






Student Health Services

Annual Report FY2023-2024



WICHITA STATE
UNIVERSITY
STUDENT HEALTH SERVICES

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Student Health Services
For all your healthcare needs

STUDENT HEALTH FY2024 HIGHLIGHTS

Student-focused & SHS employee appreciation were our 2024 priorities!

Student Health Services department goals and initiatives have always focused on students.... their academic success is dependent upon maintaining optimal health and wellness. Our team works hard every day to provide comprehensive health care to our campus! Not only do we focus on our students and their well-being, but 2024 was a year to appreciate our SHS employee's hard work and hopefully reward them for their loyalty and service through leadership promotions and pay.

Highlights of the past year include:

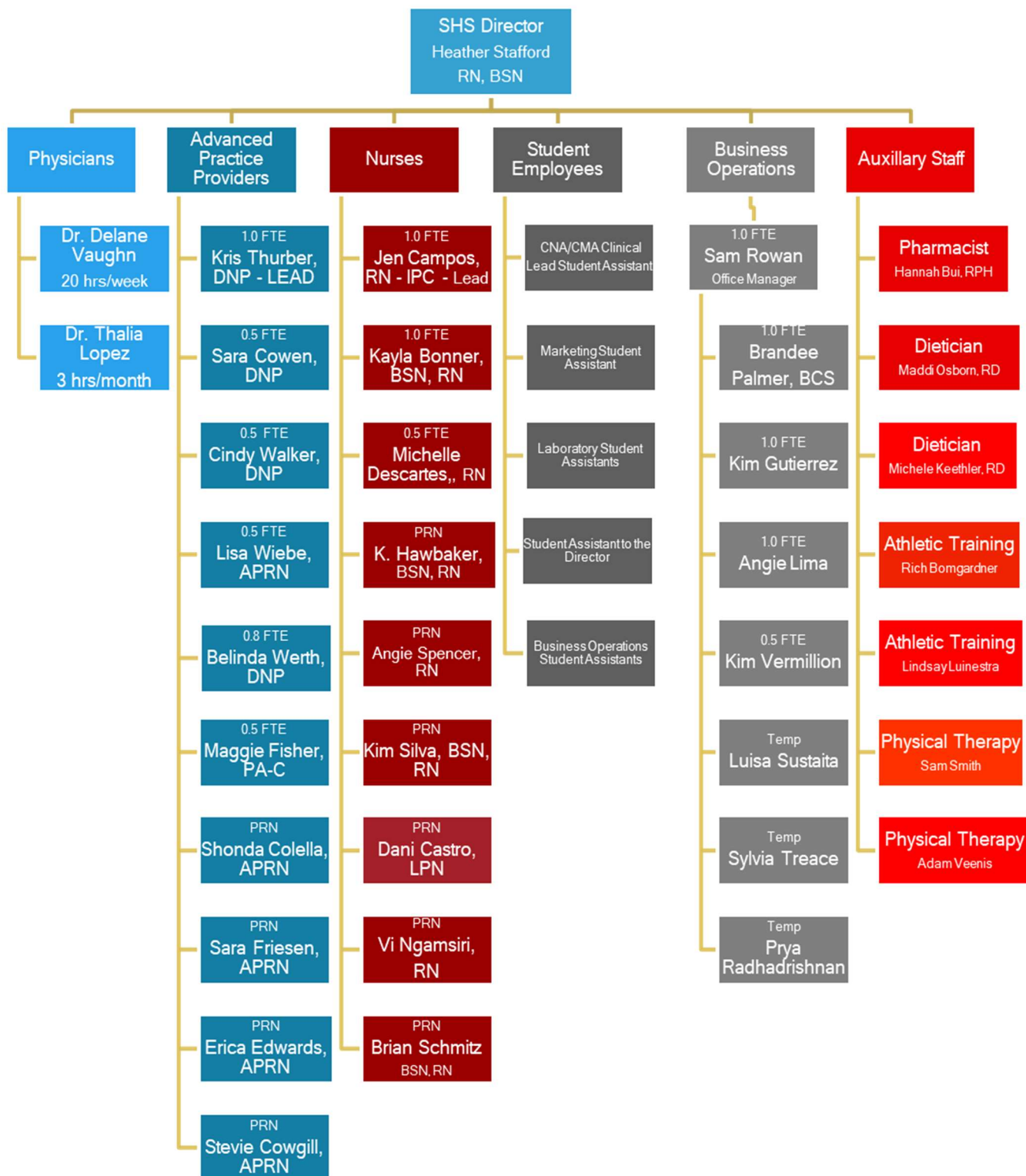
- Established a SHS Health Equity Fund and financial assistance program to reduce student out-of-pockets healthcare expenses.
- Reduced out-of-pockets patient costs by another 5% for students!
- Increased the number of mental health medication options in SHS pharmacy.
- Collaborated with HOPE services for health promotion & outreach and contributed salary dollars to Program Manager position.
- Implemented NEW WSU Employee healthcare services with Faculty/Staff acute care clinic and Annual Employee Wellness Screenings & Exam appointments.
- Created two new 0.5 FTE positions & transitioned two staff members to work/life balance due to medical/family needs.
- Promoted two SHS staff to leadership positions to support Director & initiatives.
- Developed workforce transition tiers to reward experience and retention of our SHS staff with pay increases that is a step towards industry standards.
- Attended numerous trainings and professional development opportunities, including conferences for continuing education credit by most professional staff to renew licenses.
- Doubled the number of PAID applied learning student employee positions.
- Applauded **Guillermo Argumendo Lopez**, one of our student clinical assistants, for being awarded **2024 WSU Student Affairs Student Employee of the YEAR!**
- Purchased new medical equipment; autoclave, microscope, & exam lights.

Thank you to the Student Health Services team for their dedication and service to our WSU students and campus community!

~ Heather Stafford, BSN, RN
Director, Student Health Services



SHS Team Organization Chart

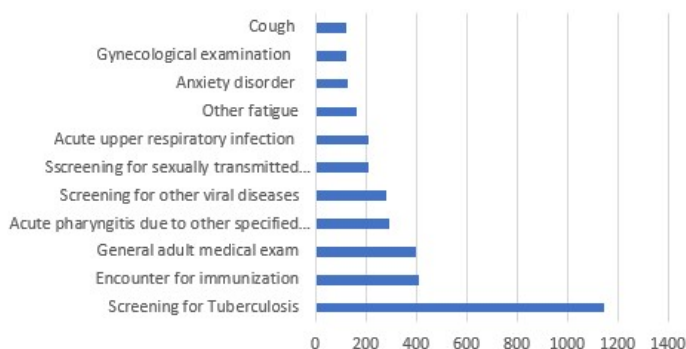


For staff photos and CVs: https://www.wichita.edu/profiles/services/student_health_services/index.php

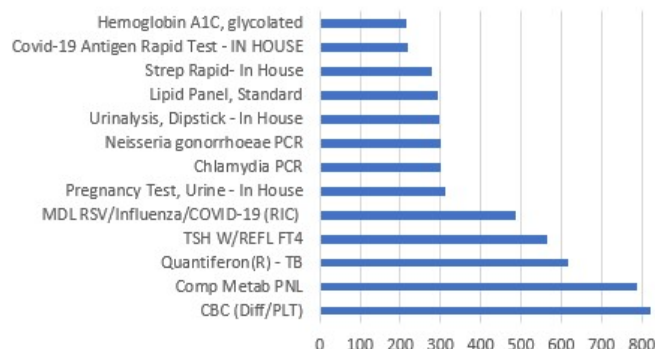
SHS OFFICE VISIT HIGHLIGHTS

- **9,253** - Total student appointments
 - 3,149 First-Generation student appointments
 - 2,521 unique International student appointments
 - Graduate and Senior level students use SHS more than lower classmen
 - White non-Hispanic and Hispanic students use SHS more than other races
- **8,256** - laboratory specimens collected on-site (cultures, blood, urine, etc.)
- **5,474** - prescriptions ordered (2,454 escribed to pharmacy, 3,020 filled in-house)
- **584** - immunizations administered (109 Covid vaccines)
- **422** - radiology tests completed on-site (165 x-rays; 167 ultrasounds)

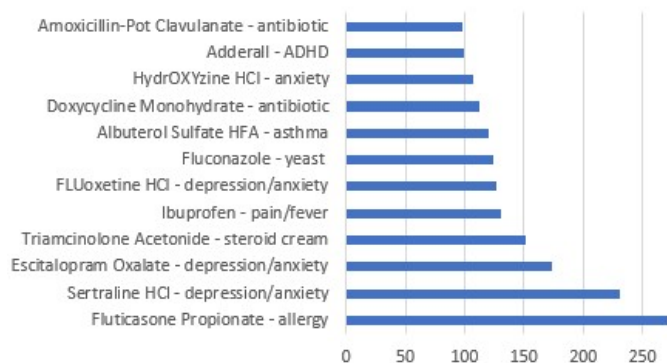
Top Diagnosis for # Unique patients



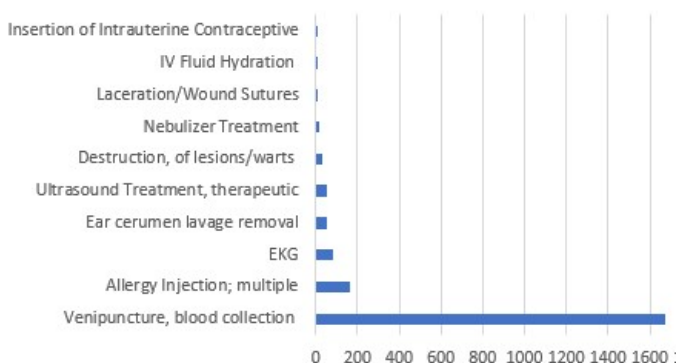
Top 10 Laboratory Tests



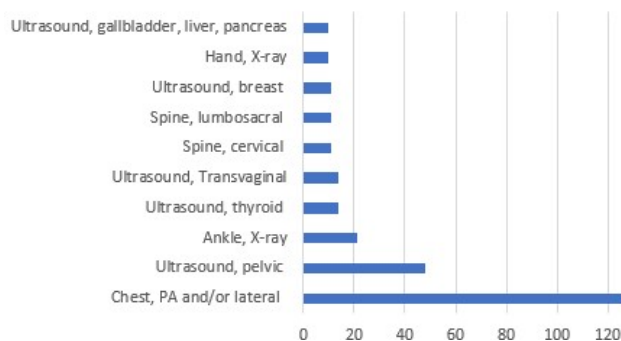
Top 10 Medications - Unique Patients



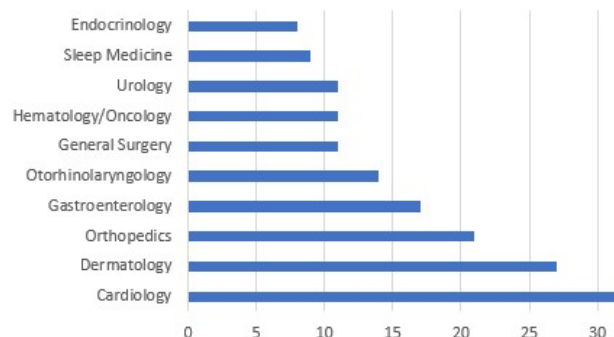
Top 10 Procedures - Unique patients



Top 10 Radiologic Procedures In-House



Top 10 Specialty Referrals



Axillary & Specialty Service Highlights

- 964 mental health medication management appointments - depression, anxiety, bipolar I/II, schizophrenia, OCD, PTSD and other complex cases
 - 13 students completed Genesight genetic testing to learn how genes affect medication response and outcomes
- 4,023 mental health screenings completed in primary care appointments
 - 1,710 referred to behavioral health either on-campus or the community
- 156 nutrition consultations and treatment appointments
- 33 athletic training therapeutic exercise appointments
- 28 physical therapy appointments (not post-surgical)
- 75 gender-affirming hormone care appointments (25 unique patients)
- 37 social service appointments
 - BSW Social Work student practicum
 - ✚ Assisted 15 students with discounted medication programs, medical equipment access and applying for government assistance healthcare.
 - SHS Patient Accounts Advocate staff and Financial Assistance program.
 - ✚ Reviewed over \$32,000 of student medical bills.
 - ✚ \$25,506.22 of those bills were **eliminated** - assisting 22 students financially!



Operations & Finances Highlights

- **33,068** secure messages in the myShockerhealth patient portal between students & SHS staff.



The portal allows students to:

- Secure message with providers
- Make appointments electronically
- Request medication refills
- Complete health questionnaires and surveys
- Pay account balances
- Receive laboratory and radiology results
- Request their own health records and letters
- Upload immunization or medical records

Compliance Review & Data Entry of

Uploaded Documents in myShockerhealth Patient Portal

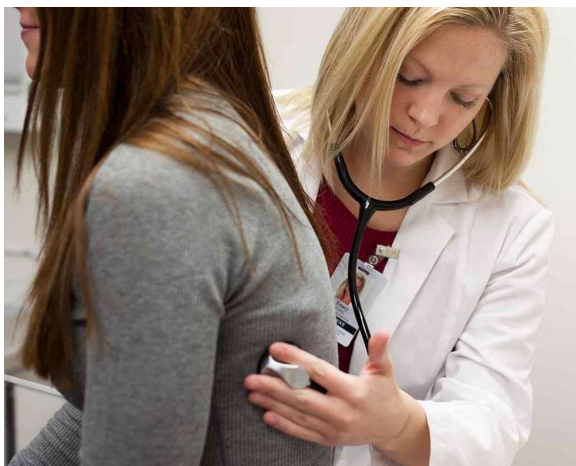
- **4,188** immunization records reviewed & entered into patient charts
- **2,423** International student required insurance verifications reviewed with ECI
- **2,179** insurance cards reviewed & entered
- **1,274** meningitis vaccinations for housing student requirements reviewed & entered
- **120** Health Profession students' health requirements reviewed & verified for CHP programs

Financial Highlights

- **\$51,620.22** charge adjustment write-offs applied to patient accounts using the SHS Health Equity Fund, a program supported by SHS student fees disbursements.
- **34.07%** - percent of student out-of-pocket healthcare expenses in FY2024. Reducing student patient responsibility for healthcare charges by another **5%** from FY2023 (39.9%).
- **95%** - Net Collection Rate on health insurance claims and account balance payoffs
- **65.9%** of charges for treatment are paid by insurance benefits reimbursement.
- **8,801** - insurance claims filed to in-network and out-of-network health insurance companies
- **\$25,506** - amount of medical bills eliminated for students at community hospitals or healthcare facilities

Applied Learning: Clinical Practicums and Paid Student Employee Highlights

Student Health Services offers clinical practicums, observation/shadowing hours, applied learning volunteer and paid student employee positions.



Clinical Experiences at SHS

- *Physician Associate* - Urgent Care/Primary Care rotation
- *Physician Associate* - 1st yr Observation
- *Doctor of Nursing Practice (APRN)* - Family Practice rotation
- *Doctor of Nursing Practice (APRN)* - Psychiatric track
- *Traditional Bachelor of Nursing* - Capstone
- *RN to BSN Accelerated Program* - Capstone
- *Athletic Training* - Primary Care rotation
- *Athletic Training* - SHS ATC therapy clinic w/ faculty
- *Physical Therapy* - SHS PT clinic w/ faculty
- *Bachelor of Social Work* - senior practicum
- *Pre-Med or Pre-PA* - Professional Shadowing hours
- *Public Health Sciences* - Management Practicum



41 clinical student rotations and student employees -
125% increase from FY2023

\$80,974 in student wages FY2024 - 36K increase



PAID Student Employee/Applied Learning Positions at SHS or SWC Business Ops

- #1 - Clinical Student Assistants to SHS Director
- #1 - Clinical Student Assistant - Lead
- #3 - Laboratory Student Assistants
- #3 - Clinical Student Assistants to Professional staff
- #1 - Student Assistants - Check-out/Billing
- #2 - Student Assistants - Check-in/Reception area
- #1 - Student Marketing Assistant - Outreach

New Initiatives in FY2024

- **WSU Faculty/Staff Acute Care Clinic** - supporting healthy Shockers by incorporating employee health as a SHS service line item.
 - **52 WSU employee** appointments
- **WSU Employee Annual Health Exams** - assisting WSU employees with annual physical exam, lab work, and preventative health screenings for insurance benefit discounts Summer 2024.
 - **23 WSU employee** annual wellness appointments (May/June 2024) (**#30** in July 2024)

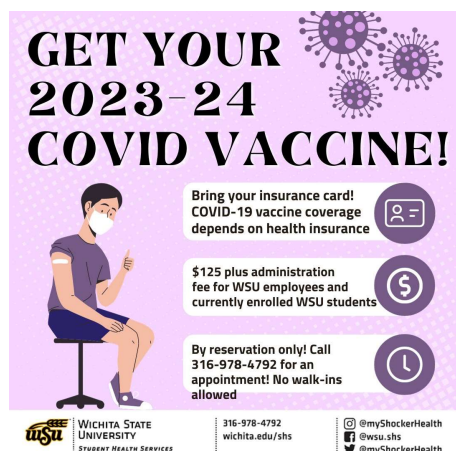


- **Take Back Medications....Every Day** - accepting unused or expired medication at SHS allows our campus community to do its part in prevention of medication misuse and opioid addictions. Once a bi-annual event with the DEA program, daily medication dropoff began Spring 2024.
 - **130 pounds** of medications disposed at SHS safely and securely
- **Medical Equipment Donation Drive/Loan Closet** - collection of gently-used medical equipment and supplies, blood sugar monitors, crutches, mobility scooter, walking boots, etc.
 - **29 pieces** of medical equipment donated to SHS in Spring 2024
- **SHS Health Equity Fund** - a SHS program to provide financial assistance for students that are un-insured, non-insured, and out-of-state or Kansas Medicaid. Health equity funds have placed a cap on out-of-pocket laboratory expenses at \$75 and allowed write-offs, charge adjustments and contractual insurance adjustments by using student fee disbursements to SHS.
 - **\$51,620.22** charge adjustment write-offs with the SHS Health Equity Fund
- **SHS Staff Promotions and Pay Equity Based on New Experience Tiers** - created 4 new positions: Advanced Practice Provider (to include all mid-levels: nurse practitioner and physician associate), Advanced Practice Provider - Senior, Advanced Practice Provider - LEAD; Registered Nurse - Senior, Registered Nurse - Infection Prevention & Control. The new tiers allowed mobility among the pay grades after the Market Based Compensation project was completed.

Health Promotion, Education and Outreach Highlights

Beginning in July 2024, the WSU Student Wellness Center created a **NEW** department titled Health, Outreach, Prevention and Education (HOPE) services to support the clinical departments through marketing and outreach services and to continue promoting Suspenders 4 Hope. A new HOPE services Program Manager position was initiated and partially funded by Student Health Services to oversee the health promotion and prevention of CAPS, HOPE and SHS.

- ❖ **459** students attended Student Health's *Pee 4 Pizza* events throughout the year. Students can do confidential and FREE testing for sexually transmitted illnesses such as gonorrhea, chlamydia, syphilis, Hepatitis C, and HIV. Screening and testing, prevention and education, and treatment are also provided in partnership with Positive Directions, Inc. a local nonprofit agency.
- ❖ **3,763** total participants of SHS presentations in collaboration with other campus departments. Topics included: Sexual Health, Contraception Management, Healthy Relationships, General Wellness and Health Education and more.
- ❖ **3,404** contacts and various SHS tabling events during other department events. Tabling events include promoting Student Health and our services. Tabling events also include First Aid support for physical activity events such as Clash of Colleges, Winter Welcome Ice-Skating party, Shocker Rowing Spring Regatta, and Campus Recreation's Annual Pumpkin Run.
- ❖ **100** new followers on social media posts. Popular posts always included healthcare services provided by SHS that student could engage with by appointments or online content on our YouTube page. Pee 4 Pizza ads, contraception videos, and information about Student Health engaged our students.



SURVEY & HEALTH SCREENING HIGHLIGHTS

Student Satisfaction Survey Highlights – 909 collected student surveys

- 90% of students felt their experience at SHS positively impacted their overall experience @ WSU.
- 85% felt their experience at SHS positively contributed to learning and development @ WSU.
- 87% felt their experience at SHS made them feel accepted and included on-campus.
- 86% felt their experience at SHS positively impacted their mental health & well-being.
- 85% felt their experience at SHS met their healthcare needs for the day.
- 84% felt their experience at SHS helped them navigate their own healthcare.

“Truly impressed by how compassionate and thorough the whole team was! Everyone was committed to making sure that I was taken care of and listened to my concerns without judgement. I will be using Student Health Services in the future because of how positive this experience was.”

Student Survey Comment from 04-25-2024

Mental Health Screening Survey Highlights – 4,023 collected student screenings

- Depression, anxiety, ADHD, mood disorder, eating disorder and substance use screenings.
- 1,710 scored high and were referred to behavior health for counseling or group services.
- 964 mental health appointments were for medication management.
- 5 new mental health medications were added to SHS dispensary for convenience.

Tuberculosis (TB) Screening Survey Highlights – 4,611 collected student surveys

- 4,002 domestic students screened for tuberculosis; 75 skin-tested for TB.
- 609 international students screened for tuberculosis; 601 blood tests collected for QFT testing

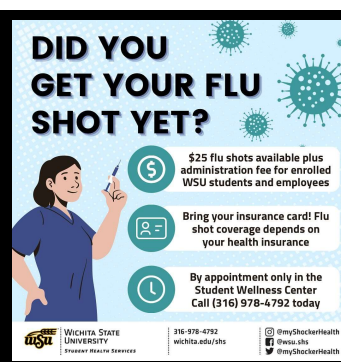
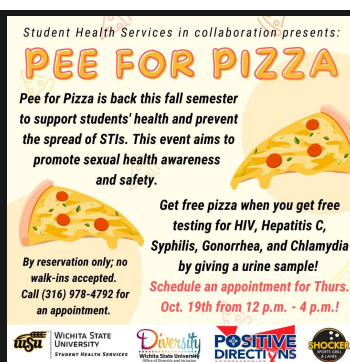
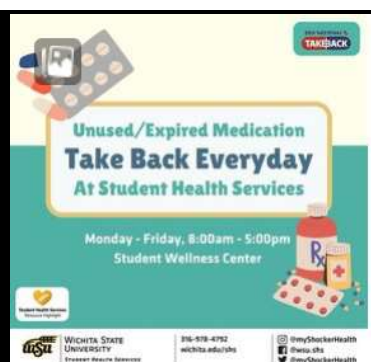


2023-2024 GOALS REVIEW

1. Health Promotion and Outreach – WSU Strategic Plan: Partnerships & Engagement

A. Support the Development of Health, Outreach, Prevention and Education (H.O.P.E.) Services by continuing to transition SHS outreach and marketing to the new established position of Program Manager of H.O.P.E.

- *Goal partially met.* Annually contribute \$45K towards program manager salary in H.O.P.E.
- *Ongoing Goal.* Periodic review of marketing plan will continue to be evaluated to create increased patient engagement within Student Health Services.



2. Revise Operation Manual – WSU Strategic Plan: Student Centeredness

A. Complete a review of SHS departmental processes and procedures to implement a new SHS Operation Manual to support departmental goals and student success.

- *Goal Partially met.* Policies, procedures, quality improvement initiatives and quality control processes are continuing to be reviewed as they apply to AAAHC.

B. Achieve accreditation through Accreditation Association for Ambulatory Health Care (AAAHC).

- *Goal Ongoing.* Continue to review Accreditation Association for Ambulatory Health Care (AAAHC) standards and work on aligning SHS policies and procedures with those objectives by improving accountability.
- Goal of Summer 2025 for AAAHC formal review



Accredited by

Accreditation Association
for Ambulatory Health Care, Inc.

3. Pay equity for SHS staff retention & engagement- WSU Strategic Plan: Campus Culture

A. Complete the Human Resources (HR) Market Based Compensation Project to identify years of experience.

- Goal Met: All current staff completed years of experience project. HR identified minimal pay increases for FY2025.

B. Partnered with HR to develop tiers for professional clinical staff that identify leadership, years of experience and appropriate pay ranges to reward staff retention.

- ½ of Goal Met: Created two new leadership positions with pay raises to support SHS goals and student success. Promoted in May 2024.



Dr. Krista Thurber, DNP, APRN
Advanced Practice Provider, Lead



Jennifer Campos, RN, BSN-S
Registered Nurse, Infection Prevention & Control

- Goal Partially Met: Tiers were created to reward experience and retention of clinical staff. Workforce transition to new tiers will be completed in September 2024 within the next fiscal year.

C. Created two new part-time positions to allow for employee workforce transitions by request.

- Goal Met: A part-time advanced practice provider position and a part-time registered nurse position were created to allow for employee work/life balance due to medical and family needs.



FORWARD TOGETHER:

Exciting Initiatives and Objectives for 2024-2025



1. **Wellness-To-Go Vending Machine:** Increasing access to healthcare services after clinic hours and on the weekends by providing over-the-counter discounted medications, test supplies for Covid-19 and pregnancy, FREE emergency contraception and more!!!

First machine is currently in Heskett Center and will go live soon. More machines placed strategically around campus in the future.

2. **Chiropractor Services:** Besides adjustments and manipulations, a chiropractor can aid in pain control, self-care and mental wellness. August 2024 will see our new chiropractor, Dr. Arika Brown using dry needling, cupping and other techniques to help students with orthopedic or general pain.
3. **Portable Cooking Station:** The demand for nutrition presentations and education has created the need for two dietitians on staff at Student Health. Being able to visually show students how to create healthy and inexpensive meals will assist with their wellness and academic success and provide on-demand health education videos.
4. **SHS staff workforce transition:** The work in 2023-2024 to design a tiered system to reward experience and loyalty is already established. Transitioning to these new roles begins soon!
5. **New in-house laboratory tests options:** Bringing more in-house options for our laboratory testing menu, allows 100% reimbursement for services instead of paying a lab and offers same day results.

