

Webster University Health Services Peer Review

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We were honored to be invited to serve as peer consultants for the Webster University Health Services on May 1st and 2ⁿ, 2006. We spent two information-packed days, visiting with a wide representation of faculty, staff and students, all familiar with Health Services. The documents we reviewed and the meetings we had were felt to be most helpful in completing a comprehensive peer review.

Documents for Health Center Peer Review

Health Services Annual Reports (2000-2005)
Data from ACHA Benchmarks Study
Health Services patient visit statistics
Health Services Mission Statement
ACHA Consultation Pre-Assessment
Patient care survey and results
United Health Care insurance policy information
Health Services confidentiality statement
Health Services standing orders
Job descriptions for nurse-director, nurse and associate
Health Services bi-monthly newsletter by health educators
Health Services budget
Insurance demographics
Webster University Student Health Services Self-Study Report
CAS Standards Assessment Instrument
Student handbook and calendar
Health Services patient check-in form, sample student chart, receipt for services
Health Services student health request packet
Health Services equipment list
Webster University Health Services website

Summary of Feedback/Comments from Groups

Faculty/Staff

- Faculty and staff were consistently disappointed in the discontinuance of employee health services.
- Concerns were expressed about the poor location of the Student Health Services.
- It was recommended that students be surveyed, traditional and non-traditional, to find out their needs from the Health Services.

- CPR classes need to be brought back to campus and taught internally.
- Susie Daily's leadership, professionalism, and dedication were praised. Her strengths were cited as being caring, friendly, good with parents, good in a crisis, and good bedside manner.
- "Student Health Services is a mess". This particular person had serious concerns about personnel and especially had concerns about the associate, being impolite, passive aggressive, intimidating, and rude.
- Susan Daily was described as not being a team player.
- More health education is needed on campus, with guidance from health professionals.
- Concerns that students complain about the doctors that they are sent to for health consultation.
- There have been concerns from students that the receptionist is not nice.
- Concerns of poor time management by the staff.
- Would evening hours be beneficial to the night class population?
- Susie Daily's courses that she has taught in the past were praised.
- Confusion over Susan Wilborn's role at the Health Service – medical vs. receptionist.
- Concerns over the programs of the Health Educators. The programs are unimaginative and appear to be lacking medical guidance. The quality of the student newspaper was also questioned.
- Could a doctor come on campus one or two times a week to see students there?
- Move in day for new students creates an immediate negative image of Health Services because of the requirement that students must have all of their Health information and vaccinations that day.
- Concern that Susan Wilborn challenges Susie Daily's authority and leadership.
- Concern that Susie Daily (not Susan Wilborn) should be the "voice for Health Services".
- Concern about the lack of continuation of Emergency Response Team training from approximately 3 years ago.
- Concern that process/procedure to obtain health insurance information from students who are opting out of the Webster insurance is more complicated than it needs to be.

Students

- There were **numerous** complaints about the student health insurance, to the point that students are not using Health Services when they are ill because of the bad impression they have gotten from the current insurance arrangements. Complaints included costs (mainly), poor administration of the policy, and rudeness when they have come for help.
- Referrals to the doctor are too excessive. The nurses will look at little things and often say “go to the doctor.”
- The receptionist is rude, impolite and impatient.
- An international student was made to get a second meningitis vaccine after he was told the one in his country was different.
- Susan Daily does not return her emails or phone calls.
- Concern about reliable accessibility of Health Services in present location.
- International students expressed concern that they are treated with a non-accepting attitude from Associate and that the office is not student friendly at the front contact.
- Some students have tried to get help from Health Services regarding completing the Student Health Form and have found the office staff to not be very helpful in explaining health form needs.
- Nursing staff radiates acceptance of students and their needs.
- Suggestion that Health Services needs to market and advertise their services more widely, especially in the University Center.
- Concern from Health Educators that their budget money for health education has been completely cut for next year.

Overarching Comments and Impressions **Areas of Strength and Areas for Improvement**

- Nursing staff is professional, accepting, and student centered in their delivery of health care to students. Nursing staff handle crises professionally.
- Current number of nursing staff is adequate to meet the needs of the student population.

- New staff nurse is a positive addition to the Health Center. She is new to the college health environment, but with increased experience and exposure, she has great potential in the college health field.
- Student Health Educators are enthusiastic, eager, and willing to represent the Health Center in a professional manner as peer educators and role models. With added guidance and direction for the nursing staff, this program has the potential to grow.
- Present facility needs an updated look and accessible central location on campus.
- Associate staff is perceived as rude, impolite, and impatient.
- Collaboration with other campus areas/divisions to provide joint educational projects or programs does not occur.
- Marketing and image of Health Services need to be addressed and increased to both traditional and non-traditional students.
- Current health insurance enrollment and verification procedure produces a negative image of Student Health Services for students.
- Director needs to provide stronger leadership as the administrator and the “voice for Student Health Services”. Director needs to increase her knowledge of administrative matters instead of deferring to associate for those answers.
- Faculty and staff are unhappy with the discontinuation of employee health benefits through Health Services.

Specific Recommendations

Staffing

- Establish an advisory board to monitor Health Services on a regular basis. The board’s purpose would be to work with the recommendations and concerns noted in this report by the reviewers, faculty, staff, and students.
- Present staffing consisting of two nurses and an associate is adequate and appropriate. Benchmarks and patient visit numbers were used in forming this recommendation.
- Wear name tags identifying person and position.
- Nurse-Director should be the only one doing administrative duties, as identified in her job descriptions.

- Improve collection of patient visit statistics to accurately reflect the number of students seen on a daily basis.
- The associate position should not be a position that requires medical assistant certification/qualifications. With two full-time registered nurses, there is adequate nursing coverage.
- The associate position should be provided training and guidelines in customer service through Human Resources.
- Investigate having a physician come to campus to see students on a part-time basis one or two half days a week.
- Consider collaborating with athletic department in providing physician visits to campus.

Insurance

- Move payment and initial registration for student insurance to the business office, out of Health Services. With a hard waiver system in place, the business office can automatically bill those students not providing a waiver. International students can all be automatically billed by the business office. The handling fee (\$7.00 per month) that is obtained from every student with insurance is more than adequate to support a full-time insurance position in an office outside of the Health Services.
- Find a more affordable health insurance for both domestic and international students. Webster needs to provide a policy, but it does not need to provide a top of the line policy, it is not affordable for most students. This is a healthy population in general. A top of the line insurance policy that provides dental and academic testing, for example, is not necessary. Adding dental to a policy automatically makes it much more expensive. This is wonderful, but most college students can not afford such a comprehensive policy. A policy at the current price could keep students from attending Webster.

Services

- Add free pregnancy testing to clinic services.
- Remove ASA from self-care clinic, as related to fever and Reyes Syndrome.
- Nurses need to be doing health education programs around campus, i.e. the residence halls, which enhances their visibility and positive image.
- Health Services needs to market their services, who they serve, and where they are located.

- Student Health Educators must be advised by a nurse. Consider collaborating with counseling services in training and providing peer educators.
- Current student surveys only evaluate the nurses. The Associate needs to be added to this evaluation form.
- Find ways to increase the student response to the student survey.
- Both nurses and the Director of Campus Safety should be certified instructors through the American Red Cross so they can collaborate in providing classes/training on campus for CPR/AED, oxygen administration, and first aid. The nurses should teach the majority of these courses over the summer, when there are minimal students on campus. Only key first aid responders need to be trained in oxygen administration.
- Reactivate the Emergency Response Program and training.
- Market the free use of the scale and blood pressure machine in the hallway outside Health Service to faculty and staff.

Other

- Monitor the specific spending activity of the Health Service. Their clinic supply line of \$28,000 is approximately four times greater than a health center of their size needs.
- Health Services budget should provide a budget line for health education and programming as provided by the nurses and health educators.
- Change dress code of nurses to fit in with the rest of the campus and to be more welcoming to students. Most college health nurses wear casual professional dress with the option of a lab coat.
- Do not reinstitute employee health. Faculty and staff should be expected to use their own providers and insurance for their health care.
- Finance and allow both nurses to attend the local college health affiliate conference on an annual basis.
- All traditional students, whether or not they live on campus, should be required to complete the health forms, show proof of required immunizations, and provide proof of insurance. Perhaps begin this requirement for all first year students, and then address transfer students.

- A new Health Services facility should be in the plans for the future. The present facility is outdated and with the new residence halls on the other side of campus, a more central location would be best. Reliable accessibility should be mandated.
- Consider consolidating health brochures into a smaller number of racks and rotating brochures. The number of brochures and pamphlets is overwhelming and appears cluttered. Possibly move these resources to the waiting area for easy student access.
- Be consistent in your descriptions of services and health requirements (i.e. insurance and health forms) in all of your publications. Have someone outside of your department proofread for clarity and spelling.

This concludes our review. If there are further questions or if you feel there is an area that we could provide further information, we welcome your questions and/or comments.

Thank you,

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