



Student Health & Wellness Center
Annual Report
2022-2023



UNIVERSITY of
SOUTH FLORIDA
Student Success



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SOUTH FLORIDA

Student Success

Student Health & Wellness Center

This year was a monumental year for Student Health & Wellness moving into the new building in the Spring of 2023. We thank the USF Tampa Student Government, the staff of USF Facilities Department, Student Success, Vice President Cindy DeLuca, Dean Donna Petersen, and all of the faculty and staff of Student Health & Wellness for our successful transition to this state-of-the-art facility.

Joseph A. Puccio, MD



Sexual Health & Gynecology Services

“Telehealth helped when i was sick and i got 3 tests in one day to figure out what was wrong.”

“The medical services provided were good.”



Primary Care and Urgent Care

Along with the SHWC, the Health and Wellness Departments are devoted to enhancing student learning through health and wellness



Psychiatry and Behavioral Health

Campus Recreation & Wellness

Center for Student Well-Being

Center for Victim Advocacy & Violence Prevention

Counseling Center

Student Outreach & Support

Mission, Vision, & Values

Mission: Student Health & Wellness Center (SHWC) provides University of South Florida students with high-quality, evidence-based medical care and health education to support collegiate success and sustained wellness.

Vision: Student Health & Wellness Center 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 & Collaboration

We foster teamwork that supports our internal and external stakeholders.

Equity & Inclusion

We embrace and support diverse ideas, identities, abilities, and perspectives.

Trust & Confidentiality

We foster patient relationships built on trust, respect, and privacy.

Integrity

We provide quality medical care that is ethical and reflects national standards of care and best practices.

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 & medical innovation to improve the provision of medical care.

"I see a Psychiatrist through USF and I have always been able to get in and see her when I have needed to."

Services & Audits

SHWC provides medical care, administrative services, and owns and operates USF Bulls Country Pharmacy. This SHWC annual report highlights our accomplishments, quality initiatives, utilization, financial status, and future goals.

Clinical Services

- Allergy & Immunizations
- Athletic Training
- Dermatology
- Employee Services
- General Medical Care
- In-House Lab Services
- Men's Health
- Neuropsychology
- Nutrition Counseling
- Medical Response Unit (MRU)
- Pharmacy
- Physical Exams
- Physical Therapy
- Primary Care Psychology
- Psychiatry
- Sexual Health & Gynecology
- Sports Medicine
- Travel Health
- Urgent Care
- LGBTQ+ Health

Non-clinical Services

- Food Pantry
- Immunization Compliance
- Insurance Compliance
- Insurance Billing
- Outreach & Education
- After Hours Advice Line

QI Audits include:

- Biannual patient satisfaction surveys
- Participation in Florida Patient Safety Organization
- Monitor provider credentials and privileges
- Informed Consent
- Sensitive Exam Chaperone
- Clinical Pharmaceutical
- ICO Procedures
- Utilization & Revenue
- Abandoned Phone Calls
- No Show Rate
- Tracking Pap Results
- Medical Coding/ Charge Capture
- Behavioral Health Monitoring (Global Mental Health)
- Pharmaceutical Costs
- Continuity of Care

Quarterly Safety Drills:

- Code Yellow
- CPR
- Emergency Operations Plan
- Infection Control Risk Assessment
- Fire Safety
- Weather
- Infection Control Surveillance

QI Studies:

- Clinical Staff Handwashing
- Clinical Pharmaceutical Audit
- Billing for Procedures (Medical Coding/ Charge Capture)
- Chest Pain
- Syphilis



Bulls Country Pharmacy - 1st floor of SHWC



Bulls Country Pharmacy features a consultation room in our Student Health & Wellness Center

Accomplishments

- Earned AAAHC recertification for 2023-2026
- Collaborated with SUS Consortium to select 23-24 Insurance Product through ITN
- Collaborated with SUS Insurance Broker to implement 22-23 Insurance Plan
- Continued to strengthen collaboration with Counseling Center & Center for Student Well-Being
- Continued to strengthen Behavioral Health Services through case management and campus resources
- Researched opportunities for expanding Behavioral Health Services
- Promoted and supported implementation of TimelyCare to expand virtual Behavioral Health Services
- Expanded collaborative relationship with Athletics/Spirit Squads including assuming primary care and pharmaceutical services
- Continued to administer COVID-19 testing for symptomatic and asymptomatic patients
- Continued partnership with Housing and Residential Education to diagnosis and monitor students in isolation
- Expanded and promoted clinic at Sarasota-Manatee campus
- Promoted clinic at CAMLS in partnership with USF Health and held an open house for medical students
- Expanded Jotform (HIPAA compliance custom online platform) access as a communicative tool for students and patients to ask questions
- Sponsored insurance enrollment events through partnership with USF Health Insurance Marketplace Navigator program
- Continued to broaden prevention and education efforts through vaccination.
- Increased Influenza "Flu" vaccination administration by 15% to support the preventative health and wellbeing of the entire USF community
- Promoted Medical Response Unit visibility on Tampa campus
- Feed-A-Bull food pantry served 200% more students through continued promotion, visibility, and education on food insecurity
- Researched opportunities to add new services that complement existing services
- Implemented final phase of Wellness Center, including expanded facilities for urgent care, primary medicine, behavioral healthcare, registration compliance, and health insurance enrollment
- Created a robust marketing plan promoting the new facility
- Moved into Student Health & Wellness Center and became operational at new facility in May 2023
- Held satellite Influenza clinics at St. Petersburg, Sarasota-Manatee, USF Health's The WELL, Juniper-Poplar Residential Hall, and CAMLS to immunize students, faculty, and staff
- Held Influenza clinics at all 3 campus Benefit Fairs to immunize faculty & staff and recoup cost of vaccine
- Distributed 90,000 (100% of donated health items) free at-home COVID test kits on 4 campuses: Tampa, St. Petersburg, Sarasota-Manatee, and Downtown Tampa

Strategic Initiatives



90,000 test kits were donated by Verséa Diagnostics to facilitate community health. Students, Faculty, and Staff received all 90,000 at-home COVID Self-swab Test Kits at no cost. The iHealth kits were available on all 4 campuses, distributed in the student centers, and by Tampa Housing & Residential Education through the campus mail centers.

Student Health & Wellness Center

In 2021, USF broke ground on what would become the future home of Student Health. As of June 2022, the Student Health & Wellness Center started to take shape with the foundation as proof of our commitment to health. In May 2023, we moved into our three-story 47,000 square foot center. Our state-of-the-art Student Health & Wellness Center is dedicated to improving student wellness, so that students can strengthen their learning experiences both inside and outside the classroom. Beginning Summer of 2023, students were be able to receive General Medical, Primary Care, Urgent Care, and Specialty Services, some of which are listed below.

Specialty services provided:

- Nutrition
- LGBTQ+ Health
- Physical Therapy
- Neuropsychology
- Behavioral Health
- Immunizations
- Pharmacy
- Sexual Health
- Psychiatry
- Gynecology
- Travel Medicine
- Dermatology



The new SHWC building



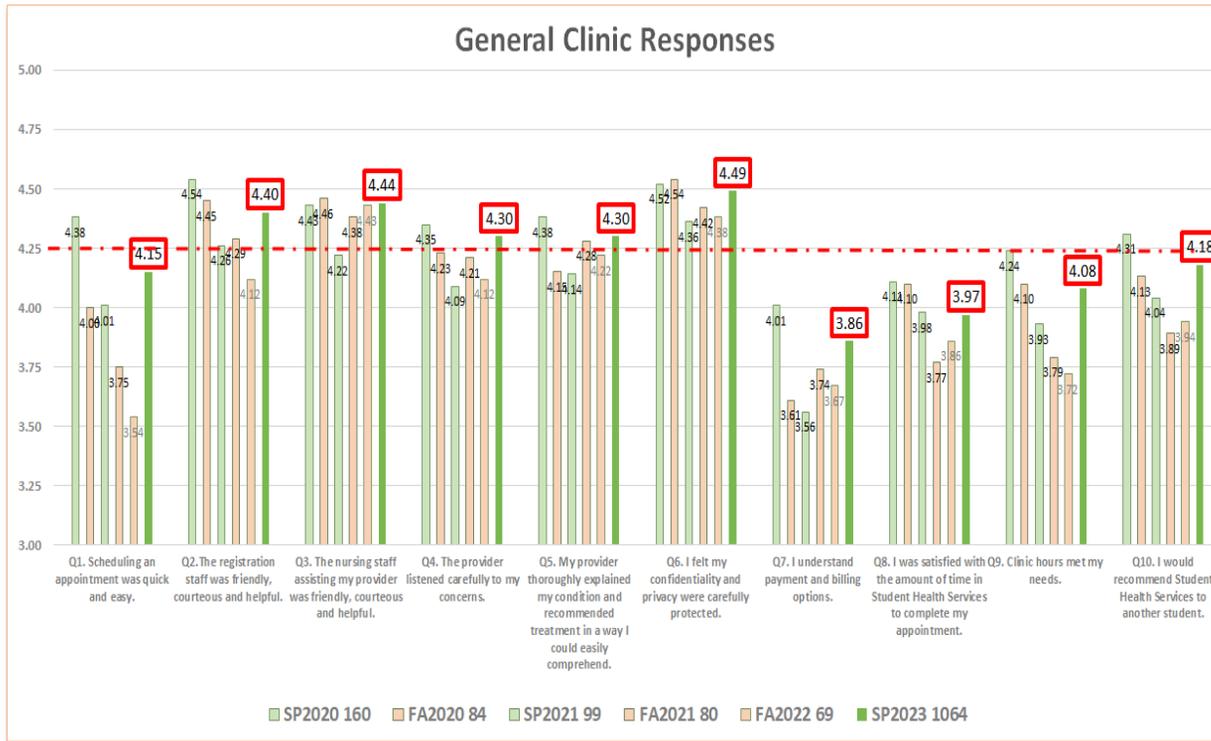
Student-designed patient waiting areas

Student Feedback

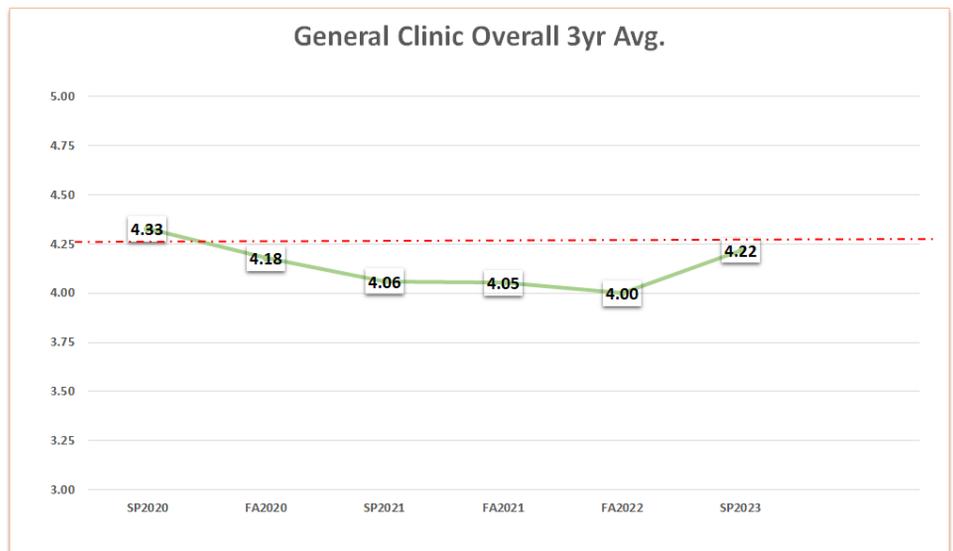
We conducted patient satisfaction surveys during the Fall and Spring semesters. The results from the surveys showed that 87% of students receiving services at the Student Health & Wellness Center (SHWC) were satisfied with the level of care received, meeting the 87% ACHA national benchmark.

Surveys ask the patients various questions about their care at SHWC and responses are based on a five-point Likert scale. **5 - Strongly Agree 4 - Agree 3 - Neutral 2 - Disagree 1 -Strongly Disagree**

General Medical Services

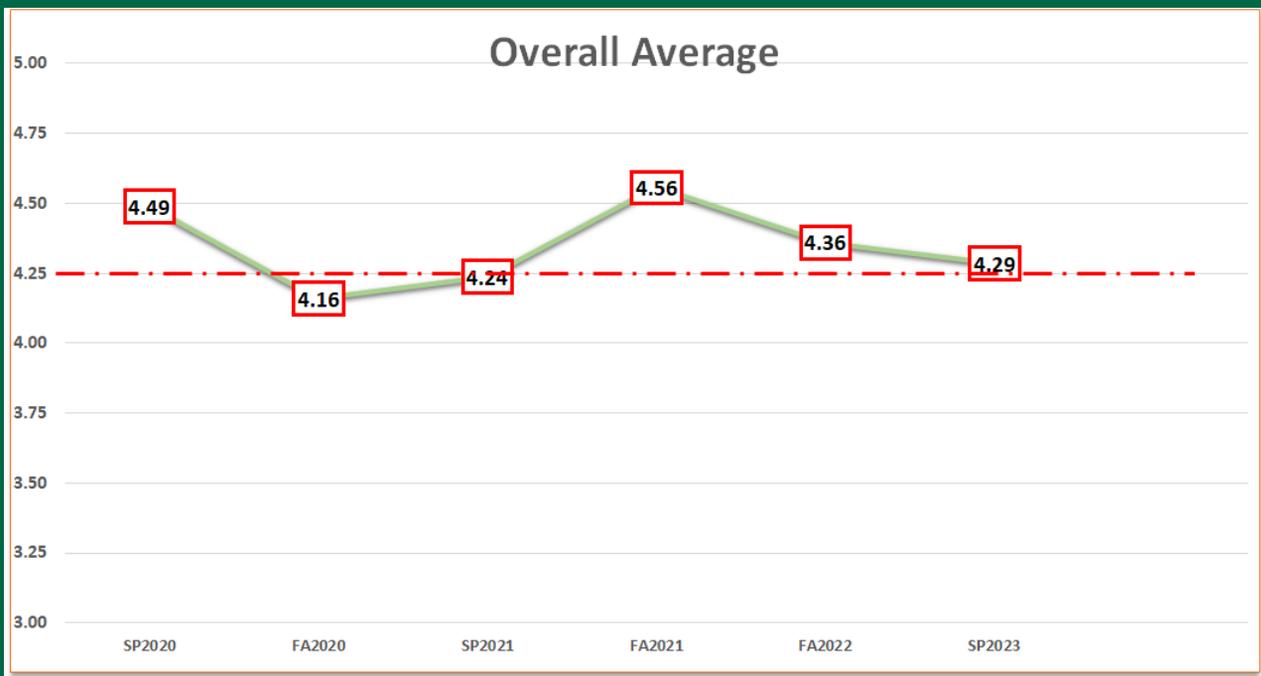
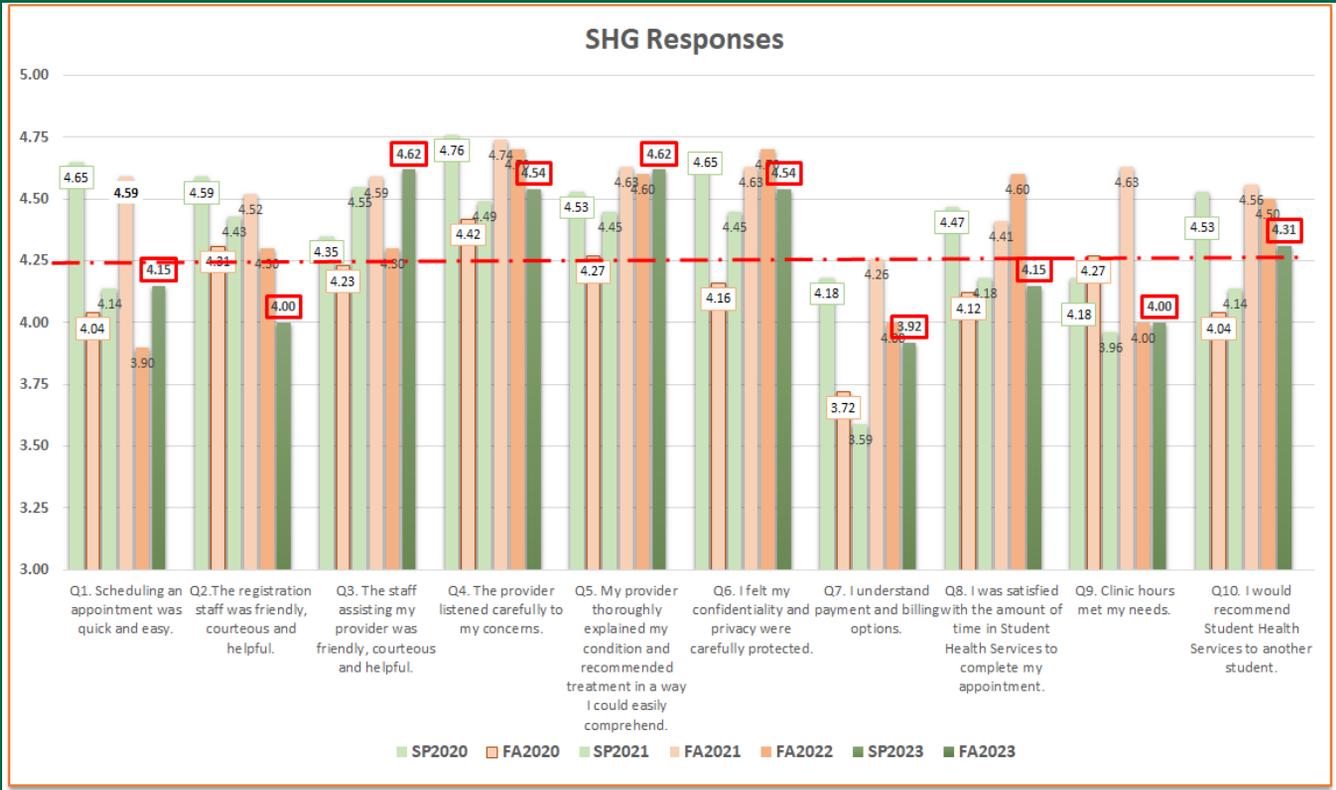


"SHS has helped me receive treatment for multiple chronic health concerns which otherwise would have effected my school / work schedule."



Student Feedback

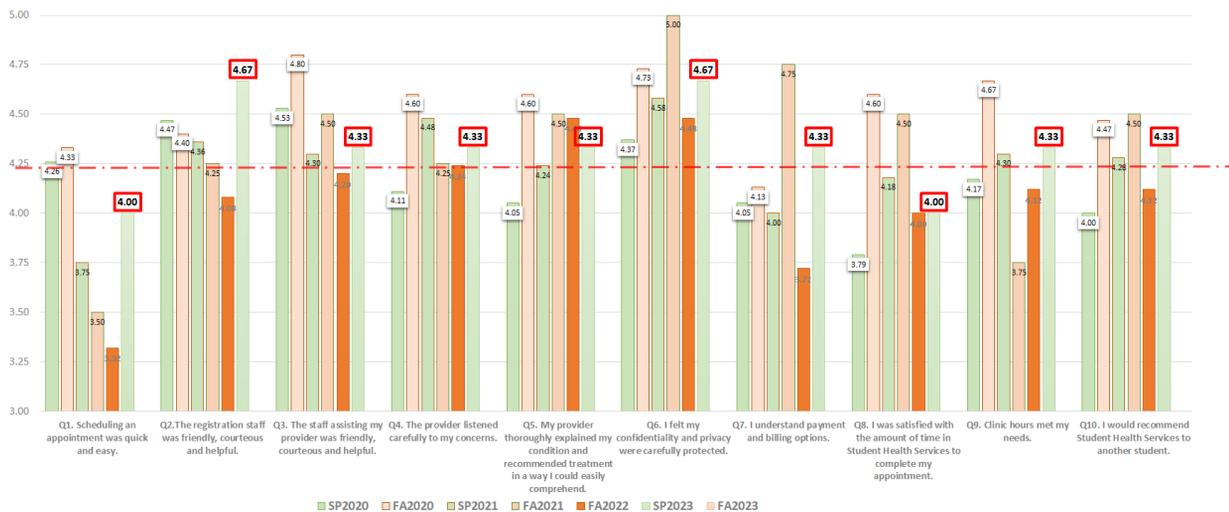
Sexual Health & Gynecology Services



Student Feedback

Psychiatry, Neuropsychology, and Behavioral Health

Psychiatry Responses

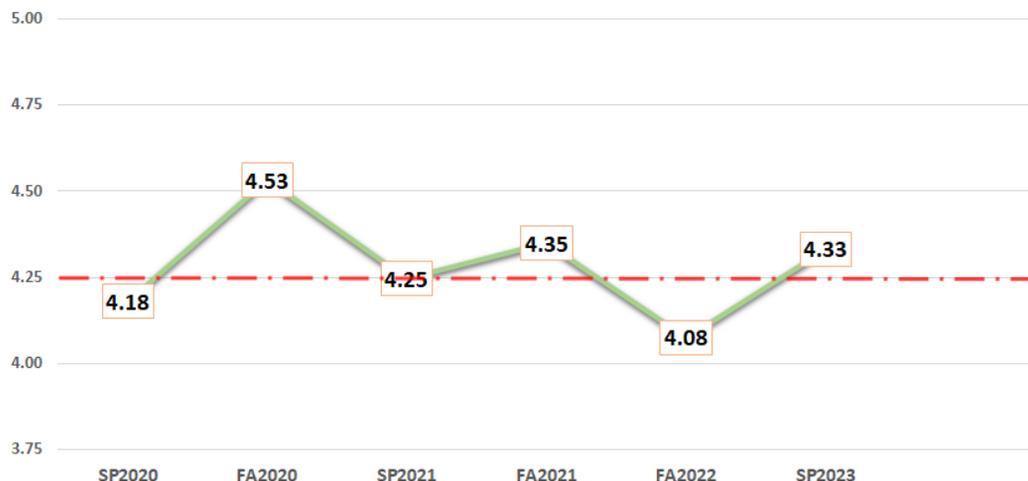


"Helped keep my mental health in check."

"[Psychiatrist] helped to set me on a path where I am motivated for school and able to focus on /complete my coursework."

"[Psychiatrist] has helped me relieve treatment for multiple chronic health concerns which otherwise would have effected my school /work schedule."

Psychiatry Overall Avg



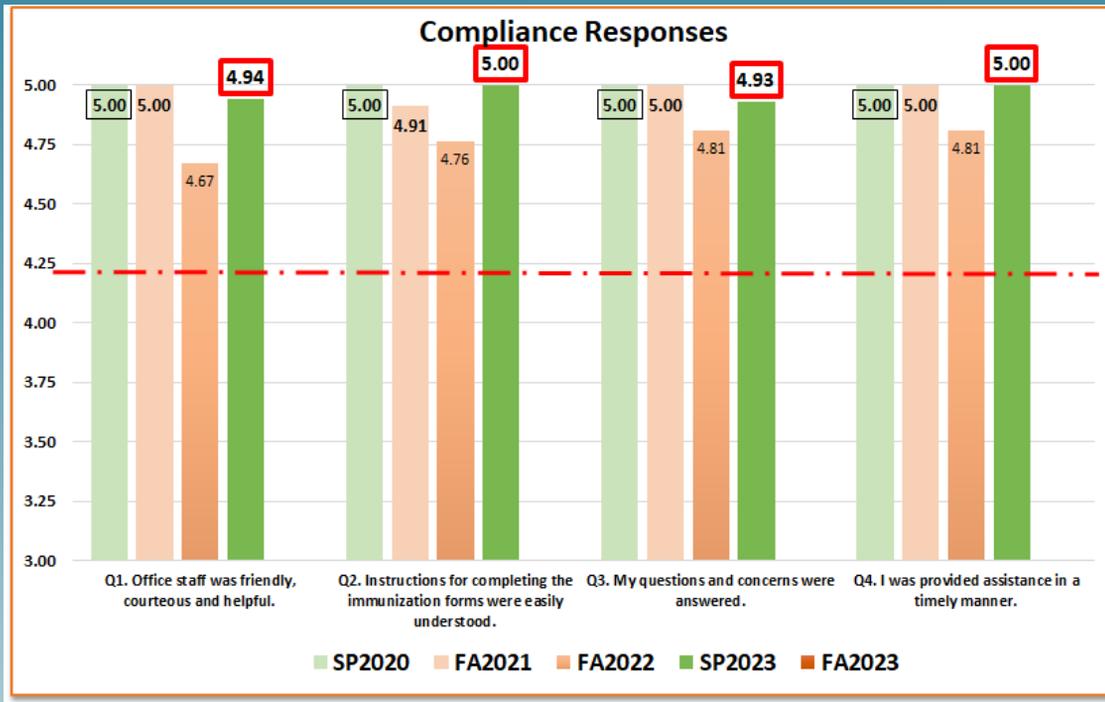
Student Feedback

Mandate Administration

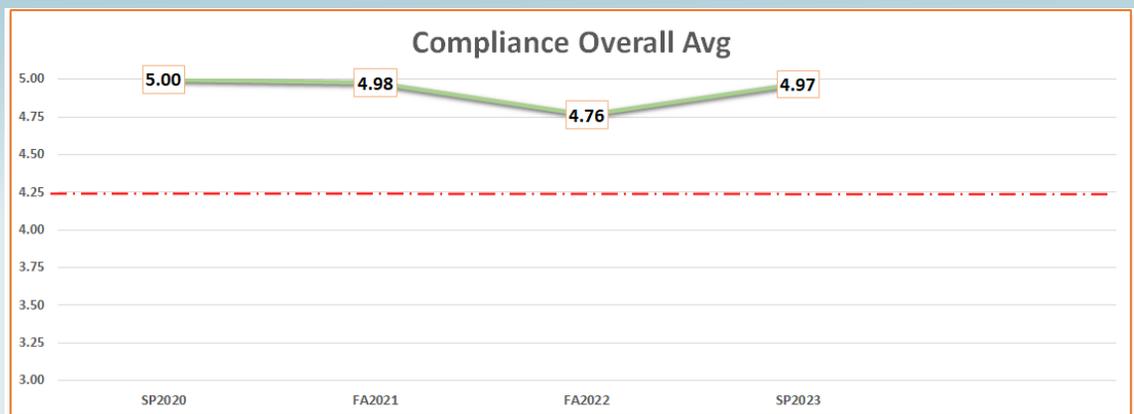
"It was a quick service. Appreciated."

Compliance Transactions

Immunizations	17,825
Insurance	7,615



"Thank you for your great help."

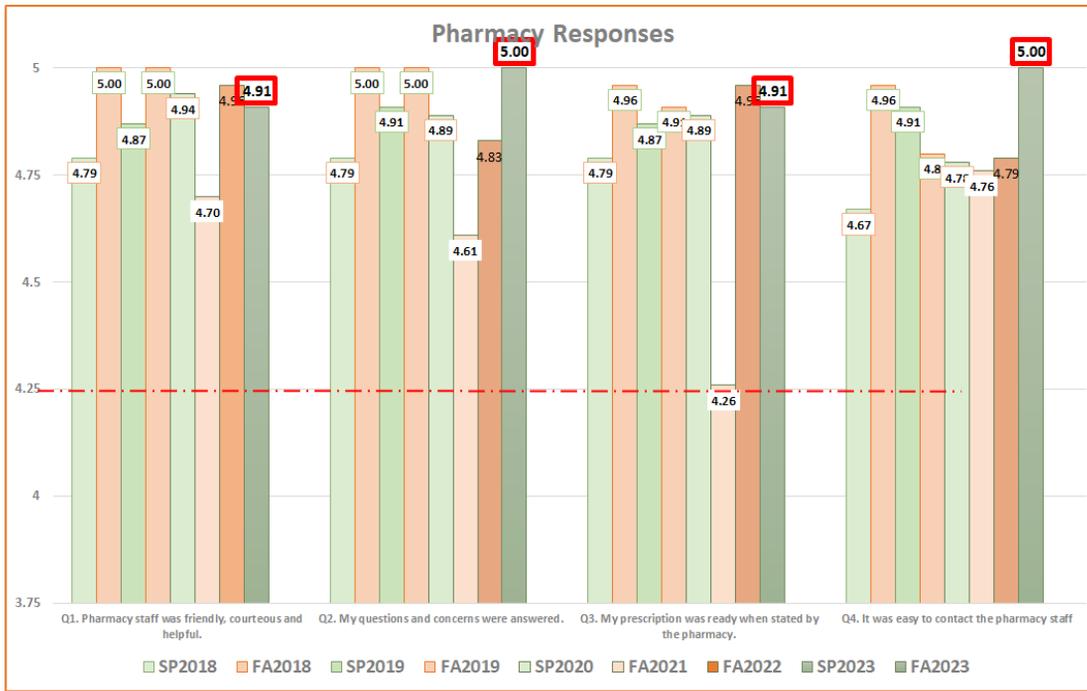


Student Feedback

Pharmacy

Pharmacy

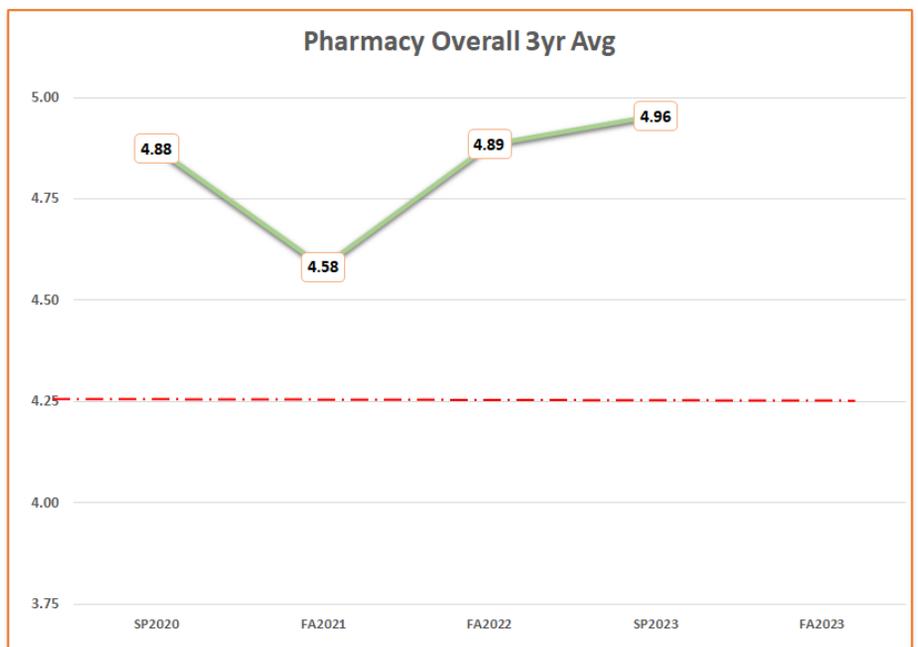
New Prescriptions	9,505
Refills	2,965
Total	12470



"I loved getting my medications from this pharmacy for 3 years as a student. It was so convenient to go to right after class."

"Incredible Staff! Amazing customer service!"

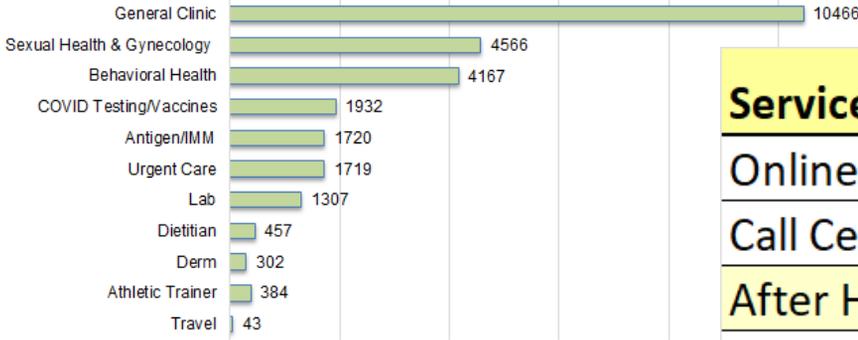
Everyone in there was also super helpful in giving me information such as if there would be interactions on medications."



Statistics

Total # of Visits	27063
Unique Patient Count	9799
Transgender Count	19
Daily Average	115

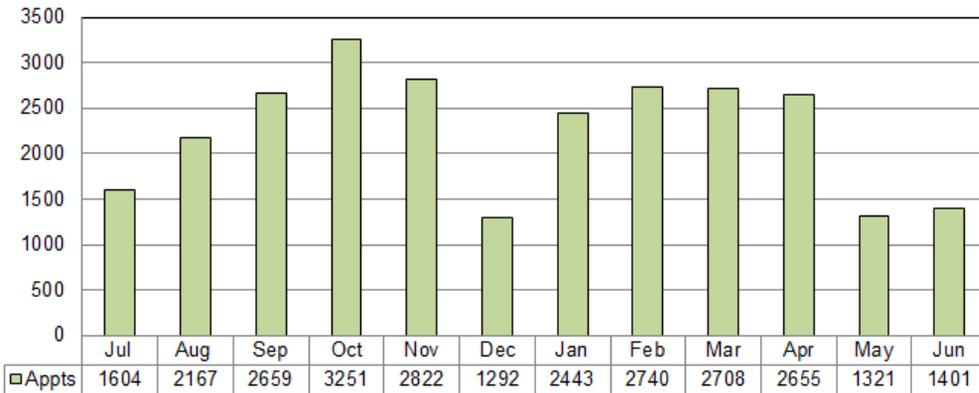
FY 23 Arrived Appts



Services

Online Appt Requests	14241
Call Center Calls	30028
After Hours	
Calls	876
Messages	60
Nurse Advice Line	917
Language Line	60

FY 23 Arrived Appts



FY 23 Budget	SHS All	Pharmacy	St. Pete	Sarasota-Manatee	CAMLS
Total Revenue	\$10,070,227	\$522,103	\$224,402	\$104,958	\$23,861
Operational Expenses	\$8,728,918	\$815,224	\$345,655	\$190,552	\$3,434

Clinical Revenue	Charges	+/-	Collections	+/-	Collected
FY 21	\$4,931,788	-33%	\$1,285,636	-37%	26%
FY 22	\$6,737,863	37%	\$1,614,196	26%	24%
FY 23	\$6,480,900	-4%	\$1,499,462	-7%	23%

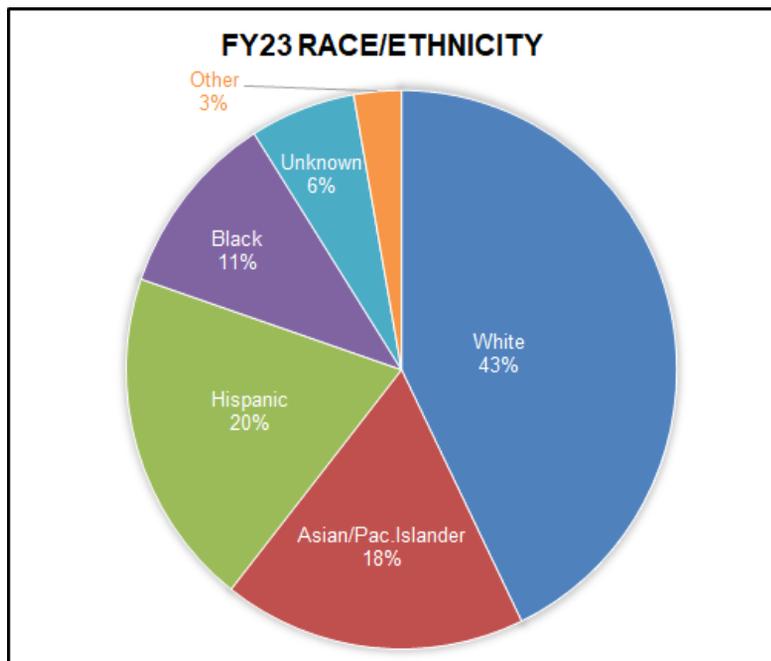
Student Demographics

Clinic usage by Gender

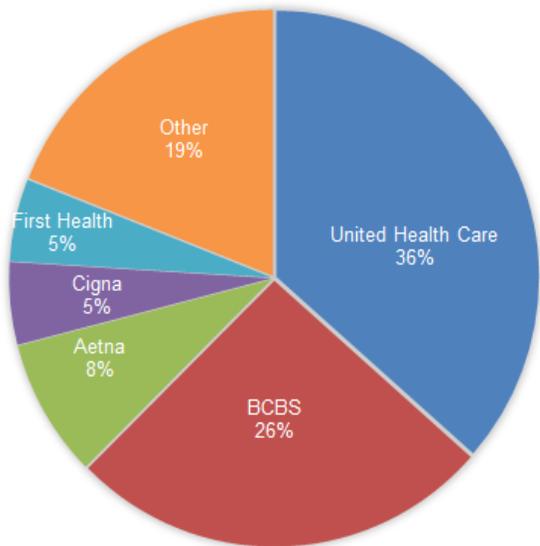
Female 68%
Male 32%

Insured vs. Self-Pay

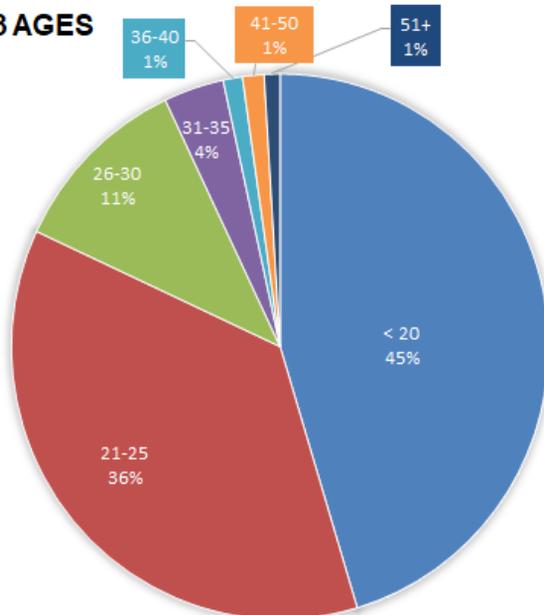
Insured 80%
Self-Pay 20%



FY23 INSURANCE



FY 23 AGES



Campus & Clinical Partners



USF Health - Partners with SHWC 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 clinic at SHWC

USF Health Psychiatry Department - Shared staffing for psychiatry services.

USF St. Petersburg campus and Sarasota-Manatee - SHWC provides contracted medical care.

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



Hillsborough County Health Department - Provides sexual health support for STIs and medical treatment for students.

COVE Behavioral Health - Provides accessible and compassionate behavioral health care.

USF Counseling Center - Collaborates with SHWS in providing mental health services to students utilizing Post-Doctoral Psychologists.

USF Graduate School & USF Human Resources - Acts as administrator of the Graduate Assistant subsidy for health insurance.

Health & Wellness Departments - provide outreach activities and events.

USF Dining/Aramark - Donates food to Feed-A-Bull and partners with SHWC on outreach and engagement activities.

USF Student Accessibility Services - Partners with SHWC to support students that need academic accommodations and neuropsychological assessment.

USF College of Public Health, Florida Covering Kids & Families, USF Health Insurance Marketplace Navigators - SHWC sponsors enrollment events to facilitate medical coverage.

USF Student Government - Partnered to elevate health and care through designing, constructing, and initially operating new SHWC.

University Emergency Medical Services Association - On-going partnership to staff and operate Medical Response Unit, along with supporting clinical operations through Health Support Staff

USF College of Nursing - Collaborates with SHWC to staff our evening clinic and expand patient access.

USF College of Pharmacy- Collaborates with SHWC to staff and expand vaccination clinics.

Crisis Center of Tampa Bay - Partners with USF to provide support for people struggling with a variety of crisis situations.

USF Athletics - Partnership to support primary care and preventative health of USF's athletes.



Supplemental Services

“I went through a rough patch back in the fall of 2022 and I am so thankful to have had this place. Very kind employees as well.”



Feed-A-Bull food pantry



Specialized reception on every floor

“Such a great resource to have as a student. When in need definitely recommend.”

“I was able to get the required vaccination before starting my internship.”



Preventative health and travel clinic

Goals for 2023-2024

- Collaborate with SUS Consortium to select 24-25 Insurance Product
- Collaborate with SUS Insurance Broker to implement 24-25 Insurance Plan
- Partner with SUS Insurance Broker to refine international student insurance waiver process
- Continue to strengthen collaboration with Counseling Center & Center for Student Well-Being
- Continue to strengthen Behavioral Health Services through case management and campus resources
- Continue to promote Timely Care, Crisis Center of Tampa Bay, and additional Behavioral Health Services
- Continue expanding collaborative relationship with Athletics/Spirit Squads
- Continue to administer COVID-19 testing for symptomatic and asymptomatic patients
- Continue to partner with Housing and Residential Education to diagnosis and monitor students in isolation
- Expand and promote clinic at Sarasota-Manatee campus
- Promote clinic at CAMLS in partnership with USF Health and hold a second open house at CAMLS
- Sponsor insurance enrollment events and enrollment access at new facility through partnership with USF Health Insurance Marketplace Navigator program
- Continue to broaden prevention and education efforts through vaccination
- Promote Medical Response Unit visibility on Tampa campus
- Continue to promote Feed-A-Bull pantry through visibility, operational staffing, and education on food insecurity
- Expand Physical Therapy services on campus
- Create a robust marketing plan promoting the new facility among residential students and additional student populations
- Hold satellite Flu clinics at St. Petersburg, Sarasota-Manatee, USF Health's The WELL, Juniper-Poplar Residential Hall, main Tampa Library and CAMLS to immunize students, faculty, and staff
- Hold Flu clinics at all 3 campus Benefit Fairs to immunize faculty & staff and recoup cost of vaccine
- Partner with USF Health Service Corp to provide biometric health option at Benefit Fairs
- Hold an open house for Graduate Students
- Increase engagement with Transfer Students
- Partner with USF Dining to increase visibility of new Student Health & Wellness Center
- Explore naming opportunities for new Student Health & Wellness Center
- Promote SHWC 180 Multipurpose room for campus meetings and events
- Hold Flu clinics at all 3 campus Benefit Fairs to immunize faculty & staff and recoup cost of vaccine



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