
 - e. Tears

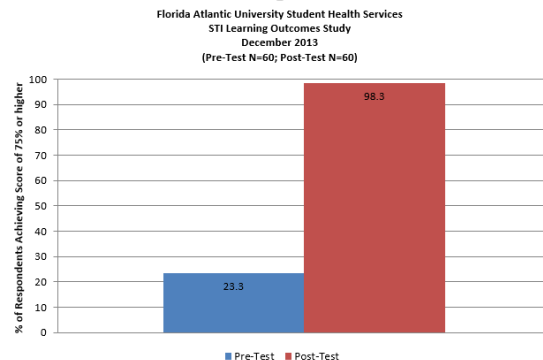
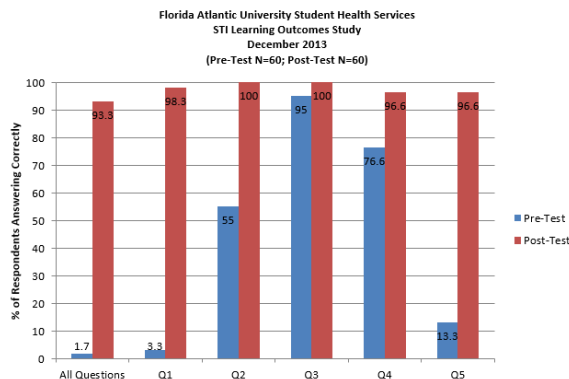
4. Which three of the following STDs may be “cured” with antibiotics?
- a. Gonorrhea
 - b. Chlamydia
 - c. HIV
 - d. Hepatitis
 - e. Syphilis
5. Young healthy people may clear the human papilloma virus (HPV) from their body by way of a healthy immune system.
- a. True
 - b. False

4. Evidence of Data Collection

59 out of 60 patients received a score of 75% or above on the post-test STI Assessment Tool.

5. Analysis

98.3% of the patients requesting STI testing who completed the pre/post STI Assessment Tool achieved a score of 75% of above on the post-test.



6. Comparison of Current Performance vs. Goal

Greater than 75% of patients achieved a score of 75% or above on the STI post-test.

7. Corrective Actions

If STI Learning Outcome is repeated, raise the performance goals to: 95% of participating patients will receive a score of 80% or above on the post-test STI Assessment tool. It is not possible to receive a score of 75% with five questions.

8. Re-Measurement

None indicated.

9. Recommendations

Repeat same or similar STI Learning Outcome because patients benefitted from pre/post tests and the education that followed, and it is a relevant topic.

10. Reporting and Education

Results will be forwarded to the Executive Committee, the QMI Committee, the Provider Committee, SHAC and appropriate SHS staff.