

MU Student Health Center

Annual Report

2016-17



Student Health Center

University of Missouri Health

Table of Contents

Executive Director Comments.....	3
Key Performance Indicators.....	4
Pride Points	5
MIZ GYT Participation.....	6
Health Promotion.....	7
Goals and Progress	9
Recognition, Publications, Presentations	10
Finances	12

Executive Director Comments



Utilization of SHC Services including Mental Health

On a campus where enrollment dropped nearly 7%, total visits to SHC providers decreased only 4%. Students receiving care from SHC behavioral health professionals increased 5%. Students with visits for mental health diagnoses increased 5% over the prior year, comprising 35% of the total annual visits. Of these 14,705 visits, 58% were provided by behavioral health providers and a significant 42% by primary care providers.

Mental Health Appointment Access

In the first year of our behavioral health consultation program, 300 students received immediate access to mental health care when the need was determined during a medical visit. This highlights the value of integrated services which can provide assessment, brief treatment, crisis intervention and, when needed, a bridge to more intensive behavioral health treatments. An additional benefit was a reduction in no-shows for initial appointments that often occur when students have lengthy appointment wait times.

Campus Public Health and Safety

Despite rigorous enforcement of MU's Immunization Policy, Mizzou, like many institutions across the country, experienced a mumps outbreak spanning the entire school year. SHC successfully managed this challenge, coordinating the resources of campus, local, state and national health officials.

Campus health outreach efforts included more than 8,402 student contacts by medical and behavioral health professionals. Our solo health education professional extended our impact through classes and student peer group activities including STI testing events.

Satisfaction

Student satisfaction continues to be very high, measured by ongoing user surveys and benchmarked against others using American College Health Association's survey.

Finances

Health fee revenue was down 6% due to decreased enrollment and limits on the health fee increase. Even with expense reductions of 9%, SHC required the use of reserves to balance the annual budget. The campus fee referendum did not include the health fee. To prevent further deficits, the decision was made to begin billing insurance for medical visits in the 2017-18 year.

A handwritten signature in black ink that reads "Susan Even". The signature is written in a cursive, flowing style.

Susan Even, M.D.

Executive Director, MU Student Health Center
Chief Campus Student Health Officer

Key Performance Indicators

Patient Visit Analysis (COGNOS)

	FY 17	FY 16
Total Visits	42,487	44,170
Percent change from prior year	↓4%	↓0.1%
Percent change enrollment from prior year	↓7%	
Primary Care, Prevention, Nursing Stations and Triage	33,929 (↓5.8%)	36,028
Behavioral Health and Health Coaching	8,558 (↑5%)	8,142

Where are patients with a Mental Health Diagnosis*seen in SHC? (includes individual and group encounters)

	FY 17	FY 16
Total SHC Visits with Mental Health Diagnosis	14,705	13,471
Seen by Behavioral Health/ Health Coach	8,558 (58%)	8,142 (60%)
Seen by Primary Care Provider	6,147 (42%)	5,329 (40%)

How many SHC visits include a Mental Health Diagnosis*?

	FY 17	FY 16
Percent of Total SHC Visits with Mental Health Diagnosis	35% (14,705/42,487)	30% (13,471/44,170)
Mental Health Diagnosis visits in Primary Care	18% (6,147/33,929)	15% (5,329/36,028)
Mental Health Diagnosis visits in Behavioral Health	100%	100%

*Diagnoses numbers are derived from Cerner reports

Pride Points 2016-17

Management of MU Mumps Outbreak

Student Health Center led the identification, monitoring and mitigation of a campus outbreak of mumps with 415 cases diagnosed over the period August 2016 to June 2017, in collaboration with campus and local, state and national public health officials. After the December 2016 advisory, more than 4,031 students obtained their third dose of MMRs including 603 at SHC-sponsored outreach events using state-funded vaccine. Events were held on campus at the Student Center and Memorial Union.

Unparalleled access to Mental Health Care

- **Appointment availability**

In both counseling and psychiatry, our triage model continues to provide prompt appointment availability. Each week 60 appointments were available for students to speak with a counselor. This resulted in the ability to offer counseling appointments on the same day to same week and psychiatry appointments on the same day to within 4 days.

- **Behavioral Health Consultant (BHC) program implementation**

Counseling professionals were available each afternoon clinic to primary care providers, providing same day care to over 300 students who might otherwise not have been connected to a behavioral health professional in a timely manner. Through systematic screening by primary care providers, students identified were given brief psychoeducational interventions that included behavioral activation plans, complete risk assessments and crisis interventions. They facilitated appropriate referrals to behavioral health providers during primary care appointments. This not only increased the students who were connected with services but reduced no-shows for initial behavioral health treatment appointments.

- **Behavioral Health treatment groups**

These high quality interventions maximized efficient use of limited resources and included Peace of Mind, Anxiety Workshops, Bipolar Affective Disorder Support Group, International Growth Group and Survivor Support Group (partnering with Relationship and Sexual Violence Prevention Center, RSVP)

- **Campus partnerships**

Office for Student Accountability and Support (formerly Student Conduct) — brief assessments were provided for referred students

Office for Civil Rights and Title IX — provided treatment for services for individuals involved in any part of the investigation process

MIZ GYT Testing Participant Analysis

Sexually transmitted infection testing was conducted through the collaborative efforts of MU Student Health Center professionals, SHAPE, Spectrum Health Care, MU Division of Inclusion, Diversity and Equity and University of Missouri Pharmacies.

Event month & year	October 2016	April 2017	Total participants
Number of student participants	307	346	653
Average age	20.7	20.9	20.8
Male	104 (34%)	102 (29%)	206 (32%)
Female	202 (66%)	238 (69%)	440 (68%)
Transgender	1	3	4 (0.6%)
MSM	21 (7%)	18 (5%)	39 (6%)
White	201 (65%)	217 (63%)	418 (64%)
Black	93 (30%)	98 (28%)	191 (29%)
Hispanic	12 (4%)	25 (7%)	37 (6%)
Additional	2 (.3%)	21 (3%)	23 (4%)

Health Promotion 2016-17

The Health Promotion (HP) area became part of the Behavioral Health department within Student Health to be a source of health information and resources. HP supports Mizzou students through educational outreach programs, delivery of direct services, public health initiatives, and development opportunities that facilitate student learning for leadership.

SHC Peer organizations, Sexual Health Advocate Peer Educators (SHAPE) and Breathe, facilitated learning with public health outreach services and education on sexual health and resiliency through stress reduction with mindfulness. Evidence based research guides content and changes.

Classes offered for drop-in mindfulness at the Contemplative Practice Center were expanded to every weekday. Skills-based classes facilitating resiliency and developing transferrable life skills, continued to be in demand.

Two successful sexually transmitted infection testing events (MIZ GYT) were held this year in October and April. Attendance at both events was high and number of tests increased from previous events. [See table on p. 6] Collaboration continued between the Student Health Center, SHAPE peer organization, Spectrum Health Care (formerly known as RAIN), and University Pharmacies. All students were provided a brief risk assessment, risk reduction education, and sexual health safety products. Students who tested positive were prescribed treatment at no charge, given partner notification cards, and offered emotional support from trained Behavioral Health staff.

Individual Appointments – Health Coaching

The SHC Health Coach is a nationally Certified Health Education Specialists (CHES) and Certified Health and Wellness Coach (CHWC). Individual health coaching is provided for students seeking support in the areas of stress, sleep, nutrition, physical activity, tobacco cessation and harm reduction of alcohol and substances. Biofeedback was offered to students to learn how to effectively manage their physiology responses to stress. The Health Coach collaborates with Behavior Health Consultants (BHC) ensuring students receive the appropriate level of care.

PEER EDUCATION

SHAPE (Sexual Health Advocate Peer Education) is now open to undergraduate and graduate students, allowing institutional knowledge and leadership to inspire new members. SHAPE continues to reach thousands of students through campus presentations in academic classrooms, residence halls, Greek life, and on a radio program in collaboration with KCOU. Awareness and advocacy activities through campus initiatives are well attended and include: Fall Welcome Resource Fair, Sextacular, Fall and Spring MIZ GYT, Sexual Responsibility Week, World AIDS Day, Personal Safety Week, Safe Spring Break, and Spring Involvement Fair.

Breathe (Breathing and Relaxation Experiential Activities to Help Everyone) is a student organization of graduate and undergraduate members working to share mindfulness-based stress management strategies and promoting guest speakers. Membership continued to grow and outreach activities increased. Presentation audiences included Freshman Interest Groups, Learning Strategies classes, Student Nursing Organization, Greek Life organizations, and Residential Life. BREATHE hosted two speaker events, organized Mindfulness in Nature experiences at community State Parks, an international “Breathe as One” (a global event to promote interconnection, positive relationships, and civility of all beings) and initiated mindfulness events during the summer at a campus park. Student leaders collaborated with the social justice departments including Women’s Center, Multicultural Center and the LGBTQ Resource Center.

ACADEMIC CREDIT CLASSES

Mindfulness and Academic Recovery is a ten-week class in collaboration with Dean of Arts and Science, Vice-Provost for Undergraduate Studies and the Student Success Center. The course is offered mid-semester to be available to students who are struggling academically or are potentially facing academic probation. The class is a hybrid of mindfulness practices, positive psychology, stress management and personal development targeted specifically to students’ situations. Emphasis is on how these concepts and skills can positively help to manage stress associated with work, school, family, relationships, finances and health concerns. Post class assessments indicate significant benefits: better able to handle stress, increased resiliency skills and a greater sense of self-efficacy.

Sexual Health Advocacy and Service Learning (WGST 3960) fulfills a general education requirement, includes a service learning component and serves as a course for the multicultural certificate. This course is open to all students and serves as a pre-requisite for SHAPE peer educators.

Strategies for Effective Peer Education (WGST 3960 & A&S 309), a cross listed course taught in collaboration with the RSVP Center, promotes effective presentation skills on sexual health-related topics and relationship and sexual violence prevention. Students engaged in experiential practice and skill building surrounding cultural competency, difficult dialogues, discussion facilitation and behavior management.

NON-ACADEMIC CLASS

Sleep Solutions continued as a service for students addressing sleep quality issues. The format was 75 minutes weekly for four weeks and held twice a semester. Content included sleep science, sleep hygiene, action plans and restorative yoga postures to calm the autonomic nervous system. Students worked weekly on environmental and behavioral changes to improve sleep quality. Data collected using the Pittsburg Sleep Quality Index (PSQI) and the Perceived Stress Scale (PSS) showed significant results for six consecutive semesters.

Goals and Progress 2016-17

Completed Goals

3 year re-accreditation with Accreditation Association for Ambulatory Health Care (AAAHC)

Patient-Centered Medical Home Certification through AAAHC (initial)

SHC providers joined University Health Care Insurance contracts and began insurance billing for medical visits July 1, 2017

Redesigned behavioral health delivery system and staffing model resulting in decreased waiting for initial and treatment visits

Integrated behavioral health consultants into all primary care areas every afternoon

Goals in Progress

Strengthening and developing relationships across campus related to diversity, inclusion and equity

Continuing health promotion activities and student organizational support with reduced SHC and graduate student staff

Monitoring proportion of behavioral health appointments as initial assessments and treatments to maximize access

Responsibly managing finances in light of reduced student health fee revenue from decreased enrollment and health fee lowered by Student Fee Review Committee (SFRC) recommendation and supported by the vice chancellor of student affairs to the Board of Curators.

Improving health literacy of MU students through social media, outreach efforts, website and student organizations

Future Goals

Implementation of insurance billing for medical visits through joining university health care insurance contracts

Increasing health literacy regarding SHC services covered by health fee and those billed to insurance

Conduct image campaign using social media and effective media outlets

Recognition, Publications, Presentations

National Contributions

Craig Rooney served as American College Health Association's (ACHA) mental health section chair for 2016-17

Susan Even served as ACHA Vaccine Preventable Disease Advisory Committee chair

Susan Even served as ACHA liaison to Center for Disease Control and Prevention (CDC) Advisory Committee on Immunization Practice (ACIP)

National Presentations

Yasumi, K., Yamamoto, M., Nishio, A., Fuse-Nagase, Y. Iwai, E. **Rooney, S. C.**, Ford, B., & Maruntani, T. (June 1, 2017). Recent Topics on Campus Mental Health Services in Japan and the U.S. American College Health Association 2017 Annual Meeting: Igniting Innovation! Austin, TX.

Himmel, J., Hotaling, M., **Rooney, S. C.**, Sahgal, A., & Polychronis, P. (June 2, 2017). The Ethics and Issues on Coordinating Care Between Mental Health and Health Services: A Panel Discussion. American College Health Association 2017 Annual Meeting: Igniting Innovation! Austin, TX.

Campus and Community Presentations

Rooney, S. C. Out in Health Care panelist. School of Health Professions. University of Missouri – Columbia, April 2017

Rooney, S. C. (2017, March 7). Student behavior issues. The Office of the Provost and Academic Chair's Council. University of Missouri – Columbia.

Rooney, S. C. (2016, September 19). Current behavioral health issues in college student health & Student Health Center's integrated care model. HDFS3430: Adolescence and Young Adulthood. Department of Human Development and Family Science. University of Missouri – Columbia.

Rooney, S. C. (2016, August 23). Challenges with emotional well being on college campuses. "Breathing Product" A Project Hosted by The Wind Institute (TWI), University of Missouri Alumni Center.

Henderson, S.T., Even, S., Rainey, S., (2017, June 28) Mumps Outbreak at University of Missouri-Columbia. Presentation at the Ebola, Re-Emerging Diseases and PHEP Strategic Planning Summit, Columbia, Missouri.

Publications

Rooney, S. Craig. (2017). Is there really a college mental health crisis? ACHA Section Newsletter Spring 2017 Mental Health. National newsletter for the American College Health Association, Mental Health Section.

https://www.acha.org/documents/networks/sections/newsletters/Spring17/MH_Spring17.pdf

Rooney, S. Craig. (2016). A Message from Your Chair. ACHA Section Newsletter Fall 2016 Mental Health. National newsletter for the American College Health Association, Mental Health Section.

https://www.acha.org/documents/networks/sections/Newsletters/Fall16/MH_Fall16.pdf

Journal Articles

Even, Susan Co-author, ID JAH-2015-020036.R, "US College and University Student Health Screening Requirements for Tuberculosis and Vaccine-Preventable Diseases, 2012" Published in Journal of American College Health Association, July 2016 vol 64 no 5

Even, Susan Co-author ID JACH-2015-06-0203.R2, "Varicella Immunization Requirements for US Colleges: 2014-2015 academic year" Published in Journal of American College Health Association, August-September 2016 vol 64 no 6

Books

Harper FG, **Sapp, Aaron**, Scott B. STI FAQ: Keep Calm and Learn Real Facts About Sexually Transmitted Diseases. Microcosm Publishing, 2017.

Finances 2016-17

	Actual FY2016	Actual FY 2017	Percent Change
Health Fee paid by students enrolled in >6 credit hours	Fall/Spring \$101.47 Summer \$82.80	Fall/Spring \$102.21 Summer \$82.80	
Revenue Sources			
Beginning Balance (from carry forward)	\$1,419,973.66	\$1,185,650.11	
Student Fee Revenue	\$6,341,158.74	\$5,878,233.01	
Other Revenue	\$570,777.12	\$630,524.93	
Reduction of Revenue	\$(112,670.62)	\$(115,566.00)	
Annual revenue (no carry forward)	\$6,799,265.24	\$6,393,191.94	-6%
Revenue balance with carry forward	\$8,219,238.90	\$7,578,842.05	
Salary and Benefit Expenses			
Professional Staff	\$4,378,605.04	\$4,042,287.87	
Student Staff	\$85,831.92	\$12,541.40	
Employee Benefits	\$1,340,075.15	\$1,227,137.87	
Subtotal Salary and Benefits	\$5,804,512.11	\$5,281,967.14	-10%
Operating Expenses			
Equipment	\$6,194.27	\$5,306.77	
Computing	\$296,149.90	\$318,787.65	
Travel	\$25,943.55	\$7,156.73	
Training	\$14,516.52	\$4,942.00	
Maintenance and Repairs	\$32,056.42	\$24,574.58	
Other	\$854,216.02	\$804,664.09	
Subtotal Operating Expenses	\$1,229,076.68	\$1,165,431.82	
Total Expenses	\$7,033,588.79	\$6,447,398.96	-9%
Annual balance without use of carry forward	\$(234,323.55)	\$(54,207.02)	
Balance using carry forward	\$1,185,650.11	\$1,131,443.09	