



# OSU Student Health Services

2008-2009 Annual Report

# 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, 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.*

*"The nurse was very kind and friendly and helpful. I felt that I could be completely honest with her and that she responded without judgment, and only with helpful feedback."*

## Preparation, Education, and Anticipation



**I've never been a Boy Scout, but their motto – “Be prepared” – is one that we have followed here at Student Health Services for many years.**

As I look back over the past year, I am reminded, once again, that one of our big jobs in health care is preparing to respond to rare but serious emergencies such as earthquakes, floods, power outages and epidemics. At Student Health Services, Sarah Kailin, NP, has been leading our disaster planning group that meets regularly to develop policies and procedures to guide our response to such events. We also conduct regular drills to test and

refine our plans. In addition, we coordinate our plans and drills with the Benton County Health Department and Good Samaritan Regional Medical Center.

The big news in health care this year was pandemic H1N1 (swine) influenza. All departments at OSU, including Student Health Services, have been working closely with each other for several years preparing policies and procedures for pandemic influenza. When the news broke that this virus had begun causing illness in people in Mexico, we immediately began monitoring the situation and activated appropriate portions of our campus pandemic influenza emergency plan. Information that was accurate and timely was distributed to everyone on campus in an ongoing fashion. While these efforts were time consuming for many, we fortunately had very few cases on campus and did not need to cancel or disrupt any campus activities during spring term. A resurgence of this virus is likely in the fall and preparations are continuing in anticipation of that.

Educating our students about personal and societal health care issues, and measuring learning outcomes, is a continuing major focus for all of us, with a particular emphasis on outreach by the Health Promotion Department.

Providing high quality health care that is accessible and affordable– as well as compassionate– is something we all strive for in our daily work. We are now able to provide services full-time for survivors of sexual assault.

I am happy to present you with this report summarizing many aspects of our work this past year and the outcomes from that work. Throughout the report, on the bottom of each page, you will see student responses from our 2009 Patient Satisfaction Survey. I trust that you, too, will come to appreciate what an amazing group of colleagues I work with on a daily basis, and the many good things they have accomplished this year. You will also learn about some of our goals and challenges for the future.

**Dr. Phillip Hstand, Director  
Student Health Services**

*“I've seen several of the SHS employees and I've enjoyed the quality of care from everyone.”*

# Success & Contributors

## H1N1 Response - Spring Term

Pandemic H1N1 2009 influenza arrived in Oregon in April 2009. Our initial response on campus was to activate the Emergency Operations Center for a week until more information was available about the severity of the illness. Protocols were refined as needed. Very few cases were identified on campus or in the surrounding community. Campus was not closed nor restricted. (See more under "Goals and Challenges" on page 6).



## Flu Shot Clinics

Outreach clinics for seasonal flu vaccine were offered to students, faculty and staff at the Memorial Union, Dixon Recreation Center, Valley Library and the dining halls. A total of 1,900 were vaccinated; 900 were students. Similar seasonal flu shot clinics are scheduled for fall 2009.

## New Name, Expanded Offerings at SHS @ Dixon

The Health Fitness Connection was renamed Student Health Services @ Dixon, to more accurately describe the services offered at SHS's satellite location. Chiropractic and acupuncture services were moved into that space, as well.

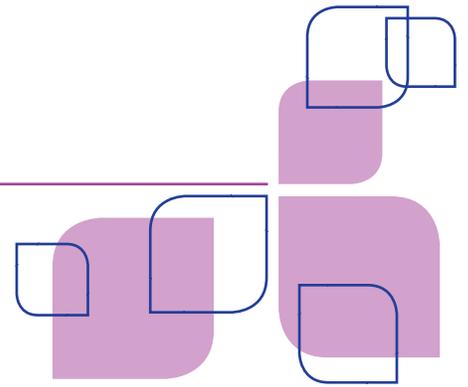
## Lab Renovation

The extensive laboratory renovation was completed at the end of the 2008 summer term. During that time (approximately three and a half months) the lab operated in a temporary modular unit parked outside of the Plageman Building. The new lab, which came in slightly under the projected budget, provides much improved confidentiality for patients and functional capacity for employees.

## Health and Wellness Alignment Collaboration

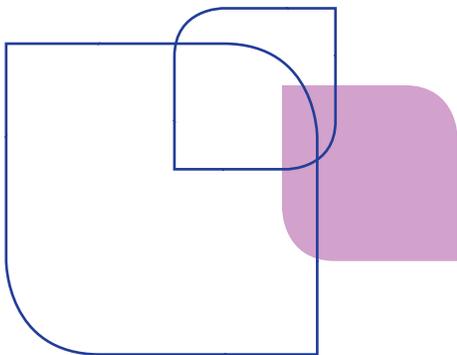
The Health and Wellness Alignment marketing workgroup made tremendous strides in developing a unified look between SHS, the Department of Recreational Sports (DRS), and Counseling and Psychological Services (CAPS). Marketing representatives from the three departments collaborated with University Marketing to create a graphic identity theme. That theme is being widely used in educational and marketing materials within the alignment. The alignment also began working on complementary Web site designs; redesigned sites for all three departments are currently in development. New relationships were forged between CAPS, DRS and SHS through several joint staff meetings and regular meetings of the directors. SHS contributed funding and marketing services to help CAPS launch its new Mind Spa "active relaxation" room in Snell Hall.

*"My visit was outstanding. The health care provider was very personable and very easy to talk to. She provided me with excellent sources of information to help me with my problems and provided visual handouts."*



## INTO Collaboration

INTO, a joint-venture program to bring additional international students to OSU, brought their first students to campus in June 2009. There were many preparatory meetings to work through the medical implications of this new program. SHS has for years assisted with providing orientation for incoming international students, screening for tuberculosis and immunizing those who required the mandatory vaccinations for measles, mumps and rubella. A greater number of international students will create a higher demand for SHS staffing of these important medical services. In addition, the SHS insurance office has been working with the INTO OSU staff to ensure health insurance coverage is in place for the international students enrolled in the program.



## Preparing Ourselves, Preparing Others

- SHS carried out a **Mock Disaster Drill** in April 2009 in the Dixon Recreation Center building.
- The **"It Starts Now!" peer theater program** to prevent sexual violence was performed during each summer 2008 START session, and will be presented during 2009 CONNECT week.
- The Plageman Building was **completely rekeyed** and a **new server room constructed** to enhance data and building security.

## Awards



Carrie Giese

**Carrie Giese** was honored with an OSU Women of Achievement Award for her contributions as Sexual Violence Prevention and Education Coordinator. Her collaborative approach has inspired alliances with groups such as law enforcement, ROTC, athletics, and Greek Life and promoted an understanding of the reality of sexual violence and everyone's role in ending it. Giese established a peer education group, EVERY1, whose sexual violence peer theater program is now provided to all incoming OSU students.

**Lori Nunn** was presented with a Student Affairs Award for her 35 years of service as a medical assistant at SHS. The award noted that Nunn "goes above and beyond the position description daily" and "developed a new project or program or simplified some process."

**The Sexual Assault Nurse Examiner (SANE) Work Group** received the Student Affairs Collaborative Group Award for the development of this new program.

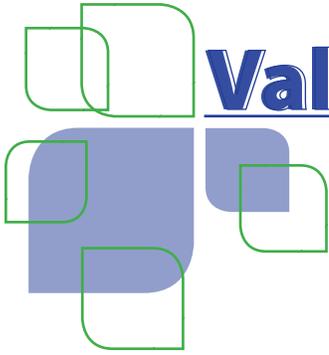
**Laboratory Staff** earned a third consecutive COLA Laboratory Excellence Award. The award is achieved by those laboratories that are found to be compliant with all COLA essential and required criteria at the time of their on-site accreditation survey, which is performed every two years. Accreditation is given only to laboratories that apply rigid standards of quality in day-to-day operations, demonstrate continued accuracy, and pass a rigorous on-site laboratory survey.



Lori Nunn

*"I've been uninsured for many years and I can't say enough how thankful I am for the immediate and affordable health care."*





# Value-Added Contributions

## SANE Growth/Expansion

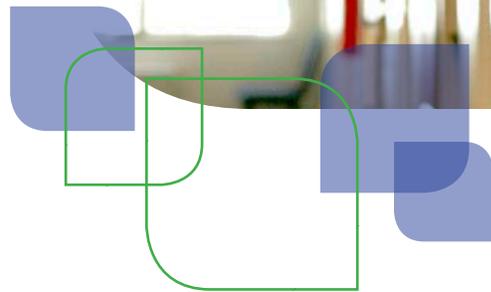
The Sexual Assault Nurse Examiner (SANE) program was expanded with the training of two additional Nurse Practitioners. SANE program now has two certified examiners and a third near certification.

## Cultural Competency

We engaged in multiple activities to enhance our development as a multicultural organization and to increase our cultural competency in working with our patients. We hosted Diversity Panels consisting of international and LGBTQ students. Voices Videos were also viewed by all departments.

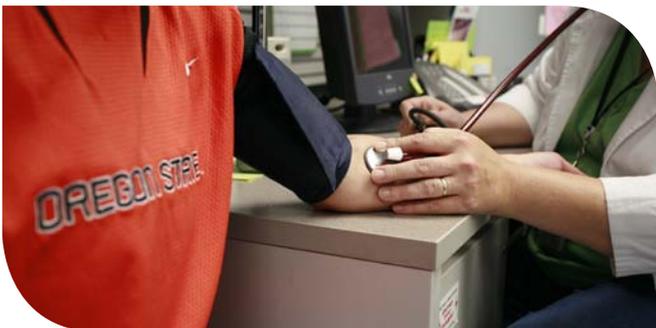
## Academic Success/Retention Beaver Sleeper Campaign

We conducted a student satisfaction survey; 64 percent strongly agreed or agreed that utilization of SHS contributed to their academic success. A new Health Promotion program, "Beaver Sleeper," increased student awareness of the value to getting adequate sleep. Graduate students Niloofar Bavarian and Michele Azada presented their sleep campaign at the PCCHA (Pacific Coast College Health Association) and ACHA (American College Health Association) annual meetings held in May 2009 in San Francisco.



## Survey Summary Spring 2009 Patient Satisfaction

In the 2009 SHS Patient Satisfaction Survey, more than 90 percent of the students indicated on numerous questions that they learned something as a result of their visit to Student Health. Most students responded that they were educated about their illness or injury and were instructed on how to care for themselves after leaving the health center. Students also believe that they learned how to improve their condition or their general health through changes in lifestyle. Perhaps most important was the high ranking that SHS health care providers received for making students feel comfortable enough to ask or say anything they want.



*"You guys are wonderful, I don't know what I would do without SHS!"*



## Student Employee Profile

# Brittany Mosher

**Brittany Mosher** will be a senior when school resumes this fall. An important part of her education, however, will continue to take place outside of the classroom.

**Mosher has been the Immunizations Assistant at Student Health Services (SHS) since November 2006.** She works in the Immunizations Compliance office, where she has personal contact with students and parents by telephone, by e-mail and in person. The basic function of her position is to ensure that students are in compliance with OSU and state immunization requirements, and to contact those who are not. But she finds that other questions often come up.

"Sometimes I am explaining immunization requirements to parents. And then since they have me on the phone, they'll ask other questions about their students coming to OSU," Mosher said. "This year most of the other questions are related to H1N1 [swine flu]. So we do our best to answer their questions or connect them with someone who can."

In the time that Mosher has worked at SHS – as one might expect – she has learned computer programs, in particular the clinic's electronic medical records system. But she points out that she has also **learned confidentiality skills, and has benefited from her interactions with diverse populations, including international students and those of different cultural backgrounds.**

While she joked that she literally "grew up at SHS" since beginning her job as a young freshman, Mosher noted that she has grown in other ways. "Everybody here has helped me mature. **I have become more comfortable with formal interactions and have improved my communication skills.** I believe that being a student employee at SHS serves as an **excellent transition to the 'real world.'**"

"This job is the best opportunity I could have asked for," Mosher continued. Her parents live in another city, and she said that **being surrounded by the caring staff of SHS means an abundance of support.** She also noted her appreciation for her supervisor, Compliance Coordinator Sue Jackson, who offers flexibility in Mosher's work schedule when it comes time for the inevitable tests, presentations and finals.

"I see myself as one of the lucky ones," Mosher said. "This job is not just to pay the bills and obtain work experience. **It has helped me grow in so many different ways.**"

Mosher plans to graduate in March 2010 with degrees in Spanish and sociology. She is considering a career doing social work in a clinic setting, or counseling at the high school level, or she may even apply for the Peace Corps.

**"Whatever path I decide to take," said Mosher, "my experience at SHS will help me ten-fold."**

*"This job is the best opportunity I could have asked for."*



*"I always have a positive experience at Student Health Services in terms of their care, knowledge and ability to make me feel comfortable."*

# Goals & Challenges

**Goal Continue development of a more comprehensive psychiatric program.**

We completed our second year of full-time psychiatric services. It continues to be a highly utilized service.

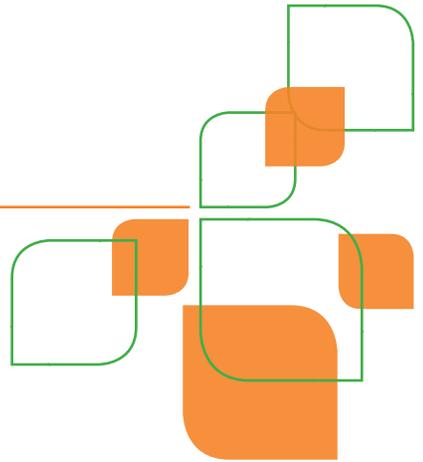
**Goal Enhance our outreach and services to international students.**

The need will increase as INTO program grows.

**Goal Increase our connection with students involved in the cultural centers.**

Expand our cultural competency. Develop Health Promotion programming that focuses on issues important to diverse populations. Increase all students' comfort level in visiting SHS practitioners.





**Goal Evaluate a universal insurance program.**

We continued work with the OUS (Oregon University System) schools to evaluate universal insurance as an enrollment requirement.

**Goal Create a conceptual design for a new building.**

SHS is continually challenged by facility limitations. Our staff continues to function in a physical space that is not designed for a modern outpatient medical practice. Lack of privacy in the nursing area is also a major challenge.

**Challenge OSU student enrollment topped 20,000 this year, stressing SHS clinical resources.**

For the 12th consecutive year, student enrollment increased at OSU. But as in previous years, no additional staff has been hired to help care for them. This is compounded by the challenge of managing a health care facility in OSU's current restricted fiscal climate.

**Challenge We anticipate a return of pandemic H1N1 2009 influenza to campus, with the possibility of a large number of cases.**

SHS will continue to work with Emergency Operations to inform the campus community about swine flu, in particular educating them on ways to prevent the spread of infection. In addition to our annual seasonal flu shot clinics, we are currently awaiting word on the availability of H1N1 vaccine. When we receive our allotted vaccine from Benton County, we will coordinate immunizations based on patient priority designations and the quantity of vaccine made available to us.

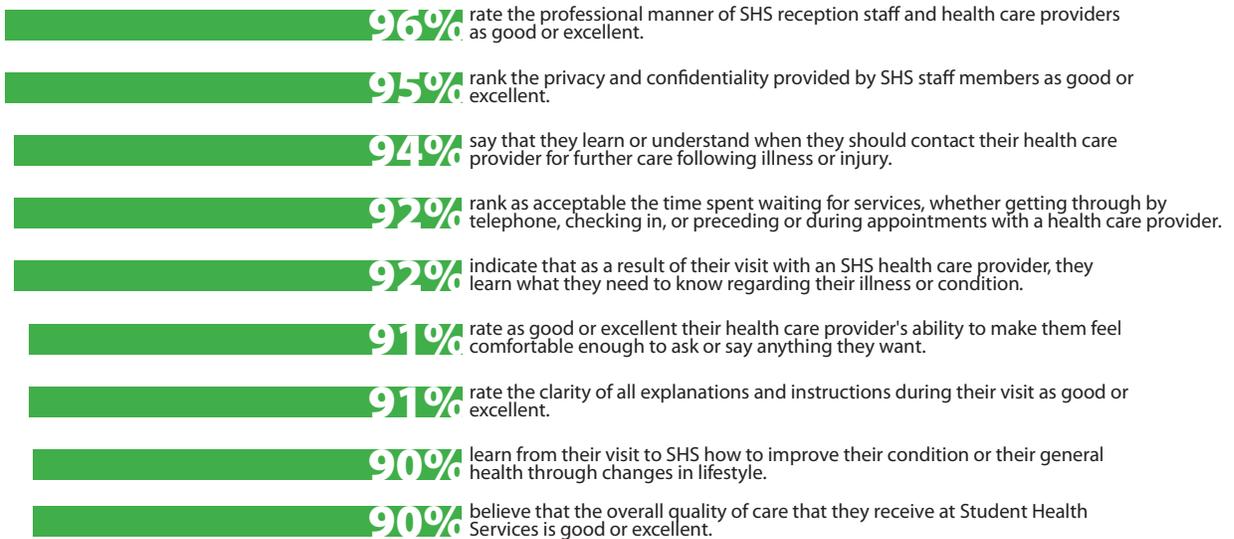


*"All the doctors that I have seen were wonderful. I never felt hurried with anyone I saw, and I appreciated that because sometimes I have a lot of questions."*



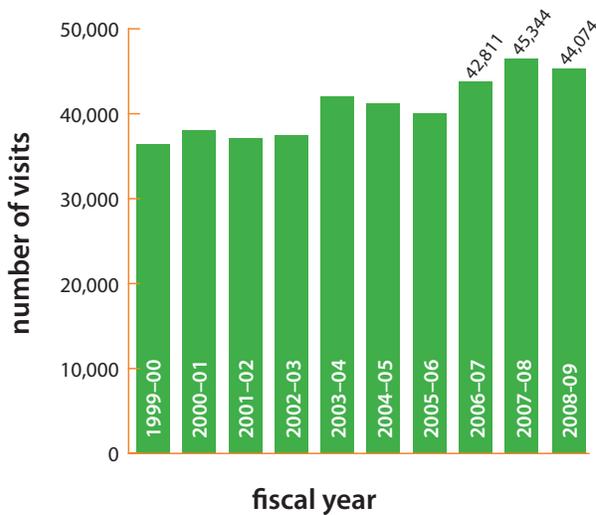
# Data

## How Do We Rate?



Source: SHS Patient Satisfaction Survey, Spring 2009.

## Total Department Visits at SHS



*"Very helpful and non-judgmental. Can't believe she remembered personal details about me from a year ago. Really excellent."*

# Student Health Services Fiscal Year 2008–2009

**For Fiscal Year Ending: June 30, 2009**



## Student Fees

Enrollment (3 Term Average)	18,140
Health Fee	\$94.95
Summer Health Fee	\$84.96

## Revenue

Health Fee – Undergrad	\$5,119,969
Summer Health Fee	464,335
Other Fee Remissions	(14,733)
Interest Income	30,165
Other Medical Services Income	2,098,370
Other Revenue – Health Insurance	907,283
Miscellaneous Revenue	107,887
Services & Rental Reimbursement	30,887
<b>Total Revenues</b>	<b>\$8,744,162</b>

## Salaries/Wages

Staff – Unclassified Salaries	1,528,035
Staff – Classified Salaries	1,517,788
Student Pay – Regular Pay	131,532
Other Payroll Expenses	1,612,791

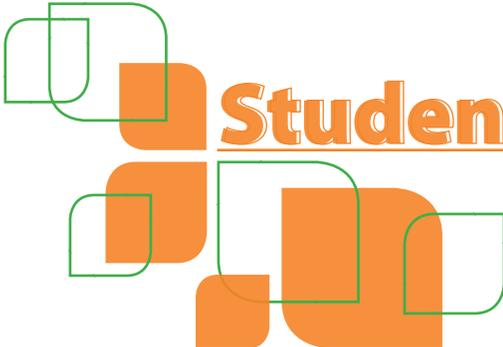
## OPE

<b>Total Salaries</b>	<b>\$4,790,147</b>
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## Other Expenses

Supplies & Minor Equipment	1,095,427
Utilities	26,341
Maintenance & Repairs	119,403
Purchased Services	881,032
Student Health Ins. Premiums	815,659
All Other Costs	144,248
Depreciation	91,301
Building & Equipment Reserves	800,000
<b>Total Expenses</b>	<b>\$3,973,412</b>

*"The nurse I saw was very professional and compassionate."*



# Student Health Services

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## Leadership Team

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

**Roger Bradford, MD**  
Associate Director,  
Clinical Services

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

**Pat Ketcham**  
Associate Director,  
Health Promotion

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

**George Voss**  
Associate Director,  
Administrative Services

**Lori Nunn**  
Member-at-Large

