University Health Center
Annual Report 2011-2012
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I am very pleased to present our FY2011-2012 Annual Report. Within this document you will find information about our level of engagement with students and the broader university, and the extent of our comprehensive program and service delivery systems. We have the dual and distinct roles of providing support for students when they may be ill or injured and we have preventive health education programs to encourage students to make healthy choices to maintain and even improve their health status during their time at the University of Oregon. In the process of our work we also teach students to take responsibility for their personal health and to realize their personal health choices can impact others. The net result of our teaching can have positive and, arguably, lasting implications for students as we function in that critical maturation period between high school and graduate school or that first professional position.

Among the highlights for the year, we had a site visit by a surveyor from the Accreditation Association for Ambulatory Health Care (AAAHC) on October 20-21, 2011 and were notified that we were awarded the full three-year accreditation status. I am proud of our staff’s preparation of accreditation review materials and interactions with the AAHC surveyor. However, I am equally proud of the fact that our staff embrace the tenants of the accreditation standards as a matter of course in their routine work. We are a comprehensive college health service that can demonstrate to those we serve (and educate) that we conform to national standards and are a top tier organization in the field.

We are proud of our involvement in the decision by the UO President to be among the growing number of colleges and universities across the nation that have become tobacco- and smoke-free. That decision demonstrates the institution’s commitment to the health and safety of the campus community now, and for the future. Though the formal decision was made and announced on November 7, 2010 to implement a tobacco- and smoke-free policy on September 1, 2012, it was nearly 7 years in the making and with ongoing, and significant involvement from our Health Promotion staff. Because of the gravity of the campus decision, a member of our Health Promotion staff and a student on our Student Health Advisory Committee were invited, this fiscal year, to present at a “Tobacco Town Hall Meeting” with the U.S. Surgeon General in Seattle.

Eugene was fortunate to host the 2012 Olympic Track and Field Trials June 21 to July 1. University Health Center staff contributed to the support of those activities in several ways. Some of our staff provided sports medicine support and others volunteered for a variety of duties to welcome athletes and spectators and provide logistical support so that the event was truly a “Best:Time:Ever” in the grandest traditions of “Track Town USA”. I continue to reflect on the event and my pride in our staff for assisting in such a world-class showcase event, two blocks from our Center.
During the year, we provided support for several reportable infectious disease episodes occurring in the student population, including chickenpox, measles, influenza, whooping cough, and bacterial meningitis. In the process of providing support, we partnered with numerous programs and departments on campus including Housing, the Moss Street Child Care Center, Greek Life, Public Safety, Emergency Management and Continuity, Dean of Students, Counseling and Testing Center, Human Resources, Telecommunications, Information Services, and the Office of Communications. Off-campus we are fortunate to work with very experienced and helpful staff from the Lane County Health and Human Services Department led by the Chief Health Officer, Dr. Patrick Luedtke. It is gratifying to have such internal and external staff and resources available to support UO efforts.

The Health Promotion Department has also continued to help educate students on healthy choices through our for-credit Peer Health Educator training program and nutrition education class, their participation in planning health-related “theme weeks” for broader campus participation, and through on-going advisement of our Student Health Advisory Committee. From a clinical standpoint, we also offer formal for-credit classes in sleep education and diabetes education, a practicum experience for pre-physical therapy or pre-athletic training students, and we provide a preceptorship for pharmacy doctorate students each year. However, we do recognize that every occasion of service or program we conduct offers a teachable moment, and we are committed to helping students broaden their knowledge, make positive personal health choices, and promote campus health and safety. We believe we are contributing in a meaningful way to the UO student experience and are working on research protocols to help demonstrate the extent of our educational impact.

Please review the rest of this document for more highlights and details on the programs and services we offer, staff awards, our general engagement of students, our operational performance over the last year, and our priority goals for next year. We look forward to FY2013 and the opportunity to continue our support of students wherever they may be on the spectrum of physical and mental health, and facilitate their development toward successful graduation.

Yours in good health,

Dana M. Mills, MPH, FACHA

Director of University Health Center
University Health Center Statement of Mission

The mission of the University Health Center is to prevent, modify and remove health-related barriers to student’s academic success and personal development. The provision of excellent medical care is central to this mission, accomplished in the context of a focus on enhancing the physical and emotional well-being of our students. 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. Implementing this mission requires that the Health Center work closely with our Student Affairs colleagues and the entire University to advocate for a healthy campus community by providing leadership on policy issues.

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.
PRIORITY GOAL AREAS FOR 2011-2012

Assessment - To measure learning outcomes for students and measure effectiveness of programs and services. UHC Assessment Fellows, Ramah and Tamarra, actively worked with SA Division Director of Assessment, Amber Garrison-Duncan to help us apply assessment techniques to our work in measuring student learning outcomes and eventually to our measurement of program and service effectiveness.

Communication - To master at all levels and in groups as we move toward becoming an effective multi-cultural organization (MCO). We had a series of MCOD in-services including the Division’s MCOD Snapshot Retreat in December, and Dana Mills, Director, met with departments, minus department manager, to gather more first-hand information on what the needs are and how we can move more effectively forward. Health Center leadership then developed plans for moving forward at their retreat in July.

EHR Replacement - To vastly improve service function and data gathering. Replacing the Health Center’s current EHR is essential to our continued growth and development, and in order to do that we need project management. An RFI for new practice management software was sent out in June and plans are moving forward.

Facilities Planning - To improve space on a short-term and a long-term basis: Health Center leadership gathered short- and long-term ideas for facilities development and plan to engage all staff in the plans in order to be as comprehensive as possible.

Recognition for “Bright Ideas” - To give credit for good suggestions and to encourage broad participation. The Management and Executive Teams established a recognition program for staff that have “Bright Ideas” that get implemented.

Reorganization - To make structure follow function and include the restructuring and filling of leadership positions. Given the need to fill several positions, we have the opportunity to consider changes to our organizational structure. The intent is to help us become more efficient and effective in supervision, communications, problem-solving, and ultimately, in our daily functions.

Student Health Insurance Plan (SHIP) Development - To promote student interests in the changing environment. Health care reform continues to move toward 2014 when, theoretically, everyone is supposed to be covered by health insurance.
Assessment - Health Center decision making will be informed by assessment and review of best practices in the field of college health. To this end, we will provide opportunities for managers and staff to learn assessment skills and establish an infrastructure to lead the Health Center’s assessment efforts.

Business Plan - To ensure adequate financial, staff and physical resources are present in order to accomplish goals articulated in our strategic plan, our focus this year will be on developing a plan for increasing external and university funding opportunities.

Curriculum - Our goal is to ensure that students’ readiness for civic engagement, global citizenship, healthy living, employment, and life-long learning is enhanced through the opportunities presented at the Health Center. To meet this, we will establish a curriculum framework with various tools and identify health center co-curricular and curricular activities.

Diversity - This next year, the Health Center will continue to focus on of the goal area of Diversity which is to create and sustain a multicultural organization. Our primary objective will be to use cultural competency as a performance indicator.

Facilities - The Health Center is currently reviewing space utilization and future needs, developing a plan for the next stage of expansion and renovation in relation to its goal to maintain and expand its facilities to meet our mission and that of the Student Affairs BHAG.

Human Resources - To continue to create and sustain a work culture which promotes personal and professional development, collaboration, collegiality and respect, the UHC will focus on increasing training on interpersonal and communication skills.

Programs and Services - We continue to advance the goal of ensuring that student learning is integral to the creation and delivery of Health Center programs and services, and the Health Center will continue focus on developing a process for reviewing programs and services and identifying and developing educational opportunities with quantifiable learning outcomes.

### Specific Foci for 2012-2013

- HIPAA compliance
- Adjusting to federal health care reform regulations impacting our students
  - Expanded Dental services
- Replacement of our practice management software system, including EMR
  - Acupuncture services
- Short-term space reconfigurations to accommodate a growing staff and additional service offerings.
  - Complete installation of a new X-ray system.
- Successful recruitment of Mental Health professional, an administrative Psych NP, Assistant Director for Administration, and Business office staff reorganization.
STUDENT AFFAIRS CO-CURRICULAR LEARNING DOMAINS

Multicultural Experiences
We have a diverse, multi-cultural staff to provide opportunities for students to interact and can choose for their primary care. We also strive to provide multicultural experience opportunities for our students. Examples are SHAC’s involvement in hosting an international coffee hour and collaboration with the Health Center’s Diversity Action Committee to provide staff in-services.

Examples of learning outcomes following an international student panel in-service are: 70% of the UHC staff:
- have a better understanding of international students’ health care experiences in their home countries.
- are more aware of how our services may be different and how some students might react to the differences.
- are more confident working with international students by having gained an understanding of their experiences and expectations.

Sustainability and Stewardship
Our Student Health Advisory Committee (SHAC) students meet weekly with UHC staff and are engaged in discussions on operational issues relating to sustainability of services, financial support, ethical decision-making, and prudent use of resources.

Leadership, Civic, and Global Engagement
Students on our SHAC are engaged in real-life leadership issues in a complex health care and public higher education environment. They have the opportunity to experience advanced leadership analysis and decision-making that impacts the health and safety of the campus community. The students learn the concept of representation, advocacy, and decision-making on behalf of others. The experience can prepare graduates to deal with complex problems and make decisions that promote the best interests of those being served.

Healthy and Successful Lifestyles
Engage students in clinical setting ensuring that every clinical interaction is a learning opportunity. An example of this is from our Dental Clinic’s responses to the following question: What evidence of student learning can you provide that contributes to the department’s learning areas?
- Positive behavioral change reflected in post-treatment assessment
- Willingness to spend time and money in recommended dental procedures
- Willingness to recommend treatment to friends
- Positive student satisfaction ratings, with a majority of students reporting “considerable” or “a great deal” of education from their dental encounter

Engage students with Peer Health Educators, providing health education in a peer to peer setting.
Engage students during for-credit classes.
During Spring Term, Josh Buehler, Student Health Advisory Committee member and former peer educator, and Paula Staight, Director of Health Promotion, participated in panel discussions on youth and tobacco presented by the U.S. Department of Health and Human Services.

Three of our nation’s top health leaders were at this town hall, U.S. Surgeon General, Dr. Regina Benjamin; Dr. Lawrence Deyton, Director, FDA Center for Tobacco Products and Dr. Timothy McAfee, Director, CDC Office on Smoking and Health.

In a panel discussion titled, “Tobacco Free Campuses”, Paula and Josh presented examples of the marketing and communication efforts used to inform students of the UO’s upcoming smoke- and tobacco-free policy as well as resources available to students should they want to quit using tobacco.

STUDENT INVOLVEMENT HIGHLIGHTS

- The Health Center employs over 25 students each term.
- Peer Health Educators provide peer to peer health information through the peer health office in the Health Center.
- The Pharmacy attracted and employed student workers from China, Vietnam, Iran, Somali, and Hispanic countries to work and share their experiences with pharmacy staff.
- The Student Health Advisory Committee (SHAC) consists of 15 voting members and a number of alternates.
- This year, a subcommittee of SHAC, the Student Health Access Proposal group (SHAP) applied for and received $113,000 in ASUO over-realized funds for free NRT and HIV/Chlamydia testing that will begin fall term 2012.
- SHAC members, Cassie Soucy and Rossmary Marquez attended the American College Health Association Meeting in Chicago, May 2012, along with Health Center Staff: Dana Mills, Director; Dr. Jenny Soyke, Medical Director; Paula Staight, Health Promotion Director; Ramah Leith, Health Promotion and Education Coordinator; Gregg Wendland, Pharmacy Manager and Sheila Mahoney, Lead Nurse, Clinic B.
- SHAC students hosted other Oregon Student Health Advisory Committee and Board students at the Oregon College Health Association Annual Meeting in April 2012.
- A subgroup of SHAC students, coordinated by SHAC Member Max Smith, created a joint Health Center Staff/SHAC UO Relay for Life team.
CULTURE OF INQUIRY AND SELF-EVALUATION

The University Health Center cultivates a culture of self-evaluation and continuous quality improvement which is essential in a health care facility. The medical staff maintains an extensive process of quality improvement which includes routine encounter-based peer reviews, case peer reviews, individual clinician peer review, diagnosis-specific reviews, and benchmarking reviews. In addition, all departments of the health center participate in ongoing continuous quality indicators and periodic quality improvement studies as monitored by the Health Center Performance Improvement Committee.

STUDENT LEARNING OUTCOMES

Internally, we do periodic peer review of a sampling of our patient visits as a learning tool for our clinicians. The categories for our studies include diagnosis-specific reviews, random encounter-based peer review, event-driven case review, and individual clinician peer review for annual performance evaluation.

Our goal for this next year is to complete an assessment of student learning outcomes, including areas of preventive health and clinic medicine. Currently we assess our Peer Health Educators, Student Health Advisory Committee (SHAC) members, and, through our patient satisfaction survey, our patients.

Objectives for Learning Outcomes for the Upcoming Year

- Assess outcomes for SHAC students
- Assess outcomes for peer educators
- Assess outcomes for our student workers
- Assess outcomes for programming
- Assess outcomes of All-Staff in-service programs
- Assess quit rates if possible for students accessing free NRT
- Assess effectiveness and benefits of providing free HIV and Chlamydia testing

“I found I had a voracious appetite for public health. It married my love of science with my desire to help people. I have become heavily involved in our campus health center, working as a Peer Health Education Intern and serving as a representative to the Student Health Advisory Committee. I learned through class work and experience that I can engender great change in my field with dedication and passion.”

Hannah Dischinger, 2011 Commencement Speech
ACADEMIC CONNECTIONS

Academic (for-credit) Courses under the Family and Human Services Department:
- Diabetes Education Class (winter term)
- Public Health and Social Justice Class (winter term)
- Peer Health Interns (20 students)
- Peer Health Personal Health Education Class (spring term)
- Sleep Education Class (ongoing)

Examples of Academic Connections
- Health Center staff participate in multiple educational opportunities for students outside the examination rooms, speaking at classes, residences and events on a variety of topics as requested by students.
- Health Center staff respond to student requests for information/interviews on a variety of topics. Health Promotion staff, Nurses, Nurse Practitioners and Physicians are most frequently contacted for information and responded to over 30 requests during spring term.
- Nurse Practitioners and physicians speak about their professions for classes or to Asklepiads.
- Nursing department had students from Pioneer Pacific College completing externships for Medical Office Assistant certificate.
- Physical Therapy and Sports Medicine Clinic provides practicum experience for Human Physiology students and functional movement screening of Law students and Club Sports athletes.
- Physicians and nurse practitioners answer questions at “Sex in the Dark” event and respond to frequent requests for discussions about sexual health topics in a variety of settings.
- Sports medicine physicians speak to Club Sports.
- Staff Pharmacists are registered preceptors and affiliate instructional faculty with OSU, OHSU, and Pacific University campuses.

Academic (for-credit) Courses under the Human Physiology Department:
- Principles on Nutrition Class (over 100 students for Spring, 150 planned for Spring Term 2013)
Examples of Campus Partnerships

- One sports medicine physician splits his FTE between the Health Center and Athletics resulting in increased services to students.
- One family physician will be serving as UO Research Medical Director in another example of shared FTE.
- One physician has served on the Institutional Review Board for five years.
- Health Educator and Executive Assistant served as Student Affairs Assessment Fellows.
- Director of Health Promotion served as co-chair on UO Smoke- and Tobacco Free Implementation Team.
- Dental Manager serves on UO Safety Advisory Committee.
- The Health Center Buyer serves as member of the Community Emergency Response Team (CERT)
- The Health Center has partnered with the Episcopal Campus Ministry to promote the Student Food Pantry. The Pantry is intended to provide free supplemental food twice a month for students and their families who are in need of this type of support.
- Health Center provides Public Health interventions for infectious diseases – chickenpox, measles, influenza, meningitis, pertussis.
- Paula Staigh, Health Promotion Director; Marci Torres, Healthy Campus Initiative Director; and Stephanie Peterson-Young, Lane County Public Health Tobacco Prevention Coordinator, in collaboration with university department faculty, staff and students, led the charge to implement the UO’s Smoke- and Tobacco-Free University policy.

Highlights

- The Pharmacy filled over 29,400 prescriptions during Fiscal Year 2011-2012.
- PTSM started a new Physical Therapy and Sports Medicine’s “Ankle Self-Care Class.”
- Over 60,000 student encounters
- MCOD standing committee: developmental programming and survey research
- Recruited two full-time, 12-mos physicians and new Director of Clinical Services
- Established patient care coordinator position for advocacy, continuity, and quality control
- Dental Clinic staff provide domestic indigent dental care throughout the school year and internationally during breaks.
- Evaluation of, and recommendations for, UO summer camps
- New Health Center website and TV screens and messaging in waiting areas
- OAR established regarding UO as a Tobacco-free, Smoke-free campus
- Implemented the Health Center’s “Bright Ideas” Award to recognize staff for their suggestions that further our mission and create improvements to the Health Center. To date we have a number of recipients starting with Melina Hughes, who is credited with making the suggestion to have a “Bright Ideas” award! Additional awardees include Dr. Allen Heaman, for recommending that we place TV monitors in the lobby, Debra George for recommending and helping to implement our intranet, Dustin Jackson for the mat at emergency door, and Tamarra W., Rebecca E., Tricia G., Keith V.N., Amy H., Jessica W., and Elle Shemel (Testing Center) for recommending (and working to implement) the UHC/UCTC holiday parting in December. These individuals have received their awards from a member of the Exec Team, their Manager, and a previous award winner.
During summer of 2011, Peer Health and SHAC students created a video for IntroDUCKtion.

Fall 2011, Health Promotion staff, Keith Van Norman and Jessica Wilson received the 2011 Student Affairs “Big Ideas” award for their work on All Sizes Fit.

October 2011, the Health Center earned reaccreditation by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) for the full 3-year period. This year’s accreditation was the first year that included Dental, and our Dental department passed with substantial compliance.

December 2011, Health Promotion staff, Peer Health Educators, and the Lab provided free HIV testing for university students for World Aids Day.

March 2012, Lab underwent a Federal CLIA Lab inspection and received no cited deficiencies.

April 2012, Health Center Peer Health Educators in collaboration with the UO Men’s Center, presented the second annual BE THAT GUY, a week long series of events dedicated to recognizing and supporting all the great men on campus by empowering them to be actively involved around sexual assault prevention issues.

May 2012, Dana Mills, Director, and Dr. Jenny Soyke, Medical Director, presented at ACHA conference in Chicago.

May, 2012, Over fifty Health Center staff along with peer health educators participated in University Day.

June of 2012, The Health Center had a surprise DEQ inspection and received no cited deficiencies.

June 2012, Health Center Physicians, athletic trainers, and other staff volunteered at the 2012 USA Olympic Trials.
The Diversity Action Committee (DAC) is comprised of staff from multiple areas of the Health Center. DAC members serve for two years. This year, DAC focused on the following aspects of their charge: Help monitor achievement on approved recommendations from the LGBTQ Survey; encourage staff awareness of diversity through recommended continuing education programming and encourage open dialogue on issues related to diversity, multiculturalism and social justice; assist with the development of strategies to improve the climate/environment for all Health Center students and staff; and interface with other campus diversity groups to provide educational opportunities and related activities for Health Center staff.

DAC implemented a Health Center Diversity calendar on SharePoint, posting all campus and known community multicultural events. The committee also implemented a program for staff to track their involvement. During the Health Center’s spring term meeting, two staff members, Trudi Stuber and Laura Johnson, received the first two Diversity All Star awards in recognition of their commitment to equity, inclusion and social justice. The DAC also created a bulletin board in the Health Center lobby, updated each month with a different theme; and presented three trainings: Student Affairs MCOD, Bystander Intervention, and in collaboration with SHAC, a non-traditional student panel.
All Sizes Fit is a week long series of events that aims to increase body positivity and acceptance on campus while raising disordered eating and body dysmorphia awareness. All Sizes Fit is a collaborative effort of the Health Center, Counseling Center, and the PE and Recreation Center.

In December, nine staff attended the SA MCOD retreat with Kathy Obear, and this group of nine was joined by four more staff to create the Health Center’s MCOD Team. The Health Center MCOD team is actively working on stage one of the cultural snapshot, surveying and interviewing staff, as well as reviewing documents, policies, procedures, and print and web materials, and decision making practices.
UO STUDENTS TODAY

UO Student Profile

- Freshman: 21.0%
- Sophomore: 17.1%
- Junior: 19.3%
- Senior: 22.4%
- Graduate or professional: 13.7%
- Not seeking a degree: 5.0%
- Other: 1.5%

Student Utilization by Class Standing

- Freshman: 22.3%
- Sophomore: 19.5%
- Junior: 20.0%
- Senior: 25.2%
- Graduate or professional: 11.1%
- Not seeking a degree: 0.7%
- Other: 1.1%
Spring 2012 National College Health Association Survey:

92.9% of students described their health as good, very good or excellent.

87.3% of students reported feeling overwhelmed by all they had to do at least one time within the last school year.

79.5% of students who drink alcohol reported that they most of the time or always use a designated driver.

66.3% of students were a healthy weight based on the Body Mass Index (BMI).

63.3% of students reported getting enough sleep in the past 3-7 days to feel rested.

56.4% of students meet the recommendation of moderate to vigorous exercise in the past seven days.

36.8% of students reported they never wear a helmet when riding a bicycle.

36.2% of students reported eating 3-4 servings of fruits and vegetables per day.

35.5% of students reported receiving a vaccination against the flu in the past 12 months.

19.6% of sexually active students reported using emergency contraception with the last 12 months.

* Source: University of Oregon, Spring 2012 National College Health Assessment Survey

### 2010-2012 Comparison:
Select factors affecting individual academic performance in the past 12 months*

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<tr>
<th>Factors</th>
<th>(percent %)</th>
<th>UO Students 2010</th>
<th>UO Students 2012</th>
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<tbody>
<tr>
<td>Stress</td>
<td>29.4</td>
<td>31.4</td>
<td></td>
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<tr>
<td>Anxiety</td>
<td>21.9</td>
<td>23.7</td>
<td></td>
</tr>
<tr>
<td>Sleep difficulties</td>
<td>21.5</td>
<td>20.9</td>
<td></td>
</tr>
<tr>
<td>Cold/Flu/Sore throat</td>
<td>20.0</td>
<td>17.7</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td>14.7</td>
<td>15.9</td>
<td></td>
</tr>
<tr>
<td>Internet use/computer games</td>
<td>13.4</td>
<td>14.2</td>
<td></td>
</tr>
<tr>
<td>Work</td>
<td>12.0</td>
<td>12.5</td>
<td></td>
</tr>
<tr>
<td>Extracurricular activities</td>
<td>10.7</td>
<td>9.5</td>
<td></td>
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<tr>
<td>Alcohol use</td>
<td>7.0</td>
<td>5.4</td>
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* Source: University of Oregon, Spring 2012 National College Health Assessment Survey
Though the overall patient visit totals for the year were similar to last year, the increases in all supporting services indicate higher complexity in patient need and diagnostic regimen. That has been a trend over the last several years and drives our development and investment in technology and continuing education.
Overall patient encounters increased by nearly 5% as compared to last year and continues the trend over the last 3 years. The increase in 2009 over prior years was due to our increased services related to the H1N1 Swine Flu pandemic.

(*) The pharmacy recorded over 20,000 over-the-counter transactions during the year.

(**) The decrease in x-ray exams was due to mid-year system replacement. Otherwise the number of exams would have surpassed the previous year’s total.
The Health Center strives to learn from best practices across the nation in the area of college health, practice improvement and incorporation of technology into practice management and electronic health records.

- Multiple staff participate in and contribute to the American College Health Association conferences as well as regional and state college health association meetings.

- Accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC) every three years encourages a culture of self-examination and alignment with best practices for health care centers.

- Participation in the Conference on Practice Improvement (STFM/AAFP) (Society of Teachers of Family Medicine/American Academy of Family Physicians) allows staff to learn cutting-edge strategies to improve health care delivery on all levels.
HEALTH CENTER SERVICES

Medical services available to students at Health Center include treatment of:

- Acute illness and acute injuries on a same-day basis, including IV fluids and IV medications
- Care of chronic medical conditions
- Conditions requiring procedures, laceration repairs and biopsies
- Diabetes care including a certified diabetic educator and insulin pump monitoring
- Men's Health concerns
- Nutrition concerns by a registered dietician
- Sleep Education
- Sports injuries, including splinting, casting and injections by sports medicine specialists
- Treatment of gender identity issues by a reproductive endocrinologist/gynecologist
- Women's Health, including ultrasound and colposcopy by a gynecologist, and extensive reproductive health services including IUD placements

In-house services at the Health Center include:

- allergy and immune therapy services
- dental care
- diabetes classes
- energy healing
- health promotion
- immunizations
- laboratory
- massage therapy
- nutritional counseling
- pharmacy
- physical therapy
- primary medical clinic
- psychiatry
- referral coordinator
- sports medicine
- student health insurance program
- travel medicine (students faculty and staff)
- x-ray

The University Health Center is a nationally accredited facility staffed by athletic trainers, board-certified physicians and nurse practitioners with specialties in primary care, psychiatry, sports medicine and women's health; business office staff, a buyer, clinical area coordinators, custodians, dentists, dental hygienists, an executive assistant, facility manager, health educators, information system technicians, insurance coders, licensed practical nurses, managerial staff in all areas, marketing and communications manager, massage therapists, medical office assistants, medical records staff, medical technologists, pharmacists, pharmacy technicians, physical therapists, radiology technologists, a registered dietician, registered nurses, a student insurance coordinator, transcriptionists, and an executive team comprised of a clinical services director, medical director, health promotion director, finance and administration director, and the Health Center director.

The Health Center regularly encourages students to develop an ongoing health care relationship with one of our primary care physicians or nurse practitioners.
Health Center services are essentially provided to enrolled students only. OAR’s preclude services to faculty and staff other than for travel medicine advice and vaccinations, flu shots, and occupational medicine services for designated staff.

Lab Services:
On site clinical laboratory services including:
- Urinalysis
- Pregnancy testing, serum and urine
- Sexually transmitted infection (STI) screening
- Strep and influenza antigen testing
- Throat, urine, and routine culture, including susceptibility testing
- Complete blood counts with manual differential
- Mono, HIV, H. pylori, and rheumatoid arthritis (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
- Dental education and consultation services
- Fluoride treatments
- Periapical, Bitewing and Panorex x-rays
- Periodontal Therapy: cleaning, scaling, rootplaning
- Pit and fissure sealants
- Oral cancer screening
- Referrals
- Urgent dental examinations

Radiology Services:
- General diagnostic
- Special orthopedic radiography

Pharmacy Services:
- full service pharmacy
- prescriptions
- over the counter medications

Physical Therapy/Sports Medicine Services:
- acute care and pain management
- care of spine-related conditions
- manual therapy
- massage
- pre and post-surgery rehabilitation
- taping
- bracing
- orthotic fabrication
- individualized exercise programs
- video gait analysis
- aquatic exercise instruction

Health Promotion Services:
- Outreach and Programming
- Collaboration with campus and community partners
- Nutrition Education
- Peer Health Internship and Outreach
- Tobacco Cessation Support
- Student Health Advisory Committee
- New Student Orientation
- Policy Work
- Assessment
- Marketing
- Health Center Website
- Relax and Renew Meditation
The Health Center has a revenue budget of $12M and receives 80% of its funding from the segregated Health Fee, assessed at $116.50 per term per full-time student. The remaining 20% of its revenue comes as a result of fees-for-service charges. The Health Center’s financial support is consistent with similarly-sized 4-year, public schools in higher education. As an auxiliary, the Health Center contributes to the UO bottom line, is self-supporting, and has maintained a positive carry-forward for at least the last 8 years.
Recruitment and Retention Efforts

Notice of our open positions follows recruiting plans approved by the Office of Affirmative Action and Equal Opportunity. We have been reasonably successful in recruiting for classified positions, and we have long-term employees in these classifications. The periodic wage increases are helpful for these bargained-for staff, but there continues to be some dissatisfaction over the need for them to take furlough (no-pay) days off.

Though we also have long-term staff in unclassified positions, we have had mixed reviews in recruiting for Officers of Administration. In national searches our salary offerings have more often than not been non-competitive with the marketplace. We have attempted to correct this with current searches. However, increasing compensation ranges has the potential to generate equity issues with incumbent staff. The fact that OA’s have not had an annual increase for nearly 5 years has the potential to skew the compensation range toward new hires and unbalance the field.

Health Center Full-Time-Equivalent (FTE)

<table>
<thead>
<tr>
<th>Staffing Categories</th>
<th>FTE's</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-mo OA's</td>
<td>19.75</td>
</tr>
<tr>
<td>9-mo OA's</td>
<td>6.70</td>
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<tr>
<td>Sub-total</td>
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<tr>
<td>12-mo Classified</td>
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<tr>
<td>9-mo Classified</td>
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</tr>
<tr>
<td>Sub-total</td>
<td>69.20</td>
</tr>
<tr>
<td>Grand-total</td>
<td>95.65</td>
</tr>
</tbody>
</table>

Dental

Annual Department Budget: $298,000
Staffing:
2 Officer of Administration
3 Classified Staff
4 Relief Staff

Facilities/Operations

Annual Department Budget: $282,000 Staffing: 5 FTE
- 1 Officer of administration
- 4 classified staff

Health Promotion

FTE Budget: $442,000
Staffing: Four 1.0 FTE Officers of Administration

Lab

Budget: $455,000
Staffing: 4 professional technical staff, 3 support staff

Radiology

Budget:
Income Generated: $93,296
Income: Athletic department, $5,406.
Staffing: 2 Registered Licensed Radiology Technologists

Pharmacy

Budget: For fiscal year 2011-2012, the pharmacy produced a revenue of over $1,000,000. This revenue came primarily from sales of prescription and over the counter goods to patients of the Health Center. A smaller portion of pharmacy income was derived from sales of over the counter goods to other University departments.

FTE: The pharmacy employed 1.6 FTE of 9-month classified Staff Pharmacist and 1.0 FTE of 9-month classified Pharmacy Technician. The only 12-month staff member is 1.0 FTE unclassified Pharmacy Manager. Additionally, the pharmacy employs approximately 40 hours per week of student worker help during the school year.

Physical Therapy/Sports Medicine

The PT/SM Department realized a 12.3% increase in revenue from 2010/2011 to 2011/2012, while our expenses stayed relatively static. Originally, we projected a deficit of $380,955 (which is subsidized by student fees). We came in under our projected budget by $93,739.87.
APPENDIX A

UNIVERSITY OF OREGON
Health Center

Organizational Chart
July 2012

Vice President for Student Affairs
Robin Holmes

Associate Vice President for
Student Affairs
Mike Eyster

Health Center
Director
Dana Mills

Executive Assistant
Tamarra White

Insurance Program
Program Technician 1

Ancillary Departments

Dental Manager
Debra George
- Dental Hygienist
- Dental Assist 2
- Student Help
- Relief Pool

Laboratory Manager
James Mough
- Med Lab Technologists
- Med Lab Technician
- Lab Assistant

IT Department:
- IT Consultants (2)

Pharmacy Manager
Gregg Wendland
- Pharmacist
- Pharmacy Technician 2
- Student Help
- Relief Pool

Physical Therapy/ Sports Medicine Manager
Shannon Millington
- Physical Therapist
- Athletic Trainers
- Medical Transcriptionist
- Office Specialist 1
- Therapy Aide (2)

Radiology Manager
Jan Collins
- Radiology Technologist 1
- Student Help
- Relief Pool

Director of Clinical Services
Sandy Scheetz
- Administrative Assistant
Sheryl Drushella
- Lead Nurses (6)
- Registered Nurses (9)
- Licensed Practical Nurses (3)
- Medical Aides (3)
- Area Coordinators (6)
- Student Help
- Relief Pool

Health Promotion Director
Paula Staight
- Health Educator
Ramah Leith
- Peer Health Educators
- Marketing Manager
Keith Van Norman
- Nutritional Educator
Jessica Wilson
- Student Help
- Student Health Advisory Committee (SHAC)

Finance & Personnel Administrator
Daralyn DeHaven-Murdoch
- Business Office:
  - Administrative Program Specialist
  - Office Specialist 2
  - Medical Records Specialist
- Central Receiving:
  - Buyer 1
- Facilities Operations Manager
  - Custodians
- Medical Records Department:
  - Medical Records Specialists (4)
  - Office Specialist 2 (1)
  - Office Specialist 1 (7)
- Student Help
- Relief Pool
- Medical Transcription:
  - Medical Transcriptionists (6)
- Student Help
- Relief Pool

Medical Director
Dr. Jenny Soyke
- Administrative Assistant
Melina Hughes
- Medical Staff:
  - Physicians (10)
  - Nurse Practitioners
- Relief Pool