Oregon Tech Strategic Plan: 
Pillar I, Goal 1, Objective 1.1
Increase support for and awareness of academic and student services for student success and well-rounded student development.

Oregon Tech Strategic Plan: 
Pillar I, Goal 2, Objective 2.2
Create a framework to equip students with professional and life skills

Oregon Tech Strategic Plan: 
Pillar III, Goal 6, Objective 6.2
Support the well-being and development of all members of the university community.

Student Affairs Strategic Plan: 
Goal 1, Objective 1a
Wellness: Encourage student participation in initiatives that promote a holistic approach to student development (social, emotional, spiritual, intellectual, physical and occupational).

ISHC Mission:
To support student learning & success by providing tools which encourage students to be knowledgeable about and actively invested in the benefits of self-care and choosing well to maintain their physical and emotional wellness.

ISHC Administration Statement of Purpose:
To ensure that ISHC efforts align with the goals, perspectives, and values of the Division of Student Affairs and Oregon Tech as a whole by providing departmental oversight and direction.

ISHC Reception Statement of Purpose:
To educate students regarding their rights and responsibilities as health care consumers by facilitating compliance to national, state, and local health regulations.

Medical Statement of Purpose:
To successfully resolve treat and/or maintain student medical conditions by providing high levels of effectiveness with regards to patient care and satisfaction.

Mental Health Statement of Purpose:
To positively impact student mental health functioning by reducing distress and increasing students’ abilities to manage their own emotional, cognitive, and behavioral issues as they arise.

Health Promotion Statement of Purpose:
To encourage students to incorporate and sustain healthy behaviors into their lifestyles by implementing innovative and creative research-based health promotion programming.
Goal 1
Provide personnel management which encourages a collaborative approach among the team

Objective 1
Collaborate with other departments, increase networking across the university, invite guest speakers to staff meetings.

Objective 2
Conduct annual staff evaluations, providing areas of both strength & opportunity with specific examples of each; to be completed by 10/1 for unclassified staff and date of hire for classified staff.

Objective 3
Provide feedback from student surveys & positive staff recognition to booster morale on the team.

Goal 2
Provide ISHC staff with the tools they need to be successful in supporting students

Objective 1
Maintain up-to-date technology in order to encourage efficiency and provide support to staff.

Objective 2
Support high levels of customer service and quality of care by providing at least one staff training per term.

Objective 3
Facilitate completion of Cultural Competency Survey items.

Patient Satisfaction Survey & WAI items

ISHC Administration
Statement of Purpose:
To ensure that ISHC efforts align with the goals, perspectives, and values of the Division of Student Affairs and Oregon Tech as a whole by providing departmental oversight and direction.
**Goal 1**
Educate students regarding healthcare navigation, academic program requirements, and immunization compliance.

**Objective 1**
Facilitate compliance to state immunization requirements by explaining deficits to students and tracking international student compliance.

**Objective 2**
Facilitate compliance to MIT/Respiratory immunization & immunity requirements by tracking documentation & sending reminders to 100% students.

**Objective 3**
Provide helpful customer service when interacting with students as evidenced by 90% of students rating their interactions with reception staff as being Good to Excellent.

**Goal 2**
Provide on-going support to ISHC staff in order to enable to provision of quality services.

**Objective 1**
Maintain timely support for staff in processing information (scanning, e-mails, IM, etc).

**Objective 2**
Maintain up-to-date logs of Requests for Information both in and out of the clinic in order to ensure compliance as evidenced by following up with 100% of requests each month.

**Objective 3**
Process lab results, prescription refill requests, and prior authorization requests in a timely manner.

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**ISHC Reception Statement of Purpose:**
To educate students regarding their rights and responsibilities as health care consumers by facilitating compliance to national, state, and local health regulations.
ISHC Medical

Statement of Purpose:
To successfully resolve student medical conditions by maintaining high levels of effectiveness with regards to patient care and satisfaction.

Goal 1
Treat or refer student medical conditions using the best standard of care possible.

Objective 1
Demonstrate a positive “bedside manner” as evidenced by 90% of patients indicating that they were Satisfied to Very Satisfied in terms of Respect, Interaction, and Clarity.

Objective 2
Positively impact students’ perspective on medical service as evidenced by 95% of patients reporting that they would recommend ISHC services to other students.

Objective 3
Continue to successfully treat patient complaints as evidenced by < 5% needing to seek help elsewhere for same complaint (not including referrals).

Objective 4
Increase consistency in reminding patients to complete “check-out” as evidenced by at least 65% of patients completing the Satisfaction Survey.

Objective 5
Increase follow-up after referrals & testing using the dry erase board to track; success evidenced by obtaining 100% of records each month.

Goal 2
Educate students as to the benefits of healthy behavior in areas specific to the college population.

Objective 1
Provide preventative information to patients as evidenced by 85% confirming prevention discussions occurred during their appointments, if relevant.

Objective 2
Collaborate with Health Educator to engage in outreach efforts as evidenced by at least one medical-based program or screening per term (such as breast & HPV cancers, Walk with the Doc during Healthy Active, BP checks).

Objective 3
Increase marketing of women’s health services by providing pamphlets, on social media and website to promote new less invasive protocols.

Action Item 1: STI awareness programs, offering screening (including HPV) at pre-annuals

Action Item 2: COVID-19 outreach and education based on OHA and CDC guidelines (both in-person & remote) with up-to-date information

Process Objective

Patient Satisfaction Survey

Quality Control Survey

Process Objective

Patient Satisfaction Survey

Process Objective
ISHC Mental Health
Statement of Purpose:
To positively impact student mental health functioning by reducing distress and increasing students’ abilities to manage their own emotional, cognitive, and behavioral issues as they arise.

Goal 1
Provide effective counseling to increase emotional regulation and use of healthy coping strategies among clients.

Objective 1
Establish a therapeutic alliance with clients as evidenced by an average rating of 12 (or higher) out of 15 on the Alliance Subscale.

Objective 2
Address relevant issues with clients as evidenced by an average rating of 12 (or higher) out of 15 on the Goal Subscale.

Objective 3
Facilitate a significant reduction in distress from intake to termination as evidenced by:
1) at least 85% of discharged clients confirming the reduction;
2) reduced perceived Overall Distress between 1st and last CCAPS.

Goal 2
Increase student awareness of their own mental health issues and knowledge of support resources on campus.

Objective 1
Offer outreach for 2 hours weekly to provide “drop in counseling” to student populations (veterans, athletics, academic areas).

Objective 2
Collaborate with Health Promotion to engage in outreach efforts as evidenced by at least one mental health screening per term; explore topics to meet student needs.

Objective 3
Facilitate at least one mental health training or presentation each term (i.e. suicide prevention, anxiety/depression) based upon student need and niche populations (i.e. TOP, veterans, athletes, etc.).

Objective 4
Continue to assess student needs in order to connect students to resources both on-campus and in the community.
Goal 1
Encourage students to implement healthy behaviors into their lifestyles by implementing the Choose Well program in-person & remotely

Objective 1
Implement at least one Choose Well event per month

Objective 2
Follow-up with students see about implementing their Choose Well behavior by increasing completed follow-up surveys.

Objective 3
Impact student behavior as evidenced by at least 85% of students who complete follow-up surveys reporting having implemented their Choose Well behavior.

Objective 4
Explore options for health education groups (such as weight loss, tobacco cessation and so on).

Goal 2
Collaborate to provide programming and education about sustaining a wellness lifestyle

Objective 1
Explore options for collaboration with SIB, Fraternity, veteran, and non-traditional student groups

Objective 2
Collaborate with Mental Health staff to support mental health screenings (offering at least one per term)

Objective 3
Collaborate with Medical Health staff to support medical outreach (offering at least one collaborative program per term)

ISHC Health Promotion
Statement of Purpose:
To encourage students to incorporate and sustain healthy behaviors into their lifestyles by implementing innovative and creative research-based health promotion programming.
At the close of each medical appointment, students are directed to the reception area where complete a confidential Qualtrics survey on a touch-screen I-Pad that is mounted on the counter. Questions address their satisfaction with that day’s appointment across a variety of topics (respect, clarity, discussion of fees, referrals, and so on). This also allows students to provide feedback about the reception staff.

Students who complete medical appointments at ISHC receive a second Qualtrics survey via e-mail which addresses Quality Control issues. Because it is difficult to ascertain the effective of any given course of medical treatment right when it is prescribed, it is necessary to explore quality control subsequent to the appointment. By following-up with each student who seeks medical assistance on a monthly basis, the ISHC is more likely to obtain more specific and timely feedback regarding the quality of care provided by the medical clinic.

Satisfaction in terms of counseling tends to vary across time, as clients who are challenged or confronted by their counselor may rate satisfaction low in one session, but then higher once they process the interaction. One approach to measuring counseling client satisfaction, then, is to explore variables such as the extent to which rapport is established with their counselor, how effective the counselor’s methods seems to be for that client, and personal “fit” with the counselor’s style. The WAI has demonstrated appropriate reliability and validity in terms of measuring the alliance between counselor and client, as well as the agreement on goals and how they are being addressed. ISHC utilizes a short version of the WAI which consists of 2 subscales (Alliance and Goal). Students are also given the opportunity to provide comments and to send a secure private message to the Director (as a safeguard, so they can provide confidential feedback, if needed).

Students who have met their therapeutic goals and are discharged from counseling now complete a survey at the close of their final session. This provides feedback to ISHC regarding the extent to which their distress has lowered as a result of counseling, what they have learned from the experience, and the degree to which they feel confident that they could address their primary issue should it arise for them again in the future. Students are also given an opportunity to provide feedback regarding their counselor, and to rate them on an A to F grading scale.

At each Choose Well event, students are encouraged to select and identify one topic-specific healthy behavior which they plan on implementing. At the close of the term, a Qualtrics survey is sent to those students to determine the extent to which they subsequently implemented their chosen behaviors.
These vary according to objectives, but generally represent targets for completion of activities, programs, or tasks rather than measures of effectiveness or outcome.

Counseling Center Assessment of Psychological Symptoms (CCAPS) - Although change cannot be expected of all clients within the counseling setting, it is reasonable to expect that students would experience a reduction of emotional distress and an increase in coping skills along the course of the therapeutic process. CCAPS provides strong psychometric properties and regularly updated peer-based norms drawn from very large samples (233,000 students seeking counseling services at institutions across the United States). Subscales include: Depression, Generalized Anxiety, Social Anxiety, Academic Distress, Eating Concerns, Family Distress, Hostility, and Substance Use. Students at ISHC complete CCAPS every third session to track their symptomology and distress levels.

In compiling the ISHC Annual Report, the Director gathers data from the EMR system, Point and Click, to track utilization rates, diagnostic trends, prescription frequencies, medical procedure completion, immunization rates, nature of appointments, and high-risk intervention (suicidal students, self-harm, sexual assault and so on).

Also, when compiling the ISHC Annual Report, the Director gathers data from the EMR system regarding student demographics, choice of major, and socioeconomic status among students who utilize ISHC services, and then compares it to the entire Oregon Tech population as a whole via institutional datasets. Further, the retention rates of first-time freshmen who receive ISHC services as compared to students who do not utilize ISHC are calculated.

The National College Health Assessment (NCHA) is administered campus-wide every two years, sponsored by ISHC. The resulting data are utilized to: 1) engage in needs assessment efforts, 2) provide normative data for a variety of behaviors, and 3) examine trends of student behavior by acting as a baseline. Additionally, the American College Health Association provides comparison data from their national sample, and so the NCHA can be useful in terms of comparing Oregon Tech to other college students nationally. Further, an Oregon cohort has been established from eight universities across the state which allows for comparisons to be made between not only the national sample but state-wide as well.