

# Health Services Value Added





# H&WS Value

## Low Cost, High Impact Patient Care

01

### Accessibility

Financial assistance, low cost, physically (location), increasing Health Literacy

02

### International Students

Primary Clinic for International Students. Staff trained & more knowledgeable about specific health needs for international students.

03

### Outbreaks

Help identify, respond, and contain outbreaks on campus (such as TB, Meningitis, Flu, COVID, etc).

04

### Consistent

Consistent, reliable, & knowledgeable team aware of unique population needs.

05

### Prevention & Education

Entire team works with students to educate students on healthy behaviors & prevention efforts.

06

### Medical Management of Mental Health

Consistent care & timely access

07

### Mentoring

Staff work with students to get hands-on experience





# Department at a Glance

Health & Wellness Services



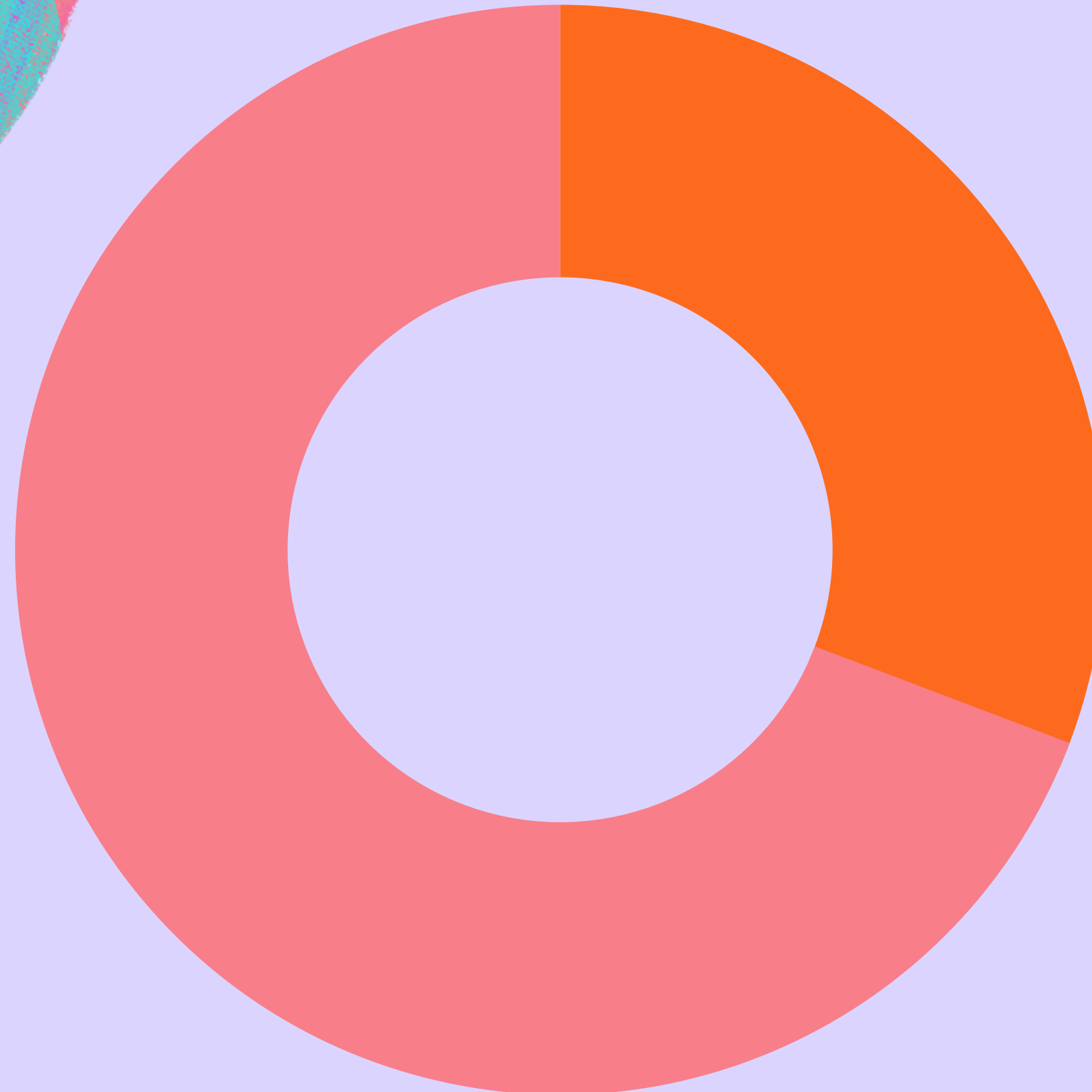
# Staffing

## Operations conducted by Students

Includes paid student staff, practicum students, club members, and nursing students earning clinical hours

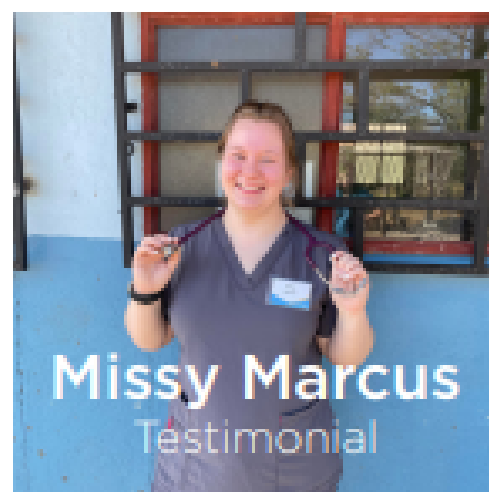
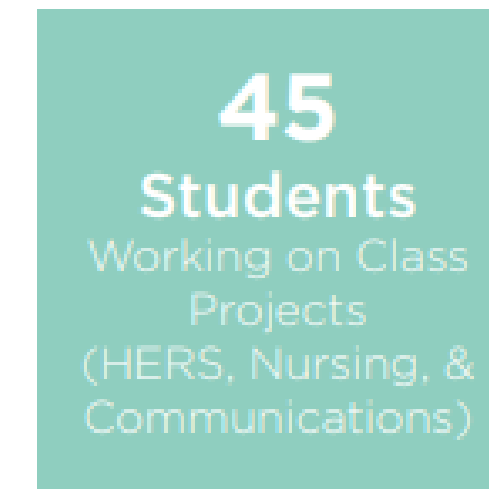
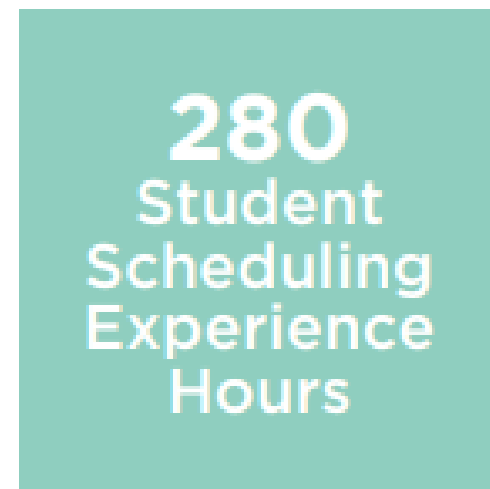
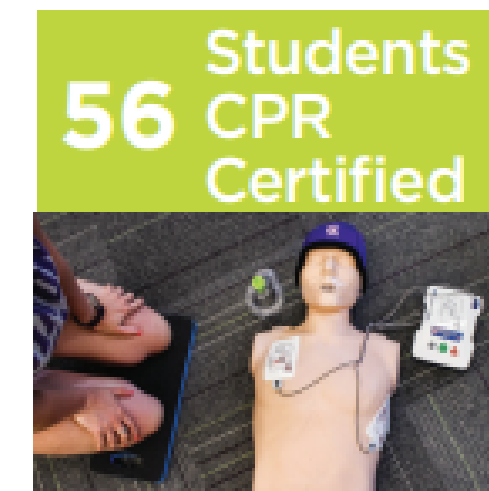
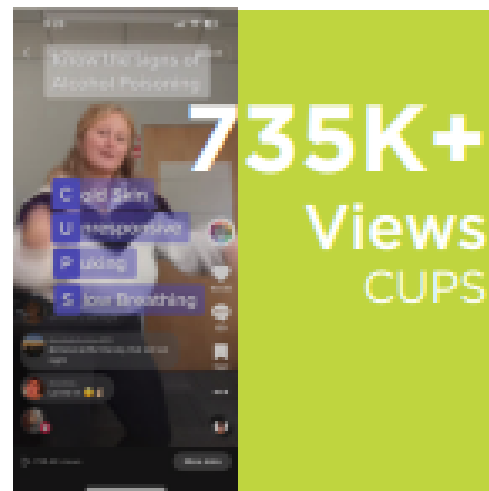
## Operations conducted by Professional Staff

Includes both Clinic & Health Promotion staff

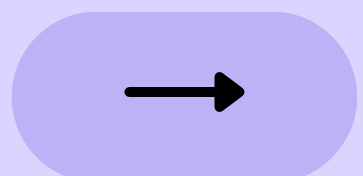




# Student Impact



“ I was a Biology: Allied Health major & I’m starting grad school this summer for my Master’s in Nursing. I was the Health Advocate’s President & a clinic student worker. This allowed me to gain hands on experience. I learned the workflow to make the day run smooth, which is essential. I learned how to treat common illnesses. I learned how to give shots & was able to practice giving them. I was given an opportunity that most do not get until they are in grad school. I will take my experiences with me to grad school & my professional career as a Nurse Practitioner or Physician Assistant. All students who are in undergrad for a health career can benefit from working at Health Services. It has been an educational experience & a place where I met lifelong friends. ”





# Teams



Operations



Health Promotion



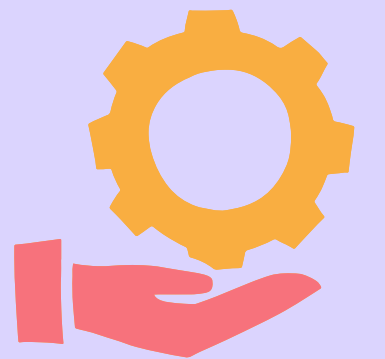
Clinical



Communications



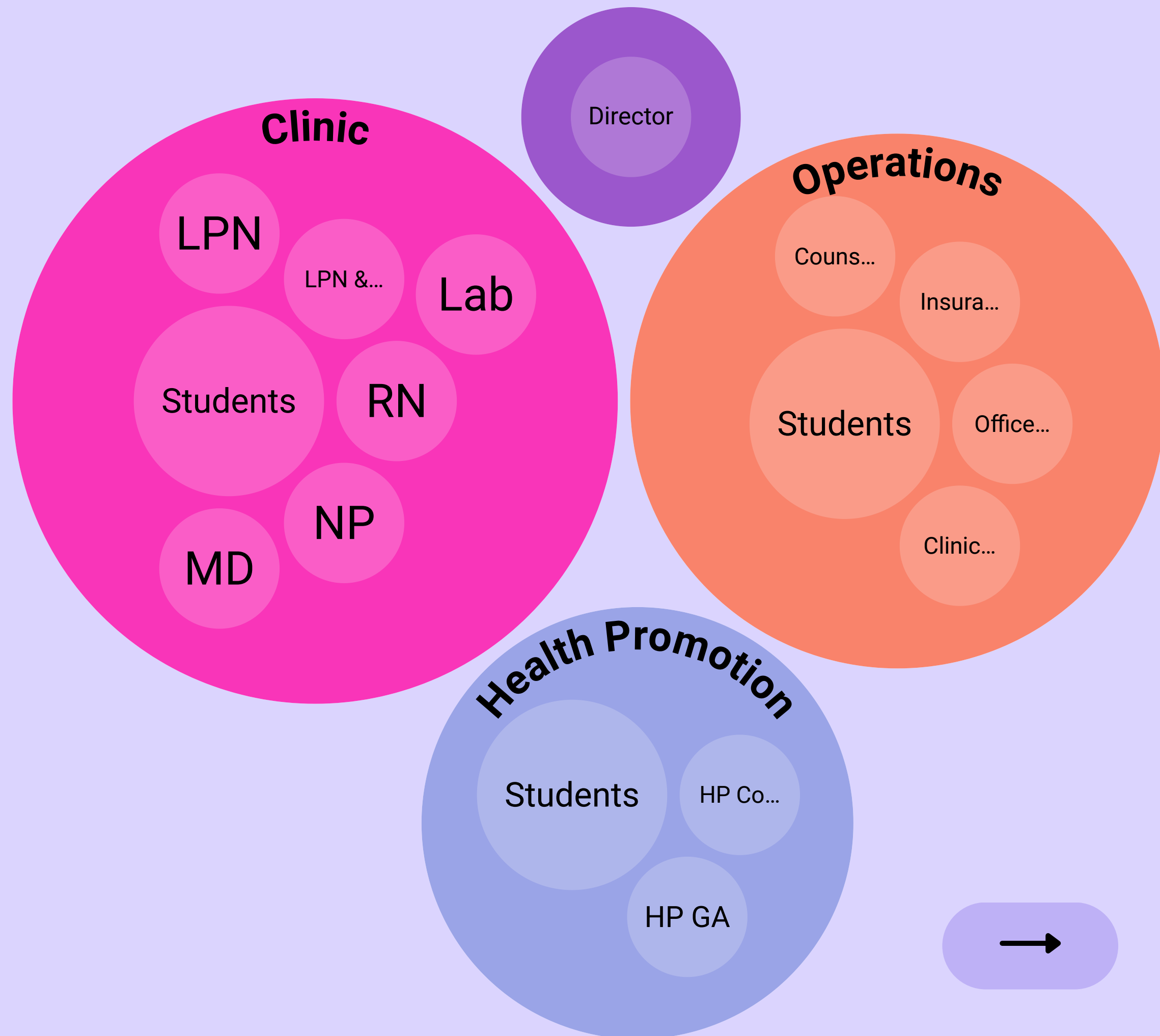
Monitoring, Learning, & Evaluation



Service Fee



# Team Compositions





# Activities & Services

## Operations

| Activity                             | Direct Student Impact | Student Workforce | Low Overhead/Cost | 3rd Party Funds |
|--------------------------------------|-----------------------|-------------------|-------------------|-----------------|
| Mentoring                            | ✓                     | ✓                 | ✓                 |                 |
| Scheduling                           | ✓                     | ✓                 | ✓                 |                 |
| Financial/Insurance Education        | ✓                     |                   | ✓                 | ✓               |
| Billing                              | ✓                     |                   | ✓                 | ✓               |
| Supplies Ordering                    |                       |                   |                   |                 |
| International Insurance Coordination | ✓                     |                   | ✓                 | ✓               |

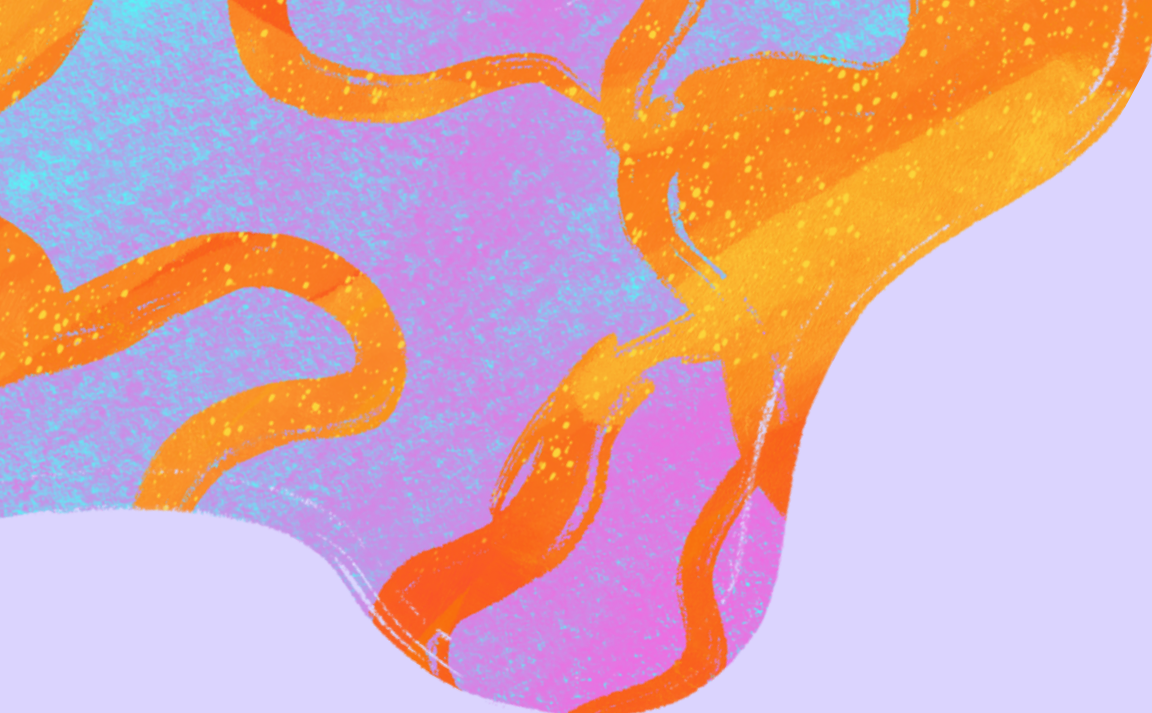


# Activities & Services

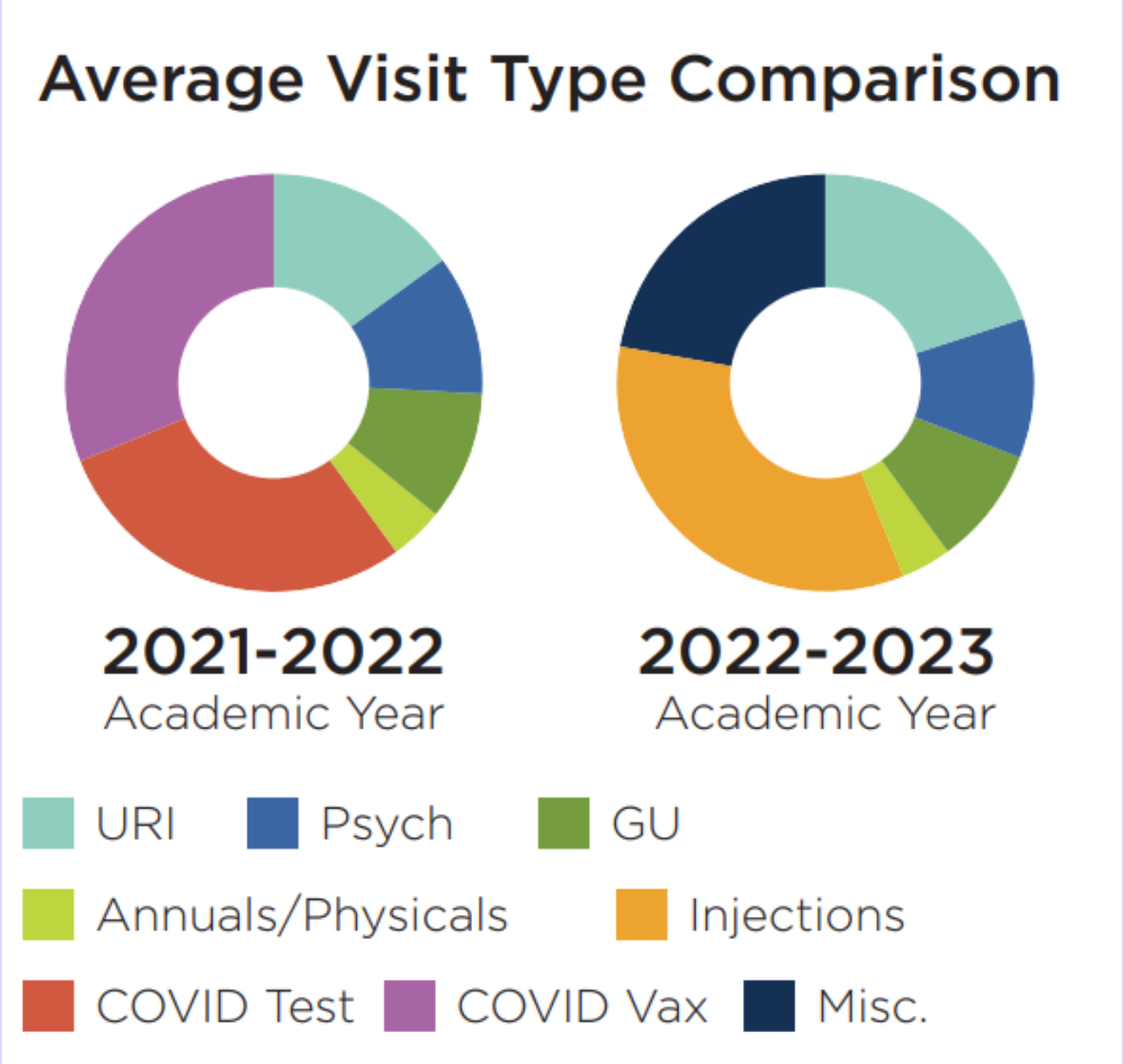
## Clinic

| Activity               | Direct Student Impact | Student Workforce | Low Overhead/Cost | 3rd Party Funds |
|------------------------|-----------------------|-------------------|-------------------|-----------------|
| Mentoring & Precepting | ✓                     | ✓                 | ✓                 |                 |
| CPR Courses            | ✓                     |                   | ✓                 |                 |
| Medical Services       | ✓                     | ✓                 |                   | ✓               |
| Laboratory             | ✓                     | ✓                 |                   | ✓               |
| Collaborations         | ✓                     | ✓                 | ✓                 | ✓               |
| Pop-Up Clinics         | ✓                     | ✓                 | ✓                 |                 |





# Medical Services: Expanded



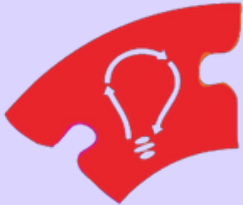




| Ask-A-Nurse                               |                     | Appointment Total Comparison |                       |                       |
|---|---------------------|------------------------------|-----------------------|-----------------------|
| Consultations, Triaging & Care Directives |                     | Appointments                 | '21-'22 Academic Year | '22-'23 Academic Year |
| Academic Year                             | Number of Inquiries | Total                        | 3950                  | 2885                  |
| 2019-2020                                 | 968                 | URI                          | 383                   | 563                   |
| 2020-2021                                 | 2,572               | Psych                        | 289                   | 290                   |
| 2021-2022                                 | 3,569               | GU                           | 251                   | 256                   |
| 2022-2023                                 | 1,699               | COVID Vax                    | 768                   | 83                    |



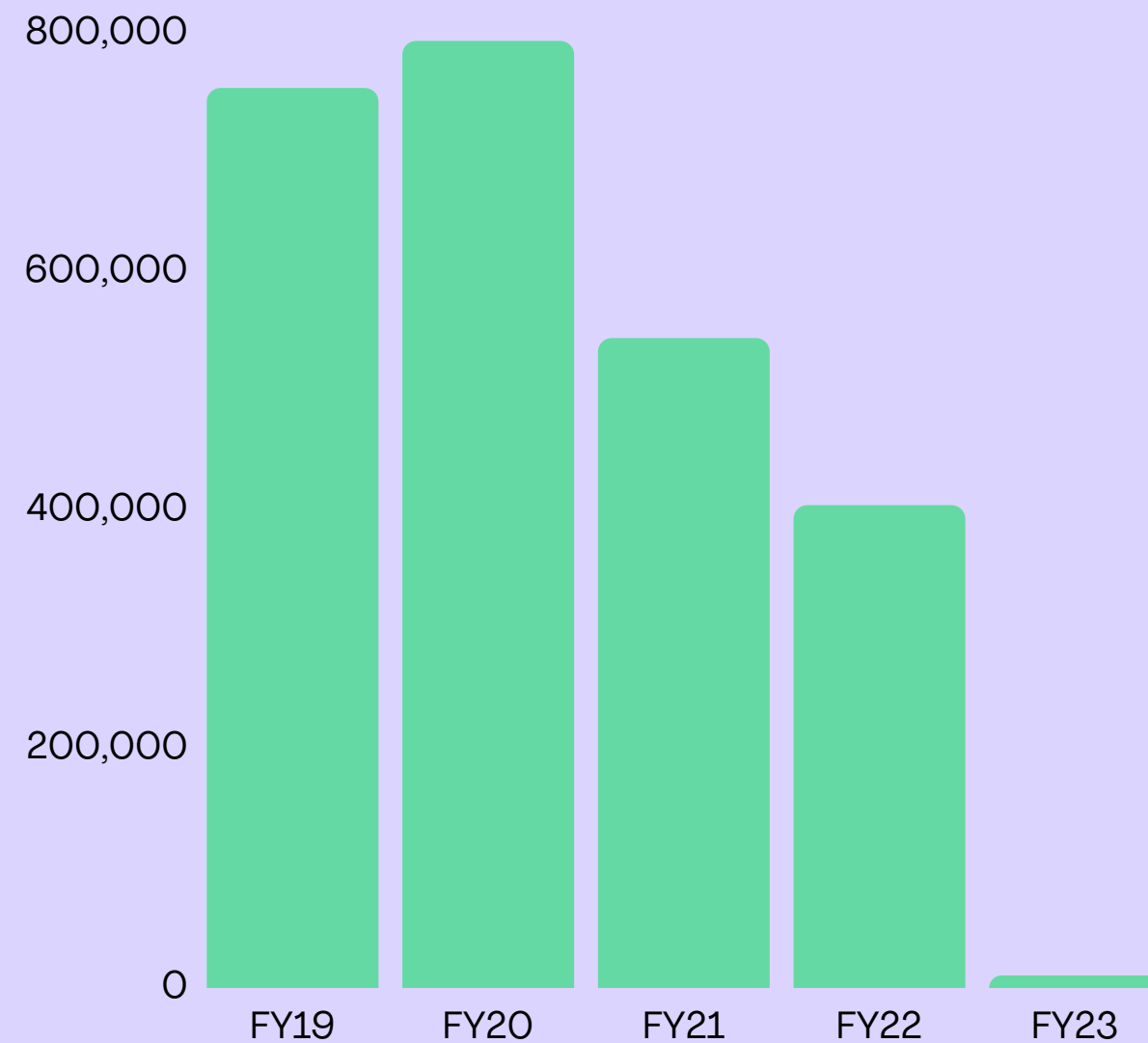
# Activities & Services

## Health Promotion

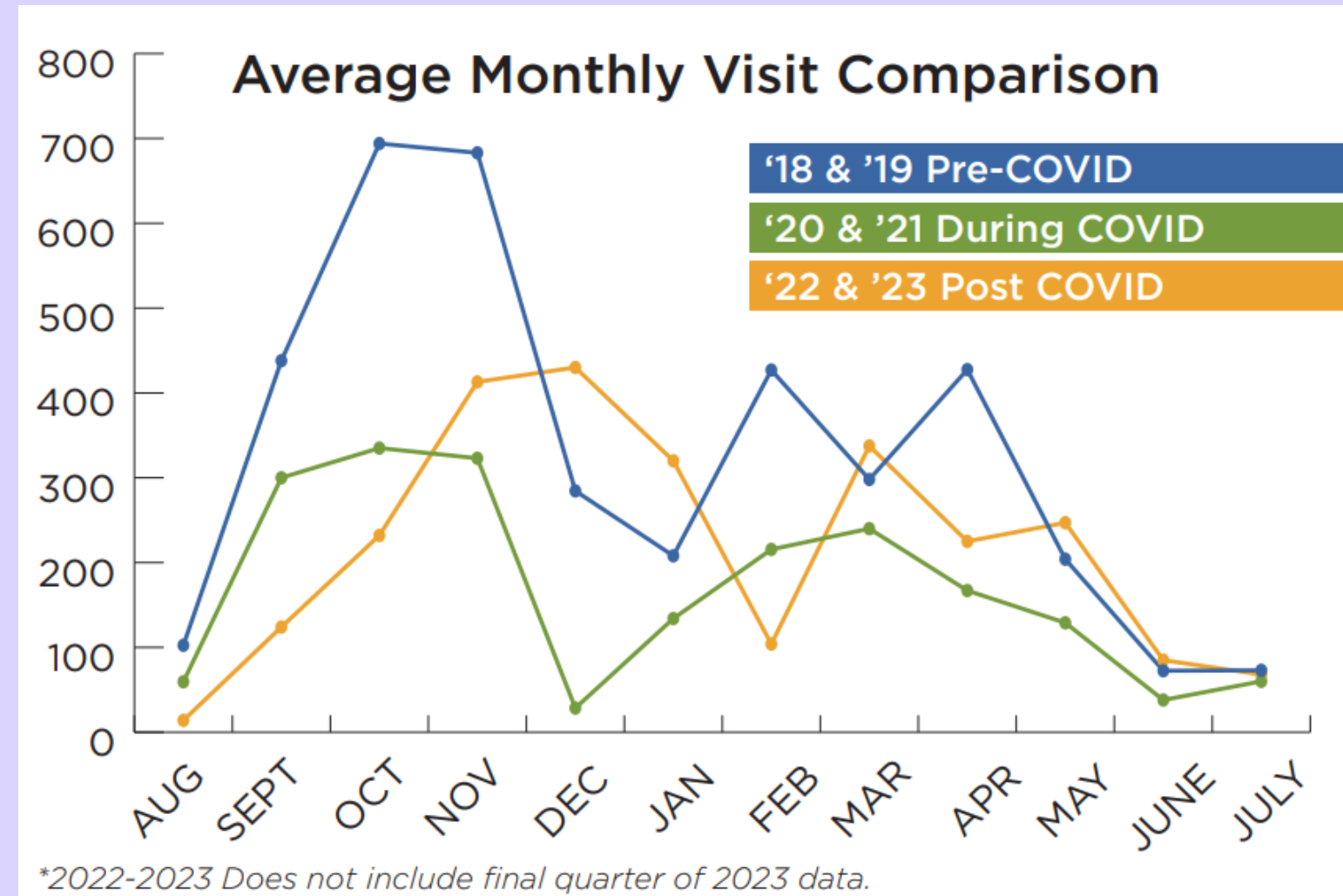
| Activity                        | Dimension of Wellness   | Student-to-Student | General Funds | 3rd Party Funds |
|---------------------------------|---|--------------------|---------------|-----------------|
| Student Conduct/Biannual Review |     | ✓                  | ✓             |                 |
| Wellness Education Programming  |   | ✓                  |               | ✓               |
| Mentoring/Practicum Students    |   | ✓                  |               | ✓               |
| Clinic Promotion                |   | ✓                  |               | ✓               |
| Collaborations                  |  | ✓                  |               | ✓               |



# Recovering from COVID

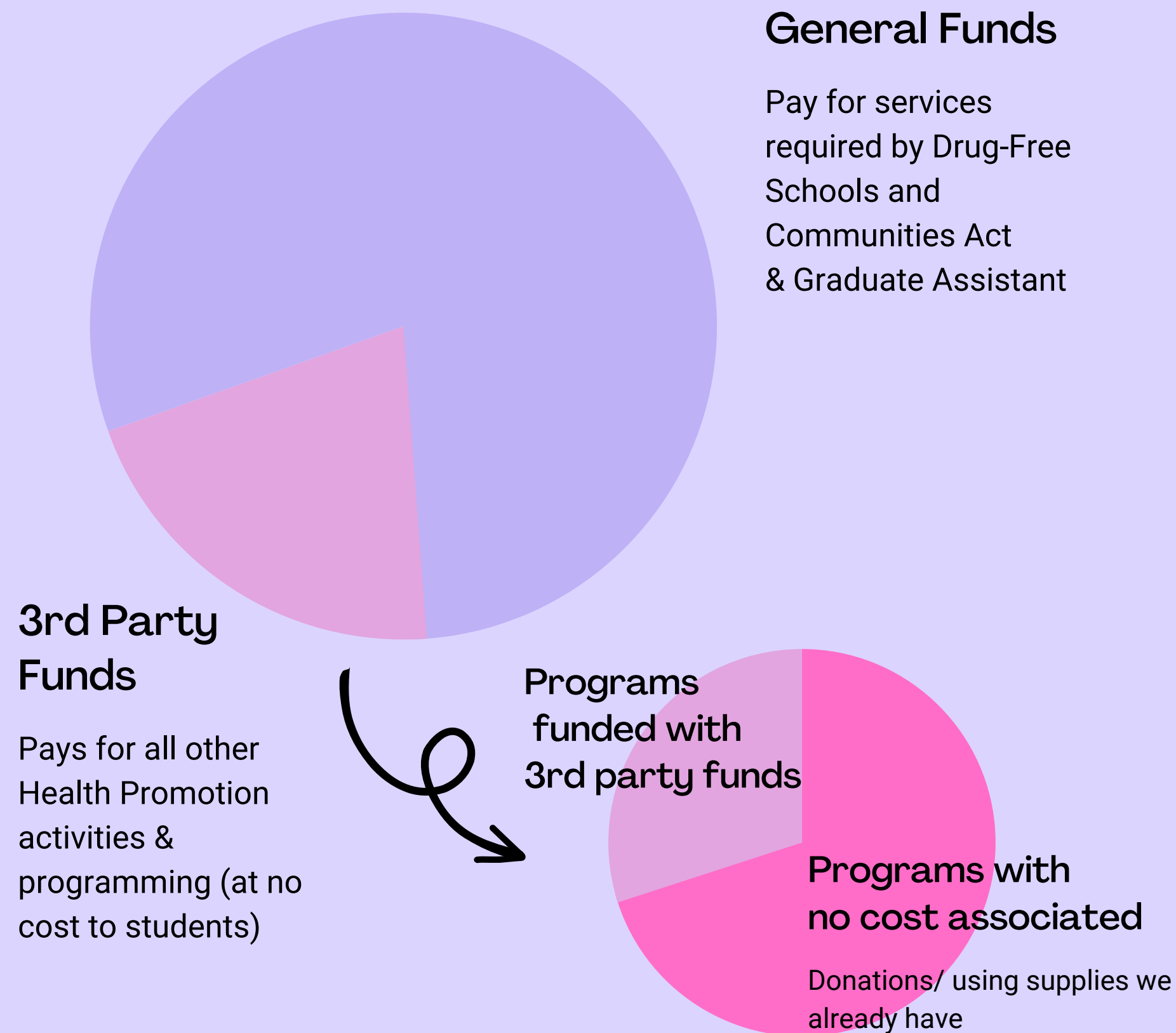


Reserve Balance





# Health Promotion Budget



# Low Cost, High Impact

## Clinic Services

### Student Fee\*

All funds come from Student Fee & Insurance Billing.

### Insurance Billing

*No General Funds.*

\*Portion of Student Fees in Health Services budget covers a portion of Counseling



**Retaining Students by Maintaining  
Health & Wellness through High  
Quality Patient Care, Activities, and  
Services.**

**Thank you!**

