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The University Health Center embraces a holistic and collaborative Public Health (PH) approach to healthcare by offering compassionate, culturally-sensitive, and affordable services in primary care, women’s health, mental health, sports medicine, and preventive health and wellness education to our campus community. Our mission is to enhance the educational experience by modifying or removing health-related barriers to learning, promoting optimal wellness and enabling individuals to make informed health decisions that can serve them well at UO and throughout the course of their lives. And, our accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC) demonstrates our commitment to quality of care and ethical service delivery through structured and formal external review.

In response to the H1N1 influenza pandemic, a national PH priority, we coordinated a media campaign to inform the campus community about ways to minimize their risk of infection. These strategies included washing hands, containing coughs and sneezes, avoiding contact with sick persons, and getting a flu shot. This situation also provided an opportunity to educate the academic community on the need for flexibility in classroom participation during the pandemic and to confirm our sick note policy to facilitate communications between faculty and student regarding completion of course requirements. For the flu season, we had 408 diagnosed cases of influenza which were all resolved, and we administered nearly 4000 flu immunizations.

Under the direction of the Vice President for Student Affairs all departments were charged with developing strategic plans to provide a framework for future progress. These plans were established in accordance with those of the Division of Student Affairs and the University of Oregon. Key elements of the draft UHC strategic plans include: campus marketing and communications, evidence-based programs and services and learning outcomes assessment, financial sustainability, improved data generation and analysis, staff development, facility improvement, and multi-cultural organizational development.

We administered the National College Health Assessment Survey during the Spring Term and achieved a 17% response rate. Though a limited sampling, the results will give us more insight into the health status, behaviors, and decision making of our student population. This information will be used to drive preventive health programming and clinical services. Highlights are provided in this document.

During the course of the late winter and early spring terms, we conducted a search for a new Director of the University Health Center. Dana Mills, the Director at Marquette University in Milwaukee, WI was eventually selected and is slated to start early in the next fiscal year.

Throughout the year we have also been following the national health care reform discussions. The reality of reform was realized in March of this year with the passage of the Patient Protection and Affordable Care Act of 2010. It is unclear as to the implications that this new law will have on college health programs, services, and student health insurance plans as the rules and regulations for implementation have yet to be written by the federal Department of Health and Human Services.

For the new year, the UHC staff will be actively engaged in helping students make positive choices that minimize their need for clinical health care and be available to address student clinical needs when they arise. Through our comprehensive programs and services, we believe students will be better able to take advantage of their educational experience at the UO and establish behaviors that will serve them well in the future.

We invite you to review this document as a selective summary of our achievements and challenges, and we look forward to continuing our support of the campus community through the good care of students.

Mike Eyster
Associate Vice President for Student Affairs
Director of University Health Center
University Health Center Statement of Mission

The primary mission of the Student Health Center is to enhance the educational process by modifying or removing health-related barriers to personal development and learning. Additional roles for the health center are to provide prevention, health promotion, and education services that enable students to take full advantage of their academic experience and to serve as the health and medical resource for the university community.

Strategic Plan

The strategy to fulfill the above mission is to maintain and enhance our services to the university community through ongoing study and evaluation of the following:

- POPULATIONS we serve.
- SERVICES we offer.
- Stable methods of FINANCING services economically.
- Quality STAFFING to match needs.
- Physical FACILITIES to support function.
- INFORMATION TECHNOLOGY to improve care.
- Institutional and community RELATIONSHIPS.

Core Values

We are committed to:

- Collaboration
- Community
- Compassion
- Excellence
- Integrity
- Multicultural competency
- Personal development
- Responsible stewardship

Division of Student Affairs Statement of Mission

The Division of Student Affairs develops and administers university and unit policies to assure that students at the University of Oregon are supported in their academic and personal development and challenged to develop as individuals through an array of curricular experiences. The Student Affairs staff plays a significant role in preparing students for a culture of learning in a global and diverse society.
FAST FACTS

Health Center Services

Health Center offers students a broad variety of programs and services including:
- primary medical clinic
- psychiatry
- dental care
- sports medicine
- physical therapy
- allergy services
- nutritional counseling
- travel medicine
- immunizations
- health promotion
- diabetes classes
- energy healing
- massage therapy
- laboratory
- pharmacy
- x-ray

Student Visits By Services: 2008-2009/2009-2010

During 2009-2010, the University Health Center provided service to 14,389 students for a total of 59,428 visits. Pharmacy had over 28,000 visits, filling over 26,000 prescriptions.

* UO Students Today

92% of students described their health as good, very good or excellent.
89% of students reported feeling overwhelmed by all they had to do at least one time within the last school year.
78% of students who drink alcohol reported that they most of the time or always use a designated driver.
66% of students reported getting enough sleep in the past 3-7 days to feel rested.
62% of students were a healthy weight based on the Body Mass Index (BMI).
55% of students meet the recommendation of moderate to vigorous exercise in the past seven days.
41% of students reported they never wear a helmet when riding a bicycle.
36% of students reported eating 3-4 servings of fruits and vegetables per day.
34% of students reported receiving a vaccination against the flu in the past 12 months.
21% of sexually active students reported using emergency contraception with the last 12 months.

Select factors affecting individual academic performance in the past 12 months:

<table>
<thead>
<tr>
<th>Factors</th>
<th>(percent %)</th>
<th>UO Students</th>
<th>Reference Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress</td>
<td>29.4</td>
<td>27.4</td>
<td></td>
</tr>
<tr>
<td>Sleep difficulties</td>
<td>21.5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Anxiety</td>
<td>21.9</td>
<td>18.3</td>
<td></td>
</tr>
<tr>
<td>Cold/Flu/Sore throat</td>
<td>20</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td>14.7</td>
<td>11.7</td>
<td></td>
</tr>
<tr>
<td>Internet use/computer games</td>
<td>13.4</td>
<td>12.3</td>
<td></td>
</tr>
<tr>
<td>Work</td>
<td>12</td>
<td>13.7</td>
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<tr>
<td>Extracurricular activities</td>
<td>10.7</td>
<td>9.1</td>
<td></td>
</tr>
<tr>
<td>Alcohol use</td>
<td>7</td>
<td>5.1</td>
<td></td>
</tr>
</tbody>
</table>

* Source: University of Oregon, Spring 2010 National College Health Assessment Survey
The UO Dentist travelled to Guatemala with a medical/dental team to provide dental services not available to the population. The dental hygienist participates in a specialty dental study group, volunteered for the dental team of the Special Olympics held in Eugene, and sits on an interagency committee of dental professionals who provide services to Eugene-Springfield indigent population.

The University Health Center (UHC) Dental Clinic manager participates with Health Promotion in Law School orientation and with Health Promotion & Medical Records during IntroDucktion, the UHC Diversity Action Team, and a presentation of SHAC regarding UO dental clinic services.

UHC pharmacists renewed their Affiliate Faculty status with the Oregon State University College of Pharmacy. Gregg Wendland, RPh, Pharmancy Manager was invited to and attended a panel entitled ‘Drugs After Dark’ that addressed campus-related drug abuse topics.

It is a primary goal of the Physical Therapy/Sports Medicine Department (PT/SM) to increase collaboration with the Counseling/Testing Center. PT/SM’s objective in doing this is to provide more comprehensive services to patients who have psychological factors that are impacting their ability to recover from a musculoskeletal injury or disability.

PT/SM continues to collaborate with the medical staff, doing several joint continuing education meetings per year and working together to determine the inventory which is stocked in the PT/SM Department.

Each year, PT/SM works with the nursing department to ensure their staff has the knowledge, skills and ability to fit patients with orthopedic appliances on the weekends. The two departments generally meet twice per year to review these skills.

UHC Health Promotion Department continues to collaborate with all of student affair’s colleagues and departments as well as with faculty, Lane County Public Health colleagues, Oregon College Health and Pacific Coast College Health colleagues.

Health Promotion staff reaches out to many student groups and participates in their new student orientations. These groups include: International Students, AEI students, Law School students, Transfer students, Humphrey Scholars, College of Education students, and incoming Freshmen. In addition, Health Promotion staff contributes to several electronic newsletters such as Parent Connections, and Non-Trad Times.

Paula Staight, Health Promotion Director, is an active participant in conceptualizing and planning for the Healthy Campus Initiative.

Paula Staight, Director, is on the board of PCCHA and began planning for PCCHA regional college health association conference for fall 2010 along with OSU. The PCCHA conference is to be held in Eugene with the Health Center actively participating by presenting, serving as host at outside socials and by encouraging staff attendance.

Paula Staight is on the University of Oregon Emergency Management education sub-committee. Peer health educators under supervision of Ramah Leith participated in providing prevention information to students via tabling, writing articles and handing out cold/flu packets in the Taking it to the Streets program.

Ramah Leith worked with peer educators who stepped up to prepare for the H1N1 pandemic, drawing the attention of the President’s Office, who became aware of our peer health educators and all that they do to provide health education and prevention information to UO students.

UHC Nurse Specialty Clinic worked with Health Promotion and Disease Prevention on the Open house, IntroDucktion, International education study abroad orientations, health fairs New Student Convocation, Suicide Prevention and Faculty Staff fitness Walk.
2009-2010 Revenue: 10,452,484

- Health Fee Revenue: 71%
- Departmental Revenue: 25%
- Office Visit Revenue: 4%

2009-2010 Expenses: 9,392,053

- Salary/OPE: 76%
- Service/Supply Expense: 12%
- COGS: 9%
- Overhead Assessment: 2%
- Transfer In/Out: 1%
HEALTH PROMOTION

Services

- IntroDUCKtion
  Every summer the Health Promotion department orients incoming freshmen and their parents about the Health Center. This includes participation in the Panel of Experts that provides parents an overview of the Health Center while answering questions. In addition we table, along with Counseling Center staff, in the health center lobby and offer students and parents the opportunity to tour, pick up information and get their personal questions answered
- Nutrition Education
- Peer Health Internship Program
- Marketing and advertising for health center

Mission
The Health Promotion Department works to develop healthy campus communities that support students in reaching their full potential by providing health promotion, education and prevention information and services. In addition we are committed to providing student leadership opportunities under the guidance of social justice within a public health framework. Social Justice work strives to create equality in the social, economic, environmental, human rights, and cultural contributors to health and prevention of disease. Public Health’s mission is to promote health and prevent disease.

Vision Statement
The Health Promotion Department serves as a catalyst and works collaboratively with university and community partners to empower students and to move the campus towards social justice, healthy choices and risk reduction practices. Our work is driven by evidence based, theory-driven practices utilizing data to drive initiatives.
Vision/Mission/Values
The Dental Clinic continued its mission of providing excellence in preventive, diagnostic and emergency screening services at a cost which removed the financial barrier to disease assessment. Additionally, we serve as a resource for dental information to UO departments and the Eugene-Springfield community.

Goal
Provide accessible, quality, affordable dental care for students.

LABORATORY

Services
Onsite clinical laboratory services including
• Urinalysis
• Pregnancy testing, serum and urine
• STI screening
• Rapid Strep and influenza antigen testing
• Throat, urine, and routine cultures including susceptibility testing
• Complete blood counts with manual differential
• Mono, HIV, and RA testing
• Chemistry panels, lipid panels, Glycohemoglobin
  Reference laboratory testing
• Oregon State Public Health Laboratory
• Legacy Laboratories
• PeaceHealth Laboratories (formerly OML)

Dental Services
• Complete dental examinations
• Urgent dental examinations
• Referrals
• Oral cancer screening
• Periapical, Bitewing and Panorex x-rays
• Pit and fissure sealants
• Periodontal Therapy: cleaning, scaling, rootplaning
• Fluoride treatments
• Dental education and consultation services

Highlights
• Installed, validated and interfaced a chemistry analyzer (Piccolo)
• Validated and initiated glycohemoglobin testing
• Performed over 1200 chemistry tests, including 151 free cholesterol & glucose screens
• Performed over 3500 phlebotomies
• Performed over 500 HIV tests
RADIOLOGY

The Radiology Department at the University Health Center provides radiology services to all students at the University of Oregon. Our services include general diagnostic and special orthopedic radiography staffed by two Registered Licensed Radiologic Technologists who are ARRT certified.

Highlights

- The Radiology Department continues to use Computerized Radiography. The ability to access ImageCast by outside consultants has increased. This has helped improve the continuity of care for patients when they are referred outside of the UHC.
- The time for the clinicians to get a reading of the images from a Radiologist can be as short as 10-15 minutes, with a 24 hour reading guarantee.
- The radiology department is now doing outside referrals for imaging. We are able to track many of the patients and exams through ImageCast on a daily basis. This has increased the efficacy of results into the patients chart.
- The Radiology Department did quality assurance studies this year:
  - An ongoing study on film repeat rates in the radiology department. The results of this study showed less than 0.01% repeat rate.
  - Gondal shielding for lumbar, pelvis, and abdomens study was done and the results were 99.9% correct shielding was used.

PHARMACY

Mission

Pharmacy continued its mission of providing top quality pharmacy services and outstanding value to students of the University of Oregon as well as serving as a valuable source of drug information to UHC clinicians and staff.

Trends

Pharmacy filled 26,766 prescriptions last year – more than one prescription per university student per year.

Revenue

Pharmacy had gross revenue of over $1.2 million dollars and was self-supporting for the year.

Recognition

Julie Dewsnup, RPh, began serving as the UHC Diabetes Educator and will be fully certified by the end of September.
CLINICAL STAFF

University Health Center professional staff includes a medical staff of 30 to provide health care to UO students. Our primary care staff are board-certified family physicians (7 F.T.E.) and board-certified adult or family nurse practitioners (4 F.T.E.). Our psychiatry staff consists of three board-certified psychiatrists and one board-certified psychiatric and mental health nurse practitioner for 2.3 F.T.E. For women's health specialty care, we have a women's health nurse practitioner and a consulting gynecologist/reproductive endocrinologist. Our medical staff work closely with a professional nursing staff in direct delivery of care and patient education.

In addition, we have a strong and experienced relief medical staff who supplement our staff in times of high demand for services or covering for illness or vacation of regular staff. These include a number of community based board-certified physicians and nurse practitioners who enjoy working with our students on a part-time basis.

A half-time dentist leads our dental hygienists and assistants in the dental department.

Health Center ancillary departments include Laboratory, Pharmacy, Physical Therapy/Sports Medicine, X-Ray, and Dental, all of which are headed and staffed by professionals who excel in their fields.

Services
- High complexity laboratory
- Computerized X-ray with digital storage
- Pharmacy, full-service
- Dental Clinic
- Physical Therapy and Sports Medicine
- Dietician
- Diabetic educator
- Health Promotion
- Travel Clinic
- Immunization Clinic

MEDICAL RECORDS

Highlights

Medical Records department has focused attention on more efficient scanning. More than 1,975 medical records were reviewed and forwarded per the student’s request during the 2009-2010 year.

Medical Records has worked closely with the International Affairs Office, coordinating immunization clinics each term for international students to encourage compliance and free any restrictions to registration.

Medical Records completed 1,144 referrals this year.

TRANSCRIPTION

Two transcription positions were vacated during the 2009-2010 academic year.

Transcription’s dictating equipment was replaced. After evaluating different recording devices, the decision was made to purchase Olympus digital recorders and fill vacant transcription positions.

Monitoring line counts allows us to evaluate production. The average lines transcribed per week is more than 32,500.

Each of the five transcriptionists is responsible for four FTE clinicians. This list rotates quarterly.
NURSING

The UO Nursing department assists in providing primary and preventive care to University of Oregon students. They support the clinicians in providing optimal patient care and act as patient advocates for our students.

Services: Nurse Specialty Clinic

The Nurse Specialty Clinic (NSC) is a nurse run clinic that works independently with standing orders, protocols and a Travel Advisory Board. This area is staffed with 3 to 4 Registered Nurses with an initial 16 to 20 hours and yearly updates of training in patient assessment, allergy, asthma, immunizations and travel medicine.

The NSC provides services to students, faculty and staff with a combination of scheduled and drop-in appointments.

Services provided are:

- Wound care
- Immunotherapy
- Nurse Cold and Allergy assessment and treatment under standing orders.
- Asthma assessment, treatment and education (spirometry, Pulmo-Aid treatments, teaching videos)
- Immunizations-students, faculty and staff including organized International Immunization clinics each term.
- Special project HPV state provided vaccine program.
- Flu shot clinics for students and faculty and staff.
- Travel clinic for students and faculty and staff.
- HIV Prevention, education, counseling and testing.
- Assists with triage.
- Training staff in use of the EMR, triage templates, documentation and scheduling guidelines
- Tuberculosis Infection Control-for UHC staff and as indicated for students.
- OCCU Occupational Medicine- Spirometry, immunizations, TB skin testing, scheduling and processing of form and coordinating with EHS.
- BP checks/education and counseling.
- The NSC responds to infectious disease emergencies as part of the UHC Crisis Management Plan by fielding calls, immunizations, prophylactic treatment, education and support, and information and talking points distributed to other areas of the health center.
PHYSICAL THERAPY/SPORTS MEDICINE (PT/SM)

Services Highlights

Ongoing Rehabilitation – Physical Therapy/Sports Medicine’s primary caseload is comprised of students needing ongoing rehabilitation. Students are seen on a one on one basis by either a physical therapist or athletic trainer. Appointments are scheduled in advance and generally last 45-60 minutes.

Acute Care – Each day PT/SM has appointment slots held open in the schedule to accommodate acutely injured students. These students may be referred by the medical staff, nurse triage or be self referred. Our primary focus with these patients is to reduce their pain and stabilize them, so they can be functional at home.

Consultations – PT/SM athletic trainers offer a few blocks of time each week to offer free consults. These are intended to help educate students about our services and help direct them to the appropriate type of intervention (ie. Can they manage this independently, should they come in for an evaluation, or do they need to see a member of the medical staff?). These are very brief (5-10 minutes) and do not include any treatment.

Additional Programs

Practicum Experience – Each term, PT/SM has 1-3 practicum slots available to pre-physical therapy, human physiology, athletic training or pre-med students. This is a credited independent study (1 credit hour), which entails 30 hours of observation within the clinic. Each student is matched with a PT or AT and will observe their treatments with the clinician providing explanations, answering questions and engaging them according to their level of education thus far.

Outreach/Student Education – Every year our staff participates in outreach programming to various groups on campus. During the 2009/2010 year, we did focused outreach to the English Department and the music department (specifically the flutists). These seminars vary according to the needs of the particular group, but may focus on injury prevention, postural restoration, ergonomics and basic exercises. This is a free service that we offer and our staff typically volunteers their time after work.

Trends

The Physical Therapy/Sports Medicine Department has seen a steady increase in patient visits over the past several years. From 2008/2009 to 2009/2010, we experienced a 10% increase in visits for Physical Therapy and Sports Medicine. Our Massage numbers have maxed out at 488, secondary to being unable to increase our massage therapy visits (OAR restrictions).

Challenges

The Physical Therapy/Sports Medicine Department continues to operate with an unfilled 1.0 FTE Physical Therapist position. We have accommodated this as best we can by reducing the frequency of patient’s visits and offering shorter sessions to enable more patients to get in. This is not a viable long term solution for the department and our number one priority for the 2010/2011 year is to staff this position.

Strategic Plan

The Physical Therapy/Sports Medicine Department remains committed to the strategic plan development and implementation. In June of 2010, the PT/SM Department drafted strategies for the department to work on during the 2010/2011 year, which will be fine tuned in the fall of 2010. Shannon Millington, PT, Manager is on the UHC’s strategic planning committee and was on the strategic planning committee for the Division of Student Affairs.