

UNC Asheville Division of Student Affairs

Departmental Annual Report

Health and Counseling Center
2008-2009 Academic Year

Department Mission

Our mission at the UNCA Health and Counseling Center is to be student centered and offer services to meet the needs and lifestyles of the individuals we serve.

Services are offered in a collaborative approach in order to address the needs of the whole person.

- ❖ We believe that the physical, psychological, spiritual, and social well being are interconnected and related to our students ability to learn, serve the community, and maintain health in a collegiate environment.
- ❖ We believe the importance of partnering with students to encourage their quest for health and well-being which leads to academic success.
- ❖ We encourage students to adopt a lifelong commitment to wellness and healthy living through education and outreach activities.
- ❖ We support alternative approaches to healthcare and consider their effectiveness when addressing the unique needs of students.

Executive Summary

This has been a year of significant transition for the Health and Counseling Center with new leadership and the adoption of a new model of care. The staff has developed a mission and philosophy that is consistent with the integrated care approach. Strategies and actions have been implemented to further infuse the model into the operations of the Health and Counseling Center. This includes policies and procedures, standardized documentation, as well as, significant improvement in processes to enhance efficiency and effectiveness. The Health and Counseling Center has also made significant strides in collaboration with other UNCA departments in offering programs to enhance the campus experience for all students. The most significant challenge for this year was related to staff, with regards to staff satisfaction and vacant positions. The other disappointment was the inability to implement the electronic medical record due to budgetary constraints.

New Program and Initiatives

The Health and Counseling Center will continue to implement the integrated care model through a multitude of strategies such as revised processes of care, integrated planning, clinical teams, sharing of information, performance improvement teams, and a more integrated approach to all activities. With the increase in the student health fee (which will provide funding), another goal is to implement the electronic medical record to

enhance efficiency and promote integrated care. Opportunities for collaboration will be continually assessed and health and counseling center will continue to share its resources with other UNCA departments to enhance the campus experience. Two examples of these projects are the implementation of Active Minds (student group) and a new level system for conduct violations related to alcohol and drug use.

Goals & Assessment

1. **Departmental Goal** - Develop and provide an integrated care approach to all services
2. **Linkage to Foundation Documents**
 - a. **Division Goal** - Students promote and practice wellness.
 - b. **University Strategic Action Plan** - Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity.
 - c. **University Strategic Plan Learning Goals** - Students understand the interconnectedness of all disciplines, ideas, actions, and individuals.
 - d. **UNC Tomorrow Priorities** - Prepare students for 21st century
 - e. **Community Principals** - Purposeful community
 - f. **CAS Standards** - Clinical health services must identify relevant and desirable student learning and developmental outcomes and provide services that encourage achievement of those outcomes. Clinical health services should contribute to the general education of students in areas of behaviors and environments that promote physical, psychological, spiritual, and social health.
3. **Measured Outcomes** – All student health and counseling staff will understand and describe the integrated care philosophy and its benefits.
 - a. **Action Plan** –
 - Integration of services, knowledge base, philosophies, and processes in the delivery of care and monitoring of quality.
 - Development of inter-disciplinary teams to address medical and mental health issues
 - Staff training on the integrated care model
 - Depression screening during routine sick visits
 - Integrate medical records and documents
 - b. **Assessment Method** - Discuss and evaluate staff understanding of integrated care model at annual review. This will also be assessed by the successful implementation and completion of strategies.
 - c. **Summary of Findings** - This will be completed in the next week (5/25/09) at the annual evaluations. The staff did complete a series of educational programs and activities to learn and implement the integrated care model. In addition, retreats were held with both health and counseling staff to develop a mission statement and philosophy of care for UNCA services. Budgetary constraints did prevent implementation of an electronic and integrated medical record which impeded the progress of this model.
 - d. **Decisions** – This information will be used to assess the next steps to further implement the integrated care model.
 - e. **Timeframe to reassess** - This outcome will be reassessed at the end of each semester.

1. **Departmental Goal** - Provide adequate services for medical and mental health needs to African American, Latino, Asian, Native American, and GLBQ students.
2. **Linkage to Foundation Documents**
 - a. **Division Goal** - Students appreciate and respect diversity
 - b. **University Strategic Action Plan** - Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity. Assure that faculty and staff in all

departments work to make their membership more diverse and their department culture more inclusive and welcoming each year.

- c. **University Strategic Plan Learning Goals** - Students develop a respect for differences. Students demonstrate a responsibility to individuals, community, and humanity
- d. **UNC Tomorrow Priorities** – Prepare students for 21st century. Increase educational attainment of underrepresented populations
- e. **Community Principals** - Just and caring community
- f. **CAS Standards** - *Which* Clinical health services provide easy and equal access to services by all students. Clinical health services must nurture environments where commonalities and differences among people are recognized and honored. Clinical health services must address characteristics and needs of a diverse population when establishing and implementing policies and procedures.

3. Measured Outcomes –

- Underserved and diverse populations will participate in services and outreach programs at a percentage representative of the UNCA student body.
- 90% of students in these categories will express comfort when accessing health and counseling services.

a. Action Plan –

- Complete assessment of current perceptions of diverse students regarding suitability and access to services.
- Develop outreach activities specifically designed to target these populations.
- Offer appropriate health and mental health services as determined by the needs assessment.
- Collaborate with the Director of Multi-Cultural Center and assist in the development and planning of this center.
- Develop and implement strategies to meet the unique needs of diverse and underserved populations.
- Assessment of needs for students with chronic illnesses.

b. **Assessment Method** - This will be assessed through a student satisfaction questionnaire and the collection of statistics regarding the utilization of services of these diverse populations.

c. Summary of Findings –

The student health and counseling center collected data to assess utilization of services by racial category. In addition, a student satisfaction questionnaire was developed by health and counseling staff which will be implemented in the Fall 2009 semester. Health and counseling staff did participate in student activities related to these diverse populations to increase involvement and participation in the university efforts regarding diversity. It was determined that the health and counseling services need to better address the specific needs of these diverse populations.

d. Decisions –

The completion of these goals and outcomes will be a priority for the 2009-2010 academic school year with the assistance of Rory James.

e. **Timeframe to reassess** - This will be reassessed at the end of each semester.

1. **Departmental Goal**- Upgrade and expand patient education, outreach activities, and resource materials to better meet student needs.

2. Linkage to Foundation Documents

- a. **Division Goal** – Students promote and practice wellness.
- b. **University Strategic Action Plan** – Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity.
- c. **University Strategic Plan Learning Goals** – Students demonstrate a responsibility to individuals, community, and humanity. Students develop inspiration, skills, and discipline to identify individual, community, and global needs.
- d. **UNC Tomorrow Priorities** – Prepare students for 21st century

- e. **Community Principals** – Purposeful and caring community
 - f. **CAS Standards** – Clinical health services should create opportunities to address documented health issues and medical services needs within the student community it serves. Clinical leaders must promote campus environments that result in multiple opportunities for student learning and development.
3. **Measured Outcomes** –Students will report a 90% satisfaction rate when participating in outreach programs and accessing the health and counseling center services. 90% of students who participate in outreach activities can identify their individual health and mental health needs.
- a. **Action Plan** –
 - Develop and implement a comprehensive plan for identifying student needs and provide outreach and educational programs to address these needs.
 - SHAC will conduct an assessment to identify programs of interest to students which address health and wellness needs.
 - Programs and activities will be developed based upon assessment of student interests
 - Participation in the national events such as alcohol awareness week, eating disorder awareness week, national depression screening day, and other appropriate events.
 - b. **Assessment Method** - This outcome will be measured through the participation in outreach activities and data from the ACHA college health survey. Assessment is also completed with the surveys completed by SHCAC.
 - c. **Summary of Findings** – UNCA compared favorably to the national average on all questions related to health information. For example, “Have you received information on the following topics from your university?” Topics included alcohol use, depression, eating disorders, cold/flu/sore throat, physical activity, pregnancy prevention, etc. The data showed that UNCA students are receiving information on these important topics.
 - d. **Decisions** – This data will allow us to target specific topics for outreach activities to address areas of educational need such as relationship issues.
 - e. **Timeframe to reassess** – This will be assessed each year in the ACHA National Health Survey.
1. **Departmental Goal** – Provide the highest quality of services possible given available resources.
2. **Linkage to Foundation Documents**
- a. **Division Goal** – Students persist and achieve academically.
 - b. **University Strategic Action Plan** – Create a culture of evidence, especially in relation to student outcomes stated in our plan and making the case for deliberate interdisciplinary learning, for the purpose of demonstrating our success and effectiveness. Track and communicate key data for cohesive flow of information and efficient dovetailing with accreditation requirements.
 - c. **University Strategic Plan Learning Goals** – Students understand the interconnectedness of all disciplines, ideas, actions, and individuals.
 - d. **UNC Tomorrow Priorities** – Establish accountability and performance measure that demonstrate success in carrying out mission. Continue to seek an efficient use of available resources in the fulfillment of the mission.
 - e. **Community Principals** – Purposeful and disciplined community
 - f. **CAS Standards** – Evidence of measure of quality, such as accreditation of services, the use of recognized standards, and data on delivery and effectiveness. Conform to the general level of acceptable practice that is theory based and data driven and compliant with pertinent standards, regulations, and professional standards.
3. **Measured Outcomes** –
- HCS staff will understand and describe quality improvement activities of the health and counseling center during annual evaluation.
 - 90% of cases should include patient education component to the student visit.

- 95% compliance with quality control and quality improvement indicators resulting from peer review, medical record review, and measurement activities.
 - a. **Action Plan** –Development and implementation of a quality program which includes, but not limited by, peer review, case review, quality indicators, and performance improvement projects.
 - b. **Assessment Method** – This goal will be assessed by completing chart reviews on medical records and participating in quality improvement projects of the ACHA. The documentation associated with the laboratory and pharmacy will also be reviewed and assessed to insure compliance. Performance improvement project reports will be reviewed.
 - c. **Summary of Findings** – The standards for laboratory and pharmacy were all met for the academic year. The documentation in the Counseling Center is now standardized across all staff and a new counseling record has been implemented. A philosophy of care has been developed and adopted by staff to strengthen the focus on the educational component of a student visit.
 - d. **Decisions** – The quality improvement efforts of the Health and Counseling Center need to be taken to the next level with targeted performance improvement activities to address specific clinical concerns, diagnosis, or conditions.
 - e. **Timeframe to reassess** – This will be reassessed each academic year

1. **Departmental Goal** – To enhance the students knowledge of health and wellness and how it impacts academic success and enriches the campus experience.

2. **Linkage to Foundation Documents**

- a. **Division Goal** – Students promote and practice wellness. Students persist and achieve academically.
- b. **University Strategic Action Plan** – Expand faculty involvement in on-campus life with students.
- c. **University Strategic Plan Learning Goals** – Students identify their unique University experience as something to cherish and support throughout their lives.
- d. **UNC Tomorrow Priorities** – Continue to seek an efficient use of available resources in the fulfillment of the mission.
- e. **Community Principals** – Purposeful and caring community
- f. **CAS Standards** – Collaboration with other campus health related programs and services. Appropriate inter-disciplinary and interagency collaboration should occur regularly

3. **Measured Outcomes** –

- 90% of students report that health and wellness activities have had a beneficial impact on their campus experience.
 - 90% of students have participated in health and wellness outreach activities and or services.
- a. **Action Plan**
 - Collaborate more proactively by developing education opportunities and programs with other UNCA departments such as health and wellness department, psychology department, career planning, and disability services.
 - Programs may include implementation of a peer counseling program with psychology, participation in leadership program with health and wellness, or meeting routinely with disability services to coordinate efforts.
 - b. **Assessment Method** – Assessment will be completed through review of the data from the National College Health Assessment.
 - c. **Summary of Findings** – Since this is the first year of implementation of the NCHA, there is no comparison data to assess progress. Great strides have been made this year to collaborate with other UNCA departments to enhance the student experience. The health and counseling staff has collaborated with the following UNCA departments in this academic year: health and wellness, psychology, academic advising, SAIL, residential education, athletics, and campus police.

- d. **Decisions** – Health and counseling will continue to seek appropriate opportunities for collaboration.
- e. **Timeframe to reassess** – This will be reassessed at the end of each academic year.