

# IMPACT & OUTLOOK 2018 - 2019

## 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 providing 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:
  - Actively seek to eliminate barriers to services for all students regardless of insured or financial status.
  - SHAC strives to reach all groups, including undergraduate, non-traditional, international, professional and graduate students in promoting services.
  - SHAC works diligently 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 effectiveness and efficacy.
- Quality of services are compared to other college health centers and industry standards through the American College Health Association (ACHA).
- The UNM Student Fee Review Board (SFRB) and UNM administration can assess the effectiveness of resources and funding provided.
- Safety:
  - The highest standards for safety and quality are demonstrated by maintaining **AAAHAC (Accreditation Association for Ambulatory Healthcare, Inc.) accreditation.**
  - 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.

## Impact on Students

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



- Mental health and medical professionals who are credentialed, trained in, and focused on, college health related issues.
- For after-hours mental health concerns and crises, callers are connected to a licensed professional counselor, and follow up care is actively managed.
- This year, Therapy Assistance Online (TAO) was implemented as a Self-Help tool to help students manage their own emotional well-being without the help of a counselor. TAO includes modules for resilience training, stress, anxiety, relationship problems, anger management, problem solving, and evaluating alcohol and drug use.
- Same day (walk-in) care (Monday through Friday) for mental health emergencies, medical 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.
- 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.
- A comprehensive infection control program that involves ongoing planning and coordination with other departments, UNM Emergency Management, UNM Hospital and the NM Department of Health. SHAC staff administer, track and manage thousands of student immunizations annually. Flu shot clinics are held in the SUB Atrium each fall for students, staff and faculty. 3,264 flu shots were given at no cost in FY2019.
- A SHAC doctor, physician assistant or nurse practitioner is available after hours to all UNM students, 24 hours a day, for telephone consultation.
- Health Education and Promotion provides programs and workshops that address issues relevant to a college population such as safety, sexual health, mental health, nutrition, exercise, weight management and substance use.
- 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.

## Programs and Services

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 facility 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:

UNM 5

<p><u>Student Health Leadership Council (SHLC):</u> SHLC meets the first Wednesday of the month and recruited 50+ student members this year. Students are used as the SHAC advisory board and also help to create new materials and redesign student health prevention programs. They assist with the outreach and health education for students. Participants tend to be interested in healthcare professions and have the opportunity to interact with SHAC professional staff. They gather and provide feedback on services, patient comments, marketing and policies.</p>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Communication</li> <li>• Collaboration</li> </ul>
<p><u>Student Employees:</u> Two undergraduate Program Assistants in Health Promotion were employed in FY2019 who participated in all stages of needs assessment, promotion and education activities. SHAC had over 30,000 contacts via Health Promotion in FY2019.</p>	<ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Critical Thinking</li> <li>• Collaboration</li> </ul>
<p><u>Advanced Clinical Experiences for Health Professions Students:</u> SHAC hosts various health profession students who are in advanced stages of clinical training as appropriate in collaboration with the UNM Health Sciences Center and the College of Education.</p>	<ul style="list-style-type: none"> <li>• Research and Assessment</li> <li>• Critical Thinking</li> </ul>

## Fiscal Update, Revenues

Source	Amount
SFRB	\$4,351,771
Self-Generated	3,368,667
I&G	256,067
Reserves set aside for bond commitment	73,000

## Goals for 2019-2020

1. Finalize the planning and complete the SHAC expansion/renovation: Mental Health, Pharmacy and Health Education/Promotion to move to the Plaza (basement) level. This will benefit the students, staff and faculty by expanding the services offered in these areas.
2. Enhance the mental health and resiliency of students through direct services, education and advocacy. SHAC will move into the third phase of the JED Healthy Campus Initiative by responding to the strategic goals developed in phase I and additional current goals:
  - a. Enhance and improve responsiveness to student deaths by collaborating with the LoboRESPECT Advocacy Office and Dean of Students Office by using the UNM postvention protocol. This year, SHAC will collaborate on planning the First Annual Campus-Wide Memorial Service to take place in May 2020.
  - b. Begin Case Management services for students in collaboration with the Dean of Students Office.
  - c. Begin implementing the Student Health Leave of Absence protocol according to accepted best practices and continuing to work on the new Health Leave of Absence Policy.
  - d. Coordinate with the Women’s Resource Center on new interpersonal violence education and prevention programming.
  - e. Apply use of technology additionally to enhance consultation practices and improve wellness and resilience programs and workshops.
  - f. Implement embedded clinician practice in other departments (Veterans Military Resource Center and LGBTQ-RC) and explore practice of embedding clinicians more broadly on campus.
3. SHAC will offer services in a manner that promotes health and health equity.
  - a. 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. 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. Partner with UNM collaborators such as the UNM HSC and UNMH, Student Affairs, LoboRESPECT, COSAP, CASAA and other departments to address issues most impacting a college population.
  - d. Continue to diversify revenue sources and reduce long-term dependence on student activity fees in a manner consistent with our mission.
4. SHAC will support UNM campus health and emergency preparedness.
- a. Promote emergency preparedness regarding infection control by leading and participating in appropriate preparedness exercises involving key stake holders.
  - 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

Students accessing services are given the opportunity to complete an anonymous online survey regarding their experience. In FY2019, students expressed high levels of satisfaction with the impact of services on academic success, quality of care and overall experience at SHAC. Surveys were sent to over 4,610 students in Fall 2018 and 4,353 in Spring 2019 with a 12% response rate.

In 2018-2019, SHAC continued to refine its services to meet the needs of UNM's diverse student body and experienced persistently high demand:



- 30,232 Face-to-Face Visits (Medical & Mental Health)
- 25,795 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 calls handled by a licensed counselor

- 21,817 prescriptions filled
- 19,700 laboratory tests
- 586 X-rays

- 12,000+ contacts through health promotion and outreach
- 4,000 social media followers

- SHAC started in 1929 as UNM Student Health Services

- SHAC is accredited by the Accreditation Association for Ambulatory Healthcare (AAAHC)

- FY 2019: 93% of SHAC survey respondents report being "satisfied and very satisfied with their overall visit experience"

