Mission, Vision and Values

Student Health Services provides the leadership for health on campus and contributes to the success of students and the university community.

To accomplish this mission, we:
- Offer excellent clinical and health promotion services.
- Create a safe environment for all individuals.
- Honor and uphold diversity, civility and dignity.
- Respond to community and individual needs and to changing environments.

We endorse the Oregon State University and OSU Division of Student Affairs values and commitments.

“We have focused on using a public health approach to understanding and improving the health of our community.”

– Phil Histand, Director
Letter from the Director

Meeting Today’s Challenges While Planning for Tomorrow

Student Health Services (SHS) is committed to building healthier communities through excellent prevention endeavors and exceptional clinical care. Our commitment to meeting the health needs of our students and the larger Oregon State University community requires us to quickly adapt to what is occurring in the environment around us. Our staff is willing to do whatever it takes to deliver excellent service to students and help them succeed, and this was especially evident when classes began last fall. Being adaptable, proactive and enhancing our capacity are three themes that emerge when I look back on this past year.

Our response to the H1N1 influenza pandemic brings all three themes to the forefront. Based on information from schools that began classes in August, we predicted that we would have a campus outbreak as soon as students returned in the fall. Anticipating a large influx of patients at our already overcrowded health center, we brought in a modular unit to increase our capacity to care for ill students. SHS staff worked many extra hours during Fall Term to care for more than 800 students who had influenza.

Throughout the year we explored different models of health care delivery. We have focused on using a public health approach to understanding and improving the health of our community. We continued to collaborate across campus with partners in Counseling and Psychological Services, the Department of Recreational Sports, and the Healthy Campus Initiative. We were also involved in the surrounding community, interacting with Samaritan Health Services and the Benton County Health Department.

We initiated routine screenings of all SHS patients to identify tobacco use and depression. These are two major health risks that a student may not recognize as being a significant problem, nor be willing to initiate a conversation about. Affected students were connected with available SHS and campus resources.

LOOKING AHEAD
We need to increase our capacity to serve students by expanding our physical space. We completed a plan for remodeling a portion of our building to more efficiently utilize our current space. Our long-term goal is to have a new facility. A conceptual design project was completed this year as a first step toward that goal.

The passage of health reform legislation will impact all of us, and possibly require SHS to be even more adaptable and proactive. We’ve been assessing what effect this may have on our students’ health care and insurance options in the future, and discussions will continue into the coming year.

I invite you to read further for more details about the successes and challenges in our work, as we contribute to the success of our students.

Phillip Histand, MD
Director, Student Health Services
Successes and Contributions to the Mission of OSU

H1N1 AND SEASONAL FLU
Student Health Services guided the overall university response to the 2009-2010 pandemic H1N1 (swine) flu outbreak. Due to the arrival of H1N1, SHS had to quickly derive a process to handle multiple patients with influenza-like illness (ILI). SHS leadership had the foresight to rent a modular unit to accommodate the large influx of students. Nursing and reception staff adapted well to an increased number of telephone calls from ill students, concerned parents and staff members. A telephone triage protocol was developed to screen students with ILI prior to visiting the Health Center. By the end of the outbreak, SHS clinicians had identified and treated more than 800 cases of pandemic H1N1 flu.

Staff members were able to quickly arrange an early mass vaccination clinic at the Memorial Union for seasonal flu shots to deter confusion over H1N1 flu shots, which would arrive later in the season. An organized H1N1 mass flu vaccine clinic was also staged at the MU once that vaccine arrived. A total of 1,720 vaccinations for H1N1 and 1,786 vaccinations for seasonal flu were administered throughout the year.

The marketing and communications surrounding H1N1 and seasonal flu was done effectively and efficiently. Communication regarding prevention, self-care and vaccinations included posters, letters, up-to-date Web site information, and signage in an effort to keep the campus as informed as possible.

Even during this extremely busy time, SHS volunteered to participate in influenza surveillance projects for the Centers for Disease Control (CDC) and the American College Health Association (ACHA), contributing to the learning points gained by the public health community during the H1N1 outbreak.

MEETING THE NEEDS OF STUDENTS
Due to a high demand for services, clinical and support staff employees were forced to work in an overload mode most of the year. More than 11,500 individual students utilized our services—many of them multiple times—resulting in more than 47,000 total clinical visits for the year. Fortunately SHS received approval late in the year to hire two additional clinicians. A new mid-level practitioner arrived in August 2010, and a new full-time physician is expected to start in September.

In response to needs identified through student surveys, SHS implemented a depression screening program for all patients. Medical assistants ask each patient a brief set of questions prior to his or her appointment. Clinicians follow up with any identified at-risk students.

As with the clinical side of SHS, the Health Promotion Department also experienced a rise in demand for its services over the past year. There were significant increases in Health Coaching encounters, nutrition appointments and Beaver Strides participants.
Administrative services renewed a three-year contract with Oregon Contraceptive Care (formerly Family Planning Project), a state and federally funded program that provides free contraceptive care to eligible students. The program assisted 2,405 new and returning clients in 2009-2010.

Student health insurance enrollment rose to its highest level in six years, thanks in part to the INTO OSU partnership combined with a 17-percent increase in the domestic plan enrollment.

All of this growth and demand for services and programming magnifies Student Health’s need for a larger building. Moving toward this goal, SHS completed a conceptual design for a new facility (see related information under “Goals” on page 8).

COLLABORATION
Student Health continued its ongoing collaboration with Counseling and Psychological Services (CAPS) and the Department of Recreational Sports, fellow members of the Health and Wellness Alignment. SHS established an interdisciplinary treatment team with CAPS to improve and standardize clinical evaluation and treatment of students with attention deficit disorder, a complex and difficult-to-diagnose condition. SHS staff contributed to the work of the Alignment Marketing Group. The Alignment was a major participant in the “Power Up Challenge,” where SHS contributed a number of services, including Health Coaching, lipid testing and nutrition consultation.

The partnership with INTO OSU also grew. Enrollment in the international insurance plan increased by 25 percent with INTO’s participation. SHS continues working with the INTO staff to ensure health insurance coverage is in place for the international students enrolled in the program, and to streamline the enrollment, administrative and orientation processes.

“SAVING TREES” VIA ELECTRONIC MARKETING/COMMUNICATION
This year there was an increased emphasis on using digital means for SHS marketing and communication. The use of electronic media not only saves money and natural resources, but also allows for quicker response time in getting messages out to the OSU community. To this end, the SHS Web site was redesigned with an updated template and improved navigation features. A new LCD screen was installed in the main clinic waiting area; it displays informational and educational slides and helps promote various wellness-related events. Members of Health Promotion created an introductory video about SHS that has been shown to incoming students, parents and is available on our Web site home page. In addition, we have established connections with the KBVR radio and television stations, which are now airing PSAs and informational slides about SHS services.

RECOGNITION
• Pat Ketcham, PhD — Served as President, Pacific Coast College Health Association and selected as Co-chair for the October 2010 PCCHA regional meeting (OSU co-hosting in Eugene with University of Oregon).
• Linda Reid, RN — Elected Secretary, Nursing Section, American College Health Association.
• Martha Adams, RN — Selected Chair, Communication and Publication Subcommittee, Oregon Occupational Health Association.
• Lauren Fein, MPH, Graduate Assistant, Health Promotion — Chosen by her peers to give the student address at the Master of Public Health hooding ceremony in June 2010.

“Both nurses I saw were very professional and capable. Lab work was done quickly and the program seemed very accommodating.”

—Comment from 2010 Patient Satisfaction Survey
Value-Added Contributions to the OSU Student Experience

STUDENT LEARNING
Student Health is committed to students’ academic success. By keeping students healthy, they are able to attend class and fare better academically. But there are other ways that SHS contributes to student learning. Both the main clinic and SHS @ Dixon became classrooms for a number of individuals in the past year. Four medical residents were instructed at the clinic under a newly developed contract with Samaritan Health Services. The Physical Therapy Department provided observation opportunities to eight OSU students involved in health and pharmacy studies, as well as four-week clinical internships for two Pacific University PT students.

The Health Promotion staff took advantage of other teaching opportunities on campus. Health educators taught five courses within the OSU Department of Public Health and the U-Engage first-year student program. In addition, two peer theater programs—“Life at OSU” and “It Starts Now!”—were presented to more than 4,500 students during START sessions and CONNECT Week.

Recognizing the connectedness between health and academic success, Health Promotion continued its popular “Beaver Sleeper” program throughout the year. Outreach presentations to residence halls and student groups increased student awareness about the value of getting quality sleep.

STUDENT INPUT AND FEEDBACK
Two surveys were conducted this year. The annual SHS utilization and satisfaction survey of 800 students showed that 76 percent of students rated the overall quality of clinical care they received as good or excellent. In Spring Term 2010, Health Promotion oversaw the American College Health Association/National College Health Assessment survey of 1,600 undergraduate students. Results showed that 93 percent of students described their health as good, very good or excellent. Stress, colds, sleep difficulties and anxiety were identified as the top four major academic impacts by survey respondents. Results are being analyzed and will be incorporated into programming emphases for the upcoming academic year.

CULTURAL COMPETENCE
Student Health employees have incorporated cultural competence into their staff trainings year round. During their September 2009 In-Service, all staff participated in Safe Zone training facilitated by the Office of LGBT Outreach and Services. In addition, the Unnatural Causes videos—about the root causes of our alarming socio-economic and racial inequities in health—were circulated through SHS staff meetings for viewing and discussion. The series will continue into the 2010 - 2011 school year. Three diversity trainings from the Kaiser Permanente Provider Handbooks, Culturally Competent Care, were also integrated into continuing education programs. Topics covered were: Asian and Pacific Islander Population, Individuals with Disabilities, and Cultural Factors Impacting Latino/Latina Health Care.
Student Employee Profile: Niloo Bavarian

Niloofar “Niloo” Bavarian

Proving it’s not where you start out that matters, but where you end up, Niloofar “Niloo” Bavarian discovered that success tastes sweetest when it is earned through hard work.

“Over the span of four years, I’ve worked my way up from a Peer Health Advocates volunteer, to a student intern, to a student employee, to a graduate assistant,” explained Niloo, who became involved at Student Health Services (SHS) during Fall Term 2006.

“I’ve been fortunate to dip my feet into various projects. I’ve served on committees such as the Alcohol Work Group and the Infectious Disease Response Team. As an intern, I developed a strategic plan for addressing high-risk alcohol use among students at OSU. And during the first year of my assistantship, my position morphed into working as the interim Substance Abuse Prevention Coordinator,” Niloo said. Added to an already impressive list is developing an assessment tool for “It Starts Now!”, a peer-theater performance presented by Every1, a peer-to-peer program designed to end sexual violence. Additionally, Niloo operated Answer Spot, an online Q&A health resource for students, for several years.

“I feel so fortunate to have been with SHS,” Niloo said. “Through my internship, I improved my research skills. Through Answer Spot I honed the journalistic necessity of taking complicated health information and making it understandable to a general audience. Through the Substance Abuse Prevention Program position, I improved my teaching skills, as well as helped develop substance use-prevention programs.”

Most recently, Niloo headed the Beaver Sleeper campaign. OSU student surveys consistently indicate that inadequate sleep affects academic success; Beaver Sleeper directly addresses this issue. Niloo went on to present the program with a colleague at the American College Health Association National Conference in May 2009 in San Francisco.

“The Beaver Sleeper program was a culminating project for me, because it encapsulated all aspects of my previous experience at SHS,” Niloo said. “The program proved to me that, with the help of others, I have the ability to design a program from scratch, implement it, and evaluate it.”

Niloo (who also holds a Bachelor’s degree in Biological Sciences and a Master’s degree in Public Health) will be entering her third year in the PhD in Public Health program, planning to graduate in spring of 2012. For 2010–2011, Niloo landed a research assistant position within the OSU Department of Public Health. And while this is an exciting opportunity, Niloo admits that she will miss walking through the doors of SHS nearly every day.

“Personally, I feel like I have been fortunate enough to bond with a large majority of the staff. My duties varied so much that I found myself interacting with billing, administration and primary care, as well as health promotion,” Niloo said. “Pat Ketcham is a fabulous mentor, and everyone here is so great. I loved coming into work.”

Looking to the future, Niloo aspires to obtain a university-level position that will allow her to both teach and conduct research. “I also want to work with a Student Health Service to design, implement, and evaluate health promotion programs for college students,” Niloo added. “I’ve always enjoyed journalism, too, so I think becoming a contributing editor to a health magazine would be fun.

“One of the most significant lessons I’ve learned through my experience at Student Health is that – wherever I end up after OSU – it is OK to start at the bottom, knowing that hard work will pay off,” Niloo said. “I have the confidence that I can work my way up, just as I did here.”

“But more important than any of the skills are the friendships that I’ve made,” said Niloo, never one to pass up an opportunity to shout out appreciation for others. “I give everyone at SHS six snaps in a heart formation!”
Goals and Challenges

GOALS

- Successfully undergoing AAAHC accreditation survey in October 2010.

- Successfully undergoing COLA laboratory accreditation survey in May 2011.

- Hiring staff needed to meet demands for service.

- Finding funding to build a new building. This new facility would combine Student Health and Counseling and Psychological Services under the same roof.

“I have largely seen SHS@Dixon for physical therapy and I feel very confident of the therapist there. I appreciate having this accessible to me on campus as well. I would rate this section as excellent.”

– Comment from 2010 Patient Satisfaction Survey
Serving a growing number of students, many with increasingly complex needs (10 percent of our patients have more than 10 visits per year).

Operating out of an older building that was built to accommodate an inpatient, rather than an outpatient, model of healthcare and has inadequate space for current needs.

Appointment space/availability: One of the clinic’s challenges has been increased patient visits working with the same number of clinicians, nurses, and support staff.

Keeping up with the increased number of Health Promotion outreach requests.

Optimizing the use of our electronic clinical record keeping and billing system.

Transitioning to a new business center Summer 2010.
Data

Today’s Oregon State Students

93%
93% of students described their health as good, very good, or excellent.

83%
83% of students reported feeling overwhelmed by all they had to do at least one time within the last school year.

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

72%
72% of students had either one or no sexual partner during the last school year.

72%
72% of students reported getting enough sleep in the past 3–7 days to feel rested in the morning.

60%
60% of students were a healthy weight based on the Body Mass Index (BMI), which incorporates reported height and weight.

56%
56% of students meet the recommendation of participating in moderate or vigorous exercise in the past seven days.

40%
40% of students who consume alcohol reported doing something that they later regretted when they had been drinking in the past year.

38%
38% of students reported receiving a vaccination against the flu in the past 12 months.

24%
24% of students wear a bike helmet when they ride their bicycles.

Source: Oregon State University, Spring 2010

Total Department Visits at SHS

Academic Impact

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

- Stress 23%
- Cold/flu/sore throat 21%
- Sleep difficulties 17%
- Anxiety 17%
- Work 13%
- Internet use/computer games 11%
- Depression 10%
- Alcohol 8%

Source: Oregon State University, Spring 2010
National College Health Assessment Survey
# Student Health Services Fiscal Year 2009-2010

## For Fiscal Year Ending: June 30, 2010

### Student Fees
- **Enrollment (3 Term Average):** 18,789
- **Health Fee:** $103.13
- **Summer Health Fee:** $98.22

### Revenue
- **Health Fee – Undergrad:** 5,813,065
- **Summer Health Fee:** 503,836
- **Other Fee Remissions:** (16,137)
- **Interest Income:** 11,739
- **Other Medical Services Income:** 2,111,300
- **Other Revenue – Health Insurance:** 1,185,244
- **Miscellaneous Revenue:** 112,401
- **Services & Rental Reimbursement:** 64,320

**Total Revenues:** $9,785,768

### Salaries/Wages
- **Staff – Unclassified Salaries:** 1,625,808
- **Staff – Classified Salaries:** 1,615,223
- **Student Pay – Regular Pay:** 152,297
- **Other Payroll Expenses:** 1,563,037

**Total Salaries:** $4,956,366

### OPE
- **Supplies & Minor Equipment:** 1,198,753
- **Utilities:** 8,083
- **Maintenance & Repairs:** 203,089
- **Purchased Services:** 897,286
- **Student Health Ins. Premiums:** 955,476
- **All Other Costs:** 212,249
- **Depreciation:** 107,252
- **Building & Equipment Reserves:** 1,225,000

**Total Expenses:** $4,807,188

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*“Family planning services is an amazing resource.” – Comment from 2010 Patient Satisfaction Survey*
“Everyone at Student Health Services has a commitment to providing quality care, and it is obvious. Compared to going to a normal doctor’s office, I would pick Student Health every time. I feel like the doctors, physician’s assistants, and nurses at SHS are interested in helping students, and that they enjoy taking the time to explain things or to listen carefully to a patient. They don’t rush patients through like a regular doctor’s office, and I like that. They actually try to get to know us, and I think that is one of the things that makes their care high quality.”
– Comment from 2010 Patient Satisfaction Survey

2009-10 Leadership Team

**Phillip Histand, MD**  
Director,  
Student Health Services

**Connie Hume-Rodman, MD**  
Associate Director,  
Clinical Services

**Linda Reid, RN, C**  
Associate Director  
Nursing Services

**Debbie Gerber**  
Manager,  
Medical Records and Reception

**Pat Ketcham, PhD**  
Associate Director,  
Health Promotion

**George Voss, BS**  
Associate Director,  
Administrative Services

**Martha Adams, RN**  
Member-at-Large