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

- Campus Recreation
- Center for Student Well-Being
- Center for Victim Advocacy
- Counseling Center
- Student Outreach & Support
- Success & Wellness Coaching
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 doctor was quick and caring with her work. She was courteous of my time, money, and emotional well-being.”
Services

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

Services Include:

Clinical Services
- Allergy & Immunizations
- Athletic Training
- Dermatology
- Employee Services
- General Medical Care
- In-house lab services
- Men’s Health
- Neuropsychology
- Nutrition Counseling

Admin/Non-clinical Services
- Pharmacy
- Physical Exams
- Primary Care Psychology
- Psychiatry
- Sexual Health & Gynecology
- Sports Medicine
- Travel Health
- Urgent Care
- Evening Clinic

Contracted Services
- After Hours Advice Line
- Language Line

“I learned exercises that could keep my muscles in shape.”

“Every staff person I’ve interacted with is helpful and warm.”

“They made sure I got on the road to recovery as quickly as possible in order to better focus on my studies.”

“I’ve always had a great experience coming here.”
Accomplishments

- Launched a clinic in partnership with New College of Florida to provide services for students at USF Sarasota Manatee and New College of Florida.

- Held 5 flu clinic events providing free flu vaccine to 1,233 students. A total of 2,280 vaccines were administered.

- Expanded biannual GYT events providing confidential free STI Testing to 711 students by appointment.

- Completed Environmental Work Hazard Risk Assessment.

- Held tabletop exercise on management of Tuberculosis.

- Successful implementation of EPIC Professional Billing Module.

- Sports medicine visits increased by 57%.

- Patient visits totaled 40,468, an increase of 5%.

- CEUs awarded for SHS monthly professional development activities.

- Administered flu clinic at USF Sarasota Manatee.

- Continued FL Department of Health partnership vaccinating uninsured/under-insured students against HPV.

- Increased visibility, causing the need for 2 successful food donation campaign.

- Phase 1 New Wellness Center building project.

- Call answered rate improved due to increased staffing. Calls answered in less than 15 seconds with abandoned rate of 2%. Industry standard is abandoned call rate of 10%.

“They do a great job helping you understand the problem and what you can do, even if they are not prescribing you anything.”
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
  - Pharmaceutical Costs
  - Acute Bronchitis
  - PrEP for HIV prevention
  - Skin infection/Cellulitis
  - Opioid prescription patterns

- **QI Audits include:**
  - ICO Procedures audit
  - 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

“Very friendly, helpful and overall great student customer service.”

We conducted patient satisfaction surveys 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

<table>
<thead>
<tr>
<th>General Clinic Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1. Scheduling an appointment was quick and easy.</td>
</tr>
<tr>
<td>Q2. The registration staff was friendly, courteous and helpful.</td>
</tr>
<tr>
<td>Q3. The nursing staff assisting my provider was friendly, courteous and helpful.</td>
</tr>
<tr>
<td>Q4. The provider listened carefully to my concerns.</td>
</tr>
<tr>
<td>Q5. My provider thoroughly explained my condition and recommended treatment in a way I could easily comprehend.</td>
</tr>
<tr>
<td>Q6. I felt my confidentiality and privacy were carefully protected.</td>
</tr>
<tr>
<td>Q7. I understand payment and billing options.</td>
</tr>
<tr>
<td>Q8. I was satisfied with the amount of time in student health services to complete my appointment.</td>
</tr>
<tr>
<td>Q9. Clinic hours met my needs.</td>
</tr>
<tr>
<td>Q10. I would recommend Student Health Services to another student.</td>
</tr>
</tbody>
</table>
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.

“My health issue is solved.”
## Statistics

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Online Appointment Requests</td>
<td>5,021</td>
<td>5,587</td>
<td>6,477</td>
</tr>
<tr>
<td>Call Center Volume</td>
<td>38,644</td>
<td>37,522</td>
<td>38,790</td>
</tr>
<tr>
<td>Immunization Compliance</td>
<td>21,960</td>
<td>24,228</td>
<td>30,863</td>
</tr>
<tr>
<td>Insurance Compliance</td>
<td>6,753</td>
<td>6,133</td>
<td>9,214</td>
</tr>
<tr>
<td>After Hours</td>
<td>1,059</td>
<td>1,027</td>
<td>1,103</td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td>283</td>
<td>282</td>
<td>307</td>
</tr>
<tr>
<td>Pharmacy Prescriptions</td>
<td>19,398</td>
<td>18,526</td>
<td>18,461</td>
</tr>
<tr>
<td>Pharmacy Refills</td>
<td>5,955</td>
<td>6,378</td>
<td>7,015</td>
</tr>
<tr>
<td>Total # of Visits</td>
<td>40,468</td>
<td>38,860</td>
<td>35,471</td>
</tr>
<tr>
<td>Unique Patient Count</td>
<td>14,087</td>
<td>13,877</td>
<td>14,130</td>
</tr>
<tr>
<td>Daily Average of Visits</td>
<td>165</td>
<td>153</td>
<td>144</td>
</tr>
</tbody>
</table>

“They listened to my concerns and didn’t prescribe me expensive medication.”
“The services I received helped me get better when I was feeling unwell and gave me peace of mind.”

Clinic Usage By Gender
Female 61%
Male 39%

“The medicine prescribed got rid of my worst symptoms so I could return to class.”

Insurance Ratios

**Insured vs. Self-Pay**

Insured 68%
Self-Pay 32%

**FY 19 INSURANCE**

<table>
<thead>
<tr>
<th>FY 19 INSURANCE</th>
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</thead>
<tbody>
<tr>
<td>United Health Care 33%</td>
</tr>
<tr>
<td>BCBS 27%</td>
</tr>
<tr>
<td>Aetna 8%</td>
</tr>
<tr>
<td>Other 14%</td>
</tr>
<tr>
<td>Cigna 8%</td>
</tr>
<tr>
<td>Coventry Leased Network 9%</td>
</tr>
</tbody>
</table>

**Budget**

<table>
<thead>
<tr>
<th>Budget</th>
<th>SHS</th>
<th>Pharmacy</th>
<th>St. Pete</th>
<th>New College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$8,945,837</td>
<td>$738,724</td>
<td>$349,071</td>
<td>$72,897</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$9,763,758</td>
<td>$929,601</td>
<td>$352,419</td>
<td>$56,897</td>
</tr>
</tbody>
</table>

**Clinical Revenue**

<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>2018-2019</td>
<td>$7,324,508</td>
<td>38%</td>
<td>$2,046,358</td>
<td>8%</td>
<td>28%</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$5,316,251</td>
<td>5%</td>
<td>$1,890,863</td>
<td>3%</td>
<td>36%</td>
</tr>
<tr>
<td>2016-2017</td>
<td>$5,085,314</td>
<td>0%</td>
<td>$1,839,180</td>
<td>5%</td>
<td>36%</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 and New College of Florida - 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 - Provided free STI testing during the Fall GYT event and free HPV vaccinations.

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.

USF Graduate School & USF Human Resources - Acts as administrator of the Graduate Assistant subsidy for health insurance.

Wellness USF Departments - Providing outreach activities and events.

USF Admissions & Orientation, INTO USF, 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.

USF Students with Disabilities Services - Partners with SHS to support students that need academic accommodations and neuropsychological assessment.

Florida Covering Kids & Families, USF Health Insurance Marketplace Navigators - SHS sponsors enrollment events to facilitate medical coverage.

USF Student Government, University Emergency Medical Services Association - Established partnership to allocate funding for launching a Mobile Response Unit.

USF College of Nursing - Collaborates with SHS to staff our evening clinic and expand patient access.

USF College of Pharmacy - Collaborates with SHS to staff and expand vaccination clinics.

Merck & Co. Pharmaceuticals - Partners to provide education for medical providers and health educators, materials for vaccination education, and prevention efforts.
Goals 2019-2020

• Collaborate with SUS Insurance Broker to implement 2019-2020 Insurance Plan
• Collaborate with SUS Consortium to select 2019-2020 Insurance Product
• Hold Fall Flu Event clinic providing 800 vaccines
• Hold satellite Flu clinics USFSP, New College, the WELL, the FIT, and CAMLS
• Administer Flu Shots to faculty/staff at USFSM Employee Health Fair
• Hold Spring and Fall GYT screening events, screening 500 students
• Continue to broaden prevention and education efforts through vaccination
• Continue to strengthen collaboration with Counseling Center & Center for Student Well-Being
• Expand Athletic Training Services at SHS and Campus Rec
• Develop collaborative relationship with USF Athletics/Spirit Squads
• Expand the evening clinic
• Enhance behavioral health services through case management
• Launch Medical Response Unit providing on-campus transport services
• Debut free 60 min nutrition seminar “Eat Well, Be Well”

“For my entire past three years at USF, NPs, phlebotomists, lab techs, have all been very professional and knowledgeable.”

“I had a lot of concerns about my health. Thanks to my concerns getting resolved, I was able to stay registered and focus on class.”