SHAC Fall 2015 Meeting 2  
Friday, September 25, 2015  
Meeting Minutes 8am-8:55am

- Sign in, introductions, welcome
  o Filled out sign in & contact sheets
  o Went over previous meeting minutes
  o Today’s minutes by Emily since secretary is absent

- POS SURVEY
  o 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.
  o 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
  o Discussion of opening this fall & student/member participation
  o Nap pods, acupuncture, massage, peer nutrition, counseling services

- Tour of Health Center
  o Sharon guides UNIV 100 students through during a detailed orientation lasting 1 hour 15 minutes
  o Sharon will be emailing SHAC members the schedule so we can sign up for a tour

- IHI - Institute for Health Improvement
  o President Ta’Jhauna has networked with IHI to ally with SHAC this semester to process improvement of student care

- Annual Recognition Conference
  o Happening 9/26/15 at the USU on campus
  o Emily & Ta’Jhauna to attend and represent SHAC

- Projects for Fall 2015
  o POS is SHAC’s primary project for fall
  o Dr. C described growing health services including the addition of new health educators, laboratory staff, and sports medicine doctors
  o Dr. C or Sylvia will notify SHAC of any new projects in the upcoming semester

- Closing Statements
  o 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
  o HIM interns to work with SHAC this upcoming semester
  o Dr. C has reached out to Julie Pearce in Counseling, for collaborative initiatives, including a possible SHAC collaboration, will be discussed further next meeting
  o Flu Shots available on Monday 9/28 to faculty, staff, and students, quadrivalent vaccine covers H3N2 virus and is $19.00