



Annual Report 2022–2023

Student Affairs / Student Health Center

Welcome

The Student Health Center supports students academic success and retention by providing convenient, timely, and high quality health care for Fredonia students. As a department within Enrollment and Student Services, the Student Health Center strives to support Fredonia's Blueprint of Excellence strategic plan and Institutional Goals while creating a culture in which the student can make informed and responsible decisions regarding their personal health and wellness.





Mission, Vision, and Values

Mission:

The mission of the Student Health Center is to enhance the educational process and personal development of the Fredonia student by providing quality health care and promoting an optimal level of health and wellness in a caring atmosphere that respects their unique qualities as an individual.

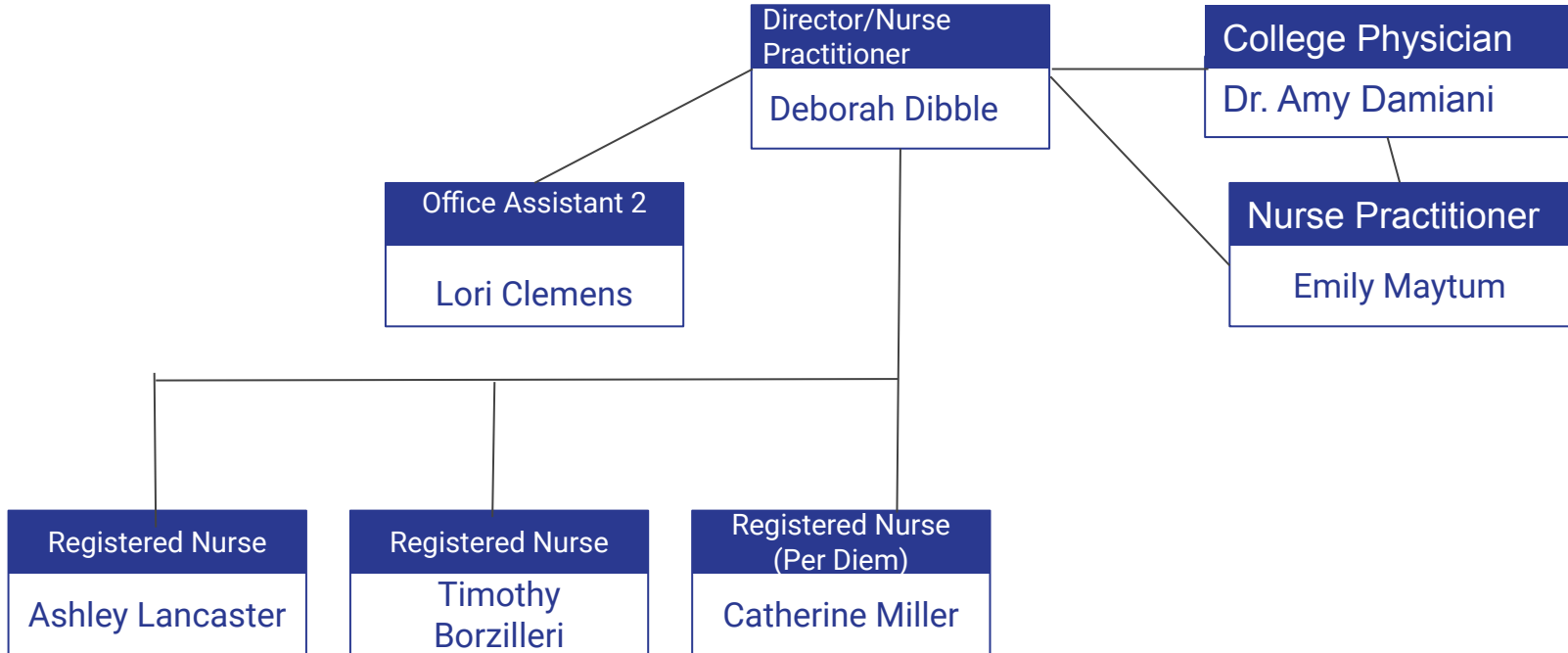
Vision:

Promoting a campus culture focused on health and wellness.

Core Values:

- Student Centered
- Excellence
- Compassion
- Accessibility
- Responsiveness
- Collaboration
- Social Responsibility
- Diversity

The Student Health Center Team



Scope of Service:

The Student Health Center's primary responsibility is to provide the highest quality nursing and medical care for the Fredonia student. It is our mission to make every effort to have a positive impact on the health care experiences of the Fredonia student while creating a culture in which they can make informed and responsible decisions regarding their personal health and wellness.

Services available include health promotion and disease prevention as well as diagnosis and treatment of acute illness and injury with education for healthy lifestyles and disease prevention, in a caring, supportive and confidential environment. The services provided by the Student Health Center includes, but are not limited to acute/urgent care for illness and injury, sexual health services, telemedicine, laboratory, pharmacy, physical exams, and the campus food pantry.



Unit Reports

Scope of Service

Services Provided

Acute Illness	2651
Acute Injury	166
Nurse Visit (PPD/Injections)	148
Physical Exam	39
Sexual Health Appointment	166
Emergency Contraception	44

Class Rank

- Freshman 400
- Sophomore 723
- Junior 625
- Senior 1307
- Graduate 139

Gender

- Male 993
- Female 2232
- Not Identified 2



Unit Reports

Overview

COVID Statistics

Total Number of Cases 507

Total On-Campus Positive 211

Total Off-Campus Positive 296

Where did they Isolate ?

On-campus 134

Off-campus 373



Unit Reports

Overview



List of Achievements

Student Affairs/Student Health Center

1. **Student Centered Patient Care** - Based on a total enrollment of 3210, the Student Health Center has provided medical care to 35% of the student population here at SUNY Fredonia.
2. **Accessibility** - With a simple phone call, students are able to get a same day appointment with the student health center. In the fall 2023, students will have access to online scheduling through our patient portal.
3. **Enhancing Social Responsibility** - With an increase availability in Home COVID tests, Clia Waived Laboratory Tests, and Vaccines, students were able to take responsibility for their part in health promotion and disease prevention.
4. **Promoting Compassion** - The Campus Food Pantry continues to provide assistance and nutrition to those facing Food Insecurity.
5. **Promoting Health and Wellness** - The Health Matters Series is a new health promotion program offered weekly at the Help Hub providing information on pertinent health related topics. These topics are aligned with the National Health and Wellness Campaign, Healthy People 2023.

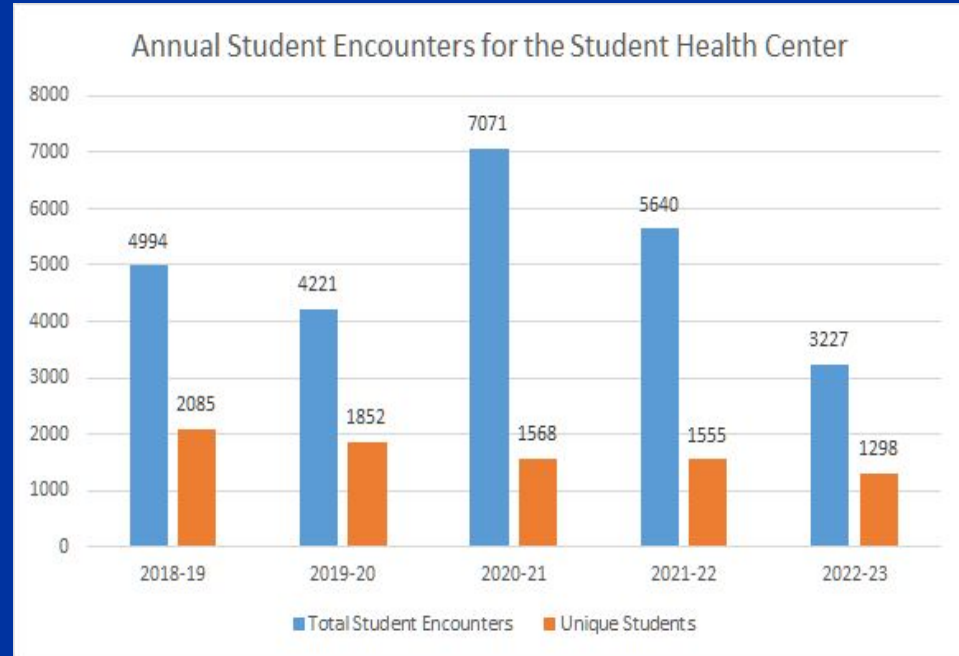


Impact/Results

Student Centered - Patient Care
is our Main Goal

The primary focus of the Student Health Center is to provide the best student centered, safe, effective, reliable, timely, efficient, and equitable care while meeting the needs of the student population where they are both mentally and physically.

With the ending of the COVID pandemic, we have seen a decrease in the number of students seen in the Student Health Center. For this reason, the staff have turned our concentration to looking at what the new normal looks like for us. We have realized that students have become efficient at navigating the healthcare system, and prefer instant results, whether that be with making an appointment online, getting in for an appointment on the same day the appointment is made, or having documentation at their fingertips.



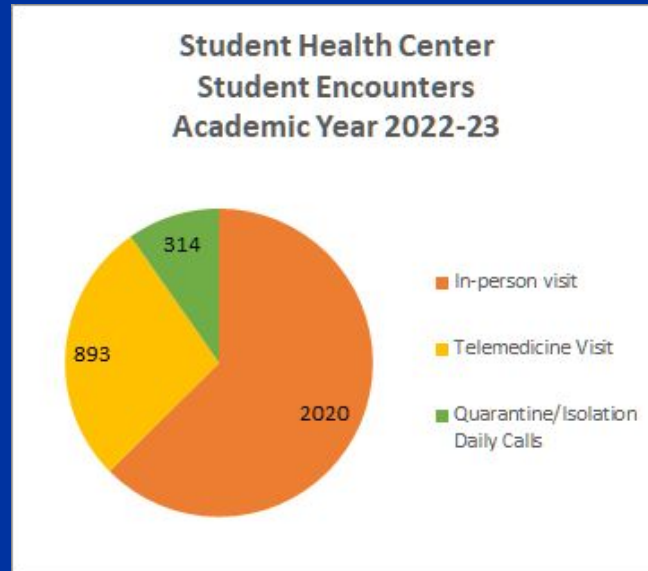


Impact/Results

Accessibility - Meeting Students Where They Are

Over the course of the past three years of the COVID pandemic, the Student Health Center has made changes to our operation to accommodate students where they are. This has included the addition of telemedicine visits whether by phone or by zoom.

98% of our appointments were on the same day as they were scheduled. The remaining 2% were due to the student's request, the time of the day in which the appointment was requested, or the availability of a certain medical provider.



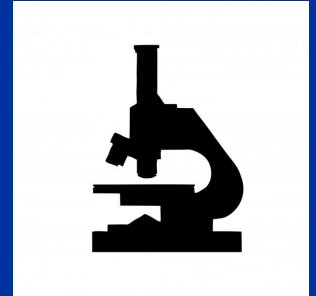


Impact/Results

Enhancing Social
Responsibility through Testing
and vaccines.

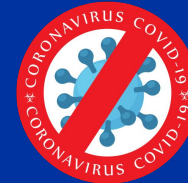
1081 laboratory tests were performed in the Student Health Center CLIA-waived laboratory. This is an increase in from the 805 tests performed in 2021-22.

- COVID 383
- HIV 11
- Flu 113
- Monospot 54
- Rapid Strep 346
- Urinalysis 108
- Urine Pregnancy 20
- STI 46



Home COVID Tests

Over 12,000 tests were made available to faculty, staff and students in multiple locations throughout campus.



Flu Shots

In coordination with Rite Aid, 268 faculty, staff and students received their flu shots here on campus.



Impact/Results

Promoting Compassion while
meeting the challenges of
Food Insecurity

264 Bags of food

32 Open food
pantry days

5 Visits by the
SNAP consultant
here on campus

20 Days of Health
Promotion
activities
promoting the
Food Pantry



Food insecurity is common at colleges and universities across the country potentially impacting the educational success of many students. It is hard to concentrate when you are hungry or worrying about where your next meal is going to come from. For this reason, we have created the Fredonia Campus Food Pantry.

Food Pantry Hours of Operation:

- Tuesdays 10am-1pm at the Williams Center
- Fridays 8am-4pm at the Student Health Center or by appointment



Impact/Results

Promoting Health and
Wellness



HEALTH MATTERS SERIES

Health Matters Series

A weekly health promotion program at the Help Hub providing information on pertinent health related topics. These topics are aligned with the National Health and Wellness Campaign, Healthy People 2023, and are meant to raise awareness on activities that promote a healthy lifestyle.



Accessibility - The Student Health Center will continue to provide accessible and safe medical care through means of telemedicine and in-person visits.

Strategies and Tactics

- Improve scheduling of appointments - During this academic year, students were able to make an appointment with one call, 98% of the time getting an appointment within the day in which they called.
- A “no touch” check in process - we are completely paperless. Students are sent an email at the time the appointment is scheduled with a link to the patient portal, and the ability to fill out all required paperwork online.
- Keeping everyone safe - as per CDC recommendations, we have made available masks for those students who wish to wear one while in the Student Health Center.



Assessment

Accessibility

Assure Compliance with State Laws and Standard of Care Guidelines

- The Student Health Center will continue to provide expert medical care in accordance with professional guidelines, New York State Public Health Law, and within the recommendations of the CDC, NYSDOH, and ACHA.

Strategies and Tactics

- Policy and Procedure Manual - Recently updated to not only be consistent with operational changes, but are also working towards aligning with accreditation standards.
- Adequate supply of medications and supplies - We have prided ourselves with being prepared for whatever comes our way and have maintained an adequate supply while doing so.
- Immunization Compliance - We are 100% compliant with required immunizations for post secondary institutions.



Assessment

Compliance with State Laws and Standard of Care Guidelines

Enhance Outreach Programming - The Student Health Center will enhance the health and wellness knowledge of students as a form of outreach programming both within the student health center as well as in the campus community.

Strategies and Tactics

- Updated Educational Materials - All educational materials located in the Student Health Center have been updated, and provide the most current recommendations for both disease prevention and health/wellness promotion.
- Visit Summary - Following each visit to the Student Health Center, the student will be sent a visit summary which not only provides educational information regarding their diagnosis but also information about preventative care and health/wellness activities.
- Health Matters Series - A weekly health promotion program at the Help Hub providing information on pertinent health related topics. These topics are aligned with the National Health and Wellness Campaign, Healthy People 2023, and are meant to raise awareness on activities that promote a healthy lifestyle.



Assessment

Enhance Outreach Programming

Students who engage in services provided by the Student Health Center will be able to manage their physical health so they can achieve their academic and personal goals. (Learning Domain: PD, PS)

Strategies and Tactics:

- At each visit, students are provided with information regarding prevention suggestions and promoting health and wellness through our visit summary. This has been enhanced by the addition of the Up To Date program.
- Available in the health center waiting room as well as in the self-care station are up to date brochures for health promotion and disease prevention.

Measurements: Unfortunately, the student satisfaction survey that would have aided in evaluating these strategies and tactics was met with an error in the electronic medical record. There is no measurable data for this learning outcome this year.

For next year, this will be rectified with a monthly google survey that will be randomly distributed to students who are seen in the health center.



Assessment

Student Learning Outcome #1

Students who engage in services provided by the Student Health Center will be able to demonstrate an increased understanding of medical information, including one's own medical diagnosis and treatment plan (Learning Domain: PD, PS)

Strategies and Tactics:

- At each visit, students are provided with clear and consistent information regarding their diagnosis and treatment. This information is electronically shared with them by means of a visit summary in the patient portal.
- For each time that a student is given an over the counter medication, they are also given clear and concise verbal and written instructions regarding the use of this medication, the side effects and the possible adverse reactions.

Measurements: Unfortunately, the student satisfaction survey that would have aided in evaluating these strategies and tactics was met with an error in the electronic medical record. There is no measurable data for this learning outcome this year.

For next year, this will be rectified with a monthly google survey that will be randomly distributed to students who are seen in the health center.



Assessment

Student Learning Outcome #2

Students who engage in Student Health Center activities and programs will demonstrate skills in accessing and utilizing healthcare resources on campus and in the community.

(Learning Domain: PD, PS)

Strategies and Tactics:

- Flu prevention information is included as part of the visit summary sent to each student following their office visit.
- Flu shot clinics are advertised throughout the Fall semester by email, the Campus Report, as well as signage both in the Student Health Center and around campus.

Measurements: Unfortunately, the student satisfaction survey that would have aided in evaluating these strategies and tactics was met with an error in the electronic medical record. There is no measurable data for this learning outcome this year.

For next year, this will be rectified with a google survey that will be distributed to students who participated in one of our flu vaccine clinics.



Assessment

Student Learning Outcome #3

Students who engage in sexual health services provided by the Student Health Center will be able to demonstrate an understanding of their individual health condition, what prevention approaches can be taken and appropriate treatment when needed. (Learning Domain: PD, PS)

Strategies and Tactics:

- Accessibility - During this academic year, students were able to access a sexual health appointment on any day of the week.
- At each visit, students are provided with clear and consistent information regarding their diagnosis and treatment as well as suggestions as to the preventative measures that they can take regarding sexual health. This information is electronically shared with them by means of a visit summary in the patient portal.

Measurements: Unfortunately, the student satisfaction survey that would have aided in evaluating these strategies and tactics was met with an error in the electronic medical record. There is no measurable data for this learning outcome this year.

For next year, this will be rectified with a google survey that will be distributed to students who participated in a sexual health visit.



Assessment

Student Learning Outcome #4

SMART Goal: There will be a 10% increase in the number of sexual health visits at the student health center over the course of the 2022-23 academic year.

Plan:

- Advertise the sexual health clinic and the services provided on the Student Health Center website under the “services” tab.
- Work with groups such as Steps and the Help Hub for distributing information regarding the Sexual Health Clinic to the campus community.
- Posting information in the health center waiting area and exam rooms regarding these services.

Tracking:

- Number of students seen in the sexual health clinic.

Results:

- During the 2022-23 academic year, 166 students were seen for sexual health visits which is an increase of 34 students from the previous 2021-22 academic year. This is representative of a 28 % increase.

Next Steps:

- The Student Health Center has moved to a model that allows for sexual health appointments to be made for any day of the week. This will be advertised in the Fall of 2023, and I anticipate that our numbers will continue to increase.



Assessment

Action And Assessment 2022-23

The True Blue Transformation of the Student Health Center

Excellence: Engage students with individualized healthcare through the delivery of high-quality services to maximize their health and well being.

Collaboration: Enhance departmental visibility with students, faculty and staff through effective and consistent communication by use of technology and marketing strategies.

Accessibility: Increase accessibility to students for use of the Student Health Center services by reintroducing online scheduling of appointments, increasing the number of appointments available each day, and allowing students who walk in to have access to triage and assistance with scheduling.

Diversity, Equity, Inclusion, Accessibility and Belonging: Create a climate in which each student experiences a sense of belonging, connectedness and of being heard.



Strategic Goals

2023-24



Student Health Center / Division of Student Affairs

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