Student Health Services

2017-18

Annual Report
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.

“They were very courteous and fast in getting me the treatment I needed. This allowed me to return to class quickly without any problems.”
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
- Pharmacy
- Physical Exams
- Primary Care Psychology
- Psychiatry
- Sexual Health & Gynecology
- Sports Medicine
- Travel Health
- Urgent Care

Admin/Non-clinical Services

- Food Pantry
- Immunization Compliance
- Insurance Compliance
- Insurance Billing
- Outreach & Education

Contracted Services

- After Hours Advice Line
- Language Line

“Great! Friendly!”

“Everyone is always so helpful and friendly.”

“Amazing patient service.”

“Affordable treatment otherwise I would not have been able to see a doctor”
Accomplishments

- Successful AAAHC Survey granting USF SHS a full 3 year reaccreditation status
- Held annual flu clinic event providing free flu vaccine to 540 students. A total of 1350 flu vaccines were given to students
- Held biannual GYT events providing free STI testing to 515 students
- Completed Hazard Risk Assessment
- Held tabletop exercise on management of Norovirus
- Enhanced clinic landscaping
- Fire safety training
- Increased Patient visits by 6%
- Auto population of immunization records
- CEUs awarded for SHS monthly professional development activities
- Launched Athletic Training services
- Minor facility renovations completed
- Developed and deployed self check in for patients
- Partnered with FL DOH for HPV vaccination
- Expanded food pantry operational hours
- Solidified structural partnership between Counseling Center and The Center for Student Well-Being
- New Wellness Center committee established
- Consolidated compliance office operations

“Everyone was super helpful and nice. The process was quick and the doctors made me feel comfortable.”
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
  - Hypothyroid care
  - PrEP for HIV prevention

• 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
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

"Very friendly, helpful and overall great student customer service."
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.

“Very helpful and kind!”
Statistics

“Always friendly and efficient. Thanks!”

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Online Appointment Requests</td>
<td>5,587</td>
<td>6,477</td>
<td>7,233</td>
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<tr>
<td>Call Center Volume</td>
<td>37,522</td>
<td>38,790</td>
<td>37,596</td>
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<tr>
<td>Immunization Compliance</td>
<td>24,228</td>
<td>30,863</td>
<td>27,898</td>
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<tr>
<td>Insurance Compliance</td>
<td>6,133</td>
<td>9,214</td>
<td>7,687</td>
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<td>After Hours</td>
<td>599</td>
<td>1,103</td>
<td>716</td>
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<tr>
<td>Nurse Advice Line</td>
<td>282</td>
<td>307</td>
<td>351</td>
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<tr>
<td>Pharmacy Prescriptions</td>
<td>18,526</td>
<td>18,461</td>
<td>17,425</td>
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<tr>
<td>Pharmacy Refills</td>
<td>6,378</td>
<td>7,015</td>
<td>8,013</td>
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<tr>
<td>Total # of Visits</td>
<td>38,860</td>
<td>35,471</td>
<td>35,991</td>
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<tr>
<td>Unique Patient Count</td>
<td>13,877</td>
<td>14,130</td>
<td>12,616</td>
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<tr>
<td>Daily Average of Visits</td>
<td>153</td>
<td>144</td>
<td>145</td>
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Insurance Ratios

**Insured vs. Self-Pay**
- **Insured** 68%
- **Self-Pay** 32%

**Clinic Usage By Gender**
- Female 61%
- Male 39%

**“The doctor prescribed me medicine that helped me feel very comfortable in class again.”**

**“Best pharmacy EVER.”**

**Budget SHS Pharmacy St. Pete**

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>SHS</th>
<th>Pharmacy</th>
<th>St. Pete</th>
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<tr>
<td>Total Revenue</td>
<td>$8,219,100</td>
<td>$818,925</td>
<td>$334,508</td>
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<tr>
<td>Total Expenses</td>
<td>$8,073,115</td>
<td>$776,774</td>
<td>$334,508</td>
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**Clinical Revenue**

<table>
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<tr>
<th>Year</th>
<th>Clinical Revenue</th>
<th>Charges</th>
<th>+/-</th>
<th>Collections</th>
<th>+/-</th>
<th>Collected</th>
</tr>
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<tbody>
<tr>
<td>2017-2018</td>
<td>$5,316,251</td>
<td>5%</td>
<td></td>
<td>$1,890,863</td>
<td>3%</td>
<td>36%</td>
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<tr>
<td>2016-2017</td>
<td>$5,124,792</td>
<td>1%</td>
<td></td>
<td>$1,839,180</td>
<td>29%</td>
<td>36%</td>
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<td>2015-2016</td>
<td>$5,081,655</td>
<td>22%</td>
<td></td>
<td>$1,759,963</td>
<td>23%</td>
<td>35%</td>
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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, 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

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

“Collaborating with internal and external partners to strengthen the health and well-being of the USF Campus Community”
Goals 2018-2019

- Collaborate with SUS Insurance Broker to implement 2018-2019 Insurance Plan
- Collaborate with SUS Consortium to select 2018-2019 Insurance Product
- Hold Fall Flu Event clinic providing 500 vaccines
- Hold Spring and Fall GYT screening events, screening 500 students
- Maximize use of Front Desk Kiosk
- Broaden prevention and education efforts through vaccination
- Accelerate planning and explore funding for new clinic
- Strengthen collaboration with Counseling Center & Center for Student Well-Being
- Implement medical Services at New College and USF-Sarasota
- Expand Athletic Training Services
- Collaborate with new Wellness Coaching program
- Develop collaborative relationship with USF Athletics
- Explore expanding medical services by implementing evening clinic
- Expand Neuropsychology staffing to accommodate growth in services
- Enhance behavioral health services through case management

“The staff was courteous and helped me extensively in sorting out insurance issues. They are very quick at clearing holds.”

“Great experience!”

“Very friendly, patient and helpful :)”