

**Report Form A-2**  
**Assessment of Program Outcomes for**  
**Administrative or Educational Support Units**

Health and Counseling Services  
(Administrative or Educational Support Unit)  
September 2004 – August, 2008  
(Assessment Period Covered)

**1. Program Outcome**

**Outcome 1.**

To identify benchmarks to address the Health Center's critical success factors. Benchmarks were identified in Annual Report 2005-2006.

**2. Strategies Used to Meet Program Outcome**

Recommendations from Health & Counseling Staff  
Recommendations from TAMUS Audit Team  
PVAMU Administrators  
Review of key IHE (health) American College Health Association.

**3a. First Measure or Means of Assessment for Outcome above and Criteria for Success**

Baseline Measurements were determined by **actual** production in the following areas –

- Medical Services
- Counseling Services
- Alcohol & Other Drug Education
- Fiscal reports

**3b. Results/ Findings**

Baseline for Medical Services 2005 -2006	<b>Patient Visit Time</b>
81 minutes September 2005	
Decrease patient visit time by 10%	
61 minutes September 2006	Exceeded goal
Maintain patient visit time within 5 minutes +/-	
64 minutes September 2007	Met goal

**3c. Use of Results**

Results were used to improve patient visit time by determining the root cause for extended visits.

- Staffing was the key element. During the baseline period, we operated with a staff reduction ranging from 50% -30%.
- During this period (2006) staffing increased up to 80%.
- In 2007, we again began to lose staff, thus an increase in patient visit time.

These results documented for Health & Counseling Services, that staffing directly impacts the patient visit time, which also impacts the number of patient visits.

#### **4. Documentation**

Annual Report Health & Counseling Services 2005-2006 located at Owens-Franklin Health Center, Rm. 101

Medicat Report located at Owens-Franklin Health Center – Rm 101.