



HEALTH SERVICES
CENTER

UNH HEALTH SERVICES

2015-16 Annual Report

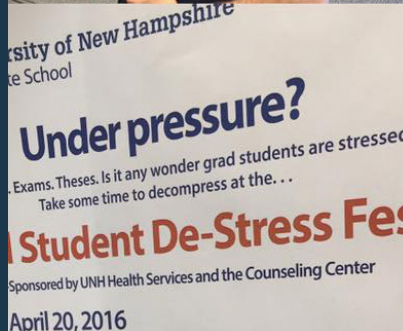
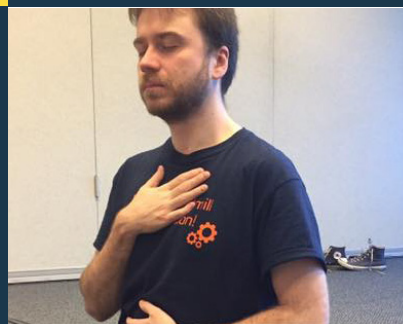


"My son was a patient at UNH Health Services, and he said that the attention he received was among the best he has ever had at any facility." ~ Parent

"I am extremely happy, satisfied and comfortable with the care I receive at Health Services, both for annual check-ups and additional health needs."~ UNH Student
Patient Satisfaction Survey

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Accredited by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

HOURS

Monday-Friday	7:30 a.m. - 4:30 p.m.
Wednesday	7:30 a.m. - 7:30 p.m.
Saturday-Sunday	Noon - 4:00 p.m.

From top to bottom: At the Fierce & Fabulous Expo, friends reveal what they love about one another. Graduate students enjoy a de-stress fest.



YEAR IN REVIEW

Kevin E. Charles, D.Ed.

Assistant Vice President/Executive Director of Health Services

The 2015-16 year began with Health Services transitioning back into the newly re-organized Division of Student Life, now in Academic Affairs and reporting to the new Senior Vice-Provost and Dean of Students position. This has allowed much better coordination and collaboration with fellow student affairs-based units to support the health and wellness of students, while continuing as well to play a major role in supporting the health (including public health) of the overall University community.

There were other important changes too, perhaps the most significant being a transition in the medical director position following Dr. Gladi Porsche's retirement after over thirty years of service to UNH. Interim Medical Director Dr. Peter Degnan moves to the permanent role for 2016-17. New hires were also made in several important positions such as our part-time psychiatrist, nurse practitioner and pharmacist positions. With the growing importance of data to assist in the improvement and efficiency of operations, we created a new part-time data analyst position as well, and this almost immediately helped change some operations for the better.

As testimony to the outstanding work that the staff did this year in serving our students and the campus community, perhaps the most important accomplishment we achieved as an organization was an unprecedented sixth consecutive full (three-year) accreditation by AAAHC (the Accreditation Association for Ambulatory Health Care).

"UNH Health Services is among the finest healthcare organizations that I have surveyed, staffed by clinicians and clinical support staff of the highest caliber, and run by an administration that emphasizes quality at every turn and that consistently put the needs and values of the [clients] it serves first. ...

And, the Health Education and Promotion and Quality Improvement programs were examples of excellence within their respective disciplines, both coordinated and staffed by talented, motivated people."

~ Dr. David Newman, AAAHC surveyor

This report summarizes the organization's activities from July 2015 through June 2016. Despite some major changes over that period, the core work that we do was not impacted, and students, faculty and staff received the best care and services possible. I remain very proud of this "bottom line" provided year-in and year-out by the Health Services staff. I am also proud of the sense of purpose and role that we share in collaboration with our colleagues in serving the core mission of this great University.

Looking toward 2016-17, there will be, as always, challenges and accomplishments. I am confident that we will navigate through it all successfully, while continuing to provide the outstanding and valued care and services for which Health Services is well-known.

Yours in Health,

A handwritten signature in black ink that reads "Kevin E. Charles".



MEDICAL *Highlights*

At UNH Health Services, students have access to unlimited medical appointments without a charge. This access is funded with the annual health fee. In addition, the university insurance requirement ensures that students can easily seek convenient, quality care off-campus without potentially cumbersome financial obligations.

Communicable Disease Outbreak Response

Our clinical staff and community health nurse responded effectively to campus health challenges, including outbreaks of chickenpox, mumps, and MRSA (methicillin-resistant staphylococcus aureus) infections.

Emerging Disease Education & Care

With any new disease, such as Zika, there are many unknowns. Following CDC guidelines, we educated students and staff, maintained surveillance of Zika symptoms in university travelers and coordinated care with the New Hampshire Department of Health and Human Services, Division of Public Health Services when indicated.

Emergency Response Medications: Narcan & Epi-pen

With opioid overdose crises on the rise nationally, as well as regionally, our clinical staff participated in emergency naloxone/narcan administration training with McGregor Emergency Medical Services.

Our staff provided training for several university departments about anaphylaxis and the potential life-saving value of immediate epinephrine/epi-pen administration for allergic responses. Our team also facilitated greater availability of epinephrine/epi-pens in selected campus locations for emergency use.

Expanded Mental Health Services

The number of hours that students have access to a psychiatrist for evaluation, medication, and treatment increased.

Expanded Employee Services

To support UNH employees and departments, we expanded on-site Department of Transportation commercial driver medical examinations, as well as pre-employment and ongoing drug screenings.

Noteworthy Continuing Education

We ensured best practice with continuing medical education sessions for staff, including Lyme disease, orthopedic/sports injuries, migraine headaches, and eating disorders care.

University-wide Collaboration

Improved collaboration with UNH athletic training staff, working to ensure that intramural, club, and varsity level athletes achieve the best possible injury management and illness care.

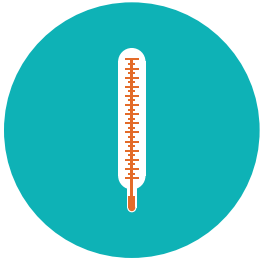
*The entire pharmacy staff is beyond awesome!
UNH is lucky to have them.*

-UNH Student

Patient Satisfaction Survey, 2015



From left to right: Annual flu clinics offer students vaccines on campus. Junior Nursing student provides a free flu shot during the annual flu clinic. How do you stay



PATIENT PROFILE

UNH Health Services provides medical care for students and university employees. Students can receive care at Health Services regardless of their insurance provider. Employees who are enrolled in the USNH health care plan are incentivized to use services on campus through the Tandem program.

Our Patients

Most patients are students (88%) who live on campus (63%) and use Health Services as they would their primary care provider or urgent care center. Students and staff who identify as female are 1.5 times more likely to use Health Services than people who identify as male. In 2015-2016, our clinicians and staff saw:

- 10,585 unique patients
 - 9,290 students
 - 910 employees
 - 385 visitors/others
- 22,139 appointments

After-Hours Care

Students have access to medical care 24 hours a day, seven days a week.

- 416 calls to medical call center

Convenience Matters

On-site pharmacy, radiology, and laboratory are convenient for both students and employees. These services also complete orders from outside providers, such as a primary care physician or specialist. This allows students to maintain continuity of care without having to leave campus and miss classes.

Pharmacy

We strive to provide affordable medication options. Many prescriptions are available for \$5.00 out-of-pocket without using a pharmacy benefit. Non-prescription items are available for up to 40% less than area retailers.

- 11,274 prescriptions filled
- 3,468 immunizations administered (flu, travel, and other)

Laboratory

Laboratory and radiology provide most standard diagnostic tests for routine and acute care.

- 15,849 lab tests performed

Radiology

Students, including varsity athletes, benefit from on-site radiology. Nearly 30% of x-rays are ordered by UNH Athletics.

- 912 x-rays performed



TOP 10 Clinical Visits

Colds & Upper Respiratory	3,777
Anxiety	1,332
Allergies/Sinusitis	1,102
Asthma/Bronchitis	737
Urinary	654
Depression (mood)	653
ADHD	651
Menstrual Difficulties	643
Head Injuries	532
Mononucleosis/Viral	488

well at UNH? Students shared their responses with Hamilton, pet therapy wonderdog. Clinical staff enjoy a break during staff development. Top 10 Clinical Visits.



EDUCATION/COUNSELING

Highlights

The Office of Health Education and Promotion provides prevention-based health promotion programs and services, health counseling, and co-curricular learning opportunities. We collaborate with others in the community to create an environment that supports the inherent wellness potential of all individuals. Services, excluding massage therapy, are provided at no additional cost to students.

Mental Health

Our staff and student interns implemented the first annual Fresh Check Day. This peer-organized event is the signature program of The Jordan Porco Foundation (JPF). It highlights mental health resources on campus, suicide prevention and recognition, as well as coping strategies for self-care.

Wellness

We brought awareness to the Memorial Union Building on a large scale with the wellness wheel. This prominent wall display educated the community and provided information about the eight components of wellness, behaviors that indicate wellness, and campus resources to support personal wellness.

New Programs

According to the American College Health Association – National College Health Assessment (conducted at UNH in the spring of 2015), students stated that stress and sleep impact their ability to perform academically.

Power Napping and the Relaxation Station were designed to meet students' needs and concerns.

To build upon existing meditation programs, a four-week Mindfulness and Meditation program was developed and

implemented to help students learn about the value of meditation and to begin or to strengthen their practice. Meditation is a useful tool for stress management, anxiety, and depression. It helps to improve sleep, assists with concentration and memory, and is associated with other positive outcomes.

Continuing Programs

Existing programs continued to enhance wellness opportunities on campus: weekly guided meditation, twice-weekly gentle Yoga, Reiki, Living Well (a chronic illness support group), Fierce & Fabulous empowerment group, the Body Project, and more.

Enhanced Services & Screenings

As part of best field practices, additional screenings were provided for students who came for counseling for alcohol misuse/abuse, use of tobacco, depression, anxiety, and eating disorders.

*I appreciate all your help and positive attitude.
It has really helped me get myself back on track. I can see my grades improving already.*

*- UNH Student
Patient Satisfaction Survey, 2015*



From left to right: Nourish peer educators offer smoothie samples while promoting healthy eating at UNH. Eating Concerns Mentors provide confidential peer support

Performance Education

Elegies for Angels, Punks and Raging Queens, inspired by the NAMES project quilt, was performed during World AIDS Day. The production was a collaboration between Health Services, SHARPP, and the UNH Theatre and Dance Department with sponsorship provided by the Kidder Fund. A cast of more than 20 undergraduate and graduate students, staff, and community members made the show possible. The show raised funds for AIDS Response of the Seacoast.

Peer Education

Peer Education groups – Eating Concerns Mentors, Nourish, and Paws & Relax – conducted special events to raise awareness for population-specific issues such as body image, eating concerns, stress management, and more.

Student Academic Internships

Student interns from a variety of academic disciplines assisted the office in research and outreach. The following student presentations at the Undergraduate Research Conference at UNH exemplify their work:

- ***The Impact of Gratitude on Mental Health***, poster presentation, by Stephanie Schmeltzer (Nutrition) and Ryan Walsh (Health Management and Policy). Adviser: Kathleen Grace-Bishop
- ***Prescription Opioids and Heroin: Perceptions, Attitudes, and Beliefs among College Students***, research presentation, by Kate Santoso (Psychology and Health Management and Policy). Advisers: Rosemary Caron & Kathleen Grace-Bishop
- ***Mindfulness and Chronic Pain***, poster presentation, by Rebecca Robichaud (Social Work). Advisers: Kelsey Sobel and Judy Stevens

Internships (continued)

Rebecca also competed in the College of Health and Human Services Grimes Award Competition, which includes finalists who have been selected by the College of Health and Human Services faculty after rigorous scientific review of written proposals.

- ***Healthy Eating Influences: Every Good Decision Starts with Good Intentions***, a poster presentation, by Jeffrey Lertora (Paul College). Adviser: Lin Guo

Outreach

Staff and peer educators provide opportunities to impact health and wellness outcomes for students helping with retention, self-development, and academic success.

- 18,190 students impacted
- 1,398 wellness services provided (massage therapy, light therapy, biofeedback)
- 1,896 education/counseling visits
- 464 educational programs



TOP 10

Education/Counseling Visits

Massage Therapy	1,121
Alcohol (mandated)	1,103
Nutrition	209
Stress	173
Other Drugs (mandated)	139
Chronic illness	105
Alcohol (self-referred)	91
Emotional Health	40
Anger (mandated)	28
Anger (self-referred)	8

and promote body positivity. Students regularly enjoyed time to Paws & Relax with Hamilton. Top 10 Education/Counseling Visits.

STAFF

Accomplishments

Awards & Recognition

- Health Services was awarded a sixth consecutive full three-year accreditation by the Accreditation Association for Ambulatory Health Care.
- Kathleen Grace-Bishop achieved her Master Certified Health Education Specialist (MCHES) credential. She also co-authored an article that was published in the *International Journal of Health Sciences*, entitled "Non-medical Use of Prescription Stimulants among College Students: An Updated Report."
- Dawn Zitney achieved certification as a Wellness and Health Coach.
- Kathy Spiers achieved Certified Clinical Medical Assistant designation.

Years of Service

The following staff were recognized at the Annual Staff Recognition Ceremony:

- Kathleen Grace-Bishop, Director of Health Education & Promotion, 30 years
- Pat Campbell, Nurse Practitioner, 20 years
- Pat Lang, Nurse Supervisor, 15 years
- Michele Brady, Supervisor of Radiology Services, 10 years
- Cindy McGahey, Director of Finance & Administration, 10 years
- Kelly Perkins, Registered Nurse, 10 years

New Employees

- Peter Degnan, MD, Medical Director
- Dawn Zitney, MEd, Wellness Educator/Counselor
- Jeff Audet, RPh, Pharmacist
- Laura Kennedy, APRN, Nurse Practitioner
- Nancy Lavery, LPN, Licensed Practical Nurse
- Jen Pribble, Communications & Information Coordinator
- Carol Pugh, PharmD, MS, Coordinator of Data Analysis & Assessment
- Altagracia Ramirez, MD, Psychiatrist

Retired/Moving On

- Gladi Porsche, MD, Medical Director (31 years of service)
- Laura O'Connell, RPh, Pharmacist (13 years of service)
- Emily Lahut, Massage Therapist (8 years of service)
- Amy LeClair, LPN (3 years of service)
- Maria Caplan, Nutrition Educator/Counselor & Hamilton, Pet Therapy Dog (2.5 years of service)



UNH Health Services staff.

STAFF

Listing

Leadership Team

Kevin E. Charles, DEd
Assistant Vice-President for Student & Academic Services and Executive Director of Health Services

Kathleen Grace-Bishop, MHSA, MCHES
Director of Education & Promotion

Cindy L. McGahey, MBA
Director of Finance & Administration

Gladi V. Porsche, MD
Medical Director

Dennis M. Dupuis, MS
Quality Improvement Coordinator

Janet Haley Harris, BA
Executive Assistant

Clinical & Ancillary

Physicians

Gladi V. Porsche, MD
Lessa Brill, MD
Gerald Collins, MD
Peter Degnan, MD

Psychiatrist

Altagracia Ramirez, MD

Nurse Practitioners & Physician Assistants

Patricia Campbell, APRN
Denise Cingolani, APRN
Karen Crowley, APRN, MSN
Laura Kennedy, APRN
Debra Learmonth, APRN, MSN
Valerie Romoser, PA-C, PhD
Lori Trautvein, APRN, MSN
Gail Wingate, APRN, MSN

Registered Nurses

Sue Chalmers, RN, BSN
Bridget Curtis, RN
Jacque Damon, RN
Sandra Duvall, RN
Kris Kahr, RN, BSN
Pat Lang, RN
Janet Lawson, RN-C
Kelly Perkins, RN
Susan Reiss, RN, BSN

Licensed Practical Nurses

Nancy Laverty, LPN
Amy LeClair, LPN
Carol Merkle, LPN
Fran Nichols, LPN
Rebecca White, LPN

Medical Assistants

Kathy Spiers, CCMA

Laboratory Technicians

Betsy Chadwick, MT
Heather Gilbert, MT
Linda Hayden, MT
Shannon Knowles, Phlebotomist

Pharmacists & Pharmacy Technicians

Jane Atkins, RPh
Jeffrey Audet, RPh
Andrew Taylor, RPh
Laura O'Connell, RPh
Kim Riley

Radiology Technologists

Michele Brady, RTR
Michelle Crispo, RTR
Nancy Dellacroce, RTR
Bonnie Mack, RTR

Office of Health Education & Promotion

Wellness Educators/Counselors

Maria Caplan, MS, RD, LD
Pamela Kayden-Babish, MEd, LADC
Judy Stevens, RN
Dawn Zitney, MEd

Administrative Support

Rachael Kreckmann, BA
Jane Shannon, BA

Massage Therapists

Lisa Angione, LMT
Janice Callaghan, LMT
Michelle Davis, LMT
Dawn Lipinski, LMT
Corinne Douglas, LMT

Administration

Finance & Administration

Arlene Bisson
Karen Brown, BS
Maureen Nogueira, CPC
Lauren Smith

Data Analysis & Assessment

Carol Pugh, PharmD, MS

Health Records & Registration

Jeannine Chadwick
Donna Gadway
Susan McAtavey, BA
Paula McCarthy, BS
Diane Messier
Lois Ratto, BA

Communications & Information

Jen Pribble, BA

Information Technology

Kevin McKaig

Housekeeping

Diane Dupes
Debbie Ellison

Students

Interns

Rebecca Robichaud '16
Laurel Galford '16
Giselle Hart '17
Nicole Pelizza '16
Stephanie Schmeltzer '16
Kate Santoso '16
Lin Wang, Grad
Gianna Gerhardt '17
Jeffrey Lertora '16
Adam Cogbill, PhD '17
Kacie McFadden '17
Sarah Milicia '16

Peer Educators

Brooke Walsh '16, SPIN
Jane Garofalo '17, SPIN
Jordan Badger '16, SPIN
Mattea Barnes '18, SPIN
Steven Ganem '16, SPIN
Valerie Nesom '18, SPIN
Brian Chea '18, SPIN
Colleen Driscoll '18, SPIN
Kayla Dankese '16, SPIN
Emily R Langlois '18, SPIN
Allison DePaolo '17, SPIN
Cassie Gigliardi '18, SPIN

Emily Berman '17, ECM
Erika Tegtmeier '17, ECM
Jessica Pelletier '18, ECM
Jessica Shaw '18, ECM
Jillian Burke '18, ECM
Jodie Shrier '17, ECM
Jordan Law '17, ECM
Kristen Sedler '18, ECM
Marissa Lally '17, ECM
Stephanie Fulton '18, ECM

Brittany Kokoszka '16, Paws & Relax
Sarah Falcone '18, Paws & Relax
Lizzie Shell '19, Paws & Relax
Jordan Lavoie '18, Paws & Relax

Wellness Assistants

Chris Piccolo '16
Stasia Swiadas '17
Kevin Markt '16
Jackie French '18



FUNDING

The primary funding for UNH Health Services comes from the student health fee. This fee ensures that students have access to medical care and individual education/counseling without a charge. This removes the immediate financial hurdle for students so that they can be seen when they are ill or for preventive care. The health fee also supports public health and relevant health education programs on campus.

Funding Sources

Health Fee	\$6,324,422
Fee for Service	\$583,704
Pharmacy	\$403,486
Total Funding	\$7,311,612

Funding Distribution

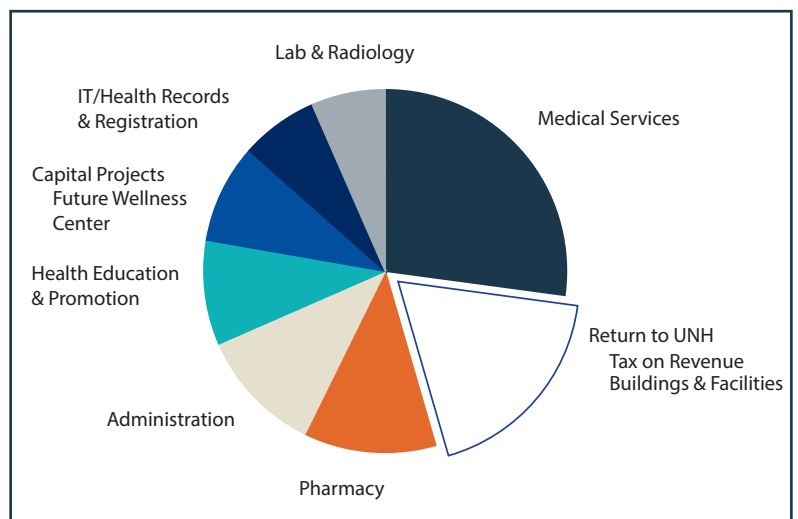
Medical	\$1,883,250
Return to UNH:	
Tax on Revenue/Building & Facility	\$967,138
Pharmacy	\$817,753
Administration	\$773,561
Health Education & Promotion	\$645,352
Capital Projects:	
Future Wellness Center	\$611,000
IT/Health Records & Registration	\$477,574
Lab & Radiology	\$455,885
Building & Facilities	\$306,707
Total Expenses	\$6,938,220

Quality

Annual patient satisfaction surveys, completed in the spring semester, reveal that Health Services is a valuable tool for students' academic and personal success at UNH.

- 92% felt that care prevented them from missing classes
- 98% felt that appointments were timely
- 98% would recommend HS to a friend
- 100% felt that their privacy was respected

We strive to provide medical care and health education/counseling to keep the UNH community well. We constantly evaluate our services to ensure that we are providing the care and education that our university community, both staff and students, needs to be successful on the job, at school, and in life.



Funding distribution chart.



*"The nurses who do phone consults are awesome and really try hard to make you feel heard and reassure you."
~ UNH Student,
Patient Satisfaction Survey*

From left to right, top to bottom: Weekly Relaxation Stations offer creative stress management. A group of students color mandalas at the Fierce & Fabulous expo. A student-created Peeps® diorama shows how to "peep healthy at UNH." Students make aromatherapy masks for relaxation and sleep. World AIDS Day at UNH.

MISSION

The University of New Hampshire Health Services promotes, maintains and improves the health and well-being of the University community in support of the UNH Mission and Institutional Identity. This is accomplished by providing primary health care services, by teaching health care consumerism, illness prevention and health promotion, by providing co-curricular learning opportunities for students, and through its public health role. University employees have convenient access to certain clinical and educational services, as well.

Services are accessible, cost effective, and provided in a caring and professional manner. Health Services continuously improves the quality of its care and services.

VISION

Health Services is every student's first choice for health care and health education. Employees choose our clinical services whenever possible and appropriate. We are the primary resource within the University community for health and wellness information, education and consultation. Health Services plays a central role in managing public health issues that affect the campus.

VALUES

- The treatment of all individuals with respect and dignity;
- the inherent worth and potential for growth of all individuals;
- diversity, equity and inclusion;
- open, honest, direct communication;
- the highest standards of professionalism, with an emphasis on ethical behavior and ensuring confidentiality; and
- the powerful role of education in all of our work.



UNH Health Services
(603) 862-WELL (9355)
unh.edu/health-services



@UNHHealth