



University of
Northern Iowa

STUDENT HEALTH CENTER

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ANNUAL REPORT FISCAL YEAR 2021

WELCOME

The Student Health Center looks forward to meeting students' various health and well-being needs. The Student Health Center houses the Counseling Center, Student Wellness Services, and the Student Health Clinic. Our goal is to guide you along a path of optimal health, mental health and wellness. The Student Health Center staff take unwavering pride in our services, and dedicate themselves to compassionate support and uncompromising principles. Our primary focus is to deliver exceptional care that exceeds national standards in quality, safety, and patient satisfaction.

I have the privilege to be a part of an exceptional team of people who are passionate about providing the very best care for our students. We welcome the opportunity to serve you now and in the future.

Sincerely,

Shelley O'Connell, MAE

Executive Director
Student Health and
Well-being Services



STUDENT HEALTH AND WELL-BEING SERVICES

Our Mission

Student Health and Well-being Services supports student success by providing an integrated approach to holistic well-being through the Student Health Clinic, Counseling Center, Student Wellness Services, and Recreation Services.

Our Vision

Our success is based on continuous innovation, promoting the well-being of all students through personal attention, inclusive services, and out of classroom learning providing lifelong knowledge and skills to grow within all dimensions of wellness.

Be You
Be Well
Be Connected
Be A Panther

STUDENT HEALTH CLINIC

OUR PROVIDERS

MEDICAL



Martha Ochoa, MD,
Medical Director
General Medicine, Women's Health,
and Eating Disorders



Gina Ellingson, PA-C
General Medicine
and Women's Health



Bruce Forystek, MD
General Medicine and Orthopedics



April Barnett, ARNP
General Medicine
and Women's Health

MENTAL HEALTH



Abdur Rahim, MD
Psychiatrist



Jennifer Jass, DNP, ARNP
General Medicine and
Psychiatric Nurse Practitioner



Cathryn Baumgartner, LMSW
Mental Health Case Manager



Andrew Batovsky, ARNP
Psychiatric Nurse Practitioner

NURSES



Becky Corbin
Registered Nurse



Michele Gerdes
Registered Nurse



Jan Olsen
Registered Nurse



Sarah Behrends
Assistant Director of Nursing



Nicole Meyer
Registered Nurse

Our Mission

To promote and support student success by providing individualized holistic health care and health education.

Our Vision

The Student Health Clinic's vision is it to educate and empower students to advocate for their health and well-being.

Our Values

- Service to others
- Safe and secure environment
- Compassionate care
- Accessible services
- Teamwork

Who We Are

Our staff is comprised of licensed, caring, supportive professionals.

What We Do

We function as a general medical clinic and provide evaluation and treatment for a wide variety of health concerns.

Our Laboratory

The University of Northern Iowa Laboratory is located on the first floor of the Student Health Center. It is staffed by certified laboratory technologists who are available to conduct testing during clinic hours.

Our Laboratory Technologists



Sue Meyers
Assistant Director of Laboratory Services



Amber Houser
Laboratory Technologist

GOALS MET

Utilized telehealth and tele-psych to deliver services to students during the pandemic to reduce staff exposure to ill persons, preserve personal protective equipment (PPE), and minimize the impact of patient surges on the facility.

SHC staff engaged in professional development multicultural opportunities.

Pursued technological innovation as a means toward greater efficiencies and improved quality of care by launching the tele-visit within the electronic health record software system.

Throughout the pandemic, partnerships advanced with Black Hawk County Health Department, Iowa Department of Public Health, and Allen College of Nursing. We identified the unique risks and protective factors affecting the campus community and ensured equitable access to testing and vaccinations.

SERVICES PROVIDED

SERVICE CATEGORIES	SUMMER 2020	FALL 2020	SPRING 2021
Immunizations/Vaccinations	50	3,518	631
Injections	21	185	175
Lab	218	4,411	2,626
Medical Supplies	0	22	29
Mental Health Visits	29	215	319
Nurse Consultations	26	340	260
Office Visits	108	1,998	1,724
Preventative Exams	6	189	106
Telephone Encounters	242	6,496	2,745
Treatments	4	41	40
Tele-Health	0	130	88
Tele-Psychiatry	30	350	95
Web Encounters	108	1,519	1,182
Total Unique Patients Impacted	358	4,630	2,838

Summer session is May and June term

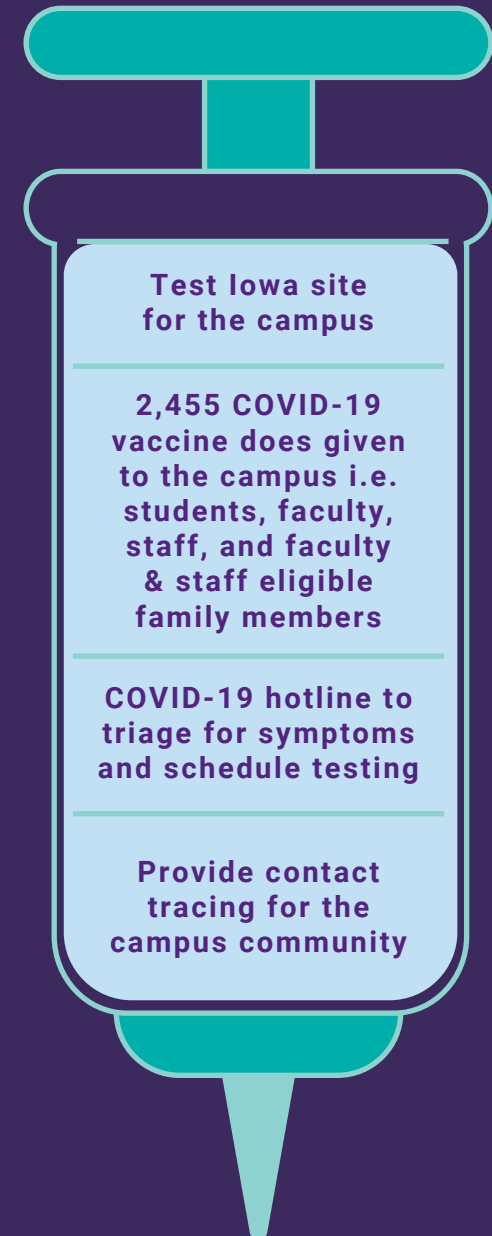
ACCOMPLISHMENTS & CONTRIBUTIONS

PATIENT DIAGNOSIS

Preventative	9,573
Mental, Behavioral and Neurodevelopmental Disorders	7,361
Symptoms, Signs and Abnormal Clinical and Laboratory Findings	2,651
Diseases of the Respiratory System	1,637
Injury, Poisonings and certain other Consequences of External Causes	857
Diseases of the Genitourinary System	483
Diseases of the Nervous System	374
Infectious and Parasitic Diseases	295
Disease of the Skin and Subcutaneous Tissue	290
Diseases of the Ear and Mastoid Process	154
Diseases of the Musculoskeletal System	153
Diseases of the Digestive System	112
Endocrine, Nutritional and Metabolic Diseases	88
Diseases of the Eye and Adnexa	53
Diseases of the Circulatory System	20
Disease of the Blood	11
Congenital Malformations, Deformations and Chromosomal Abnormalities	9
Neoplasms	5
Overall Total	*24,126

* Total number of patient diagnoses not unique number

COVID-19 Testing and Vaccination



COUNSELING CENTER

The Counseling
Center is accredited
by the International
Association of Counseling
Services (IACS)



Our Mission

The UNI Counseling Center provides clinical mental health services, outreach programming, and training to support the mental health, safety, and well-being of the campus community.

Our Values

We value and are dedicated to Inclusivity, safety, instilling hope, fostering healing, building resiliency, and developing personal and professional growth.

Who We Are

A team of dedicated and caring mental health professionals.

What We Do

We provide clinical services, outreach and training, and a training program for interns from the School of Social Work, Psychology, and Mental Health Counseling.

Our Work & Accomplishments

	FY 21
Total number of counseling appts (in person and teletherapy)	2704
Unique number of students served	589
Crisis after hours (protocol)	145
Intern and practicum graduate students trained as mental health therapists in our training program	8
Co-curricular assessment focus for FY21	Training program learning outcomes
Trained students, faculty, staff in supporting students in distress	517
Trained mental health allies to join a mental health ally network	61
Outreach presentations (diversity, mental health, etc)	65
Staff size- (including director)	7

We offer...



Group Therapy



Couples
Therapy



Individual
Therapy

SERVICES PROVIDED

Individualized
treatment planning
- connection to
non-Western
interventions

Walk in
crisis and
consultation
appointments

Initial
assessments
and clinical
recommendations

Referrals to
campus and
community
resources

After hours
& weekend
mental health
support by
selecting option
2 when calling
273-2676

"Let's Talk"
outreach support
stations on
campus

Training
program for
UNI Interns

Outreach
presentations,
events, and trainings
on VAR, QPR, Mental
Health Ally, Men &
Mental Health,
Supporting Students
in Distress &
Mindfulness

Outreach
presentations,
events, and trainings
on Racial Healing
Circles, Resilience,
Diversity & Mental
Health, You Matter
at UNI events,
new student
orientation

Our Staff



Jennifer Schneidman, LISW
Director, Mental Health Therapist



Xin Zou, LMHC
Phil Ed. and
Mental Health therapist



Gretchen Honsell, LMHC
Mental Health Therapist



Karla Reznicek, LISW
Mental Health Therapist



Cathryn Baumgartner, LMSW
Mental Health Case Manager



William Peach, LMHC
Mental Health Therapist



Shantila Caston, LISW
Mental Health Therapist



Eric Eittreim, LMHC
Mental Health Therapist



Riley Rodemaker, MA
G.A. in Suicide Prevention

STUDENT WELLNESS SERVICES

I have grown so much since my first Wellness Coaching meeting. I learned a lot about myself and what kinds of goals I can make for myself that can be sustained throughout my life. Having a coach to encourage me every week gave me the motivation I needed to take those next steps to reach my ultimate goal. My coach was able to give me affirmations when I needed them, and she gave me resources when I was open to them. I enjoyed the approach that addressed how to use my strengths to attain my goals. It made the overall process realistic and enjoyable!

*-comment from
Wellness Coaching Participant*

It was so informative I don't think there was a topic they missed!

*-comment from
Condom Sense Program Participant*

Our Mission

Student Wellness Services supports the journey toward optimal health and well-being through holistic health promotion and education to enhance student success.

Our Values

Inclusive, respectful, holistic, collaborative, welcoming, and supportive.

Who We Are

Committed health education professionals who strive to promote a wellness culture and keep students healthy.

What We Do

Student Wellness Services provides outcome-based health education programming, services and resources to meet the health and wellness needs of our unique student population based on the UNI National College Health Assessment.



SERVICES PROVIDED



Safer Sex Express Program

Health Promotion Campaigns

Condom Sense Program

Red Watch Band Training

Coping with Stress Program

Facts on Tap Program

Sleep to be Your Best Program

Your Wheel to Wellness Program

Group Wellness Coaching Workshop

Individual Wellness Coaching Sessions

Wellness BINGO and Kahoot events

Our Staff



Angela Meeter
Associate Director of
Student Health and Wellness



Shawna Jesse
Health Promotion Coordinator



Shyanne Sporrer
Wellness Ambassador



McKenna Mitchell
Wellness Ambassador



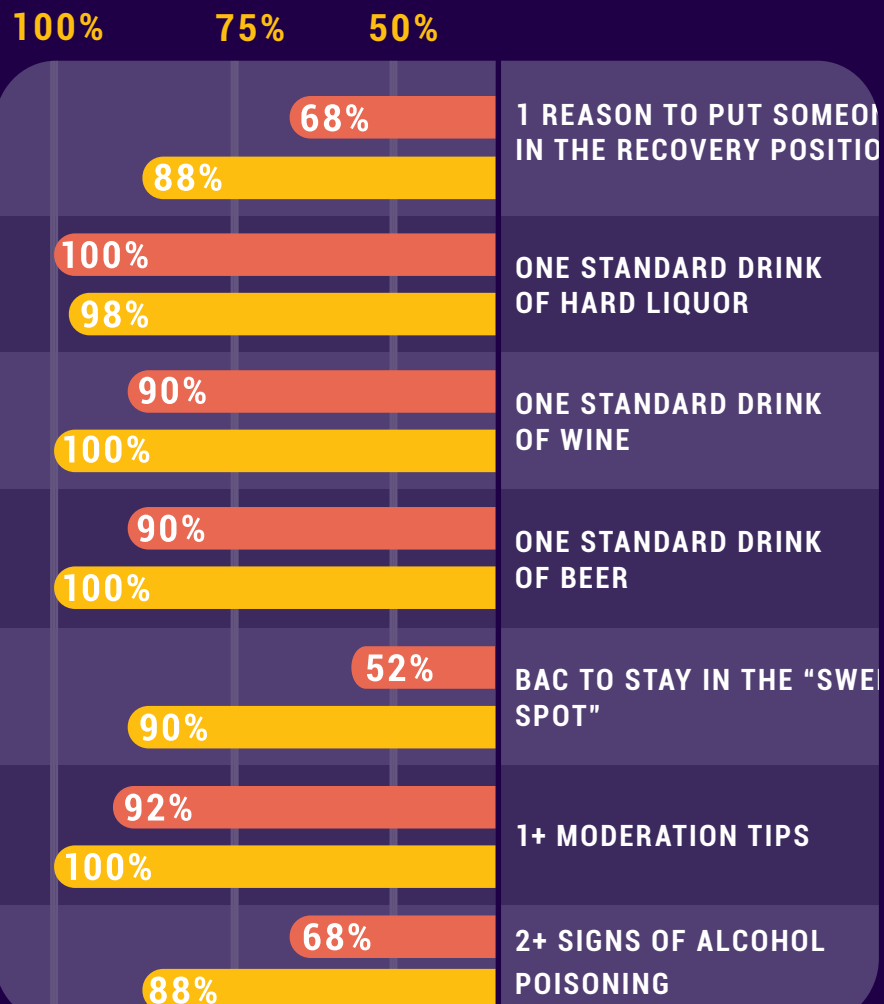
Anna Rogers
Graduate Assistant

PROGRAM OUTCOMES

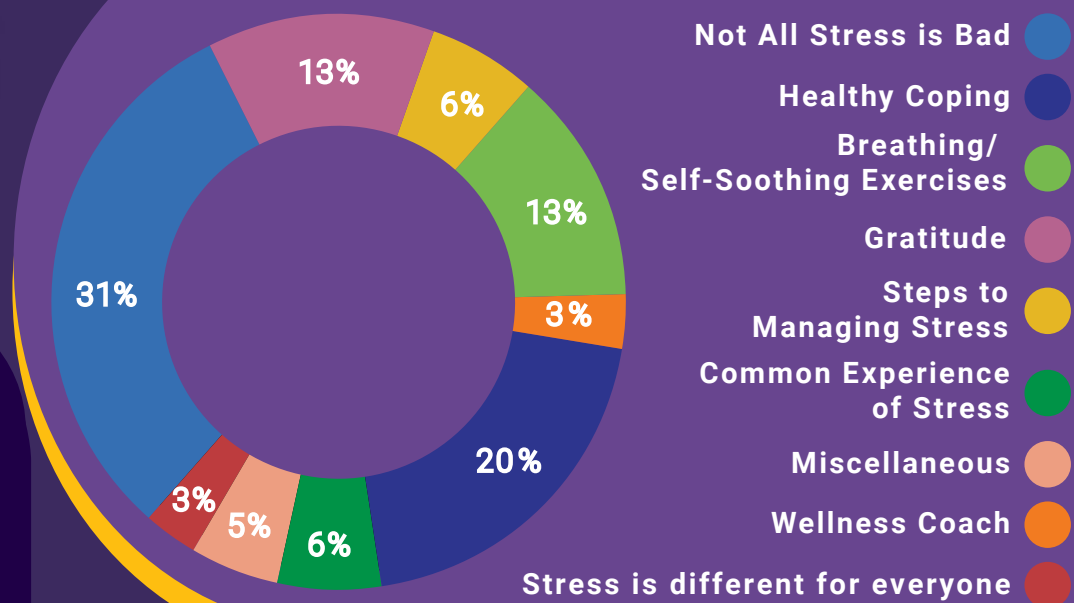
FACTS ON TAP

● PRE-ASSESSMENT VS
● POST ASSESSMENT RESULTS

Percentage of Program Participants Who Met Learning Outcomes

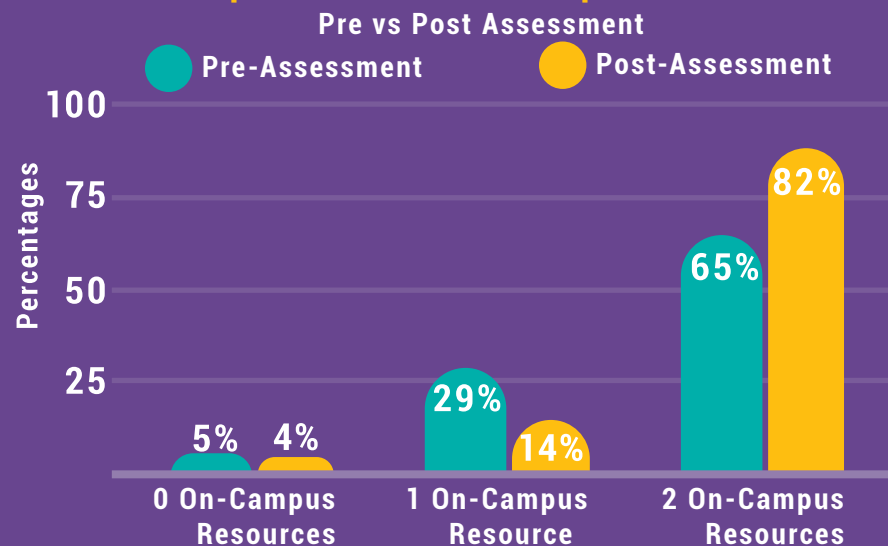


Coping with Stress - Themes of New Information Learned



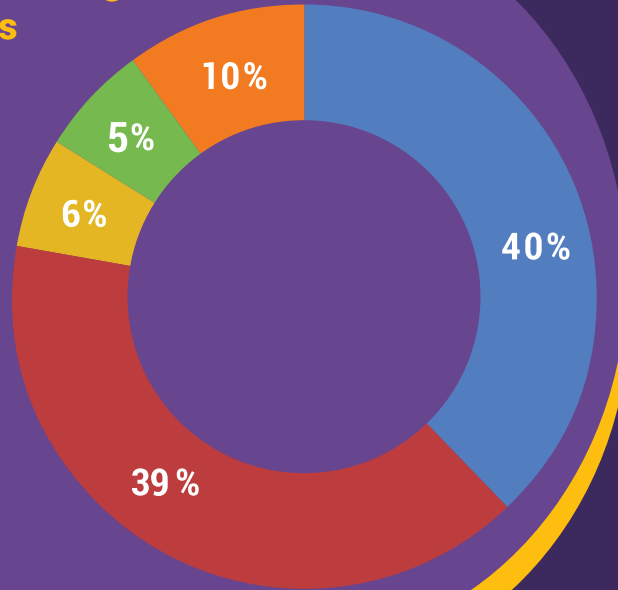
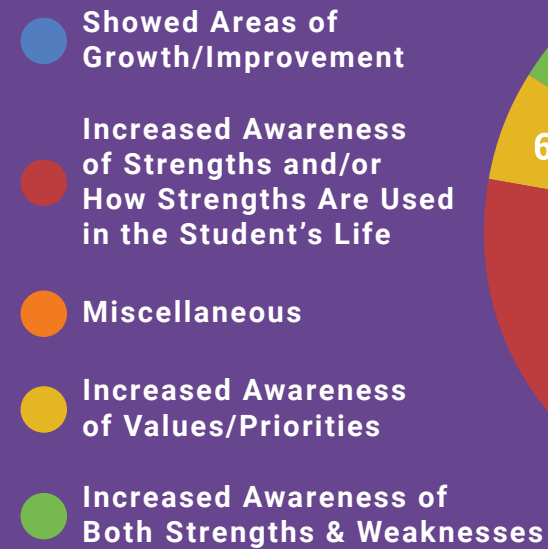
Your Wheel to Wellness

Percentage of Students Who Listed 2 or More On-Campus Resources to Improve Wellness



ACCOMPLISHMENTS & CONTRIBUTIONS

Group Wellness Coaching - Common Themes of Exploring VIA Character Strengths



- Expanded primary prevention efforts through newly developed virtual programs and technologies
- Implemented extensive and consistent COVID-19 ongoing health education and promotion
- Served at the UNI COVID-19 vaccination clinics
- Collaborated with Undergraduate Studies faculty to develop and implement a peer education and wellness pilot program
 - Including facilitation of strategic wellness programming for level 1, 2, & 3 UNI Peer Educators
- Developed and implemented new in-person and virtual peer-led wellness events in collaboration with the Student Health Advisory Committee
- Enhanced and focused professional development in multicultural areas

Individual Wellness Coaching



THE UNI STUDENT HEALTH CENTER IS PROUD TO BE ACCREDITED



HOURS

Clinic Hours

8AM - 4:30PM M,T,TH,F
9AM - 4:30PM W

Counseling Center

8AM - 4:30PM WEEKDAYS

CONTACT INFORMATION

Health Clinic	319.273.2009
Resource Nurse	319.273.5161
SHIP Insurance	319.273.7736
Billing Questions	319.273.7962
Student Wellness Services	319.273.3423
Counseling Center	319.273.2676

The University of Northern Iowa does not discriminate in employment or education. Visit uni.edu/policies/1303 for additional information.

This publication was designed by Natalie Betancourt, Class of 2022, majoring in graphic design.



The Student Health Clinic has also achieved COLA accreditation through a biennial survey since 1993. Our patients can be assured that we meet federal and state regulatory requirements.

Accredited by



**ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.**

The Student Health Clinic is an AAAHC accredited facility. We go through a voluntary site survey to measure the quality of our services and performance against nationally recognized standards of the Accreditation Association for Ambulatory Health Care (AAAHC).