

## **5.5 SP1 Appendix C**

### **Massachusetts Public Schools School Health Care Services**

#### **Suggested Best Practice Guidelines: Health Services Utilization Continuous Quality Improvement (CQI) Activity**

The pages that follow were developed to provide guidelines for Massachusetts districts that select Health Services Utilization as their required annual continuous performance improvement (CQI) activity for the Massachusetts Department of Public Health, Essential School Health Services (ESHS) Grant.

Healthmaster wishes to especially thank Marjorie McEtrick-Maloney for all of her time and effort contributed to this project.

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## Intent

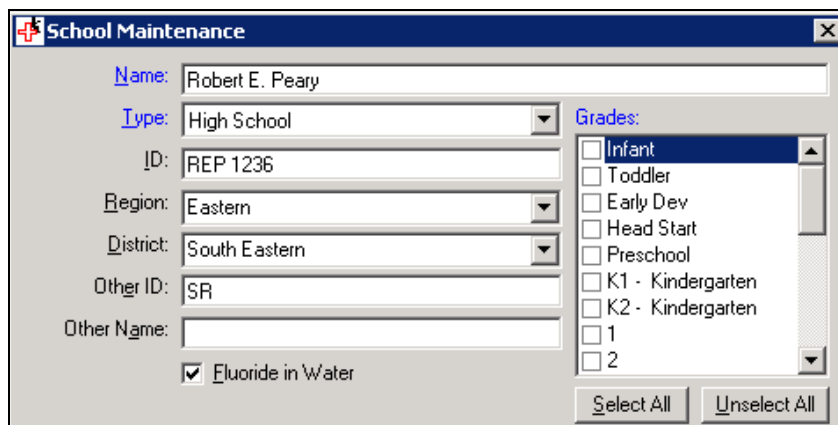
The intent of this document is to provide direction for Massachusetts ESHS districts using HealthOffice to demonstrate the breadth and value of health services delivered to students in the school. This Best Practice Guideline (Appendix C) is intended to build upon the data entry requirements described in the Best Practice Guideline (Appendix A) for the MA Monthly Activities Report (904 Report). If adhered to, both Massachusetts Best Practice Guidelines will result in reports which will provide invaluable descriptive data that may be used to evaluate school health services programs.

Following this guideline will ensure optimal results to analyze the seven specific questions asked in the MA Utilization CQI activity which were first identified in 2004 by the ESHS Evaluation Advisory Committee. The MA Department of Public Health School Health Unit requires submission of this CQI activity by the Nurse Leader at the completion of the school year. However, periodic review of the QI reports (1301-1314) during the school year will assist in the identification of trends as well as opportunities to re-allocate or request additional staff using objective data. Annually, the data may be very useful in supporting budget recommendations to demonstrate appropriate funding for school health care services.

## Assumptions

To make these guidelines work correctly the following must be done:

1. All Districts who expect to run the CQI reports **must** have a District Name entered within the Admin Program\Security\Manage Schools\School Maintenance screen. If no District Name has been entered for at least one school, the Users will receive an "Error Occurred" message and none of the reports will not generate. The CQI reports look for the first District Name and pull it into the appropriate report.



The screenshot shows a window titled "School Maintenance" with the following fields and options:

- Name: Robert E. Peary
- Type: High School (dropdown menu)
- ID: REP 1236
- Region: Eastern (dropdown menu)
- District: South Eastern (dropdown menu)
- Other ID: SR
- Other Name: (empty text box)
- Fluoride in Water
- Grades: (checkbox list)
  - Infant
  - Toddler
  - Early Dev
  - Head Start
  - Preschool
  - K1 - Kindergarten
  - K2 - Kindergarten
  - 1
  - 2
- Select All (button)
- Unselect All (button)

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## Assumptions *continued*

- Careful attention must be given to the Examiners' position. The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. The report will only pull data entered by Examiners who have the position of:

- APRN
- ARNP
- CRNP
- Health Tech./Aide
- LPN
- LPN – Dept. of Health
- Nurse
- Nurse (Certified)
- Nurse Practitioner
- Nurse's Aide
- RN
- RN – Dept. of Health
- Substitute Nurse

**For example:** If the Examiner has the position of Secretary, data entered by the Secretary will not be counted in this CQI.

- The "status" (normal/deleted/transferred) of all students is correct. It is vital that only the students who are currently enrolled are the ones marked as "normal" in Healthmaster.

It may be helpful to pull a list of students using your administrative database (Power School/Rediker, etc.) and compare it with the Name List (Report #101 in HealthOffice) and do a cross-check of the names. You want to set the Selection Criteria of Report # 101 to include deleted and transferred students; this enables you to view how all of your students are listed within HealthOffice. You can correct their "status" if needed. Students who are no longer in your district should be marked either as transferred or deleted, whichever is your district preference.

**For example:** If you have a building enrollment of 520 students, and you have 780 students in a "Normal" status" within the HealthOffice data base, you may not have accurate data results, because you have too many students.

- Make sure your users are careful with the time in/time out. The time frame should accurately reflect the length of the visit.
- All MA required screenings (hearing, vision, growth and scoliosis (postural) are entered.

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## Assumptions *continued*

6. All Counseling Sessions are entered.
7. All Office Visits (all types) for students are documented in the computer.
8. All immunization dose administrations are entered.
9. All medications (PRN, Standing Orders, and Scheduled) are entered in HealthOffice with the appropriate Classification field completed.
10. All Special Problems (e.g. seizures, asthma, diabetes) and their related Special Needs (e.g. seizure observance, peak flow, ketone check, blood glucose check) are entered (via Maintenance) into HealthOffice and administered from the appropriate screen (either via the Quick Events drop-down list on the top right hand corner of the screen, or through Individual Items).

**Remember:** A Special Problem occurs only once, and the Special Need may change. Once you have identified a student to have a Special Problem, (e.g. diabetes) thereafter, it does not need to be entered each year.

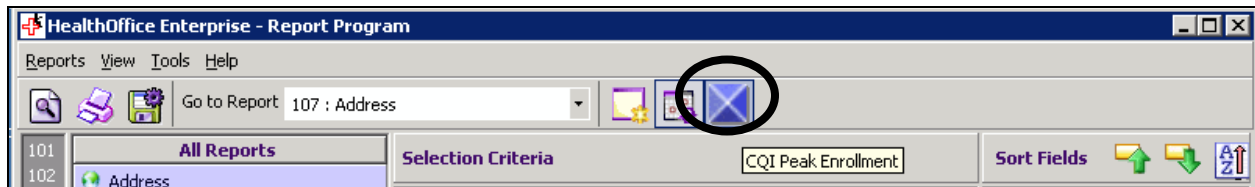
11. Use the RAD (Results/Outcomes, Actions and Dispositions). Remember, an event should only have one disposition documented, and only the first one found is counted.
12. The “Other” category is used sparingly and only when absolutely necessary to describe the encounter or related actions.
13. Obtain the MDESE (MA Department of Elementary and Secondary Education) October 1<sup>st</sup> enrollment numbers for each school in the district as well as the district’s total (in-district) enrolment.

These enrollment numbers are prepared at the district level by October 1<sup>st</sup> and should be available by contacting the Superintendent’s Office or Information Systems Department.

The October 1<sup>st</sup> enrollment numbers are required for many reports at the local, state and federal levels. The enrollment number will need to be entered when a field named *Peak Enrollment* appears in questions 1, 2, 3 and 6. The enrollment numbers are necessary to ensure accurate percentages in these questions.

## Peak Enrollment

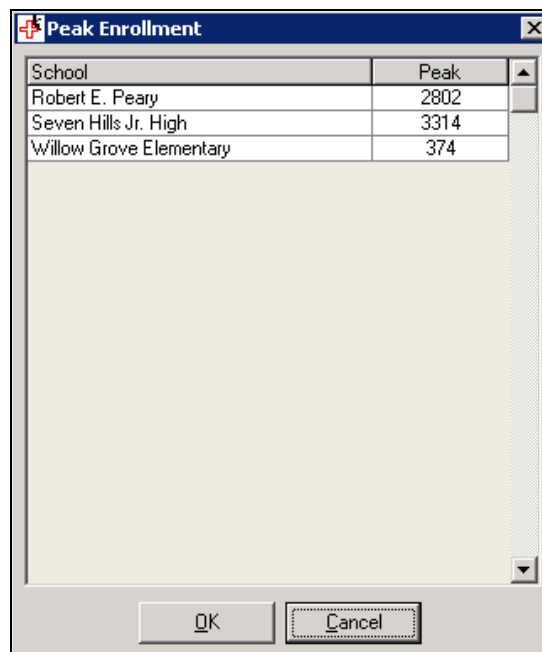
For the 5.5 SP1 release, Healthmaster has added a place to enter the Peak Enrollment within the HealthOffice Reports program.



When the new toolbar icon is selected a *Peak Enrollment* screen is displayed. The screen allows an authorized user (usually the Lead Nurse or District Supervisor) to enter the Peak Enrollment numbers for each school within the district. Massachusetts districts who participate and track the CQI benchmark questions normally know what their October 1<sup>st</sup> peak enrollment numbers are for each school.

The intent is that each year when the reports are run an authorized user will enter the Peak Enrollment once for all schools within a District. This will eliminate the need for each nurse within the district to have to enter their school's peak enrollment numbers, as this way one person will only need to enter all needed enrollment numbers. Nurses who are not authorized as an "Admin User" (as described above) will not be able to see the new CQI Peak Enrollment icon on the toolbar.

When the Lead Person logs into the Reports program and selects the CQI Peak Enrollment icon from the toolbar, the *Peak Enrollment* screen is displayed listing all schools the authorized User is allowed to view. This is why this icon can only be seen by an authorized "Admin User", as they are normally authorized to view all schools and can therefore enter the peak enrollment numbers required. These numbers are saved, but may be adjusted by an Authorized user at any time.



Specific questions reference these numbers when calculating and providing percentages based on school enrollment. For example the first three questions all require the peak enrollment representing the total number of students in each school.

**Question 1:** What is the percentage of enrolled students who received health services at least once during the School year?

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**How Question 1 is calculated by the HealthOffice program:**

Any student who received services at least once for an event of:

1. Office Visits\*
2. Special Need Admin. (if not checked as missed)
3. Prescription Admin. (whether Scheduled or PRN) (if not checked as missed)
4. Standing Order Admin.
5. Immunization Dose Admin.
6. Hearing Exam
7. Growth Exam
8. Scoliosis Exam
9. Vision Exam

\* All Office Visit Types are counted with the exception of those listed below, as they do not represent the actual “physical presence of the student” utilizing school health services for the purpose of this CQI.

- 504 Conference
- Employee Health
- Faculty Conference
- IEP Meeting
- Medical Doctor Athlete
- Medical Doctor EPSDT
- Medical Doctor Visit
- Multidiscipline Conference
- Parent/Guardian Conference
- Parent/Guardian Contact
- Phone Contact
- Physician Consultation
- Referral Conference
- Staff In-Service
- Staff Meeting
- Student Conference

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

**To see the results of Question 1:**

- Select Report 1301 for the District
  - Select Report 1302 for the School(s).
-

**Question 2:** What is the percentage of enrolled unique students who received health services in the following categories of (a) Office Visits, (b) Unduplicated Student visits for medication administrations, (c) Health needs and problems, (d) Screenings?

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**How Question 2 is calculated by the HealthOffice program:**

**(a) Office Visits:**

Any student who received services at least once for an event of:

- Office Visits\*
- Special Need Admin. (if not checked as missed)
- Prescription Admin. (whether Scheduled or PRN) (if not checked as missed)
- Standing Order Admin.
- Immunization Dose Admin.
- Hearing Exam
- Growth Exam
- Scoliosis Exam
- Vision Exam

\* All Office Visit Types are counted with the exception of those listed below, as they do not represent the actual “physical presence of the student” utilizing school health services for the purpose of this CQI.

- |                              |                              |
|------------------------------|------------------------------|
| • 504 Conference             | • Parent/Guardian Conference |
| • Employee Health            | • Parent/Guardian Contact    |
| • Faculty Conference         | • Phone Contact              |
| • IEP Meeting                | • Physician Consultation     |
| • Medical Doctor Athlete     | • Referral Conference        |
| • Medical Doctor EPSDT       | • Staff In-Service           |
| • Medical Doctor Visit       | • Staff Meeting              |
| • Multidiscipline Conference | • Student Conference         |

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

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## **Question 2 *continued***

### **(b) Unduplicated Student Visits for Medication Administrations**

This data includes the number of unique students who received a medication administration at least once.

**Note:** This includes **ALL** medications, whether Scheduled, PRN or Standing Orders administration events.

### **(c) Health needs and problems**

Includes data for the following events:

- Special Need Administrations
- Immunization Dose Administrations
- Counseling Sessions.

#### **Special Need Admin:**

- Includes the number of unique students who received a Special Need Administration.

#### **Immunization Dose Admin:**

- Includes the number of unique students who received an Immunization Dose Administration.

#### **Counseling Sessions:**

- Includes the number of unique students who received a Counseling Session

### **(d) Screenings**

Includes the number of unique students who received any one of the following health screenings:

- Growth Exam
- Hearing Exam
- Scoliosis Exam
- Vision Exam

#### **To see the results of Question 2:**

- Select Report 1303 for the District
- Select Report 1304 for the Schools(s).

### Question 3: What is the average number of encounters per Student?

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#### How Question 3 is calculated by the HealthOffice program:

All Office Visit Types are counted with the exception of those listed below, as they do not represent the actual “physical presence of the student” utilizing school health services for the purpose of this CQI.

- 504 Conference
- Employee Health
- Faculty Conference
- IEP Meeting
- Medical Doctor Athlete
- Medical Doctor EPSDT
- Medical Doctor Visit
- Multidiscipline Conference
- Parent/Guardian Conference
- Parent/Guardian Contact
- Phone Contact
- Physician Consultation
- Referral Conference
- Staff In-Service
- Staff Meeting
- Student Conference

The program counts the number of office visits and medication administrations completed for students. It excludes students marked as deleted and automatically includes events for student marked as transferred, if the service was provided within the date range set in the report’s Selection Criteria.

In addition, the report also includes counts from:

- Immunization Dose Admin
- Counseling Sessions
- Special Need Administrations.

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

#### To see the results of Question 3:

- Select Report 1305 for the District
  - Select Report 1306 for the School(s).
-

**Question 4:** How many students use the Health Service (a) Fewer than 5 times a year, (b) 5-10 times a year, (c) 11-20 times a year (d) greater than 20 times a year?

---

**How Question 4 is calculated by the HealthOffice program:**

This question excludes:

- All Medication administrations (Prescriptions and Standing Orders)
- All Screenings (Growth, Hearing, Scoliosis, and Vision exams)

The question counts all Office Visit Types with the exception of the following as they do not represent the actual “physical presence of the student” utilizing school health services for the purpose of this CQI.

- 504 Conference
- Employee Health
- Faculty Conference
- IEP Meeting
- Medical Doctor Athlete
- Medical Doctor EPSDT
- Medical Doctor Visit
- Multidiscipline Conference
- Parent/Guardian Conference
- Parent/Guardian Contact
- Phone Contact
- Physician Consultation
- Referral Conference
- Staff In-Service
- Staff Meeting
- Student Conference

**AND**

The question counts for the following additional events to arrive at the total number of health services provided per student:

- Special Need Administrations
- Immunization Dose Administrations
- Counseling Sessions.

Based on the number of events counted per student, calculations are completed for (a), (b), (c), and (d).

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

**To see the results of Question 4:**

- Select Report 1307 for the District
  - Select Report 1308 for the School(s).
-

**Question 5:** What is the disposition of encounters, except screenings, in the following categories; (a) Returned to Class (b) Emergency Care (c) Dismissed (d) Referral to Other Community Agencies (e) Stayed in the Health Office greater than two hours?

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**How Question 5 is calculated by the HealthOffice program:**

It is assumed that **only one Action or Disposition** is documented. The question counts all Office Visit Types with the exception of the following as they do not represent the actual “physical presence of the student” utilizing school health services for the purpose of this CQI.

- 504 Conference
- Employee Health
- Faculty Conference
- IEP Meeting
- Medical Doctor Athlete
- Medical Doctor EPSDT
- Medical Doctor Visit
- Multidiscipline Conference
- Parent/Guardian Conference
- Parent/Guardian Contact
- Phone Contact
- Physician Consultation
- Referral Conference
- Staff In-Service
- Staff Meeting
- Student Conference

**AND**

The question counts the first disposition and action found (**only one per event**) for the following additional events to apply counts for (a), (b), (c), (d), and (e):

- Special Need Administrations
- Immunization Dose Administrations
- Counseling Sessions.

**(a) Returned to Class**

Back to Recess  
Returned to Class  
Returned to Work  
Return PRN  
Sent to Special Ed.  
Sent on Field Trip  
Sent to Cafeteria  
Sent to Campus  
Sent to Counselor’s Office  
Sent to Guidance  
Sent to Gym  
Sent to Principal’s/Dean’s Office  
Sent to Student Union  
Sent to Supervisor  
Walked Out

**(b) Emergency Care**

Taken to Emergency Room  
Taken to Hospital  
EMT Transport

*Continued on next page*

**(c) Dismissed**

Dismissed  
Dismissed Due to Illness  
Dismissed Due to Injury  
Dismissed with Parent/Guardian  
Permission  
Home on Bus  
Left w/Approved Other  
Person/Relative  
Left with Parent/Guardian  
Left with Police  
Left with Security  
Out for School Year  
Sent Home  
Sent Home to Return  
Sent to Dormitory  
Signed Out  
Taken Home by Staff  
Taken to Doctor's Office  
Wheelchair to Car

**(d) Referral to Other Community  
Agencies**

Other Referral to Emergency/Health Services  
Released to Child Protective Services  
Sent to Social Worker  
Agency Referral  
  
Dental Referral  
Medical Referral  
  
Psychological Referral  
Referral Completed  
Referred to Specialist

**(e) Stayed in Health Office Greater than Two  
Hours**

Healthroom > 2 Hours  
Stayed in Health Office  
Monitor

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

**To see the results of Question 5:**

- Select Report 1309 for the District
  - Select Report 1310 for the School(s).
-

## Question 6 is in two parts; Question 6a and Question 6b

**Question 6a:** What is the count and percentage of students diagnosed with  
(a) Asthma, (b) ADHD, (c) Diabetes, (d) Seizure Disorders,  
(e) Mental Health/Psychosocial, (f) Allergies and (g) All  
Other?

### How Question 6a is calculated by the HealthOffice program:

All Special Problems documented with the Special Problem Symptom/Conditions as shown below for items (a), (b), (c), (d), (e), (f) and all the “Other” remaining Special Problems documented with those Symptoms/Conditions other than those specifically listed below in (a), (b), (c), (d), (e), (f) should fall into item (g).

- **Excludes** Students marked as Deleted.
- **Excludes** Special Problems flagged as Deleted
- **Counts** the Special Problems for each group for (a), (b), (c), (d), (e), (f) and (g).

**Note:** All are pulled regardless whether the Special Problem Status is marked as Inactive, Active, or Resolved.

#### **(a) Asthma**

Asthma  
Asthma Reaction  
Significant Asthma

#### **(b) ADHD**

Attention Deficit Disorder (ADD)  
Attention Deficit Hyperactive Disorder (ADHD)

#### **(c) Diabetes**

Breath Smells Fruity  
Diabetes  
Diabetes Type 2  
Insulin Dependent Diabetes Type 1  
Routine Blood Sugar Check  
Insulin Pump  
Hyperglycemic  
Hypoglycemic

#### **(d) Seizure Disorders**

Seizure (Possible)  
Seizure Disorder

*Continued on next page*

## Question 6a *continued*

### **(e) Mental Health/ Psychosocial**

**ALL** Items listed under Psychological/Social Symptoms/Condition lists.

Abuse – Alcohol	Gender Identity Disorder
Abuse – Drug	Gifted
Abuse – Inhalants	Grief
Abuse – Physical	Hyperactive
Abuse – Psychological	Impaired Memory
Abuse – Sexual	Irritability
Abuse – Tobacco	Mood Swing
Abuse – Unknown	Other
Acute Confusion	Paranoia
Adolescent Adjustment	Peer Problems
Aggression	Psychosis
Agitated	Rape
Anxiety	Risk for Violence
Attendance Problem	Schizophrenia
Attention Seeking Behavior	School Phobia
Behavior	Self Abuse/Mutilation
Bipolar	Self Esteem Problem
Crying	Sibling Rivalry
Delusional Thought Process	Stress
Depression	Suicidal Ideation
Family-Adjust to Structure Change	Suicide Attempt
Fear	Suicide Gesture

### **(f) Allergies** Items listed under Immune System/Allergies

Allergic Reaction – Bee Sting	Allergies – Seasonal
Allergic Reaction – Food	Anaphylaxis
Allergic Reaction – Insects	Lactose Intolerance
Allergic Reaction – Unknown Etiology	Other
Allergies – Environmental	Rhinorrhea
Chest tightness	Urticaria (Hives)
Allergies- animal	
Dyspnea	
Itching	

*Continued on next page*

## Question 6a *continued*

**Question 6b:** How many student encounters were completed for (a) Asthma, (b) ADHD, (c) Diabetes, (d) Seizure Disorders, (e) Mental Health/Psychosocial, (f) Allergies, and (g) All Other?

The question counts the number of administered Special Need Admin encounters where the Symptom/Conditions = those listed for items (a), (b), (c), (d), (e), (f) and (g) all "Other".

Also added are completed Office Visit encounters for all Office Visits types, **except** for those OV Types listed for exclusion as in questions 1 through 5 where the following System Groups and **specific** Symptom /Conditions were documented as listed below:

- |   |   |
|---|---|
| <b>(a) Respiratory</b> where the System Group = Respiratory             | <ul style="list-style-type: none"><li>• Asthma</li><li>• Asthmatic Reaction</li><li>• Significant Asthma</li></ul>  |
| <b>(b) ADHD</b> where the System Group = Neurological                   | <ul style="list-style-type: none"><li>• Attention Deficit Disorder (ADD)</li><li>• Attention Deficit Hyperactive Disorder ADHD)</li></ul>   |
| <b>(c) Diabetes</b> where System Group = Endocrine                      | <ul style="list-style-type: none"><li>• Breath Smells Fruity</li><li>• Diabetes</li><li>• Diabetes Type 2</li><li>• Hyperglycemic</li><li>• Hypoglycemic</li><li>• Insulin Dependant Diabetes Type 1</li><li>• Insulin Pump</li><li>• Routine Blood Sugar Check</li></ul>   |
| <b>(d) Seizure Disorders</b> where the System Group = Neurological      | <ul style="list-style-type: none"><li>• Seizure Disorder</li><li>• Seizure (Possible)</li></ul>   |
| <b>(e) Mental Health/Psychosocial</b>                                   | <ul style="list-style-type: none"><li>• All Symptom/Conditions listed are counted.</li></ul>  |
| <b>(f) Allergies</b> where the System Group = Immune System (Allergies) | <ul style="list-style-type: none"><li>• Allergic Reaction-Bee Sting</li><li>• Allergic Reaction-Food</li><li>• Allergic Reaction-Insects</li><li>• Allergic Reaction-Unknown Etiology</li><li>• Allergies-Environmental</li><li>• Allergies-Animal</li><li>• Allergies-Seasonal</li><li>• Anaphylaxis</li><li>• Chest Tightness</li><li>• Dyspnea</li><li>• Irritated/Red Eyes</li><li>• Itching</li><li>• Lactose Intolerance</li><li>• Rhinorrhea</li><li>• Urticaria (Hives)</li></ul> |

**(g) All Others:** All Special Needs administered from System Groups that have Symptom/Conditions of any other items **except** those listed above in categories (a), (b), (c), (d), (e) and (f) should be counted here.

*Continued on next page*

## **Question 6 *continued***

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

### **To see the results of Question 6:**

- Select Report 1311 for question 6a which is on page 1, and for question 6b which is on page 2 for the District.
  - Select Report 1312 for question 6a which is on page 1, and for question 6b, which is on page 2 for the School(s).
-

## Question 7: What is the average time per visit, excluding screenings?

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### How Question 7 is calculated by the HealthOffice program:

The question averages the time spent for all office types completed for all students with the exception of those listed below, as they do not represent the actual “physical presence of the student” utilizing school health services for the purpose of this CQI.

- 504 Conference
- Employee Health
- Faculty Conference
- IEP Meeting
- Medical Doctor Athlete
- Medical Doctor EPSDT
- Medical Doctor Visit
- Multidiscipline Conference
- Parent/Guardian Conference
- Parent/Guardian Contact
- Phone Contact
- Physician Consultation
- Referral Conference
- Staff In-Service
- Staff Meeting
- Student Conference

### **AND**

For the following events:

- Prescription Administrations
- Standing Order Administrations
- Special Need Administrations
- Immunization Dose Administrations
- Counseling Sessions

**Remember Assumption # 2:** The intent of this CQI is to reflect only those activities performed by authorized, professional health care services staff, not school staff who are acting in lieu of professionally trained health services personnel. This report automatically filters out events not performed per the positions listed on page 2 of this document.

### To see the results of Question 7:

- Select Report 1313 for the District
  - Select Report 1314 for the School(s)
-