

UHS

University Health Services



2024-2025
Executive Summary



Message from the Executive Director

Greetings,

I'm happy to share the 2024–2025 University Health Services (UHS) Executive Summary, which highlights our impact and achievements over the past year.

In May 2025, UHS launched our five-year strategic plan in support of our mission to promote, protect, and improve student health and wellbeing. In this report, we outline projects and areas of focus that support our strategic priorities and highlight the many ways the impact of our health center extends far beyond our clinical walls.

Addressing issues that impact student health requires a broad, collaborative approach, which means we work together with many partners across campus in support of a healthier campus environment. Our work each day is guided by our students, and we regularly seek feedback to ensure the services we offer support their needs.

By sharing the progress we've made and our goals for the future, we hope to build the foundation for our collective efforts to build a healthy community for our students.

With gratitude,

Jake Baggott, MLS, FACHA, ISG (Ret.)

Executive Director, University Health Services

Associate Vice Chancellor for Student Affairs–Health & Wellbeing

UHS Strategic Plan

2025–2030

In May 2025, UHS released our strategic plan, which will guide our work for the next five years.

<p>Mission <i>What we do</i></p> <p>UHS promotes, protects, and improves student health and wellbeing.</p>	<p>Vision <i>Why we do this work</i></p> <p>Students learning, leading, and thriving in a healthy community.</p>
<p>Values <i>How we work</i></p> <ul style="list-style-type: none"> • Collaborative approach to health • Commitment to health equity and inclusion • Healthy workplace culture • Quality with compassion • Responsiveness to student needs 	<p>Strategic Directions</p> <p>To realize our vision and center our values, five strategic directions have been identified.</p> <ul style="list-style-type: none"> • Optimize services and expand access. • Empower students to manage their health. • Define and measure impact. • Address pervasive health issues through integrated care and systemic change. • Improve employee communication, collaboration, and satisfaction.



Defining and measuring our impact

UHS is an integrated health center that supports student health and wellbeing by offering high-quality medical, mental health, and prevention services. Each year, we reach thousands of students in our clinics.

Clinical utilization FY24-25

Division	Number of Visits	Number of Unique Patients Served
Medical Services	45,881	17,404
Mental Health Services	31,322	6,754
Total	77,203	20,470*

**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.*

Providing quality, integrated care for students

In spring 2025, UHS was successfully reaccredited by the Accreditation Association for Ambulatory Health Care (AAAHC), meeting rigorous national standards for the safety and quality of the care provided in our clinics. UHS has been continually accredited by the AAAHC since 1983.

Care beyond the clinic walls

When considering the ways UHS serves students, the number of visits to our clinic tells only one piece of our story. The utilization numbers shown above reflect clinical care through office and telehealth visits only.

We are seeing increases in how many students we reach outside of our clinics, showing that our investment in these additional care options is helping us better reach students. By providing a range of options, we are able to meet students where they are to ensure they are able to access the right care, with the right person, at the right time.

Medical and Mental Health Services reached campus through 121,870 interactions during the 24-25 fiscal year.



77,203 office and telehealth visits



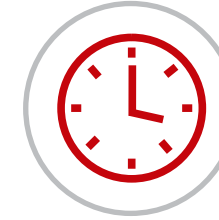
17,204 served through phone triage and on-call



8,870 reached through outreach and presentations



1,976 Uwill virtual therapy visits



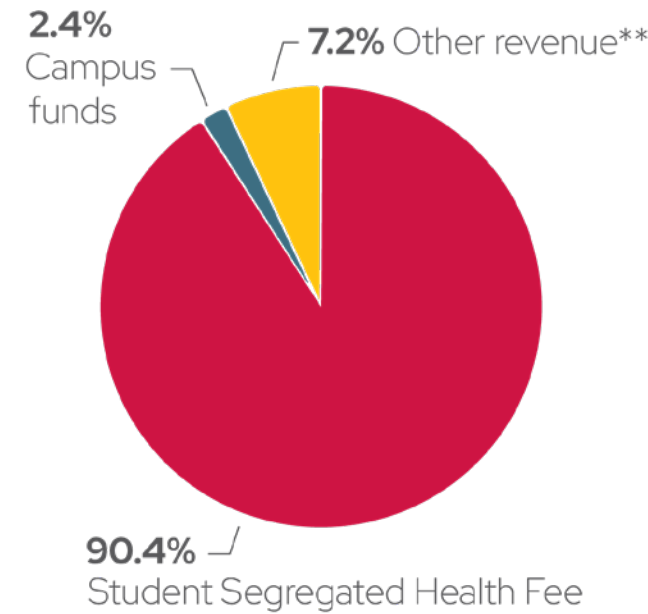
4,526 served through after hours care



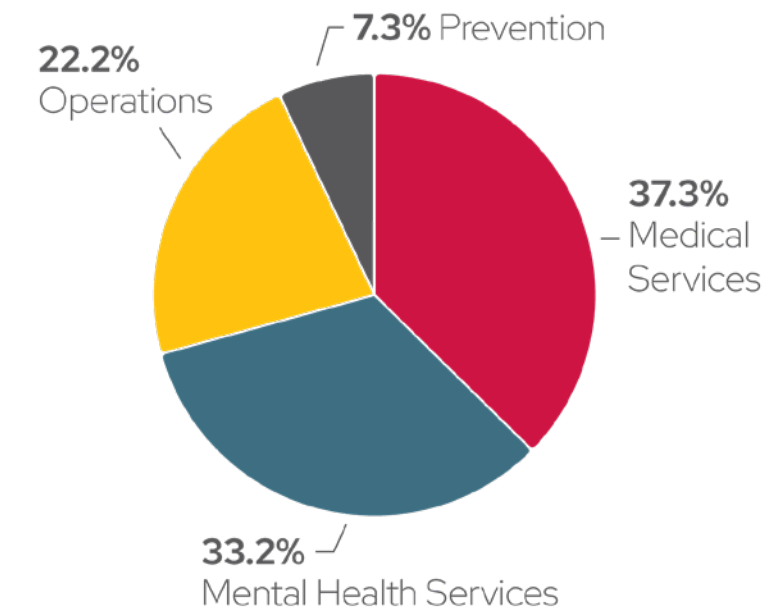
10,880 vaccinated through VaxPro vaccination clinics

Financials

Sources of Funding



Users of Funding



**including embedded and billed services

Notable Achievements

July 1, 2024 – June 30, 2025

Optimizing our services and expanding access

- **Embedded behavioral health model:** Because a significant number of patients in our medical clinic are being seen for mental health concerns, UHS introduced a collaborative embedded behavioral health model to streamline referrals between Medical and Mental Health Services. Not only does this allow for more integrated support for students, it also helps decrease stigma in receiving mental health care.
- **Mental health co-responder program:** Through this program, UHS mental health clinicians accompany UWPD on calls involving student mental health concerns. In 2024–2025, the program introduced a new process to coordinate warm handoffs from UWPD, ensuring students receive compassionate, well-coordinated care even when crises occur outside of co-responder hours.
- **Expanded harm reduction resources:** In spring 2025, 10 additional naloxone boxes containing Narcan nasal spray were added across campus, for a total of 35 boxes now available in campus buildings. Free fentanyl test strips were also added to the UHS Health Vending Machine in the Student Activity Center, expanding student access to these lifesaving resources.



Flexible virtual therapy through Uwill

During the second year offering the program, Uwill saw 1,129 registered users for nearly 2,000 virtual therapy visits. This represents an almost 50% increase in visits.

Empowering students to manage their health

- **Suicide prevention training for students:** UHS knows from campus surveys that students often turn to their peers first if they are experiencing mental health distress. UHS continues to offer online suicide prevention training for undergraduate, graduate, and professional students, as well as faculty and staff through Recognize, Respond, Refer. Nearly 1,000 students completed suicide prevention training through Recognize, Respond, Refer last year.
- **Culturally concordant peer education program:** With support from a grant through the American College Health Foundation, UHS successfully developed and executed a culturally concordant peer education program, which included recruiting, training, and supporting five peer educators in designing and delivering 10 educational sessions to over 100 students from underrepresented communities on campus.

Improving employee communication, collaboration, and satisfaction

- **Focus on staff recruitment and retention:** Over the past year, UHS has placed a significant focus on hiring and onboarding to recruit and retain highly trained and licensed clinicians to better meet student needs and expand appointment availability for students.
- **Elevating the nursing role:** By implementing new training protocols, competency standards, and required education through onboarding, UHS has worked to continuously improve the quality and safety of our nursing practice. This expands our capacity to expedite care for some health concerns while reserving provider resources for more complex issues.

Addressing pervasive health issues through integrated care and systemic change

- **Communicable disease preparation and response:** Over the past year, UHS has successfully responded to multiple communicable disease threats to students and the campus community, including tuberculosis, pertussis, and typhoid fever. We have also worked proactively to plan a response for future communicable diseases that may present a risk to campus, especially measles.
- **Prevention education for students and the campus community:** Universal education is a key strategy for preventing sexual violence and alcohol and drug misuse on campus, helping each student contribute to a safer and healthier campus environment. Each year, UHS trains all incoming students on these issues. In the 2024–2025 academic year, nearly 10,000 students received training on making healthy decisions around alcohol, and nearly 15,000 students received training on preventing sexual violence. In addition to administering the first-year required programs, UHS Prevention focuses on training for many key groups on campus, including House Fellows, campus tour guides, and SOAR new student leaders on topics related to alcohol and drugs, sexual and relationship violence, and suicide prevention. These groups play an important role in shaping campus culture around these issues.
- **Healthy Minds Survey:** In winter 2025, UHS administered the fourth iteration of the Healthy Minds Survey. Nearly 2,000 students completed the survey, which provides important data on the intersection of mental health and student success. Information gathered in this survey helps the university track trends and set priorities around policies, programs, and systems that influence student mental health.



Growth of the collegiate recovery program

Our Badger Recovery collegiate recovery community hired their first professional staff member in 2024, and this resulted in exponential growth of the program during the past academic year. Badger Recovery served over 800 students last year through weekly recovery meetings, social events, and one-on-one recovery coaching. From the 2025 Healthy Minds Survey, we know that 5% of undergraduate students and 6% of graduate students identify as being in recovery from either substances or addictive behaviors, showing this is an emerging area of need.

