



**Clinical Services**



The search for a **Quality Improvement Coordinator** is under way. The posting closes on **April 12**.



**Communications**

Last week we celebrated **Doctor's Day** with donuts. Thank you to our doctors!



**Lab/X-Ray**



Beginning April 6, **HIV testing** sent to **Quest Diagnostics** will be a new 4th generation test that **significantly shortens the detection window** for HIV infection.



**Prevention Services**

**Lauri** participated in **"Cy's Networking Night"** on March 31st, a **professional development opportunity** for student-athletes.



**Physical Therapy**



The Physical Therapy staff will participate in the **Iowa Physical Therapy Association Spring Meeting** on April 24th at the Sherman Building, right here on campus!



**Administration**

**Budget books** have been handed out and are being reviewed by managers.



**Pharmacy**

There has been a pharmacy in Student Health for **over 84 years**.



**Health Information Management**

The billing staff will begin testing for conversion to **ICD-10 medical diagnosis codes**. The new codes will be used on medical insurance claims submitted after October 1, 2015.



specializing in

**students:**

*Chart Audits*



Student Health just finished doing their first quarter **peer review chart audits** in March to remain accredited by the **AAAHC**. Chart audits are ongoing throughout the year and done minimally once a quarter.

**These peer review chart audits are done for several reasons:**

- 1. Used as a quality improvement process to ensure we are meeting the highest quality standards of care.**
- 2. To improve overall documentation that enhances the level of specificity and detail needed for proper billing processes.**
- 3. The Accreditation Association of Ambulation Health Care requires it to be an accredited facility.**

**We implement these data processes to ensure ongoing quality care is being met for all of our students and to identify any quality related problems or concerns that we could address to continuously improve the care we deliver.**

—*Laura Knowles*  
*Nursing and Patient Services Manager*

When our nursing staff and providers review these charts, they are randomly selected with no identifiers such as patient or provider. The review is based off of date of service and encounter number. Each provider/nurse is reviewed a **minimum of 5 times** and reviews colleagues of the same level.

Focused peer reviews are also completed which is **diagnosis specific** to ensure providers are following correct standards of care and providing high quality care and appropriate follow-up.

In addition, the **Health Information Management** department checks to make sure the services that were documented in the chart were billed for and have the correct diagnosis codes. The medical records staff checks to make sure all documents are in the correct document types and that all documents have been electronically signed.

After reviews are completed, each provider/nurse is given **feedback on their performances**, and areas where improvement could be achieved.