



# 2011-2012 ANNUAL REPORT

STUDENT HEALTH SERVICES  
OREGON STATE UNIVERSITY

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# MISSION, VISION, AND VALUES



## 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 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 and practice civility
- >> Meet community and individuals' needs in an ever-changing environment

## 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



Student Health Services has a vision to be an organization that is nationally recognized for its commitment to public health by promoting lifelong healthy behaviors, healthy environments and global citizenship. We work hard each year to move toward that vision. This report will highlight several of the ways we worked this year toward achieving that vision.

Several Student Health Services staff members played significant roles during the past year in preparing the campus to become nonsmoking on Sept. 1, 2012. This new policy will create a significant improvement in our campus environment and has encouraged many individuals to quit smoking. Offering successful smoking cessation interventions have also been a vital part of that work.

The expertise and leadership abilities of several of our staff members were recognized by their election to significant positions in the American College Health Association, a national organization dedicated to campus health. This allows Student Health Services to be in on the cutting edge of policy and program development nationally. This knowledge is then brought back to benefit OSU students and our campus at large.

A major remodel project was undertaken in summer 2011. This substantially improved our reception area, nursing area and patient privacy. Students have commented about the great, new professional appearance of these areas. I invite you to stop by and see our building if you have not had the opportunity to see this new space yet.

Involvement in collaborations across campus included Mental Health initiatives, Intercultural Services Mentoring programs, Sexual Assault Response and Prevention, and many others. Much work was done in the community in collaboration with the Benton County Health Department in the area of controlling infectious diseases and with the City of Corvallis/OSU Collaboration project to create healthier neighborhoods and good citizenship.

Our award-winning laboratory is featured in this report. They provide excellent services to our students and serve as a model for laboratories throughout the country.

Quality is a high priority for us here at Student Health Services. Our Quality Improvement Committee works diligently to study selected aspects of our work and then recommends changes that might be undertaken to improve our work. The work of this committee was presented nationally by some staff members and received much positive feedback from the audience.

I thank all of my colleagues here at Student Health Services – and across the university – for their commitment to promoting healthy behaviors and creating healthy environments. I invite you to read further for more details about how students' lives are impacted by our work at Student Health Services and the successes and challenges we have experienced this past year.

Phillip Hstand, MD  
Director, Student Health Services



# SUCCESSSES AND CONTRIBUTIONS TO THE OSU EXPERIENCE



The academic year 2011-2012 was a monumental one as Oregon State University prepared to become a nonsmoking campus. Multiple Student Health Services employees served on committees and work groups related to the new policy. These individuals completed much of the policy, communication and infrastructure work for the Smoke-Free OSU Implementation Plan, which took effect on Sept. 1, 2012. Health Educator Stacey Edwards successfully coordinated implementation of the smoke-free policy as Project Director, while Marketing Coordinator Colleen Schlonga provided invaluable service through her marketing and communications expertise.

In preparation for Oregon State becoming a nonsmoking campus, Health Promotion's Tobacco Cessation Program provided OSU students with no-cost nicotine replacement therapy (NRT) through a grant from the PacificSource Healthy Life Challenge. One hundred forty-four patients completed 377 tobacco cessation appointments in 2011-2012. In comparison, 176 appointments were completed in 2010-2011 during the same time frame. One-month follow-ups for 2011-2012 participants were conducted via phone and online surveys. Aims of the survey were primarily to assess tobacco cessation success rates and program satisfaction. Results of cessation success were greatly encouraging, as:

- >> 29 percent were able to stop tobacco use.
- >> 32 percent reported temporarily stopping tobacco use.
- >> 29 percent reported cutting back.
- >> 9 percent reported making no change in their use.

For comparison, in typical clinical trials with patients using nicotine patches and/or gum with cessation support counseling, success rates tend to be around 25 percent.

## MEETING THE NEEDS OF STUDENTS

Of all eligible students, 64 percent utilized SHS clinical services for a total of 41,211 clinical encounters. Additionally there were 27,339 contacts with Health Promotion staff. The Insurance Office saw record enrollments in the international and graduate student plans. Related to illness prevention, SHS marketed and administered to students more than 400 doses of human papillomavirus (HPV) vaccine, which was provided at no charge by the State Immunization Program. The nursing staff also gave 2,100 influenza immunizations to students, faculty and staff throughout the season.

To more efficiently utilize the limited space available within the Plageman Building, SHS completed a major remodel project on the second floor in the nursing, reception and some clinical areas. Waiting areas were also expanded, improving confidentiality for patients. The remodel project also included the installation and successful transition to a digital X-ray format.

Several new positions were added during the year. A full-time Registered Dietitian/health educator and a second full-time physical therapist were hired.

The SHS laboratory successfully achieved the COLA two-year re-accreditation in November 2011, passing the onsite inspection with no citations. The lab acquired its fourth Laboratory Excellence Award from COLA, having maintained the highest laboratory performance standards for eight consecutive years (see feature on page 6).



*All of the staff was very helpful and welcoming. They also provided many additional resources for me to use.*

*- Patient Comment, Student Health External Survey, Spring 2012*





Student Health underwent an external program review by the America College Health Association. The purpose of this review was to evaluate the overall efficiency and effectiveness of the SHS operation in comparison to similar health services nationally. The findings were that SHS has a comprehensive mix of services that compares favorably to other similar institutions nationally, that SHS is space starved, that more psychiatry time and more medical assistants are needed, that the role of Registered Nurses should be re-examined, and that a senior level position for information management needs to be created. Another recommendation was to look at billing insurances as an additional alternative source of revenue.

## COLLABORATION

Student Health worked with numerous partners, both across campus and in the Corvallis community. A few highlights include:

- >> Working with Benton County Health Department to obtain a SIG-SPF grant to reduce the use of alcohol by students.
- >> Joining forces with Counseling and Psychological Services, Healthy Campus Initiatives, and the Office of Student Affairs to create the Mental Health Initiative.
- >> Continuing to collaborate with the Healthy Campus Initiative group in moving forward the PacificSource Healthy Life Challenge.

## MARKETING/COMMUNICATION

The Student Health website ([studenthealth.oregonstate.edu](http://studenthealth.oregonstate.edu)) was upgraded to the “OSU Standard” Drupal theme in March 2012. This new site theme meets OSU Brand Guidelines, is more consistently updated and enhanced by Central Web Services, and more closely meets Federal web accessibility standards than did the old custom theme.

## RECOGNITION

- >> **Pat Ketcham, PhD, CHES**, Associate Director of Health Promotion, was elected President-Elect of the American College Health Association (ACHA), to serve in 2012-2013.
- >> **Linda Reid, RN**, Associate Director of Nursing Services, was elected as Chair-Elect of the Nursing Section, ACHA.
- >> **Mary Lloyd-Rex**, Health Insurance Assistant, was awarded a Division of Student Affairs “Excellence in Service” Award, Spring 2012.
- >> **Carrie Giese**, Sexual Assault Prevention and Education Coordinator, was named OSU Exemplary Employee – Professional Faculty, Fall 2011.
- >> Three staff members presented lectures at the ACHA Annual Meeting, held in Chicago in May 2012. **Beth Brown, ANP**; and **Connie Hume-Rodman, MD**, presented “Developing a Meaningful Quality Improvement Program and Peer Review Program that Meets AAAHC Guidelines.” In addition, **Pat Ketcham, PhD, CHES**, presented with ACHA President Jenny Haubenreiser, “Towards an Integrated Approach to College Health and Health Promotion.”



*Everyone I dealt with was very helpful and patient – a refreshing thing in today’s society, even the professional one.*

*– Patient Comment, Student Health External Survey, Spring 2012*





# VALUE-ADDED CONTRIBUTIONS TO THE OSU EXPERIENCE

## STUDENT HEALTH LABORATORY RECEIVES EXCELLENCE AWARD



*Medical Technologist Werner Steimle has been with the SHS lab since 2007.*

The laboratory at Student Health Services is once again the recipient of the Laboratory Excellence Award. The award – presented in November 2011 by COLA, a national healthcare laboratory accreditation organization – signifies the SHS laboratory’s commitment to providing accurate and reliable test results to OSU students.

“I am very pleased that our staff won this award,” said Allison Lee, SHS laboratory director/manager. “It recognizes that we run a very efficient and quality-driven lab. Even more impressive is that this is the fourth time in a row we have received the 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. The survey is performed every two years, so the SHS lab’s four awards represent eight consecutive years of maintaining the highest performance standards.

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. In addition, award recipients must have demonstrated successful proficiency testing for the prior three testing events and have no valid complaints against the laboratory.

The laboratory staff shares in the success and accomplishment that the award represents.

“I enjoy working with the other laboratory staff who daily commit themselves to providing their best in all of their services,” said Werner Steimle, medical technologist.

“My favorite part of being on the OSU campus,” added Lee, “is to help the college students learn how to be responsible to take care of their health at a younger age.”

The SHS laboratory employs 4.5 full-time employees, and is equipped to provide most diagnostic procedures in-house. The five tests that the lab processes most frequently are chlamydia/gonorrhea, liquid-based pap, direct strep, urinalysis, and complete blood count.

*The SHS laboratory team includes (left to right) Leslie Kaye, Sherry Sorby, Allison Lee, Werner Steimle and Kathleen Burke.*





## STUDENT LEARNING

This year was an exciting one for nutrition in the Health Promotion Department. We saw high demand and utilization of clinical services along with a strong interest in nutrition programming and collaboration across disciplines and departments. The dietitian had over 2,080 student contacts through outreach and 30 outreach requests and events. In the clinic, the dietitian saw 288 patients, often being booked out three weeks in advance.

A new working group was formed to organize and launch a student-led group to provide better care and resources to young adults living with diabetes.

## STUDENT INPUT AND FEEDBACK

How has SHS contributed to students' academic success? This question was answered by 1,021 respondents to the SHS External Survey, conducted and analyzed in Spring 2012. The survey was emailed to 6,000 randomly selected users and non-users, undergraduate and graduate students at OSU. Students who answered "Other" made comments on ways they feel SHS has contributed to their academic success. A selection of these comments included: ACCESS nurse, CCare, condoms, convenient pharmacy, and insurance coverage. (Find highlights of the External Survey on page 10.)

During Spring Term 2012, Health Promotion oversaw the American College Health Association/National College Health Assessment survey of 1,147 undergraduate students. Results are being analyzed and will be incorporated into programming emphases for the upcoming academic year. (Find highlights of NCHA results on page 11.)

## CULTURAL COMPETENCE

As part of the Smoke-free OSU Implementation Plan, the Education Workgroup partnered with INTO-OSU, International Student Advising and Services, and College Assistance Migrant Program to produce handouts which were translated into five languages. These handouts explained the nonsmoking policy, as well as listed resources for those students who would like to quit smoking.

Other educational opportunities for all SHS staff included:

- >> Health and Culture within Native Communities (Allison Davis-White Eyes) – October 2011
- >> "Ouch" video and presentation on stereotypes (Larry Roper) – November 2011
- >> Rachel Griffin presentations about race, sexual violence, and social justice (Student Affairs) – February 2012
- >> Mental Health Wellness in College Age Women (panel) – March 2012
- >> International Student Panel (OSU International Cultural Service Program) – April 2012



*The first time I went in I was feeling very sick and the nurse that talked to me was very sweet. She treated me like I was her daughter and I liked that kind of personal experience.*

*- Patient Comment, Student Health External Survey, Spring 2012*



# GOALS AND CHALLENGES



## GOALS

- >> Examine the sustainability of funding sources.
- >> Optimize the use of our electronic clinical record keeping and billing system.
- >> Manage finances in a manner that allows for the continued financial health of Student Health Services.
- >> Find funding to construct a new building.
- >> Continue to pursue satellite space in the proposed new residence hall to be built in 2014.

## CHALLENGES

- >> Continuing to operate 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.
- >> Caring for increasing numbers of international students and their special requirements.
- >> Health Promotion programming requests outstripped our capacity to provide for everyone's needs, and the upcoming year will likely bring an even higher number of outreach requests.



*"Everyone is very professional. I feel like the doctors are always well prepared for my visit and remember me from one visit to the next, which I really like. The nurses are friendly and very good at making me feel at ease even when I have to get my blood drawn or be poked for a vaccine!"*

*- Patient Comment, Student Health External Survey, Spring 2012*





# FISCAL YEAR 2011-2012

## STUDENT FEES

Enrollment (3 Term Average)	21,232
Health Fee	\$100.53
Summer Enrollment	6,233
Summer Health Fee	\$103.13

## REVENUE

Health Fee - Undergraduate	\$6,403,410
Summer Health Fee	642,806
Other Fee Remissions	-0-
Interest Income	40,148
Other Medical Services Income	2,148,729
Other Revenue - Health Insurance	1,832,938
Miscellaneous Revenue	79,007
Services & Rental Reimbursement	56,391
<b>Total Revenues</b>	<b>\$11,203,429</b>

## SALARIES/WAGES

Staff - Unclassified Salaries	\$1,832,585
Staff - Classified Salaries	1,809,020
Student Pay - Regular Pay	191,099
Other Payroll Expenses	1,978,470
<b>Total Salaries</b>	<b>\$5,811,174</b>

## OTHER EXPENSES

Supplies & Minor Equipment	\$1,469,527
Utilities	39,801
Maintenance & Repairs	(104,983)
Purchased Services	983,790
Student Health Ins. Premiums	1,641,679
All Other Costs	193,473
Depreciation	105,500
Building & Equipment Reserves	627
<b>Total Expenses</b>	<b>\$4,329,412</b>

Fiscal Year Ending: June 30, 2012



*The staff at the desk were attentive and knew what they were doing. The nurse who helped me was very sweet, informative, and sensitive to my problems. The medical staff in the lab were also very nice. I had a good first experience at SHS.*

- Patient Comment, Student Health External Survey, Spring 2012



# SURVEY DATA



Exceptional quality of care, attentive and caring staff, efficient and timely service! I would have been a terrible mess physically and mentally if not for SHS. My back, shoulder, and my PTSD/ MDD have all been treated effectively!

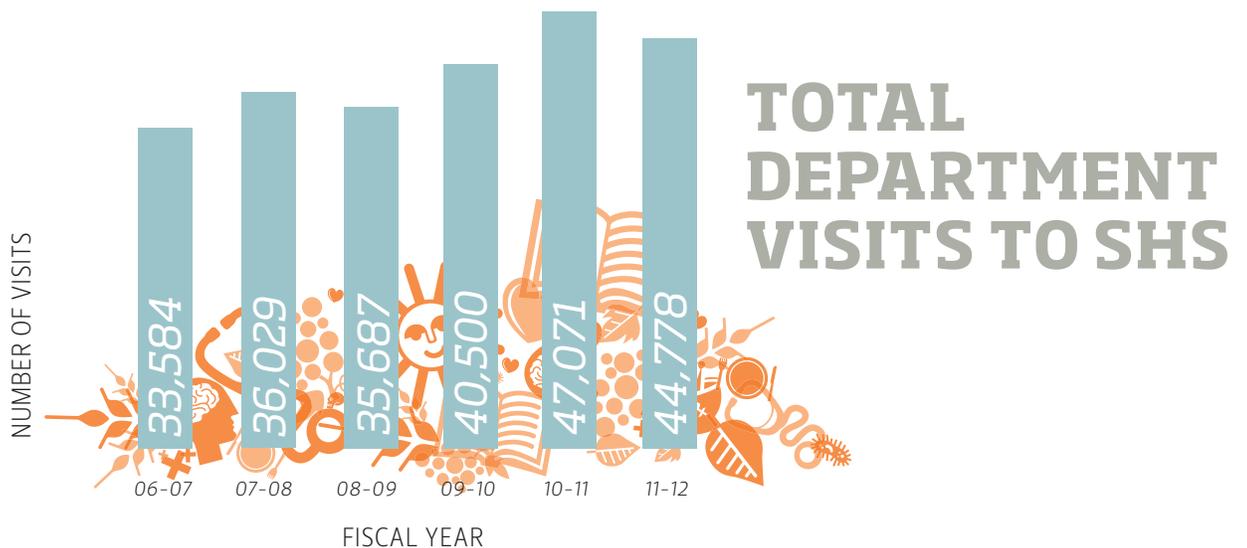
- Patient Comment, Student Health External Survey, Spring 2012



## HOW DO WE RATE? OSU students respond

- 75% of students rated the overall quality of care at SHS as good or excellent.
- 76% of students had visited SHS at least one time within the past two academic years.
- 79% of students, if in need of health services, would visit SHS.
- 82% of students would recommend SHS to a friend.

OSU Students Respond in Patient Satisfaction Survey (Spring 2012)

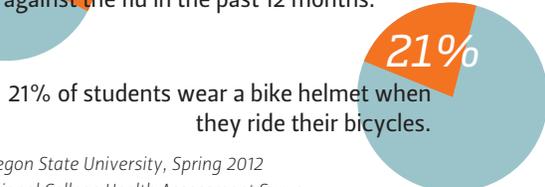
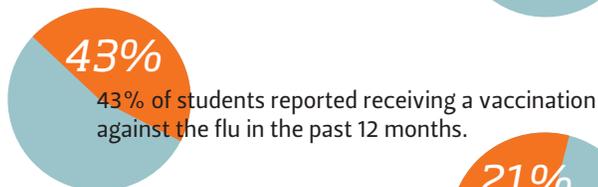
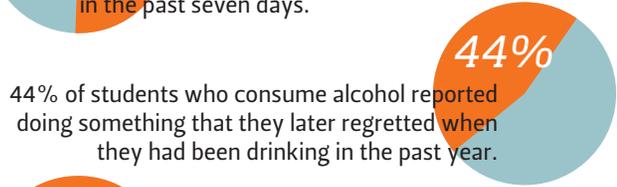
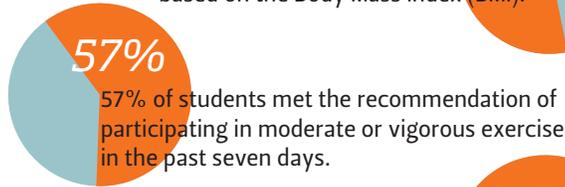
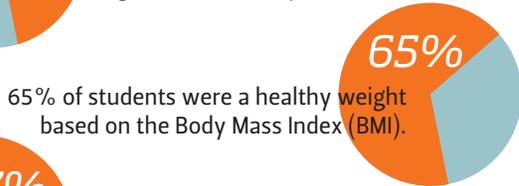
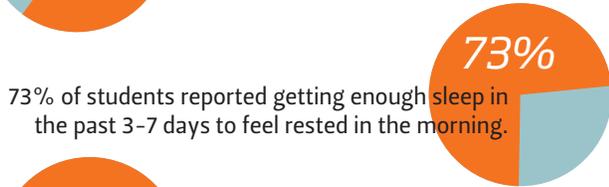
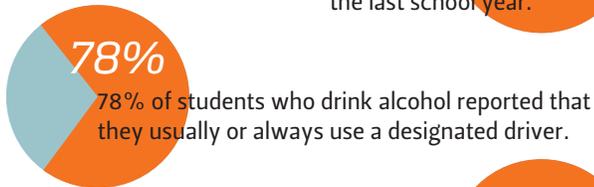
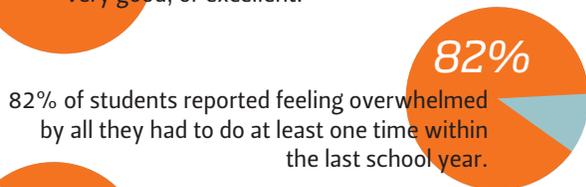
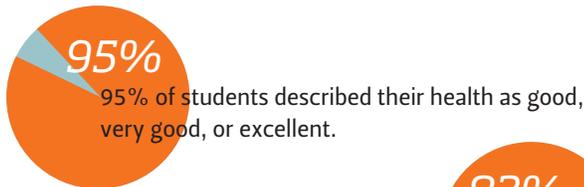


## TOTAL DEPARTMENT VISITS TO SHS

Reflects adjusted figures based on change in methodology



# TODAY'S OREGON STATE STUDENTS



Source: Oregon State University, Spring 2012  
National College Health Assessment Survey

# ACADEMIC IMPACTS

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



Source: Oregon State University, Spring 2012  
National College Health Assessment Survey

*As a former health care worker (paramedic), I found the professionalism of the staff to be a great asset. I will continue, if the need arises, to use their services again.*

- Patient Comment, Student Health External Survey, Spring 2012

## 2011-2012 SHS LEADERSHIP TEAM

**Phillip Hstand, MD**

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

**Erin Harrington, BA**

Member-at-Large

