

STUDENT HEALTH CLINIC

Student Health Services

2020-21

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.*



Xilma Lemois, PharmD, assists a patient at USF Bulls Country Pharmacy.



Rocky the USF Bull in front of Student Health Services at the USF Tampa Campus.

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



Drs. Joseph Puccio and Donna Petersen at the June 8, 2021, groundbreaking for the new Tampa Wellness Center.

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, evidence-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.

Integrity

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

Teamwork and Collaboration

We foster teamwork that supports our internal and external stakeholders.

Health & Wellness

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

Equity and Inclusion

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

Innovation & Technology

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

Trust and Confidentiality

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



Student vaccinations given on Spring Break.

“My PCP was very professional and good to me when I saw him my first time. Nothing unnecessary was recommended to me and no costs were charged to me that were not discussed. As a student, I do not pay for office visits and I think that’s a great thing.”

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

“My friend recommended this place to me when I was struggling financially. It's a great place for students to get groceries when they might struggle to afford them otherwise.””



“Very helpful and really appreciate it. Thanks.”

Accomplishments

“They made sure I would be tested to make sure I was safe.”

- Collaborated with State Univ. System (SUS) Insurance Broker to implement 2020-2021 Insurance Plan
- Collaborated with SUS Consortium to select 2021-2022 Insurance Product
- Remained operational through Global Pandemic. Updated clinical protocols to launch Tele-health appointments, 7 days/week on all campuses, so that students could safely access medical services
- Enhanced collaborative relationship with USF Athletics/Spirit Squads
- Implemented system of COVID-19 testing for symptomatic and asymptomatic patients
- Partnered with USF Housing and Residential Education to diagnosis and monitor students in isolation
- Launched clinic at USF Sarasota-Manatee campus
- Launched clinic at USF CAMLS in partnership with USF Health
- Held satellite Flu clinics at USF St. Petersburg, USF Sarasota-Manatee, USF Health’s The WELL, the FIT at new Residential Village, Juniper-Poplar Hall, and CAMLS to immunize students, faculty, and staff
- Expanded Tele-health medical services to all locations
- Continued to broaden prevention and education efforts through vaccination
- Aligned medical services to allow seamless student access to all Student Health Clinics
- Transitioned to Five9 call system for non-clinical offices
- Transitioned to Teams calling to support remote work for physical distancing
- Directed funding sources to absorb cost of initial and repeated mandated COVID screening, eliminating costs to students
- Established new cleaning, sanitizing, physical distance, and health protocols to protect patients/staff
- Supported academic continuity and expanded medical/testing services on all 4 campuses and USF Health professional colleges
- Reviewed 8,000+ Campus Pass surveys from Faculty, Staff, & Students
- Key contributor to USF Return to campus, working closely with USF IT to update Campus Pass portal
- Transitioned to hybrid work environments including remote work for physical distancing
- Initiated procedure for students abroad with immunization and insurance registration holds to matriculate

*Quarterly Safety Drills were held for fire, CPR, Weather, Security, and Quality Studies, and audits were suspended for COVID-19



Temperature checks at vaccination clinic.



MA Keaton-Gibson administering vaccine.



Student at Tampa USF Bulls County Pharmacy.

Ground Breaking June 2021

On June 8, 2021, the University of South Florida broke ground on a three-story, 47,000-square-foot Student Wellness Center on the Tampa campus, reflecting the university’s deep commitment to health and wellness as a foundation for student success. The new facility will be nearly four times larger than the current Student Health Services building and will allow USF to provide better care for students by bringing more services together under one roof. The building is funded by student fees.



Dr. Paul Dosal



Dr. Joseph Puccio, Executive and Medical Director of USF Student Health Services

“Our student population has outgrown the existing Student Health Services building, limiting our ability to adequately serve our students,” said Dr. Joseph Puccio, Executive and Medical Director of USF Student Health Services. “By moving forward with a significantly larger, modern, one-stop health care facility, our professional staff will be better equipped to serve our student population, ultimately helping them to remain focused on their academics.”



USF Students at ground breaking ceremony



L to R: Wilcox, Mootoo, Dosal, Crume, Helton, Puccio

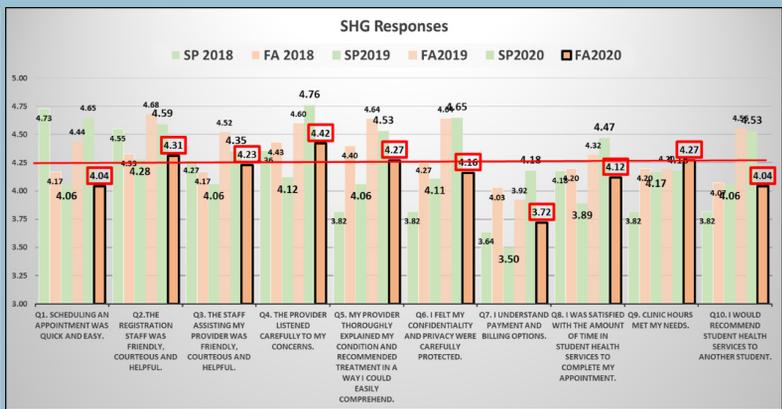
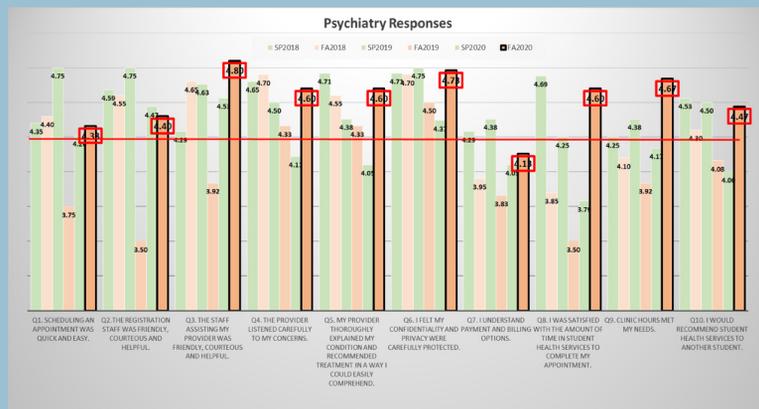
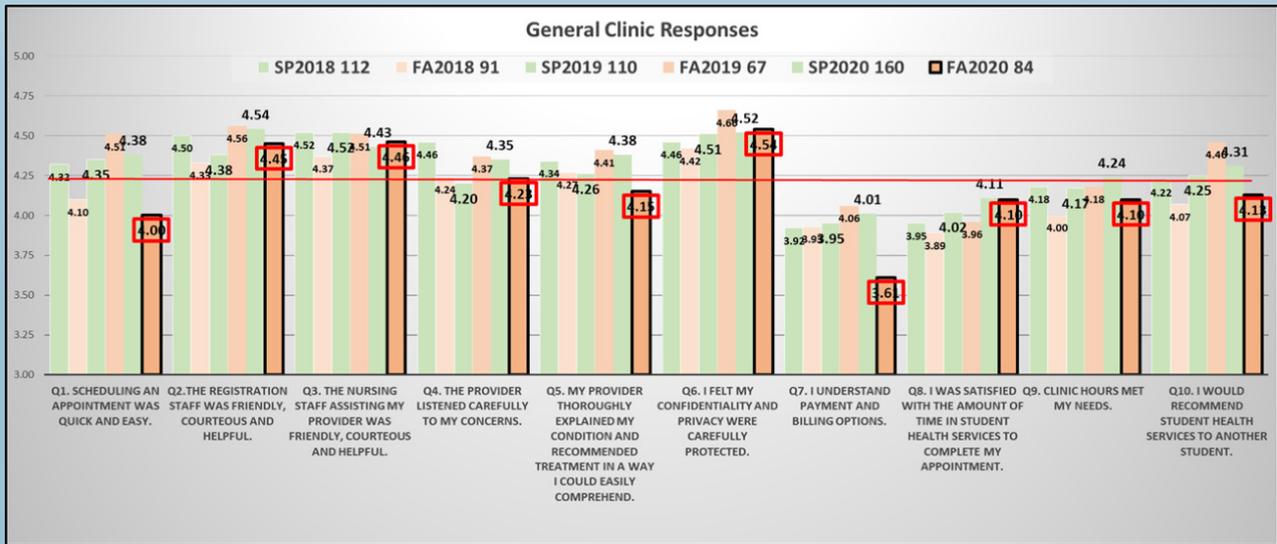
Student Feedback

“I had to miss class because my allergies were so bad. My doctor prescribed me something to help get it under control while working with me to try to determine what I’m allergic to so I can prevent another flare up in the future.”

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.

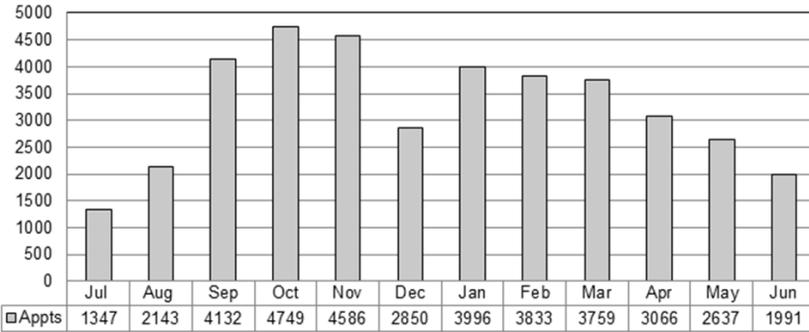
- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree



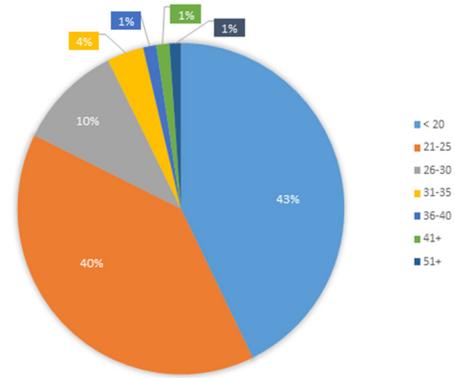
Due to distance learning environment during the pandemic, we were unable to conduct surveys for our Pharmacy or Compliance office. Tele-medicine impacted Neuropsychology service, and without in-person testing, surveys could not be conducted.

Statistics

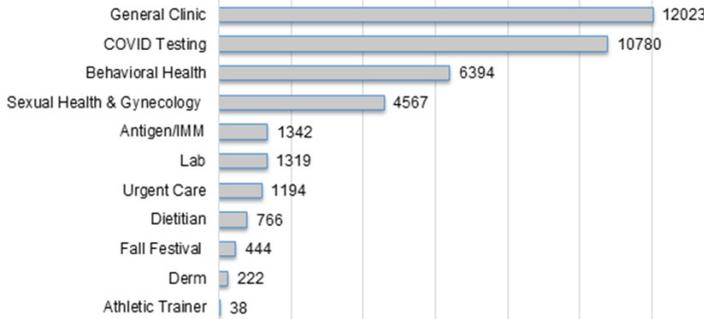
FY 21 Arrived Appts



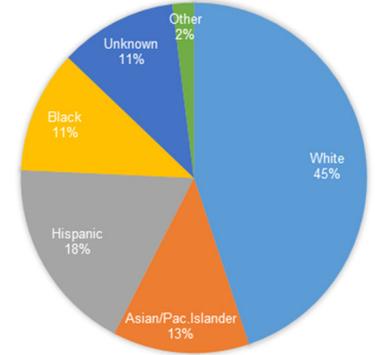
FY 21 AGES



FY 21 Arrived Appts



FY 21 RACE/ETHNICITY



Services	2020-2021	*2019-20	2018-19
Online Appointment Requests	1,887	3,189	5,021
Call Center Volume	51,678	35,385	38,644
Immunization Compliance	22,190	21,388	21,960
Insurance Compliance	7,303	6,390	6,753
After Hours	452	716	1,059
Nurse Advice Line	995	339	283
Pharmacy Prescriptions	9,031	17,833	19,398
Pharmacy Refills	2,196	4,675	5,955
Total # of Visits	39,089	34,754	40,468
Unique Patient Count	12,077	13,553	14,087
Daily Average of Visits	155	141	165

Insurance Ratios

Insured vs. Self-Pay

Insured 68%
Self-Pay 32%

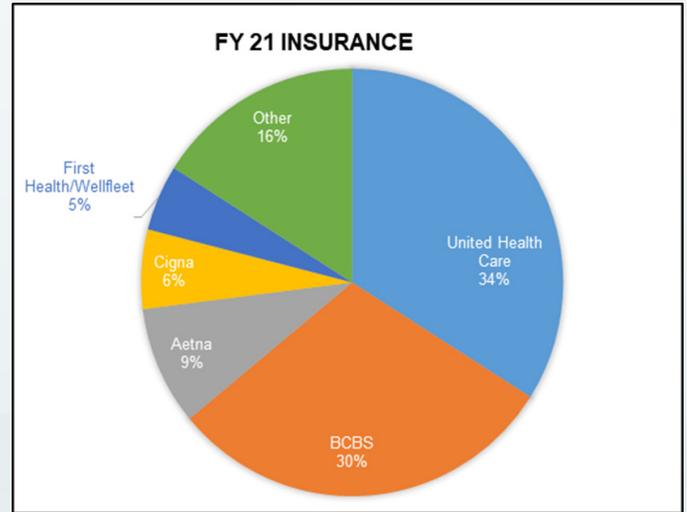
Clinic Usage By Gender

Female 61%
Male 39%

“The nurse was kind and complimented my veins (they are good veins.) I received my results in a timely manner and was very pleased with the results.”

“I felt better after receiving my medicine.”

“They immediately asked me who my professors were so I wouldn’t get behind which I really appreciated.”



Budget	SHS All	Pharmacy	St. Pete	Sarasota/Manatee
Total Revenue	\$8,789,155	\$297,738	\$341,893	\$115,228
Total Expenses	\$8,450,767	\$461,838	\$360,548	\$39,135

Clinical Revenue	Charges	+/-	Collections	+/-	Collected
FY 21	\$4,931,788	-24%	\$1,285,636	-25%	26%
FY 20	\$6,471,937	-12%	\$1,716,280	-16%	27%
FY 19	\$7,324,508	38%	\$2,046,358	8%	28%

“They were able to test me for covid quickly when I was exposed to my roommate.”



Nurses Maldonado and Buterbaugh at COVID-19 vaccination clinic



Nurse Quality Manager Wilkinson at COVID-19 vaccination clinic

“Everything went smoothly as expected.”



COVID-19 vaccination clinic RAR 231



Nurse Delgado administering vaccine

“Very helpful and quickly addressed all questions and concerns. Thank you.”



Nurse Schmidt administering booster shot



Nurse Schmidt counseling patient



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.

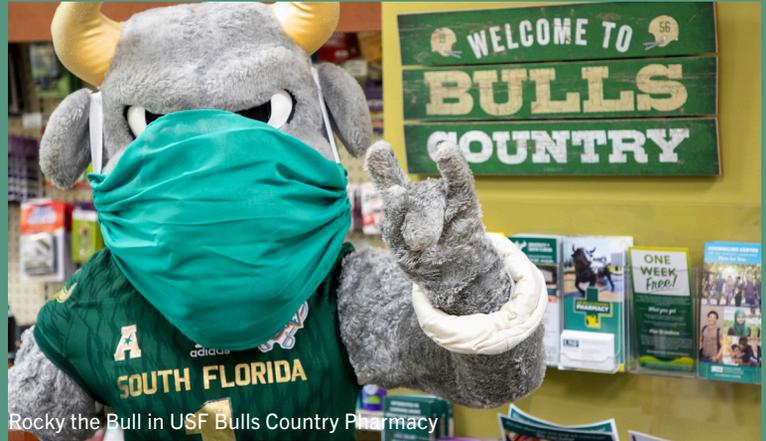
USF College of Nursing - Collaborates with SHS to staff our evening clinic and expand patient access.

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.

“My doctor was great.”



Rocky the Bull in USF Bulls Country Pharmacy



MRU helping Rocky with his leg

“Very thorough and professional. Great.”



APRN Ng administering vaccine



L to R: Mr. Zimmerman, Dr. Curral, Ms. Cunningham, Ms. Roberson, Mr. Dosal, Dr. Puccio



USF Student Health Services staff at groundbreaking ceremony

Goals for 2021-2022

- Collaborate with SUS Consortium to select 22-23 Insurance Product
- Collaborate with SUS Insurance Broker to implement 21-22 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
- Continue to administer system of COVID-19 testing for symptomatic and asymptomatic patients
- Continue to partner with USF Housing and Residential Education to diagnosis and monitor students in isolation
- Expand and promote clinic at USF Sarasota-Manatee campus
- Promote clinic at USF CAMLS in partnership with USF Health
- Expand jotform access to allow more online scheduling requests
- Sponsor insurance enrollment events 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 and education on food insecurity
- Hold satellite COVID-19 vaccinations at Argos Residential Hall
- Implement Phase 3 of Wellness Center and create plan to market new location
- Hold satellite Flu clinics USF St. Petersburg, USF Sarasota-Manatee, USF Health's The WELL, Juniper-Poplar Residential Hall, and CAMLS to immunize students, faculty, and staff

“It is a great organization.”



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