Caring for the Health Professionals of Tomorrow
ecohenshc.usc.edu | (323) 442-5631

Fall 2016 Steering Committee
October 06, 2016
Flu Vaccine 2016-2017

- Flu Vaccines are free to all USC HSC students.
- All clinical students (PharmD, MD, PT, OT, PA, CRNA) are required to get the vaccine by November 01, 2016.
- ECSHC has worked with Keck and LAC+USC Employee Health to distribute stickers. LAC+USC hasn’t provided ECSHC with enough stickers.
- Total HSC Student Population with Flu Vaccine as of 10/04/2016: 1555 (48%)
- Total Flu Vaccines Administered by ECSHC as of 10/04/2016: 1402
- Outreaches for walk-in flu clinics started 09/14/2016
Flu Vaccine Compliance

Flu Vaccine Compliance by Academic Department 10-04-2016

Data Derived from Point n’ Click Report ‘Flu Vaccines by Academic Department’

Keck Medicine of USC
Primary Care Volumes – Monthly Comparison

Data Derived from Point n’ Click Report ‘Appointment Summary by Provider’
Nursing Volumes – Monthly Comparison

Data Derived from Point n' Click Report ‘Appointment Summary by Provider’
Specialty Care Volumes – Monthly Comparison

Data Derived from Point n’ Click Report ‘Appointment Summary by Provider’
Psychiatry Volumes – Monthly Comparison

Data Derived from Point n’ Click Report
‘Appointment Summary by Provider’
Utilization of ECSHC Psychiatric Department

Data Derived from Point n’ Click Report
‘Appointment Counts by Major/School (Medical)’
July 01, 2015 – June 30, 2016
# Medical Outreaches

## 2015-2016

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientations/Welcome</td>
<td>8</td>
</tr>
<tr>
<td>Flu Shot Walk-in Clinics</td>
<td>6</td>
</tr>
<tr>
<td>PPD Clinics</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>39</strong></td>
</tr>
</tbody>
</table>

## 2016-2017

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientations/Welcome</td>
<td>10</td>
</tr>
<tr>
<td>Flu Shot Walk-in Clinics</td>
<td>9</td>
</tr>
<tr>
<td>PPD Clinics</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>-</strong></td>
</tr>
</tbody>
</table>
# Counseling Outreaches

<table>
<thead>
<tr>
<th></th>
<th>2015-2016</th>
<th></th>
<th>2015-2017</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Appointments</td>
<td>38</td>
<td></td>
<td>10</td>
<td></td>
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<tr>
<td>Outreaches Events</td>
<td>25</td>
<td></td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Seminars</td>
<td>6</td>
<td></td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>69</strong></td>
<td></td>
<td><strong>-</strong></td>
<td></td>
</tr>
</tbody>
</table>

Keck Medicine of USC
Counseling Intake Demographic on File

MD: 17% No Visit, 30% Visit
OT: 7% No Visit, 16% Visit
Other: 7% No Visit, 13% Visit
PharmD: 17% No Visit, 30% Visit
PT: 7% No Visit, 16% Visit
PIBBS / Research: 13% No Visit, 13% Visit
PA: 13% No Visit, 13% Visit
CRNA: 13% No Visit, 13% Visit

Data derived from Point n' Click ‘Counseling Intake Count by Area of Study’

Keck Medicine of USC
Counseling Volumes – Monthly Comparison

Data Derived from Point n' Click Report
‘Appointment Summary by Provider’
Utilization of ECSHC Counseling Department

Data Derived from Point n’ Click Report
‘Appointment Counts by Major/School (Counseling)’
July 01, 2015– June 30, 2016
## ECSHC Demographics

<table>
<thead>
<tr>
<th>Eligible Students</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>2059</td>
<td></td>
</tr>
<tr>
<td>Men</td>
<td>1190</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3249</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicities</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Asian/Pacific Islander</td>
<td>1000</td>
<td></td>
</tr>
<tr>
<td>Black Non-Hispanic</td>
<td>102</td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>139</td>
<td></td>
</tr>
<tr>
<td>White Non-Hispanic</td>
<td>854</td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td>1157</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Insurance Demographics 2015-2016</th>
<th>Fall 2015</th>
<th>Spring 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Student Health Insurance</td>
<td>1880</td>
<td>1803</td>
</tr>
<tr>
<td>External Insurance (Parent)</td>
<td>923</td>
<td>911</td>
</tr>
<tr>
<td>External Insurance (Self)</td>
<td>429</td>
<td>460</td>
</tr>
<tr>
<td>External Insurance (Spouse/Domestic)</td>
<td>82</td>
<td>90</td>
</tr>
<tr>
<td>External Insurance (Other/Unknown)</td>
<td>51</td>
<td>50</td>
</tr>
</tbody>
</table>
Medical Patient Satisfaction Survey Results

How would you rate the process of making an appointment?

- Excellent: 78%
- Very Good: 16%
- Good: 5%
- Fair: 1%
- Poor: 0%

How acceptable was your wait time in the office?

- Excellent: 67%
- Very Good: 23%
- Good: 7%
- Fair: 2%
- Poor: 1%

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016
Medical Patient Satisfaction Survey Results

What was the quality of time spent with the provider?

- Excellent: 17%
- Very Good: 6%
- Good: 17%
- Fair: 1%
- Poor: 1%

How thorough was the explanation of your care?

- Excellent: 70%
- Very Good: 20%
- Good: 8%
- Fair: 1%
- Poor: 1%

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016
Medical Patient Satisfaction Survey Results

How were the technical skills (carefulness, competence) of the provider who treated you?

- Excellent: 76%
- Very Good: 15%
- Good: 7%
- Fair: 1%
- Poor: 1%

Do you feel there was adequate attention paid to confidentiality during your visit?

- Yes: 99%
- No: 1%

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016
Counseling Patient Satisfaction Survey Results

Please rate your experience with the availability of appointment times at the Counseling Department.

- Excellent: 50%
- Very Good: 16%
- Good: 23%
- Fair: 9%
- Poor: 2%

Please rate the courtesy, respect, and sensitivity of the clinician that you saw.

- Excellent: 75%
- Very Good: 18%
- Good: 5%
- Fair: 1%
- Poor: 1%

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016
Counseling Patient Satisfaction Survey Results

Please rate the overall skills of the clinician that you saw you.

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

Please rate the explanation of your care.

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016
Counseling Patient Satisfaction Survey Results

Please rate the quality of time spent with the provider.

Do you feel better, improvement and/or more able to manage difficulties since attending counseling at the Eric Cohen Student Health Center?

Data Derived from Qualtrics
July 1, 2015 – June 30, 2016
Patient Satisfaction Survey Results

Would you recommend our student health center to other students?

Comments…

- “I love the health center. All the medical assistants are amazing – prompt, efficient, and extremely friendly. I am sad to be graduating since I will no longer be able to come to the health center!.”
- “Very impressed by the level of professionalism.
- “Always, always excellent visits! Thank you!
- “I love ECSHC!
- “Everything was fantastic. Very Happy!”
- “One of the best experiences due to the doctor being so kind, attentive, and personable. Felt very much cared about even though few minutes with doctor. Staff highly receptive.”
- “Dr.___ Definitely got me on the right medication and I’m very grateful for that”.
- “Dr.___ is routinely excellent!”
- Love Dr.___ and other staff I have had the pleasure of interacting with.