



# UNH Health Services

## 2014-2015 Annual Report

HEALTH SERVICES  
CENTER

**MAINTAINS AND IMPROVES THE HEALTH AND WELL-BEING OF  
THE UNIVERSITY COMMUNITY IN SUPPORT OF THE INSTITUTION'S  
ACADEMIC MISSION**



---

# TABLE OF CONTENTS

The Year in Review	<b>1</b>
Mission, Vision, Values	<b>2</b>
Year 2015 In Numbers	<b>3</b>
Medical Care	<b>5</b>
Education and Counseling	<b>6</b>
Health Records and Ancillary Services	<b>7</b>
Employee Clinic & Services	<b>8</b>
Finances	<b>9</b>
Public Health - Flu Vaccine Clinics	<b>10</b>
Year in Photos	<b>11</b>
Student Involvement - Peer Education	<b>14</b>
Staff Highlights	<b>15</b>
Professional & Student Staff Listing	<b>16</b>

HEALTH SERVICE  
CENTER





---

# THE YEAR IN REVIEW



**Kevin Charles, D.Ed.**

Executive Director  
Assistant Vice-President  
for Student & Academic Services

The 2014-15 year was very active for Health Services (HS), and included some major new developments. For example, there was turnover in important positions, the organization changed reporting lines, and our long time medical director announced her impending retirement at the end of the 2015 calendar year, among others. Nevertheless, I am proud to say that the staff steadfastly moved forward and provided the outstanding and valued care and services for which HS is well known.

It was a record-breaking winter this year in New Hampshire, so we had quite a few challenges, not the least of which were many days of curtailed operations and reduced opportunities. But, we happily persevered with our work, as well as the necessary planning for the 2015-16 year and beyond. This report summarizes the organization's activities, providing highlights from July 2014 through June 2015. Once again, it is not possible to capture all, but we have tried to provide an overview of the contributions that HS makes as part of the UNH team, in support of the University's mission.

As you can see in the report, the staff was highly involved with our students, faculty and staff throughout the UNH Durham campus, and in select ways with our other campuses. An example of the latter is our exemplary student health benefits plan, which served students on all three campuses. In Durham, direct medical and health education/counseling services was, as always, the center of our work, reflected in the holistic, learning and wellness-based approach that we champion in order to serve and support our campus community.

From the routine (e.g., well over 21,000 student appointments, nearly 600 educational programs, and almost 18,000 student contacts through those educational programs) to the innovative (e.g., working with Healthy UNH to ultimately provide a new online wellness module for incoming students\*), HS remained interwoven into the fabric of UNH, and continues to be a model for college health, a center of excellence, and a point of pride. You'll see throughout that our programs and services are fixed on preparing our students for professional and personal success in their lives after college.

Speaking of students, we again saw outstanding work done by our peer education students, and we sponsored many interns and practicum students (see p. 17). We helped summer programs create and define health services for campers. In partnership with UNH Dining, we worked toward newly passed legislation in May to allow trained non-medical staff to administer epipens for food and other allergies, probably saving lives in the future. Of course, we continued our public health role in managing infectious disease outbreaks and educating the campus, and we provided our well-known flu clinics. On the faculty/staff side, we partnered this year with UNH and USNH Human Resources to help pilot a very successful biometric screening program through our employee clinic as well.

Looking toward 2015-16, HS is gearing up for its sixth consecutive triennial visit by the Accreditation Association for Ambulatory Health Care (AAAHC). If successful, it will mean that for eighteen straight years HS will have met nationally recognized standards for accreditation, representing the provision of the highest quality of care to its patients/clients, as determined by an independent, external process of evaluation. This is truly extraordinary, and it shows the commitment that UNH makes to its community when it comes to health and wellness.

As I look forward to next year, I continue to consider myself extremely fortunate to lead this exceptional staff at this outstanding University in support of its world-class students, faculty and staff. As you peruse this report, I know you'll see why.

Yours in Health,  
Kevin E. Charles, D.Ed.  
Assistant Vice-President/  
Executive Director of Health Services

\*This is part of UNH's commitment as an original signatory to the Healthier Campus Initiative of the national Partnership for a Healthier America effort.)

---

# MISSION VISION VALUES

## 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.

## Core Values

As an organization, we value:

- 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;
- the powerful role of education in all of our work.



## OUR GOAL IS TO OPTIMIZE WELLNESS NOW AND FOR THE FUTURE

Health Services views students and other members of the UNH community as whole and dynamic individuals. We are sensitive to how the components of our lives impact our health and well-being. We encourage personal responsibility for achieving and maintaining wellness. Our approach not only assists in the process of healing, but also provides information and care to maintain and enhance well-being according to individual needs and desires.

Health Services realizes the environments in which we live and work also impact well-being. This means our efforts to support wellness for the individual must include working to create a healthy community that supports the well-being of its members.

# YEAR IN NUMBERS

---

22,397

## APPOINTMENTS

TOTAL STUDENT APPOINTMENTS FOR MEDICAL CARE AND EDUCATION/COUNSELING SERVICES

7,580

## STUDENTS

TOTAL NUMBER OF UNIQUE STUDENTS WHO USED OUR MEDICAL AND EDUCATION/COUNSELING SERVICES

13,180

Prescriptions Filled

2,987

Non-Prescription Items Sold

12,892

Lab Tests

979

X-Rays

1,680

Education/Counseling Sessions

524

Educational Outreach

18,486

Individuals Reached During Educational Outreach

994

Massage Therapy Services

143

Biofeedback & Light Therapy Sessions

# YEAR IN NUMBERS

---

## TOP



### MEDICAL VISITS

- Anxiety
- Upper Respiratory Infections
- Immunizations
- Pharyngitis/Sore Throat
- Pain Management
- Tuberculosis Screening
- Contraceptive Counseling/Prescriptions
- Urinary Tract Infections (UTIs)
- STD/STI Testing and Screening
- Depression
- Allergy

## TOP



### EDUCATION & COUNSELING VISITS

- Alcohol
- Nutrition
- Chronic Illness Support
- Anger Management
- Other Drugs
- Stress Management
- Tobacco
- Acute Illness Support
- Sexuality

## Appointment Breakdown

**47%**  
General Medicine

**27%**  
Women's Health

**14%**  
Mental Health

**12%**  
Education & Counseling

---

## MEDICAL ACCOMPLISHMENTS



It's a comfortable environment filled with caring professionals. I feel respected and safe.

- UNH Student  
Patient Satisfaction Survey, 2015

Debra Learmonth and Fran Nichols were very wonderful and so amazing! I have honestly never enjoyed going to the doctors, but they make it so I actually am so sad to graduate and leave their compassionate and professional care behind!

- UNH Student  
Patient Satisfaction Survey, 2015

**EMERGENCY RESPONSE COMMITTEE** planned for possibilities relating to patients with suspected Ebola, due to the large numbers of faculty, staff, and students who travel internationally. A protocol was developed to identify suspected cases and to manage and transport for care. Staff were trained on protective equipment.

**COMMUNITY HEALTH NURSE AND CLINICAL STAFF** responded to public health issues including Cryptosporidium, Community Acquired MRSA, Chicken pox, Viral meningitis, foot-hand-mouth, Pertussis and lice.

**COLLABORATION WITH SUMMER YOUTH PROGRAMS** to create a Camp Nurse position for the summer of 2015.

**PARTICIPATED IN HEARINGS WITH THE NEW HAMPSHIRE STATE LEGISLATURE** regarding passage of a law allowing college and university dining hall staff to use Epi-Pens for acute severe allergic reactions.

**PARTICIPATED IN THE "MY PATH TO WELLNESS" PROGRAM** administered by Harvard Pilgrim Healthcare giving employees an opportunity to be screened at Health Services for common health concerns.

**CREATED A NEW PARTNERSHIP WITH TEAM HEALTH MEDICAL CALL CENTER** to provide after-hours care for our students, discontinuing a long standing relationship with Wentworth-Douglass Hospital in 2014.

**WORKED CLOSELY WITH OUR CLINICAL STAFF** to meet the needs of international students, including addressing language barriers, cultural sensitivity, provisions for immunizations, and training international students on what to do when they have a problem and cannot rely on their home or family for immediate care.

**LAUNCHED STUDENT WRITTEN WILDCAT WELLNESS** section on the UNHTales blog. Health Services was the first department to pilot blogging on UNH Tales.

**REDESIGNED THE HEALTH SERVICES BROCHURE** to better reflect the department's commitment to its wellness philosophy.

**IMPLEMENTED** annual Patient Satisfaction Survey at Health Services.



---

# EDUCATION/COUNSELING

## ACCOMPLISHMENTS



“Everyone is so pleasant and the environment is so calming. Every staff member eases your mind with their diligence to help each student who walks through the doors.”

- UNH Student  
Patient Satisfaction Survey, 2015

**ADMINISTERED THE NEW HAMPSHIRE HIGHER EDUCATION ALCOHOL, TOBACCO AND OTHER DRUG SURVEY** continuing our effort to gain information on the attitudes and behaviors of students in regard to alcohol, tobacco, and other drugs and to assist us in developing efforts to address use, misuse and abuse of alcohol and other drugs.

**IMPLEMENTED THE AMERICAN COLLEGE HEALTH ASSOCIATION - NATIONAL COLLEGE HEALTH ASSESSMENT SURVEY** in conjunction with Healthy UNH and the Sustainability Academy. This national research survey assists college health services in collecting data about student habits, behaviors, and perceptions on prevalent health topics.

**THE ONLINE FINANCIAL MANAGEMENT RESOURCE, “CASHCOURSE,” WAS HIGHLIGHTED** through our large wall display in the Memorial Union Building (MUB) to educate the community and provide Information on financial management. According to the 10th Annual Student Debt and the Class of 2014 Report by The Institute for College Access & Success (TICAS), UNH is listed as one of 20 public colleges/ universities in the United States with having very high average debt levels for the Class of 2014.

**OHEP STAFF PRESENTED IN NUMEROUS CLASSROOMS ON HEALTH ISSUES** including OT 513, Stressed Out, a class on art therapy, meditation and expressive writing as means of self-care.

**WORKED WITH THREE GROUPS OF SENIOR NURSING STUDENTS** as part of their Public Health Nursing Class. Projects for the UNH campus included: Smokeless tobacco use by male athletes and undergraduates, MRSA, and Human Papillomavirus Awareness.

**PARTICIPATED IN GET YOURSELF (GYT) TESTED MONTH** sponsored by the CDC in April to encourage prevention and testing for Sexually Transmitted Diseases (STD). Gift cards were given to students who came to Health Services inquiring about screening and/or testing for STD's and/or HIV. A social media campaign focused on the importance of being tested, the risk of STD (1 in 2 sexually active young people will get an STD by the age of 25); most will not know it) and the importance of using a condom in addition to other risk reduction strategies.

---

# ANCILLARY SERVICES

## ACCOMPLISHMENTS



“The staff of our Health Services is easily the nicest group of staff members that I have encountered in any office. They are friendly, understanding, and extremely helpful. I think we, as students, are very lucky to have the team of workers at Health Services that we do.”

- UNH Student  
Patient Satisfaction Survey, 2015

**LABORATORY SERVICES, IN COOPERATION WITH LABCORP IMPLEMENTED** an automated interface eliminating manual input and associated errors while significantly speeding up lab order and result reporting.

**THE RADIOLOGY DEPARTMENT PERFORMED A MAJOR SYSTEM UPGRADE** to the Konica software on the Image Pilot system allowing more options and security in the archiving/backup of image data.

**THE PHARMACY SUCCESSFULLY INSTALLED THE NEW HAMPSHIRE PRESCRIPTION DRUG MONITORING PROGRAM** and facilitated practitioner reporting in August 2014. The intent of the program is to reduce morbidity and mortality rates associated with prescription drugs.

**THE PHARMACY CONTINUED TO IMPROVE INVENTORY EFFICIENCY** with total inventory costs showing a 5% decrease. Due to improved Inventory efficiency over the period from 2008 to 2015, total inventory costs decreased over \$34,000. This is a 60% decrease (unadjusted for cost increase). The improvement in real dollars is 350% since 2008, saving Health Services over \$100,000 in inventory investment versus 2008-2009 levels.

---

# EMPLOYEE CLINIC

## ACCOMPLISHMENTS



### ABOUT THE UNH EMPLOYEE CLINIC

The UNH Employee Clinic, within the UNH Health Services Center, provides confidential, high-quality medical care to all USNH/UNH employees and dependents over the age of 18. Services are provided by board certified physicians, physician assistants and nurse practitioners.

### COST-EFFECTIVE HEALTH CARE ALTERNATIVE

We are a preferred site for the Tandem Incentive Program and provide many prescriptions for acute needs at our Pharmacy for \$5.

**WORKED WITH UNIVERSITY OF NEW HAMPSHIRE TRANSPORTATION DEPARTMENT** to provide Department of Transportation physical exams for new and existing drivers.

## EMPLOYEE SERVICES

### Medical Care **717**

Total visits by UNH/USNH employees and dependents to the Health Services Center for medical care at the Employee Clinic and within the Health Services Center

### Flu Vaccine Clinic **299**

Total vaccines provided at the Flu Vaccine Clinics offered at the Employee Clinic for employees and dependents

### Pharmacy Visits **183**

### Laboratory Visits **413**

### Radiology Visits **55**



“My phlebotomist was extremely skillful, friendly and professional - causing me absolutely no discomfort. I used the Tandem Care service to get pre-approved for the Clinic’s lab and am very happy that the clinic’s services are both less expensive than other providers while being so convenient to use for a UNH employee.”

- UNH/USNH Employee  
Patient Satisfaction Survey, 2015



# FINANCES



	<u>FISCAL YEAR</u>				
	2015	2014	2013	2012	2011
<b>REVENUE</b>					
Health Fee	6,238,012	6,052,707	6,137,419	6,007,809	5,916,952
Other Service Fees	1,340,027	1,267,733	1,154,774	959,821	1,099,312
Other/Transfers Out	81,397	(131,758)	(132,271)	(24,072)	(28,559)
<b>TOTAL REVENUE</b>	<b>7,659,436</b>	<b>7,188,682</b>	<b>7,159,923</b>	<b>6,943,558</b>	<b>6,943,558</b>
<b>EXPENSES</b>					
Salaries & Wages	2,894,571	2,876,105	2,738,740	2,584,004	2,520,494
Fringe Benefits	1,032,500	1,154,607	1,086,831	1,018,511	1,050,058
Operational Expenses	1,588,561	1,351,837	1,288,178	1,146,860	1,454,093
Facilities & Internal Allocations	1,246,795	1,127,233	1,098,957	1,064,319	1,199,374
Repair & Replacement Reserve	1,100,073	394,810	435,978	920,108	296,148
<b>TOTAL EXPENSES</b>	<b>7,832,500</b>	<b>6,904,582</b>	<b>6,648,684</b>	<b>6,733,842</b>	<b>6,520,168</b>
<b>BOTTOM LINE</b> Net Operating Increase/(Decrease)	<b>(173,064)</b>	<b>284,100</b>	<b>511,239</b>	<b>209,716</b>	<b>467,537</b>

## ANNUAL HEALTH FEE

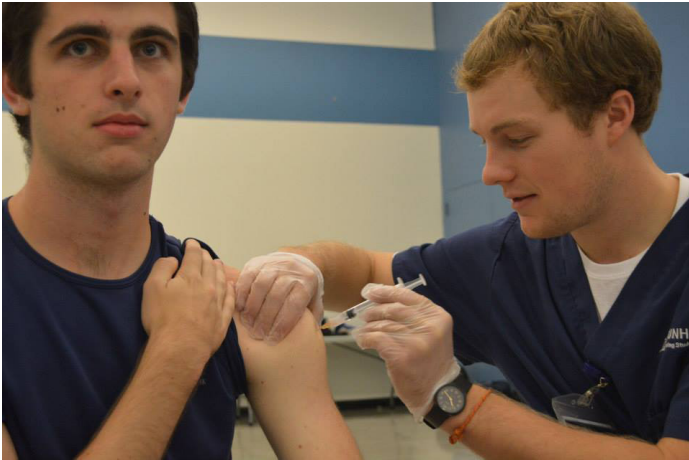
We are an auxiliary enterprise at the University that is primarily funded by students who pay a mandatory health fee. The fee has remained \$448/year for the last five years.

The health fee accounts for approximately 85% of Health Services' revenues. The remaining revenue is derived from chargeable services such as medication co-payments, procedures not covered by the health fee, massage therapy, and employee visits.

## QUALITY IMPROVEMENT

Our committed staff provide nationally accredited, state-of-the-art health care, evidenced by exceptional inspection results of state and national organizations. Our patients and clients provide extremely positive feedback. Our Quality Improvement efforts have included more than 22 Quality Assurance and Improvement studies covering accessibility of resources and delivery of services, to the outcomes of the care we provided. Our systematic, data and literature-guided improvement ensure that the care we provide meets or exceeds the highest standards, and will continue to do so as we prepare to care for our community in the future.

# YEAR IN PHOTOS



The annual Flu Clinic Administered 2,617 flu vaccines to students in November.



Students from the UNH Nursing Program helped with implementation of the student flu clinic, including providing vaccines to their peers.



Health Services dedicates Promise Garden. Each year UNH participates in this campaign by planting tulip bulbs in the "Promise Garden" outside of HS.



Our weekly yoga classes continue to be a very popular source for students seeking wellness opportunities on campus.



Health Services participated in both the December and May Frazzle Free Final events at the UNH Library providing meditation, paws and relax with Hamilton, art therapy and chair massages.



As part of Love Your Body Week, students stopped by Campus Recreation to take part in our "Heart Your Parts" photo shoot. They put a heart shaped sticker on their favorite body part. Sponsored by the Eating Concerns Mentors.





We are proud to celebrate the role our nurses play in delivering the highest level of quality care to the UNH community. "The nurses are very helpful and very nice. I enjoy dealing with them when I go in, they make me feel comfortable being there" - UNH Student.



Hamilton, our pet therapy dog for our Paws and Relax program wasn't shy about meeting all the students at UNH Health Services during our Navitas orientation for new students in August.



In recognition of World AIDS Day, a portion of the NAMES Project AIDS Quilt was displayed in the MUB, the Emmy award winning movie, The Normal Heart was shown, free HIV testing was provided to students and a display on the lawn outside Health Services providing education on the impact of HIV/AIDS in the 13 – 24 age group (over 12,000 of the new cases of HIV in the U.S. are in this age group). Over 50% of those infected don't know it.



Health Services held the 6th Annual Peeps Show, where members of the UNH were asked to depict how they stay healthy at UNH using at least one dimension of the Wellness Wheel. The winning peep display was Gone Fishing by SHARP.

Sleep Kits are an integral part of our wellness message. Our Wellness Assistant staff made over 750 sleep and coloring kits for distribution around campus.







Our Interns enable us to provide valuable information on campus. CashCourse - Are you on the right financial path?



The New Hampshire Higher Education Alcohol, Tobacco and Other Drug Committee (Health Services is a member) gained support of NH Governor Maggie Hassan who proclaimed tobacco-free campus days: Kick Butts Day in March and Great American Smoke-out in November on all college and university campuses across the state urging support for these annual events and encouraging young people to make healthy lifestyle choices concerning tobacco.



UNH15 Commencement Fair in the books. Thanks to all who stopped by our table to learn about financial wellness from Kevin Markt, Wellness Assistant. .



UNH Tales | VOICES OF WILDCATS

Home Student Tales Alumni Tales Sights & Sounds Who

## WILDCAT WELLNESS

These student wellness tales will show you the variety of ways and resources available to enhance your well-being in order to have a rewarding Wildcat experience.

Health Services provides medical care and wellness education/counseling to all students. Some services are covered by tuition fees or are offered at reduced cost. Visit the [Health Services](#) page to learn more.

HS launched the student written Wildcat Wellness section on the University's UNHTales blog. We had 4 student bloggers and Nourish Peer Educators who wrote weekly blogs on health and wellness at UNH from a student perspective

## WILDCAT WELLNESS

- 32 posts during the academic year with 45,691 views.
- Health Services was the first department to pilot blogging on UNH Tales

## TOP 5 BLOG POSTS

1. A Beginner's Guide Hiking in New Hampshire (3124 views)
2. A Journey to Finding a Proper Sleep Schedule (2515 views)
3. My Meditation Experience at UNH (2474 views)
4. Yoga: Harmony with the Mind and Body (2378 views)
5. Fight the "UNH Plague" with the Flu Vaccine (2243 views)





The fourth annual Fierce and Fabulous Expo was held in the Granite State Room. Over 300 students, faculty and staff attended to learn more about campus and community.



Dr. Lessa Brill received the Kidder Fund Award for leading the effort to bring transgender health care services to Health Services.



The "Love the Jeans You're In" exhibit on display at UNH Campus Recreation. Gather educational materials and leave feeling empowered. Brought to you by the Eating Concerns Mentors (#unhecm), a UNH Health Services peer education group.



Body Monologues—Live student performance around the struggles with body image and eating disorders—usually end with stories of resiliency. Grew from 99 in attendance in 2013 to over 200 in 2014.



The Second Annual Nutrition Expo—was held in March. On and off-campus groups were on hand to share information with the UNH community. In its second year, the Expo had over 450 people and 30 groups attend.



University Day is a great day to catch Wildcat Pride and learn about all the services on campus, including the services and opportunities we provide for student to get involved.



---

# PEER EDUCATION PROGRAMS

**OUR TRAINED PEER EDUCATORS PROVIDED  
113 EDUCATIONAL PROGRAMS THAT REACHED OVER 5,000 STUDENTS**

## SAFE SUBSTANCE AWARENESS THROUGH FUNCTIONAL EDUCATION

S.A.F.E. peer educators actively engage students to consider important issues related to alcohol, tobacco and other drugs (ATOD). SAFE's engagement with the UNH community includes pre-concert pizza parties, pancake stand at Homecoming, Plant the Promise to Be Drug Free, Kick Butts and the Great American Smokeout.

14 | Events

1349 | Students Reached for In-Person Programming



## SPIN STUDENTS PROMOTING INFORMATION ABOUT NUTRITION

SPIN provides interactive nutrition education programs to the UNH community, such as cooking classes, National Nutrition Month Expo, Grocery Store Tour and a weekly column in *The New Hampshire* student newspaper.

58 | Events

2305 | Students Reached for In-Person Programming



## ECM EATING CONCERNS MENTORS

ECMs provide confidential, individual support and information on body image and eating disorders. ECMs also provide educational programs such as Fat Talk Free Week, Eating Concerns Awareness Week and the Mind, Body Dialogues performance.

41 | Events

1747 | Students Reached for In-Person Programming



## PATH PET ASSISTED THERAPY HANDLERS

Paws and Relax expanded beyond outreach to provide individual appointments two days each week with Hamilton. The trained PATH handlers, also visited residence halls, classrooms, and greek houses.

39 | Events

2091 | Students Reached for In-Person Programming





---

# STAFF HIGHLIGHTS

## AWARDS AND RECOGNITION

**Dr. Lessa Brill** received the annual Kidder Fund Award by the President's Commission on the Status of Gay, Lesbian, Bisexual and Transgender Issues for her work in fostering greater understanding of sexual orientation at UNH. Dr. Brill attended trans-health conferences to further professional education and better serve the transgender community by expanding transgender care and services at Health Services.

**Maria Caplan**, Nutrition Educator/Counselor, achieved Board Certification as a Specialist in Sports Dietetics by the Academy of Nutrition and Dietetics

## YEARS OF SERVICE

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

Executive Director, Kevin Charles, 20 years	Executive Assistant, Janet Harris, 20 years
Billing Office Manager, Maureen Nogueira, 15 years	Supervisor of Pharmacy Services, Jane Atkins, 10 years
Office Supervisor of Health Records & Registration, Diane Messier, 10 years	

## NEW HIRES

Staff Physician, Peter Degan	Billing & Coding Specialist, Lauren Smith
Part-time Staff Nurse, Chrisanne Spadoro	Part-time Medical Technologist, Heather Gilbert
Part-time Nurse Practitioner, Karen Crowley	

## RETIRED/MOVING ON

Senior Information Support Assistant, Darcie Russell, after 34 years of service  
Staff Psychiatrist, Dr. Ken Cohen, after 10 years of service  
Alcohol, Tobacco and Other Drugs Educator/Counselor, Melissa Garvey, after 6 years of service  
Administrative Assistant, Christina Cilley, after 1 year of service

## SOCIAL JUSTICE

The following people completed the Social Justice Educator training bringing the number of current and previous Health Services staff members who have received this training to 31:

Gladi Porsche, Medical Director	Sue Reiss, Triage Nurse
Val Romoser, Physician Assistant	Jane Atkins, Supervisor of Pharmacy Services
Arlene Bisson, Billing Administrator	Dennis Dupuis, Quality Improvement Coordinator
Sandy Duvall, Clinic Manager	Christina Cilley, Administrative Assistant
Donna Gadway, Health Records & Registration Administrative Assistant	

## UNIVERSITY SERVICE

Health Services staff members serve on the following community and campus committees and groups:

New Hampshire Higher Education Alcohol, Tobacco and Other Drug Committee	Athletes with Eating Concerns Team
One Voice for Strafford County - STRAFFORD COUNTY PUBLIC HEALTH ADVISORY COUNCIL - Executive Board	Division of Student and Academic Services, Crisis Management Team
Institutional Review Board	Division of Student and Academic Services, Behavioral Intervention Team
University Emergency Group	Project L.E.A.D., Leadership Coach
Healthy UNH Wellness Module Development	Martin Luther King, Jr. Celebration Planning Committee
Campus Suicide Prevention Committee	Healthy UNH Partners Group
Martin Luther King Planning Committee	SCOPE Advisory Board
President's Commission on the Status of People with Disabilities	Martin Luther King Leadership Summit (Lead and Core Facilitators)
President's Commission on the Status of People of Color	Social Media/Hoot Suite Committee
Eating Concerns Team	Communicators Networking Committee

---

# OUR STAFF

## **LEADERSHIP TEAM**

### **Kevin E. Charles, DEd**

Assistant Vice-President for Student & Academic Services  
and Executive Director of Health Services

### **Kathleen Grace-Bishop, MHSA, CHES**

Director of Education and Promotion

### **Cindy L. McGahey, MBA**

Director of Finance and Administration

### **Gladi V. Porsche, MD**

Medical Director

### **Dennis M. Dupuis, MS**

Quality Improvement Coordinator

### **Janet Haley Harris, BA**

Executive Assistant

## **CLINICAL & ANCILLARY SERVICES**

### **Physicians**

Gladi V. Porsche, MD

Lessa Brill, MD

Gerald Collins, MD

### **Nurse Practitioners & Physician Assistant**

Patricia Campbell, APRN

Denise Cingolani, APRN

Debra Learmonth, APRN, MSN

Valerie Romoser, PhD, PA-C

Gayle Sutton, APRN, MSN

Lori Trauntvein, APRN, MSN

Gail Wingate, APRN, MSN

### **Registered Nurses**

Sue Chalmers, RN, BSN

Bridget Curtis, RN

Jacque Damon, RN

Sandy Duvall, RN

Kris Kahr, RN, BSN

Pat Lang, RN

Janet Lawson, RN-C

Kelly Perkins, RN

Susan Reiss, RN, BSN

Nancy Starks-Cheney, RN

### **Licensed Practical Nurses**

Amy LeClair, LPN

Carol Merkle, LPN

Fran Nichols, LPN

Rebecca White, LPN

### **Medical Assistants**

Kathy Spiers, MA

### **Laboratory Technicians**

Betsy Chadwick, MT

Linda Hayden, MT

Shannon Knowles, MT

Joanne Marino, MT

Judith Wilson, MT

### **Pharmacists & Pharmacy Technicians**

Jane Atkins, RPh

Jeffrey Audet, RPh

Andrew Taylor, RPh

Patricia Hochmuth, RPh

Laura O'Connell, RPh

Kim Riley

### **Radiology Technologists**

Michele Brady, RTR

Michelle Crispo, RTR

Nancy Dellacroce, RTR

Bonnie Mack, RTR

Pamela Trefethen, RTR

## **OFFICE OF HEALTH EDUCATION & PROMOTION**

### **Wellness Educators/Counselors**

Maria Caplan, MS, RD, LD

Melissa Garvey, MSW

Pamela Kayden-Babish, MEd, LADC

Maria Larkin, RD, LD, MEd

Judy Stevens, RN

Peter Welch, MA

### **Administrative Support**

Rachael Kreckmann

Jane Shannon

### **Licensed Massage Therapists**

Lisa Angione

Janice Callaghan

Michelle Davis

Dawn Lipinski

Corinne Douglas

Kristin Harrison

Emily Lahut

Margaret Wade

## **ADMINISTRATION**

### **Finance and Administration**

Arlene Bisson

Karen Brown

Kristen Crowley

Kathleen Maher, MBA

Maureen Nogueira

### **Health Records and Registration**

Jeannine Chadwick

Donna Gadway

Susan McAtavey

Paula McCarthy

Diane Messier

Danielle Peterson

Lois Ratto

### **Communications & Information**

Dawn Zitney, MEd

### **Information Technology**

Kevin McKaig

Darcie Russell

### **Housekeeping**

Diane Dupes

Debbie Ellison

---

# PEER EDUCATORS AND INTERNS

## **Wellness Interns**

Sonja Maliski [Ecology Evolution & Biology '15]  
Acacia Kreidermacher [Dietetics '15]  
Virginia Barrera [Neuroscience '16]  
Dominic Ferreira [Business Administration]  
Jordan Daly [Business Administration, Hospitality]  
Katherine Decker [Psychology, Public Health '15]  
Da Xiao [Statistics, Graduate Program]  
Alyssa Hill [Communications] '15  
Logan Hill [Communications] '15  
Marisa Milone [Communications] '16  
Adam Cogbill [Graduate Program] '16

## **Dietetic Interns**

Lauren Goldthwaite  
Olivia Myers

## **SAFE Peer Educators**

Emily R Carbonara  
Martha J Dalrymple  
Jane C Garofalo  
Leah T Schwanke  
Annmarie P Hall '15  
Kierra E Poulis '16  
Abbie Proulx  
Sandrine "sandy" Ndetah

## **SPIN Peer Educators**

Brooke Walsh '16  
Jaclyn Querido '16  
Jordan Badger '16  
Kassandra Bacon '16  
Alana Davidson '16  
Erin Kenney '16  
Jack Born '16  
Nicole Lee '16  
Kayla DeRosa '16  
Elizabeth Kowash '17  
Brianna Brinooge '16  
Steven Ganem '16  
Brooke Kealey '18

Jane Garofalo '17  
Emily Bukovich '18  
Danielle Bourgeois '18  
Colleen Kennedy '17  
Kayla Dankese '16  
Lindsey Perkins '16  
Jessica Fraser '16

## **Eating Concerns Mentors**

Christine Luciano '15  
Kristen Chulada '15  
Lauren Rosenfeld '15  
Mary Erwin '15  
Suzy Hogan '15  
Ashley MacPherson '15  
Justine Seymour '15  
Acacia Kreidermacher '15  
Grace Cogan '16  
Savannah Gardener '16  
Allison DePaolo '17  
Emily Berman '17  
Katelyn Liamos '15  
Austin Arsenault '17  
Erika Tegtmeier '17  
Jordan Law '17  
Jessica Shaw '18  
jodie Shrier '17  
Marissa Lally '17  
Christine Albertelli '15

## **Pet Assisted Therapy/Activities Handlers**

Kayla Tremblay '18  
Brittany Kokoszka '16  
Meghan Barker '18

## **Wellness Assistants**

Stasia Swaidas '17  
Kevin Markt '16  
Chris Piccolo '15  
Jackie French '18





## UNH HEALTH SERVICES

4 Pettee Brook Lane Durham, NH 03824

(603) 862-WELL (9355)

[unh.edu/health-services](http://unh.edu/health-services)



[facebook.com/unhhealth](https://facebook.com/unhhealth)



[instagram/unhhealth](https://instagram/unhhealth)



[twitter/unhhealth](https://twitter/unhhealth)

