Our Vision
Students are actively engaged as partners in maintaining their health.

Our Mission
To provide, promote and support services that integrate individual health, education for health, prevention of disease, clinical treatment for illness and public health responsibilities consistent with the educational mission of the University.

Core Values
We value our integrity, teamwork, and professionalism.

We value our students, our community, and our colleagues.

We value student-focused integrated care, student learning outcomes and community engagement.

We value our responsibilities to encourage campus health and act as good stewards of University resources.

We value our role in supporting the academic mission of the University by creating a healthy campus community, including students who are informed consumers of health care.

Strategic Goals

STRATEGIC GOAL 1:
CULTIVATE A TEAM WHICH VALUES CUSTOMER SERVICE AND SUPPORTS THE MISSION OF THE UNIVERSITY.
• Action Item 1.1: Recruit, develop and retain staff committed to the advancement of LSU.
• Action Item 1.2: Strengthen the sense of teamwork and customer focus within SHC.
• Action Item 1.3: Encourage cross training of staff.
• Action Item 1.4: Engage the entire organization in an annual strategic planning process, and ensure that the organization has agreed to mission and values statements.

STRATEGIC GOAL 2:
POSITIVELY CONTRIBUTE TO THE HEALTH AND WELLNESS OF THE CAMPUS COMMUNITY.
• Action Item 2.1: Continue to provide exemplary health outreach activities and programming.
• Action Item 2.2: Provide immunization services like flu vaccines to the entire campus as appropriate.
• Action Item 2.3: Stand ready to act as responder to any campus community outbreaks or health crises.
• Action Item 2.4: Continue involvement in the College Health Surveillance Network to be aware of and responsive to pending health threats and concerns.

STRATEGIC GOAL 3:
STRENGTHEN CAMPUS AND COMMUNITY PARTNERSHIPS.
• Action Item 3.1: Encourage collaboration with community partners to enhance programs like Take Back the Night and the St. Vincent de Paul Pharmacy.
• Action Item 3.2: Identify new ways to effectively engage in collaborations across campus and within the community.
• Action Item 3.3: Continue to be actively involved in professional organizations like the American College Health Association (ACHA), the Southwest College Health Association (SWCHA), and others that serve to enhance our organization.
STRATEGIC GOAL 4: PROVIDE EXEMPLARY INTEGRATED HEALTH CARE.

- Action Item 4.1: Seek innovative ways to create and utilize additional space to better meet the needs of the campus.
- Action Item 4.2: Continue to meet and exceed the standards necessary for accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Action Item 4.3: Seek opportunities to redeploy mental health screening as part of standard medical services intake process.
- Action Item 4.4: Through the effective use of technology and innovative appointment scheduling, work to ensure that students are seen within a 24-36 hour window.
- Action Item 4.5: Protect patient privacy and ensure that records are properly, securely and accurately maintained.
- Action Item 4.6: Ensure that health service providers are current on their training and certifications.
- Action Item 4.7: Ensure that the facilities and equipment necessary to meet student needs remains state of the art.

STRATEGIC GOAL 5: CONTINUE TO BE GOOD STEWARDS OF CAMPUS RESOURCES AND SEEK FISCAL EFFICIENCIES WHERE POSSIBLE.

- Action Item 5.1: Effectively and efficiently process insurance forms.
- Action Item 5.2: Explore the possible expansion of insurance processing to include policies commonly utilized by the student body, weighing the positive and negative changes this additional work would bring to ensure a solid return on investment.
- Action Item 5.3: Increase overall usage of Student Health Center resources, especially those like the Pharmacy which are not hampered by facility limitations.
- Action Item 5.4: Establish a comprehensive, dynamic quality improvement plan to ensure adherence to best practices, manage risk, and ensure HIPAA compliance.
- Action Item 5.5: Ensure that expenditures are necessary to the goals of the Health Center and are in accordance with established policies.

STRATEGIC GOAL 6: ENRICH THE EDUCATION EXPERIENCE, AND PROMOTE AN INFORMED AND HEALTHY STUDENT BODY.

- Action Item 6.1: Identify and implement innovative ways to educate the student body on healthy choices.
- Action Item 6.2: Continue to rely upon peer training and enrichment like the peer education organization, the Student Health Advocates.
- Action Item 6.3: Continue to mentor graduate and undergraduate students through student employment, independent study, and practicum and internship opportunities.

STRATEGIC GOAL 7: RESPOND QUICKLY TO CHANGE AND EMBRACE INNOVATION.

- Action Item 7.1: Implement fully available updates to the electronic clinic system, including aspects of scheduling and the health record.
- Action Item 7.2: As technology changes the functions of units, reassess facility design and layouts and personnel training to ensure efficient flow of processes.
- Action Item 7.3: Create a culture within the organization that seeks innovation and the constant improvement to service offerings.