Wellness USF is a group of departments on the USF Tampa campus devoted to enhancing student learning through health and wellness. The collaborative departments are:

**Campus Recreation**

**Center for Victim Advocacy and Violence Prevention**

**Counseling Center**

**Student Health Services**

**Students of Concern Assistance Team (SOCAT)**

**Wellness Education**
Mission, Vision and Values

MISSION

Student Health Services provides University of South Florida students with high quality health care and education to strengthen student learning and promote lifelong success through health and wellness.

VALUES

We value a positive learning environment characterized by:

- Respect for students/patient
- Student/Patient Centered care
- Trust
- Teamwork
- Integrity
- Commitment to Quality Healthcare
- Shared Leadership & Accountability
- Knowledgeable Providers
- Dedication to Diversity and Equality
- Motivation
- Continuous Improvement
- Tenacity

as we contribute to the development of healthy, capable individuals.

VISION

Student Health Services at the University of South Florida will be the student’s first choice for quality healthcare, education, and advocacy delivered by compassionate professionals in support of educational success and sustained wellness.

“Fantastic visit – I came in feeling ill & left feeling better with the hospitality and upbeat morale.”
- Comment from 2011-12 Patient Satisfaction Survey
SHS clinical services include a General Medical Clinic, Women’s Health Clinic, and the services of Bull’s Country Pharmacy. Additional administrative services include the Student Medical Insurance Plan and the Immunization Compliance departments. This SHS annual report highlights our accomplishments, quality initiatives, utilization and financial status.

Services

- General Medical Care
- Women’s Health
- Men’s Health
- Allergy Shots
- Immunizations
- Primary Care Psychology
- Nutrition Counseling
- Physical Exams
- Sexual Health
- Smoking Cessation
- Sports Medicine
- Travel Health
- Faculty & Staff Services
- Laboratory
- Pharmacy
- After Hours Advice Line
- Insurance Billing
- Outreach & Education

“This was the best healthcare experience I have had in life. From setting the appointment to check out, I was treated with dignity and respect.”
- Comment from 2011-12 Patient Satisfaction Survey
Collaborations

USF HEALTH: Morsani College of Medicine

Over the past year the collaboration with USF Morsani College of Medicine strengthened as the medical providers became faculty members within the Department of Pediatrics, Division of Adolescent Medicine.

As faculty in the College of Medicine the providers have enhanced communications with the leadership of USF Health and all its departments. This has promoted new relationships among medical colleagues providing expedited appointments, access to the best specialists in the Tampa Bay region at reduced fees for uninsured students, and the discussion of the development of new programs centered around special needs of the USF student population (e.g. dedicated gynecologist for evaluation of Polycystic Ovarian Syndrome).

In addition, in the past year collaboration with the Athletic Trainer program in the College of Medicine introduced athletic training to Student Health Services.

SHS contracted with Sweetbay for pharmacist services at Bulls Country Pharmacy.

USF participated in the 2011-2012 State University System Student Medical Insurance Consortium along with University of Central Florida, University of West Florida, University of Northern Florida and Florida Gulf Coast University.

SHS partnered with USF World on support of Visiting Scholars, utilization of medical services, out-of-pocket costs for medical services, and use of the USF Student Medical Insurance Plan.
Some of the SHS noteworthy accomplishments from 2011-2012:

- Enhanced outreach efforts led to 100% utilization of flu immunization.
- Enhanced website appearance and content.
- Established Primary Care Psychology model within SHS clinic; poster presentation at ACHA conference in May 2012.
- Implementation of student health insurance consortium.
- Utilization of a social work intern to assist with case management.
- Additional women’s health services added: IUD insertion, colposcopy.
- 60% increase in revenue, due in part to improved practitioner coding.
- Multi-lingual depression and anxiety screenings of all students.
- Marketing efforts increased patient volume by 11%.
- Completed internal renovation project to improve Annex space utilization.
- Implementation of no show fee and text message appointment reminders.
- Revised and enhanced peer review programs.
- Streamlined student insurance processes to decrease overtime.
- Improved monitoring system of vaccination storage on-site.
- Established protocol for enhanced safety monitoring should natural disaster cause electrical outage.
- Transitioned health insurance mandate administration for INTO students to INTO.
- Free sexually transmitted infection (STI) testing event provided testing to over 300 students in a 2-day period.

“This was the best healthcare experience I have had in life. From setting the appointment to check out, I was treated with dignity and respect.”

- Comment from 2011 Patient Satisfaction

Student Health Services has been accredited by the Accreditation Association for Ambulatory Health Care, Inc. since 2011.
Monthly monitoring program for provider credentials and privileges

Monthly provider peer review – to confirm adherence to evidence based guidelines

Analyze patient feedback/complaints - biannual survey and routine comments

Call Center – abandoned phone calls; monthly monitoring to assure customer service

Monthly monitoring program for no-show and canceled appointments - to assure timely access to care

Provider Coding Audit – to ensure the accuracy of insurance and student billing

Monthly risk management and quality improvement program - to monitor variance from care and/or process

Quality Improvement Activities – based on the collection, integration, and analysis of the monthly reports

SHS coordinates required immunization compliance for the University. The percentage of students whose registration is canceled due to immunization non-compliance has been steadily decreasing. With enhancements to the Banner system, much of the required data can now be captured electronically.
Patient satisfaction surveys were conducted twice this fiscal year, one time each during the Fall and Spring semesters. The data collected from completed surveys showed that 90% of students receiving services at SHS were satisfied with the level of care received, surpassing the 87% ACHA national benchmark!

"I always recommend SHS to my friends!"
- Comment from 2010 Patient Satisfaction Survey
Top Ten Appointment Requests

- Gynecological Exam
- Upper Respiratory Infection
- MMR Vaccination
- Oral Contraceptive Prescription
- Health Counseling
- Pharyngitis
- Rhinitis
- Urinary Tract Infection
- Sexually Transmitted Infection Screening
- Bronchitis

Total # of visits: 27,771

Female 63%
Male 37%
Insured 59%
Self-Pay 41%

Clinic Visits 2011-2012

<table>
<thead>
<tr>
<th>Service</th>
<th>Total # of Visits</th>
</tr>
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<tbody>
<tr>
<td>General Clinic</td>
<td>4456</td>
</tr>
<tr>
<td>Women’s Health</td>
<td>3536</td>
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<tr>
<td>Antigen / Immunizations</td>
<td>695</td>
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<tr>
<td>Post Docs / Case Management</td>
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<tr>
<td>Dietitian</td>
<td>140</td>
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<tr>
<td>Athletic Trainer</td>
<td>109</td>
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<tr>
<td>Faculty/Staff Services</td>
<td>90</td>
</tr>
</tbody>
</table>

Online Appointment Requests 1995

Call Center Calls 33,501
Immunization Compliance 50,444
Insurance Compliance 2660
After Hours 856
Nurse Advice Line 380

Pharmacy

Prescriptions 15,232
Pharmacist Interventions 6

Insurance

Insurance Claims 7833
Student Insurance Enrollment 2624

SHS Budget

$6,947,869 Total Revenue (including Health Fee & Pharmacy)

$6,839,399 Operational Expenses

Clinical Revenue FY12 FY11 FY10
Charges $3,085,657 $2,263,952 $2,075,667
Adjustments* $1,799,746 $1,350,168 $1,193,043
Collections $1,280,100 $856,076 $842,532

Insurance Adjustment - reduces the total amount charged to the contracted allowable amount.

SHS Health Fee Adjustment - waives the office visit co-pay, co-insurance, and deductibles.

SHS Self Pay Adjustment - reduces the self-pay rate or eliminates patient balances after insurance for non-office visit charges.

Student Plan Adjustment - adjusts co-pay, co-insurance, and deductibles applied to students covered under the 10-11 UHCSR Student Plan.

OASIS Adjustment - transfers outstanding self-pay charges in PCIS to OASIS.
• Explore revenue options through enhanced services
• Establish the Student Health clinic on the USF St. Petersburg campus
• Further explore opportunities for coverage for uninsured students
• Develop insurance task force
• Improve process of immunization compliance, including TB
• Continue quality improvement processes, with new AAAHC requirements
• Expand the services of the Athletic Trainer
• Increase feasibility for students to access STI testing, to include offering oral HIV testing
• Further enhance awareness of services campus-wide
• Continue to increase knowledge & skills in using the electronic health record
• Re-evaluate lab services at contract renewal period
• Continue to enhance collaboration with USF Counseling Center, USF Health & other USF departments

“All providers are kind and welcoming...I wish I could always be a student at USF for this service.”
- Comment from 2011-12 Patient Satisfaction Survey