

UNIVERSITY HEALTH SERVICES

Mission

University Health Services provides students outpatient medical care, preventive medicine and educational opportunities that are of the highest quality, accessible, and affordable. University Health Services serves the university community by supporting and participating in research, teaching, and working for a healthier community.

Vision

University Health Services will:

- Be recognized as a provider of high quality medical services;
- Be a recognized asset in research and teaching;
- Be responsive, efficient, and effective in our services; and
- Change lives for a healthy future.

Core Values

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

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.

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 opinion, freedom of expression, and other ethnic and cultural backgrounds.

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 1. Academic Excellence: Promote the academic mission through our engagement and involvement in resource, consultative, and support activities.

Critical Success Factors:

- Avoid any violations of federal research guidelines
- Complete consultative and support services in a timely manner
- Complete required emergency planning drills
- Provide training for 4 resident physicians of the Center for Health Sciences per year
- Provide training opportunities for 7 Center for Health Sciences student physicians per year
- Have 1 sports medicine fellow per year

Objectives:

Objective 1.1: Provide medical oversight for institutional research.

Strategies:

- Maintain appointment of a physician on the Institutional Review Board.
- Evaluate Institutional Review Board proposals for compliance with the Health Insurance Portability and Accountability Act.
- Provide medical services as needed in human subject investigations.
- Maintain appointment on university bio-safety, animal care, and radiation safety committees.

Objective 1.2: Provide training and learning opportunities for students and resident physicians of the Center for Health Sciences, Northern Oklahoma College nursing students, and sports medicine postgraduate fellows.

Strategies:

- Communicate opportunities for training with Center for Health Services.
- Coordinate the scheduling of resident physicians for rotations.
- Coordinate scheduling with Northern Oklahoma College.

Objective 1.3: Support the provision and administration of student insurance for graduate assistants and associates, teaching assistants and associates, and research assistants and associates.

Strategies:

- Regularly meet and review with the Graduate College and the Graduate and Professional Student Association.
- Involve Graduate and Professional Student Association and the University Health Services Student Advisory Board in insurance bid and evaluation process.

Objective 1.4: Provide medical consultation and oversight for students, faculty, and staff who travel internationally.

Strategies:

- Evaluate current international travel policies and make recommendations for changes.
- Identify geographic areas that present increased risks for travelers.
- Communicate relevant traveler warnings to faculty, staff, and students.

Objective 1.5: Provide specialized medical services to unique student and faculty constituencies.

Strategies:

- Administer a rabies prevention program for students, faculty, and staff of the College of Veterinary Medicine.
- Provide post-placement medical evaluations for workers with potential exposure to dangerous substances or biologics.

Objective 1.6: Contribute to a safe and secure environment.

Strategies:

- Participate in the university Disaster Planning and Emergency Operations Center.
- Represent the university on the Payne County Emergency Planning Committee.
- Fully implement procedures necessary for compliance with state of Oklahoma immunization laws.
- Provide risk management in-service training for staff.

Goal 2. Student Development: Provide accessible, high quality medical and health services to our defined population.

Critical Success Factors:

- Report 90% or greater student satisfaction
- Increase by 5% per year student participation in peer education programming
- Complete 4 Quality Improvement Reports per year
- Successfully complete accreditation survey by the Accreditation Association for Ambulatory Health Care
- Achieve 95% or greater compliance with required immunizations for students
- Increase by 100 per year the number of flu shots provided to students
- Increase to 8,500 per year health education contacts
- Increase to 180 per year outreach programs
- Increase the number of peer educators to 40 for fall and 35 for spring

Objectives:

Objective 2.1: Promote services to the student body.

Strategies:

- Develop annual marketing and promotion plan.
- Enhance and expand Web-based information and interaction.

Objective 2.2: Increase use of appointment system.

Strategies:

- Train staff.
- Promote and advertise appointment options.

Objective 2.3: Complete accreditation survey.

Strategies:

- Hold bi-weekly accreditation planning meetings.
- Complete pre-survey by designated due date.
- Review Accreditation Association for Ambulatory Health Care standards and University Health Services policies and procedures.

Objective 2.4: Reduce the risk of communicable diseases on campus.

Strategies:

- Expand flu shot clinic.
- Implement policies and procedures necessary for compliance with Oklahoma immunization laws.
- Ensure compliance with university tuberculosis testing policies.
- Communicate the benefits of vaccinations.
- Have peer educators present at information fairs on relevant health topics.

Objective 2.5: Increase student awareness of healthy living strategies.

Strategies:

- Expand illness and prevention information on Web page.
- Include peer educators in planning of health promotion activities.
- Provide necessary monetary support for Share the Wealth.
- Complete bi-annual student health needs assessment.
- Have students participate in Big XII peer educators meetings.
- Have peer educators present for Freshmen Enrollment and for Northern Oklahoma College Gateway students.
- Evaluate opportunities to implement a Wellness Transcript.
- Offer peer educators program during ALPHA and Camp Cowboy.

Objective 2.6: Ensure student participation in planning and programming.

Strategies:

- Meet monthly with University Health Services Student Advisory Board.
- Solicit student volunteers from key constituent groups.

Objective 2.7: Provide and enhance campus alcohol education programs and services.

Strategies:

- Maintain coalition of students, community, and stakeholders in development and implementation of alcohol awareness activities.
- Communicate relevant research findings.
- Assist the Student Government Association with campus-wide designated driver program.
- Communicate relevant Oklahoma laws to students.
- Utilize peer educators in programming targeted to the student population.

Objective 2.8: Insure compliance with all relevant state and federal regulations.

Strategies:

- Train staff continuously.
- Inspect annually the laboratory and radiology departments.

Objective 2.9: Improve outcomes and enhance satisfaction with medical care.

Strategies:

- Encourage nurses and physicians to follow-up by telephone with patients having high risk illnesses and injuries.
- Perform patient education in appropriate and timely ways.
- Make education materials available for patient use.

Goal 3. Diversity: Provide specialized medical and support services that address the unique needs of the student body.

Critical Success Factors

- Increase by 10% per year the number of Varivax immunizations
- Increase by 20% per year the number of sickle cell screenings
- Have 100% compliance with tuberculosis screening policies

Objectives:

Objective 3.1: Provide medical services addressing the unique needs of cultural and ethnic groups.

Strategies:

- Consult with identified student organizations to assess the needs of the diverse student body.
- Communicate effectively to students.
- Educate and promote specialized prevention strategies for identified student groups.
- Solicit and support student participation on the University Health Services Advisory Board.

Objective 3.2: Increase minority student awareness of services.

Strategies:

- Participate in orientation programming for student groups.
- Provide targeted medical and health programs for at-risk groups.

Goal 4. Human Resources: Provide an environment that encourages, develops, and practices collaboration, professionalism, and respect for others.

Critical Success Factors:

- Maintain less than 10% per year staff turnover
- Assign staff to campus wide activities and responsibilities
- Utilize university broadbanding and incentive plans

Objectives:

Objective 4.1: Keep staff compensation consistent with market demands.

Strategies:

- Perform area wage and salary studies in conjunction with Human Resources.
- Implement Human Resources incentive plan.
- Evaluate funding model to assure adequacy of funding.

Objective 4.2: Provide staff development opportunities and job enrichment.

Strategies:

- Enroll staff in OSU Ambassador Program.
- Promote participation in Student Affairs staff development programs.
- Provide financial support for attendance at local and state meetings.
- Provide financial support for attendance and participation in the American College Health Association.

Objective 4.3: Enhance the perspective of staff to consider the unique nature of college health.

Strategies:

- Promote visits to other campuses during the summer.
- Encourage participation in Big XII meetings.
- Distribute copies of the Journal of American College Health.
- Maintain institutional membership in the American College Health Association.

Goal 5. Leverage Resources: Implement and advance processes that maximize efficiencies and effectiveness of operations and financial performance.

Critical Success Factors:

- Keep revenues greater than expenses
- Maintain less than 1:2 ratio of non-clinical staff to clinical staff
- Keep contractual write-offs less than 2% of sales
- Dedicate 10% of profits to fund reserves

Objectives:

Objective 5.1: Maintain and ensure adequate staff to meet the needs of University Health Services.

Strategies:

- Evaluate and adapt position descriptions to accommodate broader responsibilities for business office staff.
- Cross train all business office staff.

Objective 5.2: Maintain effective and productive relationships with county and state agencies.

Strategies:

- Complete all state required reporting within 24-hours of diagnosis.
- Coordinate and review compliance with Oklahoma state immunization law with the Oklahoma State Department of Health.
- Provide on campus tuberculosis testing and contact follow-ups in support of the Payne County Health Department.

Objective 5.3: Maintain fees to insure adequacy of funding model.

Strategies:

- Adjust fees for services and testing in response to changes in costs.
- Identify new services and tests for implementation.
- Increase flexible staffing options for summers.
- Maximize use of pharmacy inventory management system.

Objective 5.4: Expand participation in managed care plans.

Strategies:

- Evaluate profitability of each current contract.
- Evaluate new opportunities for plan participation based on student requests.
- Facilitate timely contract review with University Legal Counsel.

Objective 5.5: Maintain and improve the existing physical resources.

Strategies:

- Collect funds to cover depreciation.
- Collect funds for capital projects.
- Evaluate the physical structure.
- Provide replacement for worn furniture.

Goal 6. Image, Pride, and Recognition: Demonstrate and promote the successes and traditions of the university.

Critical Success Factors:

- Have 20% of staff participate in campus activities
- Have 100% of staff participate in all university sponsored browse sessions

Objectives:

Objective 6.1: Welcome new students.

Strategies:

- Participate in Freshmen Enrollment browse sessions.
- Present topical and important information to parents during enrollment.
- Assist with ALPHA activities.
- Participate in Northern Oklahoma College Gateway Orientation and Welcome sessions.

Objective 6.2: Increase staff awareness of university traditions.

Strategies:

- Enroll new staff in Human Resources programming that describes and promotes the university's history.
- Provide campus tours for new employees.
- Encourage spirit wear on Fridays.

Objective 6.3: Support and enhance the tradition of Special Olympics.

Strategies:

- Coordinate and provide support of medical services during the event.

Objective 6.4: Provide relevant and timely information to students' families regarding health issues and available services.

Strategies:

- Update Web page monthly with important health and medical information.
- Distribute brochures and other information to visitors and families.