



Health Services

#5 Plan cycle - 5

Plan cycle 2023/2024

7/1/23 - 6/30/24

Performance Objective 1 Improve outreach and awareness of health services.**1 Assessment and Benchmark**

Benchmark: Events typically attended during the year include:

- Parent Orientations (eight)
- Preview Days (two)
- Alcohol Awareness event & speaker (spring)
- Sexual Assault Prevention event & speaker (fall)
- International Student Mixers (spring and fall)
- Finals De-Stress/Therapy Dogs (spring and fall)
- Housing/Res Life Orientation for on-campus students (fall)
- Wellness Wednesday (tabling event; second week of fall semester)

1.1 Data

2019-2020:

A new nurse practitioner/director was hired in May 2020 - unsure of specific data prior to this date. Campus traffic and events were greatly reduced due to COVID-19.

2020-2021:

Event	Participants
Counseling Center/Health Services 101 presentation	Filmed Life 101, three additional presentations ~ 200 students
Cowboy Camp	703 students

Additionally, ~ 257 students at preview days, ~ 220 students present for Res Life presentation, promotion of STD, HIV, syphilis, Women's and Men's Health, 100+ student athlete COVID testing and vaccination discussion, ~150 undergraduate nursing COVID vaccine hesitancy discussion, 308 students vaccinated for COVID in campus vaccine clinics. Monthly health brochures were developed and placed on Twitter.

2021-2022:

Event	Participants
Counseling Center/Health Services 101 presentation	Four presentations with ~ 400 students.
Cowboy Camp	~ 700 students

Additionally, ~ 887 students at preview days and ~1800 total family and students at preview days, ~250 students for ResLife presentation, Covid education for nursing students, band, athletics, faculty and staff. Worked with the UL System regarding weekly covid reporting on campus. Worked weekly with BOR and LDH on needs assessments, cases, plans of action. Continued STD and adult health services, COVID tested over 200 band students during outbreak, over 200 students for sorority rush, organized testing for 347 students to attend the LSU game free of charge at a \$7000 value - LSU would have charged \$40/test => \$13,800. COVID testing provided to Athletic for surveillance testing for the year at no charge to the program. 24,000 tests administered at a savings of \$120,000 for that particular test. If not for SHS obtaining the tests, Athletics was looking at a contract of \$45/per test that would have cost the department over \$1,000,000.

2022-2023:

Event	Participants
Counseling Center/Health Services presentation	200
Cowboy Camp	630
Freshman Convocation	1,000

Preview Days	300
Table Browse	200

Additionally, Nurse Practitioner Troy Hidalgo, resigned November 2022 and Nurse Practitioner Lexus Martin was put in place temporarily for 3.5 months and resigned in February 2023. Nurse practitioner Wendi Konomos and Physician Assistant Lori Grundy were put in place March 2023. Two new providers remained in place until the transition to the new facility and collaboration with Ochsner took place June 2023. Continued to provide services for Men and Women's sexual health including testing and treatment until transitioning to new facility when certain services no longer will be covered under the student health care fees. These services will now be provided with billing of students insurance or out of pocket charges. Flyers for promotion of convenience of the new facility which now houses Student Health, Counseling Services and Ochsner Urgent Care in one building to students placed throughout the campus and emails sent of same promotion. Began collaboration with Wellness Program coordinator to enhance more wellness and health promotion amongst students, staff and faculty starting Fall 2023 semester.

2023-2024:

Event	Participants
Counseling Center/Health Services presentation	100
Cowboy Camps	1,523
Freshman Convocation	1,000
Preview Days	800
Table Browse/Wellness Wednesday	200
Wellness Fair	400
Transfer & Non-Traditional Orientations	165

Additionally, services that were provided at no cost by the student health care fees are still available and provided but are now billed to students' health insurance or an out-of-pocket cash pay price option is available. Continued collaboration with the Wellness Program Director throughout the 2023-2024 FY with 4 added Lunch an Learns with guest speaker presentations.

1.1.1 Analysis of Data

2019-2020:

A new nurse practitioner/director was hired in May 2020 - unsure of specific data prior to this date. Campus traffic and events were greatly reduced due to COVID-19.

2020-2021:

Benchmark met; will have to revise moving forward to remove counseling-specific data. Numbers are very similar to prior data. Considering a pandemic, two hurricanes, and a freeze, attendance to these events was well attended either in person or virtually. The messaging of our services was available at every event.

2021-2022:

Required events were attended and many extra events were attended based on COVID data and needs. Our services were discussed at each event and a recent article was written to discuss services. The website has been updated to reflect current information, scheduling, and resources.

2022-2023:

Benchmark achieved. Due to the influx of students finally able to embrace campus life again, required events and many new events were attended. Our services are presented and visible at each event attended. October 2022 Nurse Practitioner/Director resigned. November 2022 new contract Nurse Practitioner was hired as a proxy until new MSU health facility is built and more permanent position is filled.

2023-2024:

Benchmark met. Required events were attended in addition to new events created and promoted with topics for health and wellness correlating to a specific month such as Diabetes Awareness in November 2023 and Hearti-Gras promoting Heart Health in February 2024. Updates have been made to the website to reflect the current services provided by Ochsner Medical and resources available.

1.1.2 Plan for Continuous Improvement

2019-2020:

In the future, Health Services plans to participate in Cowboy Camps, Preview Days, and table events; serve as the resource for COVID-19 information; update brochures; and host an open house at the new facility.

2020-2021:

Future work for Health Services includes continued participation in Cowboy Camps, Preview Days, table events, COVID-19 activities, student health education brochures.

2021-2022:

In the future, SHS will participate in Cowboy Camps, Preview Days, Tabling events, COVID activities, and Monkey Pox activities. We will also work with SGA to discover what needs are requested from our department.

2022-2023:

From this point forward, SHS will continue to participate in MSU events and activities to promote and encourage our services offered. When the new student health care facility is completed, SHS will host an open house for MSU students to showcase the new state of the art facility our students will be able to access and benefit from our services provided as part of their tuition fees in addition to the new urgent care that will be connected to provide services unavailable with SHS.

2023-2024:

Progressing and improving into the future, SHS will continue to participate in events throughout the year with the expectation of a new program offering professional consults at a scheduled date and time beginning Fall 2024. SHS will continue the partnership with Ochsner Medical providing services to all actively enrolled students with billing options through their personal health insurance or cash-pay pricing upon each visit. Student Health Coordinator will continue to enhance the availability of health services and awareness among campus.

Performance Objective 2 Improve services and access to medical care on campus.

1 Assessment and Benchmark

Benchmark: Providing services that have historically not been provided before, but have been requested through past survey of students, and services that are provided at other universities, including: HIV testing, STD testing, and women's clinic (gyn) services.

1.1 Data

2019-2020:

HIV and STD testing continued at no cost to students. The women's clinic had 87 patients attend for services.

2020-2021:

HIV and STD testing continued at no cost to students. Syphilis testing was added at no cost to students.

Women's and men's health services are now offered daily as needed. 22 STD tests and 5 PAPs were done.

2021-2022:

HIV and STD testing continued at no cost to students. In addition, wet prep vaginal testing was added and routine labs were continued. Testing for the year are as follows:

STD - 138

HIV - 48

Syphilis - 40
Mono - 9
Strep - 68
Flu - 37
Urinalysis - 72
UPT - 58
Wet prep - 3
PAP - 3

COVID testing was performed in clinic and via National Guard:

National Guard - CUE - ~ 400, PCR ~ 450
LSU Game - 347
Band ~ 200
Rush Sorority ~ 200
Testing in clinic ~ 320

2022-2023:

HIV, STD, Syphilis, wet prep vaginal testing, and routine labs were continued at no cost to students. Testing for the year are as follows:

STD - 124
HIV - 54
Syphilis - 53
COVID-19 testing - 88
Mono - 4
Strep - 67
Urinalysis - 78
UPT - 68
Wet Prep - 14
PAP - 6
Physical Exams - 50
Glucose - 5
Allergy Injections - 8

2023-2024:

All labs and testing were continuously provided to all actively enrolled students but are no longer offered at no cost. Now all labs and testing are billed to the student's health insurance, or the option to pay an out-of-pocket cash pay price is offered. Testing for the year is as followed:

STD - 44
HIV - 0
Syphilis - 0
COVID-19 testing - 475
Influenza - 248
Mono - 14
Strep - 216
Urinalysis - 101
UPT - 86
Wet Prep - 0
PAP - 0
Physical Exams - 54
Glucose - 14
Allergy Injections - 0
Immunization injections - 165
Total Student Visits - 1538

1.1.1 Analysis of Data

2019-2020:

HIV and STD testing continued and the women's clinic was offered most weeks until COVID-19, when services were reduced due to pandemic. Due to the change in Health Services management, no data are available to evaluate satisfaction.

2020-2021:

HIV and STD testing continued and women's and men's health was offered. Due to the pandemic and the hurricanes, numbers served were lower. Of significant importance, the student health center building was closed for ~ five months after the hurricanes and most students remained off campus for the entirety of the year.

2021-2022:

Numbers of testing have increased as expected as students returned to campus post COVID and hurricanes. This year will serve as a true base of services to compare to future years.

2022-2023:

COVID testing increased with the return of students from Summer break, but decreased as the semester continued and remained steady due to National Guard closing the COVID-19 clinic May 2022. COVID-19 testing significantly decreased throughout Fall 2022 semester and Spring 2023 semester. Monkey Pox cases increased in the US, but McNeese never tested for Monkey Pox. STD/HIV, Syphilis, and women and men's health services were continued to be offered, utilized, and promoted until the merge with Ochsner Urgent Care, June 2023. These services are now offered by Ochsner, but are now subject to billing.

2023-2024:

STI, HIV, and Syphilis testing continued to be provided and offered but due to these tests now subject to billing through health insurance or paying out of pocket, we have seen a significant decrease in testing. The State of Louisiana offers organizations free training and test kits using FDA-approved and CLIA-waived rapid test devices. All sites must be assessed and approved by the OPH STD/HIV Program. but Ochsner Medical has a purchase agreement for purchasing supplies needed in the clinic from an outside vendor. Respiratory testing has increased and decreased as expected during the Flu and Cold season throughout the year. Women's health exams such as PAP smears and wet preps are no longer available due to these services being outside of the provider's scope of practice. Allergy immunotherapy is no longer available due to most treatment plans require a more specialized approach and out of the on-staff providers scope of practice, but can provide immediate allergy relief on site at the time of visit if needed, with the exception of health insurance billing or out-of-pocket cash pricing. Ochsner Medical has agreed to perform physicals for all active enrolled students needing physicals for school, but any vaccines needed are subject to billing or out-of-pocket pricing in available.

1.1.2 Plan for Continuous Improvement**2019-2020:**

The new nurse practitioner will continue to offer women's health and HIV/STD testing services. Due to his full-time status, the number of tests and visits should increase.

2020-2021:

STD, HIV, syphilis testing and women and men's services will continue to be advertised. Clinic LPN will be doing HIV testing training to increase access to testing when the NP is not available.

2021-2022:

Now that LPN is trained for testing HIV, STD testing will continue to be offered and promoted, including when the NP is absent. SHS will continue to reach out to new and continuing students about our services. The SHS will plan to work with SGA to reach more sections of the student body.

2022-2023:

SHS continually reached out promoting HIV, syphilis, and STD testing along with women and men's health services throughout 2022-2023 school semesters. Continued to promote and encourage the use of the new health clinic since partnering with Ochsner medical health team to all students, faculty, and staff. SHS will continue to encourage and educate about sexual health and the necessity of staying healthy and safe. SHS

will collaborate with other departments to increase health and wellness educational opportunities amongst students, staff, and faculty.

2023-2024:

SHS will continue to encourage, promote, and educate about sexual health and overall well-being at all events in the future. The Student Health Coordinator will continue to provide help, resources, and guidance about health-related issues or concerns among students, staff, and faculty. The Student Health Coordinator will continue to be observant of low-cost alternatives to STI testing on and around campus for the benefit of students' financial well-being. Starting the Fall of 2024, SHS will provide essential first-aid kits with supplies and educational resources to all students moving into campus dorms, enhancing their safety and well-being.

Performance Objective 3 Implement and utilize technology resources for health services.

1 Assessment and Benchmark

Benchmark: Implement electronic medical records.

1.1 Data

2019-2020:

New manager for Health Services hired May 2020. Plans to institute technology changes for 2020-2021.

2020-2021:

Initially, Register Blast was used to make online appointments and track visits. In February 2021, an electronic medical record (EMR) was purchased and initiated. Over 6,000 paper charts were scanned into the new EMR. Since February, the EMR has been utilized for record keeping of over 400 encounters, including sick visits, COVID testing, and other appointments. The EMR has also been used for electronic prescriptions, labs and referrals to other providers. Diagnosis codes can also be pulled from a report database.

While out of the physical clinic building and some during the continued pandemic, telehealth visits were utilized approximately 40 times.

2021-2022:

SHS just completed its first full year of the EMR use. 1,281 student visits were entered into the EMR. A few telehealth visits were performed. Electronic prescriptions have been utilized almost exclusively with great success, including refills. Labs are ordered and received via the EMR and all phone, follow up, reporting correspondence is captured in the EMR. Running a cost assessment, the services offered to students at no charge over student fees totaled ~\$126,000 for the visits and ~\$5,000 for associated labwork.

2022-2023:

EMR has been in use for 1 year and 6 months. 722 visits were documented and reported into the EMR. Only a handful of telehealth visits were performed. Printed and electronic prescriptions are still being utilized at full potential.

2023-2024:

After months of collaboration with Ochsner Medical to be granted access to the electronic medical records being maintained through Ochsner's Epic system, access was granted, but due to the access not being the correct data access, no data is available to evaluate satisfaction.

1.1.1 Analysis of Data

2019-2020:

New manager for Health Services hired May 2020. Plans to institute technology changes for 2020-2021.

2020-2021:

EMR was purchased and utilized with great success. The EMR has taken the place of paper charting, paper appointment calendars, and prescription pads. The EMR also sends appointment reminders to students.

Telehealth services are available for continued use as needed.

2021-2022:

EMR has been utilized exclusively for charting, scheduling, appointment reminders and pulling data such as common diagnosis codes, number of visits, and demographic data as needed, as well as a cost analysis. Telehealth is still offered as needed.

Patient satisfaction survey was not able to be administered in the EMR but one was created and used via Google Documents.

2022-2023:

EMR in place has benefited McNeese SGA by providing more complete and legible documentation while enhancing privacy and security of patient data.

Patient satisfaction survey was initiated during 2022 Fall semester. Due to the change in health Services management, data was unavailable to evaluate satisfaction.

2023-2024:

See Plan for Continuous Improvement field below.

1.1.2 Plan for Continuous Improvement

2019-2020:

New manager for Health Services hired May 2020. Plans to institute technology changes for 2020-2021. For the future, Telehealth platform will be implemented and used as needed, especially with COVID-19 persisting. Electronic medical record options will be evaluated. At a minimum, electronic appointment scheduling will be achieved.

2020-2021:

Telehealth will continue to be used as needed. Thanks to a donation from SWLAHEC, a yearlong membership for telehealth additional services is available.

The EMR will continue to be used. This coming year, we expect to utilize the patient portal aspect of the EMR to communicate with students and give them access to their records. Additionally, a patient satisfaction survey in the EMR will be customized for our students to provide feedback on services.

2021-2022:

The EMR will continue to be used as well as the student satisfaction survey via Google Docs. Since the patient portal was not used for the past year, we will look at initiating use in the future if privacy can be protected.

2022-2023:

Current EMR will stay in place until MSU transitions into Ochsner EMR. We will look further into implementing a patient portal after we transition to new EMR.

2023-2024:

Due to my inability to gain correct access to the electronic medical records being maintained through Ochsner's Medical system, we will no longer use this assessment and it should be deleted for the 2024-2025 reporting cycle.

2 Assessment and Benchmark

Benchmark: Implement more engaging and educational resources through social media platforms to promote health and wellness.

2.1 Data

2023-2024:

Topics posted on social media platforms promoting health and wellness across campus include: heart health, nutrition, stress awareness, women's health, brain health, summer health, financial health, mental health, social health, back to school health, mind and body health, and self-care health.

Performance snapshot for each platform: (X) is not part of Meta like Instagram and Facebook. Analytics are low

at this time, but working on getting more analytics for this platform.

Instagram

- 64 posts
- Followers - 49
- Interactions -127
- Reach - 855

Facebook

- 66 posts
- Followers - 12
- Interactions - 44
- Reach - 1.2K
- Impressions - 3.2K

Twitter (X)

- 65 posts
- Followers - 23

2.1.1 Analysis of Data

2023-2024:

Student Health Coordinator hired a Graduate Assistant on January 9, 2024, to develop and manage content that drives engagement, audience growth, and brand awareness and generate leads by keeping a stride on trends, developing engaging content, and connection with students on and off campus. Student social media engagement has increased significantly since the increase of media content promotion by 100% on all three platforms since January 2024.

2.1.2 Plan for Continuous Improvement

2023-2024:

GA will continue to be employed by Student Health Services as the Social Media Assistant until she graduates in 2025 and then transition into an outside position not hired by Student Health Services. The Student Health Coordinator will assume all duties performed by the Social Media Assistant at that time continuing to increase the promotion and awareness of health and wellness for all enrolled McNeese students moving forward into the fiscal year. Student Health Coordinator plans on implementing more interactive and innovative social media posts on all platforms in the future such as the new MyOchsner App for easier collaboration between students, health services, and Ochsner Medical.