



Counseling, Health, Testing, and Disability Services

Student Health and Wellness

UMKC Division of Student Affairs

2018-2019 Annual Report

Contact	<p>Mr. Obie Austin Administrator 5110 Oak, STE 237 KC, MO 64112 T: (816) 235-6133 F: (816)235-6565 austino@umkc.edu</p>																				
Mission Statement	<p>UMKC Student Health and Wellness provides quality health care, health promotion, and education that maximize the student learning potential.</p>																				
Core Functions by the numbers...	<p>The following numbers are from July 1, 2018 – June 30, 2019.</p> <ul style="list-style-type: none"> • Number of Primary Care patient visits: 5262 • Number of in house lab tests: 627 • Number of reference lab tests: 2583 • Number of prescriptions provided: 4035 • Number of TB skin tests (PPD): 386 • Number of Influenza immunizations: 152 • Number of Immunizations (other than influenza): 351 • Number of OHS Animal Exposure Reports reviewed for LARC: 74 																				
Student Satisfaction Survey	<p>SA = Strongly Agree A = Agree D = Disagree SD = Strongly Disagree</p> <p>Q1: The services that Student Health and Wellness provides helps me to improve my health so I am able to give better focus to my education.</p> <table border="1" data-bbox="565 1556 1373 1629"> <thead> <tr> <th>SA</th> <th>A</th> <th>D</th> <th>SD</th> <th>NA</th> </tr> </thead> <tbody> <tr> <td>64 (79%)</td> <td>15 (18.5%)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Q2: Overall, I was pleased with my Student Health and Wellness experience and will refer other students.</p> <table border="1" data-bbox="565 1787 1373 1860"> <thead> <tr> <th>SA</th> <th>A</th> <th>D</th> <th>SD</th> <th>NA</th> </tr> </thead> <tbody> <tr> <td>70 (87.5%)</td> <td>9 (11.11%)</td> <td>1 (1.23%)</td> <td></td> <td></td> </tr> </tbody> </table>	SA	A	D	SD	NA	64 (79%)	15 (18.5%)				SA	A	D	SD	NA	70 (87.5%)	9 (11.11%)	1 (1.23%)		
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Student Satisfaction Survey cont.	Q3: I felt my confidentiality/privacy was protected.				
	SA	A	D	SD	NA
	72 (88.90%)	7(8.64%)			
	Q4: Which of the following services would you be interested in accessing at Student Health and Wellness if implemented?				
	Option to purchase various Safer Sex Kits		10		
	Ability to utilize therapy light when recommended by provider		16 <i>(This service now available)</i>		
	Over the Counter Sales (ex. Tylenol, ibuprofen, allergy medication)		37		
	Email Newsletter		6		
	Debit/Credit Card Payment (additional fees may apply)		33		
	Q5: At today's visit, were you seen for a chronic health issue(s), such as anxiety, depression, high blood pressure, diabetes, migraine?				
Yes		No			
21		56			
If you answered YES to the question above, please continue to question #6.					
If you answered NO to the questions above, please skip question #6, continue to question #7.					
Q6: Did the Nurse Practitioner review steps to reduce complications of your chronic health issue?					
Yes		No			
38		56			
Q7: At today's visit, did the Nurse Practitioner fully answer your questions about your diagnosis and treatment plan?					
Yes		No			
66		2			



<p>Top Accomplishments: Campus Collaborations</p>	<p>Our top accomplishment is our ability to provide through health care, promotion, and education that is easy to access and cost effective for our UMKC student community.</p> <p>Our Services Support Student Success:</p> <ul style="list-style-type: none"> ❖ Through the delivery of our holistic healthcare services (treating acute illnesses, chronic health conditions, contraception counseling, physical & wellness examinations for men & women, mental health assessments, sexually transmitted infection counseling/testing, etc.), the medical care given by our staff focuses on student needs, supports their success, and aids the retention of the diverse student population of UMKC. ❖ <u>Offering free healthcare options for students.</u> Student Health and Wellness continues to collaborate with community resources to offer free services to our students. These services offer access to preventative healthcare that students often do not seek out related to cost factors. <ul style="list-style-type: none"> • Thrive: Offers free monthly Gonorrhea, Chlamydia, and Rapid HIV Testing at Student Health & Wellness. • Linkage to Care: Offers free Rapid HIV Testing to our students that visit the Student Health and Wellness clinic. This service also assists with access to counseling, education, and healthcare for students that test positive. ❖ <u>Student/Patient education.</u> Student Health and Wellness staff has strong passion to the education of our students. It is important to provide information, written and verbal, on their health conditions. This education initiates dialogue and questions that the student may have. Education handout created include: <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • OSHA Computer Workstation eTool Checklist • IUD After-Care Instructions • “Do you have hair loss or hair shedding?” • Viral Rash • “Next Choice One Dose” </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Hemoglobin A1c to Average Blood Glucose Levels Conversion Table • UMKC School of Dentistry Services patient handout • “Thinking About Your Pregnancy Options” </td> </tr> </table> 	<ul style="list-style-type: none"> • OSHA Computer Workstation eTool Checklist • IUD After-Care Instructions • “Do you have hair loss or hair shedding?” • Viral Rash • “Next Choice One Dose” 	<ul style="list-style-type: none"> • Hemoglobin A1c to Average Blood Glucose Levels Conversion Table • UMKC School of Dentistry Services patient handout • “Thinking About Your Pregnancy Options”
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Top Accomplishments:
Campus Collaborations
cont.

- ❖ Screenings for Depression and Intimate Partner Violence.
Students often endure with these conditions which can be difficult for them to share and seek assistance. These conditions often impact a student’s ability to focus on their academics.
 - Screenings are encouraged for new patients and annually for all patients. Patients have the right to decline screenings.
 - Goal is to assist with opening dialogue, early detection, and interventions. Structured procedures for both screenings have been developed to help guide clinical staff on appropriate resources, treatment, and referrals.

- ❖ Student Health and Wellness collaborates with numerous UMKC Departments and Organizations to assist with student’s needs and success. Examples of collaborations include:
 - Counseling Services – Multiple outreach projects. Mental health resource, MindBody Connection service.
 - Disability Services – Frequent resource to each other for disability related questions/needs.
 - Lab Animal Research Core (LARC) – Student Health and Wellness staff review all OHS Animal Exposure History Reports. Develop process so LARC employees can receive immunizations.
 - Women’s Center – Offer first aid for any injuries during the “Walk a Mile in Her Shoes” event.
 - Residential Life – Provided First Aid Booth during move-in day on Volker Campus for residence halls.
 - Student Organization Resource – Staff attends student workshops at their request offering information specific to Health Center services as well as various Health Education topics to include; Stress Management, Men’s Health, and Sexual Health to name a few.
 - International Student Affairs Office – Worked closely to provide insurance presentation to increase international student knowledge on insurance.

- ❖ To provide holistic care to our student population, Student Health and Wellness must interface and collaborate with many health care facilities that are not on campus and within the Kansas City community, these resources include:
 - Aetna Student Health Insurance
 - Diagnostic Imaging Centers
 - Kansas City Care Health Center
 - Linkage to Care



Top Accomplishments:
Campus Collaborations
cont.

- Cleveland Chiropractic
- Jeff David Insurance Agency
- Kansas City Antiviolence Program
- Kansas City Health Department
- Oxford Diagnostic Laboratories
- Swope Health Services
- Truman Medical Center
- Quest Diagnostics

❖ Ms. Johanna Comes, Nurse Practitioner, continues to be an instrumental member for input and consultation on the Eating Disorder Treatment Team and carrying a caseload with several of the eating disorder patients.

❖ Mr. Obie Austin, Administrator, served as a committee member for UMKC’s Coalition for Student Health, Safety, and Wellness. The coalition includes staff from departments across campus who work together on prevention, wellness promotion, and safety issues.

Fulfilling Our Core Function to Provide Health Services, Education, and Prevention to the Campus:

❖ 123 students utilized the same day/urgent care appointment times.

❖ Mr. Obie Austin, Administrator, provides consultation to the Care Team on potential health related student situations, in addition to Student Affairs staff.

❖ Student Health and Wellness staff are called on frequently to consult with faculty, staff, and students about health issues/concerns on campus or personally.

Prevention And Intervention Through Outreach Is Another Core Function:

❖ Outreach and educational programming are an important component of Student Health and Wellness. Our outreach initiatives have been inspired by the needs of our students. From a student’s first year through graduation, our outreach goals are to motivate student’s interest and participation in their own health, so that they may be empowered to succeed in their academics.



<p>Top Accomplishments: Campus Collaborations cont.</p>	<ul style="list-style-type: none">❖ Mr. Obie Austin, Administrator, provided presentations at all international student, new student, and transfer orientations informing students and guests of the services we offer. <p>Professional Development & Training:</p> <ul style="list-style-type: none">❖ Student Health and Wellness clinical staff completed Basic Life Support (BLS) Recertification. BLS are the skills of maintaining an open airway and supporting breathing and circulation without the use of equipment (e.g. CPR). In addition the clinic staff Participated in the 2019 Partners in Prevention Meeting Of The Minds Conference, Mo Aids Training and Education Centers 2 month HIV ECHO Training, PrEP Management In-service, Glaxo Smith’s Nexplanon Insertion Training, Bayer’s Intra-Uterine Device Insertion and Removal Training. <p>Traditions & Transitions:</p> <ul style="list-style-type: none">❖ Student Health and Wellness has continued to offer flu shots to the entire campus to include students and staff on both the Volker and Health Science Campuses. Influenza can greatly impair a student’s ability to meet academic expectations. Preventative measures aid the possibility of exposure to viruses. 200 students and faculty members took advantage of these vaccinations.❖ The Clinic continues to collaborate with Tiffany Bowmen, from the University of Missouri, to provide free Nicotine Replacement Therapy for University of Missouri-Kansas City students. We are able to offer this during our smoking cessation visits with students.❖ Student Health and Wellness, along with all of Counseling, Health, Testing, and Disability Services has continued the branding label, which builds on the university's commitment to student wellness, which is used with all of its communications and outreach efforts. The branding phrase used is "No One Does It Alone" and has reached recognition status on campus. <p>Diversity:</p> <ul style="list-style-type: none">❖ Mr. Obie Austin, Administrator, provided a Caring for Our Community Presentation about Health Services offered on
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<p>Top Accomplishments: Campus Collaborations cont.</p>	<p>campus at the International Student Orientation as well as presented for Avanzando's Men of Color Retreat. Topic: Health Disparities in Men's Health.</p> <p>Quality: Student Health and Wellness is never content with current standards and must always push to improve. Student Health and Wellness has added components and completed several assessments to improve our patient care standards and outcomes.</p> <ul style="list-style-type: none">❖ Multiple procedures have been updated and created to assure structure and consistent patient care. Policy and Procedures updated and created include:<ul style="list-style-type: none">• Procedure for Preparing Clinical Areas for Beginning and End of Day to include items for the autoclave• Procedure for Color Vision Deficiency Screening• Procedure for Syphilis Health Check• Procedure for Fecal Occult Blood / Hema-Screen• Procedure for Staffing and Call-Ins• Procedure for Office Visits• Procedure for Providing Medical Excuse Letters• Procedure for Continuing Education for Clinical/Clerical Staff• Procedure for Using Team Nursing Approach• Procedure for SureScripts Utilization• Procedure for Automatic External Defibrillator at SHW• Procedure for Release of Records❖ Electronic Medical Record templates updated to improve efficiency with patient charting.<ul style="list-style-type: none">• Eating Disorder Weigh-In
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