

Western Carolina University

Division of Student Affairs Program Assessment Report 2007-2008

Program/Department Name: University Health Center : Patient Survey's	Department Contact Name and Title: Ami Williams, CMA	Phone Number: 2935	Email Address: amiwilliams@email.wcu.edu
Date Submitted:	Other Partners Involved in Activity (e.g., faculty, staff, alumni, other departments, community, etc).		

Department Mission Statement (include date of last revision):

The primary mission of the Western Carolina University Health Center is to provide uncomplicated access to quality health care provided by compassionate staff who is dedicated to making health care accessible and affordable for students. To promote personal, social and intellectual development and well-being that meet the health needs for a diverse campus community through ethically sound practice, confidentiality, and integrity. Our purpose is directed toward enhancing the student's educational experience by modifying or removing healthcare barriers to learning, promoting optimal wellness, and enabling individuals to make informed decisions about health related concerns. We strive to empower students to be self-directed and well-informed consumers of health care services.

Intended Outcome:	Assessment Method(s)	Assessment Results	Improvements Based on Results	Timeline for Implementation	Resources Needed
State the outcome as reflected in your 2007-2008 Assessment Plan. This survey assesses perceived satisfaction with the care received, with the perceived expertise and professional demeanor of healthcare providers, and with perceived involvement in making decisions about one's treatment.	Please summarize the methods used to assess the corresponding outcome. Attach copies of any instruments used, including copies of surveys, list of questions, or rubrics. The survey is one tool that will help the Health Center (HC) in improving/modifying services and patient flow, and with quality management. (Attached)	Please include a summary of the findings and interpretation of these results. In the Fall 07 patient survey results, we noted that we have improved by a percentage over spring 07 results. This is tremendous and says a lot about the HC and the care that is given here	Please describe your plans for specific use of assessment results and key changes made. We will use the responses given as a building block to constantly improve our services given here at the HC.	If no specific date indicated, please estimate a semester and year. Spring 08 Work for improved patient satisfaction surveys	What resources are needed for implementation of these improvements? NA