

WELCOME

**STUDENT
HEALTH SERVICES**



Student Health Services

Annual Report

FY2021

Mission and Purpose

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

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

Department Goals for FY2021

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

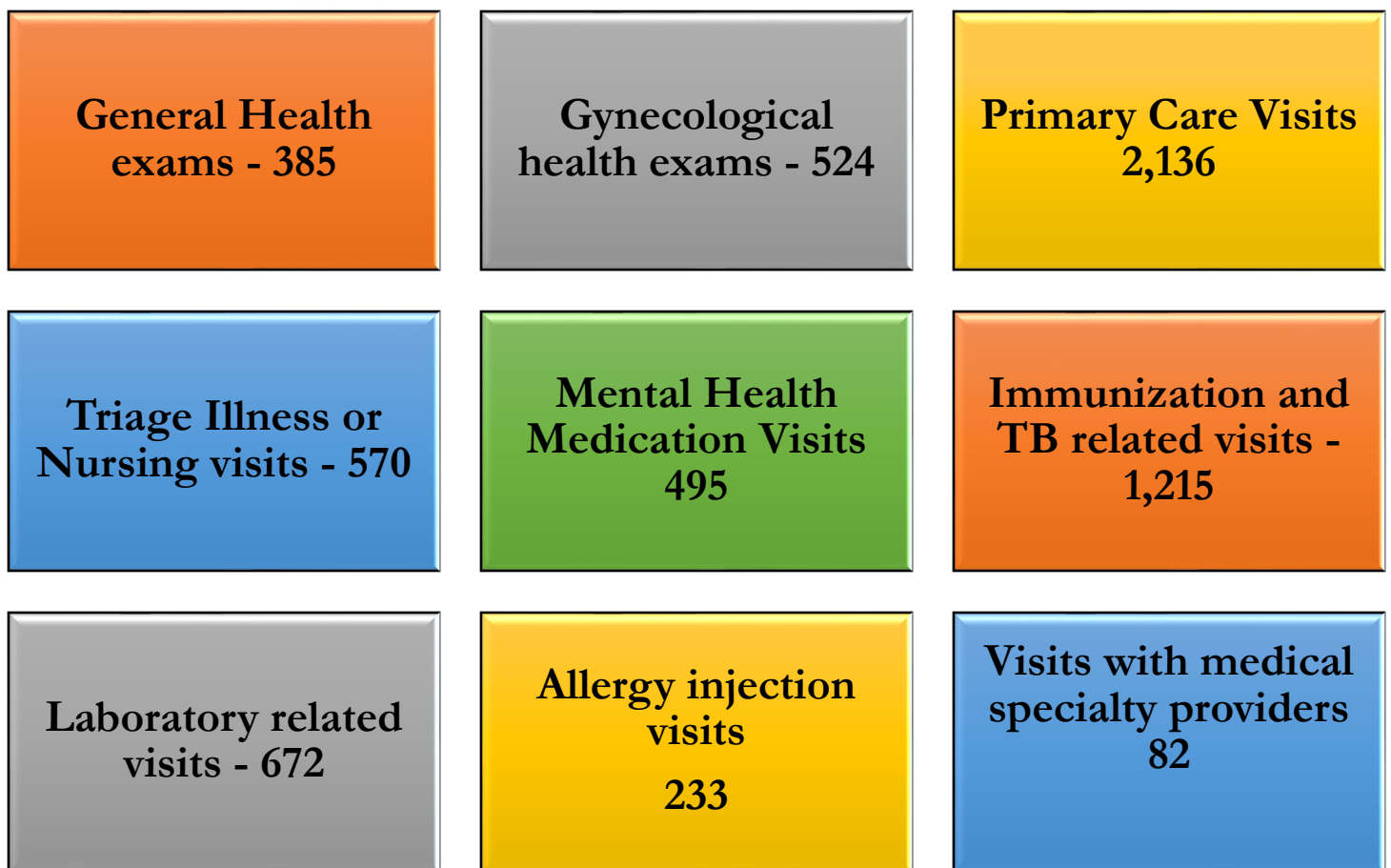
- Continue to provide a college health program that meets students' individual health needs and support academic success.
- Support current experiential learning opportunities within Student Health Services and seek ways to expand these opportunities in the Student Wellness Center.
- Collaborate with Student Affairs, academic departments, and community partners to promote health and wellness strategies that support WSU students and the campus community.
- Support the health and safety of the campus community by continuing to identify, reduce, and control health risks and hazards.
- Explore potential growth and expansion of service options relevant to the student population.

This report will provide data on how the department met these goals and highlight the accomplishments the department achieved in FY2021.

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

Student Health Services met this goal by maintaining and expanding the level of services offered to students.

**Total number of visits in FY2021 - 6,312
Breakdown of by direct care visit types**

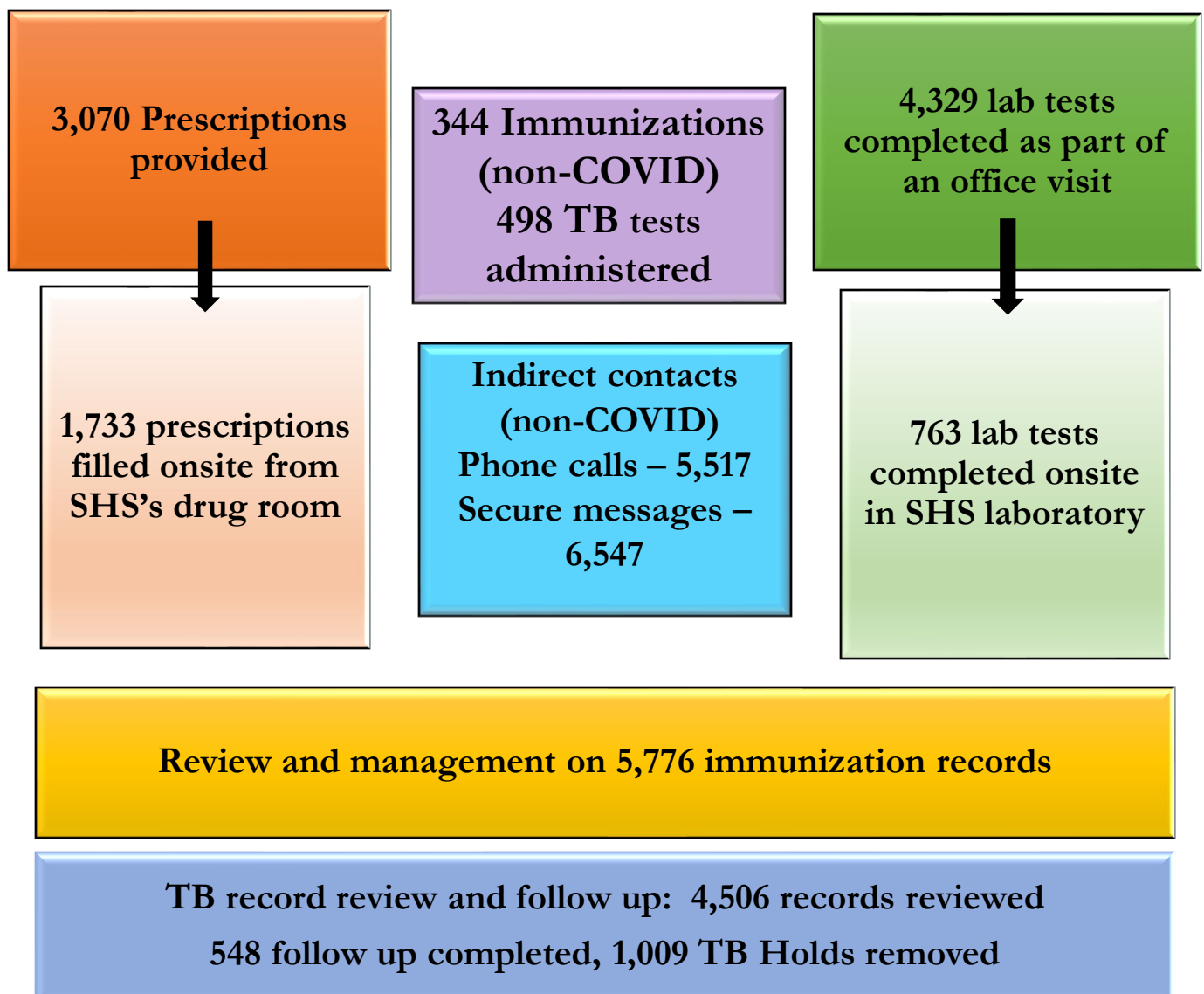


In addition to direct care visits, SHS staff provides indirect care to students. Indirect care is defined as health-related student contacts via messaging or phone calls that are documented in electronic medical record. These visits types relate to providing case management, health education, post visit assessments, prescription refill requests, etc. Secure messaging provides a HIPAA compliant method of communicating with students through the myShockerHealth portal. Indirect care visits do not include phone calls for appointments or non-health related student contacts.

Visit numbers do not reflect how many ancillary services are provided either within visits or separate from a visit. These services include prescriptions, immunizations, or laboratory testing.

Student Health is responsible for tracking compliance for WSU's Tuberculosis (TB) Prevention and Control policy, which includes TB screening for all new domestic and international students each semester. SHS also tracks compliance for the Housing and Resident Life (HRL) Meningitis policy and a few College of Health Profession clinical programs. This role requires collection, review and tracking of immunizations and clinical requirements.

Data on indirect care, ancillary services, and compliance review functions for FY2021

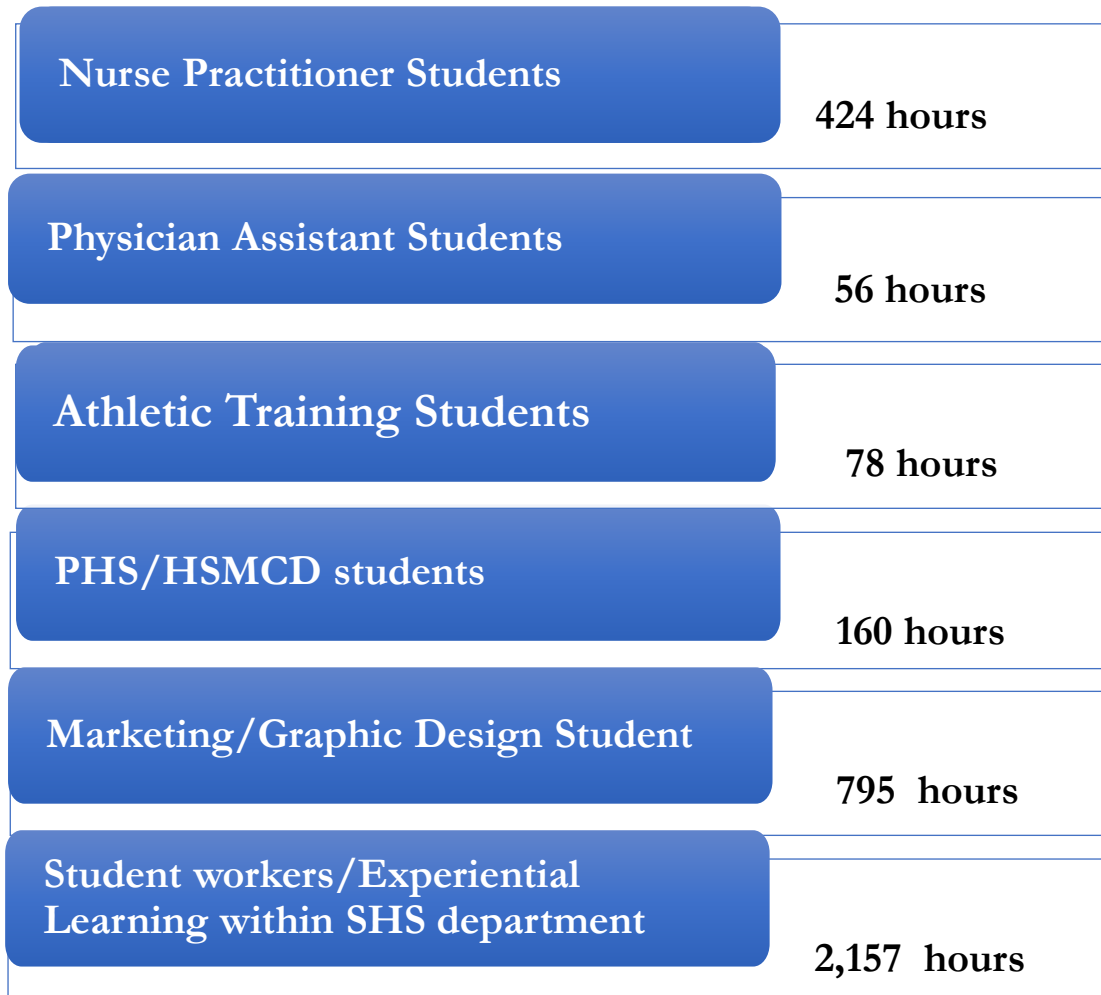


Goal: Support current experiential learning opportunities within Student Health Services and seek ways to expand these opportunities in the Student Wellness Center.

In FY2021 Student Health Services was able to expand both applied learning experiences and experiential learning experiences for students within the department. This included hiring five student workers to assist with front office operations and COVID-19 testing, vaccination, and medical record processing.

The new Student Wellness Center space has been a key component for the expansion of applied and experiential learning in Student Health. This additional space provided a safe environment for both staff and students during the COVID-19 pandemic.

The graph below demonstrates the applied and experiential learning opportunities that students were able to obtain through Student Health in FY2021.



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

SHS routinely collaborates with both campus and community partners throughout the academic year. In FY2021 this collaboration took a different approach in response to the COVID-19 pandemic. In-person events were not as prevalent and much of the collaboration was focused on COVID-19 issues.

Examples of collaborations during FY2021 include:

- Participating in freshman, transfer, graduate, and adult learning orientation sessions either in-person or virtually.
- Partnering with HRL staff to provide COVID-19 testing for all housing residents and staff at the start of each semester.
- SHS staff serving on multiple interdisciplinary committees and work groups such as Housing Appeals Committee, SA Diversity, Equity and Inclusion Committee, Prevention Services Board, Shared Leave Committee, COVID-19 working groups, and CARE team.
- Worked with SGA Health and Wellness Committee on the Wellness Days in Fall and Spring semesters.
- Continue weekly “Tuesday Talks” virtual health education platform that partnered with both campus and community organizations and students to discuss health topics relevant to WSU students and community.
- Partnering with AEGD and Dental Hygiene to provide free dental screenings for students.
- Health education programming with various student organization and groups on campus.
- Collaboration with ODI and Positive Directions, a local non-profit, to provide free HIV, Hepatitis C, syphilis and STI testing every month.

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

In FY2021, this goal was met by tracking compliance for WSU’s Tuberculosis policy, HRL’s Meningitis policy and CHP clinical programs. As the only on-campus provider for health care services. Student Health has always served as the campus point of contact for the local and state health department.

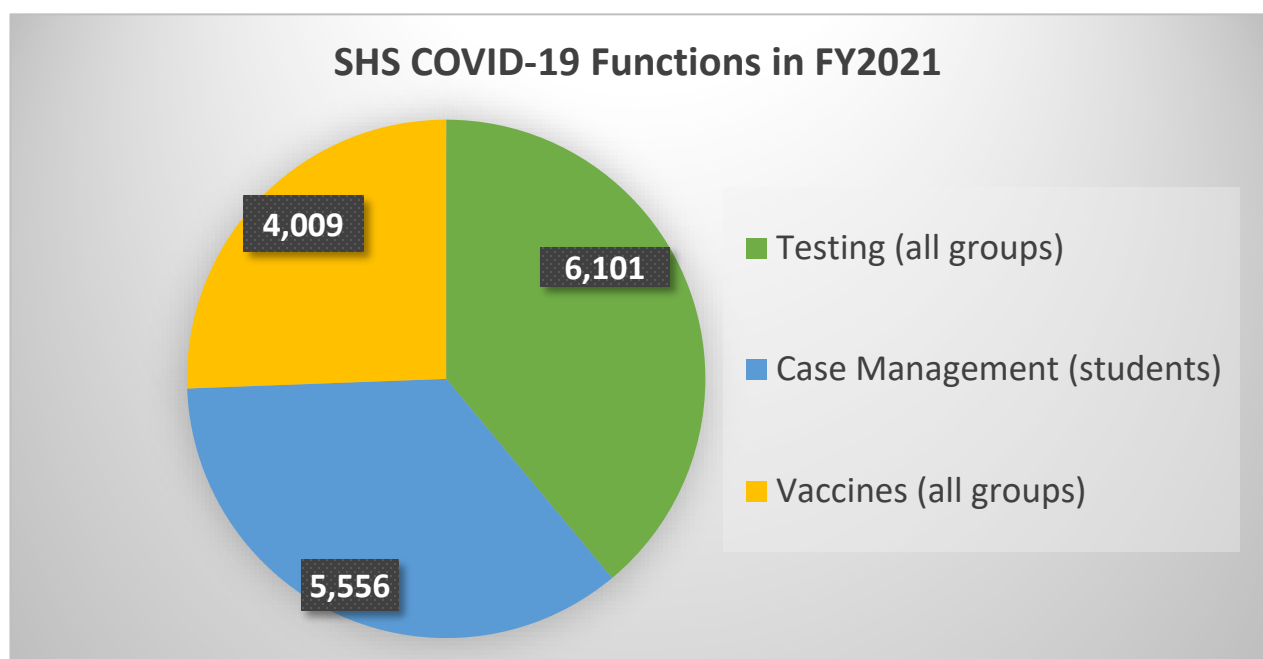
Impact of COVID-19

In response to the COVID-19 pandemic, the campus shifted to online learning and most campus departments transitioned to remote work during March 2021, Student Health was one of the few departments on campus that remained fully operational with normal business hours and services.

The COVID-19 pandemic continued to alter day to day life through FY2021 and beyond. This created the need for additional medical services and support to the campus community. SHS staff rose to this challenge by:

- Providing medical expertise for the management of the COVID-19 pandemic response.
- Offering COVID-19 testing and COVID-19 vaccinations to students & staff.
- Maintaining communication with local and state public health agencies.
- Working with partners across the campus to help define health and safety guidelines based on the current and ever-changing public health recommendations.
- Created and implemented a case management process for students who tested positive or were exposed to COVID-19.
- Provided online health education series related to COVID-19 to support students, staff and faculty.

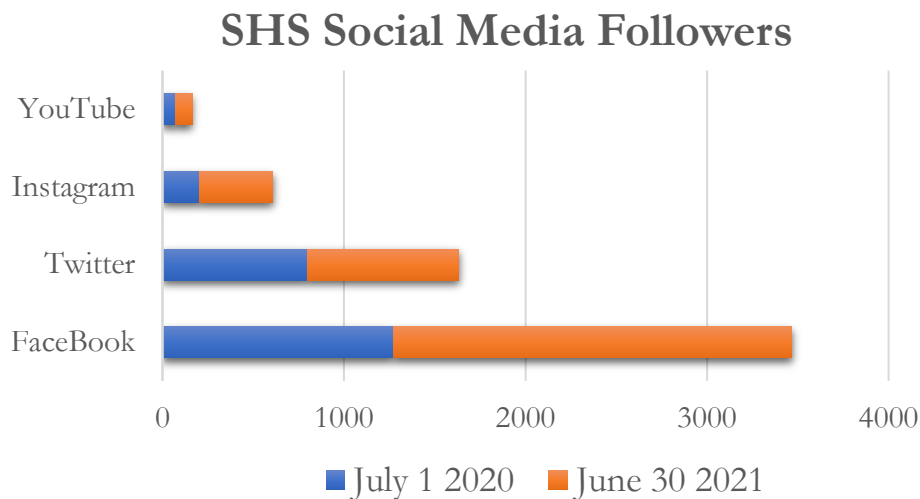
The graph below demonstrates the type of COVID-19 specific services SHS provided in addition to the departments' normal services.



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

A new service option SHS was able to add in FY2021 was the ability for students to upload documents through the myShockerHealth portal. This functionality supports HIPAA requirements by providing a secure method of sharing private health information with SHS.

COVID-19 changed SHS health promotion and educational programming from in-person events to virtual events. In response to this change, SHS online engagement with students has grown. The chart below highlights the growth in number of followers across all SHS social media platforms in FY2021.



Another way this goal was met is the previously discussed expansion of COVID-19 testing and vaccination services to students and their immediate family members. These services were also extended to faculty, staff, their immediate family members and campus partners. See the previous page for specifics on these areas.

The addition of these services was truly a collaborative effort involving multiple partners both on and off campus including staff from ITS who created the vaccine appointment scheduling app; staff from Strategic Communications who assisted with marketing and website updates; staff from HRL, Industry Engagement, WSU’s Molecular Diagnostic Lab, Sedgwick County Health Department, WSU Administration and General Counsel’s office.

SHS appreciates the cooperation and support the campus has provided the SHS staff to help us be successful in responding to the COVID-19 pandemic.