



Student Health Services
Annual Report
2021-2022



UNIVERSITY of
SOUTH FLORIDA

Student Success

Student Health Services



UNIVERSITY of
SOUTH FLORIDA

Student Success
Student Health Services

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, especially throughout the
COVID-19 pandemic.

Joseph A. Puccio, MD





Xilma Lemois, PharmD educating a patient.

“Very impressed with how kind and attentive everybody was [at SHS].”

“The providers here are genuine and do their job well.”



SHS team member providing patient education during an outreach event.

Along with Student Health Services, Health & Wellness Departments are devoted to enhancing student learning through health and wellness.



Campus Recreation & Wellness

Center for Student Well-Being

Center for Victim Advocacy & Violence Prevention

Counseling Center

Student Outreach & Support

Mission, Vision, and Values

Mission: Student Health Services provides University of South Florida students with high-quality, evidence-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, identities, abilities, and perspectives.

Trust and Confidentiality

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

Integrity

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

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.



SHS team member taking blood pressure.

"I came in for a minor elbow fracture. The staff was helpful and professional in helping treat my fracture. They created a note, which gave me time to recover, and they helped me stay well and go back to class earlier and healthier."

Services & Audits

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

Clinical Services

- Allergy & Immunizations
- Athletic Training
- Dermatology
- Employee Services
- General Medical Care
- In-House Lab Services
- Men's Health
- Neuropsychology
- Nutrition Counseling
- Medical Response Unit (MRU)
- Pharmacy
- Physical Exams
- Primary Care Psychology
- Psychiatry
- Sexual Health & Gynecology
- Sports Medicine
- Travel Health
- Urgent Care
- LGBTQ+ Health

Non-clinical Services

- Food Pantry
- Immunization Compliance
- Insurance Compliance
- Insurance Billing
- Outreach & Education
- After Hours Advice Line

QI Audits include:

- Biannual patient satisfaction surveys
- Participation in Florida Patient Safety Organization
- Monitor provider credentials and privileges
- Informed Consent
- Sensitive Exam Chaperone
- Clinical Pharmaceutical
- ICO Procedures
- Utilization & Revenue
- Abandoned Phone Calls
- No Show Rate
- Tracking pap results
- Medical Coding

Quarterly Safety Drills:

- Code Yellow

QI Studies:

- Clinical Staff Handwashing

**Some studies, audits, and drills were suspended due to COVID-19*



Student Health Services, the University Emergency Medicine Student Association (UEMSA), and USF Student Government have collaborated to operate a Medical Response Unit (MRU) Program at the University of South Florida's Tampa campus.

Accomplishments

- Collaborated with State Univ. System (SUS) Insurance Broker to implement 2022-2023 Insurance Plan
- Collaborated with SUS Consortium to select 2022-2023 Insurance Product
- Strengthened collaboration with Counseling Center & Center for Student Well-Being
- Enhanced Athletic Training Services at SHS and Campus Rec
- Strengthen Behavioral Health Services through case management and campus resources
- Administered system of COVID-19 testing for symptomatic and asymptomatic patients
- Partnered with Housing and Residential Education to diagnosis and monitor students in isolation
- Expanded and promoted clinic at Sarasota-Manatee campus
- Promoted clinic at CAMLS in partnership with USF Health
- Held satellite Flu clinics at St. Petersburg, Sarasota-Manatee, USF Health's The WELL , Juniper-Poplar Hall, and CAMLS to immunize students, faculty, and staff
- Expanded Jotform access to allow more online scheduling requests and ensured HIPAA software compliancy
- Continued to broaden prevention and education efforts through vaccination
- Sponsored insurance enrollment events through partnership with USF Health Insurance Marketplace Navigator program
- Promoted Medical Response Unit visibility on Tampa campus
- Promoted Feed-A-Bull pantry through visibility and education on food insecurity
- Held satellite COVID-19 vaccinations at Argos Residential Hall
- Implemented Phase 3 of Wellness Center and created plan to market new location
- Supported academic continuity and expanded testing services on all 4 campuses and USF Health professional colleges
- Initiated new procedure to alert students out of compliance with immunization and insurance regulations, by using intra-university course portal

Student Health & Wellness Center Progress

Last year, USF broke ground on what would become the future home of Student Health Services. As of June 2022, the Student Health and Wellness Center has started to take shape and the foundation has been set as proof of our commitment to health. This three-story building will be a 47,000 square foot center dedicated to improving student wellness, so that students can strengthen their learning experiences both inside and outside the classroom. Beginning Summer of 2023, students will be able to receive General Medical, Primary Care, Urgent Care, and Specialty Services, some of which are listed below.

Specialty services to be provided:

- Nutrition
- LGBTQ+ Health
- Physical Therapy
- Neuropsychology
- Behavioral Health
- Immunizations
- Travel Medicine
- Pharmacy
- Sexual Health
- Psychiatry
- Gynecology
- Dermatology



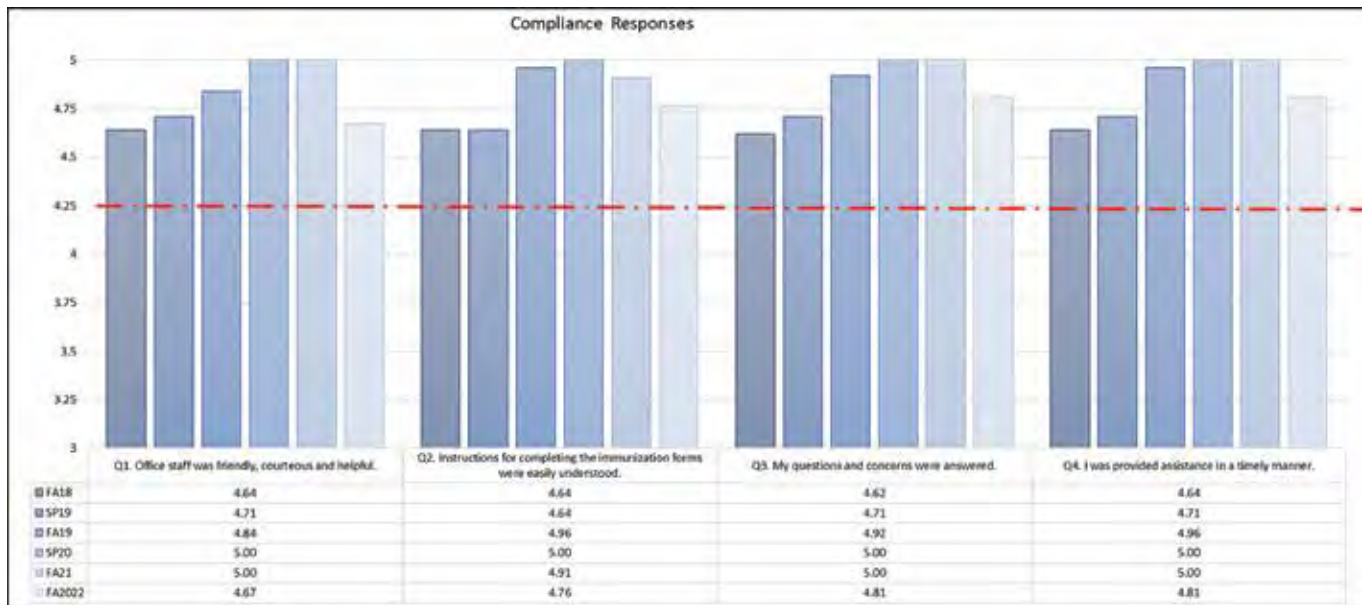
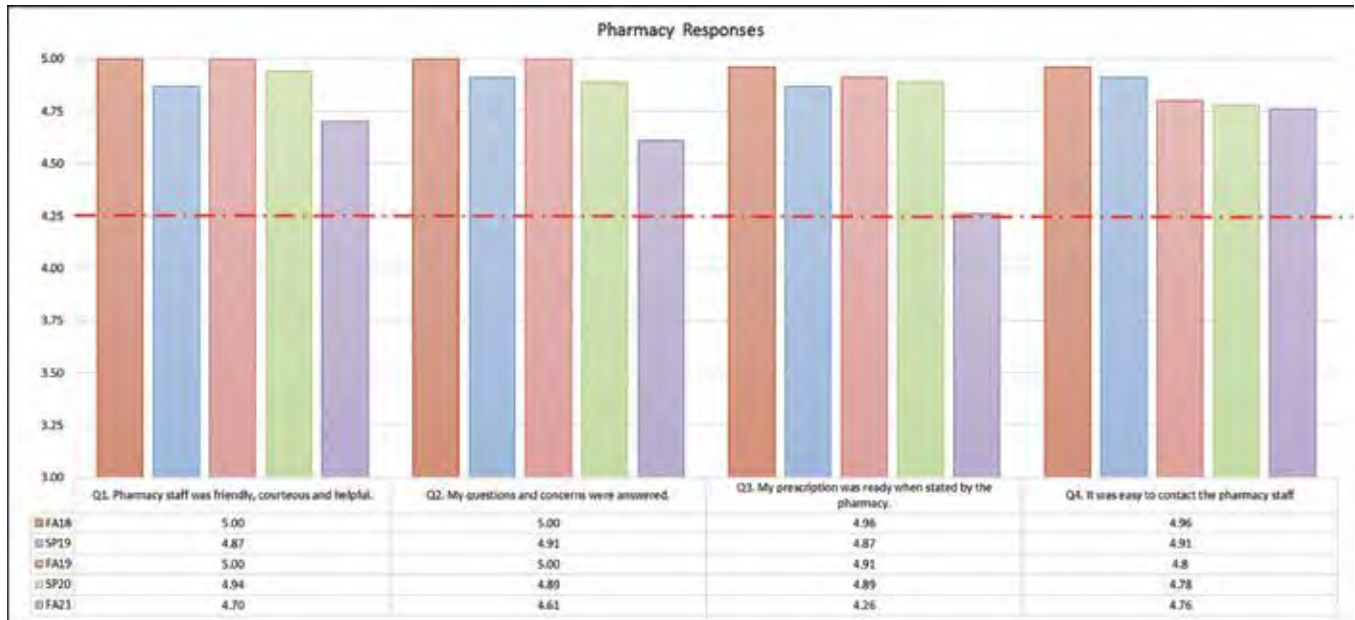
the new building progress through 21-22.

Student Feedback

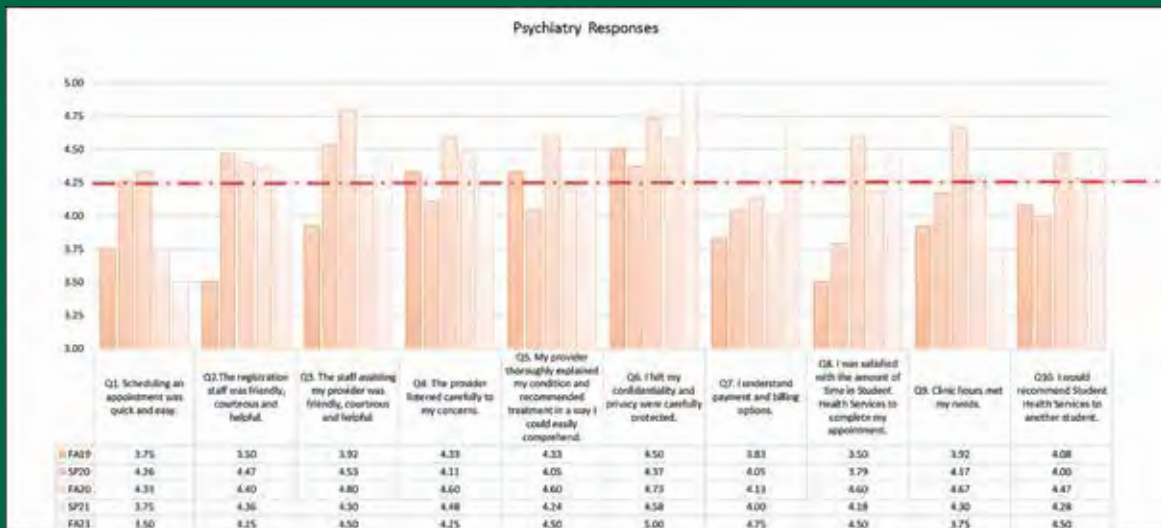
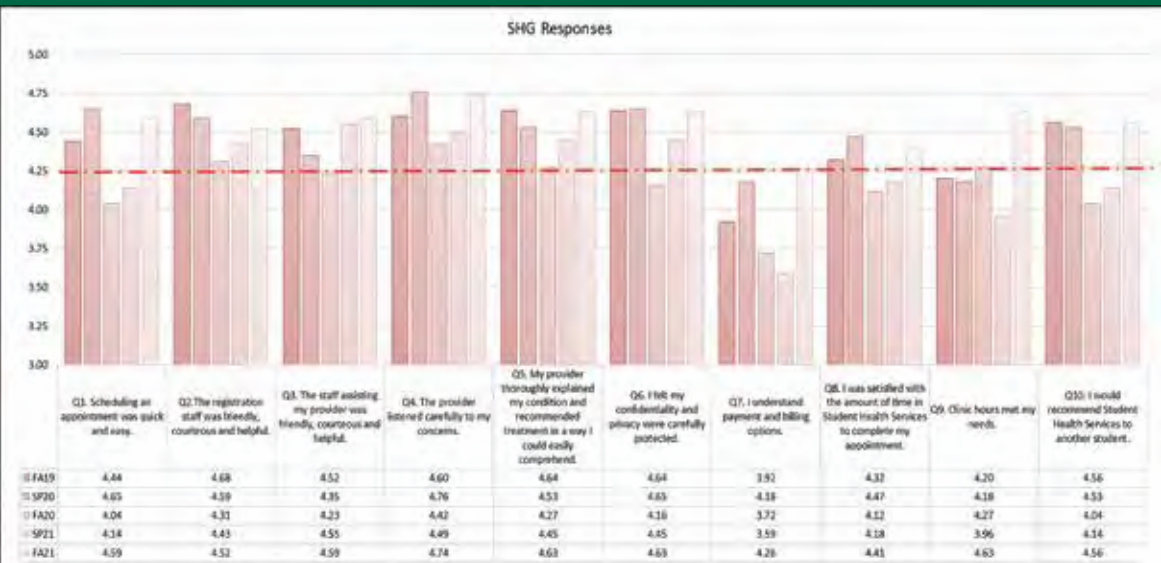
We conducted patient satisfaction surveys during the Fall and Spring semesters. The results from the surveys showed that 87% of students receiving services at SHS were satisfied with the level of care received, meeting the 87% ACHA national benchmark.

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



Student Feedback



Student Demographics

Insured vs. Self-Pay

Insured 66%

Self-Pay 34%

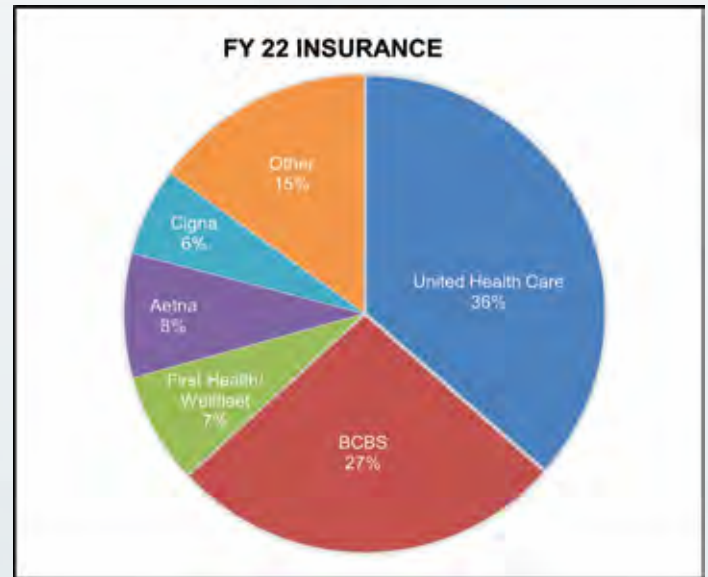
Clinic Usage By Gender

Female 62%

Male 38%

“[The clinic] helped with my clinical depression, therapy and nutrition.”

“[Compliance staff] member was very helpful and deserves recognition for his patience and hard work.”

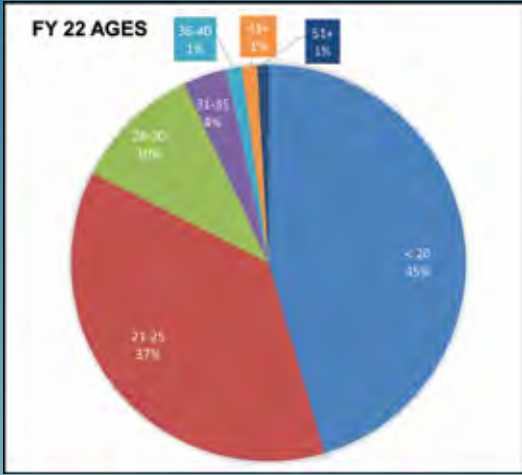
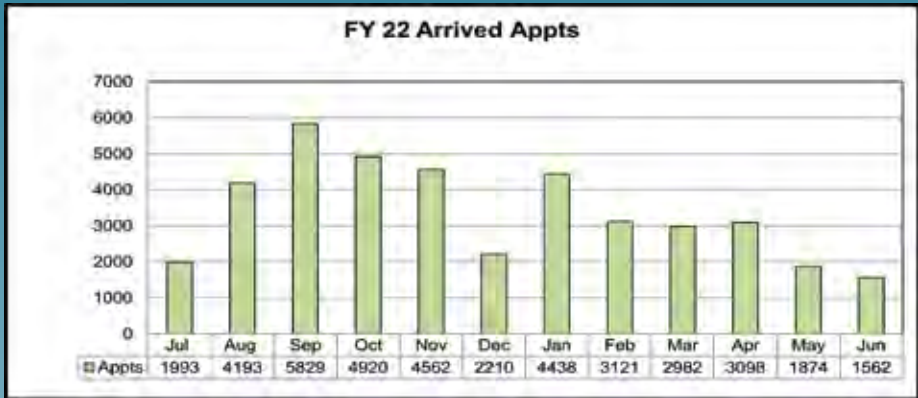
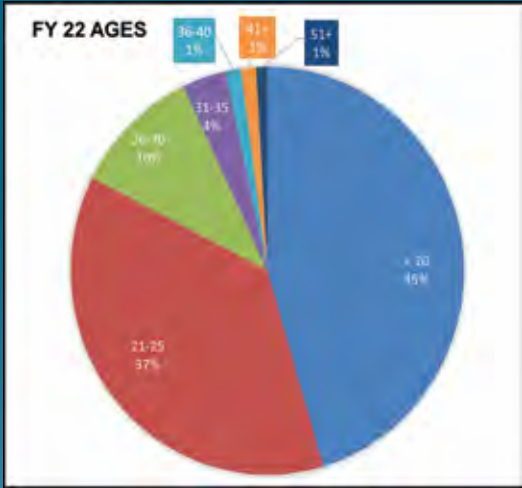


“[The psychiatrist] helped to set me on a path where I am motivated for school and able to focus on /complete my coursework.”

FY 22	Budget	SHS All	Pharmacy	St. Pete	Sarasota/Manatee
Total Revenue		\$9,092,893	\$424,902	\$441,257	\$140,200
Total Expenses		\$7,125,228	\$696,672	\$298,288	\$18,022

Clinical Revenue	Charges	+/-	Collections	+/-	Collected
FY 20	\$6,471,937	-12%	\$1,716,280	-16%	27%
FY 21	\$4,931,788	-33%	\$1,285,636	-37%	26%
FY 22	\$6,737,863	37%	\$1,614,196	26%	24%

Statistics



Services	2021-2022	2020-2021	2019-2020
Online Appointment Requests	19,838	1,887	3,189
Call Center Volume	57,332	51,678	35,385
Immunization Compliance	30,062	22,190	21,388
Insurance Compliance	6,754	7,303	6,390
After Hours	452	452	716
Nurse Advice Line	1,408	995	339
Pharmacy Prescriptions	6,650	9,031	17,833
Pharmacy Refills	2,777	2,196	4,675
Total # of Visits	40,782	39,089	34,754
Unique Patient Count	12,929	12,077	13,553
Daily Average of Visits	182	155	141

Campus and Clinical Partners



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.



COVE Behavioral Health - Provides accessible and compassionate behavioral health care.

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.



Health & Wellness 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 Accessibility 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.



Crisis Center of Tampa Bay - Partners with USF to provide support for people struggling with a variety of crisis situations.

“[Feed-A-Bull is] such a great resource to have as a student. When in need definitely recommend.”



Moving in fresh donations from on campus resturants.



Stocking the shelves of Feed-A-Bull.

"They did a culture test with my rapid strep test. My rapid test came back negative, but my culture came back positive. They immediately sent antibiotics to my pharmacy."

“This [food pantry] is such a great thing USF is doing. Thank you.”



SHS team member giving a COVID booster.

Goals for 2022-2023

- Earn AAAHC recertification for 2023 - 2026
- Collaborate with SUS Consortium to select 23-24 Insurance Product through ITN
- Collaborate with SUS Insurance Broker to implement 22-23 Insurance Plan
- Continue to strengthen collaboration with Counseling Center & Center for Student Well-Being
- Continue to strengthen Behavioral Health Services through case management and campus resources
- Research opportunities for expanding Behavioral Health Services
- Continue expanding collaborative relationship with Athletics/Spirit Squads
- Continue to administer COVID-19 testing for symptomatic and asymptomatic patients
- Continue to partner with Housing and Residential Education to diagnosis and monitor students in isolation
- Expand and promote clinic at Sarasota-Manatee campus
- Promote clinic at CAMLS in partnership with USF Health
- Expand Jotform (custom online forums) access as a communicative tool for students and patients to ask questions
- Sponsor insurance enrollment events through partnership with USF Health Insurance Marketplace Navigator program
- Continue to broaden prevention and education efforts through vaccination
- Promote Medical Response Unit visibility on Tampa campus
- Continue to promote Feed-A-Bull pantry through visibility and education on food insecurity
- Research opportunities to add new services that complement existing services
- Implement Final Phase of Wellness Center and create a robust marketing plan promoting the new facility
- Hold satellite Flu clinics at St. Petersburg, Sarasota-Manatee, USF Health's The WELL, Juniper-Poplar Residential Hall, and CAMLS to immunize students, faculty, and staff
- Hold Flu clinics at all 3 campus Benefit Fairs to immunize faculty & staff and recoup cost of vaccine



UNIVERSITY of
SOUTH FLORIDA

Student Success
Student Health Services

4202 East Fowler Ave. SHS 100
Tampa, FL 33620
Tel: 813-974-2331
Fax: 813-974-8391
www.usf.edu/shs