

Student Health and Wellness Center 2014– 2015 Annual Report



SHWC highlights:

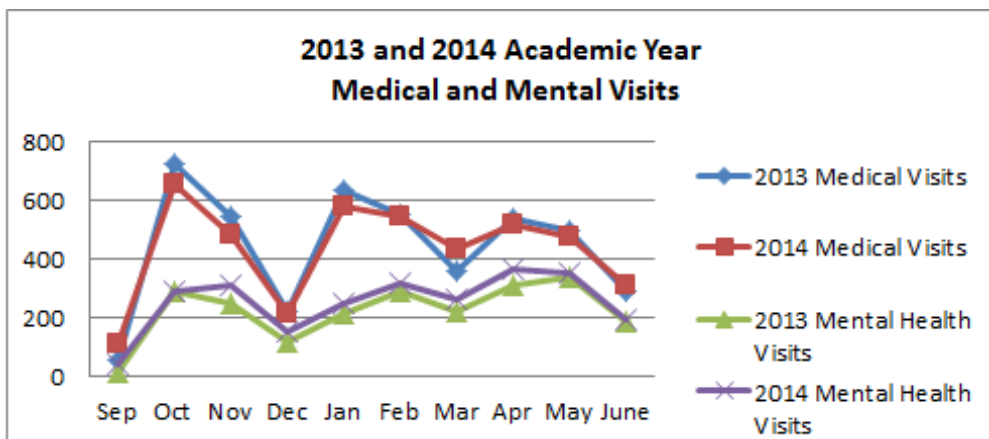
- Healthy budget!
- Continued quality!
- New staff!
- Ongoing innovation

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The Clinic by the numbers

In the 2014-15 academic year, the SHWC had 7,130 total visits of which 2,638 were mental-health appointments and 4,492 were medical appointments. The total number of students served was 1,835 with an additional hundreds of students receiving CCare (free contraceptive care) services. Our Psychiatric Mental Health Nurse Practitioner saw 171 different students for a total of 464 visits.



SHWC Survey and Student Health Insurance

In 2013, the SHWC surveyed 322 students about their level of satisfaction with SHWC services and their current insurance status. 86% of students said that the overall quality of the SHWC was good or very good while 88% would recommend the SHWC to a friend.

Students noted the quality of providers, but interestingly, some commented that they would not

return to the SHWC because the SHWC does not take their insurance. This



year, we engaged an outside consultant to help us explore billing insurance as a service to students and an additional revenue

source.

The survey found that 73% of respondents have health insurance (the majority on parents' plan) with 27% of students having no health insurance.

Unfortunately, due to the changing insurance market conditions, SOU no longer offers a voluntary student health insurance plan. We continue to strongly advocate for affordable health insurance for all students.

“We believe our patients and clients deserve the best,” stated Laura Robin, Medical Director.

What is AAAHC accreditation?

The Student Health and Wellness Center is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). But you may ask:

What does accreditation signify?

Accreditation distinguishes the SHWC from many other outpatient facilities and college health centers by highlighting our commitment to providing the highest quality of care to our clients and patients as determined by an independ-

ent, external process of evaluation.

Status as an accredited organization means the SHWC has met nationally



recognized standards for the provision of quality health and mental health care. More than 5,000 ambulatory health care organizations across the U.S. are accredited by AAAHC.

The SHWC undertakes an extensive self-assessment and on-site survey by AAAHC expert surveyors – who are actively involved in ambulatory health care.

“We believe our patients and clients deserve the best,” stated Laura Robin, Medical Director. “When you see our certificate of accreditation, you will know that ... we as an organization care enough about our patients to strive for the highest level of care possible.”

CORE Updates and Collegiate Recovery at SOU

Last summer, CORE moved into Room 106 in Susanne Homes so that CORE finally has a physical and programmatic home of its own! It is stabilizing and comforting to have an established and accessible space on campus. CORE students have quickly made it their “home away from home” and a “totally chill space” for meetings or just to hang out.

CORE, for the first time, had a part-time student position and we

welcomed Kyle Simpson (pictured) who did an amazing job. From designing hip t-shirts (in



photo), to organizing the screening of The Anonymous People, to trips to the Trampoline Park or bowling at UO, he’s set the bar high for fun and service in recovery.

This year, we received a continuing program grant from Transforming Youth Recovery which has helped fund program activities. We were featured in Recovery Campus magazine-recovery-campus.com.

Coordinator, Victor Chang, presented on collegiate recovery at the American College Health Association, and in Oct 2015, for the Association of University and College Counseling Center Directors. We

ended the year with taking CORE students to the annual conference in Reno, rafting



CORE in Eugene

on the Klamath River and taking in a play at the Oregon Shakespeare Festival. Talk about good sober fun!

CORE’s membership contin-

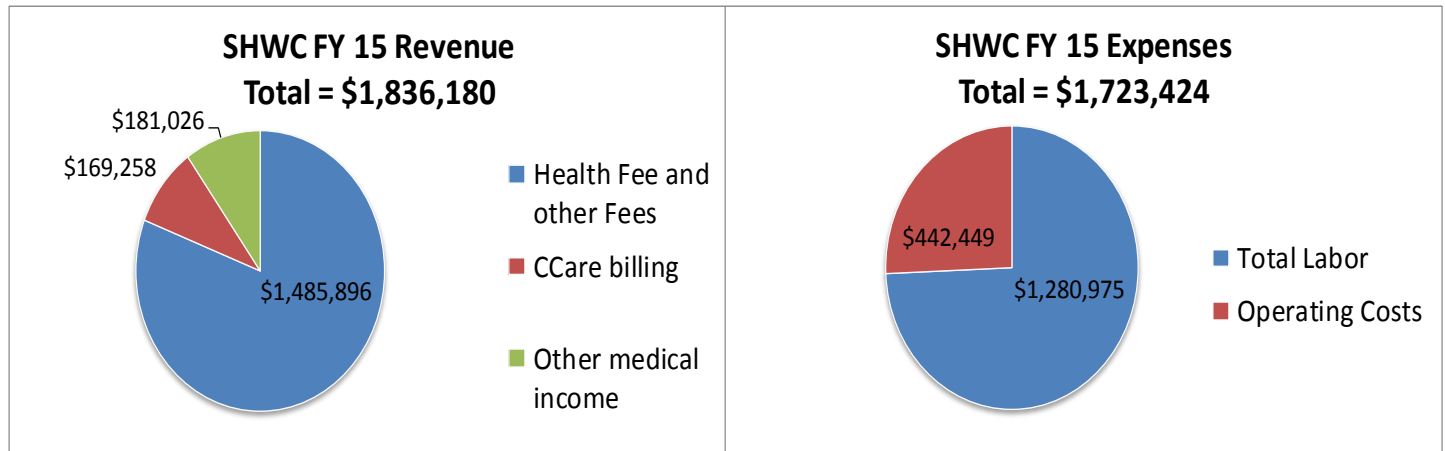
ues to grow, even as we had two students graduate. We have an incredible and diverse membership. We look forward to continued growth as new members join regularly and a promising relationship develops with a new local aftercare program, Dragonfly Transitions. We are packing for the first-ever Oregon Collegiate Recovery Retreat with our UO and OSU colleagues this fall!



CORE in Reno at the ARHE Conference

SHWC Budget Looking Very Healthy

This year the SHWC FY 15 came in almost \$100,000 to the positive from our projected annual budget due to prudent fiscal management, continued cost efficiencies, and larger than expected revenue gains. We also got approval from the Budget committee, the students, and the incoming Board to raise the per-term health fee from \$119 to \$123 in order to finance the much-needed additional mental health counselor.



100 Reasons to Live



In 2014, student, Chazlyn Lovely and others collaborated with the mental health staff to produce a suicide prevention and hope-inspiring video: 100 Reasons to Live.

The video is viewable on SOU's Facebook page and here: <https://www.youtube.com/watch?v=oN1EBTquOgA>

[v=oN1EBTquOgA](https://www.youtube.com/watch?v=oN1EBTquOgA).

We thank graduating senior, Chazlyn Lovely, especially for her project management, commitment, timeliness and overall awesomeness!

Her blog about the experience can be found here: <http://100reasonstolivesou.tumblr.com/>

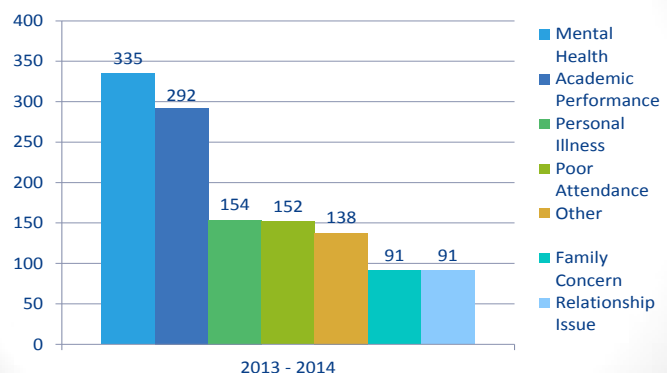
Mental Health and Student Support

The Student Health and Wellness Center continues to partner with our colleagues across campus in identifying and responding to reports of distressed students via the SOU Cares Reporting system coordinated by the Office of Student Support and Intervention.

In 2014-15, there was once again an sizable increase in overall reporting with a grant total of over 1,500 separate Cares reports submitted by concerned students, staff and faculty.

We certainly have a caring and attentive campus community!

Top Concerns by category



Student Health and Wellness Center
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 Ashland, OR 97520
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Mission

To promote the optimal health and well being of students through quality educational, primary medical care, mental health and health promotion services. These services will be confidential, convenient and economical. They will be delivered in a setting and manner that facilitates the healing and learning process that recognizes the unique needs of students and is supportive of their academic success at SOU.



Check us out at: www.sou.edu/health

What's Coming in 2015-16? LOTS!

The Mind Spa, CU Thrive, Health Library... are three new programs coming to SOU this fall which will help augment the mental health and well-being

life and health. More info: <http://sou.cuthrive.com/>

The **Health Library @ SHWC** will feature popular and recommended health and self-help books that students can "check out" for free!

We wonder about the first year without an SOU Student Health Insurance Plan, a significant Medicaat (our electronic health record system) upgrade, and the advent of ICD-10.

Most importantly, we look forward to meeting our new first-year and transfer students and partnering with them towards academic success and holistic health!



of all students.

The **Mind Spa** is an accessible space in the Stevenson Union that features such relaxation and stress management tools as: biofeedback, meditation tools, massage chair, and light therapy.

CU Thrive is your customized, one-stop web resource for all things college

On the mental health team, we had excellent interns in Cheryl Wooldridge and Kat Smith and we thank them for their excellent clinical service, warmth, and good humor and wish them well in their bright futures.

We will be welcoming a new counselor soon and also our new intern, Kalia Feldman-Klein.

