

NM STUDENT HEALTH
& COUNSELING

ANNUAL REPORT 2024

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THE SHAC OVERSIGHT COMMITTEE (SHACOC)

Student Health and Counseling Oversight Committee July 2024



Ronica Martinez, MD
Medical Director



Stephanie McIver,
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Executive Director



Lesley McKinney, LPCC,
MHA
Director of Clinical
Counseling



James R. Shrum, MBA
Associate Director
of Operations

Dear Stakeholders,

It is with pride and gratitude that I present to you the Annual Report for Student Health and Counseling (SHAC) at the University of New Mexico (UNM). We remain committed to fostering a healthy and supportive environment for all students, ensuring they have affordable access to comprehensive health services necessary for their academic and personal success.

Over the past year, SHAC has made significant strides in expanding and enhancing the services we provide. Our primary care team worked diligently to address the diverse health needs of our student population, offering everything from routine check-ups and vaccinations to specialized care and chronic disease management. This year alone, we saw an increase in student engagement with our health services, underscoring the critical role we play in maintaining the well-being of our campus community.

Mental health continues to be a top priority for SHAC. With the growing demand for mental health services, we expanded our counseling team and introduced a new intake model to better support students. Our counselors have been at the forefront of addressing issues such as anxiety, depression, and stress, providing individualized care and facilitating group sessions that promote resilience and peer support. We continued telehealth, ensuring students have access to counseling services regardless of their location across New Mexico.

Prevention and education remain cornerstones of our mission. This year, we launched several initiatives aimed at promoting healthy lifestyles and preventing illness. Outreach programs included workshops on nutrition, sexual health, physical fitness, and stress management. The enthusiastic participation reflects a campus culture that values and prioritizes health and wellness.

Collaboration with campus partners is essential to our success. We strengthened our relationships with our Student Affairs colleagues, academic departments, student organizations, and administrative units across the whole campus. By working together, we are addressing technical issues and the unique needs of various student groups, including marginalized students, international students, athletes, and those with disabilities.

SHAC is dedicated to continuous improvement and innovation. We are exploring new technologies and methodologies to enhance our service delivery. We remain responsive to the evolving student needs. Our commitment to inclusivity, affordability, accessibility, and excellence in care will guide our efforts. Much of this year was spent in preparation for our reaccreditation, ensuring that we continue to provide excellent care to students.

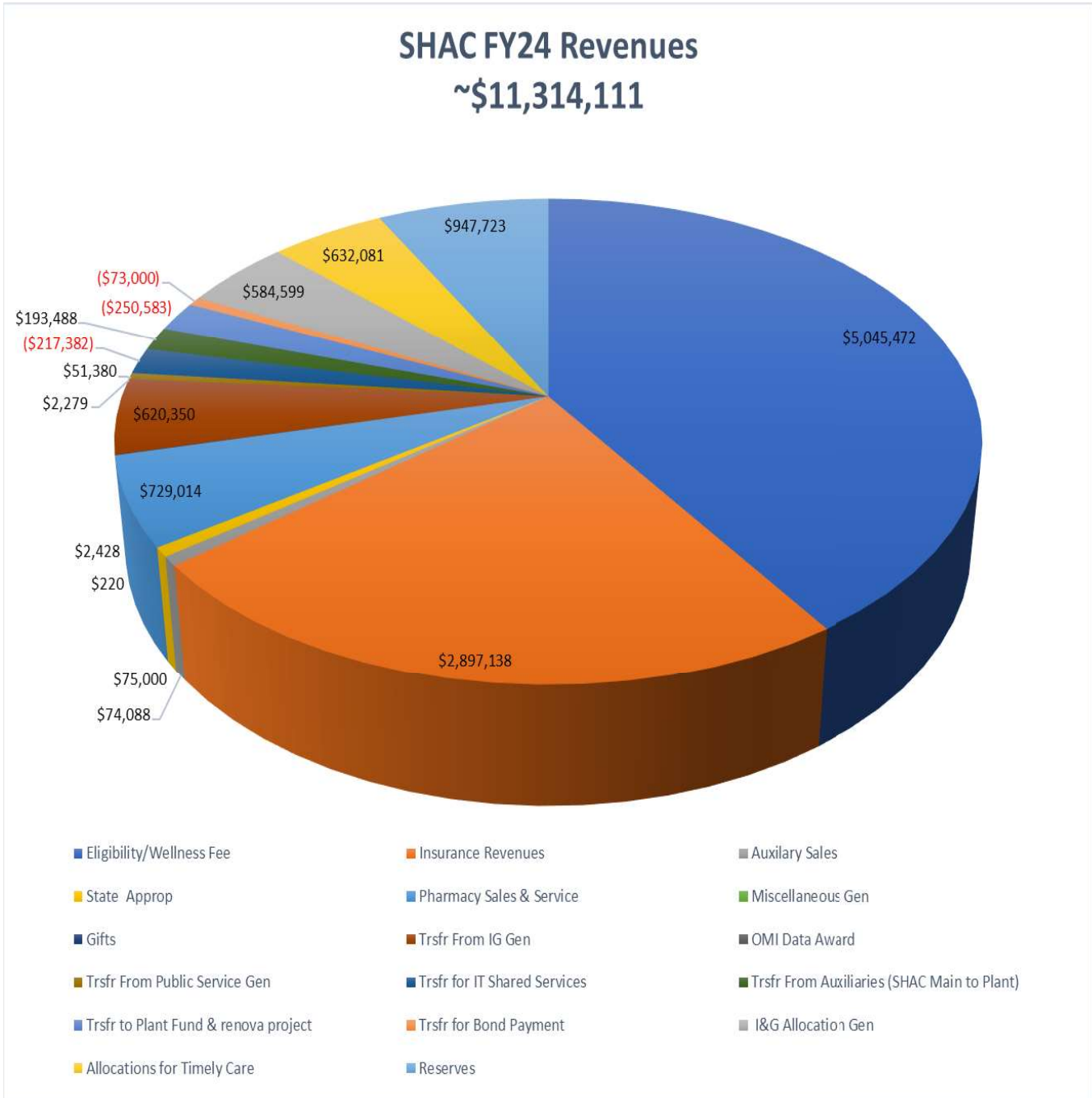
I extend my deepest appreciation to our dedicated staff, whose unwavering commitment to serve makes our achievements possible. I thank our students for their trust and engagement, which drove us to excel. Lastly, I am grateful to you, our stakeholders, for your ongoing support and investment in student health and well-being. Together, we are building a healthier future for the University of New Mexico community.

Sincerely,

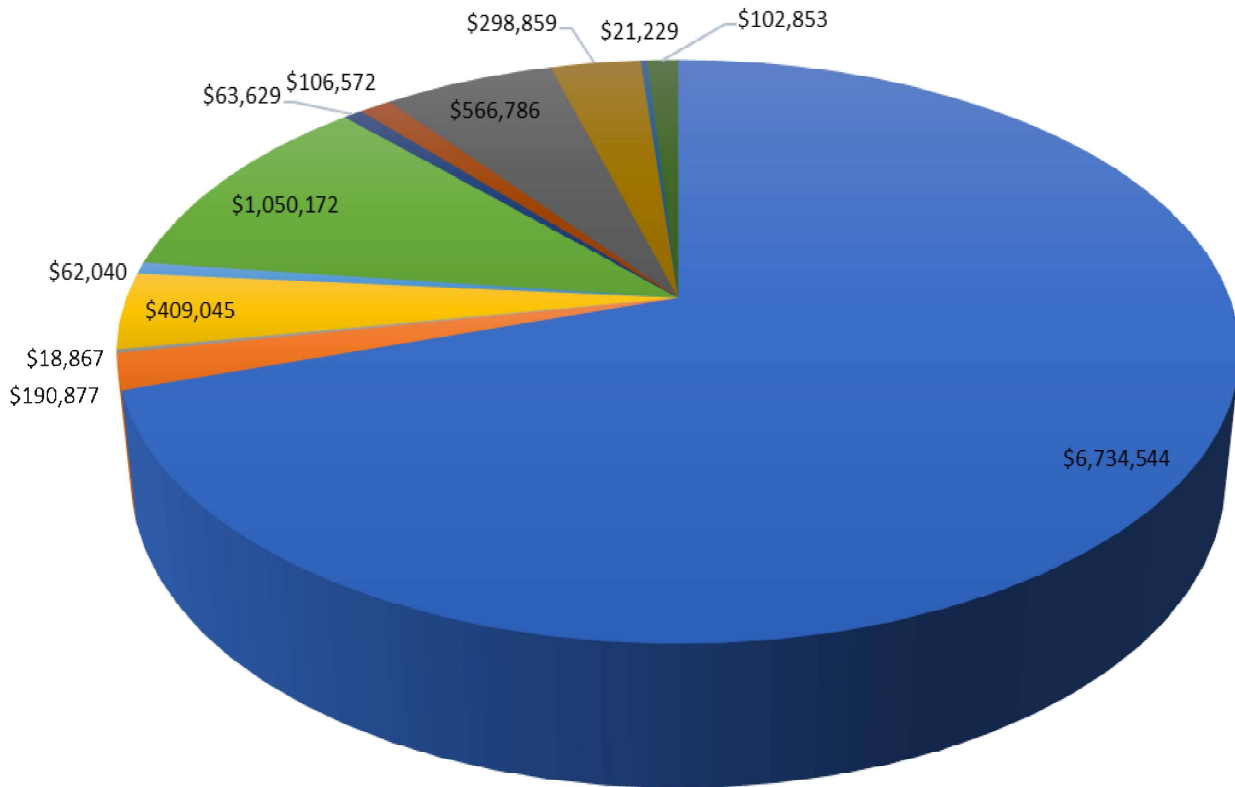


Executive Director, Student Health and Counseling
University of New Mexico

FY24 FINANCIAL SUMMARY



SHAC FY24 Expenses ~\$9,625,475



- Salaries & Fringe
- Supplies/Gen Op & Other Expenses
- Travel & Incentives
- Lab/Medical Supplies
- Communications
- All Services
- Professional Liability (Malpractice/Facility Insurance)
- Plant Repairs/Maintenance/MISC
- Inventory/COGS (Pharmacy)
- UNM Admin Overhead
- Equipment/Furniture > \$5,000
- Banner Tax/ Fees/Surcharges/Bad Debt

CLINICAL YEAR IN REVIEW

As an accredited, comprehensive healthcare clinic, SHAC offered many services across multiple clinical departments. It was a busy year with an increase in visits to SHAC. The number of distinct encounters across each clinic were as follows:

- Allergy & Immunization and Travel Health - 3604 appointments, 1023 no-visit patient contacts, and 8537 secure messages **
- Acupuncture - 105 appointments
- ASAP (acute care) - 1951 walk-in visits
- Counseling - 6524 appointments, 194 no-visit patient contacts, and 11883 secure messages**
- Massage Therapy (discontinued) - 162 appointments
- General Medicine (includes Sexual and Reproductive Health and Sports Medicine) - 12275 appointments, 45 after-hours contacts*, 1749 no-visit patient contacts, 235 faxed Rx refill requests, and 21685 secure messages**
- Pathology & Lab - 18347 tests, and 36 secure messages*
- Pharmacy - 15986 Rx filled
- Physical Therapy - 1059 appointments, 6 no-visit patient contacts, 521 secure messages**
- Psychiatry - 691 appointments, 13 no-visit patient contacts, 284 faxed Rx refill requests, and 780 secure messages**
- Radiology - 555 orders

**Providers were on-call after-hours during Fall term only. SHAC transitioned to a new, telehealth platform for after-hours call in Spring term.*

***Secure messaging is a confidential, secure communication with students through our electronic health record portal. SHAC providers engage heavily with students using this communication tool.*

SHAC clinics served 7141 unique individuals. These were 4062 undergrads, 2959 graduate students, and 120 faculty and staff members. Of these individuals, 2769 were male, 4372 were female. A new daily Banner database download process, and linked fields in our electronic health record will enable us to more accurately account for and report on intersectional identities next year.

Health Promotion

This team consists of a Mental Health Training & Development Specialist, Health Education Coordinator, Peer Educators and Student Advocates, student interns, and their manager. To address all the spokes on the wellness wheel, HP provided resources, programming, and services to the entire university community in the form of New Student Orientation presentations and tabling, digital newsletters, social media posts, podcasts, workshops and events. Their workshops and events included “Gymtimidation,” Suicide Awareness, Trauma Informed Yoga, Mindfulness, Stress Reduction, Sex Ed 101, Adjusting to College, and STI Testing. They engaged 298 students in their Fall outreach and 414 students in the Spring. They tout 3428 social media followers and disseminate their monthly newsletter to over 20000 students.

Our Staff

We employed 83 staff members that included: 10 physicians, 12 nurses and advanced practice providers, 5 medical assistants, 3 allied health providers, 14 counseling providers, 10 technicians, 4 Health Promotion staff, 6 front desk staff, 13 Operations staff, and 6 students.

PROGRESS ON STRATEGIC GOALS

The 5 Strategic Goals developed during FY23 are:



Though not finalized until Spring 2024, SHAC is already underway with many of our strategic objectives. Clear lines of authority and reporting have been established with a streamlined governance body. Lead nurses and the Medical Director met to identify curriculum content for nursing competencies, training materials and methods, and started planning for coordinated training. The nursing staff, many in early career, have taken time to shadow and practice specific competencies such as starting IVs and anaphylaxis protocols.

A new staff recognition program is in full swing permitting great work to be acknowledged by peers and improved morale. SHAC is taking leadership in the Division of Student Affairs with this staff recognition initiative and will work next year to apply this work across the Division.

Through new billing software, we increased our billing reimbursement and denial appeal success, resulting in significant growth in revenue. Our Revenue Cycle Team submitted 21,124 claims resulting in \$2.9 million in collections. The team also pursued 919 insurance denials bringing in \$80,572 that formerly would have been written off. This revenue increase enabled deposits to our reserve fund, which had been depleted to \$57,160 in February, bringing it back up to \$220,231 by end of year. We remain committed to increasing our reserves to an optimal sum. Our expert and experienced Revenue Cycle team negotiated new contracts with Presbyterian Commercial insurance, allowing this significant number of policy holders to use their benefits here at SHAC. We also resumed our Insurance Navigation service, defunct since 2020, hiring a student intern and a Front Desk Administrative Assistant to help enroll uninsured students.

A SINGLE MEDICAL DIRECTOR

The retirement of our Co-Medical Director, James Wilterding, MD, provided an opportunity to streamline our clinical leadership under a single director, Ronica Martinez, MD. A longtime provider at SHAC and alumna of UNM, Dr. Martinez brings her expertise in Family and Sports Medicine and her love of UNM and all its students to the task.

In her role she supervises the General Medicine and ASAP clinics, Allergy & Immunization and Travel Medicine, Radiology, Lab, and Pharmacy. She also divides her time between SHAC and Athletics where she provides medical care to UNM's large roster of athletes.

COUNSELING SERVICES

A New Intake Model

Anecdotal feedback from students was that they often felt frustrated and confused about the function of the Triage appointment in our previous intake model. Clinical intervention was not the goal of the Triage appointment leaving students who needed brief solution focused intervention or immediate resources wanting. This changed to the One-At-A-Time session (OAAT) as the initial point of contact between student and counselor. An OAAT appointment is 50 to 60 minutes, solution focused, resource focused and lead by the directive in question posed by the student. This change in model allows for students to direct their needs in their initial point of contact. When students present to an OAAT session, they will discuss their goal, and the provider will collaborate with the student to determine the next steps by the end of the session.

Goals for an OAAT sessions can include:

- Solution-focused problem solving
- Creation of a coping or safety plan
- Establishment of a touch point for counseling support
- Advocacy
- Referral for psychiatry
- Screening for ADHD, Substance Use Disorders (SUDS), or other mental health disorders

Survey data confirms that the OAAT appointment is successful in decreasing follow up Crisis appointments. This is likely due to students being able to obtain clinical intervention the first time they can engage with a therapist. Results show higher student engagement in care which improves the overall outcomes of care.

New Providers

Increasing the counseling provider staff from 7 to 14 during the academic year significantly improved our Clinical Load Index (CLI), which is the currently accepted metric developed by the Center for Collegiate Mental Health. The CLI, which improved from a score of 203 in FY22 to 138 in FY23, and now to 128, is a measure of supply and demand for these clinical services and how well we can dose treatment (provide frequent and numerous sessions per student).

The SHAC CLI



This diagram shows how limited in mental health capacity SHAC was compared to many other colleges and universities in the nation (grey dots) during Spring term of 2023. By Fall of 2024, with a few new counselors, our capacity to serve students increased significantly, and will increase further in FY25. This increased capacity means Counseling Services can offer more sessions to more students over a longer term thereby increasing the ability to treat mental health conditions, rather than simply mitigate them.

A NEW FEE STRUCTURE

The increase in cost of operations for SHAC, the increasing number of uninsured students (or students who do not present their insurance), and the inconsistent practice of waiving fees for students who report economic hardship significantly impacted our ability to fund our service. This necessitated the re-establishment of rules regarding payment for services at SHAC.

SHAC developed a new fiscal model that keeps out-of-pocket costs low for our students. Numerous meetings, hours of research, and consultations occurred this year to develop a clear and reasonable fee structure for students that keeps us in compliance with our insurance contracts. New regulations reduce co-pays for healthcare consumers in New Mexico and better define services that do not require the charging of deductibles and co-insurance.

The new fee structure makes it easier for students to understand their fee status and for staff and providers to advise them of their options. Engaging students with our trained Front Desk staff and Insurance Navigators decreases misinformation about fees and insurance, increases their agency in working with their insurance provider for coverage and privacy (often a barrier to service), and enables their connection to financial support.

INSURED	SELF-PAY	UNINSURED
<ul style="list-style-type: none"> • \$0-15 Office Visit Fee 	<ul style="list-style-type: none"> • \$15 Office Visit Fee 	<ul style="list-style-type: none"> • \$15 Office Visit Fee
<ul style="list-style-type: none"> • Billing for Insurance Reimbursement 	<ul style="list-style-type: none"> • 65% Billing Discount 	<ul style="list-style-type: none"> • Refer to Insurance Navigator • Refer for financial support • Opportunity to apply for fiscal hardship status

A NEW DIGITAL HEALTHCARE PLATFORM

In August 2023, SHAC assisted UNM in implementing *TimelyCare*, an online healthcare resource for students. This digital healthcare platform provides free medical, counseling, psychiatry, health coaching, self-care resources, basic needs guidance, and health education to all enrolled UNM students, across all campuses. It can be accessed from the SHAC webpage and is available 24/7/365. This platform is now used for SHAC after-hours coverage for medical and counseling services. Since last August approximately 1000 students have registered to use this service.

TimelyCare is expected to benefit students with medical or mental health needs after hours, the students on Branch campuses who lack onsite healthcare services, and students least likely to access services; non-traditional students, remote/online students, graduate and professional students. To this end, a SHAC team was formed to travel to Branch campuses providing education and outreach about *TimelyCare*, and to work with University Communications and Marketing to inform and incentivize underrepresented to students to access this free healthcare.

A NEW COLLEGIATE RECOVERY CENTER

Student Health and Counseling adopted the Collegiate Recovery Center, formerly a program offered out of the Department of Psychology and facilitated by Graduate Assistant (GA) support under the supervision of a licensed clinician. SHAC is replicating this addiction and substance abuse recovery support program with a recurring role for a graduate student employee, beginning in the Fall 2024 semester.

With the addition of the CRC, we will be able to lean into the collaborative stepped care model of supporting students with preventive and remedial care that will boost the clinical interventions for addictions that take place in SHAC.

The CRC will identify and coordinate a variety of support groups based on need, and desire. Groups will be added to service lines and focused to support recovery in ways that represent our population at UNM. In addition to peer support and individual consultations, recovery support will include:

- Alcoholics Anonymous
- All Recovery
- SMART Recovery
- Recovery Dharma

The CRC will focus efforts on outreach to students in recovery and will promote the representative space within SHAC that supports all students in recovery. CRC will focus on supporting and outreaching minoritized populations and BIPOC students to establish a recovery space representative of the UNM population.

NEW CAMPUS COLLABORATIONS

SHAC/HSC/HS Steering Committee

This mission is to foster collaboration and synergy between the University of New Mexico Student Health and Counseling (SHAC), UNM Health Sciences Center (HSC), and the UNM Health System (HS), with the goal of providing student focused coordinated, accessible, and holistic healthcare services. We strive to enhance the overall well-being and academic success of students by promoting preventive care, mental health support, and health education. By embracing diversity, inclusivity, and innovation, we aim to create a supportive and nurturing environment that empowers students to thrive and reach their fullest potential.

The Steering Committee will confirm the goals and priorities for the provision of healthcare to UNM students at SHAC. This committee will pursue refinement of and solutions to the 13 priority areas identified by the core advisement group. The work of this steering committee will optimize healthcare for all UNM students and improve processes for the services to UNM students at SHAC. This steering committee is comprised of key personnel at SHAC and HSC/HS, and key student leaders, all with positioning and authority critical to address the identified priorities.

The committee will work collaboratively across the 13 identified priorities: Infection Control, Information Technology, Student Connection, Immunizations, Credentialing, Emergency Management, Quality Control, Ambulatory Care, Payor Contracting and Credentialing, Medical Group Billing, HSC/UNM Compliance, Staff Operational Support, and Governance and Oversight. While individual outcomes for each area will be identified by the steering committee, the overall outcomes are optimized access to healthcare for all UNM students, improved communication between systems, maintaining currency in contracts, and clear collaboration in public health response.

UNM Human Resources Employee Wellness

SHAC collaborated with Employee Wellness in November 2024 for the annual flu shot clinic. This year represented the first in which donations of flu vaccine were not forthcoming from traditional sources. We partnered with UNM Human Resources Employee Wellness Team on this critical event. While they supplied vaccine and volunteers, SHAC provided the space, licensed providers, logistical plan, experience, and the quality and compliance measures to make this event a success. Altogether, the flu shot clinic administered 1,110 vaccinations in 1 day.

LoboWellbeing

This development is a partnership between Health Promotion at SHAC and the Associate Dean of Student Wellbeing. With a generous donation from President Stokes and her husband, Dr. Jeff Younggren, this project launched with the creation of the LoboOasis, a wellness space in the Student Union Building where students can seek calm and meditation, and information about wellbeing. This project also purchased an e-Kart, named the Wellness Wagon, for our Health Promotion staff to travel across campus for wellness events. In the Spring, Health Promotion partnered with the Associate Dean to plan and implement the American College Health Association Wellbeing Assessment of students. It will be the first, campus-wide assessment of student wellbeing conducted at UNM in over 10 years.

School of Medicine Office of Professional Well-Being

During Spring 2024, the Director and Associate Director of Counseling Services coordinated with the School of Medicine Office of Professional Well-Being (OPW) to complete the LoboChecks for all 110 new medical students. LoboChecks are 15-30 minutes virtual or in-person confidential visits for a brief conversation about the student's strengths, anticipated challenges, resources, stress management, and more. This is a terrific opportunity to introduce incoming medical students to SHAC and all their campus resources and engage them in care.

Research Partnerships

The Cascade of Care for Early Detection of Psychosis in a College Counseling Center, a paper resulting from a 3-year collaboration between SHAC and faculty from the Department of Psychiatry and Behavioral Science, was published in September (Saavedra, J, et.al, 2023, ps.psychiatry.online.org). This research study involved training counseling providers to screen for symptoms of psychosis, likely to emerge during these developmental years if an individual is predisposed. The detailed protocol included screening, referral for additional evaluation, and engagement with wrap-around treatment at UNMH Clinics for students with positive symptoms.

In partnership with a faculty member in the College of Population Health, SHAC received a grant from the Office of the Medical Investigator (OMI) to study 22 years of data about student deaths. The study began in January with the aid of a Graduate Project Assistant majoring in Biostatistics. The goal is to identify trends in and potential preventative measures we may undertake at UNM and at SHAC to decrease student deaths.

MANY THANKS

Our whole team at SHAC wishes to thank you for your support. This year has been infused with the vibrant energy of our new staff members and students. We unified around our shared passion for collegiate health, our care and concern for the wellbeing of all our students, and our respect and fondness for each other. This is evidenced by our increased daily engagement with each other, our increased participation in in-house committees and activities, and our increased participation in activities and events across the division.

Going forward into FY25, SHAC plans to grow further. We intend to increase our revenue generation further through improved billing processes and the optimization of our new billing software, new contracts, and services. We are also working continuously with the UNM Foundation to identify funding opportunities that align well with our services. After completion of our AAAHC (Accreditation Association for Ambulatory Health Care) re-accreditation process in November 2024, we will get to work on the development of CRC programs, plans for the expansion of our Reproductive Care services, and the feasibility assessment of optical services. A new SHAC team is also working with UNM Government Relations on healthcare advocacy issues pertaining to sexual health, interpersonal violence, nutrition, and the issue of autonomy for our students in insurance billing.

Together, we are not just envisioning improved wellbeing for our students, engagement across the campus community and satisfaction among our staff; we are actively creating it—one step, one initiative, and one achievement at a time.