



Clinical Services

We will be expanding RN visits to increase availability for students – will be utilizing standing provider orders / protocols.



Lab/X-Ray

The number of tests performed in FY15 compared to FY07 has **increased 225%**.  **225%**



Physical Therapy and Sports Medicine



Physical Therapy had 523 patient visits in the month of September, the **busiest September in 7 years!**



Pharmacy

 Pharmacy has received the **flu mist** to be administered in the nurse's med room or at our **"flu clinics"** in the pharmacy Wednesdays, Fridays, and Saturdays from 9-noon!



Communications



The **feedback section of the website** is being revamped to offer a more user-friendly feedback experience that will also provide more data for quality improvement.



Quality Improvement



In the US there are over 4,000 student health centers and only 218 are **accredited by AAAHC** and Iowa State is one! It is a voluntary accreditation we seek out every 3 years and are proud of being one of the 218 student health centers providing quality, accredited care!



Administration



New detailed budget information has been shared with managers.

Health Information Management



The number of claims submitted by the billing office **increased by 26%** from last September.  **26%**

specializing in **students:** ICD-10



HIM coding staff have new ICD-10 codes to use. The 10th revision of the book includes 68,000 codes compared to the previous 13,000 codes.

ICD-10 – the 10th revision of the International Classification of Diseases – was implemented at Student Health on October 1st. Diagnosis codes are used to improve communication between health care providers and insurance companies. In addition, they improve the ability to measure health care services and enhance the ability to conduct public health surveillance.

For each visit, a provider chooses a code or codes that are relevant to the patient's complaint during the visit. Those codes are then used by the billing department to send an invoice to the insurance company of the patient or the patient directly.

The new set of diagnosis codes provides much more specific codes for the diseases and diagnoses that the providers are using – there are nearly 5 times more codes available now. In addition, many quality measures rely on ICD diagnosis codes, and ICD-10 provides better data quality reporting and outcomes measurement.

"We're happy with our results, and we were well prepared for the implementation."

— Marlene Callahan, Supervisor of HIM

As you can imagine, five times more codes means a lot of additional education. In preparation, our clinical and billing staff geared up for this implementation by undergoing training this summer. An **AHIMA** (American Health Information Management Association) approved trainer was contracted to provide on-site training during July. The **providers, nursing and lab staff** attended a daylong training session which covered background knowledge about ICD-10, as well as training on selecting the appropriate diagnosis codes. The **billing team** attended a 2-day "boot camp" which was a more intensive training with specific examples that were tailored to the services we provide at Student Health.

"We're happy with our results," said Marlene Callahan, Supervisor of HIM. "And we were well prepared for the implementation."