DIVISION OF HEALTH SERVICES

Mission

The Health Services Division prepares graduates to provide high quality holistic health care within technologically complex health care systems in globally diverse communities.

Vision

The Health Services Division will continue to provide leadership in quality healthcare education.

Core Values

Excellence-We seek excellence in all our endeavors and we are committed to continuous improvement.

Intellectual Freedom- We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity-We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

Integrity-We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service -We believe that serving others is a noble and worthy endeavor.

Stewardship of Resources- We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Ensure that graduates are educated to practice in professional nursing in the ever changing global health care environment.

Critical Success Factors:

- Continue to accomplish established benchmarks of 70% graduation rates at or above national average on first time National Council Licensure Examination for Registered Nurses pass rates
- Health Technology program graduates will have 90% employer satisfaction
- All graduates seeking employment within the first year will practice within a health care environment

Objective 1.1: *Continue curriculum assessment and evaluation to assure congruence with contemporary practice, approval and accreditation standards and attainment of established benchmarks.*

Strategies:

- Revise curriculum, testing practices and clinical experiences as needed to better prepare students for success on the licensing examination.

Objective 1.2: *Focus curriculum evaluation efforts on effective preparation for contemporary nursing practice.*

Strategies:

- Annually review curricula.
- Revise or modify as indicated.

Objective 1.3: *Seek input from advisory committees for relevant curriculum modifications.*

Strategies:

- Hold annual meetings with regional nursing administrations and directors.
- Identify areas of strengths of the nursing graduates and areas of improvement

Objective 1.4: *Continue to provide curriculum and testing practices to prepare students for success on National Council Licensure Examination for Registered Nurses.*

Strategies:

- Identify alternative areas of clinical sites that will provide comparable learning experiences.

- Seek funding for the "Human Patient Simulator" model that is designed to give students real-life perspective of patient care in the skills lab.

Goal Two. Continue efforts to work with local health care partners for various program support activities such as equipment sharing and donation, supplies donation and funding for adjunct and full-time faculty positions.

Critical Success Factors:

- Maintain good relations with local health care facilities as evidenced by positive responses to the Employer Survey and Advisory Board feedback
- Faculty and student ratio of 1:8 in the clinical setting
- Present Lab Fees be directed to maintaining minimal level of equipment and supplies
- Conduct yearly maintenance of present equipment
- Maintain an annual laboratory inventory indicating holdings, equipment in need of repair or replacement and request for new equipment and supplies on both the Oklahoma State University and Oklahoma Panhandle State University campus
- Continued administrative commitment to the distant learning site on the Oklahoma Panhandle State University campus
- Continued financial support from the Oklahoma Panhandle State University campus for the Oklahoma Panhandle State University /Oklahoma State University distance education nursing program

Objective 2.1: Students will have appropriate supplies and equipment for effective learning with minimal increase in lab fees.

Strategies:

- Maximize present funding by forming partnerships with local health care agencies (Oklahoma City and Oklahoma Panhandle State University) to assist in deferment of supplies and equipment.
- Develop new partnerships with the local health care agencies to provide equipment and supplies on an annual basis.
- Continue to partner with at least one local health care agency to purchase supplies and equipment using their quantity purchasing ability.

Objective 2.2: An adjunct faculty ratio of one for each group of eight additional students will be available to provide learning opportunities for eligible students.

Strategies:

- Maintain quality student instruction by clinically prepared faculty who meet the Oklahoma State Board of Nursing standards.
- Maintain a student faculty ratio of one to eight in the clinical setting.
- Explore with local health care agencies the possibility of obtaining full or partial funding for adjunct instructor positions.
- Give to participating partnership agencies an established number of free registrations to the annual Nursing Department continuing education offering.

- Seek public recognition for participating in partnership agencies through the Public Relations Department.

Goal Three. Identify mechanisms to increase enrollment and student retention in underrepresented and underserved groups.

Critical Success Factors:

- Link underrepresented and underserved students in Health Services majors with institutional academic support service
- Student retention for underrepresented and underserved groups will be 50%
- Enrollment of underrepresented groups in the nursing program will increase by 25%

Objective 3.1: Underrepresented and underserved student groups will be assisted in meeting their academic goals though appropriate academic counseling.

Strategies:

- Refer English as a Second Language, underrepresented and underserved students to appropriate on-campus resources.
- Seek recruitment events and actively recruitment students in underrepresented and underserved groups.

Objective 3.2: Identify and develop programs for underrepresented and diverse student populations.

Strategies:

- Health Services administration and faculty will actively participate in developing programs designed to assist the underrepresented populations in developing and achieving appropriate academic goals.
- Health Services administration and faculty will attend recruitment fairs and events designed to promote the division in underrepresented and underserved groups.
- Actively recruit underrepresented and diverse student populations into health careers.
- Participate in Operation Gear-Up/Operation Orange activities and target high school students with an interest in Health Careers.
- Partner with local hospitals to assist with Operation Gear-Up/Operation Orange activities and other activities that give underrepresented and underserved groups access to health career opportunities.
- Partner with Career Technology centers to develop and implement Health Career Clusters for underrepresented and underserved groups in high schools.
- Collaborate with local Career Technology Centers to identify programs with low enrollment of underrepresented and underserved groups and develop cooperative agreements for the Associate of Applied Science degree.
- Seek funding for more physical space in the form of a new Health Technologies Building to accommodate the increased numbers.

Goal Four. Work with all levels of enrollment management to facilitate service to students.

Critical Success Factors:

- All students will meet the enrollment criteria for general education and related courses required for the nursing curriculum
- All prenursing students will receive counseling from a nursing counselor prior to enrolling in general education or science courses
- 10% increase in English as a Second Language student enrollment in the nursing program
- 25% increase in the pass rate for English as a Second Language students taking the Speaking Proficiency English Assessment Kit test

Objective 4.1: A cooperative and collegial relationship will be maintained between Division faculty and Support Services staff.

Strategies:

- Nursing faculty will actively participate in the Enrollment Management Committee.
- Division Faculty will work with all areas of Student Support Services to assure most effective services to students.

Objective 4.2: Students will be appropriately advised and counseled in general education and nursing courses prior to enrolling.

Strategies:

- Seek funding for a full-time nursing counselor.
- English as a Second Language prenursing students will be identified upon admission to the university and referred to available resources and counseling.
- Continue to provide assistance to the nursing counselor in conducting prenursing seminars.
- Increase the offering of prenursing seminars from annual to quarterly sessions.
- Continue to provide prenursing counseling and advisement at recruitment events and fairs sponsored by the local hospitals.

Objective 4.3: English as a Second Language students will receive appropriate advisement and counseling related to services offered to them to improve their English speaking skills.

Strategies:

- Refer English as a Second Language students to the appropriate on campus counselor.
- Increase English as a Second Language student awareness of the English as Second Language services provided on campus.
- Assist the English as a Second Language counselor in identifying English as Second Language students

- Promote the available English as a Second Language services through the Health Services Division.

Goal Five.   Develop alternative health career degrees within the Division of Health Services.

Critical Success Factors:

- At least 1 new health programs will be offered to provide additional educational opportunities for students
- Cooperative agreements will be partnered with local technological centers and/or private organizations
- Health Services programs will be marketed regionally targeting identified populations
- Conventional as well as distance educational technology will be utilized for the newly developed programs

Objectives 5.1: *Conventional as well as distance education technology will be utilized for providing the programs to students.*

Strategies:

- Continue to work with Institutional Technology for development and delivery of distance educational component.

Objectives 5.2: *Administration and faculty will participate in collaboration with technological centers and private organizations to identify potential partnerships.*

Strategies:

- Conduct needs assessment that will identify health programs currently underdeveloped regionally.
- Develop and distribute surveys to area health institutions to identify health career needs.
- Survey area technological centers to assess programs currently offered in health related careers.

Objectives 5.3: *Newly developed programs will be marketed through internet resources, multi-media community announcements, and through recruitment efforts with high schools, technological centers, and community colleges.*

Strategies:

- Network with educational facilities to develop and market joint collaborative agreements.
- Collaborate with marketing department/public relations for marketing strategies.

Goal Six. Programs will be developed to meet the continuing educational needs of nurses and other healthcare providers.

Critical Success Factors:

- 100% of nursing faculty will complete either nursing or education related continuing educational offerings on an annual basis
- Division will offer 1 on-campus continuing education event per year
- Division will develop 1 web-based continuing education offering per year

Objective 6.1: *Develop working relationship with local healthcare facilities to provide continuing educational needs for their staff.*

Strategies:

- Survey facilities to assess their continuing educational needs.
- Continue current relationships with facilities through the Nursing Advisory Board.
- Create a "Volunteer Faculty" designation for hospital educators who work with the Division to help create and provide continuing educational opportunities.
- All faculty will belong to a clinical specialty organization.
- Develop a "reward system" for faculty who achieve and maintain national certification in their specialty area.
- Annually review library holdings for up-to-date scholarly professional publications.
- All faculty will include recent evidence-based practice in theory/clinical.
- Annually review nursing laboratory equipment and supplies.

Objective 6.2: *Faculty will remain up-to-date on new and emerging technologies in healthcare and their nursing implications.*

Strategies:

- Set-up a multidisciplinary committee to evaluate/ develop continuing educational programs.
- Offer the Odyssey Continuing Education program biennially, odd years.
- Offer the Margaret Brock Lectureship Workshop biennially, even years.
- Further develop the role of the continuing education committee.

Objective 6.3: *Develop working relationship with other departments on campus to provide joint-supported educational/ continuing educational programs.*

Strategies:

- Identify current continuing educational programs on campus and collaborate with other divisions to co-sponsor existing programs.

Objective 6.4: *Utilize computer-based instruction for continuing education programs.*

Strategies:

- Have updated computer hardware/software for faculty.
- Faculty continuing education to learn to use the various academic technologies available.
- Work with the Academic Technology department to increase the faculty's skills and knowledge of using computers for instruction.

Goal Seven. Assure that division advisory board's assists faculty with maintaining curricula that result in effective and competent graduates.

Critical Success Factors:

- 90% of employer satisfaction surveys will indicate nursing graduates are safe and effective practitioners of nursing care
- 90% of employer satisfaction surveys will indicate nursing graduates meet the needs of the employers
- 90% of employers will indicate that nursing graduates require the same or less orientation than graduates of other nursing programs

Objective 7.1: Division advisory boards will contain a broad cross-section of portions of the health care industry that employ division graduates.

Strategies:

- Ensure that advisory boards consist of nursing faculty, local nursing directors or representative from each local hospital that employ Oklahoma State University – Oklahoma City nursing graduates.
- Collect data from Employer Satisfaction Surveys each semester and identify areas of improvement.
- Discuss identified areas of weaknesses with advisory board members and identify measures to improve on the quality of nursing graduates.

Objective 7.2: Division advisory boards will meet annually to advise Health Services administration and division faculty concerning contemporary curriculum needs.

Strategies:

- Identify nursing units where the graduates are most like to work and assess if the employers are satisfied with the quality of graduates working in these areas.
- Identify nursing employers and send Employer Satisfaction Surveys.
- Collect and analyze data from Employer Satisfaction Surveys to identify strengths of new graduates and areas of improvement.
- Change and modify the curriculum as needed in order to continue to provide safe and effective practitioners of nursing care who meet the needs of the employers and recipients of health care.

Goal Eight. Increase retention and graduation rate of nursing students.

Critical Success Factors:

- Graduation rate of nursing students will be maintained or increased by 10%
- Licensed Practical Nurse retention rate will be maintained or increased by 10%
- First and second semester nursing student retention rate will be increased by 25%
- Retention rates in the last two nursing semesters will be maintained or increased by 10%

Objective 8.1: Identify areas of research targeting measures to increase retention of nursing students.

Strategies:

- Facilitate measures to decrease attrition of at-risk nursing students.
- Work with the Student Nurse's Association to identify nursing student mentors.
- Obtain release time for faculty to develop mentoring programs.
- Collaborate with the nursing counselor to develop sessions for Student Success Strategies.
- Seek funding for a tutoring lab and computers that would be fully supported and located in the Health Technologies Division.
- Seek funding for more physical space in the form of a new Health Technologies Building to accommodate the increased numbers.
- Identify sources of funding for a 0.5 full-time equivalent nursing faculty counselor/mentor for Licensed Practical Nurse and generic nursing students.

Objective 8.2: Conduct relevant research in the areas of student retention and success of nursing students.

Strategies:

- Obtain funding through grants for resources such as computer programs and other instructional aids for at-risk students.
- Seek release time for faculty to write grants for research opportunities that target at-risk students.
- Seek funding for adjunct faculty in order to allow release time for full-time faculty to conduct research in the areas of student retention and success.