

UHS

EXECUTIVE SUMMARY | 2019-2020



UNIVERSITY HEALTH SERVICES



Message from the Executive Director

Greetings campus community members,

In December 2020, University Health Services (UHS) marked its 110-year anniversary as the UW–Madison student health center. Founded in 1910 in response to an infectious disease outbreak on campus, today UHS responds to another pandemic—COVID-19. While our clinics have grown and technology has advanced, our commitment to the health and safety of the campus community is as steadfast as it was in 1910.

As I reflect on 2020, it's safe to say that the academic year ended in a way none of us could have foreseen. The COVID-19 pandemic swiftly limited in-person campus operations and necessitated the development of a robust remote service model and a comprehensive campus testing strategy. UHS responded and provided nearly 100,000 clinic visits for students in addition to a widespread testing operation. At the end of the fall 2020 semester, UHS provided more than 150,000 COVID-19 tests.

I am proud of the dedication and flexibility that our employees have demonstrated not only during the pandemic but also while navigating the ongoing incidents of social injustice across the country—both of which impact the health and well-being of so many in our campus community.

As we continue to adapt to this challenging time, we reaffirm our commitment to support all facets of student health and well-being, and to remain an organization on this campus where students can turn to for care and support.

Take care,

A handwritten signature in black ink that reads "Jake Baggott". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jake Baggott, MLS
Associate Vice Chancellor
Executive Director, University Health Services

Basic Demographics

Patient /Client Summary

Division	Utilization
Medical visits	72,588
Mental Health visits	25,955
Wellness visits	2,084
Total visits	99,986

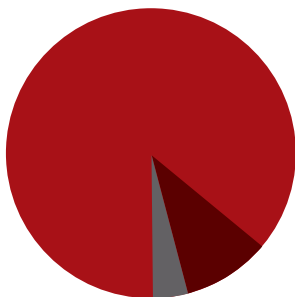
Division	Unique Patients/ Clients
Medical	28,388
Mental Health	5,968
Wellness	1,037
Total Patients/ Clients Served	35,393



56% of UW–Madison students (48,456 total enrollment) utilized UHS clinical services during the 2019–2020 academic year.

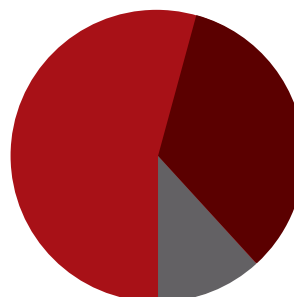
Funding

Sources of UHS Funding



- 88% Student Segregated Health Fee
- 8% Campus Funds
- 4% Billed Revenue

Uses of UHS Funding



- 55% Medical
- 35% Mental Health
- 10% Prevention



Highlights

- Stood up seven locations across campus to conduct safe and fast COVID-19 testing for all members of the campus community.
- Hired 251 employees—including 50 students—to staff testing centers and support contact tracing efforts.
- Implemented telehealth and telemental health appointments for most services including Medical and Mental Health appointments while maintaining access and availability.
- Crafted public health messaging to share with the campus community to reflect changing local and federal guidance.
- Sarah Nolan, PhD, joined UHS as Director of Mental Health Services.
- Carol Griggs, MDiv, was appointed Director of Operations.
- Tami Morin, RN, was appointed Director of Nursing.
- Created the Healthy Academics Toolkit, an online data-driven tool to support a shift in policies, practices, and pedagogies in academic settings.
- Developed and launched “Suicide Prevention Training for UW–Madison Students,” a custom online program to help students prepare to support peers in distress.

Looking ahead

- Deploy a long-term public health campaign with the goal of creating lasting behavior change in students, staff, and faculty.
- Increase remote Mental Health outreach programming to reach more students who may need access to services while off campus.
- Support enhanced COVID-19 campus testing plans.
- Develop an online suicide prevention training for faculty and staff to build their capacity to support students who experience mental health crises.

