

Student Health & Wellness

ANNUAL REPORT

2022

2023



FIU | Student Health
and Wellness

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MISSION AND VISION


FIU Student Health & Wellness (SHW) aims to support the overall well-being of students. SHW is a multi-faceted approach (e.g., services, programs, trainings, and campaigns) that will educate, engage, and empower the university community to sustain lifelong health and wellness. We believe there are nine dimensions of wellness, and we provide resources to keep student's well-being in check!




MEET THE EXECUTIVE TEAM




Dr. Brenezza (Breny) D. Garcia
Associate Vice President




Eymi Castillo
Office Manager



Mariela Gabaroni
Associate Director
Health Promotion
Services




Vanessa Gondar
Director
Administrative
Services




Dr. Todd Lengnick
Director
Counseling &
Psychological Services



Wendy X. Ordóñez
Assistant Director
Marketing &
Communications



Dr. Bronwen B. Pelaez
Dean of Students



Dr. Saara Schwartz
Medical Director
Student Health Clinics

MESSAGE FROM THE ASSOCIATE VICE PRESIDENT



*“Coming together is a beginning.
Keeping together is progress.
Working together is success.”*

- Henry Ford

As noted in last year’s report as part of the outcomes for the year, the 2022-2023 academic year brought the expansion of the Student Health & Wellness portfolio. After 7 years, the Student Health Clinics were reintegrated into Student Affairs. Although any transition brings its challenges, we were thrilled that the core Health Fee funded units were now being directed with a central mission. The integration allowed for many operational efficiencies, but the two with the greatest impact were: (1) Reallocation of almost \$400,000 from a prior management fee back into the clinical operations (2) Addressing the duplication of psychiatric services that yielded more appointments for students. This year, you will find the inclusion of clinical services in our report.

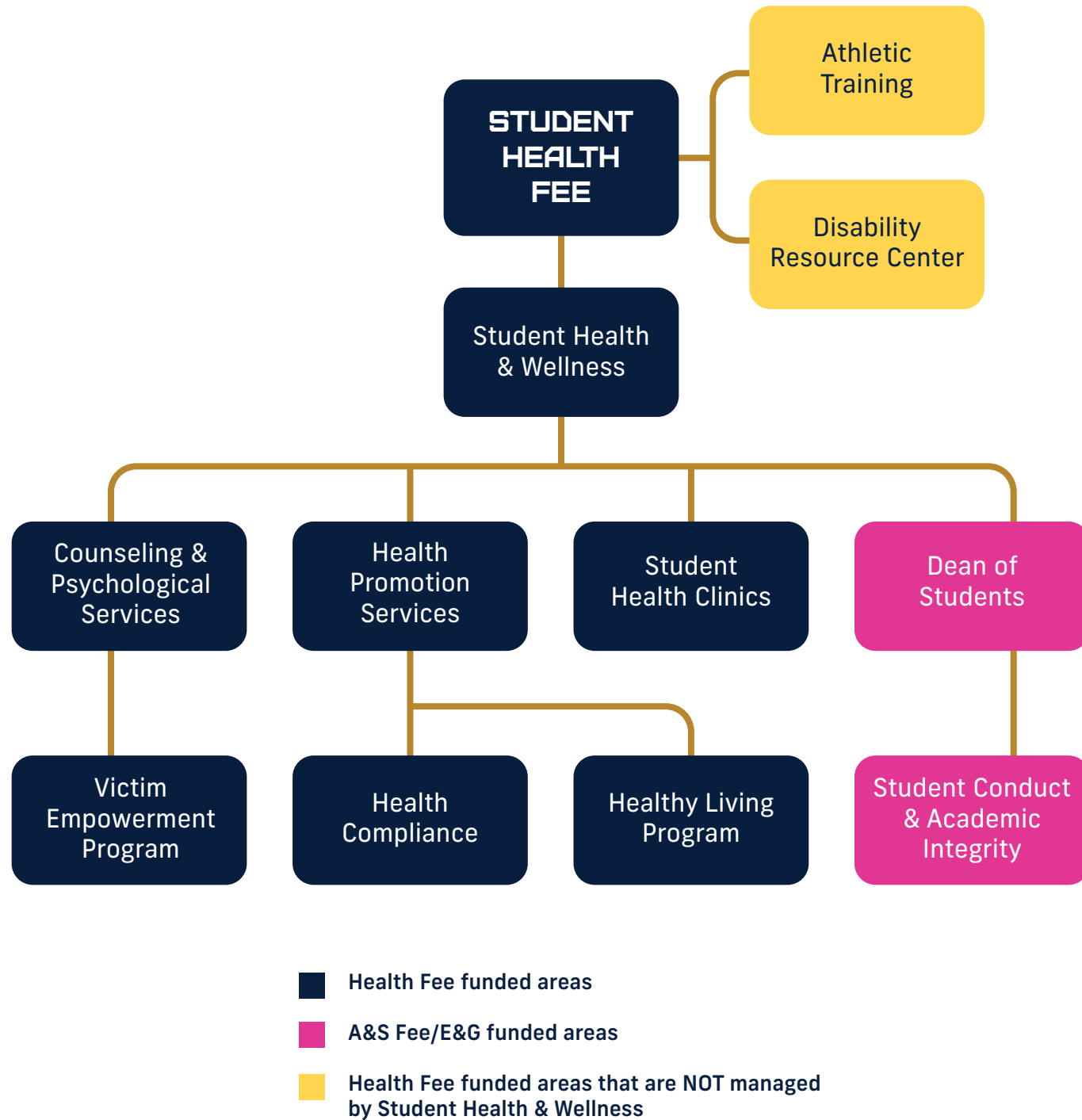
The year also brought several high-impact outreach initiatives: (1) The centralized marketing approach launched last year saw tremendous growth, with over 10,000 followers on social media (2) In October 2022, we launched our second student Health Fee survey, which yielded over 7,000 responses (3) Our supplemental telehealth services - BetterMynd and Togetherall – saw a surge in utilization by our students (4) In partnership with local high schools, we raised almost \$70,000 for the American Foundation for Suicide Prevention. Additional highlights can be found on our outreach infographic within this report.

For this coming year, we hope to continue implementing feedback gained through this year’s student Health Fee survey, an updated patient satisfaction survey, and via our partners in Student Government and other university departments. For any reader that may have questions or feedback about this report, please contact us at shwad@fiu.edu.

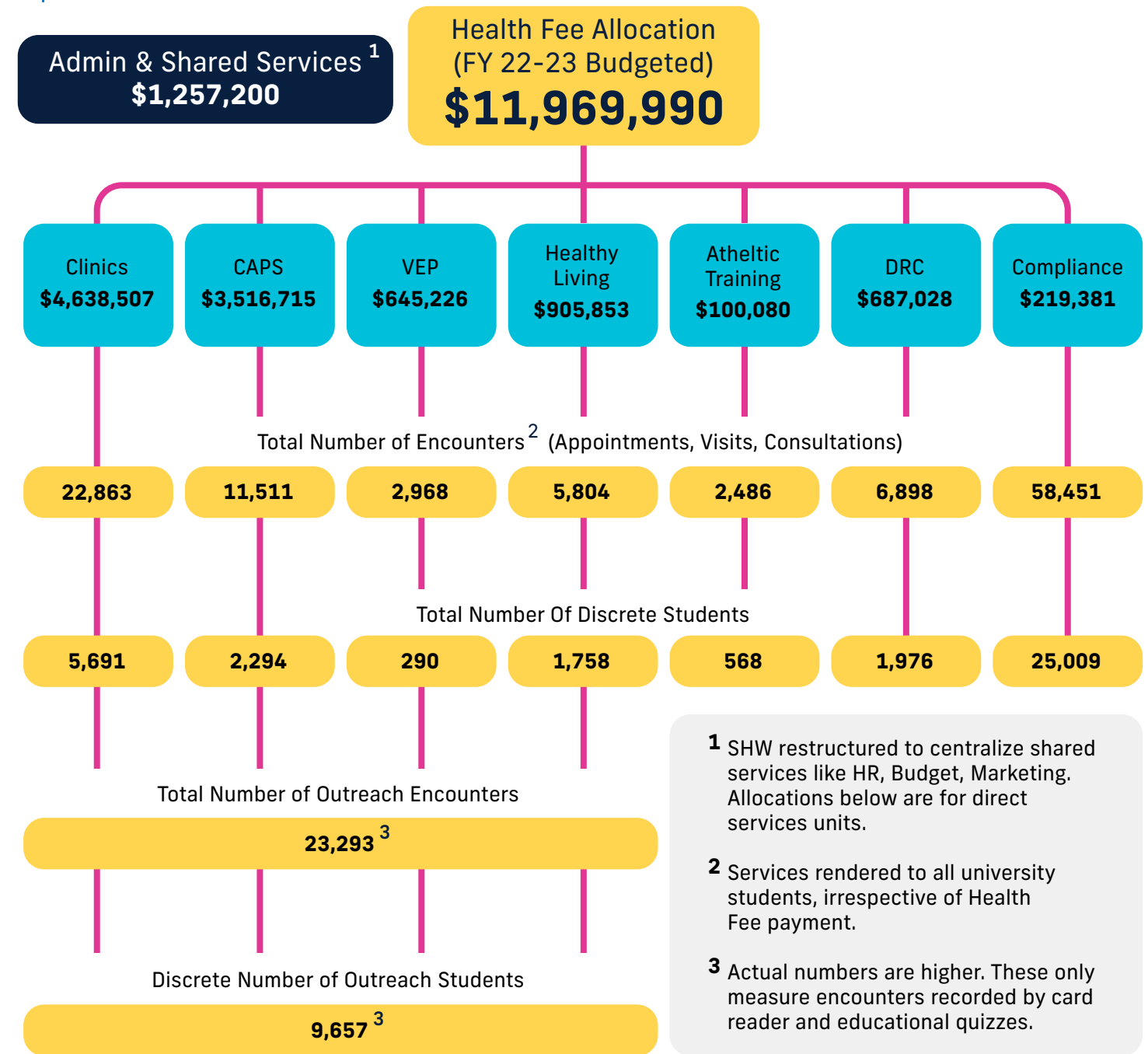


Dr. Brenezza (Breny) D. Garcia
Associate Vice President

HEALTH FEE ORGANIZATIONAL CHART



HEALTH FEE ALLOCATION



Data Source: Medical Records (Titanium by CAPS and VEP. Pyramed by AT, SHC, and HLP); FIU OneCard by DRC, HLP, and VEP

COUNSELING AND PSYCHOLOGICAL SERVICES & VICTIM EMPOWERMENT PROGRAM

The mission of Counseling and Psychological Services (CAPS) is to provide affordable and accessible high-quality, student-focused mental health services and related prevention and educational services to enhance personal learning, emotional well-being, and academic skills development. We strive to maintain a caring, professional, and culturally sensitive environment where all staff and students are treated with dignity and respect.

The Victim Empowerment Program (VEP) provides free, confidential assistance to FIU students who have been victimized by threatened or actual violence. Utilizing trained Victim Advocates, VEP supports the healing process of survivors of violence and provides information about response and ongoing support options.

Modesto A. Maidique Campus

Student Health Center 270
Phone: 305-348-2277

Biscayne Bay Campus

Wolfe University Center 320
Phone: 305-348-2277



Counseling and Psychological Services & Victim Empowerment Program

OVERVIEW

We hired several bright and talented clinicians who have brought renewed energy to the team. Our leadership team has been able to identify and address incremental improvements in workflows and systems to provide the front lines with an effective framework from which to serve students, including updating the content in the clinical forms; translating student forms into Spanish to address increased demand from Global First Year students; developing more effective communication processes between front desk, clinicians, and administrators; advancing our position in the competitive Miami employment market through improved workplace culture and compensation; enhancing collaboration with community providers and other FIU departments for wraparound student support; and increasing marketing and outreach to increase student utilization of our group and workshop offerings.

2022-2023 Achievements

- This past year can be characterized as one of “stabilization and service improvements.” After the many impacts of COVID and clinician resignations slowed down, we were able to regroup, rebuild our clinical team, and return to enhancing our service offerings to students.
- Continued to monitor and be responsive to shifts in demand and treatment modalities (e.g., walk-ins slowed during the summer, but telehealth requests increased) and adjusted resources accordingly.
- We were successfully re-accredited with the **International Accreditation of Counseling Services (IACS)**, which is the leader in evaluating and ensuring the highest standards of quality in university counseling centers.
- Offered two new workshops: **“ADHD”** and **“Test Anxiety”** in response to student feedback, and continued to network with other universities to share our existing workshops and obtain materials to expand our program offerings.
- Increased clinical training/professional development to ensure competency in key clinical issues, such as depression, anxiety, trauma, and suicide assessment and response.

- Due to the continued increase in suicide among college students, we provided our team with Recognizing and Responding to Suicide Risk training--a nationally recognized program specifically designed for university counseling centers—to ensure our clinicians are using the latest, validated approaches to keeping our FIU students safe.
- The group program provided four new group offerings to students:
 - Understanding Self and Others for Spanish speaking students
 - Art of Storytelling
 - Finding Balance
 - LGBTQAI+ Trauma

Workshop Committee



Training Program



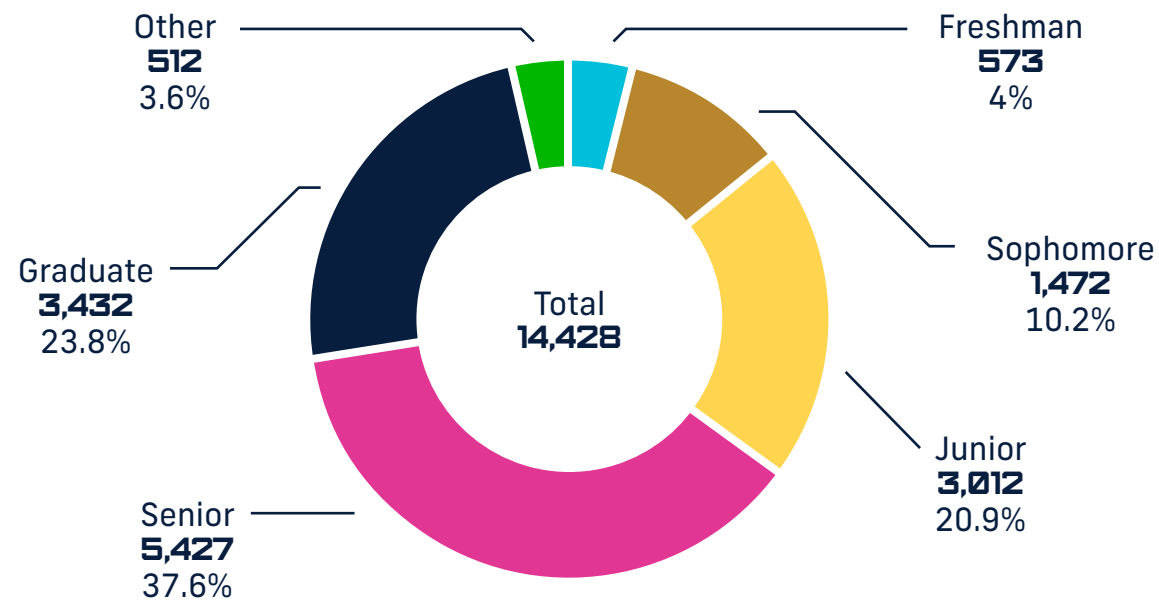
CAPS - VEP Outreach



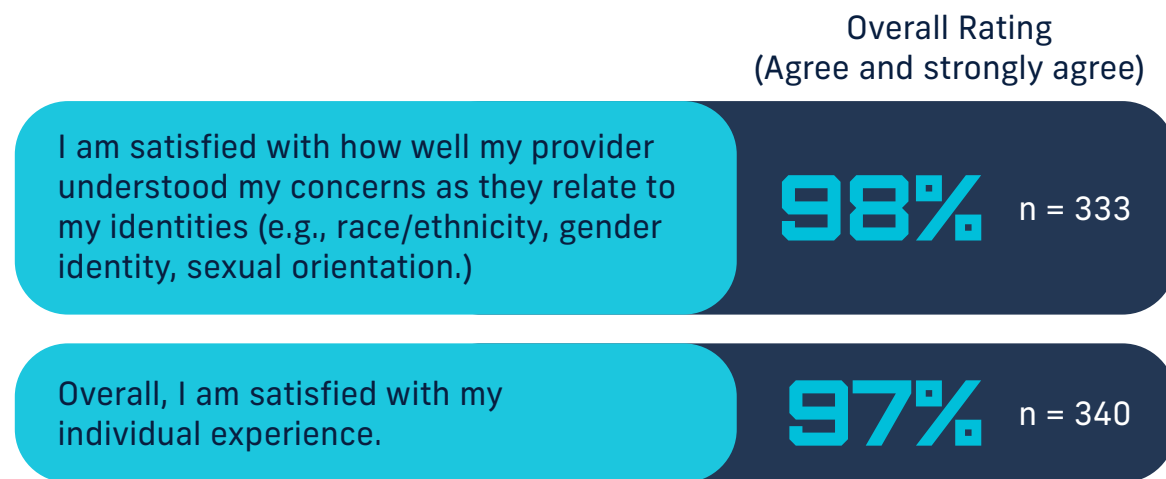
*Includes activities, presentations, and psychoeducational activities not calculated as part of direct service data on page 9.

Counseling and Psychological Services & Victim Empowerment Program

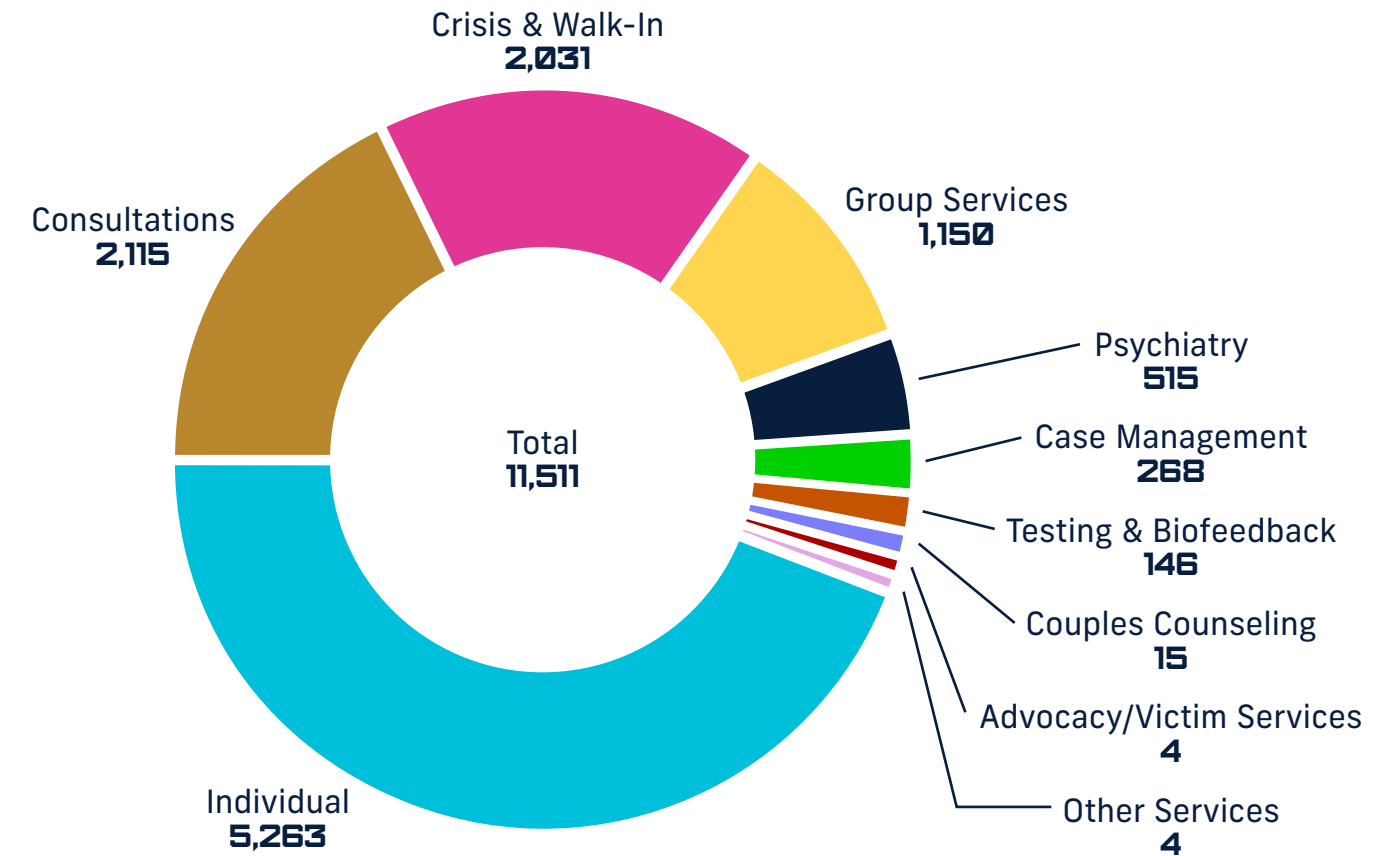
CAPS - VEP Student Demographics



CAPS - VEP Client Satisfaction Survey



CAPS Attended Appointments



With the reintegration of Student Health Clinics, psychiatric services were merged in January 2023. Additional utilization data on Psychiatry/Behavioral Health is available in their section of this report.

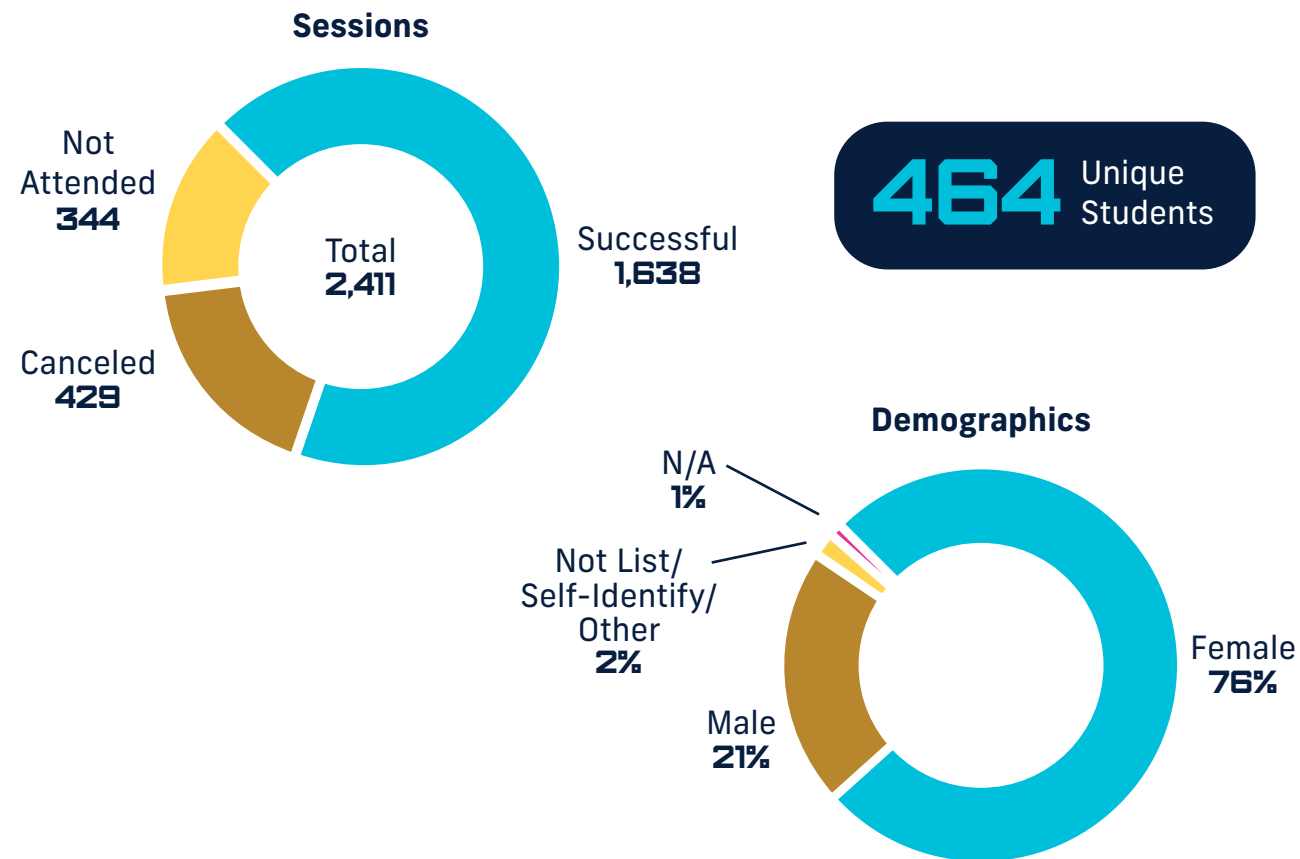
CAPS Utilization



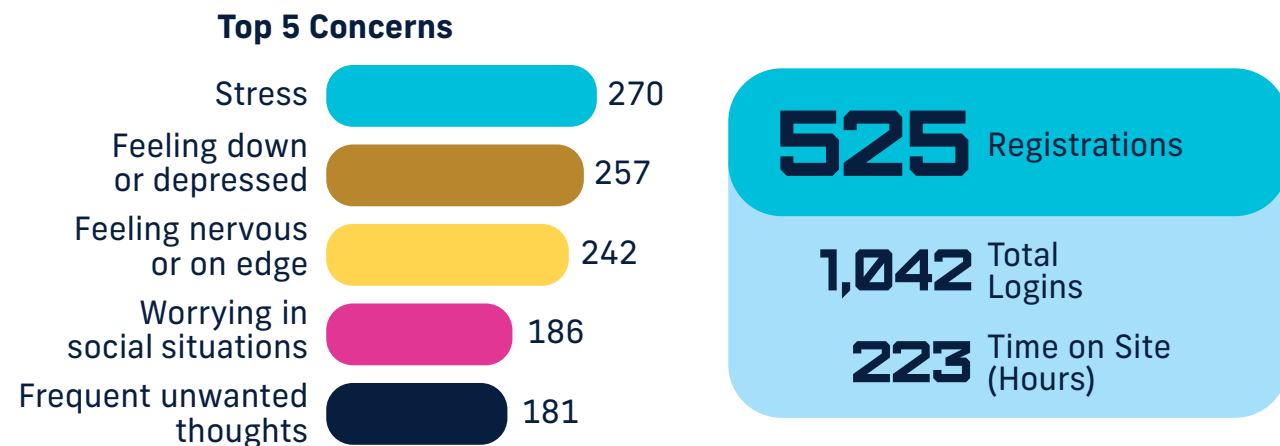
Due to several vacancies, the number of available appointments were lower than years past, which impacted total utilization. To compensate for those lost appointment times, Student Health & Wellness provided supplemental support services through two digital wellness initiatives – BetterMynd and Togetherall.

Counseling and Psychological Services & Victim Empowerment Program

Digital Wellness Initiatives - BetterMynd



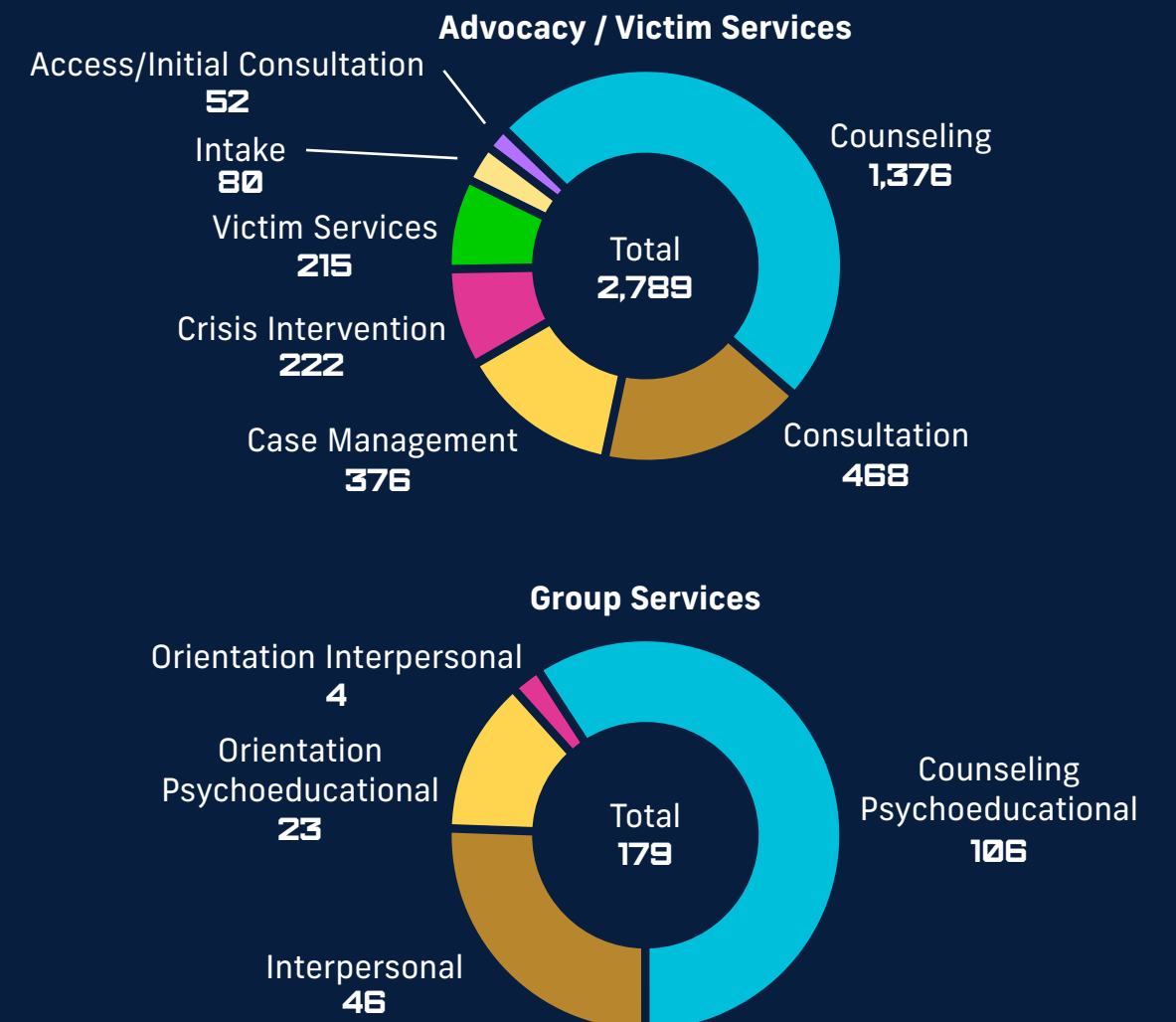
Digital Wellness Initiatives - Togetherall



VEP Utilization



VEP Attended Appointments



Counseling and Psychological Services & Victim Empowerment Program

GOALS FOR NEXT YEAR

- 1) Update student clinical documentation to allow them to indicate preferred clinician variables.
- 2) Fill remaining administrative and clinical positions to ensure maximum appointment availability for students.
- 3) Expand our popular workshop offerings to include topics most relevant for our 2023 student needs.



DEAN OF STUDENTS

The Dean of Students office identifies and addresses student concerns and crises. Some students will face obstacles along the path toward their academic goals, such as personal distress, anxiety, depression, family emergencies, health issues and more. There are excellent support services on campus to assist students with the purpose of getting them back on track toward their goals. Through the Panthers Care initiative, the Dean of Students office can assist students one-on-one by identifying the appropriate campus resources to best help them

Modesto A. Maidique Campus

Graham Center 211
Phone: 305-348-3396

Biscayne Bay Campus

Wolfe University Center 325
Phone: 305-919-5943



Dean of Students

OVERVIEW

The Dean of Students team worked tirelessly throughout the 2022 – 2023 academic year to individually address the needs of over 1,000 students facing complex challenges or who were actively in crisis. The team facilitated many other interactions with students and colleagues beyond these cases. This work took place via the Panthers Care Initiative and other collaborative efforts between the Dean of Students team and several academic and administrative programs at FIU. In last year’s annual report, we highlighted the team’s work amidst significant changes at FIU and beyond, which was tested and redefined again this year. Amidst our ever-evolving work and context, the Dean of Students team continues to adapt to the changing needs of our students and community. As many of our colleagues across the university and beyond can attest, our work evolves more than it remains constant at this point in time, and therefore so must the work of the Dean of Students team.

2022-2023 Achievements

Panthers Care / Dean of Students Office Growth Plan

In FY23, Student Health & Wellness was provided a strategic investment by university leadership to expand mental health services. With this funding, we were able to hire and onboard a Program Director for Panthers Care and two Senior Care Coordinators.

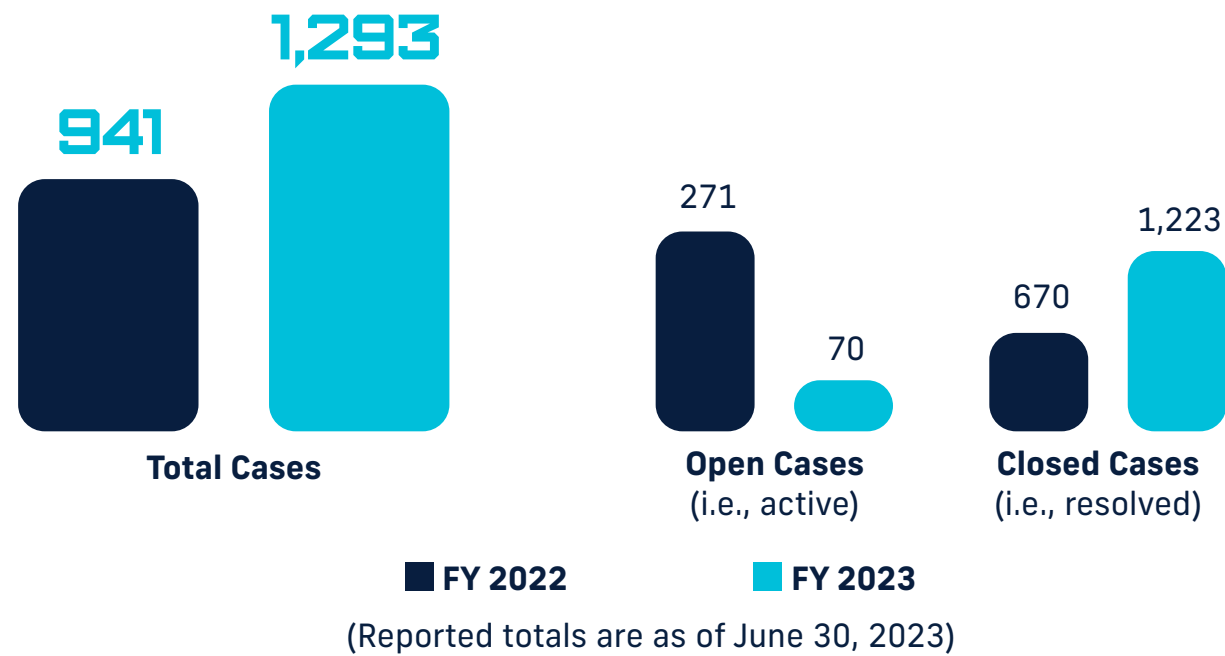
Funding for Students with Financial Hardships

The Dean of Students team worked closely with the Office of Scholarships and other campus partners to connect students experiencing financial hardship with emergency funding, relief funding, scholarships, internships, and other resources and support. In addition to the scholarships team distributing funds directly to students for this purpose, the DOS team worked individually with 192 of the most severe or complex resource insecurity cases.

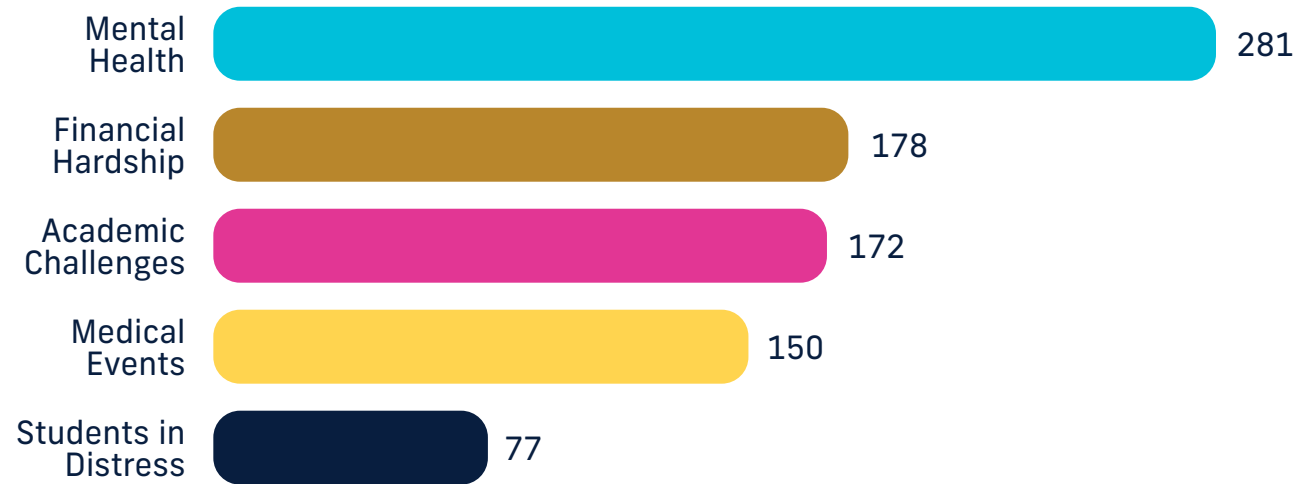


Dean of Students

Significant Trends/Statistics

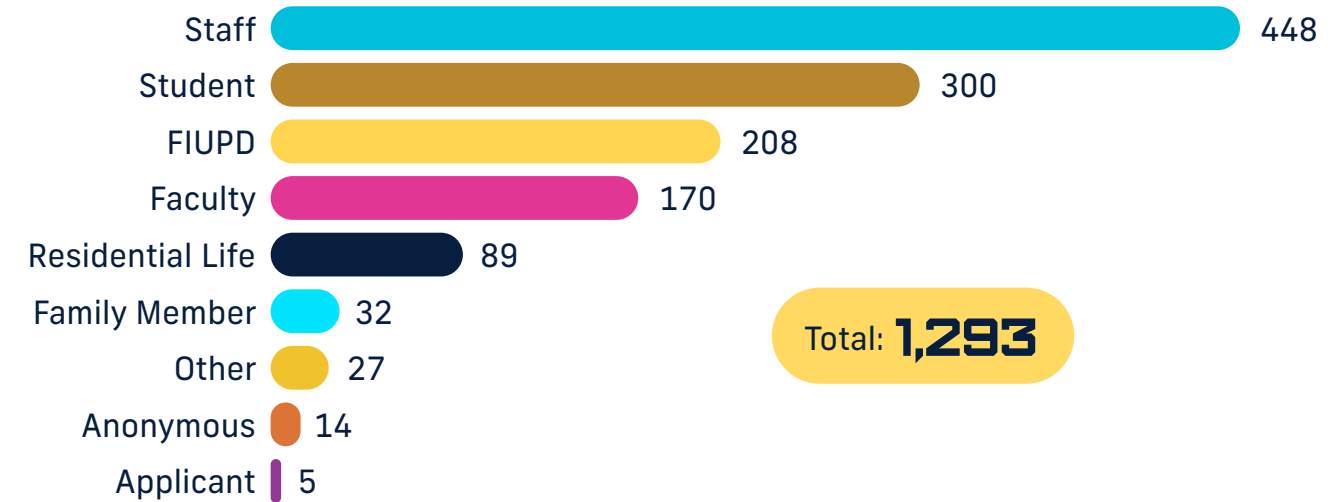


Top Issues



When combined, these top 5 issues made up 66.3% of all cases (n=858).

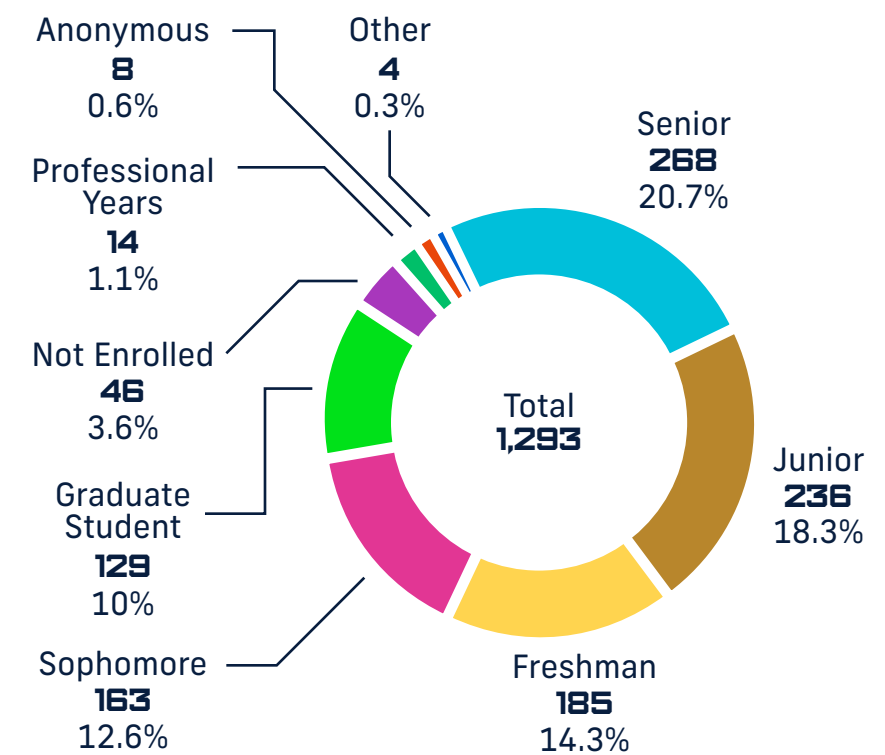
Referrals



34.6% Staff

23.2% Students
(Including self reporting and referring other students)

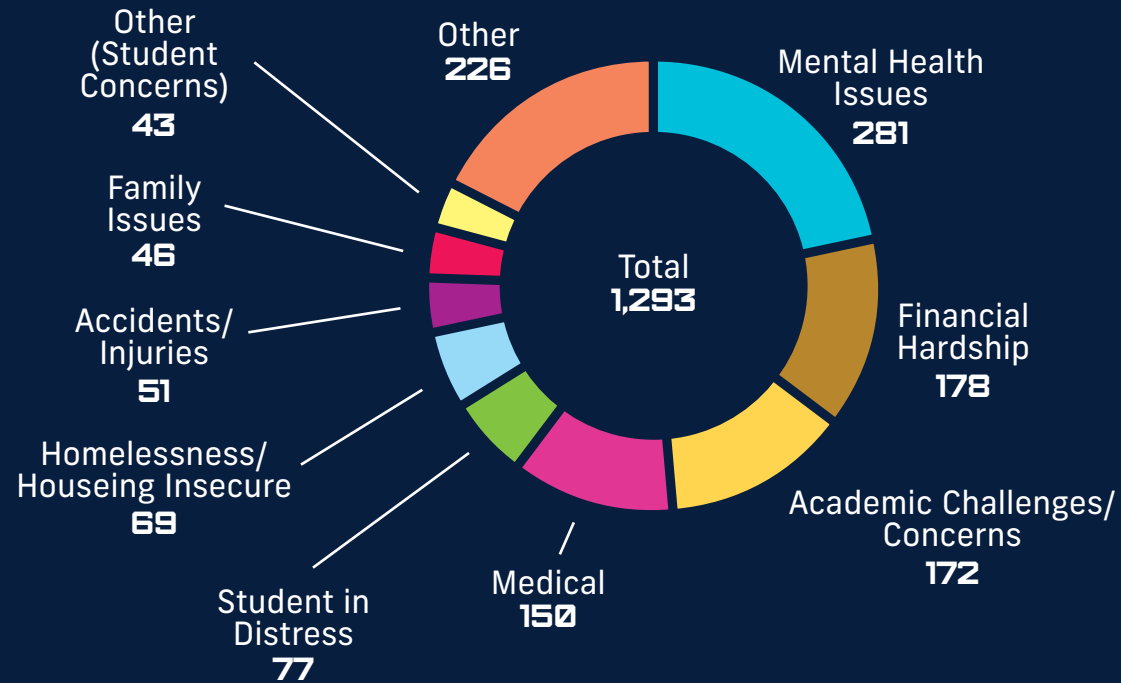
Student Demographics (New Cases)



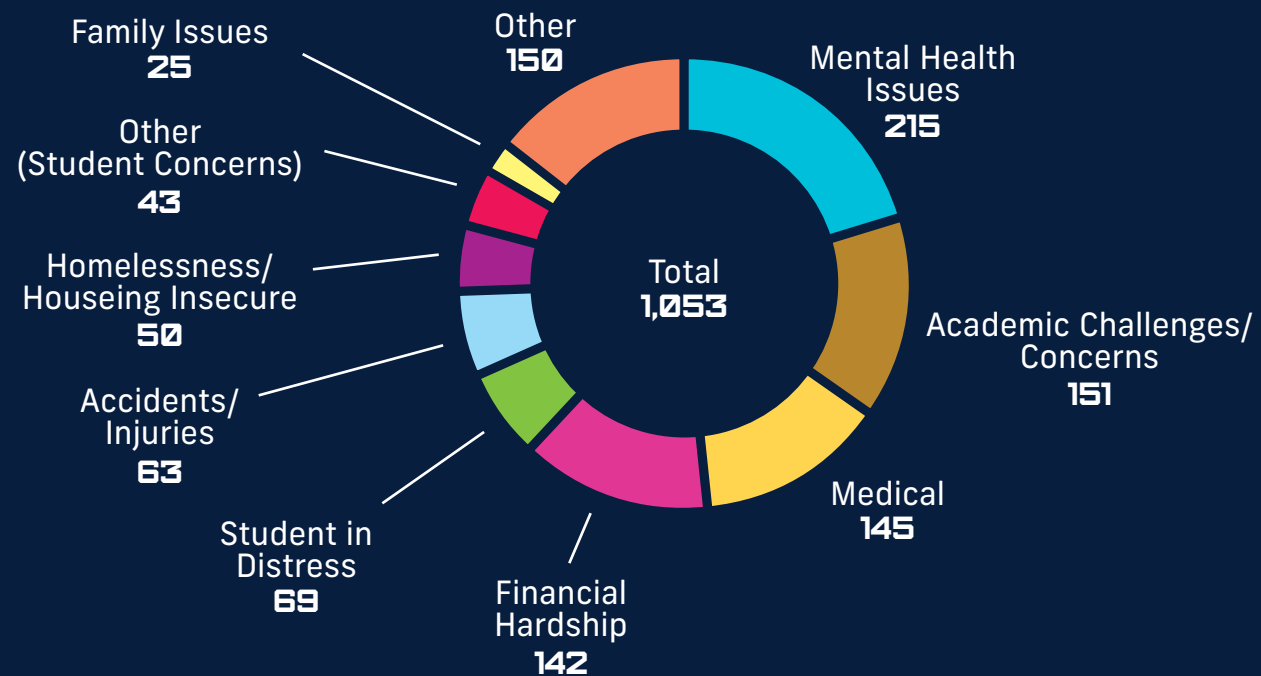
Dean of Students

Case Reports

All cases with action taken (including rollover from prior AY)



Newly opened cases



GOALS FOR NEXT YEAR

In an effort to continue to increase the quality and evolution of the Panthers Care Initiative and Dean of Students Office, the team will work towards the following during 2023 – 2024:

- Continue to prioritize staff training and development to ensure the highest levels of service to the FIU community, to align with non-clinical case management best practices, and to ensure the highest levels of integrity and compliance.
- Continue to prioritize data tracking to inform trends and related decision-making by the Dean of Students team and beyond.
- Continue to develop approaches to supporting the entire FIU community through the use of technology, formalized operating procedures, and other resources.
- Collaborate with the Office of Scholarships on creating a standard procedure for the *Every Student Counts* fund.

HEALTH PROMOTION SERVICES

Health Promotion Services encompasses several areas of our unit including the Healthy Living Program, Health Compliance, and IT. Health Promotion Services offers a holistic and preventative approach to health by encouraging FIU students to engage in everyday healthy lifestyle practices!

Modesto A. Maidique Campus

Health Compliance

Student Academic Success Center 120
Phone: 305-348-2688

Healthy Living Program

Student Health Center 180
Phone: 305-348-4020



Health Promotion Services

OVERVIEW

Health Promotion Services (HPS) continues to adapt to the new normal created by COVID-19. During the academic year 2022-2023, all units operated as they had prior to the onset of the pandemic. Although COVID appears to be a thing of the past, the aftershocks of the pandemic continue to impact HPS units differently.

Health Compliance (HC) benefited from the pandemic by being forced to rethink operations and develop new processes. These processes are proving to be successful, with significant increases in hold removals and decreases in the students need to contact HC prior to registration. HC continues to explore ways to maximize technology and improve workflow.

As a result of the pandemic, student engagement is very different, requiring the **Healthy Living Program (HLP)** to evaluate former programs/services and adapt to the changing needs of the students. With fewer students on campus and staffing challenges, HLP continued to monitor operations and identify opportunities to provide programs/services that resonated with the FIU community.

Aside from their daily support for SHW departments and units, **Student Health and Wellness IT (SHWIT)** frequently assisted the FIU Division of IT (FIU DoIT) and the FIU IT Security Office on various tasks.

2022-2023 Achievements**Health Compliance**

- Since many FIU students are Florida residents, they likely have existing health records in the state immunization database, also known as FL SHOTS. By implementing the FL SHOT opt-in consent question on the FIU college application, Health Compliance was able to review all relevant pre-matriculation vaccines for students applying through Fall 2024. Of the 48,728 students who opted in, 26,832 (55%) were eligible for review. This reduced the number of emails, calls, and processing time for immunization forms as well as registration holds placed on student accounts.
- Health Compliance created and implemented new webforms, which provided additional technological efficiencies and expedited transaction times:
 - Non-degree seeking student
 - Transient students
 - Hepatitis B waiver
 - Meningitis Waiver
 - FIU Health Compliance Insurance Temporary Hold Removal
- Student Health Insurance Plan (SHIP)– The State University System (SUS) Student Health Insurance Consortium comprised of University of Central Florida, Florida Gulf Coast University, University of South Florida, and FIU voted to contract with a new health insurance broker for the 2023-2024 academic year. The new broker, Academic Health Plans (AHP), will manage the SHIP for these consortium schools, with Aetna as the new health insurance plan.

Healthy Living Program

- Online appointment scheduling for free massages and non-invasive acupuncture were launched January 2023.
- The Spiritual Mind Body Institute at Columbia University, Teachers College, awarded HLP an additional \$5000 to continue to expand mind/body programming efforts at FIU.
- Care Resource selected HLP as an awardee for the *Adrian Mitchell Outstanding Community Partner Award*. The award is given to community partners who demonstrate excellence in partnering with Care Resource to provide community members opportunities to engage in HIV testing and linkage to medical care.

Health Promotion Services

2022-2023 Achievements Cont.

Alcohol & Other Drugs

- The AOD Coordinator, previously funded through a grant, was fully funded through a university strategic initiative for mental health.

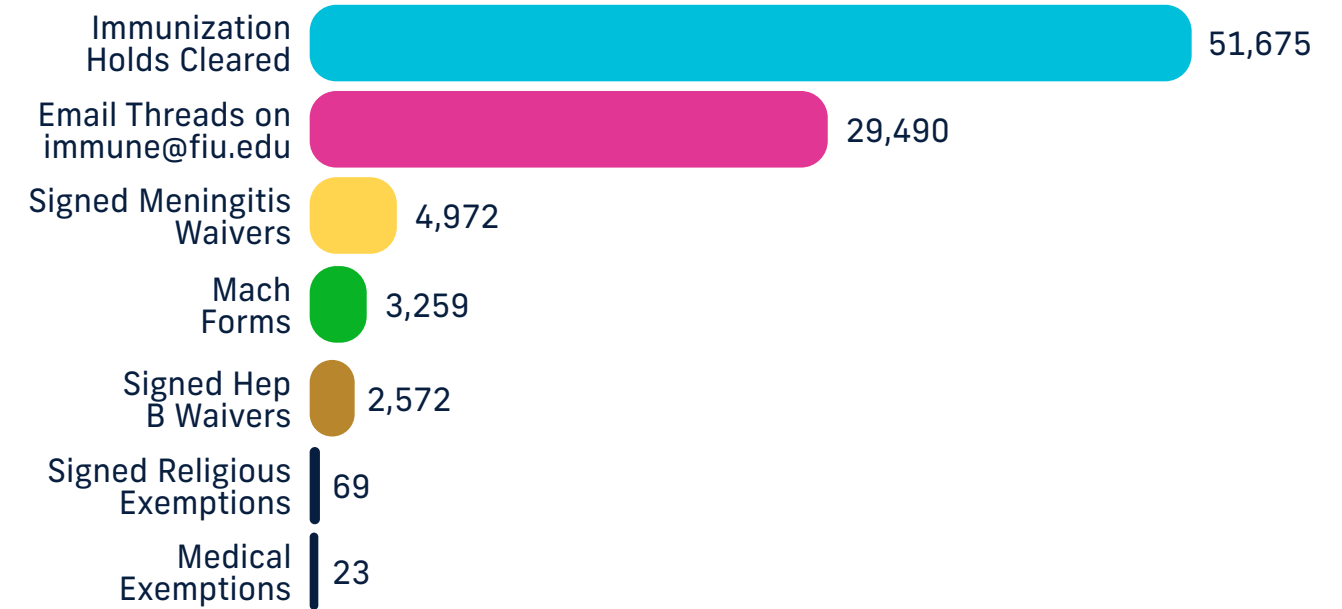
SHW Information Technology

- SHWIT worked with the FIU IT Security Office to pilot a *Security Risk Assessment* (SRA) tool, which can be used by university departments/units to identify gaps in cybersecurity and designate risk level for possible incidents.
- SHWIT worked with the FIU IT Security team and Cynergistek to implement a patient monitoring system (also known as Intruno) at the Student Health Clinics.
- Key projects for SHWIT included conducting a series of system upgrades, implementing new technologies to enhance the patient registration processes, and improving data integrity and workflows by creating new forms in the medical record system.



HEALTH COMPLIANCE OVERVIEW

Holds and Waivers

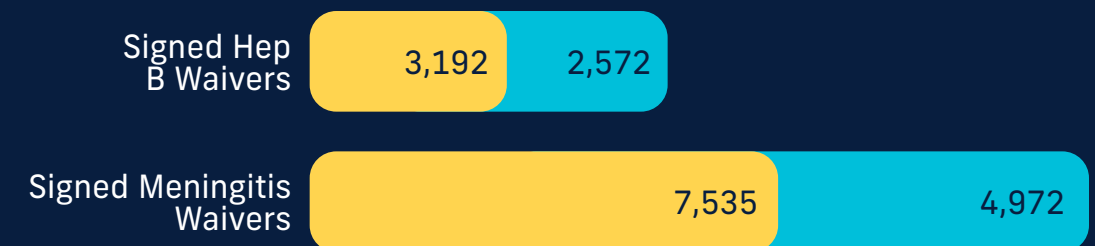


Immunization Holds Cleared



By implementing an opt-in immunization consent option on the FIU application, HC can facilitate student registration by clearing immunization holds semesters in advance and now has a more consistent workload throughout the academic year.

Immunization Waivers Signed



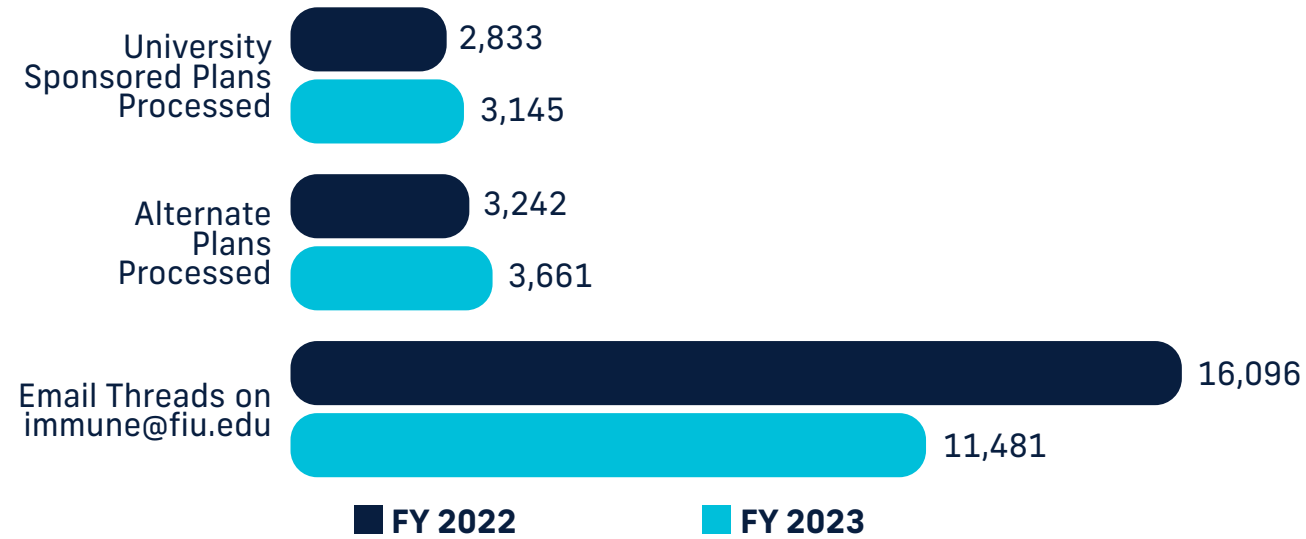
By utilizing the FL SHOTS state immunization database, HC can find records for Meningitis and Hepatitis B, minimizing the need for students to sign waivers in order to register for classes.

■ FY 2022

■ FY 2023

Health Promotion Services

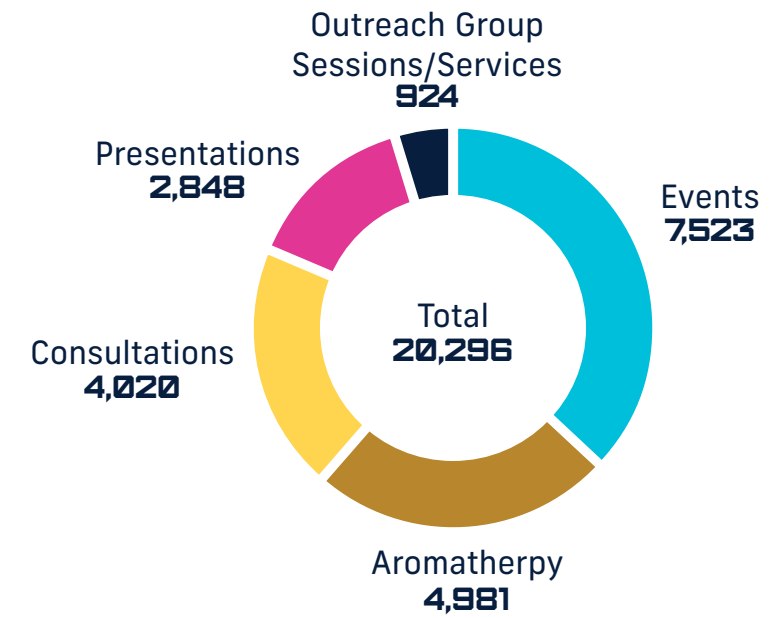
International Insurance



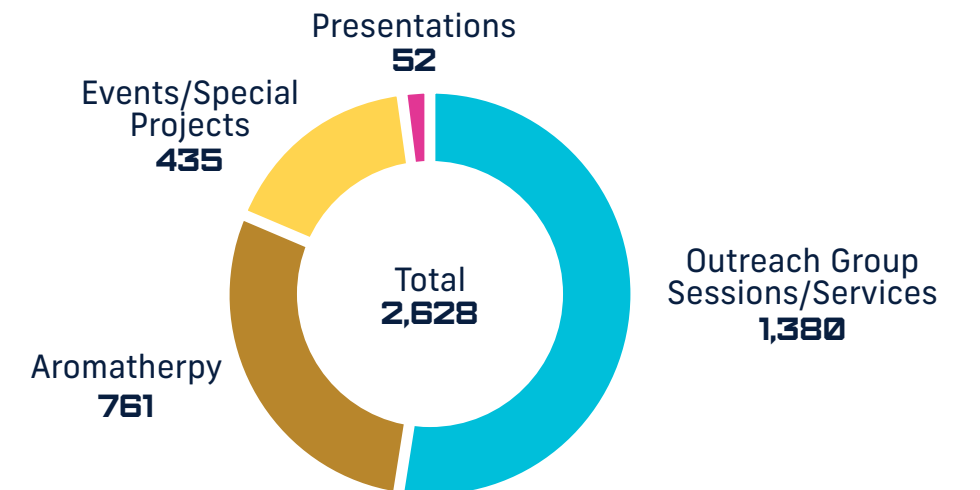
Weekly enrollment reports provided to HC by alternative insurance companies improved departmental efficiency by reducing the number of individual emails from students and/or insurance companies.

HEALTHY LIVING PROGRAM OVERVIEW

MMC Total Reach



BBC Total Reach



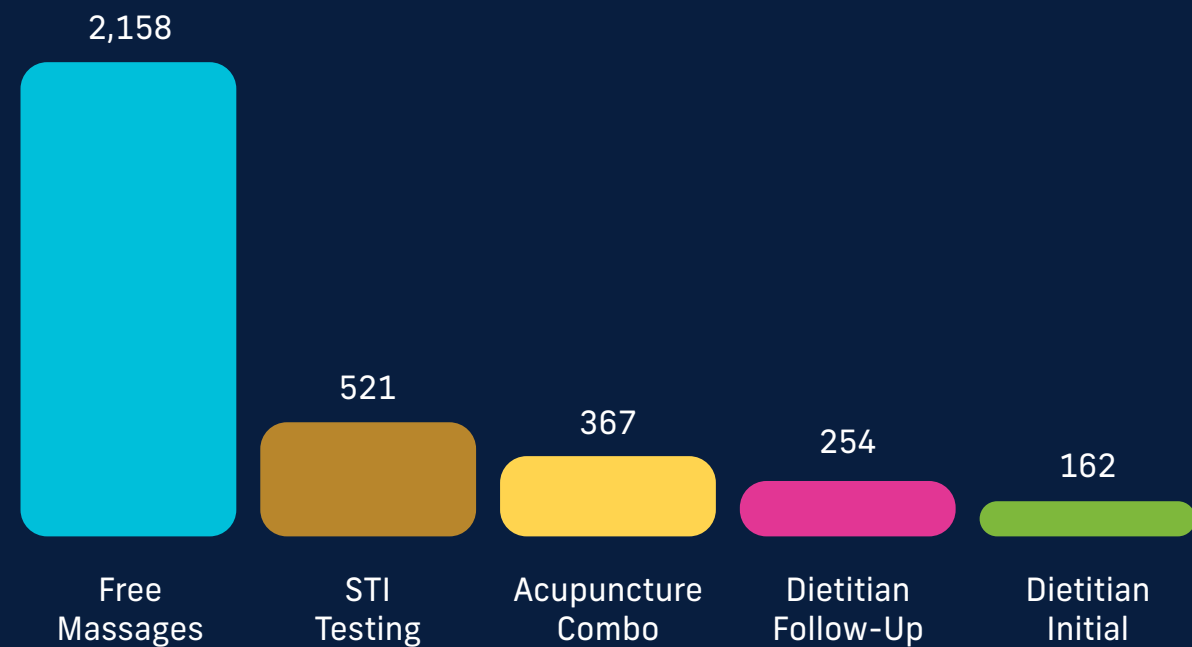
Total reach for HLP includes encounters from direct services (appointments/consultations) noted on pg. 9 and outreach program encounters.

Health Promotion Services

Additional Reach (MMC + BBC)



Top 5 Services



STI testing appointments increased by 236%, showing continued growth since reinstating this service in Spring 2022.

HLP Patient Satisfaction Survey





- 86%** Easy to schedule an appointment
- 90%** Found appointment times that worked with their schedule
- 98%** Felt welcomed and valued
- 77%** Motivated to make positive changes


Top 5 Outreach Events

The most well attended outreach events occurred during the fall semester:

- 

Finals SZN
879 participants
This multi-day event hosted during fall and spring term, promoted a relaxing environment for students to decompress leading up to finals week.
- 

Zen Fest
418 participants
 Up from the FY 21-22 Fall total of 279
'Zen Fest' promoted various mind/body practices and approaches to enhance student well-being.
- 

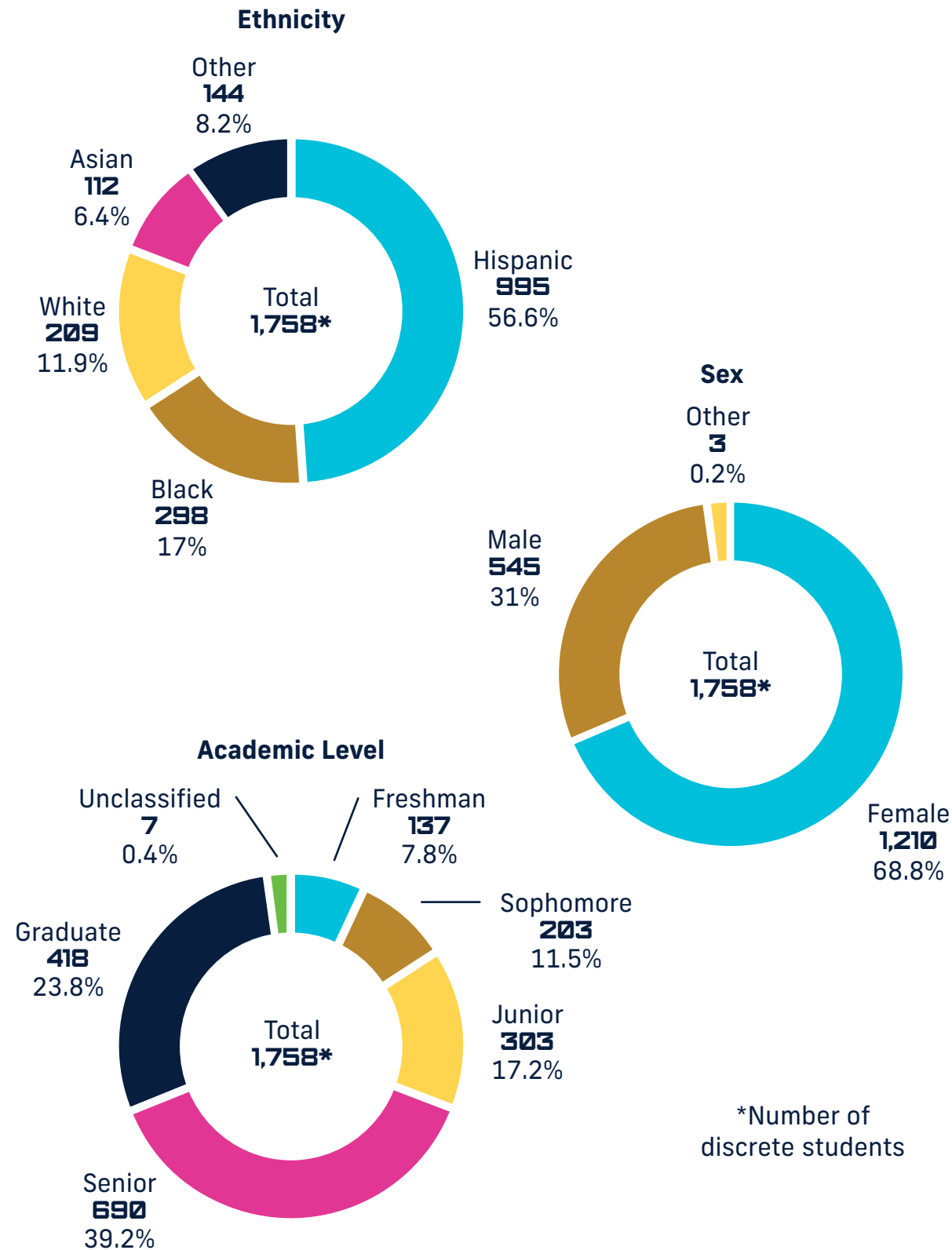
Sex and Your Health
287 participants
This event helped students develop communication skills concerning sex, and provided a safe space to learn about prevention, testing and treatment of sexually transmitted infections (STIs).
- 

Pick it. Blend it. Chop it.
269 participants
This event promoted the consumption of fruits and vegetables and different ways to enjoy and pair them.
- 

Mind Matters:
246 participants
This event educated students on mental health while exposing them to different mental health resources.

Health Promotion Services

Student Demographics



GOALS FOR NEXT YEAR

- Students will be able to schedule all relevant HLP appointments online.
- Reimagine and revitalize the Peer Education program.
- Health Promotion Services will conduct the National College Health Assessment III (NHCA-III) in collaboration with key campus partners
- Healthy Living will establish group education consultations.
- Successfully hire and onboard the new AOD Coordinator and establish an alcohol/drugs education plan for the student body.
- The AOD Task Force will submit the 2022 Biennial Report by December 2023.
- SHWIT will work with SHC and HPS managers to establish working dashboards through Tableau.



STUDENT CONDUCT AND ACADEMIC INTEGRITY

Student Conduct and Academic Integrity (SCAI) promotes community, civility, respect, and accountability. SCAI educates our community members about the Student Conduct and Honor Code and the value of respecting others. Through the student conduct process, we hold students and student organizations accountable for their behavior in a fair and developmental manner while upholding the rights of the community.

Modesto A. Maidique Campus
Graham Center 311
Phone: 305-348-3939



*Student Conduct and Academic Integrity***OVERVIEW**

As represented in the data, an increase in behavioral misconduct cases can be attributed to a fiscal year of minimal interruptions due to COVID, as well as the opening of a new residential community in Tamiami Hall. Given an increase in behavioral misconduct cases and in collaboration with Housing and Residential Experience (HRE), full-time Residential Experience Coordinators (REC) are adjudicating a limited number of cases under the Student Conduct and Honor Code. The addition of REC's as hearing officers assisted in improvements on adjudication times from incident report to date of resolution.

Due to incidents of academic misconduct exceeding those of behavioral misconduct, SCAI conducted a review of the most common academic misconduct cases. One of the leading behaviors of academic misconduct was the posting of course materials on third party websites. Based on trends in the data collected and with the support of the University Provost, SCAI implemented a warning process to address the growing number of cases involving the posting of course materials on third party websites.

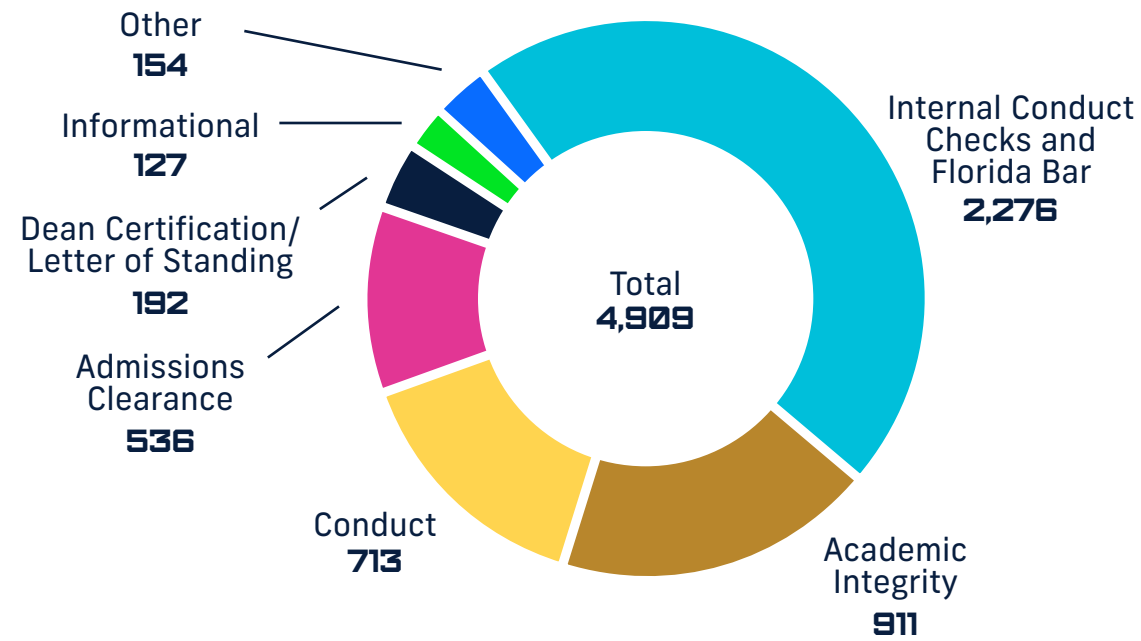
In addition to addressing the posting of course materials on third party websites, SCAI also proposed a new sanctioning matrix for cases involving academic misconduct. The sanctioning matrix aligned with the needs of our community by emphasizing the importance of intervention and education for our students. With the support of the University Provost and Interim Vice President for Student Affairs, the updated matrix went into effect on May 3, 2023. The updated matrix has allowed for more faculty participation in the recommendation of course/ assignment sanctions, as well as addressing incidents of course misconduct as one case.

2022-2023 Achievements

- SCAI experienced multiple vacancies ranging from front office personnel to the Assistant Dean of Students. SCAI was able to successfully search and hire multiple positions, including Office Specialist, Associate Director, and Assistant Dean of Students. In addition, the university approved of a strategic investment proposal starting FY 24, which will fund five positions: an additional Associate Director and four Senior Case Coordinators
- In the upcoming fiscal year, SCAI will be implementing an updated Student Conduct and Honor Code (Code). The Code was reviewed and approved by the FIU Board of Trustees on June 15, 2023. The updated regulation includes the removal of the Presidential Review process, updates to the academic integrity sections that align with current practice and case trends, and updates to the behavioral misconduct sections that align with current practice and case trends. The updated regulation went into effect on August 21, 2023.
- Since the beginning of the Spring 2023 semester, SCAI has successfully recruited and trained 20 new representatives to the Student Conduct Committee (SCC), including 17 students.

Student Conduct and Academic Integrity

Total Cases



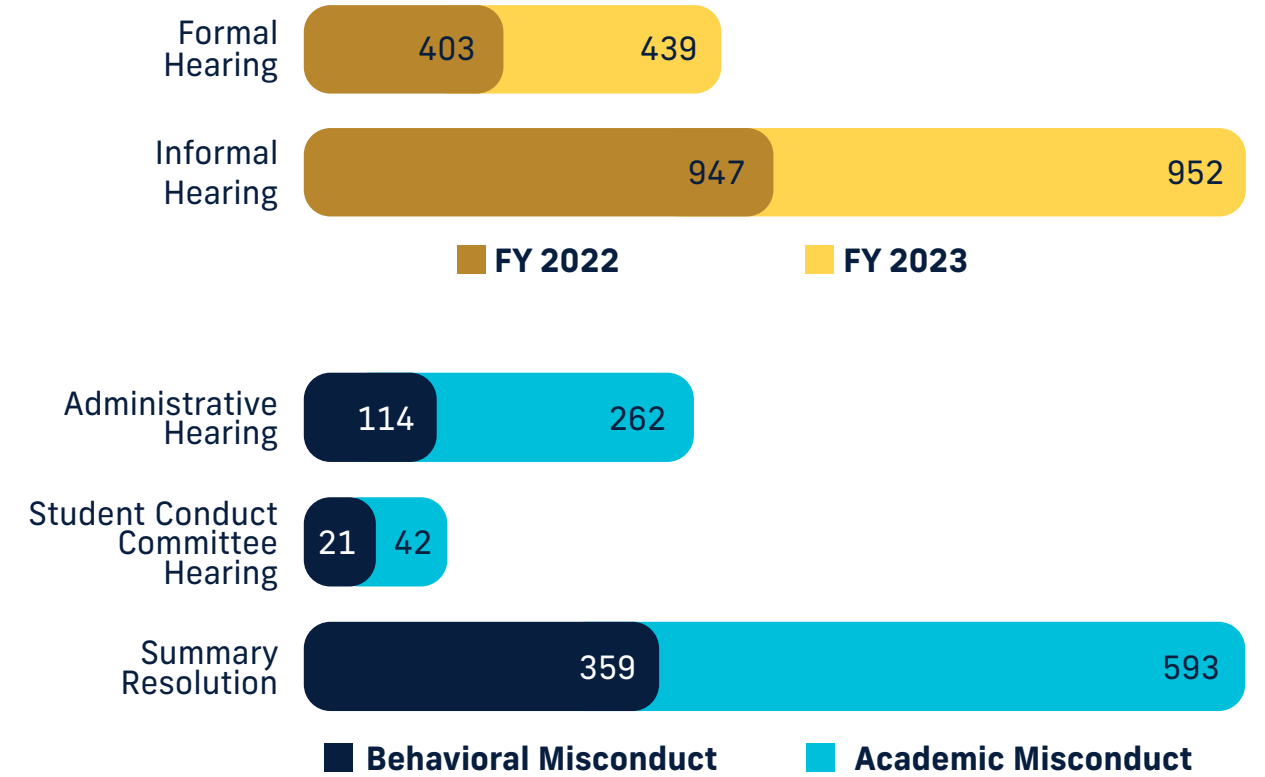
The decrease in academic misconduct cases can partly be attributed to the implementation of warning letters being issued for cases involving course materials being posted on third party websites. Prior to this change, each course material posted on a third-party website was opened as an individual case. Since the implementation of this new process, as well as the updated sanctioning matrix for academic misconduct, cases are now opened per course.

Although the data reflects a significant increase in the number of conduct and Florida Bar checks completed, this can be attributed to a more effective tracking system. In past years, these checks were not tracked consistently, leading to the data not accurately capturing the number of requests processed and completed.

Programming and Outreach

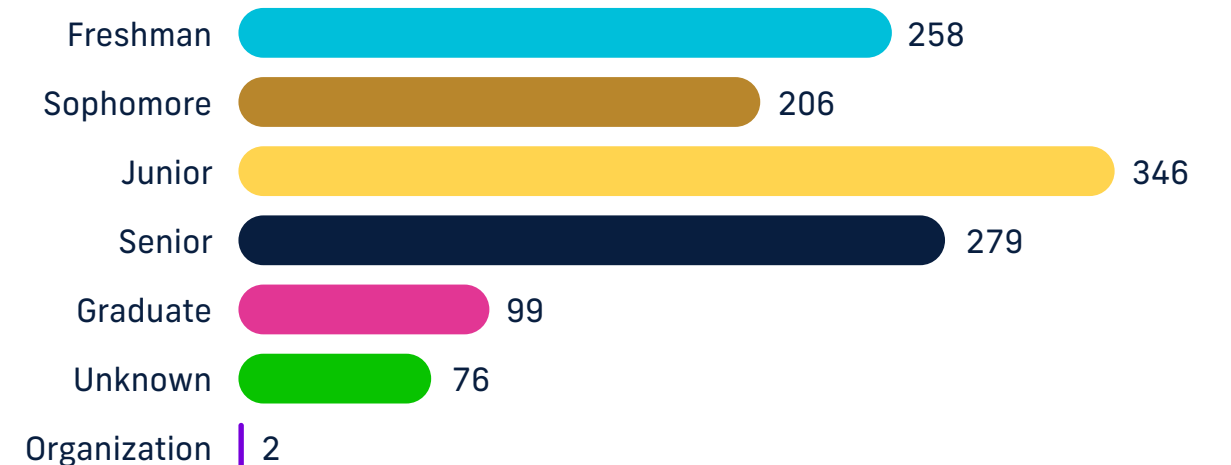


Resolution Methods



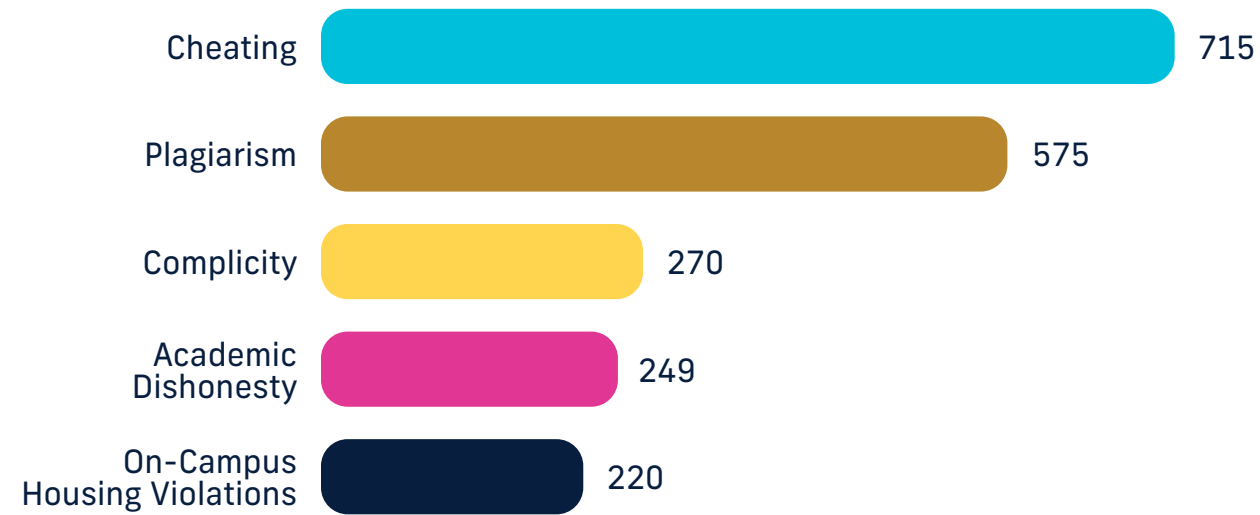
As of June 29, 2023, SCAI had 492 open cases. Of those 492, 117 were pending being charged.

Respondent Classification

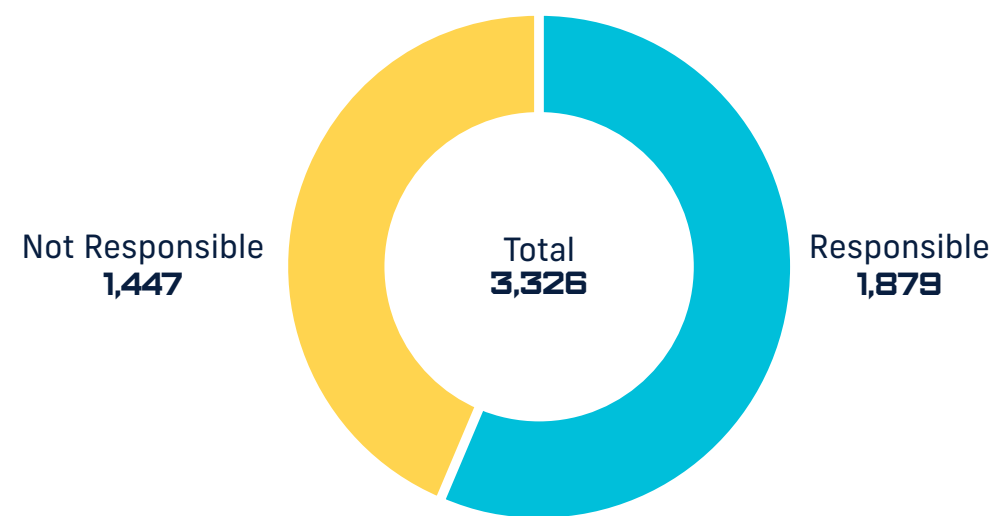


Student Conduct and Academic Integrity

Top 5 Violations



Findings for Adjudicated Cases



GOALS FOR NEXT YEAR

- In the upcoming fiscal year, SCAI will prioritize the recruitment of *Student Conduct Committee* representatives. SCAI seeks to expand the number of representatives to over 40 students, 20 faculty members, and 10 staff members.
- Pending the successful hiring of currently posted positions, SCAI hopes to reduce the charging time to under sixty days from date of incident report. This will assist in reducing the elapsed time from incident date to resolution date, as well as allow Respondents to respond to alleged violations of the Code with closer proximity to the date the violation allegedly occurred.



STUDENT HEALTH CLINICS

The Student Health Clinics provide affordable and accessible student-focused medical care and promote healthy lifestyles through education, mentorship, and research activities thus facilitating the academic success of our students. We proactively assess our diverse population and work with university and community partners to address the changing needs of our students, in a holistic, innovative, and supportive environment where optimal health can be realized.

Modesto A. Maidique Campus
Student Health Center (SHC)
Phone: 305-348-8385

Biscayne Bay Campus
Health Care Center (HCC)
Phone: 305-919-5620



Student Health Clinics

OVERVIEW

During academic year 2022-2023, the Student Health Clinics (SHC) had a change in management. The SHC is comprised of the following units that work collaboratively to provide students with an excellent health care experience:

Patient Client Access unit (PAR)

Serves as primary point for student access to clinical services. Handles provider schedules, student appointments, SHC call center, and provides excellent customer service.

Medical Records (MR)

Responsible for maintenance of release of medical records for the students. Ensures medical records are kept in accordance with federal and state laws and/or statutes.

Primary and Specialty Clinical Care

Both on-site clinical and telemedicine services are available for primary care, gynecology, dermatology, and behavioral health.

COVID Testing Site

As part of the university's HEERF package, COVID rapid testing was available free to students through May 31, 2023.

SHC providers go beyond the traditional role of treating illnesses; they act as educators and mentors, investing substantial time in guiding and nurturing the physical, mental, and emotional well-being of students. This proactive approach not only addresses immediate health concerns but also fosters a culture of health awareness among college students, laying the foundation for a healthier and more resilient future generation.

2022-2023 Achievements

- After 7 years of being managed by the FIU Health Care Network, on July 1, 2022, SHC transitioned to Student Health and Wellness, under the Division of Academic and Student Affairs.
- BBC Clinics underwent renovations from August 1 through Oct 14 while still offering nursing appointments at AC1.
- Merged the psychiatric / behavioral health programs within CAPS and SHC, and implemented a new clinical care model. Both departments worked together to ensure a seamless experience for students, guaranteeing their prompt access to care and support.
- Florida Nurses' Association (FNA) union contract was renegotiated in spring 2023 and new contract ratified in June 2023.

Patient Client Access Accomplishments

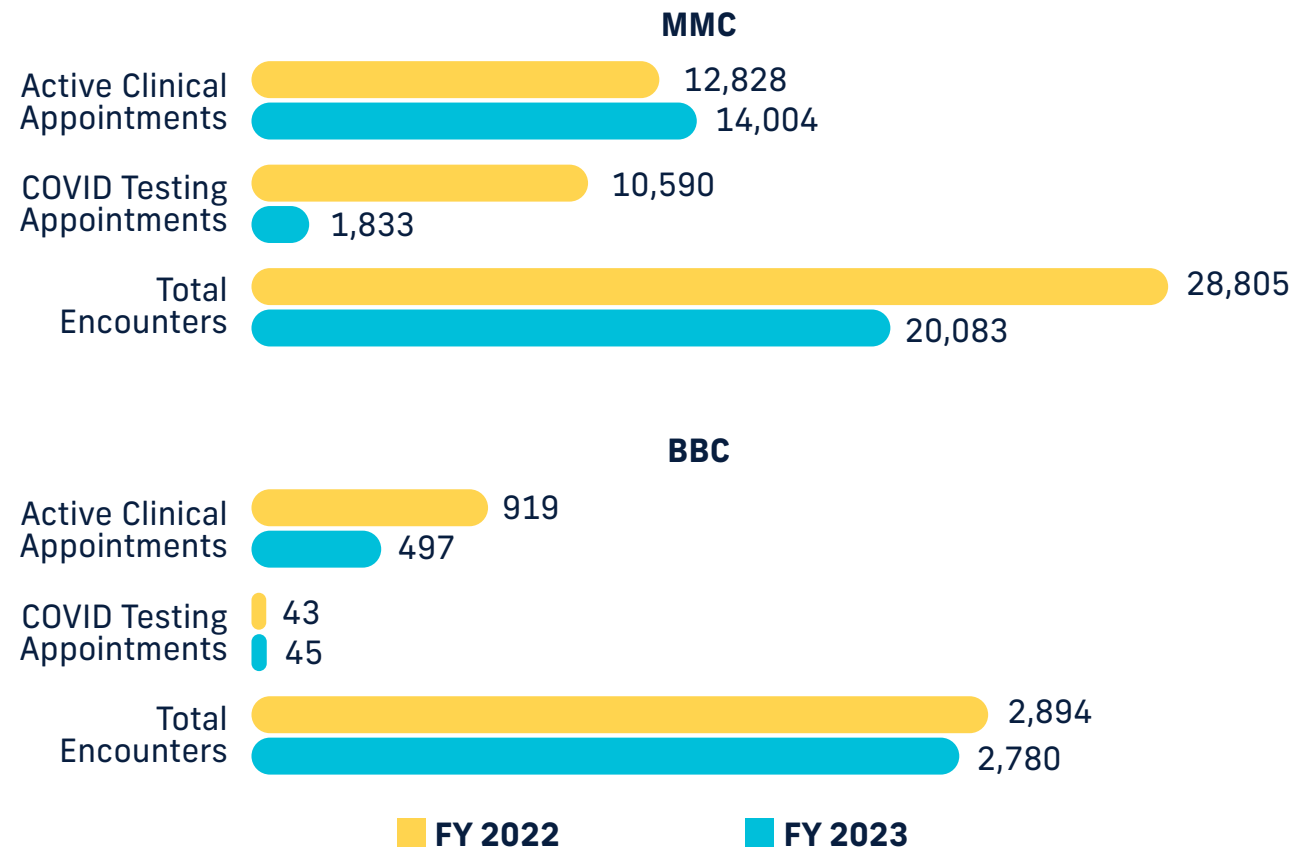
- The Patient Clinic Access team enhanced the web portal appointment slots in provider scheduling templates, achieving a notable increase of 168% (MMC) and 20% (BBC) compared to the 21-22 year. This improvement has substantially expanded online scheduling availability, offering patients a broader range of appointment options for various reasons.
- Health Fee Waiver review and identification process to enhance the EMR eligibility import functionality. Through this improvement, the requirement for staff to access Campus Solutions for verification was eliminated. As a result, a new P5 eligibility workflow was developed, streamlining the identification of health waiver students.

Medical Records Accomplishments

- Medical Records worked with SHWIT and the FIU IT Security team and Cynergistek to implement a patient monitoring system (also known as Intruno) at the Student Health Clinics.
- Medical Records developed and implemented new webforms, which provided additional technological efficiencies and expedited transaction times:
 - FIU Student Health Clinics Authorization for Release of Information
 - Authorization for Release of Information to the FIU Student Health Clinic
 - FIU Consent for Treatment of a Minor by Parent/Legal Guardian
 - COVID-19 Vaccine Documentation Request
 - SHC Visitor Registration Form

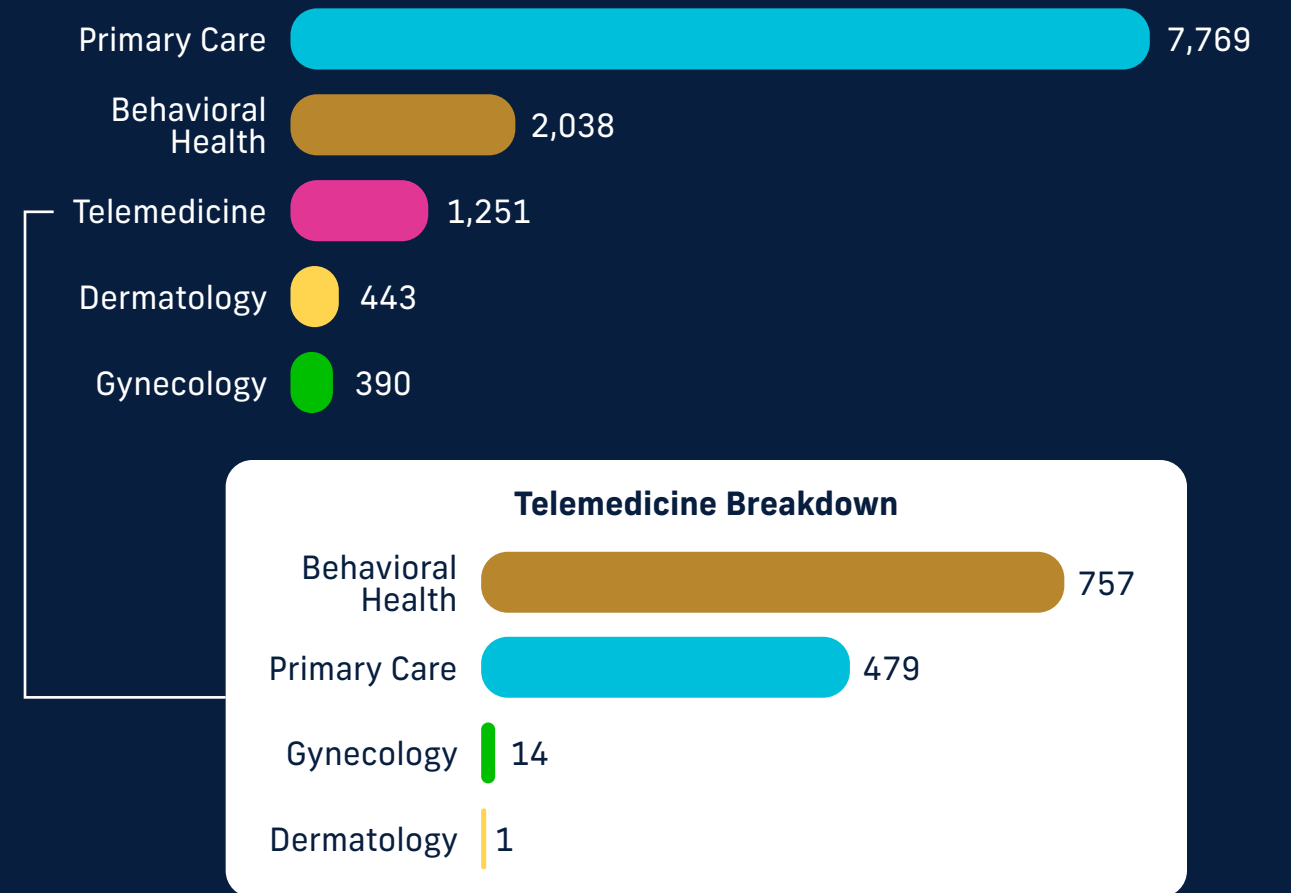
Student Health Clinics

Clinical Appointment Overview

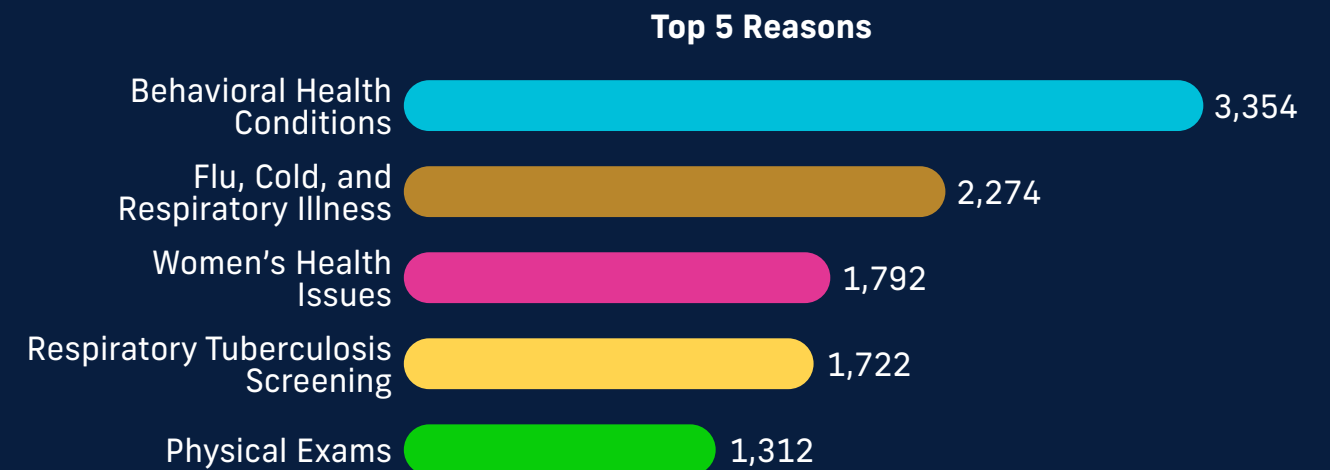


Clinical appointments saw a 5% rise, yet overall encounters dropped by 28%. This was primarily attributed to an 82% drop in COVID testing, as faculty/staff testing services ceased on May 31, 2022. Following the conclusion of the COVID-19 public emergency declaration, the student COVID testing center shut down on May 31, 2023.

Total Appointments by Type of Clinical Care

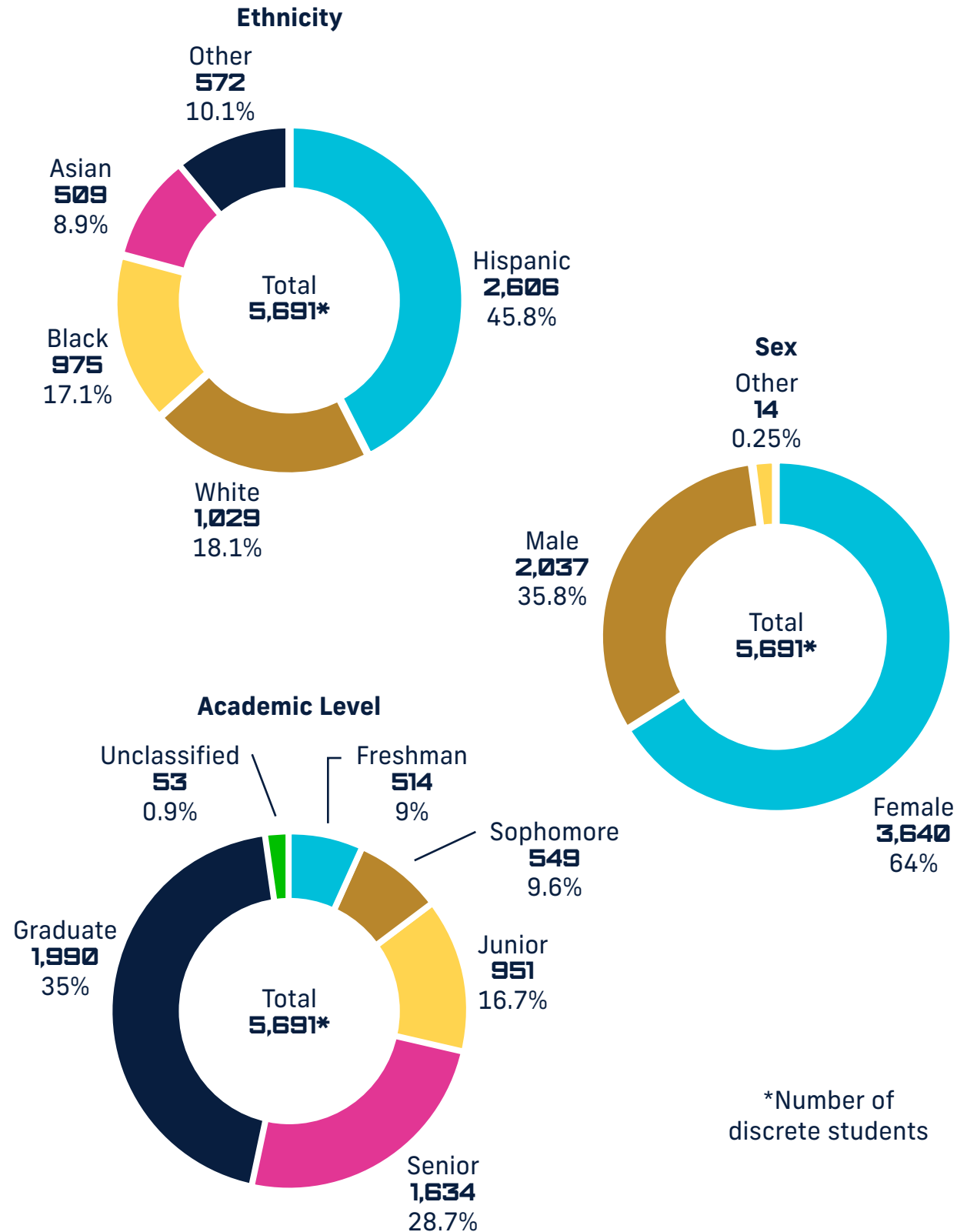


Reasons for Visit



Student Health Clinics

Student Demographics



SHC Patient Experience Surveys

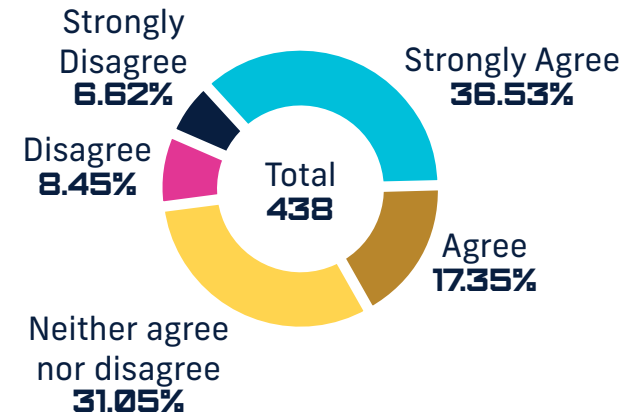
SHC received 438 survey responses for AY'23, a 3% response rate.

OVER 96% Felt making an appointment and checking in was easy.

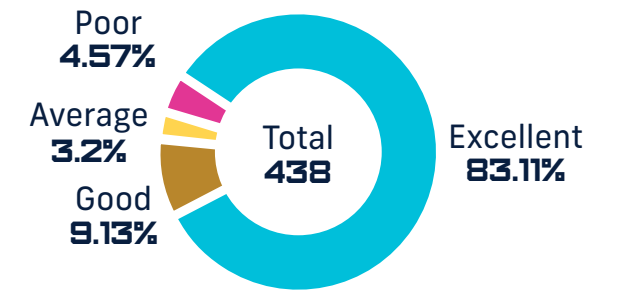
92% Rated their overall experience at SHC as good or excellent. This is a 2% decrease compared to the last AY'22 where 94% rated their experience as good or excellent.

95% Felt the staff was welcoming and attentive, the provider cared for them, their questions were answered, and clear information was given.

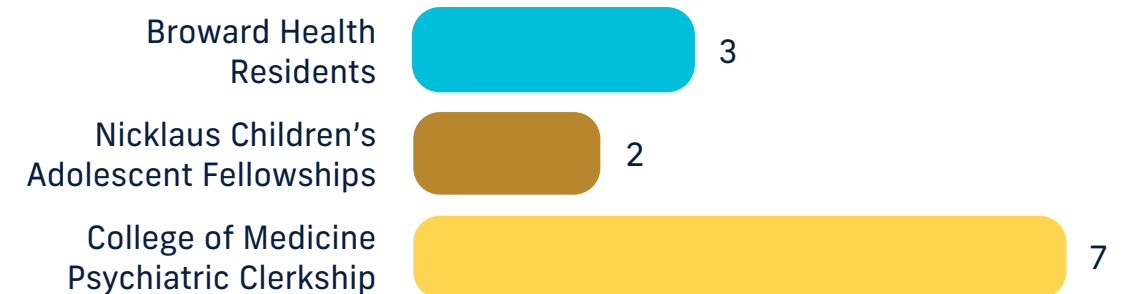
Beneficial Impact of Visiting SHS on Academic Performance



Overall Experience at SHC



Clinical Rotations



Student Health Clinics

GOALS FOR NEXT YEAR

- Implement the integrative care consent form. This form will facilitate streamlined communication and information sharing among all departments within SHW that are involved in patient care.
- Implement a standardized method for assessing ADHD patients, ensuring consistency across all behavioral healthcare providers. Part of the assessment is a computerized test that will be offered starting in Fall Semester 2023.
- Monitor clinic utilization to determine service demands along with seasonal variations. Look at appointment attendance to identify any patterns of missed appointments or no-shows. Assess provider resources to meet student needs working collaboratively with CAPS, VEP, and HLP for an integrated care model.
- In anticipation of the 23-24 fiscal year, the patient client access team will conduct a thorough evaluation of the scheduling process within the clinics. Through this comprehensive assessment, we aim to identify areas for improvement that will lead to enhanced efficiency, increased accuracy, and improved customer satisfaction.
- Medical Records is currently exploring e-fax options to minimize printing when releasing records. The university is working on an enterprise contract with the vendor E-Fax.
- Purging electronic medical records from 2011.
- Continue to develop the use web forms to increase the department's efficiency and quality through technology.
- Enhance patient portal capabilities to improve access to information and communication with providers.





2022
2023

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