



# Annual Assessment Report

Unit - Student Health Services

## Co-Curricular Unit General Information

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### **GMU Mission Statement**

A public, comprehensive, research university established by the Commonwealth of Virginia in the National Capital Region, we are an innovative and inclusive academic community committed to creating a more just, free, and prosperous world.

### **Unit Mission Statement**

Student Health Services' aligns with the George Mason University Mission and Strategic Plan by providing high quality health care, counseling, health education and prevention services to George Mason University students. Our efforts and initiatives support University Life core values and university policy #1201.

### **Department/Division**

University Life

### **Assessment Lead**

Erin Harpine

# Unit - Student Health Services: Assessment Report

## Sexual health student learning outcome

85% of students participating in a sexual health event during the fiscal year will demonstrate learned knowledge or skills related to assessed sexual health topic.

**Outcome Status:** Active

**Assessment Period(s):** 2024 - 2025

## Mapping

Unit - Student Health Services: *(X indicates alignment)*

- **Promote safer sex methods in health promotion events.:** Promote safer sex methods in health promotion events. For students to make decisions that promote safe, healthy behaviors and reduce risk. (Mason Strategic Outcome: Improved overall health and well-being of students) (X)

Assessment Method	Findings and Improvements
<p><b>Assessment Measure Name:</b> Knowledge or Skills Assessment</p> <p><b>Description of Assessment Measure:</b> Percentage of students who correctly answer a question or demonstrate learned skills during program assessment. Assessment may take place during event or be a post-event survey. Using a teach-back method, students answering incorrectly are provided with education and then asked a follow-up question to confirm the information was learned and understood.</p> <p><b>Assessment Measure Status:</b> Active</p> <p><b>Assessment Type:</b> Direct Measure</p> <p><b>Target:</b> 85%</p>	<p><b>Findings Date:</b> 06/09/2025</p> <p><b>Findings:</b> 90% of students (83 of 92) answered a sexual health question correctly or demonstrated a learned skill related to sexual health during program assessment. Of 135 total student participants, 92 responded to a sexual health topic question (68% response rate).</p> <p><b>Reporting Period:</b> 2024 - 2025</p> <p><b>Conclusion:</b> Target Met</p> <p><b>Individual(s) Responsible for Assessment:</b> Stephanie Amirsoltani</p> <p><b>Number of Students Assessed:</b> 92</p>

## Unit - Student Health Services: Assessment Report

Assessment Method	Findings and Improvements
	<p><b>Analysis of Results:</b> Student Health Services organized three large events focused on sexual and reproductive health topics during the 24-25 academic year. During these events, students were asked questions regarding contraception, sexually transmitted infections (STIs), consent, and other related subjects.</p> <p>Two primary themes emerged: 1. When asked about barrier methods of contraception, a majority of students mentioned condoms, but were unaware of dental dams. Dental dams on display frequently prompted student questions about them. 2. While students were able to identify a correct answer, they were often unable to explain the “why” of protective behavior. For example, about 3 out of 4 students were unable to explain that many forms of contraception only protect from STIs or pregnancy, not both.</p> <p>STIs disproportionately affect young adults. In 2023, 48% of reported cases of chlamydia, gonorrhea, and syphilis were among those aged 15 – 24 (Centers for Disease Control). Correct barrier contraceptive use, including condoms and dental dams, is highly effective at preventing the spread of STIs. Knowledge about how to prevent STIs supports overall student health by encouraging informed sexual health decision-making.</p> <p><b><u>ACTIONS &amp; IMPROVEMENT PLANS</u></b></p> <p><b>Past Improvements:</b> Open-ended questions were asked during sexual health events in fiscal year 2022 to help the new Health Promotion Coordinator better understand knowledge gaps and opportunities for sexual health promotion for students. Findings resulted in changes to sexual health presentations and social media collateral focused on increasing awareness of dental dams. The current open-ended outcome used this fiscal year was also designed to identify gaps and opportunities to support improved sexual and reproductive health education for students.</p> <p><b>Future Improvements:</b> Assessment revealed that students recognize the importance of barrier methods of contraception in preventing STIs and/or unwanted pregnancy. However, many lack adequate health literacy to understand the reasons behind their effectiveness. Improvements for the 25-26 academic year include refining learning outcomes to assess students’ health literacy regarding the role of safer sex risk-reduction practices. Additionally, the Health Promotion team would like to increase the number of students assessed by 5%. Student Health Services plans to achieve this goal through additional outreach events supported by the Peer Health Educator program (implemented in FY25) and the Health Promotion Graduate Professional Assistant.</p> <p><b>Individual(s) Responsible for Improvement Plan:</b> Stephanie Amirsoltani, Peer Health Educators, and Health Promotion GPA</p> <p><b>Resources Needed:</b> The Health Promotion GPA and the Health Peer Educators will be trained in how to properly engage with students to assess potential knowledge gaps and improve related health literacy.</p>

# Unit - Student Health Services: Assessment Report

## STI testing for LGBTQ+ identifying patients

The percentage of patients who get an STI test at Student Health Services who identify as LGBTQ+ will increase compared to the prior fiscal year due to expanded access to the free STI testing program.

**Outcome Status:** Active

**Assessment Period(s):** 2024 - 2025

### Mapping

Unit - Student Health Services: *(X indicates alignment)*

- **Assess health services provided to historically underrepresented patients.** : Assess health services provided to historically underrepresented patients to promote an inclusive, thriving community. (Mason Strategic Outcome: Increased support structures to retain students of diverse backgrounds.) (X)

Assessment Method	Findings and Improvements
<p><b>Assessment Measure Name:</b> STI testing percent change</p> <p><b>Description of Assessment Measure:</b> Target is a 2% increase in percentage of unique LGBTQ+ -identifying patients tested for STIs as part of the free testing program (comparison to 22% clinic baseline; goal of 24% served). Measured using self report and Banner data from the electronic health record.</p> <p><b>Assessment Measure Status:</b> Active</p> <p><b>Assessment Type:</b> Direct Measure</p> <p><b>Target:</b> 2% increase</p>	<p><b>Findings Date:</b> 06/12/2025</p> <p><b>Findings:</b> 29% of unique patients tested as part of the newly implemented, grant-funded, free STI testing program at Student Health Services (4 of 14) identified as LGBTQ+ compared to clinic baseline of 22%. With grant funding and a community partnership with NovaSalud, 93 students received free testing in academic year 2025 compared to 80 in fiscal year 2024 (a 16% increase).</p> <p>The number of students receiving STI testing at Student Health increased from academic year 2024 to 2025 (from 356 to 378). However, overall, the proportion of LGBTQ+ identifying students tested at Student Health decreased from 22% in 2024 to 17% in academic year 2025.</p> <p><b>Reporting Period:</b> 2024 - 2025</p> <p><b>Conclusion:</b> Partially Met</p> <p><b>Individual(s) Responsible for Assessment:</b> Kesha Billups, Erin Harpine</p> <p><b>Number of Students Assessed:</b> 378</p>

# Unit - Student Health Services: Assessment Report

Assessment Method	Findings and Improvements																				
	<p><b>Analysis of Results:</b> College students report barriers to accessing sexual and reproductive health services. Barriers include stigma, confidentiality concerns, time, costs, and lack of knowledge (American College Health Foundation, 2024). As part of grant funding and the EAST-IS study within SHS, focus groups conducted with George Mason students found similar barriers exist for Mason students. Reducing barriers to testing for all students, including LGBTQ+ individuals, supports timely diagnosis, care, and treatment for STIs, which reduces the health risk of STIs to individuals and their partners.</p> <p>While Student Health met the outcome for free testing, overall, the decrease in proportion of LGBTQ+ identifying students tested in clinic was not expected. A few explanations are possible for the decrease: A. SHS experienced a normal variation within testing. B. Since students identifying as LGBTQ+ comprised a larger proportion of the free testing group, it is possible that more students chose free testing with NovaSalud. This data is not available to compare. C. In the LGBTQ+ focus group, more students identified stigma around testing, need for low-cost care, and a desire for confidentiality. Larger political and cultural climate shifts in spring 2025 may have impacted concerns about access when seeking healthcare for traditionally underserved populations.</p> <p><b>Supporting Documents:</b>  <a href="#">UL Symposium 6 -5-25.pdf</a></p> <p><b>Charts &amp; Graphs:</b></p> <table border="1" data-bbox="814 808 1992 1179"> <thead> <tr> <th data-bbox="814 808 1104 971">Proportion of student self-reported sexual orientation (STI testing)</th> <th data-bbox="1104 808 1325 971">Aug - Dec 2023</th> <th data-bbox="1325 808 1545 971">Jan - May 2024</th> <th data-bbox="1545 808 1766 971">Aug - Dec 2024</th> <th data-bbox="1766 808 1992 971">Jan - May 2025</th> </tr> </thead> <tbody> <tr> <td data-bbox="814 971 1104 1040">LGBQ+</td> <td data-bbox="1104 971 1325 1040">21%</td> <td data-bbox="1325 971 1545 1040">25%</td> <td data-bbox="1545 971 1766 1040">22%</td> <td data-bbox="1766 971 1992 1040">15%</td> </tr> <tr> <td data-bbox="814 1040 1104 1110">Heterosexual/straight</td> <td data-bbox="1104 1040 1325 1110">71%</td> <td data-bbox="1325 1040 1545 1110">67%</td> <td data-bbox="1545 1040 1766 1110">71%</td> <td data-bbox="1766 1040 1992 1110">77%</td> </tr> <tr> <td data-bbox="814 1110 1104 1179">Prefer not to respond</td> <td data-bbox="1104 1110 1325 1179">6%</td> <td data-bbox="1325 1110 1545 1179">8%</td> <td data-bbox="1545 1110 1766 1179">6%</td> <td data-bbox="1766 1110 1992 1179">6%</td> </tr> </tbody> </table> <p><b>ACTIONS &amp; IMPROVEMENT PLANS</b></p>	Proportion of student self-reported sexual orientation (STI testing)	Aug - Dec 2023	Jan - May 2024	Aug - Dec 2024	Jan - May 2025	LGBQ+	21%	25%	22%	15%	Heterosexual/straight	71%	67%	71%	77%	Prefer not to respond	6%	8%	6%	6%
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## Unit - Student Health Services: Assessment Report

Assessment Method	Findings and Improvements
	<p><b>Past Improvements:</b> To address common barriers to care, over the past 3 years, Health Promotion team at Student Health has worked to increase access to free and confidential STI testing. Collaborations with community partners provide this service regularly on the Fairfax campus, and event appointments are normally filled. Last year, Student Health Services received grant funding to conduct a study on STI testing and offer free testing and treatment. Fall 2024 was the first semester the grant was active.</p> <p><b>Future Improvements:</b> Next academic year, the Health Promotion team in Student Health Services will continue community partnerships to offer free, monthly STI testing. We will request specific demographic data to better understand the students served at testing events.</p> <p>The STI study ends August 2025, but we seek to continue grant funding to allow for increased access to free in-clinic testing. Student Health is exploring options to allow students to schedule self-testing appointments online to support increased access and privacy. We will continue to monitor demographics of students seeking services, including those who identify as LGBTQ+, to ensure access to care for all students. Outreach around testing services in the upcoming fiscal year will emphasize confidentiality of care and use focus group data to address other identified barriers.</p> <p><b>Individual(s) Responsible for Improvement Plan:</b> Kesha Billups</p> <p><b>Resources Needed:</b> Seek continued grant funding. Will work with community partners to request additional demographic data beyond what is currently provided.</p>

### AHRQ Benchmarking Goal

Student Health Services providers will achieve at least 5 points below the average (benchmark) for antibiotic prescriptions per 100 respiratory tract infection-related telemedicine visits in the Agency for Healthcare Research and Quality (AHRQ) Safety Program for Telemedicine Study during the 24-25 fiscal year.

**Outcome Status:** Active

**Assessment Period(s):** 2024 - 2025

### Mapping

Unit - Student Health Services: *(X indicates alignment)*

- **Provide high-quality, evidence based healthcare.** : Provide high quality healthcare and preventive services as assessed by evidence-based medical performance criteria, in support of organizational excellence. (Mason Strategic Outcome: Improved overall health and well-being of students) (X)

Assessment Method	Findings and Improvements
<p><b>Assessment Measure Name:</b> AHRQ telemedicine antibiotic use study</p>	<p><b>Findings Date:</b> 06/16/2025</p>

## Unit - Student Health Services: Assessment Report

Assessment Method	Findings and Improvements
<p><b>Description of Assessment Measure:</b> Benchmark (average) measure compares participating organizations' antibiotic prescriptions per 100 respiratory tract infection-related telemedicine visits.</p> <p>The study is a retrospective chart review of provider telemedicine visits with specific ICD-10 upper respiratory diagnosis codes to evaluate the appropriateness of antibiotic prescriptions based on published evidence-based guidelines.</p> <p><b>Assessment Measure Status:</b> Active</p> <p><b>Assessment Type:</b> Direct Measure</p> <p><b>Target:</b> 5 points or more below benchmark (average)</p>	<p><b>Findings:</b> Student Health Services performed 5 points or more below the Agency for Healthcare Research and Quality (AHRQ) Safety Program for Telemedicine Study benchmark in all months with data submitted. In general, our organization fell within the 6-18 percentile for respiratory tract infection visits with a prescribed antibiotic compared to other participating organizations. There were 74 visits in fiscal year study period from Jul. 1 - Nov. 30, 2024.</p> <p><b>Reporting Period:</b> 2024 - 2025</p> <p><b>Conclusion:</b> Target Met</p> <p><b>Individual(s) Responsible for Assessment:</b> Mary Davis, Karen Budd, Erin McCall</p> <p><b>Number of Students Assessed:</b> 74</p> <p><b>Analysis of Results:</b> An intentional program to evaluate antibiotic prescribing habits is instrumental in avoiding antibiotic overuse and misuse in healthcare. Overuse poses a threat to both individuals and public health because it contributes to antibiotic resistance, disrupts the microbiome, and increases health costs, harmful side effects and even the possibility of death.</p> <p>Telemedicine offers unique challenges to the appropriate prescribing of antibiotics. For example, providers are not able to perform a complete physical exam and have limited infrastructure to implement antibiotic stewardship interventions.</p> <p>Overall, Student Health found the total number of respiratory tract infection telemedicine visits was a smaller percentage of visits than expected. Looking at both in-person visits and telemedicine visits for antibiotic stewardship for respiratory tract infections would help to ensure appropriate stewardship practices benefit all patients.</p> <p><b>Supporting Documents:</b>  <a href="#">George Mason University Student Health Services_Quarter 2 Report 2025.pdf</a></p> <p><b>Charts &amp; Graphs:</b></p>

# Unit - Student Health Services: Assessment Report

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	<div data-bbox="793 203 1927 868"> <table border="1"> <caption>Antibiotic Prescriptions Per 100 RTI-Related TM Visits</caption> <thead> <tr> <th>Month</th> <th>Your Practice</th> <th>Benchmark</th> </tr> </thead> <tbody> <tr> <td>Mar 2024</td> <td>8.7</td> <td>35.4</td> </tr> <tr> <td>Apr 2024</td> <td>0</td> <td>42.6</td> </tr> <tr> <td>May 2024</td> <td>0</td> <td>32.1</td> </tr> <tr> <td>Jun 2024</td> <td>-</td> <td>24.3</td> </tr> <tr> <td>Jul 2024</td> <td>0</td> <td>25.7</td> </tr> <tr> <td>Aug 2024</td> <td>0</td> <td>14.7</td> </tr> <tr> <td>Sep 2024</td> <td>12.5</td> <td>28.5</td> </tr> <tr> <td>Oct 2024</td> <td>7.7</td> <td>35.5</td> </tr> <tr> <td>Nov 2024</td> <td>15</td> <td>37.2</td> </tr> </tbody> </table> </div> <p data-bbox="1081 898 1785 954"><i>Note: Months missing data points for Your Practice indicate that your practice reported no TM visits.</i></p> <p data-bbox="777 976 1228 1003"><b>ACTIONS &amp; IMPROVEMENT PLANS</b></p> <p data-bbox="777 1008 1963 1198"><b>Past Improvements:</b> Antimicrobial stewardship has been an ongoing effort at Student Health for the past 10 years. Initial efforts focused on prescribing habits for bronchitis and pharyngitis, which are other common respiratory illnesses. Participation with an American College Health Association benchmark study for the treatment of acute bronchitis provided a solid educational foundation using evidence-based guidelines for providers. Our current efforts utilized this knowledge in adapting to the virtual, telemedicine environment.</p>	Month	Your Practice	Benchmark	Mar 2024	8.7	35.4	Apr 2024	0	42.6	May 2024	0	32.1	Jun 2024	-	24.3	Jul 2024	0	25.7	Aug 2024	0	14.7	Sep 2024	12.5	28.5	Oct 2024	7.7	35.5	Nov 2024	15	37.2
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Assessment Method	Findings and Improvements
	<p><b>Future Improvements:</b> The AHRQ study continues into fall 2025 which will provide key feedback in support of antimicrobial stewardship efforts to support public health at George Mason. The AHRQ study applies only to telemedicine; however, in-person visits make up the majority of Student Health appointments. To complement the study findings, the CQI Coordinator plans to evaluate in-person visits separately in the 2026 fiscal year.</p> <p>Student Health will facilitate scheduling so that providers are able to attend live, educational webinars to increase topical knowledge on antibiotic stewardship in summer/fall 2025. Additionally, the clinic plans to implement a sustainability plan to promote continued attention to the topic in the next fiscal year.</p> <p><b>Individual(s) Responsible for Improvement Plan:</b> CQI Coordinator, providers at Student Health Services</p> <p><b>Resources Needed:</b> None indicated</p>