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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

UNH Health & Wellness Annual Report | 2
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 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)

**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
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 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 Assistant 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 Morrissette
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

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)

“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.”
**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, PhD  
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

**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 Coccozza

**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**

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<tr>
<th>Source</th>
<th>Amount</th>
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<tr>
<td>Health Fee</td>
<td>$5,096,004</td>
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<tr>
<td>Fee for Service</td>
<td>$722,188</td>
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<tr>
<td>Pharmacy</td>
<td>$235,596</td>
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<td><strong>Total Funding</strong></td>
<td><strong>$6,053,788</strong></td>
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<td>Use of Reserves</td>
<td>$394,698</td>
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**Funding Distribution**

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<th>Category</th>
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<tr>
<td>Medical</td>
<td>$1,932,945</td>
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<tr>
<td>Return to UNH:</td>
<td>$1,112,817</td>
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<tr>
<td>Tax on Revenue/Strategic Initiatives</td>
<td>$1,291,589</td>
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<tr>
<td>Administration</td>
<td>$1,291,589</td>
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<tr>
<td>Health Education &amp; Promotion</td>
<td>$729,306</td>
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<tr>
<td>Pharmacy</td>
<td>$662,434</td>
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<tr>
<td>Lab &amp; Radiology</td>
<td>$471,514</td>
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<tr>
<td>Building &amp; Facilities</td>
<td>$247,881</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$6,448,486</strong></td>
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**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.

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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
Take care of yourself and reach your potential by understanding the interconnectedness of each aspect of your life.

**EMOTIONAL**
Have a strong sense of self that supports your ability to recognize, share, and be kind to yourself as you experience a wide range of emotions.

**ENVIRONMENTAL**
Be aware of the interactions between the environment, community and yourself. Behave in ways that care for each of these responsibly.

**FINANCIAL**
Live within your means and learn to manage your finances for the short and long term.

**INTELLECTUAL**
Be open to new ideas, be creative, think critically, and seek out new challenges.

**SOCIAL**
Build personal relationships with others, deal with conflict appropriately, and connect to a positive social network.

**SPIRITUAL**
Find meaning in life events, demonstrate individual purpose, and live a life that reflects your values and beliefs.

**PHYSICAL**
Take care of your body for optimal health and functioning.

**OCCUPATIONAL**
Seek to have a career that is interesting, enjoyable, meaningful, and that contributes to the larger society.

**EMOTIONAL**
Have a strong sense of self that supports your ability to recognize, share, and be kind to yourself as you experience a wide range of emotions.

**ENVIRONMENTAL**
Be aware of the interactions between the environment, community and yourself. Behave in ways that care for each of these responsibly.

**FINANCIAL**
Live within your means and learn to manage your finances for the short and long term.

**INTELLECTUAL**
Be open to new ideas, be creative, think critically, and seek out new challenges.

**SOCIAL**
Build personal relationships with others, deal with conflict appropriately, and connect to a positive social network.

**SPIRITUAL**
Find meaning in life events, demonstrate individual purpose, and live a life that reflects your values and beliefs.

**PHYSICAL**
Take care of your body for optimal health and functioning.

**OCCUPATIONAL**
Seek to have a career that is interesting, enjoyable, meaningful, and that contributes to the larger society.