



DIVISION OF STUDENT AFFAIRS

UNIVERSITY HEALTH CENTER

ANNUAL REPORT 2018-2019



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2018-19

Mission Statement

The University Health Center provides high quality, cost-effective health care and wellness programs to promote health and support academic success.

Vision Statement

Our vision is to be the provider of choice for health care and health information for UMD community, to be recognized as a leader in collegiate health care, to be an important source of information services for faculty and staff, and to be an integral part of the University's educational mission.

Values

Excellent customer service and non-judgmental patient care

Respect for all cultures and ethnicities

Open communication between providers and patients and among staff

Education and training for students and staff

Collaboration with and support of campus academic/service units

Positive relationships with state and local medical organizations

Fiscal responsibility and equitable use of resources

Continuous quality improvement throughout the organization

Integrative team approach to care

2018-19 Goals and Objectives

The goals below were set for 2018-19.

Sustainability

- No goals were set in this area for 2018-19.

Work-life Initiatives

- Increase the number of employees working from home at least one day per month to 10 (ten).
 - ACHIEVED-Currently, almost 15 employees are intermittently or regularly tele-working. They have expressed a high level of satisfaction with this opportunity.

Thriving Workplace Initiative

- Revise our Mission and Vision statement (last updated in 2009) to reflect the changing role of the UHC in the University and to better communicate this role to staff.
 - NOT ACHIEVED-The UHC Executive Committee started a process to achieve this goal, but our progress was interrupted by more immediate operational challenges.
- Create a 3-5 year strategic plan consistent with the Mission and Vision.
 - NOT ACHIEVED-The UHC Executive Committee started a process to achieve this goal, but our progress was interrupted by more immediate operational challenges.
- Improve mechanisms for collecting feedback from staff about major decisions.
 - Craft a monthly communication from the Executive Committee to update staff on key issues related to the UHC.
 - PARTIALLY ACHIEVED
 - The meeting minutes from the Student Affairs Leadership Meeting were regularly shared with staff.
 - Campus was faced with a number of health related challenges this past academic year. The Executive Committee regularly communicated with staff in meetings and by email communication about these issues.
 - Including Supervisor representatives at Executive Committee meetings and Staff representatives at Supervisor meetings.
 - PARTIALLY ACHIEVED-Both Supervisor and Executive Committee meetings were periodically attended by staff and/or supervisors.
 - Implement a “comment period” for major decisions.
 - The Executive Committee will more explicitly share the rationale behind major decisions.
 - PARTIALLY ACHIEVED-For the above two goals, the Executive Committee has endeavored to seek input about the UHC Pharmacy from employees and students as we evaluate the performance of the Pharmacy and whether it will remain open. The decision about the future of the Pharmacy has not yet been officially made.

Departmental Diversity

- Update the UHC “Introduction to Diversity” session that is offered to all new employees, including a broader group of presenters in the delivery.
 - ACHIEVED-Additional presenters were added to the rotation. One session was held in October 2018. Going forward, we may seek to engage ODI more in delivering this important message to new employees.

Assessment and Learning Outcomes

- Analyze SEES data with OCRSM to determine if Sexual Assault Prevention messaging is reaching the desired audience and contributing to desirable environmental changes related to sexual misconduct and use the data to guide the work of the Sexual Assault Prevention Committee.
 - ACHIEVED
 - CARE reviewed SEES data with OCRSM and provided University Strategic Communications with 2018 SEES data to inform the development of the university-wide sexual assault prevention messaging campaign. CARE also used the data to inform CARE education and program updates.
 - CARE conducted 126 Step UP! Bystander Intervention workshops and reached 4,104 students.
 - CARE provided 56 additional trainings to 2,495 students, faculty, and staff. CARE also reached approximately 8,990 UMD community members through 51 events hosted or co-hosted by CARE, student organizations, or departments.
- Perform an operational and customer service evaluation and upgrade of the UHC Pharmacy to limit loss and improve user satisfaction with the service. If this venture is not successful, we will prepare to investigate alternative ways to offer pharmacy services on campus (i.e., outsourcing).
 - ONGOING-The UHC was faced with additional staff-related challenges in the pharmacy this past year. We are in the process of hiring a new lead pharmacist to provide better direction and oversight of the pharmacy. We are also gathering feedback via surveys about pharmacy service, we are seeking to right-size the operation of the pharmacy practice and are looking outwardly to the community to better determine ways to meet the pharmacy needs of our patients.
 - Instituted a variety of operational procedures to limit loss.
 - Instituted physical and electronic workflow staging to streamline the filling process.
 - Utilized patient feedback to hone in on issues of concerns about waiting time.
- Successfully complete the 2019 AAAHC Accreditation visit.
 - ACHIEVED-The UHC was accredited for an additional 3 year term with no major deficiencies.

Additional goals that were set for 2018-19

Information Technology

- Update the UHC server system either by purchasing new equipment or contracting with the Division of Information Technology to ensure maximal security of data and the ability to recover data in the event of disaster.
 - PARTIALLY ACHIEVED – New equipment was purchased through an extensive vetting process with our team and the Division of IT. Implementation will be done in phases during 2019-2020.

Other

- Successfully complete an RFP for the Student Health Insurance Plan.
ACHIEVED-The RFP process was completed successfully and a new plan is in place for 2019-20 with better coverage at a lower premium.

The section below outlines progress on goals set and not yet achieved in previous years

Assessment and Learning Outcomes

- Increase our patient satisfaction survey responses to 2,400 to achieve interpretable data based on our total visits and improve scores on overall satisfaction and the likelihood that patients would recommend the UHC to a friend.
 - NOT ACHIEVED-The UHC saw an increased in overall number of responses during the 2018-19 school year (2,812, up from 2,399 in 17-18), though unfortunately satisfaction worsened. This will continue to be a focus of our improvement efforts. The exception to this satisfaction trend is in the Faculty and Staff Assistance Program where 93% of users reported that they would recommend the service to others.

Patient Care Operations

- Increase the efficiency of care in Medical Units by assigning a Registered Nurse to work within each Unit and by establishing Nurse Advice Phone and Electronic Communication Lines.
 - ACHIEVED
 - Both Primary Care units, as well as the Women's Health unit, all have a designated Nurse. In addition to providing direct patient care, these nurses help manage patient flow, contact pharmacies and outside doctors' offices, help patients with obtaining medication refills, and reach out to patients for follow up as needed.
 - An electronic Advice Nurse communication inbox was established in the spring of 2018, to respond to patients who have certain medical issues or questions. The use of this feature has increased, where nurses responded to 145 messages this year, compared to only 54 messages last year. Nurses can triage patients, refill selected medications, and answer general questions by secure email message. While the original plan was to expand this Advice Nurse service to include access by phone last fall, patients prefer to communicate electronically when possible. Therefore, the plan is to add more options to electronically communicate with the nurses.
 - Nurses have also begun to perform certain uncomplicated medical visits where a provider need not be present. These visits currently include problems such as urinary

tract infections, birth control refills, and basic wound care. By following provider created and approved protocols, nurses have been able to conduct 190 patient visits in the past year (up from 79 the previous year). In the coming year, we plan to finalize protocols for several more visit types, which should increase patient access to these types of appointments.

2018-19 Additional Accomplishments

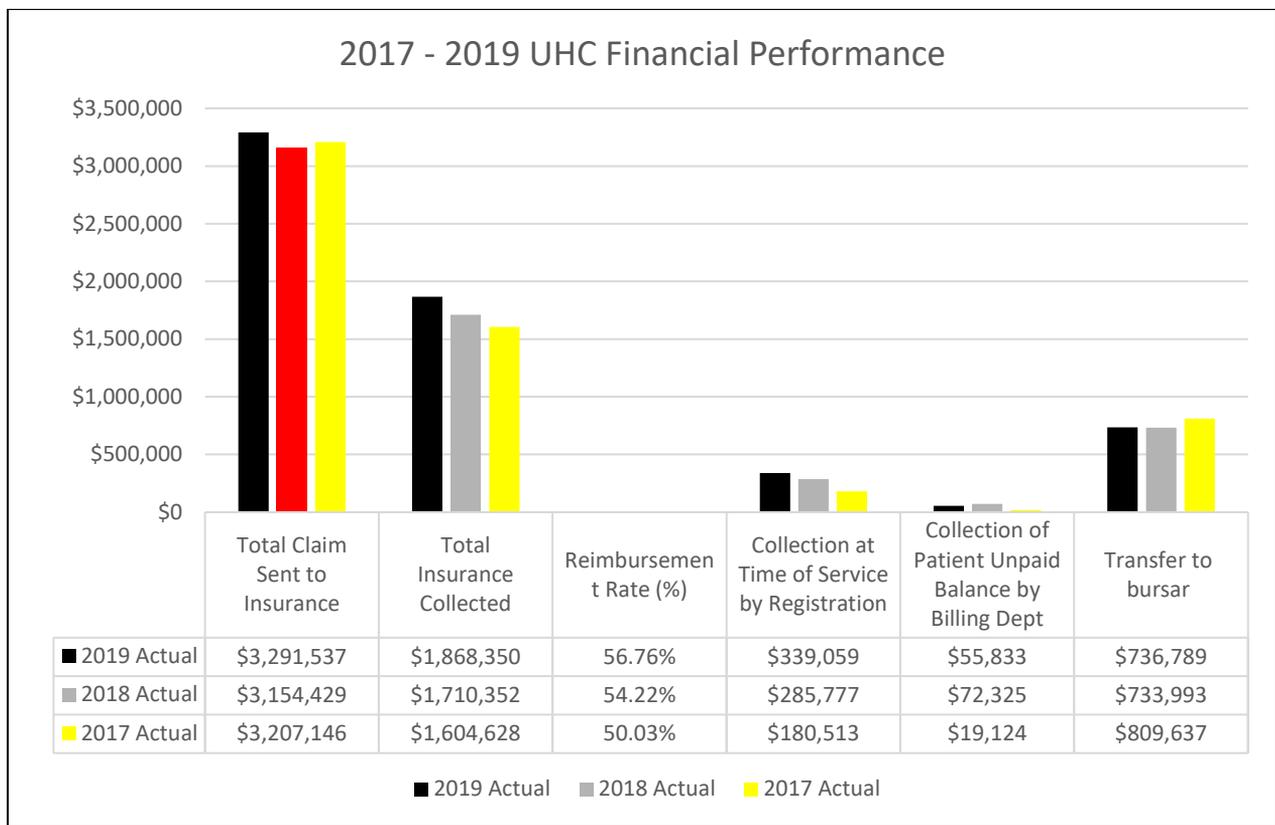
❖ Assessment and Learning Outcomes

- The National College Health Assessment II and III were completed, though response rate was low. Health Promotion and Wellness Services will endeavor to glean useful data from the responses.

❖ Departmental Diversity

- The patient satisfaction survey was revised to assess patient satisfaction during Health Center visits in the areas of need related to disability, culture/ethnicity/race, and gender diversity. Satisfaction in all three areas consistently achieved an average score of above 4.5 out of 5.
- Direct feedback from one student using a wheelchair identified an issue with elevator buttons. Work is underway to relocate elevator button to be easily reached by patients using wheelchairs.

❖ Organizational Financial Health



❖ **Inter-departmental Collaboration**

- The UHC and Dining Services successfully implemented expanded availability of epinephrine auto-injector in the three main Dining Facilities.
- The Alcohol Coalition and Resident Life created and published a “Guide to Sanctioning” to clearly spell out responsibilities and consequences related to the use of alcohol and other drugs.
- The UHC and OCRSM are launching online student education this summer through Ever-Fi inclusive of interventions around alcohol and other drugs and sexual assault.
- Consulted for the Hearing and Speech Sciences department regarding graduate student stress. Facilitated a focus group and provided a report and recommendations to the department.

❖ **Public Health**

- The UHC was designated as a site eligible to conduct education and training under the Overdose Response Program in Maryland.

❖ **Occupational Health**

- In collaboration with University Human Resources, several job-related risks (animal handling, blood borne pathogen exposure, commercial vehicle driving, the need for respiratory protection, work in BSL-3 labs and work with agents infectious to humans) were added to job descriptions to aid in pro-actively identifying employees as they onboard. The Occupational Health Unit used this information to reach out to supervisors to encourage employees to come to the UHC for necessary clearances.
- Working with our Occupational Health Physician consultant, all of the OH policies were reviewed and updated and new policies were created for Herpes B Virus exposure and Tuberculosis Surveillance for Health Care Workers. The consultant is currently reviewing pathogen specific response documents to better allow the UHC to respond to exposed laboratory workers.
- The UHC has initiated a “Hot and Cold Weather Guideline” to better protect employees and students during extremes of weather temperature. The UHC has also created a “Heat Illness Protocol” to be implemented this summer for patients who visit the Center.
- Significant progress has been made toward documenting high-risk employee vaccination status for MMR (measles, mumps and rubella) and Hepatitis B.
- The Animal Handling clearance and surveillance process has been streamlined including regular communication with Animal Research Support.

❖ **Grants and Fundraising**

- \$6,000 through Maryland Suicide Prevention and Early Intervention Network for *Kognito promotion and suicide prevention work*.
- \$5,000 Maryland Parent and Family Association for *Cold and Flu Self-Care Kits*.
- \$1,800 Pepsi Grant for *UMD Peer Programs Summit*.
- \$3,000 Maryland Parent and Family Association for *Recovery UMD: Building Community and Awareness*.

- \$15,462 Sexually Transmitted Infection Network Group (STING) to provide free STI testing and subject enrollment. SUI received approval for \$4586 from the Maryland Parent and Family Association's Parents and Families Initiatives Fund (MPA PFIF) for Recovery UMD activities 2018-2019; we used \$2301.
- Department of Health ACCESS Grant program for Overdose Response Programs-75 2-dose Narcan® kits, with an estimated value of \$9,000 and distributed 88% of them within 1 month.
- \$1,000 granted by the Saremi Health and Wellness Foundation in 2017 to improve the recovery library.
- \$3,525 in donations to University Health Center accounts (Victim Assistance Fund, Remington Fund, UHC Fund and Terps for Recovery Fund).

Issues, problems and challenges faced during the past year would overwhelmingly be addressing mold and AdV and the effects on the health of our students and the operational impact to the UHC. This year more than others staff were feeling burned-out and overwhelmed by the challenges related to these two uncontrollable set of occurrences. In the coming year, a primary focus of our work will be to build on the trust that the community, students and families feel for the UHC and to help the community to understand our commitment to caring for the community.

2019-20 Goals

Sustainability

To achieve Gold Sustainability Office Status.

Work-Life Initiatives and Thriving Workplace

To revise our Mission and Vision statement (last updated in 2009) to reflect the changing role of the UHC in the University and to better communicate this role to staff.

To create a 3-5 year strategic plan consistent with the Mission and Vision.

Departmental Diversity

To work collaboratively with the Office of Diversity and Inclusion to present all new employees with an "Introduction to Diversity and Inclusion at UMD".

Assessment and Learning Outcomes

To implement 10 (ten) tangible interventions to improve the image and perception of the University Health Center and to improve patient experience, understanding of the UHC and satisfaction scores.

Behavioral Health

To develop Individualized Treatment Plans for each student that have measurable goals, appropriate interventions and are time-specific based on the needs of the student.

To develop a time-protected case management system in which patients are referred when clinically stable to off campus providers to ensure appropriate continuity of care, therapy and ongoing medication management if needed.

To explore the possibility of a shared triage function between the UHC and Counseling Center.

Sports Medicine

To effectively move Sports Medicine services under the organizational umbrella of the UHC as demonstrated by:

Hiring of an Assistant Director of the University Health Center for Sports Medicine

Engaging in at least two group activities that include both current UHC staff as well as our new Sports Medicine colleagues.

Implementing a mechanism for sharing information (shared EMR) between the UHC and Sports Medicine.

Public Health

To hone our immunization compliance system by:

Decreasing the time to compliance for students coming to the University by more actively outreaching and working with Resident Life to urge on-campus students to comply.

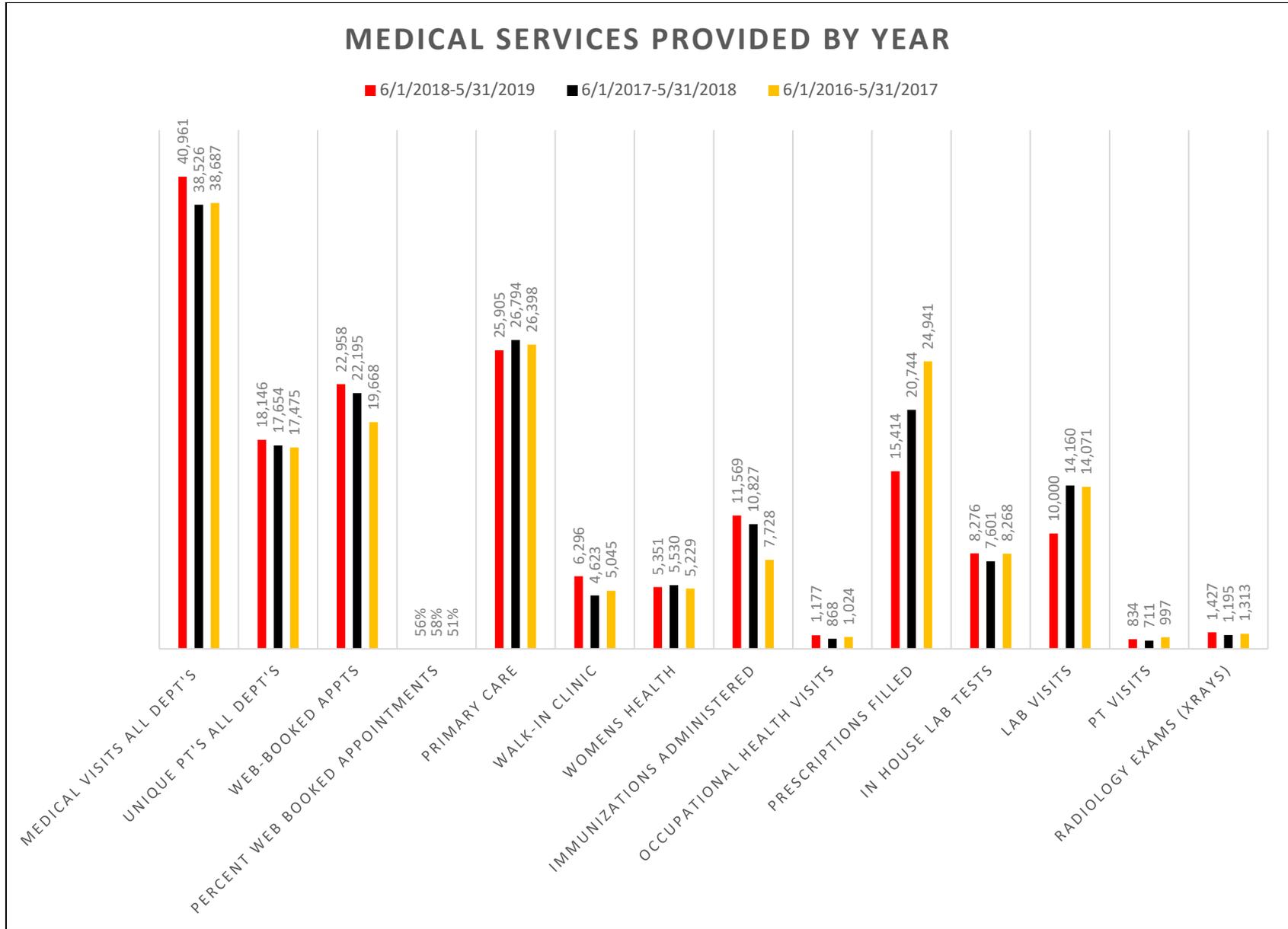
Establishing a mechanism for gleaning immunization information from the State Immunization Database (Immunet) to complete student immunization records.

Transferring basic employee demographic information into the UHC EMR to allow for better tracking of immunization status for faculty and staff.

To consider implementing a Public Health Dashboard to share public health and disease trends on campus for those who have interest in knowing this information.

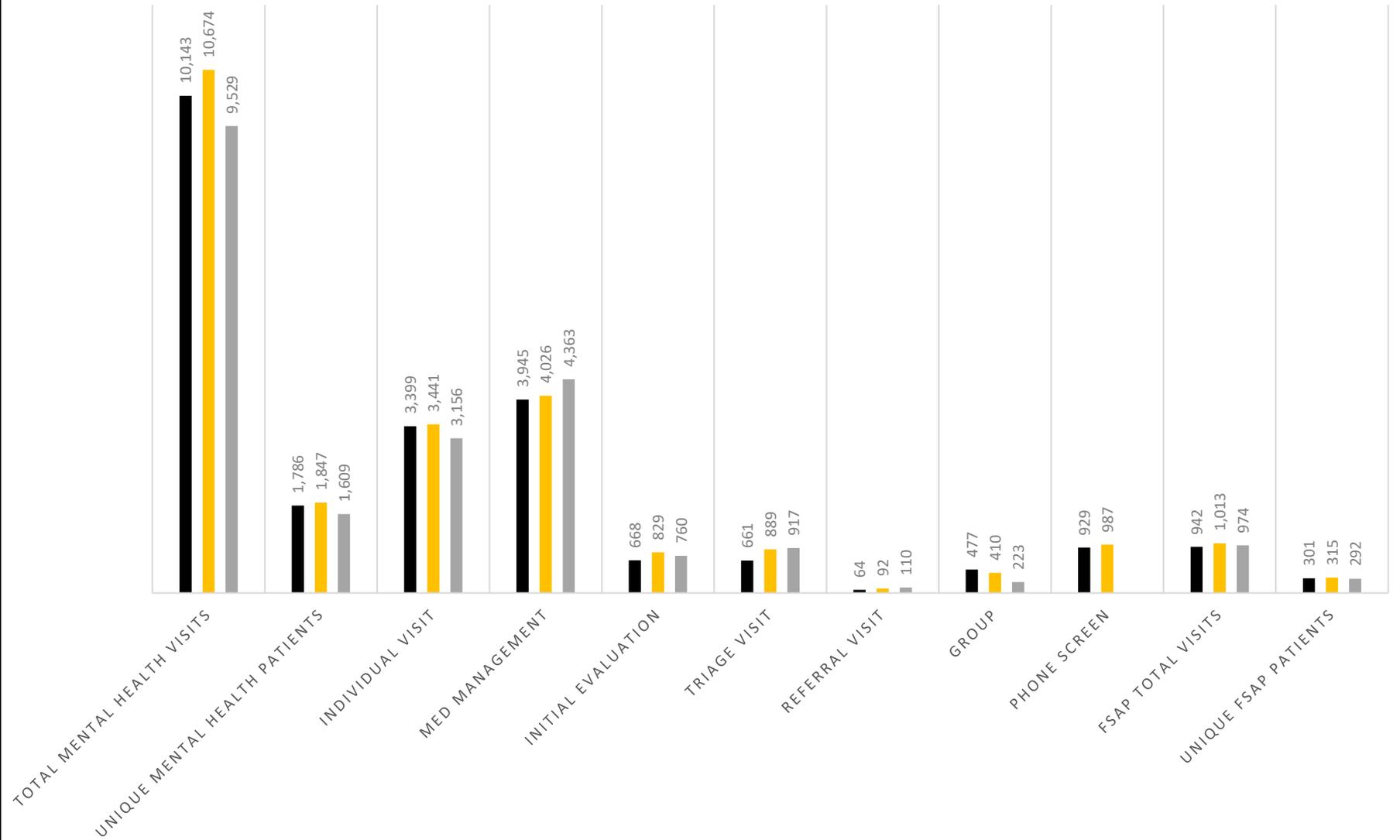


Key Statistics



MENTAL HEALTH SERVICES PROVIDED BY YEAR

■ 6/1/2018-5/31/2019
 ■ 6/1/2017-5/31/2018
 ■ 6/1/2016-5/31/2017



Mental Health Severity Indicators

	2018-19	2017-2018	2016-2017
Students sent to ER for psychiatric crises:	137	112	101
Students reporting current suicidal ideation on intake:	35%	39%	35%
Students reporting past suicide attempts on intake:	12%	9%	10%
Students reporting a history of cutting or other self-injury on intake:	36%	32%	36%

Alcohol EDU Drinker Category Data, Survey 1-3, 2016-2019, 99% Completion Rate for Part 1

	18-19 numbers		Relative Change Survey 1-3							
	UMD	National	UMD	National	UMD	National	UMD	National	UMD	National
	18-19	18-19	17-18	17-18	16-17	16-17	15-16	15-16	15-16	15-16
Abstainer Survey 1	38%	-8%	-4%	-8%	-3%	-11%	-6%	-13%	-8%	-8%
Abstainer Survey 3	35%									
Non Drinker Survey 1	26%	-30%	-18%	-33%	-21%	-37%	-21%	-45%	-31%	-31%
Non Drinker Survey 3	18%									
Moderate Drinker 1	18%	(+)12%	(+)11%	(+)18%	(+)11%	(+)25%	(+)11%	(+)36%	(+)25%	(+)25%
Moderate Drinker 3	21%									
Heavy Episodic 1	14%	(+41%)	(+)22%	(+)43%	(+)25%	(+)47%	(+)31%	(+)69%	(+)64%	(+)64%
Heavy Episodic 3	20%									
Problematic 1	3%	(+88%)	(+)44%	(+)75%	(+)50%	(+)75%	(+)40%	(+)125%	(+)75%	(+)75%
Problematic 3	6%									

UMD students convert to higher risk drinking levels at twice the rate of the national Alcohol EDU sample.

Abstainer: Consumed no alcohol in the past year, Non-drinker: Consumed no alcohol in the past 2 weeks, but may consumed alcohol in the past year, Moderate Drinker: On the highest drinking day in the prior 2 weeks, consumes 1-4 drinks (male) or 1-3 drinks (female), Heavy Episodic Drinker: On their highest drinking day in the prior 2 weeks, consumed 5-9 drinks (male) or 4-7 drinks (female), Problematic Drinker: On their highest drinking day in the prior 2 weeks, consumed 10+ drinks (male) or 8+ drinks (female)



Campus Advocates Respond and Educate to Stop Violence Education & Outreach: 2018-2019

Prevention Education



126 Step UP! workshops
4,104 students reached

- ▶ **82%** of evaluation respondents were "very satisfied" or "satisfied" with the presentation overall
- ▶ **88%** felt like they were equipped to be active bystanders on campus

Workshops Delivered

- ▶ **The "C" Word is Consent**
- ▶ **Don't Turn Red Flags Pink**
- ▶ **CARE 101** (Student & Faculty/Staff Versions)
- ▶ **Custom Workshops**

56 workshops delivered
2,495 students/faculty/staff reached

Audiences

Academic Courses, Greek Organizations, Athletic Teams, Student Groups, ROTC, RAs, Faculty & Staff

Outreach Activities

41 tabling, speaker, or panelist events
7,640 students reached

Annual Events Hosted 803 Community Members Reached

- ▶ **Purple Light Night**
- ▶ **Neurobiology of Trauma & Healing**
- ▶ **The Clothesline Project** (Fall & Spring)
- ▶ **Take Back the Night**

Events Co-Hosted 548 Community Members Reached

- ▶ **Speak Your Truth**
- ▶ **Step UP! for Spring Break**
- ▶ **Let's Talk**
- ▶ **DV/SA 101 & Bystander Intervention in AAPI Communities**
- ▶ **Denim Day 2019**

Sexual Assault Prevention Committee (SAPC)

- ▶ **Messaging campaign** — *Raise Your Voice* had a successful grassroots pre-launch during the Spring semester.
- ▶ **Centralized website** — raiseyourvoice.umd.edu was launched during the Spring semester.
- ▶ **Plan for monitoring Step UP! program fidelity** — Developed a plan for evaluating Step UP! workshops and facilitators.
- ▶ **Plan for assessing current prevention trainings** — Developed guidelines for assessing all campus prevention trainings.
- ▶ **Development of evaluation portal** — With the School of Public Health, collaborated to create a centralized online evaluation platform.



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New Platforms!



72 New Followers
2,875 Profile Views



295 New Followers
6,238 Impressions



66 New Page Likes
471 Post Engagements



Health Promotion & Wellness Services

PEER PROGRAMS

This year, HPWS Peer Programs reached **8,960** students through **127** programs

Peer educators educate the campus community about wellness through one of three topic specific lenses: mental health, substance use, and sexual health. Peer Leaders plan, implement, and evaluate programs through an intersectional lens.

	MENTAL HEALTH	SUBSTANCE USE	SEXUAL HEALTH	PEER LEADERS
COURSE CODES	PEER 311 / 321	PEER 313 / 323	PEER 314 / 324	PEER 338
MAIN PROGRAMS	It's Time to Talk about Mental Health Self Starter Kit	Alcohol & Marijuana 101 Alcohol 201	Safer Sex 101 Safer Sex Games	Self-Care Showcase House Party at the Health Center Rainbow Wellness
NUMBER OF PRESENTATIONS	41	23	18	N/A*
NUMBER OF STUDENTS REACHED	1,090	915	590	153
NUMBER OF PEERS	11	8	12	5
NUMBER OF CREDIT HOURS AWARDED	60	48	69	27

NEW COLLABORATIVE PEER INITIATIVES

This year, Health Promotion & Wellness Services Peer Programs piloted two new interactive and collaborative outreach initiatives.

LIVING YOUR BEST LIFE

An interactive jeopardy-style presentation that covers basic mental health, alcohol, and sexual health content, as well as relevant campus resources.

28 presentations
640 reached

THRIVING THURSDAYS

A weekly info booth designed to engage and educate students about navigating stress, sex, and substances.

36 Thriving Thursdays
500 reached

SPECIAL EVENTS

In addition to routine programs, Peer Educators and Peer Leaders participated in UMD special events including but not limited to: First Look Fair, Next Now Fest, Wellness Expo, Condom Fashion Show, Stress Less Carnival, Quelcome, and Strengthen Your Shell.

17 special events **5225** reached

PATIENT SATISFACTION

Average Overall Satisfaction Fall 2018



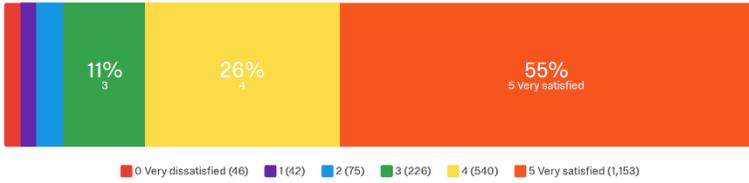
Average Overall Satisfaction Spring 2019



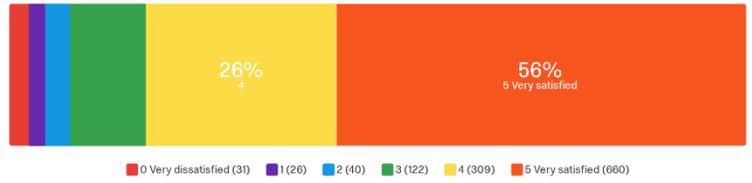
2018-2019 Academic Year

Average Overall Satisfaction: 4.22, 81.45 % at top two tiers

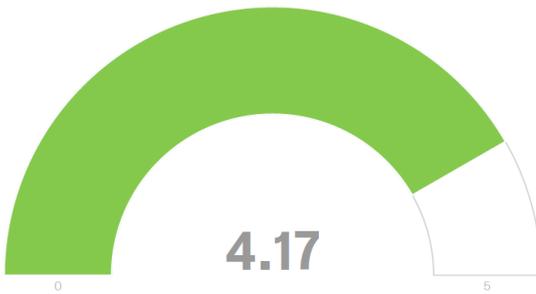
Average Overall Satisfaction Level Fall 2018



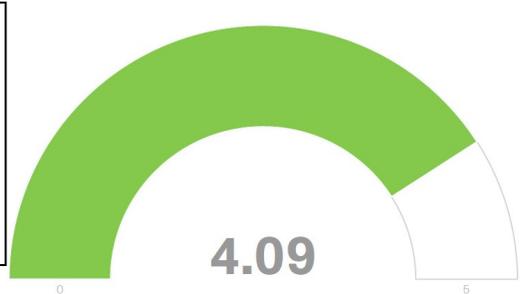
Average Overall Satisfaction Level Spring 2019



Average Overall Recommendation Fall 2018



Average Overall Recommendation Spring 2019

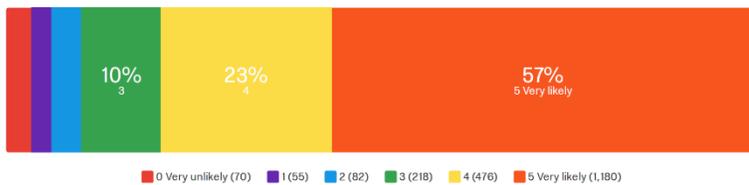


2018-2019 Academic Year

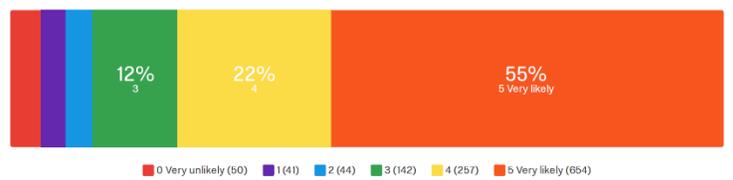
Academic Year

Average Overall Recommendation: 4.13, 78.13 % at top two tiers

Overall Recommendation Level Fall 2018



Overall Recommendation Level Spring 2019



Performance Goals: Average Overall Score in Each Category ≥ 4.5 ; Responding at the Top Two Tiers $\geq 90\%$