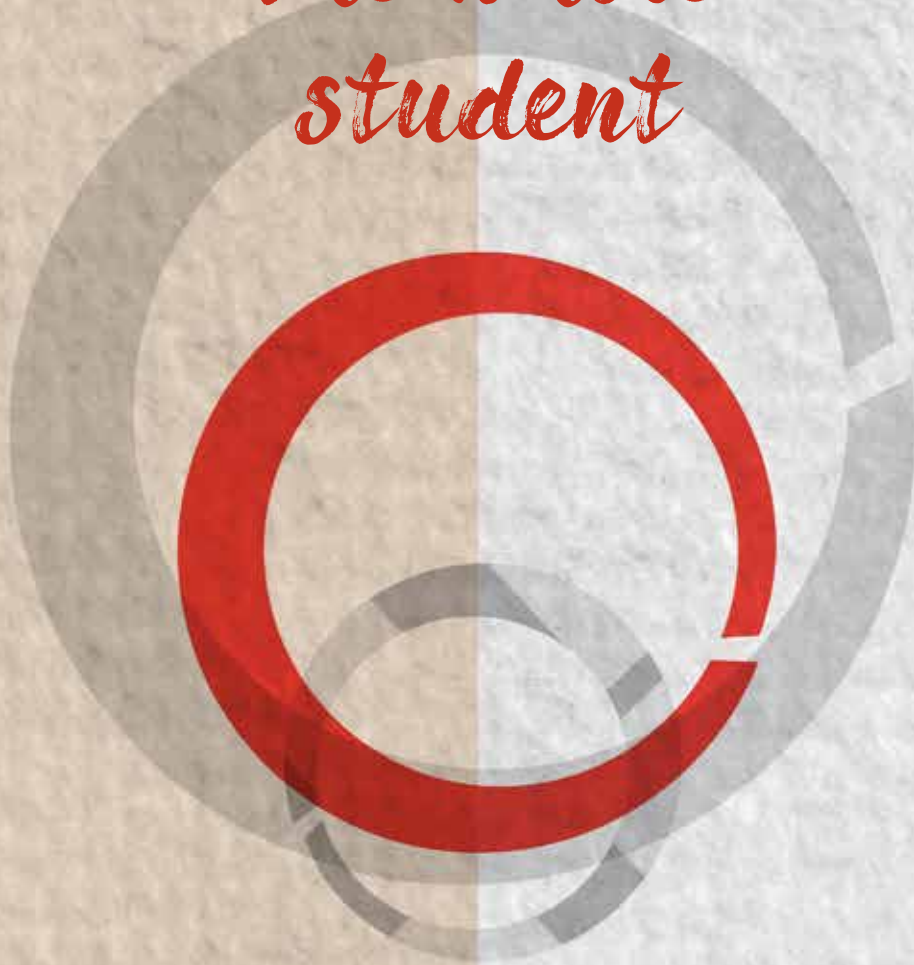


UNIVERSITY HEALTH SERVICES

UHS
*Serving
the whole
student*



ANNUAL REPORT | 2018-2019





UHS

*Promoting,
protecting,
and restoring
health and
well-being.*

UNIVERSITY HEALTH SERVICES
ANNUAL REPORT | 2018-2019

*The power of
imagination
makes us infinite*

- John Muir





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University Health Services Mission & Diversity Statement

Mission

University Health Services enhances learning and student success by promoting, protecting, and restoring health and well-being.

Diversity Statement

UHS strives to promote, protect, and restore health and well-being. We hold a strong commitment to the diverse UW–Madison community and the promotion of equity and justice. We recognize and acknowledge that implicit bias, oppression, discrimination, prejudice, and inequitable systems of power and privilege influence our campus community. Studies show that these factors affect individual physical, mental, and emotional health; sense of belonging on campus; and academic achievement. As a health care organization serving the campus community, we work to:

- Create and sustain an environment that respects and welcomes people from diverse backgrounds.
- Affirm and honor diversity in all its forms including but not limited to: race, color, ethnicity, religion, sex, citizenship, national origin, age, ancestry, physical/mental ability, political beliefs, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression, body size, and socioeconomic status.
- Challenge systems of oppression to create a more inclusive campus community.
- Recognize and eliminate the prejudice and discrimination that have traditionally affected health care delivery.
- Reduce health disparities.
- Continually refine our cultural awareness and competence through professional development, engage in ongoing self-examination of our biases, and be open to feedback.

*We do not
realize what we
have on Earth
until we leave it*

- Jim Lovell





Year in Review

- UHS successfully achieved a full three-year re-accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Jake Baggott joined UHS as Executive Director.
- ActWise, a home-developed bystander strategy to address sexual assault, dating violence, and stalking, was introduced to campus.
- UHS providers and staff participated in the campus Mental Health Task Force to review UW–Madison mental health resources and related supports and provide recommendations for a comprehensive, multifaceted approach to students' mental health needs.
- A telehealth contraception pilot program in the Women's Health Clinic led to increased access to services and more patients served.
- UHS contact and access information was added to the mobile UW app.
- 111,365 total patient/client visits.

Awards

- Hannah Delong – Student Personnel Association Campus Impact Award
- Katherine Loving – Norman Bassett Award for Outstanding Achievement in Higher Education Administration
- Lezlie Painovich – Recipient, Distinguished Service Award
- Marlo Reeves – Excellence in Engaged Scholarship
- UHS – Winner, Alana's Foundation College/University Flu Vaccination Challenge

Message from the Executive Director

It is with great pride that I share the 2018–2019 University Health Services Annual Report. This report highlights recent UHS achievements and the continued impact our health center and services have on the UW–Madison campus community.

UHS is part of a larger collection of student services that focus on strengthening the student experience. I joined UHS in May 2019 and it has been a pleasure to work with the dedicated providers and staff at one of the best college health services in the country, and to meet many students and campus community members for whom our organization serves.

As demand for student health services increases, we are committed to serving the whole student by addressing issues of health, safety, and well-being in integrated and innovative ways, many of which are reflected in this report. Our work is further supported by meaningful collaborations with campus partners and advocacy from student-led organizations that help us advance a comprehensive strategy that addresses the needs of all students.

We reaffirm our commitment to providing patient and client services, and prevention programming with respect and care. It's our goal to support students' health and well-being, as well as encourage healthy choices, meaningful connections, and community engagement so that students may thrive both academically and personally at UW–Madison.

If you have any feedback for how UHS can improve our services, please email us at uhs@uhs.wisc.edu.



Jake Baggott, MLS, FACHA, 1SG (Ret.)
*Associate Vice Chancellor for Student Affairs
Executive Director, University Health Services*



Medical Services

Medical Services has two campus clinic locations to provide care for acute and ongoing illnesses and injuries. Our providers specialize in the health and well-being of the college population so that students may thrive both academically and personally. Providers and staff address all general care needs, deliver clinical preventive services, and support education and research. UHS Medical Services include: allergy, immunization, and special medical injections; athletic trainer evaluations; occupational medicine; physical therapy; primary care; sexual health; nutrition; travel; wellness services; and women's health.



**14,636 students vaccinated
against influenza**

**77,758 patient visits, a seven
percent increase from 2017–2018**


Highlights

- The Sexual Health Clinic saw a 33 percent increase in patient visits. In an effort to eliminate barriers to care and increase access to evaluation and treatment, the Sexual Health Clinic added a specialty nurse and a male-identifying provider in clinic one full day per week.
- The Behavioral Health Clinic continues to serve more students through an integrated care model. With counselors embedded in medical clinics, students can see a medical and mental health provider in the same visit. Providers are able to efficiently address—in real time—low to moderate acuity mental health issues. Behavioral Health clinic visits increased 38 percent this year.
- The Women's Health Clinic telehealth contraception appointment option led to a seven percent increase in patient visits. In follow-up surveys, patients indicated that the service addressed barriers that would have prevented them from accessing reproductive health services.

“ *I really enjoy visits to Medical Services because
I felt listened to and helped with my health concerns.* **”**

Mental Health Services

Our mental health providers and staff are committed to supporting and respecting every individual who comes to UHS. Mental Health Services (MHS) offers multiculturally-aware counseling and fosters safe, healthy spaces for students to express their feelings and concerns, and access treatment for their mental health symptoms. To meet increasing student demand, Outreach Services expanded to increase access to services beyond the clinic. MHS includes: individual, couple/partner, and group counseling; psychiatry; integrated behavioral health; campus outreach; care management; crisis services; survivor services; substance abuse; and disordered eating assessments and treatment.

A silhouette of a person with a backpack, standing on a dark, irregular shape that looks like a rock or a shadow. The person is facing right, looking up towards the text. The background is a light gray with a pattern of small, dark dots.

*There is light
in darkness.
you just have
to find it*

-bell hooks

 **14%**

Client visits increased

Highlights

- Client visits increased 14 percent for a total of 29,745.
- Bilingual service offerings—in Mandarin and Spanish—improved access and engagement for students.
- Seven new providers joined in 2018–2019.
- Outreach Services held the second annual Let's Play event, encouraging students to play and connect before finals.
- A summer health fee grant program was established to support students with financial need to continue their care during the summer.
- Survivor Services was integrated into the electronic health record.
- More than 40 group counseling options are available to students including support/theme groups, psychoeducational groups, and wellness groups and workshops.
- The Thrive Workshop Series engages students outside of the clinic setting with sessions throughout the semester that are tailored to student needs.

“Thank you, Mental Health Services, for keeping me looking forward to tomorrow.”

Quality & Informatics

UHS is committed to continuous process and quality improvement to ensure high-quality and high-value services to patients, clients, and the campus community. Quality and process improvement activities across the organization are reviewed regularly. In addition, data-driven studies and patient satisfaction surveys highlight opportunities for improving services, quality, safety, outcomes, cost-effectiveness, and the patient-client experience.

*Slowly is the
fastest way to
get where you
want to be*

- André DeShields

QUALITY IMPROVEMENT PROJECTS

UHS providers and staff presented **6** projects at the UW–Madison Quality Improvement Showcase

Highlights

- UHS underwent a rigorous voluntary accreditation process and was awarded a full three-year term of accreditation by the Accreditation Association for Ambulatory Health Care.
- Several cross-unit projects and charters were developed to address compliance, utilization, costs of care, and voice of the customer.
- No-show rates for Psychiatry appointments continue to trend down since implementing a no-show fee.
- UHS providers and staff presented six projects at the UW–Madison Quality Improvement Showcase.



Quality

Medical Services Key Questions

	Very satisfied	Satisfied	OK	Not satisfied	Very dissatisfied
Satisfied with appointment scheduling	65%	23%	11%	1%	0%
Reception staff friendly and helpful	70%	19%	9%	1%	1%
Provider listened carefully to concerns	78%	13%	7%	0%	2%
Quality of provider explanations	74%	11%	9%	3%	3%
Overall satisfaction with medical visit	73%	10%	13%	3%	1%
Recommend UHS to another student	73%	13%	9%	2%	3%

The “OK” category combines two midrange options on the six-point rating scale. Rounding errors were accounted for in this midrange area.



Mental Health Services Key Questions

	Strongly agree	Agree	Disagree	Strongly disagree	n/a
Accessed initial services in a reasonable time	43%	39%	11%	7%	0%
Reception staff helpful and courteous	55%	36%	3%	6%	0%
Provider listened carefully to concerns	74%	22%	2%	1%	1%
Paperwork and e-surveys clear and easy to complete	60%	35%	3%	0%	2%
Overall satisfaction with Mental Health Services	56%	35%	5%	3%	1%
Recommend Mental Health Services to a friend	66%	24%	5%	3%	2%

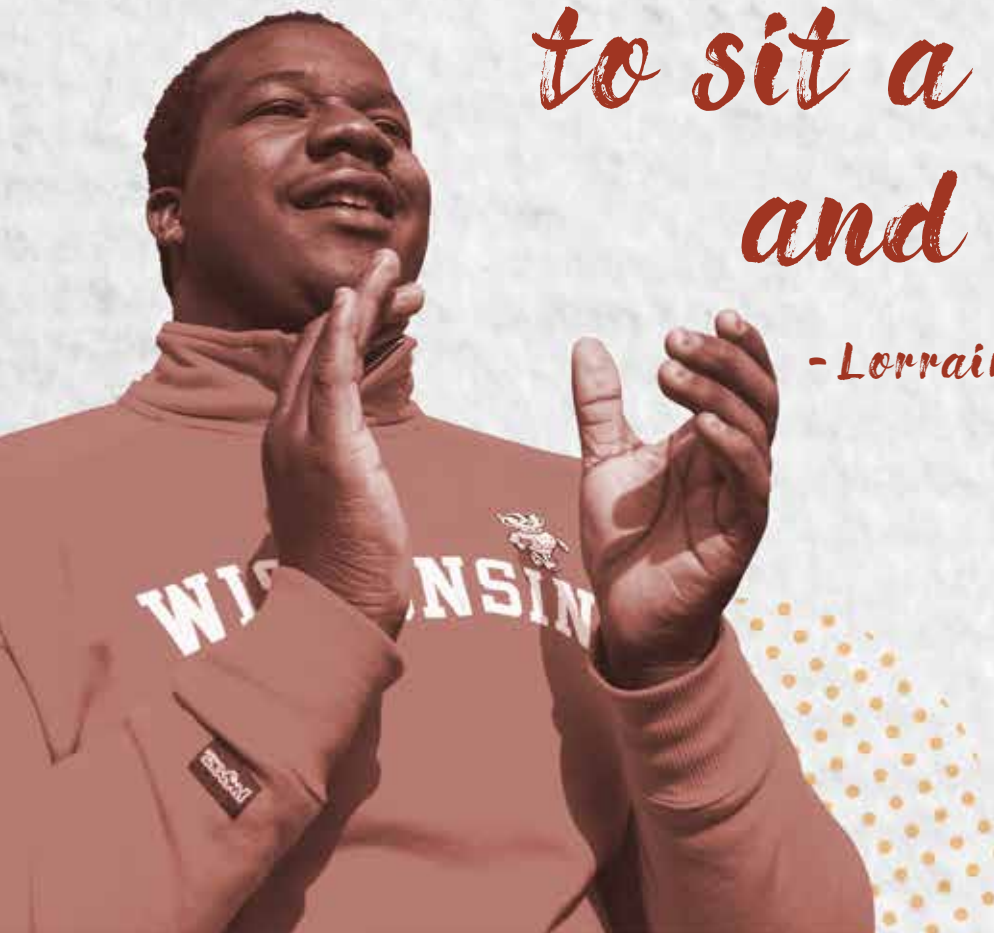
“My provider is amazing. He is patient and kind in both listening and explaining. His desire to help is genuine.”

Prevention & Campus Health Initiatives

From campus-wide policy initiatives to programming that reaches each incoming student, Prevention & Campus Health Initiatives provides population-based prevention and health promotion services to the UW–Madison community. Through Prevention-led coalitions, peer education, and social norming campaigns, staff address important campus health issues including sexual assault, sexual harassment, dating violence, and stalking; high-risk alcohol, tobacco, and drug use; suicide; healthy academic settings; and student wellness.

*Never be afraid
to sit a while
and think*

- Lorraine Hansberry



MEDIA MENTIONS

UHS providers and staff were mentioned in news articles 224 times in 2018–2019.

Highlights

- UHS administered the AAU Sexual Assault Campus Climate Survey and received responses from 20 percent of the student population, comparable to the campus response rate from 2015.
- ActWise, a sexual and relationship violence bystander intervention program, reached all student-athletes, and more than 800 fraternity and sorority members through required new member education.
- Results of the UHS-led *The Color of Drinking* study were presented at the Campus Diversity Forum and shared widely with campus stakeholders.
- Bystander intervention trainings related to alcohol use were provided to 2,000 students.
- Suicide prevention efforts were presented to state legislators at a briefing organized by the Evidence-Based Health Policy Project.
- The Healthy Minds Survey was administered to gather student mental health data to inform efforts to support students and prevent suicide. Results will be shared in fall 2019.
- Violence Prevention staff helped convene and co-chair the Graduate and Professional Student Workgroup to address the unique needs of these students around prevention and response to sexual harassment and sexual violence.

Environmental & Occupational Health

The Environmental & Occupational Health (EOH) programs improve and protect the health of the UW–Madison campus by promoting safe environments and protecting individual health. Staff conduct campus-wide assessments and respond to hazards encountered in learning, research, living, and work environments, and provide occupational health services to students, faculty, and staff. As an agent of the state of Wisconsin, UHS environmental health staff ensure the safety of the food, water, and air on campus.

*The most fun lies
in seeing and
studying the
unknown*

- Aldo Leopold



Highlights

- Legionella-specific testing for campus cooling towers was implemented.
- Occupational Medicine saw an increase in patients with workplace exposures; 2,466 patients were seen, 976 were students.
- EOH responded to 28 campus buildings impacted by the polar vortex, assuring proper drying of wet building infrastructure to prevent future issues.
- Enrollment in the hearing conservation program continues to increase.
- Rates of staff and student compliance with health surveillance and personal protective equipment requirements remained high.
- Environmental Health staff who conduct campus food facilities inspection achieved standardization to Wisconsin Department of Agriculture, Trade and Consumer Protection regulations.

Administration

Administrative staff deliver a range of integral services, including hiring providers and staff, keeping exam rooms clean, and safeguarding the privacy of student medical records. Administrative units include: Budget and Finance, Building Services, Health Information Management (HIM), and Human Resources. Administrative Services also oversees the Student Health Insurance Plan (SHIP), risk management, and accreditation activities.



What year is it in your imagination?

- Lynda Barry

Highlights

- Building Services supervised a successful remodel in Mental Health Services and Survivor Services, leading to improved space for providers and student clients.
- For the 2019–2020 plan year, there will be no increase in SHIP premiums for international students or scholars, and only modest increases for domestic students. Plan reserves continue to reduce the impact of overall rising health costs.
- HIM led the UHS AAAHC reaccreditation while seeing an increase in requests for the release of health records.
- HIM performed process improvements for processing referred patient records and achieved several efficiencies.
- Budget & Finance completed its first year of utilizing and incorporating UHS data into the UW System budget software.
- E-reimbursement processes and procedures were updated and are now in accordance with campus policies and guidance.

Financials

UHS is funded through student segregated fees, general program revenue, fee-for-service billing, and grant support. Despite increased utilization and health care inflation pressures, UHS maintained services with modest increases in the segregated fee. The majority of UHS medical and mental health services are prepaid through segregated fees, and services are accessible to students at no additional cost.

SHIP is funded by premiums collected from insured policyholders. Excluding medical claims paid by SHIP, more than 75 percent of UHS expenses are personnel costs. The remaining expenses are comprised of supplies, services, and medications. The 10-year compound annual growth rate for the student health fee has been 3.37 percent.

*A daydreamer
is prepared for
most things*

- Joyce Carol Oates



100% of incoming students are served by UHS primary prevention programming.

Basic Demographics

FY 2018–2019 Visits

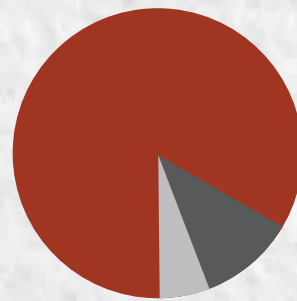
Department	Visits
Acupuncture	303
Behavioral Health	939
Care Management	1,126
Comm Health	23,848
Counseling	29,475
Crisis	538
Employee Health	823
Nutrition	1,192
Occ Med	4,233
Phys Therapy	990
Primary Care	32,554
Psychiatry	4,522
Sexual Health	3,955
Travel	1,276
Triage	5,978
Wellness	3,477
Womens Health	9,713
Total Medical	77,758
Total Mental Health	30,160
Total Wellness	3,477
Total UHS Visits	111,365

Patient/Client Summary

Division	Unique Patients/Clients
Mental Health	6,644
Medical	27,141
Occ Med	2,466
Wellness	1,752
Total Patients/Clients Served	38,003

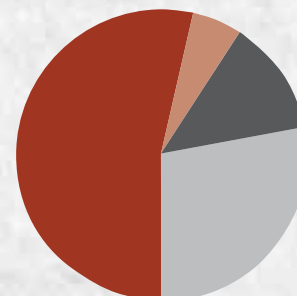
Funding

Sources of UHS Funding



85% Student Segregated Health Fee
10% Campus Funds
5% Billed Revenue

Uses of UHS Funding



53% Medical
28% Mental Health
12% Prevention
7% Environmental & Occupational Health

68% of UW–Madison students utilized UHS clinical services in 2018–2019.

Organizational Chart

Chancellor

Vice Chancellor for Student Affairs

Executive Director/Associate Vice Chancellor



UHS regularly receives feedback and guidance from the Health Care Advisory Committee, a university shared governance committee that promotes health and community on campus; acts as a liaison between students and campus community members to address health needs; and acts as an advisory resource to UHS and other campus entities.

“ I am so thankful we have UHS. There is no way, on a student schedule and transportation options, I could see providers covered by my insurance when I needed to without disrupting my work and studies. ”

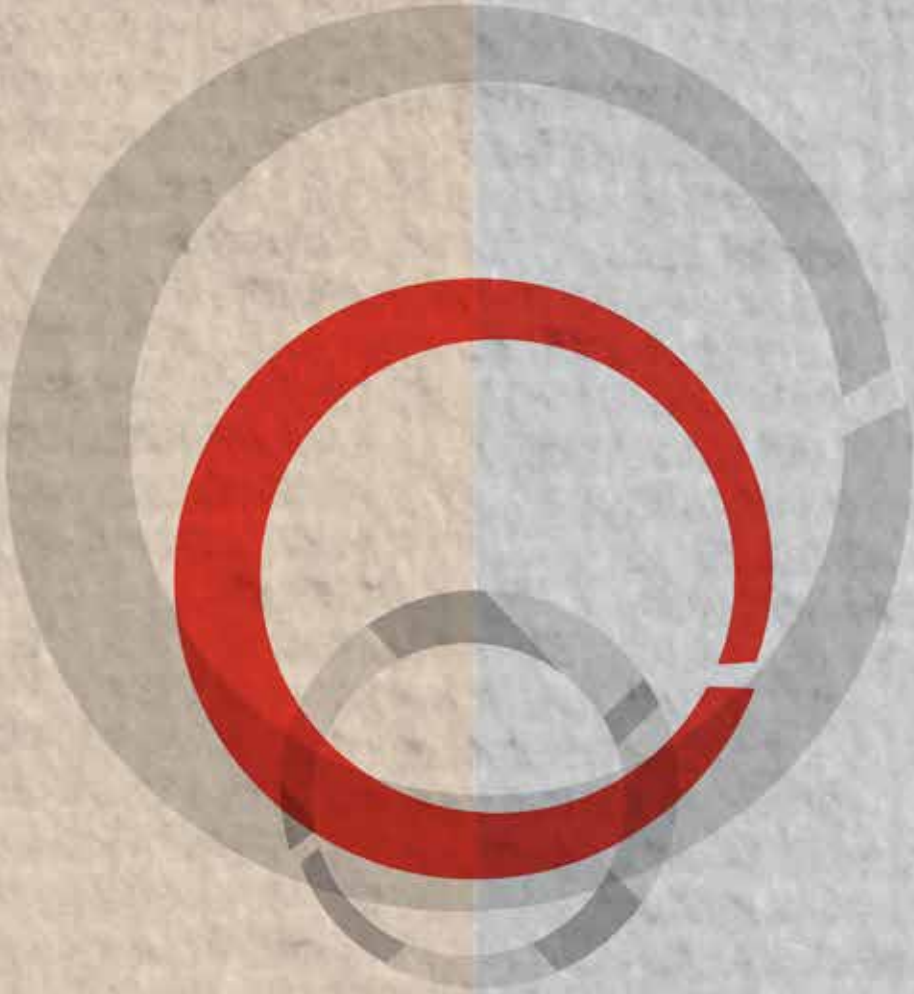


About this document

The 2018–2019 UHS Annual Report was designed to reflect our approach to health care on the UW–Madison campus. We support the whole student body. The circle represent this whole approach and the interlocking circles reflect the many disciplines that join to succeed going forward in this endeavor.

The inspiration for the circles was the Zen practice of *ensō*, a single, mindful stroke of the brush with the intention of emptying the mind and being purely in the moment. For many it is a daily meditative practice.

Quotations throughout from actual patients and notable UW–Madison alumni, faculty, and staff. This document is an original design by Robin Good using photography from Matthew Norman on page 13, all other photos University Communications. ©2019 UW–Madison.



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