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.

“USF has an amazing SHS staff from the counseling center to nutritionist and doctors. Thank you!”

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 Include:**

**Clinical Services**

- Allergy & Immunizations
- Dermatology
- Faculty & Staff Services
- General Medical Care
- Men’s Health
- Nutrition Counselling
- Pharmacy
- Physical Exams
- Physical Therapy
- Primary Care Psychology

- Psychiatry
- Sexual Health & Gynecology
- 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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“My first visit to Health Services, I found the check-in process to be efficient and easy. The staff was friendly and helpful. The doctor and nurses were incredible, wonderful and so friendly. A really great visit!”

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“Great service!”

“Service is always awesome!”

“Great service! Very helpful and friendly!”

“Super nice staff”

“Excellent and friendly service”
Accomplishments

- Held annual flu event providing free flu vaccines to 490 students
- Health annual GYT events providing free STI testing to 495 students
- Completed transition to EPIC clinical record system
- Developed student volunteer programs for front desk and for clinical services
- Completed SHS renovation and replacement of air handlers
- Annex drains replaced
- Participated in Florida Patient Safety Organization
- Updated USF Health insurance regulation for international students
- Collaboration with USF Health insurance navigators to get uninsured students enrolled in health insurance
- Completed Infection Control Assessment and workplan
- Held emergency Tabletop Exercise on Meningitis Outbreak
- Held open house for LGBTQ community

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

Quality Improvement

- QI Studies conducted include:
  - Immunization Compliance Accuracy
  - Conjunctivitis Study
  - Low Back Pain Study
  - Student Learning Outcomes
- QI Audits include:
  - Utilization & Revenue
  - Abandoned Phone Calls
  - No show rate
  - Consent for Procedures
  - Tracking pap results
  - Medical coding
  - Continuity of Care
  - Pharmaceutical costs
  - Informed consent
- 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.

“I've seen a lot of doctors in the past and none could really help me or point me in the right direction. This SHS provider finally made the suggestion that led to a complete reversal of all my symptoms and a significant quality of life increase for me.”
Patient satisfaction surveys were conducted 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

“Really helpful at specifically answering my questions and establishing a timeline of when information will be available.”

“My prescription was ready when stated by pharmacy staff.”

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.
Statistics

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

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<tr>
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<tbody>
<tr>
<td>Online Appointment Requests</td>
<td>7,233</td>
<td>3,256</td>
<td>3,932</td>
</tr>
<tr>
<td>Call Center Volume</td>
<td>37,596</td>
<td>36,538</td>
<td>34,181</td>
</tr>
<tr>
<td>Immunization Compliance</td>
<td>27,898</td>
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</tr>
<tr>
<td>After Hours</td>
<td>716</td>
<td>694</td>
<td>974</td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td>351</td>
<td>352</td>
<td>412</td>
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<tr>
<td>Pharmacy Prescriptions</td>
<td>17,425</td>
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<td>8,193</td>
<td>8,496</td>
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<tr>
<td>Total # of Visits</td>
<td>35,991</td>
<td>35,745</td>
<td>28,946</td>
</tr>
<tr>
<td>Unique Patient Count</td>
<td>12,616</td>
<td>12,823</td>
<td>11,734</td>
</tr>
<tr>
<td>Daily Average of Visits</td>
<td>145</td>
<td>145</td>
<td>118</td>
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“It is a wonderful experience to have a doctor take the time to explain things and to have a genuine interest in the patient.”

Clinical Usage By Gender
Female 65%
Male 35%

Insurance Ratios

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Budget SHS Pharmacy St. Pete

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<tbody>
<tr>
<td>Total Revenue</td>
<td>$9,309,827</td>
<td>$889,270</td>
<td>$297,457</td>
</tr>
<tr>
<td>Operational Expenses</td>
<td>$9,267,380</td>
<td>$990,464</td>
<td>$299,831</td>
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</table>

Clinical Revenue Charges +/- Collections +/- Collected

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<td>$5,081,655</td>
<td>22%</td>
<td>$1,759,963</td>
<td>23%</td>
</tr>
<tr>
<td>$4,157,872</td>
<td>32%</td>
<td>$1,427,899</td>
<td>24%</td>
</tr>
<tr>
<td>$3,159,880</td>
<td>-3%</td>
<td>$1,149,275</td>
<td>-1%</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 Physical Therapy Department
Provides PT services at SHS

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

USF Health Lab
Provides in-house lab services per contract

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, 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 2016-2017

• Collaborate with SUS Consortium and convene insurance task force to select 2016-2017 insurance product
• Prepare for AAAHC re-accreditation survey and achieve full 3 year re-accreditation
• Implement neuropsychology services, testing for ADHD and learning disability
• Move IBO and Call Center to off-site office space.
• Develop policy/procedure for Point-of-Care lab testing
• Develop relationship with Quest for lab send-outs
• Fall Flu Clinic providing 500 vaccines
• Fall & Spring GYT/STI Events screening a total of 500 students
• Promote student use of Web Based Portal
• Enhance clinic landscaping
• Hold “Live” Security Drill
• Renovation of lab space
• Provide CEU’s for clinical educational presentations
• Streamline immunization compliance process
• Streamline insurance compliance process
• Enhance phone technology to improve customer service

“Staff is very helpful! They were able to see me when I had a medical emergency but didn’t have an appointment. I also appreciate them calling the day after to check up on me!”

“I feel comfortable coming to this clinic.”