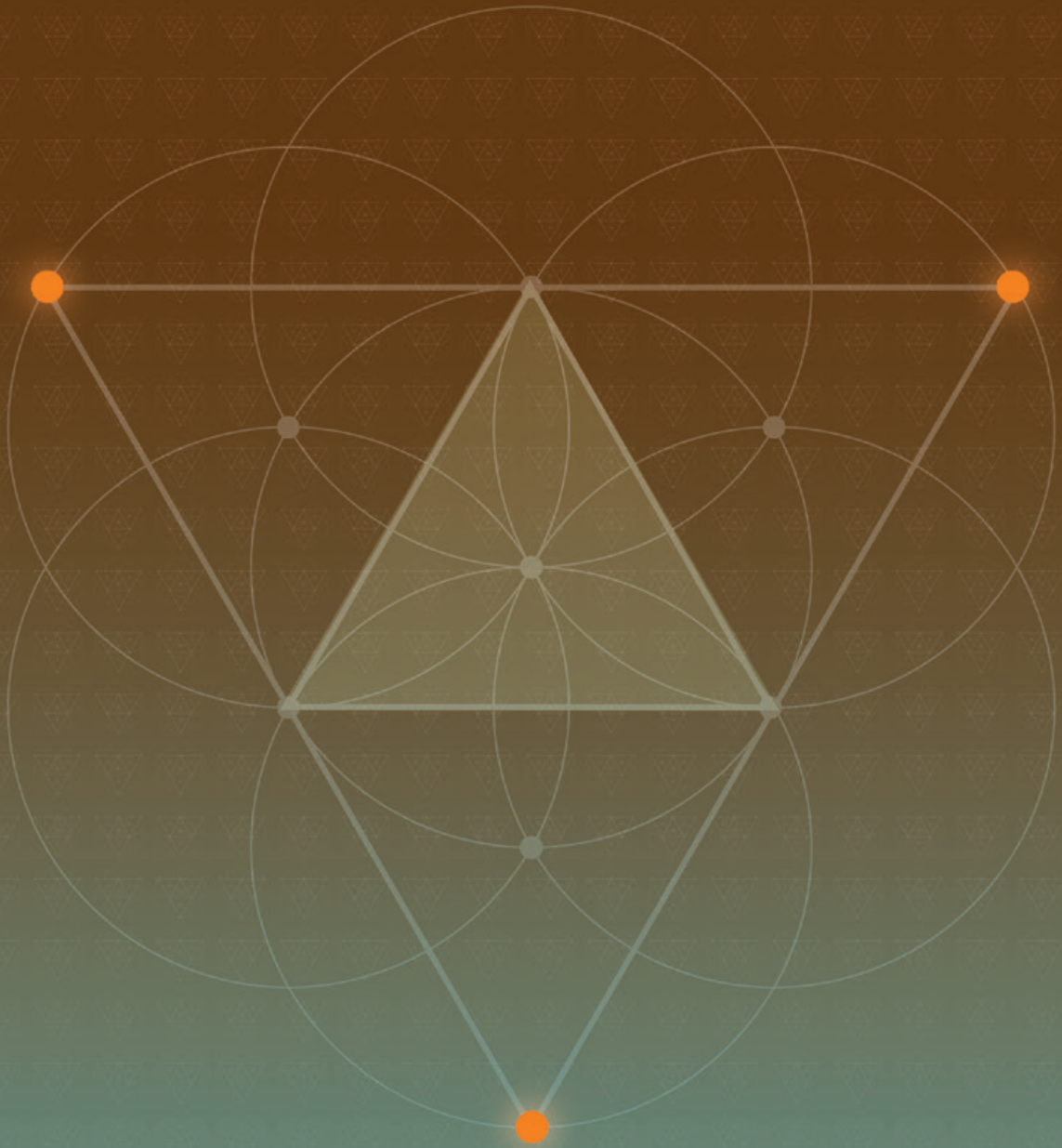


UNIVERSITY HEALTH SERVICES

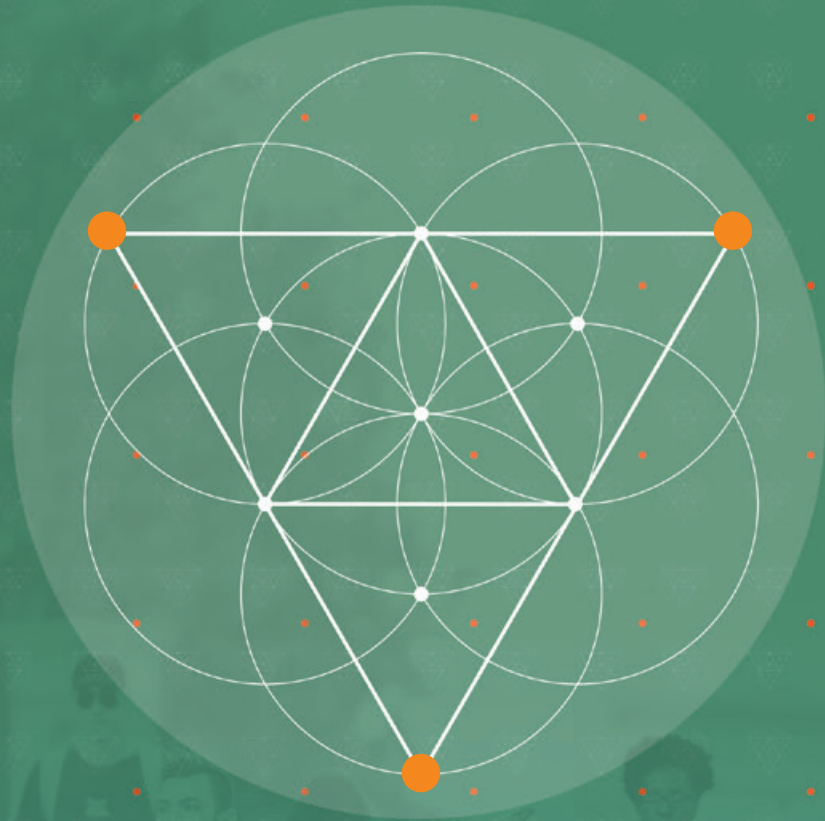
ANNUAL REPORT *2016 | 2017*

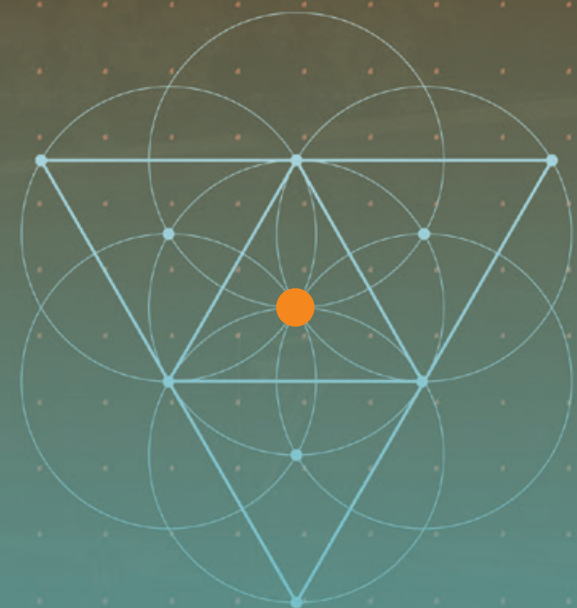


CARING FOR ALL
INDIVIDUAL | COMMUNITY | ENVIRONMENT

UNIVERSITY HEALTH SERVICES

*Promoting, protecting,
and restoring health and well-being*





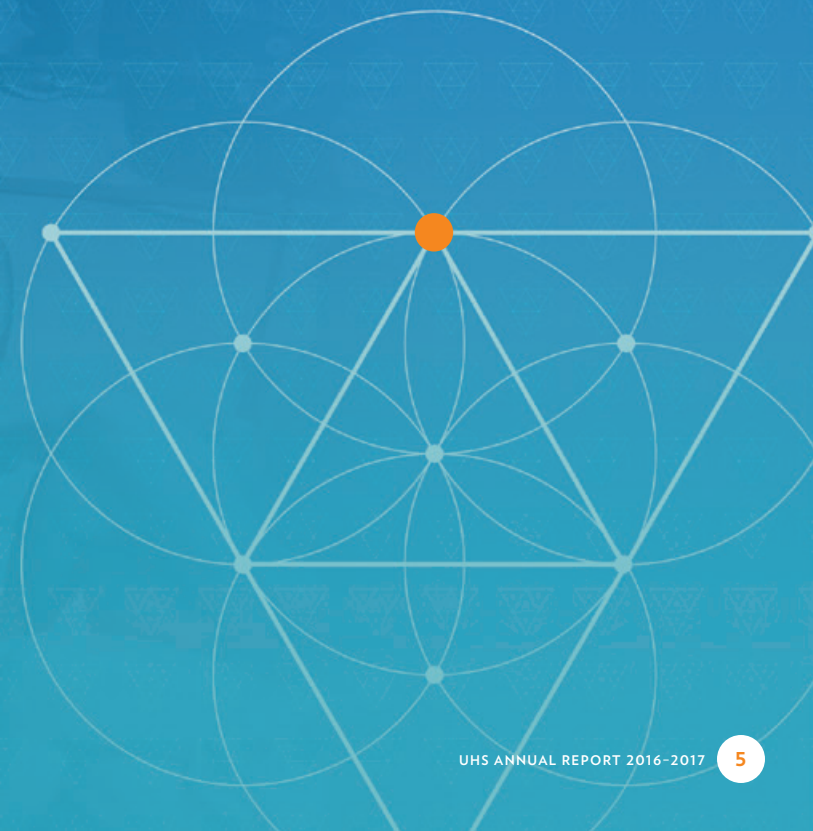
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MISSION

*To enhance learning
and student success
by promoting, protecting,
and restoring
health and well-being.*

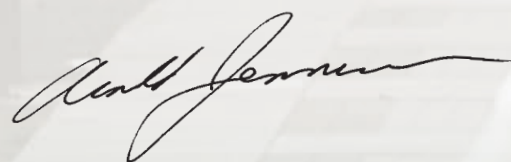


MESSAGE FROM THE INTERIM DIRECTORS

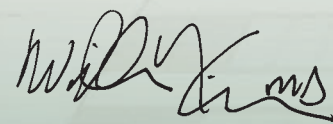
At University Health Services, we strive to improve the environments where students, faculty, and staff learn, work, and live by providing access to high-quality health services, addressing determinants that impact health and well-being, and creating a safer, more inclusive community.

It is with great pride that we share the 2016–2017 University Health Services Annual Report. This report highlights recent achievements and the impact UHS has on our campus community.

As UW–Madison’s public health agency, University Health Services’ medical, mental health, prevention, and environmental health services prioritize individual and population-level approaches to disease prevention and health promotion so that everyone benefits from the care and protection of UHS.



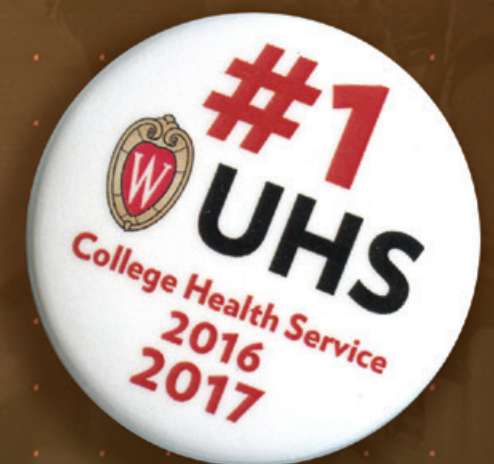
Arnie Jennerman, MBA, CPA
Interim Executive Director



William Kinsey, MD, MPT
Chief Health Officer, UW–Madison

YEAR IN REVIEW

- For the second year in a row, University Health Services was named Best Health Services by The Princeton Review.
- Readers of The Badger Herald selected UHS as the Best Student Service in their 2017 Student Choice Awards.
- UHS led a comprehensive public health and media campaign to increase awareness about meningitis B symptoms, limit the spread of illness, and publicize the availability of vaccine to students. More than 21,000 students—77 percent of the undergraduate population—received their first dose of the life-saving vaccine. This was one of the most successful vaccination efforts ever on a college campus.
- 12,614 patients were immunized against influenza.
- 126,757 total patient/client visits.



MEDICAL

UHS medical care includes treatment at UHS facilities as well as support across campus. With two campus clinic locations, Medical Services supports optimal student health and well-being through care for acute and ongoing illnesses and injuries, as well as promoting health through the delivery of clinical preventive services and supporting educational and research enterprises on campus. Providing medical care at UHS clinics and at campus events encourages students to make healthy living part of their daily lives. UHS Medical Services include: allergy, athletic trainer evaluation, immunization, occupational medicine, physical therapy, primary care, sexual health, nutrition, travel, wellness services, and women's health.

MEDICAL HIGHLIGHTS

- Medical Services increased capacity for consultations and insertions of long-acting reversible contraceptives, developed a streamlined step-by-step process to assist students in obtaining coverage for devices, and increased multidisciplinary collaboration to assist students with insurance processes.
- A chlamydia self-screen option for females is now available with the goal to test more students and provide a new option for students who may not feel comfortable discussing their sexual health with a provider.
- Following college health best practices, multiple providers are now trained to prescribe gender affirming hormone therapy.
- Dejope drop-in clinic visits totaled 2,099.
- Community Health clinic visits totaled 18,024.
- Travel clinic visits increased 7.4 percent for a total of 1,432.

Primary care visits topped 33,000

2015–2016	2016–2017
31,991	33,430

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. Mental Health Services include: group counseling, individual and couples counseling, psychiatry, integrated behavioral health, care management, crisis services, as well as substance abuse and disordered eating assessments and treatment. MHS also provides campus-based services, such as Let's Talk, yoga, and drop-in consultations across campus.

MENTAL HEALTH HIGHLIGHTS

- A suite of mental health and wellness programming was developed in partnership with the Multicultural Student Center to meet students where they work, learn, and study.
- A mental health provider with a focus on transgender student health was hired and works with students interested in exploring gender identity and accessing gender-affirming medical care.
- Additional providers who focus on the mental health needs of students of color were hired as one part of our ongoing commitment to increase access and better meet the needs of traditionally underserved and underrepresented students.
- The Postdoctoral Psychology Resident Training Program expanded to include four postdoctoral fellows.
- Client visits increased 2.2 percent for a total of 22,985.

● **2.2% increase in client visits**

QUALITY

As responsible stewards of student segregated fees, commitment to quality, value, and innovation is central to UHS. UHS regularly solicits feedback on programs and services. Patient and client responses are analyzed to provide the best care to patients and improve internal and external processes. Improvement efforts are designed to align with professional standards, national benchmarks, and regulatory requirements. Quality and process improvement projects are evaluated based on responsiveness to patient, customer, and stakeholder experience as well as expected outcomes, safety, and responsible utilization of resources.



QUALITY HIGHLIGHTS

- Newly automated appointment check-in allows patients to complete health behavior surveys before seeing their provider.
- During the meningitis B immunization clinics, registration, screening, consent, and immunization administration were documented in UHS medical records using mobile tablets; real-time data analysis informed staffing, vaccine/supply procurements and communication strategies. Analytics identified gaps in documentation and workflow that drove real-time adaptation to improve efficiency and quality of the patient experience.
- UHS represented six of the 65 projects at the UW–Madison Improvement Showcase that highlights promising practices and innovative ideas from across campus.

● ***real-time data analysis improved the patient experience***

QUALITY KEY QUESTIONS

medical

	Very Satisfied	Satisfied	OK	Not Satisfied	Very Dissatisfied
Satisfied with appt. scheduling	59%	25%	14%	2%	0%
Reception staff friendly and helpful	65%	22%	12%	1%	0%
Provider listened carefully to concerns	72%	17%	7%	3%	1%
Quality of provider explanations	65%	16%	12%	4%	3%
Overall satisfaction with medical visit	65%	19%	12%	2%	2%
Recommend UHS to another student	69%	17%	10%	2%	2%

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	44%	45%	7%	4%	0%
Reception staff helpful and courteous	56%	40%	2%	1%	1%
Provider listened carefully to concerns	68%	26%	4%	1%	1%
Paperwork and e-surveys clear and easy to complete	45%	50%	5%	0%	0%
Overall satisfaction with Mental Health Services	51%	40%	6%	2%	1%
Recommend Mental Health Services to a friend	59%	34%	4%	2%	1%



94% of clients felt their provider listened carefully to their concerns

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 conducts campus-wide assessment and response to hazards encountered in learning, research, living, and work environments, and provide occupational health services to students, faculty, and staff. As agents of the state of Wisconsin, UHS environmental health staff ensure the safety of the food, water, and air on campus.

promoting safe environments and protecting individual health

ENVIRONMENTAL & OCCUPATIONAL HEALTH HIGHLIGHTS

- As communities across the country look more closely at lead levels in their water, EOH proactively tested water in all campus child care centers and specific University Housing areas.
- Ergonomics assessments increased from 298 to 594, with one-third of assessments for material handling processes other than computer workstations.
- Animal Health Risk Questionnaire compliance maintained or exceeded 95 percent.
- The noise monitoring database and collaboration with the Department of Communication Sciences and Disorders continues to expand to deliver training to the School of Music.
- Occupational Medicine continues to analyze and evaluate after-action items related to the meningitis B mass vaccination clinic to inform future point of distribution efforts.
- Occupational Medicine visits increased 4.4 percent for a total of 5,668.

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; student wellness; health equity; and social justice.

PREVENTION HIGHLIGHTS

- Survivor Services served 102 unique students by providing confidential, trauma-informed services (individual counseling, group counseling, advocacy, or information about rights and resources).
- Two additional victim advocates/counselors—with services now available in Spanish—were hired, now tripling capacity to serve student survivors of sexual harassment, dating violence, and stalking.

PREVENTION HIGHLIGHTS (continued)

- More than 8,300 students completed in-person violence prevention education, including population-specific sessions for students of color, LGBTQ students, and student survivors of interpersonal violence.
- Marketing & Health Communications developed and implemented a full-scale public health campaign for the meningitis B mass vaccination clinics.
- In conjunction with campus partners, Prevention developed a successful, multi-channel bystander intervention campaign around high-risk drinking social norms that achieved more than one million media impressions.
- UW–Madison is meeting 21 of 23 Partnership for a Healthy America/Healthy College Initiative recommendations and is on target to meet all 23 by 2018.
- Healthy Campus led the completion of the Jed Foundation Campus Program Assessment and plans to adopt and complete 28 Jed recommendations.
- 1,417 students completed Badgers Step Up!, a student-led training program that focuses on peer intervention around high-risk drinking, alcohol education and UW–Madison alcohol policies, and student leadership development.
- In collaboration with the Student Food & Finance Coalition, Healthy Campus supported the creation of an online hub for campus food insecurity resources.

ADMINISTRATION

Administrative staff delivers a range of integral services, including hiring health care providers, keeping the exam rooms clean, and safeguarding the privacy of student medical records. Administrative services provide a strong infrastructure including financial analysis and support for technology to allow efficient and effective operations. The Administrative units of UHS 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.

ADMINISTRATION HIGHLIGHTS

- The Student Health Insurance Plan maintained premiums at the 2008–2009 rates for most international students.
- Human Resources began the process of creation, review, and implementation of work instructions to maintain consistency in HR efforts.
- Health Information Management (HIM) led UHS to achieve 100 percent compliance with the UW–Madison Campus and UHS mandatory HIPAA Privacy and Security training.
- HIM conducted a Quality Improvement study on the turn-around time for release of health care records to outside organizations, which showed an average of one to two days—comparable to other Big 10 schools.

**efficient
and effective
operations**

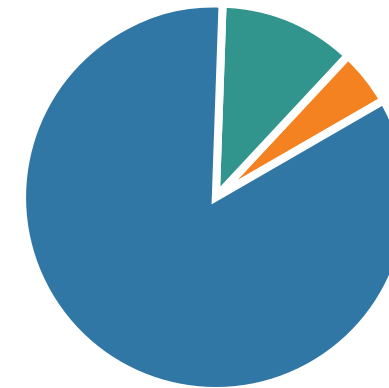
FINANCIALS

UHS is funded through student segregated fees, general program revenue, fee-for-service billing, and grant support. The majority of UHS medical and mental health services are prepaid through segregated fees, and services are accessible to students at no additional cost. Fees are charged for select services. 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. Despite increased utilization and health care inflation pressures, UHS maintained services with modest increases in the segregated fee. The compound annual growth rate over 10 years has been 3.41 percent. This year, students approved a significant segregated fee increase to support current services as well as to provide new services in mental health and sexual violence prevention and response.

FINANCIALS SUMMARY

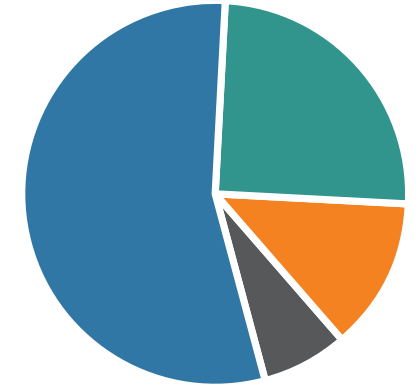
UHS FUNDING

SOURCES



84.1% Student segregated health fee
11.3% Campus funds
4.6% Billed revenue

USES



55% Medical
25% Mental Health
13% Prevention
7% Environmental & Occupational Health

BASIC DEMOGRAPHICS

FY 2017 Visits

Department	Visits
Acupuncture	369
Behavioral Health	604
Care Management	542
Comm Health (CH)	18,024
CH Outreach/TB test	26,947
Counseling	13,857
Crisis	405
Employee Health	730
Nutrition	1,057
Occ Med	5,668
Phys Therapy	942
Primary Care	33,430
Psych	3,799
Sexual Health	2,578
Travel	1,432
Triage	3,778
Wellness	3,168
Womens Health	9,427
Medical Visits	99,178
Mental Health Visits	22,985
Wellness Visits	4,594
UHS Total Visits	126,757

Patient/Client Summary

Report Division	Unique Patients/Clients
Mental Health	4,908
Medical	33,422
Wellness	2,062

UNIVERSITY HEALTH SERVICES ORGANIZATIONAL CHART

CHANCELLOR

VICE CHANCELLOR FOR FINANCE & ADMINISTRATION

EXECUTIVE DIRECTOR

OFFICE OF
STUDENT RELATIONS

DIRECTOR OF
QUALITY & INFORMATICS

DIRECTOR OF
ADMINISTRATIVE
SERVICES

Budget & Finance
Building Services
Health Information
Management
Human Resources
Information
Technology
Student Health
Insurance Plan

DIRECTORS OF
MENTAL HEALTH
SERVICES

Behavioral Health
Campus-based
Services
Care Management
Counseling Services
Crisis Services
Psychiatry Services
Training Programs

DIRECTOR OF
MEDICAL
SERVICES

Community Health
Laboratory Services
Nutrition
Primary Care Clinic
Radiology Services
Sexual Health Clinic
Sports Medicine &
Rehabilitation
Stress Management
Travel Clinic
Training Program
Wellness Services
Women's Health
Clinic

DIRECTOR OF
ENVIRONMENTAL
& OCCUPATIONAL
HEALTH

Environmental Health
Occupational Health
Occupational
Medicine

DIRECTOR OF
PREVENTION
& CAMPUS
HEALTH
INITIATIVES

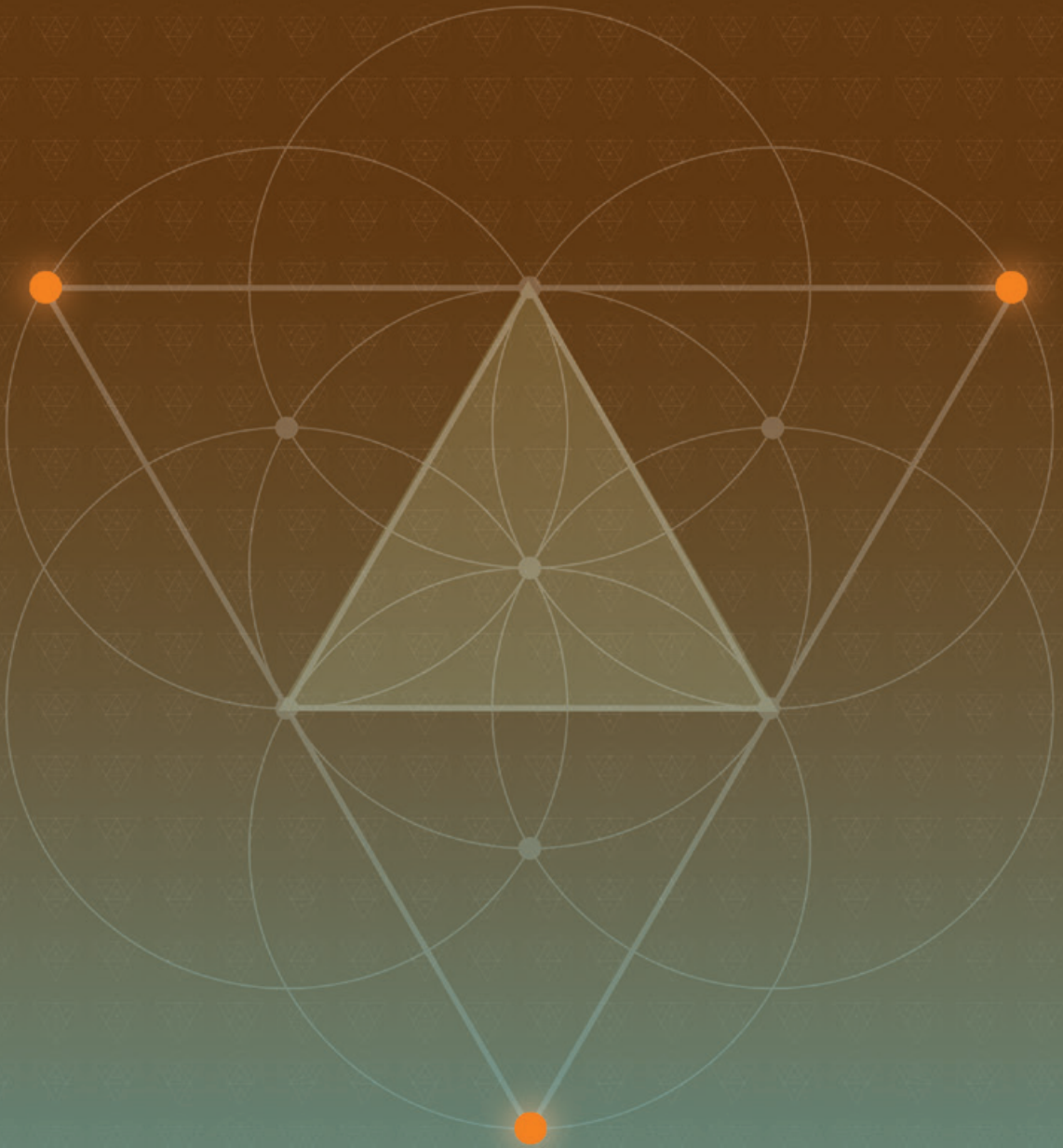
Healthy Campus
Violence Prevention &
Survivor Services
Marketing & Health
Communications



caring for all

INDIVIDUAL | COMMUNITY | ENVIRONMENT

*Promoting, protecting,
and restoring health
and well-being*



UHS | UNIVERSITY
HEALTH SERVICES

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