

# IMPACT & OUTLOOK 2016 - 2017

## Student Health and 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.

## Impact on Students

SHAC offers the following unique services that are not replicated elsewhere in the University or the community:



- 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>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:</p>	
<p><u>Student Health Leadership Council (SHLC):</u></p> <p>SHLC meets the first Wednesday of the month and had anywhere from 5 to 25 people in attendance this past year. At the end of the year, FY18 officers were elected and will work with the SHAC Health Promotion manager in outreach and peer education activities. Participants tend to be interested in health care professions and are provided the opportunity to interact with SHAC professional staff throughout the year. Topics brought forward for discussion and collaboration include range and types of services offered, patient comments and complaints, health insurance, marketing, SFRB funding requests, and policies.</p>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Communication</li> <li>• Collaboration</li> </ul>

<p><u>Student Employees:</u></p> <p>3 Clinical Assistants in Nursing and 2 Program Assistants in Health Promotion were employed in FY2016.</p> <p>The clinical assistants work with professional nursing staff to keep exam rooms stocked with medical supplies and post health promotion information in clinical areas. They are exposed to the daily operation of an ambulatory medical clinic and the profession of nursing.</p> <p>Program Assistants in Health Promotion participate in all stages of promotion and education activities. SHAC had over 30,000 contacts via health promotion in FY2016.</p>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Critical Thinking</li> <li>• Collaboration</li> </ul>
<p><u>Student Interns:</u></p> <p>SHAC provided internships for 2 senior students from the College of Education Health Education program to provide a hands-on experience in the development and delivery of health promotion curriculum. These students also participated in ongoing health promotion activities and outreach.</p>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Research and Assessment</li> <li>• Communication</li> </ul>
<p><u>Advanced Clinical Experiences for Health Professions Students:</u></p> <p>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>	<ul style="list-style-type: none"> <li>• Research and Assessment</li> <li>• Critical Thinking</li> </ul>

## Fiscal Update, Revenues

Source	Amount
SFRB	\$4,635,043
Self-Generated	3,342,548
I&G	80,951
Reserves set aside for bond commitment	73,000

## Goals for 2017-18

1. Enhance the mental health and resiliency of students through direct services, education and advocacy.
 

Objectives of this goal:

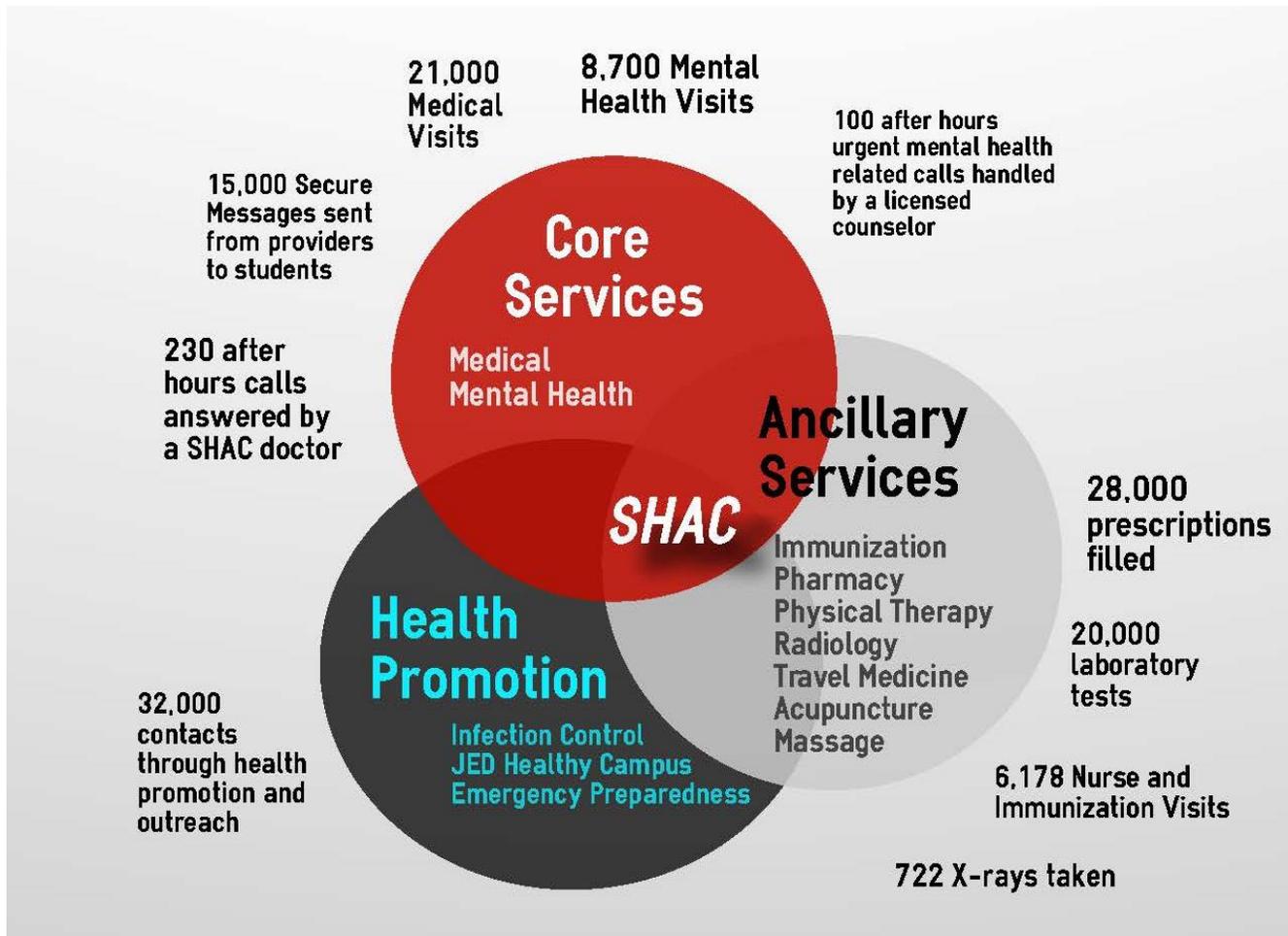
  - a. SHAC will continue to lead the second phase of the JED Healthy Campus Initiative by responding to the strategic goals developed in phase I:
    - i. Conduct the Healthy Minds campus wide survey to obtain a baseline assessment of the overall mental health status of the UNM student body and utilization of mental health services.
    - ii. Co-lead, with the Dean of Students Office, the development of a UNM post-vention protocol for catastrophic events such as the suicide or sudden death of a student.
    - iii. Work to develop a comprehensive medical/mental health leave of absence process for students according to accepted best practices.
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 Health Sciences Center researchers conducting the HOPE and CIRCLE studies, which can benefit both current students and advance important research in infectious disease.
  - 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 conducting a table top exercise involving key stakeholders in the fall of 2017.
  - 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 immunization recommendations as UNM approaches a freshman live-in requirement in 2018.

## Selected Impacts and Outcomes

Students accessing services are given the opportunity to complete an anonymous online survey regarding their experience. In FY2016, students expressed high levels of satisfaction with the impact of services on academic success, quality of care and overall experience at SHAC (2,322 responses).

In 2016-2017, SHAC continued to refine its services to meet the needs of UNM's diverse student body and experienced persistently high demand:



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