



Student Health Services

FY2022 Annual Report

Message from our Director



FY2022 for Student Health Services was a year that mirrored the nation's current struggles. Covid-19 pandemic management, loss of friends and family members, the great resignation, pivoting quickly to provide healthcare services in a different format, reassuring our patients that their healthcare choices will be protected and supported by SHS, and finally, developing new initiatives and services based on student needs.

We are very proud of our current, diverse Student Health team of physicians, providers, nurses, support staff and student workers. Despite the challenges, we have moved forward together and will continue to provide excellent healthcare to our WSU student population and support our campus' public health.

Thank you to everyone for your support of our program. We value each of our campus and community partners. Most importantly, we appreciate our students/patients who are the reason why we are rewarded everyday by our service to the university.

 Heather Stafford, BSN, RN



In memory of Dr. James Keller, our beloved Student Health Services' Medical Director, who dedicated 45 years of service to the students at Wichita State University. We miss him and his experience and wisdom. But more so, we will remember him for his humor and love of his family.

Student Health Services

Highlights and Accomplishments in FY2022 – Fall Semester

- **September 2021** started out with a lot of adapting and readjusting our staffing. Our previous Director of Student Health Services, Camille Childers, and Office Manager of Student Health Services resigned.
- **September 2021** saw a shift in the job market in healthcare that has created a shortage of nurses, which has also impacted SHS. The University Market Based Compensation model that hopes to align WSU compensation with an external market that is rapidly increasing due to inflation. Commitment to our mission and our students is what retains our excellent staff as we work to address our equity pay gaps.
- **September 2021** began with a promotion for our Associate Director, Heather Stafford, to Director of Student Health Services.
- **October 2021** With the changes in staff in Fall 2021, a shift in the Student Wellness Center Leadership Team took place to become more integrated. A Business Operations Office was created for the front desk/administration assistant staff, led by a new Business Operation Manager. SWC Leadership Team consists of Directors of Student Health, Counseling, Prevention Services, Business Operations Manager and Assistant Vice-President of Student Affairs – Wellness Dr. Jessica Provines.
- **November 2021** was a time of readjustment and orientation of new staff. Two new full-time nurse practitioners, Dr. Krista Thurber, DNP-FNP and Sara Cowen, APRN-FNP and gynecology specialist, were hired.
- **December 2021** was a celebratory time as our own Dr. Cynthia Walker, DNP was awarded the School of Nursing Graduate Program's **Outstanding Preceptor of the Year award!**
- **December 2021** was a time of orientation, recovery from the semester and rest during the university closedown.



September Camille Childers, Director of Student Health Services, resigned.



November Sara Cowen, APRN and gynecology specialist was first new staff hired in FY2022.



Dr. Cynthia Walker, DNP was awarded the Graduate Nursing DNP Program Outstanding Preceptor of the Year Award!

Student Health Services

Highlights and Accomplishments in FY2022 – Spring Semester

- **January 2022** proved to be a very challenging month. A new Covid variant, Omicron, created a tremendous surge of positive cases in Wichita. We transitioned from appointment-only Covid testing to Walk-In Covid testing all day for WSU staff/faculty/students. In 3 days, we hired 10 student workers to man the walk-in Covid Testing Clinic. The 10 students were of various backgrounds, but mainly health profession students who were looking for active experience in the medical world.
- **January 2022** also became the largest number of International students arriving to Wichita State in WSU history. We screened and tested 675 students for tuberculosis (TB). Due to the volume, we created a new process where all paperwork was available online for the students to complete before their appointment, creating higher efficiency, throughput and compliancy.
- **February 2022** showed the beginning of the month moving out of the Covid surge and into colds/flu. Results of our Needs Assessment Survey were reported. The beginning of plans to initiate new services as a result of the survey were created. Discussions with Athletic Training and Physical Therapy departments began.
- **March 2022** was an active month as the Kansas Board of Regents developed a Task Force to review all of the Student Health Centers in the KBOR university system. Data was collected and reviewed for many days. The goal was to prove our worth as a student service and the healthcare we provide.
- **April 2022** was the month we celebrated the hiring of our new Clinic Physician, Dr. Delane Vaughn. Dr. Vaughn attended Wichita State University as a first-generation student and was a registered nurse before attending medical school. She was to start July 11, 2022.
- **June 2022** started as a very sad month. June 1 was when our Medical Director, Dr. James Keller, suddenly and unexpectedly passed away. He was prepared to retire on June 30, so we were deeply saddened to not be able to wish him well and goodbye. See memoriam on slide 2.
- **Later in June 2022** a success for our nurse practitioners! The Kansas Legislature and Governor passed the law that nurse practitioners could practice and prescribe independently from a physician. Dr. Vaughn was available earlier to step in and become our new clinic physician.



January Walk-in Covid Testing

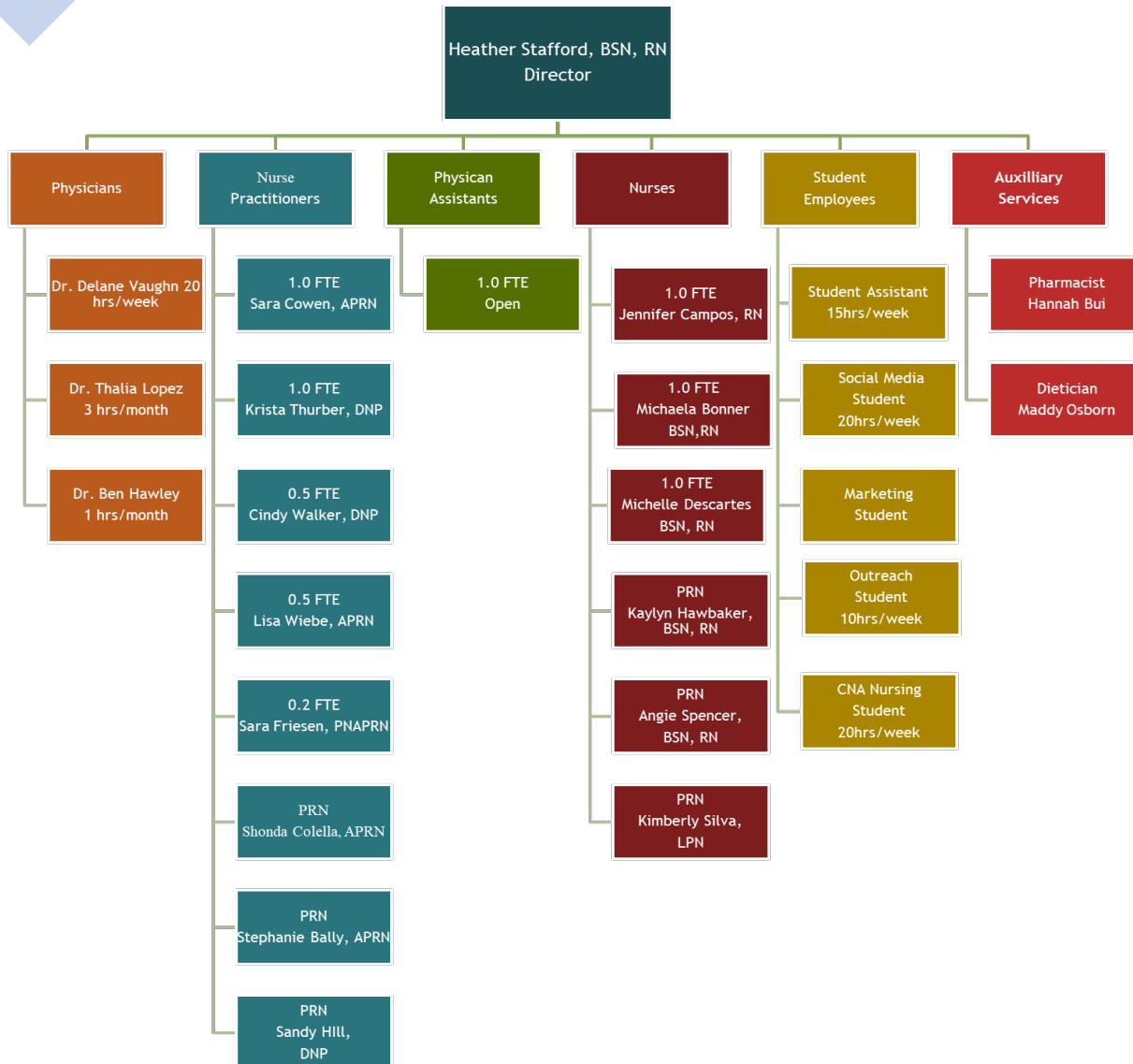


January International Student TB Testing



Dr. Delane Vaughn,
new SHS Clinic
Physician

Student Health Services Organization Chart August 2022



Commitment to SHS and Our Students

On average, our staff is getting compensated 15% - 20% below what they would make in the community at their skill level and years of experience. Their commitment to our mission and our students is what retains our excellent staff.

Commitment to Diversity

We are proud that our staff is diverse in many ways. We are also excited that students can find a provider that looks like them to increase their overall comfort level and their access to care!

Commitment to Education and Training

Our staff has a variety of different degrees, backgrounds, and educational paths. We encourage professional development and continuous education beyond our different licensure commitments.



Student Health Services Mission and Purpose

- 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 delivering a college health program that provides students access to the health care services they need and can afford.

FY2022 Goals

Student Health Services (SHS) goals continue to build on our departmental strategic plan from FY2021, which is in line with the Student Affairs strategic plan and goals.

Goals for FY2022 included:

1. Continue to provide a college health program that meets students' individual health needs and support academic success. *Ongoing and should never stop!*
2. Support current experiential learning opportunities within Student Health Services and seek ways to expand these opportunities in the Student Wellness Center. *Goal met and ongoing*
3. Collaborate with Student Affairs, academic departments, and community partners to promote health and wellness strategies that support WSU students and the campus community.
Ongoing
4. Support the health and safety of the campus community by continuing to identify, reduce, and control health risks and hazards. *Goal Met and ongoing*
5. Explore potential growth and expansion of service options relevant to the student population.
Goal met and ongoing

Goal 1. Continue to provide a college health program that meets students' individual health needs and support academic success.

Goal to be ongoing by maintaining and expanding the level and number of services offered to students. Fall 2021 began the transition back to providing more in-person healthcare. Sharp increases in volume from 2020 to 2021 kept our staff busy.

Below are services billable to health insurance:

Total
Prescriptions
(dispensed, written, electronic)

5,355

35% increase

Total Number of
Student
Appointments

9,323

55% increase from FY2021

Total
Laboratory Tests
(not including Covid tests)

6,268

44% increase

Total
Tuberculosis Tests
(blood tests and skin tests)

2,011

160% increase

Total
Vaccinations
(not including Covid vaccines)

725

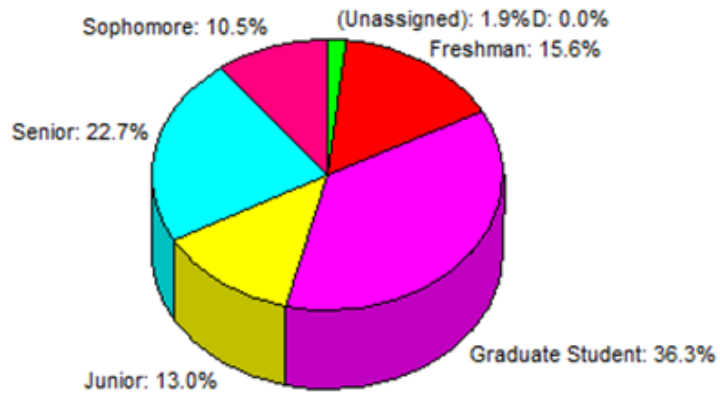
110% increase

Total
New Healthcare Services
6

- E-scribe electronic prescriptions
- Orthopaedic clinics
- Prescribing ADHD medication
- Genetic testing for mental health medications
- Sutures
- Intravenous Fluid Therapy

Demographics of WSU students using Student Health Services – data is uploaded from Banner daily

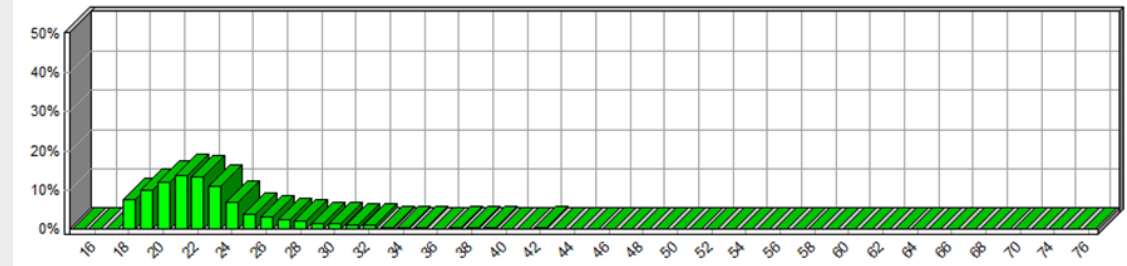
Appointments by Academic Level



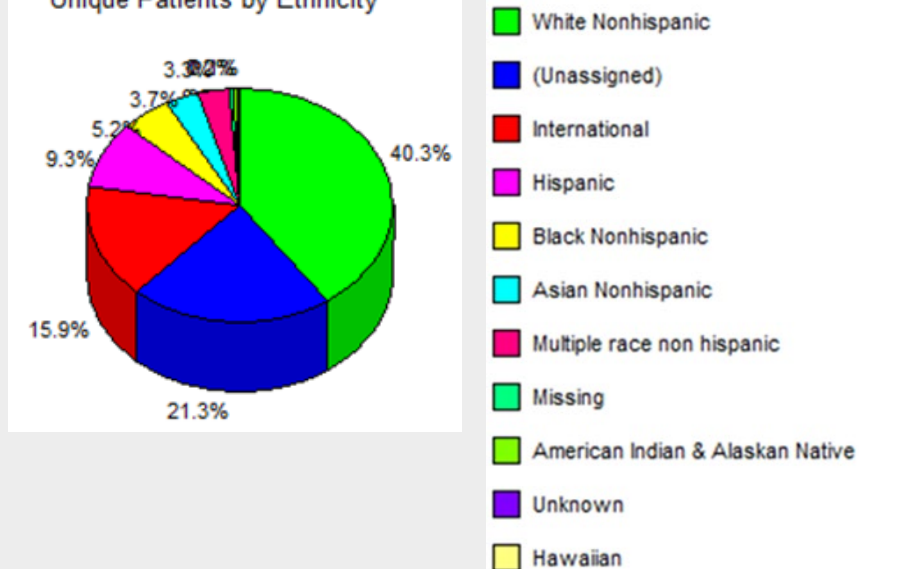
Top 10 Appointments by Academic Program

GR- MS Computer Science Thesis	1102
BA Bachelor of Business Adm	639
LAS Bachelor of Arts	478
LAS BS Bachelor of Science	452
HP BS in Health Science	430
EN BS in Aerospace Engineering	388
GR-MS in Engineering Thesis	371
HP BS in Nursing	362
EN BS Computer Science	266
GR-PhD in Engineering	264

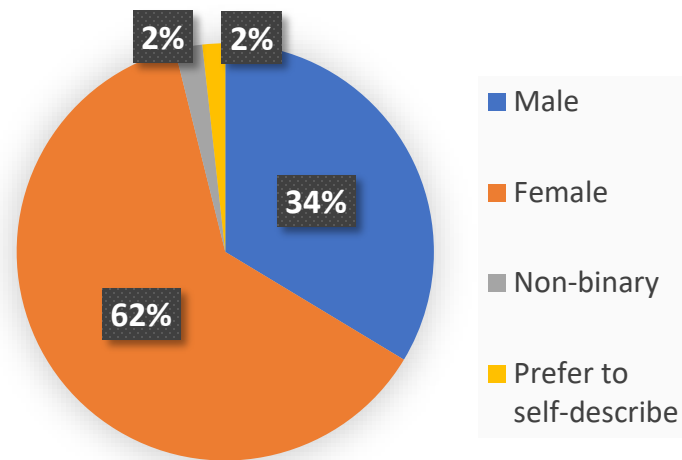
Appointments by Age



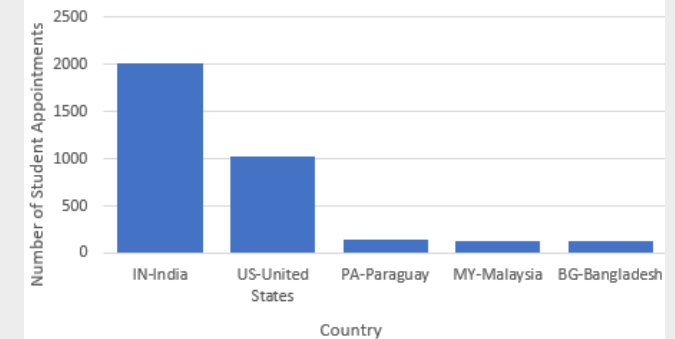
Unique Patients by Ethnicity



Gender Identification

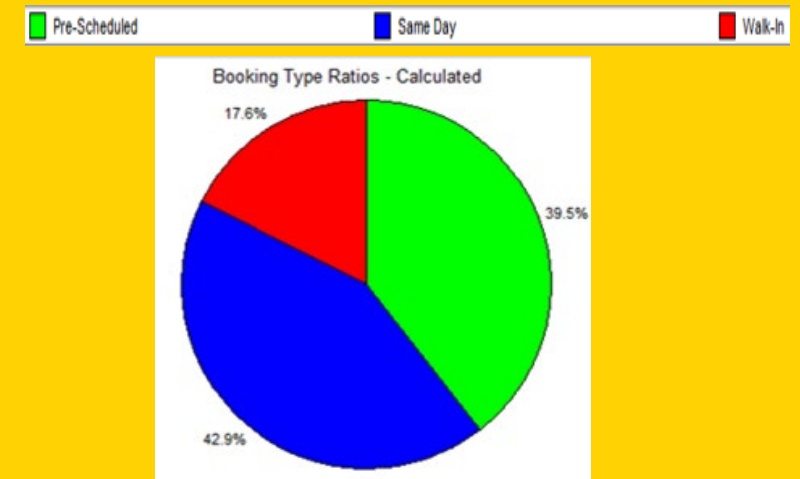
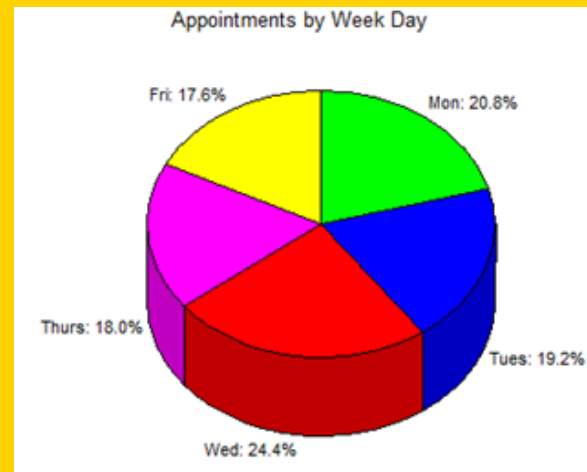
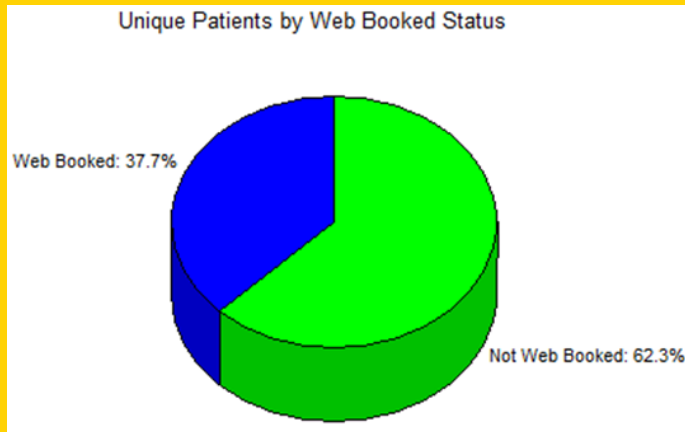


Appointments by Top 5 Country of Origin



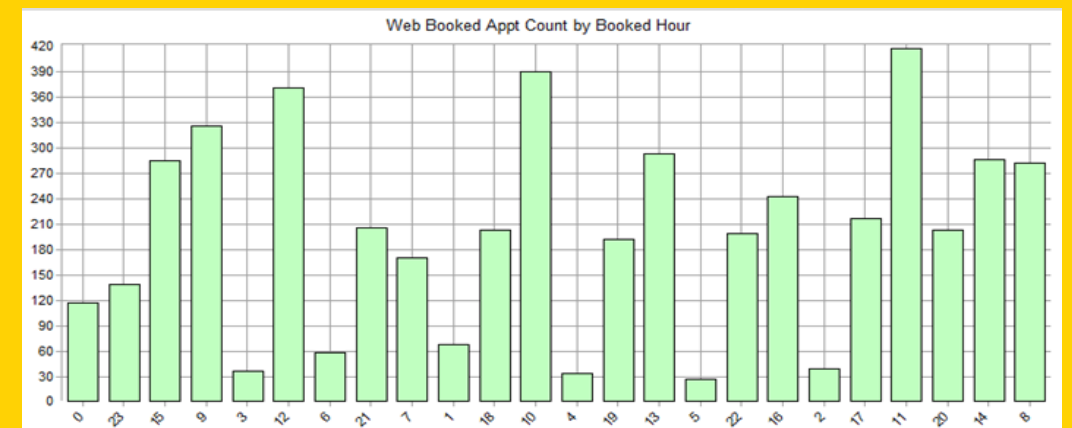
Student Health Appointments Data

Appointment data collected FY2022. Web-booked appointments were temporarily on hold to control volume of patient flow in Fall 2021 due to Covid to accommodate for social distancing.



Top Visit Types 7/1/2021 – 6/30/2021

PC VISIT	2769
International Student Tuberculosis Testing and Screening	1166
CoVID-19 CASE MANAGEMENT NOTE	926
IMMUNIZATION/TB SCREENING	694
PC TRIAGE ILLNESS	601
PC GYN VISIT	528
PC PHYSICAL EXAM	414
PC MH FOLLOW-UP	403
LABORATORY VISIT	285
ALLERGY INJECTION	205
NURSING VISIT	186
2021 Flu Vaccine	161
PC MH INITIAL VISIT	134



Student Health Diagnosis and Visit Data

Top 10 Diagnosis

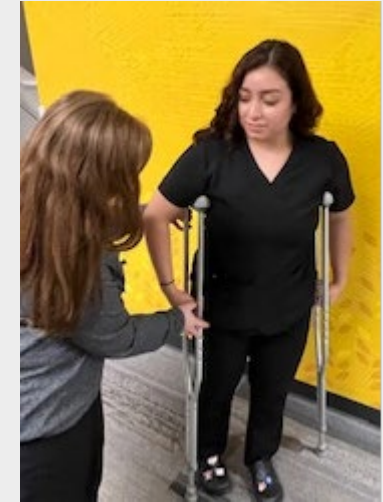
Acute pharyngitis, unspecified
Encounter for screening for infections with sexual transmission
Generalized anxiety disorder
Major depressive disorder, recurrent, moderate
Encounter for desensitization to allergens
Allergic rhinitis, unspecified
Acute upper respiratory infection, unspecified
Rash and other nonspecific skin eruption
Other fatigue
Dysuria
Encounter for gynecological examination

Top 10 Procedures Completed at SHS

Allergy Injection; multiple
Ultrasound Treatment, therapeutic; each 15 min
Removal impacted cerumen using irrigation or lavage, unilateral
Destruction, of lesions/warts (not skins tags), 1-14 lesion(s)
EKG
Insertion of Intrauterine Contraceptive
Debridement, open wound with assessment, topical application
Removal of Foreign Body, External Ear/Auditory Canal
Inhalation treatment for acute airway obstruction, nebulizer
Laceration/Wound Closure or Repair; 2.5 cm or less

Top 10 Supplies Used for Patients

Ace Bandage 2"/4"/6" wide
Crutches
Wound and Dressing Supplies
Knee Sleeve - Open Patella
Wrist Splint, Right
Aluminum Finger Splint
Wrist Splint, Left
Air Cast Ankle Brace, Left
Air Cast Ankle Brace, Right
Arm Sling, Right



Top 10 Laboratory Tests

Quantiferon(R) - TB
CBC (Diff/PLT)
Comp Metab PNL
MDL SARS-CoV-2 RT-PCR Molecular Saliva Test
TSH W/REFL FT4
Strep Rapid- In House
Amplified CT/GC - Urine/Vaginal from CDD Labs
Urinalysis, Dipstick - In House
Pregnancy Test, Urine - In House
Lipid Panel, Standard
MDL RSV/Influenza/COVID-19 (RIC) Assay - oropharyngeal

Top 10 Prescribed Medications

(8 out of 10 are available at SHS)
Triamcinolone Acetonide
Fluticasone Propionate
methylPREDNISolone
Azithromycin
Sertraline HCl
Ibuprofen
Doxycycline Monohydrate
Fluconazole
Escitalopram Oxalate
Indomethacin

Top 10 Specialist Referrals Off-Campus

Gastroenterology
Orthopedics
Dermatology
Otorhinolaryngology
Physical Therapy
Urology
General Surgery
Endocrinology
Neurology
Pulmonology

Top 10 Radiology Orders Referred Off-Campus

CHEST, PA ONLY
CHEST, PA AND LATERAL
SPINE, LUMBOSACRAL
Ultrasound, Transvaginal
FOOT, RIGHT
HAND, RIGHT
ULTRASOUND, BREAST, RIGHT
ULTRASOUND, BREAST, LEFT
ULTRASOUND, PELVIC
ANKLE, RIGHT

Goal 1. Continue to provide a college health program that meets students' individual health needs and support academic success.

Goal met and continues to be ongoing by maintaining and expanding the level and number of non-billable services offered to students that only a Student Health's college health specialists would have time and resources to provide.

These services actively support individual health needs for both **online and on-campus students** in relevant ways for this generation of college students.

- Transitioned to providing Covid-19 information and communication to students through myShockerhealth portal.
- Provided online health education through implementation of our Tik Tok account and continuation of Tuesday Talks in Summer/Fall 2022.
- Implemented E-scribe electronic prescriptions to be sent electronically to pharmacies so students do not have to physically pick up scripts.
- Continuation of telehealth mental health medication refill appointments.

Total number of provider phone calls with students or regarding students' care
2,401

Total number of secure messages with students in patient portal
18,632

Total number of students engaged in outreach programs and events
4,456

Total number of TB questionnaires and Immunization documents reviewed
11,832

Goal 2: Support current experiential learning opportunities within Student Health Services and seek ways to expand these opportunities.

Total Number of Applied Learning/Clinical Experience Students

47

95% increase

Students seeking applied learning opportunities in Student Health Services came from all areas of Academic Affairs and were unique in their interests. To the right, are the different academic programs whose students benefited from their experience in SHS.

New applied learning opportunities in FY2022:

- Social Work student initiated our new “Wellness Room” for lactating mothers or students needing a temporary stress-free safe space.
- Public Health Science’s Health Management Capstone Class students developed, implemented and analyzed our Fall 2022 Health Needs Assessment Survey, identifying areas of need that resulted in new services for students.
- Athletic Training students and faculty initiated our new Orthopedic Clinic to evaluate and set exercise plans for injured students, which was a need identified by students in the Health Needs Assessment Survey.
- First semester of having Certified Nursing Assistants (CNAs) School of Nursing students working in SHS clinic to support professional staff in daily healthcare of students.



What has been your most helpful learning experience at Wichita State?
My most helpful learning experience has been my position as a student assistant at Student Health Services. I've learned so many valuable skills and have been able to apply the things that I learned in my classes directly in an office setting.

What are your plans after graduation?
After graduation, I will be attending Johns Hopkins University in Maryland to pursue a Master of Health Science in Epidemiology.

Kaitlyn Cowen, Class of 2022



https://www.wichita.edu/about/wsunews/news/2022/05-may/MASCowen_6.php

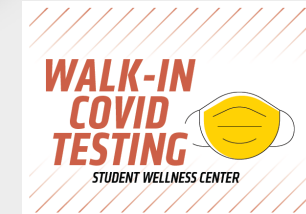
Goal 3: Collaborate with Student Affairs, academic departments, and city partners to promote health and wellness strategies that support WSU students and the campus community.

- ❖ **WASAC Student Advocate** – Collaborated with Wichita Area Sexual Assault Center to move the WSU WASAC Student Advocate into Student Health Services twice a week to provide a convenient and easy meeting space for students who have experienced sexual assault to meet with advocate. **8 students assisted**
- ❖ **Pee 4 Pizza** – Provided to WSU students Free Sexually Transmitted Illness testing for 5 different STIs, including HIV. Partnered with Positive Directions, Inc. a non-profit in Wichita, KS and a branch of Kansas Department of Health and Environment. Partnered with Office of Diversity and Inclusion to promote and highlight this free services to high-risk populations. Partnered with WSU Sports, Grill & Lanes to bring quality pizza. **90 students/450 free tests**
- ❖ **Annual Mini-Wellness Fair** – Planned and implemented Mini-Wellness Fair to bring numerous wellness-related on-campus departments in one fair for WSU students/faculty/staff to learn about wellness services. Departments included: Counseling Services, Prevention Services, Student Health – Contraception Services and General Medical Services, Disability Services, Campus Recreation, YMCA, University Police Department, Community Service, Dining Services, Money Management, Student Success, Dental Hygiene Clinic, AEGD, Speech, Language and Hearing Clinic and more. **325 participants**
- ❖ **National Prescription Drug Take Back Day** – Provided a safe, convenient and secure location in SHS for WSU students/faculty/staff to bring in their expired or unwanted pharmaceuticals. Partnered with WSU University Police Department for collection and drop off to Wichita Police Department locations. **52 pounds of unwanted medications collected**
- ❖ **Dental Screenings** – Provided Free Dental Screenings provided the Advanced Education in General Dentistry dentists – due to Covid19 only 1 clinic held
- ❖ **Academic departments and applied learning students help to bring more services to students - See slide 8**
- ❖ **Covid Vaccination Clinics** – Provided Free Covid Vaccines and boosters to WSU students/faculty/staff and surrounding Wichita community. Partnered with Sedgwick County Health Department in two locations of campus; Koch Arena and WSU YMCA. Free \$50 Visa gift cards were provided. **See slide 10**
- ❖ **Covid Walk-In Test Clinics** – Provided increased Covid testing services by partnering with MDL to receive results faster through courier pickups and increase volume of collections.
- ❖ **Flu Vaccines** – Partnered with WSU Tech Nursing Program to provide flu vaccine serum and supplies to their instructors to administer to WSU Tech students



Goal 4. Support the health and safety of the campus community by continuing to identify, reduce, and control health risks and hazards.

Goal met and ongoing as we pivoted and moved to walk-in testing from appointment only. Hired 10 student employees to assist with the walk-in testing clinic available all day, every day. Each student developed applied learning experience that could transition to each of their chosen professions. Partnered with SCHD to absorb some of the volume of Covid vaccinations and to create incentives for promotion of vaccines.



Covid Testing

• 3,891 Total Covid tests performed

- 575 ill appointments at SHS
- 3,316 Covid Testing Clinic (walk-in and appointments)



Case Management

• 826 Total Students Case Managed

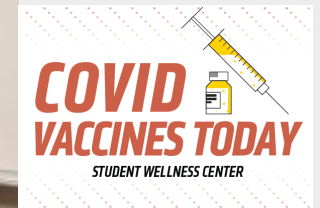
- counseled on management of quarantine, isolation, travel expectations, return to work/school, etc.



Covid Vaccinations

• 683 Total Covid vaccinations

- Partnered with Sedgwick County Health Department who also administered over 600 vaccines on-campus



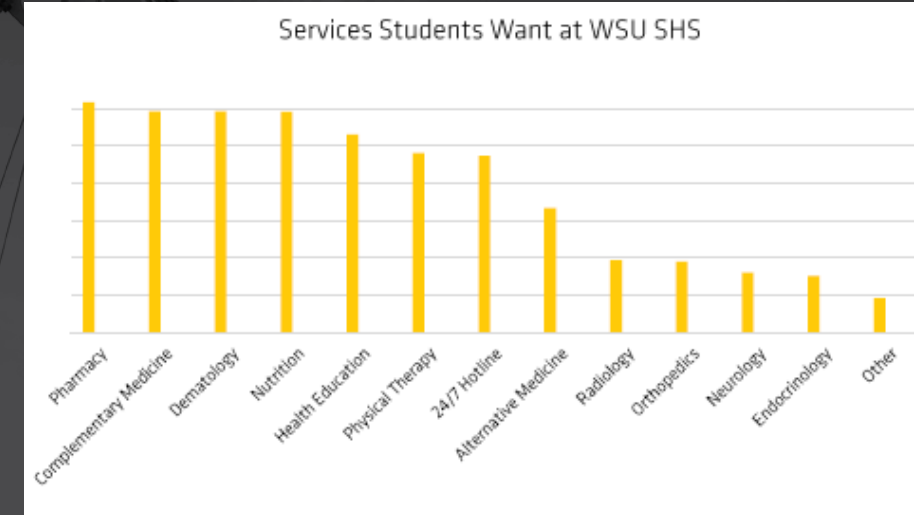
Other notable public health support:

- Flu vaccines administered to students/staff/faculty – 452 flu vaccines given
- Tuberculosis Screening and Testing Program – 2,011 TB tests performed; 4,188 TB screenings reviewed
- Increasing access to mental health medication appointments – absorbing ADHD medication patient appointments to decrease waiting time for follow-ups. 17% increase in appts

Goal 5. Explore potential growth and expansion service options relevant to the student population.

By completing a Health Needs Assessment survey in Fall 2021, SHS was able to plan and implement new healthcare service options.

Thanks to Dr. Amy Drassen Ham and her Health Management Capstone students, the Health Needs Assessment survey collected 1,115 student survey submissions which gave the capstone students experience in organizing and summarizing data to provide usable information for SHS.



New services planned and initiated or implemented in Spring 2022 as a result of the Needs Assessment survey:

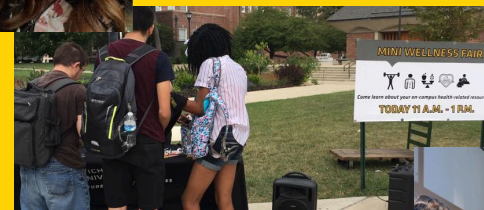
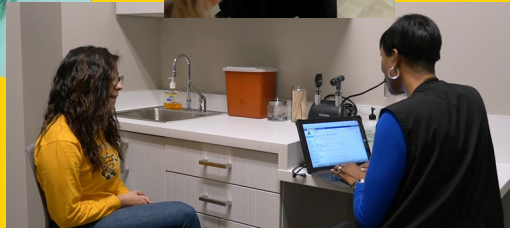
- **Orthopedic Clinic** — Partnered with College of Applied Studies Athletic Training Department and implemented April 2022, providing consultation and exercise plans to 10 students with injuries.
- **Registered Dietician** - Interviewed and hired a registered dietician to provide nutrition consults weekly beginning July 2022.
- **“myShockerhealth in 60 Seconds”** — planning for new health education short videos using Tik Tok and Instagram platforms to premier Fall 2023.
- **Physical Therapy Clinic** — Partnering with College of Health Professions Physical Therapy department to plan and implement a physical therapy clinic for WSU staff/faculty/students and community in Spring 2023.



Exciting new services coming to Student Health in FY2023!

- Mobile Radiology Services at Student Health – August 2022
- Dietician Consultations and Health Education Videos – July 2022
- Physical Therapy Clinic – Tentative Spring 2023




See you then!!!!



WICHITA STATE UNIVERSITY

STUDENT HEALTH SERVICES

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