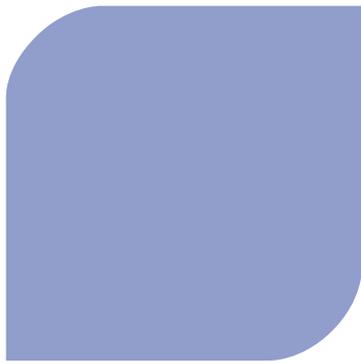




Student Health Services



Annual Report

2007 – 2008



& Values

Mission, Vision

Student Health Services (SHS)

provides
leadership



**for the health of the
campus community.**

To accomplish this mission, SHS:

Offers excellent clinical and health promotion services.

Creates a safe environment for all individuals.

Honors and upholds diversity, civility and dignity.

Responds to community and individual needs
and to changing environments.

*SHS endorses the values and commitments of Oregon State University
and OSU Division of Student Affairs.*

Student Health Services:

Creating a Healthier OSU

How do you create a healthier OSU?

One person at a time.

Student Health Services had almost 100,000 opportunities this year — in the clinic and through outreach programs — to build relationships and engage students in a learning process. Each individual encounter is important to advancing the health of OSU. Comments like the following show the quality of relationships that can develop through these interactions:

“Dr. deSoyza is personable and seems to really care about a patient as a whole person, not just a collection of symptoms.”

“Everyone I talked with or met was very kind and helpful. If I ever had any questions, I was comfortable asking them.”

“The quality of care is excellent. The doctor, nurse and staff all took very good care of me. They all seemed to understand the needs of international students.”

How do you create a healthier OSU?

One program at a time.

From the peer theater program “It Starts Now,” to the motivational pedometer program “Beaver Strides,” to the Student Health Advisory Board’s “Fresh Air Initiative,” Student Health Services has been engaging students in learning opportunities and in creating healthy environments.

How do you create a healthier OSU?

By modeling healthy behaviors.

Many Student Health Services staff members have made lifelong commitments to taking care of themselves and the environment, as well as taking care of the OSU community. Staff members can be seen riding bikes or walking to work, working out at Dixon or in the Faculty/Staff Fitness programs, gardening, making healthy food choices, getting immunizations, participating in community organizations, and choosing not to smoke. Many staff members mentor students.



Phil Hestand, MD
Director, Student Health Services

In this report you will learn of some of the many ways Student Health Services reaches out to and engages students. I hope you will join with us and many others in an effort to create a healthier OSU.

Student Engagement

This past year Student Health Services has been highly engaged in providing clinical and educational outreach to the OSU campus and community. As the numbers from 2007 – 2008 indicate, SHS has been successful in reaching a large portion of the student population.

Clinicians had nearly 27,000 individual patient encounters with students during 2007 – 2008, and the entire medical staff had more than 46,000 encounters with students. In addition, the Health Promotion Department had over 29,000 student encounters this past year. Staff worked extensively with 25 – 40 volunteers in the Peer

Health Advocates program (a three-fold increase from 2006 – 2007), engaged more than 360 students in the IMPACT (alcohol and drug education) program, teamed up with 20 students to produce a peer theater program on sexual violence prevention, and taught a number of classes throughout the academic year. The motivational pedometer program Beaver Strides had 300 participants and Vagina Monologues reached 2,200 students and community members. SHS is also very engaged with the Student Health Advisory Board. Every one of these encounters was an opportunity for teaching and learning.

Re-Accreditation

In the spring of 2008, Student Health Services was fully reaccredited by the Accreditation Association for Ambulatory Health Care (AAAHC) for three years. This is the longest term of accreditation that an organization can be awarded. SHS received high marks by demonstrating that it is committed to providing high-quality health care and that it is in substantial compliance with AAAHC standards.

Laboratory Remodel

The SHS laboratory began to undergo an extensive remodel to improve patient confidentiality and to enhance its functionality. The lab remained in operation and continued to serve students throughout the summer, being housed in an external modular unit while renovation was underway.

Full-Time Psychiatrist

Mental health issues on college campuses continue to be an area of importance and continued concern. Students with psychiatric problems and medical conditions require careful medical coordination. Results of the 2008 ACHA-NCHA survey indicated that approximately 14 percent of OSU students self-report being diagnosed with depression in the past year. Another 36 percent of students report feeling so depressed it was difficult to function. This data serves as an indicator of just some of the mental health issues that some of our students are grappling with. Student Health's first full-time psychiatrist had more than 1,200 visits during the past year, a tenfold increase in psychiatric visits over the previous year. Providing this full-time service was very helpful in addressing some of these student needs.

New Director

After a national search Dr. Phillip Histand, who had served as Interim Director for the past year, was appointed Director of Student Health Services.



Patient Portal

An ongoing success story for SHS and the Medical Records and Reception Department (MRR) is the continuing implementation of eClinicalWorks® (eCW), an electronic health record system. A self-check-in kiosk in the main waiting area is growing in popularity with the student patients. An "appointment request" feature has been added to the Patient Portal Web site. Students can submit their health history and immunization information, securely send a message to a clinician, and review lab results through the Patient Portal.

Thanks to the use of eCW, the medical records area is now completely paperless. The Medical Records and Reception department has moved all the old paper charts to storage. This reorganization has freed up new space and personnel to allow opening of all three front desk windows. There is now more efficient attention to students with appointment needs and lines are no longer a problem in the main lobby. A second phone line has also been added to reduce wait times for callers.

Community & Diversity

SHS continues to place high priority on serving OSU's diverse student population. During each term in 2007 – 2008, every department at SHS viewed and discussed a video from OSU's Voices Project series. One of these videos — entitled "Multiracial Identity" — was produced by Malinda Shell, a Health Educator in the Health Promotion Department. All clinicians received five handbooks on culturally competent care, each book dealing with a different major cultural group. International students were also invited to an all-staff meeting to discuss health care in their home countries; SHS later held a debriefing to identify ways to improve service to this portion of the campus community.



Health Educator Malinda Shell was presented with a Student Affairs Service Award in May 2008.

Occupational Health

From animal research to grounds laborers, few jobs are without hazards. Reducing risk and protecting people is what the Occupational Health program is all about. The program is designed to provide medical surveillance, immunizations and health and safety education and training to faculty, staff and student employees in the course of their employment at OSU.

Occupational Medicine provides medical surveillance and assistance to OSU employees who work with hazardous materials or under conditions that have identified and/or regulated risks. Services provided include:

Animal handler medical history reviews

Audiometric screening

OSHA mandated exams

Respirator use medical evaluations

Foreign travel consultations and immunizations

Tuberculosis skin testing

Immunizations and titers

In 2007-2008, the Occupational Health Program continued to grow, adding a rabies prevention program. It also became a formal OSU committee, reporting to the VP for Finance and Administration. This lends increased credibility and visibility to the program.

Paperless Efforts Continue to Move Forward

A major success for the Laboratory was going live with a lab billing interface between eClinicalWorks® (eCW) electronic health record system and the Orchard laboratory information system. Merging these two systems required extensive analysis and feedback from users, but the extra efforts paid off. SHS is the first eCW client site that has successfully implemented this eCW/Orchard lab billing interface. As a result, SHS reduced by 50 percent the number of hours spent by laboratory and billing personnel to perform billing tasks for laboratory tests.

Sexual Assault Nurse Examiner

Student Health is committed to taking an active stance in survivor-focused health care. SHS finalized the staff training and procedures for providing Sexual Assault Nurse Examiner (SANE) services. By offering exams at Student Health Services, sexual assault survivors can be in familiar surroundings and do not have to be concerned about arranging transportation to the hospital. Survivors do not have to report an assault to have a SANE exam. Survivors can continue seeing a Student Health clinician for any other health exams, as well, which allows for a continuum of care for the survivor. Limited SANE services were offered during spring and summer; services will be offered full time beginning fall 2008.

Outreach & Engagement

SHS staff participated in many efforts across campus and in the community. Some major involvements included:

Pandemic Flu Planning

Disaster Planning

Alcohol Work Group

Critical Incident Response Team

Bias Response Team

Sexual Assault Response & Prevention

Infectious Disease Response Team

Suicide Prevention

President's Commission on the Status of Women

Institutional Review Board

Occupational Health Committee

Healthy Campus Initiative

Overcoming Space & Budget Constraints

During 2007-2008, Student Health Services was stressed and stretched, especially in the clinic, due to a 5 percent increase in student visits with no increase in the number of staff to serve them. The organization will need to address the staffing level, as there is a predicted 4-5 percent enrollment increase for the upcoming fall term.

In addition, Nursing is working to create a private space where medical aides can take vital signs in the nursing area. Currently such procedures may occur in public hallways, compromising students' confidentiality.

Space limitations and budget constraints will continue to make all of the above issues ongoing challenges for SHS.

Continued Advances in Online Accessibility

Student Health aims to develop more electronic systems that will improve the level of service for students.

One of the major challenges and goals for Medical Records will be an online appointment scheduler, a feature that will allow students to arrange for certain types of appointments via the Patient Portal Web site. Developing and implementing the scheduler will create a need to look at staff responsibilities involved in monitoring the

system and creation of a system that will work for both SHS staff and students they serve. This scheduler would be a step beyond the "appointment request" feature that has already been added to the Patient Portal site.

The Student Insurance office plans to examine systems for submitting claims electronically to both Aetna Student Insurance and the Graduate Student Insurance plans.

Healthy Campus Initiative & Related Efforts

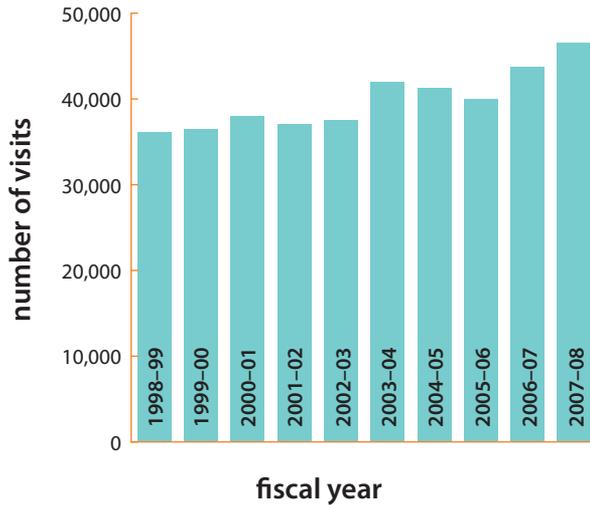
SHS continues to make efforts to work effectively with the Department of Recreational Sports (DRS) and Counseling and Psychological Services (CAPS) on the Healthy Campus Initiative. Other departments on campus have also come onboard to help create the vision for a healthy campus. Although the Healthy Campus Initiative process has taken longer than anticipated, progress has been made in

a related partnership—the Health and Wellness Alignment. This interdepartmental team of CAPS, DRS and SHS is working to create and cultivate a culture of health and wellness throughout the OSU community by jointly promoting the interrelated services and resources of the three departments. SHS is intent on solidifying these interdepartmental relationships.



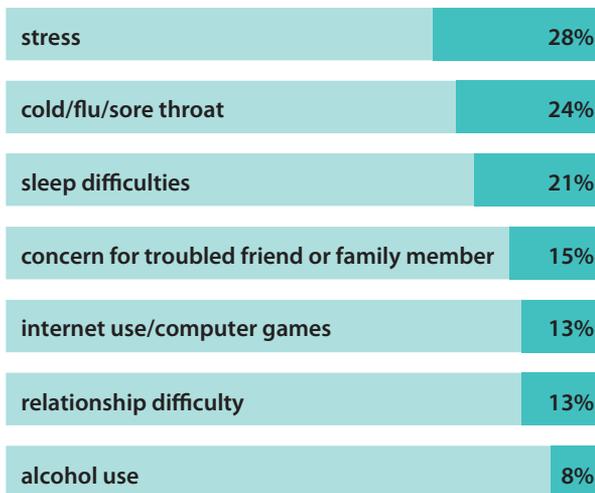


SHS: Total Department Visits



Academic Impact

Select problems that OSU students reported as having a negative impact on their academic performance:



Source: Oregon State University, Spring 2008
ACHA/National College Health Assessment Survey

Today's Oregon State Students

94%

94% of students described their health as good, very good or excellent.

92%

92% of students reported feeling overwhelmed by all they had to do at least one time within the last school year.

92%

92% of students report that health center medical staff and health educators are the most believable sources of health-related information.

83%

83% of students who drink alcohol reported that they usually or always use a designated driver.

76%

76% of students had either one or no sexual partner during the last school year.

65%

65% of students report that their parents are a believable source of health-related information.

63%

63% of students were a healthy weight based on the Body Mass Index (BMI), which incorporates reported height and weight.

46%

46% of students participated in vigorous exercise for 20 minutes, three to five days per week.

26%

26% of students reported two days or less of sufficient sleep, out of the past seven days.

Source: Oregon State University, Spring 2008
ACHA/National College Health Assessment Survey

Student Health Services

Fiscal Year 2007 – 2008

For Fiscal Year Ending: June 30, 2008

Student Fees	Enrollment (3 Term Average)	16,952
	Health Fee (Per Term)	\$94.95
	Summer Health Fee	\$84.96

Revenue	Health Fee – Undergrad	\$4,828,739
	Summer Health Fee	436,168
	Other Fee Remissions	(14,327)
	Interest Income	88,013
	Other Medical Services Income	2,310,022
	Other Revenue – Health Insurance	887,865
	Miscellaneous Revenue	27,214
	Services & Rental Reimbursement	20,672
	Total Revenues	\$8,584,364

Salaries / Wages	Staff – Unclassified Salaries	1,313,732
	Staff – Classified Salaries	1,406,438
	Student Pay – Regular Pay	128,928
OPE	Other Payroll Expenses	1,358,940
	Total Salaries & OPE	\$4,208,037

Other Expenses	Supplies & Minor Equipment	1,077,259
	Utilities	6,558
	Maintenance & Repairs	128,637
	Purchased Services	898,631
	Student Health Ins. Premiums	823,366
	All Other Costs	179,704
	Depreciation	92,160
	Transfers To (From) Other Funds	1,000,000
	Total Expenses	\$4,206,315



Student Health Services



Leadership Team

Phillip Hstand, MD

Director, Student Health Services

Debbie Gerber

Manager, Medical Records
and Reception

Pat Ketcham

Associate Director,
Health Promotion

Linda Reid

Associate Director,
Nursing Services

George Voss

Associate Director,
Administrative Services

LaDonna Johnson, DO

Member-at-Large

