Quality Assurance/Total Quality Improvement Program

In 2007-08, the EUSHCS Quality Assurance/Total Quality Improvement Program continued to be actively engaged in ongoing monitoring of patient care and administrative activities, patient satisfaction, patient outcomes and utilization issues. QA/TQI activities in 2007-08 included:

- Laboratory Proficiency Testing, provider/nurse training and competency testing, and ongoing quality control activities
- Quarterly Peer Reviews for nurses, nurse practitioners, clinical providers, psychiatrists, counselors and nutritionists
- Biannual Town Hall Meetings and biweekly Core Group Meetings
- Fourth Year Medical Students (M4s) as Mentors for Incoming Freshmen Project Report, November 2007
- LGBTQ Customer Service Satisfaction Survey, Fall 2007
- Assessing Improvements in the Mandatory Insurance Waiver Process, Fall 2007-winter 2008
- Annual “Safe Space” Orientation, Winter 2007-08
- Annual Residence Life Needs Assessment and Satisfaction Survey, Spring 2008
- Residence Life Bulletin Boards Project Assessment, Spring 2008
- Development and Evaluation of the SleepWell @ Emory Mini-Course, May 2008
- Evaluation of the “Stall Street Journals” Health and Wellness Bathroom Newsletter, 2007-08
- Counseling Center assessment of patient satisfaction over a two week period during Fall and Spring semesters 2007-08.
- Benchmarking Survey: The Annual American College Health Association Pap Smear and STI Study