St. Cloud State University
Student Health Services
Student Life & Development
Annual Report
2013-2014

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1-2-15
1. **Executive Summary**

This year we completed the remodeling of Hill Hall and colocation of Health Promotion with UChoose in Atwood. The reassignment of space and updates made to our equipment and the facility has provided a more professional work environment for our staff and more privacy for our patients. We were extremely pleased to receive legislative funding in the spring of 2014 to hire an architectural firm to begin the design phase of the Eastman renovation. We have spent time this year thinking about how we can expand experiential learning for our students in this new space as well as provide the best health and wellbeing services possible for our students in the future.

Budget cuts have resulted in staff reductions and subsequent work flow changes. Clinic and pharmacy utilization has continued to be down slightly over the past few years as a result of the declining campus enrollment, changes in the economy and health care coverage in part due in relation to the Affordable Care Act. Health Services has taken an active role in helping students to obtain health insurance coverage. A partnership with the Women’s Center and local legal aid program, Project Care has resulted in several campus presentations, two insurance sign up events and over a hundred individual patient referrals. Students who are insured are more likely to access health care services and many of our students who are uninsured may not be aware they qualify for coverage so this is important outreach work that needs to continue.

We have changed our scheduling model to accommodate the more complex visits that we are seeing. We will continue to support staff professional development and partnerships with community specialists to serve our student health needs. Our partnerships also include many academic, administrative and student life and development departments on campus as we seek to support the academic mission and better serve our students.

Policy work on campus this past year has included inclusion of E-cigarettes in the Tobacco Use Policy, change of practice regarding issuance of medical excuses for students missing class, and work with the School of Health and Human Services on medical requirements for program participation and with the Center for International Studies on study abroad medical requirements.

2. **Progress on Status of 2013-2014 Annual Goals**

- **Facilities** – Completed remodel of Hill Hall space. Colocation of Health Promotion and UChoose in Atwood.
- **Eastman** – Participated in legislative visits to campus, Day at the Capitol, and tours of Eastman for new campus administrators. We were successful in receiving funding to begin design of Eastman.
- **Budget** – Staff cuts resulted in changes in clinic work flow.
- **Funding/Health Fees** - Management team explored new health fee models. Conducted survey of campuses charging health fees for MnSCU Administration. Participated in MnSCU workgroup to make recommendations about health fee ceiling. This work continues.
- **Mental Health** – Coordinated Mental Health Summit on campus. Received grant from CentraCare for continued work on obtaining a sustainable model for mental health
services. Participated in Mental Health Workforce Summit which will result in recommendation to the legislature about workforce needs.

- Collaborations/Expanded Services –
  - Counseling & Psychological Services - Ongoing efforts to streamline processes and provide good coordination of services. Training for CAPS staff on Point N Click Electronic Health Records System. This work continues.
  - Sodexo – Trained registered dietitian on Electronic Health Records System. She began seeing clients at Student Health Services for nutrition consultations.
  - Physical Therapy – Facilitated contract with St. Cloud Orthopedics to provide physical therapy services for students on campus at Student Health Services.
  - Center for International Studies – Drafted policy, procedure and forms for discussion with multiple campus departments to incorporate medical exams into process for study abroad. This work continues.
  - School of Health and Human Services – Regular meetings with Dean of School of Health and Human Services to discuss possible collaborations. Increased collaborations and student experiential learning with Community Health Programs. Worked with Communications Sciences Disorders and Nursing Faculty on student medical exam, immunization tracking processes.
  - LGBT Resource Center – Health Promotions was recognized for partnerships and collaborations during the 2014 Pride Awards Ceremony.
  - SHS staff toured several campus departments to increase knowledge of other services, improve collaborations and enable us to provide better customer service to our patients.
  - Increased marketing via parent newsletters, campus employee health and wellness newsletters, signs, FaceBook, participation in more outreach events, and regular presence at St. Cloud Technical & Community College.
  - Pharmacy services expanded – now available to campus employees and dependents of students. Addition of text capability when prescriptions are ready for pick up.

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-seven percent of students polled spring semester indicated it was important to have a Health Service located on campus, 95 percent indicated they would recommend our services to fellow students, and 94 percent stated Student Health Services has had a positive impact on their academic performance. A student comment from the spring 2014 survey, “I am very grateful to be able to go on campus for my check-ups. I feel safe and cared for. Thank you.”
Assessment
U of M College Health Survey
In November we received the results of the U of M 2013 College Health Survey, which was conducted in March, 2013. A total of 29 campuses participated, with a 30 percent response rate and 13,589 surveys completed. On our campus, we had a response rate of 19.7% (531 completed web based surveys). This survey indicated a continued drop in high risk drinking rates at SCSU (30.5%) and current tobacco users (within the past 30 days) dropped to 16.8 percent with daily tobacco use at 8 percent. Mental health continues to be a concern with 31 percent of students surveyed reporting being diagnosed with at least one mental health condition in their lifetime and 20.6 percent having two or more mental health diagnoses in their lifetime. One fourth of respondents indicated they feel unable to manage their stress levels. Nutrition and physical activity continue to be areas for health education for students with 45 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
We maintain our national accreditation by the Association for Accreditation of Ambulatory Health Care (AAAHC). This involves a rigorous on-site visit every three years to review our policies, procedures, quality of care, and service to students in all areas including clinic, pharmacy, lab, health promotions and administration. Achieving and maintaining this status is an important way to demonstrate our commitment to providing high quality care.

Utilization
Pharmacy Utilization
Pharmacy services were expanded this year and are now in addition to serving students we now serve SCSU employees, their dependents and dependents of students. This expanded service is intended to increase the volume for pharmacy and provide a convenient alternative for employees and students to get prescriptions on campus. Prescriptions filled in 2013-14 totaled 7,423 resulting in $289,275 in sales and a gross profit percentage of 31.2%. This revenue was generated from 6,051 individual visits to the pharmacy with prescriptions written by 392 different providers. The pharmacy continues to be an important support for our international students as demonstrated by the 1,233 prescriptions billed to international student insurance during the fiscal year. Over 88% of prescriptions filled during the year were billed to a third party plan; with the remainder of 12% being cash or patient submit for reimbursement plans.

Health Promotions Utilization
Health Promotions had an outstanding year full of great campus event, experiential learning opportunities, collaboration and student success. The first year of the newly developed Peer Education program with UChoose was very successful. This year, Health Promotions participated in approximately 150 different campus events reaching an estimated 7,200 students. All of these events were aimed at increasing SCSU students’ knowledge about
various health topics, but generally the topics of sleep, stress management, sexual health, nutrition and alcohol. The education was delivered in many different ways including classroom presentations, large campus events, tabling, and messaging using different forms of print and technology. We provided approximately 600 internship hours outside of our paid student positions. Opportunities such as internships, participation in SHAAC and working as a peer educator have resulted in our student workers finding jobs in their fields of study, and acceptance into graduate programs. Our campus data related to health showed many improvements in the areas of sleep, nutrition, sexual health, stress and tobacco. Collaborations this year were with LGBT Resource Center, Residential Life, Women’s Center, Student Health Services Staff, SHAAC, Counseling & Psychological Services, PACC, Athletics, Campus Recreation, Kinesiology, International Studies, Health and Physical Education, Admissions, Graduate Studies, Nursing, Active Minds, TXT4Life, Crave the Change, Smoke Free Communities, TUPISC, American Cancer Society, and UChoose.

Clinic Utilization
Total clinic visits for 2013-14 were 7,264 compared to 7,882 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 240 documented visits this year and 115 triage visits. Nurse visits were 1,052. St. Cloud Technical College student appointments totaled 229 in 2013-14, which also was down from 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 Promotion staff report our campus data showed many improvements in the areas of sleep, nutrition, sexual health, stress and tobacco. We will continue to advocate for permanent funding for psychiatric services and collaborate with Counseling and Psychological Services on campus to coordinate care.
4. **Staff Achievements**

**Grants, Conference Presentations, Awards**
- United Health StudentResources – Student insurance advocate position to assist students with accessing and troubleshooting issues regarding health insurance. $37,065
- CentraCare Health Foundation – Psychiatric services grant to provide direct services and assist in development of a sustainable model for mental health services. $7,500
- Dr. Nielsen, Medical Director, won an award from Mayo Clinic for “generating the best idea to change health and wellness in your community” among hundreds of participants at the Mayo Clinic 2014 Nutrition and Wellness in Health and Disease Annual Conference.
- Dr. Brent Nielsen presented at the North Central College Health Association Annual Meeting in Minneapolis.
- Health Promotions was recognized at the LGBT Resource Center’s Pride Awards Ceremony with an Honorable Mention for Department Collaboration.
- Corie Beckermann- Received a certificate of appreciation for supporting student success from the School of Health and Human Services at their Spring Awards Program.

**Years of Service**
Bonnie Loidolt was honored for 15 years of service.

**Professional Association Memberships**
- American College Health Association
- North Central College Health Association
- Central MN Clinic Managers Association
- Sexual Assault Task Force

**Professional Development Participation**
(This is a partial list of professional development participation by our staff this year)
- Dr. Chris Buck attended a Mayo Clinic Ice Hockey Concussion Conference and Dermatoscope training.
- Kim Ohmann attended conferences on Health Law and Health Care Data and Analytics.
- Janell Bauer attended a Psychiatry Update and Psychopharmacology Conferences.
- Dr. Brent Nielsen attended an Orthopedic Update and a Dermatology Conference.
- Corie Beckermann and Jeff Allerson attended the National Wellness Conference in Minneapolis.
- Icephine Johnson attended a Primary Care Update and a Forensic Photography Training.