

Louisiana State University
Student Health Center
Strategic Plan 2025

Vision

Students as active partners in maintaining their health and wellness.

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.

Goal 1: To ensure student access to quality, cost-effective, collaborative health care.

- Maintain accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Establish and enrich collaborative care teams to enhance services and to ensure resources are inclusive.
- Improve access by proactively managing complex cases, referring to the appropriate levels of care, and restructuring programs and services to be student-centered.
- Identify strategies to keep services affordable to students and to ensure long-term financial viability, including the implementation of third party insurance billing.

Goal 2: To facilitate programming, outreach, environmental change and policy development to promote student wellness and ultimately to support retention, academic success.

- Target and diversify communications, employing multiple social media platforms and a web presence with accessible content, to educate the campus community and expand awareness of services.
- Expand prevention and support services related to sexual violence, including the implementation of bystander intervention training, to support the University's We're Committed campaign and ensure compliance with Title IX.
- Enhance collaboration with campus and community partners to establish evidenced-based, data-driven, best practices that advance public health and wellness.

Goal 3: To provide paraprofessionals with opportunities for learning and development which promote intellectual growth, effective communication, ethical behavior, career decision-making and leadership development.

- Provide internship and practicum opportunities in all service areas.
- Implement a developmental model of training based individual growth through the duration of their experience.

- Recruit, train and evaluate peer educators and engage them in assessment, marketing, programming and outreach.

Goal 4: To recruit, develop, and support talented, diverse staff adequate in number to meet student need and provide a rewarding, supportive, and safe environment in which to work.

- Adjust staff salaries as appropriate to commensurate with those at peer institutions and support retention.
- Encourage professional growth by providing opportunities for continuing education and cross-training.
- Provide clarity and transparency about priorities, roles, and responsibilities across the whole organization through a robust orientation and evaluation process.
- Further develop policies and procedures to provide not only business continuity but also safety and emergency management processes to ensure a safe work environment.

Goal 5: To invest in facilities, equipment and technological innovation to support student need, efficiency of operation, security and integrity of electronic health records, quality of care and communication.

- Complete post-fire renovations to the building, enhancing facilities as appropriate within the scope of the project.
- Continue to expand Mediacat capability to support student compliance and access, including text messaging for appointments and notifications as well as mobile self-check-in from personal devices.
- Establish necessary interfaces to support continuity of care, including an interface with the Louisiana immunization registry and the new Student Information Systems (SIS).
- Standardize hardware and software configuration, capitalizing on University-negotiated prices, to efficiently develop and support a secure, but accessible, computing infrastructure, and to ease secure electronic communication between units and individuals.