



Eric Cohen Student Health Center of **USC**

Keck Medicine of **USC**

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

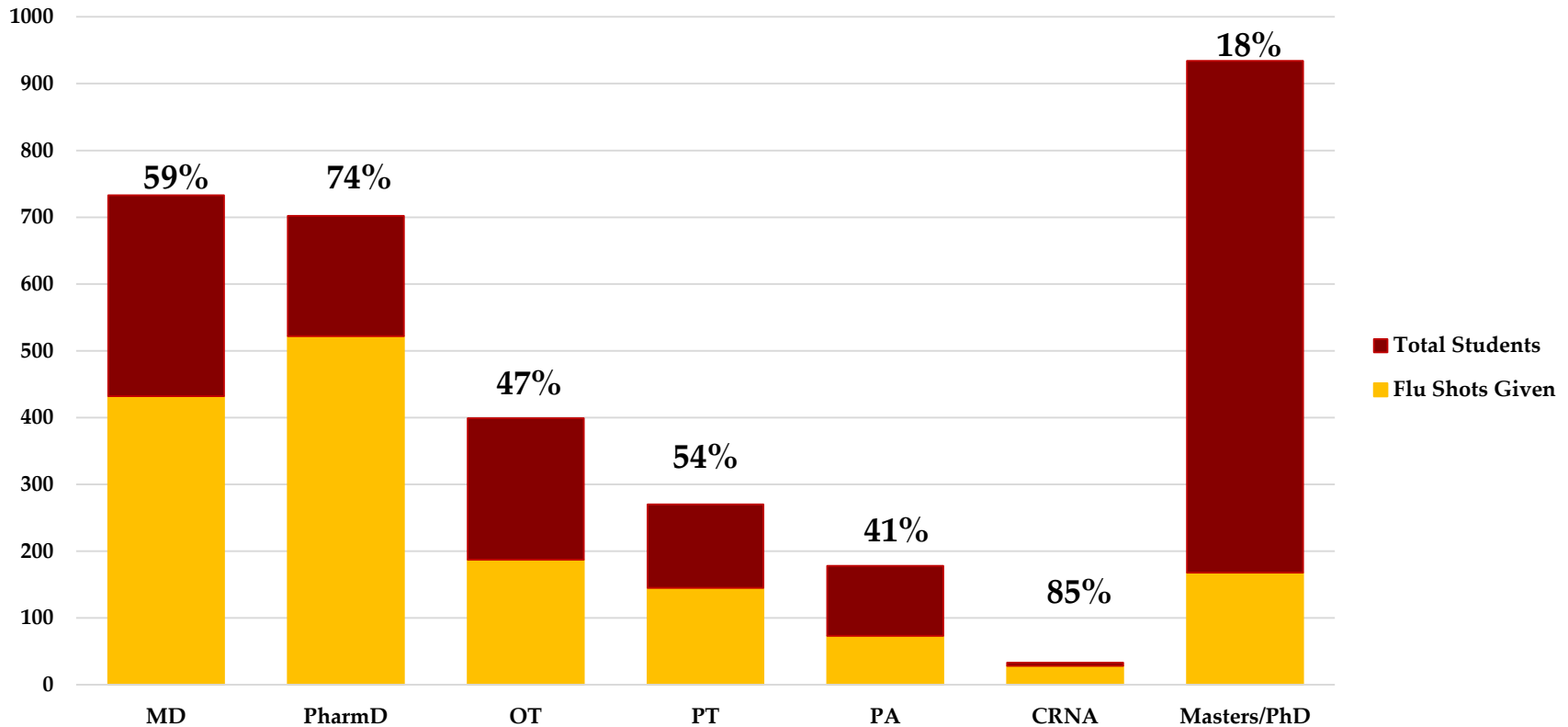
Fall 2016 Steering Committee
October 06, 2016

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

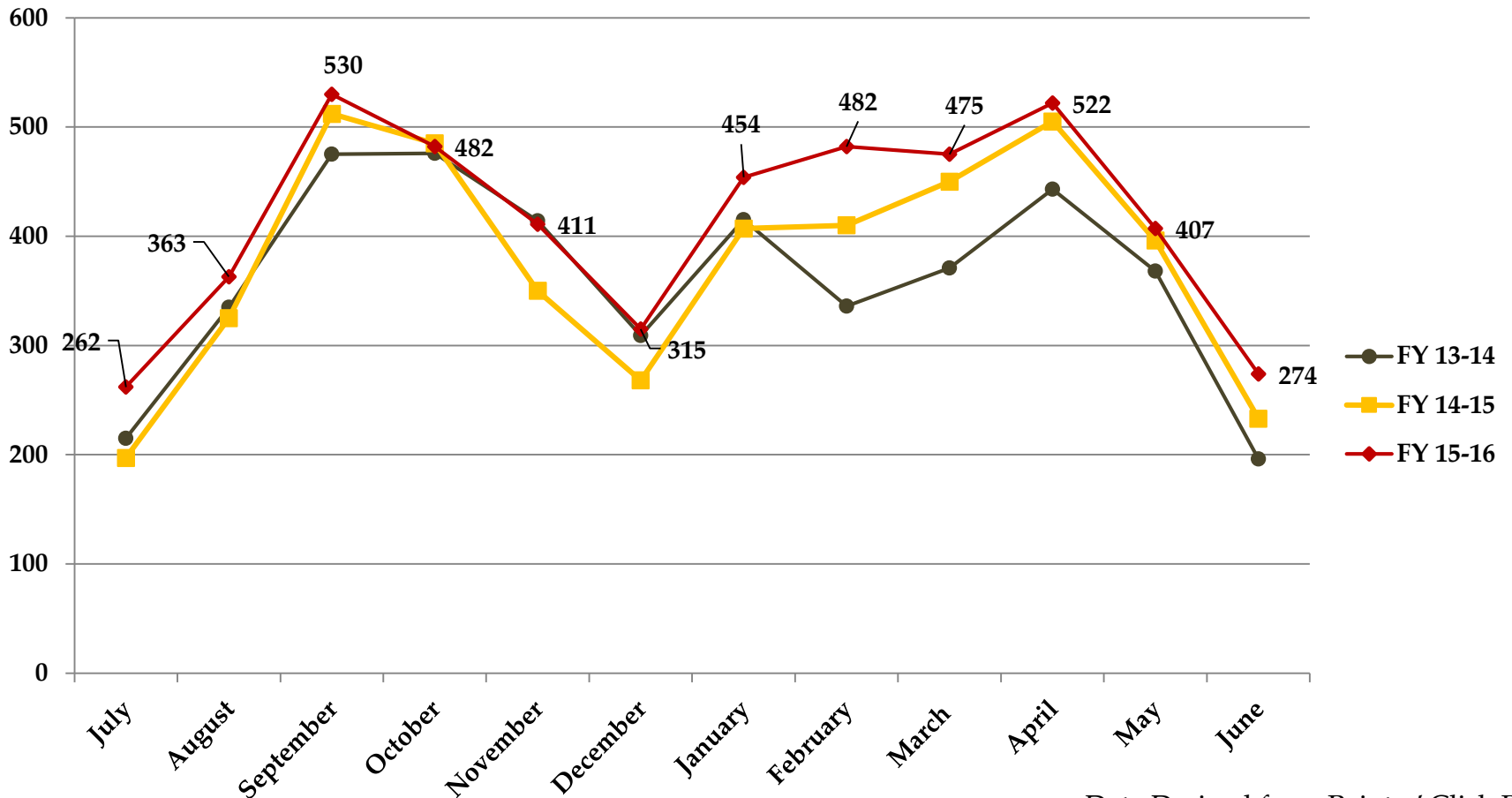
Flu Vaccine Compliance

Flu Vaccine Compliance by Academic Department 10-04-2016



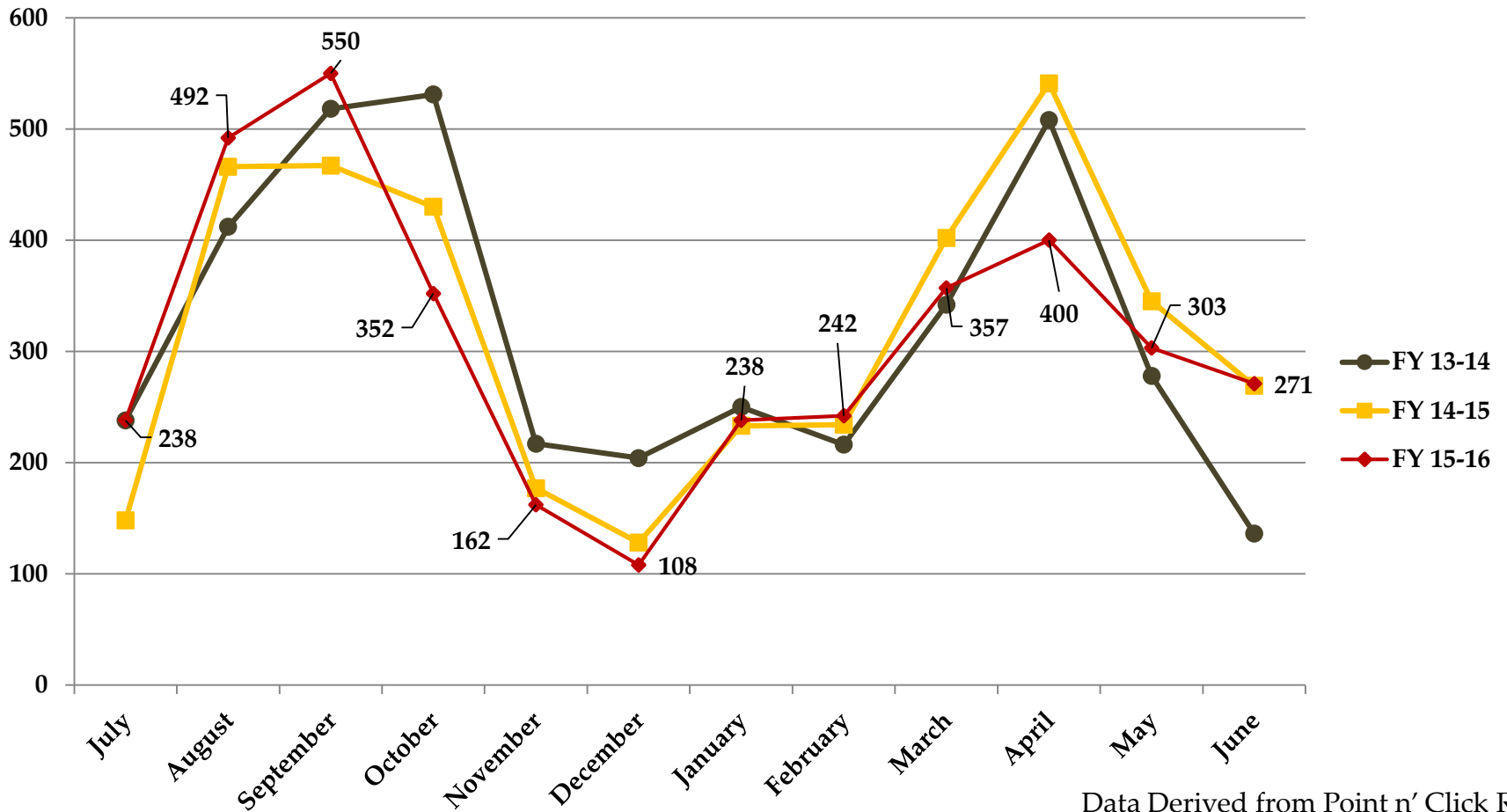
Data Derived from Point n' Click Report
'Flu Vaccines by Academic Department'

Primary Care Volumes – Monthly Comparison



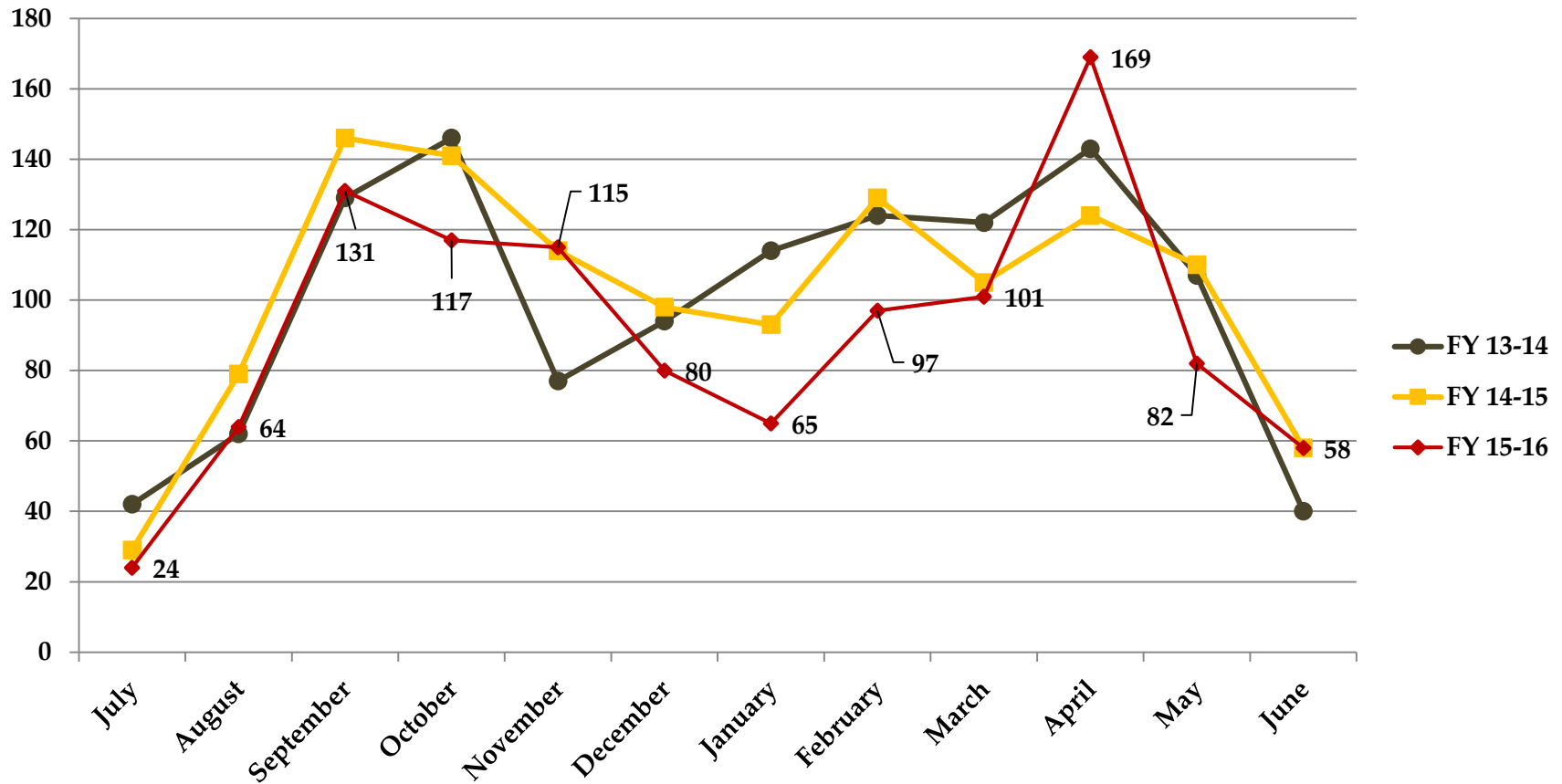
Data Derived from Point n' Click Report
'Appointment Summary by Provider'

Nursing Volumes – Monthly Comparison



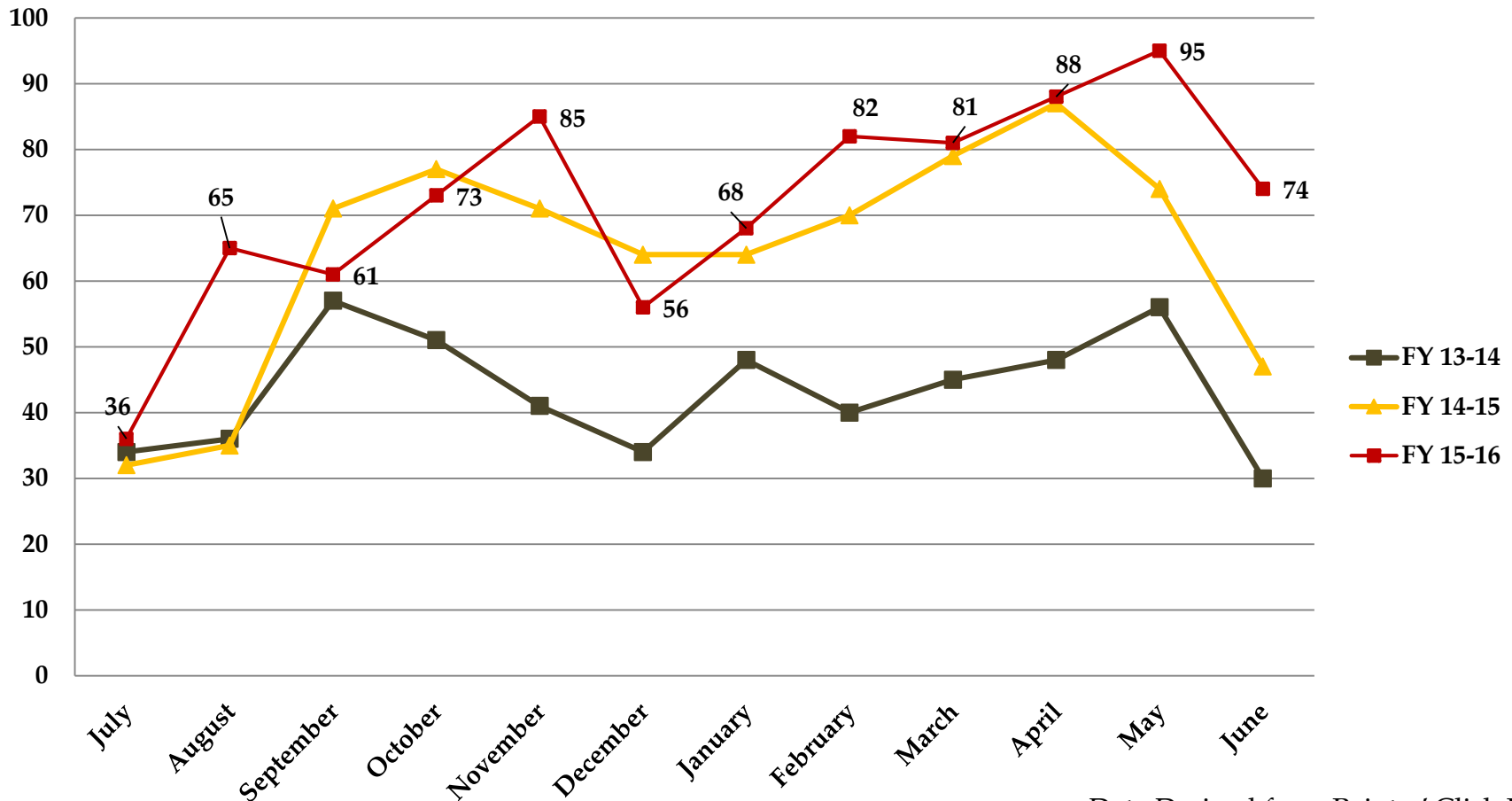
Data Derived from Point n' Click Report
'Appointment Summary by Provider'

Specialty Care Volumes – Monthly Comparison



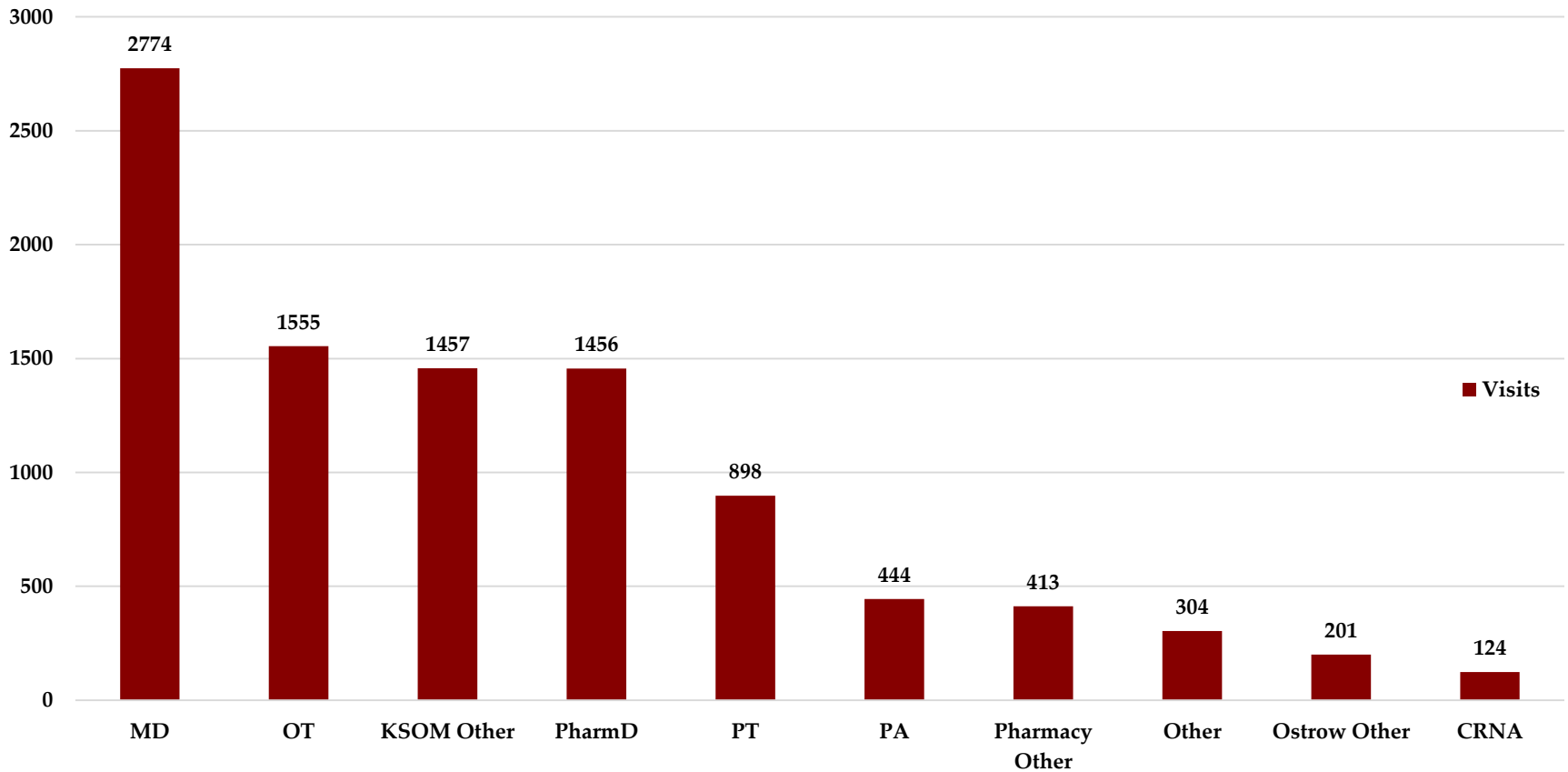
Data Derived from Point n' Click Report
'Appointment Summary by Provider'

Psychiatry Volumes – Monthly Comparison



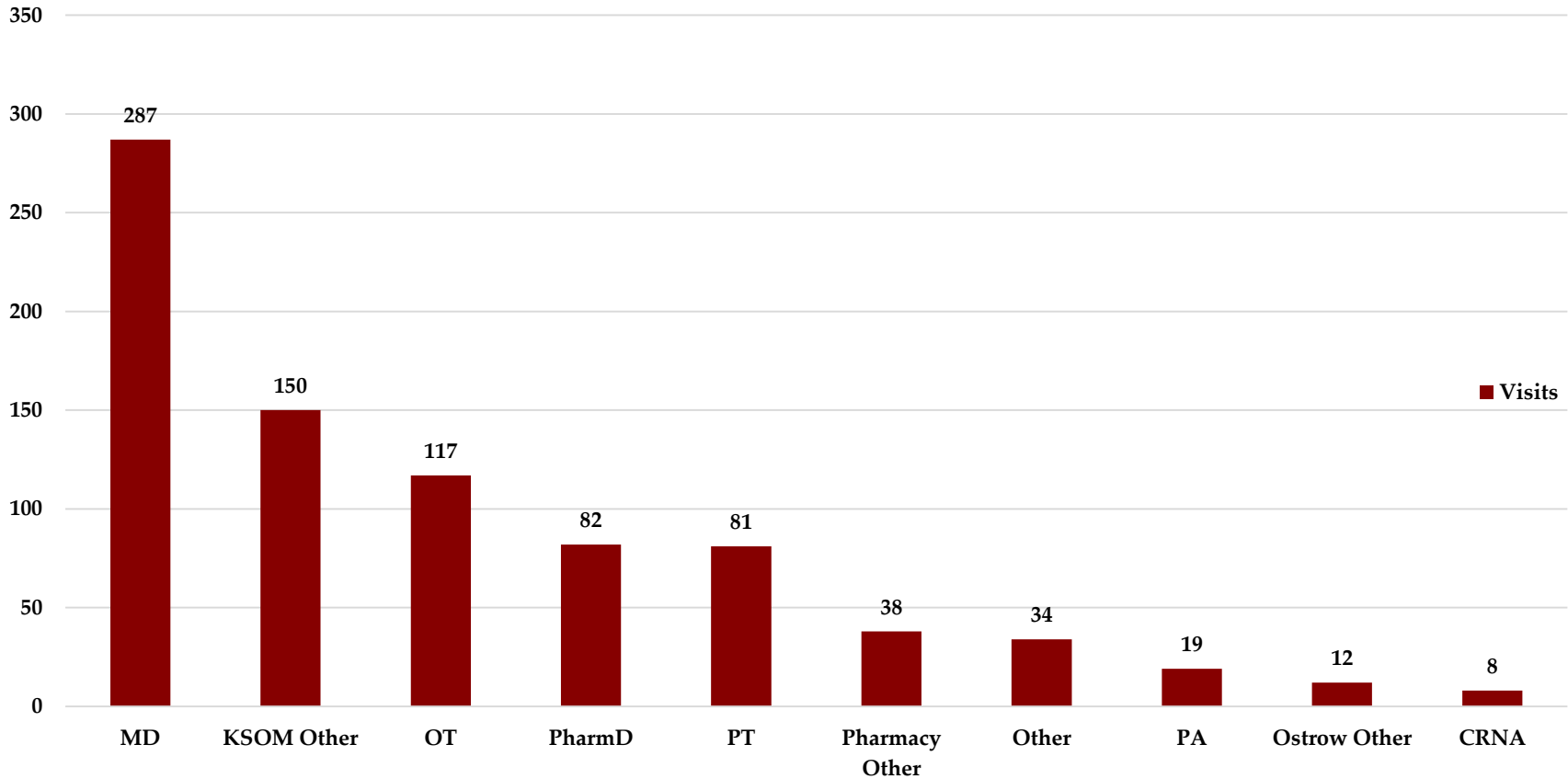
Data Derived from Point n' Click Report
'Appointment Summary by Provider'

Utilization of ECSHC Medical Department



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

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

Orientations/Welcome	8
Flu Shot Walk-in Clinics	6
PPD Clinics	25
Total	39

2016-2017

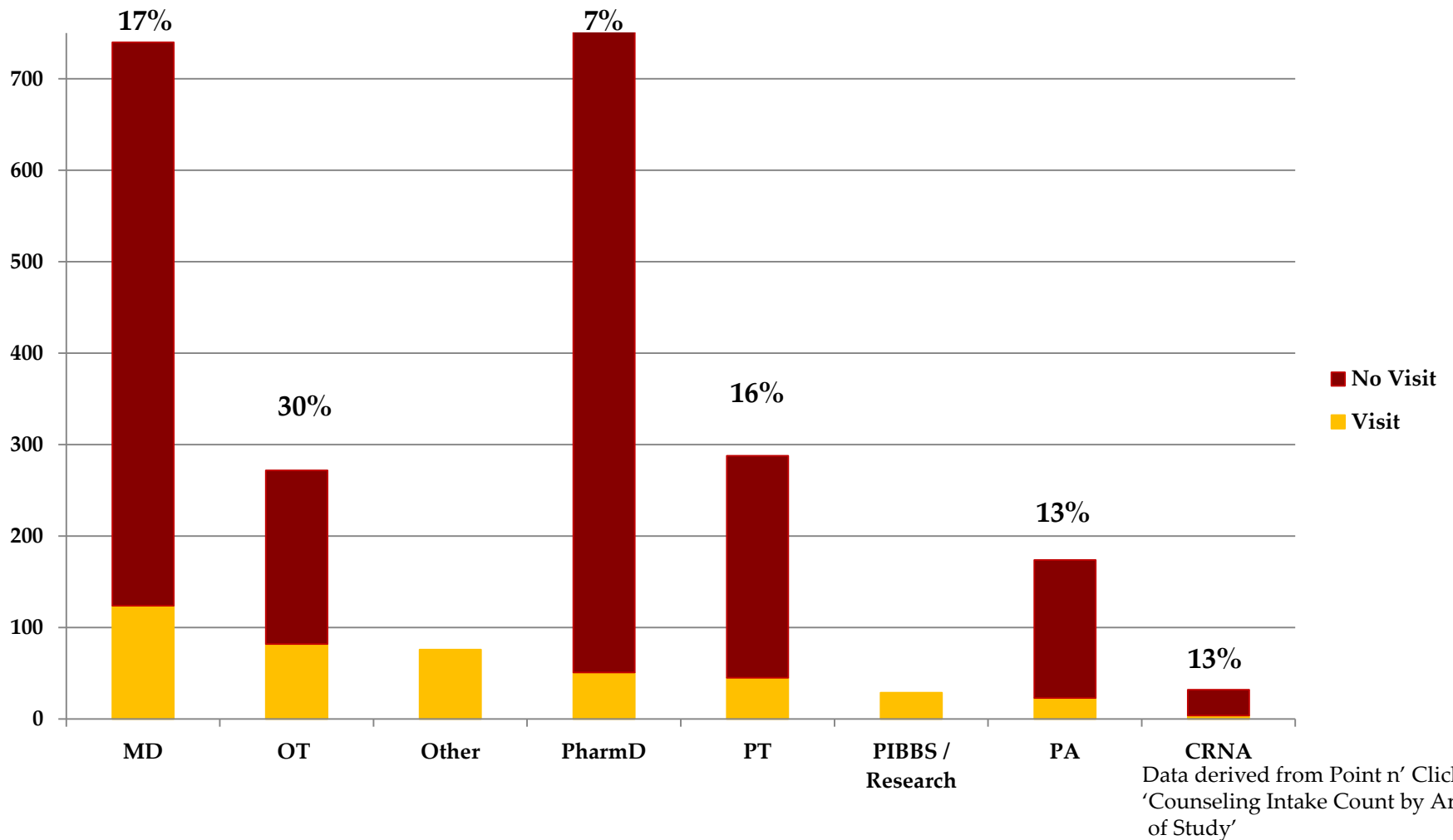
Orientations/Welcome	10
Flu Shot Walk-in Clinics	9
PPD Clinics	-
Total	-

Counseling Outreaches

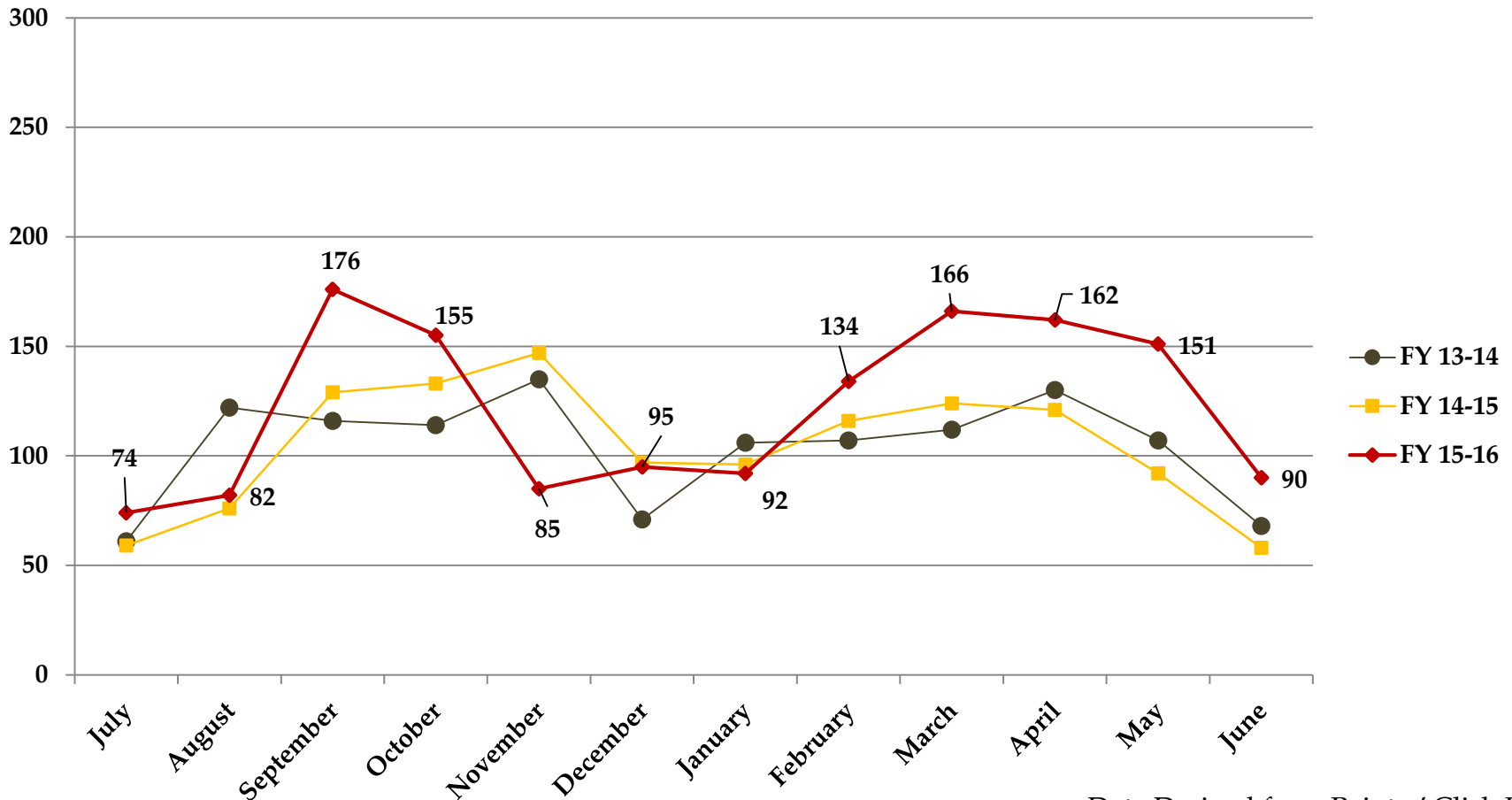
2015-2016	
Group Appointments	38
Outreaches Events	25
Seminars	6
Total	69

2015-2017	
Group Appointments	10
Outreaches Events	-
Seminars	-
Total	-

Counseling Intake Demographic on File

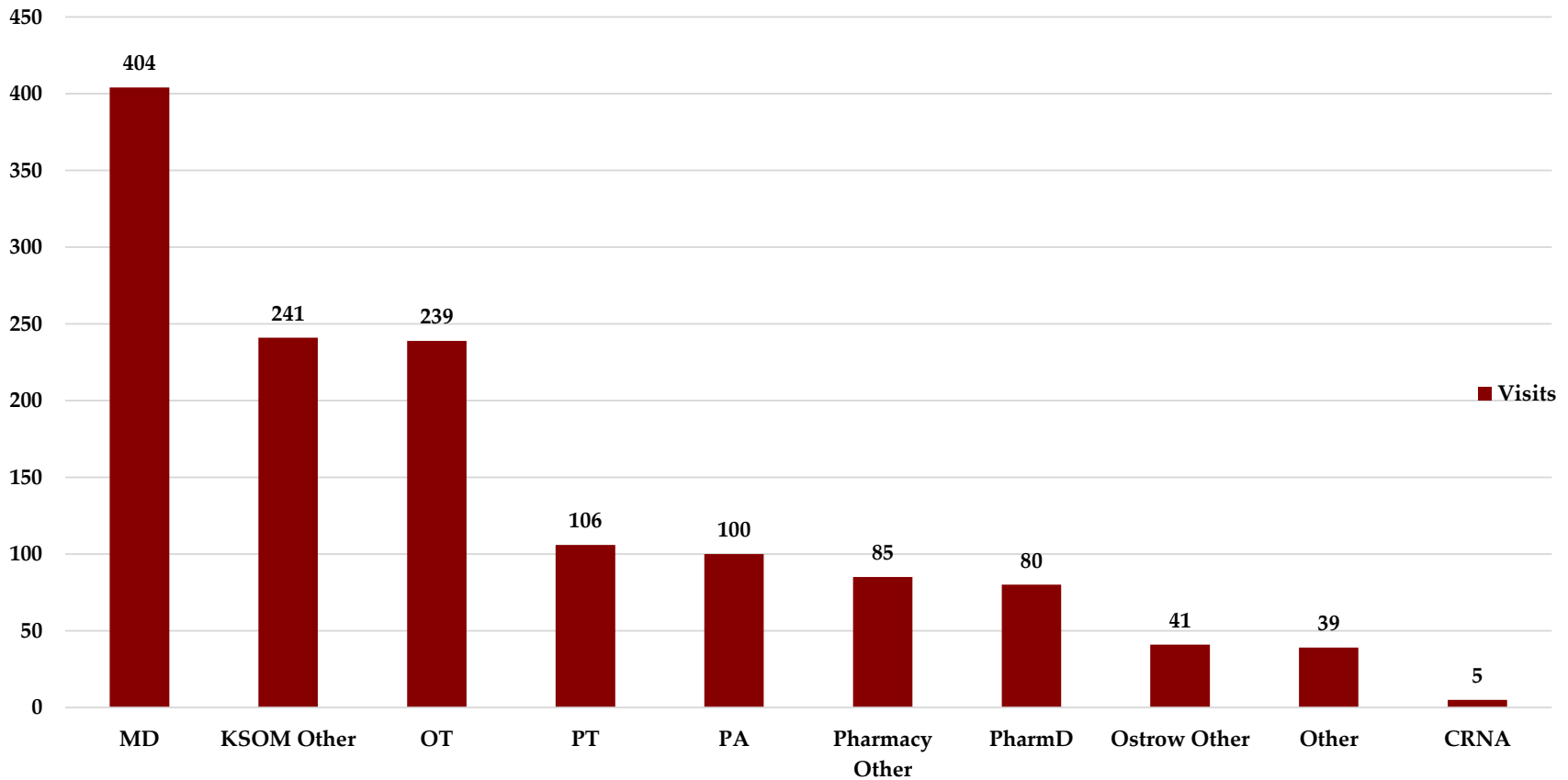


Counseling Volumes – Monthly Comparison



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

Eligible Students	
Women	2059
Men	1190
Total	3249

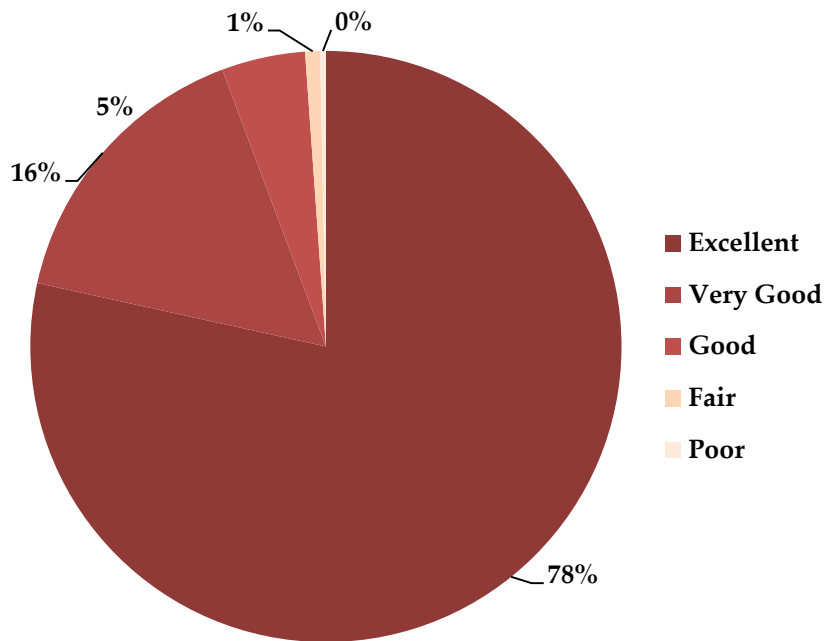
Ethnicities	
Asian/Pacific Islander	1000
Black Non-Hispanic	102
Hispanic	139
White Non-Hispanic	854
Unknown	1157

Insurance Demographics 2015-2016		
Insurance	Fall 2015	Spring 2016
Aetna Student Health Insurance	1880	1803
External Insurance (Parent)	923	911
External Insurance (Self)	429	460
External Insurance (Spouse/Domestic)	82	90
External Insurance (Other/Unknown)	51	50

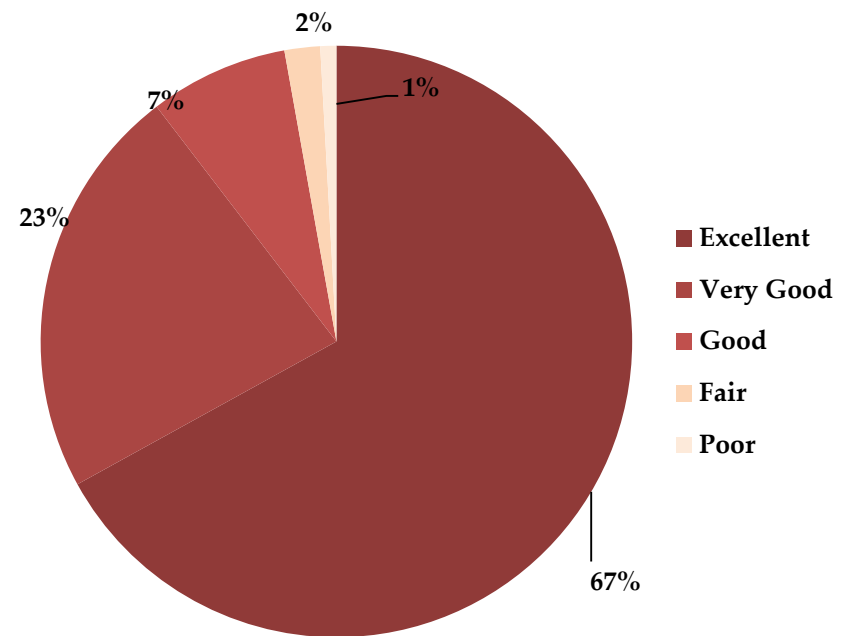
Medical Patient Satisfaction Survey Results



How would you rate the process of making an appointment?



How acceptable was your wait time in the office?

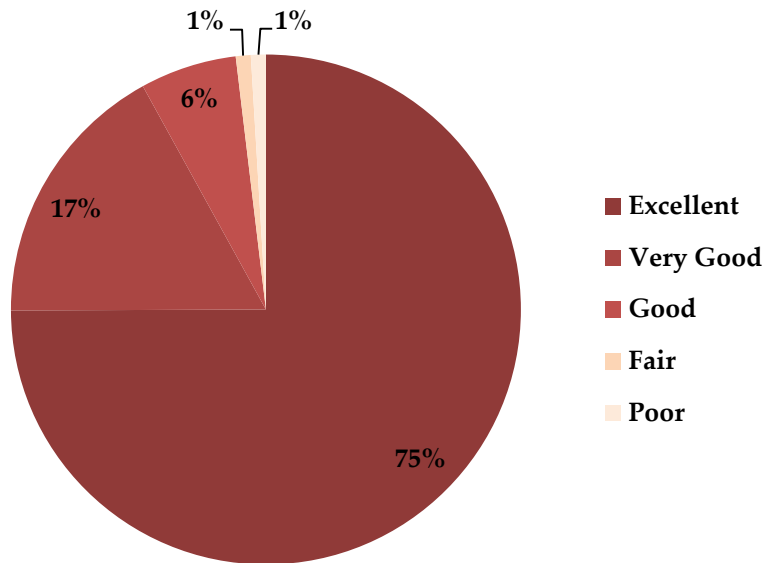


Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

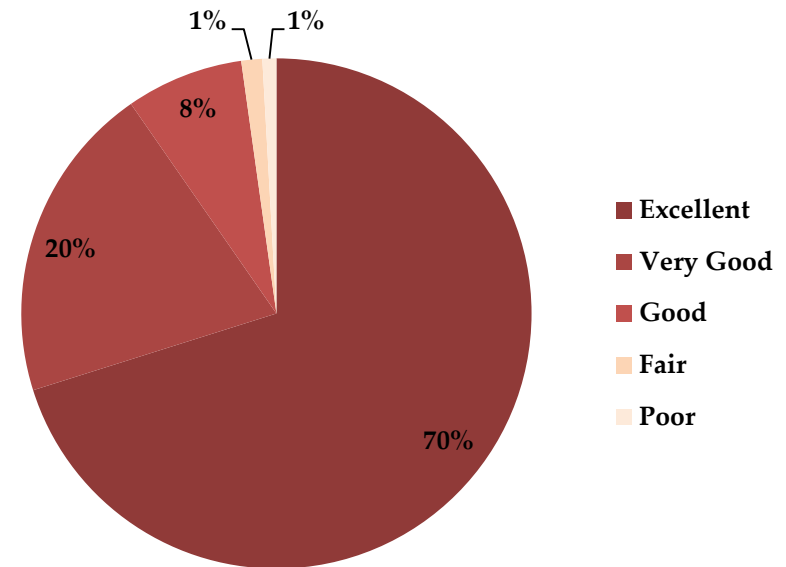
Medical Patient Satisfaction Survey Results



What was the quality of time spent with the provider?



How thorough was the explanation of your care?

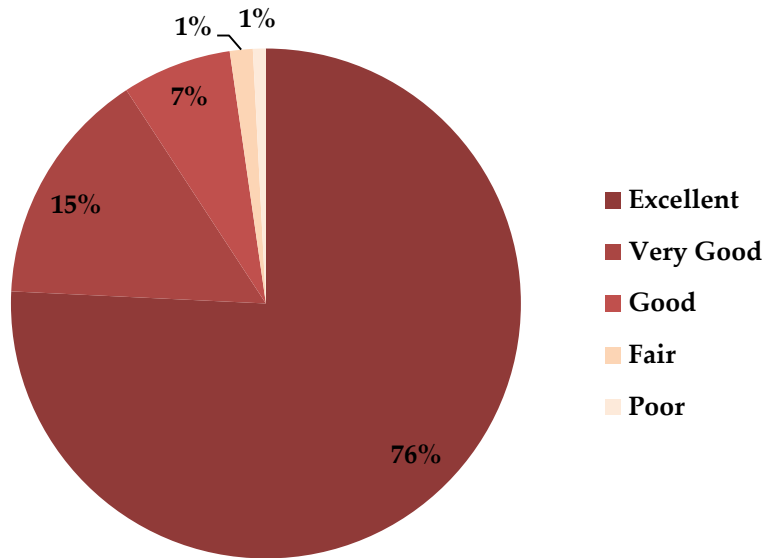


Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

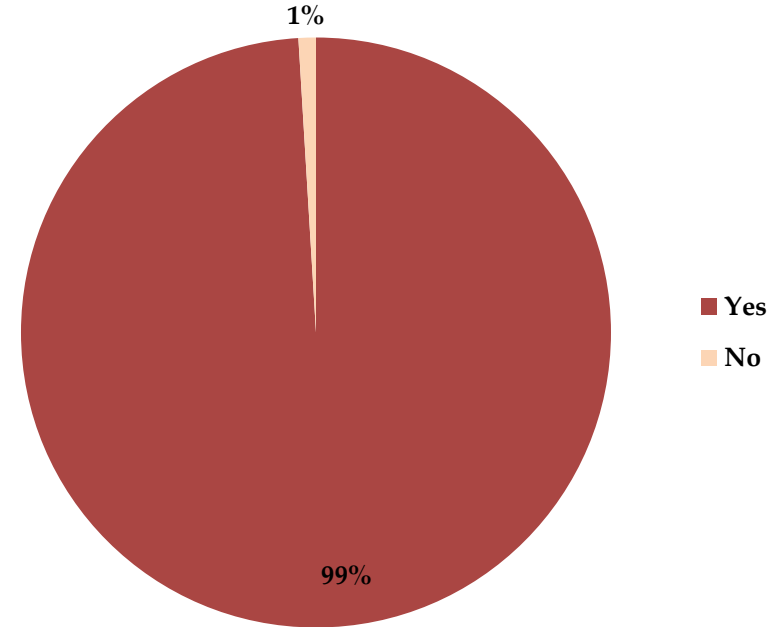
Medical Patient Satisfaction Survey Results



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



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

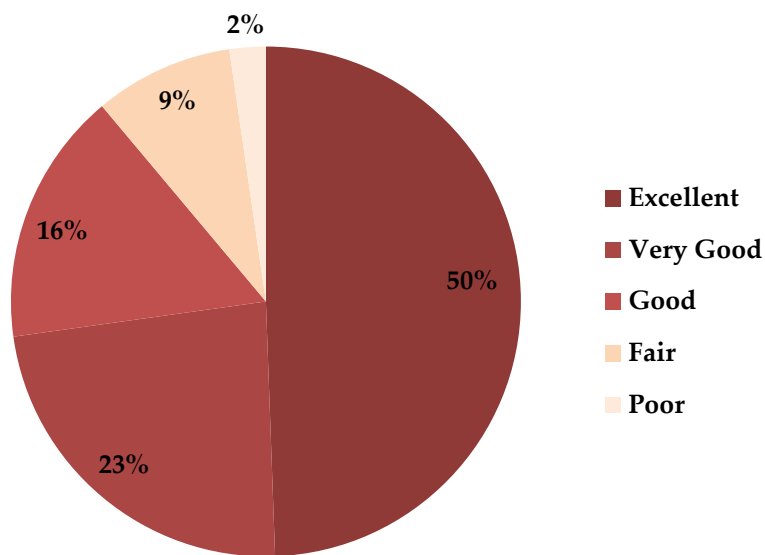


Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

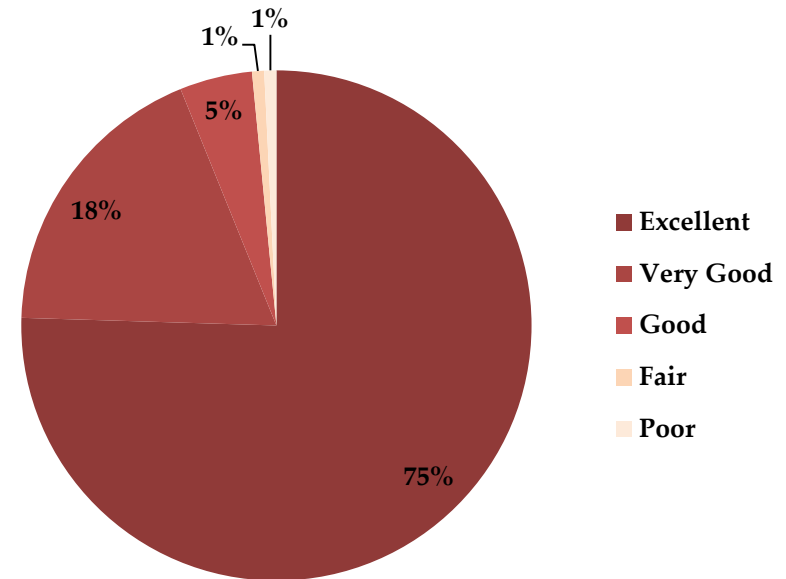
Counseling Patient Satisfaction Survey Results



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



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



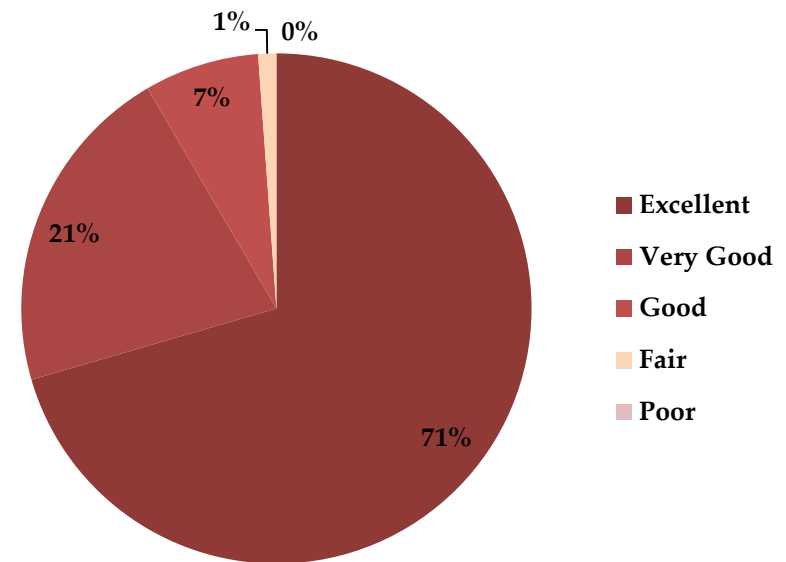
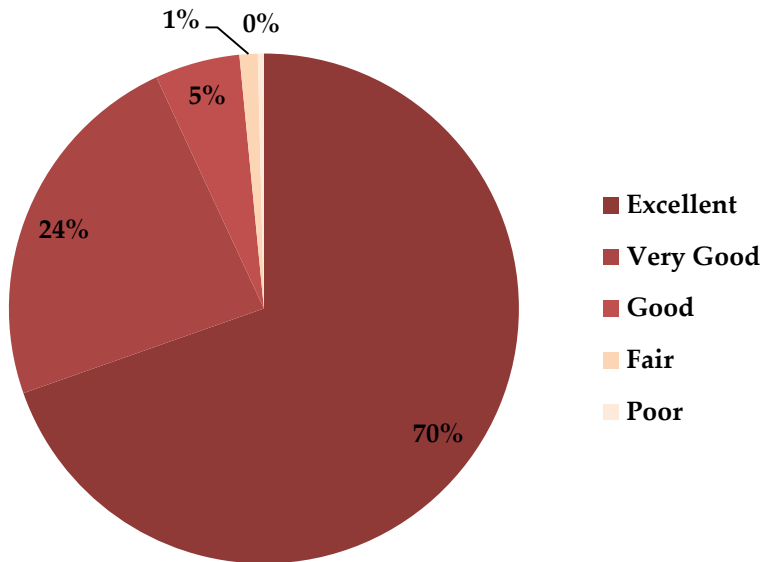
Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

Counseling Patient Satisfaction Survey Results



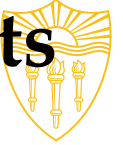
Please rate the overall skills of the clinician that you saw you.

Please rate the explanation of your care.



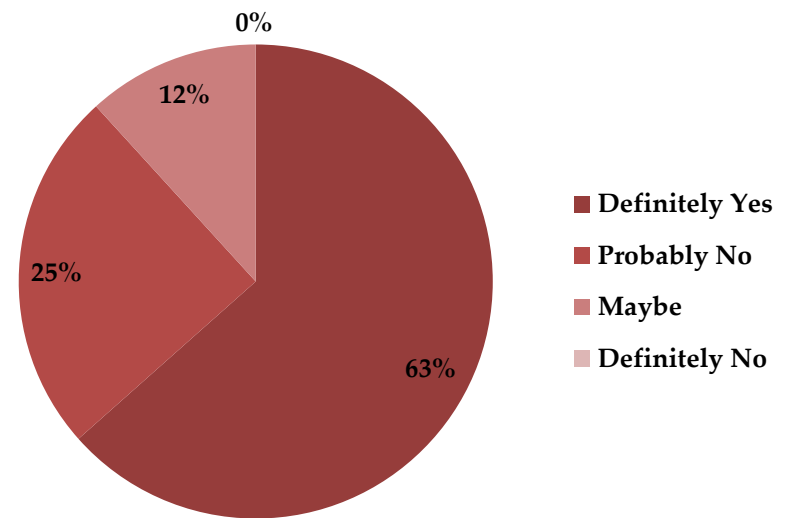
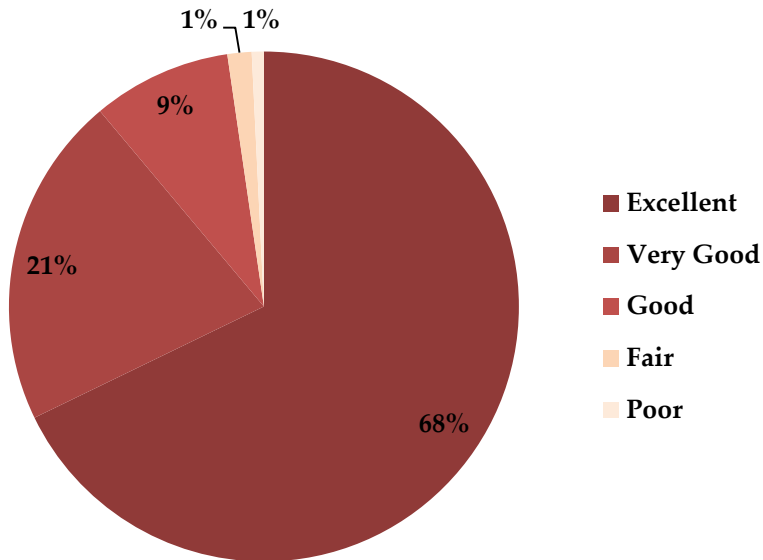
Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

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?

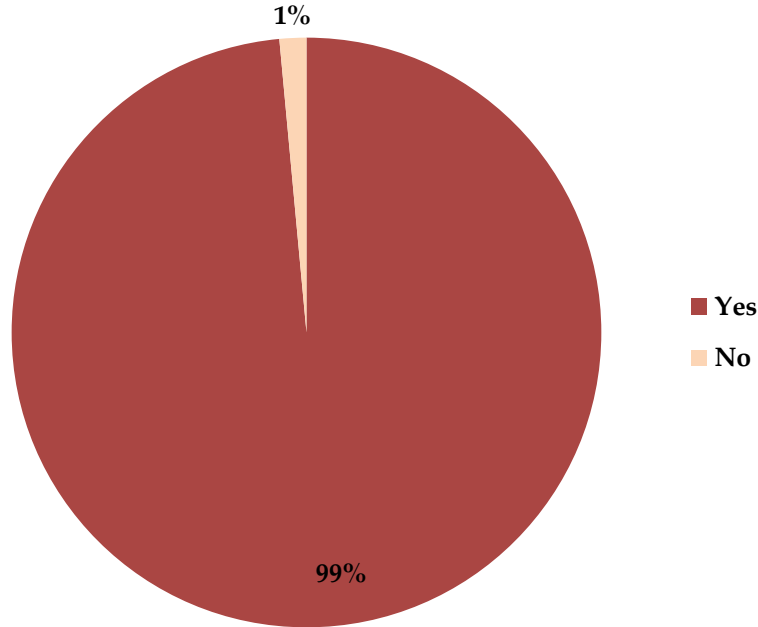


Data Derived from Qualtrics
July 1, 2015 – June 30, 2016

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.