<table>
<thead>
<tr>
<th>Department Name:</th>
<th>Health Services</th>
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<tbody>
<tr>
<td>Program or Service:</td>
<td>Outpatient primary care service</td>
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<tr>
<td>Brief description of program or service:</td>
<td>University Health Services provides outpatient primary care/urgent care services for health and wellness concerns including specialty visits with orthopedics, sports medicine, skin clinic, women's health, STI testing, travel consult and immunizations. Periodically select student learning outcomes relating to student health will be assessed as determined by the UHS leadership team.</td>
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<td>Date:</td>
<td>6/1/2016</td>
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1. State the formal learning and/or operational outcomes for the program, service, or department: Students will utilize outpatient primary care services for their healthcare needs. Following their appointment students will be able to articulate their diagnosis, treatment plan, and plan for follow up care.

2. Where are these learning outcomes published? Be specific. (Where are the department’s learning expectations accessible to potential students: on the web or in your department’s handouts?): UHS Website; literature that is provided to RA's and at the Office of Health Promotion

3. What data/evidence is used to determine whether participants have achieved the stated outcomes? (What method did you use? What were you measuring?): Follow-up assessment to APR done in 2014 showed utilization of health services had increased statistically. Monthly data on usage is collected and analyzed by leadership team and reported monthly to the President.

4. Who collects and interprets the evidence? When and how often does this occur? Who assists in interpreting and analyzing the data?: Monthly statistics are collected and analyzed by Dr. Jusseaume. The leadership team comprised of Dr. Nary, Dr. Jusseaume, Cindy Lubianez, RN and Maddy Rivera, NP continually analyze statistics, health trends and needs of student population and make recommendations for improvement in response to the information. Periodic surveys are sent to students to assess visibility and measure their understanding of diagnosis, treatment plan and follow up care.

5. Individuals with whom the data is shared (list): UHS staff; monthly report to University President.
6. What changes have been made as a result of using the data/evidence? (What was the change? What data led you to make that change?) If no change, indicate why:

A follow-up assessment to the APR of 2010 was conducted by the Assessment Team in 2014. Based on results, recommendations for improvement were made which included:

- Adjust Urgent Care hours to be more responsive to class dismissal time.
- Enhancement of EMR which allows students to make their own appointments.
- Promote the availability of STI screening.
- Provided sensitivity and diversity training for staff.
- Created a University Health Services Fact Sheet and distribute it to RA’s each fall for posting and distribution for student residents.
- Website has been improved to provide more comprehensive information to students.
- A handout was created to promote Women's Health Services and was distributed to the Women's Center and Office of Health Promotion.

7. How do you know that the changes have resulted in improved learning outcomes? (continuous improvement evidence):

Through periodic surveys and as well as statistics regarding high usage of health services (i.e. # of filled appointments in general medicine and specialty areas).