nccha
North Central College Health Association

NORTH CENTRAL COLLEGE HEALTH ASSOCIATION
STUDENT GRANT APPLICATION

Name of Institution: **University of North Dakota**   Date:**4/30/2013**

Address: **2891 2ⁿᵈ Ave. North Stop 9038-100 McCannel Hall, Grand Forks, ND 58202-9038**

Name of student organization requesting grant: **UND Student Health Advisory Committee**

Address: **2891 2ⁿᵈ Ave. North Stop 9038-100 McCannel Hall, Grand Forks, ND 58202-9038**
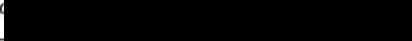
Name of Project: **Ask Me 3 at UND**

Project Coordinator (s):

Name	Phone	Email
Nicole Haese	**651-380-6933**	**nicole.haese@med.und.edu**

Health Services Director:

Name:	Phone	Email
Michelle Eslinger-Schneider	**701-777-3859**	**michelle.eslinger@email.und.edu**

Name of Applicant (please print): _Nicole Haese_

Signature of Applicant: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮   Date: _4·29·2013_
(electronic signature)

NORTH CENTRAL COLLEGE HEALTH ASSOCATION
STUDENT GRANT

FINANCIAL STATEMENT

We, _UND Student Health Services_ agree to provide _$1500.⁰⁰_
       (College or University)   (indicate dollar amount)

in support of _SHAC (Student Health Advisory Committee)_

███████ █████ ███████████   _04-29-2013_

Electronic Signature of Representative   Date

Director, UND Student Health Services

Title of Institutional Representative

Ask Me 3 at UND

Rationale: Students in college are starting a new time in their life, one of independence from their guardians. Along with this new found independence come many new experiences, one of which might be going to a medical provider or clinic alone for the first time. For some students if could be the first time they are trying to navigate the United States healthcare system. Inevitably, going to the doctor is going to be part of these student's lives now and for the rest of their life. Acquiring skills related to health care consumerism will not only help them in the here and now, but also in the future. Important skills include being able to communicate with health care providers to gain a clear understanding of what symptoms require a visit to the doctor and those that can be treated at home, along with how to properly take medicine. Open communication between patient and provider ensures that by the end of their appointment, the patient has a clear understanding of what their problem is, and what steps they need to take to relieve the problem.

The Ask Me 3 program was developed by the National Patient Safety Foundation as a tool to help improve health communication between patients and their providers. Patients who understand their providers instructions are more likely to take action, which could lead to better health outcomes and may reduce the number of call-backs and potentially missed appointment(4). By improving the communication between patient and provider there is also the chance to increase health literacy. This program encourages patients to ask their providers three basic questions: 1) What is my main problem?, 2) What do I need to do?, and 3) Why is it important for me to do this? (4).

Implementation of the Ask Me 3 program at the University of North Dakota Student Health Services (UND SHS) will be focused on student patients who are new to the clinic, and will help them gain skills that will aid them in effectively communicating with their healthcare provider. The number of patients the UND SHS serves each year is about 50% of the enrolled student body; currently there are 15,250 students enrolled at UND (6). There will always be a "first" visit for any patient just a matter of when; this program will assist not only those patients who are part of the project's focus cohort, but also

any future patients at the clinic. Implementation of the Ask Me 3 program is going to be a collaborative

effort between the UND Student Health Advisory Committee (SHAC) and UND SHS. In the context of

UND SHS, the program would extend beyond the medical providers and include pharmacists, nurses,

and any other personnel they would encounter at the clinic. Since these questions are merely a starting

point for the conversation that occurs between patient and provider. One concern might be, that by

potentially improving the communication between patient and provider; the conversations might be

longer leading to an increase in appointment time, but research done by Galliher *et al.,* and Mika *et al*.

has shown that implementation of Ask Me 3 did not increase the amount of time patients spend in the

provider's office. This program is needed at UND to help ease the potential anxiety of first time patients

and also to ensure that when first time patients completer their visit UND SHS they have a clear

understanding of what their responsibilities are to improve their health.

Effectively implementing this program will help increase the health literacy of patients. Health

literacy is defined by the National Library of Medicine and *Health People 2010* as the degree to which

individuals have the capacity to obtain, process, and understand basic health information and services

needed to make appropriate health decisions (5). Even people with strong literacy skills may have

trouble obtaining, understanding, and using health information. Low healthcare literacy negatively

impact students financially when they go to the doctor and perhaps could have cared for themselves at

home. Ask Me 3 will help students take control of their health and have the ability to determine when

they need to go to the doctor and when they do not. This program will help student patients to

communicate with their providers will aide them in becoming better consumers of healthcare services.

Low health literacy can also cause patients to incorrectly take their medicine. The Center for Health

Care Strategies Inc., revealed that on average only 50% of patients take their medicine as directed.

Patients with low health literacy are at a 50% increased risk of hospitalization compared with patients

who have adequate health literacy (4). These potential problems can be avoided by using the Ask Me 3

program.

Another budding problem is that patients now have the ability to search the internet, type in their symptoms and attempt to diagnose themselves. This ends up with many individuals assuming they have a serious health problem or are in need of invasive testing, labwork or unnecessary treatments. To counteract this, education in the doctor's office is necessary. By utilizing Ask Me 3 in the UND SHS, we will be helping students to become successful patients in the future.

Goal: Provide first time patients at UND SHS with tools that will help them communicate with healthcare professionals to enhance the effectiveness of the appointment, increase the student's health literacy, and provide skill building strategies that empower the students to be a better health care consumer. All of these together have the potential to increase the health of the patients, and as a result help them be successful academic students, increasing their chances of degree completion.

Objectives: The objectives for this program are twofold and address different domains: first time patients as well as providers. Ask Me 3 will provide patients with a helpful way to effectively communicate with their health care providers. By asking the questions that are part of the Ask Me 3 program, first time student patients will be able to articulate their diagnosis and treatment plan, including how to take any medication. Students will have a clear understanding of what changes to their current condition require follow-up care and the ability to determine when there is an emergency situation concerning their current health state. Through an effective marketing plan, students using UND SHS will be aware of the Ask Me 3 program. Providers will discern Ask Me 3 to be an effective use of appointment time and not increase appointment times. Providers will report that students are utilizing the Ask Me 3 program. Ask Me 3 will be seen as a useful tool by providers by aiding in communication with first time patients.

Target Audience: The target audience for this program is all first-time patients seeking services at UND SHS. Though information will be out for all patients to see, additional efforts will be made to target first-time patients. Advertising materials will be broadly visible within the clinic however, additional efforts will be made to target first time patients.

Activities: Activities associated with the Ask Me 3 program at UND will be focused within UND SHS. The program will be implemented at the beginning of the 2013 fall semester and last throughout the semester. A wide variety of marketing tactics will be used to ensure students are aware of the program. Signage will be utilized throughout the clinic in areas where student patients have the opportunity to view the marketing messages: waiting room, exam rooms, and the pharmacy. There will also be a sign in the pharmacy, since it is a place where many people ask questions. At the time of check-in, first time patients will be given a notepad with the three questions so they have a convenient reminder of what the three questions are, and some place to write down the answers. A three part blog will be written with each question being addressed individually, each blog will also include basic information about Ask Me 3 and why it is beneficial for students to use it. The blog will then be posted utilizing the well-developed Health and Wellness Unit blog site. Information about Ask Me 3 will be displayed on electronic screens that are visible in throughout the Health and Wellness Unit including the Wellness Center, the Health and Wellness Hub, and SHS.   Computers that are in each exam room will have a screensaver promoting Ask Me 3. The SHAC will work to collaborate with other organizations on campus to get the word out about the program, through presentations and attending meetings. Some potential collaborators include the Healthy UND Committee, UND Peer Educators, and University Life classes.

Expected Outcomes: Expected outcomes, for first time patients, will be assessed through a survey given to randomly selected first-time patients. Helpfulness of the program to patients will be assessed through the following outcomes.

- 80% students will agree or strongly agree that Ask Me 3 helped them communicate with their healthcare providers.

- 80% of first time patients will indicate that they have a clear understanding of their diagnosis, treatment plan, and how to take medication.

- 80% of first time patients will report that they clearly understand what follow-up care is necessary and the ability to identify an emergency situation.

- Students will identify how they learned about Ask Me 3.

Providers will be given a survey prior to implementation of the Ask Me 3 program and upon its completion to assess the effectiveness of the Ask Me 3 program. Pre-Ask Me 3 surveys will set a baseline for the provider's perceptions of how well students communicate during an appointment.

- 95% of providers will report that Ask Me 3 is not increasing the appointment times.

- 90% of providers will indicate how many patients initiated the use of Ask Me 3 with them during an appointment.

- 90% of providers will indicate that the Ask Me 3 program helps communication with students.

- 90% of providers will agree that the Ask Me 3 program is useful to them as healthcare professionals.

A sample survey is attached; additional questions will be added to the survey to specifically address the first-time patients experience at the clinic and their utilization of Ask Me 3. Additionally, a brief survey will be developed to use with the provider team.

Projected date of completion: The end of fall semester 2013, December 20th 2013.

Proposed Budget:

Item	Quantity	NCCHA	UND
Exam Room Signs- 11x17	20	$3.00	
Large Signs- 22x28 on Foam Core	2	$40.00	
Notepads for First-Time Patients	~3,000	$457.00	$500.00
Screen Saver/Electronic Screens	-	$0	$0
Blog	-	$0	$0
Total		$500.00	$500.00

References:

1. Center for Health Care Strategies, Inc. Health Literacy and Understanding Medical Information Fact Sheet. 2005.

2. Galliher, J., Post, D., Weiss, B., Dickinson, L. M., Manning, B., Staton, E., Pace, W. (2010). Patients' question-asking behavior during primary care visits: A report from the AAFP national research network. *Annals of Family Medicine, 8*(2), 151-159.

3. Mika, V., Wood, P., Weiss, B., & TreviÃƒÂƒo, L. (2007). Ask me 3: Improving communication in a hispanic pediatric outpatient practice. *American Journal of Health Behavior, 31 Suppl 1*, S115-S121.

4. National Patient Safety Foundation. (2013). Ask me 3. Retrieved January, 2013, from http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/

5. Ratzan S.C., P. R. M. (2000). Introduction. In Selden CR, Zorn M, Ratzan SC, Parker RM (Ed.), *National library of medicine current bibliographies in medicine: Health literacy*. Bethesda, MD: National Institutes of Health, US Department of Health and Human Services.

6. UND Office of University Relations. (2012). UND student body profile 2013-2013. Retrieved April, 2013, from http://und.edu/university-relations/student-profile/index.cfm

SHS Satisfaction & Outcomes

This survey is currently LOCKED to prevent invalidation of collected responses! Please <u>unlock</u> your survey to make changes.

Default Question Block

Q1

Which of the following services did you utilize at your most recent visit to UND Student Health Services? (Check all that apply)

- [ ] Nursing Staff
- [ ] Medical Provider (Physician, Nurse Practitioner, Physician Assistant)
- [ ] Mental Health Provider (Psychiatrist, Mental Health Nurse Practitioner)
- [ ] Pharmacy
- [ ] Lab
- [ ] X-ray
- [ ] Dietitian
- [ ] Insurance/Billing

Q2

How satisfied were you with the quality of care you received at UND Student Health Services?

- ○ Very Dissatisfied
- ○ Dissatisfied
- ○ Neutral
- ○ Satisfied
- ○ Very Satisfied

Q3

Which of the following diagnoses' did you have? (Check all that apply)

- [ ] Upper respiratory (e.g., ears, nose, throat, sinus, allergies, cough and cold-related symptoms)
- [ ] Gastro-intestinal (e.g., nausea/vomiting, heartburn, abdominal pain, constipation, diarrhea)
- [ ] Injury (e.g., sprain, muscle strain, broken bone, cut/stitches)
- [ ] Neurologic (e.g., headache, other nervous system concerns)
- [ ] Mental health (e.g., stress, anxiety, depression, panic attacks, ADD/ADHD)
- [ ] Substance use (e.g., tobacco, alcohol/drug concerns)
- [ ] Women's health (e.g., contraception, pap smear, pelvic exam, STD, sexual concerns)
- [ ] Men's health (e.g., STD, sexual concerns)
- [ ] Dermatology (e.g., acne, rash, wound care, itch)
- [ ] Immunizations/allergy shots
- [ ] Other (please specify)

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Other (please specify) Is Selected

Q27

Please specify your diagnosis:

Q4 Please indicate your level of agreement with the following statement regarding today's visit: - Services were provided to me in a timely manner.

- ○ Strongly Disagree
- ○ Disagree
- ○ Neither Agree nor Disagree
- ○ Agree
- ○ Strongly Agree
- ○ × Not Applicable

Q5 Please indicate your level of agreement with the following statement regarding today's visit: - The staff treated me in a courteous and respectful manner.

- ○ Strongly Disagree
- ○ Disagree
- ○ Neither Agree nor Disagree
- ○ Agree
- ○ Strongly Agree
- ○ × Not Applicable

Q6 Please indicate your level of agreement with the following statement regarding today's visit: - My health concerns were fully addressed.

- ○ Strongly Disagree
- ○ Disagree
- ○ Neither Agree nor Disagree
- ○ Agree
- ○ Strongly Agree
- ○ × Not Applicable

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Upper respiratory (e.g., ears, nose, throat, sinus, allergies, cough and cold-related symptoms) Is Selected

Q7 To what extent do you understand your diagnosis and treatment plan for upper respiratory (e.g., ears, nose, throat, sinus, allergies, cough and cold-related symptoms)?

- ○ Completely
- ○ Mostly
- ○ Somewhat
- ○ Not Very Much
- ○ Not At All

Q8

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Gastro-Intestinal (e.g., nausea/vomiting, heartburn, abdominal pain, constipation, diarrhea) Is Selected

To what extent do you understand your diagnosis and treatment plan for gastro-intestinal (e.g., nausea/vomiting, heartburn, abdominal pain, constipation, diarrhea)?

○ Completely

○ Mostly

○ Somewhat

○ Not Very Much

○ Not At All

Q9

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Injury (e.g., sprain, muscle strain, broken bone, cut/stitches) Is Selected

To what extent do you understand your diagnosis and treatment plan for your injury (e.g., sprain, muscle strain, broken bone, cut/stitches)?

○ Completely

○ Mostly

○ Somewhat

○ Not Very Much

○ Not At All

Q10

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Neurologic (e.g., headache, other nervous system concerns) Is Selected

To what extent do you understand your diagnosis and treatment plan for your neurologic (e.g., headache, other nervous system concerns) condition?

○ Completely

○ Mostly

○ Somewhat

○ Not Very Much

○ Not At All

Q11

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Mental health (e.g., stress, anxiety, depression, panic attacks, ADD/ADHD) Is Selected

To what extent do you understand your diagnosis and treatment plan for mental health (e.g., stress, anxiety, depression, panic attacks)?

○ Completely

○ Mostly

○ Somewhat

○ Not Very Much

○ Not At All

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Substance use (e.g., tobacco, alcohol/drug concerns) Is Selected

Q12

To what extent do you understand your diagnosis and treatment plan for substance use (e.g., tobacco, alcohol/drug concerns)?

- ○ Completely
- ○ Mostly
- ○ Somewhat
- ○ Not Very Much
- ○ Not At All

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Women's health (e.g., contraception, pap smear, pelvic exam, STD, sexual concerns) Is Selected

Q13

To what extent do you understand your diagnosis and treatment plan for women's health (e.g., contraception, pap smear, pelvic exam, STD, sexual concerns)?

- ○ Completely
- ○ Mostly
- ○ Somewhat
- ○ Not Very Much
- ○ Not At All

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Men's health (e.g., STD, sexual concerns) Is Selected

Q14

To what extent do you understand your diagnosis and treatment plan for men's health (e.g., STD, sexual concerns)?

- ○ Completely
- ○ Mostly
- ○ Somewhat
- ○ Not Very Much
- ○ Not At All

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Dermatology (e.g., acne, rash, wound care, itch) Is Selected

Q15

To what extent do you understand your diagnosis and treatment plan for dermatology (e.g., acne, rash, wound care, itch)?

- ○ Completely
- ○ Mostly
- ○ Somewhat
- ○ Not Very Much
- ○ Not At All

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Immunizations/allergy shots Is Selected

Q16

To what extent do you understand your diagnosis and treatment plan for immunizations/allergy shots?

○ Completely

○ Mostly

○ Somewhat

○ Not Very Much

○ Not At All

Display This Question:
If Which of the following diagnoses' did you have? (Check al... Other (please specify) Is Selected

Q17

To what extent do you understand your diagnosis and treatment plan for your other condition?

○ Completely

○ Mostly

○ Somewhat

○ Not Very Much

○ Not At All

Q18

Do you have any comments about your visit or Student Health Services?

○ Yes (please share)

○ No

Display This Question:
If Do you have any comments about your visit or Student Heal... Yes (please share) Is Selected

Q26

Comments about your visit or Student Health Services:

Q19

What is your gender?

○ Male

○ Female

○ Other

Display This Question:
If What is your gender? Other Is Selected

Q25

If gender is "other," please specify:

Q20

With what race/ethnicity do you identify? (Check all that apply)

- Asian or Pacific Islander
- Black/African American
- Hispanic/Latino/a
- Native American or Alaskan Native
- White/Caucasian
- Other (please specify)

Q21

How old are you?

Q22

What type of student are you?

- Undergraduate
- Graduate/Professional

Q23

Are you an international student?

- Yes
- No

Q24

If you would like to be contacted regarding your feedback, please provide your name and contact information:

First Name

Last Name

Email

Phone

Address