

UHS

EXECUTIVE SUMMARY | 2022-2023



UNIVERSITY HEALTH SERVICES



Message from the Executive Director

Greetings,

It is with great pride that I share the 2022–2023 University Health Services (UHS) Executive Summary which highlights UHS achievements, and the continued impact our health center and services have on UW–Madison students and employees. Together, with our colleagues in Recreation & Wellbeing, we are committed to improving students' ability to flourish.

As demand for integrated and innovative student health services increases, we pledge to meet those needs and serve the whole student by addressing issues of health, safety, and wellbeing. Our work is further supported by meaningful collaborations with our campus partners in Student Affairs and beyond, as well as advocacy from student-led organizations who help us understand and address the needs of all students.

We are committed to serving students through a trauma-informed approach that prioritizes respect and care which includes examining and addressing the ways inequity shows up in policies, systems, and environments that impact our campus community. We will continue to advocate for the needs, rights, and safety of the students we serve and support others in doing the same.

With gratitude,

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

Utilization by clinical division

Division	Number of visits
Medical visits	51,019
Mental Health visits	31,574
Total visits	82,593

Division	Number of patients/clients
Medical	18,070
Mental Health	6,866
Total Patients/ Clients Served	20,771



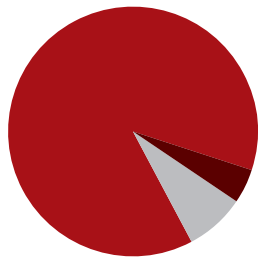
**Number of patients/clients is not a total of Medical Services patients and Mental Health Services clients. Many students are seen in both Medical Services and Mental Health Services. Any student seen in both Medical Services and Mental Health Services is counted one time in the overall patients served by UHS.*

36% of UW–Madison students utilized UHS clinical services during the 2022–2023 academic year.

18,000+ flu vaccines and **7,000+ COVID-19 vaccines** administered by UHS. UHS administered more than 18,000 influenza vaccines and more than 7,000 COVID-19 vaccines to students and employees.

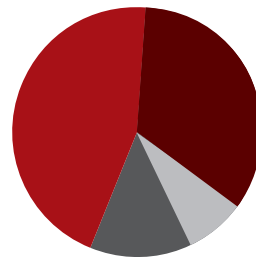
Budget

Sources of UHS Funding



93% Student Segregated Health Fee
4% Billed Revenue
3% Campus Funds

Users of UHS Funding



45% Medical
31% Mental Health
17% Operations
7% Prevention



Our Achievements

2023 marked 30 years of integrated mental health services on campus. Prior to 1993, mental health and medical services at UW–Madison were separate entities and did not share medical records between providers. The two services aligned in 1993 to better serve student needs which included having a mental health provider embedded in the medical clinic and available to meet with students during medical appointments. With UHS’s move to its current location in 2008, Medical Services and Mental Health Services were finally able to be under the same roof.

UHS and Rec Well staff members are leading an interdisciplinary campus wellbeing initiative to advance and develop equitable policies, systems, and environments that support students. The goal is to create a UW–Madison wellbeing framework that considers the holistic student and university experience as influenced by the scope of campus programs and services, environmental factors, and policies.

This year we hired the inaugural Diversity and Inclusion Director for Health and Wellbeing, Dr. April Scott, who will lead our organization in committing meaningful effort to equity, inclusion, and diversity. Part of our commitment in Health & Wellbeing includes working diligently to reckon with the injustices perpetuated by systemic racism and structural inequities. Racism is a public health crisis; discrimination of all kinds cannot be tolerated and must be challenged.

Students now have the option to request a trained medical chaperone to be present during sensitive and near-sensitive exams to establish a safe and accountable clinical experience for our patients. We strive to create a trauma-informed culture of care for all students who access our services. Medical chaperones are considered a best practice in medical settings across the country, including at other college health centers. Standardizing this policy at UHS demonstrates our ongoing commitment to trauma-informed medical encounters, patient safety, provider professionalism, responsibility, accountability, and education.

An interdisciplinary workgroup of Medical, Mental Health, and Informatics staff retooled the online patient portal—MyUHS—to improve the student online scheduling experience. Improving access to care and reducing barriers to seeking services remain a priority. This update gave students the option to search for appointments by provider.



Medical Services

- The Trans and Gender Diverse program and Marketing & Health Communications worked together to create a secure online hub with medical, mental health, and supportive resources for students who identify as Trans and Gender Diverse.
- UHS Medical Services partnered with the Gender & Sexuality Campus Center to offer STI pop-up screening clinics and mpox vaccine clinics to reduce barriers to accessing these services and more.
- The Community Health clinic implemented a new travel visit workflow to expand access to students seeking travel medicine support in preparation for study abroad programs.
- Primary Care and Gynecology developed a new decision support and patient education tool to improve the quality and consistency of health advice students receive when they call UHS. The Gynecology clinic also expanded access to contraceptives through phone and telehealth consultations, at-home Depo-Provera injections, and community partnerships.
- An outreach team specific to Medical Services was established to engage with students outside the clinic, build connection and trust with underserved populations, and better understand barriers to accessing care.

Mental Health Services

- Mental Health Services (MHS) hosted 197 mental health providers from across the Big 10 conference for the annual Big 10 Counseling Centers Conference. The two-day event focused on embracing a collaborative approach to campus mental wellness where all community members have a role in the support and healing of our students.
- Despite UW–Madison occupying Ho-Chunk land, less than one percent of the student body identifies as Native American. After surveying indigenous students, collecting data, and securing funding, MHS practicum student Rhiannon Kunesh created a Wellness Room at the Indigenous Student Center that includes traditional smudging supplies, yoga mats, weighted blankets, posters leading somatic interventions, fidget toys, powwow music, sound machines, and plants.
- Survivor Services saw a continued increase of student utilization across advocacy, mental health, and medical services, including on-site forensic nurse exams. Survivor Services also hosted a series of collective healing spaces and events in recognition of Sexual Assault Awareness Month.
- MHS began offering students the option of seeing a provider in person or remote via a Zoom telehealth appointment. Students located anywhere in Wisconsin are eligible for hybrid services, and there are additional virtual options for students located outside of Wisconsin. The hybrid option better meets the diverse needs of students while also retaining in-person connection.
- All MHS providers were trained on the Companionship Model of letter writing to increase access for students seeking gender affirming care. This means that students can request a letter from any MHS provider and will no longer need to utilize multiple providers to receive documentation for gender affirming surgery.
- The MHS Outreach team fulfilled more than 40 outreach requests from campus partners in addition to piloting several new outreach events including DIY Wellness Kits, Crafts & Conversation, Men's Health: Success & Stress, and Piece by Piece in recognition of Black History Month.

Prevention and Campus Health Initiatives

- UHS Prevention and Campus Health Initiatives (Prevention) is a participant in Wisconsin Voices for Recovery's Nalox-ZONE Program, which provides free access to naloxone. In 2022, UHS Prevention installed Nalox-ZONE boxes in University Housing that provided free access to NARCAN®, a brand of naloxone nasal spray.
- Prevention was awarded the Garrett Lee Smith Campus Suicide Prevention Grant by the Substance Abuse and Mental Health Services Administration which allows UHS to continue to expand suicide prevention programming and engage the campus community in supporting students' mental health.
- Agustina Marconi and Reonda Washington published "Examining Racial Microaggressions and Alcohol Use Among Marginalized Populations at Predominately White Institutions" in the *Journal of American College Health*. The paper is an in-depth analysis of microaggressions and alcohol use drawing from the data collected in the Color of Drinking Survey.
- In recognition of Sexual Assault Awareness Month, Violence Prevention curated a campuswide silent gallery experience spotlighting significant historical events related to campus sexual assault activism throughout the last 50 years.



The Suicide Prevention Fund helps fund suicide prevention programs and mental health resources at UW-Madison, including population-level prevention efforts and clinical services and support for students.

- The purchase of the Wisconsin Union's limited-edition, mini, purple and teal Terrace chair supported the UW-Madison's Suicide Prevention Fund.
- Additional online training opportunities for students were developed and released including the Recognize, Respond, Refer Suicide Prevention Training for UW-Madison Students, a new GetWise violence prevention training module focused on bystander intervention, and a new high risk drinking prevention training for all registered student organization leaders.
- Prevention released an executive summary report on the Healthy Minds survey data collected during spring 2022. Results from the survey have been shared with UHS staff and key campus partners to build awareness on the status of student wellbeing and help inform initiatives that support student mental health.



Highlights

- Six UHS employees presented at the annual American College Health Association conference on topics ranging from creating a culture of wellbeing, accessing campus vaccine data, and infusing diversity, equity, and social justice into trauma-informed approaches to eating disorder treatment.
- UHS Human Resources team members were honored with the Inaugural 2022 HR@UW HR Partner Team Award that recognizes campus HR teams that modeled consultative partnership throughout the COVID-19 pandemic. The UHS team partnered with OHR and other campus HR teams to ensure success, improve processes, strategically plan, and leverage partnerships to meet COVID-19 staffing needs.
- University Housing awarded UHS with the 2022 Outstanding Partnership Award for our operation support during the campus pandemic response.
- Primary Care physician Dr. Lezlie Painovich received the 2022 Preventive Medicine Residency Excellence in Teaching Award.
- UHS staff are leading and supporting initiatives with in the Student Affairs Strategic Plan. Their collective leadership will improve campus-wide response efforts and build stronger data collection infrastructure.
 - Mental Health: Sarah Nolan and Val Donovan
 - Sexual Assault Response & Prevention: Molly Caradonna and Sam Bowen
 - Alcohol: Amanda Jovaag and Jenny Damask

Our work continues

- During the spring 2024 semester, UHS begins the first phase of a significant remodel to our physical space which will create additional patient care areas and better align divisions for improved collaboration.
- MHS is partnering with Uwill to expand access to flexible, no cost, virtual counseling options for students. Licensed mental health professionals are available for video, phone, chat, and message sessions during flexible hours—including nights and weekends. Students can get in quickly to see a counselor, with appointments typically available within 24 hours. This additional counseling option offers students greater flexibility and allows MHS to expand its service capacity.
- MHS will soon be partnering with Togetherall, a digital peer-to-peer support community that allows students to anonymously connect with others about mental health topics. The platform is monitored by licensed counselors who can provide students with campus-specific resources and referrals.
- Core members of the Student Affairs strategic initiative on mental health are working with the Jed Campus Fundamentals Program to conduct a campus-wide needs assessment and draft a strategic mental health plan that includes students, faculty, staff, and mental health professionals.
- As part of the Student Affairs strategic initiative on campus alcohol use, UHS is conducting the 360 Proof assessment which involves a campus-wide self-study to identify successes, opportunities, gaps, and trends in our current alcohol prevention efforts. Using the information collected during this assessment, UHS will identify key priorities and build a strategic plan for alcohol-related issues at UW–Madison.



