



THE UNIVERSITY *of*  
NEW MEXICO

Division of Student Affairs

**Student Health & Counseling**

# Annual Report

July 1, 2010–June 30, 2011

Submitted by:

Beverly Kloeppe, MD, Director

---


Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloeppe, MD, Director

---

---

**TABLE OF CONTENTS**

---

Table of Contents .....	1	
Mission Statement.....	2	
Executive Summary .....	2	
Departmental Services & Programming .....	2	
Student Support / Participation .....	4	
Customer Service / Quality of Service.....	4	
Outreach / Education, Collaborations & Promotional Activities.....	5	
Utilization of Services & Patient Contacts .....	7	
2010 - 2011 Goals and Assessments.....	7	
2011 - 2012 Goals.....	10	
Fiscal Update .....	13	
Director Participation on Committees .....	13	
Staff Participation on Committees .....	14	
Staffing Update for July 1, 2010 – June 30, 2011 .....	14	
Organization Chart.....	15	

Appendices:

Appendix A: 2011-2012 Student Health Insurance Selection Process

Appendix B: 2010-2011 Patient Satisfaction Survey Results

Appendix C: 2010-2011 Safety Committee Summary

Appendix D: 2010-2011 Outreach

Appendix E: 2010-2011 Space Utilization & Feasibility Study Results – Summary

Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloeppe, MD, Director

---

---

## MISSION STATEMENT

---

UNM Student Health & Counseling (SHAC) provides quality health care to foster student success. **SHAC Core Values** are: accessibility, affordability, collaboration, competence, confidentiality, efficacy, efficiency, excellence, life balance, personal responsibility, prevention, respect, student success, tolerance, and transparency.

## EXECUTIVE SUMMARY

---

### Departmental Services & Programming

SHAC offers outpatient health services for all currently enrolled students. SHAC is open Monday through Friday, 8 a.m. to 5 p.m. (closed 8 a.m. to 9 a.m. on Tuesdays). The following services are offered:

#### Medical Services

- **Primary Care:** Physicians, physician assistants, and nurse practitioners are board certified in Family Practice or Internal Medicine. Services include: treatment of acute illnesses and injuries; management of patients with chronic illness; routine physical exams; women's and men's health; assistance for patients seeking information on available programs and medications for smoking cessation or substance use; travel health (for students, staff, and faculty); medication management of psychological illness and coordination of care for patients who are in counseling with a Counseling Services practitioner; and referrals to consultant specialists.
- **Same-Day Appointments:** Same-Day Appointments are available for medical concerns that demand immediate attention, such as injuries, sudden illness, or worsening of an existing problem. Waiting time depends upon the number of patients and the urgency of the problem. The Clinic provides rapid arrangement of hospitalization or emergency consultation when necessary.
- **Women's Health:** Mid-level practitioners and nursing support personnel staff the Women's Health Clinic. The Clinic provides: annual exams, family planning, STI screening, evaluation and treatment for gynecological problems, including colposcopic examinations; and referral to gynecology physician consultants for evaluation of more complex problems.
- **Men's Health Program:** A complete physical check-up is geared specifically towards men's health needs.
- **Allergy and Immunization Clinic:** The A & I Clinic is staffed by a nurse. The Clinic offers: preventative immunizations; tuberculosis skin testing; evaluation of Health Sciences students for complete immunizations; screening and initiating treatment for students who are exposed to contaminated blood or body fluid; monitoring mandated measles immunizations; allergy immunotherapy injections in conjunction with allergy consultant physicians; and pulmonary function testing.
- **Physical Therapy:** A physical therapist provides treatment for post surgical or acute illness or injury.
- **Massage Therapy:** Licensed therapists offer 1-hour appointments to students, staff, and faculty.
- **Consultant Care:** SHAC contracts with two specialty consultants to provide services to students: dermatology and podiatry.
- **UNM Services:** 1) SHAC performs exams for new recruits for Campus Police; and 2) The SHAC Nurse Manager screens and scores the Occupational Safety Health respiratory medical evaluation questionnaire (about 400 per year). Once the health screening is completed, Safety & Risk Services performs fittings for students who need to wear respirators because of particulate or vapor exposure in their classes.

Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloepfel, MD, Director

---

- **Pharmacy Services:** Licensed pharmacists fill prescriptions for UNM students, faculty, and staff.
- **Laboratory, Radiology, and Medical Records:** A clinical lab and an X-ray unit support SHAC clinics, which are capable of meeting the majority of a student's diagnostic needs. Medical Records service is also offered to ensure efficient healthcare delivery.

### Counseling Services

- **Staffing & Services for Students:** Counseling Services is staffed by licensed Clinical Counselors, Psychologists, Social Workers, and a part time Psychiatrist. They offer time-limited psychological counseling and medication services for students. Services include: assessment; short-term individual therapy; crisis intervention; emergency assessment and intervention; psychiatric medication evaluation and follow-up; referrals; consultation and outreach; AD/HD treatment evaluation; and psycho-educational, skills building, and therapy groups and workshops. Increasing numbers of college students experience serious mental illnesses. Many need treatment to succeed academically. In addition, early identification and intervention for mental health disorders can keep the problems from threatening school retention and graduation. Resources available for outreach services are limited, and are focused whenever possible on identifying and serving students at risk and community gatekeepers.
- **UNM Services:** Counseling Services offers a third-party crisis call system about specific students of concern. The Director or on-call therapist consults with the caller about his/her concerns, offering options for intervention. This service is part of the UNM Faculty Intervention Team (FIT) function. Calls with more imminent concerns about the safety of the student or other persons may be referred to the Dean of Students Office, Office of UNM Counsel, UNM Police, or discussed by the FIT committee for other dispositions.

### Health Education & Prevention

- **Staffing:** A graduate student employee staffed the office throughout 2010-2011. SHAC began the interview process to hire a new Health Education Manager in June 2011.
- **Services:** Health Education continued to focus on its goal of improving the health and well being of students and the UNM community. This year, Health Ed sponsored and participated in various events and activities, responded to departmental and student group requests for health presentations, and offered health education support to individual students. Health Ed researched and planned for implementing a new condom distribution program for Main Campus in fall 2011.

### Student Health Insurance Programs, Other Insurance Coverage

- **Student Health Insurance:** SHAC coordinates plan benefits and coverage. Three plans are offered: Preferred Plan A, Limited Benefit Plan B, and an International Value Plan. Services are coordinated by the insurance vendor, Macori, Inc. The underwriter is National Union Fire Insurance Co. of Pittsburgh, PA. Each year, SHAC Administration chairs a committee to supervise the selection of the plan's benefits and premiums.
- **Graduate Student Health Insurance:** UNM funds Student Health Insurance (Plan A) premiums for graduate and teaching assistants employed by UNM. SHAC coordinates the program with Office of Graduate Studies and the student health insurance vendor. About 1,400 graduate student employees are enrolled each year.
- **Blood & Body Fluid/Needle-Stick Exposure Insurance:** This mandatory insurance plan for Health Sciences students provides 100% reimbursement for lab tests performed for both the student and patient donor, physician visits, emergency room visits, and medications. SHAC works with UNM departments, the Bursar's office, and the student health insurance vendor to coordinate enrollment and coverage.

Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloepfel, MD, Director

---

---

- **International Student Health Insurance Coverage:** International students are required to have insurance coverage. They often buy coverage from a number of separate carriers, often with varying coverage, and have experienced difficulties with filing claims and other administrative components of carrying health insurance. To better support these students, Macori, Inc., provides a product for which SHAC can submit claims and students can enroll using the same avenues available to students for other student health insurance plans.
- **Other Insurance Coverage:** SHAC accepts most BlueCross BlueShield, Lovelace, and Presbyterian health plans.

### Student Support / Participation

- **Student Health Leadership Council (SHLC):** SHLC consists of students, student government representatives, and SHAC staff. New officers are elected each year; 15 students served in 2010-2011. Members make recommendations to SHAC on services, patient comments, insurance, marketing, funding, and policies. SHAC sponsored registration for SHLC members to attend the SWCHA Meeting on October 10-12, 2010. SHLC and SHAC staff sponsored a “Get Your Sleep On!” tabling event at the Duck Pond on April 27, 2011. The SHLC Vice President attended the ACHA conference on May 31 – June 4, 2011.
- **Student Health Insurance Committee:** A Committee is responsible for program evaluation and selection. The Committee is comprised of SHAC Administrative staff, UNM graduate and undergraduate students, and staff representatives from many UNM departments. SHAC strives to increase involvement of student groups. This year, the following benefit was added to the Policy for 2011-2012: Optional dental benefit includes an annual benefit maximum of \$1,000 per person and a deductible of \$50 per person. *For more information, see Appendix A: 2011-2012 Student Health Insurance Selection Process.*
- **Training of Students:** SHAC offers training for students in health occupations. Students are also employed at SHAC. In 2010-2011, 25 students were trained. They included: 2 Women’s Health residents; 6 student employees working with medical records preparation, clinical assistance, building maintenance, and computer assistance; 15 students in the Student Health Leadership Council; and 2 graduate student employees working in Health Education. Medical residents (not included above) rotate through the Dermatology Clinic.

### Customer Service / Quality of Service

- **Patient Satisfaction Survey:** SHAC uses a UNM Student Voice web survey to ask patients for feedback. Questions are changed periodically to elicit responses on services and satisfaction levels. In 2010-2011, the total number of surveys collected was 2,862. Overall, SHAC received very positive ratings. 59% of students rated their overall experience as “excellent”; and 32% rated their experience as “good.” 79% of students said it was “very likely” that they would recommend SHAC to others; and another 19% were “somewhat or slightly likely” to recommend SHAC. *For more info, see Appendix B: 2010-2011 Patient Satisfaction Survey Results.*
- **Quality Improvement:**
  - A Quality Improvement Committee monitors services to ensure that they maintain excellence. 2010-2011 activities/studies included: Chlamydia Screening/Counseling Restudy; Counseling and Academic Functioning; Billing Codes Follow-Up; Student Notification Preference; Campus Wide STI Screening Initiative; ACHA Benchmarking; and Post-Encounter Surveys (General and Focused).
  - SHAC continued to work towards accreditation by 2014 through AAAHC. To work toward this goal, SHAC continued to review and implement new policies and procedures. The Safety Committee also

Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloepfel, MD, Director

---

worked on issues involving safety procedures and fire safety training. *See Appendix C: Safety Committee, 2010-2011 Summary.*

- The Lab is accredited by the Commission on Office Lab Accreditation (COLA) and the Dept of Health and Human Services. The Lab passed COLA inspection in November 2010 and received accreditation until 2012.

### **Outreach / Education, Collaborations & Promotional Activities**

Activities this year reached a variety of students, as well as faculty, staff, resident advisors, parents, and other UNM groups and external organizations. **SHAC participated in 243 outreach events, reaching a total of 21, 861 individuals in 2010-2011.** *For detailed info, see Appendix D: 2010-2011 Outreach.* Below is summary info about outreach, collaborations, and promotional activities:

- **Campus & Community Support:** SHAC participated in 53 events and/or interdepartmental meetings, and reached a total of 10,097 people. Activities included: African American Student Day, Anti-GLBT Bullying Forum, BIORAMA, HIV Awareness Day, LGBTQ Resource Center Opening, Nutrition Club Wellness Day, Safe Spring Break, Sexual Assault Awareness Day, Sustainability Fair, and Welcome Back Days events (Main Campus, North Campus, and Biology Dept). Counseling Services sponsored Healthy Body Image Screening Day and Mental Health Screening Day events for students, and provided support to campus groups regarding distressed/suicidal students. Counseling Services also provided motivational coaching support to a variety of Student Athletes. The Student Health Leadership Council sponsored a “Get Your Sleep On!” tabling event in spring 2011. Students from the University of St. Francis Dept. of PA Studies were oriented to SHAC services. Additional efforts included:
  - **Influenza Prevention Campaign:** SHAC collaborated with HSC to vaccinate Main Campus students, staff, and faculty in fall 2010. SHAC staff offered four, free flu shot clinics at the SUB and one at Valencia Campus. The final flu shot clinic at the SUB in October 2010 was dedicated to the memory of UNM student Raymond Plotkin, who passed away from the H1N1 virus in 2009. The SHAC Immunization Clinic offered shots for UNM students throughout the year. The total number of seasonal flu shots given was 3,466. SHAC provided flu kits to the dorm students and assisted with health education efforts throughout the year to promote hand washing and what to do when students became ill.
  - **College Health Conference:** SHAC hosted the combined Southwest and Rocky Mountain College Health Associations’ 2010 Annual Meeting “Hot Topics in Health Care,” on October 10-12, 2010, at the Albuquerque Embassy Suites Hotel. This was a major departmental effort to organize a three-day conference for college health professionals from two regions of the United States. Attendees assembled to network and discuss trends in college health, as well as to receive Continuing Education Credits.
  - **Charity Fundraising:** SHAC staff raised \$700 in December 2010 for Project Share, Inc., a non-profit organization that feeds working poor and homeless families in Albuquerque.
- **Educational and Academic Support and Promotion of SHAC Services:** SHAC participated in and/or organized 185 events and activities to educate the community about SHAC services and to provide education on a number of health topics and other issues. Total number of contacts was 11,558. Orientations focused on various UNM groups, including: Freshman Students and Parents (e.g., LOBOrientation presentations, lunches, and tabling events); Graduate Students; International Students; Medical Students; Law School; College of Pharmacy; Transfer and Non-Traditional Students; Resident Advisors; and College Enrichment Program. Travel health orientations for students and faculty included the following groups: OIPS, LAII, Economics Department, medical delegations to Nicaragua and Honduras, and the Dental School. Health Education and Counseling Services provided presentations on a variety of topics to academic classes. Counseling Services offered workshops for students on ADHD, Anger Management,

Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloeppe, MD, Director

---

Assertive Communication, De-Stress/Relax, Focused Awareness, Sleep Hygiene, and Test Anxiety. Health Education offered a workshop series on Healthy Relationships. Counseling Services also provided training support to a variety of Student Athlete groups.

- **Recruitment Efforts:** SHAC participated in four recruitment events to share info about services. The number of contacts was 206. Events included: UNM Senior Day, College Transitions South Valley Academy Scavenger Hunt, UNM Student Services Fair, and SHAC 101 for UNM Recruiters.
- **Collaborations:**
  - SHAC collaborates with COSAP on substance use programs for students.
  - SHAC works closely with International Programs, GPSA, ASUNM, and HSC for input, implementation, and orientation of the Student Health Insurance Plans.
  - SHAC maintains a liaison with Albuquerque Indian Health Services to interface with healthcare delivery for Native American students who use SHAC.
  - SHAC sees CNMCC students for evaluation of acute issues, travel health, colposcopies, X-rays for orthopedic issues, and specialty referrals. This is done in collaboration with the CNMCC SHC.
  - SHAC coordinates the Chair Massage Program (formerly managed by EHPP). EHPP promotes the program in their monthly wellness newsletter for staff and faculty.
  - SHAC provides colposcopic support for the overflow of patients in the UNM HPV (Human Papilloma Virus) Research study on campus.
  - SHAC staff coordinates services with referrals to and from EHPP and Recreational Services.
  - SHAC works with Rape Crisis Center as well as Sexual Assault Nurse Examiners (SANE) program.
  - Lobo Move-In: In response to a request from Residence Life and Student Housing, SHAC staff volunteered to help unload student vehicles and move belongings into UNM housing in August 2010.
  - SHAC provided space for weekly Acupuncture Clinics for Student Veterans in 2010-2011, which were sponsored by the UNM Student Veterans Resource Center.
- **Promotional Activities / Marketing Efforts:**
  - Peggy Spencer, MD, answered students' questions about a variety of health topics in a regular *Daily Lobo* column called "Ask Dr. Peg." She also wrote articles for the UNM Parent Relations newsletter. In addition, other SHAC professional staff were periodically interviewed for health-related articles in the *Daily Lobo* and the *Albuquerque Journal*.
  - Services/events were promoted in different media, e.g., *Daily Lobo*, Student Affairs *UPDATE*, *UNM Today*, *UNM News Minute*, and SUB TV monitors. SHAC sent flyers and e-mail messages to promote events and services to various UNM staff/departments, as well as to UNM student groups. SHAC posted flyers at SHAC, SUB, Johnson Center, campus bulletin boards, and in rest rooms in various buildings on Main Campus.
  - **Student Health 101 (SH101):** SHAC contracts with College Health Services, LLC, to publish an online health and wellness magazine. Each monthly issue is e-mailed to all freshman students. Each issue contains customized info for UNM students and parents to highlight SHAC services. SHAC promotes the e-magazine on its web site as well as through other marketing efforts.
  - **Web Site (shac.unm.edu):** Services, fees, insurance, announcements, and events are updated regularly. Students can access *Go Ask Alice!* (a health Q & A resource produced by Columbia University) as well as mental health screening tools. Events and services are also sent out via a Facebook page.
- **Commendations From Campus Community:**
  - SHAC was voted best health service in the *Daily Lobo's* "Lo Mejor" student survey in fall 2010.
  - Dr. Peggy Spencer was listed as one of *Albuquerque Magazine's* "Top Docs" in April 2011.

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloepfel, MD, Director

---

**Utilization of Services & Patient Contacts**

**Utilization of Services**

SHAC had 34,882 outpatient visits in 2010-2011. Medical visits increased by 3.3%. Specialist Clinic visits decreased because of a pause in Dermatology clinics. Physical Therapy visits decreased due to the retirement of the SHAC physical therapist. (PT is now offered one day a week at SHAC, while overflow patients are referred to a community provider.) The A & I Clinic saw more people this year due to increased immunization requirements for healthcare students. A & I statistics do not include flu shots (*see Outreach, page 5, for this information*). Phone calls/visits increased by 7.1%. Student phone calls often increase as a result of poor access to prompt appointment times or, with increases in economic pressure, students decrease their number of visits and increase their use of phone communication with practitioners. Pharmacy prescriptions were up 2.6%.

**Patient Contacts**

	2006-07	2007-08	2008-09	2009-10	2010-11	% change from 09-10 to 10-11
Medical Services	19,705	18,989	18,244	18,440	19,057	3.3%
Counseling Services	6,830	7,180	7,521	7,942	7,904	-0.5%
Specialist Clinics and Other *	2,690	2,375	2,218	2,048	1,710	-16.5%
Allergy and Immunization ^	5,642	6,514	6,382	5,508	6,211	12.8%
<b>Total Patient Visits</b>	<b>34,867</b>	<b>35,058</b>	<b>34,365</b>	<b>33,938</b>	<b>34,882</b>	<b>2.8%</b>
<b>Pharmacy (Total Prescriptions)</b>	<b>37,206</b>	<b>30,498</b>	<b>28,036</b>	<b>28,571</b>	<b>29,312</b>	<b>2.6%</b>
<b>Phone Calls</b>	<b>20,229</b>	<b>20,457</b>	<b>20,782</b>	<b>27,335</b>	<b>29,281</b>	<b>7.1%</b>
<b>Total SHAC Contacts</b>	<b>55,096</b>	<b>55,515</b>	<b>55,147</b>	<b>61,273</b>	<b>64,163</b>	<b>4.7%</b>

\* Other = Health Ed (excludes Outreach), Physical & Massage Therapy

^ Excludes Flu Shot Clinics (see Outreach)

**2010-2011 GOALS AND ASSESSMENTS**

---

**1. Solidify funding and explore additional funding for SHAC services:**

- After the Student Fee Review Board requested changes in the Student Fee Review Board Policy, a Committee to look at the processes and make recommendations for change, was appointed. The Committee/Task Force recommendations are pending.
- SHAC expanded third-party billing as part of HSC contracts; Presbyterian, Lovelace, and BlueCross BlueShield were added. The SFRB requested expanding third-party billing as insured students would like to use SHAC services and have it covered by their insurance policies.



Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloeppe, MD, Director

---

- State and federal legislative initiatives for universal health insurance were partially implemented. As a result, students are allowed to stay on parents' health insurance plans until age 26. Pre-existing condition limitations on policies for those under age 19 were eliminated. Preventive care will be included by insurance policies, without copays. Mandates will be expanded again in 2012 and 2014, affecting Student Health Insurance Plans, as well as insurance status of students in general.
- SHAC formed an Insurance Consortium with New Mexico State University and New Mexico Tech and prepared an insurance policy Request for Proposal for 2012-2013 Policy Year.
- SHAC continued to request legislative funding to expand mental health services; however, the University legislative allocations were cut (and, given the current legislative fiscal environment), it is unlikely any funding will be available in the near future.
- SHAC explored the possibility of serving as providers for UNM Care. The system would not allow SHAC to receive payment for services provided to UNM Care participants. Possible prescriptive privileges for SHAC providers at UNMH Pharmacy will be explored.
- SHAC improved financial tracking and reconciliation processes for SHAC during this fiscal year.

**2. Improve SHAC computer management systems:**

- SHAC upgraded the SHAC server infrastructure to prepare for full implementation of an EMR. A server room space was identified and remodeled for adequate cooling capabilities.
- SHAC Counseling Services implemented the EMR, and staff was trained on the new system.
- Interfaces between Banner, Tricore, Clinlab, and Mediat were refined for accurate and useful data transfer.
- SHAC IT staff developed a training plan and test system for full transition to Mediat EMR. Template and clinics were constructed for anticipated go-live in August 2011.

**3. Maintain college health standards of care through self-evaluation, licensing, and accreditation processes:**

- SHAC plans AAAHC accreditation before 2014. Much of the work in this area was postponed until the EMR is fully implemented.
- ACHA guidelines and benchmarking data were assessed, and Quality Improvement studies were designed to measure SHAC performance.
- SHAC provider staff performed chart peer evaluations as part of professional peer evaluation programs at HSC.
- SHAC Policies and Procedures were updated and placed on the SHAC Network.
- The laboratory completed a COLA inspection and received accreditation until 2012.

**4. Quality Improvement / Assessment of Services and new program development:**

- SHAC implemented a post-encounter satisfaction survey program, e-mailing surveys to each student visiting SHAC. This dramatically increased the number of students providing feedback.
- Counseling Services implemented a triage system to safely manage the increase in students seeking counseling services and improve the effectiveness of counseling services delivery.

Division of Student Affairs  
Student Health & Counseling (SHAC) Annual Report 2010-2011  
Submitted by Beverly Kloepfel, MD, Director

---

- SHAC Medical Services implemented an Open Access system to decrease walk-in and same-day waiting times and to allow students a predictable waiting time for appointments. A limited nurse triage system was also implemented as part of this model.
- Counseling Services expanded the availability of skill building workshops for students on lifestyle topics to improve their academic success.
- Collaborating with UNM Health Sciences Center, SHAC offered influenza vaccination clinics at the UNM Student Union.

**5. Increase student participation in SHAC programs:**

- The Student Health Leadership Council conducted a Sleep Event, providing education and information to students about the importance of sleep and tips for better sleep.
- The Student Health Leadership Council provided input for the feasibility study and future building changes.

**6. Improve facilities:**

- SHAC hired consultants to conduct a study of space utilization and feasibility study for expansion and/or building renovation. The study provided valuable information and ideas to present to the campus community. *See Appendix E: 2010-2011 Space Utilization & Feasibility Study Results – Summary.*
- SHAC reconstructed the Counseling Services reception area to prepare for student self-check in through Medical Reception for their counseling appointments.
- Allergy and Immunization changed location, and other office occupants were changed in various locations to increase efficiency and allow office space for additions to counseling staff.

**7. Expand marketing and outreach efforts:**

- SHAC planned and hosted the 2010 Annual Meeting for the Southwest and Rocky Mountain College Health Associations' combined meeting. Over 200 attended the meeting and the evaluations reflected the quality of the organization and education content arranged by SHAC staff.
- SHAC expanded website availability of mental health screening tools.
- SHAC purchased Student Health 101 (SH101), an online health magazine with customized info for UNM students. SH101 was e-mailed to all freshman students.
- SHAC used *Daily Lobo*, bathroom signs, and bulletin boards to highlight specific services relevant to students and associated costs to students.
- SHAC continued to support initiatives for a tobacco-free campus.
- Counseling Services explored space availability for placing a counselor on North Campus for 2011-2012.
- SHAC Director co-chaired the UNM Alcohol Task Force. The Task Force recommended revisions to the Sponsorship by Alcoholic Beverage Companies and the Use and Possession of Alcohol on University Property Policies.
- Amy Frederick, Nurse Manager, served as Secretary-Treasurer and Bev Kloepfel, Director, served as Past President of the Southwest College Health Association during 2010-2011.

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloepfel, MD, Director

---

**2011-2012 GOALS**

---

Category	Objectives	Goal	Time Frame
<b>Funding / Fiscal Base</b>	<b>Solidify funding and explore alternative funding</b>	Support recommendations from Student Fee Review Board Policy Task Force for changes in the SFRB process, with the goal of funding process stabilization.	1-2 years
		Pursue legislative funding to expand mental health services.	1-2 years
		Evaluate impact of state and federal legislative initiatives for universal health insurance.	1-5 years
		Create a capital replenishment and building renovation fund, and allocate funding as an ongoing part of SHAC budget. 1) Set aside capital funding required for maintaining computer information systems and medical equipment.	1-2 years
		Use Banner system to improve and refine SHAC internal financial/cost reporting systems. 1) Generate area-specific fiscal reports to assist managers in decision making and planning.	1-2 years
		Continue to refine the processes for expanded third-party billing for SHAC services, including proper coding and payment reconciliation. 1) Annual review of contracted and specialty services/clinics for needed fee adjustments to respond to changing costs. 2) Explore contract/payment reconciliation software. 3) Automate Tricare bill reconciliation. 4) Improve Lab third-party billing system/patient intake. 5) Explore cost effectiveness of billing for Counseling Services.	1-2 years
		Prepare RFP for New Mexico Student Health Insurance Consortium and lead evaluation of proposals and selection of vendor.	1-2 years
		Plan process for patient check-out/billing invoice production for services provided.	1-2 years

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloeppe, MD, Director

Category	Objectives	Goal	Time Frame
<b>Computer Management System</b>	<b>SHAC computer management systems</b>	Develop a logical, need-based system for annually updating / purchasing information system equipment.	1-2 years
		Continue to develop and implement a training plan for staff to utilize the existing applications, new server infrastructure, and new medical practice system. 1) Develop help-desk system for prioritizing staff requests for service.	1-2 years
		Customize, test, and implement an EMR system, including appropriate interfaces and reporting.	1-2 years
		Develop and implement a plan for documentation of IT procedures and system maintenance.	1-2 years
		Refine reporting systems for statistical and quality assurance purposes.	1-3 years
		Utilize Medicat Self Check-In to reduce waiting time at Reception Area.	1 year
<b>College Health Standards and Guidelines</b>	<b>Maintain college health standards of care through self-evaluation, licensing and accreditation processes</b>	Complete SHAC Policies and Procedures and establish a process for review and updating.	1 year
		Establish immunization tracking and monitoring process.	1-2 years
		Prepare organization for AAAHC accreditation before 2014.	2 years
		Review ACHA guidelines and assess variances from internal guidelines. 1) TB testing 2) Student Health Insurance	1-2 years
		Prepare for the Laboratory COLA inspection.	1-2 years
<b>Quality / Assessment of Services and New Program Development</b>	<b>Quality Improvement/ Assessment of SHAC Services</b>	Enhance the use of benchmarking and peer review to set standards and measure quality according to AAAHC requirements.	1-2 years
		Collaborate with HSC Clinical Affairs to develop a process for directly credentialing SHAC providers.	1 year
		Evaluate the current surveys used to identify health needs of students. Explore use of ACHA-NCHA survey questions.	1-2 years
		Assess minority group participation in MH services and create specific outreach programs to impact under-served populations. Explore options for funding on-site counseling hours.	1 year
		Explore addition of acupuncturist at SHAC.	1-2 years

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloeppe, MD, Director

Category	Objectives	Goal	Time Frame
<b>Quality / Assessment of Services and New Program Development</b>  (Continued)	<b>Quality Improvement/ Assessment of SHAC Services</b>  (Continued)	Consider expanding appointment times available to better serve students in non-traditional and professional programs.	1-2 years
		Explore collaboration with First Nations for Health Care provided to American Indian students.	1 year
		Evaluate Health Education program and further develop strategic plans/goals.	1-2 years
		Complete the reorganization/reassignment of administrative staff duties.	1 year
		Develop plan and budget for staff development activities.	1-2 years
<b>Student Participation</b>	<b>Increase student participation in SHAC programs</b>	As part of Health Education strategic planning, evaluate future student involvement in peer health education programs.	1-2 years
		Develop additional roles for Student Health Leadership Council Advisory Committee. Support Advisory Committee's goals for campus outreach.	1-2 years
		Continue process for gaining student input regarding health insurance policy cost and benefits.	1-2 years
		Consider addition of student employees to all areas with defined need.	1-2 years
<b>Facilities</b>	<b>Improve SHAC facility</b>	Share Feasibility Study options with campus leaders to begin planning for renovation of current building for addition of space.	1-5 years
		Maintain and improve quality of current building presentation.	1-2 years
		Explore availability of North Campus space to offer off-site counseling services.	1 year
<b>Marketing and Outreach</b>	<b>Increase outreach to improve student knowledge of health issues and available resources</b>	Further develop electronic interfaces for marketing and orienting students to SHAC services.	1-2 years
		Use video technology within online orientation materials to provide welcoming and standardized information about SHAC services. Use students in orientation and informational clips.	1-2 years
		Collaborate with OSA for division-wide marketing.	1-2 years
		Develop a plan for more extensive utilization of website or portals.	1-3 years

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloeppe, MD, Director

Category	Objectives	Goal	Time Frame
<b>Marketing and Outreach</b>	<b>Increase outreach to improve student knowledge of health issues and available resources</b>	Define future areas of collaboration between SHAC Marketing, Health Education, and IT for marketing and education efforts.	1-2 years
		Market new services available through implementation of MedicaT.	1-2 years
		Continue to support implementation of a tobacco-free campus.	1-5 years
		Collaborate with EHPP, COSAP, and other UNM services regarding campus health issues.	1-5 years
(Continued)	(Continued)	Explore the concept of mini-health outreach events on campus, with targeted health risk assessments for students.	1-3 years
		Continue UNM Alcohol Policy revisions through the UNM Alcohol Task Force.	1 year

## FISCAL UPDATE

SHAC receives 60% of its funding from student fees, and applies for this funding yearly through the Student Fee Review Board (SFRB). Each year, the SHAC Director presents the funding request to the SFRB. The balance of the budget is generated from eligibility/user fees and fees charged for ancillary services. Student fees are used to keep charges for procedures and visits low to the students. SHAC is awarded a percentage of the student fees paid by each enrolled student. Thus, the total amount SHAC receives changes each year depending on the number of students enrolled. In FY 2010-2011, SHAC received \$191.83 per student.

The SFRB recommended an increase in the Student Fee allocation to SHAC to avoid the need to raise user fees and/or cut services substantially in 2010-2011. Because of enrollment increases in 2010-2011, SHAC received more student fees than budgeted. SHAC's total revenue exceeded expenses by \$607,000. SHAC will be placing those funds in a capital account for equipment, and building maintenance/renovation.

## DIRECTOR PARTICIPATION ON COMMITTEES

Beverly Kloeppe, MD, Director, served on the following committees during 2010-2011:

- Chair, UNM Student Health Insurance Committee
- Chair, New Mexico Student Health Insurance Consortium Committee
- Co-Chair, UNM Alcohol/Drug Policy Committee
- Member, UNM HSC Infection Control Committee
- Member, UNM Smoke Free Campus Committee
- Member, UNM Emergency Management
- Member, UNM Recovery Committee
- Member Preventive Medicine Residency Committee
- Member, Varicella Planning Committee
- Member, UNM Influenza Planning Committee
- Member, American College Health Association, Benchmarking Committee
- Member, American College Health Association, Insurance Committee
- Member, UNM Campus Prevention Council
- Member, LCME Accreditation Committee, HSC
- Past -President, Southwest College Health Association

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloeppe, MD, Director

---

## STAFF PARTICIPATION ON COMMITTEES

---

SHAC promotes staff development that will enhance staff members' ability to implement the SHAC mission. SHAC encourages staff to take Continuing Education classes to enhance skills and to maintain requirements for certification. A SHAC educational leave policy addresses guidelines, funding, and time allocation. 2010-2011 activities included:

- Staff inservices were offered on the following topics: UNM LGBTQ Resource Center Services; EMR - Medicat Software (multiple training sessions); Travel Health; and Tricore Lab Testing. Staff also completed the following UNM Learning Central modules in 2010-2011: Basic Annual Safety Training and Preventing Sexual Harassment.
- SHAC offers Basic Life Support training certification for health providers. Also, medical providers are encouraged to work with consultants in Dermatology and Allergy to increase their knowledge of these areas.
- Beverly Kloeppe and Marie St Claire attended a NASPA conference at UNM on November 11-12, 2010.
- The following staff attended the American College Health Association conference in Phoenix, AZ, on May 31 – June 4, 2011: Amy Frederick, Beverly Kloeppe, and Harry Linneman.
- The following staff served on UNM or external agency committees in 2010-2011:
  - Amy Frederick, Nurse Manager: Secretary/Treasurer, Southwest College Health Association
  - Harry Linneman, Counseling Services Director: Member, Program Committee for AUCCCD; Member, Nominating Committee for the New Mexico Psychological Association; and Member, UNM Faculty Intervention Team (FIT)
  - John Maguire, Marketing Rep: Member, UNM Student Affairs Marketing Committee
- **2010 College Health Conference:** UNM SHAC hosted the combined Southwest and Rocky Mountain College Health Associations' 2010 Annual Meeting "Hot Topics in Health Care," on October 10-12, 2010, at the Albuquerque Embassy Suites Hotel.
  - The following staff served on the Educational Planning Committee for this conference: Amy Frederick, MSN; Bev Kloeppe, MD; Barbara Krause, CFNP; Harry Linneman, PhD; and Kathleen Schindler-Wright, LPCC. Jo Antreasian, LPN, SHAC Coordinator of Clinical Programs, served as Meeting Coordinator.
  - Over 30 presentations were offered at the conference. Many SHAC staff attended to earn Continuing Education credits in the following disciplines: Nursing, Psychology, Counseling, Medicine, and Health Education.

## STAFFING UPDATE (JULY 1, 2010 – JUNE 30, 2011)

---

### Staff Appointments

Name	Job Title	Date of Hire
Patricia Torres	Clin Assist, Rec Area	07/12/10
Kate Doggett	Clin Assist, Rec Area	08/02/10
Pranav Shrestha	Tech Support Analyst 2	09/10/10
Brandy Eldridge	Pre Lic, Counseling Serv	10/05/10
Danielle Gonzales	Clin Assist, Rec Area	10/22/10
Renee Ward	Accountant 2	11/01/11
Monica Sikes	Sr. Pharmacy Tech	01/26/11
Trisha Davis	RN	02/07/11
Darshell Stephen	Clin Assist, Rec Area	03/21/11
Kristin Hughes	Clin Assist, Rec Area	03/21/11
Joseph Bosquet	Psychologist	05/01/11
Barbara Oakland	Mid Level Provider	05/02/11
Cynthia Hart	RN	06/13/11

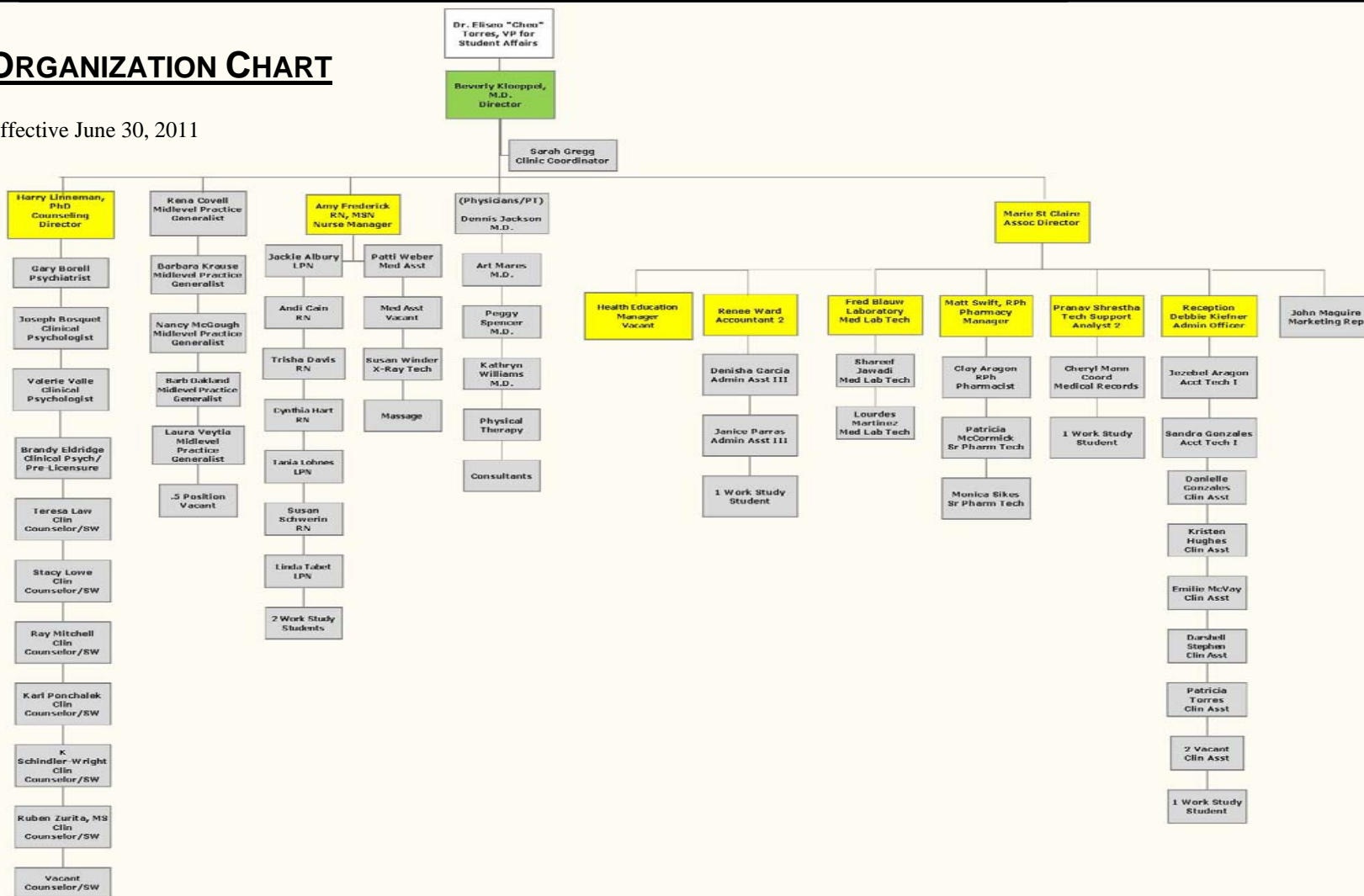
### Staff Separations

Name	Job Title	Date of Separation
Margie Marquez	Clin Assist, Rec Area	07/30/10
Amy Jones-Schum	Mgr Info Systems	08/01/10
Diane Beach	Physical Therapist	08/31/10
Jessica Spurrier	Mgr, Health Education	09/03/10
Becky Smith	Sr. Pharmacy Tech	09/09/10
Jo Antreasian	Coord, Clinical Program	10/31/10
Teresa Tobin	Clin Assist, Rec Area	11/12/10
Lynn Hillas	Counselor/SW/Psychologist	01/14/11
Melanie Bahe	Acct Ops Tech I	03/18/11
Nikki Beneke	RN	03/31/11
Kate Doggett	Clin Assist, Rec Area	05/13/11
Lawrence Carreon	Mid Level Provider	05/15/11
Florecita Hogsett	Medical Assistant	05/31/11

Division of Student Affairs  
 Student Health & Counseling (SHAC) Annual Report 2010-2011  
 Submitted by Beverly Kloepfel, MD, Director

## ORGANIZATION CHART

Effective June 30, 2011





# **APPENDICES**

**Appendix A:**

**2011-2012**

**Student Health Insurance**

**Selection Process**

UNM Student Health & Counseling (SHAC)  
**2011-2012 Student Health Insurance Programs—Selection Process**

Submitted by Beverly Kloeppe, MD

Student Health and Counseling (SHAC) initiated a collaborative process this year for the review of the Student Accident and Sickness Insurance Program for the 2011-2012 policy year. The process resulted in the following outcomes:

**1. Formation & Membership of 2011-2012 Student Health Insurance Committee:**

Students and staff were recruited to serve on the Student Health Insurance Committee through several means. Throughout the year, when students came forward with complaints about the vendor or the policy content, they were asked to serve on the Committee. Advertisements were placed in the *Daily Lobo* in Fall 2010 to solicit student volunteers. Signs were posted at SHAC. Several announcements were e-mailed to the following: Law School listserv, President of ASUNM, President of GPSA, Student Activities Office, Medical School, College of Nursing, Occupational Therapy, Physical Therapy, Department of Pathology, College of Pharmacy, Dental Hygiene Program, Physician Assistant Program, and Health Sciences Center. In addition, the Directors in the Office of Student Affairs and all members of last year's Student Health Insurance Committee were also notified. Students and staff members involved in the International Student Program were also recruited. The Chairperson for the Committee was Beverly Kloeppe, SHAC Director.

2011-2012 Student Health Insurance Committee attendees included:

- Marie St Claire, Associate Director, Student Health and Counseling
- Debbie Kiefner, Office Manager, Student Health and Counseling
- Beverly Kloeppe, Director, Student Health and Counseling – Committee Chair
- Harry Linneman, Counseling Services Director, SHAC
- Sharon Scaltrito, Director of Clinical Contracting, UNM Health Sciences Center
- Tom Weeks, Associate Director, Purchasing
- Jezebel Aragon, Account Operations Tech, Student Health and Counseling
- Melanie Bahe, Account Operations Tech, Student Health and Counseling
- Amy Wohlert, Dean of Graduate Studies
- Edwina Chavez-Salazar, Graduate Contracts Manager, Graduate Studies
- Stephanie Suliman, International Advisement Specialist: International Programs Studies
- Linda Melville, Senior Operations Manager: International Programs Studies
- Kate Moore, Provost Office, Finance
- Jeff Wood, School of Medicine
- Christopher Ramirez (OEI/CRP)
- Todd Hynson (OMSA)
- Sarah Abrahamson (OMSA)
- Doug Alden (SOM)
- Carrie Kester (SOM)

**2. Meeting Dates:** Each meeting has detailed minutes that are available upon request.

- October 14, 2010
- February 14, 2011
- March 21, 2011

**3. E-Mail Correspondence:** Additional plan information and policy selection feedback from Committee were conducted via e-mail correspondence with the Committee. Detailed e-mails and responses are available upon request.

**Summary of Committee Meetings:**

**Meeting on October 14, 2010**

- 1) **Introductions:** Committee members introduced themselves.
- 2) **Committee Purpose:** Dr. Kloeppel explained that the Committee’s purpose is to design a health insurance plan for University of New Mexico students, striving for maximum benefits for a cost affordable plan to students.
- 3) **Student Health Insurance Consortium:** UNM will be collaborating with New Mexico State University and New Mexico Tech, to prepare an RFP for policy year 2011-2012 for a Student Health Insurance policy. The purpose of the collaboration will be to decrease student insurance plan costs while improving the plan benefits. A consortium meeting was held in conjunction with the Southwest/Rocky Mountain College Health Association meeting.
- 4) **Affordable Care Act:** The Committee discussed the impact of the federal legislation on Student Health Insurance plans. The American College Health Association has asked for clarification regarding the applicability of the policy to Student Health Insurance plans. Discussed the probable need for a mandatory insurance requirement to keep the cost of the policy down, while adding benefits to bring the policy into compliance.

**Meeting on February 14, 2011**

- 1) **Consortium Update:** Consortium will prepare the RFP for policy year 2012-2013. Clarification is still pending regarding how Student Health Insurance Plans will be classified by the federal government under ACA. Insurance mandate and concerns for student hardship were discussed.

**Current Health Insurance Renewal:** UNM Student Health Insurance Data was presented, including Policies Sold, Plan Cost, and Loss ratios for Policy Years 07-08, 08-09, and 09-10.

**Student Health Insurance Committee: Utilization Information**

Year	Policies Sold		Plan Cost		Premium	Claims	Loss Ratio
	Plan A (Grad)	Plan B	Plan A (Grad)	Plan B	(Dec 2010)	(Dec 2010)	
2009-10	2,038 (1530)	183	\$1,418	\$803	\$3,442,198	\$3,098,266	90%
2008-09	2,069 (1,547)	191	\$1,412	\$800	\$3,422,355	\$3,093,399	90%
2007-08	2,144 (1,538)	186	\$1,371	\$788	\$3,423,748	\$3,184,827	93%

**Major changes to the plan:**

2010-11

- Diagnostic Testing added to Annual Routine Health (1 per year at SHAC)

2009-10

- Annual Routine Health Exam (1 per year at SHAC)
- Contraceptive Management Visit (1 per year at SHAC)

2008-09

- Pharmacy benefit increased from \$1,500 per year to \$2,000 per year.
- Oral Contraceptives were added as a benefit to Plan B with a coinsurance of 20%.
- Oral Contraceptive co-pays were reduced from 50% to 20%, Plan A.
- Physical Therapy benefits were increased from 10 to 15 visits per policy year at SHAC.

2007-08

- \$50,000 maximum per accident or sickness

- 5) **Renewal Proposal:** The renewal proposals from Macori were reviewed.

Option I, asked for “As is”; no rate increase.

Option II based on PPACA requirements (before clarification). About \$400 increase for Plan A; \$200 increase for Plan B. Their suggestions:

1. Pre-existing limitations would not apply to dependents.
2. \$750k medical max (from \$50k)
3. Removed optional medical plans due to increase to \$750k
4. Removal of \$2k Rx max
5. “Preventative Package” refers to no co-pay for preventative healthcare
6. PT changes, 30 days of treatment per policy year, as opposed to the current 15 visits.
7. Plan A drugs payable @ 60% (same but no cap of \$2k)

- 6) **Committee Member Questions or Comments for Insurance Vendor:**

- a. **Q:** Has anyone reached \$50k max?
- b. **A:** Can ask to generate list of people who have reached the \$50k max, and of those who reached 100k. Can also generate report on pharmacy 2k max.
- c. **Q:** Is there an easy way to look at preventative health care? How much it costs? If free, many people would use it more.
- d. **A:** Will ask what ICD9 & CPT codes are covered under the preventative care umbrella. Will try to get a dollar amount. Unclear which professional organization’s recommendations would be used to meet the PPACA preventative care guidelines.
- e. **Q:** Complaints re: pre-existing conditions?
- f. **A:** Plans need to eliminate pre-existing conditions before 2014. We potentially have ability to take out the pre-existing condition clause earlier – if insurance is a requirement when entering university – then the cost wouldn’t sky-rocket. As long as insurance is voluntary, statistically, people purchase insurance when they plan to use it. If the policy did not have a preexisting clause, individuals would wait to buy the policy once a medical condition develops. Without a requirement, utilization of the policy benefits would increase and no one would purchase insurance until they are sick.
- g. **Q:** GPSA was discussing with HR about eye insurance (not funded by UNM) completely paid for by employees – could GA/TA’s opt in to that plan as well?
- h. **A:** Will ask Helen Gonzales – where are we with vision plans? If UNM doesn’t pay anything for it, maybe it can be tagged on as an option for any student who purchases student insurance plans.
- i. **Q:** Why does the University pay for GA and TA health insurance, but not for medical students? Jeff points out the irony of Grad students getting paid to work, plus an insurance benefit vs. med students who work for free and have to pay for insurance.
- j. **A:** GA/TA’s are employees of UNM, and UNM offers an insurance benefit to recruit Grad students.
- k. **Q:** Is there a better dental plan? Is it provided by Macori?
- l. **A:** Will ask if there’s a better policy

- 7) **Next meeting:** Dr. Kloeppe will contact Macori regarding the inquiries. Minutes will be sent to Committee members absent.

## Meeting on March 21, 2011

- 1) **Introductions:** Committee members introduced themselves. The Minutes from the previous meeting were reviewed.
  
- 2) **Committee Member Questions/Answers from last meeting:**
  - a) How many students (2008-09 and 2009-10) reached the cap of \$50,000?  
*2 students in 08-09, 3 students in 09-10*
  
  - b) \$100,000?  
*0 students in either year*
  
  - c) Pharmacy cap of \$2,000?  
*9 students in 08-09, 8 students in 09-10*
  
  - d) Is there a better dental plan to offer students?  
*Committee reviewed a dental plan that includes enhanced benefits and \$1,000 maximum (double the current maximum). If the Committee wishes to see something different, we are happy to provide additional options.*
  
  - e) Are prescription drug costs at Student Health and Counseling included on the utilization reports under "Prescription Drugs" or "Student Health"?  
*Prescription drug costs at the Student Health and Counseling Center are included on the utilization reports under both "Prescription Drugs" and "Student Health".*
  
  - f) Adding students to employee vision plan:  
*Requires a change of University regulations regarding who is eligible for vision insurance.*
  
- 3) **Conclusion:**

A decision was made to renew the policy, as is, without a change in the rate. To avoid large increases in the cost of the policy, the committee decided to defer changes in the policy needed for PPACA until the 2012-2013 Policy. The committee elected to offer a new dental option. Meanwhile, the NM Student Health Insurance Consortium Request-for-Proposal for the 2012-2013 policy year is in process.

**Appendix B:**

**2010-2011**

**Patient Satisfaction Survey Results**

## Patient Satisfaction Survey Results Summary: July 1, 2010 – June 30, 2011

SHAC uses a Student Voice web survey to ask patients for feedback on the health care they receive at SHAC. The total number of surveys collected for 2010-2011 was 2,862. (Note: 2,559 patients completed the entire survey.) 810 comments were received. Below are the results to the survey questions. (Comments are summarized separately.)

1. How often have you been to SHAC?  
Number=2,862  
1 time: 405=14%  
2-5 times: 1,099=38%  
6 or more times: 1,358=47%
2. Which department(s) were you seen in on this visit? (Check all that apply.)  
# of Respondents=2,862  
# of Responses=4,614  
Following percentages are based on # of responses:  
Allergy & Immunization: 234=5%  
Counseling Services: 818=18%  
General Practice: 1,143=25%  
Health Education: 16=.35%  
Lab: 356=8%  
Massage: 207=4%  
Pharmacy: 462=10%  
Physical Therapy: 60=1%  
Specialty Clinic: 110=2%  
Walk-In/Urgent Care: 569=12%  
Women's Health: 545=12%  
X-Ray: 94=2%
3. How did you hear about SHAC?  
(Check all that apply.)  
# of Respondents=2,862  
# of Responses=4,002  
Percentages are based on # of responses:  
Bathroom Sign: 140=4%  
Building Banners: 243=6%  
Daily Lobo Ad: 112=3%  
Outreach Event: 52=1%  
Phone Book: 13=.32%  
Referred by Someone: 592=15%  
SHAC Information Booklets: 227=6%  
Student Health 101 E-Newsletter: 87=2%  
Student Orientation: 998=25%  
UNM Website: 690=17%  
Other: 290=7%  
I don't remember: 558=14%
4. Which (medical) provider did you see?  
Number=1,773 respondents  
L Carreon, PA: 133=8%  
R Covell, CNP: 260=15%  
D Jackson, MD: 82=5%  
B Kloeppe, MD: 20=1%  
B Krause, CNP: 97=5%  
A Mares, MD: 194=11%  
R Martinez, MD: 57=3%  
N McGough, CNP: 189=11%  
B Meyer, CNP: 68=4%  
B Oakland, PA: 36=2%  
C Rossignol, CNP: 22=1%  
P Spencer, MD: 116=7%  
L Veytia, PA: 130=7%  
K Williams, MD: 194=11%  
I don't know: 175=10%
5. Which (counseling) provider did you see?  
Number=718 respondents  
G Borell: 98=14%  
J Bosquet: 5=1%  
B Eldridge: 50=7%  
L Hillas: 45=6%  
T Law: 95=13%  
H Linneman: 18=3%  
S Lowe: 114=16%  
R Mitchell: 86=12%  
K Ponchalek: 105=15%  
K Schindler-Wright: 23=3%  
V Valle: 7=1%  
R Zurita: 72=10%
6. Indicate level of agreement with statement:  
Instructions provider gave re: follow-up were clear.  
Number=1,773 respondents  
Strongly Agree: 1,302=73%  
Agree: 354=20%  
Neutral: 81=5%  
Disagree: 21=1%  
Strongly Disagree: 15=1%
7. Indicate level of agreement with statement:  
Practitioner was competent and knowledgeable.  
Number=1,773 respondents  
Strongly Agree: 1,384=78%  
Agree: 284=16%  
Neutral: 70=4%  
Disagree: 18=1%  
Strongly Disagree: 17=1%
8. Indicate level of agreement with statement:  
Practitioner was friendly and helpful.  
Number=1,773 respondents  
Strongly Agree: 1,432=81%  
Agree: 223=13%  
Neutral: 76=4%  
Disagree: 21=1%  
Strongly Disagree: 21=1%



9. Indicate level of agreement with statement:  
Walk-In / Urgent Care staff was competent and knowledgeable.  
Number=534 respondents  
Strongly Agree: 361=68%  
Agree: 135=25%  
Neutral: 24=4%  
Disagree: 13=2%  
Strongly Disagree: 1=.19%
10. Indicate level of agreement with statement:  
Walk-In / Urgent Care staff was friendly and helpful.  
Number=534 respondents  
Strongly Agree: 372=70%  
Agree: 125=23%  
Neutral: 24=4%  
Disagree: 9=2%  
Strongly Disagree: 4=1%
11. Indicate level of agreement with statement:  
Women's Health staff was competent and knowledgeable.  
Number=510 respondents  
Strongly Agree: 394=77%  
Agree: 95=19%  
Neutral: 17=3%  
Disagree: 1=.2%  
Strongly Disagree: 3=1%
12. Indicate level of agreement with statement:  
Women's Health staff was friendly and helpful.  
Number=510 respondents  
Strongly Agree: 421=83%  
Agree: 73=14%  
Neutral: 12=2%  
Disagree: 2=.39%  
Strongly Disagree: 2=.39%
13. Indicate level of agreement with statement:  
Counseling Services staff was competent and knowledgeable.  
Number=676 respondents  
Strongly Agree: 486=72%  
Agree: 135=20%  
Neutral: 36=5%  
Disagree: 9=1%  
Strongly Disagree: 10=1%
14. Indicate level of agreement with statement:  
Counseling Services staff was friendly and helpful.  
Number=676 respondents  
Strongly Agree: 509=75%  
Agree: 122=18%  
Neutral: 25=4%  
Disagree: 11=2%  
Strongly Disagree: 9=1%
15. Indicate level of agreement with statement:  
My problems interfered with my ability to conduct my academic work.  
Number=676 respondents  
Strongly Agree: 240=36%  
Agree: 196=29%  
Neutral: 132=20%  
Disagree: 66=10%  
Strongly Disagree: 42=6%
16. Indicate level of agreement with statement:  
I once considered leaving UNM due to my problems.  
Number=676 respondents  
Strongly Agree: 145=21%  
Agree: 113=17%  
Neutral: 92=14%  
Disagree: 127=19%  
Strongly Disagree: 199=29%
17. Indicate level of agreement with statement:  
Counseling Services assisted me in remaining in school.  
Number=676 respondents  
Strongly Agree: 145=21%  
Agree: 150=22%  
Neutral: 254=38%  
Disagree: 64=9%  
Strongly Disagree: 63=9%
18. Indicate level of agreement with statement:  
Counseling Services helped me improve my academic work.  
Number=676 respondents  
Strongly Agree: 161=24%  
Agree: 174=26%  
Neutral: 242=36%  
Disagree: 51=8%  
Strongly Disagree: 48=7%
19. Indicate level of agreement with statement:  
Health Education staff was competent and knowledgeable.  
Number=12 respondents  
Strongly Agree: 6=50%  
Agree: 4=33%  
Neutral: 2=17%  
Disagree: 0=0%  
Strongly Disagree: 0=0%
20. Indicate level of agreement with statement:  
Health Education staff was friendly and helpful.  
Number=12 respondents  
Strongly Agree: 7=58%  
Agree: 4=33%  
Neutral: 1=8%  
Disagree: 0=0%  
Strongly Disagree: 0=0%

21. Indicate level of agreement with statement:  
Lab staff was competent and knowledgeable.  
Number=330 respondents  
Strongly Agree: 208=63%  
Agree: 87=26%  
Neutral: 24=7%  
Disagree: 7=2%  
Strongly Disagree: 4=1%
22. Indicate level of agreement with statement:  
Lab staff was friendly and helpful.  
Number=330 respondents  
Strongly Agree: 201=61%  
Agree: 71=22%  
Neutral: 36=11%  
Disagree: 11=3%  
Strongly Disagree: 11=3%
23. Indicate level of agreement with statement:  
X-ray staff was competent and knowledgeable.  
Number=88 respondents  
Strongly Agree: 61=70%  
Agree: 24=27%  
Neutral: 3=3%  
Disagree: 0=0%  
Strongly Disagree: 0=0%
24. Indicate level of agreement with the statement:  
X-ray staff was friendly and helpful.  
Number=88 respondents  
Strongly Agree: 66=75%  
Agree: 18=20%  
Neutral: 4=5%  
Disagree: 0=0%  
Strongly Disagree: 0=0%
25. Indicate level of agreement with statement:  
Physical Therapy staff was competent and knowledgeable.  
Number=58 respondents  
Strongly Agree: 51=88%  
Agree: 1=2%  
Neutral: 3=5%  
Disagree: 1=2%  
Strongly Disagree: 2=3%
26. Indicate level of agreement with statement:  
Physical Therapy staff was friendly and helpful.  
Number=58 respondents  
Strongly Agree: 54=93%  
Agree: 1=2%  
Neutral: 1=2%  
Disagree: 0=0%  
Strongly Disagree: 2=3%
27. Indicate level of agreement with statement:  
Massage Therapy staff was competent and knowledgeable.  
Number=197 respondents  
Strongly Agree: 161=82%  
Agree: 27=14%  
Neutral: 7=4%  
Disagree: 2=1%  
Strongly Disagree: 0=0%
28. Indicate level of agreement with statement:  
Massage Therapy staff was friendly and helpful.  
Number=197 respondents  
Strongly Agree: 172=87%  
Agree: 22=11%  
Neutral: 2=1%  
Disagree: 1=1%  
Strongly Disagree: 0=0%
29. Indicate level of agreement with statement:  
Allergy & Immunization staff was competent and knowledgeable.  
Number=213 respondents  
Strongly Agree: 158=74%  
Agree: 41=19%  
Neutral: 9=4%  
Disagree: 2=1%  
Strongly Disagree: 3=1%
30. Indicate level of agreement with statement:  
Allergy & Immunization staff was friendly and helpful.  
Number=213 respondents  
Strongly Agree: 169=79%  
Agree: 32=15%  
Neutral: 5=2%  
Disagree: 6=3%  
Strongly Disagree: 1=.47%
31. Indicate level of agreement with statement:  
Pharmacy staff was competent & knowledgeable.  
Number=362 respondents  
Strongly Agree: 283=78%  
Agree: 64=18%  
Neutral: 13=4%  
Disagree: 1=.28%  
Strongly Disagree: 1=.28%
32. Indicate level of agreement with statement:  
Pharmacy staff was friendly and helpful.  
Number=362 respondents  
Strongly Agree: 298=82%  
Agree: 48=13%  
Neutral: 12=3%  
Disagree: 2=1%  
Strongly Disagree: 2=1%

33. Indicate level of agreement with statement:  
My health problems interfered with my ability to conduct my academic work.  
Number=1,894 respondents  
Strongly Agree: 350=18%  
Agree: 499=26%  
Neutral: 319=17%  
Disagree: 320=17%  
Strongly Disagree: 406=21%
34. Indicate level of agreement with statement:  
I once considered leaving UNM due to my health problems.  
Number=1,894 respondents  
Strongly Agree: 118=6%  
Agree: 115=6%  
Neutral: 174=9%  
Disagree: 389=21%  
Strongly Disagree: 1,098=58%
35. Indicate level of agreement with statement:  
SHAC services assisted me in remaining in school.  
Number=2,041 respondents  
Strongly Agree: 252=12%  
Agree: 341=17%  
Neutral: 911=45%  
Disagree: 206=10%  
Strongly Disagree: 331=16%
36. Indicate level of agreement with statement:  
SHAC services helped me improve my academic work.  
Number=2,041 respondents  
Strongly Agree: 282=14%  
Agree: 467=23%  
Neutral: 818=40%  
Disagree: 172=8%  
Strongly Disagree: 302=15%
37. Rate the following: Availability and timeliness of appointment scheduling.  
Number=2,559 respondents  
Excellent: 1,414=55%  
Good: 716=28%  
Satisfactory: 295=12%  
Poor: 101=4%  
Not Applicable: 33=1%
38. Rate the following: Competence of Reception Area staff.  
Number=2,559 respondents  
Excellent: 1,463=57%  
Good: 751=29%  
Satisfactory: 248=10%  
Poor: 76=3%  
Not Applicable: 21=1%

39. Rate the following: Friendliness and helpfulness of Reception Area staff.  
Number=2,559 respondents  
Excellent: 1,524 =60%  
Good: 725=28%  
Satisfactory: 219=9%  
Poor: 73=3%  
Not Applicable: 18=1%
40. Rate the following: Our concern for your privacy and confidentiality of your health information.  
Number=2,559 respondents  
Excellent: 1,386=54%  
Good: 777=30%  
Satisfactory: 299=12%  
Poor: 56=2%  
Not Applicable: 41=2%
41. Rate the following: Your overall SHAC experience.  
Number=2,559 respondents  
Excellent: 1,498=59%  
Good: 818=32%  
Satisfactory: 175=7%  
Poor: 64=3%  
Not Applicable: 4=.16%
42. What is likelihood of you recommending SHAC to others?  
Number=2,559 respondents  
Very likely: 2,027=79%  
Somewhat likely: 404=16%  
Slightly likely: 89=3%  
Not at all likely: 39=2%

*Please see also:  
2010-2011 Patient Comments.*

X:\Reports\Annual Report\10-11\Patient Survey Results\Survey Results 2010-2011\_QUESTIONS.doc

## UNM Student Health & Counseling (SHAC) 2010-2011 Patient Comments

SHAC uses a Student Voice web survey to ask patients for feedback on the health care they receive at SHAC. The total number of surveys collected for 2010-2011 was 2,862, which included 810 comments. Below is a breakdown of patient comments by department, staff, services, etc. It includes **samples/excerpts** of positive and negative comments, as well as suggestions. A copy of all of the comments received for 2010-2011 is available at SHAC upon request.

### **Appointments – Medical:**

Number of Comments = 47 | Positive: 8 | Negative: 39

#### Positive:

- On several occasions, I have been able to get same-day appointments -- which is something that I am very appreciative for. If I didn't have accessibility to the SHAC services, I would have to go elsewhere and wait, at times, weeks to get in with another doctor. Thanks.
- I like that the appointment times are flexible and that the center offers multiple services.

#### Negative:

- The appointments sometimes are scarce and one has to wait a lot and lose study/work time.
- Even though I specified that my issues affected my school work, I did not get an appointment any quicker. I have to wait three weeks to get help, even though I need it now.
- I called to make an appointment and was told to come in right away and would be seen. When I arrived 20 minutes later, I was given an appointment for three hours later. If they would have simply given the appointment during the phone call, I wouldn't have had to drive all the way to UNM just to turn around and drive home again.
- I was unable to get any appointment early in the morning (8AM-10AM) which is really bad for my schedule. For my appt today I had to skip a class to make it or I would have had to wait for another day. If SHAC can somehow schedule people in earlier in the morning, that would really make a difference for people like me.

### **Appointments – Counseling:**

Number of Comments = 11 | Negative: 11

#### Negative:

- I really needed to be talk to someone and I got an appointment for a week later at a time which doesn't work at all for me. I feel like I needed their help and now I'm not going to get it.
- It would be nice to have appointments between 12:00-1:00, because due to the classes sometimes there is not enough time.
- I think talking to a counselor once every two weeks is not helpful, no matter how good the counselor is... I feel my situation is severe, and I've already had to make decisions in my life which may or may not be helpful to me before I was able to talk to anyone. Counseling requires visits at least once per week.
- I visited to see about anti-depressant medications. The interviewer was competent, empathetic and gave a referral for meds. However, I was told the earliest available appointment to start the process to get anti-depressant medications more than 2 weeks away. Given the fact that I've been battling depression in excess of 3 weeks, I find this pretty disappointing.
- Please find a way to offer services to patients in a timely manner. Asking students to wait 3-4 weeks to have their first counseling session after a traumatic event is not conducive to healing.

### **Confidentiality:**

Number of Comments = 34 | Negative: 34

#### Negative:

- I feel like the reception area isn't very private because the windows are close together and the receptionists aren't quiet when reading the patient's address and phone number. I also don't like to tell the receptionist what's wrong with me because I think that others can hear me. I also think some of the patient rooms aren't private because the doors don't close completely, and I think that people in the hall or other rooms can hear me talking.

- My concern is the reception area - the people waiting are extremely close to those checking in. It is my opinion that privacy will be compromised by no fault of the staff, but because of the space constraints.
- My only complaint is that the "What do you need to be seen for?" question is asked at the reception desk in front of a line of people. No privacy whatsoever. Luckily my issue was a skin infection. What if my answer were, "I'm afraid I have an STI," or, "I think I might be pregnant and I don't know what to do," or, "I think I might have lice." Would I want to announce that in front of a roomful of strangers? Nope. I strongly believe this question should be put on a form, or asked in the privacy of an exam room.
- Privacy at the front desk and at the upstairs pharmacy needs to be addressed. Everyone in line can hear what's going on with you, the waiting line is so close to the check in/out.
- Soundproof doors needed. I don't want to hear other people's business, and vice versa.
- The booths at reception are insufficient to respect confidentiality of the physical presence of the person and auditory information passed from recipient to sender and vice versa.
- The walls in the rooms are very thin. I can hear what people are saying, and I think that people can hear what the doctor is telling me. There are reminders on the walls to talk quietly, but I don't think that is sufficient to guard the privacy of the patients.

## Costs

Number of Comments = 13 | Positive: 5 | Negative: 8

### Positive:

- The copays and pharmacy are affordable.
- I don't have any health insurance, so I really enjoy being helped at the SHAC for reasonable prices despite this. It's such a huge difference compared to hospitals. It takes less time, costs less, and I feel like I get to talk to the doctor much more easily.
- It was very satisfactory that my wife was seen by a doctor given that I am an international student. We are both covered by the Macori international insurance program. The cost of our visit was very affordable.

### Negative:

- The cost is out of my price range.
- The number overall students at UNM and rise in money coming in per student have increased over the past 10 years. However, the facilities remain largely unchanged and have not been expanded. In fact, the personnel needed to keep SHAC running smoothly has decreased. This needs to be addressed with improved facilities and more personnel.
- I do not have student insurance and the counseling services become pretty expensive for my student budget. It would be helpful if there was more financial assistance for those who do not have student insurance. One visit to a counselor isn't enough, and so usually these visits add up quite fast.

## Counseling Provider – G Borrell

Number of Comments = 11 | Positive: 11

### Positive:

- Dr. Borrell is great. He has helped me overcome my issues and remain in school, and excel at my schoolwork.
- Dr. Borrell is very easy to talk to about my problems. He provides a comfortable atmosphere allowing me to be expressive.
- Dr. B. has made it possible for my to do so well in school. I've struggled with bipolar disorder for 8yrs. I've been in college 7yrs. I have had to take a lot of time off because of my disorder. Dr. B. has been helpful and patient. He helped me get on a great medicine. Not only has he saved my life, he has made it better. I thank him for much of my personal and academic success!

## Counseling Provider – B Eldridge

Number of Comments: 7 | Positive: 7

### Positive:

- Brandy Eldridge was an exceptional counselor. She was considerate and extremely helpful. I will strongly recommend her to all of my colleagues.

- Brandy helped me work through a number of life changes through the last year, and assist me with my desire to increase my personal productivity by finding a healthy balance in my life... She is wonderful at helping you identify what area is giving you issues and finding solutions. Hopefully you will be able to keep her with SHAC for many years to come. Because as a student, while physical health is important, mental health is supreme in becoming a highly effective, happy student. Thank you, Brandy!

### **Counseling Provider – L Hillas**

Number of Comments: 3 | Positive: 3

Positive:

- I have a great rapport with my counselor, Lynn.

### **Counseling Provider – T Law**

Number of Comments: 6 | Positive: 6

Positive:

- Teresa Law is an excellent counselor that has extensive knowledge in her field. She is extremely welcoming and approachable. I always recommend her to other students at UNM.
- Teresa Law is the greatest. She has helped me enormously with coping with my problems and remaining in school and being an excellent student. I owe my success almost entirely to her.
- Teresa was very helpful, and most importantly understanding of my issue. She helped me narrow in, very quickly, on what was upsetting me, and helped me deal with it. What she pointed out to me, and what we talked about, spurred me into action, and allowed me to face my problem directly. Even though it's only been a short time since talking to her, and dealing with my issue, I can say that I see it improving soon.

### **Counseling Provider – H Linneman**

Number of Comments: 1 | Positive: 1

Positive:

- Dr Linneman came highly recommended for issues concerning ADHD/ADD, and I would naturally recommend him to others seeking orientation on that topic.

### **Counseling Provider – S Lowe**

Number of Comments: 5 | Positive: 5

Positive:

- Stacey Lowe is a LIFE SAVER!! THANK YOU SO MUCH!
- I've had a very positive experience seeing Stacey. She has helped me reduce my anxiety on many levels.

### **Counseling Provider – R Mitchell**

Number of Comments: 5 | Positive: 5

Positive:

- Ray has consistently been professional and supportive. I don't know how he can listen to people all day and still take interest in my session, but he always does. His specific suggestions ('coaching') have been helpful to my academic performance, and the overall results of our year of sessions has revealed to me solutions for the very problems that brought me to SHAC in the first place. It takes time, but things are by all means better now than they were a year ago.
- Ray was the nicest and most helpful person I have seen at the counseling center.

### **Counseling Provider – K Ponchalek**

Number of Comments: 6 | Positive: 6

Positive:

- Karl is a genius. I was close not only to dropping out, but to failing out last year. I largely attribute my success this year (all A's and B+'s) to Karl's help. I've seen several therapists over the years, and Karl was the first one to treat me like a human being, not like a patient with a psychological disorder. Instead of working on categorizing or experimenting with my problems, he helped me, and continues to help me, to solve them.
- Karl is the best counselor I have ever had. He is such a kind and knowledgeable counselor. I can't even begin to put into words how amazing he is as a counselor. I truly value his assistance and credit my mental health to his guidance.

### **Counseling Provider – K Schindler-Wright**

Number of Comments: 1 | Positive: 1

Positive:

- Kathleen is an incredible counselor. She has helped me sort out what I'm feeling, what my thought process is and has equipped me with valuable ways to stop certain thought processes. She has a number of skills to help students and I credit her for relaxing me so much that I easily passed the most important and most difficult exam in my whole program. Thank you, Kathleen, for your wonderful and non-judgmental care.

### **Counseling Provider – R Zurita**

Number of Comments: 1 | Positive: 1

Positive:

- Ruben was very nice and explained the counseling process well.

### **Counseling Provider – General**

Number of Comments: 15 | Positive: 7 | Negative: 8

Positive:

- Counseling providers are the best thing I could ever have hoped for: they are empathetic and insightful, and have helped me turn my life around in a number of ways. My life would look very different if not for them.
- The counseling services are excellent. The practitioners are very skilled at creating a safe place for a person, a place free of judgment. I'm very happy with my experience here.
- The service and quality of the doctor / psychiatrist I saw was outstanding, exemplary, and phenomenal. The SHAC and the UNM student body is really well off with this doctor. He helps me with my concerns and listens to everything, asks great questions, and really wants the overall care of his client/ patient.

Negative:

- My therapist was sarcastic and judgmental. I was referred to other services and insulted for thinking SHAC services would be enough for me. I appreciated the counselor's frankness to a degree, and I think he/she really cared, but I felt terrible after my appointment. I tried not to take it personally, but I felt very anxious and depressed.
- The counselor who conducted my screening did not make eye contact while he was speaking to me, which was very disconcerting.
- The counselor that was provided to me didn't seem like she was taking my issue seriously.
- The counselor I saw was extremely unhelpful. He was condescending and out of line.

## **Counseling – General**

Number of Comments: 23 | Positive: 10 | Negative: 13

### Positive:

- Quick counseling response was greatly appreciated.
- I really enjoy the counseling service. Every time I have been to the counseling department, I have left feeling better and I feel that they have helped me have hope for my future.
- This service is a tremendous help to students. Being able to have someone to talk to means a lot when you don't really have anyone to talk to in the first place.
- Thank you so much for helping me solve my problems! They were holding me back from so much. It feels as if a door has been opened and so much sunlight has been let in. There was a time when I didn't know if anything could help me. There were so many temporary fixes but nothing ever helped end the depression or offered any solutions for it. I now am able to control my feelings and emotions. Depression no longer rules my life. It's a long road ahead, but I know the cause and how to manage it. THANKS FOR HELPING ME REGAIN MY LIFE!!!!

### Negative:

- When I was seen I felt that my situation was made to be generalized too quickly before I was fully heard.
- I was prepared to talk more about my past!
- I did not like having to go through the triage process since it had been over 6 months.
- The triage felt a little invasive, left feeling worse then I showed up.

## **Counseling – Check-In**

Number of Comments: 14 | Negative: 14

### Negative:

- Being able to self sign in for the sake of privacy issues concerning counseling appointments would be much better.
- Now that I have to check in at the front for both medical and counseling appointments is problematic. It has significantly increased wait time. I waited in line with about 10 other students for about 15-20 minutes and was late for my appointment as a result. Counseling appts should return to the old check-in system.
- On my recent visit, the counseling receptionist was no longer available. Check in was done in the medical area where I felt more exposed. I did not like this experience.

## **Counseling – Visit Policy**

Number of Comments: 12 | Negative: 12

### Negative:

- As a long-term client of SHAC, I am dismayed at the policy limiting counseling visits to 12 per year. There are health issues which require long-term care, and to make a patient switch to another provider mid-course is counterproductive, and a real world problem for the affected patient. I ask that this policy be reconsidered.
- I know the staff has no control over this, but I'm experiencing a great deal of anxiety over the new policy limiting students to 12 counseling visits per academic year. I understand that there have to be limits in order to serve as many students as possible, but I wish there were some flexibility--that the limit could be adjusted or overridden given openings in counselors' schedules, or during less busy times in the semester. I, and others, I am sure, depend heavily on these sessions and it is devastating to have them cut off in this way.
- The change in policy (limiting the amount of sessions a year) was harmful for my treatment.

## **Counseling – Suggestions**

Number of Comments: 5

- Graduate students NEED therapy services. I hope that we can ensure the regular availability of therapy for them...
- I would benefit from receiving a paper copy of suggestions to make it easier to remember and implement them; counseling sessions cover a lot of territory. It is great that UNM SHAC has obtained the competent services of Brandy Eldridge who knows about Aspergers and is an excellent resource. She probably knows



websites and has information that would help UNM ARC to be more helpful with current and incoming students with Aspergers. Also, it would help me to have a social skills group that someone like Brandy might facilitate (UNM ARC may be considering a welcome for new students who are "on the spectrum" but from what I've been told it is a onetime thing and not a facilitated group.

- It would be nice to have more hours scheduled for counseling, and more workshops.
- To provide more workshop times for stress management and other tools that can help students succeed in their academic career.

## Hours

Number of Comments: 4 | Negative: 4

Negative:

- Closing hours need to be extended past 5 pm (i.e., an hour later, 6 pm). Most people work during the day.
- Need to adjust clinic times so that the SHAC stays open till 7 pm. Most students have jobs and get off work around the time SHAC closes.
- The only problem I have with SHAC is the hours that I can go there. If I am sick on the weekend or in the evening, I have nowhere to go.

## Insurance

Number of Comments: 11 | Negative: 11

Negative:

- Would love it if they accepted United Healthcare. SHAC is really convenient when I need to get in to see a doctor quickly, but I have to pay out of pocket. I'd go there all the time if they accepted United.
- My only complaint is that eye and dental care are not included in student plan A.
- Student health insurance is very expensive; that is my only comment.
- It's almost worth staying in school to go to the Student Health Center. Macori Insurance, although cheap, seems extremely incompetent in processing my claims, forwarding me bills, and otherwise communicating with me, a nurse, about my health care costs, expenses, billing, paperwork, etc.

## Lab

Number of Comments: 21 | Positive: 8 | Negative: 13

Positive

- The lab staff was knowledgeable and quick working.
- I had blood drawn and have had great experiences with the phlebotomists lately. I have very difficult veins and have had some terrible experiences elsewhere, so I appreciate their patience and skill.
- Even the lab tech was amazing! Normally because I have rolling veins I have to get sticked and pricked repetitively. BUT, on the first try he got it done!
- Also, the staff in the lab downstairs are excellent. It can be nerve-racking getting blood drawn or giving urine samples, but they also are non-judgmental and kind.

Negative:

- Lab sometimes takes awhile to attend patients.
- A few months ago I came in and I had to get a blood test done at the lab. It was a very long wait and a bit frustrating. I get the feeling that the lab is understaffed or overtaxed.
- Lab tech really wasn't friendly, nor made me feel comfortable.

## Massage

Number of Comments: 52 | Positive: 38 | Negative: 14

Positive:

- Patricia was kind, professional, informative, and extremely good at massage therapy. She helped me feel comfortable and relaxed and answered many questions I had. Thanks, Patricia!

- Thomas has been a very helpful part of my recovery from knee surgery. If he ever needs a recommendation as a massage therapist, I will be happy to provide one.
- The massage therapy department was excellent. They made me feel comfortable and it was a very relaxing, enjoyable experience.
- Massage therapy is much needed for students, especially graduate students. Patricia is great!
- The options for inexpensive massage for grad students is wonderful! Thank you.

Negative:

- My massage was scheduled for a full hour, and I only received a 45-minute massage
- Annoying to have to check in, go upstairs for massage, and then go back and get in line again to pay.
- Increase the massage therapy for graduate students due to stress of research.
- The reception staff is usually unclear about the dates during which Plan A folks can use their two free massages.
- Having a chair massage person on staff. It takes forever to get a massage appointment.

### **Medical Provider – L Allen**

Number of Comments: 1 | Positive: 1

Positive:

- I was seen by Dr. Allen who was thorough and addressed my symptoms comprehensively. She was great!

### **Medical Provider – L Carreon**

Number of Comments: 8 | Positive: 8

Positive:

- Lawrence Carreon has been one of the most competent and caring health practitioners that I have ever seen. His best trait is his genuineness and caring way. He engages in conversation that puts me at ease and asks the extra questions to get at the root of the problem. He has an innate ability to empathize with his patient.
- Lawrence Carreon is an incredible provider. I appreciate his thoroughness and his ability to be down to earth and have a real discussion of health issues. I am a healthcare provider, and he is one of the best I have had the pleasure of being around.

### **Medical Provider – T Collins**

Number of Comments: 5 | Positive: 5

Positive:

- Tom was very kind and helpful and understanding as to the illness I was suffering that day.
- Dr. Tom was the practitioner that served me. He was fantastic.

### **Medical Provider – R Covell**

Number of Comments: 10 | Positive: 10

Positive:

- Rena Covell was very knowledgeable and caring. I was able to get what I needed in a very timely fashion. She really cares about her patients and made a painful procedure as comfortable as possible. I will be returning to her for any future issues.
- Rena Covell was very nice and helpful. Thank you!
- Rena made me feel very comfortable. I feel lucky to have had her as my provider. She is a kind and very congenial person, an absolute professional, and I enjoyed the visit rather than having a bad experience, which I was expecting based on my procedure.

### **Medical Provider – D Jackson**

Number of Comments: 4 | Positive: 4

Positive:

- Dr. Jackson rocks!
- I appreciated Dr. Jackson's follow-up phone calls regarding referrals, etc.
- I was very impressed with Dr. Jackson and the x-ray tech, Sue. They were both very knowledgeable, helpful, friendly, and efficient.

### **Medical Provider – B Kloeppe**

Number of Comments: 6 | Positive: 6

Positive:

- Dr. Kloeppe went way beyond the call of duty today not only answering questions in a most competent manner and following up medically, but also listening to & understanding the devastating impact my injury has had on me. She also spent a great deal of time with me and was very thorough and extremely supportive. She has been my GP since I've been at UNM & I couldn't have had better or more responsive service than she has given.
- Dr. Kloeppe was not pushy or judgmental at all; instead, she gave me information to review and I will follow-up with her about my choices. I feel so lucky that she is my primary!

### **Medical Provider – B Krause**

Number of Comments: 20 | Positive: 20

Positive:

- Barbara Krause is excellent at what she does. She actually takes time to answer all my questions, and to make sure that I understand everything that is happening. I have seen her twice now, and she is relentless in trying to make sure that I have the best treatment available. It is practitioners like her that make SHAC accessible and a wonderful experience for students.
- Barbara Krause is the finest practitioner I have ever encountered. She is very capable and supportive, extremely smart, experienced and her work in healing is as much her verbal and emotional help as is her medical work. Please help to provide her with anything and everything she could ever need to continue her work; she is making a very serious difference in my life (and I am sure many others).
- Barbara Krause is extremely professional and a wonderful person.
- Barbara Krause is fantastic! She is warm, extremely competent, always asks how I'm doing and remembers details of what I have going on in my life and follows up on those, and provides a very comfortable and safe environment where I can share my health concerns with her. She is an excellent provider!

### **Medical Provider – A Mares**

Number of Comments: 14 | Positive: 14

Positive:

- Definitely keep Dr. Mares. He's one of the best doctors I've ever had. He clearly cared for my well-being and went further by explaining to me in more detail about my conditions. He also referred me to financial assistance for under-insured people. Thank you.
- Doctor Arthur Mares was especially helpful and showed a genuine interest in my health. He promptly and honestly addressed my concerns, going above and beyond my expectations in every way. He spent extra time with me and provided extensive information that was relevant to my life. If SHAC ever has to fire anyone, make sure Dr. Mares is the last to go; he is awesome.
- Dr. Mares is very knowledgeable. He took the time to help me understand why I was feeling the way I was and what caused it. I learned a lot from what he had to say.

### **Medical Provider – R Martinez**

Number of Comments: 4 | Positive: 4

Positive:

- Dr. Martinez is one of the best doctors I have encountered ever. I have chronic illnesses that I feel she is both competent to handle, as well as willing to take the time to do the extra-research to find out more about what is causing my health concerns. I have met many, many doctors in my life due to my health, and I wish I could commend her in some way besides writing this post-survey commentary. A big THANK YOU!
- I saw Dr. Martinez in the Sports Medicine clinic which is a nice addition to the SHAC.

### **Medical Provider – N McGough**

Number of Comments: 24 | Positive: 24

Positive:

- Dr. Nancy was awesome. I really enjoyed her. I will be returning to the SHAC and requesting her because she was truly helpful. She should be recognized for her outstanding work with patients. I never felt more comfortable with a Doctor before. She was very warm and inviting and she answered all of my questions with in-depth answers. Way to go Dr. Nancy!! You are one of a kind!
- Nancy is the best provider I have ever encountered. She was professional and knowledgeable but more than anything she was personable. I was struck by her friendliness and compassion. I felt at ease and trusted her almost immediately. I greatly appreciated having her and I hope she knows that.
- Nancy was great. As someone whose gender identity falls on the trans spectrum, she was incredibly attentive and concerned about the quality of care that I receive. She made no assumptions, asked relevant questions and made me feel safe--no small feat in a health care setting. I will absolutely be recommending Nancy to every other LGBTQI person I know, because she is such an asset to our community on UNM's campus.

### **Medical Provider – B Meyer**

Number of Comments: 6 | Positive: 6

- Bennette was really exceptional in that regard allowing me to talk and responding as an active, engaged, compassionate, competent provider. I was able to work through my health issue with her and leave with an agreeable action plan.
- Bennette was excellent. She was kind, caring, funny and extremely helpful.
- Ms. Meyer is the most amazing nurse practitioner I have ever been to. She is knowledgeable, patient, honest and efficient. She is a major asset to Women's Health at SHAC. If she ever leaves she should take part in interviewing and selecting her replacement!!!!

### **Medical Provider – A Parada (Resident)**

Number of Comments: 2 | Positive: 2

- Dr. Alisha Parada was great!!! Made my women's visit comfortable & I will recommend her to all my friends.

### **Medical Provider – C Rossignol**

Number of Comments: 5 | Positive: 5

Positive:

- Connie is AMAZING!!! I have seriously never had an appointment as successful as this one, no joke!!
- Dr. Rossignol was caring, patient, and professional. She provided me with info that is very useful.

### **Medical Provider – P Spencer**

Number of Comments: 14 | Positive: 14

Positive:

- Dr. Peggy Spencer is the best physician I have ever seen. Having a chronic illness I see dozens of doctors and far and away she is my favorite. She is extremely competent, she has the most tremendous capacity for empathy that I have seen in a physician, and overall she is an amazing doctor.
- Dr. Spencer is a great communicator. She always makes me feel cared about and gives me straight instructions and advice.
- Dr. Spencer is an incredibly patient, competent, and wise Doctor. I would recommend her highly.
- Dr. Spencer is so good at listening and encouraging patients to choose their own path with her guidance. I appreciate that she trusts me to decide what is best for me, with her help. Plus, she's such a warm, approachable person. I love her!
- Dr. Spencer is WONDERFUL. I have recommended her to several friends. Really she is the best doctor I have seen anywhere due to her professionalism, caring demeanor, and competency. She remembers me and makes me feel less nervous.

### **Medical Provider – L Veytia**

Number of Comments: 2 | Positive: 2

Positive:

- Laura was great! Due to the holiday Laura reviewed several scenarios with me regarding the progression of my illness giving me viable options instead of having to go to urgent care if I got worse. My test results came in a matter of hours which was excellent considering I was contagious and needed to go home. Thanks!

### **Medical Provider – K Williams**

Number of Comments: 17 | Positive: 17

Positive:

- I always appreciate Dr. Williams' bedside manner: she is thorough and friendly without making me feel rushed or unwanted. She advises me as necessary and is always willing to answer questions. She listens well to my concerns and comments.
- My doctor, Dr. Williams, was INCREDIBLY friendly and competent and helpful. Not only did she address the health reason that brought me to the clinic but she also counseled me in my daily health activities including vitamins I should be taking, things I am at risk for and how I can prevent them. She took an interest in my overall health and not just solving the current symptoms.
- I've seen Dr. Williams a number of times for various reasons. She is a fantastic provider and is always willing to assist me with whatever issues I bring to her. Her concern for my general well-being is superb.
- Dr. Williams is the greatest. I have been under her care for approx. 6 years. She knows my medical history and was able to give advice and options on meds I was already on due to an accident at the workplace.

### **Medical Provider(s) – General**

Number of Comments: 70 | Positive: 22 | Negative: 48

Positive:

- This Doctor visit was one of the friendliest and most helpful visits I have ever had. The Doctor was extremely helpful, knowledgeable, and did a great job explaining everything. I really appreciate it.
- The practitioners were kind, helpful and clear in their instructions.
- The doctor was very friendly and assisted me with my needs. I feel I have no need to return to the clinic after my examination. Thanks :)
- The Doctors where fast and efficient. I came in and out in no time. If I had any additional question they were happy to stay and answer them for me.
- I appreciated that everything was explained in detail and that the physician treated me like an intelligent person. This was a very pleasant experience.

- I have never been treated so kindly, quickly, and competently for health problems! Although the doc wasn't a specialist in my exact problem, she gave plenty of useful advice and said she would consult a specialist to check if this person agrees.
- I love my GYN CNP... :)
- My doctor was AMAZING. Very supportive and understanding... Made things a whole lot easier.
- My provider was very professional and helpful regarding the topic of my visit. I was grateful for that, I also had a rapid call back on the results of my test.

Negative:

- XXXX was not very approachable. I did not feel very comfortable asking her questions that I was seeking answers to.
- I felt that Dr. XXXX was a little rushed and hasty. Would have liked more attention and interest from him.
- I felt that the doctor did not ask as many questions as possible to understand my condition. Or he did not explain things as thoroughly as I did to help him understand my condition.
- I feel that the doctors could be a little more knowledgeable about available medication.
- I did not leave with a full understanding of my condition. The Dr. did not appear to know what it was, and it was disappointing to leave with no clear direction.
- I felt like the NP I saw in Women's Health could've showed more empathy and could've been more friendly. I didn't feel like she wanted to listen to me.
- The provider was rude. I went there for help and was made to feel bad.

### Medical Staff (General)

Number of Comments: 15 | Positive: 15

Positive:

- All of the doctors and nurses were extremely kind and helpful.
- The doctors and staff were very professional and friendly. I work in the medical field as well and found them to be excellent.
- I've also praised the medical staff to others, I've always been pleased with the patience and time the providers have given me, their expertise, and follow-up.
- I hate going to the doctor... I can honestly say that every single staff person that I have interacted with at the SHAC has treated me with dignity and respect each and every time that I have had to go to SHAC. They have all been helpful and friendly regardless of whether I had an appointment or was just a drop in. If more medical professionals acted in the same manner as the staff at SHAC, perhaps more people would visit their doctors when they were sick. I don't hesitate going to the SHAC when I am sick. If I don't go it's because I am a busy person, but the staff there has always been very welcoming. They have been patient and kind and very respectful. I have never felt like any of them have judged me, no matter what my medical concern was.
- My experiences so far with all SHAC medical faculty and staff have been excellent. I have been treated with respect and great care in a timely and effective manner.
- The nurses, physician assistants, lab techs and doctors are all the best at what they do.

### Medical Treatment

Number of Comments: 26 | Positive: 7 | Negative: 19

Positive:

- Thank you for your care and in-depth evaluation of my condition! I feel better now and wish all medical institutions and providers were as competent as your facility.
- I had a much better experience at the SHAC vs. any other urgent care experience. Very helpful and timely.
- The attention I received as a walk-in patient was great; quick service; friendly; and staff went out of their way to make sure I was comfortable.
- I had a reaction to my med, and someone called me right away to talk about it and follow up. Very helpful.

Negative:

- Sometimes the doctors imply that the patients are knowledgeable with the information they are providing, therefore often they just provide a broad explanation on what is the issue that concerns the patient. Also, there is not a lot of info on follows-up, even a website would be helpful.

- It was somewhat unclear how I would be informed of my lab test results. I imagine that the care provider will call me with the results, however, I would very much like to come in and have a follow up appointment regarding lab test results and future care.
- I didn't really feel like that the provider even checked what was wrong with me. Just gave me a prescription and sent me on my way. They said to come back in a week if I don't feel better and they'll run some tests. I don't see why they didn't just run the tests while I was already there, I feel like I'm getting more sick everyday and they didn't tell me what was wrong with me.
- The doctor I saw on this visit was not as helpful as others I've seen - his advice wasn't given in an objective manner. He didn't follow regular procedures and he recommended treatment that seemed inappropriately drastic for a minor unrelated problem that he gathered minimal patient history on.
- Pushing narcotics is not appropriate.

### **Nursing - General**

Number of Comments: 31 | Positive: 19 | Negative: 12

#### Positive:

- The nursing staff is amazing! Love going!
- It went well and I really got good help from Andy Cain.
- The nurses and reception staff are absolutely wonderful! I adore them all and they are extremely welcoming, supportive, caring and helpful.
- The nurses at SHAC are also extremely friendly and wonderful people.
- Andi--the nurse is FANTASTIC. Trish--the nurse is FANTASTIC.

#### Negative:

- Everything was fine except the nurse. She seemed aggravated and was totally rude to me when trying to take my blood pressure. I will not return here as I have good insurance and have a primary care doctor not far from there. I will never deal with that kind of performance again.
- Employees (Nurses) were very unfriendly and very unhelpful.
- The nurse seemed bugged and frustrated due to the lateness of my walk-in appt and made it very clear while examining me prior to the Dr. seeing me. She was rude and incompetent in her ability to make me feel comfortable and safe.
- Nurse I had, didn't seem to care.

### **Nursing – Allergy & Immunization**

Number of Comments: 8 | Positive: 6 | Negative: 2

#### Positive:

- The lady at A&I was extremely helpful. I needed shot records from my hx and although I was not able to retrieve them she helped me in getting the number and then advising me as well.
- The woman who gave me a TB test was outstanding in her patient care and courtesy.
- Susan at A&I is excellent.

#### Negative:

- Although the ladies at the A&I clinic were kind, they don't seem very attentive to the clipboard. This visit was the second time that they have skipped my name and taken other patients.
- The A and I clinic should have a triage system. I had to wait for 40 minutes to get a simple 2-step TB test read. Very frustrating to have to wait so long for something that literally takes the RN 15 seconds to do.

### **Nursing – Women's Health**

Number of Comments: 22 | Positive: 22

#### Positive:

- Linda, I believe, at Women's Health was excellent. Every time I go in she remembers me, has a positive uplifting personality, and answers my questions clearly.
- Reception in Women's Health was phenomenal. I was not embarrassed to talk to anyone there about my concerns/problems.

- The woman who runs the Women's Health Center was incredibly friendly, bubbly, and made me feel comfortable even though I was there to get my first prescription for Birth Control! She made me feel at ease and I'm really appreciative that she did. I'll definitely go back to the center, it was great!
- The nurse that helped me this morning was absolutely TERRIFIC. She couldn't have been sweeter and made me laugh, even though it was early in the morning and I wasn't necessarily looking forward to the appointment. The Nurse Practitioner I saw was also very kind and helpful. Overall an exceptional experience.

## Parking

Number of Comments: 3 | Negative: 3

Negative:

- There should be a better system for parking, but I'm not sure how to improve it. Maybe parking passes could be mailed to patients prior to their appointment if time allows. My appointment was at 3:00. I arrived at UNM at 2:30. I struggled to find parking, checked in at 2:40, brought the parking pass back out to my car, and came back. I was almost late for my appointment because of all the running around I had to do.
- There is rarely parking available in the SHAC parking lot.
- I arrived 45 min early and was not given a pass until my scheduled appointment time and in turn received a parking ticket. By this I mean that my appointment was at 11 (I think) and I arrived at 10:15. I sat in the waiting room and did not leave the SHAC, but was given a parking pass that did not start until 11. Had I showed up 10 min early and my pass did not start till 11, I would still have been ticketed! I now have to pay a parking ticket for showing up to my appointment. I do not think this is a good way to do business.

## Pharmacy

Number of Comments: 25 | Positive: 16 | Negative: 9

Positive:

- The pharmacy is like a small town, mom and pop. The pharmacists greet me by name and take care in preparing my prescription. I live out of town and they have more than once gone beyond the call of duty to make acquiring my medication easier for me.
- Patricia at the Pharmacy (and everyone there, really) is wonderful. They are my favorite pharmacy ever.
- The Pharmacy is the finest I have ever seen. Patricia and everyone else are friendly, professional, helpful and caring. And the prices that they manage to keep are a miracle. I would not be as well as I am today (which is quite well) without the pharmacy. Everyone there deserves recognition for their outstanding work.
- The people in the pharmacy were very nice and friendly. I did not have to wait long.

Negative:

- More workers in pharmacy needed.
- My prescription was not filled out correctly.
- I find it absurd and irresponsible that the Pharmacy is selling candy bars and other high in sugar "snacks."
- It would be nice if the pharmacy was open on weekends and later than 5 pm on weekdays, as it is hard to remember to schedule time to go to the pharmacy during the week. It would also be nice if the prescription money was more, as my medication is expensive and I run out of money and have to pay out of pocket for at least 4 months (April - August).
- You don't inform us right away how expensive the pharmacy is, and we can't take the prescription to any other pharmacy which is not laid out for patients before they are seen by the doctor. So they can decide whether to waste their money on all kinds of prescriptions the doctor decides they need, when they don't need them to get better.

## Physical Therapy

Number of Comments: 17 | Positive: 12 | Negative: 5

Positive:

- The physical therapist, Diane, is extremely compassionate & thorough. She goes "above & beyond the call of duty."
- Diane consistently works to improve her skills and it is a godsend to have such a dedicated physical therapist!



- I am so grateful not only for an osteopathic physical therapist, but for Diane in particular. She is so knowledgeable and physically helpful. I am also impressed by her initiative to continually stay current with new knowledge in the field by attending various conferences.
- Diane gives so much of herself and goes the extra mile. Students are lucky that she's on the SHAC staff.

Negative:

- The SHAC needs to improve their PT department - Diane is always overbooked and there is no chiropractor.
- Dr. Martinez prescribed twice weekly PT but I understand that Diane is trying to retire and will only be working one day a week and even that will be hard to get. I learned that I'd have to pay a \$250 deductible to go outside the SHC. It seems quite unfair that students/patients who need PT would have to pay \$250 up front to have access to PT twice a week simply because a new person has not been hired yet! Is there some way to get PT at UNMH, or somewhere else, without paying \$250 first? I have plan A and just mailed a check to Macori for major medical today. I appreciate any help you can give me.
- The new PT room is nice, but the air conditioning fan blowing right on the table was a bit much! Diane compensated with many blankets, but cold air is not good for tight muscles!
- It is unfortunate that Physical Therapy services have been decreased to one day a week at SHAC.

## Radiology

Number of Comments: 1 | Positive: 1

Positive:

- I was very impressed with Dr. Jackson and the x-ray tech, Sue. They were both very knowledgeable, helpful, friendly, and efficient.

## Reception

Number of Comments: 66 | Positive: 27 | Negative: 39

Positive:

- The reception staff are absolutely wonderful! I adore them all and they are extremely welcoming, supportive, caring and helpful.
- The receptionist was really helpful in getting me an appointment as soon as possible (my issue regards severe and increasing academic anxiety so getting an appointment as soon as possible was important to me, especially at this point in the semester).
- Kristen is awesome and you should promote her.
- The appointment staff is very caring and concerned. I always have good experiences with them.

Negative:

- Sometimes the front desk is unattended, which is inconvenient for clients.
- Specifically asked receptionist if I was seeing an MD and she confirmed this but scheduled me with a nurse practitioner.
- Today the receptionists were both caught with long cases and I waited more than 10 minutes in line to check in. People were giving up and walking away. Perhaps there is a better way to move the line if something unexpected comes up?
- The reception staff was uncaring about my story.

## Reception - Check-In Process

Number of Comments: 8 | Negative: 8

Negative:

- Having to check-in in the main reception area was an inconvenience.
- After talking to the reception staff, she told me to go directly into the room and sit down. The medical assistant walked by and told me that was not what I was supposed to do. You really need to clarify what the directions are and what the patient is supposed to be doing. I did not appreciate that.
- I am an international student and when I came to the registration it took me 20 minutes to register because they didn't know the code for private insurance, etc. So when I went for my appointment I was 20 minutes

late, and a nurse told me that it was really for me to show up at the appointment time, which wasn't my fault.

- Lots of poor communication with nurses and reception staff. There was confusion on which room my doctor was in. The nurse asked me which receptionist I went to. I told her, then she told the wrong receptionist while the receptionist was checking someone in. The nurse then proceeded to tell the other nurses that the wrong receptionist was doing it wrong and making it a big deal in front of me.
- My appointment was for 8am, and I was told to be there 15 minutes early, but the door was locked. An arriving nurse very kindly let me in. Maybe you have to tell your 8am appointments not to arrive until 8am, or open your doors at 7:45. Especially when it is so cold out!

### **Reception - Check-Out Process**

Number of Comments: 2 | Negative: 2

Negative:

- I dislike the fact that the payment system is designed to default to charging your student account.
- None of the staff members seemed prepared to let me pay for services at the time of my visit. When I requested paperwork from the nurses, they seemed surprised that I wanted to pay. The reception area staff were much more surprised and it took several of them working together a few tries to use their system for accepting payment. I paid by check this time since they had such difficulty finding change last time I paid in cash, but they had just as much trouble producing a receipt when I paid with a check.

### **Reception – Insurance**

Number of Comments: 3 | Positive: 2 | Negative: 1

Positive:

- I came in to update my shot record and to receive more information about the student health insurance. The receptionist was very helpful with explaining the insurance to me. I have never registered for insurance before, and she spent a lot of time with me describing the plan options and answering all of my questions.
- I have been in school for 6 years and I have received excellent service from the front line people, especially Jezebel concerning health insurance. Thank you.

Negative:

- The only complaint I have is that the receptionist waited until she had already scheduled my appointment to tell me that the health clinic did not take my new insurance. It would have been nice to know this before scheduling the appointment. Now I will likely have to pay for the appointment out of pocket because of the deductible on my insurance and the fact that the student health center is likely considered "out of area." I might not have changed my behavior but I feel this is something that people should know about before they are booked/charged for a visit.

### **SHAC General**

Number of Comments: 125 | Positive: 121 | Negative: 4

Positive:

- All of my trips to the student clinic have been positive. Each member of the staff has always made me feel heard, respected, and taken care of. My experiences at SHAC have been much more positive than experiences that I have had in the community. Thank you for your exceptional work and your clinic-wide pride in performance.
- I appreciate the services at the clinic and their location on campus makes them very convenient.
- All of the staff I dealt with were incredibly nice and helpful. I received the very best level of care.
- All the doctors, nurses, and staff have been so wonderful to me and my family. I wouldn't go anywhere else. I feel that they really care about the students and understand that we students sometimes push ourselves to the brink of sickness with our studies.
- Excellent work -- I'm always surprised by the short waits and pleasant disposition of the staff.
- As always, I was blown away by the quality of care at SHAC. The clinicians, the time allotted to each patient, and the general environment within the clinic provide only positive experiences with health care, which are typically hard to come by.

- I feel SHAC does a great job.
- Can't say enough good things about experience. Everyone was helpful, professional, and caring. I'm so grateful to have this resource right on campus. Thank you!!
- Over all, student health is a lifesaver.
- I am impressed with the facilities at the clinic; it's like a mini hospital! I was not expecting that at all.
- Everyone is very friendly. I feel like a valued patient when I go in. I am treated with respect and everyone is willing to help. I am really impressed and glad that I can get my healthcare through SHAC. I'm not sure where I'll go once I graduate!
- The prices are very affordable, even without student health insurance. This is an excellent and important service for UNM students.
- For such a large university serving so many students, I'm always amazed at the personal, professional, and especially cordial service provided. I'm very thankful for my time here at UNM because of SHAC. Really.
- Overall I appreciate the top notch service that I get at the SHAC -- best medical care in town.
- Always, SHAC has met my needs and made me feel valued and significant. What most impresses me is the small town feel of SHAC. The doctors and practitioners are small town friendly with city capabilities. The staff is welcoming, attentive, caring and careful. When I've had special concerns or needs, they've always been heard, valued, and addressed. A+++ SHAC!
- I cannot stress the importance of SHAC in my academic progress. Due to all the services I have been able to take care of my health in the midst of developing life-long diseases. I am greatly in debt to their ongoing help, as some of the issues I faced required multiple diagnoses. The staff (as a whole) worked to help me not drop out of school when I was ill. For this, I have immense respect for the work they do. Tell the whole staff thank you! Your holistic services really do help people and should continue to provide these much needed services to the benefit of all. Across the years, I have seen multiple providers and I want to express how great of a job they do!
- It's clear that people there enjoy their jobs because they act like it. They are very professional. I encountered 4 different people yesterday and each of them was as friendly, professional, and personable as the next.
- Thank you - as always, you help me keep my life on track.
- Thank you so much for providing this service. The care, and convenience thereof, at SHAC is better than any healthcare provider I've experienced. Everyone should have access to healthcare like this.
- I liked how I was treated as a visually impaired student. My care was excellent and I was well taken care of. The staff was very helpful and they made sure that everything was taken care of and that I got out of the building safely.
- This is hands down the best service the university offers.

#### Negative:

- The staff in the SHAC should try to recognize the needs of the patients and attempt to make them as comfortable as possible during their visit.
- Felt worse when I left than when I went in.
- Even when the staff is experiencing troubles with the computer system, or lacking enough staff, they need to be friendly.
- I was an object of judging and not treated like a person. I felt like I was being mocked the whole time. It was very unpleasant and made things worse. I never want to go back.

#### Signage

Number of Comments: 3 | Negative: 3

#### Negative:

- As a new patient, I would have liked better wayfinding instruction.
- More signage would be helpful on getting to the walk-in clinic. Or even in the clinic itself. I wandered for 15 minutes looking for a sign that said walk-in clinic and couldn't find one. I was in the right place the whole time but never knew it.

### Specialty Clinic – Dermatology

Number of Comments: 9 | Positive: 1 | Negative: 8

Positive:

- I am very pleased with the treatment I received by all the staff, from the receptionist to the dermatologist. Barbara was especially helpful and attentive to my health problems and concerns. She told me she would be available for any questions I may have during the prescribed treatment. I really appreciate that.

Negative:

- Also, it would be nice to have more dermatology clinics as they are very limited and difficult to access.
- I wasn't warned that the dermatology session would be lead by a dermatology student rather than an actual dermatologist. Once the real dermatologist showed up, she showed almost no concern or care for me but rather directed her words to her student and did no explaining to me about my condition. I found this very disrespectful and unfair that I had to pay almost 4 times as much as I do for a regular doctor visit at SHAC when I didn't even get much attention and got prescribed a \$260 cream. At least she could have discussed price ranges with me before giving me a prescription.
- I made an appointment for 2:30 pm at the derm clinic and was not called into the office until 4:00. This made me late for a meeting. Please allocate more assistance to these clinics, and or improve the scheduling. Or, at least warn patients that visits to these clinics may take much more time than most would think reasonable.
- The dermatology staff is usually so rushed they don't take the time to really listen and understand what is going on. I decided to stop going there because I didn't feel I was getting the help for my skin that I needed.

### Specialty Clinic – Podiatry

Number of Comments: 4 | Positive: 3 | Negative: 1

Positive:

- Dr. Kerbleski was fantastic. Knowledgeable, caring, and funny, he was the best doctor I've seen here.
- I had a very good experience with Dr. Kerbleski in the Podiatry Clinic. He took the time to answer all my questions and make suggestions tailored to my needs.
- Podiatrist was great!

Negative:

- Podiatry clinic appointments should allow a longer time.

### Specialty Clinic – General

Number of Comments: 1 | Negative: 1

Negative:

- I have a problem with the way specialty clinics are run. I was given a time to be at the clinic by the receptionist, but, having been to other clinics I know this time is fiction. As explained by the receptionist, clinics run for a certain length of time and are operated on a first come, first served basis. I find it frustrating that I was given a time to be there, was there on time, and still waited more than 50 minutes to be called. I think it would better match patients expectations if instead, when signing up for a specialty clinic, patients are given the time range that the clinic is for and no specific time to show up. Thank you!

### Specialty Clinic – Requests

Number of Comments: 3

- **Acupuncture:** In regards to my back and the problems I've had with it in the past, it would be wonderful if students had access to acupuncture at the SHAC.
- **Chiropractic:** Wish you guys would bring back having a chiropractor.
- **Ophthalmology:** Please have someone specialize in eye injuries.

## Travel Health

Number of Comments: 10 | Positive: 6 | Negative: 4

### Positive:

- Care was outstanding--all personnel were great.
- I had a very good experience at the travel clinic.
- I was advised to get some rabies shots and my anti rabies virus antibody titer checked for a trip I am about to take. The advice I got was excellent.
- The immunization nurse, Nikki, was a godsend. She helped us figure everything out, and was kind and patient about our frustration & my fear of shots. And, she was fabulous at giving shots!

### Negative:

- My sister & I went to the travel clinic. Three different people, including the doctor, had previously confirmed that she could be seen there as my travel companion & that she was scheduled at the same time & with the same doc as me because it would be more efficient for everyone for us to be seen together. When we arrived, she was told to register separately from me, but was sent away, told that she could not be seen at the clinic because she doesn't attend or work at UNM. The girl registering me explained to the other one that my sister could, in fact, be seen, but then said she didn't have an appointment. Apparently her appointment was scheduled for the wrong day. Thankfully, they arranged for her to be seen anyway, but said we couldn't be seen together. They even checked with the doc who had previously said we would be seen together, and he told them we couldn't be. So she was seen later, by a different doc.
- Students should be informed that travel appts are not covered by insurance. The provider would not explain things clearly to me, and did not fill out the paperwork properly. Reception staff needs to tell students the length of their appointment, and that they will be ejected from their appt after the time is over, regardless of if the patient is satisfied with the info received and the services provided. The appt was a waste of time. All he did was tell me what shots I needed. I'm sure you could find that info online. I ended up spending a total of 3.5 hours, and only walked away with a hep A shot and a tetanus shot, stressed out beyond belief. Even though I was the only one waiting at immunizations, I waited for 30 min. to be helped.
- A little cumbersome with the multiple different check-in counters for the Travel clinic--doctor, shot area, pharmacy, back to shot area.
- The advice I got was excellent but there was no discussion of cost. It was very expensive (more than \$250 combined). I can afford it but perhaps some indication of cost should be given to patient during the consultation. It certainly came as a surprise to me when the pharmacist rung up my bill.

## Travel Health Medical Provider – L Carreon

Number of Comments: 6 | Positive: 6

### Positive:

- Dr. Lawrence in travel health is wonderful. Very patient, knowledgeable, and nice.
- For about a decade now, I have been inviting Dr. Carreon to lecture on travel health and related issues to groups that I take on tour of Africa. HE HAS BEEN A CONSUMMATE AND VERY KNOWLEDGEABLE PROFESSIONAL. Patiently and thoroughly he explains and explains and answers and answers tons of questions until I start feeling guilty for keeping him for such long durations. But he takes all this in stride and with a healthy smile, he departs only to say "yes" the following year. "I didn't know UNM has such excellent traveling services" has been the refrain on many occasions. Thanks, Lawrence.
- I used the Travel Medicine Clinic and was extremely pleased. When PA Carreon retires, it will be a great loss. I was given choices regarding use of specific medicines and the dialogue was respectful and considerate.

## Travel Health Medical Provider – A Mares

Number of Comments: 3 | Positive: 3

### Positive:

- Dr. Mares is the most knowledgeable and thorough physician I have ever had the opportunity to be seen by. He filled me in on all of the necessary vaccines, precautions, and medications I would require for safe travel to Peru. Thank you.

- I needed to get advice about what vaccinations and pills to get for my sabbatical in China. A. Mares, M.D., was wonderful. He was knowledgeable and patient and gave sensible advice. He is a model doctor. I was then vaccinated by two very nice nurses. The pharmacy also was nice.

## Wait Times

Number of Comments: 43 | Positive: 5 | Negative: 38

### Positive:

- I walked in during lunch and the nurses and doctor were really nice and quick about getting me in without an appt.
- I had a very good experience - very little wait time, friendly staff, capable and congenial doctor.
- The wait time is always reasonable.
- Excellent work -- I'm always surprised by the short waits and pleasant disposition of the staff.
- I was amazed at how quickly the doctor saw me.

### Negative:

- My only complaint has to do with wait times in relation to the scheduled appointment time. Although I showed up early for my appointment, I wasn't seen until a good half an hour after my scheduled appointment time. While I understand that there will inevitably be some wait time, such a prolonged wait makes me reluctant to go to the clinic as it becomes difficult to make work and school commitments.
- I found it a little distressing that I was not able to see the doctor immediately after seeing the nurse. Also, I was seen 15 minutes after my set appointment and wouldn't have been worried much about this, except that I was concerned about making it to class on time.
- I understand it gets busy at times, but every time I make an appointment, I don't even get seen by a nurse for at minimum 30 mins after my scheduled appointment and then it takes the doctor a while to get in with me after that. However, when I do get in, it is very beneficial and the doctor makes up for being behind. It's totally understandable, but maybe they should schedule people a little further apart.
- It took 20 minutes to check in due to the incompetence of one of the front desk staff not knowing her job yet. I was then told to go to the nurses' station and ask to be shown to my doctor, except there was no one at the nurses' station so I got to my appt late. Also, I had to wait 20 minutes to get my blood drawn when there was no one ahead of me.

## Women's Health

Number of Comments: 15 | Positive: 13 | Negative: 2

### Positive:

- Women's Health staff were friendly, knowledgeable, and made me feel very comfortable. It was overall a really positive experience.
- I love the Women's Health staff!
- Women's Health has always met and exceeded my expectations. They demonstrate knowledge, kindness, efficiency, and make uncomfortable topics and exams easy to deal with. I really appreciate the fact that they have such a great staff of doctors and nurses.
- I was scared of going to my first Pap Test, but the doctor and the staff of the Women's Health department were wonderful. I totally recommend them.
- I went all over Albuquerque, including public health offices, trying to get a birth control shot, and no one was more helpful than Student Health. I got an appointment the next day, and they explained to me everything that I needed to do for next time so that my experience there would be easy and short. Women's Health was very helpful, and I really appreciate the services they offer.

### Negative:

- Only downfall was waiting in the room for over half an hour past the time when my appointment was scheduled. Concerning birth control, Nurse Practitioner gave some information on what the level of estrogen in pills effected, but did not give me very much specific information on the different types (benefits, side effects) of each type of progesterone found in different types of pills.
- I went to WH about birth control, and they were concerned about my blood pressure. I was confused about who exactly I was supposed to see about it, and what I was supposed to do. I think I figured it out, though.

**Appendix C:**

**2010-2011**

**Safety Committee Summary**

## **SAFETY COMMITTEE 2010-2011 SUMMARY OF GOALS & RESPONSIBILITIES**

### **MEMBERSHIP**

The Student Health and Counseling (SHAC) Safety Committee meets quarterly on every second Thursday. Committee membership consists of the chairperson, a physician representative, and a laboratory representative. The Chairperson reports to Safety & Risk Services (SRS) with any SHAC safety concerns.

### **ENVIRONMENT OF CARE**

**Safety Management:** New hires are all asked to review the SRS web site's BAST (Basic Annual Safety Training) self-learning module. Annual BAST refresher training is provided via self-learning module for all SHAC employees. The blood-borne pathogen training is provided annually to SHAC employees that fall within the exposure risk guidelines set by OSHA.

**Security Management:** Two computer thefts were reported to the Safety Committee and Campus Police for FY 2010-2011. Staff are reminded through e-mails and staff meetings to continually be aware of valuables and personal items. Lockers are available in the 1<sup>st</sup> floor lounge for employee use to store their belongings. E-mails are sent throughout SHAC to report suspicious persons or activity in the building. SHAC has "panic buttons" throughout the building to alert Campus Police in case of an incident.

**Hazardous Material and Waste:** SHAC hazardous waste is collected daily from various areas and taken to a centralized holding room which is separate from the main clinic. The doors are clearly marked with HAZMAT stickers and are double locked. SHAC continues to have a contact for our medical waste disposal pick-up. Our Material Safety Data Sheets are maintained by the SHAC Safety Officer in a notebook kept in the ASAP Clinic.

**Emergency Preparedness:** SHAC staff refer to the University Business Policy # 6130 Emergency Control in the SRS Manual available on the UNM SRS website.

**Life Safety Management:** An annual full evacuation drill with alarms was conducted by SHAC in May 2011. Fire extinguishers are visually inspected quarterly. Safety Committee members check safety doors and equipment monthly.

**Medical Equipment Management:** Bi-annual inspection of all medical equipment was conducted in November 2010 and May 2011 by South Plains Biomedical Services. SHAC has an A.E.D. (Automated External Defibrillator) device for cardiac emergencies and possible use on campus in well-used public areas. Weekly defibrillation checks are done in the ASAP Clinic. SHAC staff is trained to use these devices with their CPR re-certification. The device is checked every Friday for condition and battery life. It is also turned on and fully tested for proper functioning. These weekly "check-off" sheets are faxed to the Campus A.E.D. Program Director.

**Infection Control:** Annual TB testing is conducted on all regular SHAC staff. Staff are also asked to complete the Learning Central TB module. Flu vaccine was plentiful during Fall 2010. SHAC offered four flu shot clinics at the SUB and one at Valencia Campus. SHAC



continues to send a representative to the quarterly University Hospital Infection Control meetings so a regular dialogue can be maintained. Blood and Body Fluid/Needle-Stick Insurance coverage is mandatory for all Health Sciences students at risk for exposure to needle-stick and blood and body fluids pathogens.

**GOALS FOR 2011-2012:**

- 100% safety record for no employee injuries.
- Conduct annual evacuation drill with alarms.
- Maintain MSDS references.
- Have 100% of clinical staff BLS certified.
- Establish an annual safety calendar.
- Have SRS Fire Safety personnel demonstrate fire equipment annually.
- Collaborate with UNMH Infection Control on SHAC surveillance activities

## **Appendix D:**

### **2010-2011 Outreach**

- Medical Services
- Health Education & Prevention
- Counseling Services
- All Staff

**UNM Student Health & Counseling (SHAC)  
2010-2011 Outreach: Medical Services and Insurance**

Category	Event	Audience	Topic(s)	# of Events	Contacts
<b>Campus &amp; Community Support</b>	Flu Shot Clinics @ SUB, SHAC, & Valencia Campus	Students, Staff, Faculty, Community	Flu Shots	6	3,466
	Get Your Sleep On!	Students and Community	Healthy Sleep	1	100
	Healthcare Awareness Day Press Conference	Students, Campus Community	Youth Guide to Healthcare Reform	1	50
	SWCHA / RMCHA 2010 3-Day Annual Meeting (hosted by UNM SHAC)	SW & Rocky Mtn College Health Professionals & Students	Hot Topics in Health Care	1	300
	University of St Francis Orientation	St. Francis PA Students	Services, Immunizations, Insurance	1	35
	Welcome Back Days Events	Students, Campus Community	Services, Immunizations, Insurance, BP, Massage	3	920
<b>Educational &amp; Academic Support</b>	American Studies Class (Dissertation)	Graduate Students	Services	1	15
	Biomedical Science Program	Students	Insurance	1	25
	CEP Orientations / Tours of SHAC Facility	College Enrichment Students	Services	8	220
	College of Ed Grad Student Tabling	Education Grad Students	Services, Massage, Insurance	1	60
	Insurance Orientations & Tabling Events	Students	Insurance	7	79
	International Student Orientations	International Students (Grad and Undergrad)	Services, Immunizations, Insurance	3	500
	Law School Orientation	Law Students	Services, Immunizations, Insurance, Counseling	1	125
	LGBTQ Resource Center Open House	Students, Staff & Faculty	Services, Counseling	1	60
	Life Balance, Health Event	College of Ed students	Health, SHAC Services	1	30
	LOBO Discover Information Fairs	Students, Parents	Services, Immunizations, Insurance	18	1,710
	LOBO Family Connection Orientations	Parents	Services, Immunizations, Insurance	12	1,146
	LOBO Lunches	Students, Parents	Services, Immunizations, Insurance	12	120
	LOBO Student & Parent Orientations	Students & Parents	Services, Immunizations, Insurance	3	900
	LOBO Student Orientations	Students	Services, Immunizations, Insurance	12	2,979
	Medical School Orientation	Med Students	Services, Immunizations, Insurance	1	50
	Music Dept Grad Student Lunch	Grad Students	Services	1	50
	New Grad and Prof Student Orientation & Tabling	Graduate Students	Services, Insurance	2	110
	PA Program Orientation	PA Students	Services, Immunizations, Insurance	1	19
	Pharmacy School Orientation	Pharmacy Students	Services, Immunizations, Insurance, Counseling	1	90
	Psychology Orientation	Psychology Grad Students	Services, Immunizations, Insurance	1	25
TNT Orientations	Non Traditional Students & Parents	Services, Immunizations, Insurance	8	1,256	
Travel Health Orientations	Students & Faculty from: OIPS/LAll, Economics Dept, Medical Delegation to Honduras & Nicaragua, Dental School	Travel Health, Required & Recommended Immunizations	6	235	
<b>Recruitment</b>	College Transitions S Valley Academy Scavenger Hunt	High School Students	Services	1	36
	Senior Day	High School Students	Services	1	100
	Student Services Fair	High School / Prospective Students	Services, Immunizations, Insurance	1	60
<b>Totals</b>				<b>118</b>	<b>14,871</b>

**UNM Student Health & Counseling (SHAC)  
2010-2011 Outreach: Health Education & Prevention**

Category	Event	Audience	Topic(s)	# of events	Contacts
<b>Campus &amp; Community Support</b>	African American Student Day	Students, Staff, Faculty, Community	Health Ed/SHAC Services	1	22
	Anti-GLBT Bullying Event	Students, Staff, Faculty, Community	Health Ed/SHAC Services	1	18
	BIORAMA	Biology Students	Health Ed/SHAC Services	1	23
	Flu Shot Clinics @ SUB	Students, Staff, Faculty, Community	Check-In, SHAC Services	4	2,668
	Healthy Body Image Screening Day	Students	Eating Disorder Awareness & Referrals for MH Screenings	1	32
	HIV Awareness Day	Students, Staff, Faculty, Community	Health Ed/SHAC Services	1	38
	Mental Health Screening Day	UNM Students	Screenings/SHAC Services	1	82
	Nutrition Club Wellness Day	Students, Staff, Faculty, Community	Health Ed/SHAC Services	1	67
	Safe Spring Break	Students, Staff, Faculty, Community	Health Ed/SHAC Services	1	23
	Sexual Assault Awareness Event	Students, Staff, Faculty, Community	Sexual Health, SHAC Services	1	16
	Sustainability Fair	Students, Staff, Faculty, Community	Health Ed/SHAC Services	1	50
	Welcome Back Days Biology Department	Biology Students	Health Ed/SHAC Services	2	70
	Welcome Back Days Main Campus	Students, UNM Community	Health Ed/SHAC Services	1	135
	<b>Educational &amp; Academic Support</b>	Abortion Q & A Group Presentation	Students	Abortion	1
Alcohol & College Students Class Presentation		Students	Binge Drinking Prevention	2	95
Disordered Eating Class Presentation		Students	Eating Disorders	1	61
Healthy Relationship Forum		Students	Spring Workshop Series on Healthy Relationships	1	6
Healthy Women in College Group Presentation		Students	College Health for Women / SHAC Services	2	18
Nutrition for College Students Class Presentation		Students	Nutrition	1	63
Sexual Health Q & A Class/Group/Fraternity Presentation		Students	Sexual Health	10	258
Staying Healthy in College Class/Group Presentation		Students	College Health / SHAC Services	4	87
Stress Reduction for Finals		Raza Graduate Student Organization / UNM Students	Stress Reduction	1	25
<b>Recruitment</b>	SHAC 101 for UNM Recruiters	UNM Staff Recruiters	SHAC & Health Ed Services	1	10
<b>Totals</b>				<b>41</b>	<b>3,930</b>

**UNM Student Health & Counseling (SHAC)  
2010-2011 Outreach: Counseling Services**

Category	Event	Audience	Topic(s)	# of Events	Contacts	
<b>Campus &amp; Community Support</b>	African American Stu Serv Barbecue	Students, Staff	Counseling Services	1	12	
	Games Workshop, El Centro de la Raza	Students, El Centro de la Raza	Mental Health	1	10	
	Getset Reset	Faculty, TAs	Distressed Students	1	40	
	Get Your Sleep On!	Students, Staff, Faculty	Sleep Hygiene	1	20	
	Healthy Body Image Screening Day	Students	Mental Health Screenings	1	190	
	Interreligious Council	Students & Staff	Counseling Services	1	15	
	LGBTQ Resource Center Opening	Students, Staff & Faculty	Counseling Services	1	40	
	Lobo Move-In	Students & Families	Welcome to UNM	1	30	
	Meeting re: Student Death	Anderson School of Mgmt Students, Faculty	Counseling Support	1	60	
	Mental Health Screening Day	Students	Mental Health Screenings	1	450	
	Nursing Undergrad Faculty	College of Nursing Faculty	Counseling Services	1	18	
	Pharmacy Orientation	Pharmacy Students	Counseling Resources	1	45	
	Residence Life: Meeting, Training, Tabling	Residence Life Staff and Resident Advisors	Counseling Services, Mental Health Issues	3	58	
	ROTC Suicide Prev Training	ROTC Students & Staff	Suicide Prevention, Issues	1	40	
	Scholar Athlete Banquet	Athletic Students, Staff & Faculty	Counseling Services	1	400	
	Suicide Support Meetings	Athletic Students, Staff & Faculty	Working w/ Depressed / Suicidal Athletes	3	54	
	SWCHA / RMCHA 2010 3-Day Annual Meeting (hosted by UNM SHAC)	SW & Rocky Mtn College Health Professionals & Students	Hot Topics in Health Care	1	300	
	Welcome Back Days Events	Students	Counseling Services	2	200	
	<b>Educational &amp; Academic Support</b>	ADHD Workshop Series	Students	Managing Focus	1	40
		Anger Management Workshops	Students	Anger Management	4	6
Assertive Communication 2-Part Workshop		Students	Assertive Communication	1	10	
DeStress/Relax Workshop Series		Students	Stress Management	2	16	
Focused Awareness Workshop Series		Students	Mindful Living	2	11	
Freshman Orientation Groups		Athletic Freshman Students	Counseling Services	23	435	
Sleep Hygiene Workshops		Students	Better Sleep	3	15	
Test Anxiety Workshops		Students	Test Anxiety	4	9	
Training Events & Consultations for Athletic Groups		UNM Athletes & Coaches from the following groups / events: Women's Soccer, Women's Tennis, Women's Golf, General Athletics	Training Topics included: Imagery, Goal Setting, Team Building, Stress Management	17	411	
Trainings for University 101 Students		University 101 Students	Topics included Stress Management & Sports Psych	4	125	
<b>Totals</b>				<b>84</b>	<b>3060</b>	

UNM Student Health & Counseling (SHAC)

2010-2011 SHAC Outreach

GRAND TOTALS

SHAC Departments	# of Events	# of Contacts
Medical Services & Insurance	118	14,871
Counseling Services	84	3,060
Health Education & Prevention	41	3,930
Totals	243	21,861

## **Appendix E:**

**2010-2011**

# **Space Utilization & Feasibility Study Results – Summary**

## 2010-2011 Space Utilization & Feasibility Study Results – Summary

The last major renovation of the SHAC facility was in 1960. The current building creates challenges with regard to confidentiality and efficiency of service delivery. Many campuses are incorporating student health services into new student recreation centers—a model with a “wellness” concept, including health and fitness services. In 2010-2011, SHAC contracted with Innova Healthcare Solutions to complete a feasibility study for a major remodel of the current building. Following are conclusions and options for building replacement/renovation:

### Major Conclusions

- 1) SHAC has a shortage of 7,909 sq feet for the services currently provided.
- 2) Urgent Care has only 26% of its needed space.
- 3) Shortage of space was also acute in Radiology, Laboratory, and Pharmacy.
- 4) Administrative offices on the second floor were converted from infirmary rooms, which resulted in an inefficient use of space.
- 5) Projected needs (before 2020) for primary care include: 3 additional exam rooms, 1 additional procedure room/observance room, and an additional provider.
- 6) Behavioral Health needs: additional provider and group rooms.
- 7) Specialty Care needs: 2 additional exam rooms/treatment bays.
- 8) Ancillary Services needs: Expand Pharmacy and add Ultrasound.

### Feasibility Study: Options for Building Replacement/Renovation (& Associated Costs Suggested)

- Option 1) Building addition and renovation using a wrap-around option which contains two levels. This option creates new space of approximately 7,000 sq feet. This corrects many of the functional issues that can be corrected based on the building structure. The option assumes a phased approach so that SHAC continues to function during construction and creates the initial space necessary for phasing with new construction. Approximate cost = \$9,000,000
- Option 2) Complete New Building: Approximate cost = \$12,400,000 (does not include new site)
- Option 3) Expansion of the building into Cornell Mall, and minimal renovation to correct major functional issues:
- A. Behavioral Health will move into space currently occupied by Honors Program in the basement to create room to fix some functional issues.
  - B. Revamp Business Office, Admitting, and Waiting Area.
  - C. Reconfigure all provider offices in Primary Care into exam rooms, moving provider offices over into a central area on the first floor.
  - D. Expand Pharmacy on second floor to increase display area, provide consultation area, and increase counter space.
- Option 3 is a band-aid approach and many of the same facilities issues that exist now will continue to exist. The purpose of this option is to just get the needed exam rooms to meet the projected clinic workloads. Approximate Cost = \$3,200,000 (space from Honors Program/basement required)
- Option 4) Moving Honors Program from the basement and renovating part of the basement; and then moving Pharmacy, Behavioral Health, and part of the Business Operations into the basement. This option is similar to Option 1, except it utilizes the basement area rather than developing new space. Approximate Cost = \$8,500,000 (space from Honor’s Program/Basement required)