

University Health Center 2020 Strategic Plan

University Health Center Mission

The University Health Center strives for excellence in providing TAMUCC students quality comprehensive services which integrate clinical treatment, health education, preventive services and public health responsibilities. Services are confidential, student-centered, and tailored to the diverse needs of TAMUCC; and are delivered in accordance with relevant university, state and professional standards. The University Health Center enhances the learning environment by advocating for a healthy campus, promoting inclusivity and equal access to health services, and serving as a leader in identifying, and educating campus leaders, about health issues and risks. Integral to the mission of the health center is educating students on how to adopt life-long, positive health practices.

*Excellence * Integrity * Leadership * Sustainability * Inclusion*

Learning

Goal: Provide a learning-centered environment that promotes student health and success.

Objective 1: Facilitate evidence based strategies that promote health awareness and the development of life-long positive health choices.

SLO 1: After completing an office visit for an STD screening, students will exhibit awareness of social responsibility by articulating two ways to prevent the transmission of STDs to others.

SLO 2: After attending a health outreach presentation, students will be able to articulate an understanding of the diversity in sexuality among different cultures.

SLO 3: After learning how to use a pain rating scale, students will be able to objectively communicate their level of pain to a health care professional utilizing the rating scale.

SLO 4: After a family planning visit with a medical provider, students will be able to critically analyze the potential side effects of taking birth control and determine which side effects require urgent medical attention.

SLO 5: Students with no prior knowledge of how to use a metered dose inhaler will be able to demonstrate proper technique of the device after receiving instruction from a healthcare professional.

SLO 6: After receiving education from a healthcare professional on prevention strategies for the common cold, students will be able to articulate how to generalize these strategies to aid in the prevention of other communicable illnesses.

Campus Climate

Goal: Develop a campus community that embraces a culture of health and wellness.

Objective 1: Provide programs and services focused on health awareness, treatment, and prevention.

Strategy 1: Expand and increase the number of programs and services focused on meeting the health needs of a growing and diverse student body.

- Expand existing clinical services with focus on a wellness clinic and men's services
- Develop and expand clinical outreach services including immunization, flu, and TB clinics
- Expand and enhance effective educational outreach programs and collaborations designed to improve student success including GYT-Get Yourself Tested, Sex in the Dark, World Health day, Wellness Expo and Aloha Days
- Develop nutrition programming and dietician services
- Expand use of Triage Nurse Line Services
- Investigate feasibility of offering on-campus Radiology Services

Strategy 2: Build and sustain mutually beneficial relationships with community health agencies and treatment providers to provide more cost-effective and efficient referral resources for students.

- Develop MOUs with key community stakeholders
- Serve on community committees

Strategy 3: Develop Distance Education Student Initiatives

- Increase services offered to distance education students
- Design a webpage devoted to distance education students
- Investigate feasibility of offering tele-health services

Strategy 4: Develop Training Program

- Build service learning preceptorship program
- Create policies and procedures for preceptorship program
- Develop MOUs with programs who provide student trainees such as TAMUCC Nursing Program

Strategy 5: Educate students about Health Insurance

- Health Insurance options while in college
- Benefits of maintaining health insurance
- Education on how to effectively use health insurance

Resources and Accountability

Goal: Develop and manage resources to efficiently and effectively achieve the mission of the University Health Center.

Objective 1: Manage human, financial, physical and technological resources efficiently, effectively and responsibly.

Strategy 1: Increase the number of qualified staff to keep pace with the needs of a growing student population with priority given to an additional provider, registered nurse, full-time pharmacist, health educator, case manager, and medical receptionist.

Strategy 2: Provide competitive compensation and advancement opportunities to recruit and retain staff.

Strategy 3: Increase and encourage professional development activities.

- Certifications for additional clinical and customer service skills
- National and regional professional conferences
- Local educational opportunities and trainings
- Support scholarly contributions to the profession

Strategy 4: Utilize technology to streamline processes and market services

- Use of patient portals to communicate confidentially with students
- Mobile charting capabilities
- Utilize social media for marketing and education
- Maintain up-to-date webpage
- Expand services associated with Student Health 101

Strategy 5: Use meaningful and data-driven assessment to increase the effectiveness of services and programming.

- Create competency skills reviews for certified or licensed staff members

Strategy 6: Expand and improve Health Center facilities

- Conduct needs assessment for new Health Center facility that will meet the needs of the current and future student population.
- Expand and improve physical space
- Request Disability Services to perform an accessibility review
- Create capital improvement line item in budget
- Replace and/or upgrade equipment and technology as needed