GOAL 1: IMPROVE THE PRE-MATRICULATION IMMUNIZATION COMPLIANCE OF NEW NON-HEALTH SCIENCE UNDERGRADUATE AND GRADUATE STUDENTS.

Objective 1.1: By the end of fall semester 2016, 80% of new non-health science undergraduate and graduate students will be in full immunization compliance.

Target date for completion: January 15, 2017 (Not achieved; Fall 2016 full compliance reached 71%); new target date January 15, 2018

A. Student Health Nursing Staff, Medical Records Staff, and summer administrative interns will receive and review immunization records, determine and designate compliance status in medical record (Point and Click).

Target date for completion: Completed and Ongoing.

B. Nurses will follow up with all students out of compliance.

Target date for completion: Completed and Ongoing.

C. Track compliance data monthly for each Emory school/college beginning at the end of July, 2016.

Target date for completion: Completed and Ongoing.

D. Schedule immunization events at orientation with assistance of Emory Healthcare Nursing and School of Nursing. Reduce prices of vaccines at events.

Target date for completion: Completed and Ongoing.

Update September 30, 2017
Immunization compliance continues to be prioritized and monitored at Student Health. We have 70.6% compliance for new students in fall 2016. Please see attached EUSHS ECL Assessment and QI Report for details and graphs.

Update January 2018:
Fully compliant student population has dropped to 65.1% (was 70.6% in Fall 2016 at this point); however, partially compliant numbers are up at 21.1% and completely non-compliant numbers have dropped to 13.8%. Please see updated January 2018 QI report.
**Objective 1.2:** Fully engage all Student Affairs offices of each Emory school/college in achieving full immunization compliance of all their newly matriculating students.

Target date for completion: December 31, 2016 (Completed and Ongoing).

A. Student Health Services will provide a draft Dean’s letter to each Student Affairs office stressing the necessity of immunization compliance prior to matriculation.

   Target date for completion: Completed and Ongoing.

B. Student Health Services will provide list of students out of compliance to each Student Affairs office.

   Target date for completion: Completed and Ongoing.

C. The individual Student Affairs Deans will directly contact non-compliant students in their respective schools/colleges.

   Target date for completion: Completed and Ongoing.

D. Student Health Services will follow up with Student Affairs Deans to determine which schools/colleges have directly contacted their non-compliant students.

   Target date for completion: Completed and Ongoing.

*Update January 24, 2018:*
No updates at this time.

*Update March and September 2018:*
No updates at this time.

*Update March and September 2018*

Please see attached immunization compliance table showing fully compliant students at 60.69%, partially compliant students at 19.15% and non-compliant students at 20.17%.

Objective 1.1D (immunization compliance events) are scheduled to be held at Student Health Services for Orientation weekend and thereafter.
**Objective 1.3:** Collaborate with PeopleSoft/OPUS to place an immunization compliance To-Do on the OPUS main screen of each new non-health science student.

   Target date for completion: August 1, 2016 (Not achieved; new target date August 1, 2018).

A. Student Health Services will contact selected Student Affairs Deans to inform them of the placement of the To-Do.
   Target date for completion: Ongoing.

B. PeopleSoft/OPUS will place To-Dos.
   Target date for completion: Ongoing.

C. Provide PeopleSoft/OPUS with list of students in “Form Compliance” weekly in order for the To-Dos to be removed.
   Target date for completion: Ongoing.

*Update January 24, 2018:*
Target date for completion of objective moved to August 1, 2018.

*Update March and September 2018:*
Objective 1.3A-C achieved and ongoing.
**Objective 1.4:** Successfully advocate for a Registration hold for new students not in compliance with the pre-matriculation immunization requirement.
   Target date for completion: Fall 2019

   A. Achieve Objective 1.1 (100% of new non-health science undergraduate and graduate students will be in full immunization compliance or in process).
      Target date for completion: October 29, 2018.

   B. Successfully advocate for Registration Hold for non-compliant students in Fall 2018.
      Target date for completion: Completed.

*Update January 24, 2018:*
Tactics from previous version (B and C) regarding staffing for immunization compliance were removed due to objective completion.

*Update March and September 2018:*
Target date for Objective 1.4A modified.
GOAL 2: IMPROVE INDIVIDUAL AND CAMPUS SAFETY.

Objective 2.1: Collaborate with campus partners to create an Emory Safety app (LiveSafe).

A. Convene a group of stakeholders to choose an appropriate safety app vendor.
   Target date for completion: Complete.

B. Identify funding sources to sustain the safety app past the initial three-year contract.
   Target date for completion: August 2019.

C. Contract with the vendor.
   Target date for completion: Completed.

D. Safety (LiveSafe) app goes live.
   Target date for completion: Completed.

Update January 24, 2018:
Goal of creating and launching Emory safety app completed; funding sources will be required for future academic years.

Update March and September 2018:
Completed and ongoing. Funding sources will be required for future academic years.
Objective 2.2: Reduce preventable concussions in on-campus student residences and improve the quality of concussion care for non-athletes.
Target date for completion: Fall 2018.

A. Create and implement a Concussion Awareness and Prevention campaign for residential students.
Target date for completion: Creation completed and implemented Fall 2017.

B. Develop a protocol with Emory Sports Medicine/Athletic Training Room to perform IMPACT testing and the Return to Play/Return to Learn protocol for Emory students with concussions, seen at EUSHS, who are NOT Varsity athletes.
Target date for completion: Completed and implemented Spring 2017.

C. Advocate for bedrails on 100% of lofted first year student beds in residence halls.
Target date for completion: Ongoing.

Update September 30, 2017
This objective was introduced to the ECL Bridge Fund Committee in 2017, and was awarded funding. Please see attached EUSHS ECL Assessment and QI Report for details on eCARE Collaborative Concussion Project.

Update January 24, 2018:
The bedrail implementation project requires further collaboration across Campus Life departments. Therefore, two objectives from previous version (A and B) were removed.

Update March and September 2018:
The Residence Halls Bedrails Project, slated for completion in four years, is on track to be completed in 2018. Objective 2.2C is ongoing.
Objective 2.3: Rapid recognition and response to infectious disease outbreaks within the Emory student community.
   Target date for completion: Spring 2019.
   
   A. Work with CEPAR and partners to update the current campus protocol for rapid response to infectious disease outbreaks.
      Target date for completion: Spring 2019.
   
   B. Evaluate effectiveness of next response to a campus infectious disease outbreak.
      Target date for completion: Ongoing.

Update September 30, 2017
No update at this time.

Update January 24, 2018:
Target dates for completion changed.

Update March and September 2018:
No update at this time.
**Objective 2.4:** Streamline FERPA-compliant communication among healthcare providers.  
Target date for completion: Completed (Fall 2016).

A. Create a FERPA-compliant Release of Information (ROI).  
Target date for completion: Completed.

*Update September 30, 2017:*  
Form completed 2016-17, and is currently in use by EUSH. Please see attached copy of Consent to Disclose Personally Identifiable Information form.

*Update January 24, 2018:*  
No updates at this time.

*Update March and September 2018:*  
No updates at this time.
GOAL 3: CREATE A WELCOMING HEALTHCARE HOME FOR ALL STUDENTS.

Objective 3.1: Sustain a successful HIV Pre-Exposure Prophylaxis (PrEP) Clinic at EUSHS.
Target date for completion: Completed (Summer 2017).

A. Increase student awareness of PrEP through health awareness campaigns.
   Target date for completion: Ongoing.

B. Create and distribute a PrEP Clinic Patient Satisfaction Survey and Provider Satisfaction Survey.
   Target date for completion: Summer/Fall 2018.

C. Convene a meeting with Office of Health Promotion to evaluate first two years of EUSHS PrEP clinic.
   Target date for completion: Completed (Summer 2017).

Update September 30, 2017
No update at this time.

Update January 24, 2018:
PrEP clinic established and sustained through the 2016-17 academic year. Ongoing collaboration with Office of Health Promotion to include achieving tactics B and C.

Update March and September 2018:
No updates at this time.
**Objective 3.2: Improve customer satisfaction with the Business Office/Front Desk (Customer Service Initiative or CSI).**

Target date for completion: Spring 2017.

A. Launch CSI, including SHADES (Student Health Appreciation Day for Emory Students).
   Target date for completion: Completed (Spring 2017).

B. Assess patient satisfaction with Business Office/Front Desk services.
   Target date for completion: Completed.

C. Take additional steps as indicated to improve patient satisfaction.
   Target date for completion: Ongoing.

*Update September 30, 2017*
No update at this time.

*Update January 24, 2018:*
Additional training for Business Office/Front Desk services is ongoing.

*Update March and September 2018:*
SHADES day was held on April 27, 2018. Additional training provided by Dr. Sonia Haw (transgender clinic, April 2018), Mekeshua North, Senior Director of HR (June 2018), and Psychiatry (August 2018). Training is ongoing via monthly meetings, CL meetings, and Town Hall meetings.
**Objective 3.3:** Increase International Student utilization of and satisfaction with EUSHS clinical services.

Target date for completion: Fall 2017.

A. Increase international student enrollment in Emory/Aetna Student Health Insurance Plan by 10%.
   
   Target date for completion: Completed (Fall 2017).

B. Work with the Office of International Student Life to market Student Health Services to the international student population.
   
   Target date for completion: Fall 2018

C. Assess international student utilization and satisfaction with the EUSHS.
   
   Target date for completion: Completed and Ongoing.

*Update September 30, 2017*

International student usage of Aetna Student Health Insurance Plan increased by 20 students (1572 total enrollment in 2017). Goal partially met.

Patient Satisfaction Surveys of international students performed from 2012-17 revealed 100% satisfaction in four (4) separate categories. Please see attached abstract for details.

*Update January 24, 2018:*

No updates at this time.

*Update March and September 2018:*

No updates at this time.
Objective 3.4: Evaluate EUSHS services for students from marginalized populations (e.g. students with disabilities, transgender students, students of color, others).

Target date for completion: Spring 2019.

A. Work with LGBT Life, ADSR, Multicultural Programs and Services, Office of International Student Life and other campus partners to develop Needs Assessments for marginalized student populations.

   Target date for completion: Ongoing.

B. Implement changes to programs and services as determined by Needs Assessments.

   Target date for completion: Ongoing.

C. Patient Satisfaction Surveys for students from marginalized populations.

   Target date for completion: Ongoing.

D. Institute a primary care transgender hormonal therapy maintenance clinic at EUSHS, in collaboration with Emory Family and Preventive Medicine.

   Target date for completion: Completed (Spring 2017) and Ongoing.

Update September 30, 2017
No update at this time.

Update January 24, 2018:
No updates at this time.

Update March and September 2018:
In April 2018, a specialty clinic for transgender students was started by Dr. Sonia Haw. She will continue to provide services. Objectives 3.4A-C are ongoing.
Objective 3.5: Investigate the viability of EUSHS presence/outpost in the new Campus Life Center or mobile kiosk unit.
Target date for completion: Spring 2019.

A. Consider Needs Assessment/Benchmarking with peer institutions.
   Target date for completion: Ongoing.

B. Consider staffing and budget implications of creating EUSHS outpost in new Campus Life Center.
   Target date for completion: Ongoing.

C. Work with Associate VP of Finance and Senior Director of the Campus Life Center.
   Target date for completion: Ongoing.

Update September 30, 2017
No update at this time.

Update January 24, 2018:
No updates at this time.

Update March and September 2018:
No updates at this time.
GOAL 4: COMPLEMENT THE ACADEMIC MISSION OF THE UNIVERSITY THROUGH COLLABORATION WITH FACULTY AND CAMPUS LIFE PARTNERS.

Objective 4.1: Continue and sustain/expand academic collaboration with Human Health and Dining Services.
   Target date for completion: Completed and Ongoing (Spring 2018).

A. Complete 2016-2017 academic offerings and evaluate outcomes.
   Target date for completion: Completed (Fall 2017).

B. Potentially expand 2016-2017 academic offerings and evaluate outcomes.
   Target date for completion: Completed (Fall 2017).

Update September 30, 2017
No update at this time.

Update January 24, 2018:
Goal and objective completed and ongoing. No updates at this time.

Update March and September 2018:
Objective 4.1A is ongoing. Objective 4.1B established in collaboration with the Emory University School of Medicine and Emory University Dining Services to launch the first culinary medicine course offered in the SOM as an elective in fall 2018.
Objective 4.2: Continue and sustain/expand academic collaboration with School of Medicine and Allied Health.

A. Continue on-site EUSHS residency training for psychiatry and family medicine residents.
   Target date for completion: Ongoing.

B. Consider contributions to college health discipline via scholarly works, lecturing, and publishing.
   Target date for completion: Ongoing.

C. Continue participation in the Physician Assistant outreach program to migrant farm workers.
   Target date for completion: Ongoing.

Update January 24, 2018:
Modified objective 4.2B to include lectures.

Update March and September 2018:
Please see Objective 4.1B for updates. All objectives are ongoing.