Health Services Operational Plan

Introduction to Health Services
Baylor University Health Services provides comprehensive health services to Baylor University undergraduate and graduate students. Baylor faculty and staff are welcome to come to the Health Center to receive immunizations.

A multidisciplinary staff comprised of physicians, nurse practitioners, registered nurses, psychologists, a psychiatrist, a physical therapist, administrative and technical personnel are available to provide a comprehensive array of services.

Health Services Structure

Division of Student Life
  - Campus Life
  - Health Services
    - Health Center
    - Pharmacy
    - Physical Therapy

Division of Student Life Mission
Student Life seeks to enrich the Baylor experience through life-changing programs and services resulting in an integrated education known for leadership, service, Christian faith, and the total development of students.

Division of Student Life Vision
Student Life will be a transformative presence in all our students’ lives equipping them to make a positive impact on society.

Division of Student Life Values
Values are the foundational principles and qualities upon which our division lives out its mission and vision. Central to these values is our commitment to our Christian faith and the belief that our work is enriched by the fulfillment of God’s call in our lives. It is within this context that we value:

- **Students**—displayed by our attention to individual student needs as well as our love and commitment to the broader student body
- **Inclusive Community**—evidenced by diversity, uniqueness, understanding, and unity as a staff
- **Transformative Learning**—discovered through an integration of mind, body, and spirit
- **Leadership Development**—cultivated through education, experience, reflection, and a call to impact human flourishing
- **Professional Excellence**—guided by best practices, current research, assessment, and wise stewardship
- **Healthy Lives**—modeled by a vigorous life and work balance and ongoing sense of fulfillment
**Division of Student Life Goals**

Guided by this mission, the University’s strategic vision, the wisdom of our professional discipline, and most of all, our common Christian faith, Student Life cultivates an environment that nurtures calling, wholeness, community, and citizenship.

**Student Life:**

- Supports students as they discern God's paths, plans, and purposes.
  
  *We help students discover calling.*

- Fosters healthy living, joyful experience, passionate scholarship, and depth of faith.
  
  *We develop the whole student.*

- Encourages meaningful relationships, Christian hospitality, and charity in all things.
  
  *We build community.*

- Inspires and equips students to transform the world.
  
  *We cultivate global citizenship.*

**Division of Student Life Acts of Determination**

Acts of determination are prioritized division-wide initiatives that will help Student Life achieve our goals. As we seek to cultivate global citizenship, build community on campus, help students understand calling and develop the whole student, the division will focus on the following Acts of Determination for the next two to three years:

- To instill Baylor graduates with the ability to lead and serve we will *develop and implement a comprehensive multi-year leadership framework*. A well thought out and wide-reaching model of leadership and service will be the foundation upon which divisional programs, services, and advocacy efforts are planned, resourced, carried out, and assessed. Central to this model are the foundational principles of the Christian faith and the ability to navigate within a complex global society.

- To cultivate student understanding of the rich diversity God has created we will *integrate cross-cultural competency education through division programs, staff development, and community partnerships*. By enhancing the ability of our students and staff to talk and work across differences, we will develop Christian leaders who will advocate for and support social justice on campus and beyond.

- To equip students to thrive we will *foster educational initiatives that help students develop a stronger sense of health, equanimity, and wellness*. Guiding students as they mature in stewardship of themselves and care for community will require an intentional approach to teaching, supporting, and modeling healthy lifestyle choices, resiliency skills, and meaningful spiritual practices.

- To create vibrant learning and faith formative environments we will *develop spaces across campus and in the community that create synergy and renewal*. Much work has been done, yet much is still needed, to create dynamic settings for students to engage in experiential learning, contemplation, recreation, and social interaction. Partnering with others will be essential in order to construct new and to repurpose existing spaces.
Health Services Mission:

The mission of Health Services is to facilitate the academic success and retention of students by maintaining their maximum health and wellness through the delivery of quality health care in a caring Christian environment.

Health Services Learning Goals:

In fulfillment of its mission, the Health Center seeks to nurture students’ physical, emotional, and intellectual wellness. We help students:

- Evaluate how their choices impact their *physical* health.
- Identify lifestyle practices that contribute to *emotional* health.
- Engage *intellectually* with health care provision.

Health Service Learning Outcomes

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<tr>
<th>Goals</th>
<th>Physical</th>
<th>Emotional</th>
<th>Intellectual</th>
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<tbody>
<tr>
<td><strong>Community</strong></td>
<td>Practice behaviors that reduce the spread of infectious illness.</td>
<td>Identify patterns of abuse.</td>
<td>Differentiate between cold and flu symptoms.</td>
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<td><strong>Calling</strong></td>
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<td><strong>Wholeness</strong></td>
<td>Give examples of how physical health contributes to general well-being.</td>
<td>Illustrate the relationship between stress and physical health.</td>
<td>Assess the impact of health on academic success.</td>
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<tr>
<td><strong>Citizenship</strong></td>
<td>Identify personal information protected by HIPAA.</td>
<td>Illustrate self-advocacy in seeking medical supports.</td>
<td>Assess how health insurance coverage impacts healthcare.</td>
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Health Service Programs

Programs offered through Health Services are organized into three categories:

1. **Outreach** – Involvement in campus-wide programs to improve health: Group Travel Visits, Flu Shot Clinics, member on International Travel Committee/Committee on International Education and Institutional Review Board. We also help to maintain our Student Health Advisory Committee.

2. **High Quality Health Care** – Health Services is accredited by the Accreditation Association for Ambulatory Health Care and strives to maintain the highest quality of health care in our primary care clinic which serves students; our pharmacy which serves students, faculty and staff; and our physical therapy department which serves students as well as faculty and staff.

3. **Educational Conversations** - In the course of primary care visits, much education takes place. Students are taught how to make an appointment for themselves, the importance of being on time to the appointment, how to properly care for their health and preventive measures. In addition, students are taught about health insurance and billing.

**Health Service Strategic Initiatives**

1. Foster international bonds through assisting medical missions in travel health needs.
2. Maintain Student Health Advisory Committee.
3. Maintain high quality health care so that we continue our accreditation and serve the students well.
4. Promote positive health behaviors.
5. Encourage healthy lifestyle choices among students to decrease their risk of preventable chronic disease.
Health Service Approach to Assessment:

Health Services understands that assessment is an iterative feedback process for continual program improvement, based on the model shown below. The assessment cycle is an integral part of transformative education. It provides an ongoing mechanism for challenging tacit assumptions about program effectiveness, identifying conflicting program elements, and assuring that student learning outcomes are met.

As shown in the graphic below, our approach to assessment involves four steps:

1. **Define intended learning outcomes**: More specifically, what do we want our students to know, do or value as a result of participating in campus recreation programs?
2. **Measure selected learning outcomes**: The extent to which participants achieve the learning outcomes.
3. **Compare outcomes with intended outcomes**: Identify areas for improvement.
4. **Revise program to improve learning**: Use the identified areas for improvement to revise program in order to increase student learning.

Health Service Plan for Continuous Improvement

The Academy for Leader Development will adopt a three-year assessment cycle to comprehensively assess each program it offers. Each assessment will intentionally measure the extent to which each program meets the intended learning outcomes.

**Year 1: Outreach**

**Year 2: Primary Health Care**

**Year 3: Educational conversations**

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<tr>
<th>Assessment Plan by Year and Program</th>
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<tbody>
<tr>
<td>Outreach</td>
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<tr>
<td>Preventative Care</td>
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