Student Health Service 2015-16 Annual Report

Service Overview
UWSP Student Health Service (SHS) provides primary care to all enrolled UWSP students, but also provides accessible pharmacy, laboratory, mental health, allergy injections, dietary and physical therapy services to students within one integrated clinic. Costs have largely been held stable since 2009, while patient visits and services rendered have increased. Patient satisfaction is high. Practitioners connect students with other campus services and resources, contributing to student success and retention. Students are also provided opportunities to job shadow and seek employment at SHS, providing experiential learning. Practitioners and ancillary staff at SHS are active in the campus community; serving on committees and task forces. SHS staff also provides lecture and classroom support, outreach clinics, travel services, public health awareness and contributions to public health campaigns. Quality Assurance projects are ongoing; with continuous assessment of evidenced based care, cost of care, and student satisfaction with services available at SHS.

Mission
To provide student centered health care that empowers and promotes wellness for all UWSP students.

Vision
Student Health Service will model proactive and cost-effective campus health care – incorporating individual health, campus well-being, academic development and community collaboration.

Values
- Incorporating the Seven Dimensions of Wellness into our Work – Physical, Emotional, Intellectual, Career/Financial, Social, Spiritual and Environmental Dimensions
- Mentoring Students to Become Life Long Learners
- Developing Campus and Community Partnerships
- Providing a Confidential and Respectful Environment
- Providing an Inclusive Environment that Promotes and Appreciates Differences
- Focusing on Student Wellness and Success

Services and Programs
SHS provides specialized college health care that addresses the unique health care needs of the college population. SHS offers a wide range of primary care services including:

- Acute illness and injury care
- Care for chronic illnesses
- Women’s health care including annual physical exams and contraceptive care
- Men’s health care including annual physical exams and reproductive care
- Screening, evaluation, counseling and treatment for sexually transmitted infections
- Primary care dermatology
- Primary care sports medicine including splinting
- Minor surgical care (wound repair, suture and skin lesion removal etc.)
- Travel medicine services
- Mental health care and collaboration with the Counseling Center
- Health promotion and consultation
- Nutrition counseling with a Registered Dietician
- Physical Therapy services
- Pharmacy services
- Laboratory services
- Support for multiple academic and campus programs including International Programs, Health Promotion and Wellness, College of Natural Resources (Treehaven & CWES students), Sociology Department, pre-health professionals (pre-med, nursing, pre-PA, Communicative Disorders etc.), Athletics, Athletic Training, The Cupboard Food Pantry, Child Care, Education, Disability Services, Dining Services and Residential Living
- Consultative and public health services for the University and local community

### Service Indicators

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Total clinic, lab and pharmacy utilization</strong></td>
<td>24,821</td>
<td>24,240</td>
<td>*23,727</td>
<td>24,561</td>
<td>23,572</td>
</tr>
<tr>
<td>• Office visits</td>
<td>9,825</td>
<td>11,478</td>
<td>*10,318</td>
<td>**10,927</td>
<td>10,333</td>
</tr>
<tr>
<td>• Lab procedures</td>
<td>/11,052</td>
<td>/8,540</td>
<td>8,892</td>
<td>8,635</td>
<td>8,459</td>
</tr>
<tr>
<td>• Prescriptions</td>
<td>^3,944</td>
<td>4,222</td>
<td>4,517</td>
<td>4,999</td>
<td>4,780</td>
</tr>
<tr>
<td>Mental health diagnoses (as percent of total diagnoses)</td>
<td>12%</td>
<td>8%</td>
<td>9.1%</td>
<td>12.2%</td>
<td>18.1%</td>
</tr>
<tr>
<td>Dietitian visits</td>
<td>135</td>
<td>73</td>
<td>104</td>
<td>97</td>
<td>158</td>
</tr>
<tr>
<td>Physical Therapy visits</td>
<td>130</td>
<td>131</td>
<td>137</td>
<td>118</td>
<td>65</td>
</tr>
<tr>
<td>Travel – group or clinic visit</td>
<td>135</td>
<td>134</td>
<td>137</td>
<td>108</td>
<td>135</td>
</tr>
<tr>
<td>Treehaven and CWES tick clinic visits</td>
<td>350</td>
<td>329</td>
<td>343</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cold Clinic visits</td>
<td>83</td>
<td>269</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuberculosis screening</td>
<td>674</td>
<td>700</td>
<td>699</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unique patients</td>
<td>3,136</td>
<td>3,817</td>
<td>3,740</td>
<td>3,849</td>
<td>4,005</td>
</tr>
<tr>
<td>Average number of visits per patient</td>
<td>2.9</td>
<td>3.2</td>
<td>3.2</td>
<td>2.8</td>
<td>2.1</td>
</tr>
<tr>
<td>Average time to appointment – primary care</td>
<td></td>
<td></td>
<td>3.3 days</td>
<td>3.4 days</td>
<td></td>
</tr>
<tr>
<td>Average time to appointment – mental health intake</td>
<td></td>
<td></td>
<td>7.7 days</td>
<td>~</td>
<td></td>
</tr>
<tr>
<td>Female patients</td>
<td>66%</td>
<td>63%</td>
<td>62%</td>
<td>70%</td>
<td>63.35%</td>
</tr>
<tr>
<td>Male patients</td>
<td>34%</td>
<td>37%</td>
<td>38%</td>
<td>30%</td>
<td>36.62%</td>
</tr>
<tr>
<td>Other gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.03%</td>
</tr>
</tbody>
</table>

*corrected from previous annual report due to accounting error
**reflects a 1.8 FTE decrease in clinical staff due to staff vacancies/leaves
/ denotes number of labs ordered
// denotes number of labs completed
^ reflects temporary decrease in pharmacy hours while hiring a new pharmacist spring semester 2012
~ time to mental health intake appointment was temporarily unreportable for 2015-16
Clinic Overview
The top five diagnoses were:
- Anxiety
- Contraception
- Pharyngitis
- STI screening
- Upper Respiratory Infection

Unit Achievements
- **Increased Demand for Mental Health Services.** In 2015-16, SHS met an overall increase of 48% in demand for mental health visits.
- **Retention and Success of Students.** In an April 2016 SHS Patient Satisfaction Survey (N=405), 79% of patients agreed or strongly agreed that the care they received at SHS allowed them to stay enrolled in school and 76% agreed or strongly agreed that their care at SHS allowed them to avoid missing classes.
- **Cost Effective Health Care.** Since 2009, the segregated fee for Student Health Service has largely remained stable while patient visits and services rendered have increased. In FY17, students will pay only $2 more per semester than they did in 2009 for care at SHS. In addition, SHS provides many services at no additional cost to the student. In the April 2016 Patient Satisfaction Survey, 91% of patients agreed or strongly agreed that the services at SHS made health care more affordable for them and/or their family.

<table>
<thead>
<tr>
<th>Healthcare SERVICE</th>
<th>Cost at STUDENT HEALTH (enrolled students)</th>
<th>Average US Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Appointments</td>
<td>No Charge</td>
<td>$130-$180/visit</td>
</tr>
<tr>
<td>Physical</td>
<td>No Charge</td>
<td>$200-$240/visit</td>
</tr>
<tr>
<td>Travel Consultations</td>
<td>No Charge</td>
<td>$130-$240/visit</td>
</tr>
<tr>
<td>Medical Mental Health Visits</td>
<td>No Charge</td>
<td>$130-$180/visit</td>
</tr>
<tr>
<td>Allergy Shots</td>
<td>No Charge</td>
<td>$25-$100/visit</td>
</tr>
<tr>
<td>Injury/Illness Care</td>
<td>No Charge</td>
<td>$130 and up</td>
</tr>
<tr>
<td>Laboratory Services (basic blood/urine tests/throat culture)</td>
<td>No Charge</td>
<td>$20-150/test</td>
</tr>
<tr>
<td>Pharmacy Medications</td>
<td>No Charge</td>
<td>Medication out of pocket cost $5 to several hundred dollars</td>
</tr>
<tr>
<td>Flu Shots</td>
<td>No Charge</td>
<td>Free to $35</td>
</tr>
<tr>
<td>Walk In Cold Symptoms Nursing Clinic</td>
<td>Personalized symptom triage: No charge. OTC medications: No charge.</td>
<td>OTC medications price range from $3-$20</td>
</tr>
</tbody>
</table>
• **High Patient Satisfaction.** The April 2016 Patient Satisfaction Survey found that 96% of patients agreed or strongly agreed that they were happy with the care they received at SHS. In addition, a 2013-14 Patient Satisfaction Survey (N=519) revealed that 99% of students said they would recommend SHS to fellow students.

• **Timely Access to Care.** The average wait time for a primary care visit at SHS is 3.4 days. In the April 2016 SHS Patient Satisfaction Survey, 92% of students agreed or strongly agreed that they received an appointment within a reasonable time.

• **Connecting Students to Other Campus services and Resources.** The April 2016 Patient Satisfaction Survey found that 67% of patients agreed or strongly agreed that SHS staff made the student aware of other wellness resources (i.e. Counseling Center, fitness classes, Disability Services, Dean of Students office etc.) on campus.

• **Experiential Learning Opportunities.** SHS offered job shadowing and general medical observation opportunities for pre-Physician Assistant, pre-Pharmacy and Athletic Training students. SHS also employed students as Nursing Assistants, Lab Assistants, Reproductive Health Peer Educators and Summer Camp Health Staff.

• **Care for the LGBT Campus Community.** SHS has continued to work toward expanding transgender services which currently includes consultation and referrals as well as any necessary lab monitoring and special order medications to support the students’ transitioning process. In the fall of 2016, in collaboration with the Counseling Center, SHS will begin to offer consultation as well as hormone prescribing services to transgender patients. SHS, in conjunction with our Reproductive Health Peer Educators, held a Walk-In STI Screening Clinic during Pride week.

• **Travel Medicine.** In addition to keeping students well while they are on campus, SHS is committed to keeping students well while they travel abroad. In 2015, SHS staff provided essential group and individual travel clinic visits to approximately 135 UWSP international travelers. Students were provided with specialized immunizations such as Yellow Fever Vaccine and personally customized medication options, as well as one-on-one pharmacy consultations.

• **Outreach Programming.** SHS offered multiple avenues for outreach education and care for UWSP students. Clinicians travelled to TreeHaven and the Central Wisconsin Environmental Center to provide information and group clinic visits to prevent tick borne illness, along with the distribution of preventative prescriptions for tick borne illness. In consultation with SHS staff, student Reproductive Health Peer Educators provided outreach to the residence halls and arranged educational sessions for students outside the clinic.

• **Pre-professional Experience Health Screening and Evaluation.** SHS provided the required health screening, tuberculosis testing, verification of immunity to infectious disease and immunizations for many student internship programs and pre-professional student employment opportunities on campus.

• **Promotion of Wellness and Public Health.** SHS staff promoted wellness and public health through cooperation with campus and the community (i.e. Tobacco Free Campus and Smoking Cessation Visits, AODA Management Team and Task Force, Zombie Run for Alcohol
Awareness, Campus Connect Suicide Prevention Training, on-line training in Preventing Discrimination and Sexual Violence, Title IX, VAWA and Cleary Act for Faculty and Staff, fall 2015). SHS also promoted wellness on campus by providing approximately 1000 influenza vaccinations to students at NO cost to the student. SHS sent out health alerts and information through e-mails, the UWSP website, social media, the Pointer, SPTV, and the classrooms and residence halls. SHS actively collaborates with local health care providers and hospitals. SHS works with the Portage County Health Department to manage communicable and reportable diseases by providing barrier free access for students to treatment and education regarding prevention and containment. SHS also actively participates in the Wisconsin State Lab of Hygiene Respiratory and Enteric Disease Surveillance programs.

- **Summer Camp Health Office.** SHS provided 24 hour staffing and physician oversight of the health office as required by the state for summer camps held at UWSP.

- **Disaster Preparedness.** SHS continues to work closely with UWSP Risk Management and local entities such as the Portage County Health Department and St Michael’s Hospital to develop Infectious Disease Preparedness and Disaster Preparedness plans. Medical Director, Bonnie Samuelson, M.D., actively participated in the UWSP Operation Pointer Gold Functional Exercise, a community wide mass casualty drill, in June 2016.

- **Insurance options.** SHS provided students with information about insurance options through the health insurance exchanges. SHS also educated and assisted students in applying for and obtaining reproductive health care coverage under the Wisconsin Family Planning Waiver.

- **Additional SHS Outreach and campus program support:**
  - SHS resource tabling: First Year Orientation, ViewPoint Days, Transfer Orientation – multiple SHS staff members
  - Upward Bound program support
  - Students of Concern Team – Bonnie Samuelson, MD
  - Residential Living Accommodations Committee – Bonnie Samuelson, MD
  - Emergency Operations Committee – Bonnie Samuelson, MD
  - AODA Management Team – Jen Sorenson, PA-C
  - AODA Task Force – Barbara Seiser, FNP-C
  - Tobacco-free Campus Leader – Jen Sorenson, PA-C
  - Chemical Hygiene Committee – Kelly Michalski
  - Student Affairs Functional Teams/Committees:
    - Diversity – Rita Thomas, FNP-C, PA-C
    - Student Retention/Success – Kaia Durall, PA-C
    - Wellness – Jen Sorenson, PA-C
    - Auxiliaries – Jon Sambs, PharmD
    - Communications/Marketing subcommittee – Barbra Seiser, FNP-C
    - Professional Development – Kelly Michalski
  - Presentations:
    - SHS Overview – English as a Second Language Students and International Students – Jen Sorenson, PA-C
    - Residential Living Student Leader Training – Bonnie Samuelson, MD
UWSP Wrestling Team Skin Disease Clinic – Bonnie Samuelson, MD
Tick-borne Disease and Prevention - Treehaven and CWES students – Bonnie Samuelson, MD, Kay Lockwood, MD, Michelle Roiger, MD
Travel Clinics – multiple clinics based on destination – Bonnie Samuelson, MD, Kaia Durall, PA-C, Rita Thomas, FNP-C, PA-C, Jon Sambs, PharmD, Barbara Seiser, FNP-C, Jean Buckley, JD, PA-C
Lectures and classroom support – Sociology 368 – Kathy McGinnis, MD
Healthy Sexuality – HP/W 102 The Healthy American – Jen Sorenson, PA-C
Pre-med Club – Bonnie Samuelson, MD, Kay Lockwood, MD and Jen Sorenson, PA-C

2016-17 Student Health Service Goals

1. Develop a communication plan to highlight experiential learning opportunities provided at SHS thereby increasing awareness of assessable outcomes generated through these opportunities.
3. Continue to participate in two or more annual outreach activities promoting the Seven Dimensions of Wellness to the campus and community.
4. Provide trained staff personnel to assist students with questions about insurance coverage and reimbursement.
5. Continue to provide high quality comprehensive medical care and education to students with an emphasis on individual wellness.
6. Continue to develop and nurture a student centered, cross cultural and inclusive climate.
7. Continue to develop assessment methods with an emphasis on learning outcomes.
8. Continue to evaluate current scheduling and patient flow to maximize efficiencies.
9. Continue to support and promote the planning, development and construction of a comprehensive Health and Wellness Center on campus.