## Health Services

<table>
<thead>
<tr>
<th>Program or Service:</th>
<th>Student Rights and Responsibilities: Health</th>
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<tbody>
<tr>
<td>Brief description of program or service:</td>
<td>Students that seek medical care at Health Services will be educated on their right to information regarding issues surrounding their health, recommended treatment plans and follow-up care as well as the benefits of scheduling appointments.</td>
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<tr>
<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:

1. Students will know that they have the right to information regarding issues surrounding their health.
2. Students will have an understanding of the information they were provided with.
3. Students will understand and comply with recommendations for follow up.
4. Students will be educated to the benefit of scheduling appointment and the manner in which to do so.

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

3. What data/evidence is used to determine whether participants have achieved the stated outcomes? (What method did you use? What were you measuring?):

Students that were treated at UHS were asked to fill out a brief assessment following their encounter. Qualitative and quantitative data was collected and analyzed.

4. Who collects and interprets the evidence? When and how often does this occur? Who assists in interpreting and analyzing the data?:

The Assessment Team comprised of UHS staff from each discipline collected, analyzed, interpreted and, as a team, made recommendations to the Director. Data collection began in January of 2012 with final recommendations being made in April 2012.

5. Individuals with whom the data is shared (list):

Data was shared with entire UHS staff at staff meeting in April 2012. Data was also shared with the Division of Student Affairs May 2012.
| primary and secondary stakeholders and narrative as to why): | 1. Educational hand-out were developed on most common health issues and provided to students at the time of their visit.  
2. On-going education to all "walk-in" students as to the benefits to scheduling an appointment.  
3. "Students Rights and Responsibilities" are posted in all patient care areas. |
|---|---|
| 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.: | Follow up assessment was conducted in Fall 2012.  
- There was a great improvement in students understanding the treatment guidelines with 94% answering that they completely or considerable understood treatment guidelines.  
- Health Services staff continues to provide time to ask questions as reflected by the 99% that answered yes to this question; statistically unchanged from the spring.  
- Health Services implemented a new electronic medical record system in January 2013 – providers are now scheduling follow up appointments before students leave the office. |