



UWL Student Health Center Annual Report 2018- 2019

2018-2019

Annual Report

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UWL STUDENT HEALTH CENTER ANNUAL REPORT 2018-2019

ANNUAL REPORT

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Mission, Vision, and Values

Mission

The Student 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

The SHC will be the health care provider of choice for UWL & WTC students. We will remain a vital contributor to the UWL and WTC 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.



Abigail Deyo, MD

Interim Administrative Director

2018-19 Goals

- The Student Health Center will increase awareness of our services and presence on the UWL Campus. The SHC staff is hoping to connect more regularly and effectively with other areas of campus, via outreach efforts, committee work, etc. with a dual purpose of increasing visibility and presence of SHC staff at various events on campus, as well as educating students and staff on healthcare prevention and early detection. The SHC would also like to increase collaborative efforts with the Wellness Center to disseminate health-related information across campus.

- The Student Health Center will improve our partnership with Western Technical College and better serve the health care needs of our WTC student-patients. The SHC leadership team plans to continue working with WTC staff and student liaisons to improve awareness and utilization of the SHC by WTC students. A committee was formed within the SHC to improve awareness and utilization of the SHC by WTC students. A WTC student volunteered to act as student liaison with the SHC and we hope to expand the role of these liaisons over the next year.

- The Student Health Center will pilot a Collaborative Care Model for Mental Health Care in collaboration with Counseling and Testing and our consultative Psychiatrist Dr. Tranel. With the collaborative-care model, an RN or counseling post-doc resident would be designated to act as a patient case-manager. The case manager would be present during provider/psychiatrist consultations and document the resultant care plans. They would also facilitate implementation of the care plans and maintain regular communication with patients undergoing treatment, providing updates to the provider/psychiatrist care team as needed.

Points of Pride / Accomplishments 2018-19

- The SHC serves students at both UW La Crosse and Western Technical College. We met regularly with student liaisons including UWLa's Peer Health Advocates. We increased collaboration with multiple on campus departments and participated in dual events such as Rec Health Fair, De-Stress Fest, and Breakfast and Birth Control. Several initiatives this year were aimed at increasing awareness of services on both campuses through marketing efforts.



- Mental Health is key component to the services offered at the SHC. This year saw an increased demand for psychiatric services that was met by our primary care providers working in collaboration with mental health NP and our consult Psychiatrist Dr. Trannel.
- In a collaboration with Masters of Public Health graduate student Alex Larsen, RN, we were able to study the immunization rates of our incoming students as well as the current process by which we collect immunization, health history screen, and TB risk factor data.
 - Hepatitis B 96.5%
 - HPV 57.7%
 - Meningitis 74.5%
 - MMR 97.6%
 - Tdap 96%
 - Varicella (chicken pox) 95.6%

While our vaccination rates are some of the best in Wisconsin, the study identified several areas for process improvement. Working with Admissions and the Student Life Office, we were able to re-vamp our process to an electronic data collection, allowing for better data tracking and more accurate sources.

- One of our primary goals is to ensure we are providing comprehensive, culturally sensitive care to students of all backgrounds and cultures. We created an internal diversity and inclusion committee who developed a pilot patient satisfaction survey that also anonymously queries for demographics. The data gathered will help improve care for minority populations. In addition, we took several initiatives to LGBTQ+ Health Care, including :
 - Updates to forms, labels and signage to correct language
 - Emphasis on preferred names
 - Updates to our hormonal prescription program
 - Education for providers on Transhealth topics
 - Collaboration with on campus LGBTQ+ resources

- STI (sexually transmitted infection) Prevention and Treatment were added as a mid-year priority due to in the increases in STIs seen by La Crosse County Public Health Department. The SHC offers walk in STI testing during business hours and offers 2 free testing events throughout the year. We were able to obtain grant funding from La Crosse County for a Condom Dispenser Pilot to lower barriers to condom access for our students. In partnership with La Crosse County, ARCW, Essentials Health, UWL Public Health, Wellness, Residence Life, Rec Sports, and University Centers free condoms will be available on campus prior to the start of Fall Semester.

Pilot Program will place condom dispensers in the Union, Rec Center, Whitney, and select residence halls.



Staff Publications

- LIPKER LA, PERSINGER CR, MICHALKO BS, DURALL CJ. BLOOD FLOW RESTRICTION THERAPY VERSUS STANDARD CARE FOR REDUCING QUADRICEPS ATROPHY AFTER ANTERIOR CRUCIATE LIGAMENT RECONSTRUCTION. J SPORT REHABIL. 2019 MAR 3:1-5. DOI: 10.1123/JSR.2018-0062. [EPUB AHEAD OF PRINT]
- Larsen, Alex. ASSESSING VACCINATION STATUS OF FIRST-TIME COLLEGE STUDENTS AT THE UNIVERSITY OF WISCONSIN-LA CROSSE. 2019 May. Thesis Submitted in Partial Fulfillment of the Requirements for the Degree of Master of Public Health in Community Health Education

Student Testimonials

“Providers are kind, understanding, and take the time to explain diagnosis and how to move forward with treatment.”

“I think every time I have come in I have had efficient service and great care. The staff is very welcoming.”

“Everyone here is so nice and know what they are doing and explain things well. Very kind!”

“It’s a very nice facility. Close to campus and treatment is usually easy and not costly.”

Challenges during 2018-19

- The SHC continued under Interim leadership for all of 2018-19 with Chris Durall serving as Interim Director through December 2018. Abigail Deyo MD took over as Interim Administrative Director in January 2019 and continues to serve in this role.
- 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. While we are understaffed in this area, continued collaboration with our contracted psychiatric providers and with the CTC staff will be essential. With our current model, the SHC primary care providers consult regularly with our contract psychiatrist Dr. Tom Tranel, on mental health care and psychotropic medication prescribing. We continue to contract with Kristine Brink, a psychiatric NP, for several hours each week of direct patient care.
- Due to ongoing high demand for patient appointments, our staff dedicates most of our time to our biggest mission, excellent clinical care of our students. This has limited our ability for improvement projects and campus outreach; however, we continue to prioritize our most impactful initiatives.

Initiatives/Goals for 2019-2020

1. By May 15, 2020, the Student Health Center, in collaboration with the Counseling & Testing Center and the Student Life Office, will develop a screening, education, intervention, and referral process for alcohol and other drug abuse.
2. By May 15, 2020, the Student Health Center, in collaboration with the La Crosse County STI Working Group and the Student Life Office, will increase education and access to barrier methods for STI prevention as evidence by an increased number of students reporting regular condom usage.
3. By February 1, 2020, the Student Health Center, in collaboration with Admissions, International Education & Engagement, and the Student Life Office will demonstrate a 15% increase (from 66% to 81%) in the return rate of Health-related admissions forms from all incoming UWL students.

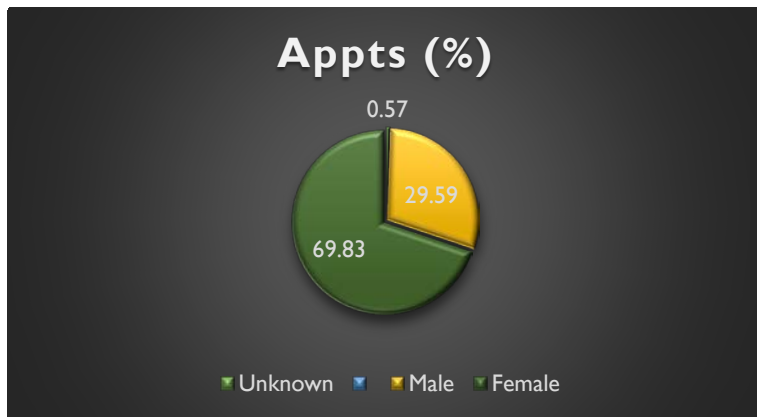
NARRATIVE REPORT

Patient Demographics

There were 15,830 visits to the SHC in 2018-19 (Clinic & Physical Therapy combined). This includes 15,291 visits from UW-L students and 539 visits from Western TC students. Of these students 2977 were seen in our Physical Therapy area.

The average number of patients seen per day per medical provider was 12.5, with a peak of 22 patients per day. The contracted PA and NP staff that filled in during our provider staff absences saw a total of 413 patients. Our nurses saw a total of 2238 patients which is remarkable in addition to their other clinical duties. Providers, nurses, lab and all other ancillary services also provide patient care through follow up which also takes time and documentation. Time spent is unmeasurable but the time spent with students we serve is priceless.

The age of our patients ranged from age 17 to 61. We continue to see more female-identified students than male-identified students. Specifically, females represented 69.8% of patients seen, while males represented 29.6% of patients seen, and less than one percent of patients were recorded with an unknown or unspecified gender.



Presenting Concerns of our Patients

There are more than 10,000 diagnostic codes in our classification system and therefore, the following condensed categories were used in gathering these data. The following represents the most common reasons for visiting the SHC clinic:

1. 3991 visits were for depression/anxiety/ADHD/eating disorders/mental health
2. 929, 368, 257, 451 visits were for URI/Tonsil/Sinus/Pharyngitis respectively
3. 1173 visits for birth control/gynecology complaints/STIs/UTIs
4. 481 visits were for dermatologic (i.e. skin-related) issues
5. 292 visits were for respiratory/pulmonary problems including pneumonia, asthma, and bronchitis

The following represents some of our most common visits types:

- 5769 primary care visits
- 3079 urgent care visits
- 875 Immunization/PPD only visits
- 338 allergy injections were administered
- 166 Lab only visits
- 114 visits with a dedicated psychiatric provider

Residency Program

Overseen by Dr. Kristin Swanson, the SHC continues to be a training site for medical residents from Gundersen Health System. The SHC had 7 resident physicians from Gundersen rotate through the SHC as part of their training. These residents saw 915 students in collaboration with our staff providers. Each resident completes a 2-4 week rotation.

PT Training Program

The PT unit continued to provide internship opportunities for Physical Therapy, Physical Therapist Assistant, and Fitness students. We had 4 PT and 18 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. Students enrolled in ESS 320 need to fulfill ~70 clinical hours for the course. Most pre-allied health students are required to complete observational hours prior to applying to professional programs. Clinical sites for ESS and pre-allied health students can be difficult to find due to HIPPA restrictions.

Our additional onsite services: Laboratory, Dispensary, Radiology

Laboratory

The SHC laboratory cared for 2639 patients and performed a total of 8955 laboratory tests. While our lab can collect samples for a vast number of reasons, the most common reason for utilizing our onsite lab was to test for strep throat (1343 Rapid Strep Tests were done), for immunity (251 Titers were done), and for sexually transmitted infections (1388 tests for STIs were conducted).

Dispensary

Similarly, the SHC dispensary is stocked with many commonly prescribed medications, and the cost to our student/patients is kept very low. Over 9213 medications were prescribed this past year. 3032 patients were able to take advantage of this service. Contraceptives remain one of the most commonly dispensed medications at the SHC.

Top Prescriptions FY 18-19

| Rank | units | % / total | Most common RX products by units |
|------|-------|-----------|----------------------------------|
| 1 | 586 | 6.4 | Aubra, EQ etc |
| 2 | 572 | 6.2 | Sudogest |
| 3 | 424 | 4.6 | Fluconazole 150 mg # 1 |
| 4 | 347 | 3.8 | Cefadroxil 500 mg # 20 |
| 5 | 322 | 3.5 | Sulfa-Trimeth. # 6 |
| 6 | 301 | 3.3 | Mucinex |
| 7 | 292 | 3.2 | Doxycycline 100 mg # 14 |
| 8 | 270 | 2.9 | Sertraline 100 mg # 30 |
| 9 | 257 | 2.8 | Fluoxetine 20 # 30 |
| 10 | 246 | 2.7 | Cyred, EQ etc. |

Immunizations

The Student Health Center administered 2464 immunizations this year which we consider vital components of infection prevention

This included:

- Influenza 1033
- Tetanus 159 (includes Tdap and Td)
- Typhoid 103
- Hepatitis A 67
- Hepatitis B 55
- MMR 13

Radiology

Our Radiology unit took 576 X-rays this year; 254 Chest x-rays followed by 58 ankles, 44 feet, and 35 abdominal x-rays. Radiology and Physical Therapy work in collaboration with athletics and 45+ of our x-rays were referred from Athletic Training. Physical Therapy and Medical Providers also use point of care ultrasound when appropriate.

Notes of acknowledgement

The 2018-2019 academic year was a year with some significant changes and transitions for the Student Health Center. **Mermani Maloney-Wang**, RHIT is our new Health Information Manager and Chief HIPPA Officer. **Gina VanBrocklin, MA** left the Student Health Center in January and was replaced by **Pamela Klinger, MA**. Finally, we will miss **Sarita Chang**, who has brightened out front desk for 14 years. Sarita retired in May 2019 and we wish her all the best!



