



# UWL Student Health Center Annual Report 2020- 2021

**Annual Report**

**2020-2021**

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# UWL STUDENT HEALTH CENTER ANNUAL REPORT 2020-2021

## Annual Report

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## Mission, Vision, and Values

### **Mission**

The Student Health Center (SHC) 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 UW-La Crosse & Western Technical College students. We will remain a vital contributor to their 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.

## 2020-21 Goals Recap

- The Student Health Center will continue to collaborate with La Crosse County Health Department and follow CDC guidelines to actively prevent COVID-19 in UWL and Western students, as well as provide accurate diagnosis and clinical support. This goal was met and exceeded as the COVID-19 Pandemic was the major focus of our year. We designed from the ground up and implemented 4 major UWL specific COVID programs: Clinical Disease Management, Diagnostic and Screening Testing, Disease Investigation & Contact Tracing, and COVID-19 Vaccination
- The Student Health Center will establish formal confidential telehealth protocols which will include incorporation of our screening questionnaires and patient education materials. Goal was met and we were able to serve students outside La Crosse in online programs and on away rotations.
- The Student Health Center will collaborate with Diversity & Inclusion to make our physical (and virtual) space more welcoming and inclusive by updating our written materials and signage as well as ongoing staff training. Partially met. We were able to implement regular staff trainings. We were not able to update our physical space due to limitations from the COVID-19 pandemic.

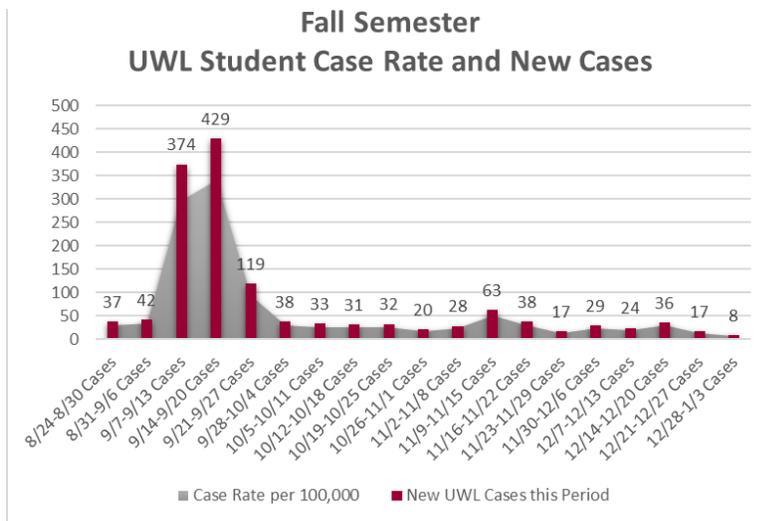
## Points of Pride / Accomplishments 2020-2021

The primary focus of the Student Health Center this year was our integral role in UWL's response to the COVID-19 Pandemic. Interim Administrative Director Dr. Abby Deyo co-chaired UWL's COVID-19 Infectious Disease Response Team as well as participating on the COVID-19 Executive Policy Group.

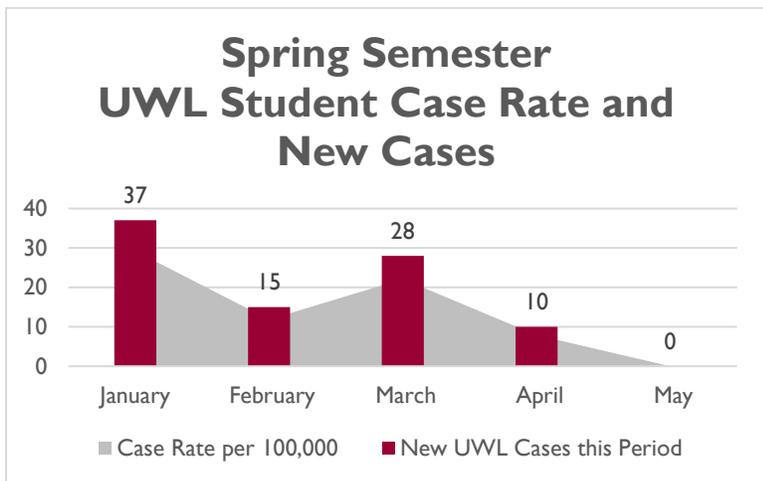
The Health Center Team built 4 new COVID Programs from the ground up as detailed below:

- I. Disease Investigation & Contact Tracing: The SHC created a brand new team lead by RN Case Manager Alexandra Larsen. The team worked closely with the La Crosse County Health Department and in collaboration with the contact tracing team at Western Technical College.

COVID Case date from Fall 2020: 1441 UWL student cases in La Crosse County alone



COVID Case Data Spring 2021: 90 UWL Student cases in La Crosse County



In addition to these cases, the UWL team provided disease investigation for multiple cases outside La Crosse County, and contact tracing services for all identified close contacts. We monitored test results for all students with symptoms whose tests were pending.

2. Isolation & Quarantine: UWL’s on-campus isolation & quarantine programs were a collaborative effort between the Health Center, Disease Investigation Team, and Residence Life. Alexandra Larsen and Tori Carlson led this collaborative effort that coordinated housing changes over 1,204 times in Fall Semester alone.
3. COVID-19 Testing: At the start of the pandemic test turn-around time was as long as 10 days making contact tracing and isolation and quarantine efforts difficult. The Health

Center contracted with Marshfield Clinic as well Let's Get Checked for PCR testing for symptomatic and exposed students. We were later able to transition to in-house PCR testing with same day turnaround. COVID testing was free for students throughout the year due to federal funding.

The SHC worked with UW-System as well as on-campus partners to perform COVID-19 screening testing on campus with quick turn-around times. On-campus testing efforts were led by Jenny Scott, Vicki Beckman, Shannon Phlegar, Robin Tuxen, Mermani Maloney-Wang and Lisa Weston. During the fall semester, a screening testing program was implemented using Health Center as well as contracted staff. Later, our testing program was transitioned to eTruNorth through a federal partnership that allowed us to expand testing to include all students, employees, and local community members.

4. COVID-19 Vaccination: UWL is an independently registered vaccinator through the combined efforts of Don Hill, Karen Kindschy, and Alexandra Larsen. To date we have given 707 COVID 19 vaccines to students and high-risk employees. In addition, Health Center staff have worked closely with the La Crosse County Health Department and DHS on several pop-up vaccination events. Through this partnership a community-based vaccination clinic has also been set up on the UWL campus to serve students, employees, and local community members.

- Dr. Abigail Deyo was awarded the Academic Staff Excellence Award for 2019-2020

### **Student Testimonials**

"I had a great experience and quickly resolved my issues! Thank you so much!"

"Jim is very good and I am satisfied with his work!"

"I had a resident as a care provider who was great! He asked the right questions, listened to me and was receptive to what I was saying. Thoroughly explained charges and diagnosis, appreciated the safe space he allowed!"

"Barb has been so helpful in helping me schedule appointments in a timely manner and she does a wonderful job explaining all of the charges for the services! Thank you so much!"

### **Challenges during 2020-21**

- The SHC continued under Interim leadership for all of 2020-21 with Interim Administrative Director Dr. Abigail Deyo

- The COVID-19 Pandemic significantly altered our care delivery models as many of our students required virtual services. Many visits were converted to phone or Telehealth visits
- The SHC saw fewer provider appointments due to the COVID Pandemic, but navigated an increased number of phone calls, care coordination requests. In addition, a large portion of our staffing sources were re-deployed to COVID testing & vaccination efforts.
- The SHC did suffer from staffing shortages at times due to increased demands, maternity leave, sick calls, FMLA, and employee resignations. Our staff really came together to cover these absences and keep our services uninterrupted.

### ***Initiatives/Goals for 2021-22***

- The Student Health Center, in collaboration with the campus-wide COVID Vaccination Campaign and the La Crosse County Health Department, will reach a UWL student COVID vaccination rate of at least 70%.
- The Student Health Center will streamline the process for Women's Health Appointments to reduce wait times for medications, reduce number of appointments required, and increase patient satisfaction with the prescription process.
- The Student Health Center, in collaboration with Diversity & Inclusion and Counseling & Testing, in order to make our space more welcoming and inclusive, will develop a series of workshops for staff on diversity topics and conduct an assessment of our physical space and written materials for inclusivity.

### **NARRATIVE REPORT**

Total number of student visit to the Student Health Center in 20-21 was 23,946 (medical and physical therapy combined). Medical Visits were 22,920 compared with 11,357 total visits in 19-20.... An increase of over 50%.

The age of our patients ranged from age 18 to 74. We continue to see more female-identified students than male-identified students. Specifically, females represented 62.9% of patients seen, while males represented 35.8% of patients seen, and 1.4% 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. 3,794 visits were for Depression/Anxiety/ADHD/Eating Disorders/Mental Health
2. 1,633 visits for Birth Control/Gynecology Complaints/STIs/UTIs
3. 1,021 visits were for URI/Tonsil/Sinus/Pharyngitis respectively
4. 360 visits were for Dermatologic (i.e. skin-related) issues
5. 65 visits were for Respiratory/Pulmonary problems including Pneumonia, Asthma, and Bronchitis.

The following represents some of our most common visits types:

- 2,845 Primary Care visits
- 1,309 Urgent Care visits
- 1,260 Immunization/PPD Only visits
- 169 Allergy Injections were administered
- 15,343 Lab Only visits (170 last year. These include COVID tests!)
- 119 visits with a dedicated Psychiatric provider
- 292 Virtual Visits (Telehealth or Phone) ~ A brand new option this year~

## **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 6 resident physicians from Gundersen rotate through the SHC as part of their training. Some of our resident physicians were called away to assist with the inpatient COVID-19 pandemic effort. Our residents saw 408 patient visits in collaboration with our staff providers. Each resident completes a 2-4 week rotation.

## **Physical Therapy Training Program**

The Physical Therapy unit continued to provide internship opportunities for Physical Therapy, Pre-PT, ESS, and Fitness students. We had 2 PT and 3 Pre-PT/Fitness interns complete clinical rotations in the SHC over the past year. Due to COVID restrictions and decreased staffing this year, we were not able to take shadowing students. We did have 7 student employees working within Physical Therapy. Our PT Assistant Julie Puent Nelson was absent from the PT department this year as she was serving on UWL's Disease Investigation Team!

## **Our additional onsite services: Laboratory, Dispensary, Radiology**

### **Laboratory**

The SHC laboratory cared for 6,577 patients and performed a total of 22,170 laboratory tests (vs. 7,285 last year). 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 COVID-19.

Other common types of lab tests include strep throat (843 Rapid Strep Tests were done), for immunity (226 Titers were done), and for sexually transmitted infections (1,273 tests for STIs were conducted).

**Dispensary**

Top Prescriptions FY 20-21

Rank	Units Dispensed	RX Products
<b>1</b>	<b>386</b>	<b>Fluconazole 150 mg # 1</b>
<b>2</b>	<b>283</b>	<b>Aubra EQ</b>
<b>3</b>	<b>253</b>	<b>Sulfamethoxazole/Trimethoprim # 6</b>
<b>4</b>	<b>203</b>	<b>Cefadroxil 500 mg # 20</b>
<b>5</b>	<b>202</b>	<b>Azithromycin 500 mg # 2</b>
<b>6</b>	<b>201</b>	<b>Sertraline 100 mg # 30</b>
<b>7</b>	<b>180</b>	<b>Metronidazole 500 mg # 14</b>
<b>8</b>	<b>174</b>	<b>Fluoxetine 20 mg # 30</b>
<b>9</b>	<b>162</b>	<b>Sudogest 12 Hour</b>
<b>10</b>	<b>151</b>	<b>Escitalopram 10 mg # 100</b>

Similarly, the SHC dispensary is stocked with many commonly prescribed medications, and the cost to our student/patients is kept very low. Over 4,689 prescriptions were obtained from the dispensary this year. This is about 1/2 the usual number as so many of our services were provided virtually. Contraceptives, antibiotics, and mental health prescriptions are the most prescribed medications.

**Immunizations**

Over 2,000 Vaccines were given this year as part of our infection prevention program. Our top vaccines are COVID-19, Influenza, and TB Skin tests

- COVID-19 Vaccine – Pfizer 516
- COVID-19 Vaccine-Janssen (J&J) 191
- Influenza 553
- Tetanus 86
- TB Skin test 60
- Hepatitis B 52

## Radiology

Our Radiology unit took 216 x-rays this year; 78 lower extremity, 76 Chest or Rib x-rays, 44 upper extremity, 9 spines & pelvis, 6 abdomen, plus miscellaneous.

## Notes of Acknowledgement

The 2020-21 academic year was a year with some significant changes and transitions for the Student Health Center in light of the COVID-19 pandemic. In addition, we saw a variety of staffing changes.

**Welcome to the Team Medical Assistant Sammi Roesler in June 2021!!!!**

### Farewells:

**Christal Fortun** – Medical Program Assistant/Front Office

**Jennifer Scott** – Lab Manager

**Chris Durall** – Physical Therapist

**Shannon Phlegar** – COVID Testing Coordinator

**Garrett Denning** – Contact Tracer

**Corinne Dillman** – Contact Tracer

**Lankin Tyll** -Contact Tracer

**Rachael Reis**-Contact Tracer

**Diane Sasaki** – Contact Tracer



**Happy Retirement to Medical Assistant  
Sue Gates!!!!**

Our thanks for over 17 years dedicated service to the Student Health Center and UWL Community