

Student Affairs Annual Report

Student Health Service

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1. Mission Statement:

Student Health Service provides student-centered health care that empowers and promotes wellness for all UWSP students.

Department Description:

Student Health Service (SHS) is an outpatient clinic that provides student-centered health care that empowers and promotes wellness for their students. At SHS we acknowledge that there are varied identities and differences in race, ethnicity, creed, color, religion, age, disability, sex, sexual orientation, gender identity and expression, marital status, national origin, political perspective, and socio-economic status that we seek to proactively engage, respect, and understand. Through our actions as SHS staff and the inclusive environment our clinic provides, we ensure that every patient who seeks care at SHS feels welcomed.

Current staffing

- 17 professional staff:
 - Annual staff: One physician/director, 2 LPNs, 1 Pharmacist, 1 MPA, 1 Lab Manager, 1 IT liaison
 - Academic Year staff: 3 NPs, 1 PA, 2 LPNs, 1 Pharmacy Technician, 1 Lab Technician, 1 RD, 1 PMHNP
- 14 student staff (academic year only): One RHPE, 1 Marketing & Communications Assistant, 2 Lab Assistants, 3 Office Assistants, 6 CNAs, 1 EMT

2. Services and Programs:

2(a). Relevance:

Operational Highlights = Clinical Data

Student Health Service provided services to **2518** unique UWSP students.

- This is an increase of 442 patients from the prior year (**21.3%**).
- The 2518 unique patient total is **33%** of the Spring Census of 7643.

There were a total of **6384** scheduled patient visits. This number includes:

- 4238 scheduled visits with a physician, physician assistant, or nurse practitioner.
- 62 scheduled visits with a mental health nurse practitioner.
- 93 scheduled visits with a dietitian.
- 185 scheduled visits with lab (this number does not include lab services provided as part of a visit with a provider).
- 631 scheduled nursing visits (does not include nursing visits provided as a part of a visit with a provider).

The **SHS Laboratory** performed **5100** in-house tests, an increase of 150 tests from the prior year. This number includes:

- **296** in-house Chlamydia & Gonorrhea tests. Performing this test in-house gives students same-day results versus waiting 2 business days to send the sample to a reference laboratory. We had a **14% positivity rate for Chlamydia** and a **0.7% positivity rate for Gonorrhea**. The students who tested positive were treated the same day, which helps prevent the further spread of STIs in our community.
- **591** COVID-19 tests, **131** Mononucleosis tests, **523** Rapid Strep tests, and **163** Influenza tests. The percent positivity for these tests was as follows:
 - COVID-19 → 8.3% positivity
 - Mononucleosis → 17.6% positivity
 - Rapid Strep → 6.5% positivity
 - Influenza A/B → 16% positivity
- In total, 132 students were diagnosed on the same day with a contagious illness at SHS and thus were able to limit the spread of illness to other students on campus. We also participated in the Laboratory-Based Surveillance Plan with the Wisconsin State Laboratory of Hygiene (WSLH). We collected swabs from students with respiratory symptoms who were willing to participate and sent them to the WSLH weekly. This program helps the state gain awareness of the respiratory pathogens circulating in Wisconsin. Our participation is voluntary but helps them learn about the respiratory pathogens that circulate on campus which can differ from the trends within Portage County.

The SHS Laboratory also collected **outside ordered labs** for students **75** times throughout the academic year. This means the SHS Laboratory saved students from having to drive to their provider's office at home by having the labs collected here at SHS. The lab results get faxed to the ordering provider, so the students don't have to worry about getting the results back to their provider's office. This is an excellent service we provide to students because often students need labs drawn monthly and this saves them a trip home.

The **SHS Pharmacy** filled **3,761** prescriptions for **1,311** unique patients. This was an increase of 1,751 prescriptions from the prior year. Of these prescriptions:

- 75% were provided to students at no extra cost.
- 25% were either billed to students' tuition accounts or to Wisconsin's Family Planning Only Service, bringing in over \$20,000 of net revenue.
- 104 prescriptions were issued from 46 different providers located outside of the SHS clinic, improving patient access to their medications.

The SHS Pharmacy also supplied:

- **96 doses of emergency contraception (EC)** to Lower Debot Marketplace to assist in providing students with additional, affordable and timely access to EC.
- Preparation of **over 300 prescriptions of Lyme disease prophylaxis** for distribution to students attending summer field experiences at Treehaven, CWES, and on campus.

- Close collaboration with SHS providers and other staff, assisting in the total healthcare and well-being of students and smooth operations within SHS.
- Epinephrine pens (EpiPens) to CWES and University Dining Services upon request.
- Individualized guidance to students who either needed or preferred to have their medications filled at other retail pharmacies, helping them learn how to navigate an often-complex medical system.

The **SHS Nursing** staff coordinates patient care and performs telephone triage as well as triaging in-person, assists with rooming patients, records patients' medical history, administers immunizations and injectable medications, performs CLIA-waived laboratory testing, schedules patient appointments, assists with & processes Release of Information requests, acts as chaperones for sensitive exams, and assists clinicians with minor procedures. Some of the data points that SHS Nursing is able to measure include:

- **434 TB skin tests placed**
- **577 vaccinations** given to 523 unique patients
- Administered **102 allergy injections** to 10 unique patients
- Provided self-injection teaching to 12 unique patients

Improving UWSP patient access was key this year:

- The Student Health Service patient portal was configured to allow UWSP students to conveniently web book appointments. The portal was incrementally enhanced and by the end of the year we achieved a **35%** rate of patient web booked appointments when including all clinic appointment types & a **50%** rate for the appointment types that allow web booking.
 1. *Web booked Unique patients=1219*
 2. *Not web booked unique patients=1935*
 3. *Appointments -Web booked= 2197*
 4. *Appointments-Not web booked=4187*
- Front desk scheduling was implemented to allow students to schedule a follow-up appointment or walk in and schedule an appointment. This contributed to **12%** of the appointments scheduled.
- Wait times for an appointment at Student Health were an average of **three (3) days**. Same day appointments – patients that were scheduled within 24 hours, were scheduled 49% of the time.

Number of occurrence reports – 1 med error occurred this year related to the wrong dose of testosterone being injected. There were no adverse outcomes related to this occurrence. This caused us to realize that we need an Incident Reporting process specific to SHS and we are working on implementing that for this next year.

Primary Health Care provided to UWSP students encompasses all aspects of the health and well-being of our students. Health Maintenance and physical exams are high in volumes of reasons for care in patient encounters. However, acute and chronic illnesses ranging from cold and flu

symptoms to increased complexity diseases and disorders have been diagnosed and treatment provided contributing to the **10,181 patient diagnoses documented** this year.

- Top 5 Reasons for Visits-All Providers
 1. Encounter for immunization
 2. Acute pharyngitis
 3. Encounter for screening for respiratory tuberculosis
 4. Prophylactic vaccination – Flu
 5. Acute upper respiratory infection, unspecified
- Top 5 Reasons for Visits-Primary Care Providers Only
 1. Acute Pharyngitis, unspecified
 2. Acute upper respiratory infection, unspecified
 3. Encounter for other general counseling and advice on contraception
 4. Viral infection, unspecified
 5. Encounter for other specified prophylactic measures

Financial Highlights

- Seg fees collected: \$1,527,368
- Non-seg fee revenue: \$98,509.00
- Budget outcome:
 1. Net Revenue=\$1,588,291
 2. Expenses=\$1,782,046 (does not include the funds posted for the “building trust fund”.)
 3. While we did not “meet budget”/budget neutral – the \$200,000 deficit can be attributed to the pay plan implemented (wages and fringes affected) and not included in the budget planning, MH provider contract, the PNC set up costs and related computer peripherals, and medical equipment purchased this year.
- Employee turnover – 3 staff (LPN, PMHNP, RD)

Programming/Outreach Highlights

Our department takes pride in providing educational programming to students, especially our ability to collaborate with other departments and student groups on campus. This past year we added two interactive events, one during each Pointers Week, to encourage students to come to SHS to make a first aid kit and a cold care kit. We also took flu vaccine to the students by setting up weekly flu shot clinics in the DUC Concourse during the month of October. We also conducted our 2nd annual Mass Sports PE Event in collaboration with the Athletic Trainers.

RHPE	<ul style="list-style-type: none"> •15 Programs/Presentations (325+ students) •Condom Fairy program served 490+ students •Spring Break Kits=150
Flu Vaccine Clinics	<ul style="list-style-type: none"> •244 Flu shots provided in DUC clinics
Make Your own First Aid Kit Event	<ul style="list-style-type: none"> •Fall Pointers Week 2023 •43 Students Attended
Make Your Own Cold Care Kit Event	<ul style="list-style-type: none"> •Spring Pointers Week 2024 •33 Students Attended •5 Flu shots given
Cold Care Kits Provided In Clinic	<ul style="list-style-type: none"> •346 Kits provided
Mass Sports PE Event	<ul style="list-style-type: none"> •April 3 and 4, 2024 •Collaboration with Athletic Trainers •66 Student Athletes seen
SHAC	<ul style="list-style-type: none"> •Weekly meetings with student members •Epi Pen/Anaphylaxis Training 2-12-2024 (50 Attendees)
Donations to The Cupboard	<ul style="list-style-type: none"> •Staff donated 323# of items

Student Presentations

Travel Health Presentations

- CNR Costa Rica-17 Students
- CNR Kenya-9 Students
- CNR Europe-20 Students

Orientation

- 10 Presentations to Incoming students
- 10 Presentations to Parents/Guests
- 11 Resource Fair Sessions

Lyme Prophylaxis Presentations and Clinics

- Treehaven Sessions 1 & 2 = 221 students
- CWES = 48 students
- Campus = 40 students – July 2024

DPT

- Class of 2025 – March 5, 2024 (~30 students)

BIOL 190 Class

- February 27, 2024 (12 students)

SGA Sentate

- Special Order Speaker Fall 2023

Employee Well-being

Advance

- August 2023
- Two day retreat for SHS Staff
- Education and Team bonding

Winterim Professional Development Day

- January 10, 2024
- 1 day SHS Staff Meeting
- Professional development and Team bonding

SHS Sunshine Committee

- Organized Potlucks
- Staff Employee events throughout the year

Employee Wellness

- Participation in Move for Mental Health Walk – May 2, 2024
- Staff member -Kaia Halverson nominated for Healthy as a Dawg award

Marketing Highlights

- Social media presence
 - Facebook – 426 followers
 - Instagram – 318 followers
- We developed a new tagline for SHS – Excellent Health Care, Right on Campus!
- We developed a new student position – Student Marketing and Communication Assistant. We hired our first student in this role & learned a lot!

2(b). Quality

Patient Satisfaction Clinic Survey

- Patient Satisfaction surveys are forwarded to all patients that have not completed a survey within the past two weeks of service.
- 506 surveys completed = 20% of unique patients seen
- Median satisfaction raw score was 4.77 out of 5
- 45% of respondents indicated the main reason for using SHS was Convenience
- 27% of respondents indicated their reason for using SHS was Meets My Needs

Clinic Survey Highlights

- “I love to have this resource on campus, it makes me feel independent in my healthcare journey as I grow up and helps me to not be scared to make appointments and receive the care I need.”
- “This is my first time using the student health center. I had a fantastic experience and I am so grateful this is accessible for students.”
- “I was helped quickly and courteously in both the over the phone scheduling and my actual appointment. I felt listened to and cared for. Very reassuring and helpful.”
- “Please continue to provide the wide range of services that you currently offer. I am amazed every time that I am able to schedule an appointment for the same day, no matter the reason, and someone is able to give me an answer. It definitely is something special that UWSP should never lose.”

Patient Pharmacy Satisfaction Survey

- Patients visiting the pharmacy were surveyed for the month of February 2024.
- 105 responses received for a 45% response rate.
- Median satisfaction raw score was 4.99 out of 5.
- 92% of respondents gave an above or well above average score for their experience with the pharmacy.
- 94% of respondents indicated the reason for using the pharmacy was due to the location.
- 81% of respondents indicated their reason for using the pharmacy was due to the prompt service/short wait time

Pharmacy Survey Highlights

- “These services are lifesaving.”
- “They have made me feel more loved than my parents.”
- “I love having a pharmacy close by.”
- “Small, inclusive environment makes me feel more at ease than other pharmacies. Thank you!”
- “I always feel like they actually care about me and my well being, it’s really nice to be looked after, especially being so far from home. I know I can always get the help I need here. ☺”

AY23-24 Challenges

- Unplanned staffing changes:
 - PMHNP resigned in December 2023.
 - RD resigned in January 2024.
 - LPN resigned in May 2024.
- Returning to normal operations after prolonged COVID response
- Integrating several new PnC modules & learning how to better utilize the modules that we already have access to
- Implemented a new Patient Satisfaction survey tool through PnC
- NCHA survey in spring 2024

3. Major Unit Achievements (AY 23-24 Accomplishments)

- PnC – implemented web-booking, added vitals machine integration, PnC Check-in & new self-check-in kiosks, Surescripts/EPCS, Hosted Server, Billing Export, made progress on WIR integration
- Marketing – developed a marketing workgroup, hired a new student employee, focused on our social media presence with weekly posts, made & promoted QR codes for our website & the patient portal, new SHS brochure
- H&W addition to Champions Hall – attended many meetings as this project progressed through the approval process & planning phases to ground-breaking
- Improved access for mental health care needs – hired a PMHNP in fall 2023, improved coordination with referrals to Mantra Health and to the Mental Health Navigator.
- Inclusive Excellence – had professional development sessions during our staff retreat related to LGBTQ+ issues in healthcare and provided a learning module for our student staff to continue learning about interacting respectfully with diverse populations in healthcare.
- Trained front desk staff how to schedule appointments, both follow-up appointments & for walk-in students.

4. Inclusive Excellence

- As noted above, this was one of our departmental goals for AY '23-24. We had professional development sessions during our staff retreat in August 2023 & January 2024. One of our Learning Outcomes this year was providing a learning module for SHS student employees focused on the foundations of gender expansive terminology.
- All SHS staff included one goal in their annual performance review that was focused on Equity, Diversity, Inclusion, & Belonging (EDIB). Many staff members met their goal by participating in campus-sponsored opportunities. Many staff also read books, participated in webinars or other professional development sessions to expand their knowledge in EDIB.
- We continue to provide Gender Affirming Care in SHS, including managing Gender Affirming Hormone Therapy (GAHT). We are the only clinic in the Stevens Point area that provides GAHT - this is a significant benefit to our transgender and gender diverse students to have this access on campus. Otherwise, students must travel to Wausau or Wisconsin Rapids to see a provider for GAHT.

5. 2024-25 Departmental Goals (preliminary)

- Staffing
 - Fill open positions with the goal to be fully staffed in early fall semester
- PnC
 - Complete WIR integration
 - Add Surescripts/EPCS for all clinicians (electronic prescribing)
 - Continue to improve our current use and efficiency of our electronic health record
- Marketing
 - Update our website & continue to increase our social media presence
- H&W addition to Champions Hall
 - Prepare for move – evaluate purchasing needs & workflows that will need to adjust in the new space
- Quality Management
 - Institute a quality management workgroup to develop an overall quality management plan for SHS to include chart review, incident reporting, infection prevention, & QI project management
- Administrative
 - Develop Policy & Procedure organization system & update our documentation of departmental policies
- Mental Health access/resources
 - Onboard new PMHNP
 - Continue to improve coordination of resources for UWSP students to include SHS, Counseling Center, Mantra Health, Mental Health Navigator, & others