

SHAC Fall 2015 Meeting 2

Friday, September 25, 2015

Meeting Minutes 8am-8:55am

- Sign in, introductions, welcome
 - Filled out sign in & contact sheets
 - Went over previous meeting minutes
 - Today's minutes by Emily since secretary is absent
- POS SURVEY
 - Dr. C presents the CSU Point of Service Survey, a QI assessment of student satisfaction of multiple items such as wait times, appointment booking, etc. The SHC scored very well in patient satisfaction measures. System-wide CSU Point of Service testing to happen in spring, but CSUN does a supplementary survey in fall for our own Continuous Quality Improvement.
 - SHAC to coordinate student's responses for Fall 15, need 100 student responses
 - Set up survey table in front of SHC
 - Need to coordinate shifts for members to participate in student recruitment of survey, probably 2 people at a time
 - Week of October 19th
- Oasis Wellness Center
 - Discussion of opening this fall & student/member participation
 - Nap pods, acupuncture, massage, peer nutrition, counseling services
- Tour of Health Center
 - Sharon guides UNIV 100 students through during a detailed orientation lasting 1 hour 15 minutes
 - Sharon will be emailing SHAC members the schedule so we can sign up for a tour
- IHI -Institute for Health Improvement
 - President Ta'Jhauna has networked with IHI to ally with SHAC this semester to process improvement of student care
- Annual Recognition Conference
 - Happening 9/26/15 at the USU on campus
 - Emily & Ta'Jhauna to attend and represent SHAC
- Projects for Fall 2015
 - POS is SHAC's primary project for fall
 - Dr. C described growing health services including the addition of new health educators, laboratory staff, and sports medicine doctors
 - Dr. C or Sylvia will notify SHAC of any new projects in the upcoming semester
- Closing Statements
 - Fall attendance of students is ~41,000, around 200-300 patient visits a day to the SHC, POS is important to improve services & keep exemplary service
 - HIM interns to work with SHAC this upcoming semester
 - Dr. C has reached out to Julie Pearce in Counseling, for collaborative initiatives, including a possible SHAC collaboration, will be discussed further next meeting
 - Flu Shots available on Monday 9/28 to faculty, staff, and students, quadrivalent vaccine covers H3N2 virus and is \$19.00