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| SLCC Logo | Center for Health and Counseling |
| 2021-2022 ANNUAL ASSESSMENTSUMMARY OF RESULTS |

Project (Assessment) Title

Increasing the CHC’s ability to utilize data to improve services to students and add to the rich data already collected at Salt Lake Community College

College-wide Strategic Goal

Increase student completion

Achieve equity in student participation and completion

Assessment Overview

The Center for Health and Counseling will implement an overhaul and upgrade to the electronic health record system (EHR) to capture data currently not gathered or reported out. The EHR will be configured to align with metrics being collected by the College, in addition to CHC specific data, such as conditions treated, problem areas in the student population, session numbers, etc.

Methodology (Plan/Method)

The CHC began the process of determining what data are currently collected in the Electronic Health Record and Banner and what reports can be generated from those data. Historically, utilization reports at the CHC contained only aggregate data, such as the number of students served and the type of service provided. This is due to the way the EHR was initially configured a decade ago and a lack of expertise within the department about data collection and reporting. If data were compiled and reported, it was typically for internal use or budgeting and staffing purposes. During the first year of the Covid-19 pandemic, the CHC lost several staff members with solid knowledge of the EHR, including the director, clinic manager, health promotions manager, administrative assistant, and the entire support staff in the clinic (receptionists, medical assistants).

Halfway through the annual assessment period, Medicat announced the creation of Medicat One-Counseling Module, a new software interface specifically designed for counseling programs on college campuses. The module was created to address the unique needs of counseling services compared to medical, provide a simplified user interface, and allow data to be collected and disaggregated in more useful ways. Because of this, the CHC shifted its efforts to preparing for and implementing this new module, now scheduled for Fall, 2022. The cost was reduced from $35,000 to $15,000.

In the meantime, the CHC has been working on forms and templates to ensure data can be collected after the implementation of the new software. Using resources provided by the American College Health Association regarding data collection and reporting, as well as Medicat developers’ recommended utilization reports, the CHC will begin collecting key indicators and plans to disaggregate and report out the findings.

In addition, the CHC joined the ACHA’s nationwide satisfaction survey which will allow timely, appointment specific feedback on the student experience. Those data will also be collected beginning fall, 2022.

Timeline

The conversion of the current EHR to the upgraded counseling version will begin the first week in August, 2022, and will be completed first week of September, 2022, including training of reception and counseling staff. Test reports will be generated at the end of fall semester and any errors or unforeseen problems corrected. The plan is to have the first complete data analysis and summary report in summer, 2023, using data from the 22-23 school year.

Results/Finding (Disaggregated by race/ethnicity)

Some key performance indicators have been identified for data collection and reporting (not exhaustive):

\* Number of students and percentage of student population served

\* Number of new patients

\* Visits by specialty (medical, counseling, massage, psychiatric)

\* Visits by provider

\* Visits by clinic location (Redwood, South City, Jordan)

\* Average number of visits

\* Primary reason for visit (medical) and primary reason for initial visit (counseling)

\* Crisis appointments

\* Fee waivers approved and utilized

\* Psychological tests provided (Autism/ADHD/LD/Forensic)

\* Wait times, no shows

\* Expenditures/revenues by service line

\* Number of educational and outreach events and total participants/contact

\* Student satisfaction

Action Plan (Use of Results/Improvements/Call to Action)

Because the CHC has historically collected few key performance indicators (and often by hand for internal use), many steps are required to build the infrastructure and mindset necessary to implement tracking tools and produce reliable reports. Using data to understand the needs of our students and develop/improve services to meet those needs is the focus of the upcoming assessment period.

The long-term goal of this effort is to demonstrate the effectiveness and value of the CHC in improving student retention and academic success, develop process and program improvements, and share findings with the campus community in order to better meet student needs.

Other Notes