

2010 Assessment WKU Health Services

Total Patient Visits

2008: 14,900

2009: 18,327

2010: 18,978

Total Staff Visits

2008: 2390

2009: 3224

2010: 5116

Total Faculty Visits

2008: 568

2009: 621

2010: 877

1. Established a complete base line (port-to-port) data set on all existing processes, procedures and flows from patient check-in—provider encounter—to exit and follow up. This established all needed base line data off of which we measure for accreditation and measure improvements and changes.
2. Revised all job descriptions for the department. This was especially important and relevant given the new hires, increasing demands for skills and the rigor associated with the needs for Accreditation. All employees had input and signed these documents. This will be an annual occurrence.
3. Two WKUHS staff members visited two fully accredited health centers who have earned AAAHC in the past year. During July 2010, visits took place in North Dakota. The University of North Dakota and North Dakota State University were visited.
4. Established new policies, revised old ones, standardized and trained all employees on all new policies and procedures. These are just some examples; chart audits, post incident reviews, port-port analyses, patient satisfaction surveys, HIPAA policies, etc.
5. Developed and subsequently hired two new positions to accommodate growth: Associate Director and QA Coordinator. The open full time physician position was also filled during 2010.
6. Implemented on-line patient payment option in May 2010. Patients can now go to our website and click a link to pay their bill on-line. From May-December 2010, there were a total of 399 payments made through this method.
7. Implemented on-line patient satisfaction surveys. Kiosk in the facility by check-out is now available for patients to complete this prior to leaving the facility. During 2010, we received 371 electronic survey responses.

2011 Goals

1. Hire a new WKUHS Executive Director.
2. Hire a new WKU Wellness Manager. Wellness Manager will report to the Assistant Director of Health Education and Promotions in health services. WKUHS needs to get this position up and running.
3. Achieve substantial compliance with all eight AAAHC core chapter standards.
4. Implement patient portal for secure communication between patients and WKUHS. The portal has the ability to deliver lab results, prescription refill requests, request provider appointments, fulfill medical records requests, etc.
5. Complete and document quarterly risk management drills.

In process: more training on our EMR and PM systems and its capabilities

Remit importation - ongoing

Charge importation within the EMR.... Still on going

All Staff attend professional meetings, development at least once per year if not more.

Insurance verification/eligibility checks on the front end for all patients.

Increasing patient load for Psych NP.

Continue to monitor and market our on-line payment method.

Benchmarking patient satisfaction surveys with external resources.