

*Reflecting on the Year: Celebrating Successes & Continuous Improvement*

<b>Unit/Office 2014-2015 Goals &amp; Assessment Plan</b>  2014-2015 Closing the Loop Summary  2015-2016 Goals & Assessment Plan	<b>Unit: Hazen Center for Integrated Care</b>  <b>Director: Libby Caruso</b>
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**2014-2015 Assessment Plan**

This section summarizes the unit plans for progress toward strategic goals.

<b>Strategic Plan Construct</b>	<b>Divisional Priority/Objective(s)</b>	<b>Unit Goal</b>	<b>Assessment Objective</b>	<b>Assessment Results</b>	<b>Resources Used</b>	<b>Outcome/Status</b>
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**Unit Mission:** Providing quality outpatient health, psychological, and prevention services is the primary focus of the Hazen Center for Integrated Care. The staff of the Health Center, Counseling Center, and Prevention and Outreach Services desire to enable a diverse student population to pursue the primary goal of acquiring an education with minimal lost time or distraction due to physical, emotional, or social issues. The collaborative nature of these programs enhances the overall health and development of the College at Brockport student.

Co-Curricular Programming and Supportive Services	Healthy Campus	Provide professional development to the Counseling Center staff each quarter using the expertise of staff to lead sessions.	Four professional development sessions will be led by Counseling Center staff by May 2015.	Evaluation of professional development attendance.	Staff time, training resources.	Goal Met
Co-Curricular Programming and Supportive Services	Healthy Campus	Ensure compliance with NYS HIV testing guidelines, with 80% of patients being offered HIV testing by May 2015.	Random sample of 50 patient charts.	95 % of charts sampled were compliant.	Staff time, training	Goal met.  95% of patients were offered HIV testing.
<b>Strategic Plan Construct</b>	<b>Divisional Priority/Objective(s)</b>	<b>Unit Goal</b>	<b>Assessment Objective</b>	<b>Assessment Results</b>	<b>Resources Used</b>	<b>Outcome/Status</b>
Co-Curricular Programming	Healthy Campus	Streamline staff responsibilities in	Successful restructuring of	Program tracking and assessment, feedback	Staff time, training,	Goal partially met; continued goal for

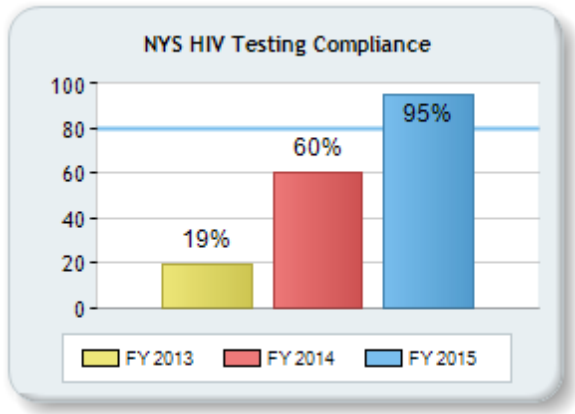
and Supportive Services		Prevention and Outreach Services and integrate new staff into the department and campus.	Prevention and Outreach Services responsibilities and staff by May 2015.	from campus partners, performance programs, etc.	reflection, etc.	2015-16, because of staff promotion and subsequent vacancy.
Co-Curricular Programming and Supportive Services	Healthy Campus	Integrate the programming, staff and facilities of The Women's Center and Center for Select Respect.	Successful restructuring of space and staff by August 15, 2015.	Staff reflection, student feedback, program assessments	Staff time, training, organizational change, etc.	Goal met in January 2015. Culture change will continue as goal change

### **Creating a Culture of Evidence & Continuous Improvement**

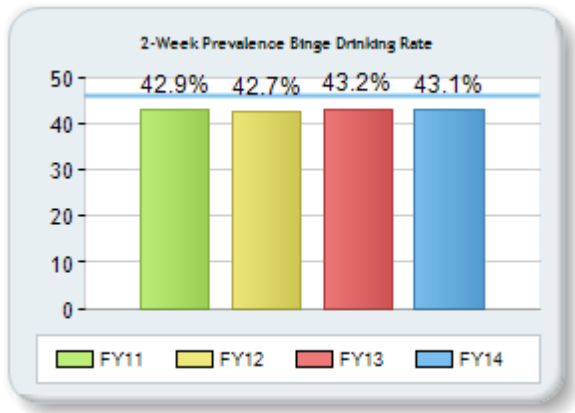
The College at Brockport is committed to improving program effectiveness and the quality of the student experience through assessment data. The use of assessment data will contribute to the culture of evidence within each unit and the overall campus community. This section allows units to report administrative assessment data that might not necessarily be tied to a specific goal, but illustrates program or unit effectiveness.

<b>Assessment Objective</b>	<b>KPIs/Benchmark</b>	<b>Outcome/Results</b>	<b>Analysis</b>
Ensure compliance with NYS HIV testing guidelines, with 80% of patients being offered HIV testing	80% of patients will be offered HIV testing per NYS guidelines	<b>Goal Met:</b> <b>FY 2015 – 95%</b>  <b>FY 2014 – 60%</b>  <b>FY 2013 – 19%</b>	Continue professional development to train staff on this relatively new NYS requirement and strategies to approach patients with offers of HIV testing. According to benchmarking with other SUNY's, we are 35% above the typical result. Typical result of other SUNY's is 60%.
Maintain a 2-week prevalence binge-drinking rate below the average for northeastern colleges and universities.	Less than 45.9% of students will report binge drinking within the past 2 weeks.	<b>Goal Not yet assessed. CORE Data (done April 2015) pending as of August 2015</b>  <b>FY14 – 43.1%</b>  FY13 –43.2%  FY12 –42.7%  FY11 –42.9%	For 4 consecutive years, 2-week binge drinking rates have been below the benchmark for northeastern colleges. High-risk drinking prevention efforts have become well established at the College, with 15% of students reporting being actively involved in efforts. A process of continuous improvement is employed to ensure prevention efforts are relevant, evidence-based, and effective. <b>Data from April 2015 assessment is pending.</b>
Trial of “Brief Model” in Counseling Center, evaluating effectiveness and student satisfaction with this model of 3 – 5 sessions total.	Student and Counselor satisfaction will be ranked at minimum 3 on a 4 point scale.	2014-15 small sample size limits interpretation. 100% of students reported this model “made a difference in the quality of life as a student”	Limited sample size and timeframe. Assessment will be more thoroughly developed in 2015-16, and Brief Model will become standard practice. Each semester will review CCAPS data will be evaluated, along with student and counselor satisfaction with this counseling approach.

**KPI:** Ensure compliance with NYS HIV testing guidelines, with 80% of patients being offered HIV testing



**KPI:** Maintain a 2 week prevalence binge drinking rate below the average for northeastern colleges and universities. Desired rate is < 45.9% of students will report binge drinking within the past 2 weeks.



## **2014-2015 Closing the Loop Summary Report**

The following report outlines the assessment tools used and data compiled in regard to **no more than three** unit/office goals from 2014-2015. It will also highlight the proposed action items and recommendations for the next year. Please note that this information will be included in the EMSA Briefing Book.

**2014-2015 Goal:** Ensure compliance with NYS HIV testing guidelines, with 80% of patients being offered HIV testing by May 2015

**Tool Used:** Random sample of 100 patient charts.

**Data/Results:** 95% of students sampled were offered an HIV test.

**Summary/Conclusions:** This state requirement is still relatively new and will require continued professional development for Student Health Center staff. The rate did increase from 60% to 95% from FY14 to FY15 due to increased knowledge of requirements among staff, the use of marketing in the exam rooms, and buttons worn by Student Health Center staff.

**Recommendations/Action Items for next year:**

Goal has been met but will continue to monitor HIV testing offered by:

- Continuing weekly reminders at staff meeting.
- Completing a random sample at 4 points during the academic year to gauge progress towards goal.

**Methods for disseminating results:** Discussed at Hazen Integrated staff meetings and quality improvement review.

**Sentence to be included in EMSA Briefing Book:** Ensured compliance with NYS HIV testing guidelines, with 95% of patients being offered HIV testing. SUNY average is 45% per benchmarking data..

## **2014-2015 Closing the Loop Summary Report**

**2014-2015 Goal:** Customize the Counseling Center intake process to more effectively utilize appointment time by May 2014.

**Tool Used:** Process review and reflection

**Data/Results:** Implementation of walk-in hours, phone triage, and Mediat communication.

**Summary/Conclusions:** The triage process was implemented and consisted on a counselor “on-call” every day to see students in person or speak over the phone. This individual also provided support to any unplanned situations that may occur. All students entering the counselor complete the appropriate paperwork and meet briefly with the on-call counselor. This eliminates the need for non-clinical front desk team members to determine if a student is in crisis or would benefit from seeing a counselor immediately and the paperwork allows the triage counselor to properly and efficiently assess the student’s needs. Crisis or acute issues were accommodated via walk-in hours while students with non-urgent needs were still seen within 48 hours. Staff compliance and documentation improved considerably in regards to progress notes.

**Recommendations/Action Items for next year:**

- Continue use of walk-in hours and phone triage initiatives.
- Integrate the use of drop down menus through Mediat to decrease the time needed to complete progress notes.
- Continue reviewing dashboards bi-weekly at staff meetings to ensure that staff meets the policy of completing intake and progress notes.

**Methods for disseminating results:** Staff was regularly updated at staff meetings, and in clinical supervision.

**Sentence to be included in EMSA Briefing Book:** Implemented walk-in hours in Counseling Center, which streamlined staff scheduling, improving availability, and accommodating student needs more efficiently.

### 2015-2016 Assessment Plan

This section summarizes the unit's future plans for progress toward strategic goals.

<b>Strategic Plan Construct</b>	<b>Divisional Priority/Objective(s)</b>	<b>Unit Goal</b>	<b>Assessment Objective</b>	<b>Assessment Measures</b>	<b>Resources Needed</b>	<b>Action Plan</b>	<b>Person(s) Responsible</b>
Co-curricular Programming and Supportive Services	Healthy Campus	Evaluation of "Brief Model" in Counseling Center, evaluating effectiveness and student satisfaction with this model of 3 – 5 sessions total.	Each semester will review CCAPS data, along with student and counselor satisfaction with this approach.	80% of students in Brief Model will be satisfied with their experience. Evidenced via client and staff satisfaction surveys. Pre and Post CCAPS scores will be reviewed.	Staff time	Staff training will be done, and schedules will be modified to accommodate the Brief Model.	Darlene Schmitt
Co-curricular Programming and Supportive Services	Healthy Campus Technology/ Process Improvement	<p>Medicat Student Portal</p> <p>Increase efficiency for</p> <ul style="list-style-type: none"> <li>-student check in</li> <li>-Less time for office staff in scheduling and phone calls.</li> </ul> <p>-students will use secure messaging.</p> <p>-staff will be satisfied with efficiency of communication and interaction with students.</p>	<p>80% of students will satisfied with the efficiency and privacy of this self check in system.</p> <p>50% of students will use the messaging system. Staff will be satisfied at 90% regarding the use of this system.</p>	Student satisfaction survey Staff satisfaction survey	Staff time	Campus Labs will be utilized for surveys.	C. Van Lare D Schmitt L Maier L Myer



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Co-curricular Programming and Supportive Services	Healthy Campus	High-risk drinking prevention and awareness programming will be provided to 90% of incoming students.	Student attendance and participation	Numbers of students attending EagleCHECK, Sound-off Theatre and Think About It completions.	Professional and student staff time	Review and update program content to meet current standards.	S Gleisle
Co-curricular Programming and Supportive Services	Healthy Campus	Increase student awareness of interpersonal violence and contributing factors.	Schedule of programs which meet VAWA standards.	Pre and post-test improvements from Sound-Off Theater.	Professional and student staff. Survey instruments, printing or software costs.	Review and update program content to meet current standards.	S Gleisle

### Points of Pride & Accomplishments

<b>Point of Pride/Accomplishment (include data/results as applicable)</b>	<b>Applicable Strategic Construct/ College Priority/College Goal/ Divisional Priority/Unit Goal</b>	<b>Additional Notes</b>
Successful implementation of walk-in and phone triage initiatives in the Counseling Center.	Healthy Campus	This has now become standard practice.
<ul style="list-style-type: none"> <li>• MedicaT Implementation. Complete changeover to electronic health record for health and counseling               <ul style="list-style-type: none"> <li>○ Integrated system that allows for improved access to information for both areas.</li> <li>○ Patient portal – allows students to complete and submit paperwork online, secure messaging between students and provider, e-prescribing between Hazen and pharmacies,</li> </ul> </li> </ul>	Healthy Campus and Supportive Services	
<ul style="list-style-type: none"> <li>○ Integrated system that allows for improved access to information for both areas.</li> </ul>	Healthy Campus and Supportive Services	This has streamlined communication for both HC and CC.
<ul style="list-style-type: none"> <li>○ Patient portal – allows students to complete and submit paperwork online, secure messaging between students and provider, e-prescribing between Hazen and pharmacies,</li> </ul>	Healthy Campus and Supportive Services	Implementation has begun.
<ul style="list-style-type: none"> <li>• Opiates Symposium: Over 100 campus professionals from western NY colleges and community representatives in attendance.</li> </ul>	Healthy Campus	
<ul style="list-style-type: none"> <li>• Jackson Katz – speaker on interpersonal violence, challenging men to help with culture change. Follow up dialogue was very interesting and important.</li> </ul>	Healthy Campus	
<ul style="list-style-type: none"> <li>• Planned, hosted “Drugs of Abuse” as part of NYS College Health Association District 7 for over 50 attendees representing more than 10 area colleges.</li> </ul>	Co-Curricular programming and Supportive Services	
<ul style="list-style-type: none"> <li>• Psychiatric coverage – developed new contract with Strong psychiatry, saving \$30,000 which included psychiatrist and 2 psychiatric residents to evaluate students in need.</li> </ul>	Healthy Campus	Will be continued. Both parties appreciate the collaboration..
<ul style="list-style-type: none"> <li>• Purple Run 4k Change – Domestic Violence awareness with over 400 registrants in attendance.</li> </ul>	Healthy Campus	
<ul style="list-style-type: none"> <li>• Yik Yak week. A wonderful collaboration between BSG, Talon TV, and POS.</li> </ul>	Healthy Campus	
<ul style="list-style-type: none"> <li>• Health Center as new clinical site for Medical Office Assistant students through BOCES.</li> </ul>	Healthy Campus	
<ul style="list-style-type: none"> <li>• Developed “nurse mental health triage” role, as part of further integration between health and counseling.</li> </ul>	Healthy Campus and Supportive Services	