



### Clinical Services

Each **medical provider** has a **CMA** or an **LPN** working directly with them and **each group of 3 medical providers has 1 RN** to help manage their section, which we refer to as a pod.



### Communications

We shot **footage for a new video** that showcases how the **health fee** provides services for the student body. The video will be released by the end of April.



### Lab/X-Ray

Lab and X-Ray are the first departments in the clinic that are using **Advanced Services** to meet their "as needed" staffing needs.



### Prevention Services

Prevention Services staff gave a presentation to the **University Orientation Committee** about the upcoming summer implementation of **online prevention programs**.



### Physical Therapy

We are **now using a tablet** for our patients to do outcome surveys and patient education.



### Administration

Admin has completed a **Building Access Audit** that verified Student Health physical (metal) key possession and verified all ISU individuals with access to our building via key card.



### Pharmacy

We are seeing many patients for **allergies** from the **early spring pollen season**. We have many medicines available that are effective **without a prescription!**



### Health Information Management

Progress has been made on implementing an **electronic signature process** for routine documents that are signed at check in. The E-signature process will reduce the amount of routine forms that are digitally scanned.

## specializing in students:

## Quality Improvement for Well-Woman Exams

As part of Student Health's ongoing commitment to provide quality healthcare to students, our team regularly conducts **multi-disciplinary quality improvement studies** on issues relevant to Student Health.

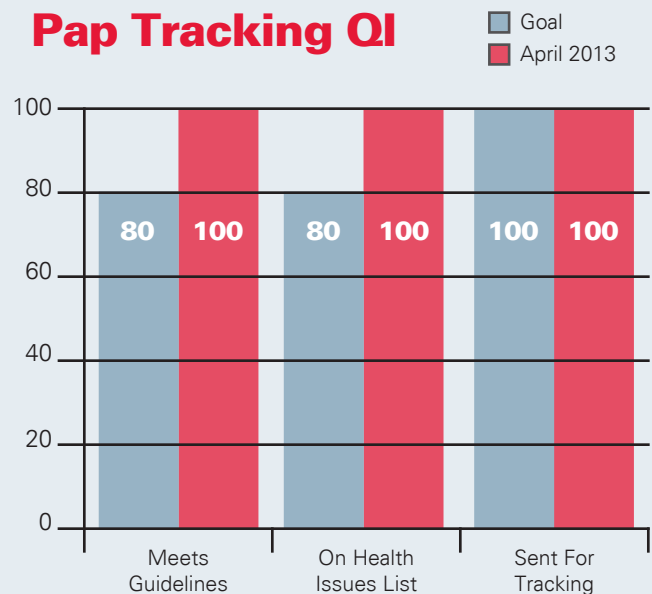
In 2009, the **American Congress of Obstetricians and Gynecologists** (ACOG) released new guidelines for the initial pap test and subsequent frequency. At that time, Student Health was performing **approximately 1,200 well-woman exams per semester**, making the change in guidelines significant to our practice.

A quality improvement (QI) study was **implemented in December 2011** to ensure that all women undergoing a well-woman exam at Student Health were being screened and followed as per the new ACOG guidelines. At that time we had no data on how well we were complying with the guidelines but set the following goals:

- 1. 80% of all pap smears** performed at Student Health will be within the new **ACOG guidelines** for age and previous results.
- 2. 80% of all abnormal paps** will be documented in the health issues section of the medical chart.
- 3. 100% of all abnormal paps** will be sent to the designated nursing staff for logging and tracking.

After four cycles of PDSA (Plan, Do, Study, Act), **we had met or exceeded our goals!**

### Pap Tracking QI



The data from both December 2012 and April 2013 show that we are indeed at **100% compliance, exceeding the goals of the study**. Fine tuning of the processes and on-going monitoring continues to show we are 100% on the mark! The study provided us with the opportunity to implement changes, standardize procedures, weather the loss of a key staff member to the process and **continue the high quality care** we provide the women who utilize Student Health for their well exams.