



FY2023 Annual Report

Student Health Services



Student Health Services
For all your healthcare needs

FROM THE STUDENT HEALTH SERVICES DIRECTOR



Fiscal Year 2023 was an exciting year of growth and opportunities for Student Health!

Goals

Our goal for FY2022-2023 were to implement new service items that were requested from the student body. A Health Needs Assessment survey was conducted in FY2021-2022 that highlighted certain healthcare needs and wants from our students. Those services included the need for on-site radiology, dietitian consultations, physical therapy, easier access to ADHD medications, and electronic prescribing of medications to meet ADHD medical management needs. We were able to successfully implement all of these new services. Our achievements did not stop there!

We added a Masters of Social Work practicum student to our team to work with the social service needs of students by assisting with medical bills, costs of medications, food and housing insecurities and more. A new student employee program was developed that created a training and certification for Student Laboratory Assistants to work in the Student Health laboratory. Faculty from the Medical Laboratory Sciences department provided the training and provided 4 of our students with certificates of completion. One of our student employees was actually admitted to the MLS program for Fall 2023 based on her experience with SHS Laboratory!

We implemented a myShockerhealth Wellness Room for students who needed a lactation space or just a room to calm their thoughts and decompress with our relaxation chair or sunlight. A new myShockerhealth Wellness Store was created to provide personal hygiene items, wound care supplies, over-the-counter pregnancy and Covid-19 tests, and more. Finally, we worked with our partners in CAPS to design a Transgender Wardrobe for our LGBTQAI+ students so they have a friendly and inclusive way to shop for gently used clothing and accessories, while they are in the process of receiving their gender affirming hormones from Student Health.

Finally, another goal was to initiate a Faculty and Staff Acute Care Clinic to continue providing Covid-19 support to the entire campus. With the end of the Public Health Emergency on May 11, 2023, we wanted to continue Covid-19 testing and vaccination services to not just students, but to our WSU faculty/staff campus partners. With just 3 months under our belt, we have found it to be a success!

Financial Highlights

Due to the increase in enrollment and a larger-than-usual reserves balance, we were not only able to use our allocation of student fees to assist in implementing our new service line items above, but also to invest in our highly competent and loyal SHS clinical staff. Each of our permanent and temporary staff received a small compensation increase to show our appreciation for their dedication to the WSU students. We were also successful in increasing student salaries to a minimum of \$10.00/hour base rate, with the ability to add more for certain licensures or certifications which allow them to work in a healthcare facility.

However, the increase in the costs for medical supplies and medications, along with the higher salary needs of experienced clinical staff, has left our department with a lower cash balance to begin the new fiscal year. Now that we have introduced many new services, we will adjust our fees-for-service and develop efficient processes for purchasing of supplies. This last year, we divided the org into two funds; one for the Business Operations team and one for Student Health Services. As the sole revenue source for the Business Operations salaries and expenses, Student Health has worked to streamline purchasing habits and monitoring overtime and temp staff monies.

For the 4th year in a row, Student Health Services was fiscally responsible by keeping the department budget in the black for Org 108100 and for also bringing in the highest charges for treatment revenue we have ever had, but also to reduce the patient responsibility for that revenue by 15%. With the addition of a new billing and coding specialist staff member, we have maximized our insurance billing to benefit both the students' pocketbook, but also our ability to be more financially self-sufficient. With this exceptional year, we were able to go in flat and not request any additional student fees from the Student Government Association's annual Fee Committee hearings. SGA students appreciated that we have been good stewards of their allocated fees to Student Health and were impressed with the amount of new services we were able to implement without requesting additional funding. An up-to-date look at our financial status can be found in our online department shared drive.

Operating Highlights

With the addition of new service line items, our staff needed up-to-date training and support. An exciting change in the healthcare world in Kansas, was when the legislature voted to allow Advanced Practice Nurse Practitioners to independently practice without the oversight of a physician. Although, our staff could practice independently of a physician, the collaboration between our mid-level providers (APRNs and PAs) and our Clinic Physician, Dr. Delane Vaughn, has been very successful and allows for treatment discussions and brainstorming.

Training that the staff received was:

- ADHD Medical Management of Medications: Tips and Tricks by a local nurse practitioner
- Opioid Overuse and Abuse and Narcan Administration
- Opioid Treatment and Medical Management
- Disability Ally Training by Office of Disability Services and WSU Human Resources
- Hands-On suture and intravenous fluid skills labs

Most of the full-time staff were able to attend a conference to meet the needs of their licensure or role at SHS. Those conferences included:

- Great Plains Diabetes Professional Education Conference - *ALL SHS clinic staff were able to attend this conference*
- 2023 Kansas Immunization Conference
- 2nd Annual Kansas Advanced Practice Nurses Association Sunflower Conference
- AAPC REVCON 2023 Conference

Many technology changes happened during FY2023. We replaced 10 computers/devices and two printers. Technology lists can be found on our online department shared drive with purchase dates and rotation plan.

We did sustain a large internet outage that completely destroyed our on-campus server for our electronic medical record software. This propelled us into a newer and larger contract with Point and Click, Inc. to store all of our data on their cloud servers. Benefits and newer modules to make healthcare documentation easier will be reviewed in the next fiscal year.

Looking Ahead

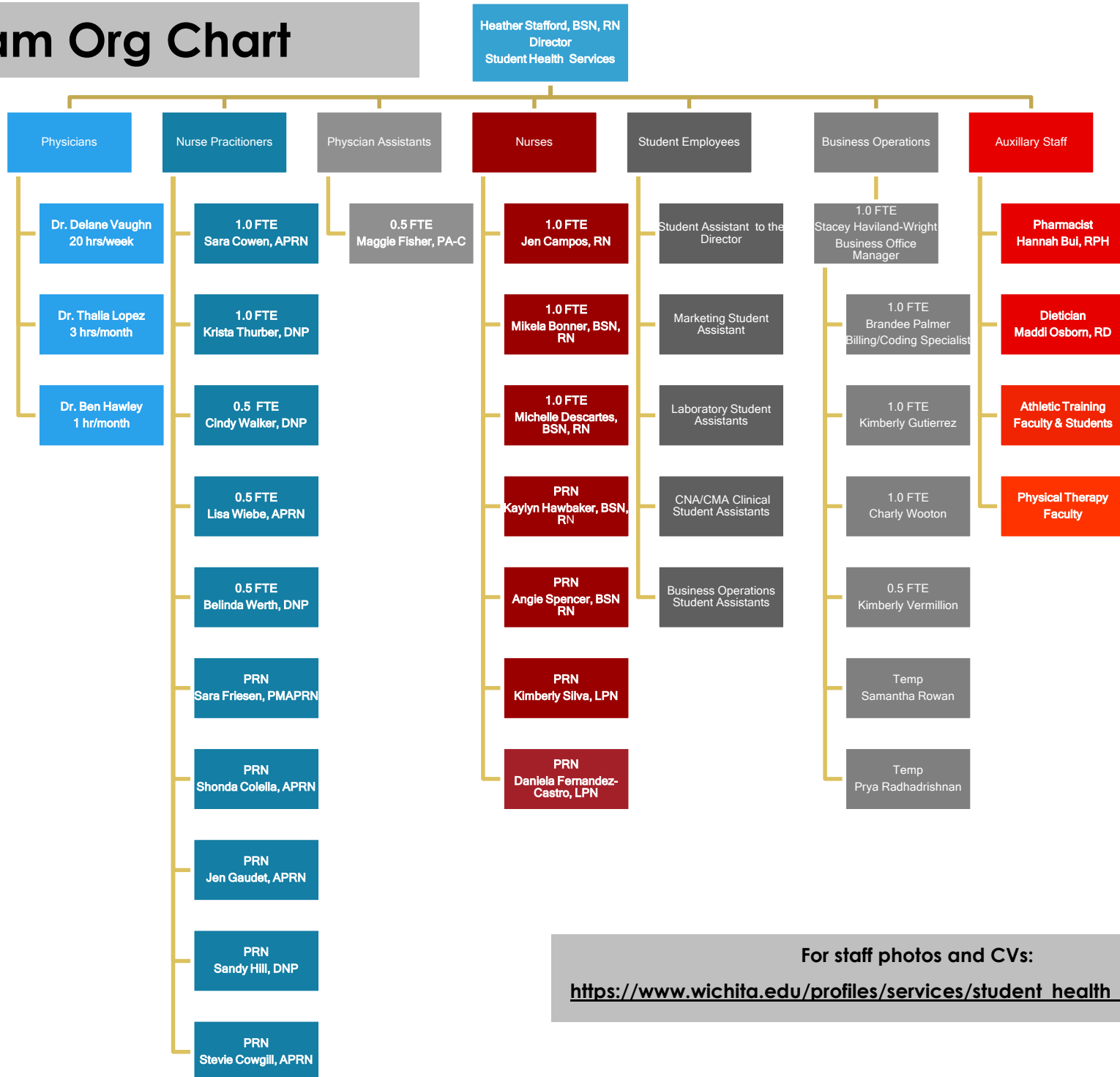
As we look into the future, Student Health Services has some new goals established for FY2024. One of those is to design a tiered salary staffing plan for all licensure levels, to accommodate for years of experience and higher education degrees. The salary amounts for healthcare workers in the Wichita community were set extremely high during the pandemic, but this is not sustainable and is not feasible for SHS. To be competitive, we do have to change how we compensate our staff and reward their experience as healthcare professionals.

Another goal is to fine-tune our current processes for the new service line items and make them even more student-friendly and convenient but efficient. We found a way to implement them in the last year, now we need to analyze our work and look at the data to make improvements.

I am proud of the work our SHS team accomplished in FY2023. With so many changes, including the end of the Covid-19 Public Health Emergency, our staff learned that adaptability and flexibility in healthcare is the only way to grow and move forward. I appreciate each and every one of our Student Health staff members and want them to know that we value their hard work and commitment to the WSU students. I also appreciate the support we receive from the rest of our partners in the Student Wellness Center, Division of Student Affairs and the Wichita State University campus community, along with our community partners and collaborators. Thank you to everyone who has helped our department meet goals and provide excellent healthcare services to our WSU students!

Heather Stafford, RN, BSN
Director, Student Health Services

SHS Team Org Chart



For staff photos and CVs:

https://www.wichita.edu/profiles/services/student_health_services/index

MISSION, PURPOSE AND GOALS – FY2023

The **mission** of Student Health Services is to assist students in maintaining a state of optimal physical and mental wellness.

The **purpose** of Student Health Services is to deliver a college health program that provides students access to the health care services they need and can afford.



Expand our college health program's service options that meet students' individual health needs and supports academic success.



Support current applied learning opportunities within Student Health Services and seek ways to expand these opportunities to meet more academic and professional goals of our students.



Collaborate with divisional and academic department partners and community resources to promote wellness and health promotion initiatives to the campus community.

SHS OFFICE VISIT BY-THE-NUMBERS

Established Services

Primary Care	3,078
Mental Health	958
Gynecology	644
Physical Exams	433
Immunizations	495
Laboratory Only	283
Allergy Injections	123
Orthopedic Visits	18

New Services in FY2023

ADHD Medication appts	265
E-scribe prescriptions	2,425
Social Services appts	21 <i>(initiated January 2023)</i>
In-house Radiology appts	349
Dietitian consults and treatment	175
Physical Therapy appts	18 <i>(initiated January 2023)</i>
Suture repair of lacerations	13
Intravenous fluid hydration	6

Total Student Appointments:

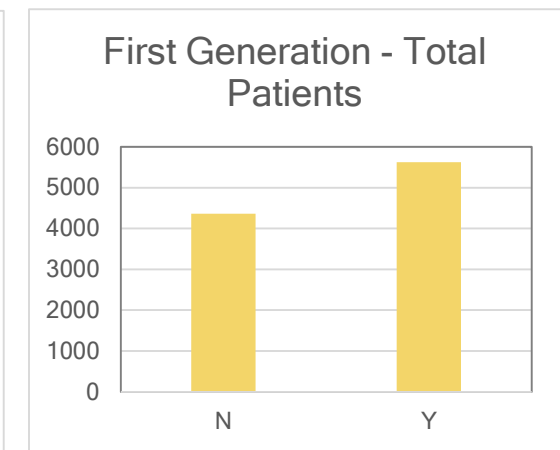
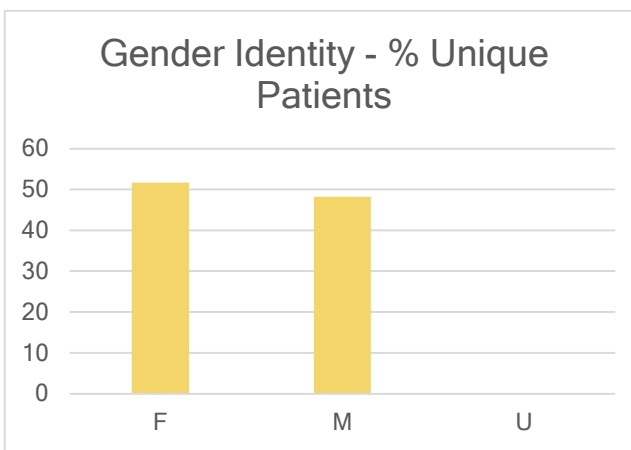
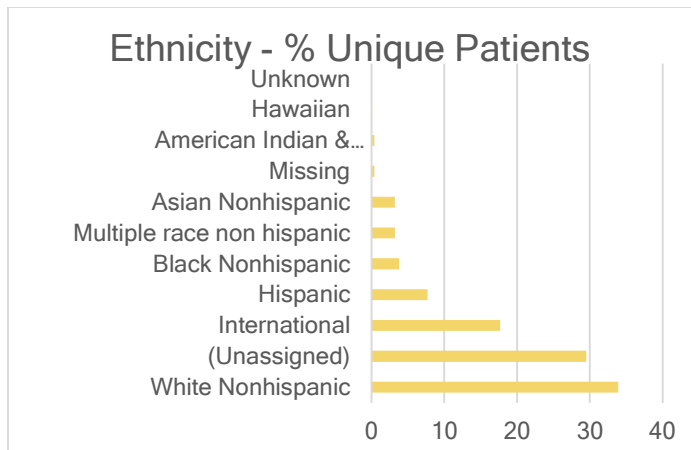
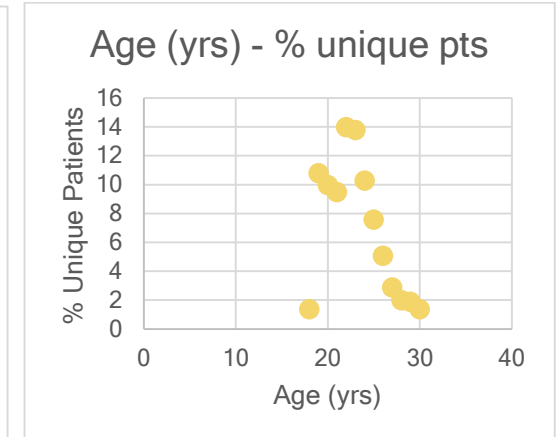
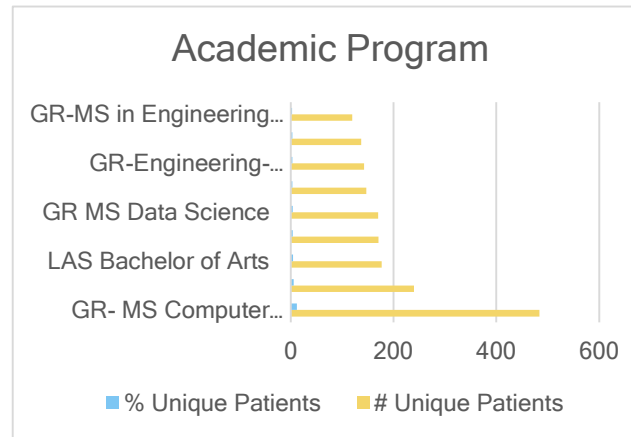
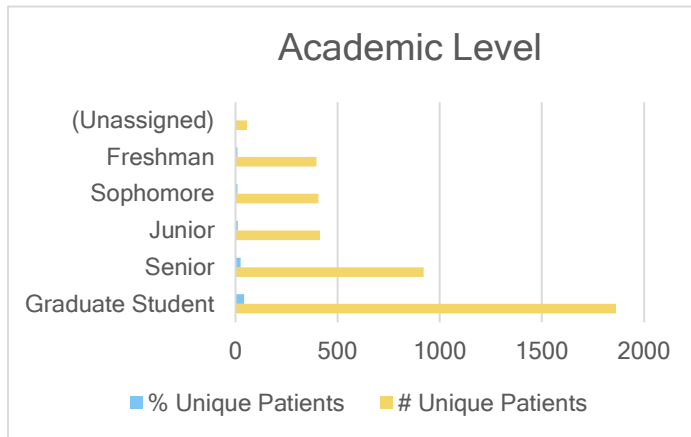
9,978

Increase of 688 visits from FY2022



SHS OFFICE VISIT DEMOGRAPHICS

** Data received from WSU Banner System uploaded into EMR daily



** Laboratory Regulations require "F", "M" or "U" Undecided.

SHS ANCILLARY SERVICES



7,494

Laboratory specimens collected
in house or sent to reference lab



1,308

Covid specimens collected



6,915

Medications prescribed and
filled in-house or e-scribed



3,611

Prescriptions filled at SHS pharmacy



1,188

Immunizations administered in SHS,
WSU Tech, other campus buildings



272

Covid booster vaccinations administered

SHS HEALTH REQUIREMENTS, COMPLIANCE & REVIEW SERVICES

- Tuberculosis (TB) Screening and Testing (some required by State of Kansas law (K.S.A. 65-129e and K.S.A. 65-129f))**

1,249



of new International students screened for TB and tested with collected blood samples. Each screening reviewed by clinic staff and results sent to student by portal.

8,190



of new Domestic students screened for TB before entering classrooms, reviewed by clinic staff and then high-risk students contacted to complete testing if needed

125



of new College of Applied Sciences students in the Education department needing TB screened and tested to enter the K-12 school systems. Each screening & testing documentation reviewed by clinic staff.

522



of tuberculosis skin tests completed for various reasons; health professions requirements, education students, employment requirements. Each skin tests is two appointments, one for nurse administration of the test and one for the read.

- Meningitis Vaccination or Waiver Requirement for Housing and Residence Life (HRL)**

1,381



of vaccination records reviewed and entered to identify compliance for the HRL Meningitis vaccination or waiver requirement by Kansas Board of Regents.

- College of Oral Health's Dental Hygiene (DH) student clinical compliance**

81



of DH students needing health requirements reviewed and verified for compliancy to enter clinical rotations. There are 10 requirements to review for each student.

SHS HEALTH REQUIREMENTS, COMPLIANCE & REVIEW SERVICES

- **Covid-19 Case Management of Students with Positive Covid Test Results**

265

of case management encounters (messages or phone calls) to students that were monitored after testing positive for Covid-19. Instructions on isolation, resources and support were given or appointments for treatment. Beginning January 2023, only housing students were monitored throughout isolation period and off-campus students were sent a letter through the myShockerhealth portal.

- **Mental Health Screening and Results Survey Management**

2,070

of Mental Health survey/screening tools for Depression, Anxiety, Mood Disorder, ADHD, Eating Disorder and more that are reviewed *at each* primary care or mental health medication appointment

- **International Student Health Insurance Requirement review with ECI services**

4,499

of International students, including athletes, who are required to have health insurance that meets all ACA-guidelines and coverage amounts. In partnership with ECI Services, they review all comparable plans submitted by students to waive the UHCSR insurance. SHS facilitates this process and answers hundreds of questions throughout

77

of College of Health Profession students who are also required to have health insurance coverage when attending clinical sites. SHS facilitates the enrollment for

SHS COMMITMENT TO STUDENT SUCCESS AND RETENTION

62 lbs of expired/unused medications collected from WSU community to protect sewer/water systems and to prevent substance abuse by destroying in safe methods.

"Wellness Room" created for lactation purposes or for students who need a safe and quiet space. Massage chair, sunlight lamp, and more

Five new medications conveniently available in the SHS drug room to treat anxiety/depression

Masters of Social Work student practicum position implemented for wrap-around services to assist with social services and CARE Team concerns.

Genesight genetic testing used to prescribe students' mental health medications that fits their genetic makeup. Has increased medication compliance.

\$13,898.40 - Amount SHS helped patients reduce outstanding medical bills through appointments with MSW practicum student and patient accounts.

\$4,120.01 - Amount of Health Equity Fund dollars from a private donor completely paid off outstanding medical bills for 12 students.

182 students identified high-risk for depression/anxiety were screened during a non-related primary care appointment. Behavioral health referrals given.

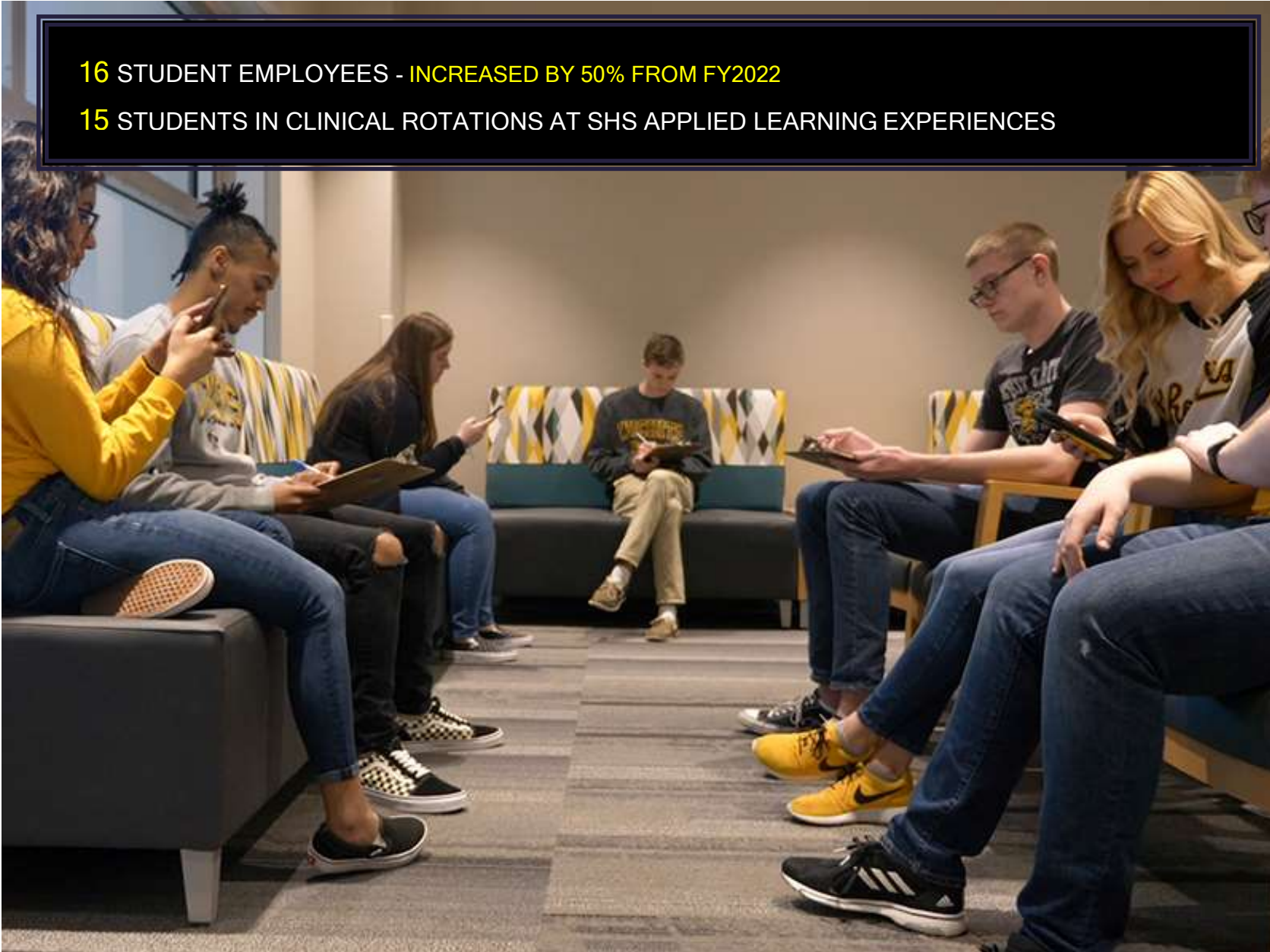
28,157 secure text messages in the myShockerhealth portal maintained communication between WSU students and SHS providers for personal one-on-one care.

4 applied learning student employees were trained by MLS department faculty to be certified laboratory professionals in our new SHS Laboratory Student Assistant program

SHS APPLIED LEARNING AND STUDENT EMPLOYMENT

16 STUDENT EMPLOYEES - INCREASED BY 50% FROM FY2022

15 STUDENTS IN CLINICAL ROTATIONS AT SHS APPLIED LEARNING EXPERIENCES



SHS OUTREACH: EVENTS, HEALTH EDUCATION PRESENTATIONS, & FIRST AID SUPPORT

7,018 students engaged through presentations, free Pee 4 Pizza STI testing events, and first aid support for other departmental student programs

9,245 social media likes, engagements, views on Twitter, Instagram, Facebook and YouTube on health education digital content or marketing.

6 academic classroom presentations on nutrition, heart conditions, and more!

SHS Signature Events and Presentations

- *Pee 4 Pizza* FREE Sexually Transmitted Illness Testing and Sexual Health Education w/ Positive Directions, INC.
- *Mini-Wellness Fair* featuring on-campus wellness departments and student services
- *Sexual Health Presentations*
- *Dietitian Presentations*
- *Gynecology and Contraception Presentations*
- *First Aid support* at programs and activities
(i.e. Clash of Colleges, Winter Ice Skating Party, Spring Rowing Regatta, Pumpkin Run, etc.)



SHS OUTREACH: COLLABORATIONS AND PARTNERSHIPS

WSU Student Organizations & Student Affairs

- Rho Beta Chapter of Sigma Lambda Beta
- Spectrum and Allies
- Phenomenal Women
- Men of Excellence
- The Sunflower Newspaper
- Student Activities Council
- Shocker Locker
- Student Engagement, Advocacy and Leadership
- Student Government Association
- Campus Recreation, Rowing Sport Club
- The Care Team
- Office of Disability Services
- Rhatigan Student Center
- University Police Department
- Office of Diversity and Inclusion
- Shocker Sports, Grill and Lanes
- Office of International Education
- Housing and Residence Life
- Counseling and Psychological Services (CAPS)
- Health, Outreach, Prevention and Education Services (HOPE)

WSU Academic & Other Division Collaborations

- WSU Molecular Diagnostics Laboratory
- College of Health Professions
 - School of Health Sciences
 - Physician Associate
 - Physical Therapy
 - Medical Laboratory Sciences
 - Communication Sciences and Disorders
 - Public Health Sciences and Health Sciences Admin
 - School of Nursing (graduate and undergraduate)
 - School of Oral Health (AEGD and Dental Hygiene Clinic)
- College of Applied Studies
 - Athletic Training Program
- Fairmount College of Liberal Arts and Sciences
 - School of Social Work
- GoShockers Athletics
- Office of Undergraduate Admissions
- Graduate School
- Office of Student Success
- One Stop

Community Collaborations

- YMCA and YMCA 360
- Positive Directions, Inc.
- Facts Not Fear ICT
- Safe Streets ICT
- Wichita Family Crisis Center
- Wichita Area Sexual Assault Center
- Sedgwick County Health Department and Emergency Management
- Kansas Department of Health and Environment
- Wichita Health and Wellness Coalition
- Kansas Fights Flu Collegiate Health Campaign
- Wichita LGBT Health Coalition
- Walgreen's Specialty Pharmacies
- Wichita Radiology Group and Mobile Radiology of Kansas
- Quest Diagnostics Laboratory
- Kansas Pathology Consultants

SHS Assessment

Customer Satisfaction Survey

January 1, 2023 - June 30, 2023

465 Responses

92.3% satisfaction rate

- "My visit was amazing."
- "I was overwhelmed by every single service rendered to me with great passion and kindness."
- "They(SHS) were so great!"
- "Amazing staff!"
- "Will definitely be coming here for me needs more"
- "The staff at Student Health are very professional and nice."

Student Clinical Experience Evaluation

September 1, 2022 - May 31, 2023

16 Responses

85.71% felt their SHS clinical experience was positive

- "Representation in a clinical setting is one of the most important factors that ensures patient comfortability. I love how diverse SHS is and how kind everyone is"
- "Amazing experience!"
- "It was a great experience and I really appreciate Student Health for allowing us student to come shadow! Thank you!"
- "The physician I shadowed was nice and great at keeping me involved"