



STUDENT HEALTH SERVICES

2016-17 ANNUAL REPORT

Driven by a broad understanding of health and its impact on the success of our students, SHS’ core mission goes beyond treating medical and mental health issues but also includes managing serious chronic conditions, promoting healthy behaviors, and ensuring a safe and welcoming campus for all.

The demands are greater and more complex than ever. More students come to us with significant health needs, including mental health challenges. Many need help managing serious conditions like asthma, eating disorders, addiction, ADHD or physical disabilities.

The growing numbers of international students on campus and increased international travel requires effective prevention of disease and medical, psychological, and safety counseling to students who will travel or study abroad.

Resource constraints require that we assume responsibility for public health, leading vaccination campaigns and investigating outbreaks of infectious disease. We play a key role overseeing and coordinating care provided here on campus, by community specialists, and by our students own hometown physicians.

College students are at a critical place in their development. Learning to manage their own health care with less family oversight, they are forming lifelong viewpoints and habits that will affect their well-being, learning, personal development and future success.

We are honored to help them along this journey.

CONTENTS

Leadership Team	4
Mission Values	8
Clinical Services	10
Ancillary Services	14
Infectious Diseases Response	16
Student Impact: Annie Mitev	18
Prevention Programs	20
Student Impact: Courtney Sawhill	24
Town Hall	26
Survivor Advocacy & Resource Center	28
Wellness Agents Peer Leadership Program	30
Student Impact: Miles Havard	32
Information Services Department	34
Student Impact: UNK	36
Student Affair Division Awards	38
Finance and Operations	40
Student Impact: Annie Yang	42
Support Services	44

SHS LEADERSHIP



JENNY HAUBENREISER, MA, FACHA
Executive Director, Student Health Services

Having spent the past 20 years in college health I have a deep and sustained passion for the well-being of students. I come to work each day committed to supporting the work we do to set a strong foundation for student success through the enhancement of physical and mental health, as well as the creation of safe and supportive learning and living environments.

FALL

RECOVERY LIVING COMMUNITY

SHS' Collegiate Recovery Community expanded services to students by offering a 100% sober on-campus living situation.

2016

STATE DISASTER PREPAREDNESS IMMUNIZATION DRILL

SHS was chosen—and funded—by the state of Oregon to run a mass vaccination drill to prepare for a potential disease outbreak. 10,007 students received free vaccines.

TERM

TOWN HALL TO PREVENT HIGH-RISK DRINKING

SHS brought the Director of the Center for Substance Abuse Prevention—a leading expert on alcohol and drug policy—to meet with student, community and university leaders.

**OCT-
DEC**

MENINGOCOCCAL RESPONSE

To prevent an outbreak 446 students were vaccinated against Meningococcal B after two OSU students were diagnosed with Meningococcus.

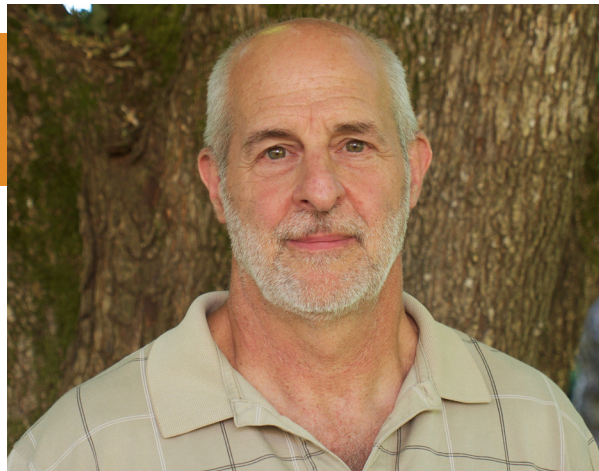
HIGHLIGHTS
2016-17 ACADEMIC YEAR

SHS LEADERSHIP



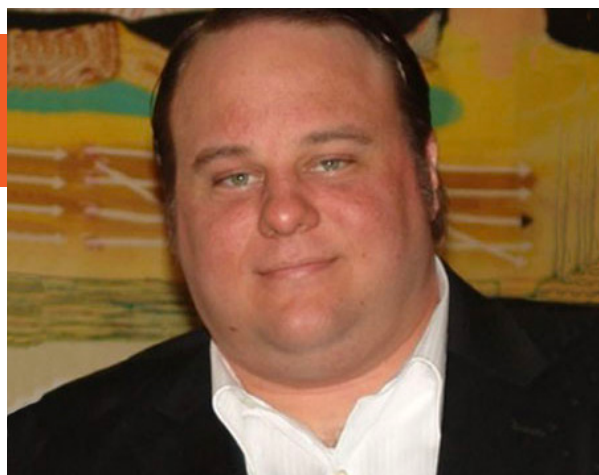
CONNIE HUME-RODMAN, MD
Director of Clinical Services and Staff Physician

I enjoy helping students learn how to be healthy, figure out complex symptoms, and manage chronic conditions (such as diabetes or chronic hepatitis). In my director role, I work with my colleagues to strategize how to best serve and connect with students.



JEFFREY MULL, MD
Director of Medical Services and Staff Physician

I am a general practitioner who has enjoyed caring for OSU students for the past 33 years. My clinical focuses are on sports medicine, travel and international medicine, and performing minor surgical procedures. My administrative roles include supervision of SHS physicians and psychiatrists as well as oversight of our Records and Reception, Physical Therapy and Sports Medicine, and Travel Medicine departments. For the university, I oversee the Occupational Medicine Program and serve on the campus Student Care Team.



ROBERT REFF, PHD
Director of Prevention and Wellness

I work with an amazing team of faculty and students to help create a safe and healthy campus. We focus on wellness, violence prevention, alcohol and drug prevention as well as supporting students in recovery. We believe it takes all of us to be successful in these efforts.

AMY MCLAUGHLIN, MA, CISM, CETL
Director of Information Services

I am both a technologist and an educator, with more than 20 years of experience working in information technology where I have focused on information security and data privacy, and the same number of years teaching psychology at a community college. My role includes oversight of the communications, marketing and information technology activities that support the delivery of SHS' comprehensive range of programs and services.



MARCIE THOMPSON, MBA
Director of Finance and Operations

I oversee the financial wellbeing and resource stewardship of SHS as well as the Insurance and Billing, Medical Records & Referral, CCare, and Immunization departments. I'm inspired by the rewarding opportunities I have to engage with, and contribute to, the OSU community in a meaningful way. I believe businesses can succeed by practicing empathy and compassion and those values are at the core of my work. I'm passionate about college health because I am able to connect with students to develop the skills necessary to be informed healthcare consumers.



LINDA REID, RN-BC
Director of Nursing Services

I love my work at Student Health Services and OSU. I serve on the Infectious Diseases Response Team, the Veterans Advisory Committee, and the Student Affairs Assessment Council.

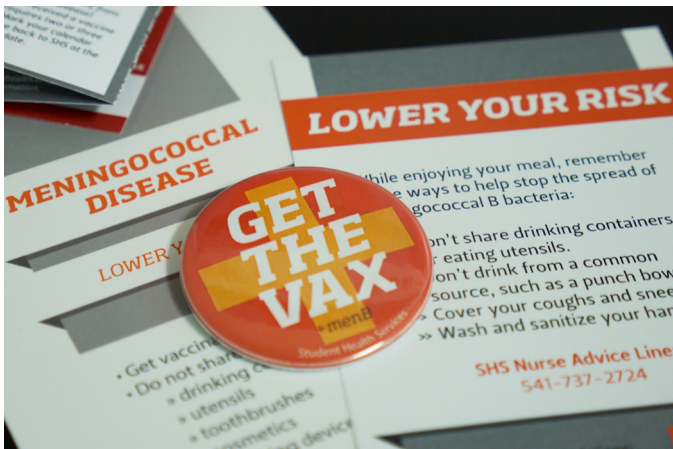




MISSION



AND



VALUES

OUR MISSION

To support and promote optimal health and wellness of the Oregon State University community by providing holistic and comprehensive care, **creating safe and supportive learning environments**, empowering OSU students to build capacity for lifelong health, well-being and success, while embracing diversity and inclusion in all aspects of our practice.

To this end we **care** for OSU students, providing essential medical and mental health care, prevention programming, advocacy and wellness services tailored to their unique needs

Create safe and welcoming campus environments free from sexual and other violence, and drug and alcohol abuse

Lead campus-wide public health policy, initiatives and response

Continually **assess** and **improve** our programs and services to best serve our students' ever-changing needs

WE VALUE

Student-centered care: We are here to serve the students of Oregon State and tailor our services to their individual and population-level needs.

Inclusion: With a goal toward health equity we serve with compassion and empathy, seeking social justice for **all OSU students**.

Synergy: We recognize that working together as a **multi-disciplinary team** in an environment of mutual respect leads to a greater good and that we can do more together than the sum of our individual efforts.

Stewardship: We are committed to efficient use of our financial and human resources, diversification of our funding sources and transparency in our use of public funds.

Evidence-based and data-driven practices: deploying the best knowledge and experience in the field towards optimal outcomes in support of student health, well-being and success.

Resilience: We embrace innovation, honoring creative approaches to solving problems and garnering strength through our many partnerships on campus, within the community and throughout the state.



CLINICAL SERVICES

As experts in college student health we offer more than just excellent, student-centered healthcare here on campus. We serve as educators, striving to build health literacy in our students so they can advocate for themselves. We understand deeply the impacts to student success and offer the time and patience to support students as they learn and build a capacity for lifelong health and well-being. We value inclusivity and adapt to students' diverse needs. We help to remove barriers so students achieve and maintain their optimum health and wellbeing. We do this for all students—in every way possible.

COMPREHENSIVE CARE

To provide these services, we employ licensed and accredited physicians, psychiatrists, nurse practitioners, registered nurses, psychologists, clinical social workers, mental health post-doc fellows/interns, substance abuse counselors, health educators, registered dietitians, pharmacists, medical technologists, laboratory and radiology technicians, health information management personnel, billing, business and support services staff, student workers and an executive team.

SERVICES

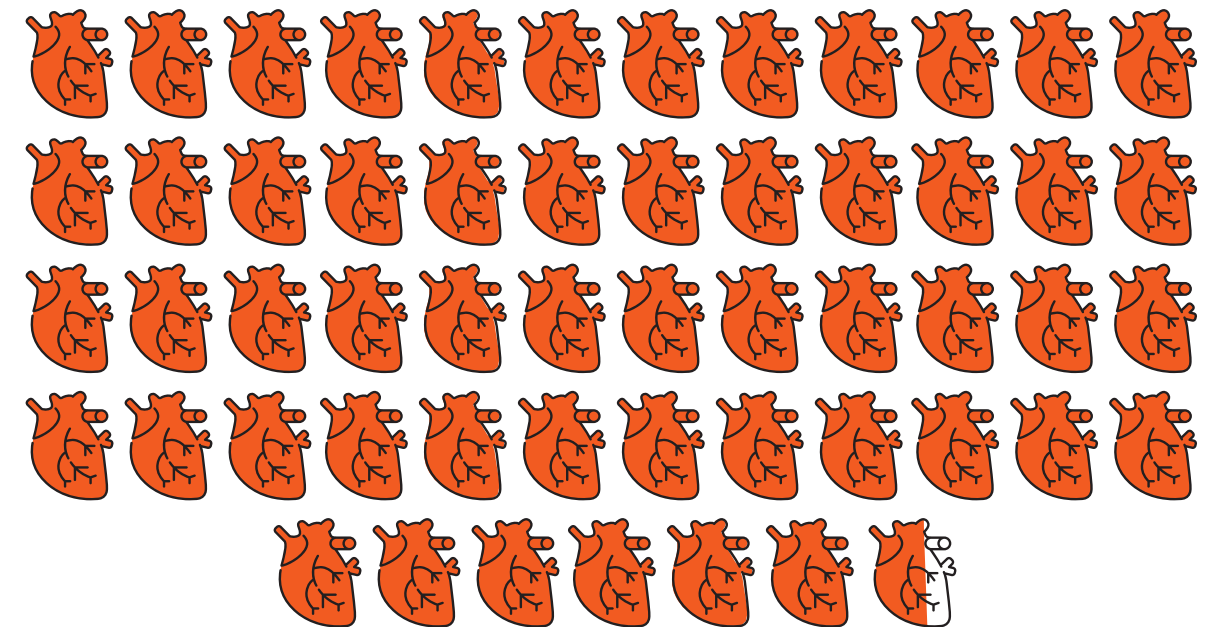
Our services include:

- Drug and alcohol counseling
- Preventive care (including immunization clinics)
- Primary care (including nutrition services)
- Specialty care (ADD/ADHD treatment, an allergy clinic, diabetes care, physical therapy and sports medicine, sexual health and contraceptive services, tobacco cessation, transgender care, travel medicine)
- Alternative care (acupuncture, chiropractic, massage therapy)
- Counseling and mental health services
- Occupational health

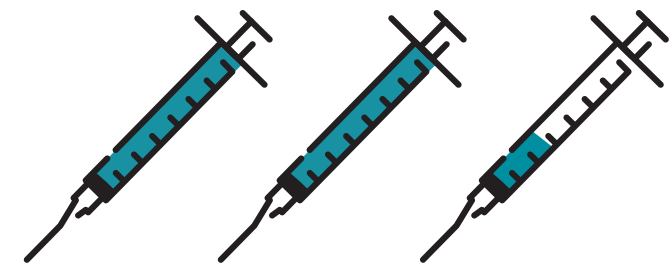
ACCREDITATION

We are accredited by the Accreditation Association for Ambulatory Health Care, placing us among the top university health centers in the country. Our laboratory is accredited by the Commission on Office Laboratory Accreditation (COLA).

ACADEMIC YEAR 2016-2017



TOTAL NUMBER OF PATIENT VISITS: **46,492**



TOTAL NUMBER OF FLU VACCINATIONS GIVEN: **2,313**

OCCUPATIONAL MEDICINE

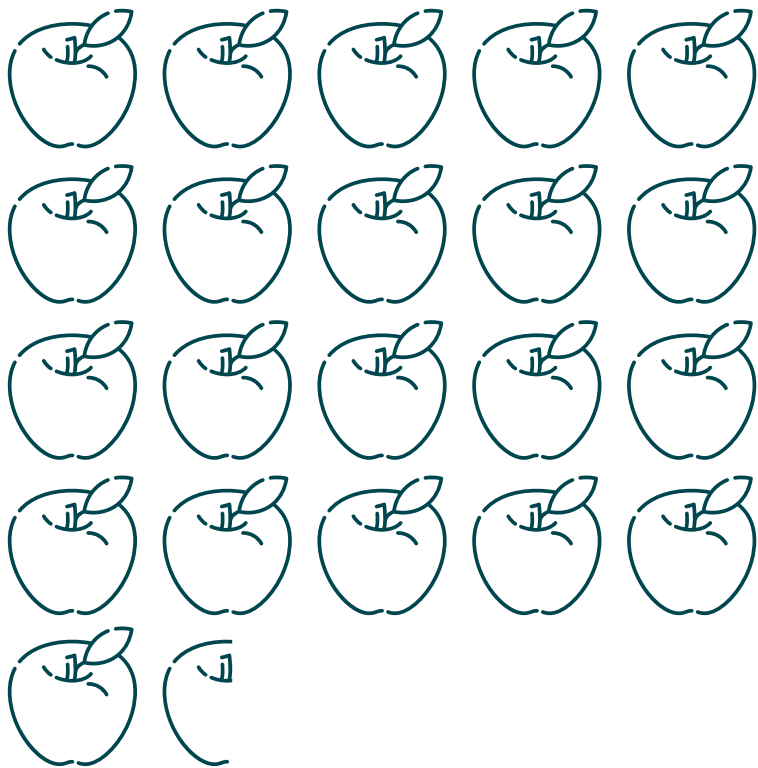
Protecting our colleagues' health and safety.



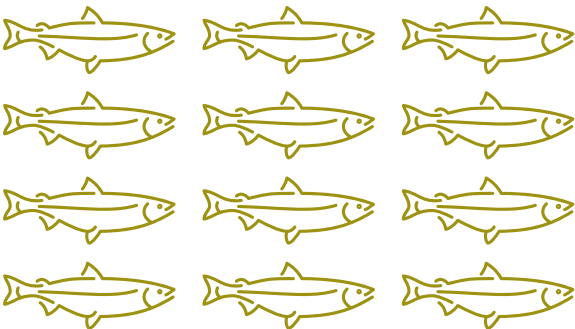
Serving faculty, staff, and student employees, the Occupational Medicine office collaborates with several campus partners to protect the well-being of employees who have workplace risks. Occupational Medicine provides an array of services specific to each employee's situation, from health screenings and prevention practices to health and safety education.

Occupational Medicine strives to constantly improve and investigate the impact of the programs offered. A recent study investigating the impact of annual audiograms in the hearing conservation program, conducted by nurse Ariel Leshchinsky, was accepted for publication in *Workplace Health & Safety*.

This past year, Occupational Medicine also participated in a biospill clean-up drill with Environmental Health and Safety and Public Safety.



2,156 medical encounters



1,203 Employees enrolled in Animal Exposure Program



Employees served through Hearing Conservation Program grew by 34 employees

ANCILLARY SERVICES

Our clinicians could not function effectively without the diagnostic and therapeutic services housed within our walls.

LAB

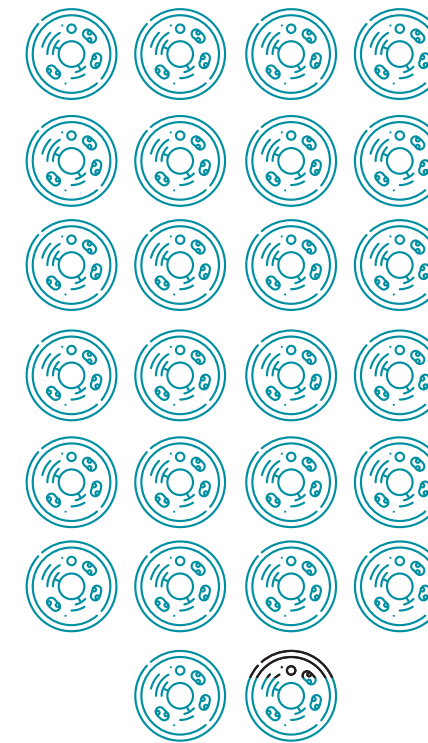
Our laboratory is staffed by medical laboratory technologists and accredited by the Commission on Office Laboratory Accreditation (COLA). Accreditation is given only to those that meet rigid standards of quality in day-to-day operations, demonstrate continued accuracy, and pass a rigorous on-site laboratory survey. In fact, we are a proud recipient of COLA's 2015 Laboratory Excellence Award. This award signifies our commitment to providing accurate and reliable testing for OSU students.

X-RAY

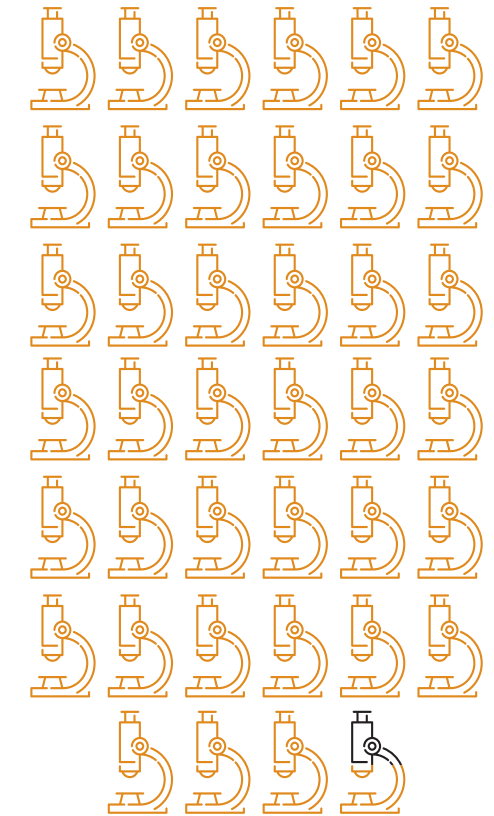
Staffed by three radiologic technologists, our x-ray department provides routine, general digital imaging and radiography exams here in the Plageman Building.

PHARMACY

The pharmacy at Student Health Services is operated by the Oregon State University College of Pharmacy and serves as a training site for pharmacy students. Registered pharmacists are available five days a week to fill student prescriptions, provide drug information and answer health-related questions.



6,410 lab patients served



19,312 tests performed

MARK HORNABROOK

At University Day in 2016 Mark Hornabrook, Director of the SHS Laboratory, received the OSU Exemplary Employee Award for Professional Faculty. This award recognizes faculty who contribute outstanding service by exemplary performance in the following areas:

- Customer service
- University service
- Service projects
- Leadership
- Mentoring
- Self-improvement
- Efficiency
- Problem solving
- Teamwork

Congratulations, Mark! Thank you for your creativity and drive, your stewardship of resources and your high-quality service to Oregon State's student body and to your colleagues.



MENB+

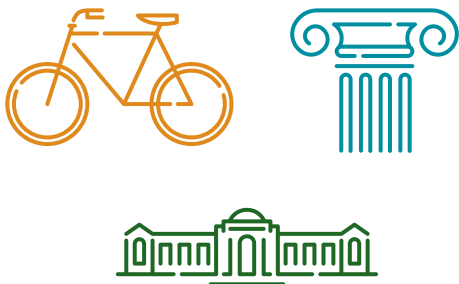
OUTBREAK & RESPONSE

Starting in fall 2016, we began a multi-agency response to a case of meningococcal B disease. While rare and not easily spread, this disease is deadly and can cause significant harm if not treated early and aggressively.

The first two cases were identified in November 2016. The third case, diagnosed in February 2017, instigated designation of an “outbreak” and the implementation of two mass vaccination “pods”, with the aim of fully vaccinating those OSU students deemed at highest risk of contracting the disease. These pods were organized by Student Health Services with support from the Benton County Health Department and the Oregon Health Authority. The OSU Pharmacy was a key player, as were a number of medical volunteers and pharmacists. The pods were implemented March 8-9, and April 16-17 to deliver two doses of vaccine one month apart, as needed, to complete the vaccine series.

We administered approximately 3000 doses of vaccine by the end of the spring term and the OSU pharmacy administered just over 2000. A recent assessment involving the Oregon Health Authority’s statewide vaccine registry revealed that nearly 50% of the high-risk students received at least one dose of a vaccine series in Oregon (either through us or through a community provider).

Given the meningococcal outbreak, we were successful in gaining approval to add Meningococcal B to the list of mandated vaccinations for incoming students for fall 2017 and winter 2018. This is a critical move to protect incoming students who will be entering a campus community where this bacteria is known to exist.



TARGETED POPULATION

7,207 students in three groups – athletes, members of Fraternity and Sorority Life, and those in residence halls

RESPONSE

Of the targeted group **2,981** (41%)* students received vaccinations:

- Received 1 vaccination: **1,090**
- Received 2 vaccinations: **1,768**
- Received >2 vaccinations: **123**



*Note: Students who received any vaccination (their first, their follow-up, or the whole series) outside of Oregon are not reflected in this data so actual rates are most likely higher.

“We are blessed to have such a successful relationship ... this isn’t the case in all counties in Oregon. As a campus/county team we certainly have made a lot of progress this past year in developing collaborative systems to respond to infectious disease.”

Jenny Haubenreiser



BENTON COUNTY HONORS OUR WORK

The Benton County Health Department honored Jeff Mull, MD, Connie Hume-Rodman, MD, Linda Reid, RN and Jenny Haubenreiser during a special recognition event for National Public Health Week. They were presented with a Lifetime Public Health Service Award in recognition of Student Health Services’ positive impact on the health of the community through its routine work of preventing, detecting and treating acute and chronic illnesses

on campus, its crisis-related work during communicable disease outbreaks and strong community collaboration in planning for and averting other potential threats.

STUDENT HIGHLIGHT: ANNIE MITEV

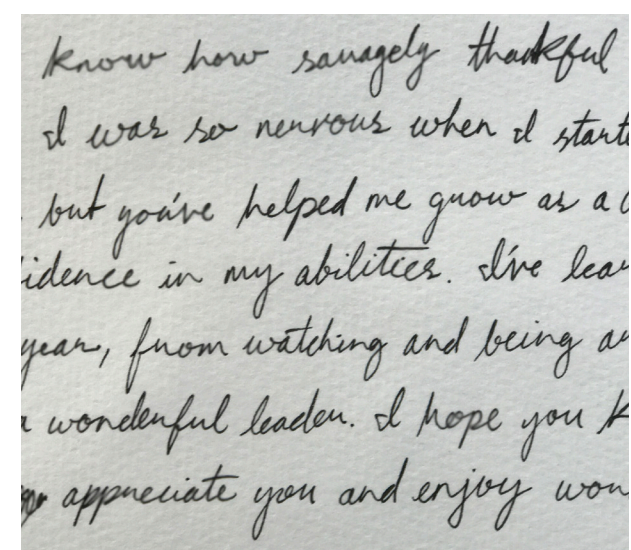
Annie Mitev is a graphic design student from Corvallis. She is on track to graduate next June and hopes to someday illustrate books for both children and adults. Anyone who has seen her work knows that this isn't a reach for Annie. Her talent and unique style draws people to her work and leaves them wanting to see more.

Her work in the marketing and communications office at Student Health Services has exposed Annie to different clients and viewpoints. She has created artwork for the clinic building and the Recovery Living Community, as well as posters, fliers, electronic ads and other marketing pieces which spread awareness about SHS' programs and services.

"I thought my work would be more defined. More scripted. But I've been given a lot more creative freedom than I expected. And working on design every day has given me the opportunity to develop my aesthetic. I have the ability to look at an issue and come up with my own way to execute the graphics to solve the problem."

Real world experience with real clients, to supplement her classroom education. These are skills Annie will need when she leaves Oregon State.

"My biggest takeaway has been learning to work with clients."





PREVENTION PROGRAMS

We take our responsibility to ensure student health and safety seriously – and we're working together with students to create the healthiest campus possible.

ALCOHOL PREVENTION

For some students, the transition to college life involves high-risk drinking and drug use. Others begin college life already active in various stages of sobriety. A lack of understanding about addiction among college students can be stigmatizing and statements like “Everyone drinks in college” are not uncommon. We're here to help. Through our online education programs we seek to change social norms around substance use. Our certified counselors are here to assist those who wish to rethink their use of alcohol and other substances. Our Collegiate Recovery Community (CRC) provides programming and typical college social activities, peers and support for students who want to enjoy their experience without alcohol or drugs. Since 2016, students in the CRC can choose to live on campus entirely substance free in the Recovery Living Community at Dixon Lodge.

VIOLENCE PREVENTION

Sexual assault and other forms of interpersonal violence are serious threats to the health and safety of college students nationwide. We are working to ensure that our community is safe because we firmly believe that it doesn't have to be this way at Oregon State University. We each have a role in creating a safe and caring community — based on civility and respect— that is free of sexual assault and other violence. Through Beavers Give a Dam and other workshops, we raise awareness of and work to change rape myth culture, and teach students how to be active participants in shaping a safe campus.

BEAVERS GIVE A DAM™ EVALUATION HIGHLIGHTS

Beavers Give A Dam™ is an interactive bystander intervention workshop aimed at preventing sexual violence. The program is evidence-based and our staff customize it to various communities across campus, ensuring that it meets the needs of students. The workshop is always facilitated by a member of the Violence Prevention team along with a trained student. For the 2016-2017 school year we had 46 trained student facilitators!

Students who participate in the Beavers Give A Dam™ workshop learn how to: 1) recognize different types of sexual violence, 2) explore the relationship between sexual violence and alcohol and other drugs, and 3) understand sexual consent and when it can be given or received. Participants have the opportunity to practice bystander intervention methods and are informed of campus and local resources for survivors of sexual violence.

After the workshop:



of participants correctly identified at least one resource



of participants report thinking they can personally help prevent sexual violence on campus



of participants report feeling confident performing bystander intervention



Participants also displayed a significant increase in knowledge scores, from 9.4 at pre to 10.8 at post, out of 12 possible points, as well as a significant decrease in selected rape myth acceptance items.

ALCOHOL EDU

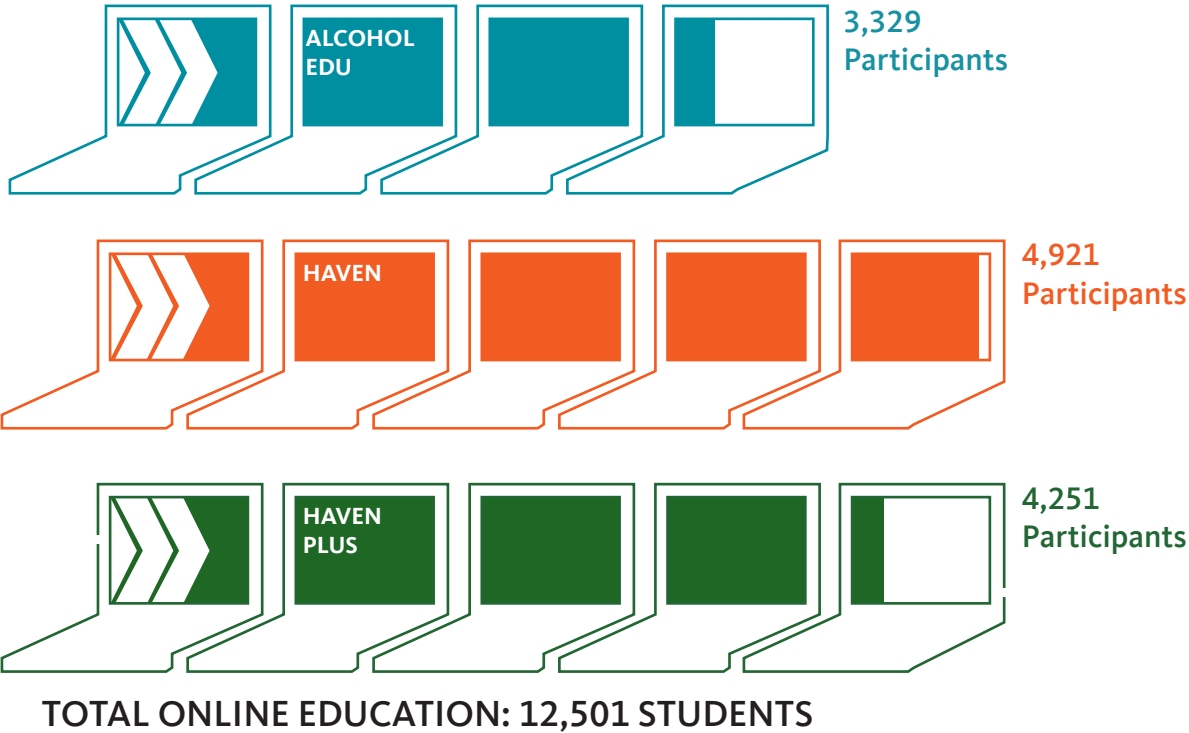
AlcoholEdu is designed to assist students in making well-informed, healthy decisions about alcohol use, whether they drink or not. It presents information about alcohol use statistics, alcohol's effects on the body, how to recognize and respond to an alcohol-related emergency, and where to find resources on campus.

Health and safety are critically important to the student experience, both in and out of the classroom. The information provided in these online courses is part of our comprehensive approach to helping empower students to create a safe and positive campus environment in which to live, work, and grow.

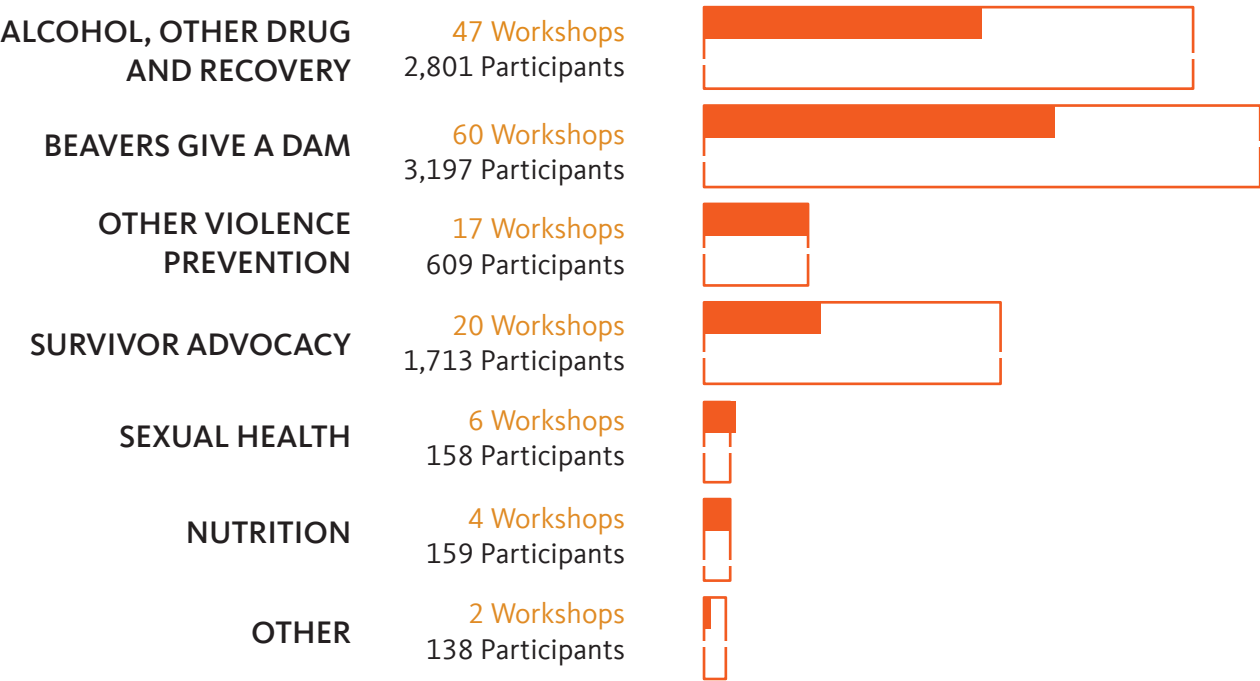
HAVEN

Haven: Understanding Sexual Assault™ is an interactive online tool that provides information about sexual assault, relationship violence, stalking and sexual harassment. Haven provides a basic understanding of the issues, available resources and how to support friends, co-workers and fellow students who may have been affected by sexual violence. Haven Plus delivers similar content but was developed for graduate and professional students.

ONLINE EDUCATION PROGRAMS



IN-PERSON PREVENTION AND EDUCATION PROGRAMS



Courtney Sawhill is in her second year at Oregon State University and is pursuing a degree in merchandise management. She hopes to work as a buyer in the apparel industry after graduation.

While she was a student at Portland State University, Courtney had learned about the the Collegiate Recovery Community (CRC) at Oregon State. “I’m just past my first year in recovery so I emailed for more information when I moved here. I was trying to find my people...my base...my support in Corvallis,” she said.

The CRC provides an opportunity for students to enjoy a typical college social life, with additional support, in a recovery-first environment. In partnership with University Housing and Dining Services, the program expanded in 2016 to include a donor-funded Recovery Living Community at Dixon Lodge.

At Portland State, Courtney had attended meetings to help with her sobriety, but there was no recovery community per se. Courtney needed more structure than that.

She attended an event hosted by the Collegiate Recovery Community at Oregon State, and was pleasantly surprised.

“I was hoping for community. That’s what I found.”

It’s hard enough making friends when you’re new to a campus. But Courtney is also a nontraditional student. It’s not her first time away from home and she’s not looking to test limits. “I already did that. And I already went to rehab,” she said.

Courtney admits that without the CRC, she’d struggle with loneliness. Yet having support is essential to her recovery.

“I can get immediate therapy with my group at the CRC. No waiting. We have a bond and a connection that you don’t get elsewhere because we all understand the struggle of balancing the huge stress of school with maintaining sobriety.

“It’s cool that Oregon State, as a whole, supports people like me,” she says. “We are all just trying to stay clean and sober while going to school.”

READ MORE about Oregon State’s Collegiate Recovery Community and the new Recovery Living Community at studenthealth.oregonstate.edu/collegiate-recovery-community





Student panelists (left to right): Malik Ensley, Jake Bigelow, Alec Petersen, Lyndi-Rae Petty, William Miller, Joely Hannan, Anthony Heatherly and ASOSU President Raciel Grisham.

Underage and High-Risk Drinking Town Hall



In November 2016 Student Health Services partnered with the Prevention and Advocacy Coalition to host a town hall to prevent underage and high-risk drinking.

Fran Harding, Director of the Center for Substance Abuse Prevention at the Substance Abuse and Mental Health Services Administration, delivered the keynote address. Dr. Harding shared national data on underage alcohol use and gave national examples of communities working together to create safer campuses.

While Oregon State University faculty and leaders from Benton County shared relevant data, current and future strategies for reducing problematic alcohol use, it was the voice of the students which rang most clear at this event.

A panel of student leaders shared their perspectives on underage and high-risk drinking in the campus community and its effects on themselves and other community members. Their responses were open and honest. They shared personal experiences, efforts being made by their various student groups to combat the problem, and their views on the university's efforts to address the issue.

Their voices were a welcome addition to help guide our alcohol prevention and education efforts.



SURVIVOR ADVOCACY & RESOURCE CENTER

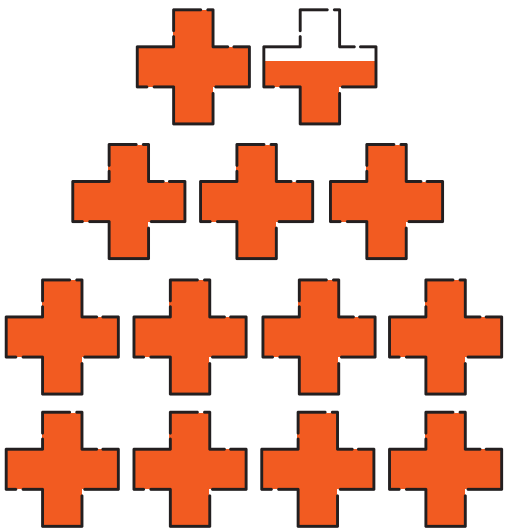
2016-17 ACADEMIC YEAR DATA

We are fortunate to house OSU's Survivor Advocacy and Resource Center (SARC). This center was established as a safe and confidential space for any university community member – student, staff or faculty – affected by violence.

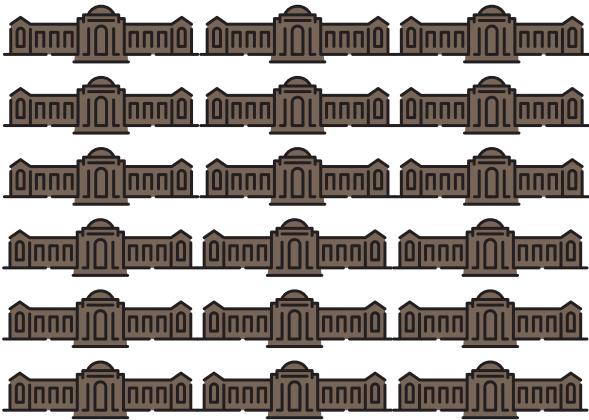
EMPOWERING SURVIVORS

Serving as a first point of contact, we provide information for survivors and their allies aiding in their ability to make informed decisions. We share information about rights and reporting options, and the breadth of services available to survivors of violence. We make referrals to other on- and off-campus resources upon request. When needed, we can help with safety planning, classroom accommodations, accompaniment to medical exams, Title IX hearings or police department visits, and more. Survivors participate in our support groups to share information in a safe space, aiding in their recovery. All of our services are confidential and free.

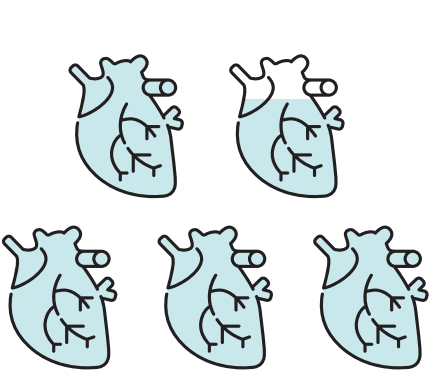
At SARC, we believe in the value of all persons. We are here to listen, believe and support those who have experienced a traumatic event, and privileged to be able to aid them as they begin the healing process.



1,257 appointments made



18 people helped with EOA or law enforcement



235 clients served



47 students helped with academic support measures



28 referrals to Counseling and Psychological Services



WELLNESS AGENTS

PEER LEADERSHIP PROGRAM

They are students committed to fostering a healthy and thriving Oregon State community. They work with professional faculty in alcohol, drug and violence prevention; wellness; survivor advocacy; community relations; and nutrition. They are Wellness Agents.

Our Wellness Agents peer leadership program began in 2016. The program supports students' success by increasing their connections with the community and offering learning experiences that are truly transformative.

Students in the Wellness Agents program are trained in public health frameworks and learn the methods for promoting health behavior change among their peers. Then, to supplement their classroom education, Wellness Agents gain professional experience in one of eight specialization tracks while working in a university setting. The students gain a holistic education with hands-on, practical experience. For Oregon State, the Wellness Agents increase the university's capacity to support other important student initiatives such as alcohol harm reduction and nutrition education.

After a busy year getting started, both we and they are proud of what they have accomplished to date. Wellness Agents have learned to:

- Navigate difficult conversations around sexual violence and alcohol prevention
- Develop campaigns and manage projects with positive messages, such as the resilience campaign

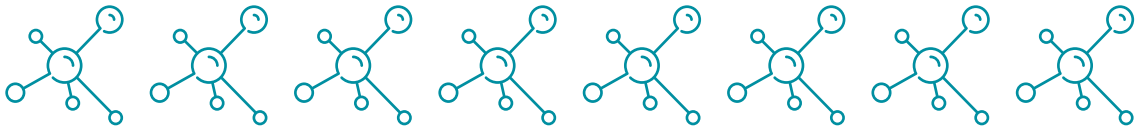
- Manage multiple tasks simultaneously, specifically around event planning
- Raise awareness about social justice, body positivity and inclusivity
- Collaborate with campus partners in University Housing and Dining Services, Student Leadership and Involvement, the College of Public Health, and the Oregon State University Program Council

In this inaugural year, Wellness Agents pulled off a week-long series of events—the Boldly Me Health Week—to promote healthy sexuality. This event will continue as a signature event each year.

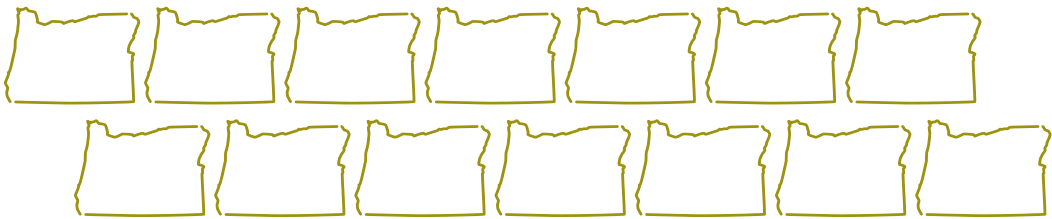
Through their innovative and collaborative work, students in this program support the strategic initiatives of Student Health Services and the rest of the Student Affairs Division. We are lucky to have them as partners.

“Helping out with the fashion show made me really proud because of the turn-out and how amazing it was! I was happy and proud of any help I could contribute with my busy schedule. Being able to manage so many things at once was a challenge, but very rewarding.”

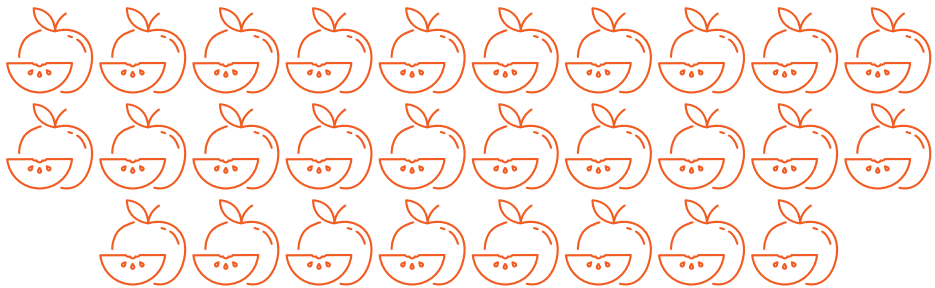
HIGHLIGHTS



8 specialization tracks (alcohol prevention, violence prevention, nutrition, mental health, sexual health, community outreach, survivor advocacy, general wellness)



Over 1400 student volunteer hours served in winter and spring terms combined



28 students trained as Wellness Agents

“There are so many issues that I never even really considered before being exposed to them through Wellness Agents.”

“My perspective of public health has changed for sure; I’ve learned that people can have completely different experiences even if they grew up in the same place.”

“The program has really helped me with professional development. I feel that I received preparation for my career that I did not receive in class.”

“I have gained a lot of knowledge of inclusive language...I have started to realize how much it applies to daily life and how important it is to make a conscious effort to speak in a way that doesn’t alienate anyone.”

“I have developed a better understanding of weight bias and how I can apply that knowledge to my everyday life. The nutrition track has helped me to grow to be a better person.”

STUDENT HIGHLIGHT:

MILES E. HAVARD



Miles Havard had planned to major in business management because he thought it would be useful. An introductory course in public health steered him in a new direction and, in December 2017, he will graduate with a major in public health and a minor in environmental health and safety.

Through participation in the Wellness Agents program in Student Health Services, Miles has learned firsthand how to develop health promotion programs.

Miles took H3110 to get field experience through Wellness Agents and went on to do two tracks – general wellness and then mental health and wellness.

“We were taught how to recognize signs of depression which may put someone at risk for suicide, and how to start a dialogue while showing care, compassion and empathy. If you initiate a conversation, you need to know what you can expect and how to handle it ... what the next steps should be and how you can help someone. The important thing is to build the courage to act. Now I know how to do that.”

His classroom learning about the fundamentals of effective outreach materials and aspects of accessible and inclusive programming was put to the test in his role as a suicide gatekeeper in the mental health track of the Wellness Agents program. He became a workshop facilitator and gained practical experience by presenting, first to faculty and staff, then to others as a co-facilitator and finally as a solo workshop presenter.

During a summer internship with Wellness Agents, one of his projects was to create customized programs for unique student communities at OSU.

“Student veterans may have very different stressors than low income students or those in the LGBTQ community,” he said. “It’s important that we don’t develop programs for a specific community without that community’s representation. We need to hear directly from them

about the issues they may face. So I’m working on collaborating with other groups on campus to make sure they are involved.”

Wellness Agents is really a service program. While some students receive credit for their work in the program, Miles is quick to point out that many of them are doing this work on their own time, as volunteers.

“People are here because it’s important work. They’re taking what they’ve learned in class and putting it into practice.”



INFORMATION SERVICES

Information Services spent the past year focusing efforts on increasing efficiency and enhancing the security of data and systems. SHS' firewalls were upgraded to the next generation with improved security features of utmost importance in a healthcare organization. At the same time our network speed and efficiency was improved through migration of all servers to the new, high speed OSU core network.

A help desk ticketing system was implemented for both technology and marketing/communications requests, allowing the department to more quickly respond to internal customers and track activities and projects. This change has enabled us to coordinate and track our efforts as we continue the trajectory of increased work requests with the same or fewer resources.

Our marketing efforts and communication with key audiences has been enhanced with a website redesign completed in late spring 2017.



STUDENT HIGHLIGHTS

JONATHAN HARVEY

Jonathan Harvey expects to graduate in 2018 with a major in computer science and a minor in mathematics. After graduation, he would like to for his own technology company that handles data automation and integration, and develops web and mobile apps.

His experience at Student Health Services is helping to prepare him for this future.

Jonathan has been working at Student Health Services since May 2016. His routine duties are to provide technical help to staff who need support. That might include computer or connectivity issues, help with accessing programs or problems with email.

Jonathan has also been involved with some substantial projects. “I was able to lead the VMWare Project,” he says. “VM-Ware allows people on different operating systems to use the same programs. In our case at SHS, it allows the Macs to run Windows programs.

“I did the research then spearheaded the acquisition of VMWare, installed and deployed it, ensuring all computers had the correct software and drivers, and that they were appropriately mapped to the shared drives.”

Jonathan was also the lead on the transition from a hosted version of SharePoint, used as the SHS intranet, to the cloud version. More recently, he wrote code to automate the process of pulling data from Qualtrics – used to store workshop requests for the prevention and wellness team – into SharePoint and also to move data from Google Sheets into Asana for tracking tasks and timelines.

Jonathan was able to prevent a substantial cost increase associated with one of our programs, by developing an in-house solution. The software (XXX) is used for tracking student data as they work through alcohol and marijuana education classes through IMPACT. Jonathan worked with SHS alcohol prevention specialist John Ruyak to envision and build a custom solution using Salesforce and Time-Trade.

Add these projects to a growing list of freelance jobs and personal projects, and his future looks bright. But what else has Jonathan gained through employment at Student Health?

“Working in a close setting in this diverse organization has given me a chance to work with people from different professions. Clinicians, prevention and wellness staff, marketing, IT ... these are all mini environments and ecosystems with different needs.”

Jonathan has also had the opportunity to serve on search committees for different positions, and seen the hiring process from the back end. “Those have been insightful experiences,” he says.

“While working here I’ve seen how much everyone has a student-centered mindset ... Always looking for how we can do the best for students, in the least disruptive, best way. Everybody really cares.”

STUDENT AFFAIRS

DIVISION AWARDS



SUE JACKSON

Student Affairs Service Award Winner

“Sue exemplifies commitment and dedication to the Division of Student Affairs. She has transformed SHS’s international student orientation program into an interactive and meaningful experience for incoming students. She is a natural teacher who makes even the most confusing aspects of the U.S. healthcare system comprehensible! Her contributions to SHS and to OSU students are invaluable – while often behind the scenes, she is consistently one of the most sought out staff members to move a program or service forward. She exhibits caring professionalism and jumps right in without hesitation wherever help is needed. Sue has a kind word for all and works to magnify the strengths she sees in others, never discounting others’ ideas; instead, she lifts people up with her positivity and open-mindedness.”



JONI BEILBY

Student Affairs Service Award Winner

“Joni’s commitment and dedication to the Division of Student Affairs is clearly evident. As a medical assistant at Student Health Services who performs her job with dedication and purpose, she conveys calm, acceptance, and a positive energy to students and coworkers – never seeming too rushed to listen. Joni provides great support and guidance during some of the most vulnerable healthcare moments that young women experience. She is selfless, working with grace and without seeking praise from others. She is generous, hardworking and professional with students and coworkers. Joni is the genuine article ... the person you want to clone.”



JOHN RUYAK

Resource Stewardship Strategic Goal Star

John was recognized for his “grit and hustle, resulting in substantive external funding for the Collegiate Recovery Community through the OSU Foundation. He worked vigorously in securing donations and grants totaling \$55,000 from various donors, and crafted a budget to create savings for a few years down the road. At the same time, John has shown a steadfast commitment to developing and implementing programs that are engaging and transformative for students in recovery, yet which efficiently utilize limited resources.”



JUDY NEIGHBOURS

VP SA Student Impact Award Finalist

Judy Neighbours was recognized as one of three finalists for this new award. Through a deeply touching video tribute, students who have been impacted by Judy’s work spoke to her level of compassion and support for them, and her impact on their lives.

FINANCE AND OPERATIONS

Our Finance and Operations staff was busy this past year! In December, long-time employee George Voss retired. On January 30, Marcie Thompson stepped in as our new director.

The past academic year was spent stabilizing Student Health Services’ financial health and continuing our core mission to steward university resources wisely and responsibly.

By restructuring our funding model, we were able to end a period of deficit spending while still providing Oregon State students with accessible, highly affordable care. We overhauled our processes and implemented new policies and procedures around accounts receivable. And, with a goal toward more transparency, we issued new budget tracking indexes to all areas within Student Health Services. These steps will help us improve the accuracy of our financial forecasts and our budgets.

With research assistance from our PROMISE intern, whose story follows, we delved into the process of collecting data about the local market for healthcare costs as well as comparisons to Medicaid and Medicare reimbursement rates. With that information, we implemented a new fee schedule, which will allow us to maximize insurance reimbursement in support of our programs and services, without causing undue financial strain on the students of Oregon State.

In further support of student care, we worked with major insurance carriers, the Oregon Health Authority and all CCOs during the Meningococcal B outbreak—and well after—in an effort to break down cost barriers for students needing the vaccine. This, and our collaboration with the Oregon State Pharmacy to provide vaccines with minimal out-of-pocket costs, was crucial to get students immunized and to keep them safe.

In the end, that’s why we’re all here.

TOTAL INCOME



Health Fee Transfers
Revenue



\$7,856,233
\$8,388,069

Total Income

\$16,244,302



Total Salaries &
Payroll Expenses*
Other Expenses



\$8,021,818
\$7,902,428

Total Expenses

\$15,924,246



STUDENT HIGHLIGHT: ANNIE YANG

Over a period of three months, intern Annie Yang completed projects for Student Health Services that will have a lasting effect on the organization and the students it serves.

Annie came to the internship by way of the College of Public Health's Public Health Policy and Management program. "I took a US healthcare class at the same time the US had the election. We studied the Affordable Care Act and we looked at the proposed plans and the effect that they would have on real people. When you study healthcare economics you really learn to appreciate the complexity of the issue and how to look at it independently and not just through how the media presents it."

Annie's main charge was to help Marcie Thompson, SHS director of finance and operations, to revise the fee schedule based on market rates and allowable insurance charges. "I was given a list of the most common services and then analyzed the fees by comparing them to the Medicaid rate, and the 50th and 75th percentiles of the surrounding market," she said. SHS was interested in capturing insurance allowable charges, without affecting the cash rates paid by students without insurance or students for whom SHS is out of network.

Annie's class learning was supplemented by her on-the-job experience. In the classroom, she was presented with various patient scenarios, insurance and reimbursement guidelines, then was asked to perform calculations to determine what the hypothetical patient should do. After shadowing Tami Chapult in the insurance and billing office at SHS, she saw how those scenarios play out in real life.

Staff members were in the throes of handling three cases of Meningococcal B on campus, and arranging mass vaccination efforts to curtail the outbreak. As a result, Annie had the opportunity to work at the immunization clinics, rotating through the areas to see how a clinic is run.

"In all of the meetings I've attended about contracting and budgets ... in meetings with the directors and the Student Affairs Division, I saw that there was always talk about how we can help students. How we can increase access, and provide more programs."

The goal of the fee project—the backbone of Annie's internship—was to increase revenue. Not for profit, but to expand services to students. Because, according to her, "Just because we want to do good work doesn't mean we can do it without money. No money, no mission."

Seeing how the work aligns with the mission was important to Annie.

"I was fortunate to move around in departments and I really did see how people are here to help the students and to give the best care they can offer. I feel really lucky to have had this internship in a place where the work really matches the mission."

SUPPORT SERVICES

The offices represented below were brought together this past year to form a new Support Services Department. This was done to create a better service model for both internal and external customers. Staff in all Support Services functional areas have been cross-trained, allowing us to reduce the number of touch points needed within the department to resolve a customer’s need.

IMMUNIZATION COMPLIANCE

We take immunization compliance very seriously at Oregon State University. Immunizations offer safe and effective protection from vaccine-preventable disease and safeguard the health of students and the community.

MMR.....	100%
Meningococcal MCV4.....	100%
Hepatitis B.....	95.09%
Varicella.....	95.93%
Tdap.....	97.67%

INSURANCE COVERAGE

The OSU health fee provides students access to convenient and high-quality care at Student Health Services and Counseling and Psychological Services. However, the health fee is not a health insurance and certain services incur an additional charge.

To help students avoid catastrophic financial risks while attending the university, we offer a comprehensive, platinum-level, student health insurance plan with nationwide coverage through Aetna insurance.

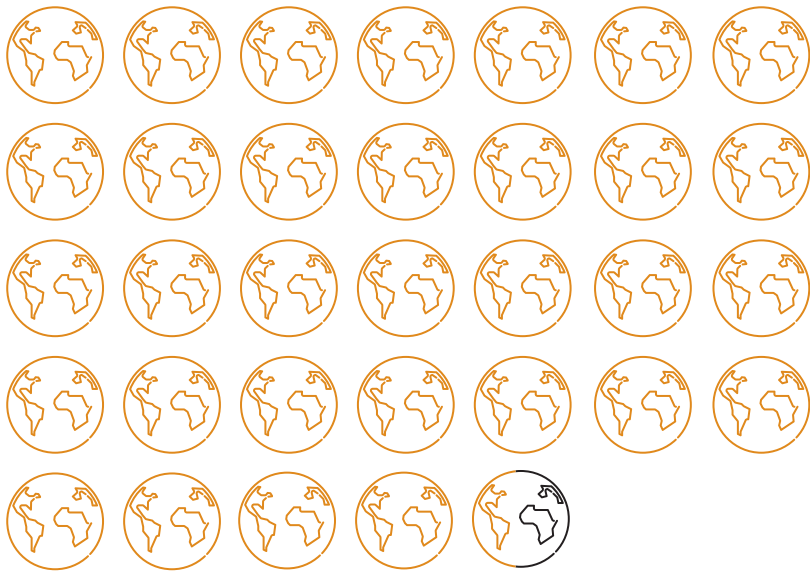
In addition, we will file claims to most other insurance plans as a courtesy to students.

OSU Student Health Insurance Plans

Enrollment - Fall 2016

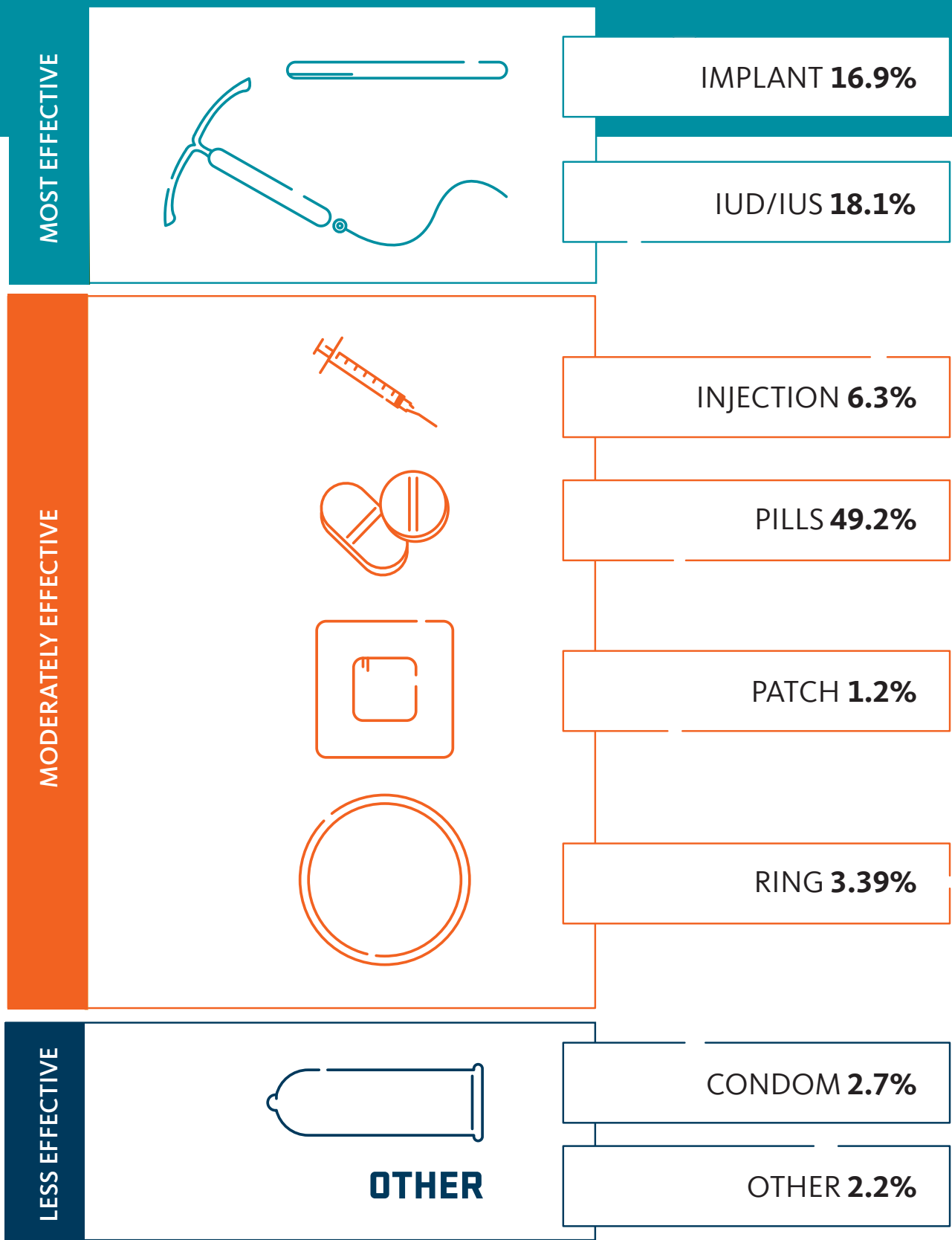


Pacific Source (Graduate Student plan): 2,181 members



Aetna (mandatory plan for international students and voluntary plan for domestic students): 3,246 members

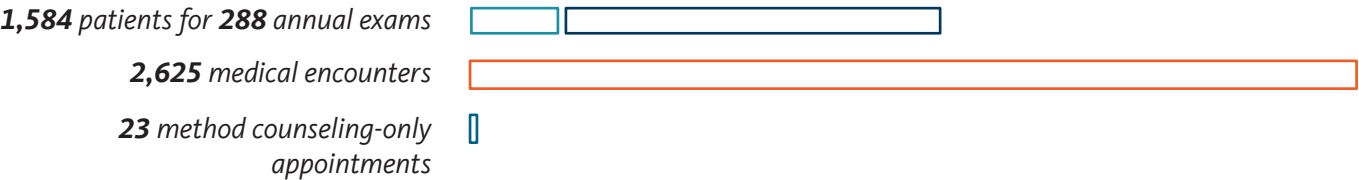
CONTRACEPTIVE METHODS USED AT OSU



OREGON CONTRACEPTIVE CARE

Through grant funding from the Centers for Medicaid Services and the Oregon State Department of Human Services, this program allows us to provide reproductive health care and contraceptive services to women and men who meet certain income criteria.

2016-2017 ACADEMIC YEAR*



2016-2017 ACADEMIC YEAR*



*The agency extrapolates the following information based on statewide averages for effective contraception use, teen pregnancy rates, etc.

Clients defined as male by sex assigned at birth, which may not match an individual's gender identity, totalled .5% of clients served

INSURANCE COVERAGE





Plageman Student Health Center
108 SW Memorial Place