

STUDENT HEALTH SERVICES

Oregon State University



2012 - 2013 ANNUAL REPORT

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Oregon State
UNIVERSITY

MISSION, VISION AND VALUES

SHS MISSION

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

To accomplish our mission we:

- ▶ Provide excellent medical and health promotion services
- ▶ Create a safe environment for all individuals
- ▶ Honor diversity
- ▶ Respect and show courtesy to all people
- ▶ Meet community and individuals' needs in an ever-changing environment

SHS VISION

Student Health Services will be an organization that is nationally recognized for its commitment to public health by promoting lifelong healthy behaviors, healthy environments, and global citizenship.

SHS VALUES

- +**Student centered** – We are committed to recognizing, addressing, and accepting the full spectrum of individual and collective life experiences and health needs present in our community.
- +**Responsible** – We are conscientious stewards of money, time, patient information, and human and physical resources.
- +**Excellence** – We use evidence-based practices, regularly engage in quality improvement activities, and are committed to continuing education for all staff.
- +**Integrity** – We consistently live out our stated values.
- +**Creativity** – We encourage innovation, have a participatory environment and collaborate at all levels.
- +**Environmentally conscious** – We are dedicated to efficient use of energy and to the reduction of our negative imprint on the environment.



LETTER FROM THE DIRECTOR

The past year has been a year of growth and change. Student Health Services, like many campus organizations, has been faced with challenges related to the growth of the university. We have been working hard to maintain our mission of providing high-quality, accessible, affordable health care for a steadily increasing number of students. We are also dedicated to staying abreast of the changing health care system nationwide, so that we can provide quality care with the lowest possible financial burden to the student.

In response to campus growth and student need, Student Health added a second full-time psychiatrist to our staff this year. Due to our lack of space for expansion in the Plageman Building, we have also been involved in planning for an ancillary clinic at a separate site on campus. This would allow us to provide service to students in a more efficient manner.

This year has seen the retirement of our Director for the past five years, Dr. Phillip Hestand, and a decision by Student Health to redefine the Director position. The modified leadership structure will have a non-physician Executive Director who will oversee the daily function of Student Health and also have an expanded role in outreach and involvement across the university.



Student Health continues to expand our involvement in collaboration across campus and outreach to students. This year we have become involved in a Veteran's Work Group, a Collegiate Recovery Program in conjunction with University Housing and Dining Services, and a collaboration with the newly formed Type 1 Beavers student group to better coordinate care for students with diabetes. In addition, we have completed training for a Community Health Partners program that will provide individual liaisons from Student Health for each of the Cultural Centers and INTO-OSU. Because of the ever-expanding complexity of electronic medical records (EMR) and electronic communication, Student Health hired an Associate Director for Information Services this year. This will make our record keeping more efficient and improve our communication with students and outside providers. We have also added a part-time position for a Clinical Application Specialist to help maintain EMR proficiency of our clinical staff and guide us through changes and upgrades.

It has indeed been a year full of adaptation and growth at Student Health. This report summarizes many aspects of services to the university. I invite you to read further for more details about how students' lives are impacted by our work and the successes and challenges we have experienced.

Dr. Jeff Mull, Interim Director
Student Health Services

"I truly enjoy working with the individuals within the Health Promotion team. They are a group of dynamic, professional and innovative folks."

+ Carrie Giese, Sexual Violence Prevention and Education Coordinator

SUCCESSSES AND CONTRIBUTIONS TO THE MISSION OF OSU

MORE STUDENTS COMING THROUGH OUR DOORS

The number of patient encounters at Student Health (all providers) increased slightly during the past year, from 40,890 in 2011-2012 to 41,839 in 2012-2013. However, when factoring in multiple vacancies within our physician team, the impact on clinical operations becomes more pronounced. Significant contributions toward patient care were made by the nursing department. Almost 10,000 individual visits were conducted with our registered nurses, as well as close to 3,000 encounters with students who had also seen a clinician. In addition, nurses handled thousands of health-related telephone calls to and from students throughout the year.

IMPROVED ACCESS TO MENTAL HEALTH RESOURCES

Mental health issues, especially anxiety and depression, are among the most common reasons for students to seek care at Student Health Services. Many of these conditions can be handled by our primary care staff, but we are seeing an increasing number of more severe complex mental health conditions in recent years. In response to these needs, this year we added a second full-time psychiatrist. Our two psychiatrists act as primary mental health providers for students and also as consultants for our clinical staff. In addition, our psychiatrists serve as consultants for Counseling and Psychological Services (CAPS), and are involved in multidisciplinary campus programs, such as the BLEND Team for Eating Disorders and the Campus Mental Health Initiative.

COLLEGIATE RECOVERY COMMUNITY

Abuse of alcohol and other substances is also a common under-served issue among young adults. Rob Reff, Substance Abuse Prevention Coordinator, has been working hard to develop this program and to provide a center where those in recovery can meet on campus.

After a year of planning, professional development, and grant writing the Collegiate Recovery Community (CRC) will open in the fall of 2013. Along with support from across the Division of Student Life, this program seeks to create a nurturing, affirming environment in which students recovering from addiction can find peer support as well as other recovery support services while attaining a college education.

Campus partners include University Housing and Dining, the Memorial Union, CAPS, and the office of the VP for Student Affairs, working together to provide safe, substance-free living and meeting areas for students in recovery.

EXPANDED LAB SERVICES

Our new Laboratory Director, Mark Hornabrook, has led us through a smooth transition to new interfaces with our consulting labs at Samaritan Medical Center and Oxford Labs. He has also added three new in-house lab tests that will save costs and provide faster results for patients.

As an example, a new in-house rapid sickle cell test has improved efficiency and lowered costs for the OSU Athletic Department in the required screening of its NCAA athletes. Benefits include same-day turn-around times for test results.

"I love that SHS supports my international health work in Haiti. We really are a family here, and it feels good knowing that people care."

+ **Aslan Noakes, RN**

OUTREACH TO VETERANS

Student Health is actively involved in a campus Veteran's Work Group, to help with understanding the unique problems veterans face, and to better coordinate SHS and VA care for student veterans.

TB SCREENING

A team of individuals including nurses, lab and medical records staff, and the immunization coordinator developed a procedure to re-institute tuberculosis screening using the T-Spot test for international and INTO students from high-risk countries. The screening occurs in combination with immunization clinics at the International Living Learning Center (ILLC). The process was successfully tested in late June with about 130 students. The team continues to improve the process so that it will work equally well with larger numbers of students in the fall.

FLU SHOT CLINICS

During Fall Term 2012, the Student Health team provided outreach influenza vaccine clinics at the Memorial Union, West Dining Hall, the College of Veterinary Medicine, and Dixon Recreation Center for students, faculty and staff. SHS nurses and medical assistants were assisted by nursing students from Linn-Benton Community College. Throughout the flu season, SHS provided a total of 2,300 influenza shots.

RECOGNITION:

- ▶ **Kelley Kendall, FNP**, was presented with the 2012 OSU Exemplary Employee Award for Classified Staff, for her outstanding care of sexual assault survivors.
- ▶ **Sherry Sorby, MT, ASCP**, was recognized with an “Outstanding Service Award” by OSU’s Division of Student Affairs.
- ▶ **Martha Adams, RN**, successfully completed extensive eClinicalWorks training and became a certified eCW trainer.
- ▶ **Pat Ketcham, PhD, CHES**, Associate Director of Health Promotion, was elected as President of the American College Health Association (ACHA).
- ▶ **Linda Reid, RN**, Associate Director of Nursing Services, was elected as Chair of the Nursing Section of ACHA.
- ▶ **Chip Colby**, Associate Director of Information Services, has been appointed as a key reviewer for the 2014 Healthcare Information and Management Systems Society (HIMSS) industry conference.
- ▶ **Stacey Edwards, MPH**, Health Educator in Health Promotion, was awarded a \$15,000 grant from the American Thoracic Society and American Lung Association of Oregon. Funds have been used to develop and implement a marketing campaign to decrease non-daily smoking among OSU students.
- ▶ **Gail Carpenter Baggett, PT, DPT**, Physical Therapy Manager, served as Nominating Committee Chair for the American Physical Therapy Association’s Health Policy and Administration Section.

“Student Health Services is a unique organization where the primary focus is on quality and addressing the needs of students, as opposed to being a business with the primary focus on profit.”

+ **Susan Keister, MSN, FNP**

“I work here because these students are our future, and I want to be a part of their success. Many of our students are far from home. I want to be the person that helps them when they are in need, knowing that is what I would hope someone would do for my kids.”

+ **Michelle R. Wolf, Medical Aide**

VALUE-ADDED CONTRIBUTIONS TO THE OSU STUDENT EXPERIENCE

HELPING STUDENTS WHO ARE SHORT ON MONEY

Students may lack the finances to afford medications and immunizations. SHS partners with various providers to assist these students. Nurses collaborated with the Samaritan Cancer Resource Center (SCRC) and administered 30 first human papillomavirus (HPV) immunizations to female students who had not yet started the three-shot HPV series. The vaccine and injection fee was covered by the SCRC. Through a separate program, HPV vaccine was provided to 40 uninsured students by Merck through their vaccine assistance program. Nurses also performed patient assistance to help 45 indigent students obtain prescription medications.

OUTREACH TO STUDENTS WITH DIABETES

Team Diabetes has forged collaborative ties to community endocrinologists and diabetes educators. The group is now working to formalize contracts with these individuals to provide services on campus for students with diabetes, or with other hormonal problems.

Team Diabetes also worked with an undergraduate intern, Samantha Cueva, in conjunction with our Health Promotion Department. Samantha launched the Type 1 Beavers student-run chapter of the national organization Students with Diabetes. This student group will provide social and educational support to students living with diabetes; we hope this will encourage more students to access our diabetes services.

EDUCATING STUDENTS ABOUT CONCUSSION

In collaboration with the Health Promotion marketing office, an educational campaign was launched to inform students about the signs and symptoms of concussion. An article was added to the SHS homepage features, and a series of slides was displayed on the LCD screens located in SHS waiting rooms. Slides were also displayed at Dixon Recreation Center, the Memorial Union, and Kelley Engineering Center. These slides educated faculty and students alike about concussion, and referred them to the SHS website for more information.

Survey data shows a significantly improved awareness and skill level at assessment and management of concussion (16 students identified Spring Term 2012 vs. 43 identified Spring Term 2013) with much more consistent and improved documentation.

STUDENT INVOLVEMENT IN PEER-TO-PEER OUTREACH

Peer Health Advocates, a peer-to-peer outreach and advocacy program conducted through the Health Promotion Department, continues to engage the interest of OSU students who desire to make an impact on the health and well-being of their peers on campus. This past year, the average number of students that volunteered with PHA was approximately 32 per term. During summer to spring, 57 days of programming took place and resulted in 2,617 points of contact through the PHA program.

Successes by PHA were the development and implementation of program curriculum around the issues of alcohol, prescription drug abuse, tobacco prevention and cessation, sleep, nutrition, and stress. Further, PHA produced the World AIDS Day Red Dress Fashion Show to another year of success and high attendance, along with collaboration with the OSU Pride Center for Queer History Month and Pride Week.

"Student Health Services is a unique organization where the primary focus is on quality and addressing the needs of students, as opposed to being a business with the primary focus on profit."

+ **Susan Keister, MSN, FNP**

SUCCESSSES IN REDUCING TOBACCO USE

From summer to spring term, 394 of 495 scheduled tobacco cessation appointments were completed with 155 unique patients participating. The provision of free nicotine patches and gum through the PacificSource grant continues to greatly influence students to make an appointment for tobacco cessation. During program assessment conducted during winter and spring term, 67 percent of respondents reported that it had “a lot” of influence on their decision to quit. The smoke-free campus policy has been less of an influence with only 10 percent reporting that it had “a lot” of influence during spring term evaluations.

Results of cessation success* were greatly encouraging, as:

- +58-62 percent were able to stop tobacco as a result of the program;
- +8-24 percent reported temporarily stopping tobacco use;
- +10-33 percent reported cutting back; and
- +1-5 percent reported making no change in their use.

*Source: Winter and Spring Term tobacco cessation program assessment (Fall Term omitted due to poor response rate) For comparison, in typical clinical trials with patients using nicotine patches and/or gum with cessation support counseling, success rates are around 25 percent.

HOW WE RATE WITH STUDENTS

Student Health’s Internal Assessment Survey taken during Spring 2013 showed that respondents’ ratings of “excellent” or “very good” achieved 92 percent for “professional manner of the health care provider;” 80 percent for their provider’s “thoroughness and competence;” 86 percent for “clarity of explanations and instructions;” 85 percent for “ability of provider to make [student] feel comfortable to ask or say anything;” and, finally, 80 percent “satisfaction with prior visits to SHS.” The survey is sent to those students who have utilized Student Health in the past year. Unfortunately, the response on this year’s survey was very low at only 171 people. It is, therefore, difficult to compare with prior years’ responses.

COMMUNITY HEALTH PARTNERS PROGRAM

In 2011, Student Health conducted a series of focus groups with underrepresented students to gather feedback on how SHS could better meet their health needs. Among the suggestions that were brought forward was the idea of a liaison program. After continued consultation with faculty and staff who work closely with students in those communities, SHS recruited volunteers to serve as liaisons and began the training process for the Community Health Partners Program.

During Spring Term 2013, the Community Health Partners hosted seven community meetings at various cultural centers to tell people about the program, introduce the SHS liaison to the community in which they would be serving, and to gather feedback. Each CHP will be using the feedback that they received to begin to work with their community for the upcoming academic year. Next steps for 2013-2014 include getting out into the community, attending events, and meeting with key students and faculty/staff within each community.

“Everyone seems to really care about our students, and wants to make things easier for them. I like to see true caring.”

+ **Lisa M. Lawson-Miller,**
CCare Lead Associate/CCare Assistant Biller

STUDENT PROFILES

Dakota Cloud, Sophomore



- ▶ **Expected Graduation:** 2016
- ▶ **Major:** Public Health | **Minor:** English
- ▶ **Career Goals:** “I would like to be a high school health and English teacher.”

While @ SHS...

- ▶ **Job Title/Position:** Medical Records Assistant
- ▶ **Skills obtained:** “I have learned how to create a stress-free work environment, in potentially stressful situations.”
- ▶ **Favorite thing:** “I have always enjoyed helping and teaching people, and I feel that in my current position I can do both of those things. For many patients, this is the first time they have required any form of health care without parent participation; therefore, it is my job to help guide them through the process.”

Samantha Kraft, 2nd Year Graduate Student



- ▶ **Expected Graduation:** 2014
- ▶ **Major:** Master’s in Public Health in International Health and Epidemiology
- ▶ **Career Goals:** “Working for an international NGO or for the government. Hopefully something dealing with epidemiology, program development, vaccination programs, or strengthening health systems.”

While @ SHS...

- ▶ **Job Title/Position:** Health Promotion Assistant
- ▶ **Skills obtained:** “Being able to coordinate 10 projects at one time!”
- ▶ **Favorite thing:** “The people! The entire staff is amazing and it’s always fun to work every day with people who enjoy what they do.”

Daniel Blatt, Senior



- ▶ **Expected Graduation:** 2014
- ▶ **Major:** Psychology | **Minor:** Business Administration (pre-med option)
- ▶ **Career Goals:** “I want to go into psychiatry and addiction medicine. I am interested in helping others struggling with addiction. Addiction medicine is a relatively new specialty, and I am excited about the possibilities for aiding recovery through medicine.”

While @ SHS...

- ▶ **Job Title/Position:** Collegiate Recovery Community (CRC) Undergraduate Assistant
- ▶ **Skills obtained:** “I think a better question is what haven’t I learned here? There’s been so much room for me to learn and explore and implement new ideas in my work. My supervisor Rob Reff is very hands off, if there’s something I want to incorporate into the CRC, as long as it’s OK with him, I have free reign to make it happen, and figure out how to make it happen. Every idea or task has its own unique challenges, and learning to work around these challenges is part of what makes my work so fulfilling for me.”
- ▶ **Favorite thing:** “My co-workers and supervisors are some of the most helpful and friendly people I’ve had the pleasure to work with. The comfy chairs in my office are pretty awesome, too.”

GOALS AND CHALLENGES

Laura Lockwood, Senior



- ▶ **Expected Graduation:** Fall of 2013
- ▶ **Major:** Public Health – Promotion/Behavior
- ▶ **Career Goals:** “Health Education, Medical Records, Program Coordinator”

While @ SHS...

- ▶ **Job Title/Position:** Lead Medical Records Student Assistant
- ▶ **Skills obtained:** “I have learned what it means to work as a team under confidential circumstances. I have also learned time management when it comes to being assigned multiple projects at once, working with a diverse community, and staying calm in stressful situations.”
- ▶ **Favorite thing:** “SHS has become like a family to me. We have such a fun crew that knows how to stay professional along with getting work done on time.”

Erin Lee, Junior



- ▶ **Expected Graduation:** 2015
- ▶ **Major:** Nutrition
- ▶ **Career Goals:** “Dietitian”

While @ SHS...

- ▶ **Job Title/Position:** Health Promotion Assistant
- ▶ **Skills obtained:** “Teamwork, design and implementation, leadership and motivation, marketing, videography and video production, scheduling, outreach project designs, interpersonal skills, planning and organization, problem solving.”
- ▶ **Favorite thing:** “The warm, welcoming environment and the versatility in my position as a Health Promotion Assistant.”

GOALS

- + Fully implement the Community Health Partners program to enhance communication with and service to students of diversity.
- + Explore options for housing a College Recovery Program
- + Enhance input and involvement of students in planning for the future of Student Health Services.
- + Develop a plan for use of our ancillary clinic space.
- + To continue reviewing and revising our Billing Office practices and processes with regards to eClinicalWorks procedures, in order to prepare for billing third-party insurances.

CHALLENGES

- + Work with state and local officials to explore the best strategies for quality and cost effective health care for students under the Affordable Care Act.
- + Find funding sources to build a new Student Health Services building.
- + Keep up with the ever-increasing number of Health Promotion programming requests.
- + Operate under a drastically reduced health fee. The approved fee for current year was reduced from \$100.53 to \$89.09. This was offset by increased enrollment.

SHS DATA

HOW DO WE RATE?

95%

Rank as acceptable, the time spent waiting for services, whether getting through by telephone, checking in, or preceding and/or during appointments with a health care provider.

92%

Rate the professional manner of SHS reception staff and health care providers as good or excellent.

92%

Say that SHS has in some way contributed to their academic success.

86%

Rate the clarity of all explanations and instructions during their visit as good or excellent.

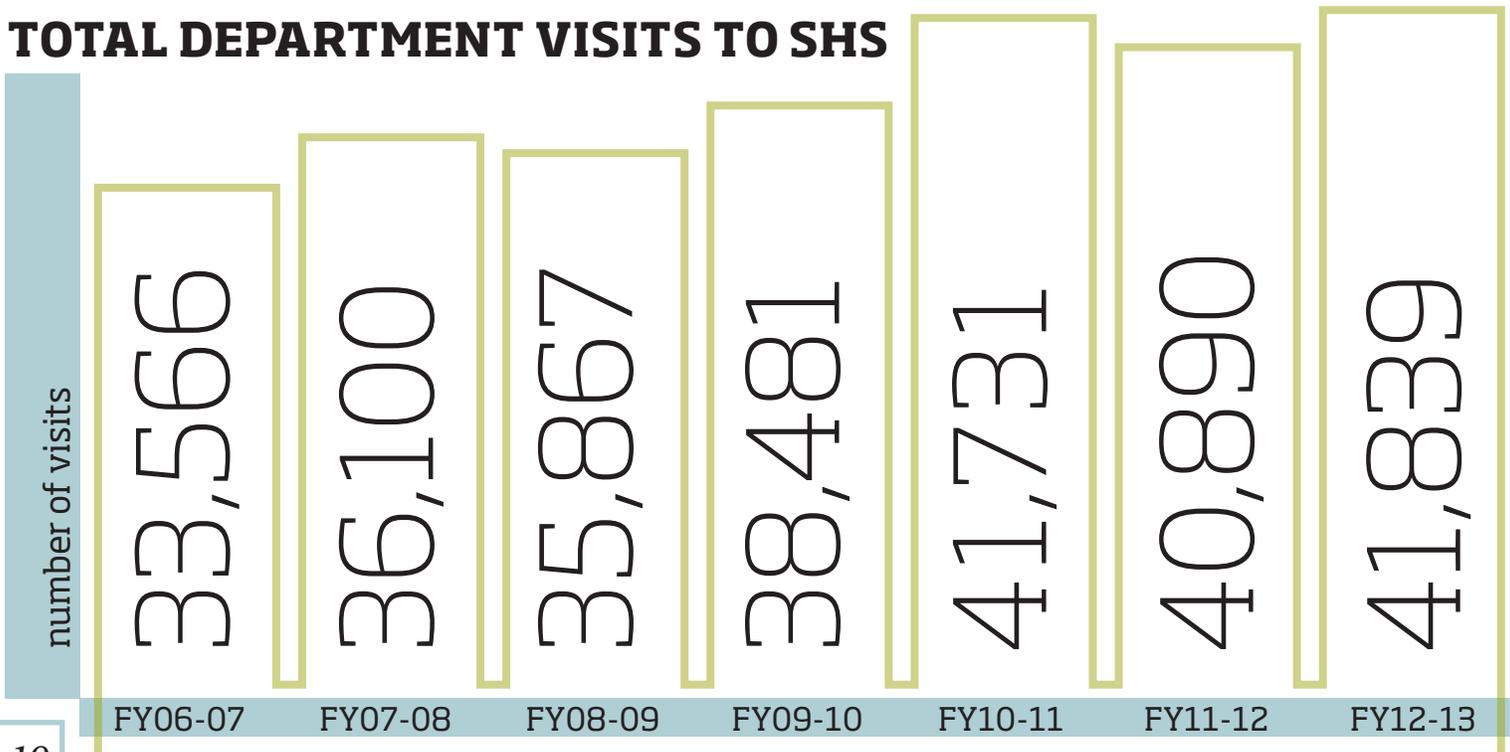
81%

Rate the response time after leaving a message for their clinician as good or excellent.

81%

Believe that the overall quality of care that they receive as Student Health Services is good or excellent.

TOTAL DEPARTMENT VISITS TO SHS



FISCAL YEAR SUMMARY

Fiscal Year Ending: June 30, 2013

Student Fees:

- ▶ Enrollment (3 term Average).....21,710
- ▶ Health Fee.....\$89.09
- ▶ Summer Enrollment.....5,842
- ▶ Summer Health Fee.....\$100.53

Revenue:

- ▶ Health Fee - Undergraduate.....5,802,339
- ▶ Summer Health Fee.....587,250
- ▶ Other Fee REmissions.....(12,996)
- ▶ Interest Income.....46,916
- ▶ Other Medical Services Income.....2,047,619
- ▶ Other Revenue - Health Insurance.....2,474,240
- ▶ Miscellaneous Revenue.....4,043
- ▶ Services & Rental Reimbursement.....42,553
- Total Revenues.....\$10,991,963**

Salaries | Wages:

- ▶ Staff - Unclassified Salaries.....2,006,708
- ▶ Staff - Classified Salaries.....2,021,691
- ▶ Student Pay - Regular Pay.....136,258
- ▶ Other Payroll Expenses.....2,177,778
- Total Salaries.....\$6,342,435**

Other Expenses:

- ▶ Supplies & Minor Equipment.....1,451,506
- ▶ Utilities.....28,742
- ▶ Maintenance & Repairs.....108,067
- ▶ Purchased Services.....809,618
- ▶ Student Health Ins. Premiums.....2,286,906
- ▶ All Other Costs.....241,516
- ▶ Depreciation.....139,898
- ▶ Building & Equipment Reserves.....(220)
- Total Expenses.....\$5,066,033**

2012-2013

SHS LEADERSHIP TEAM

- + **Phillip Histand, MD**.....Director (*retired*
Jan. 2013), Student Health Services
- + **Jeff Mull, MD**.....Interim Director, Student Health Services
- + **Connie Hume-Rodman, MD**...Associate Director, Clinical Services
- + **Linda Reid, RN, C**.....Associate Director, Nursing Services
- + **Debbie Gerber, BA**.....Manager, Medical Records and Reception
- + **Pat Ketcham, PhD**.....Associate Director, Health Promotion
- + **George Voss, BS**.....Associate Director, Administrative Services
- + **Chip Colby, BS**.....Associate Director, Information Services
- + **Elizabeth Lazaroff, MD**.....Member-at-Large