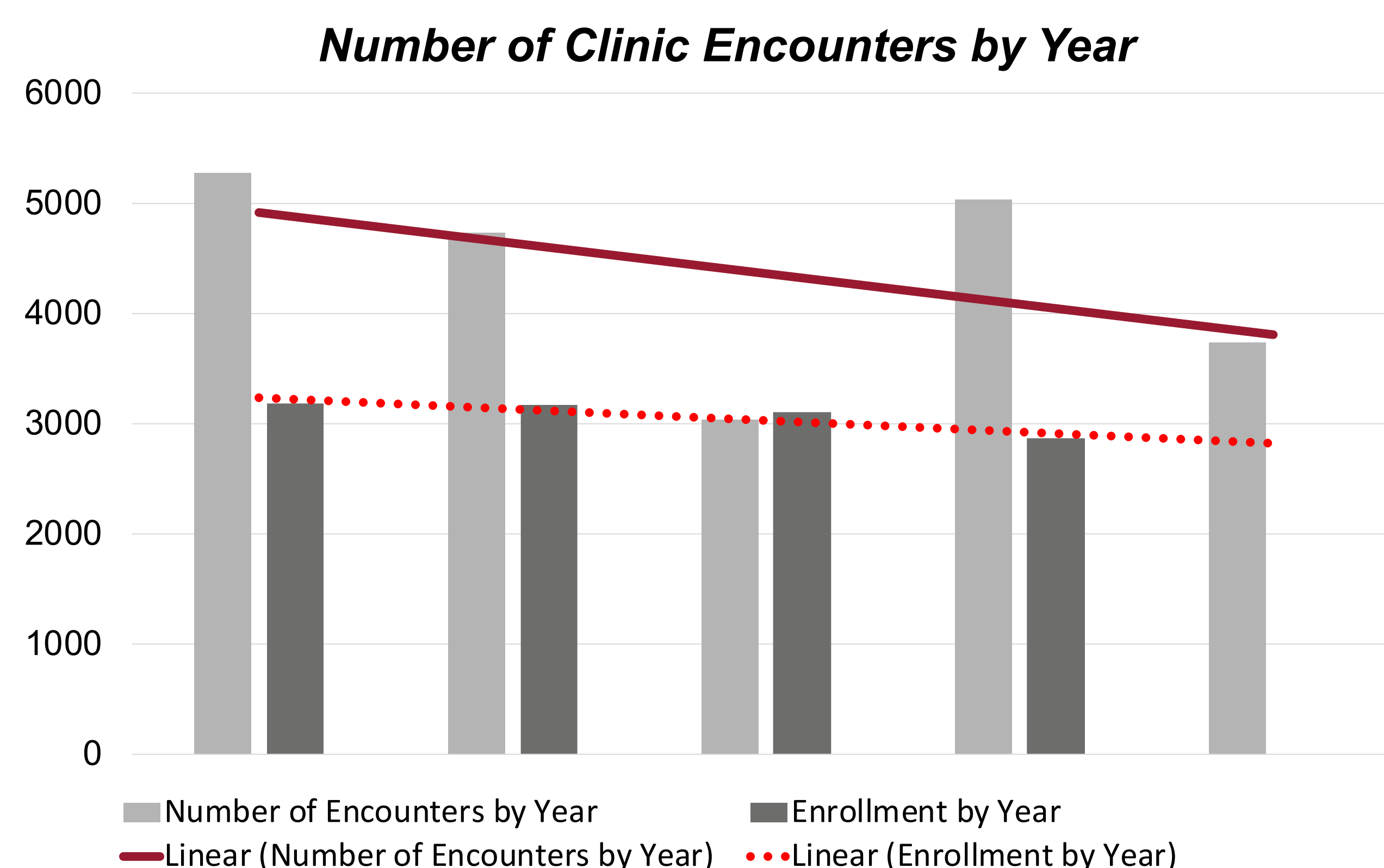


Background

- 49% of students at private institutions do not use university health services (American College Health Association, 2018)
- Universities have no federal or state requirements to provide health services
- Campus clinics are advantageous as students who use health services complete their courses at a higher rate than the general student population (Romo & Luurs, 2021)
- A private Christian university in the Midwest has a full-service clinic staffed by nurse practitioners, registered nurses, and students
- Clinic management reports that students underutilize its services
- Clinic encounters declined over five years, except 2021 due to COVID-19



Purpose

To increase student utilization of the university clinic by reducing students' perceived barriers to accessing services.

Method

- The Perceived Barriers to Health Services Access at the University Clinic survey was created from literature findings since a reliable and valid tool was not available
- Undergraduate students 18-24 years were recruited via word of mouth, text messages, and emails
- Students completed survey electronically. $n=265$ (9.3%)

Interventions to address perceived barriers

- Modification of clinic admission intake process
 - Student nurses' role change
- Modification of documentation
 - Admission intake assessment template
 - Predetermined text

Outcome Measurements

- Pre and post intervention monthly encounter rates
- Pre and post intervention annual sexually transmitted disease (STD) test rates

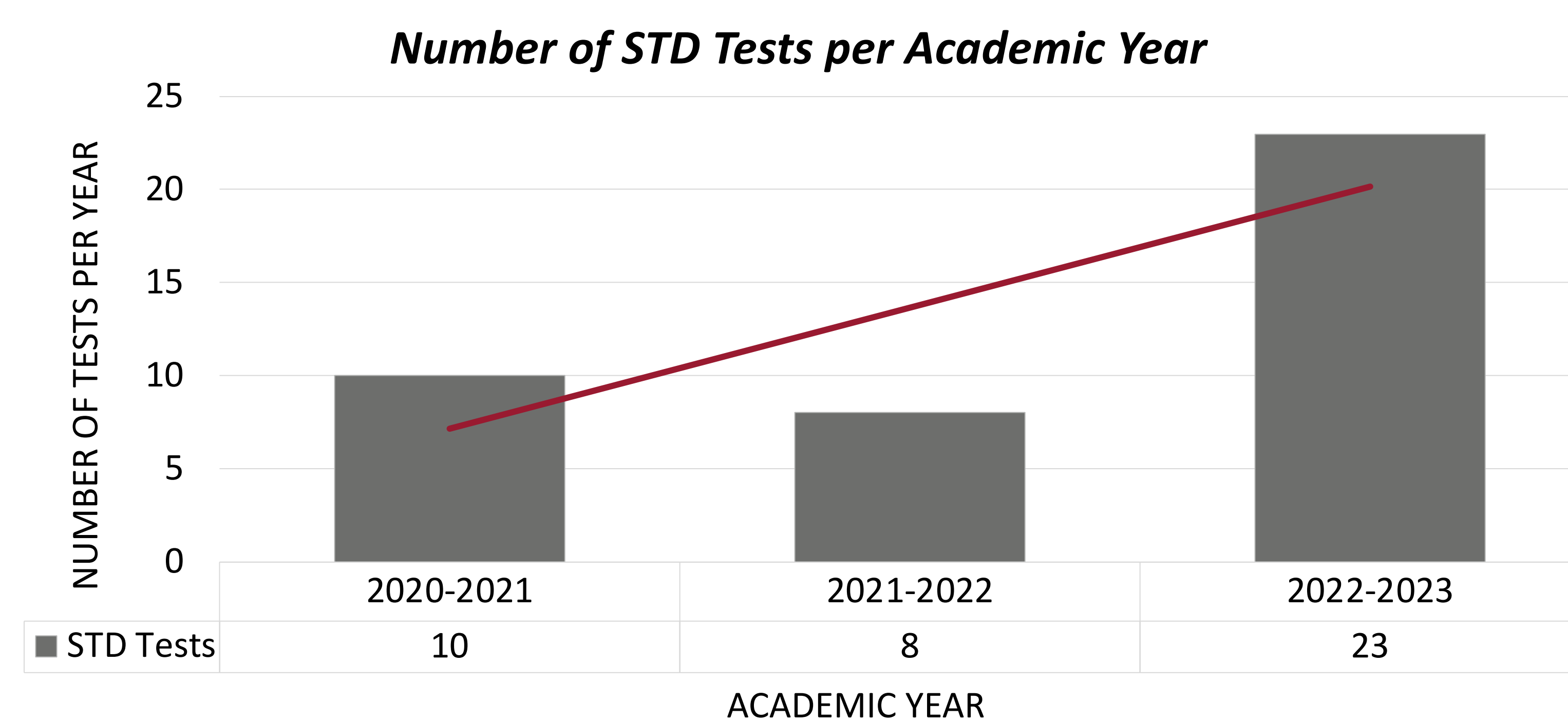
Results

Percentage of Agreement with Barrier Statements

Barrier Statements	
I fear judgment from the student nurses in the clinic	33.6%
The clinic location is not conducive to privacy	33.2%
The clinic hours are not convenient	29.8%
I fear disciplinary action from the university	28.3%
The clinic services are too expensive	26.0%
I fear judgment from the clinic staff	24.9%
I fear judgment from my peers	24.2%
I am concerned about my privacy during my clinic visit/examination	22.3%
I am concerned my information will not be kept confidential	21.9%
The clinic does not take my insurance	21.5%
The clinic does not offer the services I need	18.1%
I am concerned my parent/guardian will be informed of my clinic visit	15.1%

Encounter Rate Statistical Analysis: Two-Sample Assuming Unequal Variances

	2022-2023	2018-2022
Mean	400.875	494.1875
Variance	35786.125	77994.41532
Observations	8	32
Df	16	
$p(t \leq t)$ two-tail	0.278217016	



Discussion

- The t -test analysis indicates the modification of the admission intake assessment and documentation did not significantly increase the clinic monthly encounter rate
- The quantity of STD tests increased nearly three-fold after modification of the student's role

Limitations

- Additional interventions needed to address students' perceived barriers
 - Lack of funds and university support did not allow for full project development and implementation
- The opportunity for observation, implementation, and evaluation was limited because clinic was closed during the summer and for 3 weeks between Fall and Spring semesters

Conclusion

- The identification of perceived barriers to health service access guided the development of interventions to address the barriers
- The mean monthly encounter rate did not increase following documentation modification
 - Redundancy should decrease and documentation efficiency increase, allowing RNs have more time to develop positive relationships with students seeking care.
 - Ideally, student trust in the clinic staff will increase
- The rate of STD tests tripled post-implementation, indicating that the intervention to decrease the barrier of "I fear judgment from the student nurse" was successful

Recommendations

- A survey tool with proven validity and reliability data is needed to assess student-perceived barriers accurately
- A more extended evaluation period is required to show the statistical significance of outcome measures
- Additional interventions to address student-perceived barriers would improve the project's impact of the project
- Post-implementation administration of the survey could validate intervention effectiveness