The Student Health Center's mission is to provide exemplary student-centered health care. We strive to support the ideals of higher education and to promote academic retention and success.

**Health Care Services**

The Student Health Center provided medical appointments for 4254 UW-L and 396 WTC students, resulting in 12,442 encounters with MDs, NPs, MAs and RNs. Seventy percent of patients were female. Twenty nine percent were male one percent other. Seventy percent of patient services were provided by scheduled appointments, 15% by same-day appointments and 15% via urgent care visits.
**Health Center Budget/Physical Therapy Budget**

The SHC budget for fiscal year 2011-2012 was $2,027,860 with a target enrollment of 9058 fall FTE and 8318 spring FTE. The actual budget was $1,865,543 for 2012. The health center segregated fees was lowered for 2011-2012 to $90.80 for the fall and spring semesters. This was a 13.5% drop from the sake fee of $104.97. The segregated fee for J-Term will be $7.50 per credit and $45 for the summer. The health center carryover was $312,922. The significant decrease in revenue left the health center with a $179,729 deficit for fiscal year 2011-2012. There were two main causes of the large deficit the first being the underestimation of fringe benefit cost ($116,000) and the contribution the health center made for the athletics department scoreboard purchases ($35,000). The projected carryover for 2011 2012 is $89,971. The health center is scheduled to receive an 11.9% increase in its segregated fee for 2012-2013. The health center needs to purchase an x-ray system this year consisting of new x-ray complements and a CR digital x-ray imaging system. The projected cost of these two systems is approximately $80,000. The projected carryover will cover the cost of the system however it will leave the health center dangerously low on carryover funds. Additional funding could come from two possible sources. One being the clinical trial grants which has a balance of approximately $20,000. The other would be to 128 overage fund began last year.

**2011-2012 ANNUAL REPORT: SHC PHYSICAL THERAPY DEPARTMENT**

A total of 830 patients were seen in PT between July 1, 2011 and April 30, 2012; 97% of the patients were UWL students and 3% were WTC students. Fifty-two percent of PT patients were female and 48% male. 2351 evaluations were provided; 15% of these were performed on a same-day basis. 6322 treatments were provided.

Our graduate assistant Athletic Trainer continued to provide event coverage and additional clinic coverage. Feedback from the teams and REC sports supervisors regarding event coverage by our Athletic Trainer was very positive.

We have continued to provide internship opportunities for Physical Therapy, Physical Therapist Assistant, and Fitness students. We had 8 PT, 2 PTA, and 2 fitness interns complete clinical rotations in the SHC over the past year. We also continued to provide job shadowing opportunities for numerous UWL fitness majors and pre-PT students. This year we hosted our second massage therapy extern from Globe University. Grace Spekeen worked 50 hours during the fall semester, and provided a much-valued service to our patients. We will continue to work with Globe to provide externships for their massage therapy students. We improved our patient education website with videos of specific rehabilitation exercises. We also improved the PT Unit web-pages on the UWL website.
Our departmental objectives for the ’12-'13 academic year include adding a permanent front-desk staff person, and continuing to refine our post-operative rehabilitation protocols.

**Health Center Personnel**

*Provider’s activities:*
The physicians and nurse practitioner provide primary care services for all patients. Providers acted as preceptors for Gundersen Lutheran medical residents and UW-L Athletic Training Students. Dr Van Atta acts as SHC’s lab. Faith Wagner serves on the division’s professional development committee and is the main preceptor for the Athletic Training students’ SHC rotation. Providers also served on health center committees of student services and quality assurance. Dr Allen participates in the BIT Team, Campus close-up and freshman registration. Don Hill also participated in campus close-up. Dr. Allen and Dr. Durall performed over 400 musculoskeletal, vaginal and abdominal ultrasounds exams. A search was conducted for a 25% FTE NP/PA by pool search the position was filled by Collen Paramesh who joined the health center staff at the beginning of February 2012.

*Nursing and MA Activities*
Nurses continue to run the nurse clinic and triage for urgent care. The nursing staff uses standing orders for the treatment of Strep throat, conjunctivitis and UTI.

This year the health center held three flu clinics—two at UW-L November 14 and December 5. WTC flu clinic was held on November 15. A total of 555 immunizations were given over the three clinics. The breakdown is 526 Fluzone shots, 29 FluMist. The health center administered 565 Fluzone doses and 40 FluMist doses through the ER and an MA clinics.

Student Health Center RNs served as mentors and preceptors for Viterbo University senior nursing students. Each semester, one student utilizes the Health Center for 6-8 weeks as their community health rotation site.

The RN staff, along with providers, follow-up on abnormal PAP smears. Health center MA staff manned the reception table at all freshman registrations. They also participated in the RA fair and staffed a table at WTC new student orientation. MA staff acted as preceptors for MA students from WTC and Globe University.

*Laboratory Services*
As in prior years, the laboratory staff at the Student Health Center performed over 10,000 laboratory tests for student patients from UW-La Crosse and Western Technical College. In addition, thousands of other specimens were collected and processed through SHC lab. for referrals to outside reference laboratories.

Testing was performed with orders from SHC staff clinicians and also from outside providers. These outside providers usually from the patient's hometown are able to
order testing on behalf of their patients who, in turn, can have their lab studies performed and process conveniently here at the SHC. This means the providers receive results on their patients who never have to leave campus. This is particularly beneficial to the many students who deal with chronic health issues as well as those dealing with transplant issues, cancers, etc. and thus must be frequently monitored.

Clinical rotations in the SHC laboratory were provided for students in the WTC Medical Assistant program, the Globe University Medical Assistant program and the WTC Clinical Laboratory Technician program. Pam Jensen MT (ASCP) serves on the Clinical Laboratory Technician Advisory Board for WTC.

During the past year the SHC again was a submission site for the Wisconsin State Laboratory of Hygiene influenza and respiratory network and hygiene.

Both Pam Jensen and Mary Klos were able to attend the Wisconsin Society of clinical lab science spring meeting held in La Crosse.

In June, 2011, a new “Emerald” hematology analyzer was purchased to replace the aging which was obtained in 2002.

**Radiology/Room Rental**

Radiology- Total Number of X-Ray procedures obtained was 389. Of the total number, 153 were Health Center patients and 216 were Physical Therapy patients. Patients that presented with injuries (259) were questioned about alcohol usage contributing to their injury. 10 (4%) of patients reported they had been drinking at the time of injury.

DEXA scans-5

Ongoing DEXA quality control done daily for ongoing Endometrial Study.

Femur Study for Stacey Meardon-23

Panorex-5

The Radiology Department passed the annual Physicist's Inspection January 2012. All Imaging Procedures are Over-Read by James Erwin M.D. (Radiologist)

The Radiology Procedure Manual was updated in June 2012.

Room Service Fees-$6625.00

**Nutrition Services**

Peg Maher offered nutritional counseling for students in the areas of eating disorders, general health, athletic performance and weight and cholesterol control. Dr. Maher is taking on a different role within UW L and although longer be able to provide general nutritional counseling. She will continue to work with severe eating disorder patients. The general dietary services will continue to be offered by Kate Willson.
Research
The health center has one ongoing study ongoing study the GSK HPV vaccine for women older than 26 years. Other research opportunities were actively pursued. The health center will be participating in two new clinical trials one the Abbott endometriosis study and a Forest constipation study. The endometriosis study will be starting this summer. The Forest study will begin either late summer or early fall. Phyllis Snyder has become the new research coordinator for clinical trials. She has attended both investigator meetings for Abbott and the Forest studies.

Student Health Center Web Site
The web site was maintained and updated throughout the year and was recently reviewed and updated by Chris Durall. The web base prescription refill request continues to be highly used by students. In the 2012 school year 1015 students used the online service. (http://www.uwlax.edu/studenthealth/index1.asp)

Health Center Committees
All health center personnel serve on one of the three committees.

Student Services
- Reviews patient numbers to evaluate access
- Began learning outcomes process

Inclusive Excellence
- Reviews patient procedures
- Assist with overcoming language barriers

Quality Assurance
- Peer review
- Report on PAP recall program

Facilities and Equipment
The student Health Center has adequate space in the health science center. PT, radiology and SHC laboratory have fully functioning equipment. The health center replaced a 2002 Cell-Dyn 1700 with an “Emerald” hematology analyzer. An RFP is being developed for the x-ray system which will include new x-ray equipment and a CR digital imaging system. The goal is to have the system in and functioning by 1 August 2012.

Training/Activities
The health center Staff received in-services on GYN care, bipolar disorder, anxiety and depression treatment, AED, CPR and OSHA safety training this training was provided to all health center staff. The licensed staff obtained CME credits throughout the year for licensure, recertification and Professional development. The health center had joint meetings with the counseling and testing center and the OMSS offices. All provider staff
was able to attend the American College Health Association national meeting in Chicago. All staff has undergone extensive training for the new EMR point-and-click. Point-and-click was initiated on June 11. Staff will continue training on the new EMR system throughout the upcoming year.

**Education**

The SHC was a training sight for internal medicine residents from Gundersen Lutheran, RN students from Viterbo University, PT interns from several different universities, WTC MA and Lab Tech. students, Globe University MA and Massage Therapy students, and UW-L Athletic Training students. The X-Ray department participated in Femur Study for Stacey Meardon 23 X-rays were taken. Dr Allen continues to provide medical coverage for stress test done by the cardiac rehab program. Dr. Allen is performing ultrasounds for a polycystic ovary study being conducted by Dr. Maher.

**Personnel**

The search for an RN office manager failed and is currently suspended. The health center is working with HR to look into options of a clinic manager who would not be an RN. If the health center can use this option there could be reshuffling of RN FTE to increase the nurse practitioner FTE.

**Summary**

The student health center is providing high-quality health care. The total number of patients using the health center is up this year to 4560 an increase of 160 patients from last year. This is still below the 5-year average of 4853. Adding an additional provider of 25% FTE has improved usage of the health center by students. The health center has lost two full time provider FTEs in the last 10 years. The addition of 50% FTE in a nurse practitioner would ensure continued easy access to the health center for students. One of the major challenges for the upcoming year will be replacing our current x-ray system. All staff learning to use the electronic medical record effectively so that patient care and satisfaction can be maintained at previous levels. The budget is also a major challenge for the student health center at the current segregated fee the projected operating net for 2012-2013 is $118. There is concern that budgetary numbers of fringes and S&E expenses will be below actual producing the possibility that the health center will be in a deficit position by the end of the next fiscal year.

In the coming year all staff will try to improve their knowledge in the area of inclusive excellence. The health center is exploring the possibility of medical mission work to local Native American community for diversity experience.

Report submitted by

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Director of Student Health
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