

STUDENT HEALTH CLINIC

Student Health Services

2019-20

Annual Report



UNIVERSITY of
SOUTH FLORIDA



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**SOUTH
FLORIDA**

*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 especially
through the COVID-19 pandemic.*





Rocky the USF Bull in line with students at 2019 State University System of Florida (SUSF) flu shot competition.



Food pantry Co-Director Stacey Struhar, RD, preparing food bags during the pandemic.

Wellness USF departments on the USF Tampa Campus are devoted to enhancing student learning through health and wellness. The collaborative departments are:



Student Government President Britney Deas and Vice President Travis McCloskey at the 2019 flu shot competition.

Campus Recreation & Wellness

Center for Student Well-Being

Center for Victim Advocacy

Counseling Center

Student Outreach & Support

Success & Wellness Coaching

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.

Trust and 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.

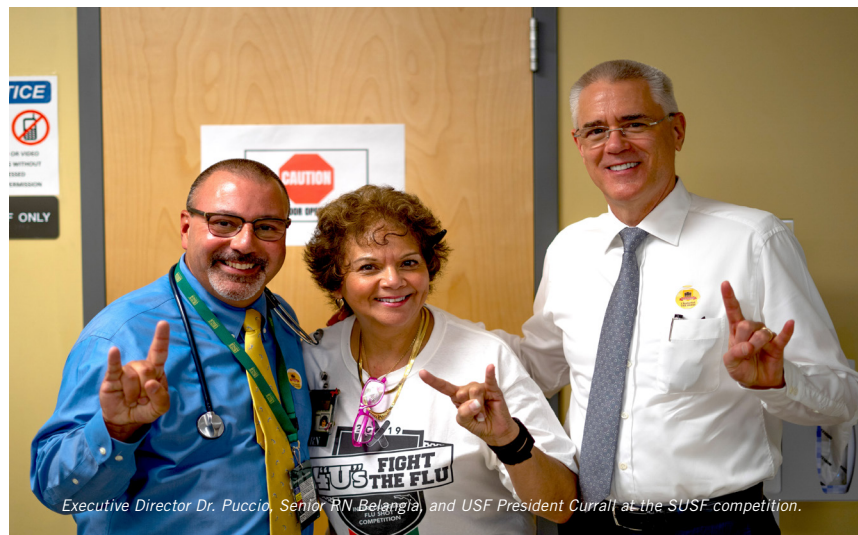
Health & Wellness

We foster the well-being of our campus community by encouraging healthy routines and balanced lifestyles.

Innovation & Technology

We embrace the use of technology and medical innovation to improve the provision of medical care.

"I like the convenience of having a clinic on campus, especially having it located in the central part of the campus. They are very attentive and understanding of your situation and will do their very best to make sure you are well and healthy by diagnosing and prescribing the necessary medications as soon as possible."



Services

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

Services Include:

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
- Primary Care Psychology
- Psychiatry
- Sexual Health & Gynecology
- Sports Medicine
- Travel Health
- Urgent Care
- Evening Clinic

Non-clinical Services

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



"I was able to be confident that I was healthy and received safe and proper treatment."

"Better mental health makes classes easier."

"I was sick and was immediately taken in and given treatment to help me."



Accomplishments

“SHS provides excellent comprehensive service for me.”

- Collaborated with State Univ. System (SUS) Insurance Broker to implement 2019-2020 Insurance Plan
- Collaborated with SUS Consortium to select 2019-2020 Insurance Product
- Expanded Athletic Training Services at SHS and Campus Rec
- Developed collaborative relationship with USF Athletics/Spirit Squads
- Enhanced behavioral health services through case management
- Participated in first SUSF Flu vaccination competition in collaboration with UCF, FSU and UF
- Held Fall Flu Event: administering 1280 vaccines in 5 hours
- Held satellite Flu clinics USFSP, New College, the WELL, the FIT, and CAMLS
- Administered Flu Shots to faculty/staff at USFSM Employee Health Fair
- Held Fall GYT screening events, screening 500+ students
- Continued to broaden prevention and education efforts through vaccination
- Launched free 60 min nutrition seminar “Eat Well, Be Well”
- Continued FL Dept. of Health partnership vaccinating uninsured/under-insured students against HPV and Hepatitis A
- Held free hearing screening clinic in partnership with USF Audiology Center
- Launched Medical Response Unit (MRU) providing on-campus transport services
- Remained operational through COVID-19 Pandemic, providing 2,462 Tele-health visits within 4 months
- Due to COVID-19 Pandemic, implemented Tele-health for medical, behavioral health and nutrition visits
- Increased visibility for food pantry, held 4 successful food donation campaigns and implemented COVID-19 safety procedures (open air pick-up, pre-made food bags, contactless check-in and pick-up)
- Partnered with USF IT to create and implement a digital COVID-19 symptoms tracker
- Key contributor to USF Return to campus, working closely with USF IT to create Campus Pass portal
- Transitioned to hybrid work environments including remote work for physical distancing



Staff holding SUSF trophy for most flu shot vaccinations!

Quality Improvement

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

QI Audits include:

- ICO Procedures audit
- Utilization & Revenue
- Abandoned Phone Calls
- *No show rate
- Consent for Procedures
- Tracking pap results
- Medical coding
- Continuity of Care
- Pharmaceutical costs
- Informed consent
- *ACHA Benchmarking
- *Biannual patient satisfaction surveys
- Biannual peer review
- Participation in Florida Patient Safety Organization
- Monitor provider credentials and privileges
- Providing monthly medical education programs
- Monthly Infection Control and Safety Monitoring

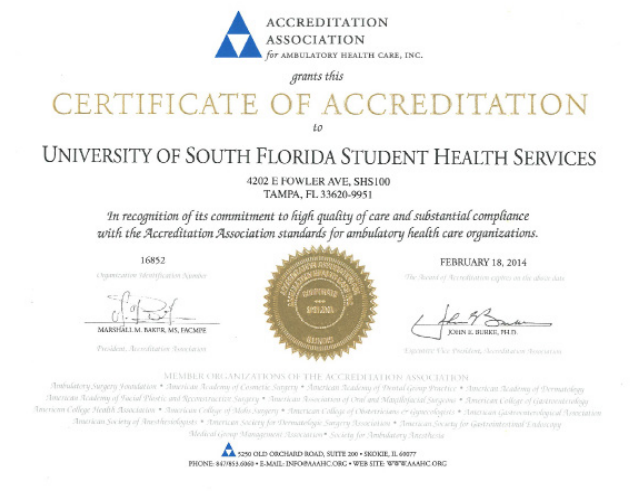
QI Studies include:

- Use of the Behavioral Health Monitoring Tool
- Clinical Staff Handwashing
- Pharmaceutical Costs
- *Acute Bronchitis
- *PrEP for HIV prevention
- *Skin infection/Cellulitis
- *Opioid prescription patterns

*Quarterly Safety Drills

- Fire
- CPR
- Weather
- Security

**Some studies, audits, and drills were suspended due to COVID-19*



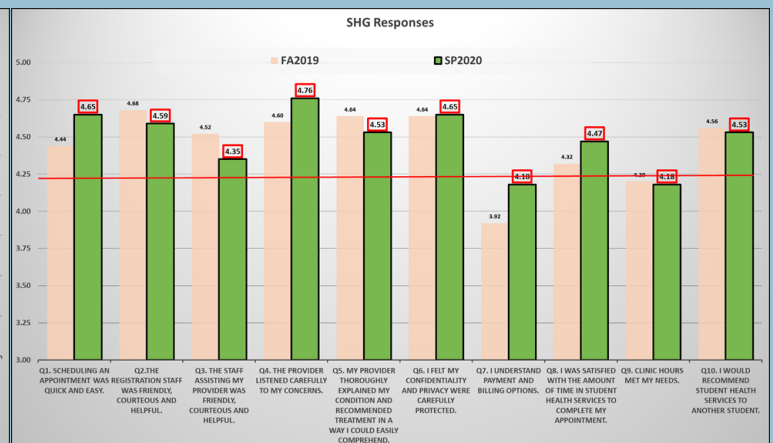
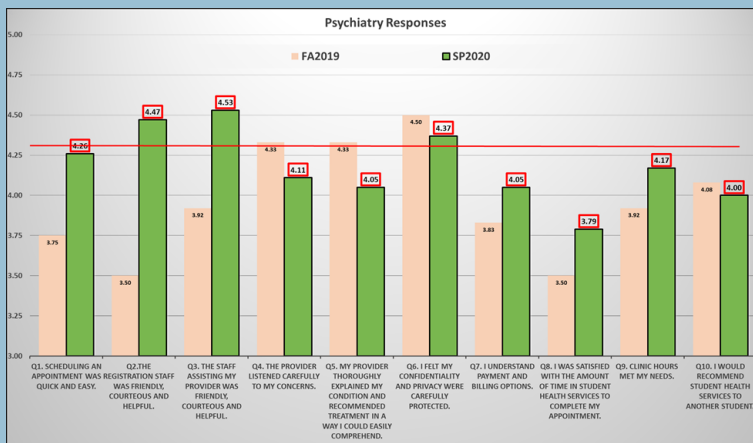
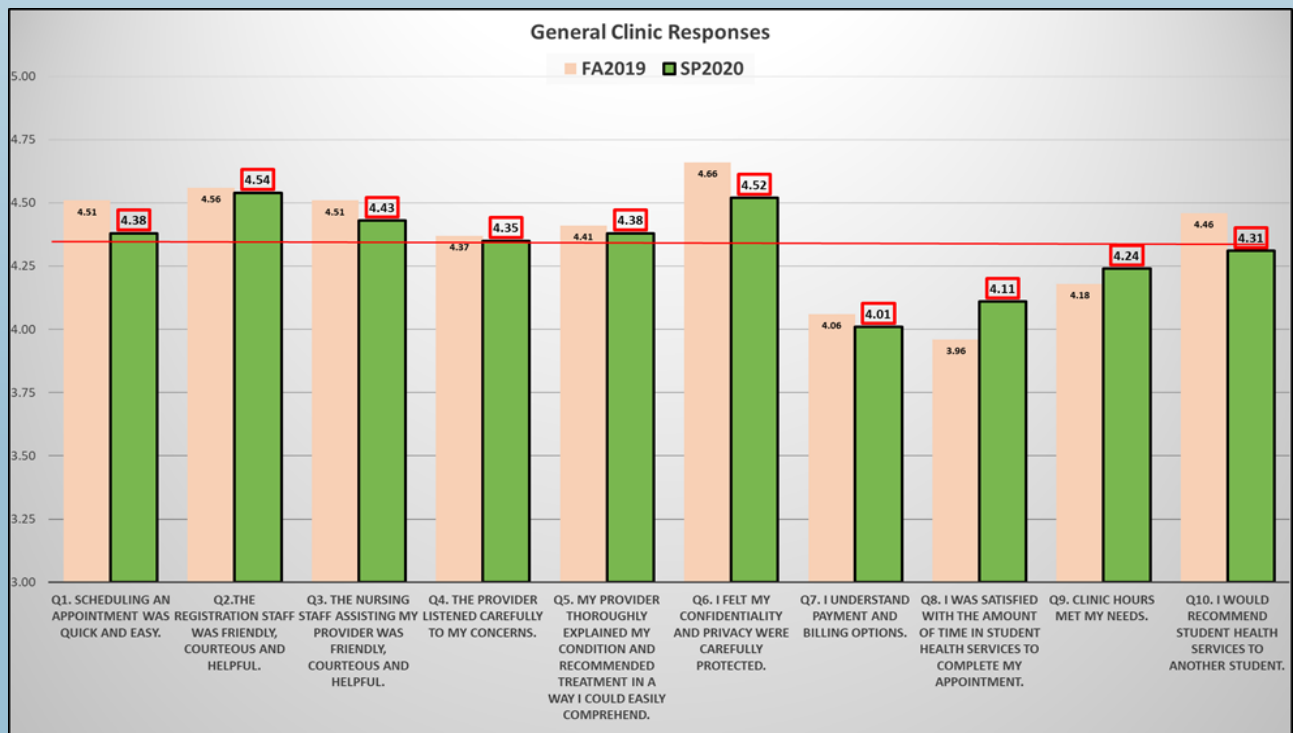
Student Feedback

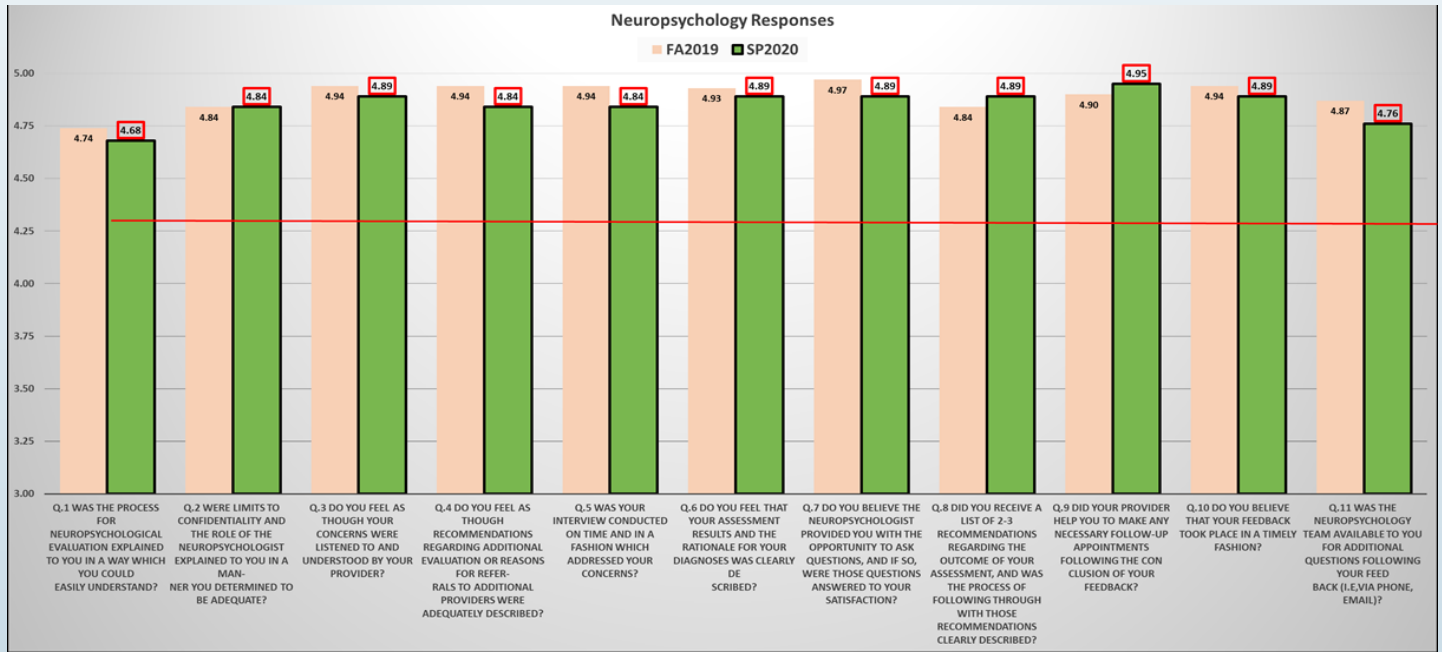
“Very friendly, helpful and overall great student customer service.”

We conducted patient satisfaction surveys 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

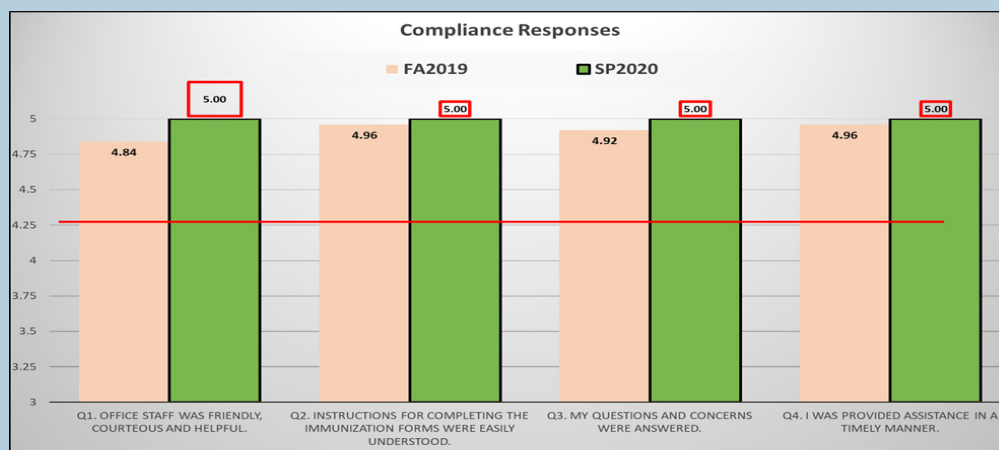
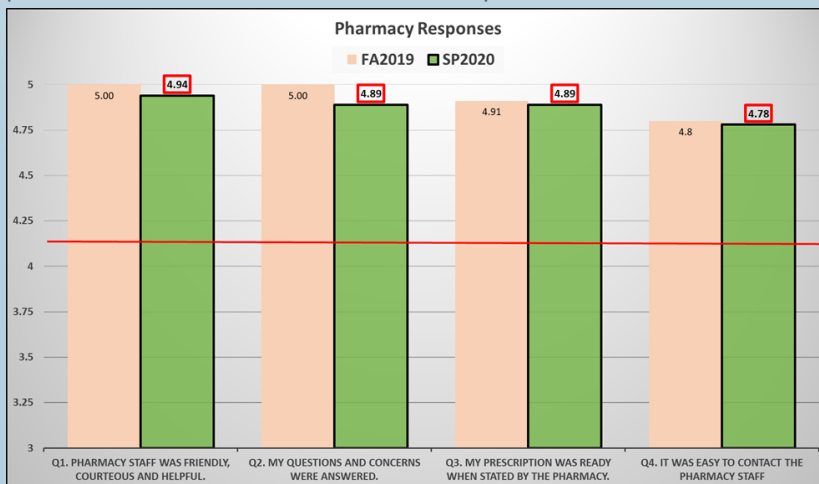




Surveys were also collected for the various departments within Student Health Services. Student satisfaction remains above the 87% ACHA benchmark for these areas.

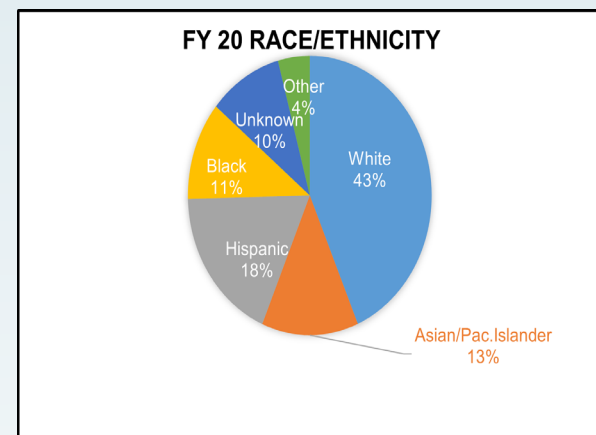
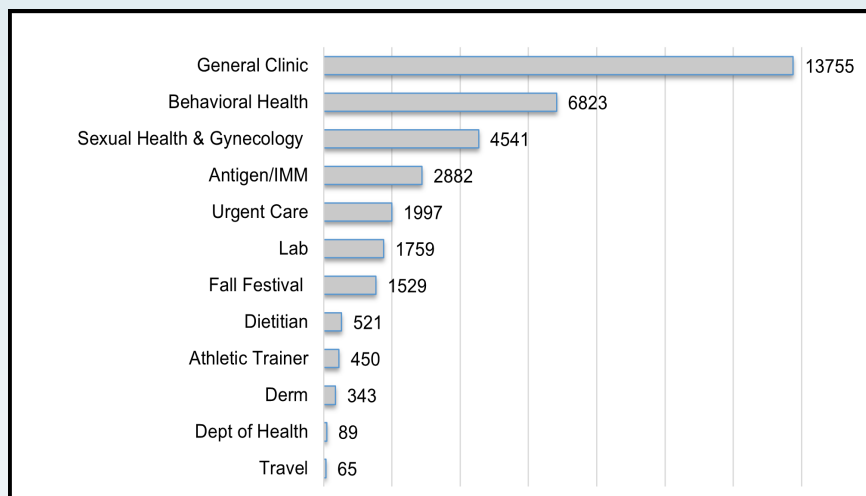
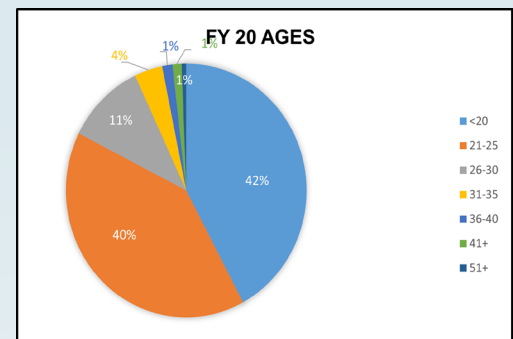
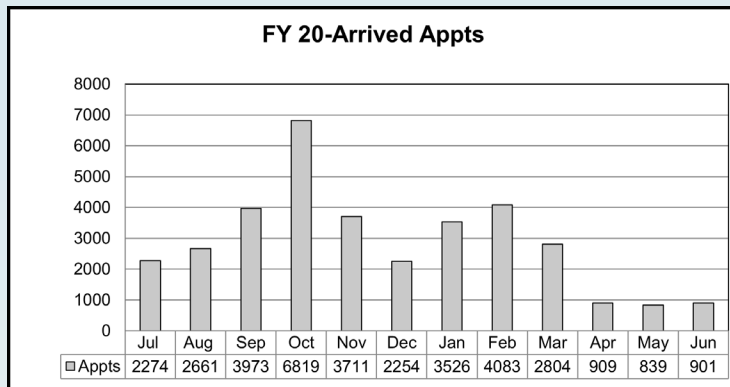
- Question 1: Staff friendliness
- Question 2: Form instructions
- Question 3: Questions were answered
- Question 4: Assisted in a timely manner

Responses were based on the same five point Likert scale as the Student Health Services survey



Statistics

**COVID-19 Pandemic March through August 2019: Student Health Services remained operational while adhering to CDC guidelines.*



Services	*2019-2020	2018-19	2017 -18
Online Appointment Requests	3,189	5,021	5,587
Call Center Volume	35,385	38,644	37,522
Immunization Compliance	21,388	21,960	24,228
Insurance Compliance	6,390	6,753	6,133
After Hours	716	1,059	1,027
Nurse Advice Line	339	283	282
Pharmacy Prescriptions	17,833	19,398	18,526
Pharmacy Refills	4,675	5,955	6,378
Total # of Visits	34,754	40,468	38,860
Unique Patient Count	13,553	14,087	13,877
Daily Average of Visits	141	165	153

Insurance Ratios

Insured vs. Self-Pay

Insured 68%

Self-Pay 32%

Clinic Usage By Gender

Female 61%

Male 39%

“SHS helped me cope with my depression through providing me quality psychological and psychiatric care.”

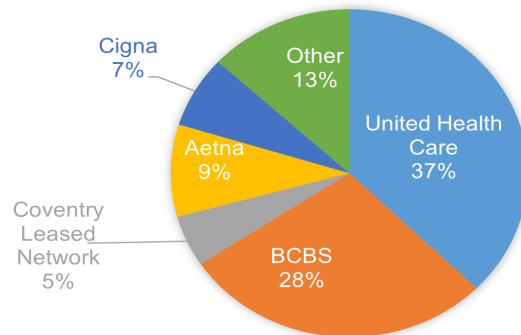
“They gave me tips to stay healthy and continue studying in a healthy manner.”

“SHS helped resolve my pain so I could succeed in my classes.”

“Thank you Bulls Pharmacy-you’re my number one choice in pharmacies.”

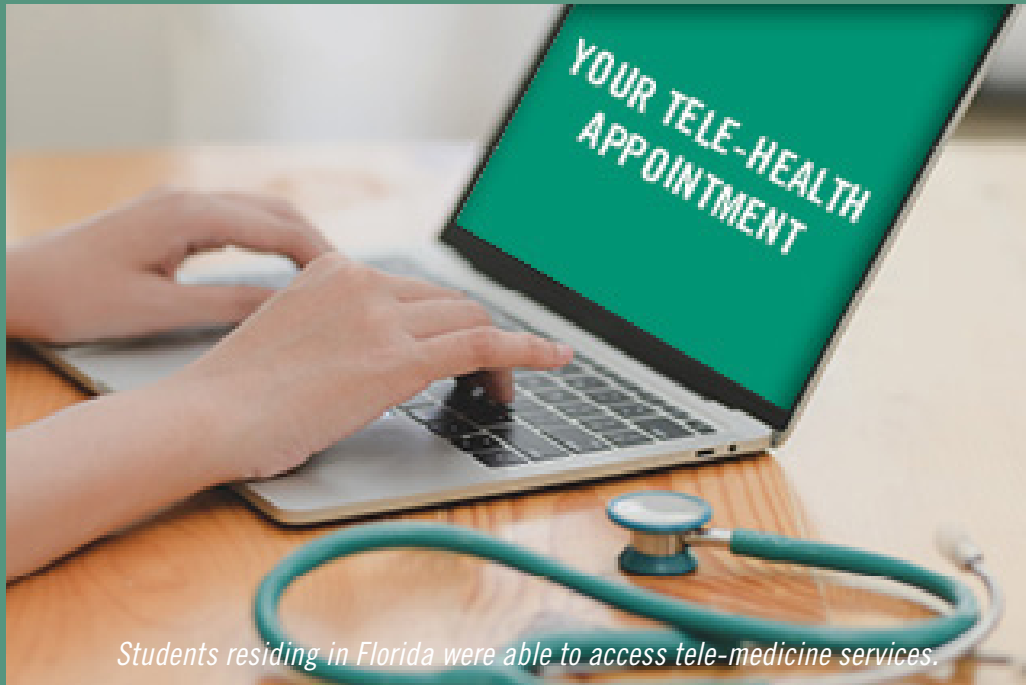
“Very helpful in figuring out insurance.”

FY 20 INSURANCE



Budget	SHS	Pharmacy	St. Pete	New College
Total Revenue	\$7,311,959	\$672,904	\$378,462	\$82,115
Total Expenses	\$10,333,577	\$906,901	\$378,544	\$97,966

Clinical Revenue	Charges	+/-	Collections	+/-	Collected
2019-2020	\$6,471,937	-12%	\$2,046,358	8%	27%
2018-2019	\$7,324,508	38%	\$1,890,863	3%	28%
2017-2018	\$5,316,251	5%	\$1,839,180	5%	36%



Students residing in Florida were able to access tele-medicine services.



Peer Health Education at "Get Yourself Tested"



Partnered with Counseling Center at Late Night at Campus Rec.



Feed-A-Bull instituted social distance and open air protocols in order to remain open.



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 Psychiatry Department - Shared staffing for psychiatry services.

USF St. Petersburg Campus and New College of Florida - SHS 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 - Provided free STI testing during the Fall GYT event and free HPV vaccinations.



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.

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

Wellness USF Departments - Providing outreach activities and events.

USF Admissions & Orientation, INTO USF, 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.

USF Students with Disabilities Services - Partners with SHS to support students that need academic accommodations and neuropsychological assessment.

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

USF Student Government, University Emergency Medical Services Association - Established partnership to allocate funding for launching a Mobile Response Unit.

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

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

Merck & Co. Pharmaceuticals - Partners to provide education for medical providers and health educators, materials for vaccination education, and prevention efforts.



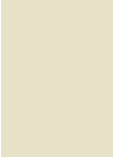



Pharmacy promotional giveaway.

Goals for 2020-2021

- Collaborate with SUS Consortium to select 20-21 Insurance Product
- Collaborate with SUS Insurance Broker to implement 20-21 Insurance Plan
- Continue to strengthen collaboration with Counseling Center & Center for Student Well-Being
- Continue to strengthen behavioral health services through case management and campus resources
- Enhance Athletic Training Services at SHS and Campus Rec
- Expand collaborative relationship with USF Athletics/Spirit Squads
- Implement system of COVID-19 testing for symptomatic and asymptomatic patients
- Partner with USF Housing and Residential Education to diagnosis and monitor students in isolation
- Launch clinic at USF Sarasota-Manatee campus
- Launch clinic at USF CAMLS in partnership with USF Health
- Align medical services to allow seamless student access to all Student Health Clinics
- Expand Tele-health medical services to all locations
- Continue to broaden prevention and education efforts through vaccination
- Promote Medical Response Unit visibility on Tampa campus
- Transition to Five9 call system for non-Clinical offices
- Transition to Teams calling to support remote work for physical distancing
- Implement Phase 2 of Wellness Center
- Hold satellite Flu clinics USF St. Petersburg, USF Sarasota-Manatee, USF Health's The WELL, the FIT at new Residential Village, and CAMLS to immunize students, faculty, and staff

"I would usually say that when I'm experiencing discomfort or sickness, a trip to SHS is definitely key in making sure said ailment or condition doesn't deter me from attending my classes."



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