

## MS-26

**Finding: There are limited programs and practices available to support student well-being and no system to promote student emotional health. There is no designated individual for students to access for emotional health issues who has no role in student evaluation.**

The Office of Student Affairs is committed to an increased awareness of and responsiveness to student needs so that services and resources can be provided that facilitate their adjustment to the rigorous demands of medical education. In January 2012, in order to increase student access, the Student Affairs staff relocated to the Byrd Clinical Center, a primary teaching facility easily accessible to all students. Effective in academic year 2012-2013, the Office of Medical Education will assume responsibility for Medical Student Performance Evaluations. It is anticipated that this change will reduce or eliminate the existing student reluctance to seek and utilize the available resources in the Office of Student Affairs. To better maintain an awareness of students' perceptions, the Associate Dean of Student Affairs will conduct monthly "Dean's Open Forum" meetings to which all students will be invited beginning in February 2012. These meetings will permit information exchange and allow students to raise their concerns in a personal fashion. In addition, all students will be required to have individual meetings with the Associate Dean for Student Affairs on an annual basis.

Another important mechanism through which initiatives are developed and implemented is the Student Wellness Committee (SWC) which was established in December 2010. The committee, composed of at least two student representatives per class, is student-driven with the Associate Dean for Student Affairs serving as the administrative liaison. About 25% of the student body participated in the initial event, a ten-week physical activity challenge. The SWC was a central component of the process of establishing contractual arrangements with mental health providers in the community who are not involved in student teaching or evaluation. A Partner Support Group was initiated in January 2012. The SWC is currently revising the Wellness Model that will be used to guide and document programs. In order to be certain that students can obtain health care services by individuals who are not in the position to evaluate them, the Policy for the Provision of Health Care Services was revised and now requires attestation by evaluators that no treatment relationship has ever existed. Additionally, an up to date list of health care providers who are not involved in teaching or evaluation is available on the Student Affairs website.

The primary tool by which outcomes will be assessed is the Student Services Annual Survey. This instrument, based on the Graduation Questionnaire, will be administered to all students in April of each year. The objective is to have increased satisfaction with student services of at least 5% per year each of the next three years. Additional outcome measures will be attendance rates to programs and utilization data for mental health services. The satisfaction ratings, based on the Graduation Questionnaire, of the Class of 2016 will meet or exceed ratings commensurate with "All Schools".

**ACTION GRID**

STANDARD: MS-26

TASKS (Steps to be taken that will lead to the desired outcome)	INDIVIDUALS/ GROUPS RESPONSIBLE	INDICATORS THAT THE TASK HAS BEEN ACCOMPLISHED	EXPECTED DATE OF ACCOMPLISHMENT OF THE TASK	DESIRED OUTCOME THAT ILLUSTRATES COMPLIANCE WITH THE STANDARD
Create and administer Student Services Annual Survey (SSAS) based on the Graduation Questionnaire to serve as a primary tool for measuring all outcomes as they pertain to student services.	Associate Dean for Student Affairs	Draft of survey developed by associate dean and reviewed by Student Affairs' staff, the Assistant Dean for Academic Affairs, the Senior Associate Dean for Medical Education, and the LCME Student Services Task Force (which includes two medical students)	Administration of survey to all students in April 2012 and annually thereafter	An increase of five percent every year for three years in student satisfaction as measured by the SSAS  The GQ data for the Class of 2016 will meet or exceed ratings commensurate with "All Schools"
Increase the accessibility and responsiveness of the Office of Student Affairs and eliminate barriers such as potential for or perception of biases	Dean, School of Medicine	All Student Affairs staff have been moved to a more centrally located facility at which there will be greater ease of access for students	January 2012	An increase of 15 percent every year for three years in student satisfaction as measured by the SSAS in the areas of accessibility, awareness, and responsiveness to student concerns
		MSPEs will be written by staff in the Office of Medical Education rather than by the Associate Dean for Student Affairs	Academic Year 2012-2013	The GQ data for the Class of 2016 exceed ratings commensurate with "All Schools"

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(con't) Increase the accessibility and responsiveness of the Office of Student Affairs and eliminate barriers such as potential for or perception of biases	Associate Dean for Student Affairs	Associate dean for student affairs will conduct monthly open forum meetings at which all students will be welcome to participate	February 2012	Though the sessions will be voluntary, attendance will be taken to document utilization
		Individual meetings with Associate Dean for Student Affairs are required of all students on an annual basis	Throughout the academic year	Checklist that all students have met with the associate dean

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Establish and maintain a Medical Student Wellness Committee (MSWC)	Associate Dean for Student Affairs provides guidance and serves as administrative liaison but committee is student-driven. Wellness Committee members are tasked with keeping students informed and promoting events at student meetings	<p>Programming in the areas of physical and emotional Wellness of the Wellness Model completed in 2011-2012</p> <ol style="list-style-type: none"> <li>1. 50 Miles in 50 (week) days Wellness Model to be used to will be used to guide and document activities</li> <li>2. Wellness Committee is considering the use of Wellness electives as a requirement for graduation starting with the Class of 2016</li> <li>3. Planning "Open Mic" Spring event in which student talents in the arts will be showcased in a relaxing atmosphere designed to promote intra-class collaboration and socialization</li> </ol>	<p>Academic year 2011-2012 (this event will be repeated in Spring of 2012 and annually thereafter)</p> <p>Second event began in February 2012</p> <p>Ongoing</p> <p>Ongoing</p>	<p>An increase of 15 percent every year for three years in student satisfaction as measured by the SSAS in "Student Programs &amp; activities that promote effective stress management, a balanced lifestyle and overall well being"</p> <p>The GQ data for the Class of 2016 exceed ratings commensurate with "All Schools"</p>

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<p>Provide readily accessible counseling services for all medical students by providers who do not teach or evaluate students in a location that is not utilized for teaching, therefore making it improbable that students encounter residents or attending physicians</p>	<p>Associate Dean for Student Affairs</p>	<p>Contractual arrangement made with Cabell Huntington Hospital Counseling Services for 10 free sessions annually to include spouses and children. Insurance will be billed if needs exceed 10 sessions.</p> <p>Contractual arrangement made with Valley Health Services for 10 annual assessment or treatment services by a psychiatrist within 48 hours for emergent situations and within two weeks for non-emergent needs. Program agreements signed July 2011. Student insurance is billed with each session but student has no out of pocket expenses until he/she exhausts ten sessions.</p>	<p>Contracts established July 2011. Students in the Class of 2015 were made aware of the resource at orientation and this will become standard practice. This year, all other students were informed by email and the resources were prominently displayed on the Student Affairs Webpage and included in the new Student Handbook</p>	<p>Monthly utilization data is obtained from Counseling Center and SSAS has a utilization item</p> <p>An increase of 15% every year for three years in student satisfaction as measured by the SSAS in the area of personal counseling. The GQ data for the Class of 2016 exceed ratings commensurate with "All Schools"</p>

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Improve dissemination of information about student services	Associate Dean for Student Affairs	<p>A "Dean's Quest" event will be held as part of orientation for new students. New students will be required complete activities that verify their awareness of key student affairs locations and services.</p> <p>Create web-based calendar for student events/activities</p> <p>Digital signage will be installed in each of three teaching building in order to improve visibility of programs that promote student wellness.</p>	<p>Planned for August 2012</p> <p>Ongoing</p> <p>Approved February 2012</p>	<p>Dean's Quest cards will be collected to document that all entering students have participated</p> <p>Student Feedback</p> <p>Student Feedback</p>
Take steps to assure that faculty and students understand the Policy for the Provision of Health Care Services to Medical Students	Associate Dean for Student Affairs	<p>Policy reviewed and modified per discussion with Dr. Nerhood, Dr. Hunt, and Dr. Barzansky. Presented to Dean's Advisory on November 15, 2011. Email to faculty, residents, and students informing them of the modification sent on November 21, 2011. Website updated November 2011.</p>	November 21, 2011 for policy revision and dissemination.	Confirmation from check boxes on mentor evaluations and third and fourth year evaluations that student-provider relationship did not exist with person completing the evaluation

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Maintain current list of non-psychiatric & psychological health care providers on website who are not in a position to evaluate medical students	Associate Dean for Student Affairs	List is reviewed and updated semi-annually	Provider list existed at time of 2011 LCME Site Visit and was updated on November 21, 2011.	