

# Medical, Health Education, and Public Health Services 2002-2003

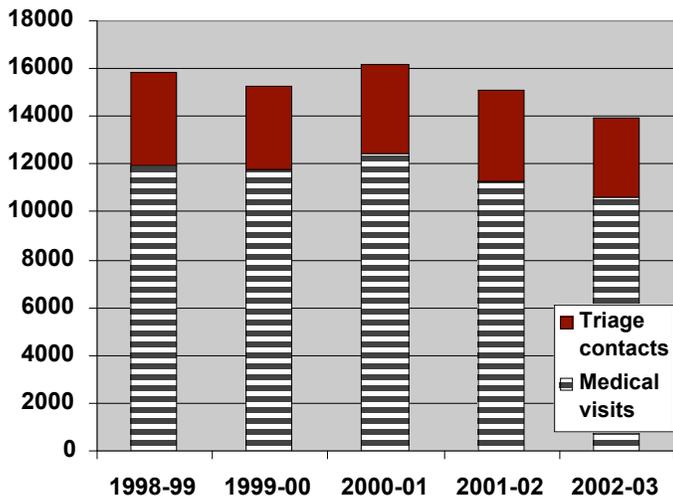
## Mission

To provide students the opportunity to develop healthy personal lifestyles, help insure their retention at UMD, and contribute to the overall excellence of their total educational experience. We will accomplish this mission by providing quality health care, counseling, and education that focuses on their physical, emotional, social, and intellectual well being, and by being actively involved with all health issues that affect the University and community.

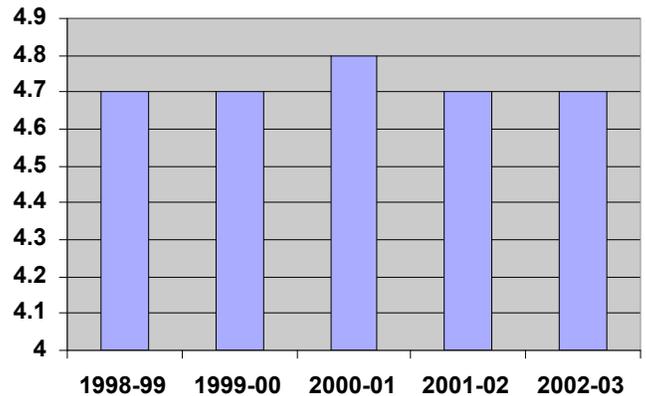
## Facts

- Accredited by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)
- Individual medical visits: 10,639
- Nurse triage student contacts: 3,302
- Outreach contacts: 6,937
  - Flu shot clinics
  - Parent orientations
  - Classroom presentations
  - Alcohol education classes
  - Peer education programming
- SHAC is working on ways to increase HS visibility on campus.
- 94% of students polled said the convenience of coming to HS had helped them to miss fewer classes.
- 89% polled said HS had supported their ability to succeed academically.

## Total Medical Visits

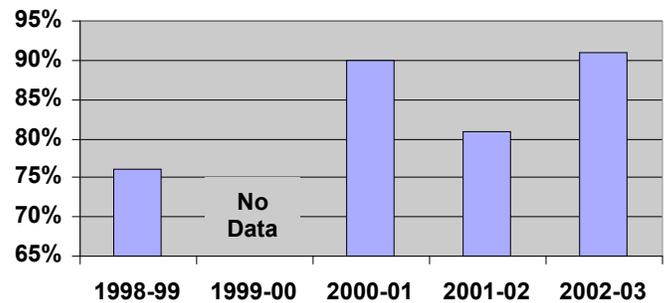


## Overall Quality



## Cycle Time: 10 Minute Wait to Be Seen

### Percentage With Wait Time of 10 Minutes or Less



## Internal Processes

- Semiannual retreats with all staff to evaluate and improve.
- Medical, triage, and outreach contacts generate weekly reports.
- Peer-based chart reviews each semester.

## Staffing

- 5.4 Clinical (MD, RN, & NP) Full Time Equivalents (FTEs) for the academic year.
- 2,582 total visits per FTE  $((10,639 + 3,302)/5.4)$ .

