A special thanks to all Student Health Services staff members for their dedication to providing high quality medical care and caring services to USF students.

USF HEALTH
Wellness USF departments on the USF Tampa Campus are devoted to enhancing student learning through health and wellness. The collaborative departments are:

- Campus Recreation
- Campus for Student Well-Being
- Center for Victim Advocacy
- Counseling Center
- Student Outreach & Support
Mission, Vision, and Values

Mission: Student Health Services provides University of South Florida students with high quality evidenced based medical care and health education to support collegiate success and sustained wellness.

Vision: Student Health Services at the University of South Florida will be the student’s first choice for accessible, quality healthcare, education, and advocacy delivered by competent and compassionate professionals.

Values:

**Patient Centered Care**
We embrace Patient-Centered Care, providing care that is respectful of and responsive to the individual patient.

**Teamwork and Collaboration**
We foster teamwork that supports our internal and external stakeholders.

**Equity and Inclusion**
We embrace and support diverse ideas, perspectives, abilities and identities.

**Integrity**
We provide quality medical care that is ethical and reflects national standards of care and best practices.

**Trust and Confidentiality**
We foster patient relationships built on trust, respect and privacy.

**Health & Wellness**
We foster the well-being of our campus community by encouraging healthy routines and balanced lifestyles.

**Innovation & Technology**
We embrace the use of technology and medical innovation to improve the provision of medical care.

“The good explanation, as well as, the care and time you give to the patient inspires students like us to learn from you.”
Services

SHS provides medical care, administrative services and owns and operates the Bull’s Country Pharmacy. This SHS annual report highlights our accomplishments, quality initiatives, utilization, financial status and future goals.

**Services Include:**

<table>
<thead>
<tr>
<th>Clinical Services</th>
<th>Administrative/Non-clinical Services</th>
<th>Contracted Services</th>
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<tbody>
<tr>
<td>• Allergy &amp; Immunizations</td>
<td>• Immunization Compliance</td>
<td>• After Hours Advice Line</td>
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<tr>
<td>• Dermatology</td>
<td>• Insurance Compliance</td>
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<tr>
<td>• Faculty &amp; Staff Services</td>
<td>• Insurance Billing</td>
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<tr>
<td>• General Medical Care</td>
<td>• Outreach &amp; Education</td>
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<td>• In-house lab services</td>
<td>• Urgent Care</td>
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<td>• Men’s Health</td>
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<td>• Nutrition Counseling</td>
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<tr>
<td>• Pharmacy</td>
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<tr>
<td>• Physical Exams</td>
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<tr>
<td>• Primary Care Psychology</td>
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<tr>
<td>• Psychiatry</td>
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<tr>
<td>• Neuropsychology</td>
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<tr>
<td>• Sexual Health &amp; Gynecology</td>
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<tr>
<td>• Smoking Cessation</td>
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<td>• Sports Medicine</td>
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<tr>
<td>• Travel Health</td>
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</table>

“Awesome hand-washing exercise”

“Front desk staff are enthusiastic and efficient.”

“Great Service!”

“I really felt I was in good hands!”
Accomplishments

- Successful AAAHC Survey granting USF SHS a full 3 year reaccreditation status
- Held annual flu clinic event providing free flu vaccine to 450 students. A total of 1067 flu vaccines were given to students
- Held biannual GYT events providing free STI testing to 465 students
- Completed Hazard Risk Assessment
- Held tabletop exercise on management of Mumps Outbreak
- Enhanced clinic landscaping
- Held “Live” Security drill
- Installed privacy screens on all PCs visible from the hallways
- CEUs awarded for SHS monthly professional development activities
- Launched Neuropsychology services
- Call Center and Insurance Billing Office moved to UPC building
- Minor facility renovations completed
- Awarded new contract for cleaning services
- Established policies and procedures for Behavioral Health patients
- Purchased new vaccine refrigerator for storing and monitoring vaccines

“Such a great physician! The provider is really here for the student—simply wonderful service—thorough, caring and understanding.”
Quality Improvement

“Develop and implement annual quality studies to evaluate clinical care utilizing evidence based clinical care practice guidelines.”

• QI Studies include:
  • Use of the Behavioral Health Monitoring Tool
  • Clinical Staff Handwashing
  • Low Back Pain
  • Conjunctivitis
  • ICO Procedures
  • Pharmaceutical Costs

• QI Audits include:
  • Utilization & Revenue
  • Abandoned Phone Calls
  • No show rate
  • Consent for Procedures
  • Tracking pap results
  • Medical coding
  • Continuity of Care
  • Pharmaceutical costs
  • Informed consent

• ACHA Benchmarking
  • Biannual patient satisfaction surveys
  • Biannual peer review
  • Participation in Florida Patient Safety Organization
  • Monitor provider credentials and privileges
  • Providing monthly medical education programs
  • Monthly Infection Control and Safety Monitoring
  • Quarterly Safety Drills.

  • Fire
  • CPR
  • Weather
  • Security
Student Feedback

"I never write these things, but felt you should know how great a job your staff did making me feel calm."

Patient satisfaction surveys were conducted during the Fall and Spring semesters. The results from the surveys showed that 87% of students receiving services at SHS were satisfied with the level of care received, meeting the 87% ACHA national benchmark.

Surveys ask the patients various questions about their care at Student Health Services and responses are based on a five point Likert scale.

- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree
Surveys were also collected for the various departments within Student Health Services. Student satisfaction remains above the 87% ACHA benchmark for these areas.

Question 1: Staff friendliness  
Question 2: Form instructions  
Question 3: Questions were answered  
Question 4: Assisted in a timely manner

Responses were based on the same five point Likert scale as the Student Health Services survey.

“Fun & friendly staff!”
Statistics

“The lab is awesome! I’m always a little nervous when I give blood and I didn’t even feel the needle.”

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Online Appointment Requests</td>
<td>6,477</td>
<td>7,233</td>
<td>3,256</td>
</tr>
<tr>
<td>Call Center Volume</td>
<td>38,790</td>
<td>37,596</td>
<td>36,538</td>
</tr>
<tr>
<td>Immunization Compliance</td>
<td>30,863</td>
<td>27,898</td>
<td>29,825</td>
</tr>
<tr>
<td>Insurance Compliance</td>
<td>9,214</td>
<td>7,678</td>
<td>5,202</td>
</tr>
<tr>
<td>After Hours</td>
<td>1,103</td>
<td>716</td>
<td>694</td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td>307</td>
<td>351</td>
<td>352</td>
</tr>
<tr>
<td>Pharmacy Prescriptions</td>
<td>18,461</td>
<td>17,425</td>
<td>15,620</td>
</tr>
<tr>
<td>Pharmacy Refills</td>
<td>7,014</td>
<td>8,013</td>
<td>8,193</td>
</tr>
<tr>
<td>Total # of Visits</td>
<td>35,471</td>
<td>35,991</td>
<td>35,745</td>
</tr>
<tr>
<td>Unique Patient Count</td>
<td>14,130</td>
<td>12,616</td>
<td>12,823</td>
</tr>
<tr>
<td>Daily Average of Visits</td>
<td>144</td>
<td>145</td>
<td>145</td>
</tr>
</tbody>
</table>
“I came in today for an injury and have been here several times. Everyone is so helpful”

Clinic Usage By Gender
Female 61%
Male 39%

“Great experience”

Insurance Ratios

Insured vs. Self-Pay
Insured 69%
Self-Pay 31%

<table>
<thead>
<tr>
<th>Budget</th>
<th>SHS</th>
<th>Pharmacy</th>
<th>St. Pete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$10,341,784</td>
<td>$878,176</td>
<td>$340,134</td>
</tr>
<tr>
<td>Operational Expenses</td>
<td>$10,311,720</td>
<td>$998,587</td>
<td>$340,172</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clinical Revenue</th>
<th>Charges</th>
<th>+/-</th>
<th>Collections</th>
<th>+/-</th>
<th>Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>$5,085,314</td>
<td>1%</td>
<td>$1,839,180</td>
<td>29%</td>
<td>36%</td>
</tr>
<tr>
<td>2015-2016</td>
<td>$5,081,655</td>
<td>22%</td>
<td>$1,759,963</td>
<td>23%</td>
<td>35%</td>
</tr>
<tr>
<td>2014-2015</td>
<td>$4,157,872</td>
<td>32%</td>
<td>$1,427,899</td>
<td>24%</td>
<td>34%</td>
</tr>
</tbody>
</table>
“Collaborating with internal and external partners to strengthen the health and well-being of the USF Campus Community”

USF Health
Partners with SHS to provide credentialing services, and a medical management system for scheduling, billing and Electronic Health Records. USF Health specialists provide CME education for staff. SHS provides a training site for Medical Residents, Medical Students and Nurse Practitioner Students.

USF Health Morsani Radiology
Offers reduced pricing for uninsured students.

USF Health Dermatology
Staffs weekly clinics at SHS

USF Health Psychiatry Department
Shared staffing for psychiatry services

USF St. Petersburg Campus
SHS provides contracted medical care.

State University System Insurance Consortium
Enables USF to provide a quality, cost effective student health insurance plan

Hillsborough County Health Department
Provides free STI testing during the annual GYT event

DACCO & Youth Education Services
Provides in-house free STI testing

USF Counseling Center
Collaborates with SHS in providing mental health services to students utilizing Post-Doctoral Psychologists

Wellness USF Departments
Providing outreach activities and events

USF Graduate School & USF Human Resources Department
acts as administrator of the Graduate Assistant subsidy for health insurance

USF Admissions & Orientation, USF World
Works with SHS to ensure compliance with insurance and immunization mandates.

USF College of Public Health
Collaborative study on Health Literacy and Sexual Health Care of USF Students
Goals 2017-2018

• Collaborate with SUS Insurance Broker to implement 2017-2018 Insurance Plan
• Collaborate with SUS Consortium to select 2017-2018 Insurance Product
• Hold Fall Flu Event clinic providing 500 vaccines
• Hold Spring and Fall GYT screening events, screening 500 students
• Maximize use of Web Based Patient Portal
• Evaluate utilization of Front Desk Kiosk
• Review and revise scheduling guidelines
• Complete renovation of lab space
• Initiate planning and explore funding for new clinic
• Enhance collaboration with Counseling Center
• Explore provision of medical Services at New College and USF-Sarasota
• Initiate Athletic Training Services
• Establish collaborative relationship with new Wellness Coaching program
• Explore collaborative relationship with Athletics

“My provider was great - she listened and did everything to make sure I understood and was comfortable.”

“Thank you. So helpful!”

“Awesome education demonstration!”