



UNH HEALTH & WELLNESS

Annual Report

2017-2018



Pictured above: Thrive, Health & Wellness satellite location in the UNH Hamel Recreation Center

TABLE OF CONTENTS

Year in Review	2
Year in Numbers	3
Medical Highlights	4
Education/Counseling Highlights	5
Student Involvement	7
Staff Highlights	9
Staff Listing	10
Funding	11
Mission, Vision, Values	12
Wellness Wheel	13

YEAR IN REVIEW

The 2017-18 year began with an announcement from President Mark Huddleston of his intent to retire at the end of the academic year, in June of 2018. For UNH, the year was marked with transitional matters and planning for the future, and the focus for Health Services shifted as well. Effective on July 1, 2017, we changed the long-standing name of our organization to Health & Wellness, and within it, Health Education and Promotion became Health Education and Support Services. Our collective thinking was that these names better reflect the services we offer, and their scope.

With the new names in place, we focused our attention on continuing to provide the high-quality medical care, disease prevention, and health promotion services for which we are known at UNH. Having been in the reconstituted division of Student Life for three academic years, it was also a time to join our partners in health and well-being, in particular Psychological and Counseling Services (PACS), in planning for more integrated programs for our campus.

We started the year by sharing staff development with PACS colleagues, and they provided suicide prevention training for our staff in the spring. By the end of the year, PACS had a new director, culminating a long process of change for them. The new director quickly embraced a collaborative step forward with Health & Wellness to move closer to an integrated holistic approach to student health and well-being.

Meanwhile, Health & Wellness experienced many other successes and highlights during the 2017-2018 year. One primary highlight was Health & Wellness's collaboration on a campus-wide effort to help embed mindfulness as a powerful tool to help students' success both inside and outside of the classroom, and assisted faculty in integrating mindfulness practices into their classrooms. Led by Health Education and Support Services, in partnership with colleagues from the Division of Student Life, UNH implemented 80 specific action steps related to mindfulness.



Our Thrive satellite office in the Hamel Recreation building completed its first full year in January 2018. We introduced registered nursing at Thrive to allow for nurse assessments and individual education, as well as to make it easier for students to connect to our main location.

As an organization we also spent the year preparing for a new, more stringent process to pursue our seventh consecutive three-year accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC) in the fall of 2018.

Amidst all of the above, we completed two major overhauls. The first, working with UNH Human Resources, was a reconfiguration of all flex-time (<1.0 FTE) staff's appointments. The second, more daunting project was a physical reconfiguration of the first floor so that all clinical staff and exam rooms, and all support services except the medical laboratory, could be located on that floor. This made for a modern, more seamless approach to care and services for students. It took over a year to plan but, incredibly, this project was completed over the winter break, and was exceedingly well-received by students.

As with any annual report, this year's report provides just a glimpse of all that was accomplished by the amazing staff of Health & Wellness. We love serving our students, faculty and staff and we are very excited, with much to look forward to, in 2018-19.

Yours in Health,

Kevin E. Charles, D.Ed.
Assistant Vice-President/
Executive Director of Health & Wellness

YEAR IN NUMBERS



Medical Services

9,441 unique patient count
21,916 clinical appointments



Health Education & Support Services

2,430 individual appointments
534 educational programs impacting 20,138 students



14,277 lab tests



3,365 immunizations



707 x-rays



11,400 prescriptions filled

“I’ve been coming here for all 4 years. I’ve been here for several things and I’ve been nothing but pleased! The staff/nurses here are so welcoming & friendly, I’ll miss coming when I graduate in May. Keep up the good work!”

Top 10 Clinical Visits

1. Colds, Sore Throats, & Related Illnesses
2. Anxiety
3. Mononucleosis & Other Viral Illnesses
4. Urinary
5. Depression (mood)
6. Menstrual difficulties
7. Head injuries
8. Fungal infections
9. Conjunctivitis (pink eye)
10. Ear infections

Top 10 Education/Counseling Visits

1. Massage Therapy
2. Alcohol Counseling (Mandated)
3. Nutrition Counseling & Related
4. Other Counseling
5. Drugs Counseling (Mandated)
6. Stress Management Counseling
7. Emotional Health Education/Information
8. Anger Management Counseling
9. Chronic Illness Counseling
10. Drugs Counseling (Self-Referred)

MEDICAL HIGHLIGHTS

At UNH Health & Wellness, 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.

New Environment

This year marked a transformation of medical services to the university community. Our clinicians and clinical support staff recommitted to a professional care environment of collaboration and teamwork, facilitated by our new physical space design.

Managing the Flu

To counter the challenging influenza season, clinical staff cared for the ill while promoting public health measures across the university to contain the impact of the outbreak.

Quality Improvement

This year, to supplement our ongoing continuous QI initiatives, H&W participated in the ACHA (American College Health Association) Clinical Benchmarking Program for Screening and Prevention, and Acute Care.

Online Scheduling

Students, faculty and staff found greater ease of online scheduling for appointments, reducing unnecessary time away from academic commitments.

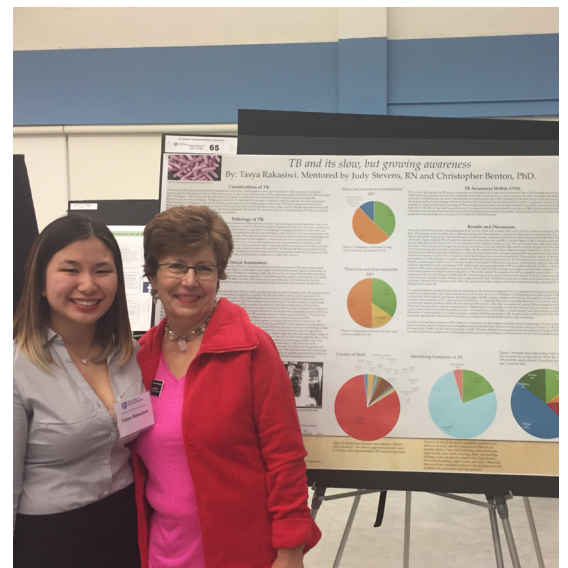
University-wide Collaboration

Health & Wellness continues to partner with the UNH Athletics *Wildcats Optimizing Wellness (WOW)* program providing clinical guidance for athletes at risk; with Psychological and Counseling Services in promoting a whole-person approach to wellness; and with the UNH graduate Nursing department in offering clinical training opportunities for our students.

Health & Wellness also assisted the UNH College of Health and Human Services in recruiting candidates for a post-concussion research study during Spring 2018 semester; and once again collaborated with Human Resources to be one of the sites on the UNH campus for the *MyPath2Wellness* initiative for employees, providing biometric screening to many benefits-eligible staff.



*“Thank you so much
for seeing me today! I
really appreciate how
comfortable you made me
feel in my appointment.
You made something
that is usually so scary/
uncomfortable for me a lot
easier!”*



EDUCATION/COUNSELING HIGHLIGHTS

Health Education and Support Services 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 with the goal of assisting students to be successful now and in the future. Services, excluding massage therapy, are provided at no additional cost to students.

New Programs

Wellness Coaching gives students the opportunity to explore their values and wellness goals. With our wellness educator/counselors, they can create a personalized plan with achievable steps to enhance strengths and learn to work with challenges surrounding topics like stress, sleep, sexual health, and substance use.

Students involved in our *Wellness Ambassadors Peer Education* program work to engage fellow UNH students in conversations about well-being and wellness, and how both can set them up for personal and academic success.

Other new programs included our *What's Cooking?* demonstration cooking classes, Health & Wellness's first *Walk-In STI Testing Clinic* as a part of the national, CDC-supported Get Yourself Tested (GYT) campaign, and *Unwind & Recharge*, where students can learn to develop new coping strategies to better respond to stress.



Collaborations

The *Power Up! Program* is led by a wellness educator/counselor and a nutritionist from Health & Wellness and a staff member from Campus Recreation to educate students about wellness. *Cooks & Crafts* provides healthy lunches and nutrition education to children participating in the *Kool2Bfit* February break program at Campus Recreation and is led by Nourish UNH peer educators.

The semester-long academic class, *iLeap (Innovative Leadership with Education & Action among Peers)*, was redesigned and implemented for interns and peer educators in collaboration with SHARPP and OMSA. Health & Wellness provided leadership on Healthy UNH's Wellness Module, an online wellness education program for incoming first-year students. We expanded the module beyond the topics of wellness, nutrition and physical activity to include mindfulness, meditation, sleep and stress.

Health & Wellness worked with UNH Athletics to implement *Paws & Relax* as well as educational tables on various wellness topics for *Wildcat Optimal Wellness (WOW)*, a wellness program for student athletes.

"[She] is an exceptional wellness coach. She has helped me vastly expand my experience with Mindfulness such that, in combination with counseling, I have seen a drastic reduction in my stress level. I have learned and continue to learn so much from her about mindfulness, meditation and self-care."

Upgrades

Sextober, a month of sex positive and inclusive programming, was expanded to include collaboration with the Sociology Department as well as our first ever *Pleasure Party*.

Screening for all students seen in the office now expands beyond alcohol, tobacco, anxiety, depression, and eating disorders to include sleep and body movement, based on recommendations from global health initiative Exercise is Medicine (EIM).

Thrive, our satellite location at Campus Recreation founded in January 2017, gives students a convenient location for more individual counseling services, massage therapy, educational events and programs, and meditation. It has also allowed for the development of demonstration cooking classes in the new kitchen area, as well as a stronger partnership with Campus Recreation.

Staff Accomplishments

Kathleen Grace-Bishop provided the Keynote address at the SHARPP anti-violence rally during Sexual Assault Awareness Month; and instructed a class on drugs and addiction for the Department of Social Work.

Dawn Zitney was honored by ACLU New Hampshire for exemplary work in the field of women's reproductive health for sexual health education programming at UNH.

Kathleen Grace-Bishop and **Dawn Zitney** co-presented and facilitated, with other University colleagues from the Title IX Training Group, a day-long planning retreat on Interpersonal Violence (IPV) at Holloway Commons.

Michael Glennon received his Certified Health Education Specialist (CHES) credential.

Shannon Sieferth and **Dawn Zitney** planned and implemented a Wellness Quick Fire Challenge for the Paul College's FIRE program for first year students. In one week, all 600+ of the first year students at the Paul College were introduced to Health & Wellness and to the concept of wellness.

Karen Crowley, **Nancy Laverty** and **Dawn Zitney** participated in Fenway Health Center's TransEcho educational program that promotes inclusive and improved care for transgender and gender non-conforming patients.

Kathleen Grace-Bishop was a member of the Murkland Interdisciplinary Scholars Team (MIST), along with Monica Chiu, Professor, English and American Studies; Pam DiNapoli, Associate Professor, Nursing; Kate Gaudet, Affiliate Faculty, Humanities, Honors Assistant Director; and Barbara Prudhomme White, Associate Professor, Occupational Therapy, Faculty Fellow Provost's Office. This group examined Health Education through the lens of Arts and Literature and sponsored a campus colloquium in November of 2017. MIST also implemented two research projects that gathered data related to college students' mental health, self-care and resiliency.

Thanks to **Nancy Bushinsky**, **Mike Glennon** and **Kathleen Grace-Bishop**, Health & Wellness has received a \$20,000 grant from the American Cancer Society's Tobacco-Free Generation Campus Initiative (TFGCI), supported by the CVS Health Foundation. The grant aims to accelerate and expand the adoption and implementation of 100% smoke- and tobacco-free policies on college and university campuses across the nation.



STUDENT INVOLVEMENT

Student involvement in our work within Health & Wellness and the UNH community is an important part of our mission. Our Internship and peer education programs support the university's academic mission by providing students opportunities to apply classroom knowledge to practical experiences in the area of health promotion and college health. We are privileged to have students from diverse academic programs work with our office as interns, peer educators and wellness assistants.

Claire Russo and **Braelynn Morrow** served as Dietetic Interns with the Nutrition Educator/Counselor as part of their community rotations. They provided one-on-one counseling to students, led cooking classes, and helped plan and implement outreach programs across UNH.

Alli DePuy served as an Alcohol, Tobacco and Other Drug Intern. DePuy drafted the UNH New Hampshire Alcohol, Tobacco and Other Drugs Survey Report, updated the Tobacco QuitKit, and served as a facilitator for Prevention Innovations' research on Sexual Assault.

Kate Springer served as a Communications and Information Coordination Intern and assisted with digital and print marketing.

Eliza Chekas served as a Public Health intern and researched the benefits of mindfulness and meditation for college students.

Mary Jane Roche and **Delaney Davis** served as Mental Health Interns. They coordinated the peer-run events and other smaller outreach programs that teach students how to increase mental wellness through body movement, nutrition, kindness and gratitude.

Erin Cullather researched college students' perceptions, knowledge, and use of antibiotics and presented her study at a poster session during the Undergraduate Research Conference (*Evaluating College Students and Their Understanding of Antibiotics*. Adviser: Judy Stevens, Community Health Nurse).

Mackenzie Wirtz served as a Stress Management Intern and developed and implemented various stress management programs.

Maggie Schultz and **Katie Baker** served as a Sexual Health Interns. They developed and implemented sex education efforts, including programming and use of social media.

Staff from Health Education and Support Services again partnered with the Nursing 704: Public Health Nursing class on two projects:

Hand Hygiene at Holloway Commons Dining Hall

Students: Olivia Black, Makaela Gilbert, Jacqueline Paradis, Kyle Sanborn, Dominic Theroux, & Laurie Toombs

Partner: Judy Stevens, Community Health Nurse & David Hill, Director, UNH Dining Operations

Faculty: Raelene Shippee-Rice, PhD, RN

Tobacco-Free Project

Students: Symone Blackburn-Savage, Alexis Marcou, Shannon McGrath, Brandy Nasser, Melissa Strugnell, and Brianna Turner

Partner: Kathleen Grace-Bishop, MHSA, MCHES, Director of Education & Promotion, Health & Wellness

Faculty: Raelene Shippee-Rice, PhD, RN



*"I have learned so much from this experience.
I have developed my professional skills,
knowledge, communication skills,
and most importantly my confidence
and verification that this is
what I love and want to do.
I am so grateful for this opportunity!"*

Interns

Mary Jane Roche
Delaney Davis
Allison DePuy
MacKenzie Wirtz
Maggie Schultz
Katie Baker
Kate Springer
Eliza Chekas
Erin Cullather
Claire Russo
Braelynne Morrow

Wellness Assistants

Chris Piccolo
James Gutierrez
Sydney Koloski
Mary Shotton
Cassie Scott
Molly Hogan
Alyssa Boyd
Eliza DeMaio

Wellness Ambassadors

Ciara Blanchette
Sofia Ford
Hannah Graham
Megan Lopez
Shea O'Callaghan
Isabella Pantano
Olivia Sullivan
Carly Szymanski
Kassidy Tardiff
Sarah Wildes

Eating Concerns Mentors

Jessica Shaw
Jessica Pelletier
Cassie Marie Gagliardi
Kristin Sedler
Mackenzie Weber
Lauren Martin
Kyndra McKenzie
Aimee Carignan
Grace Smith
Hazuki Horiuchi
Taylor Zupo
Olivia Holowachuk
Jack Murphy

Nourish UNH

Emily Bukovich
Colleen Driscoll
Edith Classen
Elise Lacasse
Helayne Speroni
Brooke Kealy
Amelia Quigley
Rachel Artus
Danielle Bourgeois
Aimee Carignan
Linda Julian
Kyndra McKenzie
Tina Sergi
Maura Donovan
Raegan Lynch
Samantha Roberts
Megan McCann
Jessica Letellier

STAFF HIGHLIGHTS

Years of Service

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

Community Health Nurse, Judy Stevens, 20 years

Triage Nurse, Jacque Damon, 10 years

New Employees

Corrin Bedsole, Administrative Assistant in Health Records & Registration

Anne Torres, Administrative Assistant in Health Education & Support Services

Nancy Bushinsky, Alcohol and Other Drug Counselor

Greg Turcotte, Business Manager

Mackenzie Johansmeyer, Clinic Manager

Felicia Abbott, Medical Assistant

Lindy Salkin, Nurse Practitioner

Christine Riddle, Pharmacist

Leslie Latimer, Supervisor of Pharmacy Services

Retired/Moving On

Jerry Collins, Physician (29 years of service)

Lessa Brill, Physician (22 years of service)

Judy Stevens, Community Health Nurse (20 years of service)

Kevin McKaig, Manager of Medical Support & Information Technology Services (18 years of service)

Susan McAtavey, Administrative Assistant (13 years of service)

Pam Kayden-Babish, Alcohol and Other Drug Counselor (10 years of service)

Sue Reiss, Triage Nurse (9 years of service)

Valerie Romoser, Physician Assistant (7 years of service)

Rachael Kreckmann, Administrative Assistant (6 years of service)

Paula McCarthy, Administrative Assistant (6 years of service)

Jen Pribble, Communications & Information Coordinator (2 years of service)



STAFF LISTING

Leadership Team

Kevin E. Charles, DED
Assistant Vice-President, Student Life
Executive Director, Health & Wellness

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

Cindy L. McGahey, MBA
Director of Finance & Administration

Peter J. Degnan, MD
Medical Director

Mackenzie Johansmeyer, RN, BSN
Clinic Manager

Dennis M. Dupuis, MS
Quality Improvement Coordinator

Janet H. Harris, BA
Executive Assistant

Clinical & Ancillary

Physicians

Peter Degnan, MD
Lessa Brill, 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 Trauntvein, APRN, MSN
Gail Wingate, APRN, MSN

Registered Nurses

Sue Chalmers, RN, BSN
Bridget Curtis, RN
Jacque Damon, RN
Mackenzie Johansmeyer, RN, BSN
Kris Kahr, RN, BSN
Janet Lawson, RN-C
Kelly Perkins, RN
Susan Reiss, RN, BSN
Chrisanne Spadaro, RN

Licensed Practical Nurses

Nancy Laverty, LPN
Carol Merkle, LPN
Fran Nichols, 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
Leslie Latimer, RPh
Christine Riddle, RPh
Andrew Taylor, RPh
Kim Riley

Radiology Technologists

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

Office of Health Education and Support Services

Wellness Educators/Counselors

Kathleen Grace-Bishop, MHSA, MCHES
Nancy Bushinsky, MSW, LICSW
Mike Glennon, MPH, CHES
Laila Hammam, MS, RD, LD
Shannon Seiferth, MS, CHWC
Dawn Zitney, MEd, CWHC

Communications & Information

Jen Pribble

Administration

Rachael Kreckmann
Jane Shannon

Massage Therapists

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

Administration

Finance & Administration

Arlene Bisson
Karen Brown
Greg Turcotte

Data Analysis & Assessment

Carol Pugh, PharmD, MS

Health Records & Registration

Jeannine Chadwick
Donna Gadway
Felicia Abbott, CMA
Paula McCarthy
Diane Messier
Lois Ratto

Housekeeping

Debbie Ellison

FUNDING & QUALITY IMPROVEMENT

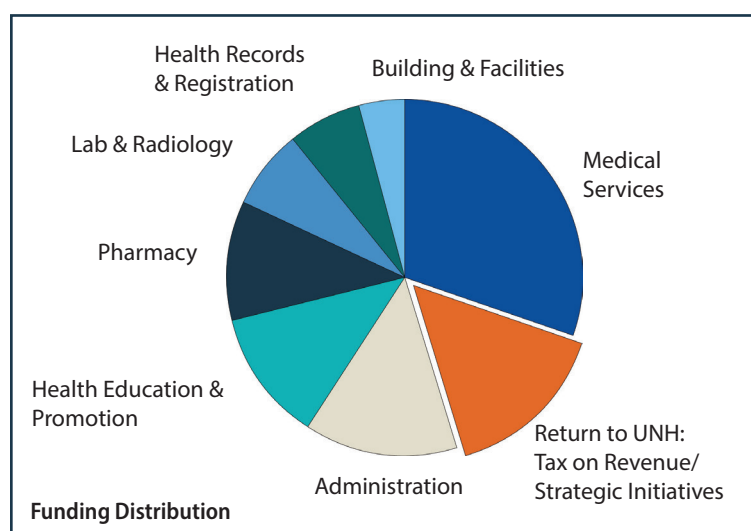
The primary funding for UNH Health Services comes from the student health fee. This fee ensures that students have access to medical care and individual education/counseling without a charge. This removes the immediate financial hurdle for students so that they can be seen when they are ill or for preventive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

Funding Sources

Health Fee	\$5,044,622
Fee for Service	\$780,655
Pharmacy	\$345,142
Total Funding	\$6,170,419
Use of Reserves	\$137,180

Funding Distribution

Medical	\$1,912,826
Return to UNH: Tax on Revenue/Strategic Initiatives	\$960,144
Administration	\$871,526
Health Education & Promotion	\$757,208
Pharmacy	\$680,423
Lab & Radiology	\$456,121
IT/Health Records & Registration	\$415,563
Building & Facilities	\$253,788
Total Expenses	\$6,307,599



Quality

Annual patient satisfaction surveys, completed during spring semester, reveal that Health & Wellness is an invaluable resource for students' academic and personal success at UNH.

99% would recommend Health & Wellness to a friend
92% felt that Health & Wellness assisted them in avoiding missed classes
98% left their visit with knowledge about follow-up care & prevention
99% felt their privacy was respected

We strive to provide medical care and health education/counseling to keep the UNH community well. We regularly evaluate our services to ensure that we provide the highest quality care and education for students, faculty, and staff—and to ensure their success at work, at school, and in life beyond UNH.



Mission

Health & Wellness promotes, maintains and improves the health and well-being of the university community in support of the institution's academic mission. 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. Services are accessible, cost-effective, and provided in a caring and professional manner. University employees have convenient access to certain clinical and educational services, as well. Health & Wellness continuously improves the quality of its care and services.

Vision

We are every student's first choice for medical care and health education. Employees choose on-campus medical care whenever possible and appropriate. We are a primary resource within the university community for health education, wellness information, and consultation. We also play a central role in managing any public health issues that affect the campus.

Core Values

As an organization, we value:

- the inherent worth and potential for growth of all individuals
- the treatment of all individuals with respect and dignity
- 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



Contact

4 Pettee Brook Lane
Durham, NH 03824
(603) 862 - WELL (9355)
www.unh.edu/health

Social



@UNHHealth



**University of
New Hampshire**
Health & Wellness

Accredited by



AAAHC

ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.