Student Health Services

Annual Report

2013-14
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 staff was helpful and friendly. I felt my health was in great hands.”
Services

SHS clinical services include a General Medical Clinic, Women’s Health Clinic, Primary Care Psychology, 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 Include:

Clinical Services
- Allergy & Immunizations
- Dermatology
- Faculty & Staff Services
- General Medical Care
- Men’s & Women’s Health
- Nutrition Counselling
- Pharmacy
- Physical Exams
- Physical Therapy
- Primary Care Psychology
- Psychiatry
- Sexual Health & Genecology
- Smoking Cessation
- Sports Medicine
- Travel Health
- Urgent Care

Non-clinical Services
- Immunization Compliance
- Insurance Billing
- Insurance Compliance
- Outreach & Education

Contracted Services
- After Hours Advice Line
- Laboratory

Clinical Pathology Labs: Provides in-house lab services per contract.
Hillsborough County Health Department: Provides free STI testing during the annual GYT event.
Area Health Education Center: Provides smoking cessation training and products.
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.

“Collaborate 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 Athletic Training Department: Provides services 20 hours per week.

USF St. Petersburg Campus: Provides services 20 hours per week.

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

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Accomplishments

- Achieved AAAHC reaccreditation with zero survey deficiencies
- Developed 5 Year Strategic Plan
- Implemented primary care model of scheduling to ensure continuity of care for patients
- Planned transition from Athletic Training Services to Physical Therapy services in collaboration with USF Health
- Developed collaborative arrangement with Athletics to provide prescription medication to athletes
- Held annual Flu event providing 335 flu vaccines to students
- Held ‘GYT’ testing event providing free STI screening to 200 students
- Developed a plan to transition psychiatric services to SHS and bill for services
- Held Emergency Operations Tabletop Exercise on Norovirus Outbreak, developing norovirus response plan
- Implemented Case Manager services
- Completed staff training for “Got Your Six” veterans program and “Safe Zone” for diversity
- Increased HAVEN visits for LGBTQ services by over 100%
- Increased Sexual Health and Gynecology visits by 18%
- Identified and measured student learning outcomes for student employees
- Launched updated SHS website in USF’s new Content Management System
- Completed planning for “Follow My Health” patient portal

The people that work in this office are amazing, super helpful, and kind. I appreciate a lot everything they do for me each semester. Keep up the good work!

Quality Improvement

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

- QI Studies conducted include:
  - Asthma Assessment
  - Evaluation of Anemia
  - Continuity of Care
  - AAAHC Primary Care Study
- QI Audits include:
  - Abandoned Phone Calls
  - No Show Rate
  - Informed Consent for Procedures
  - Tracking Pap Results
  - Medical Coding
  - Utilization & Revenue
  - STI Screening
  - ACHA Benchmarking

- Program for monitoring provider credentials and privileges
- Monthly Medical Education Programs
- Monthly Facility Infection Control and Safety monitoring
- Quarterly Safety Drills conducted including:
  - Fire
  - CPR
  - Weather
  - Security

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  - Weather
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Student Feedback

“Provide accessible, high quality, affordable medical care to USF students.”

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

Outstanding, reasonable staff! They call me by name and take the time to smile and field questions no matter how busy they are!
Statistics

“Ensure access to a full range of primary and specialty medical services for a growing USF residential population.”

Top Ten Appointment Requests

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<tr>
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<tbody>
<tr>
<td>Counseling, NOS</td>
<td>3,932</td>
<td>3,333</td>
<td>1,995</td>
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<tr>
<td>STI Counseling</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Gynecological Exam</td>
<td>34,181</td>
<td>35,252</td>
<td>33,501</td>
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<tr>
<td>MMR Vaccination</td>
<td></td>
<td></td>
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<tr>
<td>Upper Respiratory Infection</td>
<td>28,380</td>
<td>27,949</td>
<td>50,444</td>
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<tr>
<td>Anxiety</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Oral Contraception</td>
<td>5,721</td>
<td>3,293</td>
<td>2,660</td>
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<tr>
<td>Contraceptive Surveillance</td>
<td></td>
<td></td>
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<tr>
<td>Pharyngitis</td>
<td>974</td>
<td>1,047</td>
<td>856</td>
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<tr>
<td>Urinary Tract Infection</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total</td>
<td>5,504</td>
<td>4,728</td>
<td>3,301</td>
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<tr>
<td>Total Clinic Visits</td>
<td>28,946</td>
<td>27,949</td>
<td>50,444</td>
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<tr>
<td>Unique Patient Count</td>
<td>11,734</td>
<td>11,734</td>
<td>11,734</td>
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<tr>
<td>Daily Average of Visits</td>
<td>118</td>
<td>118</td>
<td>118</td>
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“SHS was very helpful and they show a great concern towards students.”

Budget SHS Pharmacy St. Pete

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<tr>
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<tr>
<td>Total Revenue</td>
<td>$7,005,598</td>
<td>$714,502</td>
<td>$256,897</td>
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<td>Operational Expenses</td>
<td>$6,864,220</td>
<td>$876,213</td>
<td>$256,918</td>
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Insurance Ratios

Insured vs. Self-Pay

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<tr>
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<tbody>
<tr>
<td>Online Appointment Requests</td>
<td>3,932</td>
<td>3,333</td>
<td>1,995</td>
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<tr>
<td>Call Center Volume</td>
<td>34,181</td>
<td>35,252</td>
<td>33,501</td>
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<tr>
<td>Immunization Compliance</td>
<td>28,380</td>
<td>27,949</td>
<td>50,444</td>
</tr>
<tr>
<td>Insurance Compliance</td>
<td>5,721</td>
<td>3,293</td>
<td>2,660</td>
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<tr>
<td>After Hours</td>
<td>974</td>
<td>1,047</td>
<td>856</td>
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<tr>
<td>Nurse Advice Line</td>
<td>412</td>
<td>447</td>
<td>380</td>
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<td>Pharmacy Prescriptions</td>
<td>17,027</td>
<td>17,542</td>
<td>15,232</td>
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<tr>
<td>Pharmacy Refills</td>
<td>8,496</td>
<td>8,514</td>
<td>N/A</td>
</tr>
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</table>

Clinic Usage By Gender

Female 63%
Male 37%

Insurance Ratios

Insured 61%
Self-Pay 39%
Goals

- Transition psychiatry services from Counselling Center to SHS and implement a method for billing
- Assess student satisfaction with psychiatry services
- Provide psychiatric services at USF St. Petersburg Wellness Center
- Provide physical therapy services and bill for services
- Explore additional collaboration with Athletics
- Improve profit margin for Bull’s Country Pharmacy by 15%
- Participate in the SUS Patient Safety Organization
- Monitor and report utilization of Follow My Health portal
- Collaborate with USF community to increase AED placement on campus
- Participate in creating the Healthy Campus 2020 plan
- Develop tracking process for monitoring follow up of referrals
- Secure funding and approval for facility renovation
- Investigate options to enhance SHS landscaping
- Evaluate feasibility of electronic self-check in process for students
- Establish SHS as a rotation site for the Department of Pediatrics Residency Program
- Ensure that students can upload their immunization forms through the admissions portal
- Assess feasibility of pharmacist in administering flu vaccine
- Evaluate staffing options for front desk
- Increase employee utilization of SHS
- Implement an urgent care, sexual health and gynecology, and Haven Clinic marketing campaigns for residence life students
- Plan and implement a “Great American Smokeout” event

Everyone was friendly, nice, and supportive. I received additional info than I visited for.