

UWSP Student Affairs Annual Report

Student Health Service

August 2025

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***Bold Headings per Student Affairs template**

Who We Are (Overview)

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:

- 16 professional staff:
 - Annual staff: One physician/director, 2 Licensed Practical Nurses (LPNs), 1 Pharmacist, 1 Medical Program Assistant (MPA), 1 Lab Manager
 - Academic Year staff: 3 NPs, 1 PA, 2 LPNs, 1 Pharmacy Technician, 1 Lab Technologist, 1 RD, 1 PMHNP
- 19 student staff (academic year only):
 - 2 Reproductive Health Peer Educators (RHPEs), 2 Marketing & Communications Assistants, 2 Lab Assistants, 4 Office Assistants, 1 student Licensed Practical Nurse (LPN), 6 Certified Nursing Assistants (CNAs), 2 Emergency Medical Technicians (EMTs)

What We Do

2. Services and Programs

2(a). Relevance:

Operational Highlights = Clinical Data

- Student Health Service provided services to **2636** unique UWSP students (compared to 2518 in AY23-24).
 - This is an increase of 118 patients (4.6% increase).
 - This accounts for **36%** of the main campus enrollment, based on the Spring Census of 7323 students (compared to 33% the prior AY).
- There were a total of **7150** scheduled patient visits (compared to 6384 the prior year. This number includes (prior year data in parentheses):
 - **4579** scheduled visits with a physician, physician assistant, or nurse practitioner (4238).
 - **226** scheduled visits with a mental health nurse practitioner (62).

- **65** scheduled visits with a dietitian (93). There was a decrease in hours for this position this year.
- **235** scheduled visits with lab (185). This number does not include lab services provided as part of a visit with a provider.
- **915** scheduled nursing visits (631). This does not include nursing visits provided as a part of a visit with a provider.

SHS Laboratory

- The SHS Laboratory performed **4,000** in-house tests during the 24-25 AY. We offer in-house tests that are needed to promptly address the acute health problems and wellness needs of our student population. The tests offered for infection detection are chlamydia & gonorrhea PCR testing, urinalysis, rapid strep, mono, influenza, covid 19, and bacteria cultures. Additionally, we offer wet prep microscopy testing to evaluate vaginal and skin infections. Complete blood counts are available to aid in the identification of anemia, iron deficiency and infection differentiation.
- Below is some data on the offered testing:
 - **258** 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 an **11% positivity rate for Chlamydia** and **one case positive for Gonorrhea**. The students who tested positive were treated the same day, which helps limit further spread of STIs in our community.
 - **115** Influenza tests, **113** Mononucleosis tests, **479** Rapid Strep tests, and **254** COVID-19 tests. The percent positivity for these tests are as follows:
 - **Influenza A/B → 20% positivity** (National average 14.6%)
 - **Mononucleosis → 16% positivity** (No documented National average)
 - **Rapid Strep → 13.6% positivity** (National average 11.4%)
 - **COVID-19 → 7.1% positivity** (National average 2.9%)
 - In total, **153** students were diagnosed on the same day with a contagious illness at SHS and thus were able to **limit the spread of illness** to others.
- Outside Lab Orders: The SHS Laboratory also collects **outside ordered labs** for students 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 for students because often students need labs drawn monthly and this saves them a trip home.

SHS Pharmacy

- The SHS Pharmacy filled **4,461** prescriptions for **1,552** unique patients. This was an increase of **805** prescriptions from the prior year. Of these prescriptions:
 - **82%** were provided to students **at no extra cost**.
 - **18%** were either **billed** to students' tuition accounts or to Wisconsin's Family Planning Only Service, bringing in **approximately \$10,000 of net revenue**.
 - **94 prescriptions** were dispensed **from 34 different providers located outside** of the SHS clinic, improving patient access to their medications.
 - **170** were for **Lyme disease prophylaxis** to students participating in summer field experiences at Treehaven, CWES, and on campus.
 - This was a new process developed this year to allow these students to request the medication via a standing physician's order and safety vetting process.
- The SHS Pharmacy also supplied:
 - 36 doses of emergency contraception (EC) to Lower Debot Marketplace to assist in providing students with additional, affordable, and timely access to EC.
 - 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.

SHS Nursing

- 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:
 - **391** TB skin tests placed
 - **586** vaccinations given including **415** influenza vaccinations
 - Administered **72** allergy injections
 - Provided self-injection teaching to **8** unique patients

Improving Patient Access and Increased Medical Health Information Efficiencies

- The PnC Patient Portal is a key communication tool for scheduling patient appointments. This year we implemented two significant enhancements to improve the patient experience at SHS.
 - Secure messaging implemented this year allows UWSP students/patients and SHS staff to securely send and receive health related information through the patient portal enhancing the patient experience and overall care.
 - The PnC module for a Bidirectional Interface with the state of Wisconsin Immunization Registry (WIR) has been fully operational for use this academic year. This two-way (bidirectional) electronic access to state immunization records for UWSP students not only improves health information record keeping, but it also

increases efficiency to maintain immunization schedules while meeting and improving the health needs of students in a timely manner.

- We have seen continued increased utilization of UWSP students booking appointments online through the Patient Portal (prior year data in parentheses):
 - Web booked unique patients= 1803 (1219)
 - Not web booked unique patients= 1563 (1935)
 - Appointments -Web booked= 3320 (2197)
 - Appointments-Not web booked= 3830 (4187)
 - Percentage Primary Care appointments Web booked – **65.12%** (47.67%)
 - No Show Rate for Primary Care – **5.28%** (4.49%), national average is 19%

Incidences/ Occurrences

Nursing – no incidences this year.

Pharmacy - Two errors:

1. One involved an incorrect strength listed on the prescription label. The patient received the correct strength of the correct medication and was contacted via phone message to return to the pharmacy for the corrected label. They did not respond. No adverse effects were reported.
2. The second involved an incorrect set of directions on the prescription label of an antibiotic, which instructed the patient to take one tablet three times daily instead of twice daily. Both the prescriber and patient were notified via secure message as well as verbally. There were no adverse effects reported.

Laboratory – There were several occurrences this year:

1. Patient redraws: Thirteen patients needed to be recollected due to United States Postal Service (USPS) issues that delayed the delivery of the samples to the Wisconsin State Lab of Hygiene (WSLH). We have since changed courier companies to SpeedDee with no issues since. Three other patients needed to be recollected due to Mail Services not picking up samples from the SHS. One patient needed to be recollected due to processing errors.
2. Instrument issues: The hematology instrument was aging and needed replacement this year. In November, the instrument failed Proficiency Testing. There was no patient impact due to processes in place. A replacement was purchased in December.
3. Corrected results: There were four results that needed to be corrected upon daily result review. Each provider was notified of these corrected results as soon as the issue was discovered. None of the patients received treatment for the incorrect result. No patient impact due to the errors.

Primary Care

The primary care provided to UWSP students in SHS encompasses all aspects of the health and well-being of our students. Health Maintenance and physical exams are frequent reasons for care in patient encounters. Also, acute and chronic illnesses, ranging from cold and flu symptoms to more complex diseases and disorders, have been diagnosed and treatment provided contributing to the **9971 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. Generalized Anxiety Disorder
 5. Encounter for other general counseling and advice on contraception
- 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

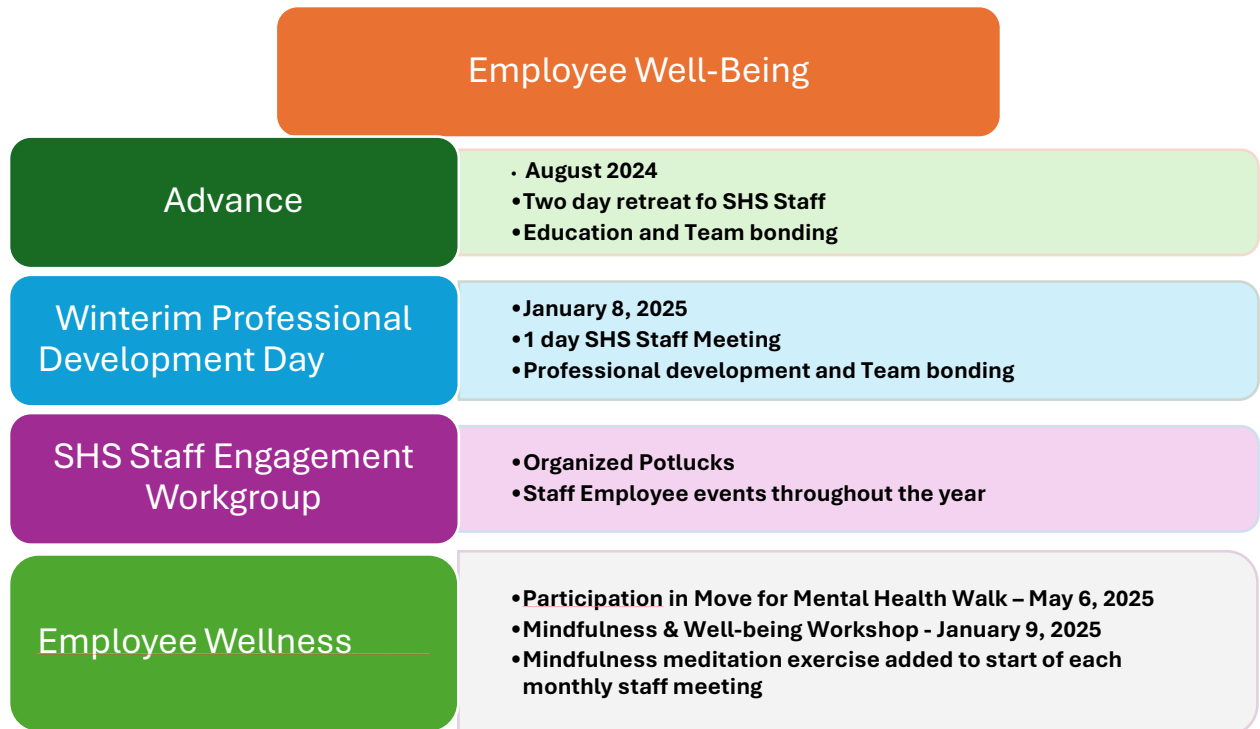
SHS is passionate about being good stewards of the money that we are allocated by the UWSP students. We strive to be fiscally responsible with the goal of achieving zero-based budgeting.

- 2024-25 Budget Data (prior year data in parentheses)
 - Seg fees collected: **\$1,874,943.77** (\$1,527,368)
 - Non-seg fee revenue: **\$96,221.89** (\$98,509.00)
 - Net Revenue= **\$1,971,165.66** (\$1,588,291)
 - Expenses= **\$1,744,992.38** (\$1,782,046) (does not include the funds posted for the “building trust fund”)
 - **Net = +\$226,173.28** (we had higher enrollment than budgeted for & therefore our seg fee revenue was higher than we anticipated for FY25)
- Employee turnover – 2 staff (MLS II, Pharmacy Technician)

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 conducted our 3rd annual Mass Sports PE Event in collaboration with the Athletic Trainers. The Athletics department also requested for us to perform their random urine drug screening this year, which occurred in February 2025.

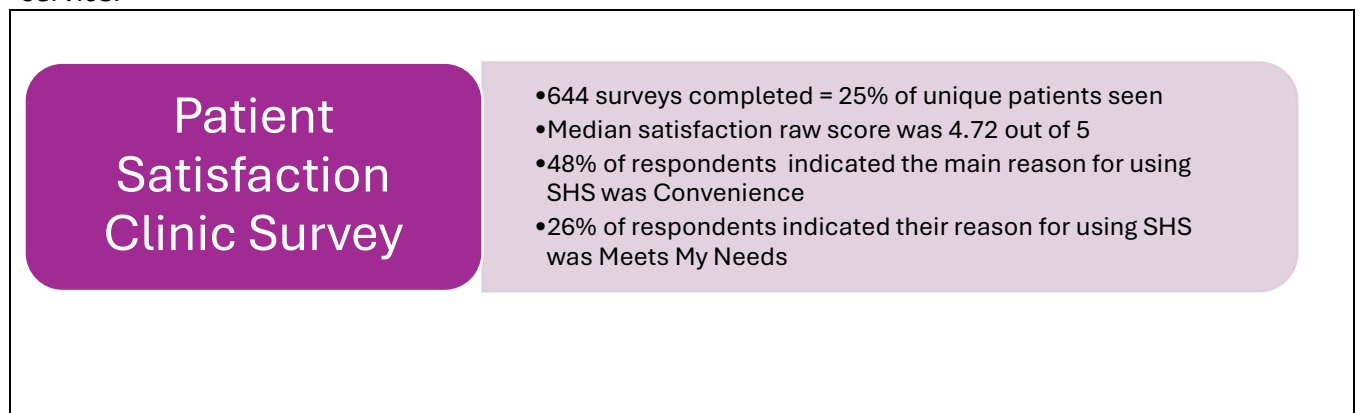
RHPE	<ul style="list-style-type: none"> •15 Programs/Presentations -345 students •Condom Fairy program made 1074 deliveries •Spring Break Kits=150
Flu Vaccine Clinics	<ul style="list-style-type: none"> •428 Flu shots provided
Make Your own First Aid Kit Event	<ul style="list-style-type: none"> •Fall Pointers Week 2025 •50 Kits
Make Your Own Cold Care Kit Event	<ul style="list-style-type: none"> •Spring Pointers Week 2025 •38 Kits •5 Flu shots given
Cold Care Kits Provided In Clinic	<ul style="list-style-type: none"> •396 Kits provided
Mass Sports PE Event	<ul style="list-style-type: none"> •April 2 and 3, 2025 •Collaboration with Athletic Trainers •63 Student Athletes seen
Athletic Drug Screening	<ul style="list-style-type: none"> •New collaboration with UWSP Athletics & MCHS Athletic Trainers this year. •February 11, 2025 - 44 Student Athletes screened
SHAC	<ul style="list-style-type: none"> •Turnover in the SHAC director •Limited collaboration/ interaction this year •Anaphylaxis Training & Narcan Training events were campus
Donations to The Cupboard	<ul style="list-style-type: none"> •Staff donated 231# of items



How We Do It & Why We Do It

2(b). Quality

Student Health Service is focused on the health and well-being of our students, so we assess our quality and effectiveness by conducting patient satisfaction surveys. General patient surveys are automatically sent to all patients that have not completed a survey within the past two weeks of service.



Clinic Survey Highlights

- “The staff was very professional, efficient, and friendly. I had a busy day and was able to receive the help that I needed in a timely manner. I would personally recommend UWSP Health Service to all UWSP students, and especially athletes.”
- “I don't feel nervous about coming to student health, they always are so kind, thoughtful, and friendly. It is cost effective to come here, yes, but also convenient and just always a nice experience.”
- “I never had consistent health care before coming to Point due to my family's financial situation, and this amazing clinic has changed my life, especially Lynn. :) She has seen me regularly for the past two years here and helped me through a myriad of life's circumstances. I am going to miss having this care accessible to me in the real world and will truly mourn this loss, as well as an incredible provider like Lynn..”

2(c). Productivity and Efficiency

We measure our impact by all of the above factors – number of unique patients seen & percentage of student population seen, our fiscal responsibility with the students' money, the number of students we reach through presentations & other programming, and our patient satisfaction scores. All of this data also demonstrates the volume of work performed by our dedicated SHS professional & student staff.

3. Major Unit Achievements (How we met our AY 24-25 Goals)

- Developed the following workgroups to assist in meeting departmental goals:
 - Marketing, Patient Satisfaction, PnC User, Quality Management, Staff Engagement
 - All professional staff members had to participate in at least one workgroup.
- Marketing Workgroup Accomplishments:
 - We hired two student staff for AY24-25, and both students were able to count this experience as internship credit in their majors.
 - Updated departmental marketing materials, including:
 - Brochure, postcards & posters, and the bulletin board in the 2nd floor lobby
 - Increased our social media reach:
 - Followers on Facebook = 485 (up from 426 in 1 yr)
 - Followers on Instagram = 371 (up from 318 in 1 yr)
 - Posts during AY24-25 = 115 (8/21/24 through June 2025)
 - Website - Created draft content for updated website. Waiting for IT assistance to build new website when they are available.
 - Increased outreach to students, including 13 presentations, which had a total of 813 attendees and 3 major student-facing events: First Aid Kit event, Cold Care Kit event, & Spring Break Kit event (with RHPEs).
- Patient Satisfaction Workgroup Accomplishments:

- Review current surveys used and update/revise as appropriate. (General Patient Satisfaction and the Sports Physical Event survey.)
- Established PnC survey for Lab and eliminated paper surveys.
- Reviewed PnC survey for Pharmacy survey in 25-26-continue in next AY.
- PnC User Workgroup Accomplishments:
 - Completed WIR integration
 - Added Surescripts/ EPCS access/ licenses for all clinicians (electronic prescribing)
 - PNC Workgroup members to learn, review, and enhance various aspects of PNC workflows.
 - Pharmacy module reviewed, recommendations made.
 - Patient Portal Secure Messaging reviewed and implemented, which allows students to send a secure message in to the clinic.
 - Reviewed and recommended future goals:
 - Electronic forms/signatures
 - Discharge Summary utility
 - Whiteboard workflows, implementing stage 1 in Fall.
 - Established procedure for PNC Downtime in clinic
- Quality Management Workgroup Accomplishments:
 - Developed Credentialing policy & procedure for all SHS professional staff, including individual spreadsheets for staff to track their own compliance based on their position
- Staff Engagement Workgroup Accomplishments:
 - This fall was marked by a series of uplifting events that brought the team closer together, including welcoming two new professional staff members to our team, a holiday door decorating contest, a festive holiday party, a week-long celebration of staff appreciation, and a retirement celebration at our end of the semester bash.
- Staffing Goal achieved:
 - We met our goal to fill all open positions by early fall semester 2024. Recruited & hired the following staff:
 - LPN – Morgan Meis
 - PMHNP – Regina Van Gorden
 - MLS II – Emily Stodall
 - Re-hired RD – Kristina Ingrouille
- Goal to improve student access to mental health resources:
 - Onboard new PMHNP – Regina Van Gorden started Sept 3, 2024
 - Continue to improve coordination of resources for UWSP students to include SHS, Counseling Center, Mantra Health, Mental Health Navigator, & others
 - Improved access for mental health care needs – new PMHNP started Fall 2024, improved coordination with referrals to Mantra Health and to the Mental Health Navigator.
- H&W addition to Champions Hall:
 - Prepare for move, including evaluating purchasing needs & workflows that will need to adjust in the new space

- Operations team met frequently (every 1-2 weeks) to develop & fine tune our moving plans
- Administrative Goal:
 - Develop Policy & Procedure organization system & update our documentation of departmental policies
 - We did not accomplish this goal but plan to work on this during AY25-26
- National College Health Assessment (NCHA) 2024 Survey Action Plan – We were directed to identify two data points from this survey that SHS could work on to improve during AY24-25.
 - Goal #1: Increase awareness of condom use on UWSP main campus.
 - 15 events held on campus with participation of 345 participants in those events where a head count was appropriate.
 - RHPE Condom Fairy participants increased from 90 students at start of semester to 221 at end of AY.
 - A 143% increase in participation of the condom fairy program was realized.
 - Goal #2: Increase flu vaccination rates on UWSP main campus.
 - **415** influenza vaccinations were given this year, which increased from **369** flu vaccinations given last year through SHS.
 - Demand for influenza vaccine has decreased since the COVID-19 pandemic.
 - Although we did not conduct as many off-site vaccination clinics as we have in the past, we still saw an increase in the total number of vaccinations given.
 - We anticipate that the volume will increase further with the relocation of our clinic to the new Health and Wellness Center due to increased visibility and increased foot traffic. We also hope to be able to capture more students in our new location with more “pop-up / walk-in” influenza vaccine clinics.
- Other departmental accomplishments:
 - Provider group developed and implemented IPV (Interpersonal Violence) screening process & updated resource list for providers
 - Purchased & installed new hematology analyzer in SHS Laboratory in February 2025.
 - Passed Clinical Laboratory Improvement Amendments (CLIA) inspection/certification in April 2025.

AY24-25 Challenges

- Staffing changes:
 - LPN resigned in May 2024 necessitating recruitment for this position during the summer when we have reduced staffing & FTE.
 - MLS II (lab manager) resigned in June 2024 necessitating another summer recruitment.
 - Pharmacy Technician retired in May 2025.
- Lab staffing after the MLS II resigned & limited lab staffing at the start of Fall semester 2024 provided a challenge for our clinicians to be able to obtain necessary lab testing for our students in a timely manner.
- Pertussis cases on campus and in the local community in Fall 2024 necessitated increased testing of symptomatic students due to the highly contagious nature of this infection. We were able to coordinate communication between Portage County Health & Human Services and the

UWSP Office of the Registrar to provide timely notification and accurate information to classes that were impacted. Fortunately, we were able to avoid a significant outbreak.

4. Inclusive Excellence

- We arranged for professional development sessions 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.
- We continue to provide Gender Affirming Care in SHS, including managing Gender Affirming Hormone Therapy (GAHT). We are the only medical clinic in the Stevens Point area that provides GAHT, which is a significant benefit to our transgender and gender diverse students to have this access on campus.
 - Dr. Luce also increased her network of other GAHT providers by connecting with the Gender Services Program Coordinator at UW-Health & the TGD Program Coordinator at University Health Services, UW-Madison.
- Dr. Luce, Karen Hugill, & Rita Thomas are involved with the UWSP Faculty & Staff Gender-Sexuality Alliance (FSGSA).

5. 2025-26 Departmental Goals

1. Move into new Health & Wellness Center
 - a. The SHS Operations team will adjust workflows and processes to benefit our students and to assist our professional staff to be able to complete their work safely & efficiently.
2. Improve access to STI screening
 - a. SHS Laboratory and Nursing staff plan to restart the “Get Yourself Tested” (GYT) clinic in SHS, which will allow students to have STI screening done without an appointment with an SHS Provider.
3. Update the SHS website
 - a. SHS Marketing Workgroup plans to work with the UWSP IT department to update our website during AY25-26.
4. Implement Whiteboard in our electronic health record (PnC)
 - a. SHS PnC User Workgroup plans to implement this tool to improve our management of patient flow in the clinic.
5. Develop an internal/departmental incident reporting process
 - a. SHS Quality Management Workgroup plans to develop this process during AY25-26.
6. Explore universal mental health screening
 - a. SHS Provider group plans to explore this possibility during AY25-26.
7. Provide increased educational opportunities for students on emergency contraception (EC) & HIV screening
 - a. Our Reproductive Health Peer Educator (RHPE) plans to work on this goal.