

UHS

EXECUTIVE SUMMARY | 2023–2024



UNIVERSITY HEALTH SERVICES



Message from the Executive Director

Greetings,

I'm happy to share the 2023–2024 University Health Services (UHS) Executive Summary, which highlights key UHS achievements over the past year. As evidenced in the subsequent report, the impact of our health center goes far beyond our clinical walls. We lean into our mission to promote, protect, and improve student health and wellbeing.

This work requires a collaborative approach across key service areas and often involves partners across campus. UHS works intentionally across Student Affairs and beyond to acknowledge the many ways our campus environment impacts health. We also look to our students, through advisory boards and student-led organizations, to help us understand and appropriately address needs.

We remain committed to our values, which include equity and inclusion, a collaborative approach to health, healthy workplace culture, quality with compassion, and a responsiveness to student needs. These values show up in our work every day as we work collectively to build a healthy community for our students.

With gratitude,

A handwritten signature in black ink, appearing to read "Jake Baggott". The signature is fluid and cursive, with a large initial "J" and "B".

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	44,606
Mental Health visits	27,433
Total visits	72,039

Division	Number of patients/clients
Medical	16,258
Mental Health	5,878
Total Patients/ Clients Served	18,612*



*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 2023–2024 academic year.

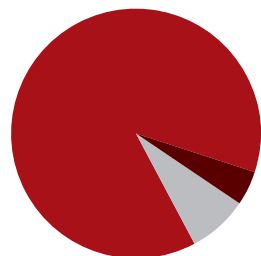
18,000 flu vaccines

7,000+ COVID-19 vaccines

UHS administered nearly 18,000 influenza vaccines and more than 7,000 COVID-19 vaccines to students and employees.

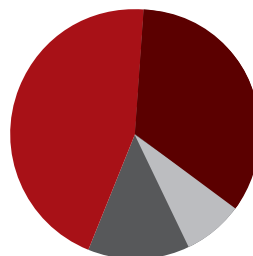
Budget

Sources of UHS Funding



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

Users of UHS Funding



43% Medical
33% Mental Health
16% Operations
8% Prevention



Notable Achievements

The UHS Medical Services team received a highly competitive grant through the American College Health Association to pilot a culturally concordant peer educator program. The team recruited five UW–Madison students from underrepresented student communities on campus. In partnership with UHS staff, these peer educators identified health needs within their communities and will design and deliver educational programming throughout the next year to address these health needs.

There are now 25 naloxone boxes containing Narcan nasal spray available all across campus. This successful effort is thanks in part to UHS Prevention & Campus Health Initiatives' ongoing partnership with Wisconsin Voices for Recovery, ensuring access to this lifesaving medicine that can rapidly reverse an opioid overdose.

The UHS Survivor Services team received a grant to expand the work they are doing to support survivors on campus. Namely, this grant funding will allow providers to focus on post-assault care, including continuing forensic nurse exams on campus and providing post-exposure prophylactic medical treatment to prevent HIV infection. Though these interventions touch UHS Medical Services, this work demonstrates how important integrated care is for students—especially student survivors. UHS works collaboratively to support students' mental and physical health needs.

In collaboration with the Associated Students of Madison (ASM), UHS unveiled a new Health Vending Machine. After ASM advocated for increased access to reduced-cost health products, UHS worked to deliver a vending machine conveniently located in the Student Activity Center. The machine includes a wide variety of health products, including things like COVID-19 rapid self-tests, Tylenol, emergency contraception, and many more.

UHS moved forward with a significant, multi-phase remodel to our physical space. The project creates additional patient care areas and better aligns UHS departments for improved collaboration.

Medical Services

Patient Care Initiatives

- **Food insecurity screening.** Food insecurity is a significant issue among college students. UHS piloted a change in our intake process to screen for food insecurity for patient encounters in Medical Services. If a student screens positive for food insecurity, the team provides resources and support to access low or no cost food on campus.
- **Mental health support.** The 2022 Healthy Minds Survey found that students are experiencing mental health concerns broadly across campus; that is reflected in UHS medical visits as well. The Primary Care clinic expanded access to visits for anxiety, depression, and other mental health concerns. UHS now offers more appointments per week for these concerns and has a telehealth option for students that prefer telehealth over in-person visits.
- **Sports medicine care.** The UHS Medical Services team of sports medicine specialists added new therapies and expanded student access to post-injury care for common health concerns such as head, knee, and shoulder injuries.

Education and Community on Campus

- **Patient education tool.** Providers in our Primary Care and Gynecology clinics collaborated this past year to create a tool that improves the quality and consistency of health advice students receive. This tool has also helped make the screening and triage process more evidence-based and consistent to get students connected to the right care, at the right time, with the right provider. This was an important effort as UHS Medical Services works to make sure students receive the support and care they need when making medical decisions. This tool has reduced appointment no-show rates, improved student access to evaluation and treatment in the clinic when indicated and timely evidence-based care advice.



Mental Health Services

Expanding Access to Care

- **No session limits.** There are no longer imposed limits to how many counseling sessions a student can receive through Mental Health Services. UHS providers work with students individually to determine the most effective care plan.
- **Partnership with Uwill.** UHS partnered with Uwill to provide more immediate, flexible counseling to our entire student community. Licensed mental health professionals are available for video, phone, chat, and message sessions during flexible hours—including nights and weekends. With appointments typically available within 24-hours, Uwill has allowed Mental Health Services to increase its capacity to serve students.
- **Pilot with Togetherall.** University Health Services is partnering with Togetherall to provide an online, anonymous peer-support tool available for free to our students. Togetherall is a clinically moderated, online peer-to-peer mental health community that reaches and empowers a diverse population of students. In addition to the onsite mental health resources UHS provides, this is another way for students to find support in a way that feels right for them.

Connections to Campus

- **Embedded providers.** Across UW's campus, UHS has mental health providers who are embedded in certain programs, schools, and colleges. This provides students in particular areas and fields with the opportunity to meet a mental health provider in a location that is convenient and comfortable for them.
- **Resource fair.** As a way to reduce the stigma around mental health care, UHS Mental Health Services, in collaboration with other departments, hosted the first Mental Wellbeing Resource Fair on Library Mall. With partners from across the university, UHS demonstrated all the different ways students can support their mental wellbeing.
- **Barbershop Talks.** UHS Mental Health Services hosted Barbershop Talks to provide a safe, comfortable space for male-identifying students to find connection, learn about UHS mental health resources, and get a free haircut. UHS continues to identify ways to meet students where they are and create opportunities for discussion around mental health. The Barbershop Talks series is just one example of how UHS is working to reach a variety of student populations and reduce barriers to care.

Prevention and Campus Health Initiatives

Expanded Education Initiatives

- *Suicide prevention programming.* UHS knows from campus surveys that students often turn first to their peers if they are experiencing mental health distress. That's in part why in fall 2023, the UHS Prevention team revamped the student suicide prevention program to ensure it was adequately fitting student needs. The rollout of the Recognize, Respond, Refer online suicide prevention program specifically for graduate students completed the suite of 3 customized programs available for UW–Madison undergraduate students, graduate and professional students, and faculty and staff. UHS also developed a community of practice for academic advisors to deepen their ability to support student mental health.
- *Tobacco and nicotine cessation.* UHS has been expanding prevention efforts around nicotine and tobacco cessation. Data indicates that vaping rates are increasing among our students in recent years. Supported by funds from the Juul settlement and a grant from the Truth Initiative, UHS Prevention, along with Marketing & Health Communications, is working to promote cessation resources and distribute quit kits while marketing the health impacts of nicotine use.

Campus Capacity Building

- *Color of Drinking survey.* In fall 2023, UHS sent out email invitations for students to complete the Color of Drinking survey. This exploratory study examines how alcohol culture impacts campus climate, health and wellbeing, retention, and academics. The data provided in this survey will help us identify trends, challenges, and opportunities to address the campus climate around alcohol, prevent alcohol-related harm, and increase student wellbeing and belonging. The results will inform campus efforts to create a safe, supportive, inclusive campus environment so all students can thrive.
- *Campus review for sexual violence.* As part of Student Affairs' Strategic Plan, Prevention team members partnered with researchers from Columbia and Princeton to conduct a comprehensive campus audit. The partnership convened a taskforce aimed at assessing environmental factors that contribute to sexual violence. This is the first step in identifying gaps and improving campus capacity to support an environment free from sexual violence.
- *Crisis support across campus.* The prevention team worked with UW Transportation Services to install over 300 signs with crisis line information in campus parking structures.



Looking Forward

Improving Access to Medical Care

One key priority as UHS Medical Services looks forward is to improve students' access to timely medical care. UHS are exploring strategies to better support staff to work to the top of their scope of practice. This also includes team-based care to optimize efficiencies in clinic, improve continuity of care, and strengthen partnerships across UHS to provide timely, student-centered support.

Growing the Co-Responder Program

The UHS Mental Health Services Co-Responder Program continues to invest in building capacity through intentional campus partnerships. Members of the program are working with UYPD on mental health trainings, so officers are better equipped to respond to calls related to mental health distress. In the future, this program will consider how to grow using insights from peer institutions.

Expanding Care for Disordered Eating

Disordered eating is a rising concern among college-aged students. Approximately 13% of all undergraduate and 10% of all graduate students screened positive for core features of disordered eating. While disordered eating affects cis female students more than other groups, it is worth noting that students across all identities are impacted by this health issue. To expand integrated care for disordered eating, UHS is building out the team to include a counselor for the integrated behavior health and eating disorder space.

Moving Forward on Jed Foundation Partnership

UHS Prevention & Campus Health Initiatives continue to focus on upstream efforts to support student health and wellbeing. One major initiative is already underway in collaboration with the national Jed Foundation. UHS has been working with the foundation to conduct a campus assessment and is looking forward to developing a strategic plan for suicide prevention.

Reviewing Campus Policies

UHS will continue to review and update campus policies, including education around the alcohol policy for registered student organizations as well as a review and revision of the campus tobacco policy. In partnership with the Truth Initiative, UHS is considering opportunities to strengthen and expand the tobacco policy on campus, with a goal of making campus 100% tobacco-free.



