**2016 – 2017 Divisional Assessment Process**

***Mission, Vision, Goals, Outcomes & Objectives***

***Part I***

**Please enter your information on this draft document and email it to your assessment liaison\* for review. Once your liaison has reviewed and returned it to you, submit final document. DRAFT DUE: July 1, 2016**, **to your department liaison**. **FINAL DOCUMENT DUE:** **August 1, 2016, to** [**saemassess@oswego.edu**](mailto:barbara.stmichel@oswego.edu)

**Department:** Mary Walker Health Center

**Submitted by:** Angie Brown MSN, FNP-BC

**Review your assessment data from last year. Reaffirm or revise your Department Mission & Vision:**

**MISSION:** Mary Walker Health Center promotes the health and wellness of students so that they can be successful in their academic pursuits, personal lives and be able to make positive personal health choices and decisions.

**VISION:** We at Mary Walker Health Center will be recognized for providing the highest quality care to students at SUNY Oswego. This will be accomplished through delivery of outstanding accessible health and wellness services that will ensure a healthy, safe environment while supporting learning to a diverse student population. Our students will be empowered to make personally effective and desirable lifestyle choices.

**DEPARTMENT GOALS 2016-2017**

* **Review Department goals from 2015-2016.**
* **Are they still aligned with your mission & vision? Goal I (Using AAACH accreditation as a frame work Walker Health center will assure national standards of health care is provided to SUNY Oswego students) is still aligned with our new mission and vision statement. Goal II (Mary walker Health Center will expand health promotion opportunities for learning and wellness to include campus trends as compared to national trends) is aligned with the mission and vision statement.**
* **What goals from 2015-2016 do you plan to keep? (please list below) We are keeping the general ideas behind our goals but are moving forward with new goals that align better with our mission and vison and SUNY Oswego as a whole.**
* **Are there goals you need to modify? We modified goal II.**
* **Set new department goals for 2016-2017.**

***Copy and paste the Goal/Outcome/Objective as many times as necessary for the goals you have chosen to pursue for 2016-2017.***

**GOAL I:**

**To increase patient service satisfaction rates with Mary Walker Health Center’s exceptional student driven services.**

**OUTCOME:**

***Specify your desired effect on students (the outcome) that will contribute to the attainment of this goal (ABCD):***

1. **Increasing appointment times will show a 10% increase in satisfaction with services provided as compared to 2012. (A- users of the Health Center, B- satisfaction, C- increasing appointment slots, D-by 10%).**
2. **Mary Walker Health Center will exceed patient satisfaction rates as identified on the ACHA-PSAS survey by 5% as compared to other reporting colleges. (A-MWHC, B-national standards of care, C- providing evidence based practice, D- 5%)**

**OBJECTIVE:**

***What will you accomplish in the short term (2016-2017) (SMART)?***

1. Increase appointment times.
2. To exceed satisfaction rates for patient health care as identified on the 2016 ACHA-PSAS survey.

**ASSESSMENT**

**Title of Assessment Project:** Patient Satisfaction

**Method of assessing outcome:** We will use the American College Health Association Patient Satisfaction Assessment Service (ACHA-PSAS) to survey students. This survey supports accreditation and also compares results to other institutions nationwide.

**Do you need IR Approval\*\*** Yes \_X\_\_\_\_\_ No \_\_\_\_\_\_\_

**Expected Completion Date:** December 2016

**Contact Person for the Project:** Angie Brown

**GOAL II:**

**To increase services for patients that are relevant to current trends and health issues in health care i.e.: transgender care and HIV prevention.**

**OUTCOME:**

***Specify your desired effect on students (the outcome) that will contribute to the attainment of this goal (ABCD):***

1. ***By providing one on one education to at risk students at the MWHC about PrEp (pre-exposure prophylaxis) and the risk of HIV transmission students will opt in to utilize this medication 25% of the time. (A-at risk students, B-preventing HIV transmission, C-one on one education about PrEp, D- 25% utilization).***
2. ***MWHC will increase services for hormone therapy continuation and off site referrals for transgender students by 25%. (A-transgender students, B-continuation of health care , C- hormone therapy and off site referrals, D-25%)***

**OBJECTIVE:**

***What will you accomplish in the short term (2016-2017) (SMART)?***

1. Launch new services and education about PrEp.
2. Enhance services to transgender students.

**ASSESSMENT**

**Title of Assessment Project:** Increase student services

**Method of assessing outcome:** Internal statistics of patient visits

**Do you need IR Approval\*\*** Yes \_\_\_\_\_\_ No \_\_X\_\_\_\_\_

**Expected Completion Date:** December 2016

**Contact Person for the Project:** Angie Brown

OTHER ASSESSMENT PROJECTS:

**List other assessments your department plans to conduct during 2016-2017 (i.e. benchmarking, satisfaction, student employee evaluations, tracking, etc.)**

**Title of Assessment Project: Please see QI manual for schedule of upcoming assessments.**

**Method of assessing outcome:** (Type Text)

**Do you need IR Approval\*\*** Yes \_\_\_\_\_\_ No \_\_\_\_\_X\_\_

**Expected Completion Date:** Summer 2016 and Winter 2017

**Contact Person for the Project:** Allison German, Quality Improvement Committee Chair

**NOTES:**

**\*\*If your project fits any one of the following criteria, IR Approval will be necessary:**

* Needs assessments to non-users of services or intended to determine student perceptions of services provided (outside of the Point of Service)
* Electronic surveys administered to more than 75 students.
* Surveys conducted for purpose of research (for professional development or publication)

\*Department Liaisons:

* **Kathy Evans:**Admissions, Orientation, Lifestyles
* **Rick Kolenda:**Financial Aid, Auxiliary Services, Health Center
* **Christy Huynh:**Community Services, Career Services, Athletics, Disability Services
* **Sara Rebeor:**Campus Life, Counseling, Residence Life, Student Conduct

Assessment Part I/2016-2017/mmm