



Clinical Services

The clinical staff triaged **over 1,000 triage calls** in the past month and a half!



Lab/X-Ray

Lana Ragaller attended the South Central District Area 5 Meeting in Des Moines on 11.14.15. Topics included lumbar spine and ankle.



Physical Therapy and Sports Medicine

Brent Bowser, our PTA, recently went to a continuing education course over "Current concepts/topics in Sports Medicine Rehab."



Pharmacy

Pharmacy recently installed a new video **security system** that allows us to monitor highly-regulated drugs.



Communications

Fun fact: One in 20 Google searches are for health-related information.



Quality Improvement

A continuous **patient satisfaction survey** was launched on 11.16.15 and will be sent via email to each patient seen at Thielen Student Health Center.



Administration

Department managers were presented with their **finance reports** for the first four months of the year. A variance reporting worksheet was given to them as a tool for reviewing finances to date.



Health Information Management

Coding staff participated in a webinar on **EncoderPro**, an online coding look-up software. They were pleased with the demo, and we are excited to be able to provide them with a valuable coding resource.



specializing in

students: New Front Desk Team



One of the recommendations outlined in the **Keeling report** outlined a plan to utilize **medically trained professionals** to staff the front desk. This fall, Student Health did just that!

Three excellent medical receptionists were hired to assist students in their check-in process and help with triaging calls. With limited access/appointment availability, this was done to help prioritize patients who should be seen more urgently and to identify the care needs the patients have.

"I think the three of us make an awesome team. The staff here is fantastic."

— *Kylie Johnson, Student Health Medical Receptionist*

The new staff that refer to themselves as, "The Three Musketeers on the front line at Student Health." They have experience in medical offices, dental offices, and in-home care. During Dr. Paschen's consulting visit this month, he noted how well the reception staff related to patients!

"I have gotten positive comments from patients and family members on how kind, pleasant, and professional all three have been," said **Laura Knowles**, nursing and patient services manager.

In addition, the nursing staff who help triage and room patients have already noticed an obvious difference when patients are transferred to them for assistance. They say **students seem to be more happy and willing to accept home care instructions even if appointments aren't available.**

All three have mentioned how they love being a part of Student Health. They enjoy having such hard-working coworkers and being able to interact with students on a daily basis.

"I think the three of us make an awesome team," said **Kylie Johnson**, one of the medical receptionists. "The staff here is fantastic."