



2013-2014 Annual Report

Student Health Services
Oregon State University

- +Mission, Vision and Values
- +Letter from the Executive Director
- +Successes and Contributions to the Mission of OSU
- +Value-Added Contributions to the Student Experience
- +Looking Toward the Future
- +The Students We Serve
- +Fiscal Year Summary

Vision, Mission and Values

SHS VISION

Student Health Services will be an organization that is nationally recognized for its commitment to health and well-being 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
- » Respect and show courtesy to all people
- » 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 Executive Director

RECOGNITION OF 2013-2014 LEADERSHIP

Jenny Haubenreiser, MA, FACHA
Executive Director

Jeff Mull, MD
Associate Director,
Medical 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

Barb Lerwick, RN
Member-at-Large

Having recently passed the one-year mark as the new Executive Director of Student Health Services (and a proud OSU Beaver) I am humbled to be serving among so many dedicated professional and student staff within SHS and the Division of Student Affairs. Our work in student health goes far beyond simply providing clinical services. We are specialists in the health and wellness needs of the college population. We are committed to social justice and ethical practice, including the stewardship of our resources and our daily commitment to provide the best possible care. We seek to apply best practices and the most current knowledge and research in the field, to building safe and supportive learning environments, and to assist students in reaching their highest potential. We remain committed to one goal: student success.



This past year has been one of exceptional change and transition. The role of Executive Director is new to SHS and reflects an intentional and strategic shift to better align our work with campus partners, as well as the university's mission. This role enables SHS to be responsive to changes in the external environment, including the rising cost of higher education combined with significant changes in the health care system. We now have a new OSU Board of Trustees, a new Vice Provost for Student Affairs, and new leadership within Counseling and Psychological Services and the Department of Recreational Sports,

our key partners in health and wellness. These changes are positive as they open new opportunities for innovation, yet they also illuminate the importance of strategic planning and assessment to ensure accountability.

There is much to be excited about for the year ahead. This fall we opened our same-day medical clinic at the new Tebeau Residence Hall, adding a highly convenient option for medical care on campus. We are pursuing even stronger alliances with CAPS, Rec Sports and Healthy Campus Initiatives with the goal of realizing our collective vision of a center for health and well-being at OSU. We are working to expand insurance billing, and we now offer a more affordable insurance plan for domestic students. We remain committed to meeting the needs of international students, and fostering relationships with the broader public health community in the development of infectious disease protocols and disaster planning.

We now have mandatory substance abuse and sexual assault programming instituted for all first-year students, and a rapidly growing recovery community. Health Promotion staff and graduate students continue to provide high-quality sexual health education, fitness and nutrition support, health coaching and general wellness promotion and support campus-wide.

Recalling the words of our esteemed former Vice Provost, Dr. Larry Roper, I know that our best work is still ahead of us. I look to the future of college health with great optimism, particularly now that we will be moving forward as a dynamic alliance.

I wish everyone within the OSU campus community a safe, healthy and productive year ahead.

**Jenny Haubenreiser, Executive Director
Student Health Services**

Successes and Contributions to the Mission of OSU

MEETING THE NEEDS OF STUDENTS

Patient Numbers on the Rise: The number of patient encounters at Student Health (all providers) during 2013–2014 increased from 41,839 in 2012–2013 to 42,684. This follows the trend of the previous two years. To help accommodate more students, planning began for the launch of Student Health Services – Tebeau Hall Same-Day Clinic, to open Fall Term 2014. This minor-care clinic, attached to the newest campus residence hall, will expand access to medical services outside of the main Student Health Center in the Plageman Building. Two additional advanced care practitioners were approved to help accommodate expanded services through the Tebeau clinic.

Helping Students with Complex Issues: The ACCESS (Advocates for Continuity of Care for Empowering Successful Students) program provides medical and pharmaceutical support to students with complex medical, mental health, academic, and/or financial issues. This past year SHS nurses cared for 32 students through this program. Student Health Services clinicians recognize that an increasing number of students may be having more complex medical, social and mental health issues. Additional students are dealing with chronic health problems that require more in-depth and consistent care and follow up.

Sexual Assault Nurse Examiners: A third nurse was trained as a Sexual Assault Nurse Examiner (SANE). These medical professionals care for students seeking help at SHS after a sexual assault. The nurses ensure confidentiality, conduct an exam if desired, and provide resources and follow-up for the student. This past year 29 students sought care as a result of sexual assault. SANE nurses also serve as advisors to OSU's Sexual Assault Response and Prevention Alliance.

Collegiate Recovery Community: The Collegiate Recovery Community provides a supportive community to OSU students in recovery. A permanent home for the CRC Clubhouse has been established in McNary Hall. The space is now used regularly by student members and boasts two computers, a printer, a pool table and an entertainment system. All CRC members have 24/7 access to this space. More than 16 students have participated in the CRC since the start of Fall Term 2013, and the CRC is actively recruiting and providing outreach to community colleges to support students in recovery. In addition to providing safe, substance-free living and meeting areas for students in recovery, the CRC has provided a community of support for more than 44 members of the OSU community through weekly Alcoholics Anonymous and Narcotics Anonymous meetings.

Expanded Laboratory Services: The SHS lab acquired new equipment this past year that has enabled more in-house testing, thereby lowering costs to students and shortening the time to receive results. This also benefits the OSU Athletic Department by providing space after hours for athletics physicals and lab work for NCAA-required tests.

Outreach to Veterans: Student Health's military/veterans workgroup continued to work with the campus veteran coordinator to ensure the success of students who are military veterans, including active duty, National Guard, reservist and/or family members of these groups. In the spring of 2014, this group met with Veterans Administration personnel from Portland to explore ways to improve OSU military and veterans' access to health care through the VA.

TB Screening: The SHS immunizations team continued immunization and tuberculosis screening for international and INTO OSU students. The TB screening is conducted monthly in combination with immunization clinics at the International Living Learning Center (ILLC). SHS staff provides direct access to required immunizations at the ILLC, thus removing any barriers to institutional compliance. A total of 684 required measles/mumps/rubella immunizations were provided for incoming students, and 1,264 T-Spots were administered.

Successes and Contributions to the Mission of OSU

Flu Shot Clinics: Student Health Services staff strives to keep OSU free from illness. During Fall Term 2013, the SHS team conducted influenza vaccine clinics at the Memorial Union, Kelley Engineering Center, the College of Veterinary Medicine, and the Valley Library. Flu shots and nasal-spray vaccine were also available at the health center with no appointment needed. Throughout the flu season, SHS nurses and medical assistants administered a total of 2,485 flu vaccinations to students, faculty and staff.

IMPACT: Nearly 440 students were served through the IMPACT substance abuse early intervention program (adjudicated). More than 4,500 students received education and outreach for alcohol and drug prevention, including Greek organizations and athletic teams.

Tobacco Cessation: While this year's usage was lower than last year (227 appointments in 2013-2014, compared to 394 appointments in 2012-2013), the tobacco cessation program continues to be an essential and highly utilized program for OSU students, contributing to live-long disease prevention. In total, \$8,000 was provided by a PacificSource grant to supply free nicotine replacement therapy (NRT) products for students, as an incentive and to help them quit.

COLLABORATION

Executive Director Hired: Student Health Services hired Jenny Haubenreiser as the new executive director, to replace the outgoing medical director. This position will function to enhance campus and community collaboration and the integration of health services among other units within Student Affairs. The executive director began regular working sessions with the directors of Counseling and Psychological Services, the Department of Recreational Sports, and Healthy Campus Initiatives, with the collective goal of reinvigorating the Health and Wellness Alignment. This has set the stage for strengthened collaboration in the coming year.

Campus Committee Leadership: The SHS associate directors of medical services and clinical services provide leadership on the Student Care Team and the Infection Control Committee, respectively.

ADHD/ADD Services: SHS clinicians, in collaboration with colleagues from Counseling and Psychological Services, Disability Access Services, and the Academic Success Center, teamed with community psychiatrists and clinical psychologists to provide guidelines for diagnosis and treatment of ADHD/ADD. An extensive section was added to the SHS website that explains the processes and provides education for students and families.

COMMUNICATION AND MARKETING

Website Moves to Responsive Design: During Winter Term 2014, the SHS website migrated to the newest OSU Drupal theme, Doug Fir. Built with a responsive layout, this theme displays well on smartphones and tablets, as well as laptops and desktops without the expense of building a separate custom mobile site. This upgrade allows students to access online health and wellness services and information via any mobile device.

Improving Communication with International Students: To improve communication with OSU international students, two new handouts were created for this audience, taking into consideration lower levels of English proficiency. Handouts entitled "About Health Insurance" and "Travel Tips for International Students" were mirrored on the SHS website. Related to this work, the language levels were modified on SHS web pages that are directed toward incoming and enrolled international students.

Successes and Contributions to the Mission of OSU

RECOGNITION

- » **AAAH Accreditation:** The SHS clinic was given a three-year accreditation in October 2013; the next accreditation review is scheduled for 2016.
- » **COLA Accreditation:** The SHS laboratory received a two-year accreditation in August 2013.
- » **Emilie Goodling, Medical Assistant,** was recognized with an “Outstanding Service Award” by OSU’s Division of Student Affairs.
- » **Colleen Schlonga, Marketing Coordinator,** was honored with fellow members of the Student Affairs Communications Group with the “Collaborative Group Award” by OSU’s Division of Student Affairs.
- » **Pat Ketcham, PhD, CHES, Associate Director of Health Promotion,** served as President of the American College Health Association (ACHA) for 2013–2014.
- » **Linda Reid, RN, Associate Director of Nursing Services,** served as Chair of the Nursing Section of ACHA for 2013–2014.
- » **Jenny Haubenreiser, Executive Director, was Immediate Past President for ACHA.**
- » **Chip Colby, Associate Director of Information Services,** acted as a key reviewer for the 2014 Healthcare Information and Management Systems Society (HIMSS) industry conference.

GRANTS

- » **Underage Drinking:** In collaboration with the Benton County Health Department, the \$58,424 SPF-SIG grant funded a graduate assistant to address underage drinking issues, focusing on campus and community.
- » **Sexual Health:** The Health Promotion Department received \$2,500 through the Pacific Coast College Health Association’s Dr. Joel Grinolds Research Grant. The grant funded a survey of OSU students related to safer sexual behavior.

Value-Added Contributions to the Student Experience

STUDENT LEARNING

Experiential Learning: Student Health Services employs more than 34 students in health promotion, medical records and administration. More than seven graduate teaching assistants are funded for a range of health promotion and substance abuse projects.

Type 1 Beavers: As the student-run OSU chapter of the national organization Students with Diabetes, this group provides social and educational support to students living with diabetes, in partnership with Student Health's Team Diabetes. SHS provides monthly clinics with local endocrinologists and certified diabetes educators.

COMMITTEES

Illustrating a commitment to continuing education and professional development, all employees of SHS are encouraged to participate in committees and work groups. These groups meet on a regular basis to address a variety of topics and include:

- » Celebration Committee
- » Continuing Education Committee
- » Cultural Competence Committee
- » Disaster Planning Committee
- » Forms Committee
- » Health and Safety Committee
- » Infection Prevention Committee
- » Information Technology Committee
- » QUIC Quality Improvement Committee
- » SHS Assessment Committee
- » ACCESS Work Group
- » BLEND Work Group
- » Building Enhancement Work Group
- » CCare Work Group
- » Team Diabetes Work Group
- » Fees Work Group
- » Insurance Workgroup
- » Meaningful Use (eCW) Work Group
- » Medical Supply Work Group
- » Military/Veterans Work Group
- » SANE Work Group
- » Student Engagement Work Group

Experiential Learning



KATHRYN RESSLER

Year in school: Senior

Planning to graduate in: June 2015

Major(s): Food Science and Technology with a Fermentation option

Minor: Chemistry

Career ideas: Dentistry

Position at SHS: Immunization Office Student Worker

Skills learned while working at

SHS: Working at Student Health Services I have improved my patient communication skills, had the chance to use Spanish while working with international students, and gained an understanding of how a clinic that manages a large patient population operates. I have learned to interact with people who are upset, while still enforcing state immunization requirements and have learned how to communicate with people for whom English is not their first language.

Favorite thing about working at SHS: My favorite thing about Student Health Services is the staff. The people here are wonderful to work with and make me feel very welcome.



MELISSA NGUYEN

Year in school: Fifth year

Planning to graduate in: June 2015

Major(s): Public Health: Health Promotion and Behavior

Minor: Sociology

Career ideas: Health Educator or Program Coordinator

Position at SHS: Peer Health Advocates Student Coordinator

Skills learned while working at SHS: I've improved my public speaking skill throughout the times working with PHA. I've also learned how to work under tight deadlines for projects. Working with PHA has helped me so much with my leadership skills as well.

Favorite thing about working at SHS: The friendships I've made throughout the year, the silly talks and conversations throughout the Health Promotion floor, being able to work on a variety of health-related topics and collaborate with other groups, as well as the fact that every day is a new and exciting day.



SARAH D. MONTAGUE

Year in school: Senior

Planning to graduate in: June 2015

Major(s): B.F.A. in Graphic Design

Minor: Art History

Career ideas: After some time working and gaining more experience in design, I plan to eventually gain my master's degree so that I may one day teach in the arts/graphics field.

Position at SHS: Graphic Designer for the marketing department

Skills learned while working at SHS: The hands-on experience, in a very patient and educational driven job, has been invaluable to my learning. This has been a safe environment for me to ask questions and take the time to understand the computer programs vital to my career. I have gained a better understanding of the design process from talking with clients and helping guide their ideas to printing and proofing the final product.

Favorite thing about working at SHS: My favorite thing is first, as a design major, being immersed into a completely foreign environment. I never expected to learn so much about health! Then of course, the people I work with are awesome. The marketing team is totally cool and a joy to be around.

Experiential Learning



REGAN NISHIKAWA

Year in school: Senior

Planning to graduate in: June 2015

Major: Graphic Design

Minor: Photography

Career ideas: I believe something I'd like to do is work with a small company and be their designer for whatever they need.

Position at SHS: Graphic Designer

Skills learned while working at SHS: I've definitely grown as a designer, and I've learned a lot about working with all kinds of people.

Favorite thing about working at SHS: The people who work here, they're all so great!



NATALIE JOHNSON

Year in school: Senior

Planning to graduate in: June 2015

Major(s): Bio-Health Sciences

Pre-Pharmacy option

Career ideas: Nursing or Nurse Practitioner

Position at SHS: Immunizations Assistant

Skills learned while working at SHS: My ability to work in multiple data systems has greatly improved while working at SHS. My knowledge of electronic medical records has also greatly improved. In addition my customer service skills have been refined while working at SHS.

Favorite thing about working at SHS: The ability to interact with the variety of health care professionals has been one of my favorite parts. My most favorite thing is working with the people, both the staff and the patients.

Looking Toward the Future

GOALS

- » Finding the space and resources to build an integrative facility housing SHS, CAPS and at least some elements of Recreational Services, in keeping with the university's Health and Wellness Initiative.
- » Finding appropriate space to house a dental clinic on campus, a high priority for students on assessment surveys.
- » 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.
- » Implement a combined international and domestic student insurance plan for fall 2014.

The Students We Serve

TOTAL VISITS TO STUDENT HEALTH



TODAY'S OSU STUDENTS

During Spring Term 2014, Health Promotion oversaw the American College Health Association – National College Health Assessment II survey of 1,796 undergraduate students (overall response proportion was 93.1 percent). The ACHA-NCHA II supports the health of the campus community by gaining a current profile of health trends within the campus community. The results of this survey influence programming emphases for the future.

- » 92% of students described their health as good, very good or excellent.
- » 83% of students reported feeling overwhelmed by all they had to do at least one time within the last school year.
- » 73% of students had either one or no sexual partner during the last school year.
- » 69% of students reported getting enough sleep in the past 3-7 days to feel rested in the morning.
- » 58% of students met the recommendation of participating in moderate or vigorous exercise in the past seven days.
- » 45% of students reported receiving a vaccination against the flu in the past 12 months.
- » 40% of students who consume alcohol reported doing something that they later regretted when they had been drinking in the past year.
- » 27% of students wear a helmet when riding a bicycle.

Source: Oregon State University, ACHA/NCHA Survey, Spring 2014 (N = 1,796)

ACADEMIC IMPACT

OSU students reported the following as having a negative impact on their academic performance:

- » Stress 29%
- » Anxiety 24%
- » Cold/flu/sore throat 18%
- » Sleep difficulties 17%
- » Work 14%
- » Depression 12%
- » Internet use/computer games 11%

Source: Oregon State University, ACHA/NCHA Survey, Spring 2014 (N = 1,796)

Fiscal Year Summary

Fiscal year ending June 30, 2014

STUDENT FEES:

Enrollment (3-Term Average)	23,643
Health Fee.....	\$89.09
Summer Enrollment.....	5,900
Summer Health Fee.....	\$89.09

REVENUE:

Health Fee Transfers	6,574,842
Interest Income.....	44,930
Other Medical Services Income	2,209,434
Other Revenue – Health Insurance.....	2,992,393
Miscellaneous Revenue.....	180,363
Services and Rental Reimbursement.....	65,911
Total Revenues.....	\$12,067,873

SALARIES AND WAGES:

Staff – Unclassified Salaries	2,079,318
Staff – Classified Salaries.....	2,194,960
Student Pay – Regular Pay.....	195,306
Other Payroll Expenses	2,212,852
Total Salaries and OPE	\$6,682,436

OTHER EXPENSES:

Supplies and Minor Equipment	1,309,520
Utilities.....	32,016
Maintenance and Repairs	110,078
Purchased Services.....	1,127,303
Student Health Insurance Premiums	2,847,943
All Other Costs	219,062
Depreciation	173,042
Total Other Expenses.....	\$5,818,964

Student Health Services Staff ~ 2013-2014



Student Health Services provides comprehensive health and wellness services to the students of OSU. SHS employs a range of medical providers: 15 physicians and advanced care practitioners, two psychiatrists, 20 nurses and eight medical assistants, as well as a full-service laboratory and X-ray. The clinic offers specialized consultations in women's medicine, endocrinology, sports medicine and dermatology. SHS staff specializes in occupational medicine, travel medicine, allergies and asthma, eating disorders, and staff organizes various specialty clinics around campus. SHS @ Dixon offers physical therapy, sports medicine, massage, acupuncture, chiropractic, nutrition and health coaching services. The Health Promotion department provides health and wellness services to students, including sexual health, nutrition and tobacco cessation. Specialized staff and graduate students oversee comprehensive efforts related to alcohol and other drug abuse and violence prevention.