



University of New Hampshire
Health & Wellness
Annual Report • 2018-2019

TABLE OF CONTENTS

| | |
|-------------------------|----|
| Year in Review | 2 |
| Year in Numbers | 3 |
| Medical Highlights | 4 |
| Living Well Highlights | 5 |
| Student Involvement | 6 |
| Staff Highlights | 7 |
| Staff Listing | 8 |
| Funding | 9 |
| Mission, Vision, Values | 10 |
| Wellness Wheel | 11 |



YEAR IN REVIEW

Welcome to the 2018-19 academic year annual report for UNH Health & Wellness. This year was a very successful one for us, highlighted by one of the most significant achievements that a university health service can attain, i.e., national accreditation. We received this notification in February, and this marks the seventh time that we were awarded a full three-year [AAAHC](#) accreditation in my tenure at UNH. I cannot articulate how proud I am of the H&W staff for their successful efforts in this regard, as it signifies the high quality our students and campus community deserve.

Last year, the H&W building was refurbished and re-configured to facilitate a more streamlined and seamless process for students. We finished that process in the beginning of this year with new carpeting and a new lobby to receive patients and clients. We have received wonderful feedback about our new look, and we are grateful for the collaboration with students and various campus constituencies that helped to make it happen.

We enjoyed many collaborations with students, and one I know our staff especially appreciated was with students from a UNH professional and technical writing course, literature course, and graphic arts class. For their final project, they displayed the following inspirational quote in the first floor waiting room to illustrate the idea of health and wellness:

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." -Maya Angelou

The students felt that "exhibiting an inspirational quote on the wall of Health & Wellness not only will benefit students but will also reinforce the idea of positivity that the Health & Wellness staff continue to promote," a sentiment that echoes what I continue to believe about the H&W staff.

There were many other highlights during the year, too many to mention all of them here. Included, however, was a visit to the undergraduate Student Senate in October, in which we were able to share our vision and our [wellness philosophy](#), along with the Wellness Wheel, which is the foundation

for all we do. We worked very closely with the chair of the Senate's Health and Wellness council in support of both organizations' wellness programming.

We also had a great visit with our new president in December, in which he challenged and invited us to be central participants in his newly unveiled strategic initiative to enhance student success and well-being at UNH. Of course, we enthusiastically embraced his call to action, one which falls in line with our mission to support the health and well-being of students in their pursuit of personal and academic success. We look forward to continuing that work next year and beyond.

Last, we visited the Dean's Council in March, yet another highpoint as we shared our excitement and plans for supporting the academic mission of the University this year. We hope to continue this conversation as a tradition going forward.

This past year, with our dedication to the high quality medical services and wellness promotion efforts for which Health & Wellness is known, we were able to reach thousands of students, efforts which are summarized in the following pages. Our organization also experienced retirements, departures, new staff, deaths, births, awards, events, and many other joys and challenges in the lives of our H&W family. Of course, this report cannot capture everything we accomplished and experienced this year, but I do hope it is a helpful snapshot and I encourage you to reach out for more information.



Very soon I will note my 25th anniversary at UNH, and this year, as much as any before, reinforces how genuinely honored I am to serve as the leader of this special organization. I look forward to year 26 with excitement and enthusiasm.

Yours in Health,
Kevin E. Charles, D.Ed.
AVP Student Life
Executive Director of Health & Wellness

YEAR IN NUMBERS



Medical Services

8,922 unique patient count
18,866 clinical appointments



Living Well Services

2,369 individual visits
511 educational programs reaching 20,442 students



13,449 lab tests



626 x-rays



3,536 immunizations



11,425 prescriptions filled



“I feel the Health & Wellness center does an amazing job supporting students. Everyone is super nice and professional. The schedule system is very practical, and you offer so many services. Thank you for your great work and dedication.”

Top Living Well Visits

1. Massage therapy
2. Alcohol counseling (mandated)
3. Wellness counseling and related
4. Nutrition counseling and related
5. Drugs counseling (mandated)
6. Eating concerns and disorders

Top Clinical Visits

1. Colds, sore throats, & related illnesses
2. Anxiety and stress
3. Urinary symptoms
4. Depression/mood
5. Fungal infections
6. Mononucleosis
7. Non-inflammatory disorders of female genital tract
8. Head injuries
9. Ear infections
10. Conjunctivitis (pink eye)

MEDICAL HIGHLIGHTS

At Health & Wellness, students have access to unlimited medical appointments without a charge, access that is funded by the annual health fee. In addition, the university insurance requirement ensures students can easily seek convenient, quality care off-campus.

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:

- Sarah Walsh, working with Deb Learmonth, APRN
- Madeline Grandin, working with Pat Campbell, APRN and Peter Degnan, MD

Health & Wellness 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.

Prevention Work

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.

Health & Wellness began providing Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP) to prevent transmission of HIV.



High Marks

This year, the Health & Wellness Pharmacy passed its annual inspection from the NH Board of Pharmacy with 100% compliance, a process led by Pharmacy Supervisor Leslie Latimer, RPH.

Staff Training & Development

Ashley Lamb, MD, Peter Degnan, MD, and Karen Crowley, NP attended the New England College Health Association meeting in Portland ME in November 2018, collaborating with our regional college and university health care partners on optimizing the care and well-being of our students.

Lester Manalo, NP and Mary Farrar, CMA were on hand at the American College Health Association annual meeting in Denver, CO in May 2019 for clinical updates and review of best care practices.

Milestones

Deb Learmonth, APRN, inserted her 100th intra-uterine device (IUD), commemorating her dedication to helping students take control of their reproductive health.



LIVING WELL HIGHLIGHTS

Living Well Services assists students in making behavioral changes for health, personal and academic success, and well-being now and into the future. We collaborate with community partners to build an inclusive, wellness-centered learning environment that supports the inherent potential of all individuals. Most services are provided at no additional cost to students.

New Programming

Living Well Services staff was hard at work designing and implementing new and enhanced programming. These included, but are not limited to:

- The first-ever *Sleep Expo*, which reached 110 students and offered activities and education about the importance of sleep. Our Wellness Ambassadors also provided sleep screenings for attendees.
- *The Wellness Bonanza* for Resident Assistants to learn about health and wellness issues, programs and services to help them in their work with students.
- *Random Acts of Kindness Week*, which was based on evidence that showing and experiencing kindness improves mental health and creates a more affirming community.
- The *#BeWellUNH Badge* for the FIRE program at the Paul College, a coordinated effort of Wellness Challenges that taught first-year Paul College students about wellness. Health & Wellness was honored to be the first department in Student Affairs to implement a badge outside Paul College. The badge included 8 modules and reached 218 students.
- *You Can't Pour from an Empty Cup* and *Two Minute Stress Relievers*, two new wellness programs.
- Enhanced sexual well-being education efforts to be more inclusive in terms of gender identity and sexual orientation.
- Our *#BeWellUNH Monthly Wellness Calendars*, which ran from September to June and included tips and information designed to enhance wellness.
- A newly designed student training program for all students working the department as interns and peer educators.
- Expanded offerings to Fraternity and Sorority Life, including Care Series presentations on stress, mindfulness and meditation, alcohol and hazing.

Expanded Mindfulness & Meditation Offerings

LWS offered daily opportunities for the UNH community to practice mindfulness and meditation at Health & Wellness, as well as two half-day retreats and several 4-week workshops for the UNH community to dive deeper into mindfulness and meditation and practice various forms of meditation. We also developed *Pause, Breathe, Be*, an eight-day, online Mindfulness and Meditation Spring Break Retreat. Each day introduced a new theme, accompanied by an activity, a meditation, and a reflection to create an opportunity for practice and skill-building.

Surveys & Benchmarks

LWS collaborated with Healthy UNH and the Sustainability Institute to implement the American College Health Association (ACHA) National College Health Assessment (NCHA) to gain a better understanding of college students' attitudes and behaviors regarding health issues to allow us to track trends, plan programs and services, and follow the directives of the Healthy Campus 2020 initiative. This was the ninth time UNH has participated in the survey.

UNH, in partnership with other colleges and universities in New Hampshire, administered the New Hampshire Higher Education Alcohol, Tobacco and Other Drug (NHHEAOD) Survey in late February through early March 2019. The biennial survey is part of an ongoing effort to gain information on the attitudes, perceptions, and behaviors of students in regards to alcohol, tobacco and other drugs. The information gathered from the survey is used to provide input into prevention and education efforts at UNH.

I think [the #BeWellUNH Badge] was a great learning tool to understand how important all these things are and everything I can do to stay healthy.

Collaborations

Kathleen Grace-Bishop was trained to be a facilitator for the QPR (Question, Persuade, Refer) suicide prevention training program led by Psychological and Counseling Services.

During the Spring semester, LWS, Campus Recreation and Psychological and Counseling Services *Walk and Talk*, a weekly program in which members of the community walked around talk with members of the three offices.

For the past three years, Health & Wellness worked with Healthy UNH to create an online wellness module for incoming students, during which time an outside company was hired to help develop and present content. This year, module development and management was moved in-house. Health & Wellness oversaw the conversion of the module to Canvas and worked to revised and expand the curriculum, adding alcohol and mindfulness and meditation. SHARPP also contributed to the creation of a healthy relationships module.



STUDENT INVOLVEMENT

Student involvement in our work within Health & Wellness and the UNH community supports 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.

Interns

Kali Morrisette
Emily Ray
Sophia Ford
Madeline Nunes
Mackenzie Wirtz

Wellness Assistants

Emily Ashey
Grace Bailer
Alyssa Boyd
Eliza DeMaio
Lauren Eramo
Molly Hogan
Mary Shotton
Cassie Scott
Sydney Thomas

Wellness Ambassadors

Ciara Blanchette
Sofia Ford
Megan Lopez
Shea O'Callaghan
Olivia Sullivan
Kassidy Tardif
Sarah Wildes
John Domenico
Courtney Pusz
Ely Marciano

Eating Concerns Mentors

Grace Bailer
Aimee Carignan
Tia Eakman
Alexis Giacco

Olivia Holowachuk
Hazuki Horiuchi
Kyndra McKenzie
Grace Smith
Rachel Zampini
Taylor Zupo

Nourish

Maddie Anastasia
Tiana DiBenedetto
Maura Donovan
Sarah Dramstad
Grace Holler
Allie Jacques
Jessica Letellier
Marissa Luciano
Raegan Lynch

Megan McCann
Kyndra McKenzie
Christine Meimerides
Meredith Parvin
Kimberly Plumley
Sarah Pogany
Samantha Roberts
Tina Sergi
Kayla Valluzzi
Lily Vinocoor

STAFF HIGHLIGHTS

Years of Service

The following staff were recognized for years of service at the Annual Staff Recognition Ceremony:

Arlene Bisson, Business Services Assistant (20 years)

Dennis Dupuis, Coordinator of Quality Improvement and Accreditation (20 years)

Dawn Zitney, Wellness Educator/Counselor (15 years)

Debra Learmonth, Nurse Practitioner (10 years)

Carol Merkle, Licensed Practical Nurse (10 years)

Special Recognition was given by Health & Wellness staff to Pat Campbell, APRN, who has been working in college health for 40 years (including the last 24 years at UNH)!

New Employees

Gihan Abousamak, Pharmacy Technician

Ellie Bartlett, LMT, Massage Therapist

Carla Bashaw, LMT, Massage Therapist

Maddie Bishop, MPH, CHES, Communication Information Specialist

Betty Cocozza, Medical Biller/Coder

Tim Hatfield, Information Technology Manager

Jewell Ingalls, RTR, Radiologic Technologist

Ashley Lamb, MD, Physician

Desiree Leavitt, CCMA, Medical Assistant

Lester Manalo, APRN, Nurse Practitioner

Salud Mendoza, MD, Psychiatrist

*“I’ve encountered
numerous staff here in my
years at UNH. Literally all
of you are friendly, kind,
compassionate, & helpful.
Thank you so much for
everything.”*

Retired/Moving On

Alison Brennan, MD, Physician (1 year of service)

Karen Brown, Student Health Benefits Plan Coordinator (6 years of service)

Janice Callaghan, LMT, Massage Therapist, (10 years of service)

Betsy Chadwick, MT(ASCP), Medical Lab Technician (18 years of service)

Karen Crowley, APRN, Nurse Practitioner (5 years of service)

Donna Gadway, Administrative Assistant (3 years of service)

Heather Gilbert, MT(ASCP), Medical Lab Technician (4 years of service)

Linda Hayden, MT(ASCP), Supervisor of Laboratory Services (7 years of service)

Shannon Knowles, Phlebotomist (5 years if service)

Altagracia Ramirez, MD, Psychiatrist (3 years of service)

Kim Riley, Pharmacy Technician (16 years of service)

Gail Wingate, APRN, Nurse Practitioner (7 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, Medical Director
Christopher Diamond, MD
Ashley Lamb, MD
Patricia Campbell, APRN
Debra Learmonth, APRN
Laura Kennedy, APRN
Lindy Salkin, APRN
Lester Manalo, APRN
Salud Mendoza, MD, Psychiatrist

Nursing Supervisor

Mackenzie Johansmeyer, RN, BSN

Registered Nurses

Sue Chalmers, RN, BSN
Kristine Kahr, RN, BSN
Kelly Perkins, RN
Chrisanne Spadoro, RN
Jacque Damon, RN

Licensed Practical Nurses

Nancy Laverty, LPN
Carol Merkle, LPN
Fran Nichols, LPN

Medical Assistants

Mary Farrar, RMA
Kathy Spiers, CCMA
Desiree Leavitt, CCMA

Laboratory Technicians

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

Pharmacists & Pharmacy Technicians

Leslie Latimer, RPh
Gihan Abousamak, PhT
Andrew Taylor, RPh
Christine Riddle, RPh

Radiology Technologists

Michele Brady, RTR (CT) (QM)
Nancy Dellacroce, RTR
Bonnie Mack, RTR
Jewell Ingalls, RTR

Living Well 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

Madeline Bishop, MPH, CHES

Administration

Jane Shannon, BA
Anne Torres, BS

Massage Therapists

Michelle Davis, LMT
Dawn Lipinski, LMT
Corinne Douglas, LMT
Ellie Bartlett, LMT
Carla Bashaw, LMT

Administration

Finance & Administration

Cindy L. McGahey, MBA
Greg Turcotte, MBA
Arlene Bisson, AD
Betty Cocozza

Information Technology

Tim Hatfield, BS
Lois Ratto, BS

Health Records & Registration

Felicia Brackett, BS, CMA
Corrin Bedsole
Diane Messier

Housekeeping

Debbie Ellison

*“Everyone is very friendly
and caring.
Staff was helpful
and nice
and always made me
comfortable.”*

FUNDING & QUALITY IMPROVEMENT

The primary funding for UNH Health & Wellness 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.

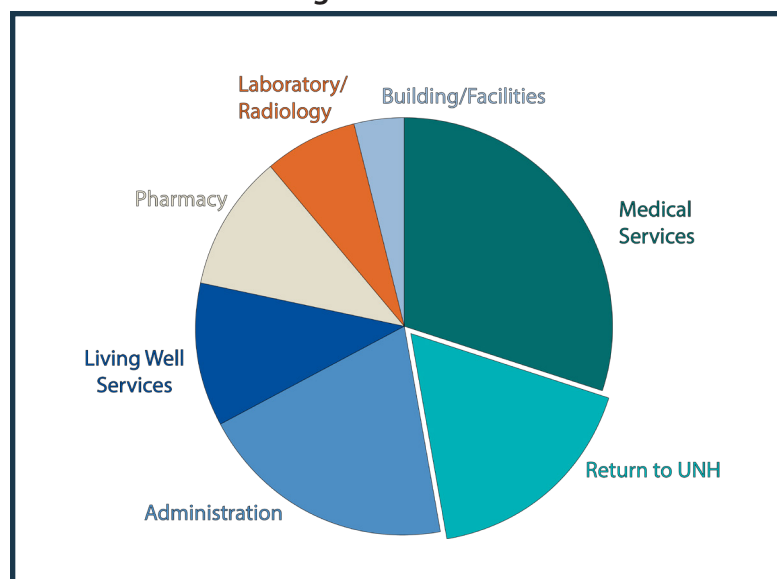
Funding Sources

| | |
|----------------------|--------------------|
| Health Fee | \$5,096,004 |
| Fee for Service | \$722,188 |
| Pharmacy | \$235,596 |
| Total Funding | \$6,053,788 |
| Use of Reserves | \$394,698 |

Funding Distribution

| | |
|--------------------------------------|--------------------|
| Medical | \$1,932,945 |
| Return to UNH: | |
| Tax on Revenue/Strategic Initiatives | \$1,112,817 |
| Administration | \$1,291,589 |
| Health Education & Promotion | \$729,306 |
| Pharmacy | \$662,434 |
| Lab & Radiology | \$471,514 |
| Building & Facilities | \$247,881 |
| Total Expenses | \$6,448,486 |

Funding Distribution Chart



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.

100% would recommend Health & Wellness to a friend
98% felt that Health & Wellness assisted them in avoiding missed classes
99% left their visit with knowledge about follow-up care & prevention
100% 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

Follow Us



@UNHHealth