Greetings,

I am excited to share the achievements of University Health Services (UHS) from the 2021–2022 academic year. Health and wellbeing are integral to our students’ academic and personal success. UHS supports the health and wellbeing of the campus community through a public health-informed approach that emphasizes prevention, education, and treatment. The importance of this work is underscored as we continue to support a campus culture that promotes the holistic wellbeing of all students.

Through our health education campaigns, primary prevention programs, and outreach initiatives, we support UW–Madison students individually as well as collectively with the goal of creating a campus community where all students feel safe and welcome. We do this work with many campus partnerships. Central to these are our intentional and strategic collaborations with our colleagues at Recreation & Wellbeing and across Student Affairs.

I want to express my gratitude to the UHS staff for the exemplary patient care and service they provide to the UW–Madison community. As a health care organization, we listen to student feedback and respond to both current and emerging needs. The net result of this constant change is both exciting and challenging. The UHS staff continually demonstrates the ability to meet demands while staying steadfast in our values and our commitment to students.

With gratitude,

Jake Baggott, MLS, FACHA, JSG (Ret.)
Associate Vice Chancellor
Executive Director, University Health Services

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### Basic Demographics

**Patient/Client Summary**

<table>
<thead>
<tr>
<th>Division</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical visits</td>
<td>56,838</td>
</tr>
<tr>
<td>Mental Health visits</td>
<td>26,539</td>
</tr>
<tr>
<td><strong>Total visits</strong></td>
<td><strong>83,377</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Division</th>
<th>Unique Patients/ Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>18,699</td>
</tr>
<tr>
<td>Mental Health</td>
<td>6,763</td>
</tr>
<tr>
<td><strong>Total Patients/ Clients Served</strong></td>
<td><strong>21,155</strong></td>
</tr>
</tbody>
</table>

**COVID-19 tests** 132,865

**COVID-19 vaccines (outreach clinics)** 17,785

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**39%** of UW–Madison students utilized UHS clinical services during the 2021–2022 academic year.

### Budget

**Sources of UHS Funding**

- 93% Student Segregated Health Fee
- 5% Billed Revenue
- 2% Campus Funds

**Users of UHS Funding**

- 45% Medical
- 26% Mental Health
- 21% Operations
- 8% Prevention
Our Achievements

UHS received a full three-year reaccreditation as an ambulatory health care center by the Accreditation Association for Ambulatory Health Care (AAAHC). AAAHC stated that UHS demonstrated overall substantial compliance with all standards and achieved exemplary levels of organizational performance and quality amidst working through a pandemic. UHS improved compliance levels on all standards. UHS has been continually accredited by AAAHC since 1983.

Medical

- More than 18,100 flu shots were administered to students and employees.
- Medical Services established a leadership team to guide strategic priorities. This includes an Associate Medical Director, Director of Nursing, Advanced Practice Provider Supervisor, and an Associate Director of Clinical Operations.
- UHS continues to build capacity to be a more trauma-informed organization. Medical Services front-desk staff were trained on recognizing trauma symptoms, de-escalation techniques, and decreasing unnecessary disclosures.
- UHS vaccinated nearly 250 students against mpox. This included a community vaccination effort in partnership with the Gender and Sexuality Campus Center (GSCC) and Open House Learning Community. Due to the success of the fall campaign, the partnership between UHS, GSCC, and Open House continued with another pop-up mpox vaccine clinic in 2023.

Mental Health

- To better understand the mental health needs of the student population, UHS administered the Healthy Minds Survey to a sample of UW–Madison students and received a 17 percent response rate. Responses are currently being analyzed and a summary of the data will be available in fall 2023.
- UHS and UW–Madison Police Department (UWPD) partnered to create a co-responder model for calls related to student mental health. Two trained mental health professionals accompany UWPD when they respond to 911 calls on campus about a student experiencing a mental health crisis.
- In response to growing student need, Survivor Services expanded staff and services to increase access to comprehensive and responsive care for student survivors of sexual assault and relationship violence. This effort builds upon findings from UW–Madison’s participation in a 2019 national survey that examined gender-based violence on campus.
- Mental Health Services expanded their embedded providers program to include providers dedicated to serving students in specific programs including the School of Medicine & Public Health, School of Nursing, School of Engineering, and Wisconsin School of Business. This increase in access helps to meet students where they’re at, speak with a therapist who has familiarity with their curriculum and expectations, and normalize help-seeking behaviors.
Prevention
• Prevention & Campus Health Initiatives received a multi-year grant for more than $300,000 to advance programming and population-level change related to suicide prevention and mental health promotion.
• Violence Prevention concluded their two-year participation in the NASPA Culture of Respect CORE Evaluation self-assessment. This effort convened a multi-disciplinary coalition of more than 50 campus stakeholders to systematically inventory the efforts of UW-Madison to prevent and respond to sexual violence.
• An online suicide prevention training was developed for faculty and staff. The program was shared with all UW System schools and the Medical College of Wisconsin.
• UHS partnered with Wisconsin Voices for Recovery to provide free access to nasal spray naloxone, a lifesaving measure that rapidly reverses an opioid overdose. Naloxone is now available across campus in and near residence halls.

Our work continues
• In line with our commitment to improving our climate for students and employees, UHS created a Health & Wellbeing position to provide dedicated leadership on our diversity, equity, and belonging efforts at UHS and Rec Well. The inaugural Diversity & Inclusion Director will prioritize and champion inclusion, equity, and diversity to bring about the change necessary to create and maintain an anti-racist organization.
• UHS continues to build intentional partnerships in support of student wellbeing and in alignment with Student Affairs strategic priorities. The Wellbeing Initiative will be the catalyst for an enhanced institution commitment to holistic student wellbeing that centers equity through policy, systems, and environments. The initiative, led by UHS and Rec Well leaders, will create a framework that identifies a unified and expansive definition of wellbeing and equity as well as a strategic

Looking ahead
• A comprehensive effort to improve the entire UHS information technology environment is underway, lead in partnership by UHS Informatics and the Division of Information Technology.
• We are committed to continuing to examine the ways in which systemic racism shows up in our organization with the goal to become an anti-racist organization.
• We continue to further develop integrated, collaborative care services with partnerships between Mental Health Services, including Behavioral Health, and Medical Services.
• Mental Health Services will continue to innovate service delivery to address the ongoing mental health epidemic among college students.