



Student Health Services

FY2025 Annual Report

Student Health Services FY2025 highlights

What a unique year FY2025 has been! Not only has Student Health Services continued to move forward and engage students in quality healthcare, but we continue to thrive despite numerous challenges in the US. Here are a few of our highlights we experienced!

- **Retained and rewarded our SHS clinic staff** by developing a tiered, experience-driven market-based compensation salary ranges for our clinical staff.
- **Promoted Kimberly Vermillion to SHS Assistant Director, Clinical Operations** to provide logistical operational support to the clinic team and SHS Director.
- **Awarded \$30,000 in Applied Learning grant monies** to increase pay of our current students and hire more clinical student assistants as support staff for SHS.
- **Doubled accessibility to mental health medication appointments** by hiring a psychiatric nurse practitioner at 20 hours. Welcome Tora Willis, PMH-NP!
- **Implemented the myShockerhealth Wellness-To-Go vending machine** within the Heskett Center in the middle of campus that has increased affordable healthcare access.
- **SHS staff was recognized** at a Shocker Men's basketball game by the Suspenders 4 Hope program as a partner in mental health work on campus!
- **Created a new digital myShockerhealth Newsletter** that brings health promotion & education to the campus community.
- **Happy Retirement to Sara Friesen, PMH-NP**, our pioneer of the mental health medication management program! Sara was loved by many of our WSU students and she misses them already!



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

SHS Appointment Highlights

- **8,881** – Total appointments
- **4,711** – Unique appointments

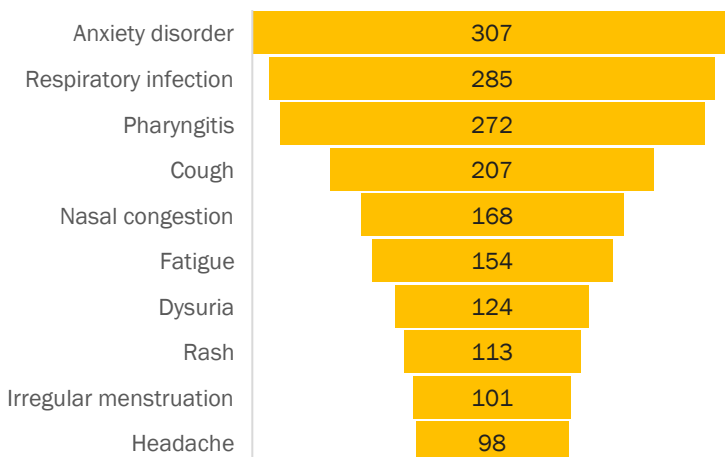
Appointment Demographics

- *First Generation* - 2742 (28% of appointments)
- *Age* – 21 (13%), 20 (12%), 19 (12%), 22 (10%), 23 (9%), 18 (8%)
- *Ethnicity/Race* - 37% White non-Hispanic, 24% international (Top 5: India, Nepal, Bangladesh, Iran, Paraguay), 11% Hispanic, 5% Black, non-Hispanic, 5% Multiple Race, 3% Asian
- *Sex* - Female 60%, Male 38%, Undecided/Unknown 2%
- *On-campus housing students* – 38%
- *Academic Level* – Grad 33%, Senior 22%, Fresh. 17%, Junior 14%, Soph. 13%, Unknown 1%

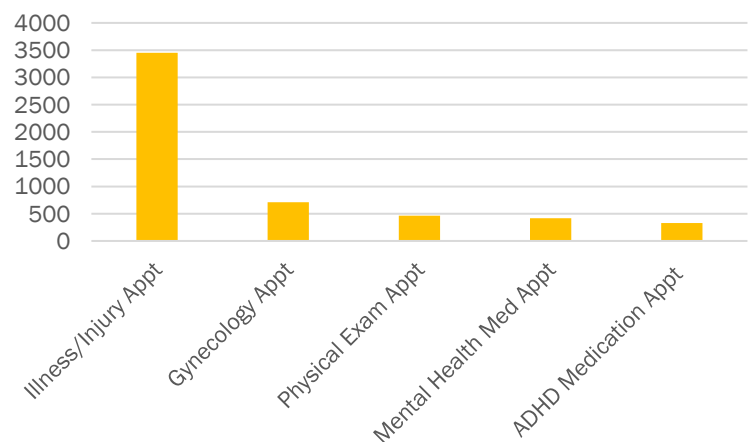


- **35,097** secure messages between patient/students and SHS providers
- **3,790** phone calls from patients
- **7,866** laboratory tests collected onsite
- **431** radiology tests performed onsite (269 x-rays; 152 ultrasounds)
- **5,929** prescribed medications; **2,933** medications dispensed from onsite drug room
- **1,182** tuberculosis tests
- **606** vaccines administered

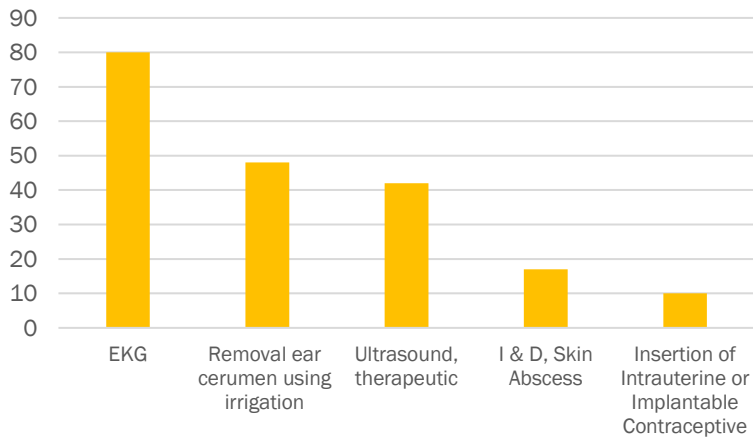
Top 10 Diagnosis - Unique patients



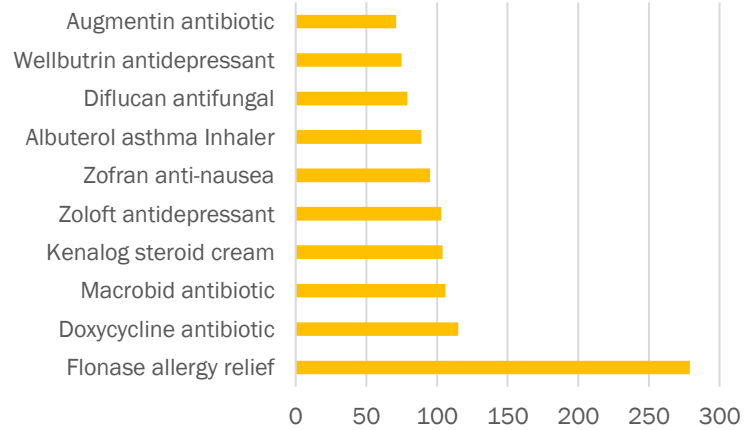
Top 5 SHS Visit Types



Top 5 SHS Procedures Performed

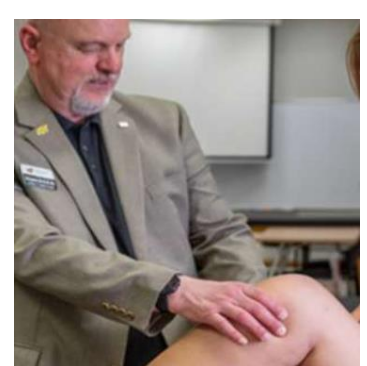


Top 10 SHS Prescribed Medications



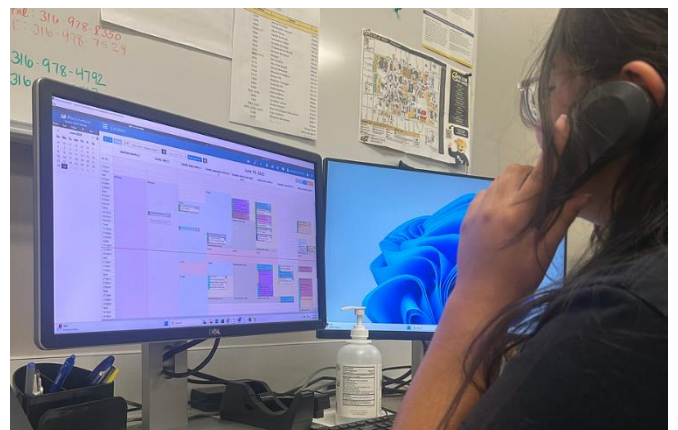
Specialty and Allied Health Appointments - onsite

- 956 mental health medication initial and refill appointments
- 402 ADHD medication initial and refill appointments
- 9 Genesight tests for mental health medications specific to genetic makeup
- 102 Faculty/Staff appointments (65 acute care & 47 annual health exam/lab appointments)
- 106 nutrition appointments
- 48 physical therapy appointments
- 50 chiropractor appointments for manipulations and dry needling
- 17 athletic training appointments
- 53 social service appointments for basic needs or financial assistance
 - **\$31,431.56 in medical bills eliminated** for students from total of \$43,163.15
(Assistant Director worked with students by communicating with healthcare facilities and on-campus financial assistance programs)



Operations Highlights

- **Compliance Review** – health-related state or university requirements
 - 1,852 immunization records reviewed & entered into patient chart
 - 1,410 meningitis vaccination records reviewed for on-campus housing
 - 2,492 insurance cards reviewed and entered
 - 2,117 International student required insurance verifications reviewed
 - 200 Health Profession students' health compliance reviewed
 - 717 International students screened & tested blood test for tuberculosis
 - 4,077 Domestic students screened & reviewed/tested for tuberculosis
- **Finances & Insurance Billing Review**
 - \$65,805.05 patient/student savings from reduced fees
 - 94% Net Collection Rate on health insurance claims and account payoffs
 - 8,801 total insurance claims filed
 - \$651,979.60 total insurance reimbursement collection (13.72% increase)
 - 3.54% decrease in student out-of-pocket expenses
 - 10% average salary increase for SHS APPs using experience tiered ranges
 - \$74,000 cut to overall FY2025 budget from decreased student fees



Applied Learning Highlights

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

- **13** paid applied learning student employees
 - **\$96,814.00** student wages (\$7800 increase) paid by SHS
 - **\$30,000** applied learning grant received to assist with student wages and pay increase
 - **Tasks include:** checking in patients and answering phones, data entry, cash-handling and insurance billing. Laboratory area includes collection of specimens, processing rapid tests and lab maintenance. Clinic tasks include collecting vitals, administer TB skin tests or injecting vaccinations.

- **47** Health Profession Clinical/Practicum students – non-paid short-term rotations
 - **1,199** clinical hours in SHS clinic with patients
 - Physician Associate – Urgent Care/Primary Care rotation
 - Physician Associate - 1st yr Observation
 - Doctor of Nursing Practice (APRN) – Family Practice
 - Doctor of Nursing Practice (APRN) – Psychiatric MH NP
 - 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



Survey and Health Screening Highlights

- **Health Needs Assessment Survey** – Survey conducted every 2-3 years to evaluate student health needs and equity – [click here for full survey results](#)
 - 2,558 students completed survey and entered in door prize drawing
 - 91% were satisfied with their services at SHS
 - 81% of students have used the myShockerhealth patient portal
 - 64% of students reported having health insurance
 - 87% were likely to recommend and return to SHS
 - Specialty needs requested were dental, vision, and dermatology
 - Other top needs: cost transparency, flexible scheduling and advertising
 - Education gaps exist in health insurance, nutrition and prevention of disease.
- **Post-Appointment Student/Patient Satisfaction Survey**
 - 462 collected student surveys (5% of total patient appts)
 - 87% of students felt their experience at SHS positively impacted overall experience @ WSU.
 - 88% 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.
 - 95% felt their experience at SHS positively impacted their mental health & well-being.
 - 91% felt their experience at SHS met their healthcare needs for the day.
 - 89% felt their experience at SHS helped them navigate their own healthcare.
- **Mental Health Screening Survey**
 - 4,343 total student screenings for mental health, substance abuse & nutrition
 - 1,320 scored high and were referred to behavior health for counseling
 - 1,130 depression screenings implemented in all primary care appointments to evaluate risk and referred to counseling and medication management

Health Promotion, Education and Outreach Highlights

- **335 students** attended Student Health's Pee 4 Pizza events. 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
- **4,123 students** engaged with SHS at an outreach program SHS presentations
- **2,129 students** attended an SHS tabling for various topics
- **23,302 views** on SHS social media posts on Facebook, Instagram & YouTube
 - **Most popular view:** advertisement for Wellness-To-Go vending machine
 - Also became top 5 view on overall WSU website
- **2,500 views** on SHS website with average of 3 minutes and 33 seconds on site

- **myShockerhealth Newsletter**
 - First issue February 2025
 - **1,200 sessions** viewed on newsletter website
 - **40** health education articles
 - **20** wellness-related activities promoted
 - **5 articles** written by SHS staff



- **Wellness-To-Go myShockerhealth vending machine**
 - October 2024 - Heskett Center on main campus
 - **544** items distributed
 - **\$994.00** of revenue collected
 - **Most popular items:** Julie (free emergency contraception), Naloxone (free), Ibuprofen, Dayquil, Nyquil, cough drops and deodorant



Goals Review for 2024-2025

1. Increase number of unique/new patients – *WSU Strategic Plan: Student Centeredness*

- a. Increase total number of unique patients by #200 in FY2025.
 - i. **Goal Met:** FY2025 has an increase of 842 unique patients from FY2024. 4,711 total
- b. Submit one advertisement monthly to WSU newsletters promoting Student Health's services.
 - i. **Goal Met:** SHS Newsletter was implemented in February 2025 and submitted bimonthly
- c. Send a monthly Student Health service/event/health promotion information through the myShockerhealth patient portal to all WSU students resulting in a 20% "read" percentage.
 - i. **Goal partially met:** Sent one time message through patient portal encouraging students to complete the Health Needs Assessment Survey. Within 24 hours, completed surveys increased by 1,200 responses!

2. Implement tiered-pay ranges based on experience – *WSU Strategic Plan: Campus Culture*

- a. Use benchmarks and industry standards to bring SHS clinical staff within 50% of market competitiveness by creating a tiered system with ranges based on years of experience.
 - i. **Goal Met:** Average of a 10% pay increase for most permanent clinical staff due to tiered ranges valuing experience! However, clinic staff are still making 10% below current Wichita salary ranges for all levels of licensures.
- b. Retain experienced talent for longer than 3 years.
 - i. **Goal Ongoing:** 65% of current SHS staff employed for 2 years or more
- c. Increase job satisfaction among current staff by at least 15% by utilizing job satisfaction survey for staff feedback

3. Reduce patient out-of-pocket expenses – *WSU Strategic Plan: Student Centeredness/Camp.Culture*

- a. Reduce patient responsibility by 2.5% for total accounts receivable
 - i. **Goal Met:** Reduced patient responsibility by **3.54%** for accounts receivable.
- b. Reduce denied insurance claims by 2.5% through monthly education to staff
 - i. **Goal Met:** Reduced claim rejections by 63.16%
- c. Increase complete and up-to-date daily insurance card verification by 2.5%.
 - i. **Goal Met:** Decreased claim rejections by 26.67% from incomplete insurance card verification

Forward Together: Objectives for FY2025-2026

1. Top 3 Goals:

- a. Implement a myShockerhealth Wellness Challenge pilot program with housing and residence life on-campus living students.
 - b. Develop targeted learning objectives and robust evaluation tools to assess applied clinical and practicum experiences in behavioral health patient management for health professions students within Student Health Services. This initiative support the Kansas Behavioral Health Center of Excellence (KBHCoE) in advancing workforce preparedness and program effectiveness.
 - c. Continue to implement the SHS Risk Management Team and the SHS Quality Improvement/Analysis Team processes and procedures within SHS to meet AAAHC accreditation standards.
2. Increase number of applied student learners through health profession programs' short-term clinicals, practicums and observation hours.
3. Despite overall university budget cuts and federal policy changes, continue to provide affordable and quality healthcare to our students while meeting their needs.
- a. Review processes to identify inefficiencies in medical supply and inventory management, current staffing ratios, and use of non-benefits eligible staff to minimize expenditures
 - b. Identify other potential healthcare service items
 - i. Medication delivery to campus locations
 - ii. In-house rapid lab test options for insurance reimbursement benefits
 - iii. Vision care options



4. Continue to appreciate and value our SHS clinical staff and support from Business Operations staff. Their dedication to our WSU students should be acknowledged and respected. Thank you!