The charts were checked to see if they had been marked.

On 7/10/2019 all charts from the previous academic year with a Performance in the patient/client Health Services reviewed the cohort of Fourteen with the same order and same options for each patient. This template reduces guessing and each chart is consistent.

Sixteen A huge Notes were checked for thoroughness and clarity.

to make sure that this was part of the visit.

Unfortunately, of these encounters were seen by a Health Services

Element 6: Baseline Comparison to Performance Goal

<table>
<thead>
<tr>
<th>2019</th>
<th>Observed Chart Review</th>
<th>Performance Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title IX Info Offered*</td>
<td>87.5% (14/16)</td>
<td>100%</td>
</tr>
<tr>
<td>Sensitive Chart Designation</td>
<td>0% (0/16)</td>
<td>100%</td>
</tr>
</tbody>
</table>

* Chart information was not standardized and appeared in a variety of places in the chart.

The collective staff identified some barriers to compliance with the goals:

- Assault evaluations can be stressful for providers. All patient care providers were willing to make sure title IX information was offered if we gave a charting template to make sure that this was part of the visit.

- Providers asked that the Title IX information was made available as an electronic document that could be pushed through the secure patient portal so the student would have easy access and that assault information wouldn’t be discovered by anyone other than the patient.

- The staff didn’t know that they could mark encounters sensitive We needed a training and a specific SOP for designating special charts.

Element 7: Corrective Action

- A EHR template for sexual assault was developed to contain key parts of the history, physical exam and treatment plan. This entire note reads as a checklist with the same order and same options for each patient. This template reduces guessing and each chart is consistent with room for additional documentation for each patient.

- A Title IX PDF was created with all of the updated Title IX information for Portland State University. This information is sent to students at the end for their visit through the student portal and is confidential. Students can also opt to get a printed copy of Title IX resources at the end of their visits. The referral information will be reviewed yearly in the first week of July or when new information becomes available.

- At a team meeting nursing staff demonstrated how to mark chart notes sensitive. Staff Created SOP with screen shots to designate sensitive charts with screenshots was also created for the HS employee resource file.

Element 8: Re-Measurement

<table>
<thead>
<tr>
<th>2020</th>
<th>Observed Chart Review</th>
<th>Performance Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title IX Info Offered*</td>
<td>100% (6/6)</td>
<td>100%</td>
</tr>
<tr>
<td>Sensitive Chart Designation</td>
<td>100% (6/6)</td>
<td>100%</td>
</tr>
</tbody>
</table>

Element 9 : Additional Corrective Action

- The comparison of chart audit findings were shared with the Health Services staff at a Zoom staff.

- The baseline and post-intervention data were shared with the SHAC Leadership Team.

- The Title IX report was forwarded to Portland State University’s Associate Vice President, Global Diversity & Inclusion, Title IX Coordinator on September 3, 2020

Acknowledgements

While Quality Improvement can feel like a solo endeavor the greatest problem solving resources are our staff members. A huge thank you to the Portland State University Health Services patients and staff.