AR 2011-2012

Humboldt State University
Student Health Services
Date: 6/19/2013
1.A.

Description of Program Services

Brief description of services/activities provided by department, including department's mission statement.

To ensure appropriate health services are provided to meet the needs of students, the CSU Policy on Student Health Services created Executive Order 943 (July 2004). The language of this policy dictates our Health Center’s range of service and identifies clearly our responsibilities.

Services provided:

The main objective of medical care is the provision of basic outpatient medical services for acute and sub-acute conditions, illness and injury, family planning services consistent with current medical practice, and health education covering such topics as nutrition, sexually transmitted infections, HIV, alcohol and substance abuse, eating disorders and preventive medicine (e.g., immunizations for the prevention and control of communicable diseases).

Student Health & Wellness Services provides care for certain ongoing medical conditions, depending on a number of factors related to the condition, including severity, stability, complications, staff expertise, patient needs and available resources.

Activities provided by Student Health & Wellness Services:

SHWS provides opportunities for student participation through its Student Health Advisory Committee (SHAC). Through the office of the Health Educator, multiple activities are coordinated throughout the school year. Examples of these include “Take Back the Night,” “Wellness Fair,” and “Sexland.” In 2012-13, the Forbes Complex will house the new “Wellness Center,” and activities will be expanded to include health education, yoga and other group exercises.

The SHWS Health Educator consults on many different student issues, including sexual health, suicidal tendencies, pregnancy options, sexualized violence, stress management, homesickness/loneliness, relationship issues, social issues, discrimination, alcohol and other drugs, nutrition, life skills, and referrals.

Slogan: *Healthy Bodies...Healthy Minds*

Mission Statement:

Humboldt State University Student Health and Wellness Services strives to support the academic mission of the University by assisting students to maintain an optimum level of personal health. Toward this end, Student Health & Wellness Services:

1. Educates and empowers students to maintain physical and mental health by promoting healthy lifestyles;
2. Provides high quality, accredited, professional health and counseling services for acute injury, illness, and emotional distress, as well as limited routine preventive care in a welcoming environment;
3. Educates students to prevent and take care of preventable problems through self care;
4. Assists students to find necessary services beyond our scope;
5. Provides services in a confidential, culturally appropriate manner;
6. Solicits and encourages student input.

**Judgment**

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

**Narrative**
1.B.

**Description of Program Goals for Year Under Review**

The goals of the Student Health & Wellness Center are to provide quality medical care to students, promote healthy lifestyles, educate students toward self-diagnosis and self-treatment, and strive to achieve full accreditation as granted by the Accreditation Association for Ambulatory Health Care (AAAHC).

**Judgment**

- Compliant
- Non-Compliant
- Not Applicable

**Narrative**
1.C.

Enrollment/Participant Data

Demographic profile of student enrollment/participants by majors, class level, and enrollment status (part-time vs. full-time). Data to be disaggregated by ethnicity, gender, abilities, veteran status, remediation, foster youth, first generation, income level.

Brief summary discussing data.

CLINICS:

Number of visits in 2011-12: 14,466
Number of individual students who visited Student Health Center in 2011-12: 4,699
32 seen (of 155 registered at HSU as veterans)
(21 male, 11 female)

TOP TEN DIAGNOSES/REASONS STUDENTS VISIT HEALTH CENTER:

1. Emergency Contracept
2. Depression / Anxiety / Insom
3. Birth Control St-up / Refill
4. Upper Respiratory Ailment (bronchitis, pharyngitis, sinusitis, coug
5. Vaccination / P
6. Vegin
7. R
8. STD screen
9. Urinary tract infect

1. Injury

<table>
<thead>
<tr>
<th># visits</th>
<th># individual patients</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GOLD CLINIC:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Patient #s / Patient Visits</strong></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>7,784 (68%)</td>
</tr>
<tr>
<td>Male</td>
<td>3,685 (32%)</td>
</tr>
<tr>
<td>Other</td>
<td>1 (.01%)</td>
</tr>
<tr>
<td></td>
<td>11 (.1%)</td>
</tr>
<tr>
<td>Division Total</td>
<td>11,481</td>
</tr>
</tbody>
</table>

Students by Ethnicity (top 8 by numbers)

2 or more | 810 (7%) | 293 (7%) |
Asian | 295 (3%) | 121 (3%) |
Black | 397 (3%) | 127 (3%) |
European | 474 (4%) | 202 (5%) |
Hispanic | 1,613 (14%) | 639 (15%) |
White | 5,921 (52%) | 2,306 (53%) |
Other | 246 (2%) | 105 (2%) |
Decline to state | 488 (4%) | 196 (5%) |

<table>
<thead>
<tr>
<th># visits</th>
<th># individual patients</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GREEN CLINIC</strong></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>4,852 (72%)</td>
</tr>
<tr>
<td>Male</td>
<td>1,921 (28%)</td>
</tr>
<tr>
<td>Division Total</td>
<td>6,773</td>
</tr>
</tbody>
</table>

Students by Ethnicity (top 8 by numbers)

2 or more | 480 (7%) | 184 (7%) |
Asian | 186 (3%) | 66 (3%) |
Black | 171 (3%) | 74 (3%) |
European | 294 (4%) | 113 (4%) |
Hispanic | 821 (12%) | 361 (14%) |
Women

- Educates students to prevent and take care of preventable problems through self care;
- Sponsored by SHC

Injury

- Adjust to new leadership and reassignments of duties
- Provides high quality, accredited, professional health and counseling services for acute injury, illness, and overall, saw a considerable number of patients in spite of the difficulties
- Triage/Emergency drill in front of Student Health Center building, utilizing resources within building and in AAAHC Accreditation Visit preparation (site visit planned for Sept 2013)

Retirements

- Educates and empowers students to maintain physical and mental health by promoting healthy lifestyles;
- Food for Students (canned items, ramen, etc. on lobby table)
- Stone Soup Dance (dinner)
- Valentines Day (cards)

OUTCOMES

- Staff/student ratio (SSR) within the unit, scope and type of service, number of program participants by discrete service (distinguish between group presentations and one-on-one work with individual students), number of contact hour hours, number of visits, number of individual patients
- Interests

**Students by Ethnicity (top 8 by numbers)**

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th># Visits</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>3,256</td>
<td>(48%)</td>
</tr>
<tr>
<td>Other</td>
<td>188</td>
<td>(3%)</td>
</tr>
<tr>
<td>Hispanic</td>
<td>317</td>
<td>(5%)</td>
</tr>
<tr>
<td>European</td>
<td>1</td>
<td>(6%)</td>
</tr>
<tr>
<td>Hispanic</td>
<td>2</td>
<td>(6%)</td>
</tr>
<tr>
<td>White</td>
<td>31</td>
<td>(94%)</td>
</tr>
<tr>
<td>Male</td>
<td>16</td>
<td>(89%)</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>(11%)</td>
</tr>
<tr>
<td>Decline to state</td>
<td>7</td>
<td>(21%)</td>
</tr>
</tbody>
</table>

Division Total: 33 visits, 18 individual patients

**HEALTH EDUCATOR PRESENTATIONS:**

- HOP (1256 students)
- Educational Opportunities Program for transfer students (19)
- Life Skills for Athletes (55)
- Latino Peer Mentoring (95)
- Critical Race, Gender, Sexuality Studies (52)
- Human Sexuality (50)
- Psychology of Women (80)
- Women’s Studies (45)
- Origami as Stress Management (28)
- Origami as Meditation (22)
- Delta Phi Epsilon (40)
- Act to End Sexualized Violence II – Sexy Communication Workshop (9)
- Take Back the Night – open forum (43)
- Evolutionary Medicine Class (48)
- Safe Spring Break talk (16)

**HEALTH EDUCATOR EVENTS:**

- Wellness Fair & Clubs Showcase (500+)
- Act to End Sexualized Violence Class (70)
- Consent Project (250+)
- Arrive Alive Drunk & Distracted Simulator (300+)
- Safe Halloween in College Creek (75+)
- Body Slam Open Mic (18)
- Delta Phi Epsilon Presentation on Eating Disorders and Body Image (33)
- Safe Spring Break event (100 packets distributed)
- Take Back the Night: Men’s Story Project (50+)
- Take Back the Night: Open Mic
- Take Back the Night: Keynote Address with Leah Lakshmi Piepzna Samarasingha (63)
- Take Back the Night: Confronting Intimate Violence in Activist Communities (13)
- Take Back the Night: Historical Trauma and Domestic Violence in Native Communities (83)
- Take Back the Night: Speak Out & March
- A Fish Out of Water: Film Screening and Discussion about homosexuality and the Bible (53 students plus 8 Clergy for Choice)
- National Day of Silence: Breaking of the Silence (16)
- Drag Show (250+)
- SexLand: I Touch Myself – speaker Dr. Melinda Meyers (133)
- SexLand: Sex Ability/Disability (27)
- SexLand: Problems with Pornography (78)
- SexLand: With the Lights On – speakers Mira Friedman and Laura Black (300+)
- Healthy Bodies, Healthy Minds Wellness Fair (200+)
- Wong Flew Over the Cuckoo’s Nest: Film screening addressing depression and Asian American women (53)

**HEALTH EDUCATOR CONSULTATIONS:**
Send staff to training and/or conferences, as well as development classes on campus.

Total years of medical experience of our 26 Student Health Center employees = 642

Educates and empowers students to maintain physical and mental health by promoting healthy lifestyles;

Provides high quality, accredited, professional health and counseling services for acute injury, illness, and

Sponsored by SHC

Positions not filled

Solicits and encourages student input.

All

Live within a budget set strictly by revenue from student fees (fewer pool staff, decrease in allocations and

Educates students to prevent and take care of preventable problems through self care;

Tent/triage emergency drill in front of Student Health Center building, utilizing resources within building and in

-

-

Spring Roll March Madness Birthday Celebration

Cookie Swap (dozens of cookies shared with various departments on campus)

Food for Students (canned items, ramen, etc. on lobby table)

Wong Flew Over the Cuckoo

SexLand: Problems with Pornography (78)

SexLand: Sex Ability/Disability (27)

Safe Halloween in College Creek (75+)

Safe Spring Break talk (16)

Act to End Sexualized Violence II

Origami as Stress Management (28)

Other

0

0

White

20

(61%)

11

(61%)

Students by Ethnicity (top 8 by numbers)

Hispanic

821

(12%)

361

(14%)

Asian

295

(3%)

121

(3%)

2 or more

810

(7%)

293

(7%)

Students by Ethnicity (top 8 by numbers)

Male

3,685

(32%)

1,686

(39%)

Female

7,784

(68%)

2,666

(61%)

# visits

# individual patients

(21 male, 11 female)

32 seen (of 155 registered at HSU as veterans)

Number of individual students who visited Student Health Center in 2011

Description of Program Goals for Year Under Review

Wellness Services: Humboldt State University Student Health and Wellness Services strives to support the academic mission of the

pregnancy options, sexualized violence, stress management, homesickness/loneliness, relationship issues, social

these include

SHWS provides opportunities for student participation through its Student Health Advisory Committee (SHAC).

Activities provided by Student Health & Wellness Services:

- Health screenings
- Immunizations
- Pregnancy testing
- Stress management workshops
- Lavender Health Services (HPV and HIV testing)
- Health fairs
- Wellness initiatives

Description of Program Services

Students can access services through a variety of pathways:

- Urgent care
- Preventive care
- Specialty referrals

Goals should be established utilizing CAS Standards for the program as well as the university vision and HSU Student

INTERNALLY:

for a specific target population, state or federally mandated activities or other activities directed at providing support

aid, housing and residential life, learning support services, student conduct, etc.), a combination of support elements

Efficiency

Sources

West Gym Planning & Wellness Center Programming Committee

Take Back the Night Organizing Committee

Humboldt Domestic Violence Coordinating Council Prevention Committee

ASSISTANT TO DIRECTOR, Sue Murray:

Professional Development / Fierce Training

VPSA Leadership Team

(e.g., committee participation, club advisor, collaboration with another department)

Student Learning Outcomes

Student Retention & Engagement

1.D.

Narrative

Judgment

□ Compliant □ Non-Compliant □ Not Applicable

Narrative
1.D.

Student Retention & Engagement
(e.g. graduation rates, satisfaction surveys). Data to be disaggregated by ethnicity, gender, abilities, veteran status, remediation, foster youth, first generation, income level).
Briefly summary discussing data.

Judgment
☒ Compliant ☐ Non-Compliant ☐ Not Applicable

Narrative
1.E.

Student Learning Outcomes
Interpretation of outcome results, can include effectiveness of outcome measurement.

Judgment
☑ Compliant ☐ Non-Compliant ☐ Not Applicable

Narrative
2.A.

**Staff Engagement in Institutional Efforts and Activities**
(e.g., committee participation, club advisor, collaboration with another department)

ADMINISTRATOR, Mary VanCott:
VPSA Leadership Team
VPSA Council
SHC Director Search Committee
Children’s Center Director Search Committee
Emergency Operations Center (EOC)
Active Shooter Committee
Student Health Center Executive Committee
Spring Preview / HOP
Professional Development / Fierce Training

ASSISTANT TO DIRECTOR, Sue Murray:
Student Affairs Administrative Support (SAAS)

HEALTH EDUCATOR, Mira Friedman:
Alcohol and Other Drug Prevention Committee
CAPS and SHC Outreach Committee
Humboldt Domestic Violence Coordinating Council Committee
Humboldt Domestic Violence Coordinating Council Prevention Committee
Humboldt County Mental Health Coordinating Council Committee
Student Conduct Committee
Student Health Advisory Committee
Search Committee for Assistant Director, Recreational Sports
Take Back the Night Organizing Committee
West Gym Planning & Wellness Center Programming Committee

**Judgment**
- Compliant
- Non-Compliant
- Not Applicable

**Narrative**
3.A.

Investments
Staff FTES by classification type, ethnicity and gender. Include budget expenditures distinguishing between temporary staff, student staff, permanent staff, and Operating Expense. (Budgets to include State General Fund, Trust Funds, Grants and Contracts, etc.)

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative

Sources

- 11-12 D40024 SHWS Funding
- 11-12 D40024 SHWS Staffing
3.B.

**Efficiency**
Staff/student ratio (SSR) within the unit, scope and type of service, number of program participants by discrete service (distinguish between group presentations and one-on-one work with individual students), number of contact hours, and comparisons to benchmarks based on similar size campus and demographic data for student populations.

Please see 4.A.

**Judgment**

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

**Narrative**
4.A.

General Conclusions about Past Year Performance

Negatives

- EMR Implementation - Process is clumsy and time-consuming, resulting in providers seeing fewer patients each day and chart notes that were incomplete - Multiple billing inconsistencies resulted in less revenue from patient charges
- Retirements - 3 retirements (Director, Medical Records Supervisor, Medical Assistant)
- Positions not filled - Associate Director - Medical Records Supervisor - Ward Clerk
- Positions filled - Medical Assistant
- Women’s Health services reduced - Doubled clinic time for Planned Parenthood access at the SHC so students would still be able to obtain family planning services

Positives

- Overall, saw a considerable number of patients in spite of the difficulties
- Promotions/reassignments - Physician promoted to Medical Director - Associate Director promoted to Director - Ward Clerk reassigned to position of Pyramed Coordinator - Some staff reassignments due to paperless environment
- Student Health Center All-day Retreat at the Sequoia Park Zoo (May 24)
- Tent/triage emergency drill in front of Student Health Center building, utilizing resources within building and in the Mass Casualty Trailer – with UPD and Plant Operations (May 23)
- All-staff budget meeting to plan how to stay within our budget in 2012-13 (May 16)
- Six professional training classes by Lanaya Gaberei at Student Health Center
- Effective Workplace Relationships (Mar 8)
  - Role of Language (Mar 29)
  - Workplace Bullying (Apr 5)
  - People Skills (Apr 24)
  - Nonverbal Skills (Apr 27)
  - Listening Skills (May 11)

Sponsored by SHC’s social group, The Laughter Committee (TLC), the staff took part in:

Stone Soup Da
Food for Students (canned items, ramen, etc. on lobby table – free to students) – Thanksgiving and Finals Weeks
Cookie Swap (dozens of cookies shared with various departments on campus)
Valentine Ba
Basketball Game with HumBrews dinner
Spring Roll March Madness Birthday Celebrations
Student Assistant Christmas

INTERESTING SHC FACTS:

- Total individual students served by the Student Health Center in 2011-12: 6,913
- Total free flu shots given to students in 2011-12: 432
- Laboratory staff awarded the COLA EXCELLENCE AWARD for achievement in laboratory standards for 2011-12
- Student Health Center commended by UPD for 100% EOC Gold Radio Drill compliance AND
- Total years of medical experience of our 26 Student Health Center employees = 642

Judgment

☐ Compliant ☐ Non-Compliant ☐ Not Applicable

Narrative
5.A.

Recommendations, Goals and Student Learning Outcomes for Next Year

Goals should be established utilizing CAS Standards for the program as well as the university vision and HSU Student Outcomes. Goals must include objectives for a specific or focused area of student support (ex. admissions, financial aid, housing and residential life, learning support services, student conduct, etc.), a combination of support elements for a specific target population, state or federally mandated activities or other activities directed at providing support to students.

INTERNALLY:

- Adjust to new leadership and reassignments of duties
- Expand services and follow up on charges for augmented services
- Continue EMR training to increase speed and chart note and billing accuracy
- Send staff to training and/or conferences, as well as development classes on campus
- Live within a budget set strictly by revenue from student fees (fewer pool staff, decrease in allocations and travel, order only what is necessary in terms of major/capital purchases)
- Increase efficiency in seeing patients (perhaps hire a pool person to do an evening clinic)

WITH CAMPUS:

- Involvement in campus mentor program
- Combined emergency drill with Student Affairs and/or Housing, as well as Plant Ops & UPD

Judgment

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative