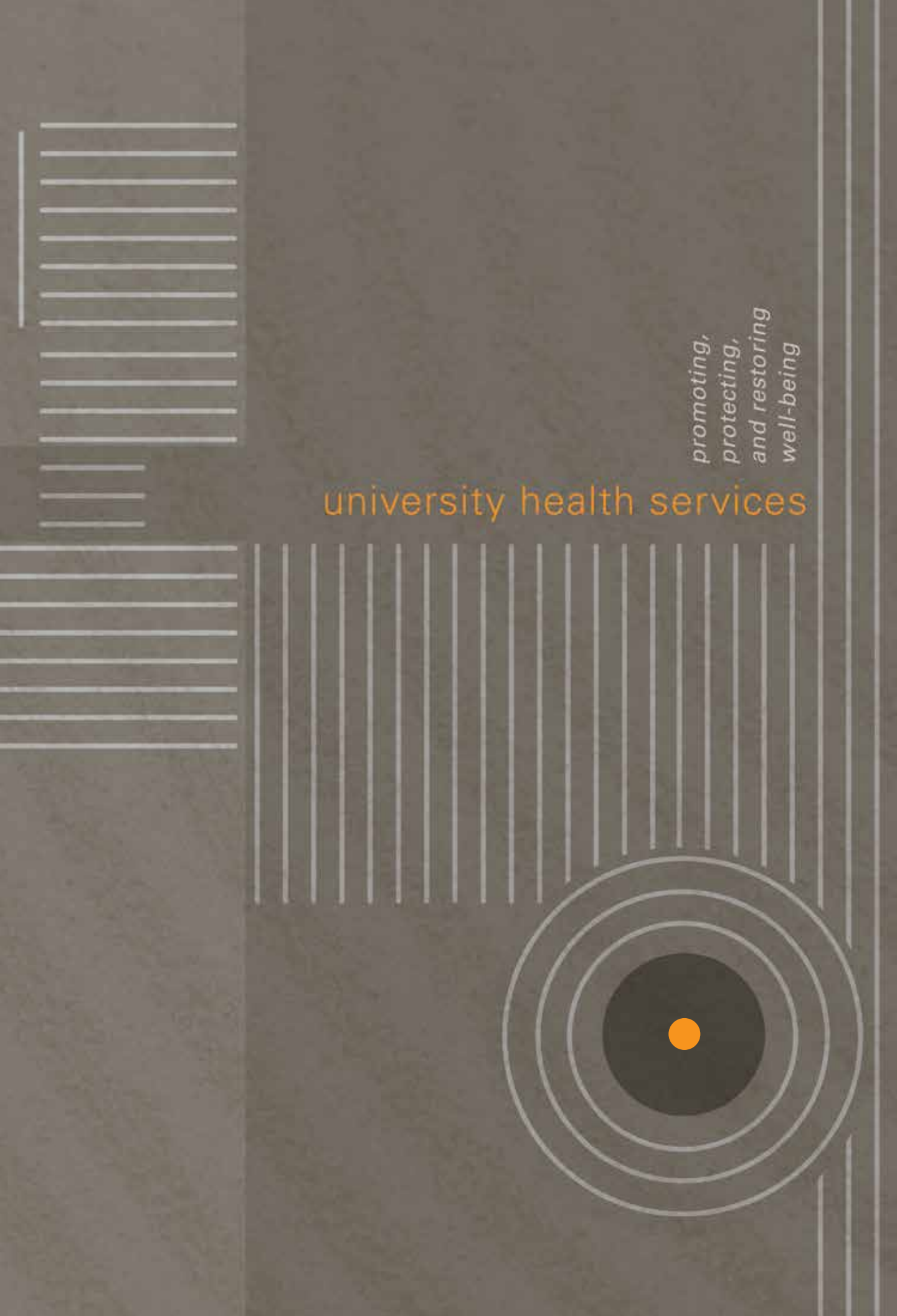
The background is a dark grey with a pattern of thin, light grey horizontal and vertical lines. A large, solid dark grey circle is positioned in the upper right quadrant. The text "university health services" is written in a white, lowercase, sans-serif font, centered horizontally and partially overlapping the dark circle.

university health services

2017-2018 annual report

The background is a dark grey with a series of vertical white lines of varying lengths on the left side. In the bottom right corner, there are three concentric white circles, with the innermost circle being a solid orange color.

*promoting,
protecting,
and restoring
well-being*

university health services



contents

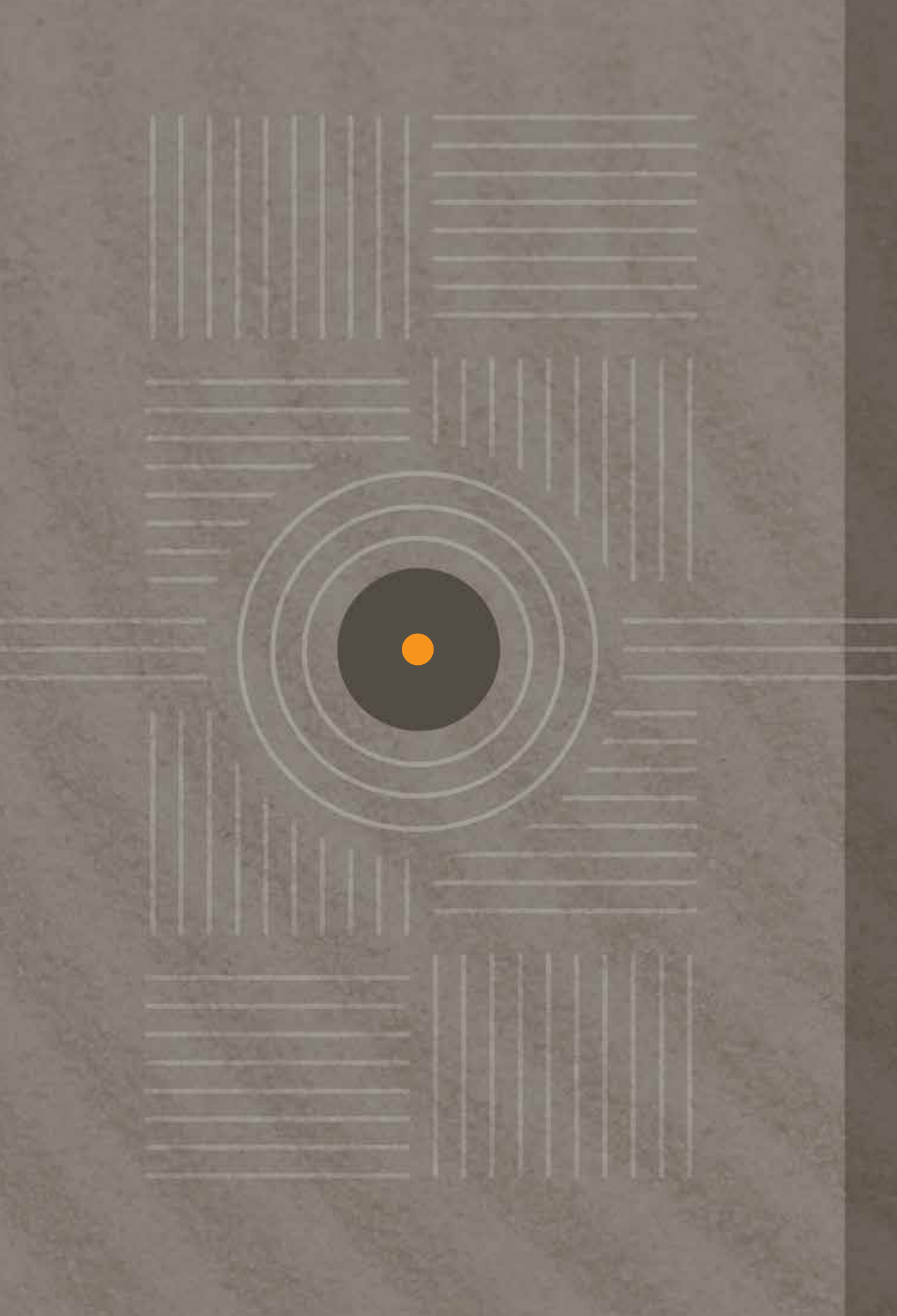
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*UHS strives to promote, protect,
and restore health and well-being.*

We hold a strong commitment to the diverse UW–Madison community and the promotion of equity and justice. We recognize and acknowledge that implicit bias, oppression, discrimination, prejudice, and inequitable systems of power and privilege impact our campus community. Studies show that these factors affect individual physical, mental, and emotional health, sense of belonging on campus, and academic achievement.

As a healthcare organization serving the campus community, we work to:

- Create and sustain an environment that respects and welcomes people from diverse backgrounds;
- Affirm and honor diversity in all its forms included but not limited to: race, color, ethnicity, religion, sex, citizenship, national origin, age, ancestry, physical/mental ability, political beliefs, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression, body size, and socioeconomic status;
- Challenge systems of oppression to create a more inclusive campus community;
- Recognize and eliminate the prejudice and discrimination that have traditionally affected healthcare delivery;
- Reduce health disparities; and
- Continually refine our cultural awareness and competence through professional development, engage in ongoing self-examination of our biases, and be open to feedback





year in review

For the third consecutive year, readers of *The Badger Herald* selected UHS as the Best Student Service in their 2018 Student Choice Awards and the *Princeton Review* selected UHS as the best college health service in the country.

Mental Health Services implemented an award-winning improved phone-based model for students to access services that reduced wait times and better allocated resources.

In keeping with its reputation of providing best practices, UHS introduced workflow changes to reduce barriers to care for transgender and gender non-conforming students.

13,193 students were immunized against influenza

103,705 total patient/client visits

awards

Angela Janis and Andrea Lawson

Recipients, VCFA Administrative Improvement Award

Andy Winterstein

Inductee, Wisconsin Athletic Trainers' Association Hall of Fame

Patrick Kelly

Recipient, Preventive Medicine Excellence in Teaching Award

University Health Services

- Winner, Alana's Foundation College/University Flu Vaccination Challenge
- Best Student Service, Badger Herald Reader's Choice
- Best College Health Service, Princeton Review

University Health Services (UHS) is a dedicated team of experienced providers and staff who support the health and well-being of the diverse UW–Madison campus. Through our clinical, environmental, and prevention services, we help students reach their highest potential and engage in behaviors that encourage healthy choices and community engagement.

As a health care organization, we continually listen to student voices and provide responsive and innovative care to our evolving campus community, including unique services to fit student needs.

It is with great pride that we share the 2017–2018 University Health Services Annual Report. This report highlights recent achievements and the impact UHS has on the UW–Madison community.

Arnie Jennerman, MBA, CPA
Interim Executive Director

William Kinsey, MD, MPT
Medical Director
Chief Health Officer, UW-Madison

“ I appreciate the phenomenal support and information UHS provided me over the past four years, at no cost, so I could succeed during college. ”





medical

Medical Services has two campus clinic locations to provide care for acute and ongoing illnesses and injuries. Our medical providers and staff deliver clinical preventive services and support education and research. UHS Medical Services include:

- allergy
- athletic trainer evaluations
- immunization
- occupational medicine
- physical therapy
- primary care
- sexual health
- nutrition
- travel
- wellness services
- women's health

Primary Care visits topped 31,00

31,725

medical highlights

Implementation of informed consent for hormone replacement therapy removed the requirement of meeting with a mental health provider prior to accessing medical care, thereby making the process of beginning hormone replacement therapy consistent with the process for starting other medications.

With continued efforts to address barriers to accessing care, the Women's Health clinic piloted Telehealth appointments. Students interested in certain forms of contraception are able to schedule a phone appointment in MyUHS and get their prescription the same day without an in-person clinic visit.

“ *My medical provider was thoughtful, caring, went above and beyond, and was extremely supportive.* ”



mental health

Our mental health providers and staff are committed to supporting and respecting every individual who comes through our doors. Mental Health Services (MHS) offers multiculturally-aware counseling and is dedicated to creating safe, healthy spaces for students to express their feelings and concerns, and get treatment for their mental health symptoms. We recognize factors that impact student well-being span beyond the health care setting. UHS is furthering our preventive presence on campus by expanding MHS's campus-based services and increasing points of access to services beyond the clinic to meet increasing student demand. MHS includes:

- group counseling
- individual counseling
- couple/partner counseling
- psychiatry
- integrated behavioral health
- campus-based services
- care management
- crisis services
- substance abuse and disordered eating assessments and treatment

mental health highlights

Mental Health Services received a campus Administrative Improvement Award for the redesign of the service access system. The improvements reduced wait times and served more students.

Client visits increased 10.8 percent for a total of 25,540.

To date, more than 1,000 students enrolled in SilverCloud, a no-cost, confidential, online cognitive behavioral therapy tool that's time flexible for students who experience mild to moderate mental health symptoms.

The Student Success Workshop Series served 135 students.

Campus-Based Services hosted the first "Let's Play" event, promoting self-care resources.

Survivor Services served 166 unique students by providing confidential, trauma-informed services (individual counseling, group counseling, advocacy, or information about rights and resources).

“ The help I’ve received [from mental health services] has helped me in life now, and will continue even after I graduate. I’ve received very good advice about how to approach a problem. Those problem-solving skills will have use for many years to come. ”



quality & informatics

UHS is committed to continuous process and quality improvement to ensure high quality and high value services to its patients and the campus community. Quality and process improvement activities across the organization are reviewed monthly by a dedicated committee that also oversees adherence to clinical guidelines, professional standards, and regulatory requirements. In addition, data-driven studies and review of patient satisfaction surveys highlight opportunities for improving services, quality, safety, outcomes, cost-effectiveness and patient-client experience.

53%

of group therapy participants in the range for depression or anxiety reported a significant decline in symptoms.

quality & informatics highlights

A Psychiatry appointment no-show fee was implemented. Initial no-show appointments were reduced by 20 percent and follow-up no show appointments were reduced by 36 percent.

Improvements in biannual depression screening at medical appointments was maintained at 95 percent. Follow-up of those who screen positive is assured through the UHS Depression Partnership model. UHS also rejoined the National College Depression Partnership Learning Network.

Fifty-three percent of students in the clinical range for depression or anxiety who participated in interpersonal group counseling reported a clinically significant decline in symptoms after being part of group counseling.

UHS presented two projects at the UW–Madison Quality Improvement Showcase that highlighted suicide prevention efforts and a chlamydia self-screening option.

“*My visit exceeded my expectations.*”

medical

| | Very satisfied | Satisfied | OK | Not satisfied | Very dissatisfied |
|--|-------------------|-----------|-----|------------------|----------------------|
| Satisfied with appt. scheduling | 65% | 23% | 11% | 1% | 0% |
| Reception staff friendly and helpful | 65% | 23% | 11% | 1% | 0% |
| Provider listened carefully to concerns | 79% | 12% | 7% | 1% | 1% |
| Quality of provider explanations | 71% | 15% | 9% | 2% | 3% |
| Overall satisfaction with medical visit | 72% | 15% | 10% | 2% | 1% |
| Recommend UHS to another student | 73% | 14% | 10% | 0% | 3% |

The “OK” category combines two midrange options on the six-point rating scale. Rounding errors were accounted for in this midrange area.

mental health

| | Strongly agree | Agree | Disagree | Strongly disagree | n/a |
|--|----------------|-------|----------|-------------------|-----|
| Accessed initial services in a reasonable time | 41% | 49% | 8% | 2% | 0% |
| Reception staff helpful and courteous | 52% | 41% | 3% | 1% | 3% |
| Provider listened carefully to concerns | 73% | 25% | 2% | 0% | 0% |
| Paperwork and e-surveys clear and easy to complete | 42% | 48% | 8% | 1% | 1% |
| Overall satisfaction with Mental Health Services | 50% | 46% | 3% | 0% | 1% |
| Recommend Mental Health to a friend | 60% | 34% | 3% | 3% | 0% |



prevention

From campus-wide policy initiatives to programming that reaches each incoming student, Prevention provides population-based prevention and health promotion services to the UW–Madison community. Through Prevention-led coalitions, peer education, and social norming campaigns, our staff addresses important campus health issues including sexual assault; sexual harassment; dating violence; stalking; high-risk alcohol, tobacco, and drug use; suicide; and student wellness.

media mentions

UHS providers and staff were mentioned in news articles 74 times in 2017–2018.

prevention highlights

Healthy Campus, Violence Prevention, and Marketing & Health Communications created a comprehensive guide for parents and family members that encourages conversations with students about alcohol use, sexual violence, and mental health concerns.

Effective Fall 2017, graduate and professional schools required completion of the online UHS Preventing Sexual Violence training.

Utilizing student and campus feedback, a new first-year online program, U Got This!, was implemented. More than 70 percent of student post-completion comments were positive.

Healthy Campus led the completion of all 23 guidelines for UW–Madison’s participation in the Partnership for a Healthier America Healthy Campus Initiative.

Suicide Prevention continues to make gains in the implementation of components to meet 72 of the 111 JED Foundation’s “The Campus Program” benchmarks.

Health Marketing & Communications decreased project response time by 50 percent despite a 45 percent increase in project volume. The improvement has been sustained with an average response time of less than 24 hours.

The Color of Drinking survey was administered to a second student cohort. Results, with other UW–Madison health data, indicate that white students have the highest rate of high-risk alcohol use and students of color are disproportionately affected by the alcohol use of other students.

A Witte Residence Hall pilot program to help students clarify their expectations around community members’ alcohol use resulted in decreased policy violations.



environmental & occupational health

The Environmental and Occupational Health (EOH) programs improve and protect the health of the UW–Madison campus by promoting safe environments and protecting individual health. Staff conduct campus-wide assessments and respond to hazards encountered in learning, research, living, and work environments, and provide occupational health services to students, faculty, and staff. As an agent of the state of Wisconsin, UHS environmental health staff ensure the safety of the food, water, and air on campus.

Occupational Medicine visits increased

11.9%
for a total of 6,342.

eah highlights

In Spring 2018, EOH proactively tested water along campus beaches for bacteria and blue green algae toxins, closing beaches when appropriate and notifying the public.

EOH and Occupational Medicine developed and implemented an animal health risk assessment and training for staff who have limited contact with animals. Overall, Animal Health Risk Questionnaire compliance was maintained at 95 percent.

EOH and Occupational Medicine enhanced and/or developed monitoring and surveillance programs for campus users to meet regulatory changes for respirable crystalline silica and beryllium exposure control.

Occupational Medicine continues to develop medical response guidance for staff and health professionals regarding risks and treatment (if available) for new or emerging agents that may be used in laboratory settings.

*“...(because of)...the work you did
determining the decibels of our equipment,
I will do more to protect my hearing.”*



administration

Administrative staff deliver a range of integral services, from hiring providers and staff to keeping the exam rooms clean, to safeguarding the privacy of student medical records. Administrative units include: Budget and Finance, Building Services, Health Information Management, Human Resources, and Information Technology. Administrative Services also oversees the Student Health Insurance Plan (SHIP), risk management, and accreditation activities.

89%

of ROI requests are
processed in one day.

administration highlights

For the 2018–19 plan year, there will be no increase in SHIP premiums for most international students and scholars, and minimal increases for domestic students. Plan reserves continue to be utilized to reduce the impact of overall rising health costs.

Health Information Management workflows were analyzed, standardized, and improved. Now, 89 percent of release of information requests are processed in one day which is a best practice at other Big 10 schools.

The HR staff completed the recruitment, hiring, and onboarding of 29 permanent staff positions and approximately 100 student positions.

Budget & Finance developed unit-specific budget worksheets, which include updates to policies and procedures for improved communication and workflow.

“ I’d like to thank UHS for migrating to an informed consent model for treating transgender patients. The fact that I can easily access hormones and free gender-related checkups near where I live greatly improves my quality of life and I am deeply thankful. ”

UHS is funded through student segregated fees, general program revenue, fee-for-service billing, and grant support. Despite increased utilization and health care inflation pressures, UHS maintained services with modest increases in the segregated fee. The majority of UHS medical and mental health services are prepaid through segregated fees, and services are accessible to students at no additional cost.

SHIP is funded by premiums collected from insured policyholders. Excluding medical claims paid by SHIP, more than 75 percent of UHS expenses are personnel costs. The remaining expenses are comprised of supplies, services, and medications. The compound annual growth rate over 10 years has been 3.41 percent.

did you know?

100% of incoming students are served by UHS primary prevention programming. In total, 66% of UW–Madison students utilized UHS clinical services.

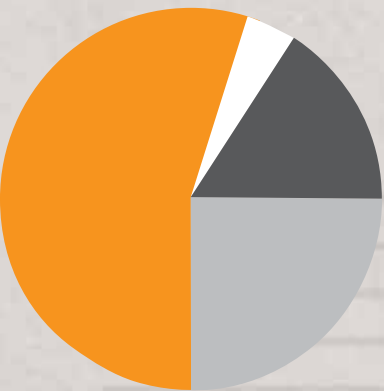
financials summary

sources of uhs funding



- 82.6% student segregated health fee
- 11.8% campus funds
- 5.6% billed revenue

uses of uhs funding



- 57% medical
- 25% mental health
- 14% prevention
- 4% environmental & occupational health

basic demographics

FY 2017 visits

| department | visits |
|-------------------|---------|
| acupuncture | 377 |
| behavioral health | 581 |
| care management | 582 |
| comm health | 20,726 |
| counseling | 15,576 |
| crisis | 396 |
| employee health | 779 |
| nutrition | 1,167 |
| occ med | 6,342 |
| phys therapy | 911 |
| primary care | 31,725 |
| psychiatry | 3,415 |
| sexual health | 2,669 |
| travel | 1,347 |
| triage | 4,900 |
| wellness | 2,615 |
| womens health | 9,596 |
| medical | 66,974 |
| mental health | 25,450 |
| wellness | 4,018 |
| uhs total visits | 103,387 |

patient/client summary

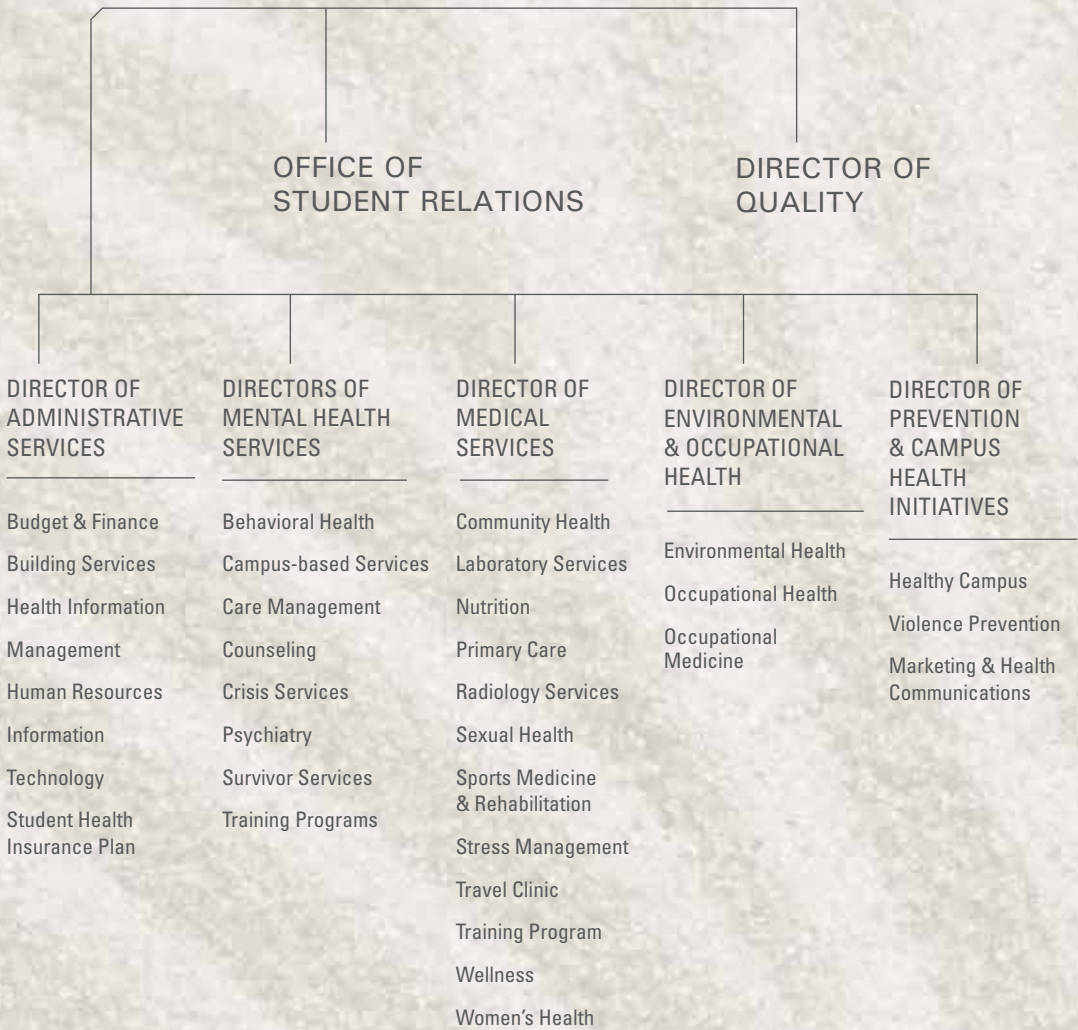
| report division | unique patients/clients |
|-------------------------------|-------------------------|
| mental health | 5,658 |
| medical | 25,285 |
| occ med | 2,536 |
| wellness | 1,829 |
| total patients/clients served | 35,308 |

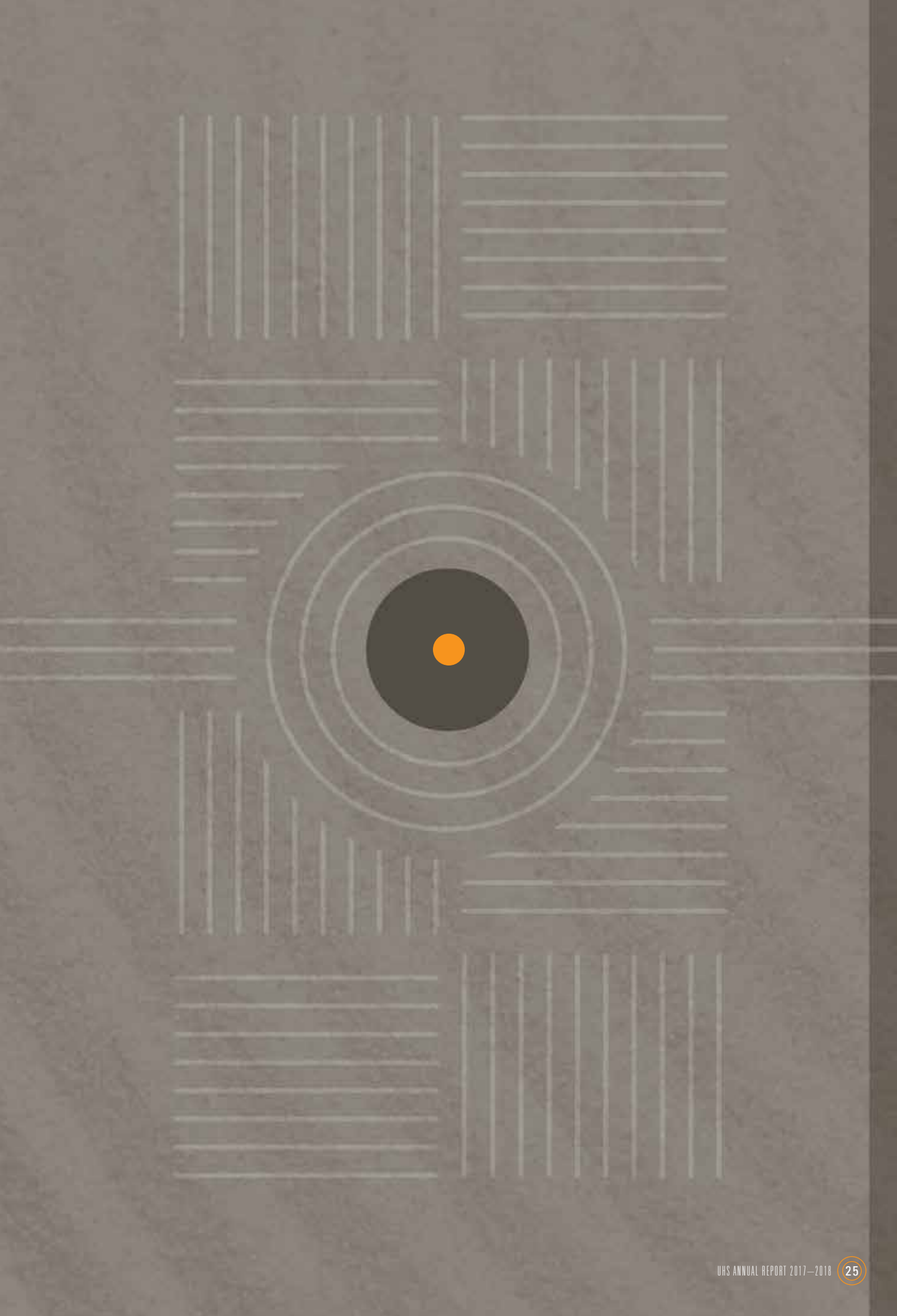
organizational chart

CHANCELLOR

VICE CHANCELLOR FOR FINANCE & ADMINISTRATION

EXECUTIVE DIRECTOR







UHS | University
Health Services
UNIVERSITY OF WISCONSIN-MADISON

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