

IMPACT & OUTLOOK 2017 - 2018

Student Health & Counseling

DIVISION OF STUDENT AFFAIRS

Who We Are

UNM first commissioned a student health service in 1929. Since that time services have evolved and grown along with the University - always with a focus on student wellness and academic success. Today, UNM Student Health and Counseling (SHAC) is an innovative leader in College Health among our peer universities in providing comprehensive, high quality services that are guided by those served. SHAC links to and supports a central component of UNM's overall mission which is to "provide students the values, habits of mind, knowledge, and skills that they need to be enlightened citizens, to contribute to the state and national economies, and to lead satisfying lives." SHAC embraces its function in providing direct health services to individual students, as well as collaborative roles in the UNM campus community that support and enhance this mission.

Mission

The mission of UNM Student Health and Counseling (SHAC) is to enhance the wellbeing of students through access to the highest quality health care, education and advocacy.

Vision

- Accessibility:
 - SHAC provides care to students as needed by organizing clinical services around a college health population.
 - Timely interventions for acute mental health and medical problems increase the likelihood that students will complete their educational goals.
- Equity and affordability:
 - We actively seek to eliminate barriers to services for all students regardless of insured or financial status.
 - SHAC strives to reach all groups, including non-traditional, international, professional and graduate students in promoting services.
 - SHAC works hard to find low cost, in-network options for all referred care.
- Effectiveness:
 - All services are provided by professionals who are certified in their respective areas and have expertise related to college health.
 - Services are appropriately developed and assessed for efficacy.
 - Quality of services are compared to other college health centers and industry standards.
 - Funders, such as the UNM Student Fee Review Board (SFRB) and UNM administration, can assess the effectiveness of resources provided.

- Safety:
 - Support and consultation are provided to the UNM community with a goal of promoting a healthy, safe campus for a positive learning environment.
 - Students can access services in an environment that feels safe, welcoming and affirming.
 - The highest standards for safety and quality are demonstrated by maintaining AAAHC (Accreditation Association for Ambulatory Healthcare, Inc.) accreditation.
- Teamwork - senior leadership actively promotes a collaborative and supportive work environment to:
 - Maximize the potential for contribution from each employee.
 - Encourage personal and professional growth.
 - Encourage employee and organizational wellness.



Impact on Students

SHAC offers the following unique services that are not replicated elsewhere in the University in a fashion tailored to a college health population:



- Mental health and medical professionals who are trained in, and focused on, college health related issues.
- Same day (walk-in) care (Monday through Friday) for mental health emergencies, injuries and acute illnesses, most of which are managed in-house to facilitate a quick return to academic activities for the student. When necessary, providers arrange for and coordinate higher level care, including emergency transport as needed.
- A comprehensive infection control program that involves ongoing planning and coordination with other departments, the UNM Hospitals and the New Mexico Department of Health. SHAC staff track and manage thousands of student immunizations annually.
- Through Student Fee Review Board (SFRB) funding, SHAC subsidizes services for students to provide cost effective, easily accessed care for the vast majority of medical and mental health issues, regardless of insured status.
- A SHAC doctor, physician assistant or nurse practitioner is available after hours to all UNM students, 24 hours a day, for telephone consultation.
- For after-hours mental health concerns and crises, callers are connected to a licensed professional counselor, and follow up care is actively managed.
- In response to student input and patient needs, SHAC currently offers a number of specialty and related services, including clinics in Sports Medicine, Women's Health, International Travel Health, Physical Therapy, Acupuncture, Nutrition, Massage, an in-house Pharmacy, and on-site Radiology.
- Health Promotion programs that address issues relevant to a college population such as safety, sexual health, mental health, nutrition, exercise, weight management and substance use.

Programs, Services, Sub-Units and Initiatives

<p>Student Health & Counseling (SHAC) Services <i>The majority of SHAC services are directed campus-wide and are available to all enrolled students. Each individual student's mental and physical wellbeing is foundational for their ability to reach their potential, so therefore our services indirectly support all students who access them in achieving each of the UNM 5 Skills. Nearly half of all UNM students received care within SHAC's four walls last year. Many others received health education information and materials in other settings. Below are areas we engaged in last year to provide specific programming relevant to the UNM 5:</i></p>	<p>Academic Affairs Engagement*</p>	<p>UNM 5 **</p>
<p>Student Health Leadership Council (SHLC): SHLC meets every second Wednesday of the month from 12:00pm-1:00pm with anywhere from 8-30 students in attendance. This past year was an extraordinary year for SHLC group as we were able to recruit 50+ new members. Although participants tend to be interested in the health sciences majors, our new recruits reached out to education, counseling, law, business, and engineering students. This group of students was used not only as our advisory student board, but also helped to create new materials and redesign student health prevention programs. SHAC staff was able to meet with the students to gather feedback on certain topics (such as services, patient comments, marketing, policies, etc.) as well as to educate the students on their own background, college work, and profession. This allowed students to become more familiar and comfortable with the SHAC staff on multiple levels.</p>	<p>Moderate</p>	<ul style="list-style-type: none"> • Professionalism • Communication • Collaboration
<p>Students Employed at SHAC: Two undergraduate students were employed in the health promotion department for SHAC during the FY18 school year. These students assisted SHAC in maintaining programs, marketing efforts, and other assistance where needed. With the hire of a health promotion manager for SHAC, she was able to hire three outstanding undergraduates for FY19, all of which have taken on more responsibility. From taking on informal needs assessments for our campus community to ensuring students are informed on SHAC services and education pieces, SHAC's undergraduate students are gaining "real-life" experience in which they can use for their future.</p>	<p>Minimal</p>	<ul style="list-style-type: none"> • Professionalism • Critical Thinking • Collaboration
<p>Advanced Clinical Experiences for Health Professions Students: SHAC hosts various health profession students who are in advanced stages of clinical training as appropriate in collaboration with the UNM Health Sciences Center.</p>	<p>Extensive</p>	<ul style="list-style-type: none"> • Research and Assessment • Critical Thinking

*Note: *Extensive engagement is defined as UNM faculty being involved with more than 50% of either program planning or implementation. Moderate engagement involves faculty in 11-49%, and minimal engagement involves faculty in 0-10%
 ** List up to 3 of the 5 UNM5 skills that are addressed through this programming. It's OK if none apply.
 Unm5.unm.edu*



Fiscal Update, Revenues

For fiscal information for UNM Student Health & Counseling, please contact the SHAC Executive Director with your request. Call SHAC at (505) 277-3136 for information.

Goals for 2018-19

1. Enhance the mental health and resiliency of students through direct services, education and advocacy. Objectives of this goal:
 - a. SHAC will continue to lead the JED Healthy Campus Initiative by responding to the strategic goals developed in phase I:
 - i. Working with key partners to formulate and implement a comprehensive medical leave of absence policy and protocol.
 - ii. Co-lead, with the Dean of Students Office, the consistent use of the UNM postvention protocol for catastrophic events such as the suicide or sudden death of a student that was developed last year.
 - iii. Roll out the Therapy Assistance Online platform which was funded at the March 2018 budget summit with support of the Dean of Students, ASUNM leaders and the Provost.
2. SHAC will offer services in a manner that promotes health and health equity. Objectives of this goal:
 - a. SHAC will continue to collect and report data on student fee usage to demonstrate how these funds subsidize student access to core services so that all students, regardless of insurance or insured status, have equal access to care.
 - b. SHAC will work with student leaders and campus partners to ensure that students who are known or thought to be members of at-risk populations are aware of and encouraged to access services. These include, but are not limited to, international, DACA, transgender and LGBT students.
 - c. Expand free STI screening to include HIV point-of-care screening and risk assessment.
 - d. Partner with UNM collaborators such as the UNM HSC, COSAP, CASA and others to address issues most impacting a college population.

- e. Develop and implement a strategic plan to diversify revenue sources and reduce long-term dependence on student activity fees in a manner consistent with our mission.
3. SHAC will support UNM campus health and emergency preparedness. Objectives for this goal:
 - a. Promote emergency preparedness regarding infection control by leading and participating in appropriate preparedness exercises involving key stakeholders.
 - b. Work with GEO to develop an appropriate initial TB screening initiative based on American College Health Association (ACHA) and Centers for Disease Control (CDC) guidelines.
 - c. Provide accurate information to UNM administration regarding wellness and prevention.



Selected Impacts and Outcomes

Patient Surveys: SHAC participates in a patient satisfaction survey with the American College Health Association. The survey is validated and provides both numeric data, allowing UNM to compare its Student Health Service to other peer institutions. The survey also provides students who are seen for services at SHAC with the opportunity to make comments about their experience. The survey data is reviewed twice a year by the SHAC senior leaders and reviewed with the entire SHAC staff. We had a 13% response rate, which is quite high for surveys of this nature, this past year.

Comments and Complaints: SHAC has an anonymous comment and complaint process by which anyone can provide feedback on any aspect of the operation. These are fielded by the office of the Executive Director as they are received and are reviewed monthly by the entire senior leadership team.

Quality Management Program: As a fully accredited health care facility, SHAC must demonstrate that we engage in meaningful quality improvement activities. Through the American College Health Association, we collaborate on a national level with peer institutions in these activities. This allows us to compare ourselves to other similar college health centers. Quality improvement projects in FY2017-18 included:

- a) Pharmacy Medication Compliance Initiative
- b) Medical Management of Diabetes
- c) Mental Health Risk Rating Process (Counseling Services)
- d) Asthma Management
- e) Chlamydia Screening

Quick Facts



- 24,000 Medical Visits
- 8,000 Mental Health Visits
- 17,500 Secure Messages sent from providers to students
- 250 after hours calls answered by a SHAC doctor or a nurse practitioner
- 400 after hours urgent mental health related calls handled by licensed counselor

- 22,000 prescriptions filled
- 20,000 laboratory tests
- 660 X-rays taken

- 14,000 contacts through health promotion and outreach
- 17,000 condoms distributed

94% of SHAC survey respondents report being "satisfied and very satisfied with their overall visit experience"