

Report Form A-2
Assessment of Program Outcomes for
Administrative or Educational Support Units

Health and Counseling Services
(Administrative or Educational Support Unit)
September 2004 – August, 2008
(Assessment Period Covered)

1. Program Outcome

Outcome 1.

To identify benchmarks to address the Health Center's critical success factors. Benchmarks were identified in Annual Report 2005-2006.

2. Strategies Used to Meet Program Outcome

Recommendations from Health & Counseling Staff
Recommendations from TAMUS Audit Team
PVAMU Administrators
Review of key IHE (health) American College Health Association.

3a. First Measure or Means of Assessment for Outcome above and Criteria for Success

Baseline Measurements were determined by **actual** production in the following areas –

- Medical Services
- Counseling Services
- Alcohol & Other Drug Education
- Fiscal reports

3b. Results/ Findings

Baseline for Medical Services 2005 -2006	Patient Visit Time
81 minutes September 2005	
Decrease patient visit time by 10%	
61 minutes September 2006	Exceeded goal
Maintain patient visit time within 5 minutes +/-	
64 minutes September 2007	Met goal

3c. Use of Results

Results were used to improve patient visit time by determining the root cause for extended visits.

- Staffing was the key element. During the baseline period, we operated with a staff reduction ranging from 50% -30%.
- During this period (2006) staffing increased up to 80%.
- In 2007, we again began to lose staff, thus an increase in patient visit time.

These results documented for Health & Counseling Services, that staffing directly impacts the patient visit time, which also impacts the number of patient visits.

4. Documentation

Annual Report Health & Counseling Services 2005-2006 located at Owens-Franklin Health Center, Rm. 101

Medicat Report located at Owens-Franklin Health Center – Rm 101.