**Student Health Center 2017-2018 Annual Report (Abridged)**

**Mission**—TheStudent Health Center is dedicated to providing cost-effective, evidence-based, student-centered healthcare that promotes wellness and academic success in an atmosphere of kindness, inclusivity and respect.

**Vision: Our Aim for Excellence**—TheSHC will be the healthcare provider of choice for UWL & Western students. We will remain a vital contributor to the UWL and Western educational missions. Our service-delivery strategies will be responsive to the changing needs of our students and the evolving science of healthcare.

**Values: Our Shared Beliefs**

* A Caring, Inclusive Culture: We strive to maintain a climate of sensitivity and compassion that values and respects all individuals.
* Active Communication: We are dedicated to dialogue that is open, respectful, nonjudgmental, and direct.
* Accountability: We are committed to personal responsibility, professional and organizational integrity, and sensible use of resources.
* Education: We value life-long learning to enhance personal and professional growth, wellness and healthcare engagement for patients and staff.
* Safety and Security: We are committed to maintaining a safe environment for all and a culture that respects and protects patient privacy.
* Collaboration: We value partnerships with institutional and community members who share our passion for college health.
* Quality Improvement and Enhancement: We utilize evidence-based, data-driven methods to meet the evolving needs of our patients and staff.

**Points of Pride / Accomplishments 2017-18**

* This year the SHC added two new providers: Abby Deyo, MD, and Laura Cochrane, PA-C. Dr. Deyo is the new Medical Director for the SHC.
* The SHC has new leadership with Chris Durall serving as Interim Administrative Director since July 1 and Dr. Abby Deyo serving as Medical Supervisor since October.
* Despite the transition with staffing and considerable staffing shortfalls, the SHC managed to provide exemplary care per usual.

**Challenges during 2017-2018**

* An RFP was proposed in September by UWL leadership to explore a possible operational partnership with either Mayo Clinic or Gundersen Health System. The uncertainty and prospect of change surrounding this proposal was emotionally stressful on the SHC staff.
* In addition to the RFP, UWL leadership informed the SHC staff in September that they intend to dissolve the SHC PT unit. Understandably this has created anxiety among the SHC PT staff.
* We continue to have a significant need for psychiatric care. Psychiatric services in the SHC, and the greater La Crosse area, are somewhat limited yet in high demand.
* Utilization by WTC students declined in 2016-2017 for unknown reasons. This trend continued into 2017-2018.
* The SHC operated all year with an interim Administrative Director (Chris Durall)

**Initiatives/Goals for 2018-19**

1. By May 15, 2019, the Student Health Center will increase awareness of our presence and services among Western Technical College students via more effective marketing as demonstrated by a 10% (or greater) increase in Western student utilization of the SHC (from 311 in ‘17-‘18 to 342 or more Western student-patients in ‘18-‘19).
2. By May 15th 2019, the Student Health Center, in partnership with Counseling and Testing and our consultative Psychiatrist, Dr. Tom Trannel, will improve the quality of care provided to students with high-risk mental health concerns by implementing a Mental Health Collaborative Care Model, as demonstrated by 100% of high-risk students receiving regular, ongoing follow-up, by phone call our visit to ensure that they are adequately cared for.
3. By May 15th 2019, the Student Health Center will increase student awareness of our services and presence on the UW-L Campus via marketing as demonstrated by ≥90% of surveyed students responding that they are aware of the SHC. Since this objective has no precedent, we have no baseline data/metrics to compare against.
4. By May 15th 2019, the Student Health Center will better serve the needs of our multicultural and LGBTQ+ students, as demonstrated by an increase of 10% (or greater) in the number of multicultural students (from 332 in ‘17-‘18 to at least 365 in ‘18-‘19). We do not currently track LGBTQ+ students as a cohort, and thus cannot at this time determine the number who utilize the SHC.
5. By May 15th 2019, the Student Health Center will better serve the needs of our international students as demonstrated by a ≥75% increase in the number of international student TB screening questionnaires submitted to the SHC (and appropriate follow through on any positive questionnaires) and by a ≥75% increase in the number of immunization records submitted to the SHC. (Currently the international office does not send any of these records to the SHC).

**NARRATIVE REPORT**

More than 5543 students were seen in the SHC in 2017-18 (Clinic & Physical Therapy combined; Physical Therapy data are parsed below). Specifically, 5232 UWL students were seen for a total of 15,831 SHC visits, while 311 WTC students were seen for a total of 815 SHC visits. Given that 10,546 students are currently enrolled at UWL (undergraduate and graduate combined), the SHC clinic cared for almost half (49.6%) of the UWL student body during the ’17-’18 school year. The total number of clinic and PT visits for UWL and WTC combined was 16,646. Our clinic providers saw a total of 5482 patients (some patients were seen multiple times for separate problems). Our nurses saw a total of 2411 patients for an average of 9.5 patients per clinic day. In addition, our nurses performed TB readings on 925 patients and administered 351 allergy injections.

2812 visits were for depression/anxiety; 941 visits were for respiratory/pulmonary problems; 768 visits were for dermatologic (i.e. skin-related) issues; 597 visits were for counseling visits; 594, 491, 435 visits were for URI/Tonsil/Sinus respectively. 2720 urgent care visits were attended; 1,508 immunizations were given; 1330 same-day appointments were filled.

Monday was the busiest day of the week during the 17-18 school year with a total of 2573 visits, and Friday was the least busy day with 2265 visits. November (1620 visits) and April (1772) were the busiest months.

**Our additional onsite services: Laboratory, Dispensary, Radiology, and Physical Therapy**

The SHC laboratory cared for 2639 patients and performed a total of 7085 laboratory tests. The most common reason for utilizing our onsite lab was to test for strep throat (1168 Rapid Strep tests were done), for immunity (300 titers were done), and for sexually transmitted infections (1555 tests for STIs were conducted).

Over 7,000 medications were dispensed this past year. Contraceptives remain one of the most commonly dispensed medications at the SHC.

Our Radiology unit took 487 X-rays this year; 126 Chest x-rays followed by 49 ankles, and 66 feet.

726 students were seen in the SHC Physical Therapy unit between May 22, 2017 through May 11, 2018. Specifically, 702 UWL students were seen for a total of 3466 PT visits, while 24 WTC students were seen for a total of 82 PT visits. Of the 3548 attended PT appointments, 1946 of these were either intake, urgent care, or follow-up appointments with our PT staff and 1602 were treatment sessions provided by our PTA or PTs (patients often receive multiple treatments within the same treatment session). Lower leg/ankle/foot injuries/problems and spine (neck and/or back) pain continue to be the most common problems addressed in PT.