

WKU Health Services Objective Plan - FY 2013

Division: Finance and Administration

Department: Health Services

Mission Statement: WKU Health Services encourages healthy lifestyles by providing quality medical, educational, and wellness services to all members of the WKU campus community.

Objective	Targets	Strategies
Evaluate Ways To Promote Growth	Review business volume and growth trends	Plan for potential renovation of facility
		Patient engagement
	WKU Campus Community Outreach	Evaluate new business clients
		Needs Assessment
		Evaluate scheduling models
Automate Billing and Payment Operations	Implement EFT all major payers	Combining Banner revenue codes
Meet HITECH Regulations	Work toward ICD-10 compliance	Staff Training
		System Upgrades
Achieve and Maintain AAAHC accreditation	1 st Accreditation Survey 11/8 and 11/9 2012 (3 yr status)	Staff Training
		Quality Improvement studies
		Peer review and chart review
Wellness	Determine employee wellness programming priorities	Complete needs assessment and benchmarking activities
		Facilitate collaborative event with KY employee wellness program peers
	Student health education	Evaluate NCHA data to align programming with Healthy Campus 2020 objectives