



THE UNIVERSITY OF IOWA

studentHEALTH

Your campus health care experts.



**July 1, 2009 through June 30, 2010
Annual Report**

STUDENT HEALTH SERVICE

ANNUAL REPORT

July 1, 2009 through June 30, 2010

The University of Iowa

Iowa City, Iowa

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MISSION OF THE STUDENT HEALTH SERVICE

The Student Health Service Mission is to provide quality healthcare, education and health promotion to enhance student learning and success.

VISION:

Maintain and enhance our role as healthcare experts and community resources.
Anticipate and adapt to the evolving health needs of University of Iowa students.
Foster an environment that contributes to the mutual satisfaction of students and staff.
Explore and optimize space and technology.

VALUES:

- Empathy, compassion and understanding for patients and each other
- Quality of care
- Teamwork
- Communication
- Work-life balance
- Flexibility

STUDENT HEALTH SERVICE LEADERSHIP

It has been an eventful year for us at the Student Health Service. We assumed interim leadership in July and have been navigating the path of being co-directors of the SHS. Our health service weathered a crisis almost immediately. In late summer, novel H1N1 influenza arrived on our campus. Together with our staff, we survived H1N1 and became stronger because of it. Our staff has been resilient and really rose to the challenges of those circumstances. H1N1 had a significant impact on our campus, however due to the strong collaboration between healthcare centers, student life offices, and academic departments, we fared relatively well. We collaborated with state and county public health officials and were members of committees addressing the H1N1 response in the UIHC, other healthcare settings, schools, and the community. We learned a great deal about handling a pandemic both in our health center and across our campus that will serve us well in the future. Our students on campus sought information from us about how to stay healthy, take care of themselves, and when to seek medical care and advice. We communicated with parents and played a central role in the adoption of a relaxed class excuse policy. With our Big Ten colleagues, we participated in a qualitative report of how college campuses dealt with H1N1.

The very core of our mission, vision and values is to positively impact the health of students, both while they are on campus attending college, and into their futures as engaged citizens of the communities where they reside. It is our goal to be major contributors to student success, and by improving health, we increase the likelihood of success in the classroom and beyond.

Working on improving processes in our clinic continued this past year. We had two separate Lean Kaizen process improvement events, in collaboration with the Office of Organizational Effectiveness on campus. Our first was held early in 2010, and we pulled a multidisciplinary group together for three days, including Information Systems and billing staff from the UIHC, to examine ways to streamline and improve our business processes in the clinic. We looked at aspects of the patient and staff experience from check-in to submitting claims to insurance companies. We achieved significant improvements in reducing steps of the process, identifying critical aspects and clarifying for staff the inter-relatedness of their tasks that cross work units. We reduced our aged accounts receivable dollars by a significant amount, which was one of the metrics we identified at the start of the event. Our second Lean event was held in early summer and the goal for that “burst” event was to improve our off-site clinic planning and implementation. Our thanks to Dick See and Nancy Noyer for assisting us with these process improvement events.

This year we ended our formal relationship with the UI Department of Athletics in the provision of medical coverage for team sports. We maintain involvement with the department and continue to consult and serve on committees that outline the healthcare for our student athletes.

Our clinic continues to be busy and we are always exploring ways to improve what we do. We had 38,902 visits in the past year. Our patient satisfaction surveys consistently provide positive ratings and comments. We exceeded the average score of other participating college health services in all but one area on our patient satisfaction survey administered through our professional organization, the American College Health Association. This makes us very proud of the work we do every day. There is always room for improvement and we are committed to thinking about every constructive suggestion we get also, trying to find a way to make things even better for students. We sent a core group of staff to a session on customer service, and they brought back useful information for us to implement in the clinic. We continue to discuss the access students have to our clinic, by coming in to our health center and by accessing our health information and advice electronically via our website, phones, and social media. Our scheduling and Nurseline (telephone triage) areas remain busy avenues for student to have first contact with us. Our Nurseline call volume steadily increases each year. Both schedulers and the RNs in the Nurseline played a critical role in the screening and triage of students during the H1N1 pandemic and did a great job.

Our reception and business office/coding staff (led by Nancy Ford and Elaine Davis, respectively), continue to adapt nicely as their work processes and work flow seem to change almost daily. Our front desk staff is

more involved with insurance information collection when patients check in to our clinic, and more steps have been added to the task of registering a patient for an appointment. Our business office/coding staff have put in place changes related to our Lean event. We met an outcome measure of success of the Lean event by reducing our aged accounts receivable (> 90 days) to less than 20% of our total by early summer. Business office, coding and front desk staff continue to be open to cross-training and provide us valuable feedback regarding the best ways to serve students.

Our clinical staff is hard-working and dedicated to providing care to students. Mary Beth Kelch is the interim Nurse Manager working closely with Dr. Laros and Chief of Staff Dr. Kathy Wittich in the coordination of medical/nursing care in the clinic. Our providers, nursing staff, and our laboratory staff provide expert care on a daily basis in an environment often made challenging by the demands of time, resources, and the nature of college health. The primary care group piloted a new model of care delivery in the fall that proved useful when there are limited staff, as could potentially occur in a pandemic situation. In the fall, a record number of international students were screened for tuberculosis as part of our TB Surveillance Program. We continue to educate and provide care to students with a Blood Borne Pathogen Exposure on campus or on a health science rotation. The numbers of health science students with exposures has remained fairly steady. Our psychiatrists are busy managing a growing population of students with mental health needs, in addition to an increased demand on resources related to students on ADD/ADHD (Attention Deficit Disorder / Attention Deficit Hyperactivity Disorder) medications. Both our provider and nursing groups participate in programs, committees, present lectures, and posters and teach seminars for staff and students on their areas of expertise. We host pediatric and family medicine residents, medical students, athletic training students, nursing students, and medical assistant students in our clinic and provide valuable exposure to the unique practice of college health. This outreach and training is a great source of pride for us.

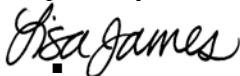
Our health educators (lead by interim Director of Health Education Tanya Villhauer) had a great year, guiding us through several important initiatives related to alcohol and a multitude of projects to provide education and health promotion resources to our students. They coordinated a renovation of our website to make it more student-friendly, and once again held a successful health fair in the spring. They were extremely busy as the year progressed, planning for the opening of the Campus Recreation and Wellness Center and our student wellness area within that facility.

The Westlawn Pharmacy, under the leadership of Teresa Hobbs, R.Ph, had a good year of serving students and UI staff. It remains popular with students in our clinic because of its convenience, and the SHS staff benefits from the pharmaceutical expertise in such close proximity.

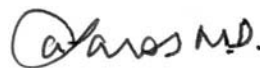
We must acknowledge our administrative staff, our closest colleagues who have stood by us and worked hard with us through thick and thin this past year. Kathy Prediger, Elaine Davis, Tara Black, Mary Beth Kelch, Kathy Wittich, Nancy Ford, Linda Abel and Rosalind Conrad- you all have been supportive and committed to our mission over the past year.

Lastly, we would like to extend a special thank you to Vice President for Student Services Tom Rocklin, and Associate Chief Medical Officer for U of I Physicians, Dr. Dan Fick, for their administrative and clinical guidance over the last year.

Respectfully submitted,



Lisa James, RN MSN
Interim Administrative Director



Ann Laros, MD
Interim Medical Director

BUSINESS OFFICE

Student Health Service's funding is derived from the Consolidated Health Fee (75%), Fee for Services (20%), and Other (5%). The consolidated health fee was increased by \$4.50 from \$105.00 to \$109.50 per student per academic semester for 2009-2010. The summer health fee was \$56.50.

Revenue from Fee for Services is as follows:

- Immunizations 34.6%
- Laboratory Services 18.5%
- Office Visits 29.4%
- Procedures 9.4%
- Substance Abuse 4.7%
- Other 2.4%
- Medical Supplies 1.0%

Operating Costs are as follows:

- Salary, fringe, and overtime 81.8%
- Pharmaceuticals 4.8%
- Services 4.8%
- Other 3.7%
- Office and medical supplies 2.5%
- Wages (hourly) 2.1%
- Travel 0.3%

Respectfully submitted,

R. Elaine Davis

Elaine Davis, BBA (Accounting and Finance), MA (Accounting)
Business Manager

CHIEF OF STAFF

Medical care at Student Health Service is provided and supervised by an experienced group of physicians and physician assistants. For the 2009-2010 academic year, there were 10.85 FTE providers: 8.6 FTE physicians and 2.25 FTE physician assistants. The specialties serving Student Health Service include family practice, psychiatry, and gynecology as follows: family practice 8.85 FTE, psychiatry 1.5 FTE, and gynecology 0.5 FTE. The providers were all Board Certified, held memberships in local, state, and national specialty organizations, were active in University of Iowa outreach activities, acted as preceptors for health science students, and gave a variety of presentations. Detailed information about each provider is listed below.

Dr. Paul Baumert:

Certifications

- Board Certification in Family Medicine and Sports Medicine

Professional Memberships

- Fellow, American Academy of Family Medicine
- American College Health Association
- Charter Member, American Medical Society for Sports Medicine
- American College of Sports Medicine
- United States Olympic Sports Medicine Society
- Associate member, National Athletic Trainers Association

University Activities/Outreach

- University of Iowa athletic team physician (Football)

Preceptor activities

- M1 shadowing

Presentations

- “Metabolic and Other Non-Anatomic Causes of Leg Pain” Hawkeye Sports Medicine Symposium (Coralville, IA), 12/09
- Moderator at the Hawkeye Sports Medicine Symposium (Coralville, IA), 12/09

Awards

- Recipient of the Gail Proffitt Award, which acknowledges the unique service or expertise a person brings to the field of college health, and is the highest award within our 5-state regional college health association (Minneapolis, MN), 10/09

Dr. Rebecca Chackalackal:

Certifications

- Board Certification in Family Medicine

Professional Memberships

- American Academy of Family Physicians
- Iowa Academy of Family Physicians

University Activities/Outreach

- Multicultural Competency Review committee – Student Services

Dr. Eric Evans:

Certifications

- Board Certification in Family Medicine

Professional Memberships

- American Academy of Family Physicians

- Iowa Academy of Family Physicians
- American College Health Association

University Activities/Outreach

- Participant in 3-day “Mentors in Violence Prevention” facilitator training program, 02/10

Preceptor activities

- M1 shadowing

Presentations

- “Sexpert Talk” Mayflower Residence Hall (Iowa City), 10/09

Robin Hayward, PA:

Certifications

- Certified Physician Assistant
- Certified Athletic Trainer

Professional Memberships

- American Academy of Physician Assistants
- Iowa Physician Assistant Society
- National Athletic Trainers Association
- American College Health Association

University Activities/Outreach

- University of Iowa athletic team medical provider (Women’s Basketball)
- SHS representative for My Chart (EPIC) meetings
- Campus Conversation partner
- University of Iowa PA Alumni Ambassador

Dr. Joy Hudson:

Certifications

- Board Certification in Psychiatry and Neurology

Professional Memberships

- American Psychiatric Association

Dr. Ann Laros:

Certifications

- Board Certification in Obstetrics/Gynecology

Professional Memberships

- American Congress of Obstetricians and Gynecologists
- American Society for Colposcopy and Cervical Pathology

University Activities/Outreach

- SHS Medical Director

Preceptor activities

- Weekly Pediatric resident (as part of their Adolescent rotation)
- Weekly Gynecology resident (as part of their Contraception/STI rotation)
- M1 shadowing

Presentations

- “Sexpert Talk” Mayflower Residence Hall (Iowa City), 10/09
- “The Flap about the Pap” NCCHA meeting (Minneapolis), 10/09
- “Contraception Update” NCCHA meeting (Minneapolis), 10/09
- “The Flap about the Pap” Conversations with Consultants (SHS), 11/09
- “Being a Doctor: Image and Reality” Freshman Seminar guest speaker (Iowa City), 11/09

- “The Down Low on the Down There” Pediatric Nurse Practitioners Conference (Iowa City), 5/10

Lisa Moenning, PA:

Certifications

- Certified Physician Assistant

Professional Memberships

- American Academy of Physician Assistants
- Iowa Physician Assistant Society

University Activities/Outreach

- Participant in “Partnership for Alcohol Safety” program (Iowa City), 05/10

Presentations

- Participant in panel discussion for University of Iowa PA program candidates (Iowa City), 11/09

Dr. Paul Natvig:

Certification

- Board Certification in Psychiatry and Neurology

Professional Memberships

- American Psychiatric Association
- Iowa Psychiatric Society

Presentations

- Psychiatry and Psychopharmacology lecture to Doctoral students in Counseling Psychology (Iowa City), 12/09

Dr. Renee Nydegger:

Certifications

- Board Certification in Family Medicine

Professional Memberships

- American Academy of Family Physicians

Preceptor activities

- M1 shadowing

Heidi Ruhland, PA:

Certifications

- Certified Physician Assistant

Professional Memberships

- American Academy of Physician Assistants
- Association of Family Practice Physician Assistants

Dr. Michael Schmidt: (retired 06/10)

Certifications

- Board Certification in Family Medicine

Professional Memberships

University Activities/Outreach

- Staffed the UI Medical School Mobile Clinic (Columbus Junction, IA)

Preceptor activities

- M1 shadowing

Dr. Marina Usacheva:

Certifications

- Board Certification in Family Medicine

Professional Memberships

- American Academy of Family Physicians
- American College Health Association
- International Association for the Study of Pain

University Activities/Outreach

- Provided medical coverage for the University of Iowa Marching Band during the Orange Bowl, 01/10
- SHS liaison for EPIC

Preceptor activities

- M1 shadowing

Dr. Kathleen Wittich:

Certifications

- Board Certification in Family Medicine

Professional Memberships

- American College Health Association
- American Academy of Family Physicians
- American Medical Association
- Iowa Academy of Family Physicians
- Iowa Medical Society
- Johnson County Medical Society

University Activities/Outreach

- SHS Chief of Staff
- Medical director for the Eating Disorder Network
- University of Iowa athletic team physician (Volleyball, Women's Gymnastics, PA supervision for Women's Basketball)

Preceptor activities

- Family medicine resident
- M1 shadowing

Presentations

- Participant in *America the Beautiful* panel discussion during Eating Disorder Awareness week (Iowa City), 02/10
- "Eating Disorder or Disordered Eating?" lecture to Pediatric residents (Iowa City), 04/10
- "University of Iowa Eating Disorder Resources" lecture for University of Iowa Sports Medicine Staff (Iowa City), 05/10

Respectfully submitted,



Kathleen Wittich, MD

PSYCHIATRY

For the 2009-2010 academic year, the psychiatry section provided a total of 2,588 visits. This is in line with the last 10 year average of 2,638 visits. There were 427 new patient evaluations, 1,908 follow ups, and 264 extended follow ups. For the 2010-2011 academic year, the psychiatry section will increase from 1.5 FTE to 1.6.

Anxiety and depressive disorders continue to be the most common diagnoses seen in the clinic. Approximately 2/3 of visits involve an anxiety and/or a depressive disorder. There continues to be an increase in visits for issues related to learning (such as Attention Deficit Hyperactivity Disorder (ADHD) and learning disabilities) as well as eating disorders. If the demand for treatment of ADHD continues to grow we will look at making changes to the process to see if increased efficiency can be accomplished without adding clinical time, or sacrificing quality of care.

The psychiatry section continues to work closely with the University Counseling Service. A Student Health Service psychiatrist attends monthly staffings. A Student Health Service Psychiatrist gave an inservice on Psychotropic medications to the University Counseling Service. Communication between the two services remains good, facilitated in part by the close proximity.

A member of the Psychiatry section will be supervising the substance abuse counselor in Health Iowa, within the Student Health Service. The Psychiatry section has always served a population of students who have mental health issues often complicated by substance use. These students are often best treated with a collaborative effort of care.

Respectfully submitted,



Paul Natvig, M.D.
Staff Psychiatrist

PERFORMANCE IMPROVEMENT PROGRAM

The Student Health Service Performance Improvement Program provides a framework to promote safety and quality of care, improve patient outcomes, improve organization performance and reduce risk of adverse events. Performance improvement and patient safety are responsibilities of all employees. A multidisciplinary group of employees, the Performance Improvement Committee, meets monthly to support the Performance Improvement Program.

Performance Improvement Activities

In FY 10 the SHS:

- Participated in a Lean Kaizen Event to make the billing process more efficient and improve internal and external customer satisfaction.
- Self-evaluated compliance with the Accreditation Association for Ambulatory Health Care (AAAHC) standards. Submitted application for accreditation survey which is scheduled for fall 2010.
- Provided staff education on quality and safety issues through use of postings on the PI bulletin board and other areas of the clinic, emails, sharing of journal articles, annual competencies, inservices and discussion at meetings.
- Exceeded other participating college health services in all but one area on the web based American College Health Association (ACHA) Patient Satisfaction Assessment Service (PSAS) survey.
- Embarked on gathering information about what students know and are able to do as a result of our clinical and health education service. The information is being used for future program development, implementation and evaluation. Learning outcomes related to the Red Watch Band program, immunotherapy and several clinic services and outreach programs were measured in FY 10.
- Pursued several avenues to reduce registration barriers to students. In FY 10 eliminated some health requirements for health science student and increased communication about potential registration blocks.
- Initiated a process to follow up with students that miss or cancel appointments to improve continuity and quality of care.
- Utilized grants from the Student Services division for several projects including translation of the medical history form into seven languages, a healthy physical activity and eating campaign and a video to educate parents about student health.
- Partnered with Recreational Services and UI Wellness to open a Wellness Suite in the new Campus Recreation and Wellness Center to proactively address health and wellness needs of University of Iowa students.
- Fostered staff development and growth through on and off campus learning opportunities including inservice education programs, web conferences, online education, continued medical education programs, seminars and conferences.

Organizational Performance Indicators

The SHS Performance Improvement Program, under the oversight of leadership, was effective in meeting or exceeding fourteen of the seventeen organizational performance indicator targets, benchmarks or previous year's performance. Data was not available for one of the organizational indicators. Fiscal year performance in comparison to the previous three fiscal years is displayed in the table on the next page.

UNIVERSITY OF IOWA STUDENT HEALTH SERVICE ORGANIZATIONAL PERFORMANCE INDICATORS							
Category	Indicators		FY 07	FY 08	FY 09	FY 10	Target/ Benchmark
Customer Perception of Care and Services	Overall satisfaction with visit				89.9%	89.1%	Exceeded 79.2% benchmark
	Likely would recommend SHS to another student				87.4%	86.6%	Exceeded 76.6% benchmark
Workplace of Choice	Longevity, employed > 5 years at SHS			61%	65%	67%	↑ from previous FY
	Employee satisfaction-Working at Iowa				72.9%		
	Employee satisfaction-SHS Employment		81%	91%		78%	Did not meet target of $\geq 90\%$
Quality of Care	Satisfaction with medical advice and recommended treatment				89.0%	88.4%	Exceeded benchmark 80.4%
	Absence of significant procedure complications/infections		100.0%	100.0%	100.0%	100.0%	All four met target of 95% or >
	Tissue sent to pathology when indicated		100.0%	100.0%	99.5%	98.8%	
	Suture removal documentation		100.0%	96.3%	100.0%	98.8%	
	Communication of pathology results to patient		98.3%	98.3%	96.6%	98.3%	
Learning Outcomes and Health Promotion	As a result of SHS visit, learned one thing to promote own health				74.2%	75.8%	Exceeded benchmark of 69.1%
	Patient observation of health care provider use of hand hygiene				56.4%	61.7%	Exceeded benchmark of 52.5%
	Reduce proportion of students reporting blackouts		37.0%	38.0%	32.0%	29.0%	3% decrease in report of blackouts
	Percent of residence hall freshman immunized for meningitis		49.0%	64.7%	63.6%	69.5%	↑ from previous FY
Resource Utilization	Consistency between projected and actual revenue and expenses	Revenue	3.1% more	0.2% less	2.5% less	7.2% more	Did not meet target of $< \pm 5\%$
		Expenses	0.3% less	0.9% more	3.9% less	2.3% less	Within target of $< \pm 5\%$
	Volume		68767 *	40380	37902	38902	↑ from previous FY
	No shows		5.0%	5.3%	4.9%	4.2%	↓ from previous FY
	Ease of scheduling an appointment that meets your needs				85.9%	87.3%	Exceeded benchmark of 76.8%
	Web site hits			128398	87554	296221	↑ from previous FY

*includes off site encounters not included in subsequent volume counts

See second page for description of each metric

Patient Satisfaction

The SHS continued participation in the American College Health Association Patient Satisfaction Assessment Service (ACHA-PSAS) survey. The survey gauges patient satisfaction and provides insight into the quality and performance of our clinic. It also allows the SHS to compare results to other institutions nationwide in order to determine whether the SHS is providing a standard of care on par with other college health services. The survey results are displayed in a table below. The SHS exceeded the reference group satisfaction scores for all but one category. Some actions taken to address survey results included a Lean event to improve the billing process and customer service training for volunteer staff leaders. Some comments received on the fall 2009 and spring 2010 survey included:

☺ *I was pleased with the explanations by the staff regarding simple questions I had. It was my first time ever going to a doctor's office without a parent and it was extremely easy. Thanks.*

☺ *The doctor was excellent, he was very caring and took time to explain exactly what he thought was going on and what needed to be done to fix it. He was one of the best doctors I've ever had.*

☺ *I felt very comfortable and at ease. I loved your staffs personality! From check in until I left I felt well cared for. My questions more than answered. Everyone went up and beyond expectations!! Fantastic!!*

☺ *Not only was I seen very quickly (as soon as I checked in I was called), but the nurse was great and I was seen by the physician in no time. Being able to get in and out in under an hour is something I really appreciate, and it's something that I can count on every time I go to Student Health.*

☺ *I've always had great interactions with the staff and scheduling services at UI SHS. They are always very friendly, personable and efficient and I enjoy using them as my primary provider in the Iowa City area.*

☺ *The ease of use of this service allowed me to fit my appointment in easily around my class schedule.*

☺ *I was very impressed. I will definitely come back to student health and recommend it to my friends.*

ACHA PSAS* Patient Satisfaction Survey Results Compared Over Time and with Reference Group		SHS Fall 2009	Reference Group Fall 2009	SHS Spring 2010	Reference Group Spring 2010	SHS Average FY 10	Reference Group Average FY10
Total survey respondents		878	2587	577	11629		
Ease of scheduling an appointment that meets your needs	Percent satisfaction	85.9	81.2	89.5	75.8	87.3	76.8
	Mean	4.38	4.23	4.47	4.05	4.43	4.14
Amount of time needed in the health service to complete your appointment	Percent satisfaction	79.9	76.8	82.4	68.5	80.9	70
	Mean	4.17	4.06	4.24	3.81	4.21	3.94
Efficiency of check-in and check-out process	Percent satisfaction	87.9	90.7	91.4	82.1	89.3	83.7
	Mean	4.40	4.46	4.52	4.24	4.46	4.35
Friendliness, courtesy and helpfulness of the registration staff	Percent satisfaction	85.0	85.6	88.9	80.8	86.5	81.6
	Mean	4.34	4.35	4.44	4.19	4.39	4.27
Friendliness, courtesy and helpfulness of staff assisting your provider	Percent satisfaction	90.3	89.9	91.2	87.2	90.7	87.7
	Mean	4.50	4.49	4.52	4.36	4.51	4.43
The provider listened carefully to your concerns	Percent satisfaction	93.0	90.9	93.5	85.9	93.3	86.8
	Mean	4.62	4.56	4.67	4.39	4.65	4.48
Amount of time spent with the provider	Percent satisfaction	90.1	87.3	91.4	81.7	90.6	82.7
	Mean	4.55	4.46	4.57	4.26	4.56	4.36
Quality of the explanations and advice you were given for your condition and recommended treatment	Percent satisfaction	88.1	84.4	88.8	79.5	88.4	80.4
	Mean	4.47	4.35	4.50	4.16	4.49	4.26
I received information during my visit that I will use to improve my health.	Percent satisfaction	74.7	70.8	77.4	68.8	75.8	69.1
	Mean	4.06	3.93	4.09	3.82	4.08	3.88
Satisfaction with explanations given about payment and billing issues	Percent satisfaction	69.5	69.3	73.3	65.8	71	66.4
	Mean	4.00	3.95	4.08	3.78	4.04	3.87
Your confidentiality and privacy were carefully protected	Percent satisfaction	93.1	93.4	95.3	91.7	94	92
	Mean	4.64	4.65	4.73	4.57	4.69	4.61
Your overall satisfaction with your visit	Percent satisfaction	89.0	85.4	89.3	77.8	89.1	79.2
	Mean	4.42	4.31	4.48	4.08	4.45	4.20
How likely are you to recommend the health service to another student	Percent satisfaction	86.0	82.8	87.5	75.2	86.6	76.6
	Mean	4.41	4.31	4.44	4.01	4.43	4.16
Cleanliness and general appearance of the health center	Percent satisfaction	95.3	95.5	97.7	92.0	96.3	92.6
	Mean	4.71	4.72	4.80	4.57	4.76	4.65
How well did the provider address your pain	Percent satisfaction	88.1	82.3	86.4	75.4	87.4	76.6
Is the Student Health Center your usual source of care and/or primary care provider while enrolled?	Percent Yes	85.3	87.3	86.6	86.3	85.8	86.5
Did your health care provider wash his/her hands or use an alcohol based hand sanitizer	Percent Yes	59.2	55.9	65.7	51.7	61.7	52.5
	Percent No	2.5	3.1	3.0	3.5	2.7	3.4
	Percent Not sure	38.3	41.0	31.3	44.8	35.6	44.1

***American College Health Association Patient Satisfaction Assessment Service**
Percent satisfaction is percent of students rating item 4 or 5 on 0-5 scale

Evaluation of FY 10 Performance Improvement Goals

- Self-assessment of quality and safety of ambulatory care and health promotion services utilizing AAAHC standards and survey application process. **Goal met-A grid was used to identify areas of compliance and improvement. Survey application was filed in spring 2010.**
- Maintain laboratory Clinical Laboratory Improvement Amendments of 1988 (CLIA) certificate of compliance. **Goal met-The SHS laboratory was inspected in fall 2009 and received renewal of our CLIA certificate allowing moderate complexity lab testing.**
- Resume and conduct at least five Quality and Safety Rounds during the fiscal year.-**Goal not met. These rounds served the purpose of allowing staff to practice an accreditation survey situation, and since our survey process was changing, we suspended these practice sessions so that we could devote resources to other accreditation priorities.**
- Develop, measure and take action on at least two learning outcomes. **Goal met. Three of the learning outcomes projects were presented at the Assessment in Student Service: Highlighting Student Learning open house in spring 2010.**
- Implement actions to improve patient overall satisfaction scores to above 90%. **Partially met-Overall satisfaction was 89.1%, below goal of 90% or >. Several actions were implemented in FY 10 including a customer service initiative and a Lean Kaizen event related to the payment and billing process.**
- Review department data on the *Working at Iowa* survey and implement at least one action to increase staff favorable rankings. **Partially met-In January, the SHS conducted an internal staff survey. Results were reviewed by administration and several actions were taken in response to staff input.**
- Emphasize employee modeling of proper hand hygiene and cough etiquette to students. Increase to 75% the students responding *yes* to the hand hygiene question on the ACHA PSAS. **Goal not met-FY 10 yes responses were at 61.7%. This exceeds the reference group (52.5%). Approximately 1/3 of the respondents were unsure if their health care provider used proper hand hygiene while 2.7% said it did not occur.**

FY 11 Performance Improvement Goals

- Achieve AAAHC accreditation.
- Maintain laboratory Clinical Laboratory Improvement Amendments of 1988 (CLIA) certificate of compliance for moderate complexity testing.
- Increase staff knowledge of and use of learning outcomes to assess services.
- Continue to emphasize customer service. Implement actions to improve patient overall satisfaction scores to above 90%.
- Continue to emphasize employee modeling of proper hand hygiene and cough etiquette to students. Increase to 75% the students responding *yes* to the hand hygiene question on the ACHA PSAS.
- Reduce off site clinic steps and improve documentation timeliness of off site influenza vaccinations (within 72 hours) as a result of implementing actions identified during the off site clinic Lean burst event.

Summary

All SHS employees should be proud of their role in providing quality healthcare, education and health promotion to enhance student learning and success.

Respectfully submitted,



Kathy Prediger RN-BC, MA, CPHQ
Performance Improvement Coordinator

HEALTH IOWA

This year was a very productive one for Health Iowa and for this year's annual report, a few areas have been chosen to be highlighted. A main health focus for our department was alcohol. Several new initiatives were implemented in support of the alcohol harm reduction efforts of the greater campus. We also made progress in the area of Peer Health Advocacy, supporting and advancing programs that utilize the power of our Peer Opinion Leaders. We expanded our assessment work by incorporating learning outcomes for each of our health areas. Finally, we received the Healthy Iowa University Award in partnership with UI Wellness.

The Division of Student Services Director of Assessment and Strategic Initiatives, Sarah Hansen, organized a team of Assessment Coordinators for each department. Kathy Prediger and I were chosen to participate for Student Health Service. Our charge was to develop departmental learning outcomes and to choose one area of our work to showcase at an Open House in April illustrating what students learn from our programs and services. I chose to showcase the Red Watch Band program (see results below). Posters were created (by IMU Marketing) for the Open House and university colleagues were invited to attend.

Healthy Iowa Award:

This award was presented to UI Wellness and Health Iowa by the Academy for a Healthy Iowa -a collaboration between the Iowa Department of Public Health, Governor's Council on Physical Fitness and Nutrition and Wellness Council of Iowa. It recognizes the outstanding achievements of cities/towns, universities/colleges, schools and leaders implementing health-policies and ensuring healthy environments that encourage and support citizens, students and staff in making healthy choices. We were honored to travel to Des Moines to accept this award in a special ceremony on behalf of Health Iowa and UI Wellness. The *Healthy Iowa* designation is retained for three years at which point we must reapply.



Alcohol Initiatives:



Red Watch Band

The Red Watch Band (RWB) was a new project that was implemented in late Fall 2009. The purpose of the program is to provide UI students with the knowledge, awareness, and skills to prevent student toxic drinking deaths by certifying them in CPR/AED and providing alcohol emergency bystander training. We first implemented the program to the Peer Opinion Leaders – Health Ninjas – students identified as role models and positive resources for health information by their peers – using them as an initial implementation mechanism.

160 Students received the RWB Certification in '09-'10 – surpassing our goal of 100.

Learning Outcome (Knowledge)	Number of respondents	Pre	Post
List 3 signs/symptoms of	22	0/22 0%	11/22 50%

excessive alcohol use			
List 3 actions needed to help someone who is suspected of alcohol poisoning	38	0/38 0%	27/38 71%

Student Involvement – 20% of students who completed the RWB training have continued to be involved with the program by:

- promoting the RWB program to others – 100%
- attended one or more of the RWB team meetings – 33%
- served as a RWB facilitator – 50%
- other – 17%

Examples:

- Made a class speech
- Announced it at a CAB meeting
- Discussed with fellow students in biology class

As a result of RWB training, students ranked the following statements **4.6** on a scale of 1-5 (1=Strongly Disagree and 5=Strongly Agree):

- I feel confident in my ability to respond effectively as a bystander in an alcohol-related emergency
- I am more willing to intervene as a bystander in an alcohol-related emergency
- I would recommend the RWB Training to a peer

Health Risk Assessment (HRA)

Another important focus this year has been on the planning and development of a health risk assessment for our sophomore cohort which we named, “Healthy Hawk Challenge”. We worked with ITS staff to develop a “homegrown” product and were able to conduct a pilot in the spring of 2010. The Healthy Hawk Challenge pilot group consisted of students from the Healthy Living Network residence hall community, Health Ninjas, and participants in the Red Watch Band program. Participants identified as engaging in high-risk alcohol behaviors were invited to participate in a brief one-on-one intervention (BASICS) aimed at reducing negative outcomes associated with alcohol use. Those identified as high-risk in other categories were provided information on resources available within Student Health Service or University Counseling Service.

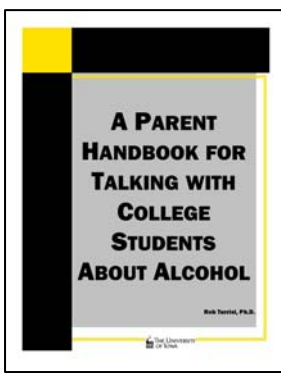
Pilot Results:

- 228 students received invitations to participate in the pilot
- 114 (50%) completed the survey
- 61 students (53.5%) met the criteria for high-risk alcohol use by reporting behaviors falling into one or more of the following categories
- These 61 students were invited to participate in the BASICS intervention program.
- Two students scheduled and completed the program

Our plan is to roll out the program to all sophomores in fall 2010.

Parent Intervention to Reduce High-Risk Drinking

Parents play an important role in helping their sons and daughters adjust to college successfully. Recent research is very encouraging with regard to the



effectiveness of college parents as prevention partners. Several current studies conclude that providing parents with a written handbook with up-to-date information on college drinking, effective communication strategies, and support for having sometimes difficult conversations about expectations around alcohol use is an effective intervention in the college population.

The intervention incorporated included a series of targeted communication messages for parents and a written 24-page handbook, titled “**A Parent Handbook for Talking With College Students About Alcohol**”. The handbook was mailed to parents/guardians of each incoming UI student. The UI purchased a license from Penn State University that included personalization to UI and unlimited reproductions. We are working with Professor Shelly Campo and her colleagues from the UI College of Public Health, to determine the effectiveness of the intervention at Iowa.

Nutrition Programs:

Several events were planned and initiated this year to promote National Eating Disorders Awareness Week (NEDA Week) by Health Iowa’s dietitian (Amy A’Hearn), SHS provider (Kathy Wittich, MD), University Counseling Services (Eva Schoen, PhD and Lanaya Ethington, PhD), and UI Eating Disorders Services, UIHC (Shirley Haley, RN). The goal of NEDA Week was to raise awareness, educate, and provide resources to students about eating disorders. Tabling events were held in Residence Halls distributing “Love Your Body” ribbons and a jeans-giveaway box for the “Be Comfortable in Your Genes” campaign. This year’s main event was the showing of “America the Beautiful” documentary by Darryl Roberts.

Learning Outcomes for the event:

Measure n=24	Percent rating Agree/Moderately Agree/Strongly Agree
<i>By attending America the Beautiful and EDAAW programs...</i>	
I can explain the relationship between my eating behaviors and my overall health.	100%
I will make decisions aimed at engaging in healthy behaviors.	100%
The material was presented in a well-organized fashion.	100%

92% or respondents could list at least one thing they learned from the documentary.

Campaign Against Laziness

Our dietitian, Amy A’Hearn and former fitness specialist, Amy Fletcher, submitted a proposal for funding through the SIP funds for a university-wide marketing campaign focusing on promoting physical activity and healthy eating practices (later to be named, “Campaign Against Laziness”). This was approved and the planning and development process began in the summer of 2010. Our goal is to work with IMU Marketing and to roll out the campaign beginning in fall 2010.

Peer Health

This year we expanded our assessment of learning outcomes to include the students who took the Peer Health Education class (28:144) and their involvement with the UI Student Health Fair. We found that the students who took the class increased knowledge regarding communication and the implementation process of conducting a large-scale event.

Learning Outcomes:

As a result of participation in the Peer Health Education Health Fair planning committees, students were able to:

- Identify at least one strategy to effectively communicate with other UI departments, local businesses, etc. – **100%**
- Identify at least one way that participation improved communication skills – **100%**
- Identify at least one thing learned during the Health Fair planning and implementation process – **94%**

Health Iowa staff continues to be involved with campus-wide initiatives and committees, such as the Student Success Team, Alcohol Harm Reduction, Anti-Violence, Affirmative Consent, Eating Disorder Network, Integrated Health Management, Healthy Campus Nutrition Advisory, Behavioral Health, and Mindfulness Advisory.

Respectfully submitted,

A handwritten signature in dark ink, reading "Tanya Villhauer". The signature is written in a cursive, flowing style.

Tanya Villhauer, MA
Interim Associate Director for Education
Interim Health Iowa Coordinator

WESTLAWN PHARMACY

2009/2010 was a year with another slight decline for Westlawn Pharmacy. The pharmacy's prescription volume fell to 24,619, an 8% decrease from last year. The OTC sales remained strong for the year, posting at \$32,873.00. Westlawn Pharmacy purchased a new Server for the computer system which left the margin slightly negative.

With the thought of increasing services to students, Westlawn now offers year round mail-out options. With this option, we are mailing refills to student's dorms for their convenience. The pharmacy mailed out approximately 125 packages. The pharmacy continues to partner with Health Iowa to provide low cost smoking cessation products and affordable bike helmets.

With influenza a highly publicized topic this past year, the pharmacy prepared flu kits that included common items that are regularly used to treat symptoms. Items included ibuprofen, acetaminophen, hand sanitizer, thermometer, tissue and face masks. The kits sold for \$10.00 and over 150 kits were sold in the clinic, at health fairs and other campus events.

Staffing hours remained the same from last year. Carol Crabtree, Rebecca Weatherford and Amber Kelley provide staffing assistance in the pharmacy. UI Pharmacy students completing their final year of Clinical Rotation continue to be a huge benefit to the pharmacy's day to day operations, in addition to having a valuable learning experience for their futures in the pharmacy field.

Thanks to all of Student Health Services providers and staff for their continued support.

Respectfully submitted,

Theresa Hobbs

Theresa Hobbs, R.Ph.

STAFF RECOGNITION AND ACTIVITIES COMMITTEE (SRAC)

The Staff Recognition and Activities Committee (SRAC) continues to promote communication and morale among clinic staff with a variety of activities.

SRAC organized the annual holiday party giving longevity awards and recognizing staff for years of service. A slide show of photos of the past year was shown for everyone to remind us that an productive work environment includes fun also. Several staff members were awarded "Above and Beyond" certificates for taking the initiative to go the extra step to help someone else, whether a patient or co-worker. Health Iowa Staff were gracious to host several "Lunch and Learns" that gave us tips on how to eat healthy on a busy work schedule, manage our stress and incorporate fitness into our lives. Promoting healthy lifestyles with the support of co-workers is a great combination. We recognized Earth Day as the entire clinic is mindful of reducing waste and saving money. Staff were able to job-shadow other areas of the clinic for a better understanding of what different job roles entail.

Another popular item with staff is having a massage therapist come and give 15 minute massages to staff that sign up and pay for them. Several potlucks were hosted for staff to show off their culinary talents. First Fun Fridays recognize all birthdays for the month and treats are brought in to share. Our Staff Appreciation Lunch was funded by a grant through the University Staff Council. This is always enjoyed and the most recent theme was "Employee Appreciation Roundup". The Annual Staff Picnic was held at Randall Park in Solon. A beach theme was chosen and water balloons and squirts guns were quite popular with all ages. SRAC joined forces with the Student Health Advisory Committee (SHAC) to build a float for the homecoming parade's "Hawkeye State of Mind" theme. Our float theme was, "This is Your Brain on Student Health". We promoted healthy lifestyle choices, the "Pick 1" initiative and "The Iowa Challenge". Staff and students who walked with our float in the parade handed out small squeezable stress-reliever "brains" with our SHS logo, and these proved to be a highly desired item by the crowds!

SRAC strives to promote positive morale of staff and to also be aware of issues affecting our student population. This is accomplished with teamwork, respect and fun.

Respectfully submitted,



Rosalind Conrad
Administrative Secretary

**STUDENT HEALTH SERVICE OUTPATIENT ACTIVITY SUMMARY
2009-2010**

Routine Patient Encounters and Consultations

MD Consultations	24,275
Nurse Consultations	12,875
TOTAL	37,150

Health Iowa Encounters and Consultations

Workshops	18,340
Individual Consultations	3,564
TOTAL	21,904

<u>Nurse Call Line</u>	23,604
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Laboratory Procedures

Student Health Service	6,957
University Hygienic Lab	3,429
TOTAL	10,386

Website Contacts	296,221
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NON-DISEASE CONTACT WITH STUDENT HEALTH SERVICE 2009-2010

Immunizations and Inoculations

Mumps Vaccine.....	0
Measles Vaccine.....	0
Rubella Vaccine	0
Measles, Mumps, Rubella Vaccine	657
Measles, Rubella Vaccine	0
Polio Vaccine	140
Typhoid Vaccine (IM and Rx)	95
Varicella Vaccine	72
Yellow Fever Vaccine	80
Tetanus, Diphtheria Vaccine	4
Diphtheria-tetanus-Pertussis (Tdap).....	758
Influenza Vaccine-injection	2,691
Influenza Vaccine-nasal.....	1761
Influenza Vaccine-Pandemic H1N1.....	4083
Pneumococcal Vaccine.....	52
Rabies Vaccine	62
Hepatitis A Vaccine	379
Hepatitis B Vaccine.....	253
Hepatitis A-B Vaccine.....	132
Meningococcal Vaccine	117
Human Papilloma Virus Vaccine	376
Encephalitis Vaccine	12
Immune Serum & Specified Hyperimmune Globulin Vaccines	22
Pollen Injection (Allergy).....	682
TOTAL	12, 428

Contraceptive Management

General Counseling.....	134
Initial Birth Control Pill Prescription	119
Initiate Contraception NEC	35
Emergency Contraception	3
Diaphragm Fitting/Cervical Cap	3
IUD Insertion.....	43
Refill Birth Control Pill Prescription.....	341
IUD Removal	8
Implantable Subdermal Contraceptive	15
Other Birth Control Methods (including Depo-Provera Injection)	168
Other Contraceptive Management.....	49
TOTAL	918

Reproduction and Development

Pregnancy State	
Incidental.....	6
Normal Pregnancy	0
High Risk Pregnancy	0
Antenatal Screening	0
Postpartum Care and Examination	0
Procreative Management.....	11
TOTAL	17

**NON-DISEASE CONTACT WITH STUDENT HEALTH SERVICE
2009-2010**

Health Advice Education or Instruction

Dietary Consultation	513
Fitness Consultation.....	115
General Consultation (Health Advice, Education or Instruction).....	80
Substance Use/Abuse Counseling	1,016
HIV Counseling	271
Sexually Transmitted Disease Counseling	491
Normal Exam; No Disease.....	37
Administrative Consultation	21
Other Medical Consultation.....	336
TOTAL	2,880

Medical Screening and Examinations

Physical Examination	
Routine	448
Administrative (includes school admission).....	244
Defined Subpopulation (includes pre-employment screening)	55
Other	11
Observation for Suspected Diseases	8
Routine Gynecology Examination (Annual Exam)	1,217
Pregnancy Screening (Negative).....	357
Pregnancy Screening (Positive)	18
PPD Screening	3,624
Venereal Disease Screening.....	735
Screening for Malignant Neoplasms.....	1292
Hypertension Screening	8
Special Screening for:	
Thyroid Disorders.....	14
Diabetes	58
Endocrine (Including Cholesterol) Disorders	163
Anemia	6
Other Infectious Diseases	1
Other	48
Postoperative and Aftercare Consultations and Services	587
Other	135
TOTAL	9029

TOTAL NON-DISEASE CONTACTS.....	25, 255
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**DISEASE-ORIENTED CONTACT WITH STUDENT HEALTH SERVICE
2009-2010**

Disease Contact Without Diagnosis 171

Infectious and Parasitic Diseases

Intestinal Infection and Infestation	48
Tuberculosis.....	0
Strep Infection (Group A).....	99
Chicken Pox	2
Herpes	159
Rubeola and Rubella	0
Hepatitis	4
Mumps	0
Infectious Mononucleosis	440
Wart	450
Human Papilloma Virus.....	1
Viral Infection (Unspecified and NEC*)	117
Chlamydia (Trachomatis)	106
Lues (Syphilis).....	0
Gonococcal Infection	1
Dermatophytosis	160
Monilia Vaginitis (Candidal Vulvovaginitis)	284
Trichomoniasis.....	2
Pediculosis	2
Scabies	70
Other	130
TOTAL	2,075

Neoplasms

Lipoma	6
Benign Neoplasm (Skin).....	26
Other Site	11
Malignant Neoplasm.....	8
Neoplasm of Uncertain Behavior.....	1
Carcinoma in situ	18
Other	77
TOTAL	147

Endocrine, Nutritional, and Metabolic Diseases, Diseases of the Blood, Blood Forming Organs

Thyroid Disorder.....	166
Diabetes	46
Hypoglycemia	1
Gout	18
Obesity	41
Anemia.....	140
Adenitis/Lymphadenitis	14
Other	235
TOTAL	661

*Not Elsewhere Classified

DISEASE-ORIENTED CONTACT WITH STUDENT HEALTH SERVICE (CONT)
2009-2010

Psychiatric Consultation - No Mental Disorder

Marital/Partner Problem.....	112
Other Family Problem.....	19
Psychosocial Problem	137
Observation for Suspected Mental Condition	6
Other	0
TOTAL	274

Psychoses

Schizophrenic Disorder.....	52
Major Depressive Disorder (Single)	570
Major Depressive Disorder (Recurrent).....	299
Other	274
TOTAL	1,195

Neurotic, Personality, and Non-Psychotic Mental Disorders

Neurotic Disorders	1,915
Personality Disorder.....	7
Psychosexual Dysfunction	26
Alcohol Dependence	9
Drug Dependence.....	4
Tobacco Use Disorder.....	96
Non Dependent Abuse of Alcohol	150
Non Dependent Abuse of Drugs	84
Physiological Malfunction Due to Mental Factor	4
Eating Disorder	245
Tension Headache	8
Stress Reaction (Acute).....	13
Adjustment Reaction.....	257
Depressive Disorder (NEC)	561
Attention Deficit Disorder	377
Other	157
TOTAL	3,913

Diseases of the Nervous System and Sense Organs

Epilepsy	0
Migraine Headache	122
Other Nervous System Disorder	140
Contact Lens Problem.....	2
Conjunctival Disorder	496
Inflammation of the Eyelid	112
Episcleritis/Scleritis	0
Other Eye Disorder	176
Otitis Externa	98
Impacted Cerumen	152
Eustachian Tube Disorder	62
Otitis Media	512
Tympanic Membrane Rupture	12
Labyrinthitis.....	3
Tinnitus	17
Other Auditory Disorder	134
TOTAL	2,038

DISEASE-ORIENTED CONTACT WITH STUDENT HEALTH SERVICE (CONT)
2009-2010

Diseases of the Circulatory System

Hypertension	87
Cardiac Dysrhythmia	22
Phlebitis/Thrombophlebitis	7
Thrombosis	0
Varicose Vein.....	3
Hemorrhoid	49
Hypotension	24
Other	35
TOTAL	227

Diseases of the Respiratory System

Nasopharyngitis (Cold)	13
Sinusitis	1,001
Pharyngitis (Acute)	1,259
Tonsillitis (Acute)	534
Laryngitis/Tracheitis (Acute)	20
Acute URI	1,204
Bronchitis	503
Allergic Rhinitis	540
Pneumonia	121
Influenza (Clinical Diagnosis)	390
Asthma	407
Pleurisy	4
Pneumothorax	1
Other	361
TOTAL	6,358

Diseases of the Digestive System

Gingival and Periodontal Disease	6
Dentofacial Disorder	99
Stomatitis	16
Aphthous Ulcer (Canker Sore)	24
Glossitis	4
Esophagitis	0
Peptic Ulcer	0
Gastritis/Duodenitis	33
Dyspepsia	37
Appendicitis	0
Hernia	3
Gastroenteritis/Colitis	83
Irritable Bowel	5
Anal Fissure	32
Other	1,187
TOTAL	1,529

DISEASE-ORIENTED CONTACT WITH STUDENT HEALTH SERVICE (CONT)
2009-2010

Diseases of the Genito-Urinary System

Upper UTI.....	42
Kidney Stone.....	6
Cystitis (Lower UTI).....	24
Urethritis	32
Prostatitis	9
Epididymitis.....	19
Breast Dysplasia and Disorder.....	87
Pelvic Inflammatory Disease (NOS).....	3
Cervicitis.....	8
Vaginitis.....	219
Dysplasia of the Cervix.....	63
Dysmenorrhea	81
Amenorrhea.....	85
Menstrual Disorder (Other).....	404
Other	1,430
TOTAL	2512

Complications of Pregnancy, Childbirth and the Puerperium

Spontaneous Abortion.....	2
Hemorrhage in Early Pregnancy	0
Excessive Vomiting in Pregnancy	0
Other Complications of Pregnancy	6
Complications of the Puerperium	0
Other	0
TOTAL	8

Diseases of the Skin

Furuncle/Boil	33
Cellulitis/Paronychia.....	214
Lymphadenitis (Acute)	0
Impetigo	40
Pilonidal Cyst.....	23
Seborrhea	18
Atopic Dermatitis.....	12
Eczema and Contact Dermatitis.....	300
Psoriasis	14
Pityriasis Rosea.....	17
Pruritus.....	75
Corns and Callosities	6
Ingrown Nail	63
Folliculitis	92
Acne	258
Sebaceous Cyst	68
Urticaria	68
Other	461
TOTAL	1,762

DISEASE-ORIENTED CONTACT WITH STUDENT HEALTH SERVICE (CONT)
2009-2010

Diseases of the Musculoskeletal System

Arthritis (Rheumatoid).....	5
Chondromalacia (patella).....	0
Arthralgia (Joint Pains).....	407
Back Pain	294
Ganglion.....	15
Coccydynia	5
Enthesopathy	27
Synovitis/Tenosynovitis.....	59
Bursitis	2
Myalgia/Myofascitis	58
Neuralgia/Neuritis.....	3
Other	618
TOTAL	1,493

Symptoms, Signs, and Ill-Defined Conditions

Syncope.....	29
Convulsive Disorder	7
Dizziness and Giddiness	127
Sleep Disturbances.....	253
Fever of Unknown Origin (Pyrexia)	117
Fatigue/Malaise.....	583
Hyperhidrosis.....	31
Paresthesia/Numbness.....	56
Rash	326
Subcutaneous Nodule.....	39
Weight/Nutrition/Metabolic Problem	129
Headache (NDS)	273
Epistaxis.....	18
Lymphadenopathy/Swollen Glands	144
Cough.....	1,025
Painful Respiration.....	55
Urinary Problems	468
Abdominal Pain	589
Abdominal and/or Pelvic Mass/Swelling/Lump	13
Viremia	0
Glycosuria.....	0
Abnormal Pap Smear	294
Positive PPD Converters.....	162
Positive IGRA.....	134
Elevated Blood Pressure W/O Diagnosis.....	123
Other	1,612
TOTAL	6,607

DISEASE-ORIENTED CONTACT WITH STUDENT HEALTH SERVICE (CONT)
2009-2010

Injury and Poisoning

Fracture	50
Dislocation	12
Sprains and Strains.....	128
Concussion.....	31
Open Wound	103
Superficial Injury	151
Contusion	66
Foreign Body	24
Burn	37
Injury – Nonsuperficial	469
Frostbite	1
Heat Exhaustion	1
Allergic Reaction to Medication Properly Administered.....	1
Other	49
TOTAL	1,123

Congenital Anomalies 12

TOTAL DISEASE ORIENTED CONTACTS..... 32,105

**STUDENT HEALTH SERVICE LABORATORY PROCEDURES
2009-2010**

Student Health Service Laboratory Procedures

CBC	1,285
WBC cell identification (manual)	15
WBC	3
Hematocrit	8
Hemoglobin	15
Blood Sugar	143
Occult Blood, Fecal	67
KOH Prep	74
Heterophile Antibody (Mono Test)	998
Platelet Count	0
Sedimentation Rate	88
Scabies	0
hCG Urine/Serum	429
Strep Screen	1540
Wet Prep (Trich)	722
Urinalysis (with microscopy)	1204
Urinalysis (dipstick)	235
Influenza Screen	131
TOTAL.....	6,957