



STUDENT HEALTH CENTER

COUNSELING CENTER // STUDENT WELLNESS SERVICES // STUDENT HEALTH CLINIC

ANNUAL REPORT FISCAL YEAR 2018

University of Northern Iowa

WELCOME

In support of the University of Northern Iowa and the Division of Student Affairs, the Student Health Center houses the Counseling Center, Student Wellness Services and the Student Health Clinic. Together we strive to meet the changing needs of today's student. The Student Health Center staff understands that a student's mental and emotional well-being is essential to overall health. Positive healthy behaviors allow students to realize their full potential, cope with life stressors, and make meaningful connections to our campus community.

During the 2017/2018 academic year we introduced several new initiatives including suicide prevention gatekeeper training, wellness coaching, interactive sessions during orientations with first year students, and we launched a patient portal to enhance communication between patients and healthcare providers.

We look forward to serving you through a "whole person" approach with our integrated services. Your physical and mental health are the primary reasons we are here. We have a staff of hardworking, committed and supportive people who constantly seek new solutions, and have an uncompromising commitment to serve our campus community. We look forward to the coming years and to meeting the needs of our students.

Shelley O'Connell



Shelley O'Connell, MAE
Executive Director,
Health and Recreation Services



COUNSELING CENTER

OUR MISSION

Our mission is to promote the **PERSONAL DEVELOPMENT AND PSYCHOLOGICAL WELLBEING OF ALL STUDENTS** and encourage a college environment that is **CONDUCTIVE TO GROWTH AND LEARNING**. We provide **HIGH QUALITY COUNSELING SERVICES AND TRAINING EXPERIENCES** to UNI students, and provide consultation services to UNI faculty, staff, parents, and students.

OUR VALUES

To provide the highest quality of individual and group counseling services to students who may be experiencing ongoing or situational psychological, social, or behavioral difficulties.

To provide programs that focus on the developmental needs of college students in order to help them benefit from the academic environment and experience.

To provide consultative services to the college community (i.e., students, faculty, and staff) in order to make the environment beneficial to the students intellectual, emotional and physical development.

To integrate the training of new professionals within the provision and evaluation of counseling services.

To engage in research and evaluation activities in order to determine the efficacy of the services being offered.

COUNSELING PROVIDERS

The Counseling Center staff members are specialists in college mental health and provide individual, group, and couples counseling to UNI Students. The Counseling Center staff members also provide psycho-educational outreach to the campus community and consultation to students, faculty, and staff. Staff members are also involved in the training of graduate students in psychology, mental health counseling, and social work.



Jennifer Schneiderman, LISW
Interim Director
Mental Health Therapist



Karla Reznicek, LMSW
Mental Health Therapist



Gretchen Honsell MA, NCC, LMHC
Mental Health Therapist



Paula Gilroy, ED.D, M.A., LMHC
Licensed Psychologist,
Assistant Director
for Training



Brian Nissen, BSW
Suicide Prevention Educator



Diana Frost
Support Staff



Shantila Caston, LMSW
Mental Health Therapist,
Diversity and Outreach
Specialist



Xin Zou, Phil E., LMHC
Mental Health Therapist



William Peach, M.A., LMHC
Mental Health Therapist



Eric Ettreim, MA, T-LMHC
Mental Health Therapist



OUTREACH & SUICIDE PREVENTION

UNI received the *Garret Lee Smith Campus Suicide Prevention* grant from SAMHSA and hired a suicide prevention educator in 2017. Suicide prevention efforts included:

- Trained 160 student, faculty, and staff in QPR (Question Persuade Refer suicide prevention training).
- Tabled and provided outreach at 21 campus events.
- Provided 25 skills workshops for students on topics such as resiliency, test anxiety, time management.
- Built partnerships with campus organizations such as *Active Minds*, *To Write Love on Her Arms*.
- Developed partnerships with community resources such as the *Suicide Prevention Advocacy Committee* in the Cedar Valley.
- Participated in the Mental Health Fair to promote mental health awareness on campus.

The Counseling Center also participated in campus events such as the *Out of the Darkness Walk*, new student orientation, various campus presentations to educate on new services and mental health resources.



From left to right: Shantila Caston, Gretchen Honsell, Paula Gilroy, Jennifer Schneiderman, Diana Frost, Brian Nissen, Xin Zou, Eric Ettreim, William Peach, Karla Reznicek

COUNSELING ACTIVITIES

Number of Clients	944
Appointments Attended	5,210
Initial Assessments	849
Emergency Appointments	209
Individual Therapy Sessions	3,875
Group Therapy Sessions	26
Average Number of Sessions Per Client	5.52
Consultations	56

The average wait time for an appointment was

8.18 days

64.8%

of clients have between 1-5 appointments

SATISFACTION SURVEY

My counselor showed concern/respect for me. | 95%

I would recommend my counselor to others. | 89%

I am satisfied with the services received. | 82%

CRISIS COUNSELING SERVICES

The Counseling Center implemented the "Counselor on Call" program to offer walk in consultation appointments during business hours. Clients are now able to walk in, without an appointment, to discuss a concern or consult a counselor and develop next steps to address the issue at hand.

Crisis Text line became available in 2017-18 to offer students free confidential texting with a crisis counselor 24 hours/day on demand.

After hours phone counseling available by selecting option 2 when calling the counseling center. 177 students used this service.

CRISIS TEXT LINE |

Text HELLO to 741741
Free, 24/7, Confidential



TRAINING

The Counseling Center provided training experience to 5 counseling interns and 8 practicum counselors from the UNI clinical mental health counseling program and masters of social work program in the 2017-18 academic year.

Counseling staff participated in training on topics such as: eating disorders, clinical issues for LGBTQ clients, cognitive behavioral therapy (CBT) for anxiety, acceptance and commitment therapy, Building a Resilient Community, and various diversity trainings.



STUDENT WELLNESS SERVICES

OUR MISSION

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

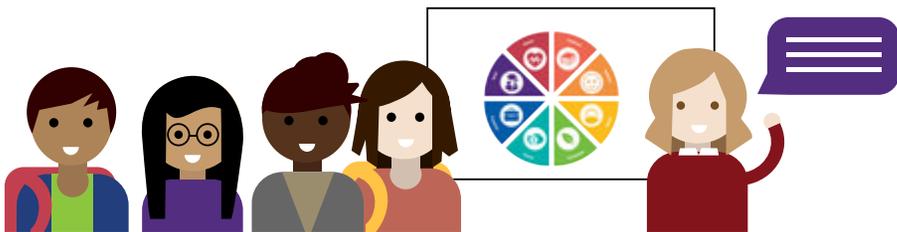
OUR VALUES

INCLUSIVE // RESPECTFUL // HOLISTIC //
COLLABORATIVE // WELCOMING // SUPPORTIVE

WHO WE ARE

Staff is committed to keeping students healthy by providing opportunities to develop skills, access information and engage in a wellness culture that empowers healthy living and active lifestyles. We strive to create a culture of wellness by providing collaborative, inclusive, student centered programs that promote self-care, resiliency, responsibility, and educational experiences supporting the development of the whole student.

WHAT WE DO



Formal health education presentations are researched, developed, and implemented to the campus community upon program request. Staff perform passive programming to send consistent positive health messages across campus by researching and creating educational health information. Passive programming also includes attendance and participation at campus events and activities which involves staff representation at tabling.



Angela Meeter
Associate Director of Student Health and Wellness



Shawna Haislet
Health Promotion Coordinator



Joan Thompson
Health Promotion Coordinator



Jenna Petersen
Health Promotion Coordinator

ACCOMPLISHMENTS & CONTRIBUTIONS

1
2
3
4
5

1 Implemented a Wellness Coaching program designed for UNI students that provides opportunities to explore personal strengths and apply them to goals. It takes an appreciative approach to creating the life you want by focusing on possibilities and options. Coaching sessions are free and focus on strengths and opportunities, building on what's working in life.

2 Student Wellness Services organized a Wellness, Safety and Advocacy Fair during the UNI Now! The following on-and-off campus organizations interacted with approximately 500 incoming freshmen about key wellness, safety and advocacy resources: UNI Student Wellness Services, UNI Outdoor Recreation, UNI Counseling Center, UNI Police, Riverview Center, Waypoint Services, Active Minds, and BIEDA (Body Image & Eating Disorder Awareness).

3 Continued partnership with Iowa Department of Public Health and Black Hawk County Health Department for free condoms and other safer sex supplies. Condom supply was requested to be increased and the request was granted. SWS supplies the free condoms in the Student Health Center at the safer sex counter and in the restrooms at Maucker Union and the Wellness and Recreation Center.

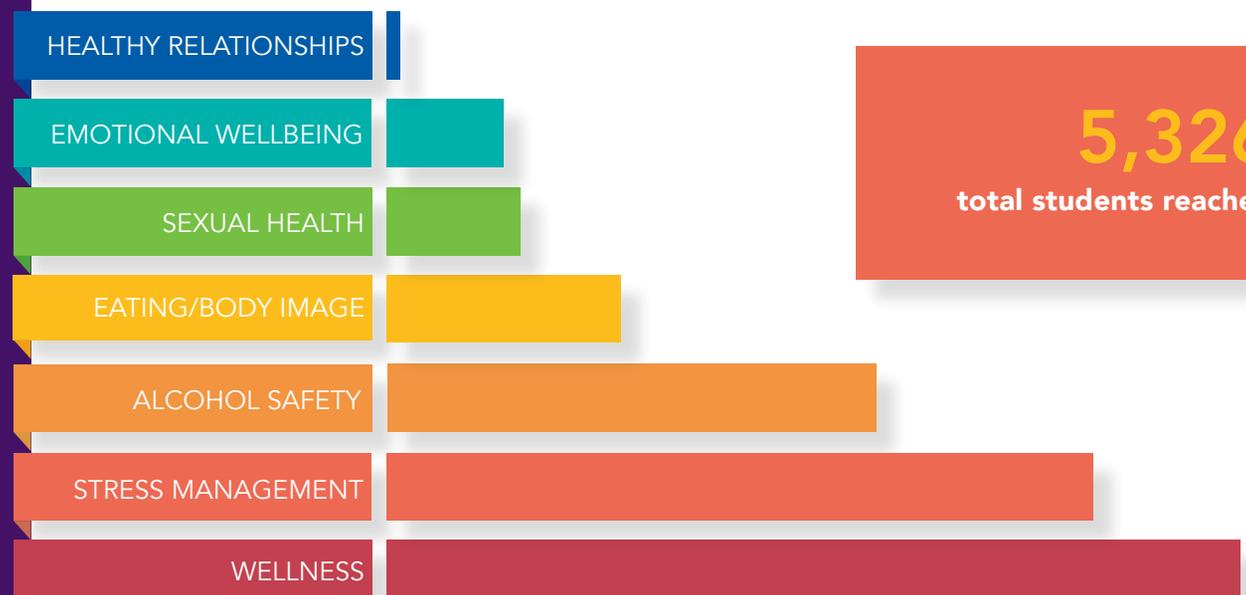
4 Partnered with BIEDA (Body Image and Eating Disorder Awareness-Student Organization) and Alpha Sigma Tau to have Jessica Setnick, MS, RD/LD an internationally known dietitian and eating disorder expert, present to students and staff promoting a positive relationship with food and eating as key components of a healthy and happy life.

5 Relocated to the Student Health Center to enhance integration of care at a centralized location on campus for the convenience of students.

“Wellness Coaching changed my life. I think so much more clearly about the world, my relationships with others, and who I am as an individual. I really liked that as I had goals or small lifestyle habits I wanted to implement my Wellness Coach would help me break them down to feel less overwhelming!”

Student response

NUMBER OF STUDENTS REACHED BY HEALTH TOPIC



5,326
total students reached

OUR MISSION

Our mission is to **SERVE THE STUDENT COMMUNITY** through education, prevention and treatment of illness, while **PROMOTING RESPONSIBLE HABITS** and monitoring the **OVERALL HEALTH OF THE CAMPUS.**

OUR VALUES

Availability of quality healthcare services for students on campus

Provide compassionate, respectful and confidential care to all students

Encourage healthy choices and responsible behaviors

Support a healthy campus community by public health initiatives and preparedness

WHO WE ARE

The University of Northern Iowa Student Health Clinic specializes in college health services. We have board-certified family practice physicians, physician assistants and psychiatric nurse practitioners who are dedicated to caring for college students. Additional staff include a pharmacist, pharmacy technician, laboratory technologist, nurses and support staff. We want to serve as our students' on-campus health resource and assist them in meeting their healthcare needs.



STUDENT HEALTH CLINIC

MEDICAL PROVIDERS

We function as a general medical clinic and provide evaluation and treatment for a wide variety of health concerns. In the academic year 2017-2018, the family practice physicians and physician assistants provided 12,051 appointments to our students.



Martha Ochoa, MD, Medical Director

Education: Rosalind Franklin University/ Chicago Medical School

Board certification: Family Practice
Practice interests: General medicine, women's health, and eating disorders



Bruce Forystek, MD

Education: University of Minnesota
Practice interests: General medicine and orthopedics



Sheryl Hansel, MD

Education: University of Iowa
Board certification: Family Practice
Practice interests: General medicine and women's health



Gina Ellingson, PA-C

Education: University of Iowa
Board certification: National Commission on Certification of Physician Assistants
Practice interests: General medicine and women's health



DeAnn Parsons, PA-C

Education: University of Iowa
Board certification: National Commission on Certification of Physician Assistants
Practice interests: General medicine, women's health and pain management



MENTAL HEALTH PROVIDERS

In the academic year 2017-2018 465 unique students were served with 2,027 appointments. The UNI psychiatric staff includes a psychiatrist, two psychiatric nurse practitioners and a mental health case manager. The psychiatric staff have monthly case management meetings with the UNI Counseling Center to provide an integrative approach to serve our students. The mental health case manager also serves as a member of the UNI Student Intervention Team.



Abdur Rahim, MD

Education: Nistar Medical College

Board certification: American Board of Psychiatry and Neurology

Practice interests: Mental health



Jennifer Jass, DNP, ARNP

Education: Oregon Health and Science University and University of Wisconsin Madison

Board certification: American Academy of Nurse Practitioners and American Nurses Credentialing Center

Practice interests: General medicine, women's health, and mental health



Andrew Batovsky, ARNP

Education: State University of New York, Upstate Medical University

Board certification: American Nurses Credentialing Center

Practice interests: Mental health



Debby Ferguson, RN

Mental Health Case Manager

PATIENT DIAGNOSIS

5,788	Preventative
3,895	Mental, Behavioral and Neuro-developmental Disorders
3,293	Diseases of the Respiratory System
3,075	Symptoms, Signs and Abnormal Clinical and Laboratory Findings
854	Diseases of the Genitourinary System
839	Disease of the Skin and Subcutaneous Tissue
806	Diseases of the Musculoskeletal System
716	Diseases of the Nervous System
711	Infectious and Parasitic Diseases
645	Injury, Poisonings and certain other Consequences of External Causes
527	Diseases of the Ear and Mastoid Process
274	Diseases of the Eye and Adnexa
232	Diseases of the Digestive System
215	Endocrine, Nutritional and Metabolic Diseases
82	Diseases of the Circulatory System
81	Diseases of the Blood
32	Neoplasms
14	Congenital Malformations, Deformations and Chromosomal Abnormalities
1	Conditions Originating in the Perinatal Period
1	Pregnancy
22,081	Total

* total number of patient diagnoses not unique

NURSES

The registered nurses provide support and resources to our students. They provide services both over the phone and through in-person visits. The nurses provide travel consultations, immunizations, and allergy shots. In fiscal year 2017-2018, they conducted thousands of visits and administered hundreds of injections.



Becky Corbin



Nicole Meyer



Michele Gerdes



Jan Olsen



Salem Fauser



Tina Jorgensen

LABORATORY

The University of Northern Iowa Laboratory is located on the first floor of the Student Health Center. It is staffed by a licensed medical technologist and medical laboratory assistants who are available to conduct testing during clinic hours.

The UNI SHC Laboratory implemented new influenza testing during the Fall 2017 semester. This new influenza testing is far superior to the previous influenza testing offered and allows for the most accurate test results currently possible. Accurate and rapid diagnosis is critical to help eliminate the spread of this infectious disease in a campus community. Since 2008 the SHC laboratory has seen a 134% increase in the number of tests offered to students.



PHARMACY

The University of Northern Iowa Pharmacy is located on the first floor of the Student Health Center. It is staffed by a licensed pharmacist and a registered certified pharmacist technician who are available to fill prescriptions, provide drug information and answer health-related questions. In addition, a variety of over-the-counter (OTC) items are available for purchase by students, faculty, and staff at competitive prices. Pharmacy payments can be made by credit card, check, cash, or charged to a student university account.

MEDSAFE

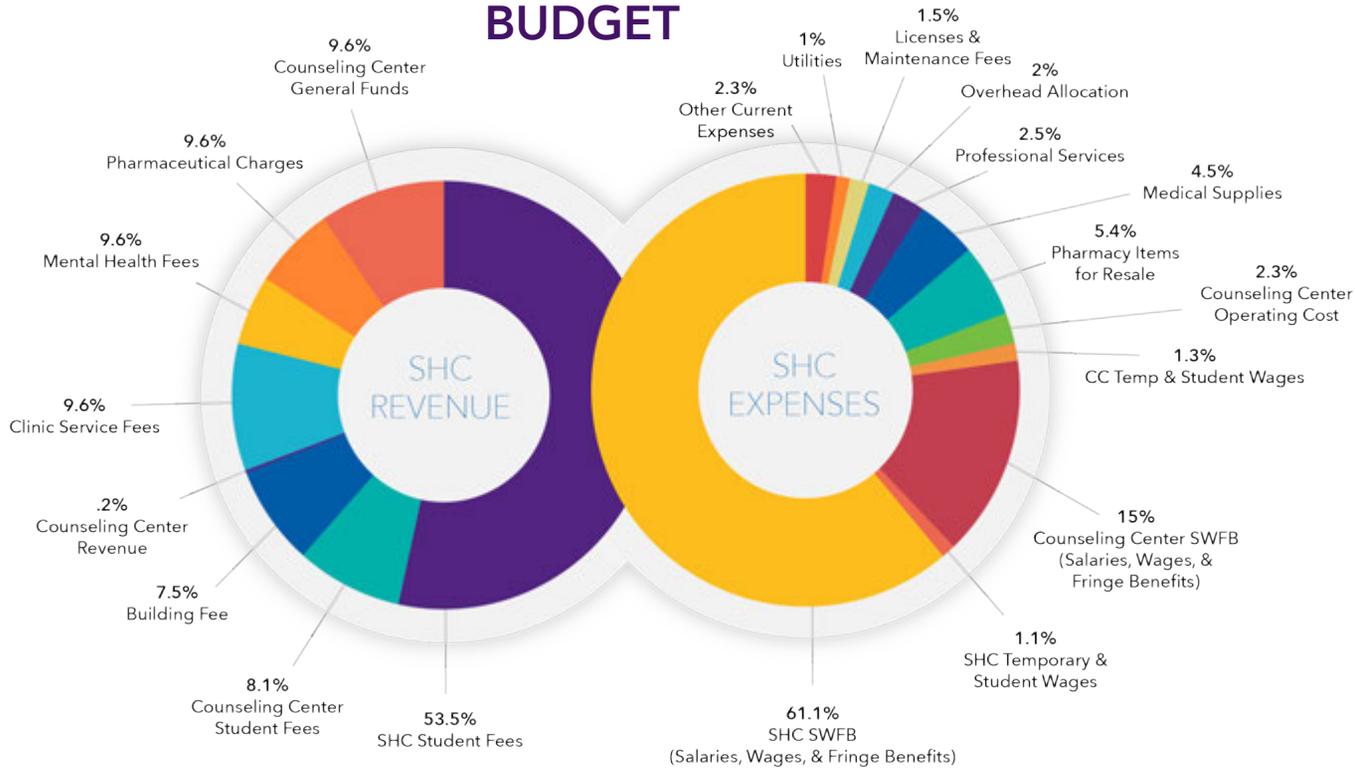
A MedSafe is available for students and staff to safely dispose of expired medications or medications they are no longer taking.



PRESCRIPTIONS FILLED BY THE UNI PHARMACY

Antibiotic	2,118	Anti-Anxiety	119
Antidepressant	1,737	Cough Relief	114
Contraceptive	1,573	Asthma Treatment	98
Antihistamine/Allergy	389	Antiviral	79
Corticosteroid	371	Acne	44
ADHD Treatment	262	Sedative	30
Anti-Fungal	217	Diabetic	15
Pain Reliever	182	Other Prescriptions	817
Ophthalmic Antiotic	144	Total Prescriptions	8,433
Topical Corticosteroid	124	Unique Pharmacy Patients	2,556

BUDGET



ACCOMPLISHMENTS

- 1 The Student Health Clinic orientation team connected with 1,493 students and families during the summer of 2017.
- 2 In the spring of 2018 the SHC psychiatric providers implemented three psychiatric health education programs; understanding options for mental health treatment, different medication treatment options and understanding mental health diagnoses.
- 3 The Student Health Clinic staff conducted 18 quality improvement studies during the 2017-2018 academic year which are reviewed annually during the governing body meeting.

SERVICE INDICATORS

The scope of care provided by the Student Health Clinic staff includes family practice related services, psychiatric evaluations and medication management. When we launched our patient portal to enhance communication with our patients we began to also track telephone encounters and web encounters, the hope is that this number will grow annually.

MEDICAL SUPPLIES	187
TREATMENTS	350
PREVENTATIVE EXAMS	688
INJECTIONS	1,340
WEB ENCOUNTERS	1,669
TELEPHONE ENCOUNTERS	1,714
NURSE CONSULTATIONS	1,859
MENTAL HEALTH VISITS	2,027
IMMUNIZATIONS/VACCINATIONS	3,958
TOTAL UNIQUE PATIENTS IMPACTED	5,783
LABS	6,844
OFFICE VISITS	11,013

THE UNI STUDENT HEALTH CLINIC IS PROUD TO BE ACCREDITED.

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).

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.

STUDENT HEALTH CLINIC HOURS

FALL AND SPRING SEMESTERS

Clinic Hours:

8 a.m. to 4:30 p.m. - M, T, TH, F

9 a.m. to 4:30 p.m. - W

Pharmacy Hours:

8 a.m. to 12:30 p.m.; 1 p.m. to 4:30 p.m. - M, T, TH, F

9 a.m. to 12:30 p.m.; 1 p.m. to 4:30 p.m. - W

STUDENT HEALTH CENTER PHONE NUMBERS

Health Clinic	319-273-2009
Resource Nurse	319-273-5162
Pharmacy	319-273-2154
Prescription Refill Line	319-273-7997
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 Mercedes Mancilla, class of 2019, majoring in graphic design.

THE UNI COUNSELING CENTER IS PROUD TO BE ACCREDITED.

We fulfill our mission by providing counseling services, conducting outreach to the campus, and providing education and training. In order to maintain the quality of our services. The Counseling Center staff engages in professional development activities, scientific research, and utilization of data to assess and improve our services. The Counseling Center continues to be accredited by the International Association of Counseling Services.

COUNSELING CENTER HOURS

FALL AND SPRING SEMESTERS

Hours:

Monday - Friday: 8 a.m. to 4:30 p.m.

SUMMER SEMESTER

Summer Hours:

Monday - Friday: 8:00 a.m. to 4:30 p.m.

STUDENT HEALTH CENTER WEBSITES

counseling.uni.edu

health.uni.edu

studentwellness.uni.edu



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