



**SUNY  
BROCKPORT**

Office of the Vice President for Enrollment Management & Student Affairs

Unit End of Year Report		
Report includes: <ul style="list-style-type: none"> <li>• 2020-2021 Annual Goals</li> <li>• 2020-2021 Assessment Plan</li> <li>• Key Performance Indicators</li> <li>• 2021-2022 Annual Goals</li> <li>• 2021-2022 Assessment Plan</li> <li>• 2020-2021 Points of Pride</li> </ul>	<b>Unit:</b> Hazen Center for Integrated Care, Health Center  <b>Director:</b> Cheryl VanLare  <b>Assessment Team Representative:</b> Lynne Maier	
UNIT OVERVIEW		
Unit Functional Goals	Division Goal Mapping	College Goal Mapping
Provide preventative and immediate medical care, assessments, interventions, and services to the students at SUNY Brockport. Provide essential health care services to SUNY Brockport students.	<b>3</b>	<b>1.1</b>

**SECTION ONE: 2020-2021 UNIT STRATEGIC ANNUAL GOALS**

<b>Unit Strategic Annual Goals</b>	<b>Outcome/Status</b>
The health center will increase PrEP awareness and marketing to underrepresented groups and students.	Partially met.
The health center will implement LARC (long-acting reversible contraception) in collaboration with the nursing department.	Partially met.
Expand the use of telehealth. Continue virtual chats to connect with students and implement self-scheduling.	Goal Met.

**SECTION TWO: 2020-2021 Assessment Plan**

<b>Unit Goal</b>	<b>College Mission Alignment:</b>
The health center will increase PrEP awareness and marketing to underrepresented groups and students.	Strengthening services provided to students to contribute to student success. Ensuring quality improvement practices to better meet student need. To be a Great College at which to Learn

<b>Outcomes and Criteria:</b>	<b>Data Sources and Methods:</b>	<b>Assessment Data:</b>
1. Hazen will liaison with underrepresented clubs and organizations to meet and share information regarding PrEP.	Social media outreach, tabling.  Data source CDC, HIV.gov	Goal partially met. We started with some early outreaches Fall 2020, unfortunately with the Covid pandemic, the health center was consumed with Covid efforts to assist in maintaining a safe campus.  Messaging was sent out through My Brockport in September asking key members of clubs and orgs if the health center could meet with them or join a meeting to share information. We did not get any responses back. Due to the Covid pandemic, our efforts were cut short. The health center had to quickly shift and focus on campus safety throughout the pandemic and were unable to follow up with clubs and orgs for a second outreach.  We started with campus PrEP messaging in October and November. <ul style="list-style-type: none"> <li>October 6, the health center participated at a safer sex tabling event with Rho Alpha chapter of Alpha phi Alpha fraternity. We provided PrEP</li> </ul>

<p>2. Posters and campus messaging will be shared throughout campus to enhance awareness and education.</p>		<p>information, condoms, and a resource guide, with Hazen staff at the tabling event.</p> <ul style="list-style-type: none"> <li>• October 19th, we offered HIV and PrEP Trivia competition, a remote event in collaboration with BSG and SNO.</li> <li>• Trick or treating in Hazen offered a PrEP table and health center staff to discuss PrEP and its use.</li> <li>• Instagram posts were done in November outlining PrEP and how the health center can assist in treatment.</li> </ul>
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### CLOSING THE LOOP

**Resources Used:** Human resources were used to start this goal. Lynne Maier set up professional development for staff, as well as working with PrEP drug representative to assist in obtaining marketing tools for students, Lynne worked with Alpha Phi Alpha on a tabling event and resources, Lynne Maier and Erin Bucci hosted the PrEP and Trivia event, and social media information was completed by the Health Center intern and Lynne Maier.

**Key Findings:** Understanding that HIV disproportionately affect’s Black/African American and Hispanic/Latino communities and understanding college campus are a microcosm of society, we felt it was important to educate and make an increased effort to outreach to those populations to educate about PrEP, (per CDC, HIV.gov). We began by offering professional development to all staff September 30 to refresh and update on the importance of PrEP along with the clinical aspects needed to be able to prescribe PrEP. Staff reported after the interaction they felt confident to order and manage students on PrEP.

Following the professional development, we began offering information to students through various outlets.

1. October 6, the health center participated at a safer sex tabling event with Rho Alpha chapter of Alpha phi Alpha fraternity. We provided PrEP information, condoms, a resource information as well as table participation.
2. The health center worked with BSG and SNO (Student Nursing Organization) to offer a remote Trivia game focusing on PrEP and HIV prevention.
  - Seven students attended; 85 questions were asked during the trivia event.
  - Students attended answered 76% of the questions correctly overall. Questions were answered and discussion held throughout the event.
  - Two questions were repeated for a pretest/posttest PrEP assessment: Students answered 76% correct on the first ask, before information was shared on PrEP and 100% on the second ask, after PrEP information was shared.
  - We did not gather any demographic information with registration or at the event.
3. Hazen had an in-person Trick or Treat event in which we offered a short video clip on PrEP, and tabling with PrEP information.
  - We had eight people in attendance.

- No survey or data points were collected to garner who attended. Pre and posttests were not done, we wanted to give students an in-person event. We were hoping for attendance to and ensure distancing and Covid protocols. Considering that, we did not ask students to participate in any surveys. We did have general discussions surrounding PrEP at the tabling event.

4. Instagram posts began in November for PrEP awareness month.

**Dissemination/Discussion of Key Findings:**

Three hundred bags were packed with information, candy, and PrEP marketing material, including games, condoms, and stickers. The bags were distributed to residential halls for students have information on HIV prevention and PrEP in conjunction with Trivia event.

Information was shared with students during all events as well as staff at staff meetings. Reminders on PrEP were offered throughout health center staff meetings.

Our work to engage with a club/org was cut short due to the Covid pandemic. Most activities were remote, and many groups struggled maintaining interest virtually in remote outreach opportunities.

**Summary Sentence for EMSA Divisional Report:** Hazen Health Center provides PrEP, a once-a-day pill for HIV prevention is available by prescription through the health center for all students. The health center strives to meet students where they are at and offer the most relevant health information. We will continue to advocate for PrEP as well as all efforts for HIV prevention.

Unit Goal		College Mission Alignment:
The health center will implement LARC (long-acting reversible contraception) in collaboration with the Department of Nursing.		Strengthening services provided to students to contribute to student success. Ensuring quality improvement practices to better meet student need.
Outcomes and Criteria:	Data Sources and Methods:	Assessment Data:
<ul style="list-style-type: none"> <li>• Collaborate with the Department of Nursing to offer LARC. Health center will be a clinical site for the FNP program.</li> <li>• Marketing through social media, REACH, and messaging through posters and tabling.</li> </ul>	Elizabeth Heavy, Certified Midwife with Brockport, Nurse Practitioner Program.  Instagram	Goal partially met. This goal was dependent on the duration of the Covid pandemic as noted in last year’s annual report. The Covid pandemic shifted staffing and efforts in the health center. The sexual health clinic with the Nursing Dept is on hold not allowing for completion of this goal.  Fall 2020, the health center was a clinical site for Brockport Nurse Practitioner program. Elizabeth Heavy, Certified Midwife was interested in working with Hazen on this goal. After Covid numbers increased, we no longer were able to offer the clinical setting in Hazen. We are in the beginning stage of this goal, efforts cut short due to the Covid pandemic and a need to shift resources to Covid management.

<ul style="list-style-type: none"> <li>• Offer staff professional development on LARC protocols and policies.</li> </ul>	<p>Rochester LARC initiative group</p>	<p>An Instagram live was done February 17, with two health center providers to discuss LARC and the benefits. The video has had 177 views at this time. At this point, a needs assessment will need to be completed to assess student interest along with more information on cost, insurance payments and the health center's role in assisting with insurance coverage.</p> <p>Professional development for clinical staff was offered January 25 with the Rochester LARC group.</p> <p>More clinical development including hands on training is needed, along with a possible shadowing experience with RIT or Planned Parenthood for clinical staff. Clinical staff report they are excited to be able to have enhanced training with the possibility of being able to do the IUD insertions.</p>
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## CLOSING THE LOOP

**Resources Used:** Human resources and financial capital were used to start this goal. Erin Bucci PA-C arranged for professional development as well as participated in the Instagram live with Lindy Zulick FNP. The cost to the health center for the preceptor for the sexual health clinic is \$5,000 provided by the Nurse Practitioner program at Brockport.

**Key Findings:** A LARC interest code was added to Mediat (electronic medical record) in October as well as a template for students to complete specific to LARC appointments. Providers were instructed to use the LARC code if they engaged in the conversation to assess interest in the health center offering LARC as a means for long-term reversible contraception. To date, we have had four student positive responses for LARC interest. We will need to reassess and gauge if there is a need and interest by the student body for the health center to pursue this goal. At this point, it seems the better direction for next year would be for Hazen to advocate and educate for LARC, but not pursue the actual procedure for insertions. Reassess when more information has been shared with students and the culture shift changes to LARC as the primary option for pregnancy prevention. LARC is the gold standard for ease of use, no daily pill or action to take, easily reversible and an effective barrier for pregnancy.

### Dissemination/Discussion of Key Findings:

LARC discussions occur in the clinical arena with patients as appropriate, the health center strives to be on the forefront of holistic quality care and provide up to date information and medical care. Staff discussions were held, a resource sheet was developed to assist patients in accessing LARC as appropriate. We will continue to advance LARC with education, sharing of information and sharing community resources with students.

**Summary Sentence for EMSA Divisional Report:** The Health Center strives to meet students holistically sharing up to date medical information and resources. We will continue to advance LARC through education and sharing of resources with students.

<b>Unit Goal</b>		<b>College Mission Alignment:</b>
Expand the use of telehealth. Continue virtual chats to connect with students and implement self-scheduling.		Strengthening services provided to students to contribute to student success. Ensuring quality improvement practices to better meet student need.
<b>Outcomes and Criteria:</b>	<b>Data Sources and Methods:</b>	<b>Assessment Data:</b>
<ul style="list-style-type: none"> <li>• Develop telehealth policies and protocols.</li> <li>• Develop templates for clinical staff in Medicat.</li> <li>• Chose a platform, zoom or Doxy Me.</li> </ul>	<p>Review accreditation standards for best practices with telehealth</p> <p>Staff developed electronic record templates that included safety information, patient current location and emergency contact. Zoom, HIPAA Compliant and the standard for medical offices.</p> <p>Template developed through baseline and attached to telehealth appointments. Students receive the form after their visit.</p> <p>Clinical Peer Review Completed</p>	<p>Goal Met</p> <p>Policies and procedures were developed using best practices.</p> <p>Templates have been developed; staff are using the template in the medical record to ensure they get the necessary information to hold a safe telehealth visit.</p> <p>Staff investigated three separate telehealth platforms. After reviewing the options and cost, quality of video and ease of use for the student. Zoom was chosen as the preferred platform for the health center. We have embedded the link with the appointment so the student can securely connect through My Hazen, the patient portal.</p> <p>The telehealth satisfaction tool was completed through Baseline. We have had 14 respondents. Students report 100% satisfaction with their ease of use, video quality and connection as well as the overall visit. They offered no comments or wishes for any changes at this time.</p> <p>Clinical peer review was completed.</p> <ul style="list-style-type: none"> <li>• Four providers reviewed 11 charts looking for the following criteria:</li> <li>• Verbal Consent for telehealth is documented- 82%</li> <li>• Confirmation of a private/confidential patient location is documented. 73%</li> <li>• Patient’s physical location is documented. 73%</li> </ul>

<ul style="list-style-type: none"> <li>• Develop a patient satisfaction tool regarding telehealth.</li> <li>• Staff peer review for consistent care through telehealth</li> <li>• Self-Scheduling</li> </ul>	<p>Staff did training with the electronic medical record system to develop self-scheduling that included all necessary forms that should be completed prior to the student's office visit.</p>	<ul style="list-style-type: none"> <li>• Telehealth procedure code is used. 82%</li> </ul> <p>Results were shared with individual staff and reminders given regarding the necessity to gather all the information as well as use proper coding for all telehealth visits.</p> <p>Self-scheduling was started Fall 2020. Students used the self-scheduling feature and reported they liked the option. Because of Covid and the need for prior assessment before walking into Hazen, we did not allow for the self-scheduling of ENT (ears nose and throat) visits, which lead to a work around for students. Students with a concern for Covid would self-schedule a visit using a dental visit or a nausea and vomiting visit code. This made planning, maintaining distance and room cleaning difficult to manage. The decision was made in March to hold self-scheduling until Fall 2021. It is set up but will need some fine-tuning for appointment code choices. Students will have to be given an option for an ENT (ears, nose, and throat visit). We will need to look at how to manage those appointments with room cleaning and staffing needs. Covid air filtration and cleaning takes about 40 min after an ENT visit before the room can be used again.</p>
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## CLOSING THE LOOP

**Resources Used:** Human resources were used; Quinn Maloney developed the policies and procedures as well as the provider peer review. Lynne Maier developed the satisfaction tool, and Cindy Daniel and Val Rusin worked on the telehealth templates and self-scheduling set up. There was a cost to Hazen associated with the zoom technology.

**Key Findings:** Telehealth peer review will need to be reassessed after the reminder notifications looking for improved scores; the baseline goal is 90% on all four questions. Self-scheduling will need some appointment code enhancements. Students want to schedule for an ENT visit. They will find a work around if we do not solve the internal problem with room cleaning. We need to fix that aspect, so students have an option for scheduling that fits their needs and the health centers. All staff participated in a telehealth professional development opportunity Jan 15, followed by a staff discussion lead by Quinn Maloney. Staff were engaged and interested in improving our student's telehealth experience as well as enhancing our clinician's comfort. The health center completed 424 telehealth appoints, 338 of those were mental health visits. Aug 20-May 21.

**Dissemination/Discussion of Key Findings:**

All providers have seen their individual results for peer review and have been reminded to use the template and answer all questions asked. We will reassess the telehealth peer review, fall 2021.

We will also look at the self-scheduling module and make improvements that work for both students and Hazen anticipated completion, September 2021.

**Summary Sentence for EMSA Divisional Report:**

The Health Center strives to meet students where they are at, stay current in trending medical care and technology demands.

**SECTION FOUR: STUDENT LEARNING OUTCOMES**

**Institutional Student Learning Outcomes**

- 1. Written and Oral Communication
- 2. Quantitative Reasoning
- 3. Intercultural Competence
- 4. Critical Thinking and Information Literacy
- 5. Civic Engagement

Departmental Learning Outcomes	Institutional Learning Outcomes					Assessment Year
	1	2	3	4	5	
1. Students will be able to demonstrate the ability to be an advocate on behalf of their own healthcare				X		2018-2019
2. Students will be able to identify resources on and off campus that aid and support their personal health.				X		2020-2021

**Departmental Learning Outcome Measured in 2020-2021:**

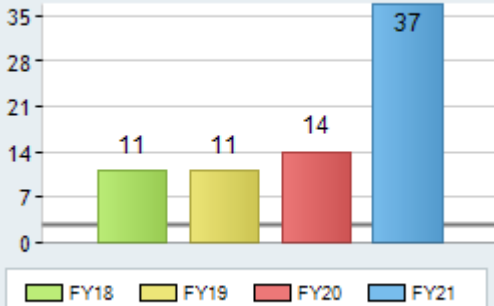
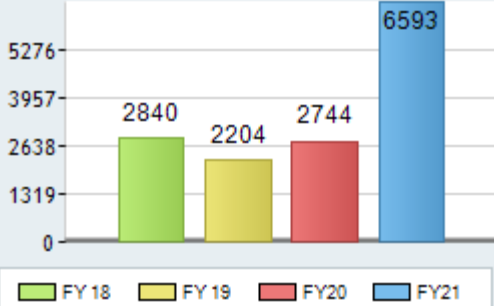


Students will be able to identify resources on and off campus that aid and support their personal health.		
Strategies/Programs	Assessment Tools/Data Sources	Results
<p>1. Refer to and educate students on:</p> <ul style="list-style-type: none"> <li>• Campus departments that can assist in their health and wellness, i.e., SERC, campus recreation, ASC, SAS, BASC.</li> <li>• Counseling Center.</li> <li>• Prevention and Outreach Services.</li> <li>• Provide updated marketing of available programs and services and health information programming through the REACH program.</li> <li>• After-hours nurse answering service, Fonemed.</li> <li>• Offer off campus resources for students needing higher level of care or chose to have care off campus.</li> <li>• Offer onsite free STI testing from an off-campus provider to decrease barriers to care.</li> </ul>	<p>Hazen electronic (Qualtrics) patient satisfaction survey –Typically done Spring unable to complete due to pandemic crisis. With the change students experienced going to online classes, the stressors of Covid, we felt doing a survey in the middle of this situation would not be reliable.</p> <p>We added some questions to the Residential Life midyear survey. Although this is data for residential students only and it is a combined Hazen Center for Integrated Care survey, it does give some indication of satisfaction with services.</p> <p>Off campus students were also surveyed and had three questions asked regarding Hazen Services.</p> <p>REACH is active in the waiting room with relevant information.</p>	<p>The three questions incorporated in the mid-year Residential survey are:</p> <ol style="list-style-type: none"> <li>1. I have used the Health Center- 119 respondents identified using the Health Center, 181 respondents did not identify which area of Hazen they accessed. 338 total respondents.</li> <li>2. I was satisfied with Hazen’s services. 157 respondents: 146 satisfied 92.99%</li> <li>3. How can Hazen improve services? 106 comments.</li> </ol> <p>Comments vary, themes are: Phone delays, be open on weekends and evenings, provide more information about services. Many noted they were happy with services.</p> <p><u>Off campus student survey:</u></p> <ul style="list-style-type: none"> <li>• Most relevant question to the HC:</li> <li>• Are you satisfied with Hazen Services?</li> <li>• Yes- 88%</li> <li>• No-12%, no comments listed.</li> </ul> <p>211 Respondents. Data from those respondents: 35% Report seeking health center services. 60% Did not identify which Hazen service they used. 26% Identify mental health as a campus concern.</p>

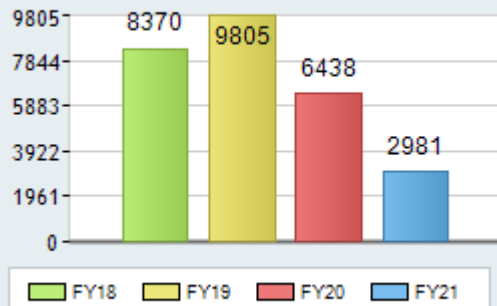
<p>2. Outreach to students to market available Health Center services, summer orientation, health fair, Hazen open house, commuter fair, residence hall programs and social media.</p>	<p>Students are referred to various campus partners depending on need. We can assess referrals to counseling and follow up based on urgency of need.</p> <p>We do follow up referrals with a phone call follow up and provide more information if the student has questions.</p> <p>This year with Covid we saw a huge increase in the use of the after-hour advice line.</p>	<p>9% Sexual health  6% Nutrition  4% Covid (This was interesting as our focus was 90% on Covid efforts)</p> <p>Demographic data from respondents:  78% were Caucasian/White  9% Arican American/Black  5% Hispanic  4% Asian  2% Latino  2% Multiracial  .26% Pacific Islander</p> <p><u>Referral utilization to CC:</u></p> <ul style="list-style-type: none"> <li>• The health center referred 33 students to counseling.</li> <li>• 13/33 attended counseling-39%</li> <li>• 20/33 did not follow up-61%</li> </ul> <p>After hour nurse advice line utilization and follow-up</p> <p>233 students utilized the after-hour advice line compared to 43 calls last year.</p> <p>FREE STI campus testing from Community partner:</p> <p>Trillium health provided free STI testing to 13 students. This is to decrease barriers to care and offer students a community resource. Students might not be comfortable with Hazen as well as assisted with any insurance concerns.</p>
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		<p>The health center participates in all campus outreach, including summer orientation and open houses. Many were virtual this year and we had a much lower engagement rate than past years with the zoom or teams' platforms. This lower engagement may contribute to students having less knowledge about health center services. For example, we did 4 summer orientation sessions and had 3 people attend. Typically, we have 800 parents attend our sessions.</p> <p>Our social media platform has seen an increase in followers. A large effort was placed on meeting students where they are at and increasing Instagram and Instagram Live events.</p> <p>We began with 300 followers. We have increased to 548.</p>
<p>Summary of Findings and Next Steps:</p> <p>One next step is to ensure we actively interact with the sophomore students. They had little in person events including orientation, most activities were on a virtual platform. They will need more information to ensure they can fully engage with campus resources.</p> <p>Develop a patient satisfaction tool that can be incorporated into visits and automatically be sent to students following that visit to assess satisfaction and learning.</p> <p>Considering the increased usage of FoneMed and by the reporting from the Hazen satisfaction surveys, students are finding resources on campus that promote their health and wellness. More work needs to be done to ensure all students are aware of the health center services and to develop assessment tools to measure students' knowledge. As a follow up to the counseling referral numbers listed above; students referred to counseling have a priority rating. Meaning they need follow up if they do not schedule, priority 1 or they have been referred as a suggestion, a resource, priority 2. Students rated as a priority 1, have an outreach to remind them about the counseling referral. We cannot force or make anyone do something they do not want to do. Hopefully planting the seed, outreach will help to get the student services they need.</p>		

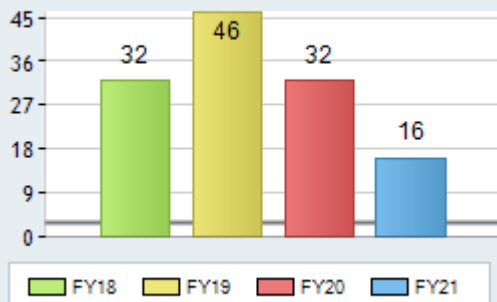
**SECTION FIVE: UNIT KEY PERFORMANCE INDICATORS**

Key Performance Indicators and Benchmarks	Analysis																				
<div data-bbox="170 391 730 792"> <p align="center"><b>Average Daily Calls and emails</b></p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Average Daily Calls and emails</th> </tr> </thead> <tbody> <tr> <td>FY18</td> <td>11</td> </tr> <tr> <td>FY19</td> <td>11</td> </tr> <tr> <td>FY20</td> <td>14</td> </tr> <tr> <td>FY21</td> <td>37</td> </tr> </tbody> </table> </div> <div data-bbox="170 824 730 1226"> <p align="center"><b>Annual Phone Call and E-mails</b></p>  <table border="1"> <thead> <tr> <th>Fiscal Year</th> <th>Annual Phone Call and E-mails</th> </tr> </thead> <tbody> <tr> <td>FY18</td> <td>2840</td> </tr> <tr> <td>FY19</td> <td>2204</td> </tr> <tr> <td>FY20</td> <td>2744</td> </tr> <tr> <td>FY21</td> <td>6593</td> </tr> </tbody> </table> </div>	Fiscal Year	Average Daily Calls and emails	FY18	11	FY19	11	FY20	14	FY21	37	Fiscal Year	Annual Phone Call and E-mails	FY18	2840	FY19	2204	FY20	2744	FY21	6593	<p>The Covid pandemic shifted the focus of the health center to Covid management and campus safety. Our in person visit volume decreased based on several factors.</p> <ul style="list-style-type: none"> <li>• More students were taking online classes.</li> <li>• Many students did not know we were open even though we did marketing and many social media blasts.</li> <li>• Students saw Hazen as the Covid police, they were afraid if they reported or came in, they would be tested for Covid and or put in isolation.</li> <li>• Many office practices had decreases in patient volume, patients were anxious to come in where Covid might be seen and in turn, they felt they could be exposed. We fit the national trend of lower in person visits.</li> <li>• The health center completed 424 telehealth appointments, 338 of those were mental health visits. Aug 20-May 21.</li> <li>• 1,030 off campus students were placed in isolation or quarantine by the health center with 441 residential students, not including precautionary quarantine. That work involved calling each student initially, with monitoring daily forms from each student, follow up calls as needed and discharge calls.</li> </ul> <p>Although our in-person visit, volume decreased our phone call volume rose substantially. Most of the clinical health center staff spent full days on the phone assessing students with Covid like symptoms, answering questions about isolation and or quarantine. We provided Covid management 7 days a week for the academic year, seen in the massive increase in the annual phone call numbers.</p>
Fiscal Year	Average Daily Calls and emails																				
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Student Health Center visits



Average Daily visits



**SECTION SIX: 2021-2022 UNIT STRATEGIC ANNUAL GOALS**

<b>Strategic Annual Goals</b>	<b>Divisional Goal Mapping</b>	<b>Strategic Plan Operational Objective(s)</b>	<b>Action Plan</b>	<b>Timeline</b>
<p>Increase the accessibility of safer sex supplies and services (including condoms, STI/HIV testing and PrEP access, etc.) particularly among at risk populations.</p>	<p>1, 2, 3, 6</p>	<p>1.1, 1.8, 2.4, 4.2, 4.8</p>	<ul style="list-style-type: none"> <li>• The health center and POS will work with Institutional Research to create and distribute a sexual health survey to a cross section of campus populations in order to study sexual health attitudes, perceptions, and behaviors on campus.</li> <li>• POS will implement a safer sex supply self-order and pick up/delivery based on the successful program run by James Madison University.</li> <li>• The health center and POS will collaborate with community organizations like Trillium to provide free HIV/STI testing.</li> <li>• The health center and POS will collaborate with community organizations like Trillium to provide free HIV/ STI testing, free transportation to their clinic for PrEP services as well as community outreach events on campus targeting at risk populations. At risk, populations are defined as Gay/Bi men of all races and ethnicities, African Americans, Latinx people, injection drug users and Tran’s people.</li> </ul>	<p>Year 1: The health center and POS will work with IR to identify a student sample and generate a survey instrument to generate baseline attitudes, behaviors, and perceptions.                      Years 2-5                      Use ongoing assessment strategies, increase outreach, testing and services by 3 % annually.                      This will be measured by survey, STI</p>

			<ul style="list-style-type: none"> <li>The HC and POS will collaborate with college communication to provide ongoing and inclusive messaging to promote awareness of HIV testing, PrEP access, STI testing and other safer sex services on campus. This will include digital messaging and targeted social media content.</li> </ul>	testing rates and condoms distributed.
The Health Center will outreach too clubs and orgs of underrepresented groups to align and promote sexual health and wellness through the continuum, topics including LARC, STI, PrEP. The goal is health center staff attending at least two club and orgs programs to share information on safer sex and LARC.	2, 6	1.1, 1.8	<p>Reach out to clubs and orgs in the following ways:</p> <ul style="list-style-type: none"> <li>Reach out to clubs and orgs through My Brockport.</li> <li>Discuss options with club and org professional staff to assist in meeting with various groups.</li> <li>Health Center staff will attend two events that are offered to campus by a club and or organization.</li> </ul>	May 2022
The Health Center will develop a tracking and compliance system for Covid vaccines, referral source for obtaining vaccine and consider offering Johnson and Johnson to administer to students.	1,3	1.1, 2.1, 2.4	<ul style="list-style-type: none"> <li>The health center will develop a Covid tracking mechanism with Medicat (electronic medical record) and possibly Banner.</li> <li>Banner will be an important area if we have exclusions with campus testing requirements based on full Covid vaccination. The campus pool testing team will need to know Covid vaccine status. If the Covid vaccine becomes FDA approved SUNY has mandated it will be a required vaccine.</li> <li>We will need to set up that logic up in Medicat for all three vaccines to comply with the SUNY requirements.</li> <li>Discuss with Wegmans hosting Covid vaccine clinics September 2021 and January 2022.</li> </ul>	May 2021

**SECTION SEVEN: 2021-2022 Assessment Plan**

<p><b>Unit Goal:</b> Increase the accessibility of safer sex supplies and services (including condoms, STI/HIV testing and PrEP access, etc.) particularly among at risk populations.</p>	<p><b>College Mission Alignment</b> <b>To be a Great College at Which to learn.</b> <b>To be a College Engaged with its Community.</b></p>
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<b>Outcomes and Criteria:</b>	<b>Data Sources and Methods:</b>	<b>Resources Needed and Individual(s) Responsible:</b>
<p>Increase the accessibility of safer sex supplies and services (including condoms, STI/HIV testing and PrEP access, etc.) particularly among at risk populations.</p> <p>Increase access to HIV, STI testing, and positive behavior and attitudinal changes related to reproductive and sexual health.</p>	<p>The Health Center and POS will work with Institutional Research to create and distribute a sexual health survey to a cross section of campus populations to study sexual health attitudes, perceptions, and behaviors on campus.</p> <p>Data from Medicat (EMR) to assess the STI visit rates as well as Trillium’s numbers for visits on campus R/T STI testing.</p> <p>Data collection from safer sex delivery program.</p>	<p>Mat Hall, Lynne Maier, IR, and marketing staff as well as the NYS Condom program will be needed to achieve this goal.</p>

**Action Plan:**

- Professional development for health center staff on latest trends, treatment, and health equity frameworks regarding sexual health. December 21
- Ordering ample condom supplies from NYS meet the need to for the delivery program. December 21
- The Health Center and POS will work with Institutional Research to create and distribute a sexual health survey to a cross section of campus populations to study sexual health attitudes, perceptions, and behaviors on campus. December 21
- POS will implement a safer sex supply self-order and pick up/ delivery. May 21
- The Health Center and POS will collaborate with community organizations like Trillium to provide free HIV/STI testing. May 21
- Year 1: POS and the health center work with IR to identify a student sample and generate a survey instrument to generate baseline attitudes, behaviors, and perceptions. POS and the health center will use 2020-21 health center data to set usage/outreach baseline data. May 2022



- Years 2-5 Use ongoing assessment strategies, increase outreach, testing and services by 3 % annually. Continue to measure behaviors, attitudes, perceptions to evaluate behavior change shifts. This will be measure by survey, STI testing rates and condoms distributed. May 2022-2025

**Goal Rationale:** Based on access to care related to the COVID-19 pandemic and patient reluctance to seek health care, the Health Center has seen a significant decrease in STI testing. Napoleon et al. (2020) report that, while STI transmissions remain at record highs over the course of the last decade, STI testing during the COVID-19 pandemic has dropped precipitously nationwide due to concerns relating to physical distancing in clinic spaces, lack of PPE within clinics, and the fear among clients about COVID-infection during STI testing visits – aligning with observations within the Health Center. We had 606 visits for STI evaluation 2019-20 and 338 STI visits in 2020-21.

<b>Unit Goal:</b>		<b>College Mission Alignment</b>
The Health Center will reach out to clubs and orgs of underrepresented groups to align and promote sexual health and wellness through the continuum, topics including LARC, STI, PrEP.		1.1, 1.8
<b>Outcomes and Criteria:</b>	<b>Data Sources and Methods:</b>	<b>Resources Needed and Individual(s) Responsible:</b>
Fall 2021, outreach to clubs and orgs for partnership with the health center.  The health center will offer two professional development topics for staff on LARC, STI and or PrEP.	Health Center will offer 2 programs, talks, and information sessions to underrepresented clubs and or orgs.  Staff professional development to remain current and be able to share the most up to date, relevant information.	Human resources, staff to outreach and develop programming and talks.  Human resources to set up the presentations and professional development. Professional development will be set up by Lynne Maier RN.

**Action Plan:**

- Reach out to clubs and orgs through My Brockport, and Amy McNulty, start in September-December 2021.
- Develop social media presence to reach students to offer health center partnerships.
- Discuss options with club and org professional staff to assist in meeting with various groups, September-October 2021.
- Health Center staff will attend two events that are offered to campus by a club and or organization. May 2022
- Discuss this goal at staff meetings; include attendance at clubs and orgs in PP. May 2022
- Continue to offer staff professional development on LARC, PrEP and STI trends and current modalities for evaluation and treatment so we can provide relevant, clinically sound information to students. May 2022

**Goal Rationale:**

It is important for the health center to ensure available accessible health care for all. The health center strives to meet students where they are at and provide the most current and effective health care options for all students.

<b>Unit Goal:</b>		<b>College Mission Alignment</b>
The Health Center will develop a tracking and compliance system for Covid vaccines, referral source for obtaining vaccine and consider offering Johnson and Johnson to administer to students.		1.1, 2.1, 2.4
<b>Outcomes and Criteria:</b>	<b>Data Sources and Methods:</b>	<b>Resources Needed and Individual(s) Responsible:</b>
<p>Work with Medicat and the college Banner team to identify Covid vaccine requirements (yet to be determined, vaccine pending FDA approval)</p> <p>Ensure students are aware of the mandatory Covid vaccine requirements.</p> <p>Set up logic in Medicat to assess and run reports on compliance.</p> <p>Work with Wegmans to offer a Covid clinic on campus.</p>	<p>SUNY requirements for vaccine compliance. Ensure campus-testing team has access to vaccine compliance in Banner.</p> <p>Update documents given at orientation, website, REACH, social media information to reflect new vaccine requirements.</p> <p>Work with Medicat to develop logic to track vaccine compliance.</p> <p>Connect with Wegmans to offer a Covid vaccine clinic on campus.</p>	<p>This goal will require human resources with the health center, Banner staff, campus testing team and marketing to students to achieve the desired outcome.</p> <p>Outreach to Wegmans to discuss vaccine clinics.</p> <p>Lynne Maier will spearhead this work.</p>

**Action Plan:**

- Meet with Banner team to discuss need for Covid compliance in Banner and accessible to pool testing team. July 21
- Meet with Medicat team to assist in developing logic to track compliance for all three Covid vaccines. Each will need its own logic since they all have different requirements. July 21
- Health center staff will need to learn how to run reports and track compliance. Dec 21
- Market information to students via REACH, paper information shared at orientation and through social media. Dec 21

**Goal Rationale:** This goal is timely and necessary considering rapidly changing requirements due to the Covid pandemic. SUNY is mandating all student with few exceptions will be required to have the Covid vaccine if it becomes FDA approved which looks highly likely for fall 2021.

**SECTION EIGHT: 2020-2021 POINTS OF PRIDE AND ACCOMPLISHMENTS**

<b>Point of Pride/Accomplishment</b>	<b>College Mission and Priorities Alignment</b>
Covid 19 response working with SUNY and College leadership to provide a rapid Covid response 7 days a week.	Engaged with community.
Management of students in isolation and quarantine on and off campus. <ul style="list-style-type: none"> <li>• 1,030 off campus students were placed in isolation or quarantine by the health center with 441 residential students, not including precautionary quarantine.</li> </ul>	Engaged with community.
Arranged for Flu clinics on campus with Wegmans partnership.	Engaged with community.
Partnership with Trillium health to offer free STI testing for students on campus. This partnership offered students increased access to care.	Engaged with community.
Telehealth implementation during Covid pandemic as well as the planning and implementation of self-scheduling. Students can schedule and have a visit from their homes.	Great place to work and learn, engaged with community.
Initiated pool testing and mass antigen testing based on campus need.	Great place to learn and engaged with community.
Developed a campus wide symptom tracker for students to self-identify Covid like symptoms and or exposures.	Great place to learn and engaged with community.
Identified an increase in Covid numbers in Ben-Dob residential hall. Worked with campus partners to quickly quarantine the building and stop further spread of Covid.	Engaged with Community
Health Center staff increased social media presence including a Hello from Hazen, Instagram Live presentations on LARC and the Covid vaccine.	Great place to learn and engaged with community.