St. Cloud State University
Student Health Services
Student Life & Development
Annual Report
2012-2013

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Student Health Services
1. Executive Summary

In the past 5 years Health Services has added many services and clinical improvements for the medical care of students. Because of budget challenges this year it was much more difficult to improve or expand any internal services. Instead, it was a year of collaborations, developing connections, policy work and advising. The following is a summary of some notable collaborations and accomplishments:

- We’ve worked extensively with the expanding nursing program to ensure that they meet clinical requirements for placing students in our community clinical settings. We also developed new connections with nursing to work with them on campus outreach and educational initiatives and give opportunities for nursing students to get involved in public health activities.
- We made new connections this year to be available for consulting on patients with the Pregnancy Resource Center.
- We continue to work with the Women’s Center to foster a relationship that is important so we can share the care on patients who require services from both of us. We look forward to increasing our screening in a primary care setting for women who have experienced intimate partner violence, and develop referral mechanisms to improve their access to care.
- We worked to expand campus outreach with clinical staff by having a free skin cancer screening clinic that served almost 40 students. We look forward to making that a twice a year venture since it was so successful. In addition, we worked with KVSC this past year to do regular radio interviews on health related topics.
- We have valued being a part of MnVFC (Minnesota Vaccine for Children program) and this year have added the Uninsured and Underinsured Adult Vaccine Program to improve vaccine availability to students and remove all financial barriers possible.
- We look forward to working with Center for International Studies and School of Health and Human Services in the coming year to address the need for policies on campus wide TB screening, screening of health professions students, and required medical evaluations of students prior to travel abroad – we have established the framework for these conversations in discussions that occurred this year.
- We were part of the Circle of Health which was a community partnership to improve Pertussis vaccination rates in our community – we sponsored their keynote event by the MDH on this campus and supplied nursing volunteer time to give Pertussis vaccination to those who attended including St. Cloud Mayor Kleis.
- Our medical director worked with Academic Affairs and multiple other campus groups to institute new policies and forms to assist students who have missed classes and/or need withdraw from coursework for medical reasons.
Our medical director and student insurance advocate served on the MNSCU panel to develop ongoing health insurance recommendations. We have also worked with an on-campus partnership to establish improved connections with Central MN Legal Services to improve the referral and sign up process for students who are uninsured.

Tuberculosis screening rates improved dramatically this year with the implementation of holds to assure compliance.

2. Progress on Status of 2012 -2013 Annual Goals
   - Facilities – Completed renovation of clinic space, upgraded lighting in exam rooms, added workstation in laboratory.
   - Eastman – Inclusion on MnSCU’s approved project list.
   - Health Promotion – Co-locate Health Promotion and UChoose programs in Atwood. Develop modules for peer education programming. Website improvements.
   - Nutrition – Assist Sodexo with hiring of registered dietitian. RD begins seeing students at Health Services.
   - Mental Health- Consult with Institute for Clinical Systems Improvement and other experts regarding best practices for integration of health and counseling services. Attended Integration of Behavioral Health Care Workshop. Meetings with Counseling and Psychological Services staff regarding service delivery models.
   - Technology – Monthly meetings with campus IT management regarding technology planning/needs. Text message appointment reminders made available for students.
   - Missed Appointment fee - Established after consultation with Student Government.
   - Marketing – Provider monthly radio interviews, addition of digital signs in waiting room, marketing plan developed for SCTCC.
   - AAAHC – Preparation for an AAAHC Accreditation site visit. 3-year accreditation achieved.

3. Summary of Department and Program Effectiveness Including Assessment Information and Data

   Satisfaction
   Student satisfaction
   Surveys conducted each semester of our patients indicate continued high satisfaction with our services and staff. Ninety-six percent of students polled spring semester indicated it was important to have a Health Service located on campus, 94.6 percent indicated they would recommend our services to fellow students, and 90.4 percent stated Student Health Services has had a positive impact on their academic performance.

   Assessment
   U of M College Health Survey
   In November we received the results of the U of M 2012 College Health Survey, which was conducted in March, 2012. A total of 10 campuses participated, with a 30.9 percent response rate and 19,992 surveys completed. On our campus, we had a response rate of 15.9 percent
Overall student uninsured rate was at 11.1 percent with students aged 25-29 being the highest rate of uninsured (28%). This survey indicated a continued drop in high risk drinking rates at SCSU (32.3%) and current tobacco user (within the past 30 days) was 22.5 percent with daily tobacco use at 7 percent. Mental health continues to be a concern with one third (33.3%) of students surveyed reporting being diagnosed with at least one mental health condition in their lifetime and 18.6 percent having two or more mental health diagnoses in their lifetime. Almost one third of respondents (29.5%) indicated they feel unable to manage their stress levels. Nutrition and physical activity continue to be areas for health education for students with 40.9 percent of students surveyed falling in overweight/obese categories. Health promotion and education modules focus on these and other areas including – alcohol/drug/tobacco, nutrition, sleep, sexual health, and stress management. Continued work and partnerships with the UChoose program, Counseling & Psychological Services, Sodexo’s Registered Dietitian, and other campus departments will help address these important student health needs which also impact academic success.

**Accreditation**

AAAHHC (Accreditation Association for Ambulatory Health Care) on campus site visit June 3-4, 2013. Our accreditation was approved and renewed for another three years. The surveyor had many positive comments about the services provided. Partial compliance in several areas related again to the need for a more appropriate facility, additional staffing in health promotion and mental health especially psychiatry. Pursuing accreditation shows our commitment to providing the highest levels of quality care to our patients, and the same high level of quality in our business practices.

**Utilization**

**Pharmacy Utilization**

The Pharmacy continues to focus on quality customer service and education for the students of St. Cloud State University. The services we offer are beyond what they would experience at a retail pharmacy including searching for students’ insurance coverage, painless prescription transfers and inexpensive over the counter items. The Pharmacy volume is still a concern as with the Clinic and University but we are optimistic that we will start to see some growth during the current fiscal year.

The Pharmacy participated in a successful drug take back program in cooperation with Public Safety and the St Cloud Police Department helping to remove unwanted and expired medications from the campus and surrounding community. Hopefully this program will become an annual occurrence providing a needed service at SCSU.

The Pharmacy filled 7,779 prescriptions during the fiscal year resulting in sales of $314,763.78 and a gross profit of $99,142.05. We also sold 1,968 over the counter items with sales of $10,989.55 and a gross profit of $3,903.74. Both areas were down from the previous year with pharmacy sales being down 5.6% and the gross profit down 4.4%. With the over the counter items we saw sales down 17.3% but gross profit was up 1.2%.
During the year there were over 7,500 individual pharmacy visits. We filled 769 prescriptions for International Students and billed over 70 separate insurance companies for prescriptions written by 405 different providers.

Health Promotions Utilization
The theme for Health Promotions this past year was all about change. Although aspects of the department were changing, the success of the program with respect to outreach and education to SCSU students, faculty and staff, remained the same.

Health Promotions remained active and involved in providing health education to SCSU students through a variety of different venues. Programming was delivered in classrooms, residential halls, tabling in Garvey/Atwood, as well as through signage, portable billboards, and promotional television throughout campus. Programming was also delivered through active collaborations with several campus departments and organizations. These collaborations provide opportunity for healthy partnerships and better utilization of resources and knowledge. We are thankful for assistance from the LGBT Resource Center, Residential Life, Women’s Center, Student Health Services Staff, SHAAC, Counseling Center, PACC, Athletics, Campus Recreation, Kinesiology, Health and Physical Education Department, Nursing, and UChoose, just to name a few.

The changes were numerous and I will mention a few key changes. Troy Shafer started teaching full time within the Kinesiology Department Spring Semester. This created an opening for a new Assistant Director for Health Promotion and Marketing. Jeff Allerson was hired on an interim basis and will continue in the position for the 2013-2014 school year.

Health Promotions also co-located with UChoose in the Atwood Memorial Center. This move allows for more visibility among the student population and promotes better collaboration between the two programs. The move of Health Promotions out of the clinical Hill Hall location made it possible to restructure the patient/provider work flow, creating better privacy and improved service for students seeking medical care at Health Services.

Change was also seen in the hiring of new student workers. We felt it was important to establish an effective, well developed peer education program. Health Promotions and the UChoose program created a peer education program called the Peer Education and Prevention Team. We interviewed nearly twenty applicants and ended up hiring 5 students to make up the team. The students were trained and educated in 5 topic areas before the beginning of fall semester. The topic areas included stress management, sleep, sexual health, nutrition, and alcohol education. These topics were chosen by the review of SCSU data gathered by Boynton Health Services, from the University of Minnesota. The Peer Education and Prevention program has established presentations and educational materials that they will deliver to their peers in a variety of settings. We will also begin to evaluate the effectiveness of these programs. This will allow us to modify and create better programming for SCSU students. By establishing the Peer Education and Prevention Team, we hope to build the program and add additional education and outreach opportunities for the future.
Furthermore, if this program does expand, we would count on positive collaborations from other departments on campus.

Health Promotions also had a website update. The update focused on adding relevant content, which first and foremost focused on helpful campus resources. The update also focused on making the website appear more professional and organized. This was done with assistance from the IT department who made significant changes to how a student can access and navigate the Health Promotions website.

The REACH Peer Educator and SHAC student organizations have now combined into one group, called SHAAC (Student Health Action and Advisory Committee). This was done due to the fact that each group shared similar ideals and we wanted to create a stronger group. It is anticipated that this new group will be more involved, organized, goal oriented, and well represented on campus.

Our goals for the upcoming year are to monitor and evaluate all the new changes. We also hope to build stronger relationships and collaborations with other campus departments. Lastly, we will continue our commitment to provide the student population with the education necessary to produce a successful, healthy college experience here at SCSU.

**Clinic Utilization**

Total clinic visits for 2012-13 were 7,882 compared to 8,513 last year. Decreased enrollment on campus has impacted our numbers. This trend is also following national trends in health care and likely related to the economy. We are hearing from parents and students that even though they have health insurance, they are experiencing more out of pocket costs through higher deductibles, premiums and copays. Student Health Services continues to be a great value to our students in that context, because of our low cost relative to the community for high quality medical care. We continue to see a trend of longer more complex appointment visits, especially related to mental health issues. This also impacts the total number of patients seen. The RN had 300 documented visits this year and 186 triage visits. Nurse visits were 1,123. St. Cloud Technical College student appointments totaled 264 in 2012-13, which also down from 312 the previous year.

**Results and Conclusions Drawn from Assessment Analysis**

**Changes, Responses and Action Taken Based on Assessment Findings**

Student satisfaction with services remains high. We will continue to provide excellent patient care and leadership for our campus on health initiatives. We have changed our staffing model and work flow in response to staff reductions and increased complexity of student appointments. We have increased our marketing efforts and have seen in increase in flu shot utilization as a direct result. Outreach will continue to SCTCC students to increase utilization of services and was well as continued marketing of pharmacy availability to employees, dependents and dependents of students.
The U of M College Student Health Survey will continue to be utilized as a measurement of our programming impact. Health Promotions staff monitor our campus data to evaluate program impacts and student needs. We will continue to advocate for a new facility, permanent funding for psychiatric services and collaborate with Counseling and Psychological Services and other campus and community partners to coordinate care.