

Clinical Healthcare Services

CAS Action Plan

Jun-15

Part 1: MISSION				
Standard Number	Action Description	Position Responsible	Target Completion	Date Completed
1.1.1	Revise mission statement as needed	Exec. Director, Assoc. Director and Asst. Director	Spring 2015	
1.1.2	Revise mission statement as needed	Exec. Director, Assoc. Director and Asst. Director	Spring 2015	
1.1.3	Revise mission statement as needed	Exec. Director, Assoc. Director and Asst. Director	Spring 2015	
1.1.4	Revise mission statement as needed	Exec. Director, Assoc. Director and Asst. Director	Spring 2015	
1.2.1	Post mission on website and in lobby and disseminate to SEAS Division	Assoc. or Asst. Director	Summer 2015	
1.2.2	create annual review policy; add to P&P manual	Assoc. or Exec. Director	Summer 2015	
1.3.1	create annual review policy; add to P&P manual	Assoc. or Exec. Director	Summer 2015	
1.3.2	create annual review policy; add to P&P manual	Assoc. or Exec. Director	Summer 2015	

Part 2: PROGRAM				
2.3.2.3	Not a measurable outcome for the University Health Center			
2.3.2.4	Not a measurable outcome for the University Health Center			
2.3.2.5	Not a measurable outcome for the University Health Center			
2.3.3	Will report results in Annual Report	Exec. And Assoc. Directors	Fall 2015	
2.3.4	Will report results in Annual Report	Exec. And Assoc. Directors	Fall 2015	
2.5.1	Create a policy to implement regular reviews of website to ensure relevant, accurate, timely information is distributed	Asst. Director	Summer 2015	
2.6.1	Promote and publicize inclusive, no-fee health services and clinics targeting distance learners and first generation students	Assoc. Director and Bus Support Spec.	Summer 2016	

Part 3: ORGANIZATION AND LEADERSHIP				
3.1.1	create 5-yr strategic plan	Exec., Assoc., & Asst. Directors	Fall 2017	
	revise mission and P&P manual to reflect strategic plan	Exec., Assoc., & Asst. Directors	Spring 2016	
3.2.1	create 5-yr strategic plan	Exec., Assoc., & Asst. Directors	Fall 2017	
3.3.5	Health Center staff member will make scholarly contribution to the profession	Assoc. and Asst. Directors	Summer 2016	
3.4.4	create capital improvement line item in the Health Center budget	Exec. Director	Summer 2015	
3.5.4	Create additional MOUs with community stakeholders	Exec. And Assoc. Directors	Spring 2017	
	identify potential collaborations with internal stakeholders	Assoc. Director	Spring 2017	

Part 4: HUMAN RESOURCES				
4.1	Fill open positions in clinic.	Exec. And Assoc. Directors	Summer 2015	
4.3.2	Advertise open positions to sites that target underrepresented populations.	Exec. And Assoc. Directors	Summer 2015	
4.3.4	Research options for flextime schedules and telehealth services.	Exec. And Assoc. Directors	Spring 2017	

Part 5: ETHICS				
5.2	Create Health Center Ethics statement that encompasses commitment to following ethical professional guidelines relevant to respective governing boards.	Assoc. Director	Fall 2015	
5.4.1	Create Health Center Ethics statement that specifies confidentiality and privacy standards.	Assoc. Director	Fall 2015	
5.5.1	Revise and post privacy statement in lobby and exam rooms.	Assoc. and Asst. Directors	Summer 2015	
5.8	Review website and brochures to ensure information is accurate and up-to-date.	Assoc. and Asst. Directors	Summer 2015	
	Establish and document schedule for review of website and brochures on a semester basis.	Assoc. and Asst. Directors	Summer 2015	

Part 6: LAW, POLICY and GOVERNANCE				
6.1.2	Establish policies and procedures on how UHC will inform others of programs and services about existing and changing legal obligations, risks and liabilities, and limitations.	Exec. And Assoc. Directors	Fall 2015	
6.1.3	Finalize policy regarding walk-in/triage clinic.	Assoc. Director	Summer 2016	
6.1.4	Establish and document schedule for annual review of policies.	Exec. And Assoc. Directors	Summer 2016	
6.1.9	Create Outreach Program policy that encompasses commitment to referencing copyrighted material and make appropriate citations.	Exec. And Assoc. Directors	Summer 2016	
6.1.10	Create competency skills reviews for certified or licensed staff members.	Assoc. Director	Summer 2017	
6.2.1	Post Patient Rights and Responsibilities Statement in the Lobby and in each exam room.	Asst. Director	Summer 2016	
6.2.2	Create Health Center Ethics statement that identifies the need to balance protection of individual health and safety with individual rights to confidentiality and privacy	Exec. And Assoc. Directors	Fall 2015	
6.2.3	Document risk management policies in policy and procedures manual.	Exec. And Assoc. Directors	Spring 2016	
6.2.4	Review and revise Student Health Insurance Policy in manual.	Exec. And Assoc. Directors	Summer 2016	
6.2.8	Review, revise, and submit to legal counsel for approval the Medical Dismissal Policy.	Exec. And Assoc. Directors	Summer 2018	

Part 7: DIVERSITY, EQUITY and ACCESS				
7.3.1	Develop mission statement to include advocacy for sensitivity to multicultural and social justice concerns.	Exec., Assoc. & Asst. Directors	Spring 2015	
	Create diversity/inclusion statement and add to Health Center brochure and the Policies and Procedures manual.	Assoc. & Asst. Directors	Spring 2016	
7.3.3	Create student learning outcome within strategic plan focused on diversity, equity, and access initiatives.	Exec., Assoc. & Asst. Directors	Fall 2015	
7.3.6	Create diversity/inclusion statement and add to Health Center brochure and the Policies and Procedures manual.	Assoc. & Asst. Directors	Spring 2016	
7.3.8	Create diversity/inclusion statement and add to Health Center brochure and the Policies and Procedures manual.	Assoc. & Asst. Directors	Spring 2016	
7.3.9	Create diversity/inclusion statement and add to Health Center brochure and the Policies and Procedures manual.	Assoc. & Asst. Directors	Spring 2016	
7.3.11	Update current Health Center brochure and website to include additional statement on the importance of dental access insurance.	Asst. Director	Fall 2015	

Part 8: INSTITUTIONAL AND EXTERNAL RELATIONS				
8.1.3	Create procedure to regularly disseminate information to our external stakeholders.	Medical Receptionist	Summer 2016	
8.2.1	Create a policy to reflect Health Center compliance with Institutional rules and guidelines.	Exec. & Assoc. Directors	Summer 2015	
8.2.2	Create a policy to reflect Health Center compliance with Institutional rules and guidelines.	Exec. & Assoc. Directors	Summer 2015	
8.2.3	Create a policy to reflect Health Center compliance with Institutional rules and guidelines.	Exec. & Assoc. Directors	Summer 2015	
8.2.4	Create a policy to reflect Health Center compliance with Institutional rules and guidelines.	Exec. & Assoc. Directors	Summer 2015	

Part 10: TECHNOLOGY				
10.1	Create a capital improvement line item in the Health Center budget.	Exec. Director	Summer 2015	
	Create plan to regularly identify deficiencies, and replace and/or upgrade equipment and technology as needed.	Exec. & Assoc. Directors	Summer 2017	
10.3	Add mission statement to Health Center website.	Business Support Spec.	Fall 2015	
	Create marketing plan to promote University Health Center utilizing social media.	Assoc. & Asst. Directors	Summer 2018	
10.6.1	Create a policy to reflect Health Center compliance with Institutional rules and guidelines.	Exec. & Assoc. Directors	Summer 2015	
	Create Health Center Technology policy and procedure that addresses the security, confidentiality, and backup of data, as well as compliance with privacy laws	Exec. Director	Fall 2015	
10.6.2	Create Health Center Technology policy and procedure that addresses protecting confidentiality and security of information when using internet-based technologies.	Exec. Director	Fall 2015	
10.6.3	Create plan to regularly identify deficiencies, and replace and/or upgrade equipment and technology as needed.	Exec. & Assoc. Directors	Summer 2017	
10.7	Request Disability Services to perform an accessibility review of student accessible workstations.	Assoc. Director	Summer 2018	

10.8.1	Post Policy on Students' rights and responsibilities regarding use of and access to technology in Health Center Lobby (derivative of technology policy)	Asst. Director	Summer 2016	
10.8.4	Create a policy to reflect Health Center compliance with Institutional rules and guidelines.	Exec. & Assoc. Directors	Summer 2015	

Part 11: FACILITIES & EQUIPMENT

11.3.1	Conduct a needs assessment for new Health Center facility that will meet the needs of the current and future student population.	Exec. & Assoc. Directors	Summer 2018	
11.3.2	Conduct a needs assessment for new Health Center facility that will meet the needs of the current and future student population.	Exec. & Assoc. Directors	Summer 2018	
11.3.3	Complete work orders to finish securing nurses station and front office.	Exec. & Assoc. Directors	Summer 2015	
11.4	Complete work orders to finish securing nurses station and front office.	Exec. & Assoc. Directors	Summer 2015	
11.5	Request Disability Services to perform an accessibility review.	Exec. & Assoc. Directors	Summer 2017	

Part 12: ASSESSMENT and EVALUATION

12.3.3	Create Health Center 5 year strategic plan.	Exec., Assoc. & Asst. Directors	Spring 2016	
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