2017-2018 ANNUAL REPORT

Student Health Services
INTRODUCTION

From our humble beginnings in 1916—when services were provided by a single physician operating out of a one-room office in the men's gym—to today, where our staff comprises physicians, nurse practitioners, physician assistants, nutritionists, physical therapists, psychiatrists, and more, our goal has always been to provide the highest quality of care to the student body of Oregon State University.

We are experts in college student health but we offer more than just excellent, student-centered, healthcare services. We are healthcare educators. We help build health literacy in our students so they can advocate for themselves for a lifetime. We have a deep understanding of impacts to student success and offer the time, patience, and support to ensure our students feel safe and cared for while away from home. We value inclusivity and adapt to students’ diverse needs instead of expecting them to adapt. We strive to remove barriers to achieving and maintaining wellness for all students. We are our students’ advocates and we are proud to serve this role at Oregon State.

Oregon State University Student Health Services (SHS) values diversity. We welcome students and patients from diverse backgrounds and do not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status or any other legally protected class status, either in our services or in our employment practices.

Content by Gina Flak
Design by Jamie Ortbal
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Our Directors

The governing body of SHS consists of the executive director and the department directors. This group sets and adopts the policies and procedures needed for the orderly conduct of the organization, including the scope of clinical activities.

JENNY HAUBENREISER, MA, FACHA
Executive Director, Student Health Services

AMY FRASIEUR, MS, MA
Interim Director of Prevention and Wellness

AMY MCLAUGHLIN, MS, MA
Director of Information Services

CONNIE HUME-RODMAN, MD
Director of Clinical Services and Staff Physician
JUDY NEIGHBOURS,
PHD
Director of the Survivor Advocacy and Resource Center

JEFFREY MULL,
MD
Director of Medical Services and Staff Physician

LINDA REID,
RN-BC
Director of Nursing Services

MARCIE THOMPSON,
MBA
Director of Finance and Operations
At Student Health Services, our mission is to support and promote the optimal health and wellness of the Oregon State University community by providing holistic and comprehensive care, creating safe and supportive learning environments, empowering OSU students to build capacity for lifelong health, well-being and success while embracing diversity and inclusion in all aspects of our practice.
WE CREATE
safe and welcoming campus environments free from sexual and other violence, and drug and alcohol abuse

WE LEAD
campus-wide public health policy, initiatives and response

WE ASSESS AND IMPROVE
our programs and services to best serve our students’ ever-changing needs

WE CARE
for OSU students, providing essential medical and mental health care, prevention programming, advocacy and wellness services tailored to students’ unique needs

WE VALUE

STUDENT-CENTERED CARE
We are here to serve the students of Oregon State and tailor our services to their individual and population-level needs.

EVIDENCE-BASED AND DATA-DRIVEN PRACTICES
Deploying the best knowledge and experience in the field towards optimal outcomes in support of student health, well-being and success.

STEWARDSHIP
We are committed to efficient use of our financial and human resources, diversification of our funding sources and transparency in our use of public funds.

INCLUSION
With a goal toward health equity we serve with compassion and empathy, seeking social justice for all OSU students.

RESILIENCE
We embrace innovation, honoring creative approaches to solving problems and garnering strength through our many partnerships on campus, within the community and throughout the state.

SYNERGY
We recognize that working together as a multi-disciplinary team in an environment of mutual respect leads to a greater good and that we can do more together than the sum of our individual efforts.

SYNERGY
We recognize that working together as a multi-disciplinary team in an environment of mutual respect leads to a greater good and that we can do more together than the sum of our individual efforts.
Student Health Services (SHS) provides comprehensive primary health care, disease prevention and treatment, and public health services at Oregon State. Our highly qualified staff includes physicians, nurse practitioners, physician assistants, registered nurses, certified sexual assault nurse examiners, physical therapists, registered dietitians, certified alcohol and drug counselors, medical assistants, radiology technologists, medical technologists and medical technicians. Additionally, there are specialists who provide complementary and consultation services at SHS.

The university health fee paid by students each term allows us to provide most office visits at no additional charge. Primary medical services consist of the diagnosis and treatment of student illnesses and injuries, wellness services, immunizations, substance use counseling, mental health care, sexual health and reproductive services, allergy clinic, travel medicine, sports medicine, physical therapy, tobacco cessation, nutrition counseling, acupuncture, massage therapy, and a round-the-clock nurse advice line.

**17,343**
TOTAL UNIQUE PATIENTS

**47,856**
TOTAL PATIENT VISITS
2017-2018

SHS@DIXON

1,065
UNIQUE PATIENTS

3,681
TOTAL PATIENT VISITS

TEBEAU SAME-DAY CLINIC

2,336
UNIQUE PATIENTS

3,481
TOTAL PATIENT VISITS

PLAGEMAN HEALTH CENTER

13,942
UNIQUE PATIENTS

40,694
TOTAL PATIENT VISITS
Clinical Services

We are accredited by the Accreditation Association for Ambulatory Health Care, placing us among the top university health centers in the country.

To gauge our effectiveness in providing services to the Oregon State student body, we survey patients after their clinic visit. In a sample of 1387 of those patients, we found that having on-campus healthcare access contributed to their academic success and well-being at Oregon State University at a rate of nearly 90%.

As students needs grow ever-more complex, we strive to offer more comprehensive yet more efficient service.

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STUDENTS MEETING CRITERIA FOR “SERIOUS HIGHLY COMPLEX MEDICAL AND MENTAL HEALTH CONDITIONS”

96%

PERCENTAGE OF STUDENTS SURVEYED (N=1387) WHO REPORT HAVING HEALTH INSURANCE
PATIENT SURVEY

N=1387

IS STUDENT HEALTH SERVICES YOUR USUAL SOURCE OF HEALTHCARE WHILE AT OSU?

88% YES 12% NO

WOULD YOU RECOMMEND STUDENT HEALTH SERVICES TO A FRIEND?

81% YES 16% MAYBE 3% NO

ARE YOU SATISFIED WITH WAIT TIMES FOR THE FOLLOWING? [RATES INDICATE “YES”]

88% MAKING AN APPOINTMENT 12% CHECKING IN

89% YOUR SCHEDULED APPOINTMENT
Nursing

Our nursing staff’s unwavering commitment to students was apparent during the Men B outbreak.

They collaborated daily with colleagues in the immunization compliance office to handle the vast number of shots given and to track them appropriately. Our nurses ran prophylaxis clinics for those groups of students who were exposed, and also met with students requesting vaccine waivers. In addition to clinic appointments, nursing staffed the special MenB phone line and coordinated with the county and the state to ensure vaccine availability and safe storage.

In addition to routine clinic appointments with students, nursing activities included:

+ Providing Sexual Assault Nurse Examiner (SANE) services for students who had experienced sexual assault
+ Working with providers to implement treatment plans for transgender students
+ Coordinating care for students with complex medical needs
+ Staffing the nurse advice line to handle phone triage and follow up calls with students
+ Collaborating with OSU Transportation and Parking Services and the Fire Marshal to raise awareness of bike safety and provide free bike helmets to students
+ Working on an improved referral and communication system between CAPS and SHS
+ Providing birth control procedures, such as IUDs insertions, at our Tebeau Clinic

1,602 ALLERGY VISITS
16,740 NURSING ENCOUNTERS
1,400 INTERNATIONAL STUDENTS SEEN AT INTO CLINICIS
1,784 FLU SHOTS TO STUDENTS
194 TRAVEL APPOINTMENTS
401 UNIQUE STUDENTS RECEIVING ALLERGY SHOTS
407 FEMALE HPV VACCINE GIVEN
279 MALE HPV VACCINE GIVEN
Occupational Health Services

Serving faculty, staff, and student employees, the Occupational Medicine office collaborates with several campus partners to protect the well-being of employees who have workplace risks.

Occupational Medicine provides an array of services specific to each employee’s situation, from travel consultations, hearing tests and personalized health screenings to health and safety education.
ANCILLARY SERVICES

Laboratory Services

Proud recipients of the 2015 and 2017 Laboratory Excellence Awards, presented by COLA, a national healthcare accreditation organization.

Our medical laboratory is accredited by the Centers for Medicare and Medicaid Services, staffed by medical laboratory technologists, and equipped to provide most diagnostic procedures.

The Excellence Award presented to the SHS lab by COLA signifies our commitment to providing the highest level of service to our campus community. This award is achieved by those laboratories in 100% compliance with all criteria at the time of on-site accreditation, 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.

20,222

TOTAL LABORATORY TESTS
The SHS laboratory manager, Mark Hornabrook, expanded services this year to offer students the ability to self-order tests for sexually transmitted infections. To test for Chlamydia and/or Gonorrhea, syphilis or HIV, a student may place the order online or simply walk into the lab to have their blood drawn.

By removing the extra barrier of a scheduled clinician appointment for asymptomatic students, we have increased demand for testing and shortened the turnaround time. Previously, it took 4-5 days to get test results on specimens sent out to a reference laboratory. In-house testing allows us to provide results the same day of testing (on average in just under 5 hours), allowing for expedited diagnosis and treatment.

**SEXUALLY TRANSMITTED INFECTION TESTING**

- **59,366** ALL PROVIDERS
- **57%** PERCENT SELF-ORDERED HIV
- **55%** PERCENT SELF-ORDERED SYPHILIS
- **25,447** SELF-ORDERED
- **35%** PERCENT SELF-ORDERED CHLAMYDIA/GONORRHEA
- **4.5 HOURS** TURN-AROUND-TIME (SELF-ORDERED)
Pharmacy

The OSU Pharmacy, located in Plageman, serves as a training site for students from the College of Pharmacy.

The pharmacy at Student Health Services is operated by the Oregon State University College of Pharmacy. Registered pharmacists are available five days a week to fill student prescriptions, provide drug information and answer health-related questions. The pharmacy staff were valuable partners in our work to combat Meningococcal disease this year.

X-ray Services

Providing routine, general digital imaging and radiography exams here on campus is convenient for students.
Men B+

In times of public health crises, we collaborate with community and county health partners as well as university officials, students, and families in order to contain the spread of disease.

This academic year, we continued to collaborate with Oregon State’s leadership, the Benton County Health Department and the Oregon Health Authority to contain the outbreak which began on campus the prior year.

The weekend after Halloween, an Oregon State undergraduate student was diagnosed with the B strain of meningococcal disease – the same type that infected three students on the Corvallis campus the previous academic year. Directly after that case SHS sprung into action with the help of many campus partners and community volunteers to hold two mini-mass vaccination clinics in the Memorial Union. The vaccine was required of new students, and only recommended for others at this time.

Meningococcal disease, though uncommon, is quite serious. It can cause death in 10% of those who contract the disease and severe lifelong impairment—including deafness, blindness, or loss of extremities—in up to 20% of those afflicted. Those at highest risk on the OSU campus were determined to be students age 25 and younger living in residence halls and cooperative housing, or members of fraternal living groups associated with the university. Vaccination efforts targeted these groups until two more cases were identified. By spring term, university leadership made the determination to require mandatory “MenB” vaccination for all students under age 26.
CHALLENGES

+ Capacity to meet goal with no additional funding
+ Off-campus access to vaccine was limited in parts of Oregon and in some states
+ Inability to match university data with state vaccine registry (FERPA versus HIPAA regulations)

COORDINATED RESPONSE

STATE AND LOCAL

+ House Bill 3276
+ OSU-OHA data sharing agreement
+ State and community medical provider communication and availability of vaccine, particularly over breaks
+ State-wide communication and media

AT OREGON STATE

+ New Meningococcal B vaccine requirement for all incoming, fall-term first year and transfer students, expanded to include all students age 25 and under as of 12/20/2017
+ Enhanced system communication
+ Improved information transmission from the electronic medical record to central data management system
+ Increased capacity to manage data entry and phone calls
+ Accessibility to vaccines for our most vulnerable students through assistance with Medicaid enrollment and vaccine vouchers for undocumented and uninsured students
+ Expanded our online FAQ to create a ‘one-stop’ for information
+ Targeted messaging to students, families, faculty and staff

1,101 STUDENTS VACCINATED IN FALL MINI-CLINICS

7,577 STUDENTS VACCINATED IN JANUARY MASS CLINIC

5,574 STUDENTS VACCINATED IN FEBRUARY MASS CLINIC

255 NON-MEDICAL EXEMPTIONS

92% RATE OF COMPLIANCE BY SPRING DEADLINE

17,950 STUDENTS COMPLETING VACCINE REQUIREMENT
Our team is dedicated to creating safe and supportive living and learning environments—in which all students can thrive and succeed—through:

+ The prevention of high-risk alcohol use and illicit/harmful drug use
+ The prevention of sexual violence, interpersonal violence, hazing and other violence
+ Early intervention for students with indicated needs through referrals to the Certified Alcohol Drug Counselor and mandated students through the IMPACT Program
+ Supporting students in active recovery from substance use dependence through the Collegiate Recovery Community
+ Workshops on a variety of issues most commonly faced by college students, including sexual health, nutrition, stress and body image
+ Nutrition counseling with registered dietitians
+ Wellness coaching to explore students’ personal strengths and wellness goals
+ A wellness agents peer leadership program

Our team is dedicated to creating safe and supportive living and learning environments—in which all students can thrive and succeed—through:

2017-2018 ONLINE PROGRAMS

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<th>TOTAL WORKSHOPS PRESENTED</th>
<th>72</th>
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<tr>
<td>FIRST-YEAR STUDENTS WHO COMPLETED HAVEN</td>
<td>4,862</td>
</tr>
<tr>
<td>GRADUATE &amp; TRANSFER STUDENTS WHO COMPLETED HAVEN PLUS</td>
<td>4,200</td>
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<tr>
<td>FIRST-YEAR STUDENTS WHO COMPLETED ALCOHOL EDU</td>
<td>3,787</td>
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Through participation on the Prevention and Advocacy Coalition we employed a multi-unit stakeholder approach to reach across campus and within the community to address issues related to the interconnected topics of alcohol and drug prevention, violence prevention and advocacy.

The high priority items put forth this year included:

+ Broad implementation of Beavers Give A Dam, which has been ongoing
+ Development and implementation of OSU’s first Sexual Violence Campus Climate Survey, launched in May
+ Supporting a high-impact welcome week event to serve as a booster to online alcohol and violence prevention courses – which became WOWFest
+ Create a syllabus warning regarding Responsible Employees’ obligation to report and encourage its use in academic courses
+ Create an On-Campus Alcohol Service Polic, consistent throughout the Division of Student Affairs, in progress at the time of this report
Collegiate Recovery Community

With 16 current members, the CRC was proud to celebrate the graduation of three of its own on June 15.

In 2013, Oregon State took steps toward meeting the needs of students in recovery from substance use disorders by launching a Collegiate Recovery Community.

The Collegiate Recovery Community provides an opportunity for students to enjoy a social life with additional support in a recovery-first environment. In 2016, with a gift from generous alumni donors and in partnership with University Housing and Dining Services, we expanded the program to include housing that is completely free of substances.

This year, scholarships are available for those students who choose to live in the Joan and Tom Skoro Recovery Living Community. The availability of supportive social and professional networks along with group activities and events enables students to live a life centered on recovery while successfully pursuing their college degree.
Alcohol and Other Drug Prevention

Established in 2015 at Student Health Services, substance use treatment services are provided by board-certified alcohol/drug counselors (CADCs) and/or licensed professional counselors. Treatment and counseling support offers students strength-based strategies in a confidential setting. We aim to help students assemble their strengths and capacities to achieve individual goals, while identifying personal constraints that may impede their academic success. This is done through open dialogue, while promoting autonomy and self-efficacy. Areas include, but are not limited to: harm reduction for substance use, problem gambling or gaming, problem internet use, recovery planning, and expectations related to university sanctions. Services include:

+ Evaluation, diagnosis, and referral
+ Individual and group counseling
+ Psychoeducation
+ Relapse prevention
+ Consultation

2017-2018 SERVICES TO STUDENTS

**SESSIONS WITH THE CERTIFIED ALCOHOL DRUG COUNSELOR**

- 173 UNIQUE STUDENTS
- 289 TOTAL VISITS

**IMPACT SESSIONS**

- 268 ALCOHOL
- 50 MARIJUANA
- 1 BOTH
PREVENTION AND WELLNESS

WOW Fest

In September, our Prevention & Wellness team rallied campus partners to put on a huge event: WOWFest!

Some Beavs braved the rain to view campus from above via free ferris wheel rides in the MU quad! Others “Built-a-Beav” with the OSU Alumni Association. Students who played mini golf participated in different learning activities at each hole sponsored by departments from across campus. Everyone enjoyed the live DJ, carnival food, and the chance to win awesome prizes!
VIOLENCE PREVENTION

Beavers Give a Dam™

BGAD is our multi-year approach to bystander intervention.

Our bystander intervention approach included:

+ Educational game show for all new students at START orientation sessions
+ Haven and Haven Plus online educational programs
+ Welcome week booster activities
+ Prevention workshops
+ Beavers Give a Dam bystander intervention program with the tagline “See Something. Do Something. Beavers Give A Dam.”
+ Bystander awareness campaign

The goals of the program were to:

+ Dispel rape myths
+ Enhance students’ sense of community
+ Increase motivation to help
+ Develop skills and confidence to intervene
+ Build empathy and support for survivors
+ Highlight campus and local resources
+ Address unique needs of various communities

The bystander awareness campaign illustrated a series of scenarios, highlighting common problems that could use an intervention and simple ways to safely intervene, calling for all of us to contribute to keeping a safe community.
Hazing Prevention

In spring, a new hazing prevention initiative was developed and presented to 277 Beavers.

The cross-divisional student affairs Hazing Prevention and Education subgroup coordinated the development and implementation of a series of multi-faceted activities to increase awareness of what constitutes hazing, and how to prevent and respond to hazing behaviors.

For our first term, focus groups were held with students, and NCHA data was evaluated. Six workshops were delivered to members of fraternity and sorority life, with a plan to continue with members of club sports and athletics, staff from University Housing and Dining, and groups of students in university housing the following year.

SUBGROUP REPRESENTATION
Student Health Services + Student Leadership and Involvement + Athletics + Student Conduct and Community Standards + Center for Fraternity & Sorority Life + Recreational Sports + ROTC

HAZING PREVENTION WORKSHOP ATTENDANCE

<table>
<thead>
<tr>
<th>Date</th>
<th>Participants</th>
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</tr>
<tr>
<td>MAY 5</td>
<td>77</td>
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<td>MAY 6</td>
<td>42</td>
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<td>MAY 7</td>
<td>33</td>
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<td>MAY 29</td>
<td>60</td>
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<td>MAY 31</td>
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TOTAL PARTICIPANTS 277
Wellness Agents
Peer Leadership

This academic year, 30 student volunteers served nearly 1500 hours promoting health and wellness on campus!

Wellness Agents are grounded in the belief that high quality peer programs foster healthy behaviors, student engagement and success, and overall inclusivity through education, environmental change and advocacy.

As a team, we value:

- Student success
- Evidence and public health theory-based
- Collaboration
- Campus-wide multilevel change
- Social justice and inclusivity
- Community engagement and community building

Highlights of this year include:

- Body Love and weight stigma presentation at OSU Leadership Conference
- NASPA Student Summit presentation on holistic violence prevention work with sexual health initiatives
- Launch of Beavers Bounce Back campaign around student resilience
- Collaboration with Athletics and CHOICES to run Alcohol prevention activity booth at a Spring Baseball Game
HEALTH WEEK

Boldly Me

In February, the Wellness Agents organized Boldly Me, a week full of events centered on healthy sexuality and promoting inclusivity for people of diverse gender identities and sexual orientations.

Events were specifically designed to promote healthy relationships, increase understanding of consent, and celebrate every individuals’ uniqueness in life, love and identity. Students from across campus worked together to produce this great series of events, culminating in the Boldly Me Fashion Show – a creative outburst of student expression organized by OSU student leaders from Student Health, Wellness Agents, CAPS, the Pride Center, Orange Media Network, DAM Chic and the Bold, Bright, and Blacklight Party.
GOALS

+ Increase students’ knowledge of university resources for healthy sexuality
+ Increase students’ awareness of issues related to HIV and AIDS, gender inclusivity and healthy relationships
+ Increase students’ access to resources for healthy sexuality
+ Develop a student-led, community-based intervention for college students

EVENTS

+ Sexual Health Fair featuring free HIV testing by the SHS laboratory
+ Panel presentations by campus professionals and by students
+ Coffee and consent: an informal discussion
+ Body Love Yoga
+ Film screenings and webinars
+ Fashion show
+ Bold, Bright and Blacklight Dance Party

SUCCESSES

+ Increased participation in programming
+ Increased collaboration with partners across campus—especially with Diversity & Cultural Engagement, Late Night Programming and Orange Media Network
+ More coordinated volunteering opportunities for students
+ More student involvement in the planning process
+ Film screenings and webinars
+ Fashion show
+ Bold, Bright and Blacklight Dance Party
**WELLNESS AGENTS**

**Game of Your Life**

**GOYL** is an annual event to remind students of critical components of holistic well-being through interactive skill building and educational booths.

This event covers multiple topics to help prepare students for summer and/or the transition out of college. This event is designed to bookend prevention and wellness events and education at the beginning of the school year.

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**TOPICS LED BY WELLNESS AGENTS WITH CAMPUS PARTNERS**

- VIOLENCE PREVENTION
- CORVALLIS COMMUNITY RELATIONS
- NUTRITION / BODY POSITIVITY
- ACADEMIC SUCCESS CENTER
- CAREER DEVELOPMENT CENTER
- MENTAL HEALTH
- MOVEMENT / DIXON (REC SPORTS)
- AOD
- HSRC
- CAPS
- SEXUAL HEALTH
- SHS LAB
- CCARE
- RESILIENCE
GOAL #1
Build off students functional knowledge related to self-care and wellness prior to summer break

GOAL #2
Improve relevant attitudes, beliefs, and skills in three topic areas (chosen by students) among attendees

GOAL #3
Increase student connection to the OSU community
Wellness Coaching

Through a focus on strengths and one-on-one conversations, wellness coaches provide opportunities for students to gain awareness regarding their capacity to create the lives they want to live, both during their time at Oregon State and in the future.

Student interns Kayleen Eng and Matthew Tradewell worked as wellness coaches under the direction of the Assistant Director for Wellness.
AN EMPHASIS ON STRENGTHS

The idea that we are just not enough is pervasive in our society. To promote the alternative—that you are exactly who you are supposed to be—Wellness coaches take a positive approach to personal development, focusing on a student’s strengths and using the Nine Dimensions of Wellness model as a framework for generating meaningful goals.

By engaging with students in this manner, coaching supports students’ ability to flourish through enhancing capacities for resilience and self-acceptance while promoting happiness, health and success.

DIFFERENT FROM COUNSELING

+ Piloted this past spring, this free service supports Oregon State University students by enhancing holistic health, wellness, and success through empowering conversations about strengths and goals.

+ Coaches are graduate and upper-level undergraduate students who have been trained as wellness coaches.

+ Coaches believe the student is their own expert. Coaches help to identify each student’s distinctive voice so that they can make decisions that are most appropriate for themselves in order to reach their identified goals.

MOST COMMON STUDENT GOAL AREAS

+ Self-acceptance and happiness
+ Improving self-confidence
+ Choosing a career
+ Enhancing academic performance
+ Developing a sense of belonging
+ Improving social relationships
+ Managing stress effectively

20
UNIQUE
STUDENTS SERVED

29
COACHING SESSIONS
DIRECTOR’S REPORT:
Survivor Advocacy and Resource Center

With a mission to provide safe and confidential support to OSU community members who have been impacted by sexual or gender-based violence

The Survivor Advocacy and Resource Center (SARC) opened on campus in October 2015. The overarching goals of the Center are to support survivors and help them navigate university and community resources, while also educating the university community about survivor-centered, trauma-informed responses to disclosures of violence.

278 CLIENTS SERVED
134 NEW CLIENTS
2,206 TOTAL APPOINTMENTS
147 ACADEMIC SUPPORT LETTERS PROVIDED
**EMPOWERING SURVIVORS**

SARC serves as a first point of contact for survivors and their allies, providing information and support to empower affected individuals to make informed decisions. Survivors can learn about their rights and reporting options, the breadth of services available – whether on campus or in the community. SARC advocates are able to make referrals, help with safety planning, classroom accommodations, and may accompany survivors to medical exams, Title IX hearings, police department visits, and more. The Center offers support groups as well, and all services are confidential and free.

At SARC, all persons are valued. SARC advocates are here to listen, believe and support those who have experienced a traumatic event. Since the opening of SARC in 2015 they have been privileged to aid in the recovery and healing process for more than 350 survivors.

**COMMUNITY ENGAGEMENT**

SARC advocates collaborate with campus and community members and organizations to further the goal of creating a culture of compassionate response to sexual violence. Advocates have trained various student organizations and staff departments on being trauma informed in response to disclosures of sexual violence. They have worked with student and community organizations to plan and implement an annual Take Back the Night event, along with other workshops and events, as part of Sexual Assault Awareness Month.

**2018 TAKE BACK THE NIGHT**

More than 500 community members joined us on April 25, 2018, for the Take Back the Night rally and march. Music by OSU student group, Divine, and a beautiful spoken word poem by Ruta Faifaisie supplemented the opening message from Carli Roehner of the Oregon Attorney General’s Sexual Assault Task Force and the keynote address delivered by Oregon’s Eighth District Senator Sara Gelser.
When asked what she wants to do since graduating in June 2018, Emmy Romer’s eyes light up. “I want to work in violence prevention for a university, like I’ve done here. I love public health. I love the university setting. It’s my niche!”

The passion with which she’s let out that sentence seems to leave her a bit breathless. Her new MPH from Oregon State is in the global health track with a focus on health promotion, epidemiology and health behavior. When pressed, she’ll say that her favorite is health behavior – understanding why people engage in the behaviors that they do – and being able to help students, in particular, with the modifiable risks to their health.

Emmy has been a valuable member of the prevention and wellness team at Student Health Services for the past two years. Her work at SHS in violence prevention was hard at first, because “people are inherently resistant when you tell them not to engage in specific risky or unwanted behaviors.”

It was not entirely new to Emmy. She had studied gender-based violence during her internship abroad. However, “working at SHS, working on the bystander intervention program [Beavers Give a Dam™], facilitating workshops for BGAD, consent and hazing prevention, training undergraduates … felt like a real job” to Emmy.

“It takes a huge amount of finesse. And it can be intimidating as a female-identified person to walk into a fraternity house or an athletic team’s space and run a workshop. But I gained confidence. And after doing these at least once a week, I grew to really enjoy the work.”

Emmy suggested that students be critical in their quest for internships and other work experience and to think about the skills they will gain and whether or not those skills will be transferable. She also suggested students look for work that they truly care about.

“I was able to take what I was learning in class and apply it to real life. Where my internship was for ten weeks, I’ve worked at SHS for two years. I have real work experience. I have a network. I can do program evaluation. I can use SPSS and SAS. I have higher than basic health statistics experience. I can write a survey. I have proven experience working with partner organizations across campus.

“We [at SHS] hold our students to really high expectations. We treat them like other employees. It was far and away some of the most valuable experience I’ve had overall,” she says.
It was far and away some of the most valuable experience I’ve had overall."
More than 500 community members joined us on April 25, 2018, for the Take Back the Night rally and march.

Music by OSU student group, Divine, and a beautiful spoken word poem by Ruta Faifaise supplemented the opening message from Carli Roehner of the Oregon Attorney General's Sexual Assault Task Force and the keynote address delivered by Oregon's Eighth District Senator Sara Gelser.
Dedicated to providing accurate, timely, and quality information while protecting student data and systems security, the IS team spent the year modernizing technology to improve efficiency and enhance service delivery.

**Provided accurate, timely and quality information about services and programs**

SHS provides an amazing array of services and programs for students, but that is irrelevant if students do not know about them. The Marketing & Communications team continues to innovate and expand how we reach students. New innovations and initiatives included:

- Launched the “To Your Health” podcast geared towards Oregon State students who want to learn more about health resources on campus and have some of their most important questions answered.
- Instituted new university brand standards across the health center, including marketing and health promotion materials and improved wayfinding systems in the Plageman Building to better aid students.
- Supported the immunization of more than 19,000 students against Meningococcal B disease through coordination of a campus and community-wide communication and awareness campaign.
- Promoted several health and wellness events and activities on campus.
- Continued to update the studenthealth.oregonstate.edu website for ease and better user experience.
As an organization, we have an ongoing commitment to protecting student data and securing SHS systems. The high rate of change in technology and level of security threats means that our staff are continuously engaged in process improvements to keep our systems secure and confidential. Achievements in 2017-18 included the following:

- Conducted security reviews of critical systems.
- Upgraded firewalls and enhanced firewall monitoring capabilities.
- Replaced end-of-life server hardware and upgraded server operating systems.
- Deployed enhanced anti-malware systems to further protect systems and data.
- Reviewed all security settings for privacy.

LAUNCHED NEW HEALTH PORTAL FOR INCOMING STUDENTS

- Implemented self-service updates of name-in-use, gender and pronouns
- Replaced staff computers
- Centralized application deployment
- Implemented network monitoring to reduce down time
- Improved student access easier – aligned to technology students use

MARKETING AND COMMUNICATIONS

With a goal to increase health literacy in the OSU population of students, the team began producing episodes of a new SHS podcast called “To Your Health.” Twelve SHS faculty and staff members were interviewed about their areas of expertise and seven podcasts were produced this year. Topics range from The Flu and You to Inside Insurance, Student Stress and Anxiety, and more. Find “To Your Health” on iTunes, SoundCloud, Google Play or the SHS website at studenthealth.oregonstate.edu

WEBSITE STATISTICS

July 1, 2017 - June 30, 2018

122,247
TOTAL VISITORS

234,818
TOTAL SESSIONS

117,784
NEW VISITORS

Over previous year:

17.7%  8.6%  8.8%
INCREASE IN TOTAL SESSIONS  INCREASE IN TOTAL VISITORS  INCREASE IN NEW VISITORS

This academic year:

55%  42%  3%
VISITING VIA DESKTOP  VISITING VIA MOBILE DEVICE  VISITING VIA TABLET
“It was important to do my part to help the students under 26 meet their MenB immunization requirement ... all 19,000 of them!”
The Student Affairs Service Award recognizes a colleague who consistently performs above and beyond in their daily activities, showing themselves to be particularly helpful to their colleagues within and outside of their own department, and showing the utmost dedication to their work.

The following is paraphrased from Brittney’s award:

“If I were to say the words ‘Meningococcal B outbreak’ Brittney probably would have been nominated by everyone at OSU! Her colleagues were amazed at how she took on the task of tracking Men B vaccination compliance with grace, composure and kindness, and still provided superior customer service to all students and staff. Through all the stress, she showed up to work with a smile. Without hesitation, she went above and beyond her usual job, serving as a subject matter resource for many campus partners and also for the families of students. She responded to the outbreak with the professionalism and grace she is known for, while helping students take care of the requirements they need to stay healthy and get on with the business of being students.”

We are proud to be staffed by people like Brittney who bring their unwavering commitment to the OSU community to work every day.
FINANCE & OPERATIONS

Academic Year 2017-18

STUDENT FEES
Enrollment (3-term average) .............................................. 23,167
Health Fee ........................................................................ $8,016,825.00
Summer Enrollment ............................................................ 6,800
Summer Health Fee ............................................................. $708,084.00

REVENUE
Health Fee Transfers ......................................................... $7,679,908.99
Interest Income ................................................................. $146,499.59
Other Medical Services Income ......................................... $5,601,525.66
Other Revenue- Health Insurance ....................................... $4,219,826.06
Miscellaneous Revenue .................................................... $300,594.79
Services and Rental Reimbursement ................................ $129,699.99
Total Revenues ................................................................. $18,078,055.08

SALARIES AND WAGES
Staff - Unclassified Salaries .............................................. $2,798,846.67
Staff- Classified Salaries ................................................... $2,651,332.03
Student Pay - Regular Pay ............................................... $270,518.73
Other Payroll Expenses ................................................... $2,866,762.33
Total Salaries and OPE ..................................................... $8,587,459.76

OTHER EXPENSES
Supplies and Minor Equipment ........................................ $736,891.01
Utilities ........................................................................... $132,629.25
Maintenance and Repairs ............................................... $282,534.79
Purchased Services ........................................................ $794,628.28
Student Health Insurance Premiums ................................. $3,936,126.20
Medical Supplies & Services ........................................... $3,052,660.34
All Other Costs ............................................................... $729,093.99
Depreciation ................................................................. $149,041.73
Total Other Expenses .................................................. $9,813,605.59
Student Insurance

To help students avoid catastrophic financial risks while attending Oregon State, we offer a comprehensive, gold-level student insurance plan with nationwide coverage.

While the university health fee—paid by students with their tuition each term—provides access to high-quality care at both Student Health Services and Counseling & Psychological Services, it is not health insurance. Some services, such as lab tests or x-ray procedures, incur an additional cost.

With full awareness that students will be consumers of healthcare services throughout their lives, not just while in college, SHS staff are committed to helping broaden their understanding of the US healthcare system. Common topics discussed in consultation with staff include overall reviews of how insurance works, what an explanation of benefits entails, how co-pays and deductibles work, and why it is important to use providers who are in-network whenever possible.

OSU-SPONSORED HEALTH PLANS 2017-18

3,000 APPROX. NUMBER OF GRADUATE STUDENT ENROLLEES

3,200 APPROX. NUMBER OF UNDERGRADUATE STUDENT ENROLLEES (OPT-IN) & INTERNATIONAL STUDENT ENROLLEES (MANDATORY)
We take immunization compliance very seriously at Oregon State University, and even more so when we are in the unfortunate situation of a major disease outbreak. Immunizations offer safe and effective protection from vaccine-preventable disease and safeguard the health of students and the community. We are proud to have accomplished the following compliance rates this year:

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Compliance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMR</td>
<td>100%</td>
</tr>
<tr>
<td>MEN B</td>
<td>92%</td>
</tr>
<tr>
<td>MEN MCV4</td>
<td>100%</td>
</tr>
<tr>
<td>HEP B</td>
<td>95.09%</td>
</tr>
<tr>
<td>VARICELLA</td>
<td>95.93%</td>
</tr>
<tr>
<td>TDAP</td>
<td>97.67%</td>
</tr>
</tbody>
</table>

We are committed to coordinating care for the students of Oregon State. We provide release of information services and transfer medical records as requested to authorized parties. We have staff that coordinate referrals to external medical providers based each student’s health insurance network, where applicable.

1,287

NUMBER OF OUTSIDE REFERRALS
When asked how her work at SHS has prepared her for a future beyond Oregon State, Kyra Logan explained, “I’ve had insight into a real-world, professional job. I’ve been exposed to a real work environment. And I’ve had special training around confidentiality of data.”

Kyra Logan began her position at SHS in February of 2016, when she was hired to enter student vaccination data into the electronic medical record system.

“It was a little data entry, some revision of documents and all about details,” she said. Being a very detail-oriented person, and one who provides excellent customer service, the work was right up her alley. “We do everything we can to make sure students have everything they need in order to register for classes,” Kyra said.

Then in late 2016, Oregon State experienced the first case of a student contracting Meningococcal B disease. By the fall of 2017, university leadership had implemented a mandate that all students under age 26 be vaccinated against the disease.

“At first, we didn’t realize how big the impact would be. But we went from having a few walk-in students per hour to having a line out the door and down the hall for days,” she said.

The impact was felt throughout all areas of SHS. Kyra described how her department’s employees were cross-trained to back each other up during the months of increased activity. “Everyone collaborates ... we can fill in when needed in other areas so we can serve students. I love working here.”

What advice would she give other students regarding their work on campus? “Customer service is really important. So are communication skills – for whatever job you do. Learn how to work in teams, as well as alone. Collaboration is super important.”

After her experience at Student Health Services, Kyra stated, “Now I’m thinking I want to do research, and I might end up in health care.” Collaboration, details, and a love for her work: at SHS, Kyra has honed skills that she’ll take with her no matter where she goes.
“Everyone collaborates ... we can fill in when needed in other areas so we can serve students. I love working here.”
SHS staff had the opportunity to work with interns Ashleigh Edgemon and Jules Weiss to examine our services for and outreach to the transgender and non-binary populations on campus, and professional development for our staff serving this patient population. The work done by Ashlei and Jules was the impetus for this first annual Transgender Resource Open House.

The visibility of the event brought awareness to our community, and provided a safe space for transgender and non-binary students to gather. Resources was made available to anyone simply walking by, and in the days and weeks following, many students reached out to allies at Student Health Services as a result. The event was a great success!

In addition to SHS representatives helping students to make appointments, talk about their insurance, and meet the clinician they would see, other participants came from:

+ OSU Pharmacy
+ SHS Prevention and Wellness Sexual Health Promotion
+ Pride Center/ SOL
+ Counseling & Psychological Services
+ Speech coach
+ Corvallis Trans Support Group
+ Survivors Advocacy and Resource Center [SARC]
+ Women, Gender and Sexuality Studies
+ Dial H for Hair
+ University Housing & Dining Services
+ Human Services Resource Center
+ Jackson Street Youth Services
MESSAGE RECEIVED AFTER THE EVENT

“I didn’t plan to go to the event because I am not really ready for that yet. But when I walked by and saw everyone visiting, I did stop by and meet Dr. Hume-Rodman and while I was there I made my first appointment to talk to her. I wanted to thank you for the event and for all of the information. I feel like I have been waiting forever for this, and am so excited and relieved to be taking this first step.”
Through grant funding from the Centers for Medicaid Services and the Oregon State Department of Human Services, this program allows us to provide reproductive health care and contraceptive services to students who meet certain income criteria.

**CONTRACEPTIVE METHODS USED AT OSU**

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implant</td>
<td>13.2%</td>
</tr>
<tr>
<td>IUD/IUS</td>
<td>20.5%</td>
</tr>
<tr>
<td>Injection</td>
<td>3.6%</td>
</tr>
<tr>
<td>Pills</td>
<td>54.2%</td>
</tr>
<tr>
<td>Ring</td>
<td>2.7%</td>
</tr>
<tr>
<td>Condom</td>
<td>2.3%</td>
</tr>
<tr>
<td>Other</td>
<td>2.2%</td>
</tr>
</tbody>
</table>
The agency extrapolates the following information based on statewide averages for effective contraception use, teen pregnancy rates, etc.

Clients defined as male by sex assigned at birth, which may not match an individual’s gender identity, totaled .1% of clients served.