



FLORIDA ATLANTIC
UNIVERSITY

Student Health Services
Division of Student Affairs

STUDENT HEALTH SERVICES

ANNUAL REPORT

2011-2012

**STUDENT HEALTH SERVICES
ANNUAL REPORT
2011-2012**

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Student Health Services
Division of Student Affairs
777 Glades Road, SS-8W 240
Boca Raton, FL 33431
Tel: 561.297.3512
Fax: 561.297.0494
www.fau.edu/shs

STUDENT HEALTH SERVICES ANNUAL REPORT 2011 – 2012

I. Department Mission, Vision, Core Values

MISSION STATEMENT

Florida Atlantic University Student Health Services, staffed by a team of dedicated professionals, provides healthcare, prevention, education, outreach and public health services to a diverse student population in a safe, caring and supportive environment.

We promote university-wide wellness, encouraging healthy lifestyles and personal responsibility to enhance students' capacity for reaching academic and personal goals, thereby enhancing their overall learning experiences.

VISION

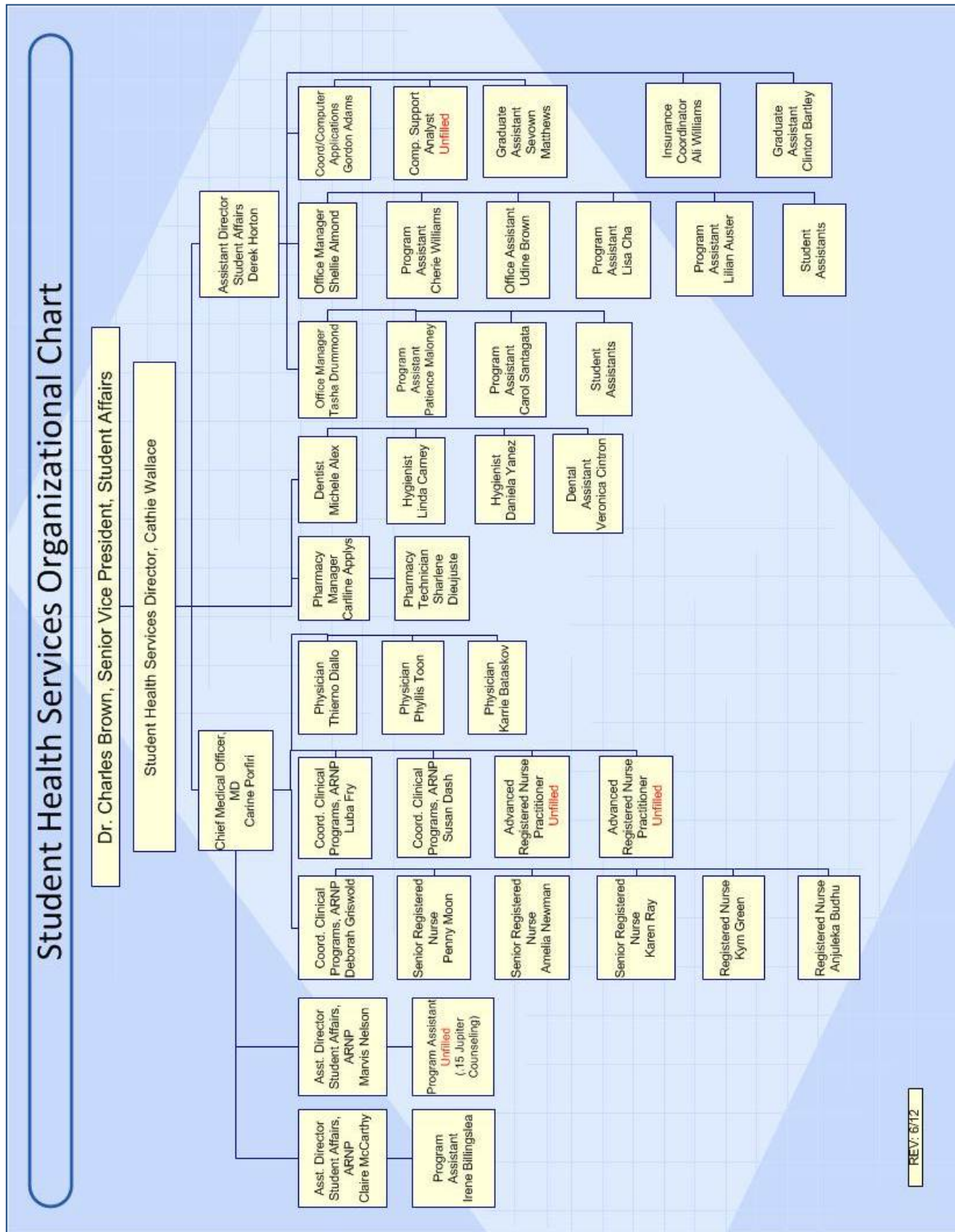
Student Health Services will be an outstanding resource committed to meeting the changing health and wellness needs of the university community.

VALUES

1. Our spectrum of services supports the academic mission of Florida Atlantic University and health in its broadest sense.
2. Student Health Services values its connection with the Division of Student Affairs and their unwavering concern for student life on our campuses.
3. We pursue excellence by delivering quality, efficient and cost-effective services that meet professional and accreditation standards as well as relevant Federal and State regulations.
4. We provide easy access to affordable, multidisciplinary professional services.
5. We are committed to ethical practices and to our unique responsibility to protect patient confidentiality.

6. The learning environment and health of our students are enhanced by our collaboration and partnership with students, the community and other campus health-related programs and services.
7. We value individual diversity, providing care that respects personal values, integrity and beliefs in a fair and honest manner.
8. We design and implement innovative and creative responses to current and changing health care needs and characteristics of our student population.
9. We serve as advocates for a healthy campus by providing leadership on health policy issues and as leaders during health-related crises.
10. We foster a positive work environment where the values of respect and accountability are understood and demonstrated by our staff.
11. We strive to ensure a non-judgmental, safe and secure environment for students and employees.
12. Student Health Services values learning and supports opportunities for professional and personal development.

II. Organizational Chart and List of Staff Members



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

July 13, 2012

Boca Campus Clinic

Adams, Gordon (Coordinator/Computer Applications)

Alex, Michele (Dentist)

Almond, Shellie (Office Manager)

Applys, Carline (Pharmacy Manager, Pharmacist)

Auster, Lilian (Program Assistant, Immunization)

Bataskov, Kerrie (Physician)

Brown, Udine (Office Assistant)

Budhu, Anjuleka (RN)

Carney, Linda (Dental Hygienist)

Cha, Lisa (Program Assistant, Immunization)

Cintron, Veronica (Dental Assistant)

Dash, Susan (Coord. Clinical Programs, ARNP)

Diallo, Thierno (Physician)

Dieujuste, Sharlene (Pharmacy Technician)

Drummond, Tasha (Office Manager, Front Desk)

Fry, Luba (Coord. Clinical Programs, ARNP)

Green, Kym (RN)

Griswold, Deborah (Coord. Clinical Programs, ARNP)

Horton, Derek (Assistant Director)

Maloney, Patience (Program Assistant, Receptionist)

Matthews, Sevown (Graduate Student)

Moon, Penny (Senior RN)

Porfiri, Carine (Chief Medical Officer, Physician)

Ray, Karen (Senior RN)

Santagata, Carol (Program Assistant, Scheduler)

Sharpe, Amelia (Senior RN)

Toon, Phyllis (Physician)

Wallace, Cathie (Director)

Williams, Ali (Insurance Coordinator)

Williams, Cherie (Program Assistant)

Yanez, Daniela (Dental Hygienist)

Broward Campus Clinic

Billingsley, Irene (Program Assistant, Scheduler)

McCarthy, R. Claire (Assistant Director, ARNP)

Jupiter Campus Clinic

Nelson, Marvis (Assistant Director, ARNP)

Rudolph, Debra (Executive Secretary, Scheduler)

III. Accomplishments for 2011-2012

Campus clinic	2009-10		2010-11		2011-12	
	Total visits	Unduplicated headcount/ students served	Total visits	Unduplicated headcount/ students served	Total visits	Unduplicated headcount/ students served
Boca	13,991	6,502	11,266	6,282	11,225	6,358
Broward	718	522	629	468	603	483
Jupiter	464	283	396	241	402	250
Treasure Coast (off campus contracted)	23	11	25	10	23	7
Totals*	15,196 **	7,318	12,316	7,211	12,253	7,098

* Medical management software update created changes from previous reports

** H1N1 influenza outbreak

All Campuses:

- All clinics transitioned to an electronic medical record format this year. This will eventually eliminate many of our hard copy medical records, saving storage space, reducing expenses for hard copy record materials and paper shredding expenses, and improving access to students' health records from all campus clinic sites.
- SHS became an active member of the FAU Self Insurance Plan Council that provides professional liability coverage for SHS health care providers and general liability coverage for all SHS clinics.
- 88% of 371 student respondents ranked their most recent visit as "very good" to "excellent" on student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast services.
- 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, 57% of visits were by white students, 20% by black, 18% by Hispanic, 5% by Asian and <1% by American Indian students. International students had over 5,000 visits this year.

- “Same Day” appointments (students seen the same day as they requested to be seen) made up 40% of all clinic visits. The average time a student spent per visit in our clinics was 53 minutes.
- The unduplicated headcount utilization for all on-campus health services was 24.2% of the entire student population.
- SHS website page views by 15,854 site visitors were up 43% over last year.
- Immunization Office staff manually input data for 60,400 student immunizations.
- Insurance compliance and MM hold clearance were performed for 625 international students.
- Six hundred (600) pounds of food and toiletry items were collected university wide during the annual Have-a-Heart Food Drive benefiting COMPASS in West Palm Beach, the Poverello Center in Broward and Project Response in the Treasure Coast. This is an increase of 16.7 % over last year.
- Two hundred thirty five (235) HIV antibody tests were provided in all three clinics, up 6% over last year, with 11% at no charge to students through our State HIV testing contract.
- Prior to registration, non-registered prospective students received 179 immunizations, down 18% over last year due to more students coming to FAU with required immunizations in place. SHS provided 1,602 blood titers for this group to assess immunity, up 22% over last year.
- Provision of immunizations of all types to registered students dropped 31% this year, due to more students coming to FAU with required immunizations in place.
- A university-wide committee, including students, reviewed 2012-2013 student health insurance plan proposals, including a SUS Student Insurance Consortium proposal. The current underwriter, United Healthcare, was chosen to provide two separate plans for 2012-13: 1) for international students at 3.6% lower premiums for increased coverage and 2) for domestic students at 3.8% lower premium with some increased and some decreased benefits. Both plans meet the requirements of the new Healthcare Reform Law. Director participated in the SUS Student Insurance Work Group this year.
- Automated reconciliation processes, recommended by the FAU Inspector General from the 2009 and 2011 SHS Operational Audits, are fully operational.
- Two hundred ninety three (293) participants responded to four learning outcomes studies this year. 98.3% were able to identify one health item they learned during their most recent clinic or pharmacy visit.
- A secure web portal was implemented in February, allowing clinicians to send 520 secure messages to patients, including laboratory/other diagnostic test results. To date, 629 students have registered to utilize the web portal. As a pilot project in Boca, patients seeking specific medical/women’s health exams may now make

their appointments on-line via this portal. The appointment feature will be expanded to all campuses next year.

Boca Campus:

- The FAU Pharmacy filled 10,668 prescriptions, a 1.6% increase over last year. 99.4% of prescriptions were for students, 0.5% for faculty/staff, 0.1% for community individuals/others. 42.4% of sales were filled under insurance, with 8.4% of those fills under the FAU student insurance plan; 57.6% had no insurance/received student discount. Utilization by individuals living in zip code 33431 was 10.2%, off-campus customers 89.8%. Year-end balance was a net gain of \$16,250, for a positive balance two years in a row.
- The FAU Pharmacy Manager received her Consultant Pharmacist license, allowing her to oversee pharmacy/medication operations at partner campus SHS clinic sites. Pharmacy Manager was selected to serve as a Clinical Preceptor for the pharmacy intern program at Nova Southeastern University (NSU). Our first NSU intern will arrive August 2012.
- Several State, FAU and internal audits were completed or followed-up this year. A year-end full inventory count of 1,153 items was performed June 30, 2012. 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 +\$137.50.
- In this year's Pharmacy Satisfaction Survey (N-84), 88.5% of respondents reported customer service as excellent or very good; 83.7% reported medication prices were what was expected or lower; 90% rated staff politeness and professionalism very good to excellent; 97% would recommend the FAU Pharmacy to others; 39% were uninsured, up 18% over last year. (See [Appendix A](#) for further details.)
- Total Boca medical/women's clinics visits was 9,674, serving 6,358 students, or 22% of the entire student population. MD visits were up 22%, while ARNP visits were down 9%. Women's clinic visits totaled 1,186, a 9% decrease over last year.
- The Dental Clinic had 1,770 total visits, down 15% over last year, despite increased marketing efforts. 615 students received dental services. The Dental Clinic year-end net balance of \$16,397 includes \$39,558 in support from student health fees.
- Our Student Satisfaction survey (N-302) of Boca SHS patients had the following highlights for students who answered specific questions:
 - 77% identified one health related learning outcome from most recent SHS visit.
 - 89% waited less than 10 minutes to be seen for their appointment;
 - 96% reported the quality of care by nurses was "very good" to "excellent";
 - 91% reported the explanation of their diagnosis and treatment by our physicians/nurse practitioners was "very good" to "excellent";
 - 94% rated their most recent visit to SHS as "very good" to "excellent";

90% said availability of appointments was “very good” to “excellent”;
98% would recommend our services to other students;
97% stated they received prompt service from our reception staff; and
29.3% reported they were *uninsured*. (See [Appendix B](#) for further details.)

- The Student Health Advisory Council (S.H.A.C.), comprised of all student members, continued its advisory work for its sixth year, holding 16 meetings. SHAC sponsored a table/game at the October Wellness Expo and Safer Spring Break festival and held other outreach events in the breezeway promoting SHS services. SHAC members attended several SHS QMI Committee meetings and donated to the Relay for Life.

Jupiter:

- This campus clinic provided 402 visits for medical/women’s healthcare on the Jupiter campus, a 1.5% increase over last year. Unduplicated headcount for services was 250, up 3.7%.
- In a student satisfaction survey (N=28) of students who used this clinic during spring, 100% indicated their most recent clinic visit was “very good” to “excellent”; 86% said availability of appointments was “very good” to “excellent”, down 14% over last year; 54% were *uninsured* - up 10% over last year. 100% identified one health related learning outcome during their most recent visit to SHS. (see [Appendix C](#) for further details).
- Staff provided stress-less week and health fair, coordinated CPR classes and Veterans reception, five walk-in BMI/BP readings, love safely event, participated in training, open houses, move-ins, orientations, AIDS food drive, midnight breakfasts, homecoming, Student Affairs Day, Luna Fest. Jupiter Courier ran an article regarding their texting while driving prevention promotion.

Broward:

- The Davie SHS provided 603 primary care visits, a decrease of 4% over last year, serving 483 unduplicated students, an increase of 3%.
- In a student satisfaction survey (N=40), 100% indicated their most recent clinic visit at SHS Davie was “very good” to “excellent”; 98% said their diagnosis and treatment was “very good” to “excellent”, up 10% over last year; 61% were *uninsured*. 90% identified one health related learning outcome during their most recent visit to SHS. (see [Appendix D](#) for further details).
- Collaboration with other departments allowed staff to participate in transfer and graduate orientations, Weeks of Welcome and homecoming activities, HIV testing, Career Fair, Safety Month, health awareness days and lunch and learns.

Treasure Coast:

- Linda Delo, D.O., the Treasure Coast contracted health care provider, provided 23 medical office visits, down 8% over last year, for 7 individual students,. In a student satisfaction survey (N-3) of students who used this service, one indicated the most recent clinic visit was “average”, one indicated the visit was “excellent” (see [Appendix E](#) for further details).

IV. Goals and Objectives for 2011-2012

Goal 1. Boca Campus – Increase the average number of prescriptions filled monthly at the FAU Pharmacy by 5%. **Partially Achieved.** The number of prescriptions filled monthly increased by 1.6%. Supporting FAU Strategic Plan Goal 1, Objective 12 and Student Affairs Strategic Plan Goal 1: Objective B.

Goal 2. Treasure Coast – Patient visits to Treasure Coast contracted physician will increase 5% over this year. **Not achieved.** Visits decreased by 8% this year. Supporting FAU Strategic Plan Goal 1, Objective 2, and Student Affairs Strategic Plan Goal 1: Objective A: A.2.

Goal 3. Jupiter Campus – Increase on-campus student clinic visits by 2%. **Partially Achieved.** Number of visits increased by 1.5% this year. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A.2.

Goal 4. Davie Campus - Increase on-campus student clinic visits by 2%. **Not achieved.** Number of visits decreased by 4% this year. Supporting FAU Strategic Plan Goal 1, Objective 2, and Student Affairs Strategic Plan Goal 1: Objective A: A.2.

Goal 5. All campuses: Apply for SHS accreditation by Accreditation Association for Ambulatory Health Care (AAAHC) in 2012. **In progress.** Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and 12, and Student Affairs Strategic Plan Goal 1: Objective A: A.3.

Goal 6. Use student-learning outcomes to revise SHS programs/services as indicated by assessment reporting database. **Achieved.** Focus on educating our patients was demonstrated in learning outcomes data obtained in four SHS learning outcomes studies this year. Supporting FAU Strategic Plan Goal 1, Objective 2 and Student Affairs Strategic Plan Goal 1: Objective A: A.1.

Goal 7. Year-end balance sheets will demonstrate no deficits for Dental and Pharmacy operations. **Achieved for Pharmacy. Not achieved for Dental**

Clinic. Supporting FAU Strategic Plan Goal 1, Objectives 2, 12 and Student Affairs Strategic Plan Goal 1: Objective A: A.2.

Goal 8. Implement an Electronic Health Record (EHR) system for use in all clinics. **Achieved.** Supporting FAU Strategic Plan Goal 5 and Student Affairs Strategic Plan Goal 1, A.3.

Goal 9. Begin third party insurance billing, implementing courtesy insurance billing for Fall 2011, hire an Insurance Coordinator and contract with a third party billing company. **Achieved** hiring an Insurance Coordinator. **Remaining items in progress.** Progress delayed due to billing consultant and legal consultant reports being finalized in spring/summer 2012. Supporting FAU Strategic Plan Goal 1, Objective 2 and Student Affairs Plan Goal 1, A.3.

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

Student health services are provided in support of the University's Strategic Plan, Goal 1, Objectives 2, 3 and 12, providing services that contribute to the retention and academic success of students and promote a more traditional campus environment. Services also support Student Affairs Strategic Plan Goal 1: Providing quality of campus life experiences that enhance student learning and development.

Student Health Services provides health services and dental services that support FAU Strategic Plan Goal 1: Objective 3: Promote the academic success and improve the retention rate of FTIC students. Also supports the Student Affairs Strategic Plan Goal 1: Providing quality of campus life experiences that enhance student 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 three other student learning outcome studies (influenza, dental and pharmacy) this year, support the Student Affairs Strategic Plan Goal 1: Objective A: Assess student needs and student learning that facilitates programs, services and facilities.

Student Health Services satisfaction survey data indicate: a) 94% of responding students who used Boca campus service b) 100% of students who use Broward campus services and c) 100% who used Jupiter campus services this year rated their most recent visit "very good" to "excellent", d) one student who used Treasure Coast services rated the most recent visit as "excellent", supporting FAU Strategic Plan Goal 1: Increase access to higher education.

Planning for 2012 AAAHC accreditation: National accreditation for programs and services will increase FAU's visibility and operational/performance standards, supporting FAU Strategic Plan Goal 7 and Student Affairs Strategic

Plan Goal 1: Objective A: A.2. We will conduct on-going program reviews to assess accomplishing professional and national standards.

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

(See **Appendix F** for relevant data.)

VII. Goals for 2012-13

Goal 1. Develop and implement a third party insurance billing process. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1.

Goal 2. Implement self-appointment scheduling by students for select appointments via the SHS secure web portal for all three SHS clinics. Supporting FAU Strategic Plan Goal 1, Objectives 2, and Student Affairs Strategic Plan Goal 1, Objective A.

Goal 3. Increase the number of on-campus student clinic visits at Jupiter SHS and Davie SHS by 2%. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A.2.

Goal 4. SHS will become accredited by the Association of Ambulatory Health Care, Inc. (AAAHHC). Supporting FAU Strategic Plan Goal 7 and Student Affairs Strategic Plan Goal 1: Objective A: A.2 and Goal 6.

Goal 5. Provide influenza vaccine in all clinics at no additional charge beginning Fall 2012 (while vaccine supply lasts). Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A.

Goal 6. 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, Objectives 2, 12 and Student Affairs Strategic Plan Goal 1: Objective B.

Goal 7. Ninety percent 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, Objective 2, and Student Affairs Strategic Plan Goal 1: Objective A.1.

VIII. Budget Summary Supporting Goals for 2012-13

Florida Atlantic University Student Health Services - Student Affairs 2011-2012 Fiscal Year (Est.)

	Medical - Boca	Dental - Boca	Pharmacy - Boca	Wellness - Boca	Immunization - Boca	Administration - Boca	Jupiter	Treasure Coast	Davie	Reserve
Est. Beg Fund Bal	\$0	\$0	\$0	\$0	\$0	\$3,451,893	\$3,858	\$71,456	\$755,674	\$1,700,312
Revenue	\$288,702	\$115,613	\$520,997	\$0	\$0	\$8,656,940	\$10,488	\$0	\$20,135	\$0
Transfers In	\$999,675	\$39,558	\$4,049	\$232,753	\$84,203	\$0	\$371,083	\$176,217	\$195,892	\$4,686,854
Salary & Benefits	\$688,766	\$0	\$151,765	\$136,194	\$69,802	\$560,561	\$134,180	\$8,674	\$125,560	\$0
Other Personal Services	\$190,438	\$115,235	\$0	\$26,811	\$0	\$53,584	\$0	\$0	\$0	\$0
Expenses	\$297,289	\$13,000	\$317,361	\$35,037	\$7,106	\$157,348	\$21,546	\$3,365	\$55,130	\$15,100
Transfers Out	\$87,830	\$10,538	\$39,788	\$33,903	\$5,399	\$10,646,630	\$129,703	\$185,634	\$691,011	\$1,060
Net Income / (Loss)	\$24,054	\$16,397	\$16,133	\$808	\$1,896	(\$2,761,182)	\$96,142	(\$21,456)	(\$655,674)	\$4,670,694
Est. End Fund Bal	\$24,054	\$16,397	\$16,133	\$808	\$1,896	\$690,711	\$100,000	\$50,000	\$100,000	\$6,371,006

Florida Atlantic University Student Health Services - Student Affairs 2012-2013 Operating Budget

	Medical - Boca	Dental - Boca	Pharmacy - Boca	Wellness - Boca	Immunization - Boca	Administration - Boca	Jupiter	Treasure Coast	Davie	Reserve
Est. Beg Fund Bal	\$24,054	\$16,397	\$16,133	\$808	\$1,896	\$690,711	\$100,000	\$50,000	\$100,000	\$6,371,006
Revenue	\$319,472	\$130,839	\$547,626	\$0	\$0	\$6,335,977	\$11,450	\$0	\$19,581	\$0
Transfers In	\$1,063,745	\$0	\$0	\$296,093	\$87,358	\$50,000	\$173,612	\$0	\$178,814	\$0
Salary & Benefits	\$637,788	\$0	\$155,516	\$186,335	\$71,689	\$796,048	\$143,094	\$0	\$125,679	\$0
Other Personal Services	\$262,470	\$107,955	\$21,321	\$32,281	\$0	\$65,372	\$0	\$0	\$0	\$0
Expenses	\$387,749	\$12,467	\$327,192	\$58,055	\$9,939	\$223,972	\$29,668	\$0	\$33,928	\$20,000
Transfers Out	\$95,210	\$10,417	\$43,597	\$19,422	\$5,730	\$5,250,585	\$12,300	\$50,000	\$38,788	\$0
Net Income / (Loss)	\$0	\$0	\$0	\$0	\$0	\$50,000	\$0	(\$50,000)	\$0	(\$20,000)
Est. End Fund Bal	\$24,054	\$16,397	\$16,133	\$808	\$1,896	\$740,711	\$100,000	(\$0)	\$100,000	\$6,351,006

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

SHS staff have participated in the following this year:

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
Safety Month Planning Committee, members (Boca, Jupiter)
Boca Campus Safety Fair, Co-Chair
Safety Month events
Admissions Review Board, member
Admissions Open Houses/Campus Days, staffed table
Title IX Committee, Chair
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, FAU Team members
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/departments decorating and parade
Weeks of Welcome events
Wellness/Health Promotion events (e.g. CPR classes, BMI/BP checks, Luna Fest, Love Safely, HIV testing, etc.)
Broward/Jupiter Achievement Awards
FAU Service awards, 2 staff received 15 year awards
Jupiter Sustainability Committee, member
Campus of Difference training, multiple staff attended
ADA workshops
FAU Stewardship Initiative

Divisional:

Student Affairs Retreats, members
Student Affairs Days, three campuses
Strategic Planning Sub-Committee
Orientation Committee
Weeks of Welcome Committee
Wellness Task Force, Co-chair, member

Student Health Insurance Committee, Chair, members
OSD Johnson Scholarship Committee, member
Student Crisis Awareness Committee, member
Exceptional Circumstances Withdrawal Committee, members
Medical Advisory Committee, member
Resident Association training
Health Fairs/Expo (Boca, Broward, Jupiter)
Graduate School Fair (Broward)
Career Fairs (Boca)
Broward: various lunch and learns, wellness topics, Movember event
Student Government elections volunteers
Search Committees: Chair: CAPS Associate Director, Boca
Jupiter Recreational Advisory Committee, member
Student Affairs Student Employee Gathering
World AIDS Day program, co-sponsored with LGBTQA Resource Center
Hazing Prevention Summit, staff attended
Veterans Institute, staff attended
Safer Spring Break Festival, participated
Sexually Responsible Bed Race, event judge

Professional:

American College Health Association (ACHA), Advocacy Committee
Florida College Health Nurses Association, By-laws Chair
Florida College Health Alliance (SUS SHS directors)
Southern College Health Association regional conference, several attendees
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

2011-2012 Student Health Services Executive Summary

Accomplishments/Goals Achieved

- 88% of 371 students responding to the SHS student satisfaction surveys for Jupiter, Broward, Boca and Treasure Coast rated their latest visit as “very good” to “excellent”.
- Of 293 patients from all campuses who responded, 98.3% were able to articulate at least one health item they learned during their most recent clinic visit.
- Intensive planning continued for anticipated 2012 national accreditation by Accreditation Association for Ambulatory Health Care (AAAHC).
- SHS provided clinical services to 24.2% of the entire student population this year.
- Pharmacy operations demonstrate positive net revenues of \$16,250 this year.
- SHS Website page views were up 43% this year.
- All clinics transitioned to an electronic medical record format this year.
- A secure web portal was implemented for patient communication, allowing students to make specific clinic appointments on-line.
- Increased patient visits were documented in the following categories:
 - MD/physician visits up 22%
 - Boca Medical clinic visits (including MD, ARNP, RN visits) up 4.2%
 - Jupiter clinic visits up 1.5%

Major Challenges

- Implementation of third party insurance billing process in 2012-13.
- Marketing health services to all students on all campuses to improve utilization of services;
- Potential impact of partner campus closures on SHS utilization.
- Year-end balance (net loss) for the Dental Clinic remains a major concern.

Goals and Objectives for 2012-2013

- Goal 1.** Develop and implement a third party insurance billing process. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1.
- Goal 2.** Implement self-appointment scheduling by students for select appointments via the SHS secure web portal for all three SHS clinics. Supporting FAU Strategic Plan Goal 1, Objectives 2, and Student Affairs Strategic Plan Goal 1, Objective A.
- Goal 3.** Increase the number of on-campus student clinic visits at Jupiter SHS and Davie SHS by 2%. Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A: A.2.

- Goal 4.** SHS will become accredited by the Association of Ambulatory Health Care, Inc. (AAAHC). Supporting FAU Strategic Plan Goal 7 and Student Affairs Strategic Plan Goal 1: Objective A: A.2 and Goal 6.
- Goal 5.** Provide influenza vaccine in all clinics at no additional charge beginning Fall 2012 (while vaccine supply lasts). Supporting FAU Strategic Plan Goal 1, Objectives 2, 3 and Student Affairs Strategic Plan Goal 1: Objective A.
- Goal 6.** Increase utilization and fiscal efficiencies of Dental Clinic as demonstrated by:
a) increase in dental visits by 5% over last year and
b) Dental Clinic year-end balance sheet will demonstrate no deficits.
Supporting FAU Strategic Plan Goal 1, Objectives 2, 12 and Student Affairs Strategic Plan Goal 1: Objective B.
- Goal 7.** Ninety percent 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, Objective 2, and Student Affairs Strategic Plan Goal 1: Objective A.1.






Survey Software: Ask, Analyze, Improve
Survey Creation, Deployment, & Analysis Tools for Businesses

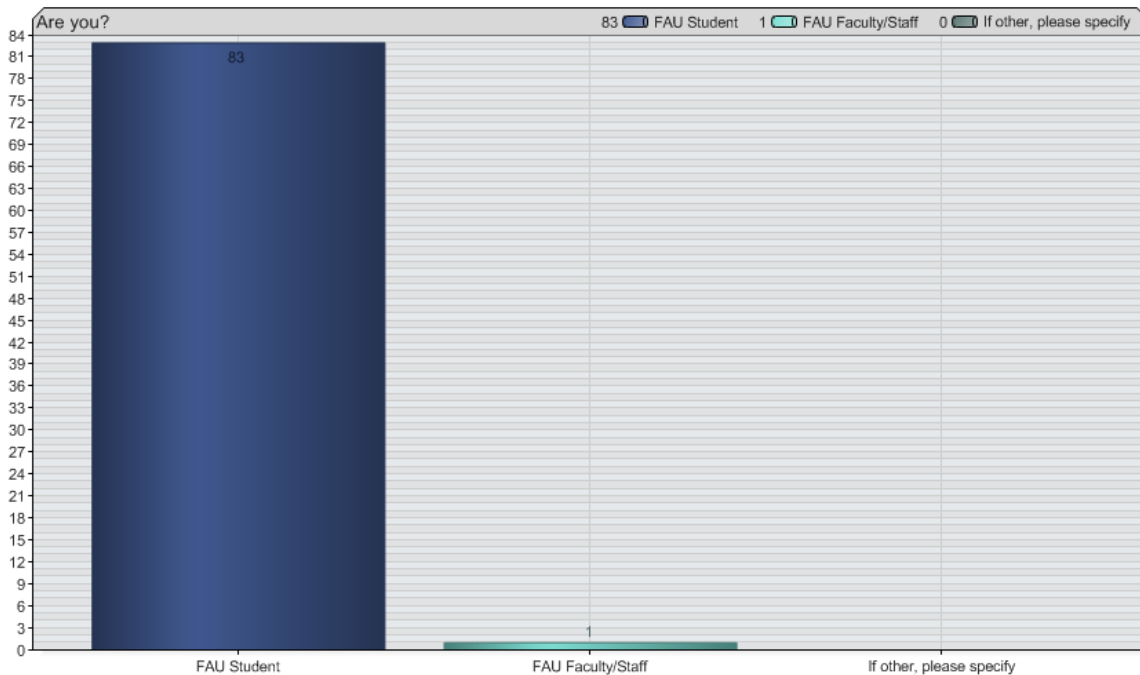
Survey: Pharmacy Customer Satisfaction Survey 2012

Report: Default Report







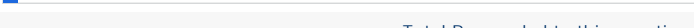
Survey Status		Respondent Statistics	Points Summary
Status:	Live	Total Responses: 84	No Points Questions used in this survey.
Deploy Date:	01/26/2012	Completes: 79	
Closed Date:		Partials: 5	

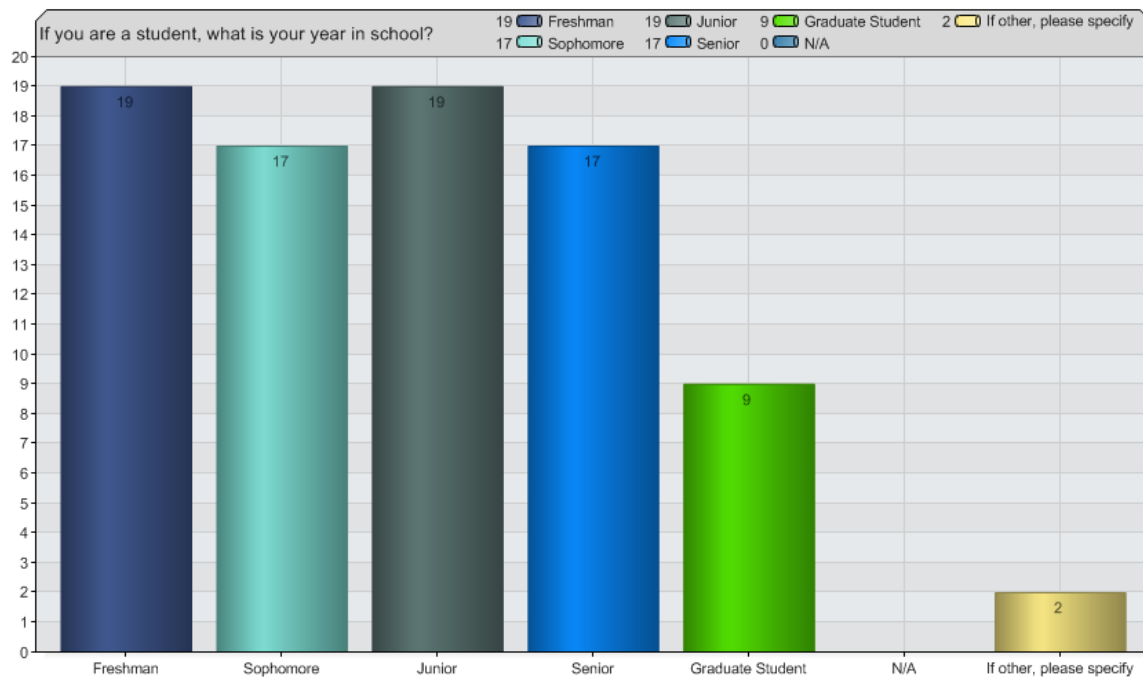
1. Are you?

	Responses	Percent
FAU Student: 	83	100%
FAU Faculty/Staff: 	1	1.2%
If other, please specify: 	0	0%
Total Responded to this question:	83	98.81%
Total who skipped this question:	1	1.19%
Total:	84	100%



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

	Responses	Percent
Freshman: 	19	22.89%
Sophomore: 	17	20.48%
Junior: 	19	22.89%
Senior: 	17	20.48%
Graduate Student: 	9	10.84%
N/A: 	0	0%
If other, please specify: 	2	2.41%
Total Responded to this question:	83	98.81%
Total who skipped this question:	1	1.19%
Total:	84	100%



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

Response	Comments
1	nondegree
2	non-degree

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

Yes:



32

No:



50

Total Responded to this question:

82

Total who skipped this question:

2

Total:

84

Percent

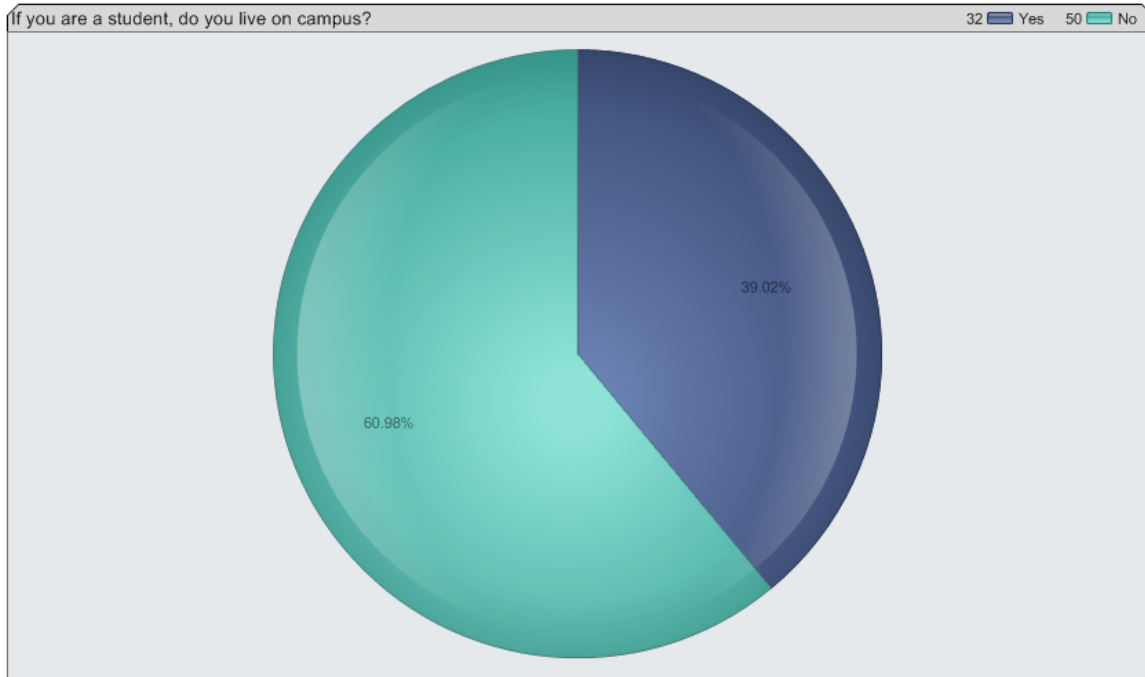
39.02%

60.98%

97.62%

2.38%

100%



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

Yes:



Responses

Percent

50

60.98%

No:



32

39.02%

Total Responded to this question:

82

97.62%

Total who skipped this question:

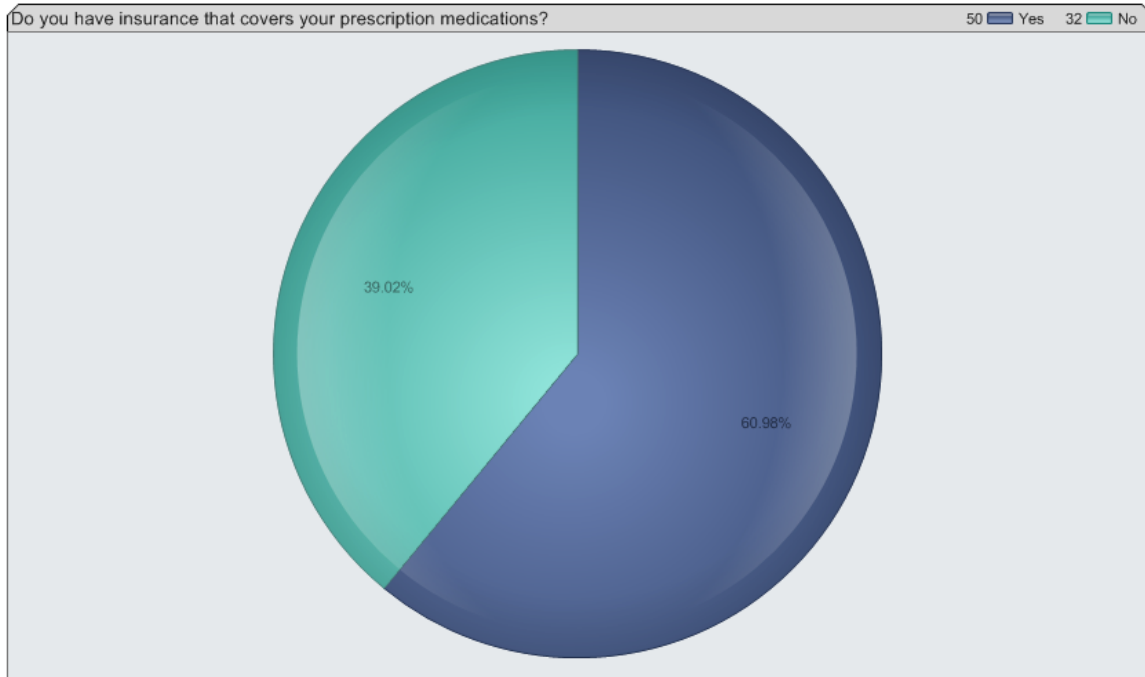
2

2.38%

Total:

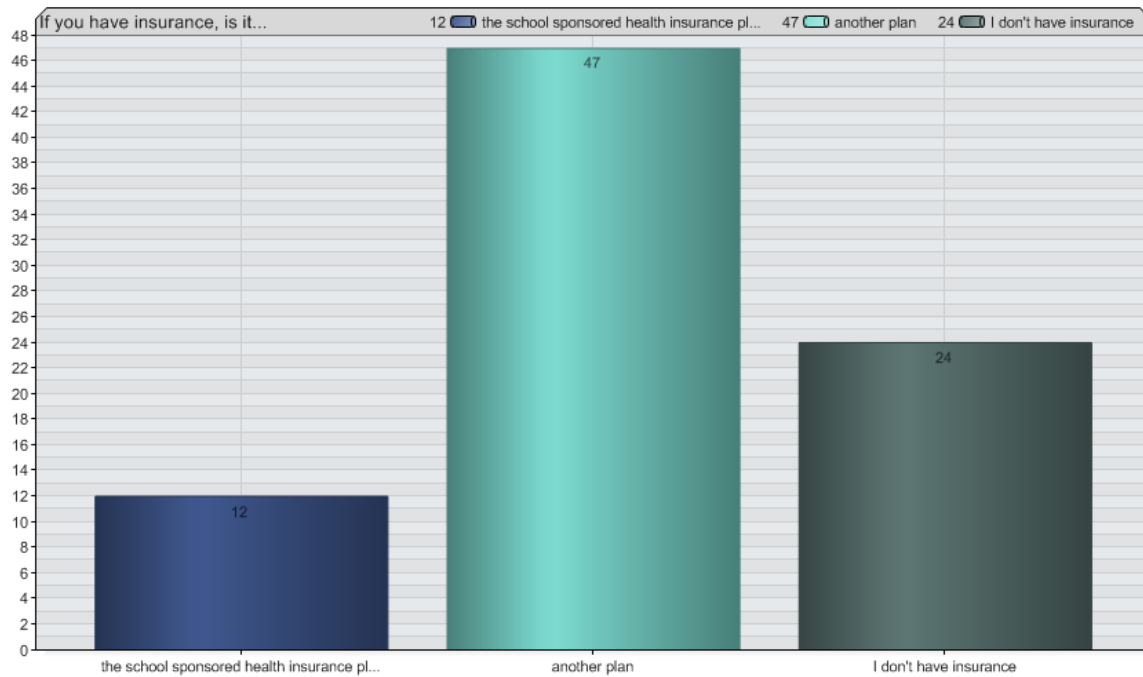
84

100%



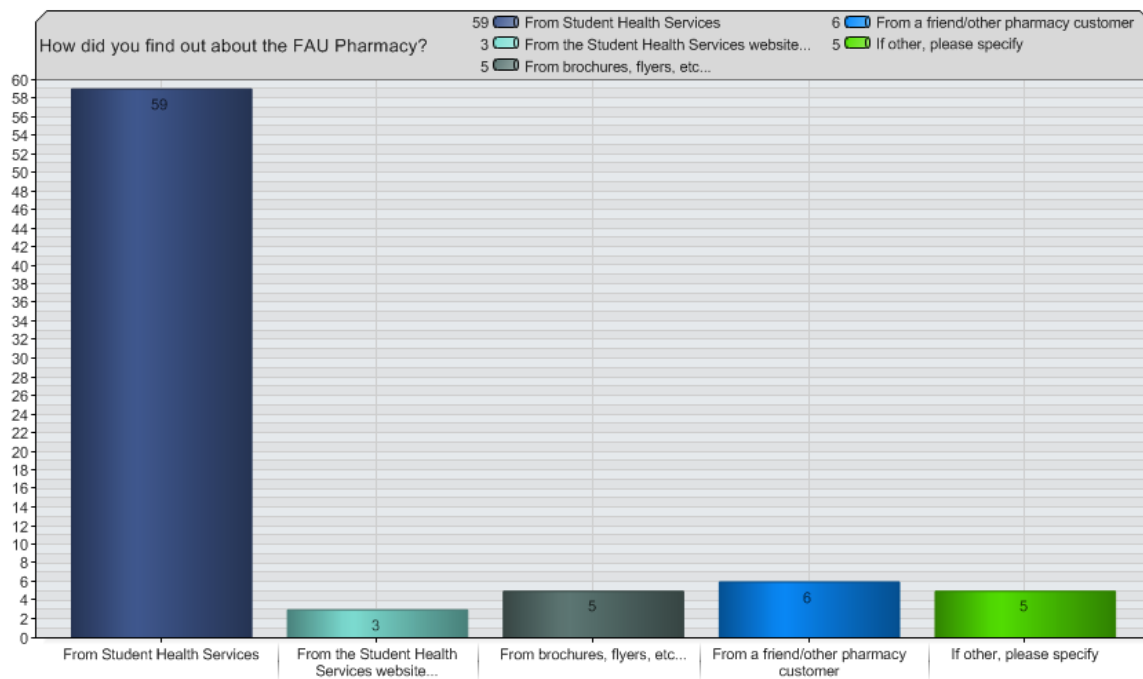
5. If you have insurance, is it...

	Responses	Percent
the school sponsored health insurance plan:	12	14.46%
another plan:	47	56.63%
I don't have insurance:	24	28.92%
Total Responded to this question:	83	98.81%
Total who skipped this question:	1	1.19%
Total:	84	100%



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

	Responses	Percent
From Student Health Services:	59	75.64%
From the Student Health Services website:	3	3.85%
From brochures, flyers, etc...:	5	6.41%
From a friend/other pharmacy customer:	6	7.69%
If other, please specify:	5	6.41%
Total Responded to this question:	78	92.86%
Total who skipped this question:	6	7.14%
Total:	84	100%



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

Response	Comments
1	Freshman Orientation
2	orientation
3	Camille Ross
4	Orientation
5	freshman orientation

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

Yes:



19

24.36%

No:



59

75.64%

Total Responded to this question:

78

92.86%

Total who skipped this question:

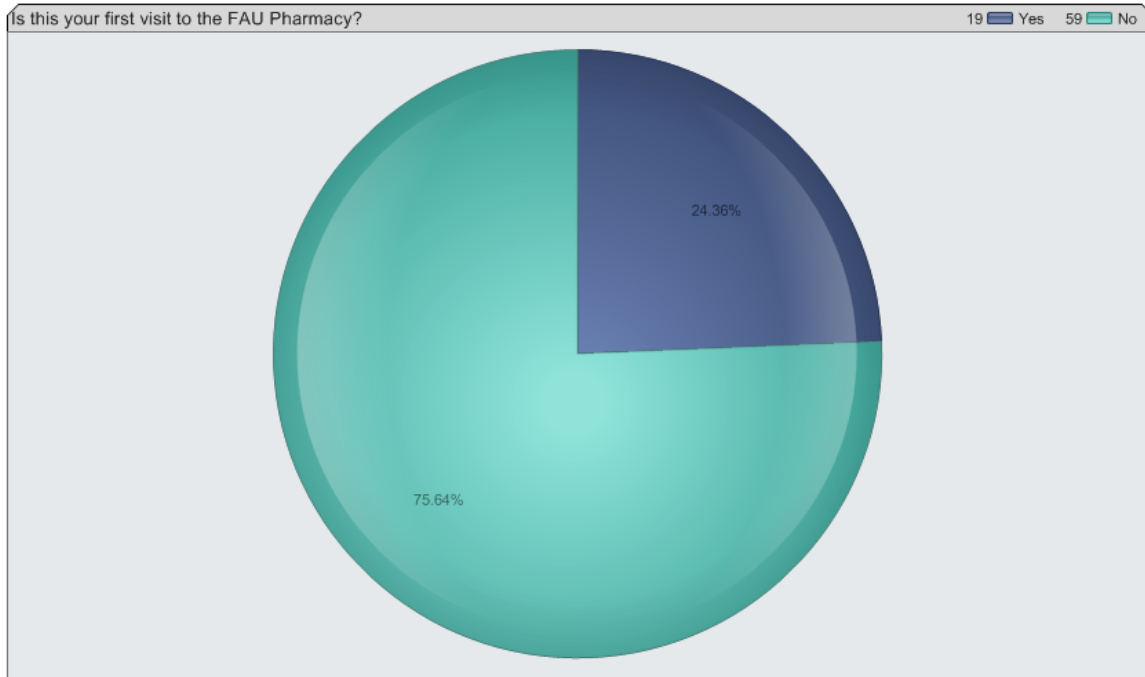
6

7.14%



Total:

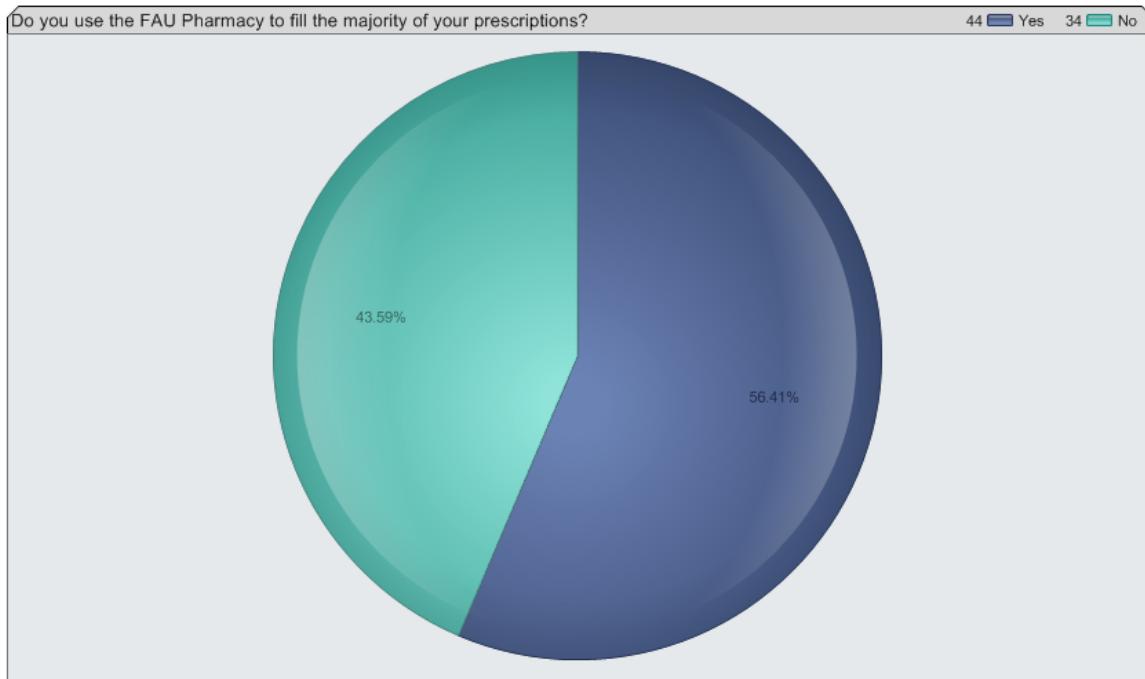
84

100%



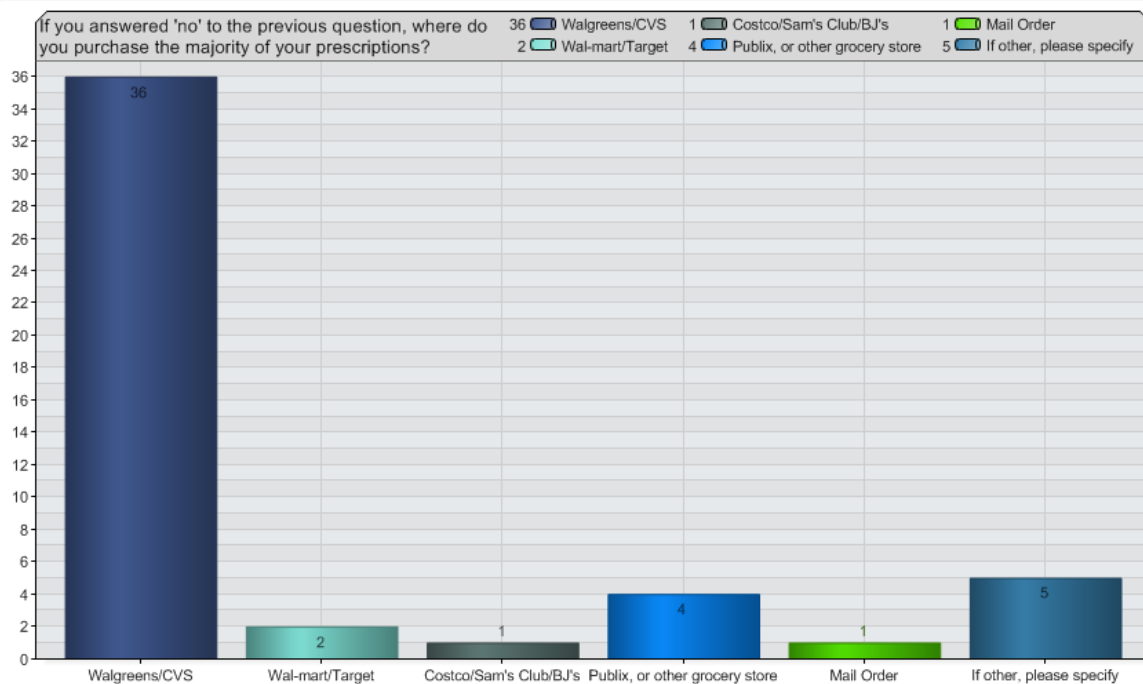
8. Do you use the FAU Pharmacy to fill the majority of your prescriptions?

	Responses	Percent
Yes: 	44	56.41%
No: 	34	43.59%
Total Responded to this question:	78	92.86%
Total who skipped this question:	6	7.14%
Total:	84	100%



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

	Responses	Percent
Walgreens/CVS:	36	73.47%
Wal-mart/Target:	2	4.08%
Costco/Sam's Club/BJ's:	1	2.04%
Publix, or other grocery store:	4	8.16%
Mail Order:	1	2.04%
If other, please specify:	5	10.2%
Total Responded to this question:	49	58.33%
Total who skipped this question:	35	41.67%
Total:	84	100%

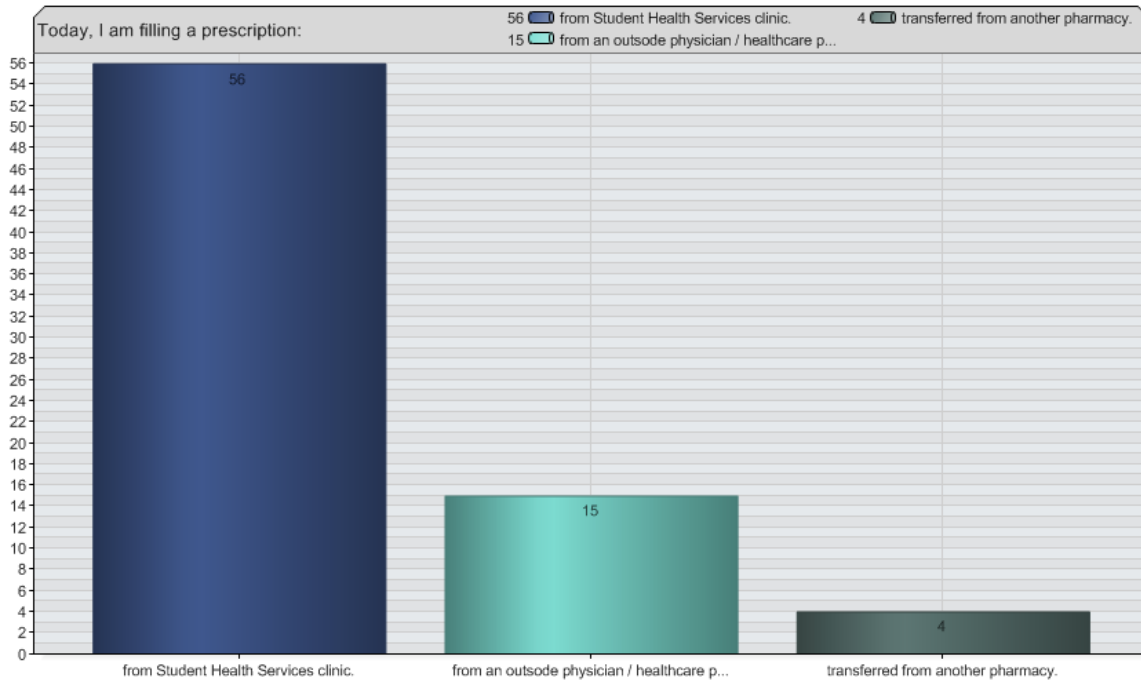


9. If you answered 'no' to the previous question, where do you purchase the majority of your prescriptions?

Response	Comments
1	FIU when I used to attend
2	FAU Pharmacy
3	Here
4	Another pharmacy
5	none

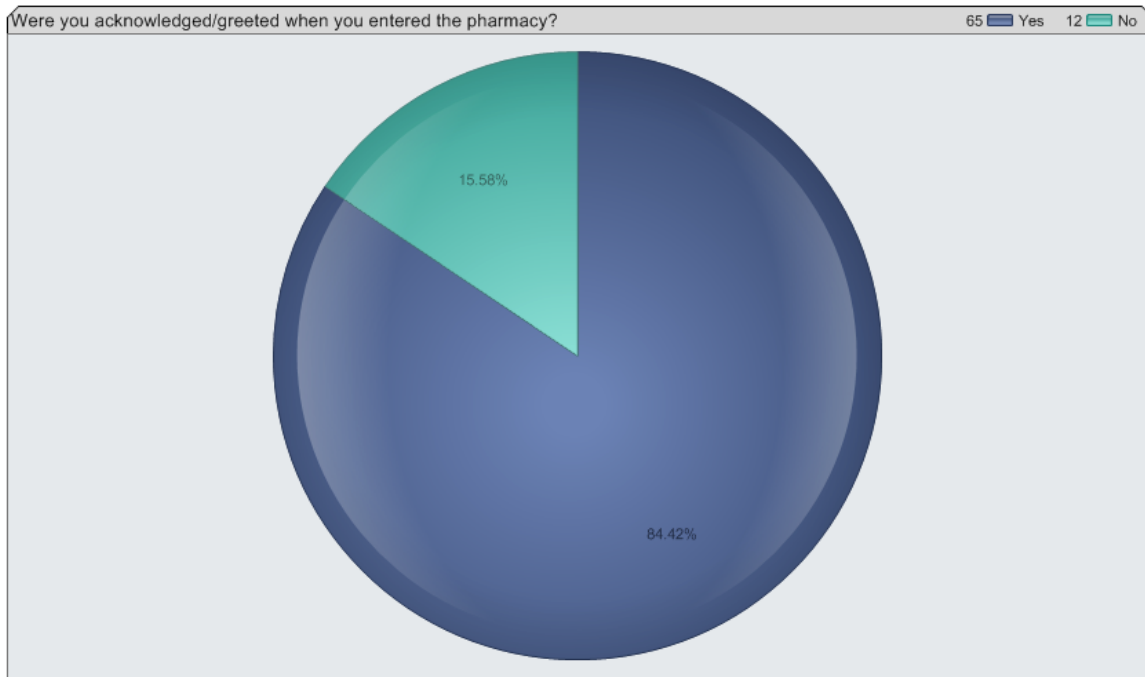
10. Today, I am filling a prescription:

	Responses	Percent
from Student Health Services clinic.:	56	74.67%
from an outside physician / healthcare provider.:	15	20%
transferred from another pharmacy.:	4	5.33%
Total Responded to this question:	75	89.29%
Total who skipped this question:	9	10.71%
Total:	84	100%



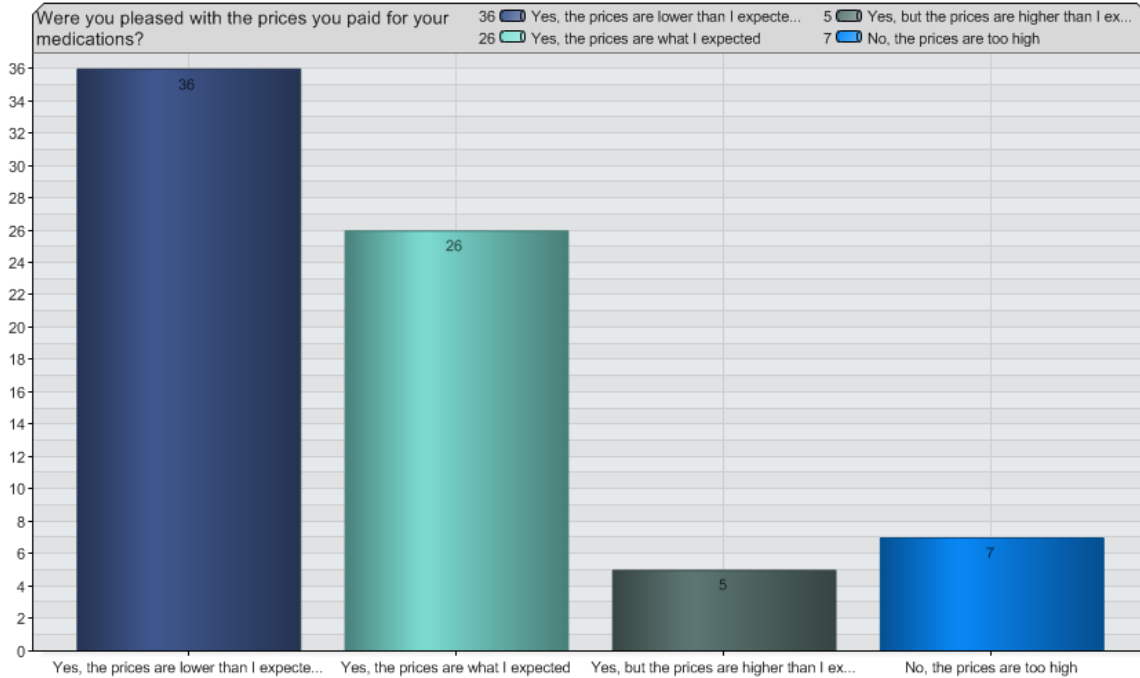
11. Were you acknowledged/greeted when you entered the pharmacy?

	Responses	Percent
Yes: 	65	84.42%
No: 	12	15.58%
Total Responded to this question:	77	91.67%
Total who skipped this question:	7	8.33%
Total:	84	100%




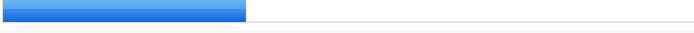


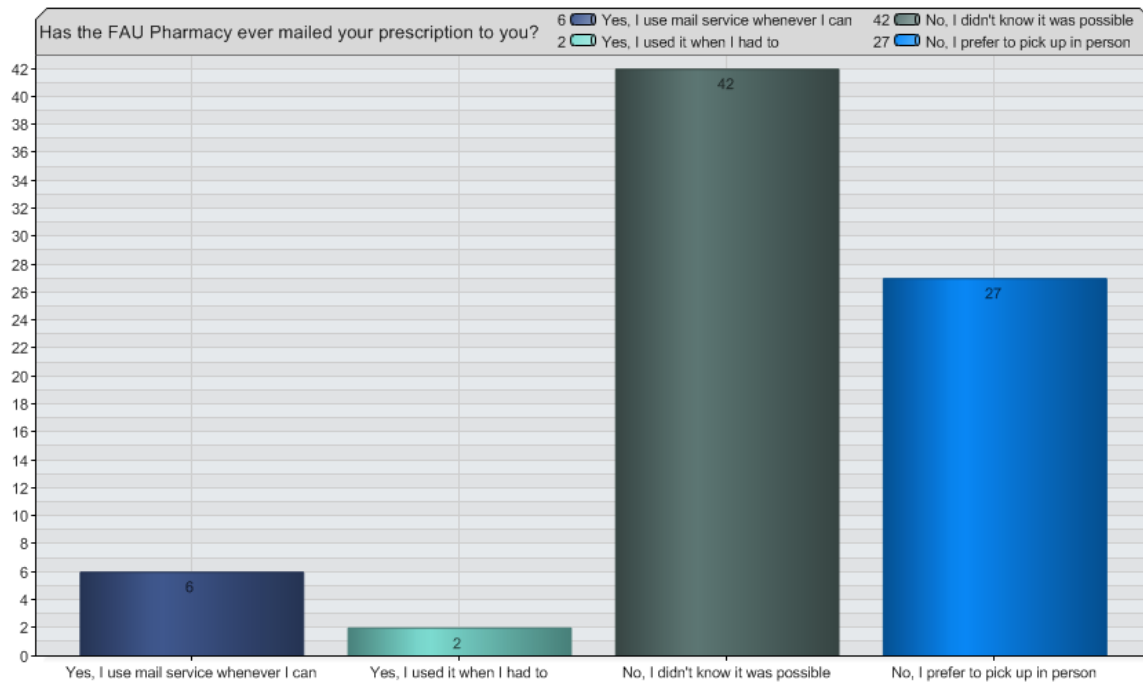
12. Were you pleased with the prices you paid for your medications?

	Responses	Percent
Yes, the prices are lower than I expected:	36	48.65%
Yes, the prices are what I expected:	26	35.14%
Yes, but the prices are higher than I expected:	5	6.76%
No, the prices are too high:	7	9.46%
Total Responded to this question:	74	88.1%
Total who skipped this question:	10	11.9%
Total:	84	100%



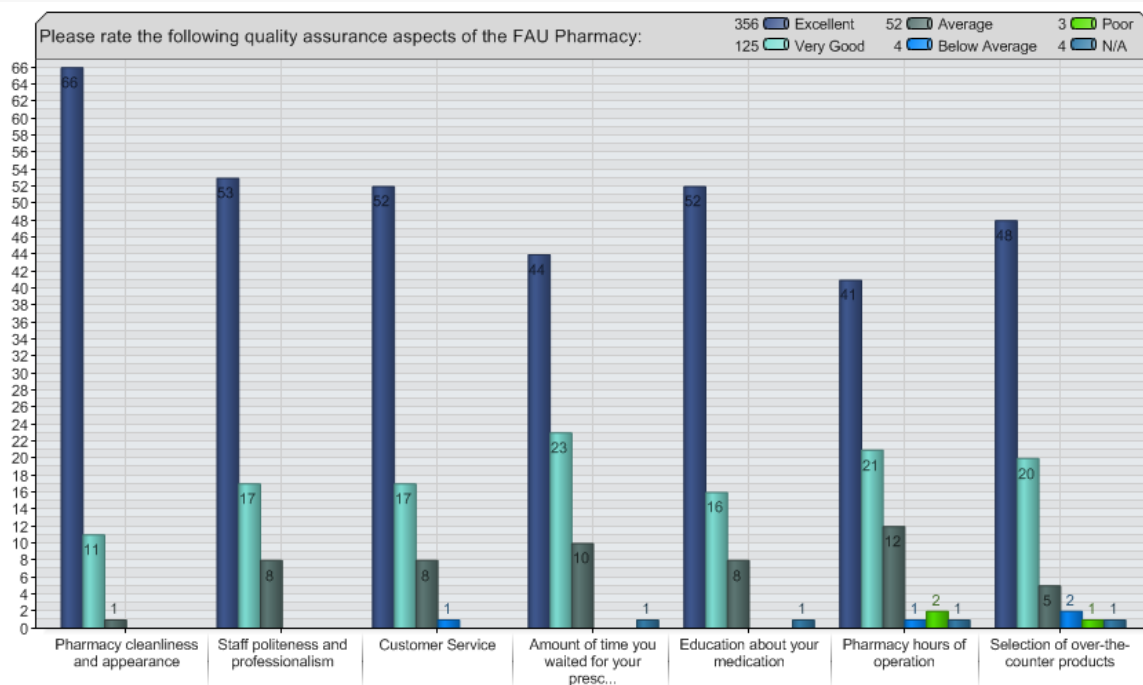
13. Has the FAU Pharmacy ever mailed your prescription to you?

	Responses	Percent
Yes, I use mail service whenever I can: 	6	7.79%
Yes, I used it when I had to: 	2	2.6%
No, I didn't know it was possible: 	42	54.55%
No, I prefer to pick up in person: 	27	35.06%
Total Responded to this question:	77	91.67%
Total who skipped this question:	7	8.33%
Total:	84	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:	66(84.62%)	11(14.1%)	1(1.28%)	0(0%)	0(0%)	0(0%)	78
Staff politeness and professionalism:	53(67.95%)	17(21.79%)	8(10.26%)	0(0%)	0(0%)	0(0%)	78
Customer Service:	52(66.67%)	17(21.79%)	8(10.26%)	1(1.28%)	0(0%)	0(0%)	78
Amount of time you waited for your prescription:	44(56.41%)	23(29.49%)	10(12.82%)	0(0%)	0(0%)	1(1.28%)	78
Education about your medication:	52(67.53%)	16(20.78%)	8(10.39%)	0(0%)	0(0%)	1(1.3%)	77
Pharmacy hours of operation:	41(52.56%)	21(26.92%)	12(15.38%)	1(1.28%)	2(2.56%)	1(1.28%)	78
Selection of over-the-counter products:	48(62.34%)	20(25.97%)	5(6.49%)	2(2.6%)	1(1.3%)	1(1.3%)	77
Total Responded to this question:						78	92.86%
Total who skipped this question:						6	7.14%
Total:						84	100%



15. Additional Comments

	Responses	Percent
Responses: 	8	100%
Total Responded to this question:	8	9.52%
Total who skipped this question:	76	90.48%
Total:	84	100%

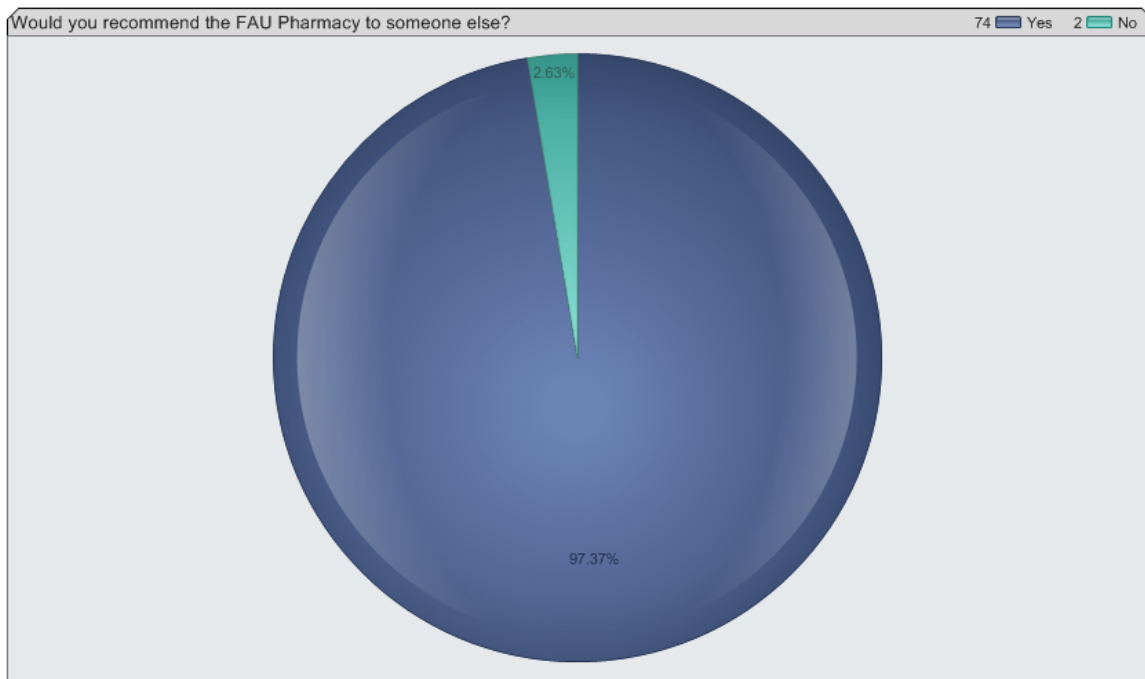
Graph/Chart function not relevant for this question type.

15. Additional Comments


Response	Response Text
1	THIS PHARMACY IS FREAKIN AWSOME!!!!!!!!!!!!!!!!!!!!
2	I am very happy with this service.
3	They are always helpful when I come in and show no bias or discrimination
4	Have always had perfect service at the pharmacy. Pharmacists have always been very helpful, knowledgeable, and nice. Have always accommodated me and helped make my experience pleasant and easy.
5	We need weekend hours
6	GREAT TEAM & SERVICE!
7	I use the FAU pharmacy whenever I can because it's easy. I'm on campus anyways so it's like a one-stop place for my meds and my schooling.
8	Absolutely wonderful staff, could not be more pleased to help me get a prescription filled. I feel very lucky to have such professionals here to assist me with any questions, comments, or concerns I may have. I am delighted to see the staff everytime I come in, a fantastic experience overall.

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

	Responses	Percent
Yes: 	74	97.37%
No: 	2	2.63%
Total Responded to this question:	76	90.48%
Total who skipped this question:	8	9.52%
Total:	84	100%



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

	Responses	Percent
Responses: 	18	100%
Total Responded to this question:	18	21.43%
Total who skipped this question:	66	78.57%
Total:	84	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	DONT FIRE ANYBODY!!!!
2	The hours are difficult... not open on weekends. but that is expected as the hours are similar to everything else on campus
3	Open Saturdays
4	nothing else
5	Longer hours of opperation
6	love u guys
7	Lower the prices of th eover counter medication
8	The only thing I would want is cheaper medicine, howere I do know that FAU pharmacy is cheaper than most so I wouls have to say the experience is as enjoyable as possible.
9	More welcoming
10	lower the prices for students without insurance.
11	its is clean and organized. Fast service.
12	it is good already.
13	Improve on friendliness. Smile.
14	Nothing; everything is perfect.
15	Free Samples
16	I take a birth control that costs a lot of money (\$50). It would be nice if either the pharmacy or student health services carried coupons for these medications. I know they are out there, because the pharmacist asks me everytime I buy it... but I am unable to locate them and therefore have to pay full price for the medication. It's unfortunate!!!
17	more free blow-pops
18	Greeting upon arrival, interaction.



Survey Software: Ask, Analyze, Improve




Survey Creation, Deployment, & Analysis Tools for Businesses

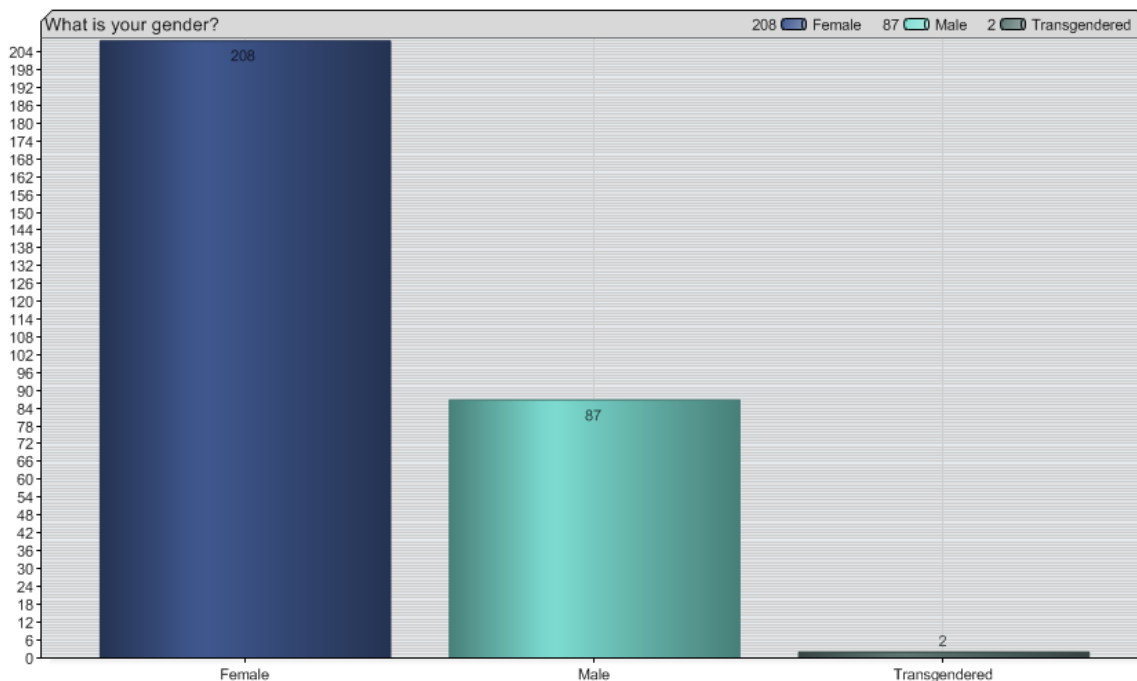
Survey: Boca Student Health Spring 2012 General Satisfaction Survey

Report: Default Report

Survey Status	Respondent Statistics	Points Summary
Status: Live	Total Responses: 302	No Points Questions used in this survey.
Deploy Date: 01/26/2012	Completes: 301	
Closed Date:	Partials: 1	

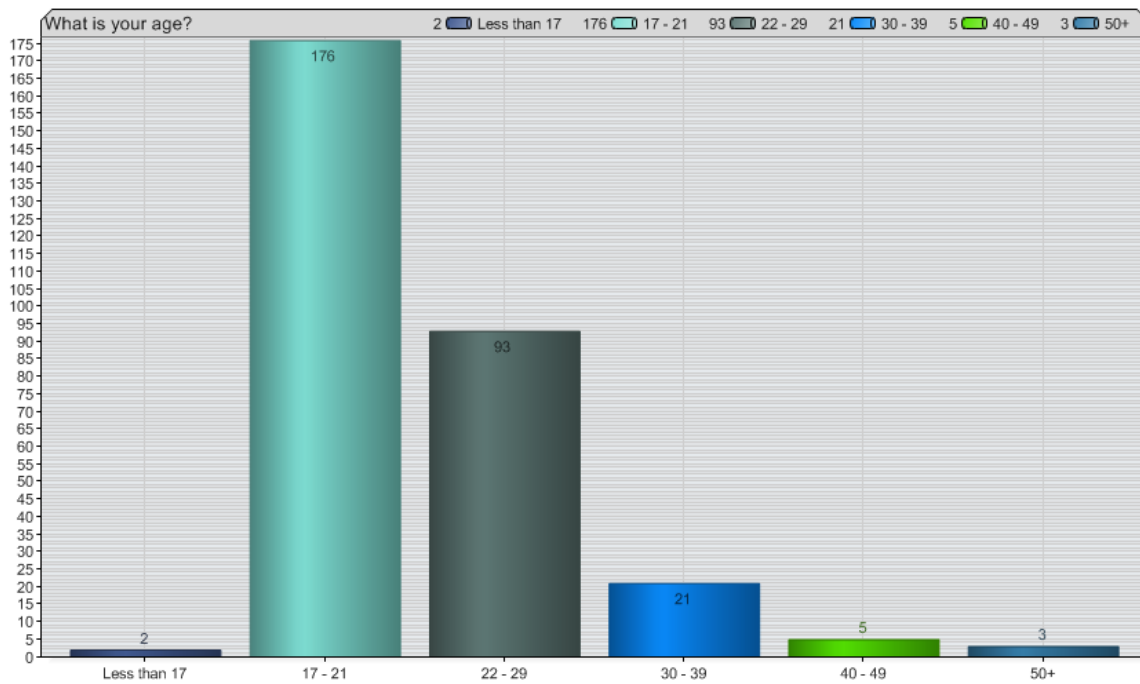
1. What is your gender?

	Responses	Percent
Female: 	208	70.03%
Male: 	87	29.29%
Transgendered: 	2	0.67%
Total Responded to this question:	297	98.34%
Total who skipped this question:	5	1.66%
Total:	302	100%



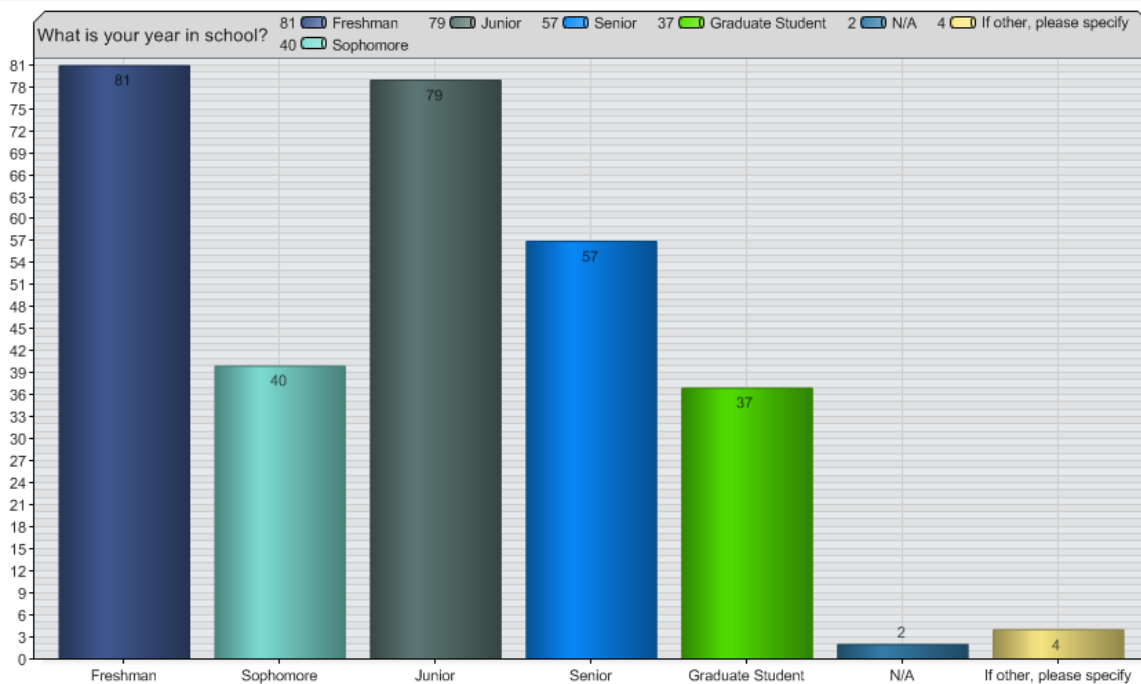
2. What is your age?

	Responses	Percent
Less than 17:	2	0.67%
17 - 21:	176	58.67%
22 - 29:	93	31%
30 - 39:	21	7%
40 - 49:	5	1.67%
50+:	3	1%
Total Responded to this question:	300	99.34%
Total who skipped this question:	2	0.66%
Total:	302	100%



3. What is your year in school?



	Responses	Percent
Freshman:	81	27%
Sophomore:	40	13.33%
Junior:	79	26.33%
Senior:	57	19%
Graduate Student:	37	12.33%
N/A:	2	0.67%
If other, please specify:	4	1.33%
Total Responded to this question:		300
Total who skipped this question:		2
Total:		302
		100%

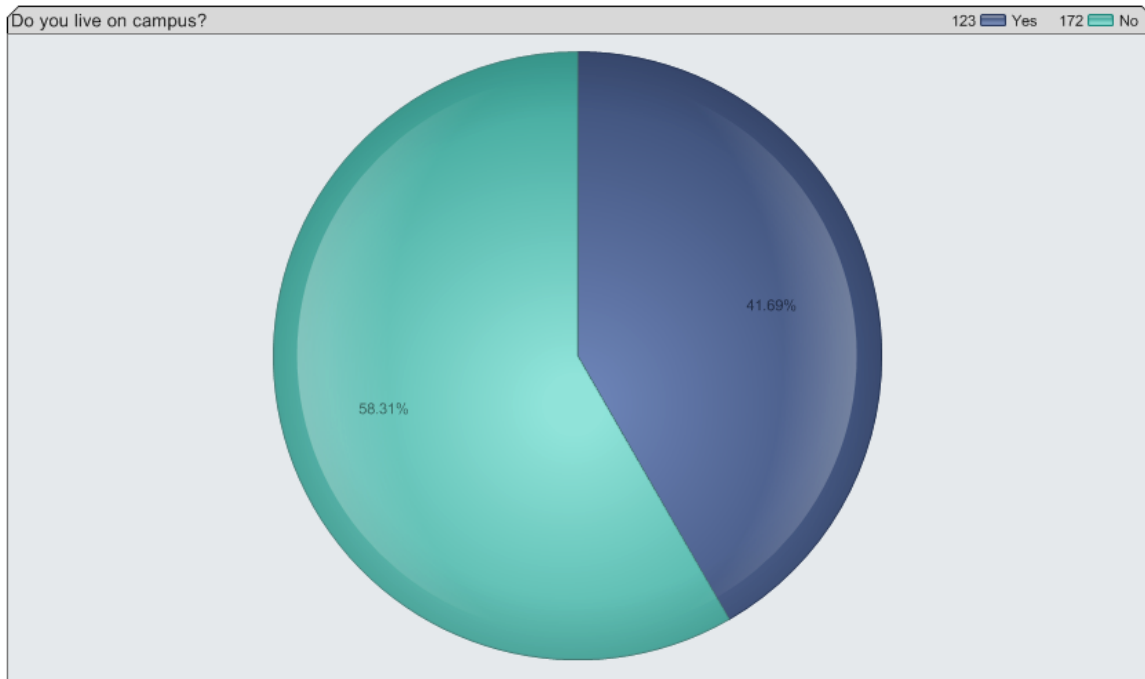


3. What is your year in school?

Response	Comments
1	Second Bachelor's
2	Post Bac
3	2nd bachelor's
4	post bac

4. Do you live on campus?

	Responses	Percent
Yes: 	123	41.69%
No: 	172	58.31%
Total Responded to this question:	295	97.68%
Total who skipped this question:	7	2.32%
Total:	302	100%



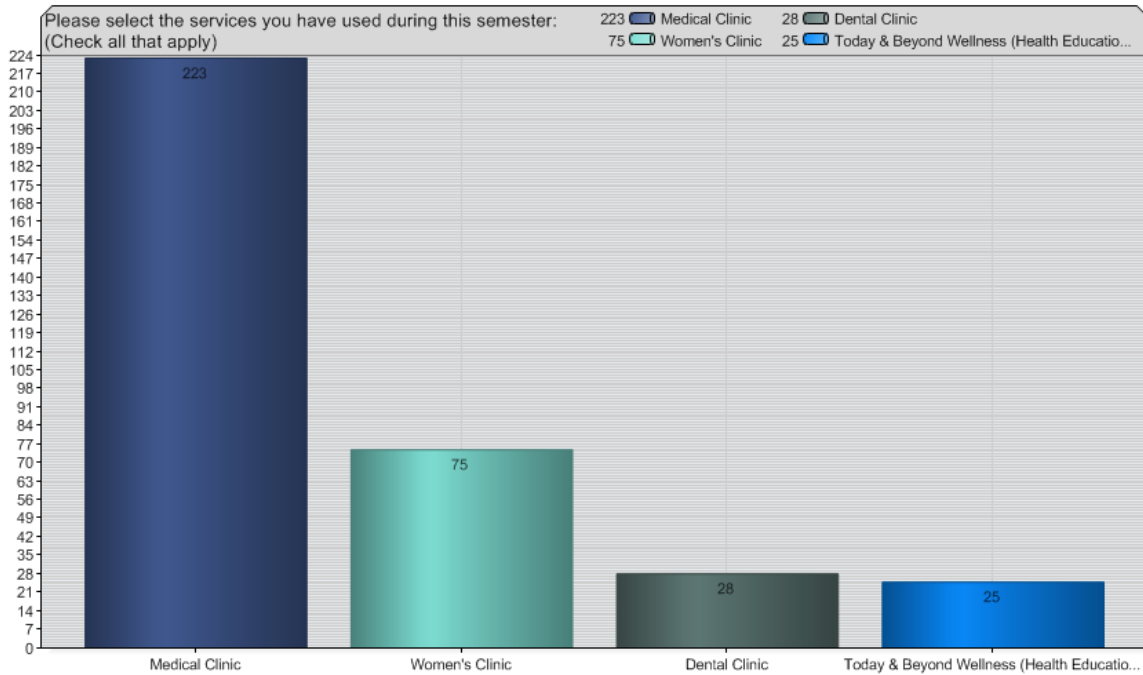
5. What is your military status?

	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	1	0.34%
Veteran: <input type="text"/>	4	1.36%
None: <input type="text"/>	289	98.3%
Total Responded to this question:		294
Total who skipped this question:		8
Total:		302
		97.35%
		2.65%
		100%



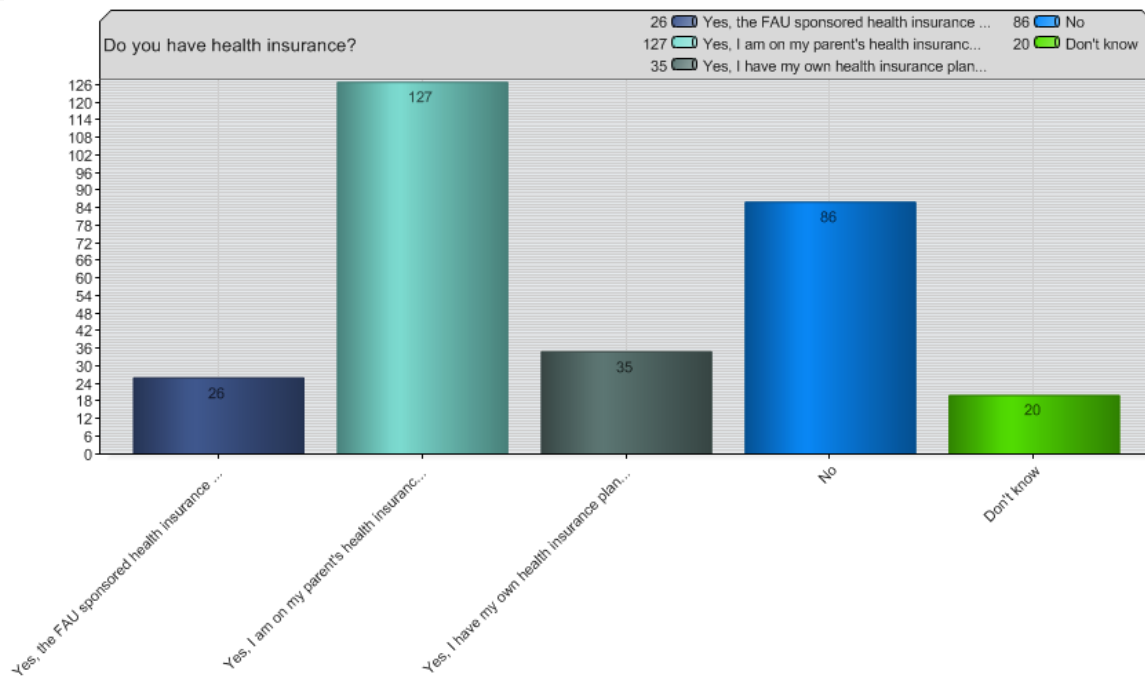
6. Please select the services you have used during this semester: (Check all that apply)

	Responses	Percent
Medical Clinic:	223	76.37%
Women's Clinic:	75	25.68%
Dental Clinic:	28	9.59%
Today & Beyond Wellness (Health Education):	25	8.56%
Total Responded to this question:	292	96.69%
Total who skipped this question:	10	3.31%
Total:	302	100%



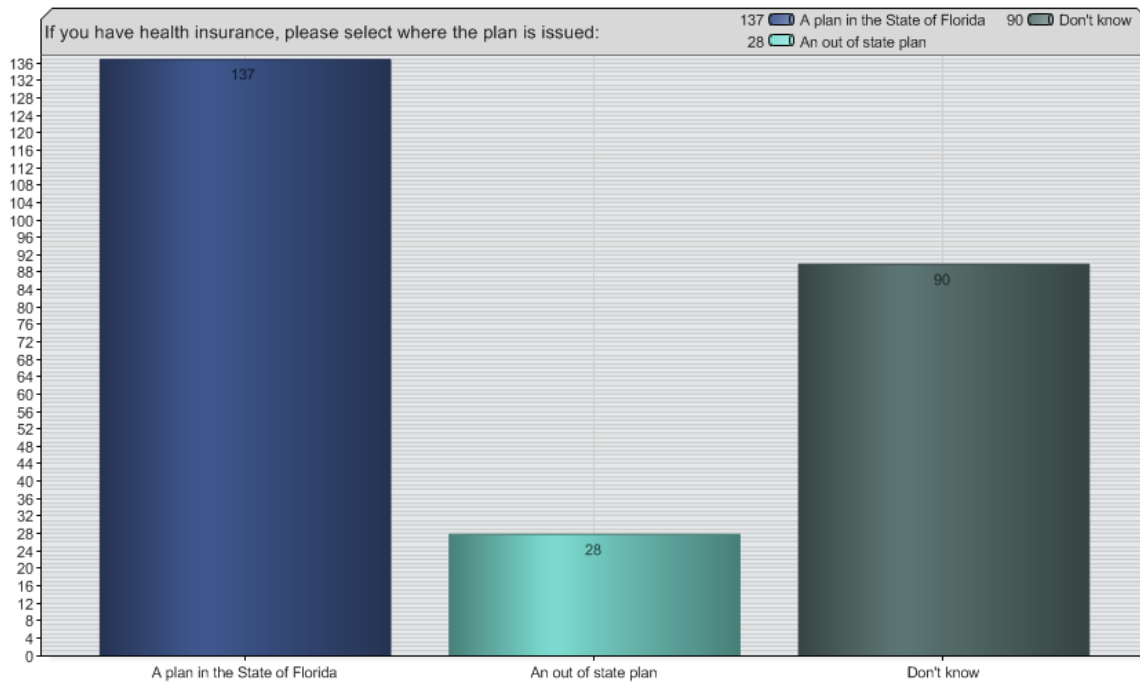
7. Do you have health insurance?

	Responses	Percent
Yes, the FAU sponsored health insurance plan:	26	8.84%
Yes, I am on my parent's health insurance plan:	127	43.2%
Yes, I have my own health insurance plan:	35	11.9%
No:	86	29.25%
Don't know:	20	6.8%
Total Responded to this question:	294	97.35%
Total who skipped this question:	8	2.65%
Total:	302	100%



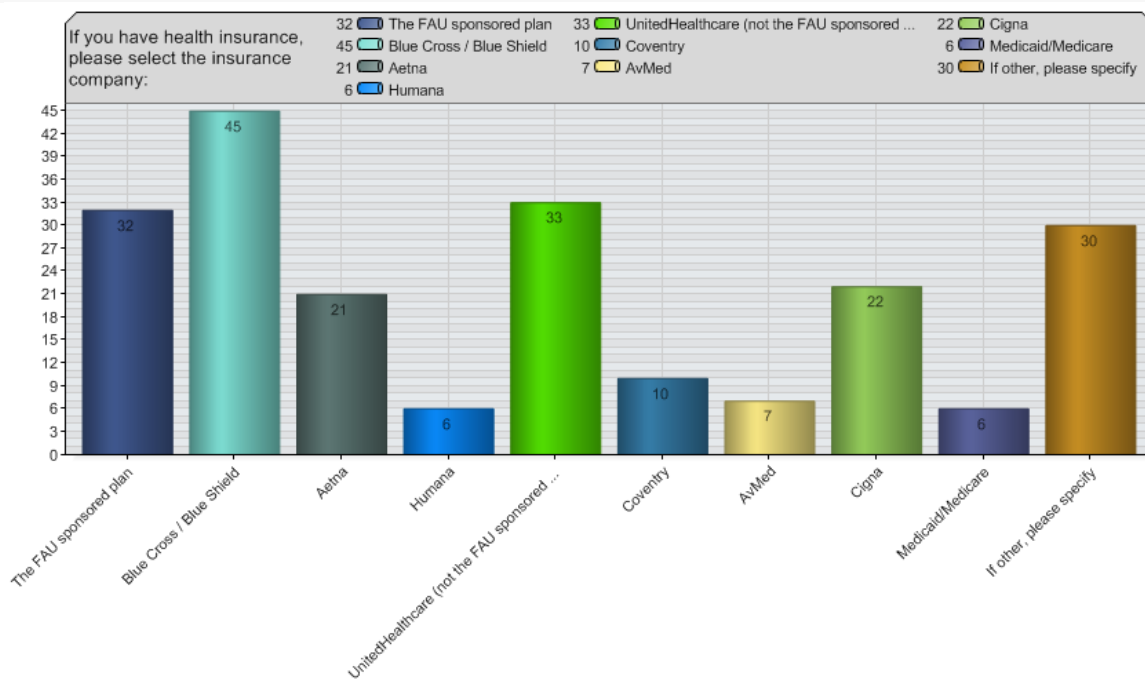
8. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	137	53.73%
An out of state plan:	28	10.98%
Don't know:	90	35.29%
Total Responded to this question:	255	84.44%
Total who skipped this question:	47	15.56%
Total:	302	100%



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

	Responses	Percent
The FAU sponsored plan:	32	15.09%
Blue Cross / Blue Shield:	45	21.23%
Aetna:	21	9.91%
Humana:	6	2.83%
UnitedHealthcare (not the FAU sponsored plan):	33	15.57%
Coventry:	10	4.72%
AvMed:	7	3.3%
Cigna:	22	10.38%
Medicaid/Medicare:	6	2.83%
If other, please specify:	30	14.15%
Total Responded to this question:	212	70.2%
Total who skipped this question:	90	29.8%
Total:	302	100%


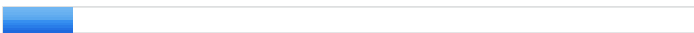



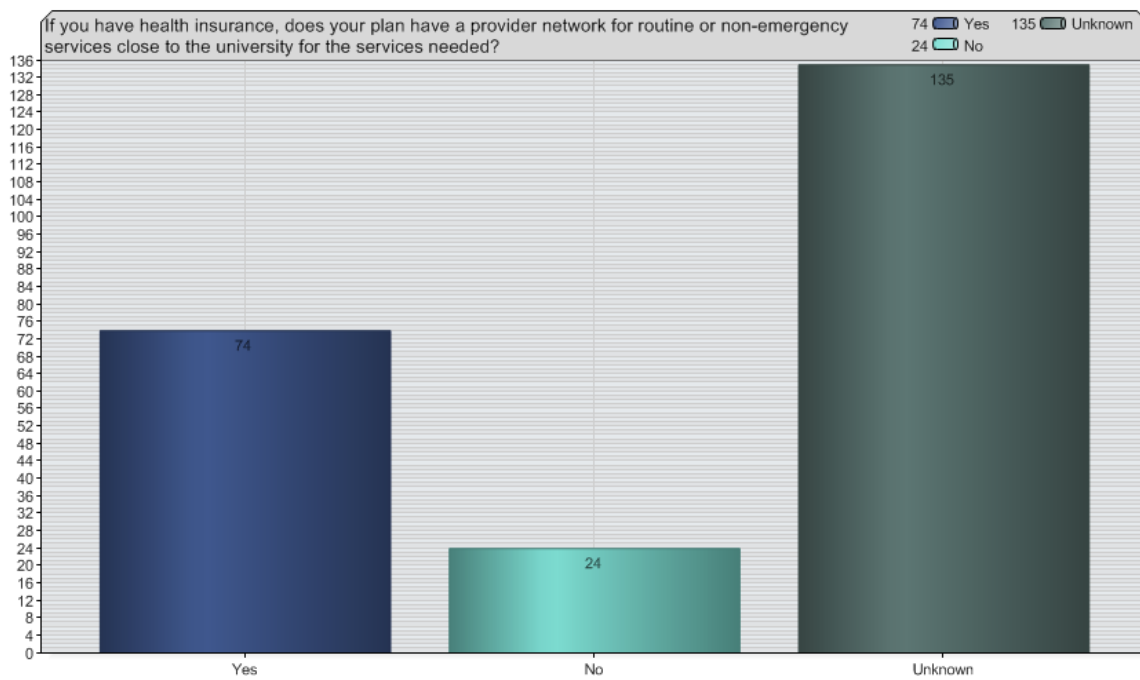
9. If you have health insurance, please select the insurance company:

Response	Comments
1	No insurance
2	Bupa & Atlantic Southern
3	n/a
4	Tricare Prime
5	QualCare
6	none
7	none
8	Capital health plan
9	Memorial Managed Care Plan
10	none
11	FAU Choice Plus
12	Molina healthcare

13	SuperMed PPO
14	tricare
15	cvscaremark
16	healthy kids
17	none
18	none
19	emblem
20	health new england
21	FAU
22	PEIA
23	Chartis
24	RMG
25	CHP
26	Unsure
27	Private Insurance
28	none
29	none
30	Celtic

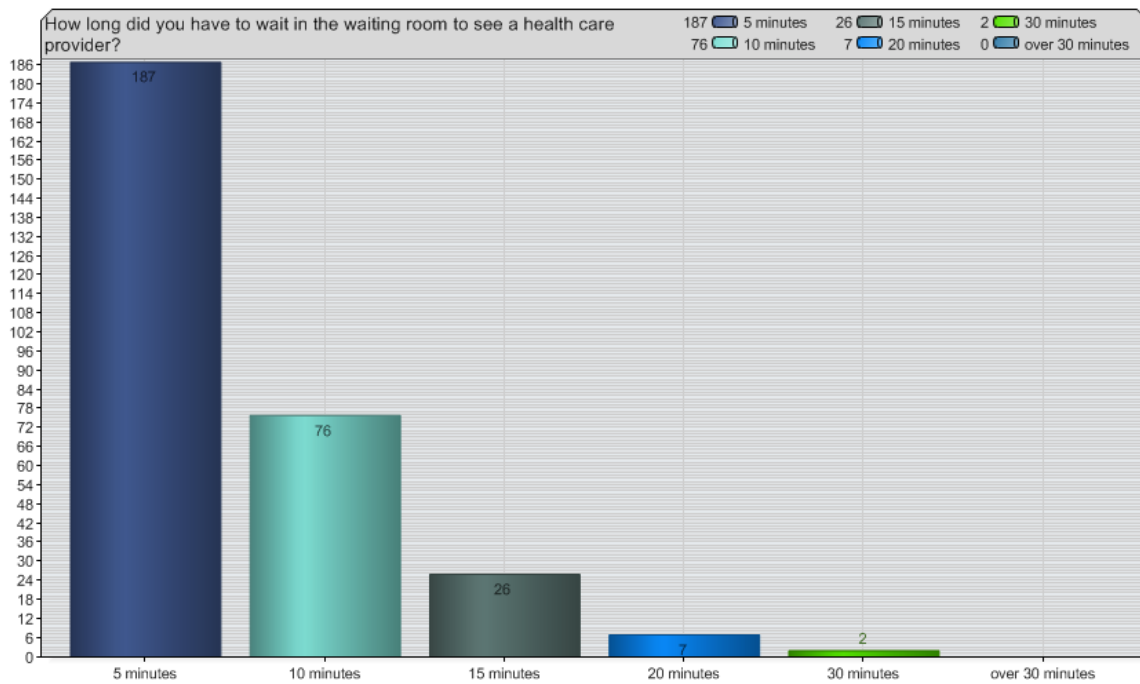
10. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?

	Responses	Percent
Yes: 	74	31.76%
No: 	24	10.3%
Unknown: 	135	57.94%
Total Responded to this question:	233	77.15%
Total who skipped this question:	69	22.85%
Total:	302	100%






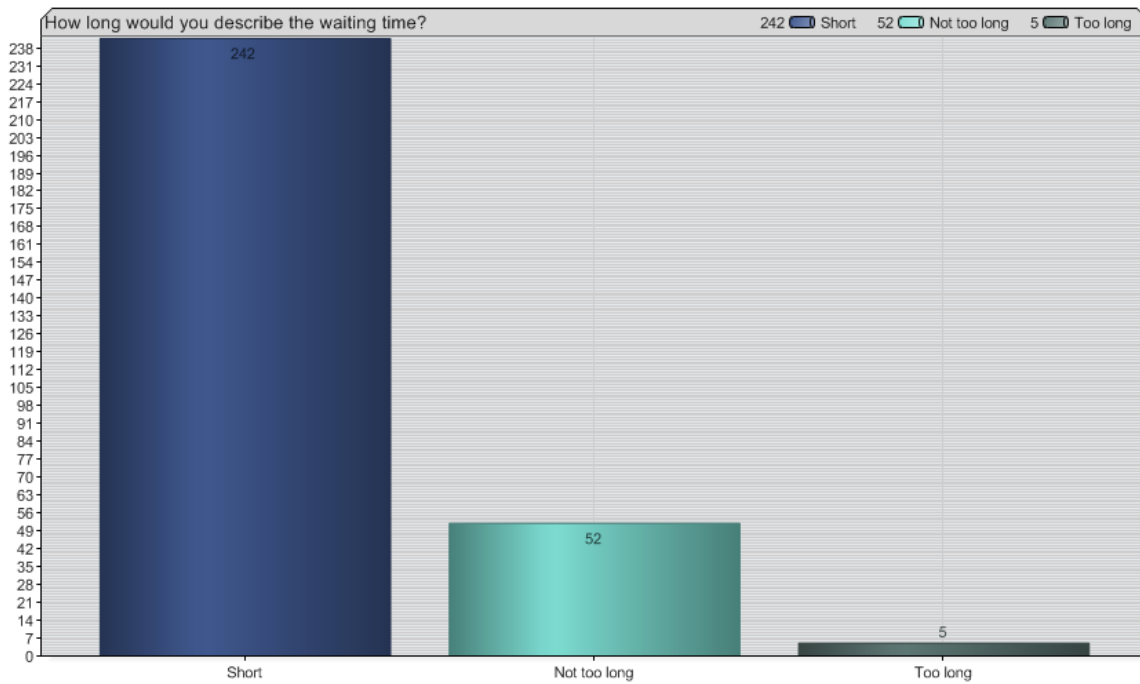
11. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes:	187	62.75%
10 minutes:	76	25.5%
15 minutes:	26	8.72%
20 minutes:	7	2.35%
30 minutes:	2	0.67%
over 30 minutes:	0	0%
Total Responded to this question:		298 98.68%
Total who skipped this question:		4 1.32%
Total:		302 100%



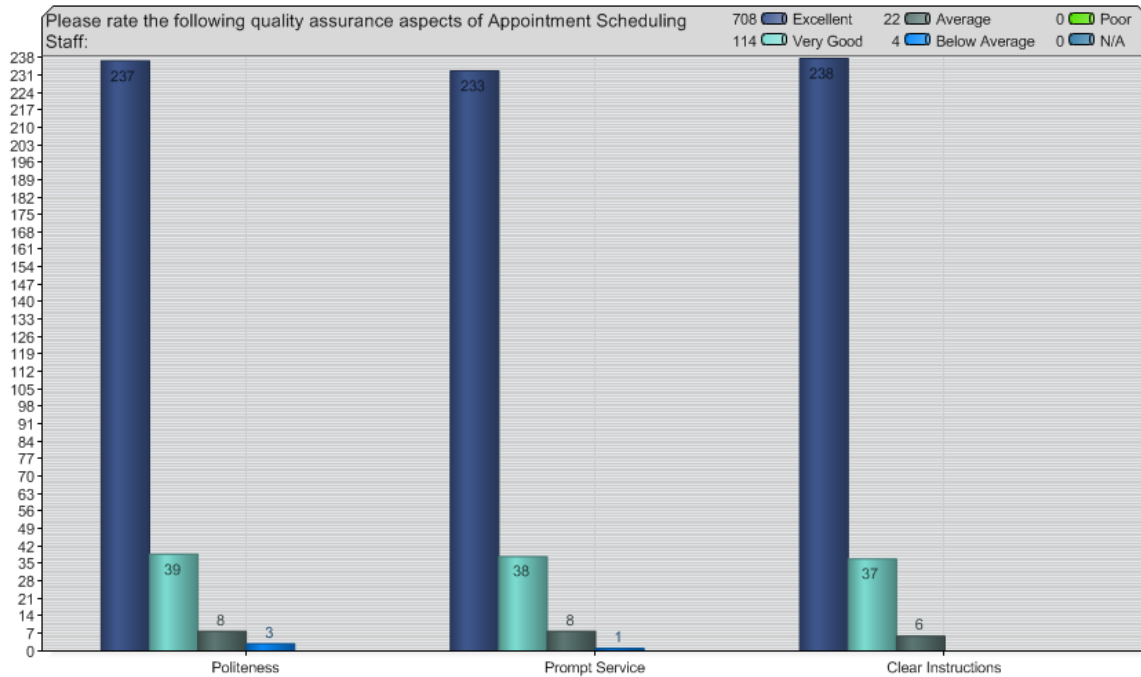
12. How long would you describe the waiting time?

	Responses	Percent
Short: 	242	80.94%
Not too long: 	52	17.39%
Too long: 	5	1.67%
Total Responded to this question:	299	99.01%
Total who skipped this question:	3	0.99%
Total:	302	100%




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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	237 (82.58%)	39(13.59%)	8(2.79%)	3(1.05%)	0(0%)	0(0%)	287
Prompt Service:	233 (83.21%)	38(13.57%)	8(2.86%)	1(0.36%)	0(0%)	0(0%)	280
Clear Instructions:	238(84.7%)	37(13.17%)	6(2.14%)	0(0%)	0(0%)	0(0%)	281
Total Responded to this question:						287	95.03%
Total who skipped this question:						15	4.97%
Total:						302	100%



14. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	28	100%
Total Responded to this question:	28	9.27%
Total who skipped this question:	274	90.73%
Total:	302	100%

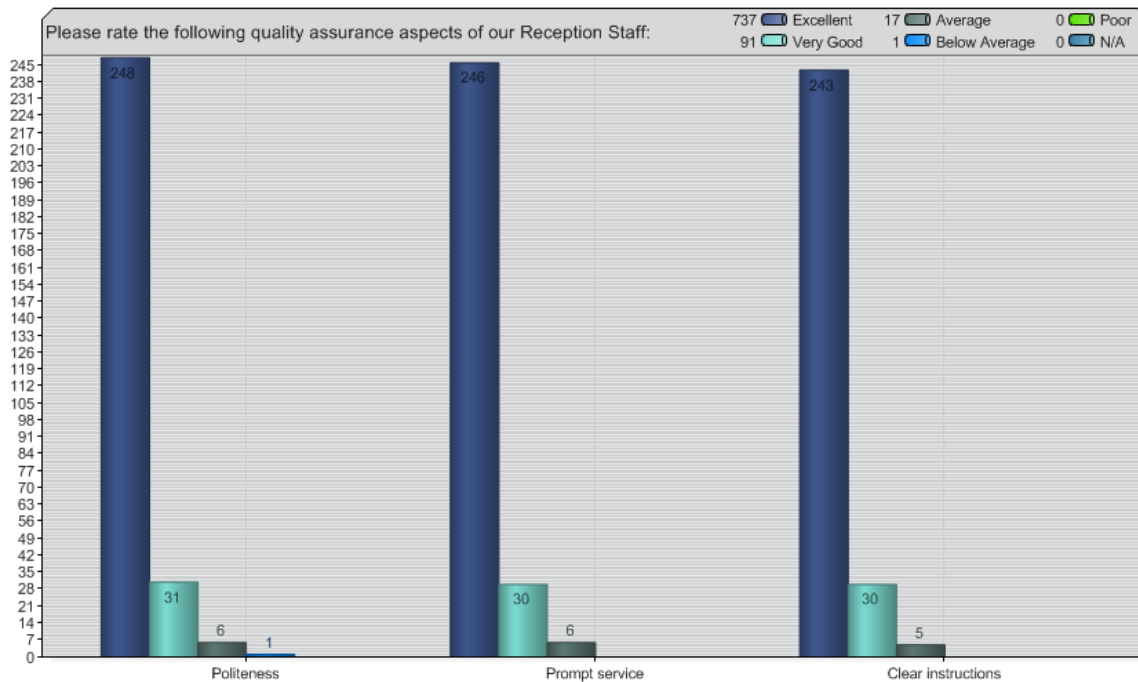
Graph/Chart function not relevant for this question type.

14. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	friendly and helpful
2	Great. Helpful.
3	N/A
4	Good job.
5	very helpful
6	They are excellent.
7	No problem
8	I was impressed with how quickly the appointment went! The staff was pleaseant and caring. Thank you!
9	none
10	you guys are awesome
11	Great staff!!!
12	i schedule an appointment once then call back the next day and my appointment was never scheduled
13	They were friendly and answered all of my questions
14	good
15	Great!
16	directions to get here cause me to miss my first appointment.
17	none
18	None
19	she seem like she didn't care to talk to me or make the appointment
20	They were awesome and informational!
21	easy, no problems and good service
22	Nice nice and helpful.
23	Decent. I have no issues with them.
24	amazing staff great help , the best service this school can provide
25	thank you for reminder email
26	very helpful and willing to work with you
27	Pretty good
28	Great job, doctors were friendly and so were receptionist's :)

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	248 (86.71%)	31(10.84%)	6(2.1%)	1(0.35%)	0(0%)	0(0%)	286
Prompt service:	246 (87.23%)	30(10.64%)	6(2.13%)	0(0%)	0(0%)	0(0%)	282
Clear instructions:	243 (87.41%)	30(10.79%)	5(1.8%)	0(0%)	0(0%)	0(0%)	278
Total Responded to this question:						287	95.03%
Total who skipped this question:						15	4.97%
Total:						302	100%



16. Comments concerning the Reception Staff:

	Responses	Percent
Responses: 	27	100%
Total Responded to this question:	27	8.94%
Total who skipped this question:	275	91.06%
Total:	302	100%

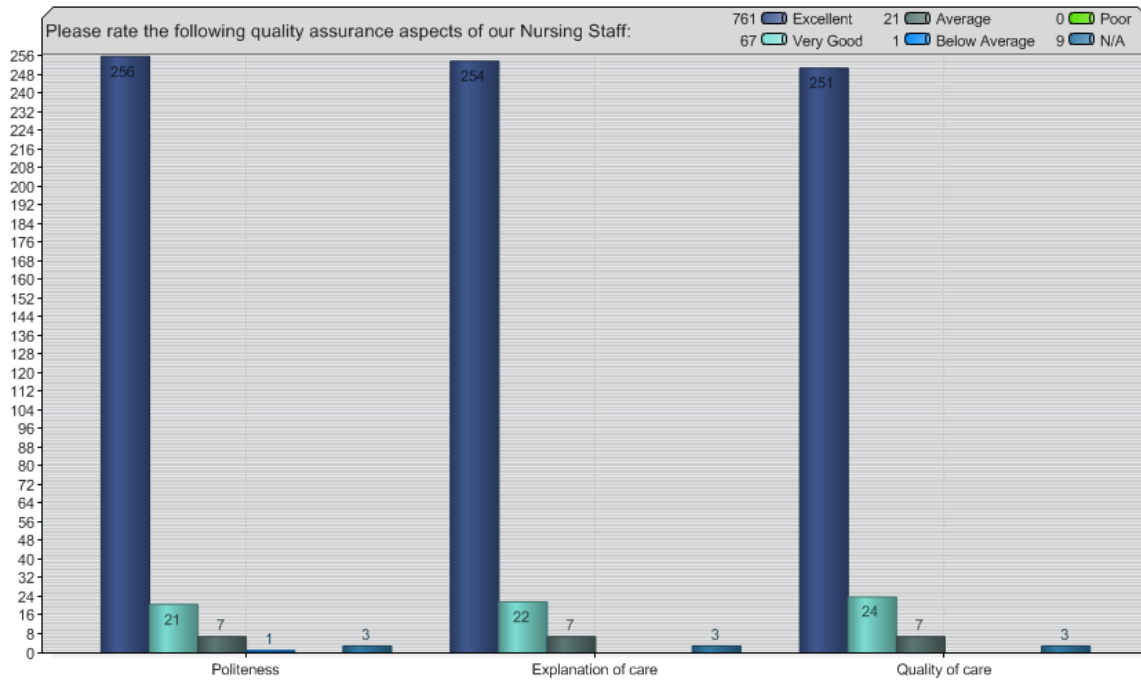
Graph/Chart function not relevant for this question type.

16. Comments concerning the Reception Staff:


Response	Response Text
1	friendly and helpful
2	Great. Helpful.
3	great
4	Very nice and friendly. Good job.
5	very polite
6	They are excellent.
7	Tasha was very helpful
8	No problem
9	Again very polite and prompt!
10	none
11	agains you guys are awesome. I very much appreciate the service provided here
12	Great staff as well!!!
13	The waiting time should be shorter, i scheduled a dental appointment and arrived on time.I waited for 25 mns past my appointment time
14	so nice
15	Give them means to Pay for Services at the CLINIC!! Why make us go to Cashier office or go Online. Waste of time!!
16	good
17	Great attitude and atmosphere!
18	none
19	None
20	Excellent!! Friendly and Accomodating.
21	Very kind and considerate
22	easy, no problems and good service
23	All very nice and helpful.
24	Decent. I have no issues with them.
25	Staff here at FAU's medical clinic are very kind and nice nurses/doctors. I would recommend anyone come here anytime they have a problem an receive great care.
26	very knnd
27	Friendly and polite

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	256 (88.89%)	21 (7.29%)	7 (2.43%)	1 (0.35%)	0 (0%)	3 (1.04%)	288
Explanation of care:	254 (88.81%)	22 (7.69%)	7 (2.45%)	0 (0%)	0 (0%)	3 (1.05%)	286
Quality of care:	251 (88.07%)	24 (8.42%)	7 (2.46%)	0 (0%)	0 (0%)	3 (1.05%)	285
Total Responded to this question:						288	95.36%
Total who skipped this question:						14	4.64%
Total:						302	100%



18. Comments concerning our Nursing Staff:

	Responses	Percent
Responses: 	21	100%
Total Responded to this question:	21	6.95%
Total who skipped this question:	281	93.05%
Total:	302	100%

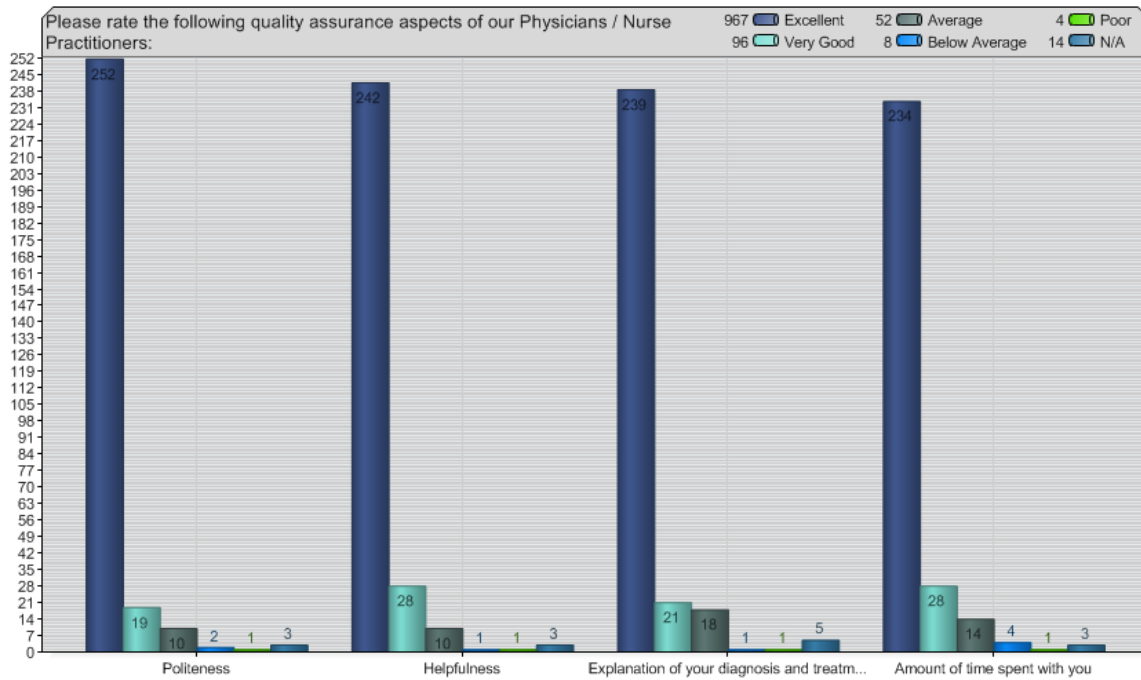
Graph/Chart function not relevant for this question type.

18. Comments concerning our Nursing Staff:


Response	Response Text
1	resourceful, friendly, and helpful
2	Very compassionate care
3	great
4	Very nice and friendly.
5	Excellent
6	No problem
7	Very polite and caring!
8	The intake R.N. was amazing. The Nurse Practitioner answered all of my questions and gave me excellent referrals. Thank you!
9	Awesome staff!!
10	Doctors should be more sensitive and be patience with patients especially if they have questions on how they can improve their health state
11	She was friendly, knowledgeable and did not make an awkward situation even more awkward.
12	Excellent, friendly, and helpful! :)
13	Thanks
14	They're nice
15	none
16	None
17	The nurse that helped me was very friendly and even funny, made me feel at ease.
18	easy, no problems and good service
19	Awesome.
20	Very good.
21	thank you

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	252(87.8%)	19(6.62%)	10(3.48%)	2(0.7%)	1(0.35%)	3(1.05%)	287
Helpfulness:	242 (84.91%)	28(9.82%)	10(3.51%)	1(0.35%)	1(0.35%)	3(1.05%)	285
Explanation of your diagnosis and treatment:	239 (83.86%)	21(7.37%)	18(6.32%)	1(0.35%)	1(0.35%)	5(1.75%)	285
Amount of time spent with you:	234 (82.39%)	28(9.86%)	14(4.93%)	4(1.41%)	1(0.35%)	3(1.06%)	284
Total Responded to this question:						287	95.03%
Total who skipped this question:						15	4.97%
Total:						302	100%



20. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	25	100%
Total Responded to this question:	25	8.28%
Total who skipped this question:	277	91.72%
Total:	302	100%

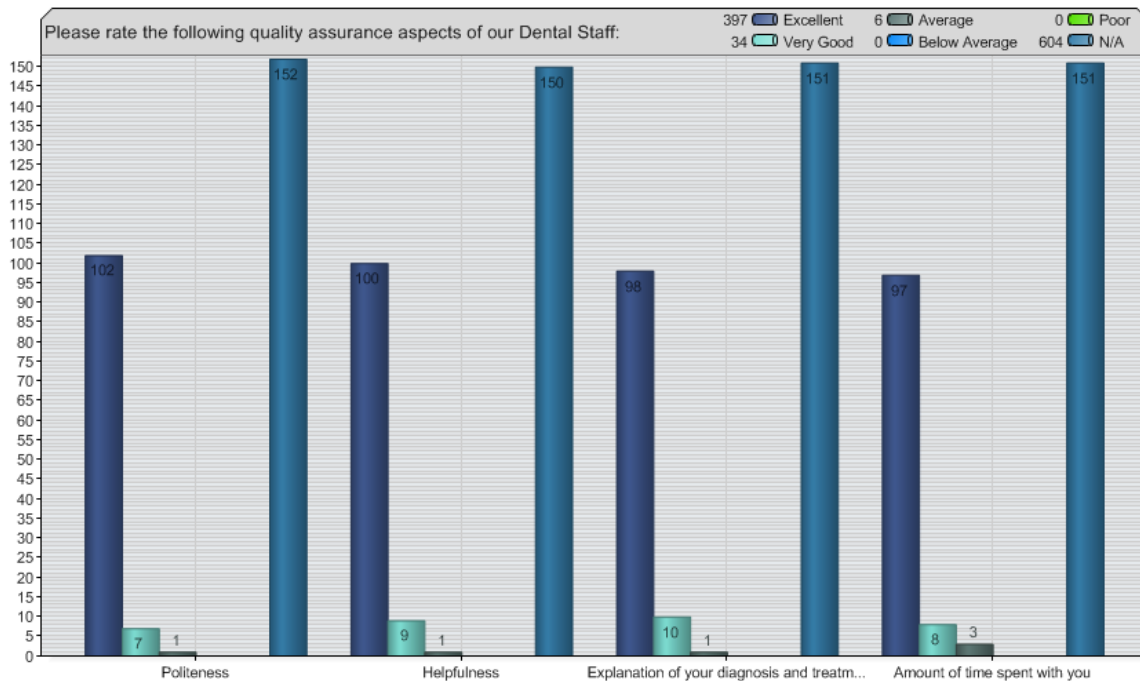
Graph/Chart function not relevant for this question type.

20. Comments concerning our Physicians / Nurse Practitioners:


Response	Response Text
1	Caring and compassionate
2	great
3	The physician I saw last semester was horrible. Dismissive to the point where one might lose faith in the profession. I don't know if it is b/c he is a male dealing with a female but he was borderline rude and extremely condescending. Perhaps dealing with young students isn't the proper environment for him. Susan Dash is the only reason I recommend anyone come to the clinic. She is fantastic, thorough, and efficient.
4	Great job, very clear instructions and information.
5	Excellent
6	No problem
7	The doctor's concern for my specific case was comforting and I appreciate his efficient care on my diagnoses.
8	I'm very happy with the care I received. I would like to suggest that all physicians/nurse practitioners routinely discuss issues of sexual and intimate partner violence and stalking with every student, providing an opening for dialogue about concerns.
9	The Nurse Practitioner answered all of my questions and gave me excellent referrals. Thank you!
10	He was impatient and slightly rude when speaking to me about my ailments.
11	Great Staff!!!
12	Be more patient with patience
13	stupid fuck
14	I dont think I will be back to see a doctor because of him, he was rude and and would not answer the question that I asked. i know I am at the schools clinic but I am an adult not a child and the way he treated me was rude.
15	doctor does not want to hear what you say because they think they are smarter than you.
16	Excellent, friendly, and very helpful! :)
17	Also nice
18	none
19	None
20	Friendly, understanding, caring, very attractive.
21	The physician was very informatave but a bit rude when explaining the no water bottle rule. A bit rude when explaining my options.
22	easy, no problems and good service
23	Awesome.
24	thank you
25	Dr. Porfiri is so helpful, thorough and respectful. I wish everyone had access to such a fantastic physician.

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	102 (38.93%)	7(2.67%)	1(0.38%)	0(0%)	0(0%)	152 (58.02%)	262
Helpfulness:	100 (38.46%)	9(3.46%)	1(0.38%)	0(0%)	0(0%)	150 (57.69%)	260
Explanation of your diagnosis and treatment:	98(37.69%)	10(3.85%)	1(0.38%)	0(0%)	0(0%)	151 (58.08%)	260
Amount of time spent with you:	97(37.45%)	8(3.09%)	3(1.16%)	0(0%)	0(0%)	151(58.3%)	259
Total Responded to this question:						263	87.09%
Total who skipped this question:						39	12.91%
Total:						302	100%



22. Comments concerning our Dental Staff:

	Responses	Percent
Responses: 	8	100%
Total Responded to this question:	8	2.65%
Total who skipped this question:	294	97.35%
Total:	302	100%

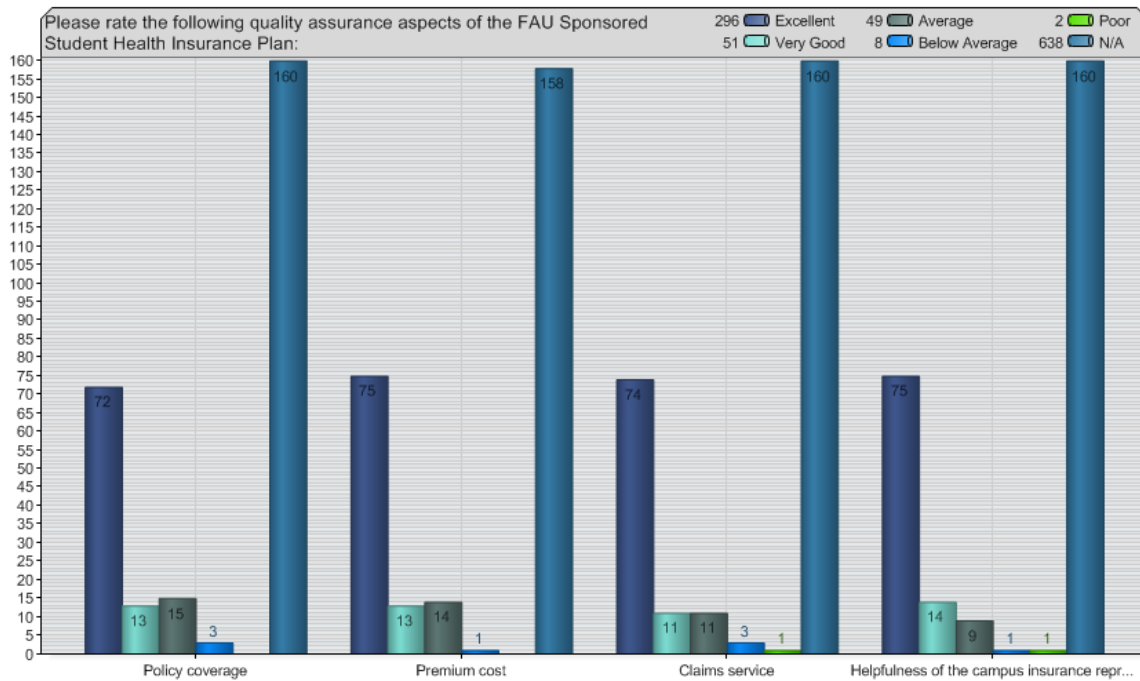
Graph/Chart function not relevant for this question type.

22. Comments concerning our Dental Staff:


Response	Response Text
1	the dental staff is an outstanding group of individuals who provide exceptional service. Having been to many dentists nationwide they are at the top. Their friendly demeanor even got my mother, who was a dental college test subject in dublin in her childhood to fear the dentist less and actually keep an appointment. Its amazing considering her prior experiences left her nearly toothless and terrified for decades.
2	I have yet to be in this department so I am unable to rate it.
3	Have not had dental.
4	Great Service and Staff! :)
5	n/a
6	None
7	I spent the most time with the dentist at FAU. They are Phenomenal.
8	Linda is GREAT !!!

23. 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:	72(27.38%)	13(4.94%)	15(5.7%)	3(1.14%)	0(0%)	160 (60.84%)	263
Premium cost:	75(28.74%)	13(4.98%)	14(5.36%)	1(0.38%)	0(0%)	158 (60.54%)	261
Claims service:	74(28.46%)	11(4.23%)	11(4.23%)	3(1.15%)	1(0.38%)	160 (61.54%)	260
Helpfulness of the campus insurance representative:	75(28.85%)	14(5.38%)	9(3.46%)	1(0.38%)	1(0.38%)	160 (61.54%)	260
Total Responded to this question:						264	87.42%
Total who skipped this question:						38	12.58%
Total:						302	100%



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

	Responses	Percent
Responses: 	5	100%
Total Responded to this question:	5	1.66%
Total who skipped this question:	297	98.34%
Total:	302	100%

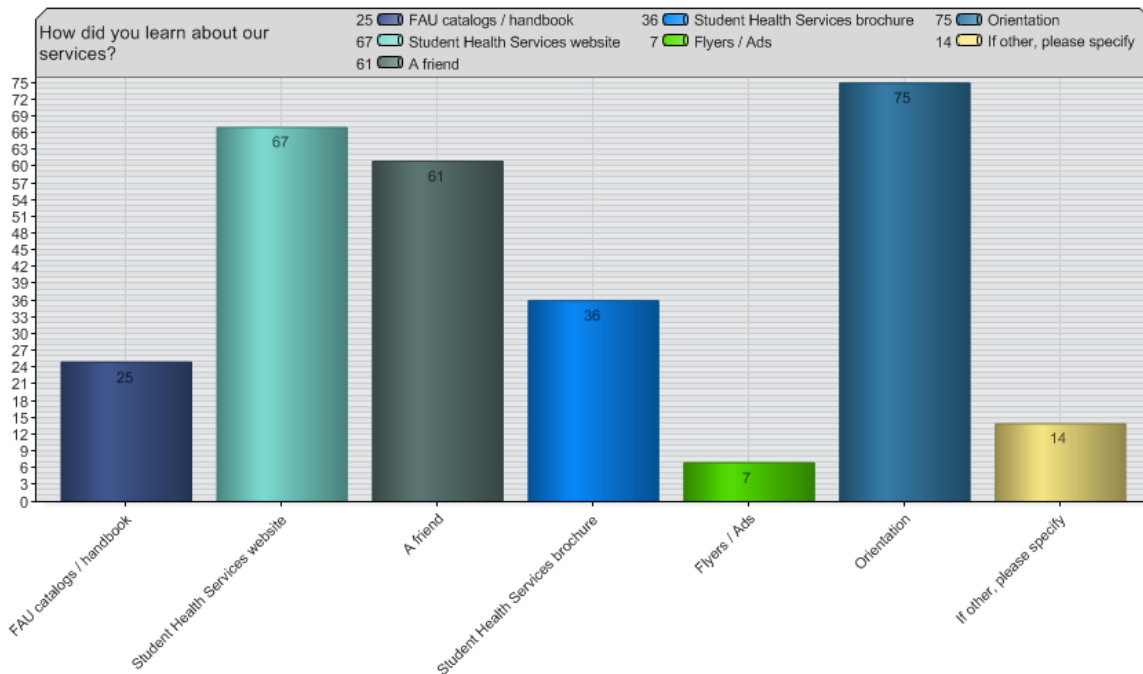
Graph/Chart function not relevant for this question type.

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

Response	Response Text
1	I think some fees for the dental coverage should be included
2	I updated my coverage at the beginning of the semester and nothing was charged to my FAU insurance even though the office took photocopies of my card and updated my file. Big Frowny Face...
3	I don't have the this plan and cannot rate it
4	I had the FAU insurance last year and trying to get anything paid for was really difficult
5	None

25. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	25	8.77%
Student Health Services website:	67	23.51%
A friend:	61	21.4%
Student Health Services brochure:	36	12.63%
Flyers / Ads:	7	2.46%
Orientation:	75	26.32%
If other, please specify:	14	4.91%
Total Responded to this question:		285
Total who skipped this question:		17
Total:		302

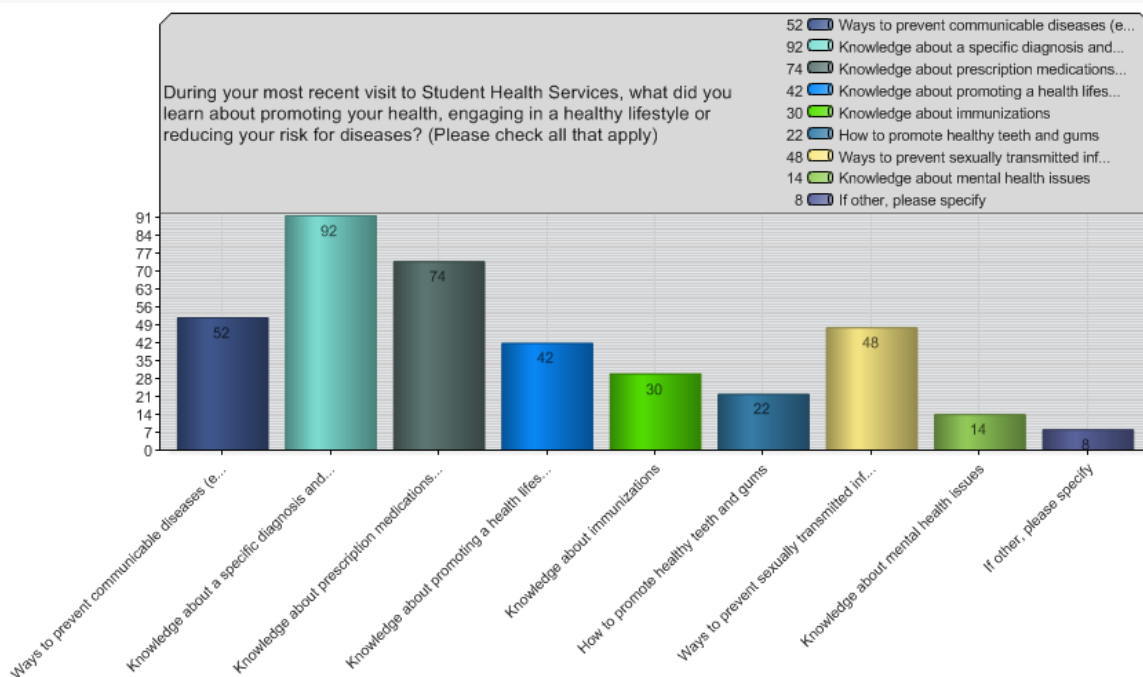


25. How did you learn about our services?

Response	Comments
1	online
2	Got Lost
3	advised at information desk that service was available
4	it was there
5	i give tours on campus and have to know about this
6	searched the website
7	used in the past
8	immunization office
9	immunization office
10	fau athletics in 2006
11	Freshman year s/s class
12	Health Class
13	calling in
14	phone

26. 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.):	52	22.51%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	92	39.83%
Knowledge about prescription medications and/or over-the-counter products:	74	32.03%
Knowledge about promoting a health lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	42	18.18%
Knowledge about immunizations:	30	12.99%
How to promote healthy teeth and gums:	22	9.52%
Ways to prevent sexually transmitted infections:	48	20.78%
Knowledge about mental health issues:	14	6.06%
If other, please specify:	8	3%
Total Responded to this question:	231	76.49%
Total who skipped this question:	71	23.51%
Total:	302	100%

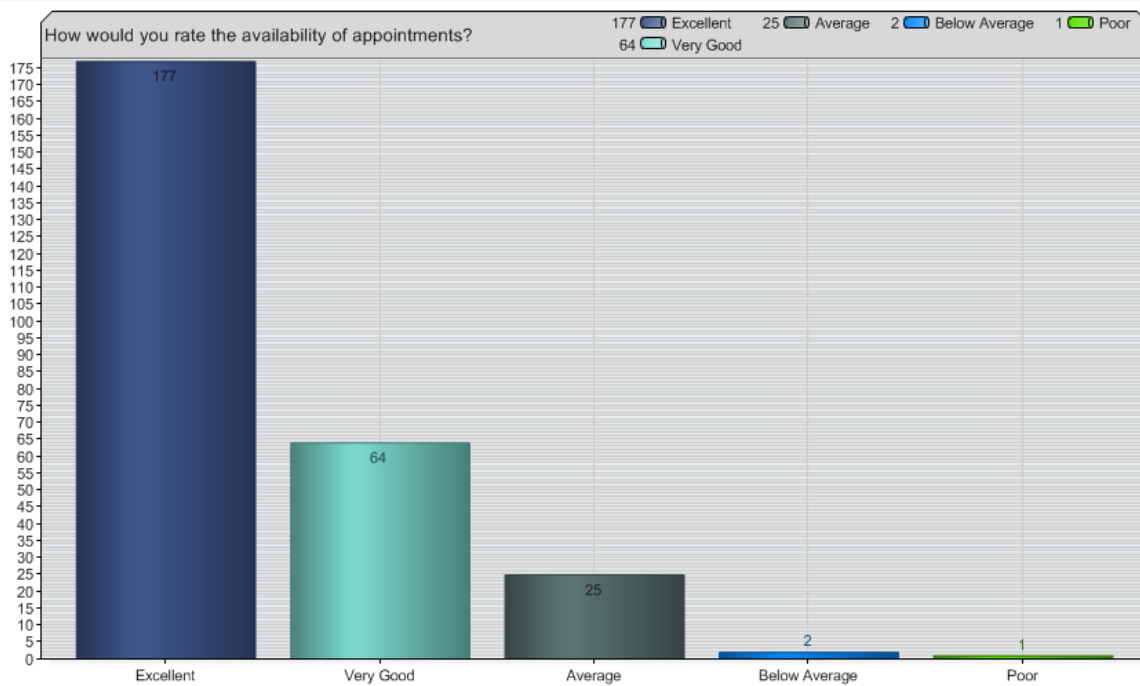


26. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

[illegible]

27. How would you rate the availability of appointments?





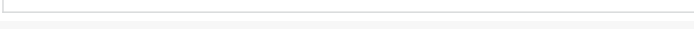
	Responses	Percent
Excellent: 	177	65.8%
Very Good: 	64	23.79%
Average: 	25	9.29%
Below Average: 	2	0.74%
Poor: 	1	0.37%
Additional Comments: <input type="text"/>	1	0.37%
Total Responded to this question:	269	89.07%
Total who skipped this question:	33	10.93%
Total:	302	100%

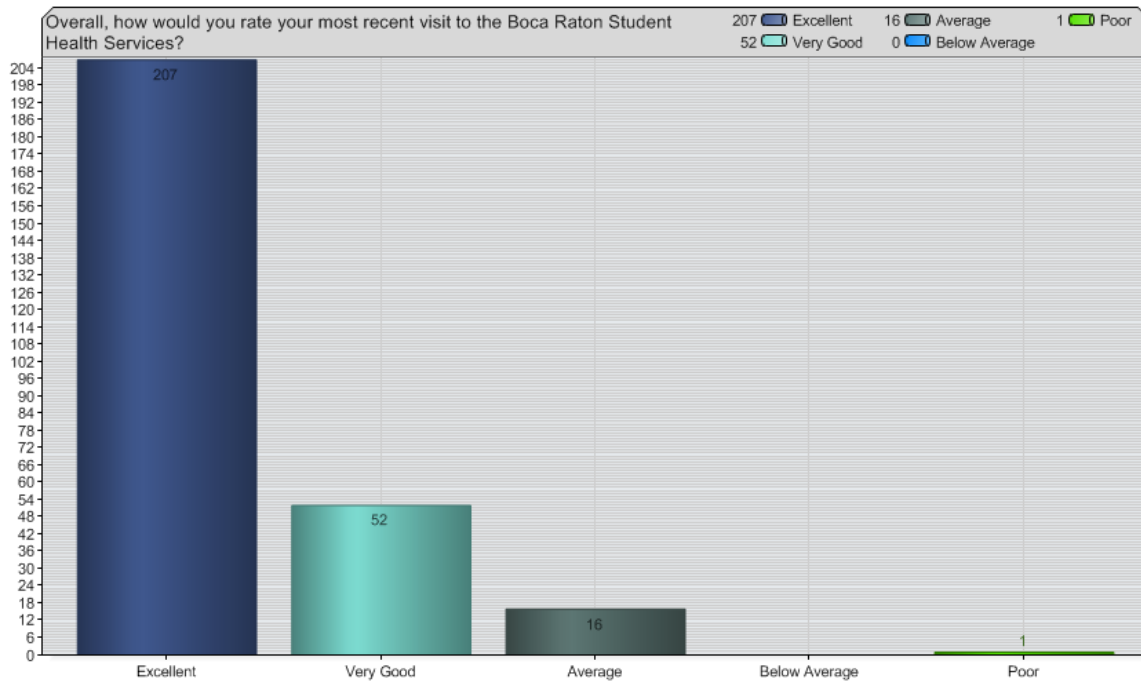


27. How would you rate the availability of appointments?

Response	Comments
1	i was given on right away

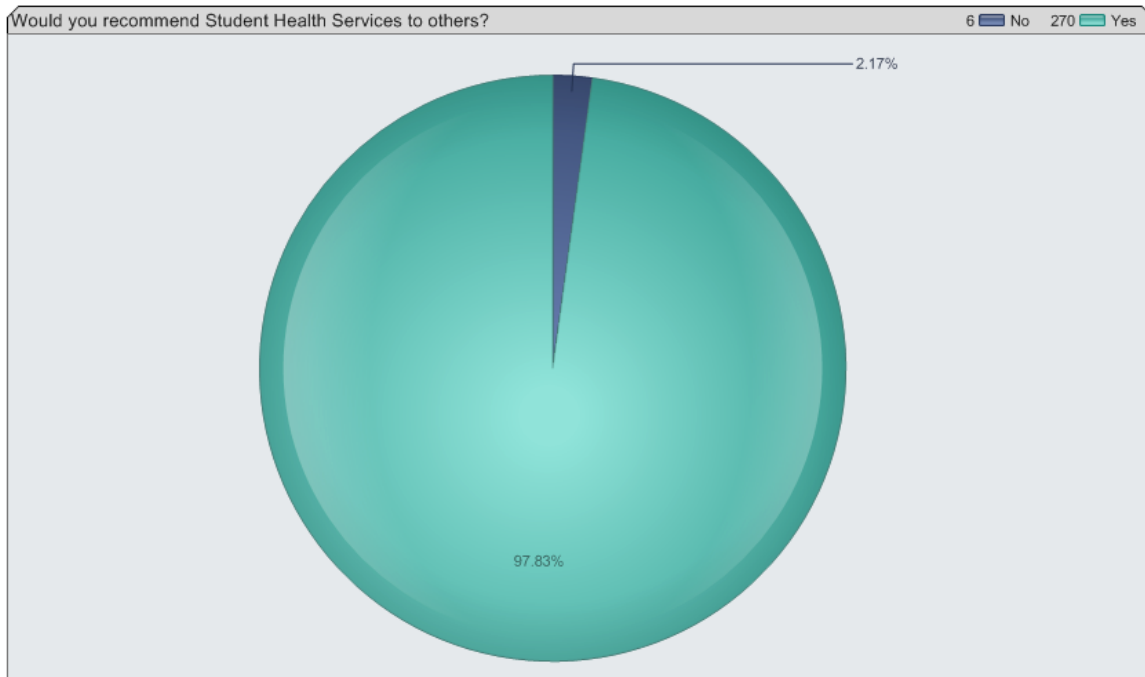
28. Overall, how would you rate your most recent visit to the Boca Raton Student Health Services?

	Responses	Percent
Excellent: 	207	75%
Very Good: 	52	18.84%
Average: 	16	5.8%
Below Average: 	0	0%
Poor: 	1	0.36%
Total Responded to this question:	276	91.39%
Total who skipped this question:	26	8.61%
Total:	302	100%




29. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: 	270	97.83%
No: 	6	2.17%
Total Responded to this question:	276	91.39%
Total who skipped this question:	26	8.61%
Total:	302	100%



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

	Responses	Percent
Responses: 	12	100%
Total Responded to this question:	12	3.97%
Total who skipped this question:	290	96.03%
Total:	302	100%

Graph/Chart function not relevant for this question type.

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

Response	Response Text
1	Have Dr. Toon more than once or twice a month... maybe once a week and twice every third week... offer cold and flu emergency kits with tylenol or advil and tea and tissues for students who should stay home and not infect others by going to class.... Actually provide absence notes for work and for students who need an appointment but the only time available is during their scheduled class because professors never accept the receipt and it affects student grades and likelihood to seek care if they can't get any leeway for attendance based on illness confirmed by the FAU SHS staff. And being a student who was kicked out of a class for missing one class due to a doctor's appointment and illness it really sucks that the only affordable healthcare provider for me is asking me to miss class to get an appointment and then not cooperating with my needs and forcing me to choose between keeping my fellow student from my germs or keeping my grades because I can't get a doctor's note unless i go to the ER or an overpriced office off campus.
2	No. I always get excellent care here. I will miss you after graduation.
3	I have already recommended this service to other students
4	recommendations vary depending on who they are seeing and for what.
5	Great Service and Staff!!
6	None
7	This survey is too long.
8	improve parking situation. I was late because I spent 38 minutes looking for parking. The garage was full and so was the paid parking. Then I had to pay a late fee .
9	no it was very good!
10	None. Everything is just right.
11	15 minute instead of 10 minute cancellation time
12	N/A



Survey Software: Ask, Analyze, Improve

Survey Creation, Deployment, & Analysis Tools for Businesses

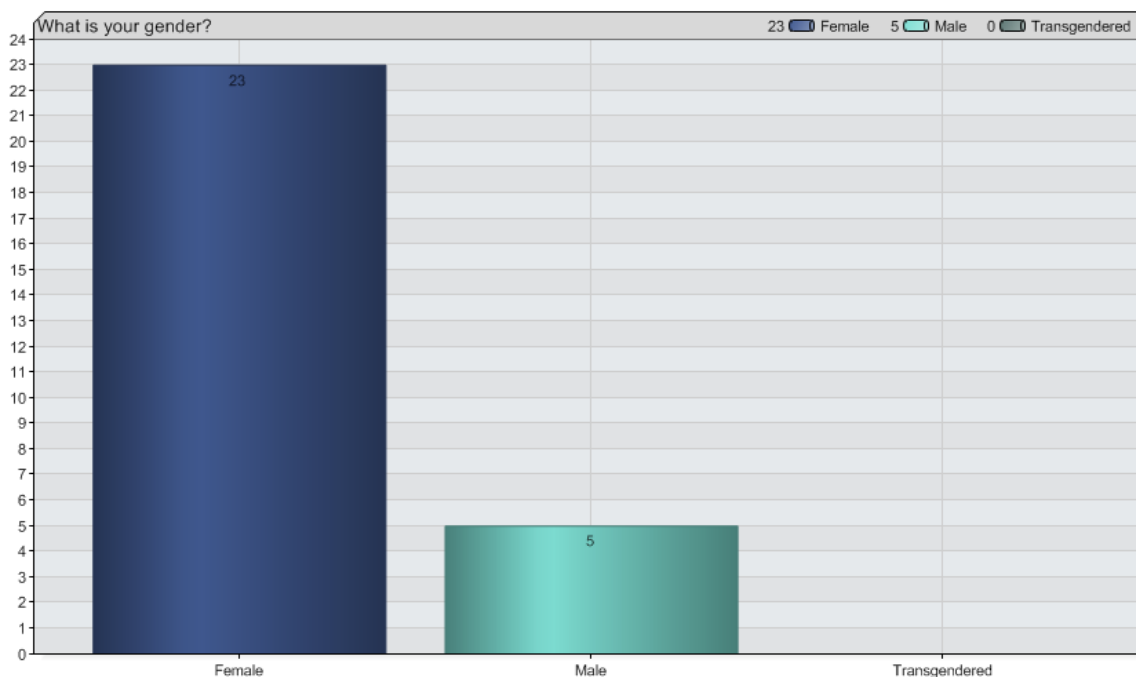
Survey: Jupiter Student Health Spring 2012 General Satisfaction Survey

Report: Default Report

Survey Status	Respondent Statistics	Points Summary
Status: Live	Total Responses: 28	No Points Questions used in this survey.
Deploy Date: 01/26/2012	Completes: 28	
Closed Date:	Partials: 0	

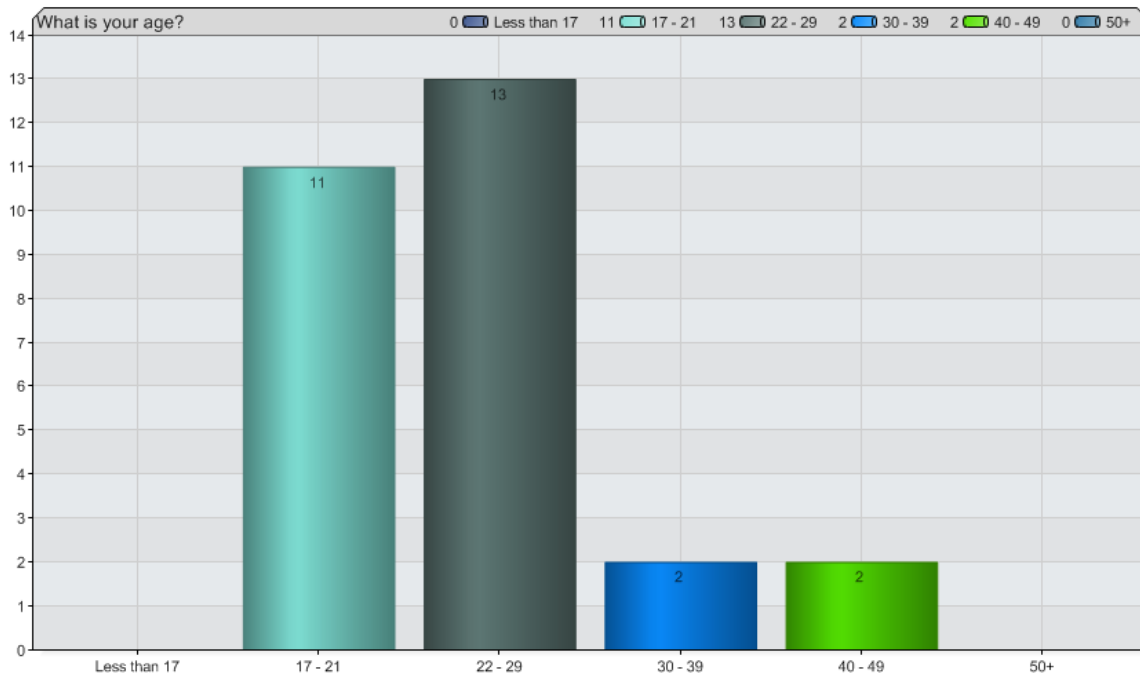
1. What is your gender?

	Responses	Percent
Female:	23	82.14%
Male:	5	17.86%
Transgendered:	0	0%
Total Responded to this question:	28	100%
Total who skipped this question:	0	0%
Total:	28	100%







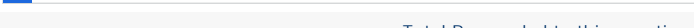


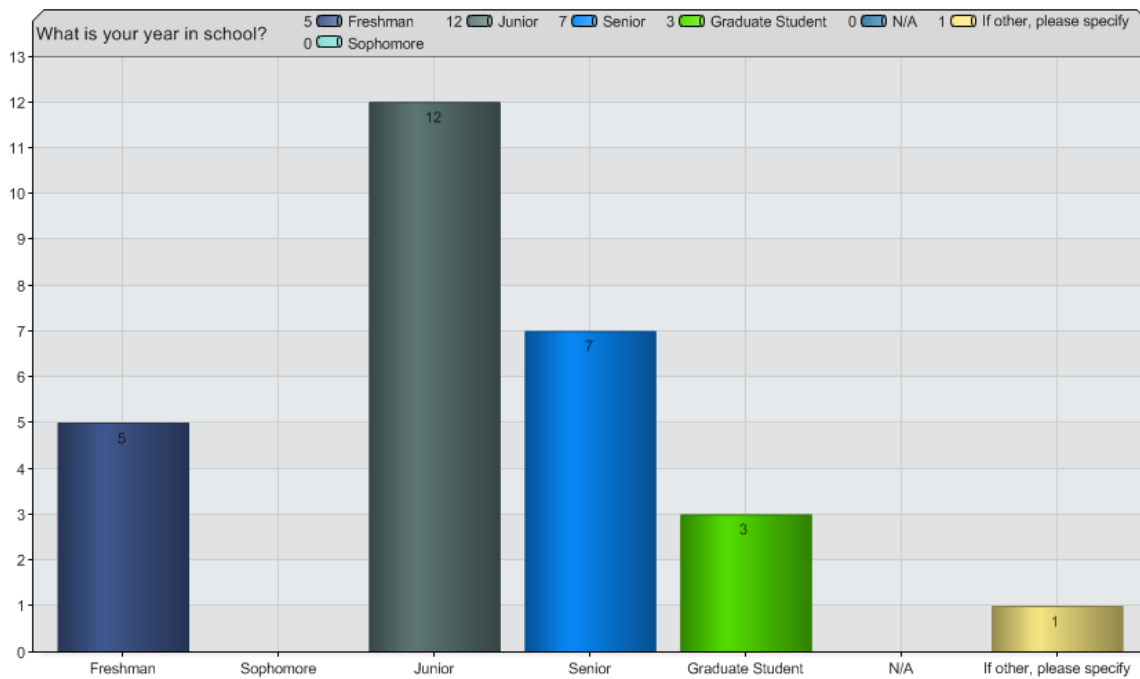
2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	11	39.29%
22 - 29: <input type="text"/>	13	46.43%
30 - 39: <input type="text"/>	2	7.14%
40 - 49: <input type="text"/>	2	7.14%
50+: <input type="text"/>	0	0%
Total Responded to this question:		28
Total who skipped this question:		0
Total:		28



3. What is your year in school?

	Responses	Percent
Freshman: 	5	17.86%
Sophomore: 	0	0%
Junior: 	12	42.86%
Senior: 	7	25%
Graduate Student: 	3	10.71%
N/A: 	0	0%
If other, please specify: 	1	3.57%
Total Responded to this question:	28	100%
Total who skipped this question:	0	0%
Total:	28	100%



3. What is your year in school?

Response Comments

1 transfer

4. Are you an Honors College student?

Yes:



11

40.74%

No:



16

59.26%

Total Responded to this question:

27

96.43%

Total who skipped this question:

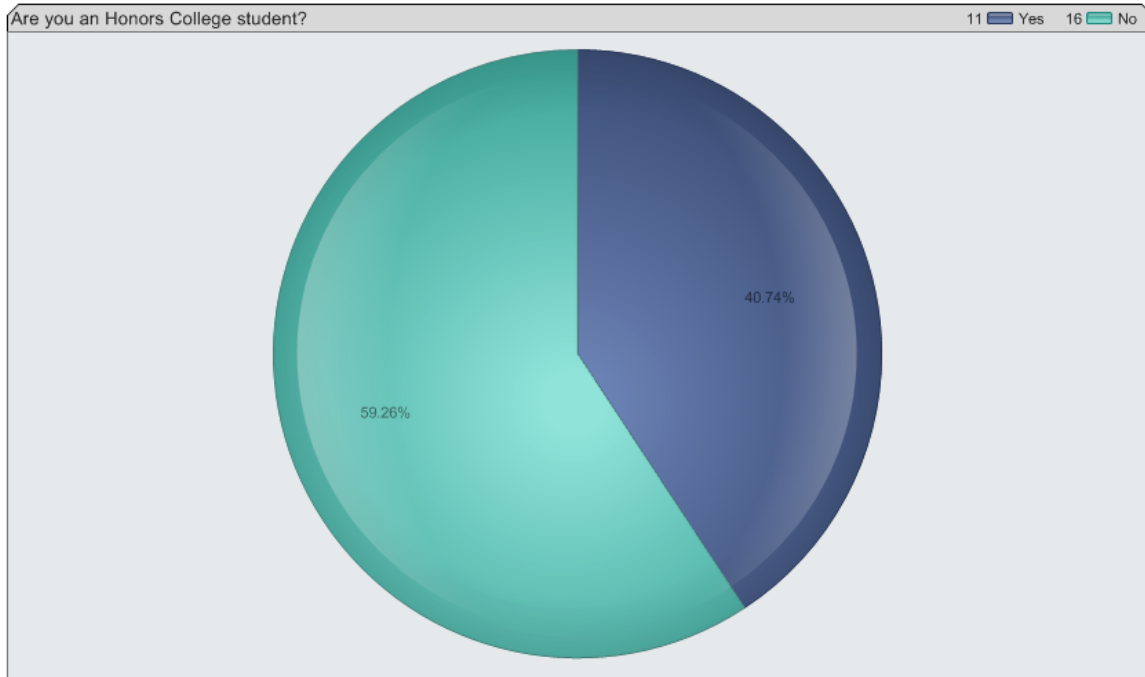
1

3.57%



Total:

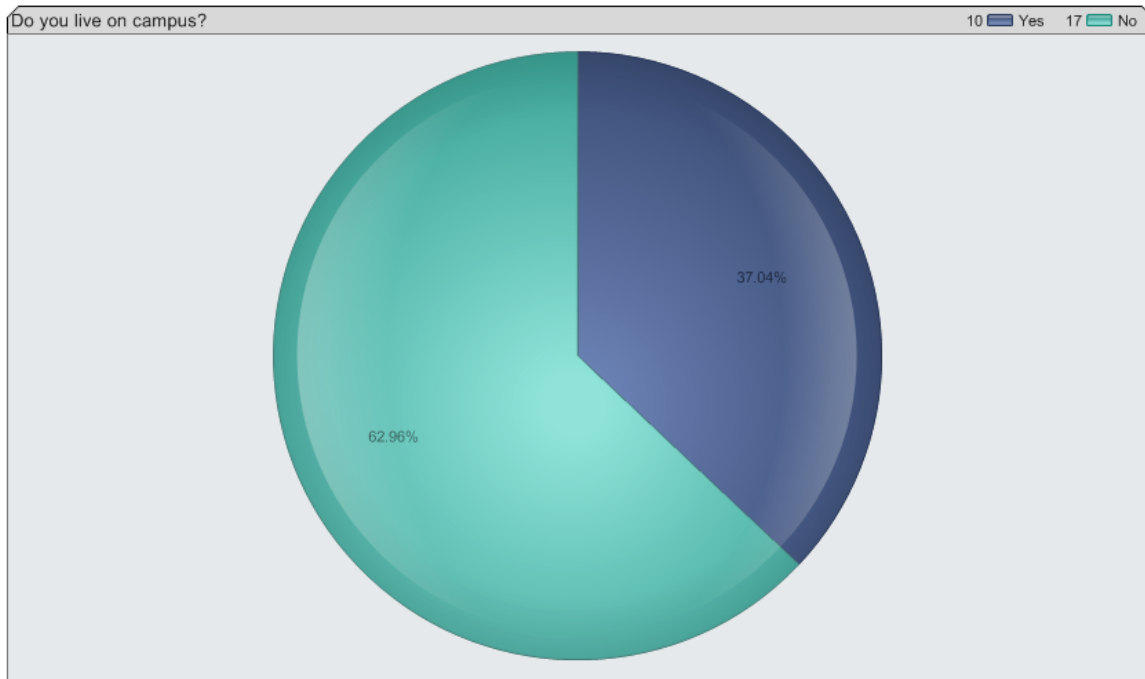
28

100%



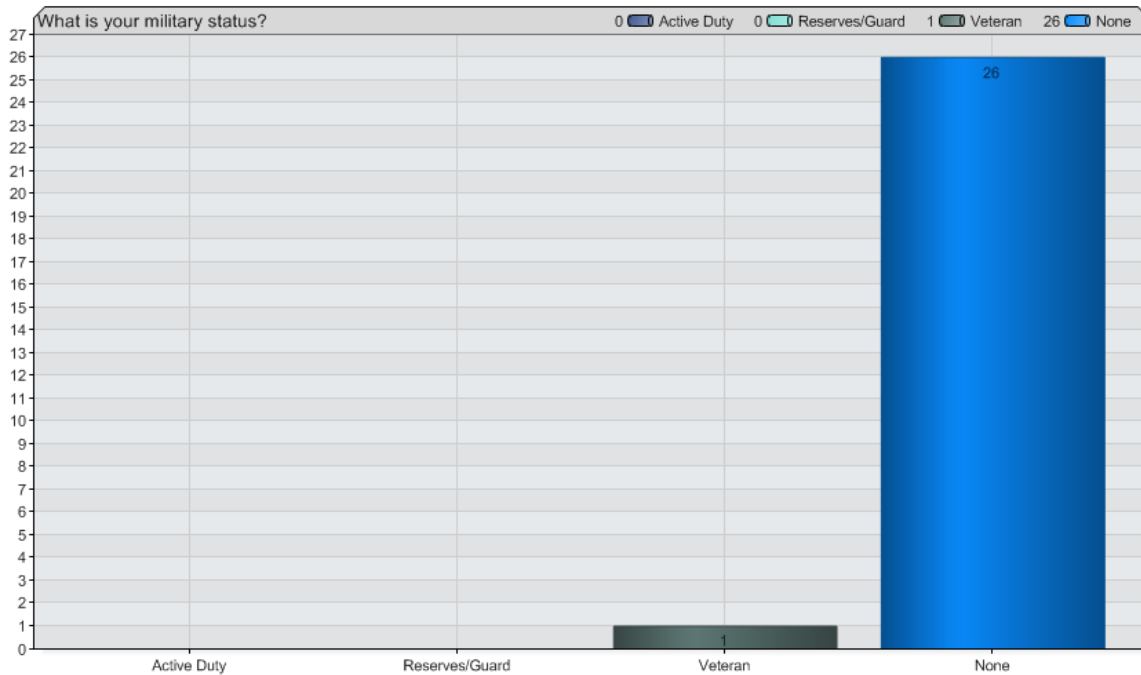
5. Do you live on campus?

	Responses	Percent
Yes: 	10	37.04%
No: 	17	62.96%
Total Responded to this question:	27	96.43%
Total who skipped this question:	1	3.57%
Total:	28	100%





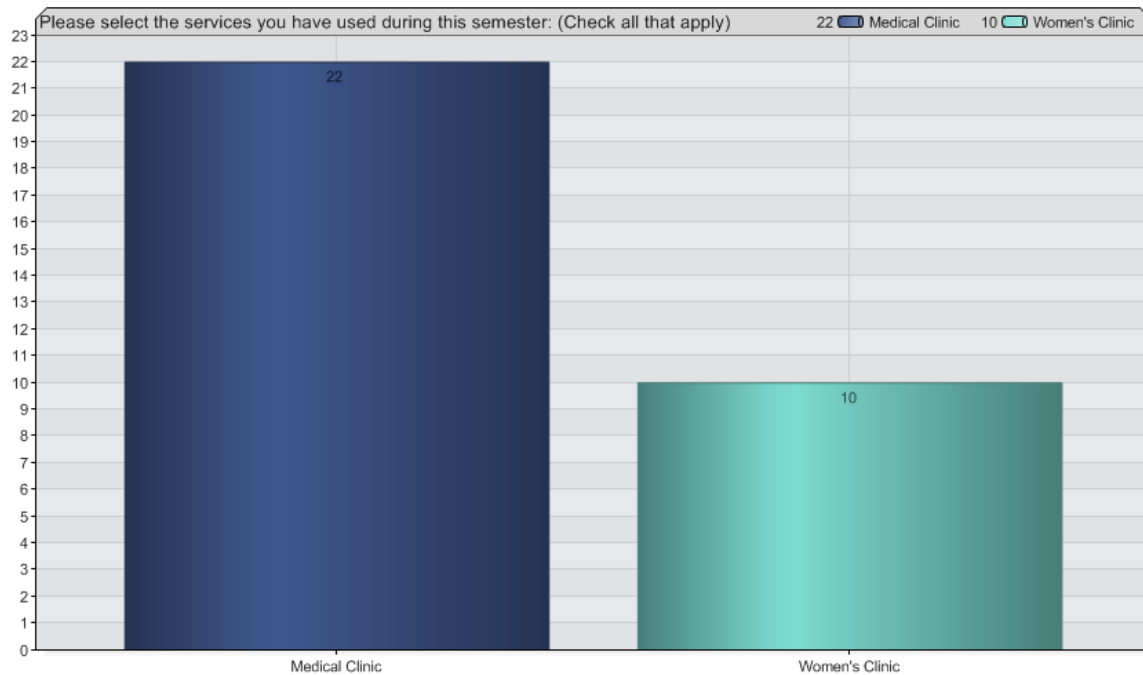
6. What is your military status?

	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	0	0%
Veteran: <input type="text"/>	1	3.7%
None: <input type="text"/>	26	96.3%
Total Responded to this question:	27	96.43%
Total who skipped this question:	1	3.57%
Total:	28	100%



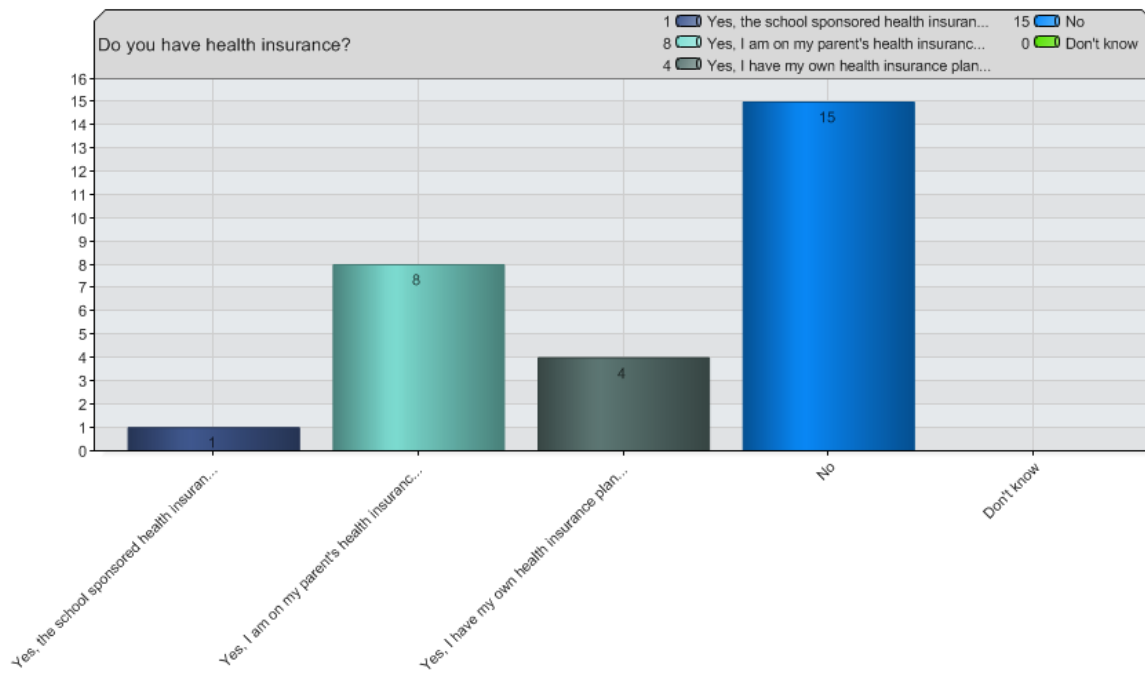
7. Please select the services you have used during this semester: (Check all that apply)

	Responses	Percent
Medical Clinic: 	22	81.48%
Women's Clinic: 	10	37.04%
Total Responded to this question:	27	96.43%
Total who skipped this question:	1	3.57%
Total:	28	100%



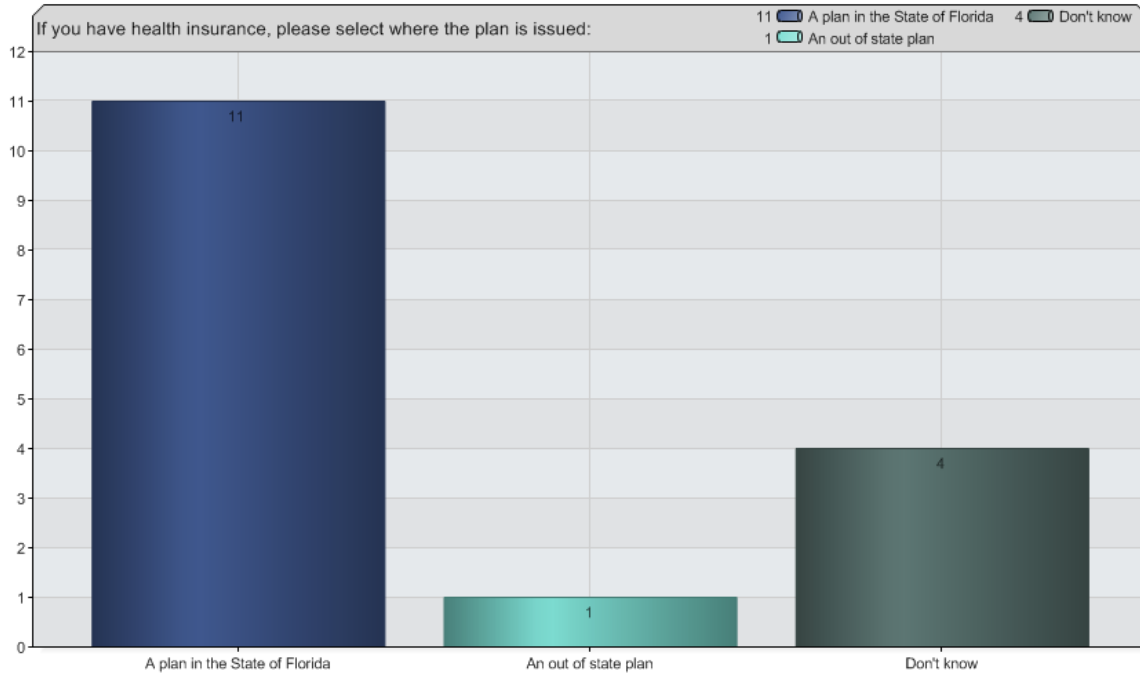
8. Do you have health insurance?

	Responses	Percent
Yes, the school sponsored health insurance plan:	1	3.57%
Yes, I am on my parent's health insurance plan:	8	28.57%
Yes, I have my own health insurance plan:	4	14.29%
No:	15	53.57%
Don't know:	0	0%
Total Responded to this question:		28
Total who skipped this question:		0
Total:		28



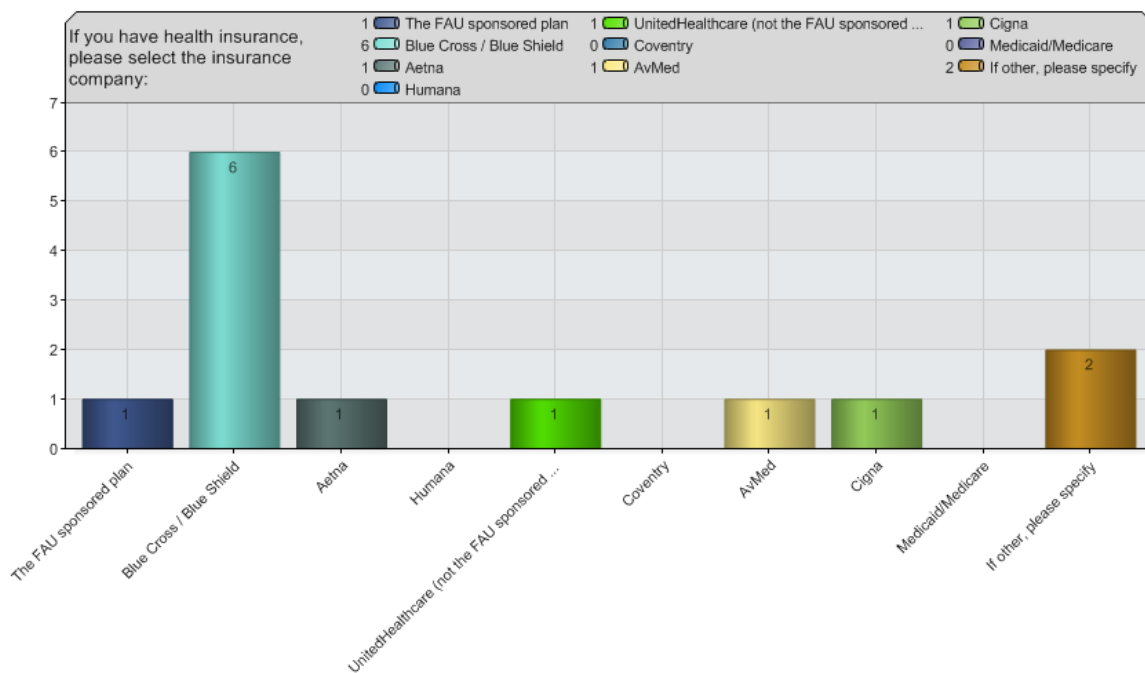
9. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	11	68.75%
An out of state plan:	1	6.25%
Don't know:	4	25%
Total Responded to this question:	16	57.14%
Total who skipped this question:	12	42.86%
Total:	28	100%



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


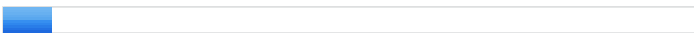

	Responses	Percent
The FAU sponsored plan:	1	7.69%
Blue Cross / Blue Shield:	6	46.15%
Aetna:	1	7.69%
Humana:	0	0%
UnitedHealthcare (not the FAU sponsored plan):	1	7.69%
Coventry:	0	0%
AvMed:	1	7.69%
Cigna:	1	7.69%
Medicaid/Medicare:	0	0%
If other, please specify:	2	15.38%
Total Responded to this question:		13
Total who skipped this question:		15
Total:		28
		100%

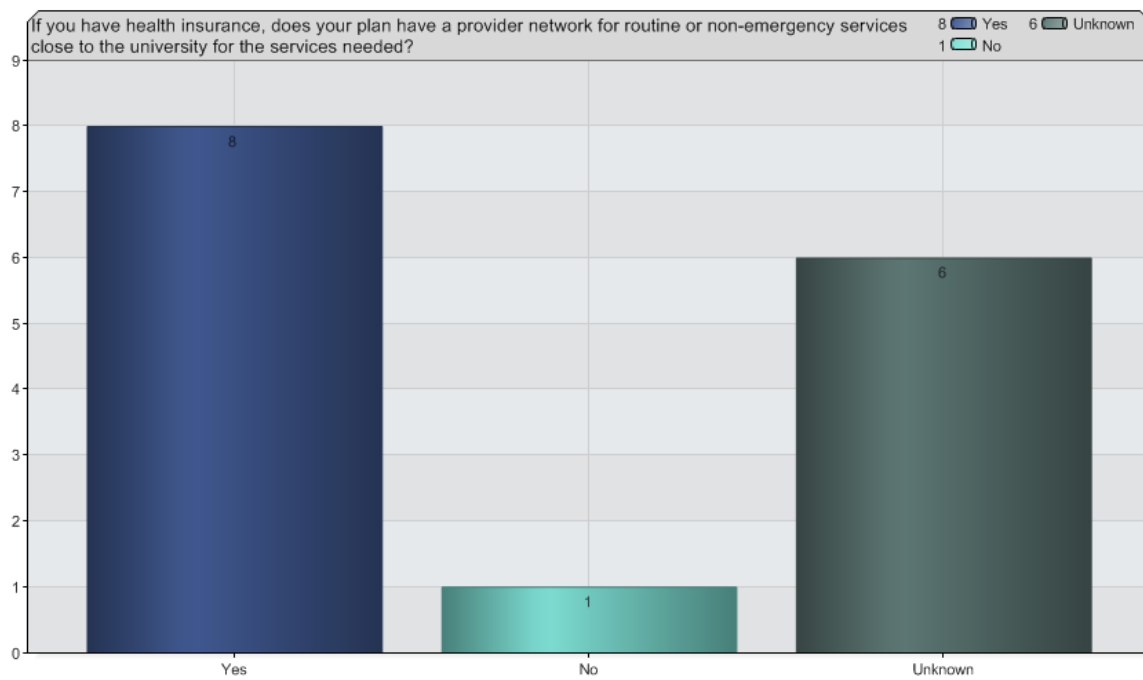


10. If you have health insurance, please select the insurance company:







Response	Comments
1	cofinity
2	PHCS

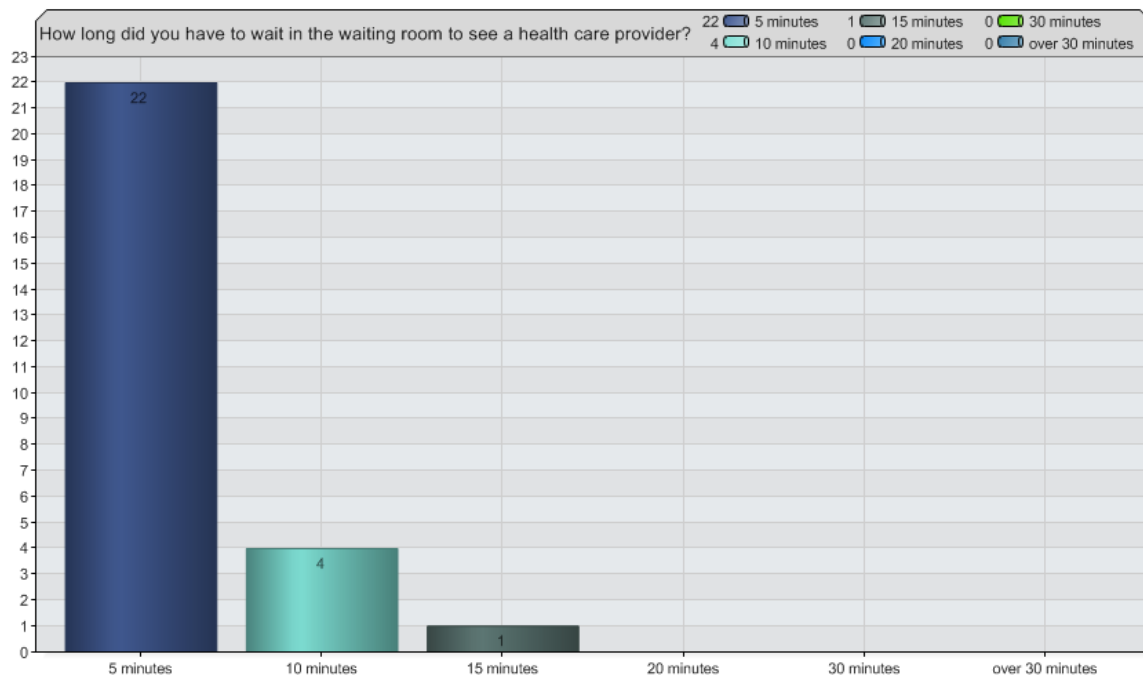
11. If you have health insurance, does your plan have a provider network for routine or non-emergency services close to the university for the services needed?

	Responses	Percent
Yes: 	8	53.33%
No: 	1	6.67%
Unknown: 	6	40%
Total Responded to this question:	15	53.57%
Total who skipped this question:	13	46.43%
Total:	28	100%



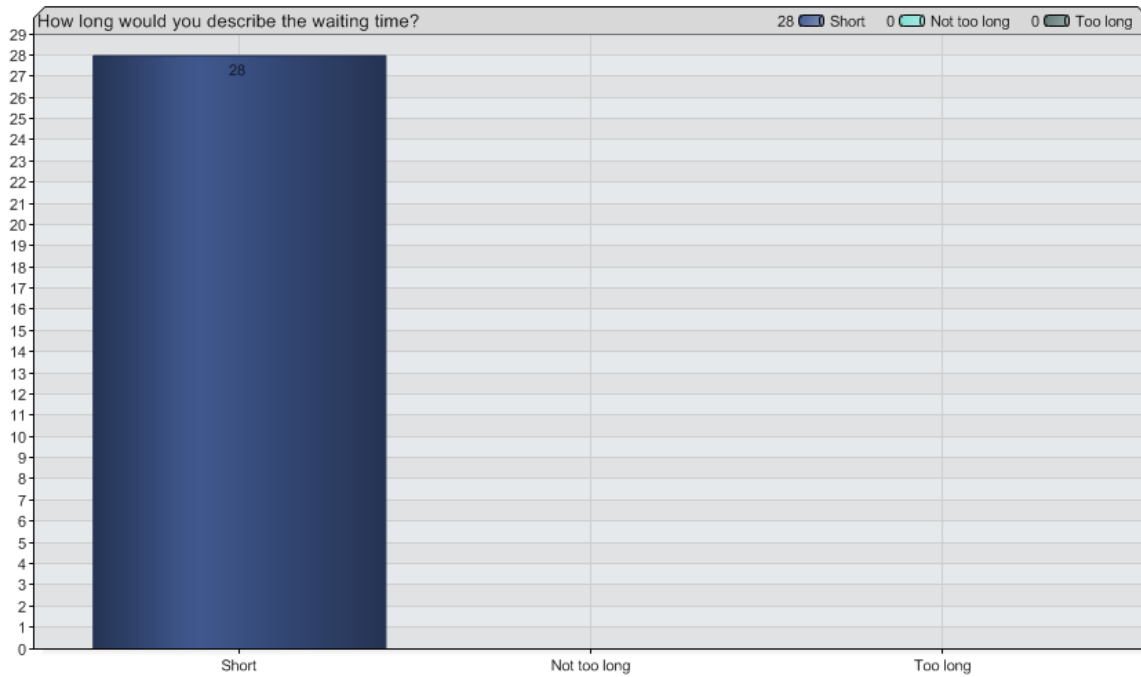
12. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes: 	22	81.48%
10 minutes: 	4	14.81%
15 minutes: 	1	3.7%
20 minutes: 	0	0%
30 minutes: 	0	0%
over 30 minutes: 	0	0%
Total Responded to this question:	27	96.43%
Total who skipped this question:	1	3.57%
Total:	28	100%



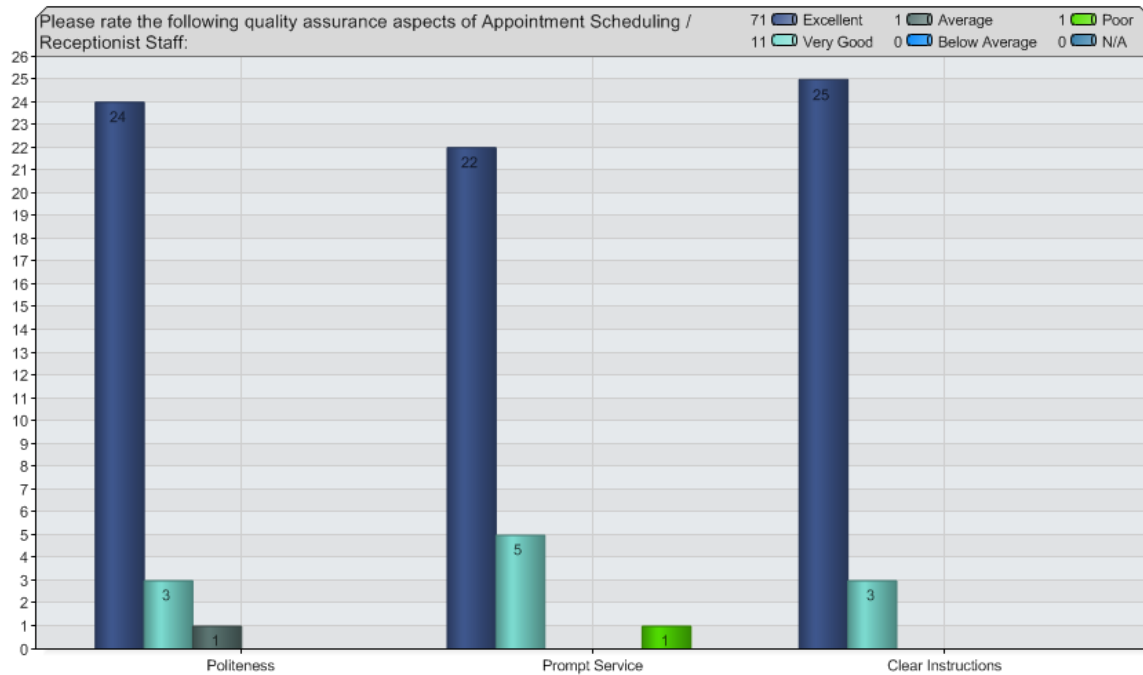
13. How long would you describe the waiting time?

	Responses	Percent
Short: <input checked="" type="checkbox"/>	28	100%
Not too long: <input type="checkbox"/>	0	0%
Too long: <input type="checkbox"/>	0	0%
Total Responded to this question:	28	100%
Total who skipped this question:	0	0%
Total:	28	100%




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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	24(85.71%)	3(10.71%)	1(3.57%)	0(0%)	0(0%)	0(0%)	28
Prompt Service:	22(78.57%)	5(17.86%)	0(0%)	0(0%)	1(3.57%)	0(0%)	28
Clear Instructions:	25(89.29%)	3(10.71%)	0(0%)	0(0%)	0(0%)	0(0%)	28
Total Responded to this question:						28	100%
Total who skipped this question:						0	0%
Total:						28	100%



15. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	15	100%
Total Responded to this question:	15	53.57%
Total who skipped this question:	13	46.43%
Total:	28	100%

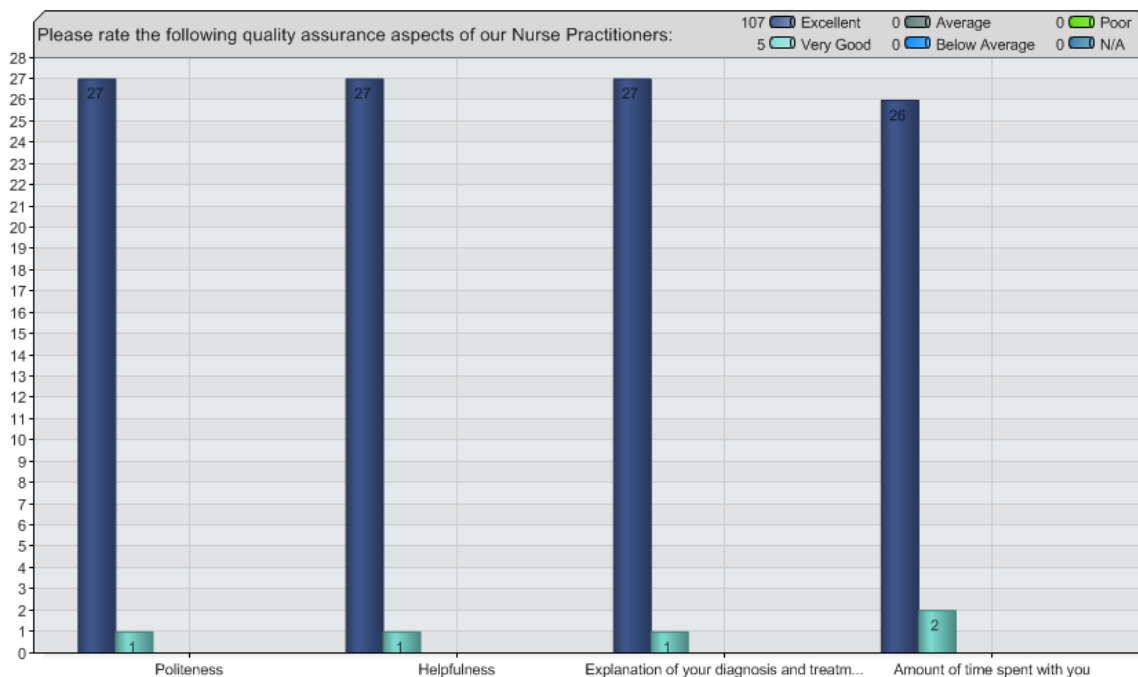
Graph/Chart function not relevant for this question type.

15. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	they were fine
2	Very friendly and helpful on the phone.
3	Nurse Marvis and Christy are the BEST!
4	staff is great and helpful. it would be great if service could be provided sooner, sometimes people feel better by the time they come to the appointment
5	The nurse here is great.
6	I felt very comfortable, everyone in the clinic was friendly and more than willing to help. I was given clear instructions on all procedures and medications prescribed and Marvis was willing to answer all of my questions. Excellent.
7	friendly and quick
8	Somehow the appointment staff thought I had called and said I would be unavailable for an appointment in Boca and cancelled an appointment I didn't have. I hadn't yet scheduled anything.
9	Very pleasant and helpful.
10	Helpful, proficient and friendly
11	The nurse is very helpful. . . this is my 3rd visit and she explains body processes and gives clear directions in a manner that is easily understood. It is clear that she is very knowledgeable on many health-related subjects. Have had great experiences in her clinic:)
12	She was kind, efficient and very helpful.
13	very nice, quick and polite
14	The staff at this location are very professional. I felt at ease, safe, and in good hands. Dr. Nelson is knowledgeable, understanding, and has a good demeanor.
15	Professional

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	27(96.43%)	1(3.57%)	0(0%)	0(0%)	0(0%)	0(0%)	28
Helpfulness:	27(96.43%)	1(3.57%)	0(0%)	0(0%)	0(0%)	0(0%)	28
Explanation of your diagnosis and treatment:	27(96.43%)	1(3.57%)	0(0%)	0(0%)	0(0%)	0(0%)	28
Amount of time spent with you:	26(92.86%)	2(7.14%)	0(0%)	0(0%)	0(0%)	0(0%)	28
Total Responded to this question:						28	100%
Total who skipped this question:						0	0%
Total:						28	100%



17. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	14	100%
Total Responded to this question:	14	50%
Total who skipped this question:	14	50%
Total:	28	100%

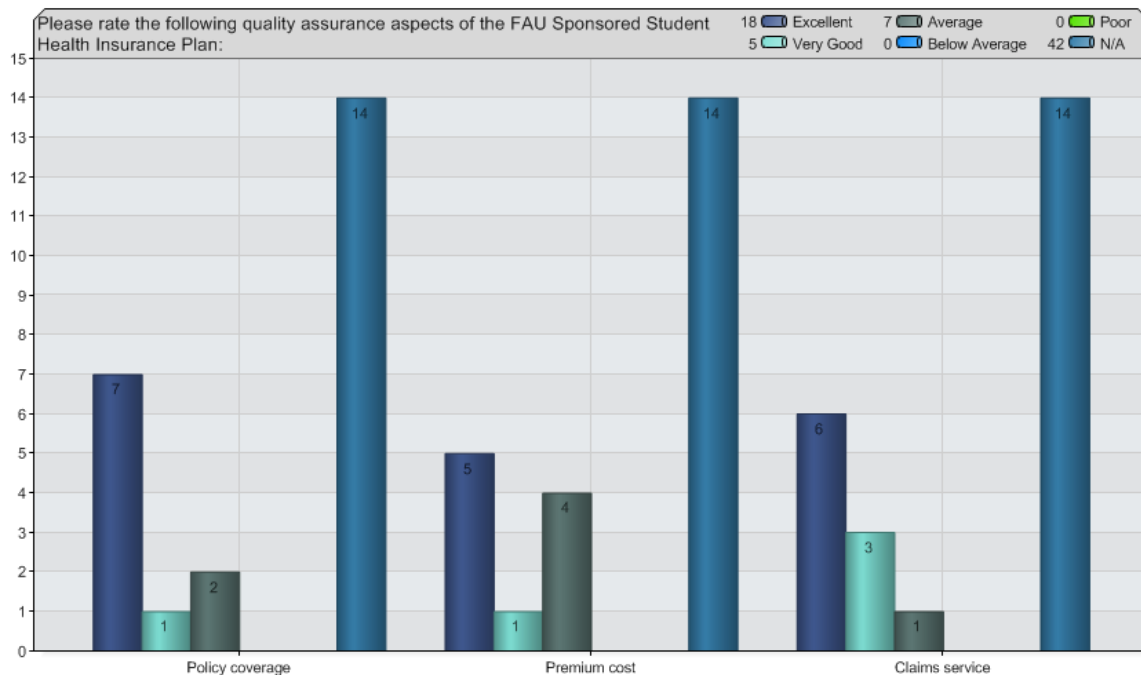
Graph/Chart function not relevant for this question type.

17. Comments concerning our Physicians / Nurse Practitioners:


Response	Response Text
1	very nice took her time
2	She did a great job of explaining to me what was going on and how to cure my symptoms.
3	Nurse Marvis is GREAT!
4	Made me feel welcome, answered my questions, didn't feel rushed
5	helpful and good explanations
6	Always nice, helpful, and knowledgeable.
7	Very thorough. Felt comfortable during my exam.
8	knowledgeable, friendly and thorough
9	:)
10	She was fabulous, and did not make me uncomfortable at all. I felt very secure and taken care of. Thank you!
11	very caring, explanatory.
12	Dr. Nelson is extremely professional. I felt that she adequately explained my health situations, explored my options, and provided quality care and instruction.
13	Very thorough! And explained everything she was doing well.
14	Professional and thorough

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:	7(29.17%)	1(4.17%)	2(8.33%)	0(0%)	0(0%)	14(58.33%)	24
Premium cost:	5(20.83%)	1(4.17%)	4(16.67%)	0(0%)	0(0%)	14(58.33%)	24
Claims service:	6(25%)	3(12.5%)	1(4.17%)	0(0%)	0(0%)	14(58.33%)	24
Total Responded to this question:						24	85.71%
Total who skipped this question:						4	14.29%
Total:						28	100%



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

	Responses	Percent
Responses: 	5	100%
Total Responded to this question:	5	17.86%
Total who skipped this question:	23	82.14%
Total:	28	100%

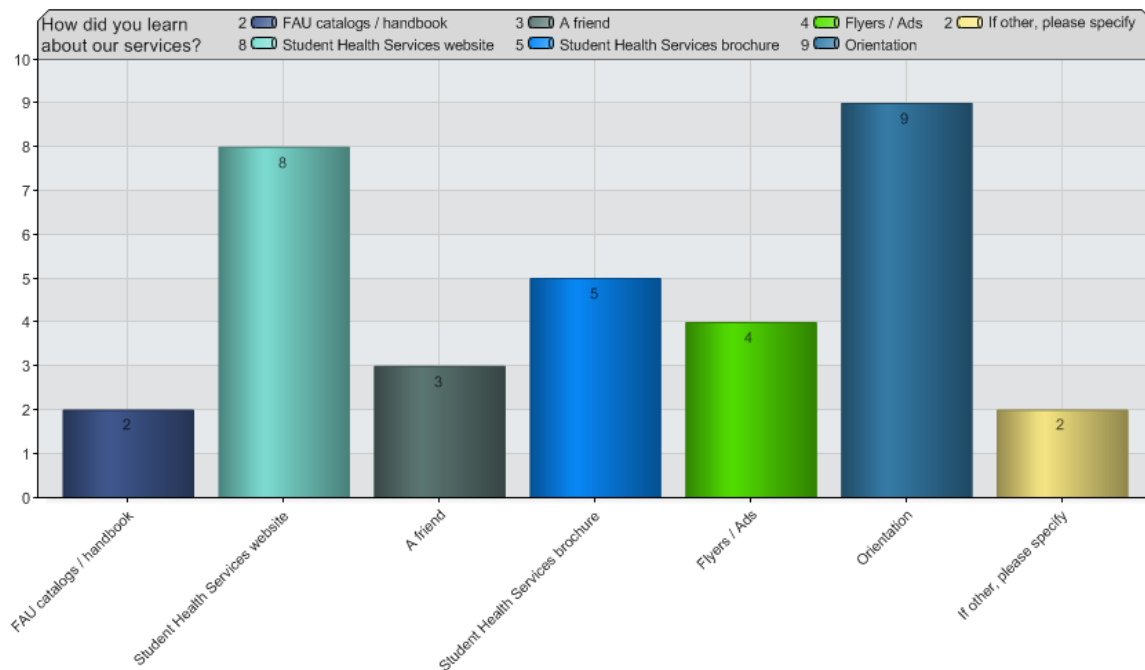
Graph/Chart function not relevant for this question type.

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

Response	Response Text
1	I am not on it.
2	N/A
3	cancellation fee: too high. Expensive.
4	The health services offered are given at a reasonable price and I receive great quality.
5	NA

20. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	2	7.41%
Student Health Services website:	8	29.63%
A friend:	3	11.11%
Student Health Services brochure:	5	18.52%
Flyers / Ads:	4	14.81%
Orientation:	9	33.33%
If other, please specify:	2	7%
Total Responded to this question:		27
Total who skipped this question:		1
Total:		28
		96.43%
		3.57%
		100%

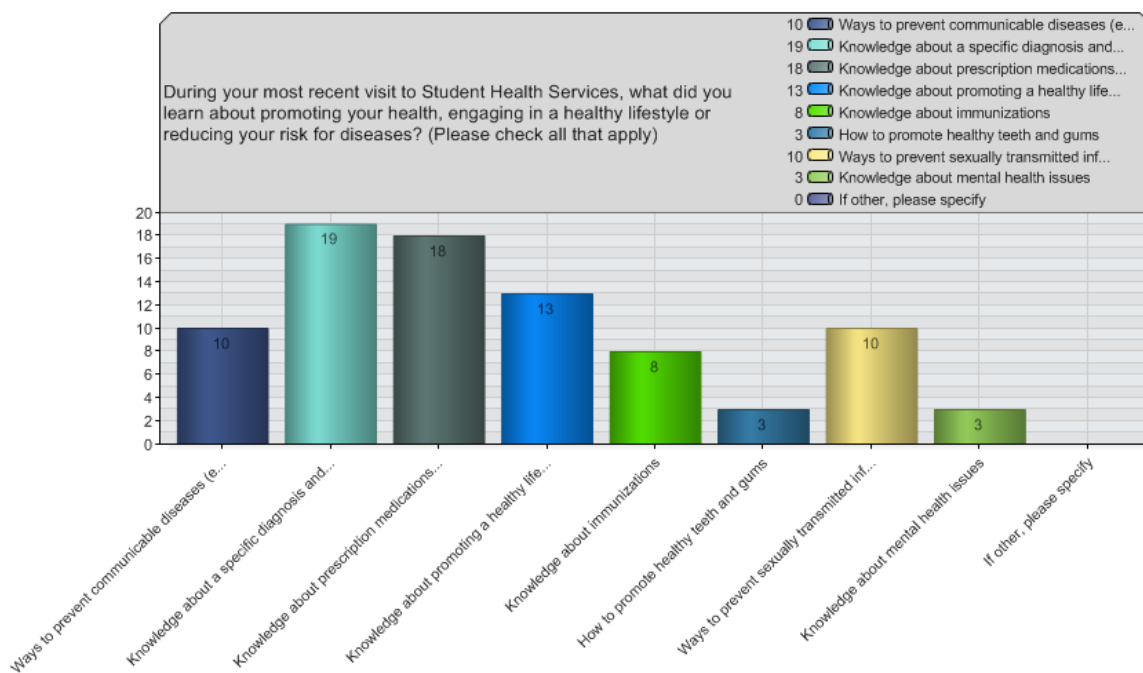


20. How did you learn about our services?







Response	Comments
1	Pass by it everyday on campus
2	walk by office

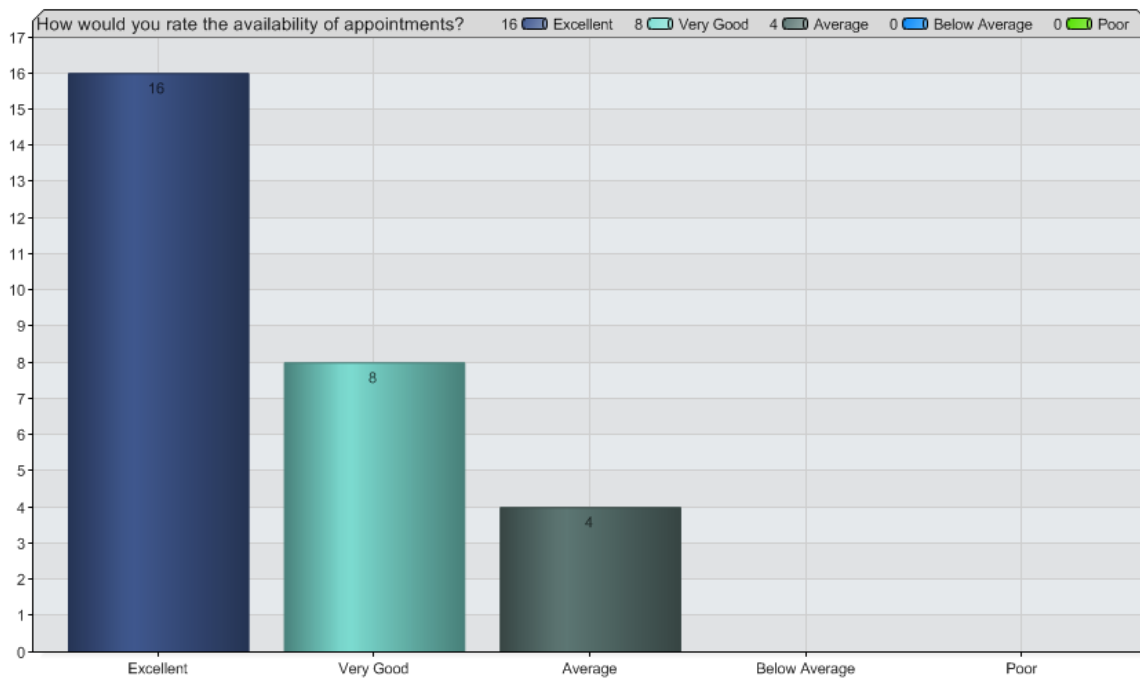
21. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

	Responses	Percent
Ways to prevent communicable diseases (e.g. upper respiratory infections, influenza, skin infections, etc.):	10	35.71%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	19	67.86%
Knowledge about prescription medications and/or over-the-counter products:	18	64.29%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	13	46.43%
Knowledge about immunizations:	8	28.57%
How to promote healthy teeth and gums:	3	10.71%
Ways to prevent sexually transmitted infections:	10	35.71%
Knowledge about mental health issues:	3	10.71%
If other, please specify:	0	0%
Total Responded to this question:		28 100%
Total who skipped this question:		0 0%
Total:		28 100%



22. How would you rate the availability of appointments?





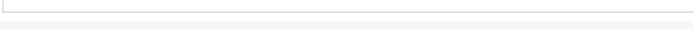
	Responses	Percent
Excellent: 	16	57.14%
Very Good: 	8	28.57%
Average: 	4	14.29%
Below Average: 	0	0%
Poor: 	0	0%
Additional Comments: 	2	7.14%
Total Responded to this question:	28	100%
Total who skipped this question:	0	0%
Total:	28	100%

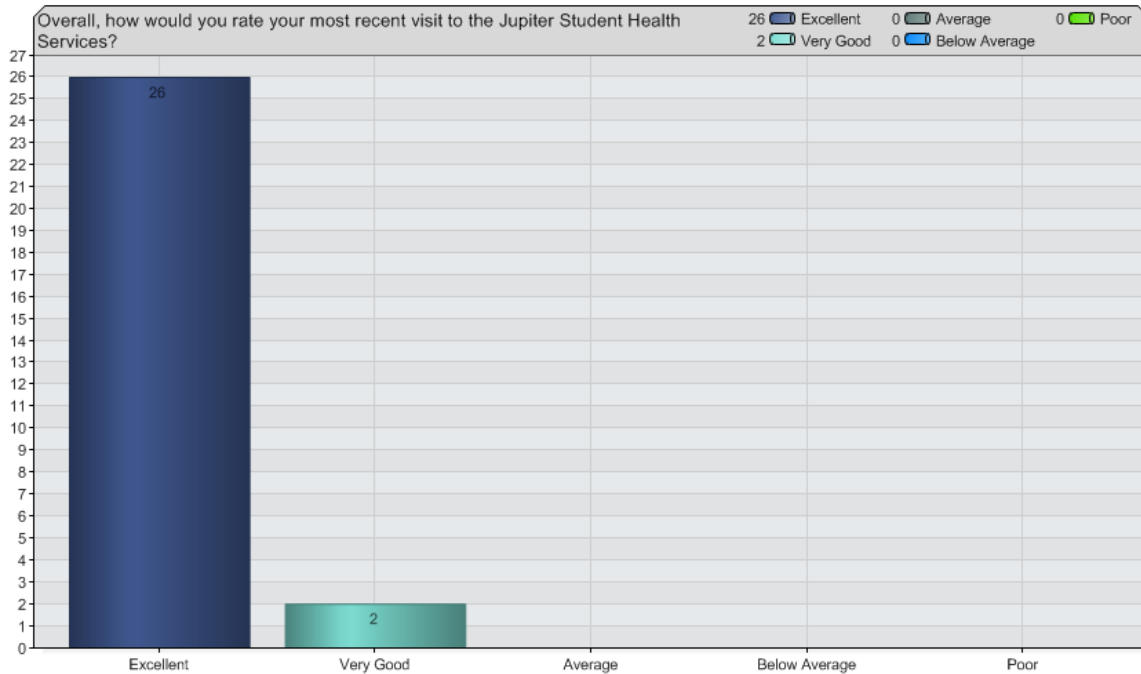


22. How would you rate the availability of appointments?

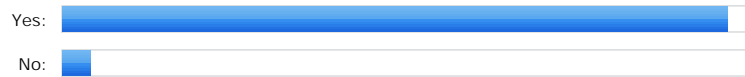
Response	Comments
1	It was hard to schedule an appointment due to the Nurse's schedule and location changes.
2	Phone calls are returned promptly

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

	Responses	Percent
Excellent: 	26	92.86%
Very Good: 	2	7.14%
Average: 	0	0%
Below Average: 	0	0%
Poor: 	0	0%
Total Responded to this question:	28	100%
Total who skipped this question:	0	0%
Total:	28	100%



24. Would you recommend Student Health Services to others?



	Responses	Percent
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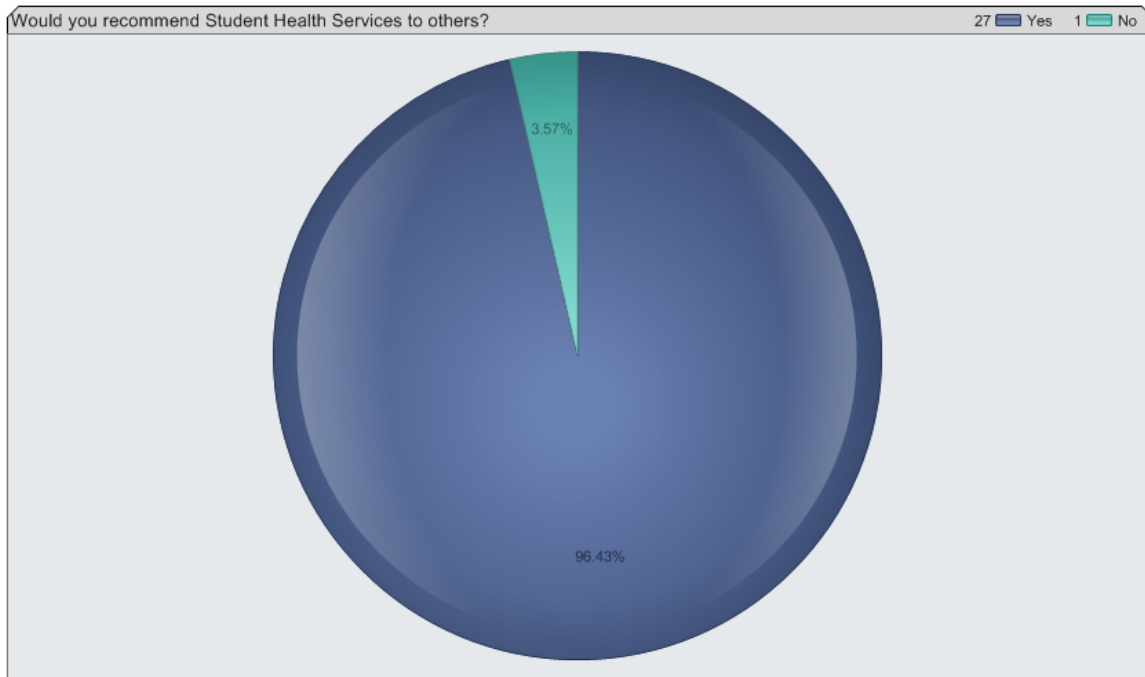
Yes:	27	96.43%
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No:	1	3.57%
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Total Responded to this question:	28	100%
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Total who skipped this question:	0	0%
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Total:	28	100%
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25. Do you have any suggestions or comments for improving our services?

	Responses	Percent
Responses: 	8	100%
Total Responded to this question:	8	28.57%
Total who skipped this question:	20	71.43%
Total:	28	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	accept walk-ins
2	NOPE
3	More available times, please!
4	None
5	No:)
6	very good job, keep on the good work
7	No! Thank you!
8	Jupiter's FAU clinic gives better care than many walk in clinics and ERs in the area. Thank you for the services.



Survey Software: Ask, Analyze, Improve
Survey Creation, Deployment, & Analysis Tools for Businesses

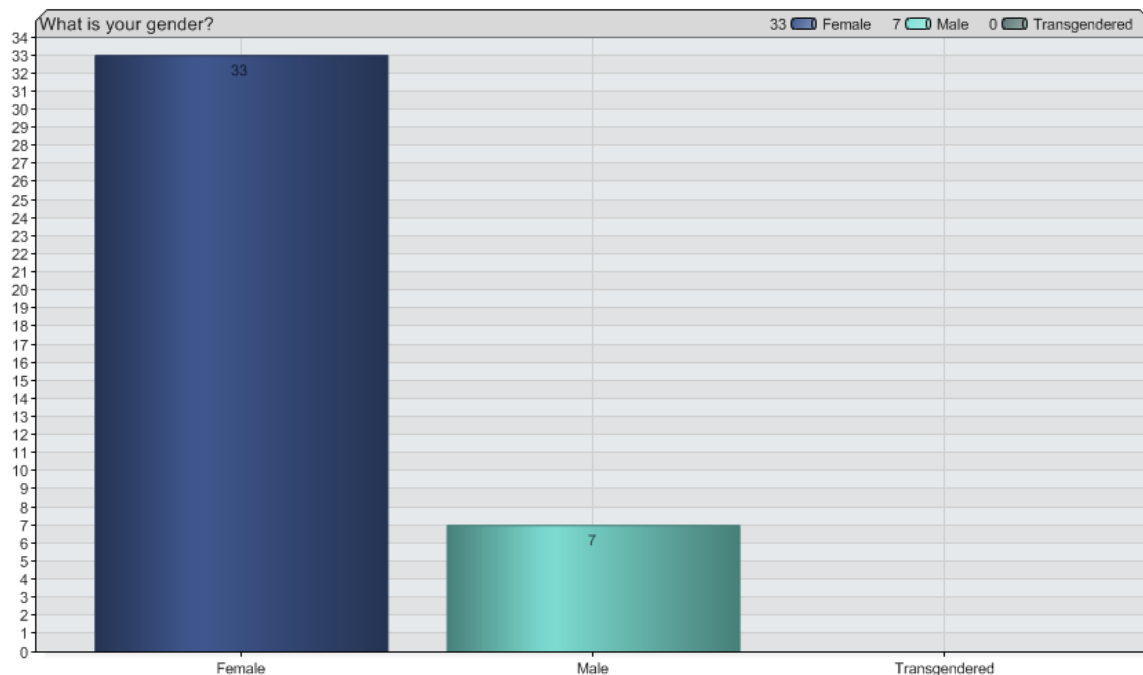
Survey: Broward Student Health Spring 2012 General Satisfaction Survey

Report: Default Report

Survey Status	Respondent Statistics	Points Summary
Status: Live	Total Responses: 40	No Points Questions used in this survey.
Deploy Date: 01/26/2012	Completes: 40	
Closed Date:	Partials: 0	

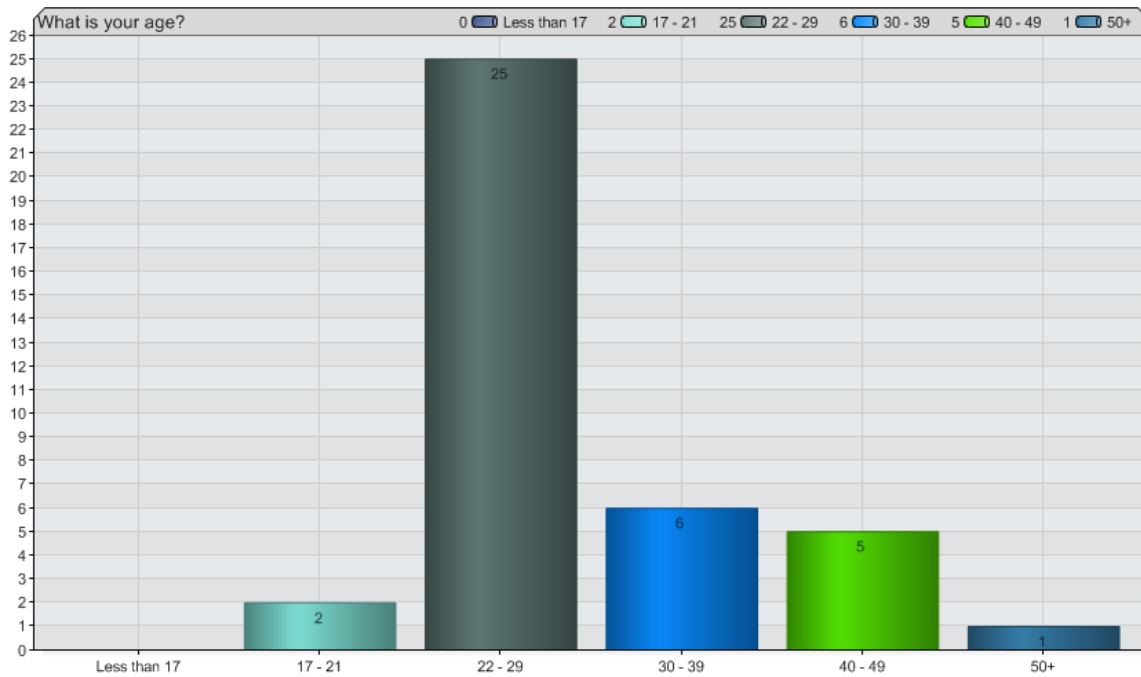
1. What is your gender?

	Responses	Percent
Female:	33	82.5%
Male:	7	17.5%
Transgendered:	0	0%
Total Responded to this question:	40	100%
Total who skipped this question:	0	0%
Total:	40	100%



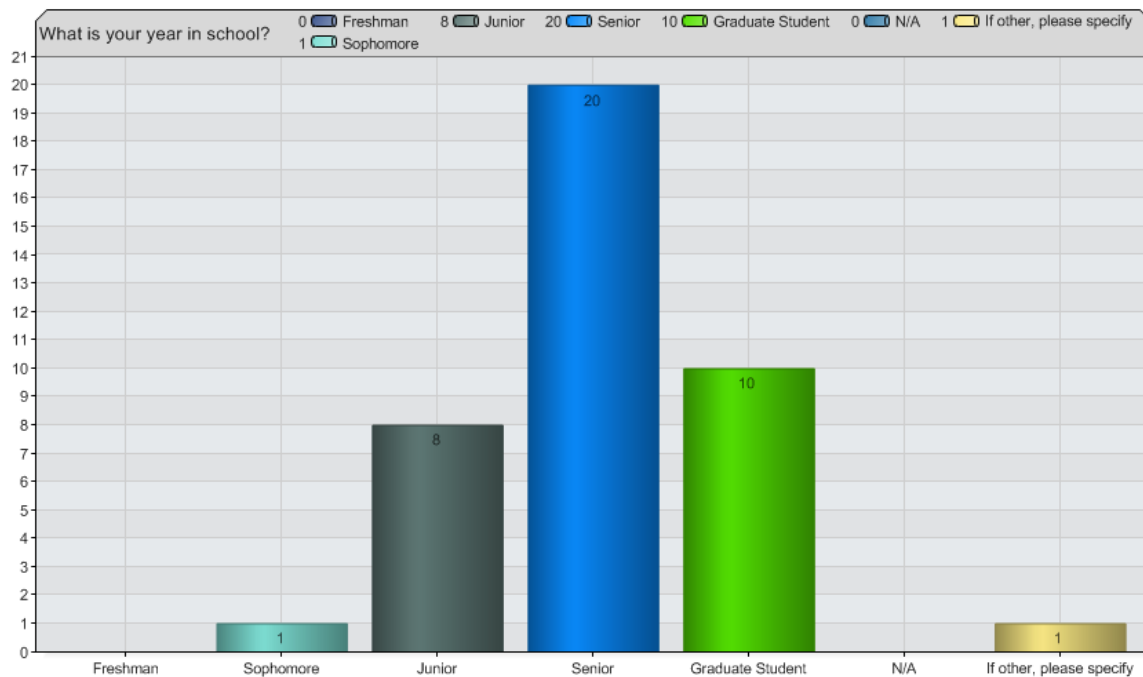
2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	2	5.13%
22 - 29: <input type="text"/>	25	64.1%
30 - 39: <input type="text"/>	6	15.38%
40 - 49: <input type="text"/>	5	12.82%
50+: <input type="text"/>	1	2.56%
Total Responded to this question:	39	97.5%
Total who skipped this question:	1	2.5%
Total:	40	100%



3. What is your year in school?

	Responses	Percent
Freshman: <input type="text"/>	0	0%
Sophomore: <input type="text"/>	1	2.5%
Junior: <input type="text"/>	8	20%
Senior: <input type="text"/>	20	50%
Graduate Student: <input type="text"/>	10	25%
N/A: <input type="text"/>	0	0%
If other, please specify: <input type="text"/>	1	2.5%
Total Responded to this question:		40
Total who skipped this question:		0
Total:		40



3. What is your year in school?

Response	Comments
1	Certificate program (healthcare Fraud)

4. Do you live on campus?

Yes:

No:



Responses

Percent

0

0%

40

100%

Total Responded to this question:

40

100%

Total who skipped this question:

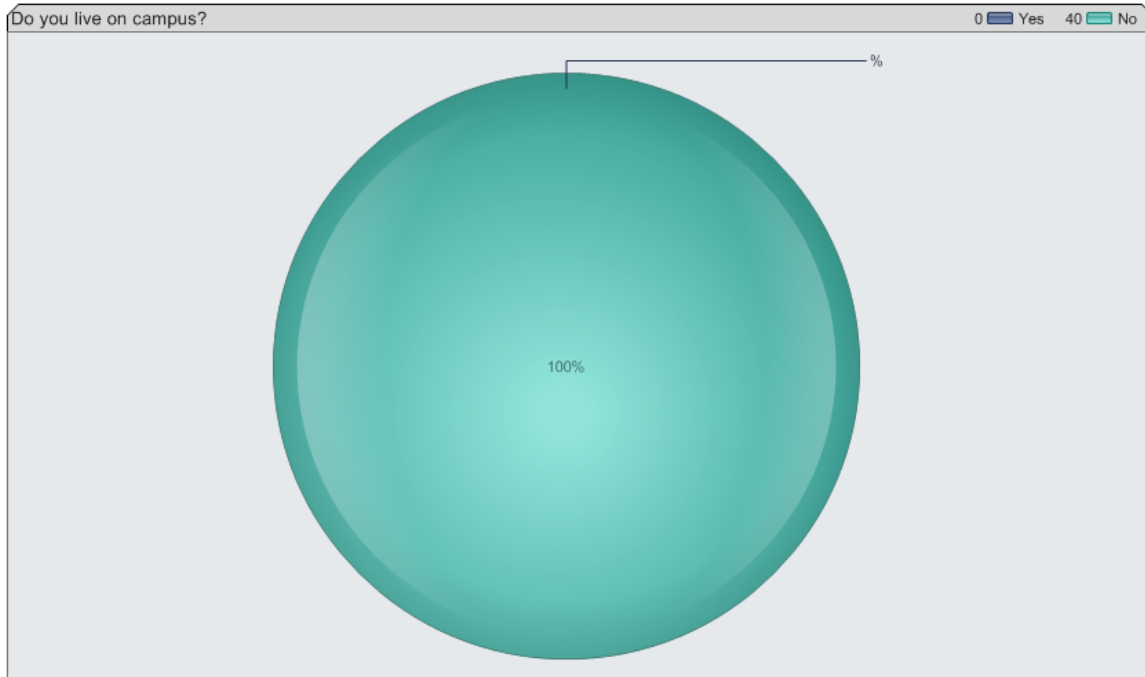
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0%

Total:

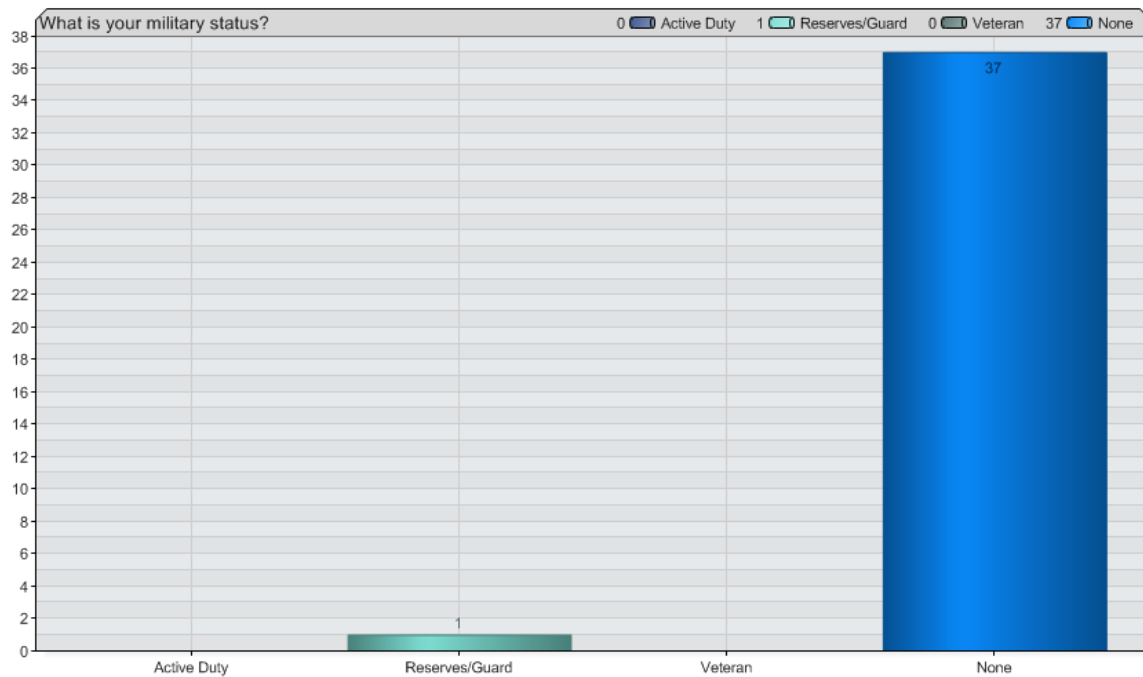
40

100%





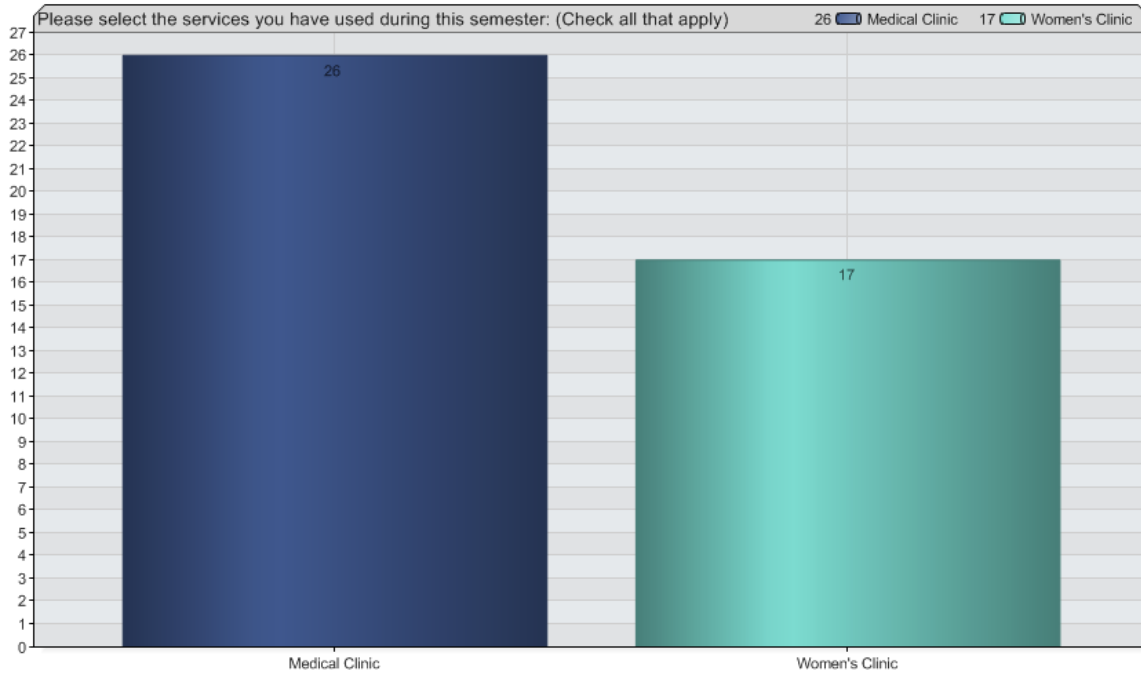
5. What is your military status?

	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	1	2.63%
Veteran: <input type="text"/>	0	0%
None: <input type="text"/>	37	97.37%
Total Responded to this question:	38	95%
Total who skipped this question:	2	5%
Total:	40	100%



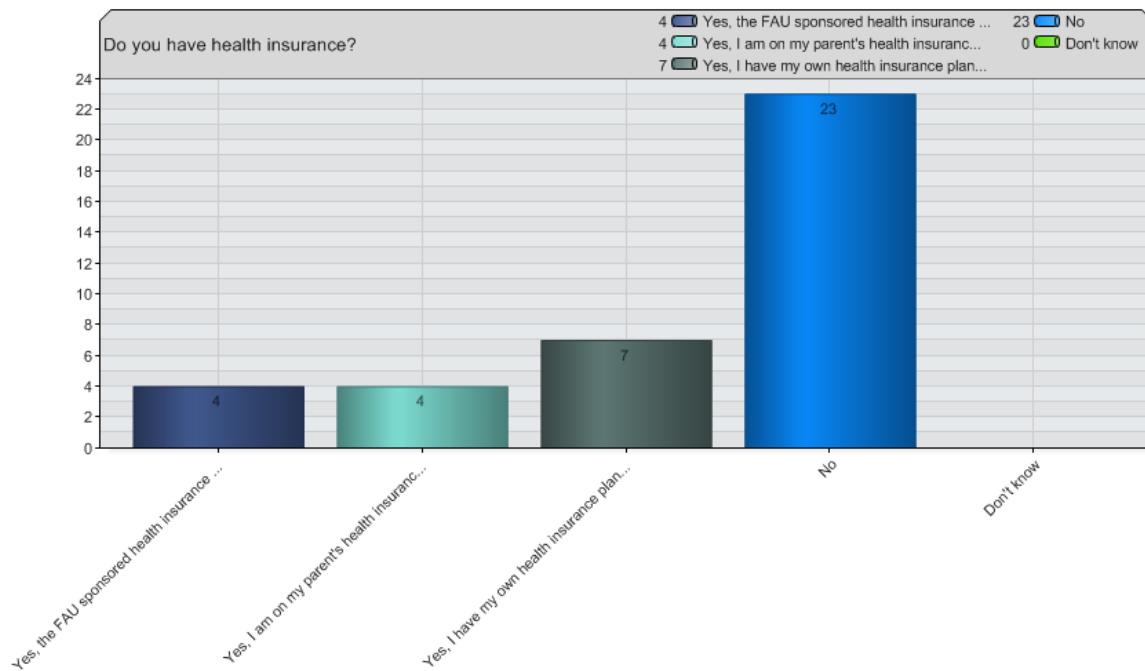
6. Please select the services you have used during this semester: (Check all that apply)

	Responses	Percent
Medical Clinic: 	26	68.42%
Women's Clinic: 	17	44.74%
Total Responded to this question:	38	95%
Total who skipped this question:	2	5%
Total:	40	100%



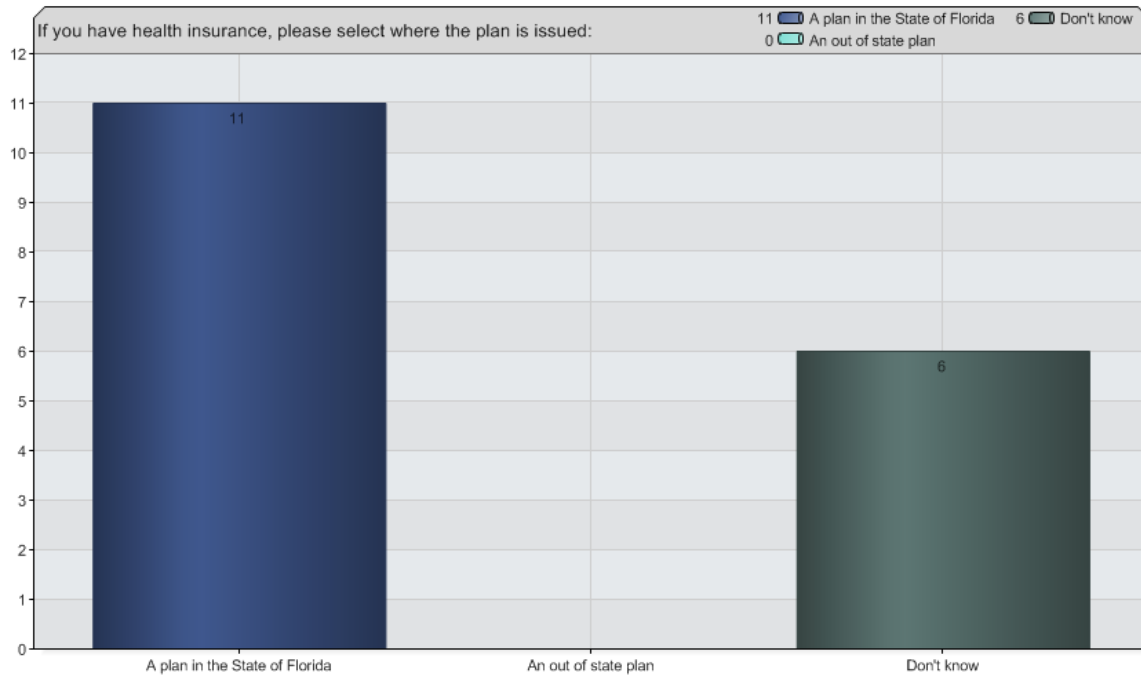
7. Do you have health insurance?

	Responses	Percent
Yes, the FAU sponsored health insurance plan:	4	10.53%
Yes, I am on my parent's health insurance plan:	4	10.53%
Yes, I have my own health insurance plan:	7	18.42%
No:	23	60.53%
Don't know:	0	0%
Total Responded to this question:		38 95%
Total who skipped this question:		2 5%
Total:		40 100%



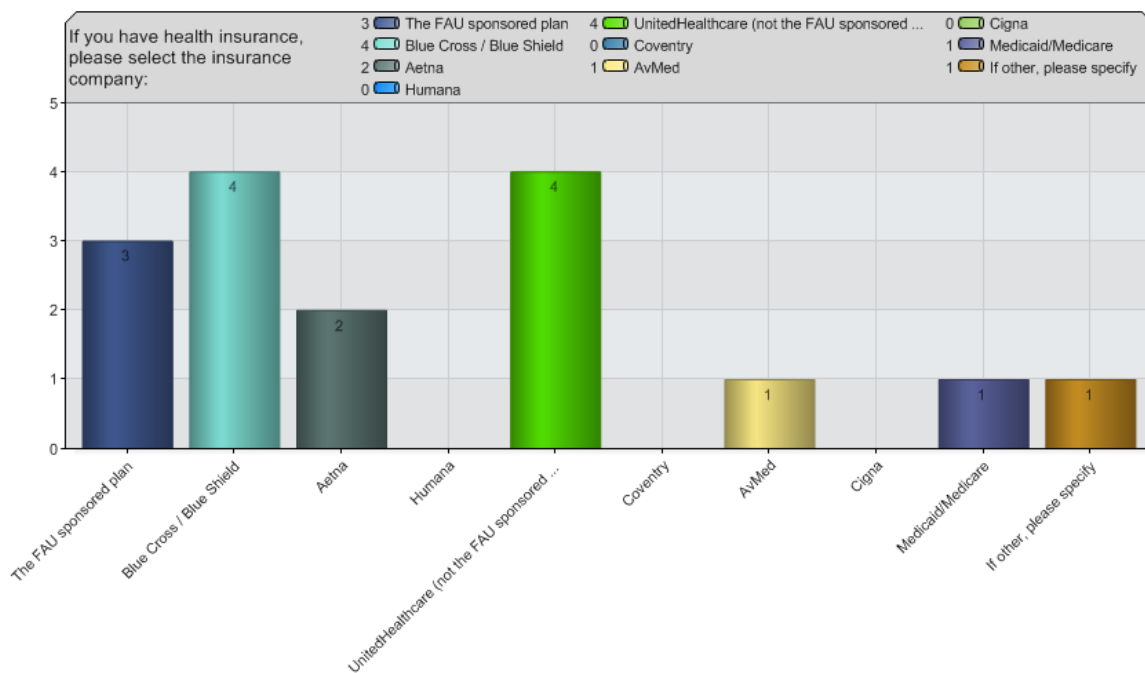
8. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida:	11	64.71%
An out of state plan:	0	0%
Don't know:	6	35.29%
Total Responded to this question:	17	42.5%
Total who skipped this question:	23	57.5%
Total:	40	100%



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


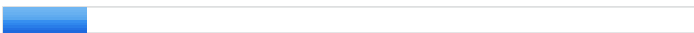

	Responses	Percent
The FAU sponsored plan:	3	18.75%
Blue Cross / Blue Shield:	4	25%
Aetna:	2	12.5%
Humana:	0	0%
UnitedHealthcare (not the FAU sponsored plan):	4	25%
Coventry:	0	0%
AvMed:	1	6.25%
Cigna:	0	0%
Medicaid/Medicare:	1	6.25%
If other, please specify:	1	6.25%
Total Responded to this question:		16 40%
Total who skipped this question:		24 60%
Total:		40 100%

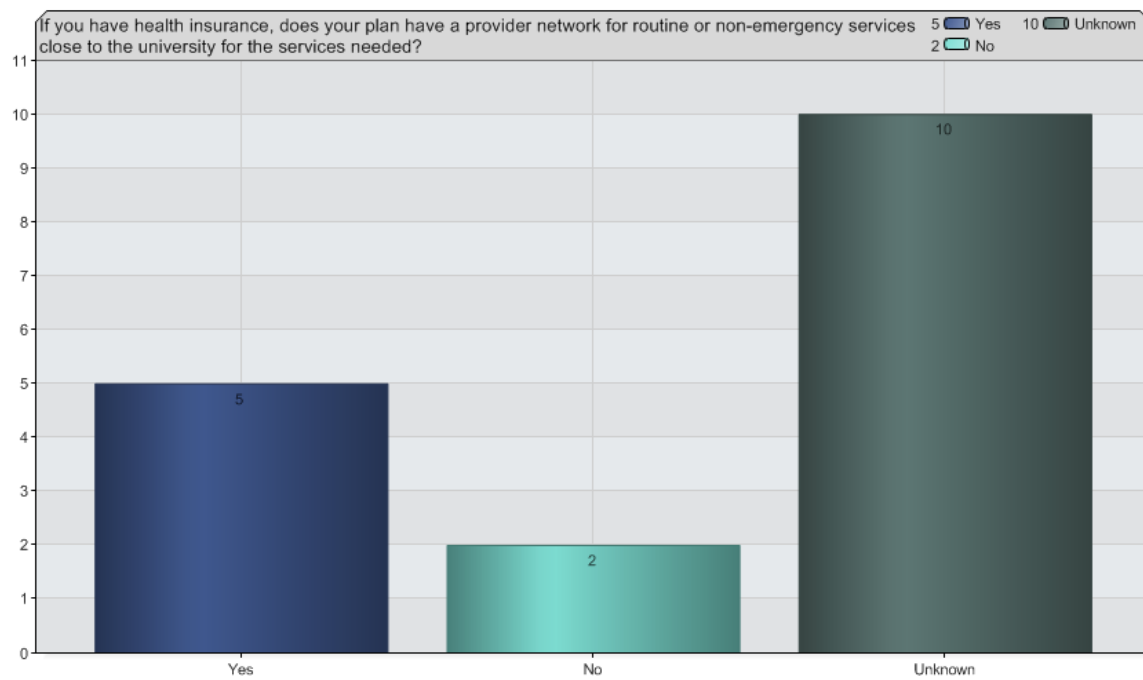


9. If you have health insurance, please select the insurance company:







Response	Comments
1	Medco
2	None

10. 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: 	5	29.41%
No: 	2	11.76%
Unknown: 	10	58.82%
Total Responded to this question:	17	42.5%
Total who skipped this question:	23	57.5%
Total:	40	100%



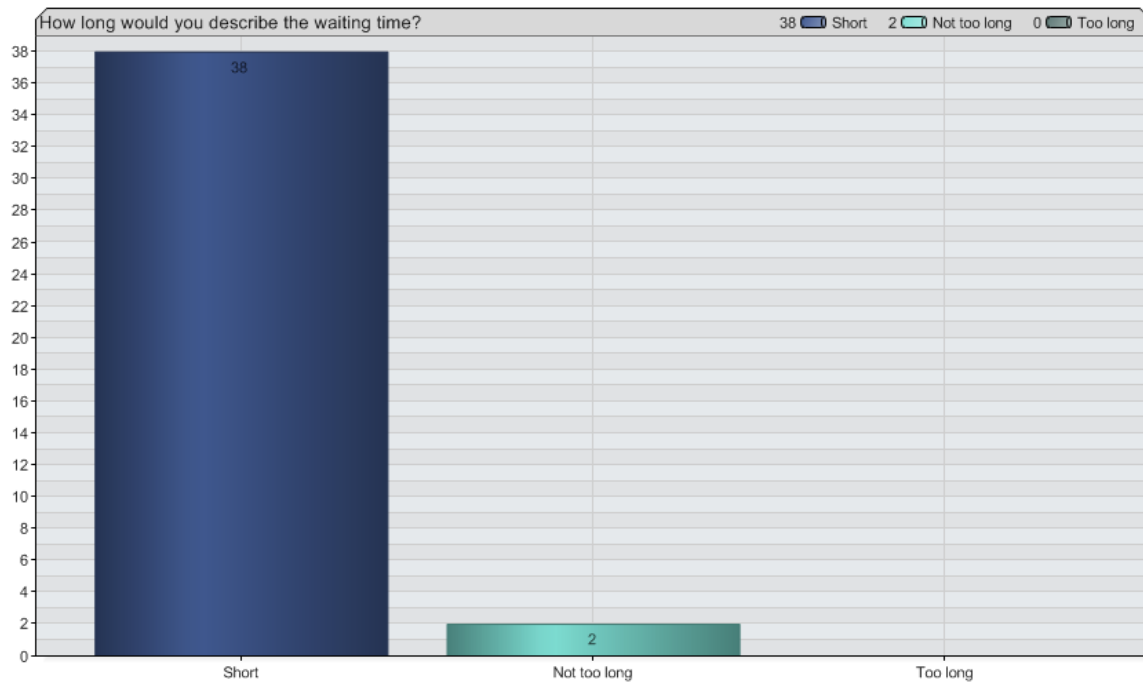
11. How long did you have to wait in the waiting room to see a health care provider?

	Responses	Percent
5 minutes: 	33	82.5%
10 minutes: 	4	10%
15 minutes: 	1	2.5%
20 minutes: 	2	5%
30 minutes: 	0	0%
over 30 minutes: 	0	0%
Total Responded to this question:	40	100%
Total who skipped this question:	0	0%
Total:	40	100%



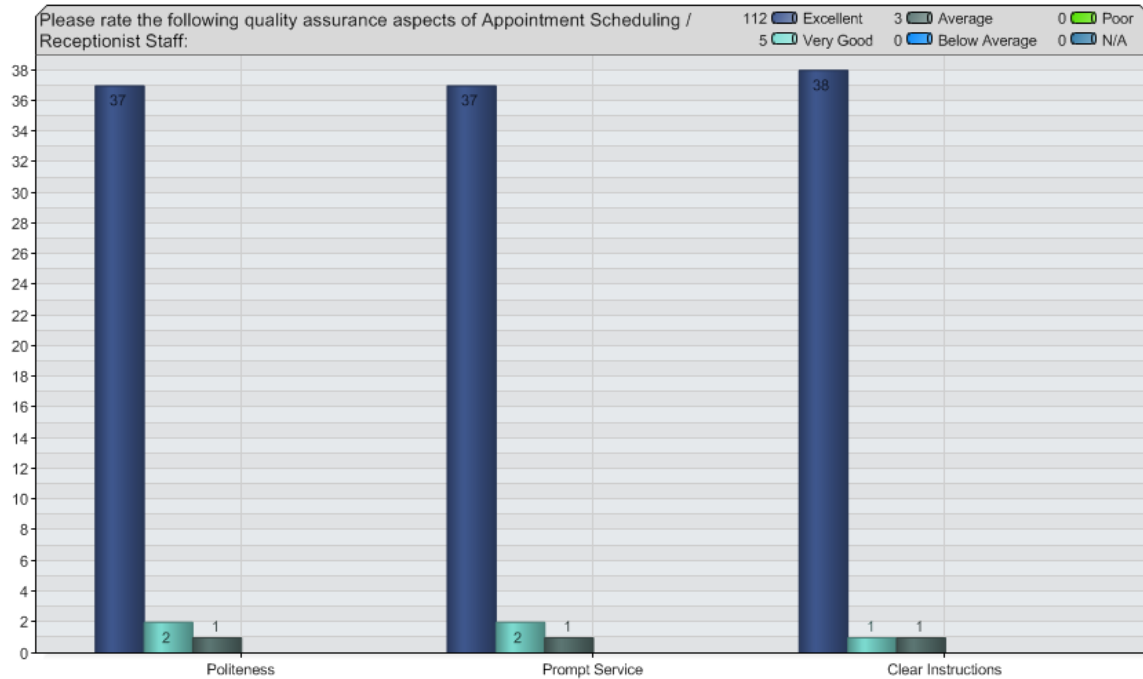
12. How long would you describe the waiting time?

	Responses	Percent
Short:	38	95%
Not too long:	2	5%
Too long:	0	0%
Total Responded to this question:	40	100%
Total who skipped this question:	0	0%
Total:	40	100%




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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	37(92.5%)	2(5%)	1(2.5%)	0(0%)	0(0%)	0(0%)	40
Prompt Service:	37(92.5%)	2(5%)	1(2.5%)	0(0%)	0(0%)	0(0%)	40
Clear Instructions:	38(95%)	1(2.5%)	1(2.5%)	0(0%)	0(0%)	0(0%)	40
Total Responded to this question:						40	100%
Total who skipped this question:						0	0%
Total:						40	100%



14. Comments concerning the Appointment Scheduling Staff:

	Responses	Percent
Responses: 	17	100%
Total Responded to this question:	17	42.5%
Total who skipped this question:	23	57.5%
Total:	40	100%

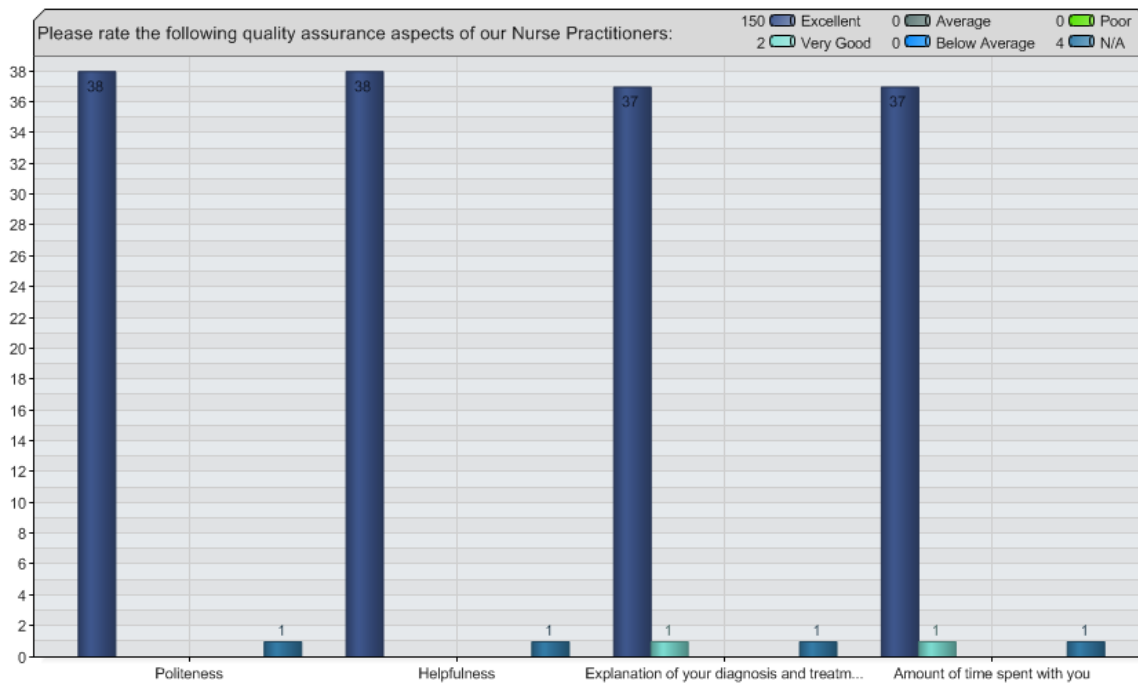
Graph/Chart function not relevant for this question type.

14. Comments concerning the Appointment Scheduling Staff:


Response	Response Text
1	Best medical exam I have ever had! Very welcoming and knowledge nurse! She put all my worries at ease. Receptionist was helpful.
2	Very polite, professional, and helpful. Thank you!
3	Very kind & respectful, pleasant experience.
4	N/A
5	She was extremely patient & helpful.
6	Great attitude early in the morning.
7	She was nice.
8	Very competent and friendly
9	Very welcoming
10	Very helpful and friendly.
11	Very friendly.
12	Very helpful front desk/doctor
13	The lady that saw me was very sweet, polite, patient, knowledgeable and answered all of my questions. And made sure to explain everything to me.
14	Great staff! Very kind and helpful!
15	None
16	Very nice & helpful
17	Fine!

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

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	38(97.44%)	0(0%)	0(0%)	0(0%)	0(0%)	1(2.56%)	39
Helpfulness:	38(97.44%)	0(0%)	0(0%)	0(0%)	0(0%)	1(2.56%)	39
Explanation of your diagnosis and treatment:	37(94.87%)	1(2.56%)	0(0%)	0(0%)	0(0%)	1(2.56%)	39
Amount of time spent with you:	37(94.87%)	1(2.56%)	0(0%)	0(0%)	0(0%)	1(2.56%)	39
Total Responded to this question:						39	97.5%
Total who skipped this question:						1	2.5%
Total:						40	100%



16. Comments concerning our Physicians / Nurse Practitioners:

	Responses	Percent
Responses: 	16	100%
Total Responded to this question:	16	40%
Total who skipped this question:	24	60%
Total:	40	100%

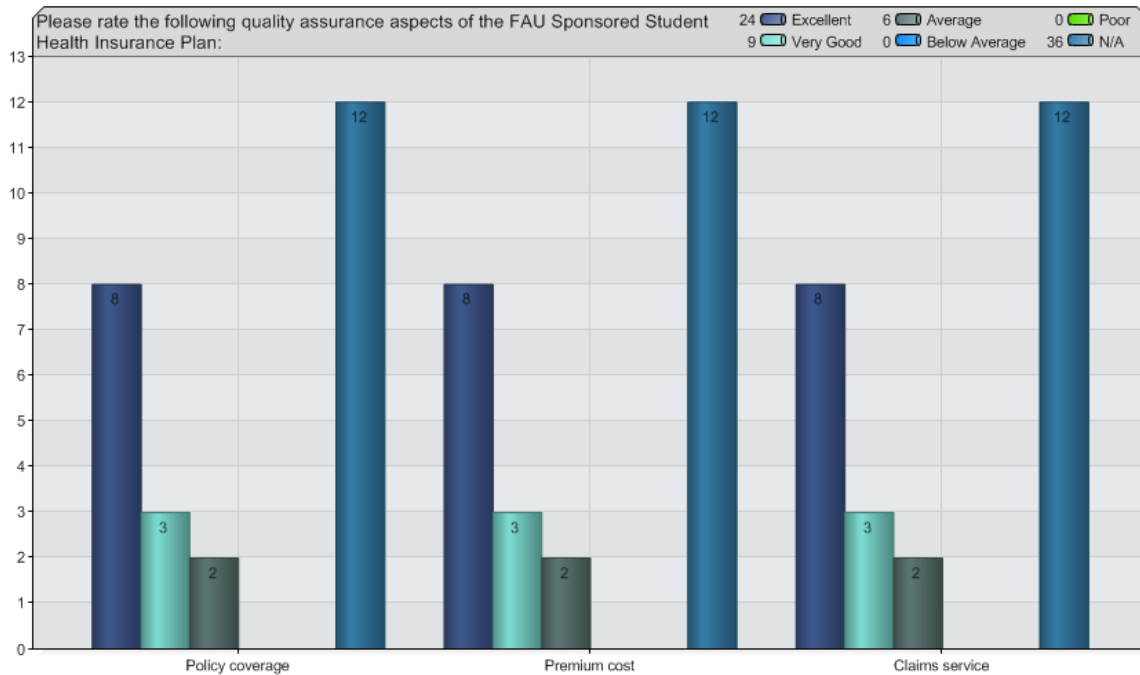
Graph/Chart function not relevant for this question type.

16. Comments concerning our Physicians / Nurse Practitioners:


Response	Response Text
1	Best nurse I have ever encountered! I love her personality and medical knowledge.
2	Friendly, informative, and respectful. Thank you!
3	Very professional, kind, & friendly.
4	Always very helpful.
5	So helpful! Thank you so much!
6	N/A
7	I am extremely satisfied. She was very professional, kind, and patient. She answered all of my questions and concerns.
8	To the point and helpful
9	Took care of all of my needs and was very nice.
10	Excellent! Very personable and helpful.
11	Very helpful, took time to help me, never felt rushed. Lovely experience.
12	See last page
13	Dr. Claire is great and very informed which helps patient feel comfortable!!
14	None
15	Very pleasant & informative
16	Lovely - very friendly and understanding.

17. 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:	8(32%)	3(12%)	2(8%)	0(0%)	0(0%)	12(48%)	25
Premium cost:	8(32%)	3(12%)	2(8%)	0(0%)	0(0%)	12(48%)	25
Claims service:	8(32%)	3(12%)	2(8%)	0(0%)	0(0%)	12(48%)	25
Total Responded to this question:						25	62.5%
Total who skipped this question:						15	37.5%
Total:						40	100%



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

	Responses	Percent
Responses: 	3	100%
Total Responded to this question:	3	7.5%
Total who skipped this question:	37	92.5%
Total:	40	100%

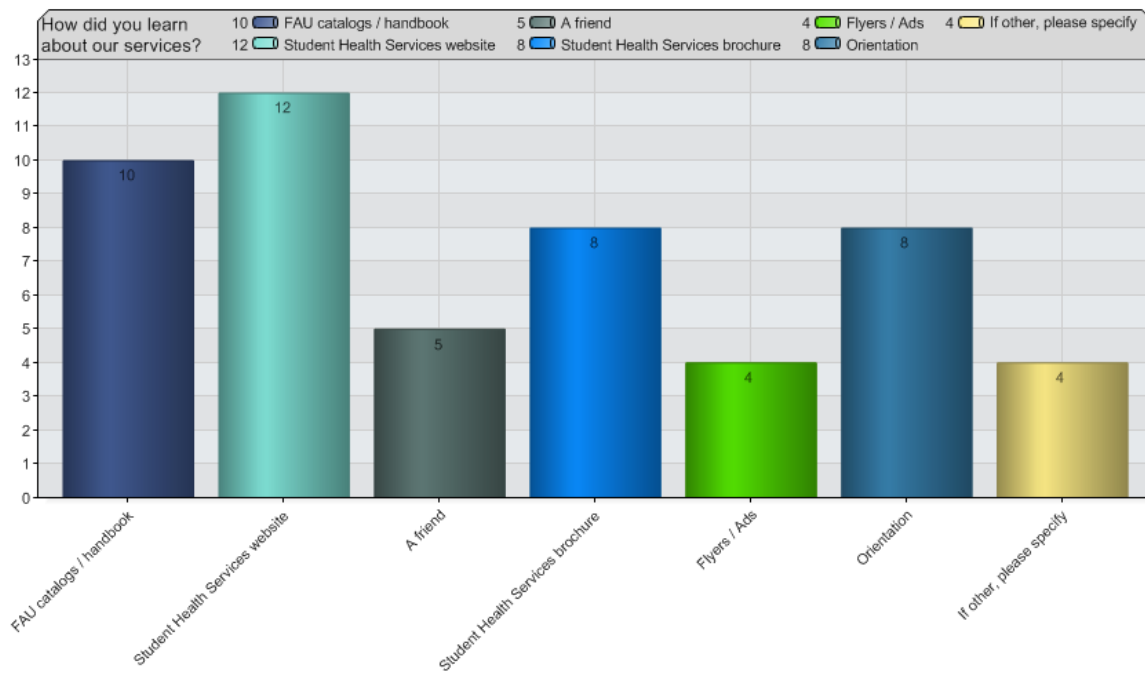
Graph/Chart function not relevant for this question type.

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

Response	Response Text
1	Haven't used it enough to know.
2	N/A
3	I don't know yet.

19. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	10	26.32%
Student Health Services website:	12	31.58%
A friend:	5	13.16%
Student Health Services brochure:	8	21.05%
Flyers / Ads:	4	10.53%
Orientation:	8	21.05%
If other, please specify:	4	10%
Total Responded to this question:		38
Total who skipped this question:		2
Total:		40

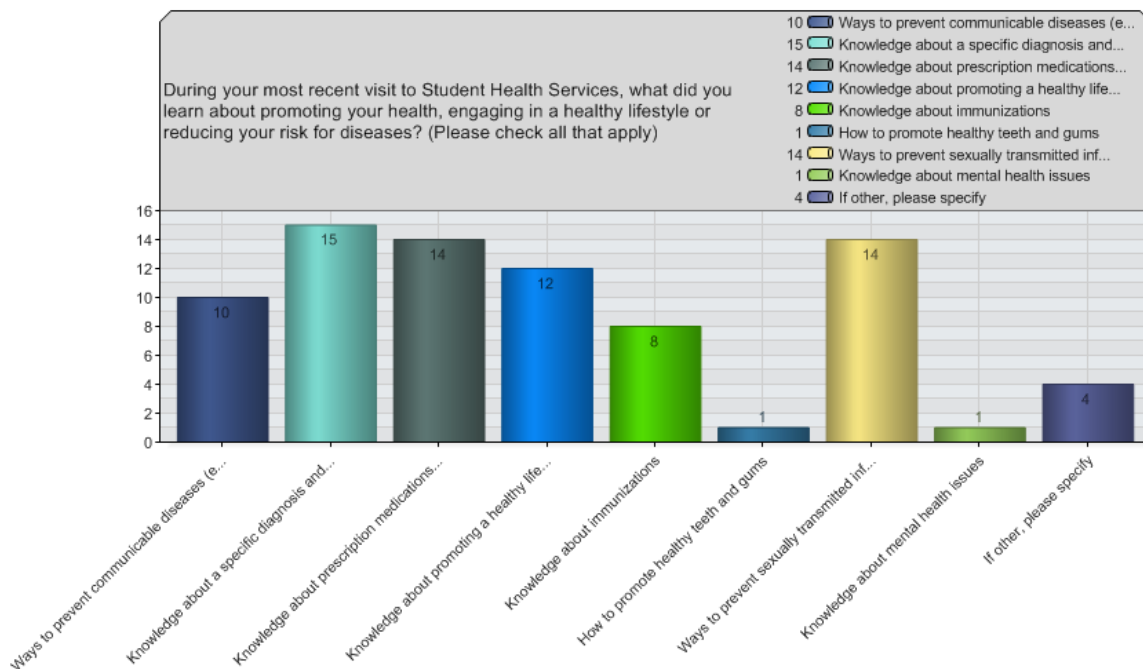


19. How did you learn about our services?

Response	Comments
1	Student Government/Affairs D-Town
2	Walk-in
3	[no answer]
4	web

20. 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.):	10	27.78%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	15	41.67%
Knowledge about prescription medications and/or over-the-counter products:	14	38.89%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	12	33.33%
Knowledge about immunizations:	8	22.22%
How to promote healthy teeth and gums:	1	2.78%
Ways to prevent sexually transmitted infections:	14	38.89%
Knowledge about mental health issues:	1	2.78%
If other, please specify:	4	11%
Total Responded to this question:	36	90%
Total who skipped this question:	4	10%
Total:	40	100%

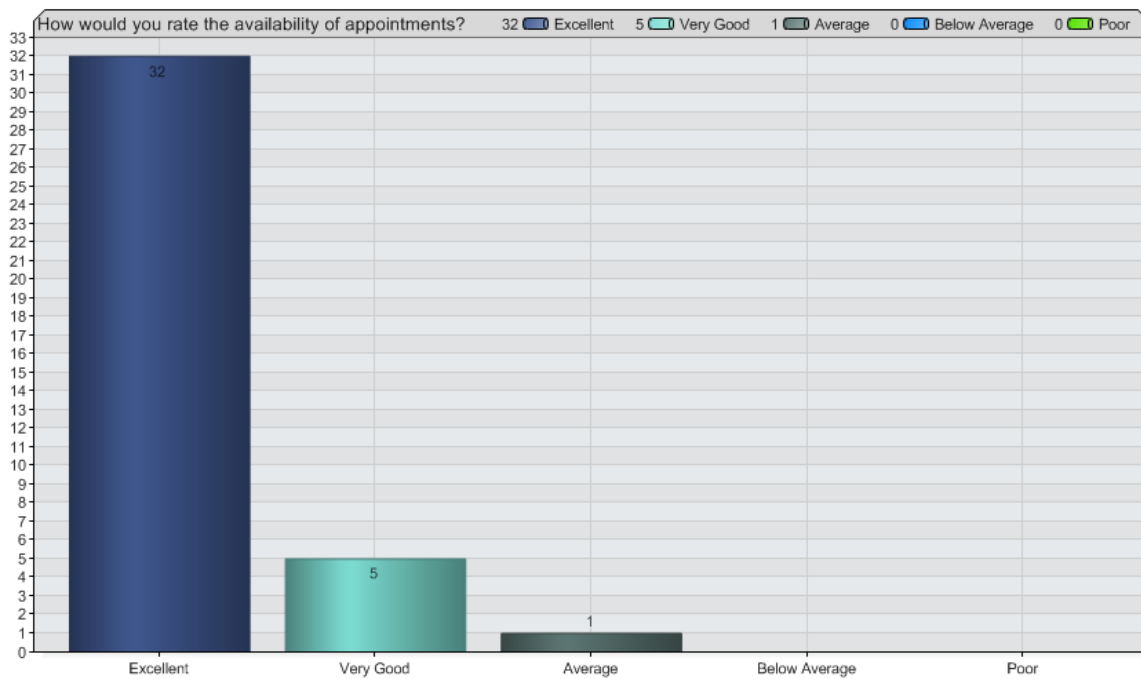


20. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)

Response	Comments
1	[no answer]
2	Trying to figure out problem
3	Yearly checkup
4	What not to do during pregnancy

21. How would you rate the availability of appointments?






	Responses	Percent
Excellent: 	32	84.21%
Very Good: 	5	13.16%
Average: 	1	2.63%
Below Average: 	0	0%
Poor: 	0	0%
Additional Comments: 	2	5.26%
Total Responded to this question:	38	95%
Total who skipped this question:	2	5%
Total:	40	100%

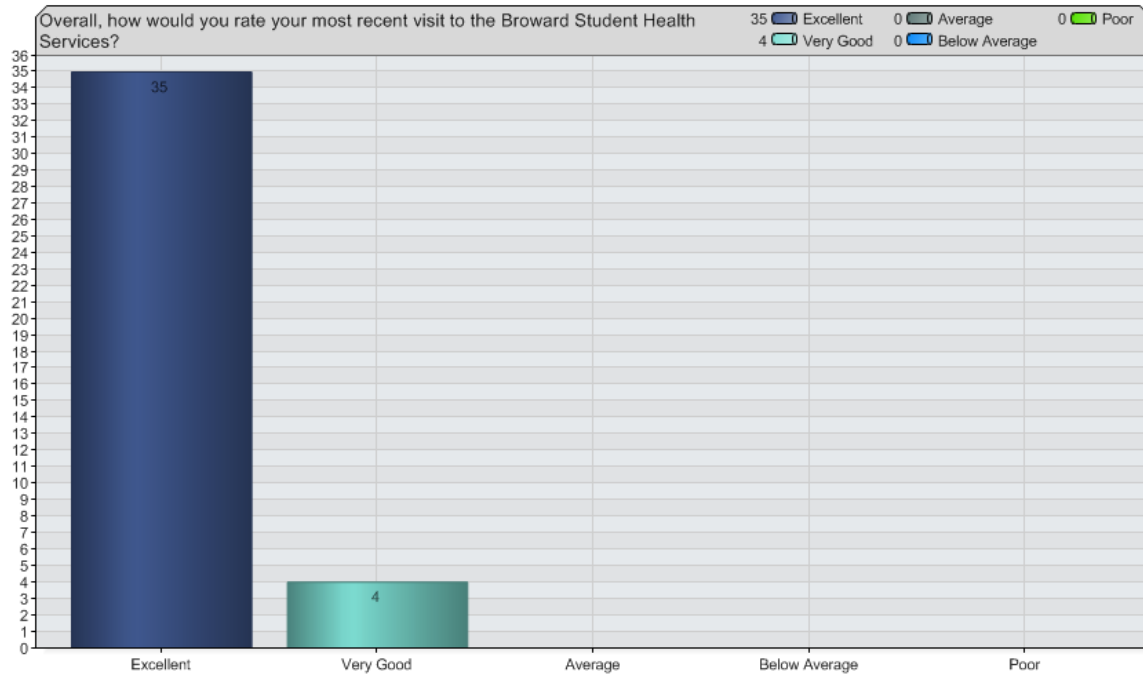


21. How would you rate the availability of appointments?

Response	Comments
1	Always fits me in within the week.
2	Except for Boca campus

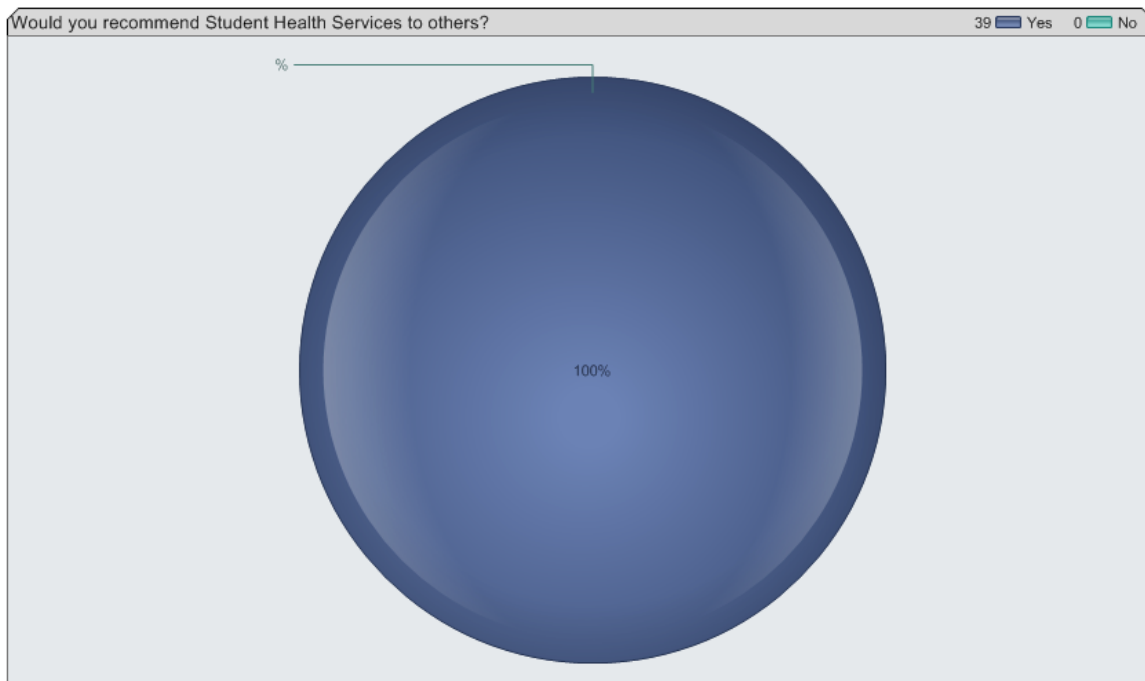
22. Overall, how would you rate your most recent visit to the Broward Student Health Services?

	Responses	Percent
Excellent: 	35	89.74%
Very Good: 	4	10.26%
Average: 	0	0%
Below Average: 	0	0%
Poor: 	0	0%
Total Responded to this question:	39	97.5%
Total who skipped this question:	1	2.5%
Total:	40	100%




23. Would you recommend Student Health Services to others?

	Responses	Percent
Yes: <div><div></div></div>	39	100%
No: <div></div>	0	0%
Total Responded to this question:	39	97.5%
Total who skipped this question:	1	2.5%
Total:	40	100%



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

	Responses	Percent
Responses: 	12	100%
Total Responded to this question:	12	30%
Total who skipped this question:	28	70%
Total:	40	100%

Graph/Chart function not relevant for this question type.

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

Response	Response Text
1	Nope - you are perfect. Thanks.
2	No, excellent service and staff for students!
3	No, service is really good.
4	My visit was awesome. The nurse practitioner was very informative, personal and calming. From the first person at the desk everyone is a team and they were excellent.
5	I am very pleased and satisfied with the service I received.
6	No
7	None - except accept BCBS
8	Provide more info online. I had no idea there was a women's health center/program in Davie, until a fellow Broward FAU student told me.
9	It's so quiet in the waiting area. Maybe some low-noise level music would be a little more inviting.
10	N/A
11	Keep up the good work.
12	None - keep up the good work. Thank you.






Survey Software: Ask, Analyze, Improve
Survey Creation, Deployment, & Analysis Tools for Businesses

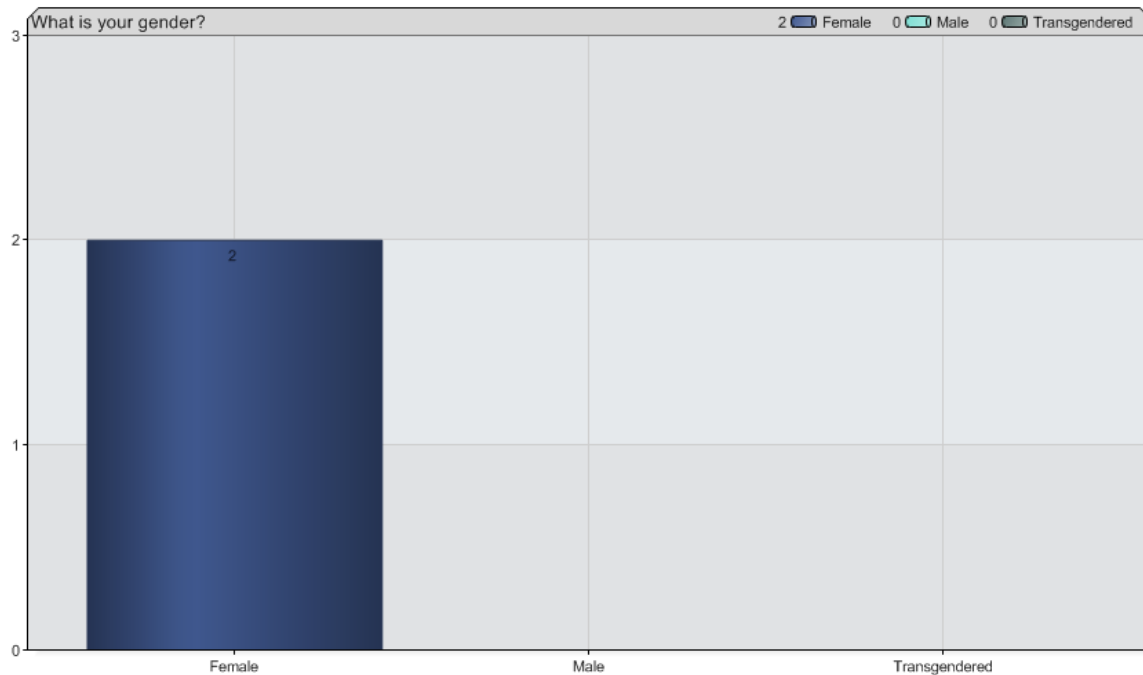
Survey: Treasure Coast Spring 2012 General Satisfaction Survey

Report: Default Report

Survey Status	Respondent Statistics	Points Summary
Status: Live	Total Responses: 2	No Points Questions used in this survey.
Deploy Date: 01/26/2012	Completes: 2	
Closed Date:	Partials: 0	

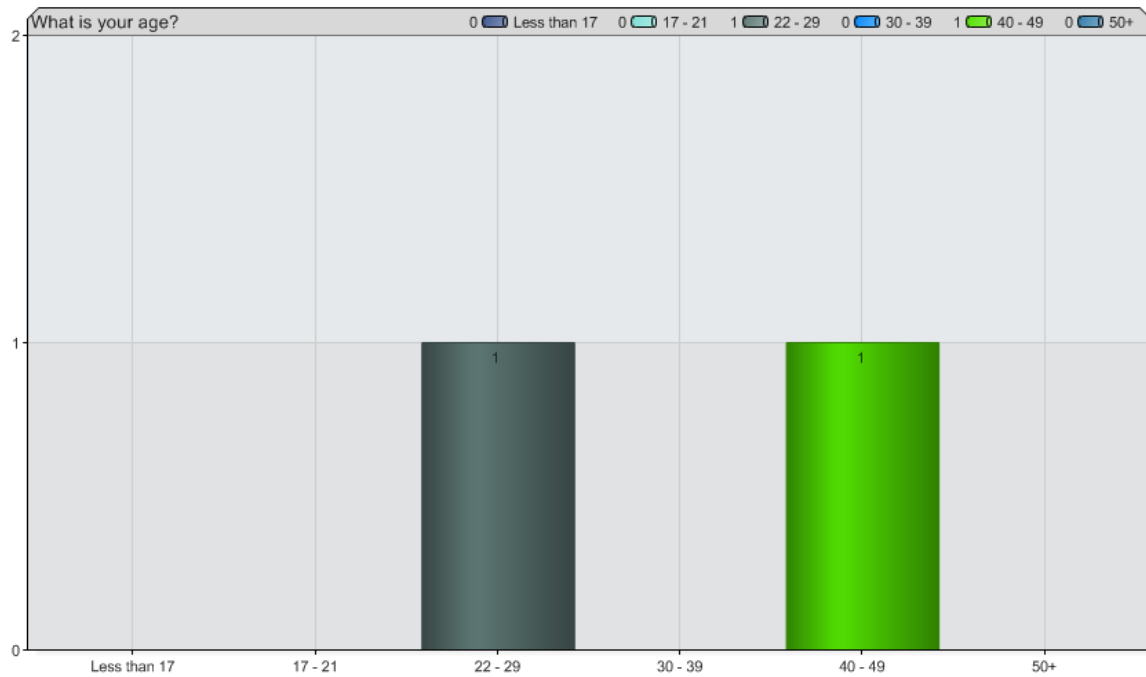
1. What is your gender?

	Responses	Percent
Female: 	2	100%
Male: 	0	0%
Transgendered: 	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



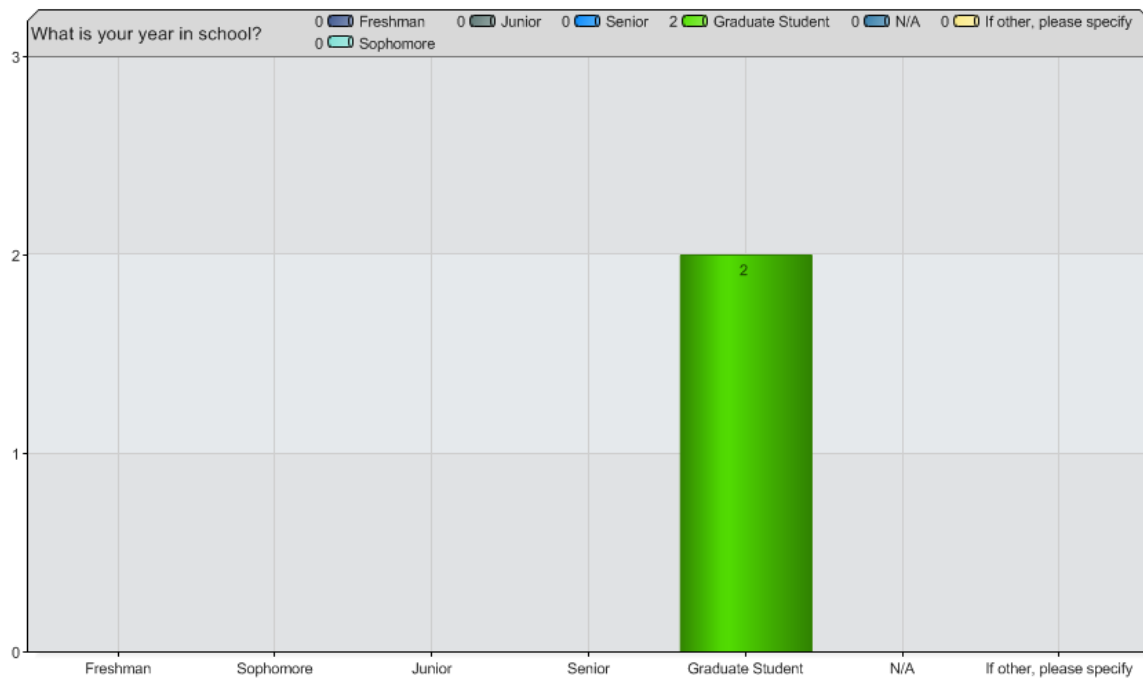
2. What is your age?

	Responses	Percent
Less than 17: <input type="text"/>	0	0%
17 - 21: <input type="text"/>	0	0%
22 - 29: <input type="text"/>	1	50%
30 - 39: <input type="text"/>	0	0%
40 - 49: <input type="text"/>	1	50%
50+: <input type="text"/>	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



3. What is your year in school?

	Responses	Percent
Freshman: <input type="text"/>	0	0%
Sophomore: <input type="text"/>	0	0%
Junior: <input type="text"/>	0	0%
Senior: <input type="text"/>	0	0%
Graduate Student: <input type="text"/>	2	100%
N/A: <input type="text"/>	0	0%
If other, please specify: <input type="text"/>	0	0%
Total Responded to this question:		2
Total who skipped this question:		0
Total:		2



4. Do you live on campus?

Yes:

No:



Responses

Percent

0

0%

2

100%

Total Responded to this question:

2

100%

Total who skipped this question:

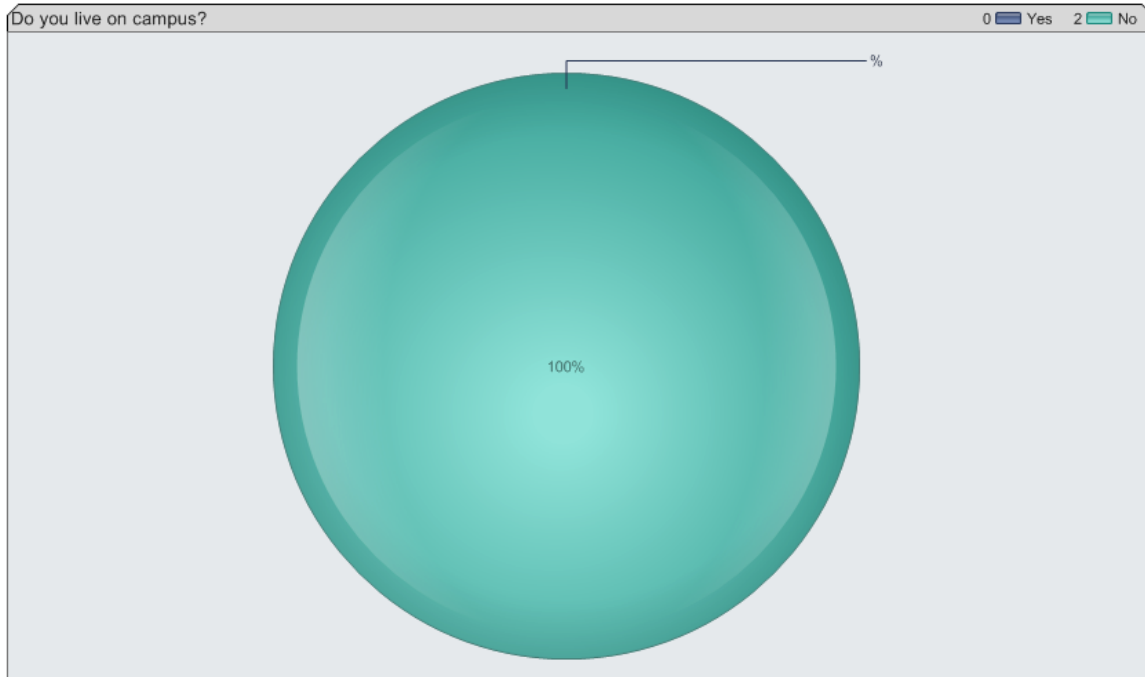
0

0%

Total:

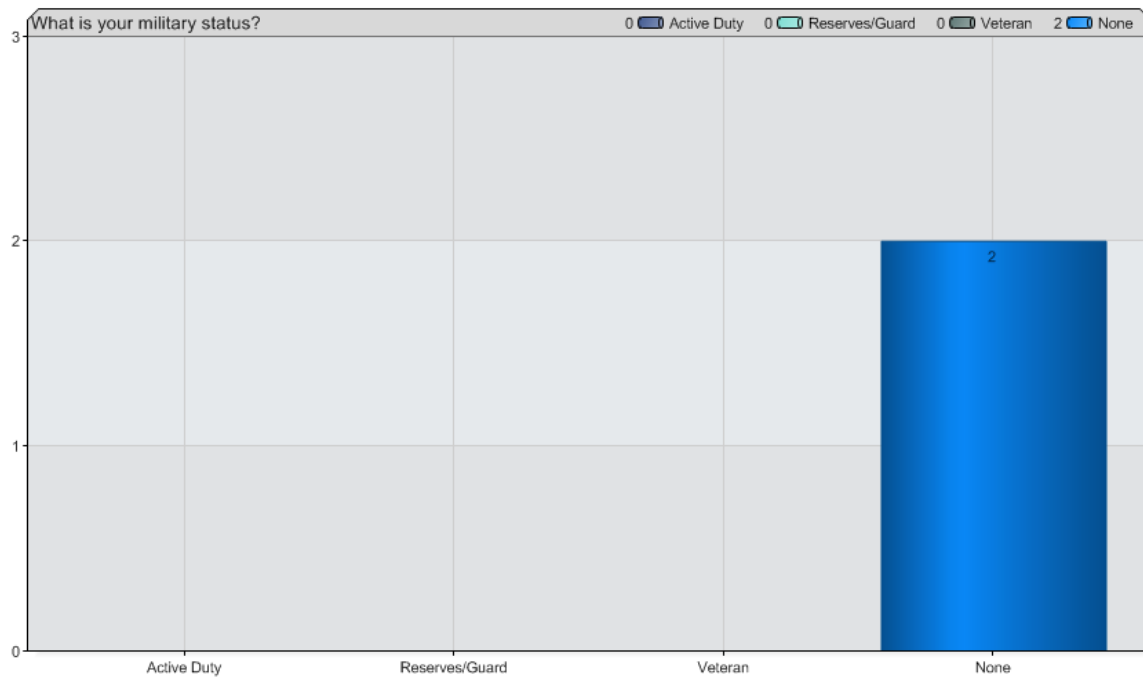
2

100%







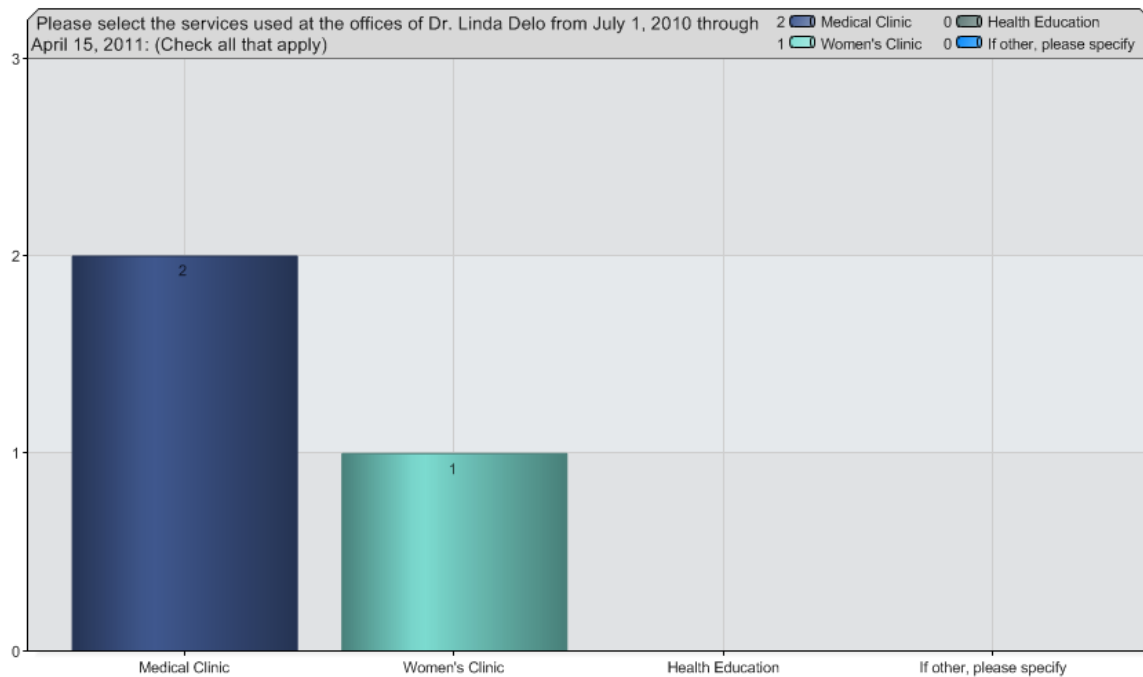
5. What is your military status?

	Responses	Percent
Active Duty: <input type="text"/>	0	0%
Reserves/Guard: <input type="text"/>	0	0%
Veteran: <input type="text"/>	0	0%
None: <input checked="" type="checkbox"/>	2	100%
Total Responded to this question:		2
Total who skipped this question:		0
Total:		2


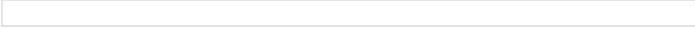




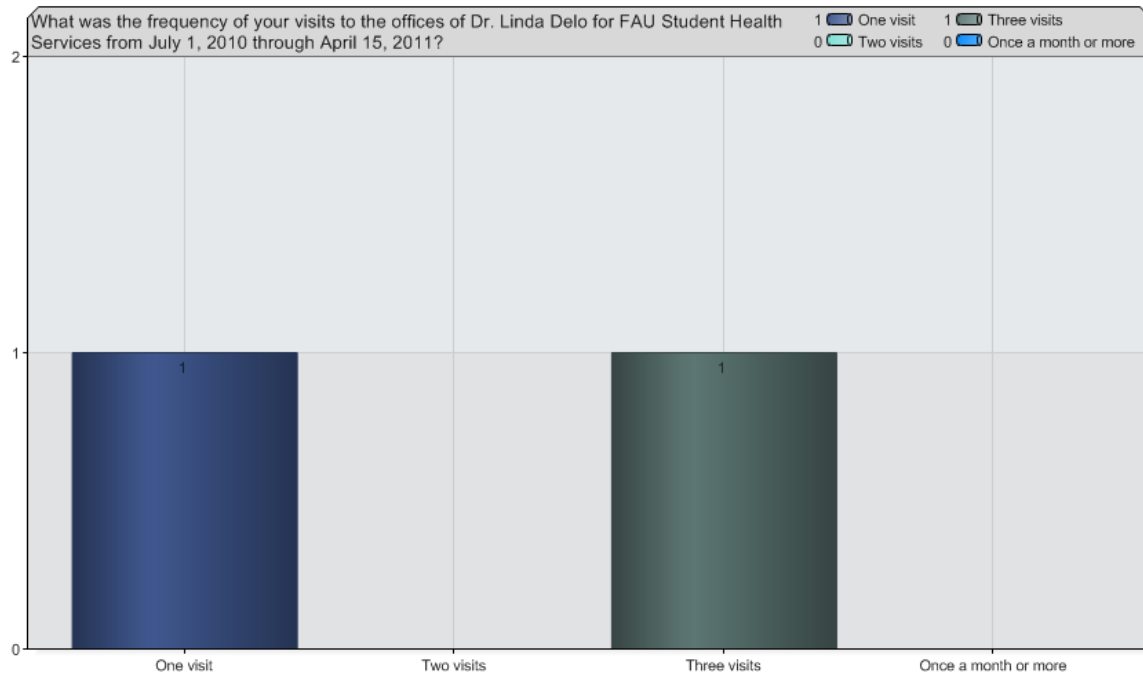
6. Please select the services used at the offices of Dr. Linda Delo from July 1, 2010 through April 15, 2011: (Check all that apply)

	Responses	Percent
Medical Clinic: 	2	100%
Women's Clinic: 	1	50%
Health Education: 	0	0%
If other, please specify: 	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%








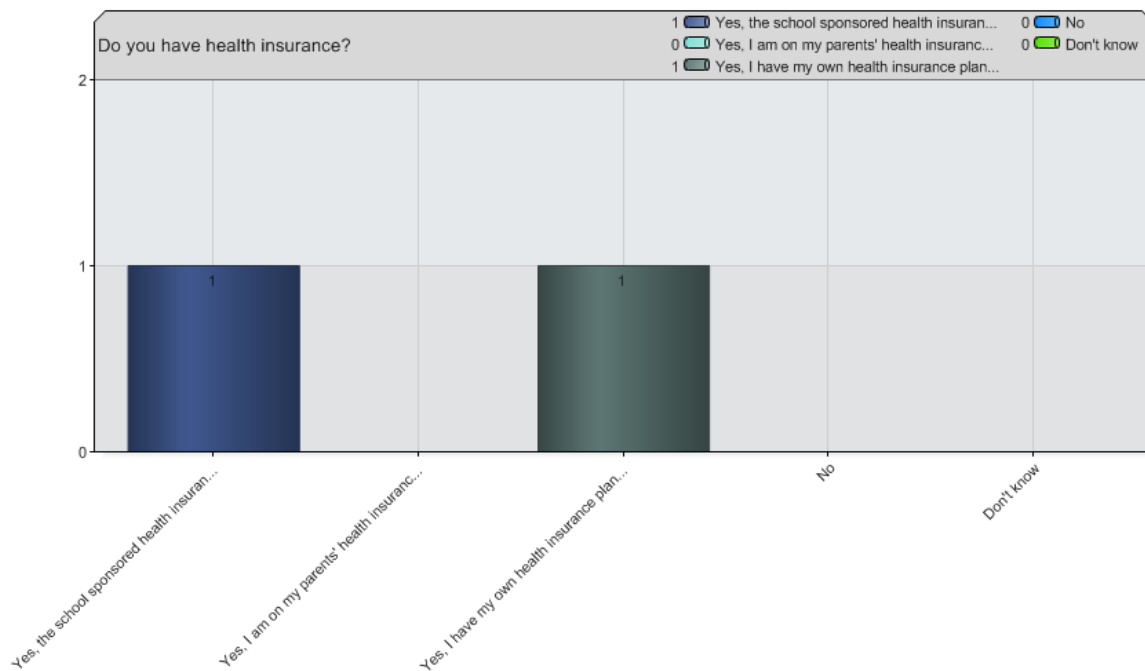
7. What was the frequency of your visits to the offices of Dr. Linda Delo for FAU Student Health Services from July 1, 2010 through April 15, 2011?

	Responses	Percent
One visit: 	1	50%
Two visits: 	0	0%
Three visits: 	1	50%
Once a month or more: 	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



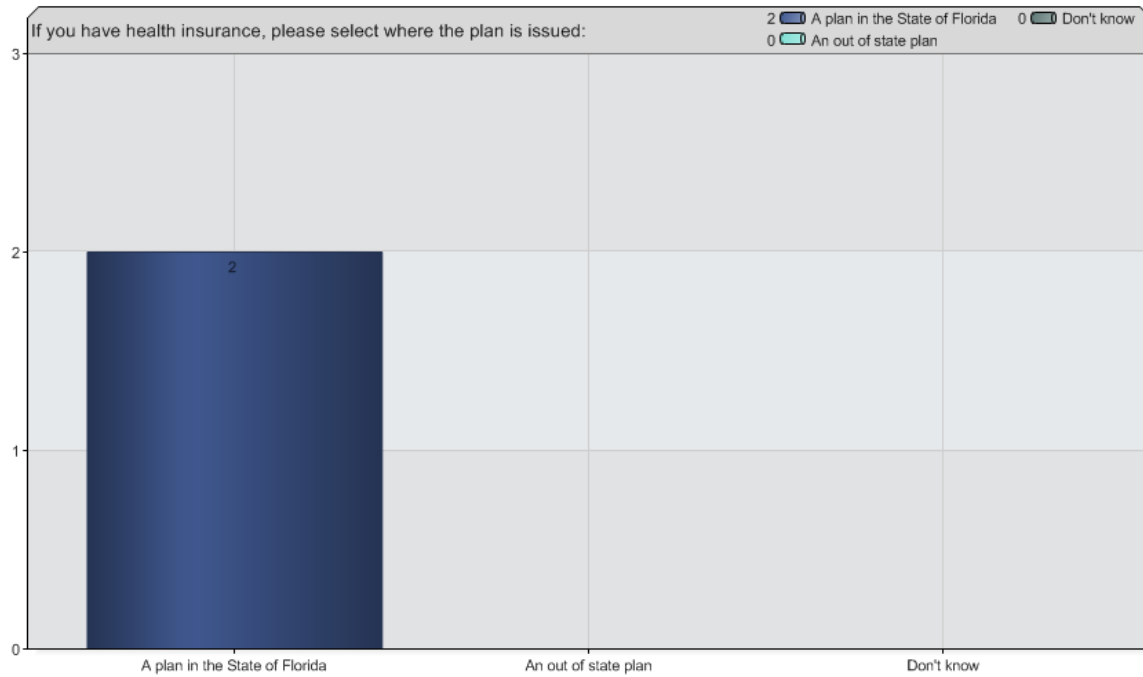
8. Do you have health insurance?

	Responses	Percent
Yes, the school sponsored health insurance plan: 	1	50%
Yes, I am on my parents' health insurance plan: 	0	0%
Yes, I have my own health insurance plan: 	1	50%
No: 	0	0%
Don't know: 	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



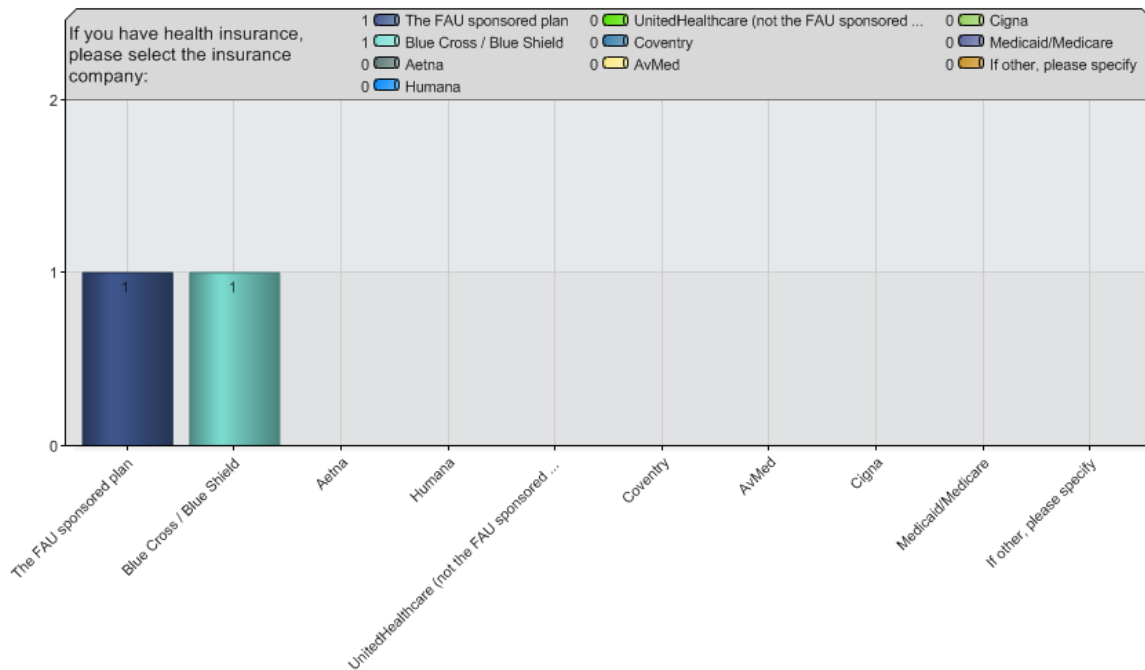
9. If you have health insurance, please select where the plan is issued:

	Responses	Percent
A plan in the State of Florida: <input type="text"/>	2	100%
An out of state plan: <input type="text"/>	0	0%
Don't know: <input type="text"/>	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



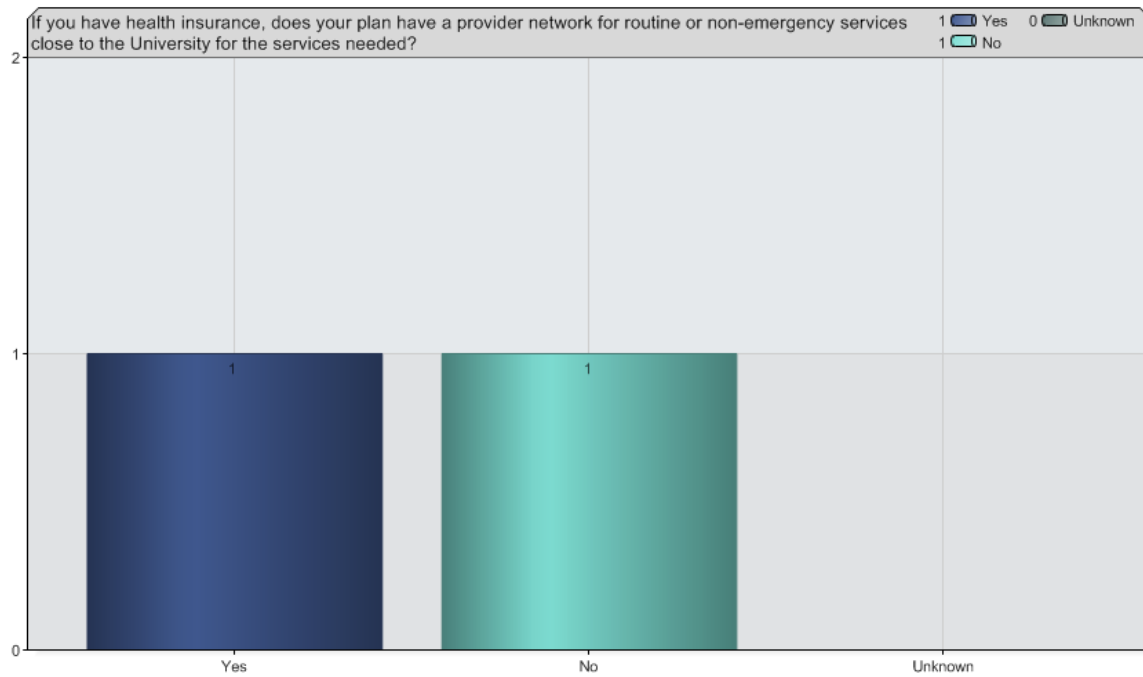
10. If you have health insurance, please select the insurance company:

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



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: <div><div></div></div>	1	50%
No: <div><div></div></div>	1	50%
Unknown: <div><div></div></div>	0	0%
Total Responded to this question:	2	100%
Total who skipped this question:	0	0%
Total:	2	100%



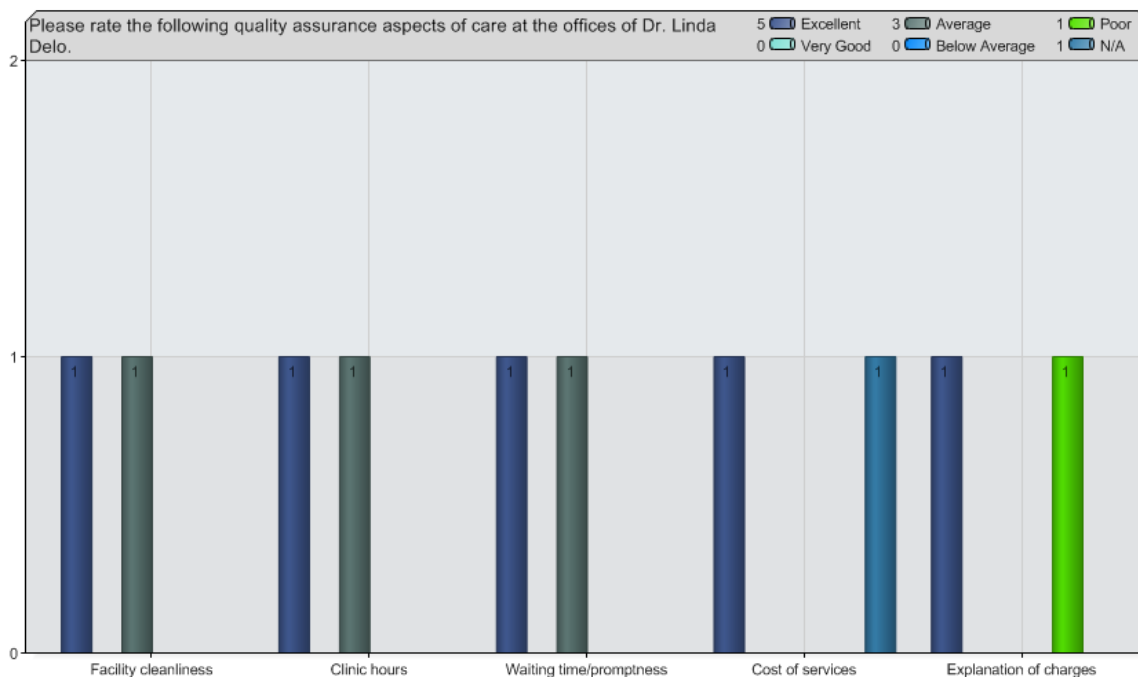
12. Please rate the following quality assurance aspects of care at the offices of Dr. Linda Delo.


	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Facility cleanliness:	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Clinic hours:	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Waiting time/promptness:	1 (50%)	0 (0%)	1 (50%)	0 (0%)	0 (0%)	0 (0%)	2
Cost of services:	1 (50%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	2
Explanation of charges:	1 (50%)	0 (0%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)	2

Total Responded to this question: 2 100%

Total who skipped this question: 0 0%

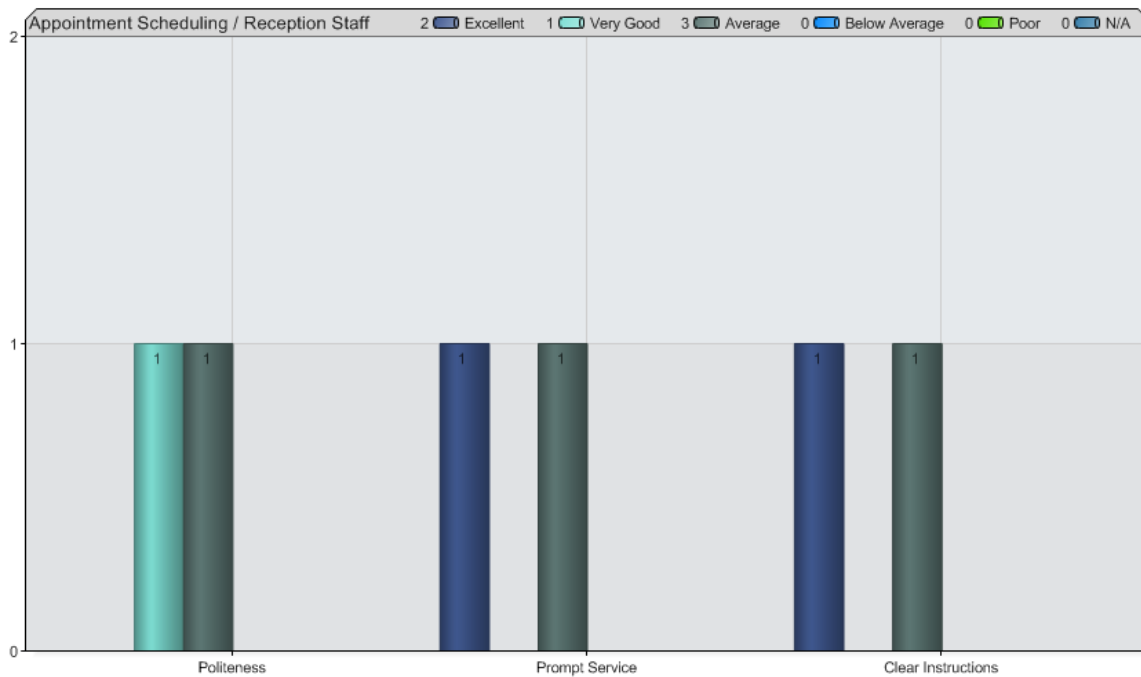
Total: 2 100%




13. Comments		
		Responses
		Percent
Responses:		1
Total Responded to this question:		1
Total who skipped this question:		1
Total:		2
100%		
Graph/Chart function not relevant for this question type.		
13. Comments		
Response	Response Text	
1	They continued to charge my insurance and bill FAU. At one point they said I owed for a regular office visit. The Billing office at Dr. Delo's could be more helpful. . .	

14. Appointment Scheduling / Reception Staff

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	0(0%)	1(50%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Prompt Service:	1(50%)	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Clear Instructions:	1(50%)	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Total Responded to this question:						2	100%
Total who skipped this question:						0	0%
Total:						2	100%



15. Comments concerning the Appointment Scheduling/Reception Staff:

	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	50%
Total who skipped this question:	1	50%
Total:	2	100%

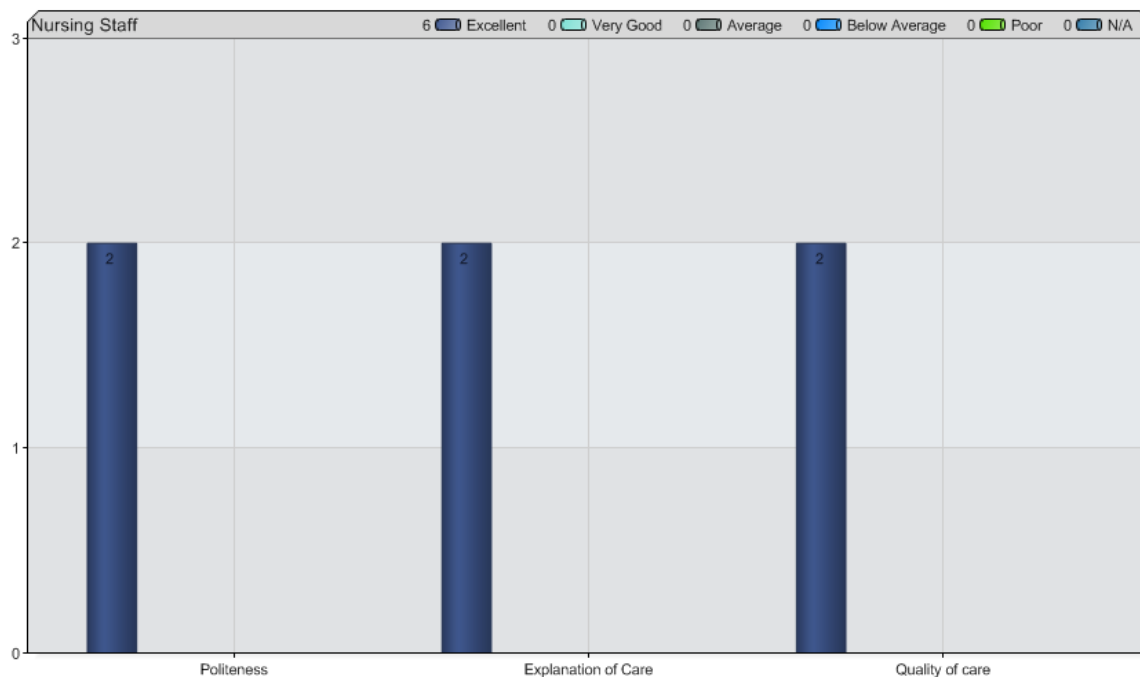
Graph/Chart function not relevant for this question type.


15. Comments concerning the Appointment Scheduling/Reception Staff:

Response	Response Text
1	Average for a doctors office

16. Nursing Staff

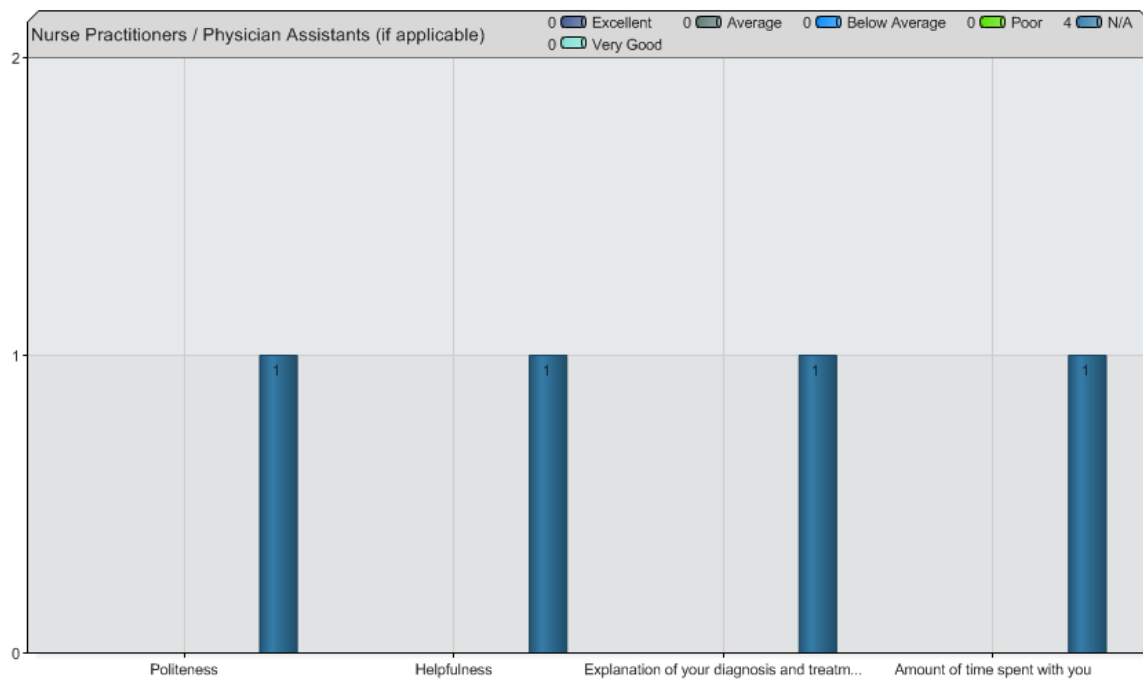
	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	2(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	2
Explanation of Care:	2(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	2
Quality of care:	2(100%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	2
Total Responded to this question:						2	100%
Total who skipped this question:						0	0%
Total:						2	100%



17. Comments concerning Nursing Staff:		
	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	50%
Total who skipped this question:	1	50%
Total:	2	100%
Graph/Chart function not relevant for this question type.		
17. Comments concerning Nursing Staff:		
Response	Response Text	
1	I liked the nursing staff	

18. Nurse Practitioners / Physician Assistants (if applicable)

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(100%)	1
Helpfulness:	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(100%)	1
Explanation of your diagnosis and treatment:	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(100%)	1
Amount of time spent with you:	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(100%)	1
Total Responded to this question:						1	50%
Total who skipped this question:						1	50%
Total:						2	100%

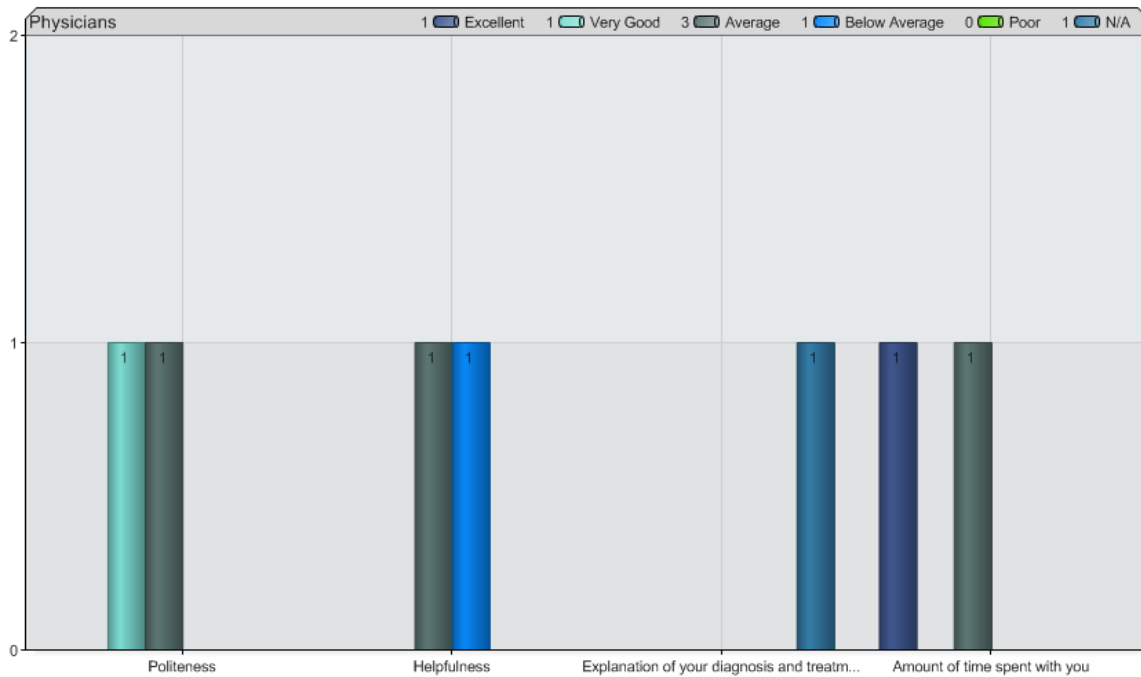


19. Comments concerning the Nurse Practitioners/Physician Assistants):


		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			

20. Physicians

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Politeness:	0(0%)	1(50%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Helpfulness:	0(0%)	0(0%)	1(50%)	1(50%)	0(0%)	0(0%)	2
Explanation of your diagnosis and treatment:	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(100%)	1
Amount of time spent with you:	1(50%)	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	2
Total Responded to this question:						2	100%
Total who skipped this question:						0	0%
Total:						2	100%



21. Comments concerning the Physicians:

		Responses	Percent
Responses:		2	100%
Total Responded to this question:		2	100%
Total who skipped this question:		0	0%
Total:		2	100%

Graph/Chart function not relevant for this question type.

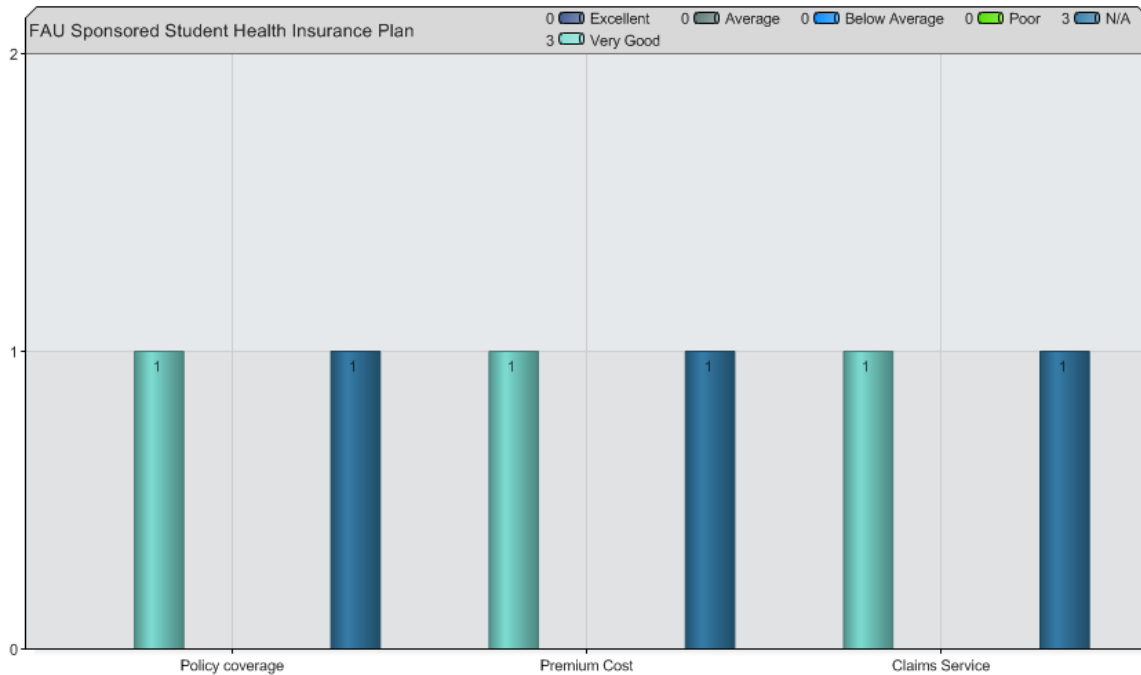
21. Comments concerning the Physicians:

Response	Response Text
----------	---------------

1	I did not like the physician I saw and will not see her again. Very aggressive and other students have said the same. . .
2	Was frustrated with getting meds refilled

22. FAU Sponsored Student Health Insurance Plan

	Excellent	Very Good	Average	Below Average	Poor	N/A	Total
Policy coverage:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Premium Cost:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Claims Service:	0(0%)	1(50%)	0(0%)	0(0%)	0(0%)	1(50%)	2
Total Responded to this question:						2	100%
Total who skipped this question:						0	0%
Total:						2	100%

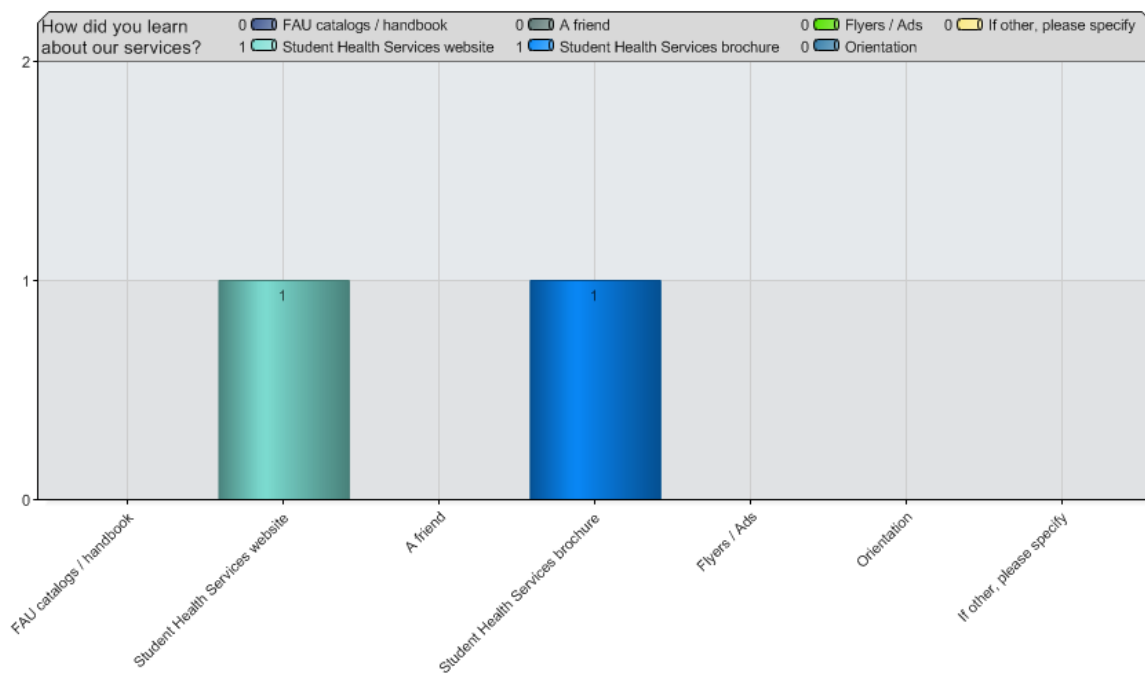


23. Comments concerning the FAU Sponsored Student Health Insurance Plan:

		Responses	Percent
Responses:	<input type="text"/>	0	0%
Total Responded to this question:		0	0%
Total who skipped this question:		2	100%
Total:		2	100%
Graph/Chart function not relevant for this question type.			

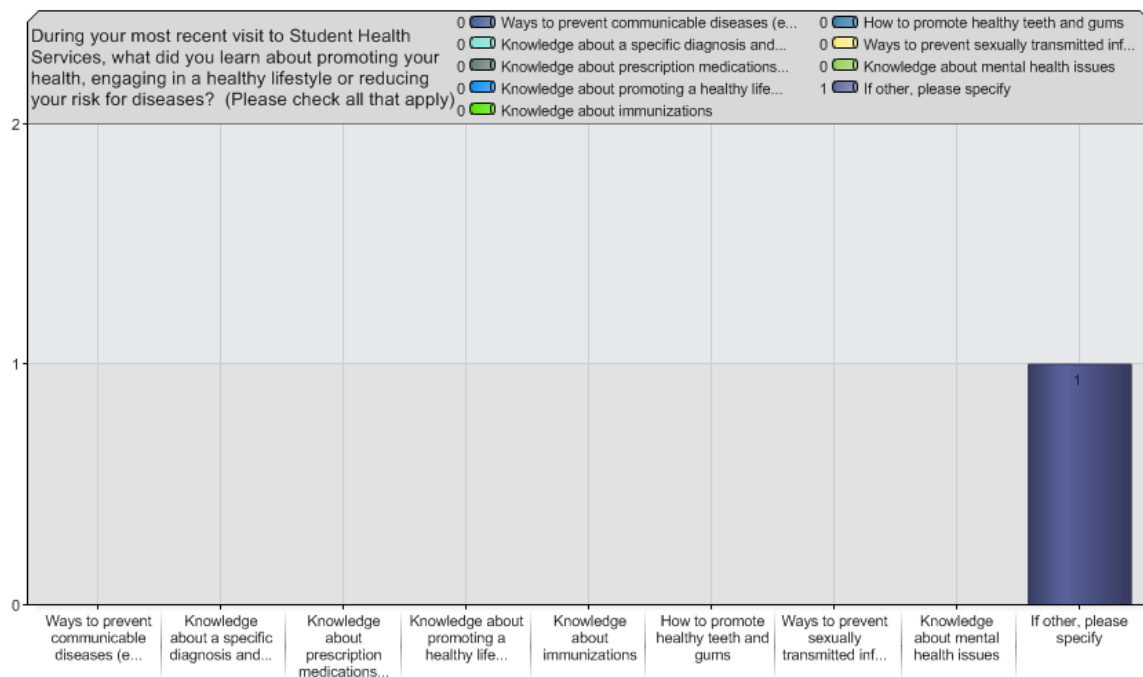
24. How did you learn about our services?

	Responses	Percent
FAU catalogs / handbook:	0	0%
Student Health Services website:	1	50%
A friend:	0	0%
Student Health Services brochure:	1	50%
Flyers / Ads:	0	0%
Orientation:	0	0%
If other, please specify:	0	0%
Total Responded to this question:		2
Total who skipped this question:		0
Total:		2



25. 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.):	0	0%
Knowledge about a specific diagnosis and treatment(s) for the diagnosis:	0	0%
Knowledge about prescription medications and/or over-the-counter products:	0	0%
Knowledge about promoting a healthy lifestyle (e.g. stress reduction, nutrition, exercise, smoking cessation, etc.):	0	0%
Knowledge about immunizations:	0	0%
How to promote healthy teeth and gums:	0	0%
Ways to prevent sexually transmitted infections:	0	0%
Knowledge about mental health issues:	0	0%
If other, please specify:	1	100%
Total Responded to this question:		1 50%
Total who skipped this question:		1 50%
Total:		2 100%

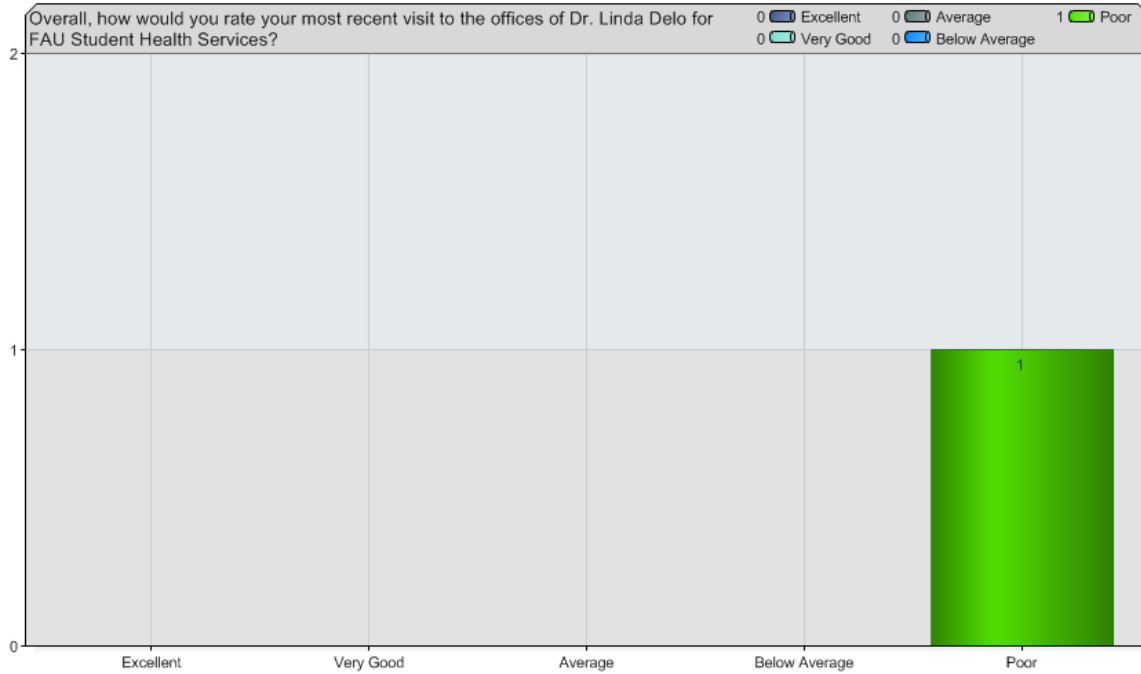


25. During your most recent visit to Student Health Services, what did you learn about promoting your health, engaging in a healthy lifestyle or reducing your risk for diseases? (Please check all that apply)


Response	Comments
1	None - very little education - would not even tell me the drug prescribed

26. Overall, how would you rate your most recent visit to the offices of Dr. Linda Delo for FAU Student Health Services?

	Responses	Percent
Excellent: <input type="text"/>	0	0%
Very Good: <input type="text"/>	0	0%
Average: <input type="text"/>	0	0%
Below Average: <input type="text"/>	0	0%
Poor: <input type="text"/>	1	100%
Total Responded to this question:		1 50%
Total who skipped this question:		1 50%
Total:		2 100%



27. Do you have any additional comments or recommendations?

	Responses	Percent
Responses: 	1	100%
Total Responded to this question:	1	50%
Total who skipped this question:	1	50%
Total:	2	100%

Graph/Chart function not relevant for this question type.

27. Do you have any additional comments or recommendations?

Response Response Text

1 IF I choose to go back I will see a different physician. The billing issues have been a pain to deal with.

Student Health Services Patients and Encounters

APPENDIX F

Site/Division	Patients (Unduplicated)			Encounters		
	2009/2010	2010/2011	2011/2012	2009/2010	2010/2011	2011/2012
Boca Dental	677	698	615	2055	1770	1502
Boca Health Education	0	0	0	0	0	0
Boca Medical	4913	4604	4814	10449	8193	8537
Boca Women's Health	912	980	929	1487	1303	1186
Boca Totals	6502	6282	6358	13991	11266	11225
Broward Medical	522	468	483	718	629	603
Jupiter Medical	283	241	250	464	396	402
Overall Totals	7307	6991	7091	15173	12291	12230

Student Health Services Provider Utilization Fiscal Year 2011/2012

Women's Clinic

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	107	75	78
August	111	99	102
September	218	136	114
October	177	142	109
November	62	80	88
December	99	73	68
January	142	119	114
February	95	133	125
March	156	138	134
April	138	141	93
May	83	77	84
June	99	90	77
Total	1487	1303	1186

RN

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	268	212	186
August	495	291	247
September	198	103	124
October	141	126	127
November	387	160	179
December	204	129	142
January	176	162	123
February	90	70	100
March	121	102	149
April	196	158	158
May	169	166	176
June	270	189	109
Total	2715	1868	1820

MD

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	267	136	122
August	164	142	174
September	452	210	297
October	287	247	302
November	263	259	292
December	125	97	132
January	213	205	278
February	312	158	316
March	279	192	257
April	249	254	278
May	135	115	99
June	132	192	134
Total	2878	2207	2681

ARNP

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	127	154	151
August	289	224	279
September	850	558	576
October	586	450	516
November	492	421	428
December	223	188	162
January	410	391	376
February	419	480	441
March	551	463	378
April	448	402	394
May	216	199	187
June	156	125	99
Total	4767	4055	3987

Dentist

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	95	73	67
August	55	58	42
September	153	132	120
October	145	109	101
November	95	105	83
December	80	53	34
January	161	92	87
February	132	110	112
March	141	81	101
April	113	117	94
May	68	72	57
June	51	92	48
Total	1289	1094	946

Hygienist

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	55	52	43
August	41	29	35
September	83	74	75
October	94	61	61
November	60	63	54
December	57	33	27
January	81	60	46
February	86	74	55
March	68	53	48
April	67	86	48
May	34	46	29
June	40	45	35
Total	766	676	556

Health Education

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0
January	0	0	0
February	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
June	0	0	0
Total	0	0	0

Jupiter

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	44	28	23
August	29	33	55
September	63	44	47
October	51	44	36
November	41	30	33
December	35	25	25
January	53	32	38
February	29	35	37
March	39	38	29
April	48	39	40
May	18	19	19
June	14	29	20
Total	464	396	402

Broward

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	61	52	47
August	100	58	53
September	45	42	36
October	78	55	45
November	64	66	65
December	39	47	46
January	70	62	65
February	37	48	39
March	59	40	44
April	61	60	66
May	57	46	55
June	47	53	42
Total	718	629	603

**Student Health Services
Provider Utilization
Fiscal Year 2011/2012**

Imaging - Mobile			
	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	11	4	3
August	7	5	1
September	9	7	9
October	4	7	5
November	6	8	6
December	5	5	2
January	11	1	3
February	10	5	6
March	10	8	7
April	7	6	4
May	5	4	2
June	4	3	1
Total	89	63	49

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
Women's Clinic	1487	1303	1186
RN	2715	1868	1820
MD	2878	2207	2681
ARNP	4767	4055	3987
Imaging - Mobile	89	63	49
Dentist	1289	1094	946
Hygienist	766	676	556
Health Education	0	0	0
Jupiter	464	396	402
Broward	718	629	603
Totals	15173	12291	12230

Student Health Services Encounters by Gender

Site/Division	Male			Female			Other/Blank		
	2009/2010	2010/2011	2011/2012	2009/2010	2010/2011	2011/2012	2009/2010	2010/2011	2011/2012
Boca Dental	760	609	532	1295	1161	970	0	0	0
Boca Health Education	0	0	0	0	0	0	0	0	0
Boca Medical	3901	3229	3126	6543	4963	5411	5	1	0
Boca Women's Health	2	7	7	1485	1296	1179	0	0	0
Boca Total	4663	3845	3665	9323	7420	7560	5	1	0
Broward Medcial	202	187	172	514	442	431	2	0	0
Jupiter Medcial	127	102	92	337	294	310	0	0	0
Overall Totals	4992	4134	3929	10174	8156	8301	7	1	0

Student Health Services HIV Testing

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Totals - YTD
HIV-1 SCR (Reflex) - No Charge (86701)	1	1	3		2	2	3	4	2	3		5	26
HIV Antibody, HIV 1/2(Quest) (86703)	3	1	4	2	2		6		3	1	5	1	28
HIV Antibody, 1 & 2 (In-House) (86703)	2	3	6	4	6		4	2	1	9	4	2	43
HIV OraQuick (86703QW)	8	14	12	7	17	11	10	14	11	10	21	3	138
Totals	14	19	25	13	27	13	23	20	17	23	30	11	235

**Florida Atlantic University
Student Health Services
Immunization Statistics
Fiscal Year 2011/2012**

Vaccine	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Hepatitis B	2	3	4	2	2	2	0	5	5	4	3	3	35
HPV	4	4	3	0	0	1	7	1	1	3	4	1	29
HPV (No Charge)	9	4	13	9	10	5	5	5	9	5	6	2	82
Influenza		1	30	44	28	4	1	1	0	1	1	0	111
Meningitis	4	3			2	3	0	0	0	0	0	1	13
MMR	28	42	14	12	29	21	31	10	12	15	22	16	252
Pneumonia													0
Tdap	8	22	3	0	2	3	2	2	6	0	3	2	53
Total	55	79	67	67	73	39	46	24	33	28	39	25	575

Florida Atlantic University
Student Health Services
Non-Registered Immunizations/Titers
Fiscal Year 2011/2012

Immunization	Code	YTD 2010/2011	YTD 2011/2012	% Change
MMR	90707	213	173	-18.78%
Hepatitis B	90744	3	2	-33.33%
Meningitis	90734	3	4	33.33%
Total		<hr/> 219	<hr/> 179	<hr/> -18.26%
Lab Test	Code	YTD 2010/2011	YTD 2011/2012	% Change
Rubeola Titer	86765	742	908	22.37%
Rubella Titer	86762	565	691	22.30%
Hep B Blood Test	86706	4	3	-25.00%
Total		<hr/> 1311	<hr/> 1602	<hr/> 22.20%

**Student Health Services
Misc Appointment Statistics
Fiscal Year 2011/2012**

Same - Day Appointments

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	385	395	273
August	476	494	436
September	728	542	601
October	675	584	585
November	615	581	519
December	357	266	254
January	511	520	471
February	543	420	488
March	635	408	389
April	624	471	451
May	434	316	224
June	411	119	224
YTD Total	6394	5116	4915
YTD Average	533	426	410

Same - Day Appointments

(Unique Patients)

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	349	355	252
August	440	475	420
September	669	480	549
October	593	536	533
November	572	540	485
December	326	249	242
January	477	488	441
February	490	387	462
March	559	374	376
April	557	441	419
May	687	294	211
June	384	112	209
YTD Total	6103	4731	4599
YTD Average	509	394	383

**Student Health Services
Time Reports
Fiscal Year 2011/2012**

Total In Clinic Time

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	0:32:31	0:33:25	0:47:40
August	0:34:43	0:51:28	0:45:56
September	0:41:20	0:49:46	0:51:53
October	0:38:36	0:47:15	0:51:00
November	0:35:47	0:46:22	0:54:01
December	0:36:27	0:44:22	0:55:48
January	0:37:48	0:46:34	0:55:54
February	0:41:09	0:46:11	0:54:28
March	0:37:37	0:47:55	0:53:19
April	0:36:31	0:48:10	0:54:30
May	0:33:15	0:45:13	1:02:31
June	0:44:08	0:46:52	0:48:34
Average	0:37:29	0:46:08	0:52:58

Wait for Bill Time

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	0:02:55	0:03:26	0:05:30
August	0:04:13	0:11:53	0:05:32
September	0:04:36	0:06:32	0:07:00
October	0:02:41	0:07:42	0:05:29
November	0:04:46	0:06:00	0:07:43
December	0:04:02	0:05:56	0:07:17
January	0:04:07	0:05:43	0:06:11
February	0:04:35	0:06:25	0:05:34
March	0:04:15	0:06:37	0:06:18
April	0:03:28	0:06:34	0:05:12
May	0:02:59	0:05:15	0:07:55
June	0:07:28	0:05:36	0:05:22
Average	0:04:10	0:06:28	0:06:15

Wait for Call In

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
July	0:06:01	0:06:46	0:09:58
August	0:09:40	0:11:32	0:11:09
September	0:09:49	0:08:59	0:10:02
October	0:07:42	0:07:59	0:09:42
November	0:08:12	0:08:31	0:10:39
December	0:07:16	0:09:29	0:08:42
January	0:08:26	0:10:42	0:07:04
February	0:07:28	0:08:04	0:06:16
March	0:06:58	0:08:11	0:06:28
April	0:06:30	0:08:52	0:05:35
May	0:06:21	0:10:21	0:05:58
June	0:16:06	0:09:40	0:05:31
Average	0:08:22	0:09:06	0:08:05