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 Victim Advocacy & Violence Prevention
- Counseling Center
- Student Health Services
- Student Outreach & Support
- Wellness Education
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.

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Services

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

**Services Include:**

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

- **Administrative/Non-clinical Services**
  - Immunization Compliance
  - Insurance Compliance
  - Insurance Billing
  - Outreach & Education

- **Contracted Services**
  - After Hours Advice Line
  - Laboratory

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"The staff was helpful and friendly. I felt my health was in great hands."
Accomplishments

• Implemented psychiatry services
• Held annual flu event providing free flu vaccines to 411 students
• Held GYT testing events providing free STI testing to 367 students
• Held Emergency Tabletop Exercise on Measles Outbreak
• Planned renovation project for SHS Annex and for SHS Clinic
• New air handlers installed
• Developed Ebola screening process
• Planned and implemented lab services in collaboration with USF Health
• Developed process for patients to check-in on iPads
• Planned for transition to EPIC Clinical Records System
• Collaboration with USF Health navigators to get students enrolled in health insurance

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 Treatment
  - Sinusitis Treatment
  - UTI Management
  - Immunization Compliance Accuracy
  - Continuity of Care
- QI Audits include:
  - Utilization & Revenue
  - Abandoned Phone Calls
  - No show rate
  - Consent for Procedures
  - Tracking pap results
  - Medical coding
  - Continuity of Care
  - AAAHC Wait Time Study
- Biannual patient satisfaction surveys
- Biannual peer review
- Quality Improvement-Risk Management Program
- Monitor provider credentials and privileges
- Monthly Medical Education Programs
- Monthly Facility Infection Control and Safety Monitoring
- Quarterly Safety Drills:
  - Fire
  - CPR
  - Weather
  - Security
Student Feedback

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

Patient satisfaction surveys were conducted one time during the Fall and Spring semesters. The results from the surveys showed that 90% of students receiving services at SHS were satisfied with the level of care received, surpassing 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

My Visit to SHS contributed to my academic success.
I would recommend Student Health Services to another student.
Glad hours met my needs.
I was satisfied with the amount of time it took to complete my visit.
I understood payment options.
My provider discussed my confidentiality and privacy.
I felt my confidentiality and privacy were carefully protected.
My provider thoroughly explained my condition and recommended treatment in a way I could easily comprehend.
The provider listened carefully to my concerns.
The staff assisting my provider were friendly, courteous and helpful.
The registration staff was friendly, courteous and helpful.
Scheduling an appointment was quick and easy.

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 speciality medical services for a growing USF residential population."

### Top Ten Appointment Requests

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<tbody>
<tr>
<td>Counseling, NOS</td>
<td>6224</td>
<td>5115</td>
<td>3590</td>
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<tr>
<td>STI Counseling</td>
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<tr>
<td>Gynecological Exam</td>
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<td>1360</td>
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<tr>
<td>MMR Vaccination</td>
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<tr>
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<td>380</td>
<td>317</td>
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<td>Anxiety</td>
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<td>Oral Contraceptives</td>
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<td>Depression</td>
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<td>Pharyngitis</td>
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<tr>
<td>STI Screening</td>
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### Services

- **General Clinic**: 16332
- **Sexual Health & Gynecology**: 5115
- **Antigen/WNV**: 3590
- **Behavioral Health**: 1672
- **Urgent Care**: 1360
- **Physical Therapy**: 468
- **Faculty/Staff Services**: 380
- **Derm**: 317
- **Obstetrics**: 267

### Clinical Revenue

- **Budget 2014-2015**: $4,157,872
- **Charges**: 32%
- **Collections**: 24%
- **Against**: 34%

- **Budget 2013-2014**: $3,159,880
- **Charges**: -3%
- **Collections**: -1%
- **Against**: 36%

- **Budget 2012-2013**: $3,254,635
- **Charges**: 6%
- **Collections**: 5%
- **Against**: 36%

### Insurance Ratios

- **Insured vs. Self-Pay**
  - **Insured**: 65%
  - **Self-Pay**: 35%

### Clinic Usage By Gender

- **Female**: 61%
- **Male**: 39%

"SHS was very helpful and they show a great concern towards students."
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 Physical Therapy 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

USF Health Lab
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.

USF College of Public Health
Collaborative study on Health Literacy and Sexual Health Care of USF Students

“Collaborate with internal and external partners to strengthen the health and well-being of the USF Campus Community”
Goals 2015-2016

- Collaborate with SUS Consortium and convene insurance task force to select 2015-2016 insurance product
- Monitor state insurance regulation for international students, update USF regulation and ensure compliance
- Increase participation in Health Insurance Navigator Labs
- Explore Satellite clinic in collaboration with USF Health
- Explore after hours urgent care in collaboration with USF Health
- Prepare for and implement ICD-10 Medical Coding
- Transition from Allscripts to EPIC clinical software and build clinical templates
- Renovate SHS clinic to increase administrative and clinical office space
- Increase physical therapy services and expand rehab services
- Preparation for AAAHC re-accreditation survey
- Enhance awareness of services campus-wide
- Enhance services for the LGBT Community through the Haven Clinic

Staff are awesome. They go above and beyond to meet our needs.

- Increase efforts linking research to evidence based medicine for young adults
- Support efforts to ensure that all USF buildings have an AED
- Support Healthy Campus initiatives to include building support for a smoke-free campus