St. Cloud State University
Student Health Services
Annual Report
2007-2008

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Student Health Services

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Executive Summary

The year was one of transition, creating stability, and looking ahead to the future at SCSU Student Health Services. Dr. Brent Nielsen began his duties as our medical director in August, 2007. The addition of a new registered nurse manager position, which was filled by Stacie Black in January, 2008 completed our management team. These two new team members bring an excellent combination of direct patient care experience as well as strong management skills. The management team has spent much of this year looking at ways to improve processes for increased efficiency, which has resulted in better access for students to quality medical care. The addition of the RN position has enabled us to triage and treat students this spring, who in the fall were being turned away for lack of appointment availability.

This year we also hired and trained a new office & administrative specialist for medical transcription and coding, and the interim part-time pharmacy technician position was changed to permanent status. Our staff has worked hard in the past year, and will continue in the coming year, to assist in a smooth transition of the alcohol and other drug counseling/education program from Health Services and into the office of Student Life & Development.

In July 2007, we completed a two day on-site accreditation visit with Accreditation Association for Ambulatory Health Care (AAAHC). The surveyor conducting the site visit reviewed medical policies and procedures, completed a facility and records inspection, and critiqued our quality improvement and risk management practices and plans. High praise was given to both Health Services staff and administration. Special accolades were given to the quality improvement team, and the surveyor requested permission to use some of our studies as examples for other clinics they survey across the country. We were notified in October, 2007 that we were reaccredited for three years, which is the highest level possible and attests to our staff’s commitment to quality service for the campus community.

A major focus of our staff this year was working on our goal of obtaining a new facility. A consulting firm was brought to campus in May, 2007 to meet with faculty, staff, administrative and student groups. Visioning sessions were conducted to discuss future health and wellness programming, staffing and facility needs. The consultants will return to campus in fall, 2008 to continue the discussions and provide us with a summary for submission to the campus master facility planning group. Several Health Services staff members attended visioning sessions sponsored by the campus to give input regarding the broader campus facility and program needs.

Staff members participated more this year than in the past with health-related initiatives both on and off campus including Alcohol and Other Drug Advisory Board, Stearns County Public Health Board, Sexual Assault Task Force, Critical Incident Readiness Team, Safety Committee, Health and Wellness Committee and Smoke Free Communities to name a few.

We participated in important campus and community mental health initiatives including consultation with Keeling and Associates, research and creation of a new case manager position description, coordination of the CentraCare grant for psychiatric services, and active participation on both the Behavioral Intervention Team and Student Welfare Policy Committees.
Several programs were funded this year through outside sources. United Health Care - Student Resources Insurance Company again provided approximately $32,000 to Health Services for a student insurance advocacy position in our office. This person is available to assist international and domestic students with insurance questions and concerns as well as advocate for student insurance needs at the MnSCU level.

Troy Shafer, Assistant Director of Health Promotions and Marketing, received a MSUAASF Special Initiative Project Award for his Healthy Huskies Nutrition Awareness Program. The 12-week program was a collaborative effort between Troy and Dina Morrison, SCSU Academic Advising which was well received by students, faculty and staff.

We completed the final year of a three year National College Health Assessment survey project funded by the National Institute on Alcohol Abuse and Alcoholism (NIAAA). This study has been conducted in cooperation with MN State University Mankato and is measuring the effectiveness of social norming campaigns on college campuses to reduce high risk drinking. In addition to information gained about effectiveness of social norming campaigns, we also now have survey data on the health of our students from 2004-2008 as a result of this collaboration. Graduate Assistantships have been arranged through both Organizational Psychology and Economics for students to gain experience with data analysis. This year, five students participated in internships through this new partnership. The data is being made available to faculty for further research regarding alcohol use patterns as well as other health related studies. A presentation is being developed for fall faculty convocation to share a summary of our survey data with a focus on the health issues impacting academic success. It is our hope the presentation will create a greater awareness on campus about the health status of our students and lead to future partnerships between faculty and Health Services.

A major concern this year continues to be the Deficit Reduction Act of 2005 (DRA). This change has greatly impacted our ability to provide low prices for contraceptive products to students. As members of American College Health Association (ACHA), we have been active in trying to get this changed through lobbying efforts, however at this point have not been successful. The state-funded, Minnesota Family Planning Program, was implemented on campus this past fall through our department. We started out slowly, without much publicity, due to staff limitations. Pharmacy utilization decreased with many students going off campus to Planned Parenthood to receive contraceptive products and gynecological care. This summer we are preparing a major marketing campaign in cooperation with the local Planned Parenthood staff. We anticipate new students will take advantage of this free program on campus and students who had moved their care to the local Planned Parenthood will be invited and encouraged to come back to campus for both the on-campus convenience as well as better coordination of their general medical care with contraceptive care. The campus name for the Minnesota Family Planning Program will be “Free 4U@SCSU”.

After review of current tuberculosis testing recommendations and best practices, a Health Service task force implemented program changes in fall, 2007. Previously all new international students were tested for tuberculosis. Since many students are coming to SCSU from countries that do not have a high prevalence for tuberculosis, we have changed our procedure so now all new international students are offered education and testing during the first few weeks on
They are given written information how to contact our office if they should experience any signs or symptoms of active tuberculosis in the future. However, students who are not currently exhibiting signs of active tuberculosis and are not from countries considered endemic are no longer required to go through the actual testing. The process is still being refined and the committee has set goals to increase the screening compliance rate through development of a system with Center for Internal Studies for tracking students. We are coordinating with Stearns County Public Health for their public health nurses to provide monitoring of students choosing to accept antibiotic treatment if they are found to have latent (not active) TB.

**Program Effectiveness/Assessment**

**Student satisfaction**
Surveys conducted each semester of our patients indicate continued high satisfaction with our services and staff. Ninety-eight percent of students polled spring semester indicated it was important to have a Health Service located on campus, 97 percent indicated they would recommend our services to fellow students, and two-thirds stated their academic progress was supported by the services of the student health center.

**Tuberculosis Screening**
During the period of July 1, 2007 – June 30, 2008 approximately 496 international students arrived on campus. 319 international students were screened for active tuberculosis, given education and offered testing for latent TB. 251 of these students, due to identified risk factors chose to be tested for latent TB. Of these 251 students, 93 had positive tests, and were sent for chest x-rays. None of the 93 had active TB. All 93 students were educated regarding the risks associated with latent TB and were offered treatment. Isoniazid (INH) antibiotic treatment for latent TB was started on 21 students, and one student completed the nine months of recommended INH treatment.

We will work with Center for International Studies to improve participation rate for TB screening and education, improve tracking and work with local public health agency to improve INH treatment compliance.

**National College Health Assessment**
We completed our fourth National College Health Assessment student survey in spring, 2007. We are now in the process of analyzing the data to determine outcomes and future programming directions.

We will share data with the campus community to increase knowledge about health impacts on academic success and create opportunities for student internships analyzing data. We will present at fall convocation and also at the regional North Central College Health conference in October, 2008.

**Pharmacy Utilization**
The pharmacy continued to see growth in revenue and profit during the year although the total number of prescriptions filled decreased in part due to the Deficit Reduction Act.
We will market the Free 4U@SCSU program to provide free contraceptives to students and receive reimbursement from this state funded program. The pharmacy will continue to explore options for low cost pharmaceutical products for students. Goals for 2008-09 are to increase the number of prescriptions, increase revenue by seven percent and profit by four percent.

**Quality Assurance**
The quality management and improvement team conducted eight studies in 2007-08 resulting in changes in procedures and closer attention to detail. Several studies are ongoing or scheduled for restudy to see if improvement goals have been met.

Benchmarking with other MnSCU and national college health services this year looked at TB testing, staffing and Pap and sexually transmitted testing guidelines. We will continue to participate in benchmarking activities to be sure we are following current guidelines and best practices for health care.

**Health Promotion**
It is difficult to measure outcomes in the area of health promotion. For example, we know that approximately 2,800 students received information/education about the proper techniques of breast and testicular self-exams but don’t have data on the same 2,800 students to see if they have moved further toward the implementation of behavior change. The feedback we receive from the Health Services clinical staff is that when the health educator and peer educators provide education, there is almost always an increase in utilization in the clinic regarding the topic which was discussed – i.e. increase in requests for cancer exams, (or flu shots, meningitis vaccine, HIV testing, relative to the recent topic being presented in classes, interviews, on flyers, Atwood After Dark, residential halls, or booths).

**Tobacco**
Cessation initiatives implemented in our clinic over the past three years included asking each patient about their tobacco use and encouraging users to quit on each visit as well as providing “Quit Kits” seems to have had some impact. National College Health Assessment data indicated a drop in cigarette use (within the last 30 days) from 24.4 percent in 2007 to 23.9 percent in 2008. Tobacco use reduction efforts will be continued and we are exploring an option for some additional outside grant funding to help with this initiative.

**Alcohol**
High risk drinking rates (consuming five or more drinks in a sitting) have decreased from 51.7 percent in 2007 to 48.9 percent in 2008. It is encouraging to see this behavior trend. We will continue to support increased alcohol education efforts on campus and provide data to faculty and staff wishing to pursue additional funding for these initiatives.

**Clinic Utilization**
Total clinic visits for 2007-08 were 10,445 (down 200 visits from the previous year). This is felt to be directly related to the change in the international TB screening procedure. In previous years all students were given a mantoux test (thus increased visit charges). This year we met with students but not all students needed testing. We also were short staffed for a time during
the summer before the new medical director started in August. Although total visits were down slightly, the average number of provider visits per day increased by two percent. The increased complexity of some visits may take two or three 15 minute appointment slots (such as with many mental health visits) as compared to a simple sore throat. Utilization of St. Cloud Technical College student appointments remained steady at 81 for the year.

**Issues/Challenges for 2008-09**

Providing comprehensive medical and health promotion services in the current facility will continue to be a challenge this year. The perception by students and parents of the quality of health care and service provided by Health Services is influenced by the age and condition of the building. Privacy, as noted in our accreditation visit, will continue to be an issue in the current space as well as inadequate staff office space, waiting room space, bathroom facilities, accessibility for students in wheelchairs, and patient parking.

Access to timely psychiatric care for our students will continue to be a challenge this year in the absence of an onsite permanent psychiatrist.

Lack of an on-campus registered dietitian is a need many departments have noted over the past few years. We continue to request funding for this important position.

The addition of another professional in the area of health promotion is necessary to meet the broad health education/prevention topics. In addition, our current health promotion staff person has duties of marketing which is really a whole different position and skill set. We are currently enlisting the help of graphic design students, but their time is limited and current funding does not support the hire of a designated marketing/outreach professional.

Insufficient professional development funds and absence of funding for maintaining professional licensures and certifications make it difficult to compete with the private sector to hire and retain doctors and nurse practitioners. Once hired, it is impossible to stretch the current funds to allow each of these professional staff to attend even one major conference per year. This is imperative if we are to keep current on the critical issues our students need our help with such as mental health, eating disorders to name a few.

**Staff Achievements**

- Corie Beckermann, Director, was re-elected to the North Central College Health Executive Board.
- Jeani Donnay, Nurse Practitioner, was asked to serve on the Stearns County Public Health Board.
- Health Promotion Peer Educators presented “Condom Carnival” at the Region 4 Peer Educator Conference at Bradley University.
Tentative Annual Goals for 2008-09

General Department Goals

- Facility – work with consultant and for inclusion on campus facilities master plan.
- Program Process Improvement – Free4U@SCSU and TB screening program.
- HIPAA – Completion of HIPAA privacy policies.
- Staffing – assist in hire of case manager, request psychiatrist, registered dietitian, and health educator positions.
- Electronic Health Record – request from Fee Allocation Committee as well as look for outside funding sources, explore lease options rather than purchase.
- International Health – coordination of services with Center for International Studies for improved travel medicine and study abroad preparation.

Healthy Campus 2010 Goals

- Sexual Behavior – Free4U@SCSU, increased clinical staff outreach with information, make available rapid HIV testing, expand info on website.
- Mental Health – Improve access to mental health services, increase awareness and knowledge on campus through outreach efforts.
- Tobacco – Facilitate student survey and focus groups in cooperation with U of M, analyze current tobacco data regarding our campus, increase access to cessation options

As always, our goal will be to provide quality care to meet the needs of our students and our campus community.