

Adapting the Workflow Process for STI Screening Among College Students

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PROBLEM STATEMENT

- Adapting the workflow process for sexually transmitted infection (STIs) testing at a campus-based student health center will increase patient satisfaction.
- After performing a chart review it was noted that 1 in 4 female students aged 18 to 30 tested positive for an STI.

PROJECT PURPOSE

- Purpose of the project was to implement a process change that would improve patient satisfaction.
- The overarching aim was to increase patient satisfaction among college students and increase the rate of STI testing.
- Does an Adapted Workflow Process for STI Screening at a Campus Based Student Health Center Improve Patient Satisfaction?

MODEL OR NURSING THEORY

- IHI Model for Improvement with PDSA Cycle-Quality Improvement was used.
- The Health Belief Model provided a theoretical framework. The model suggested that health-seeking behavior is influenced by threat perception of the health problem, and value of the actions intended to reduce the threat (Polit & Beck, 2021). Patient satisfaction was identified as a modifying factor.

METHODS

Subjects

- Convenience Sample of Female college students

Setting

- Student health center on a large university campus

Instruments/Tools

- Measurable outcome-Patient Satisfaction
- Tool-PSQ-18, patient satisfaction questionnaire

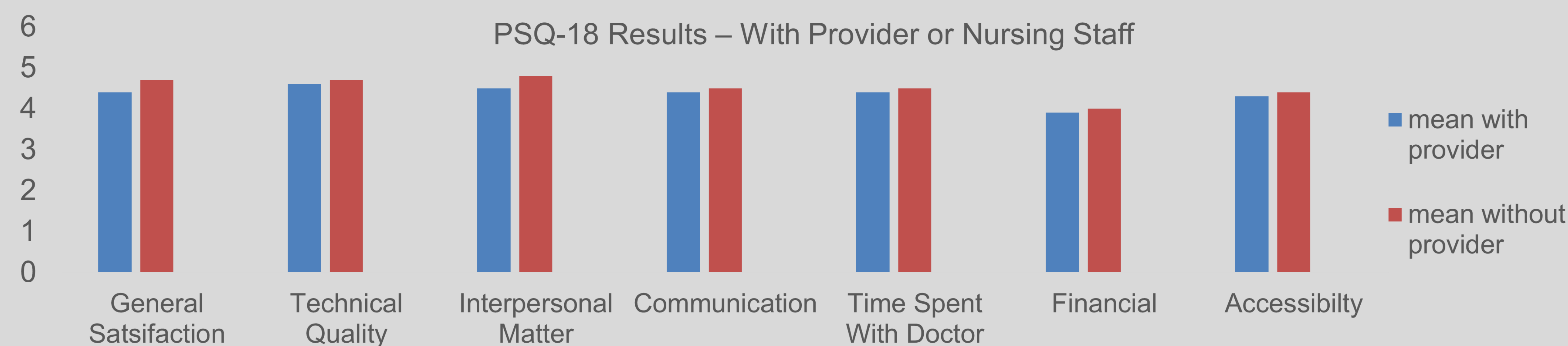
Intervention And Data Collection

- Data was collected over 90 day time period.
- Female students were seen by nursing staff and performed a self vaginal collection swab for STI testing.
- PSQ-18 was filled out by students and results were compared with those female students who had vaginal exam by provider. 60 questionnaires were equally collected.

RESULTS

- Procedural satisfaction using PSQ-18 was scored regarding 7 categories from a low score of a 1 to a high score of a 5. Each category was scored, and the means were compared between patients seen by provider and those seen by nursing staff. All the mean results were higher with the patient being seen by the nursing staff and performing a self swab collection indicating the preferred method.
- A T-Test demonstrated statistical significance that patient satisfaction was obtained. Results indicated that patients prefer self collection method and would rather be seen by the nursing staff.

Category	P Value
General Satisfaction	0.025
Financial Aspects	0.077
Technical Quality	0.035
Interpersonal Manner	0.035
Communication	0.018
Time Spent With Doctor	0.035
Accessibility and Convenience	0.026



DISCUSSION

- The new workflow process proved to be a positive adaptation.
- Students preferred to be seen by nursing staff and perform self swab collection for STI testing.
- Students will be more inclined to return to clinic for STI testing with new process.

IMPLICATIONS FOR ADVANCE PRACTICE NURSING

- Increased rate of STI testing among college students
- Prevent the spread of sexually transmitted infections
- Creates more appointments for STI testing
- Introduces a favorable method for testing

SUSTAINABILITY

- Process can be implemented throughout other universities nationally.
- Further positive impacts and reduction in STI spread could be achieved by implementing this procedural change in non-university clinics where STI testing is performed.

REFERENCES

- Please scan the QR code for a full list of references



SCAN ME

Implementation of new workflow process increases patient satisfaction in the vaginal sampling when testing for a sexually transmitted infection