

# HEALTH & WELLNESS



HEALTH & WELLNESS  
MAIN ENTRANCE  
OPERATING HOURS

Emergencies When  
Dial 911

Mon-Tu-Th	8:00am - 4:30pm
Wed-Fri	8:00am - 7:30pm
Sat	9:00am - 4:30pm
Sun	10:00am - 4:30pm



**University of New Hampshire**  
Health & Wellness  
Annual Report • 2019-2020



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Cover photo credit: Jeremy Gasowski, 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.

# YEAR IN REVIEW

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The 2019-20 academic year annual report for UNH Health & Wellness will certainly stand as a unique one, with the fall semester being relatively normal, and the spring semester turning out to be anything but normal, given the impact of the COVID-19 pandemic. Little did anyone know in January with the early reports, what a devastating impact the virus would have on the country, and the state. The University was not spared either.

The fall was full of “normality.” Our staff development days in August focused on re-grouping after the summer, learning more about our staff, reconnecting with our colleagues from Psychological and Counseling Services (PACS), and learning how to better serve our international populations. Soon our Living Well Services staff were out helping our students learn about themselves and their well-being, including doing trainings for orientation and RA staff, and leading a variety of student groups. At the same time, the clinical staff picked up where they left off in the spring, taking care of our students’ and campus’s health needs as well. At the Student Life Division level, a theme of mindfulness was set for the year, and our staff helped lead the effort.

Notably, our flu vaccine clinic, a perennial success in collaboration with the Nursing department and students, ran impeccably well this year, and when combined with other offerings, yielded over 3,000 flu vaccines administered—a record number. We also responded to another mumps outbreak this year and provided the campus with public health services and leadership once again, which was exceedingly well-received by all.

We welcomed new staff including a new clinician and a new Director of Finance and Administration to fill vacancies after long-tenured staff moved on. In collaboration with our PACS colleagues, we worked diligently through a search committee chaired by our medical director to identify and ultimately, in the spring semester, hire UNH’s first-ever full-time psychiatrist, a sorely needed resource for many years.

The spring started normally as well, as we returned to the regular preparations and trainings of the beginning of the semester, e.g., meeting with UNH Police colleagues to coordinate efforts and working with Student Life colleagues to plan for new

Division leadership. In February, the University posted the Sr. Vice Provost for Student Life position, portending significant change for all of us in Student Life, as any leadership change does, with an eye toward a July 2020 start date, which did later happen.

But the spring semester also included staggering impacts and transformations at UNH amidst the run up of the aforementioned pandemic. Little did we know at our pre-spring break staff meeting in March, that we would not be returning to normal operations for quite a while. But the H&W clinical staff were needed on campus, and they stepped up as usual, despite personal risks and challenges. Along with significant hours spent caring for our campus community, they also began contact tracing, a new and demanding undertaking. At the same time, our Living Well Services staff organized efforts to help quarantined and isolated students, while still offering programming and wellness coaching, albeit virtually. Administrative staff contributed important support from managing registration and check-in to providing needed data to leadership and elsewhere. It was a point of enormous pride for me, as I know it was for all staff, to be able to contribute to such important efforts. All are deserving of praise and thanks for an extraordinary effort when the University needed it most.

The year ended with the University in a remote learning model, using technology in unforeseen ways to meet the educational needs of our students. We quickly adapted in this way as well, adding telehealth visits and services to our repertoire. Through on-campus, telehealth, and other remote services, Health & Wellness staff diligently worked to meet the needs of UNH students, faculty, and staff—from

wherever they were working or learning—to accomplish our mission during this exceptional time in our history.

As you review this report, I hope you can see at least a bit of what I see regularly, i.e., that this staff is among the most dedicated and talented in the country in the field of college health. Each year I take every chance I get to extol their virtues. But this year it is with a new level of respect and gratitude.

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



# YEAR IN NUMBERS

## Medical Services



**7,437** unique patient count  
**21,726** clinical appointments



**9,147** prescriptions filled



**1,860** immunizations



**502** x-rays



**4,360** lab tests

## Living Well Services



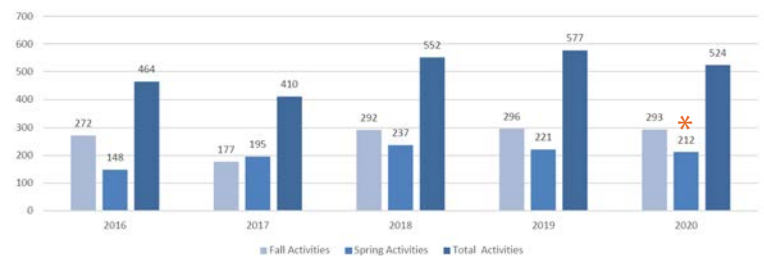
**744** massage therapy  
**494** alcohol, nicotine, other drug  
**242** nutrition  
**+ 174** wellness coaching

**1,654 individual visits**



**524** educational programs  
**15,455** student contacts

FY20 Annual Event Comparison Activities



\*COVID onset - all programming was re-assessed and delivered through virtual format after 3/13/20

### Top 10 Clinical Visits by Diagnosis

1. Colds, sore throats, & related illnesses
2. Anxiety and stress
3. Depression/mood
4. Viral infections (mono, COVID-19)
5. Fungal infections
6. Urinary infections
7. Head injuries
8. Conjunctivitis (pink eye)
9. Ear infections
10. Skin infections

### Top 10 Topic Areas by Programming Attendance

1. Health and wellness (general)
2. Alcohol
3. Pet therapy
4. Meditation/mindfulness
5. Peer education skills
6. Sexual well-being
7. Stress
8. Nutrition
9. Emotional wellness
10. Sleep

# HEALTH & WELLNESS HIGHLIGHTS

At Health & Wellness, students have access to convenient, low-cost, and high quality medical care, wellness counseling, and programming on campus. We assist students in getting well when they are sick or injured, and staying well through behavior change for both personal and academic success. Most of our services are provided at no additional cost to students through a combination of health insurance and the student Health & Wellness Fee.

## Public Health Wins and Work

Some of our major public health efforts included:

- Several fall influenza vaccination clinics at the UNH Durham and Concord campuses, in which we vaccinated over 3,000 influenza vaccines to students, faculty and staff—an all-time record!
- Screening 32 students at our annual Sextober walk-in HIV/STI Clinic, with excellent feedback: “Great experience, felt very comfortable,” “Smoothly run, nice and helpful people,” “fast and discreet.”
- Beginning in January 2020, in response to the evolving SARS-COV-2 pandemic (COVID-19), Health & Wellness served as an advocate and education center for infection prevention strategies on campus, providing invaluable public health guidance to the university.
- Health Resource Nurses and clinicians rose to the challenge of a mumps outbreak on campus in February 2020, working closely with the NH state public health department to identify those at risk and to successfully contain the infection, and activating a mobile immunization clinic to ensure easy access to recommended MMR vaccination.



## Revitalization of Services, Education, & Resources

Health & Wellness continuously works to improve and revitalize our services, education, and resources to meet student and campus needs.

- Living Well Services staff collaborated to put our key messages regarding wellness and the [Wellness Wheel](#) into a comprehensive resource for Health & Wellness and campus partner use.
- After more than a year of research and gathering feedback, we launched a website update and redesign, with gratitude to UNH Web & Mobile Development for their expertise and support.
- We contributed a comprehensive wellness education module called “Wildcat Wellness 101” to the incoming student Canvas module project, which was then further updated for Summer 2020.
- For the second year, our #BeWell UNH Monthly [Wellness Calendars](#), led by Wellness Educator/Counselors Dawn Zitney & Shannon Seiferth, continued to provide tips and information designed to enhance wellness to the UNH community.
- In November, we implemented our first “[Health & Wellness Monthly](#)” e-newsletter.
- Communications & Research Interns Becca Goldberg and Megan Ross, led by Communication Information Specialist Madeline Bishop, developed our first annual social media analysis to provide a benchmark for future social media efforts and planning.





*“I’m really going to miss UNH Health & Wellness because you all have been the best medical professionals of my life.”  
- UNH Graduate Student*



### Clinical Highlights

- To better meet the mental health needs of our community, together with our colleagues in Psychological and Counseling Services, we welcomed psychiatrist Dr. Laura Hancock to our staff in March of 2020. Hancock provides psychiatric evaluations and consultations to our undergraduate and graduate students.
- Our pharmacy once again passed its annual inspection from the NH Board of Pharmacy with flying colors. Led by Pharmacy Supervisor Leslie Latimer, the pharmacy received a perfect score.
- Latimer and Health Resource Nurse Kelly Perkins represented us at the annual Employee Benefits Fair.
- Perkins earned her Bachelor of Science in Nursing (BSN) in March 2020.
- Megan Sullivan, a UNH Nurse Practitioner student, completed a semester-long clinical preceptorship with us, working with Nurse Practitioners Pat Campbell and Deb Learmonth.

### Programming

Prior to the COVID-19 pandemic in March, our staff was hard at work providing in-person programming to students, such as:

- Wellness Fest
- Sextober
- (2) Pleasure Parties
- Fierce & Fabulous Expo
- Mindful Walk in the Woods
- Napercise
- Body Positivity Week
- Survive & Thrive Finals
- Paws & Relax
- Guided Meditation Groups and Retreats
- What’s Cooking? Classes

### Adapting to Online Services and Remote Impact

Then, when the pandemic hit in March 2020, Health & Wellness seized the opportunity to adapt our services and programming to a new virtual format:

- Telehealth education/counseling and coaching: with assistance of our IT team, we were able to provide telehealth medical care and wellness counseling in all 50 states (with the exception of nutrition counseling, a service for which providing services across state lines is limited) within two weeks of going remote.
- Virtual Admitted Students Day: worked with the UNH Admissions office to present and answer questions on Zoom.
- Virtual mandated alcohol and other drug education and counseling: moved to telehealth visits, developed a video version of our educational class (typically held in-person), and developed a verification process through a post-test following completion of the mandated process.
- Virtual first-year and transfer student orientation: developed videos about Health & Wellness and the Student Health Benefits Plan.
- Virtual Care Package from UNH Student Life: created a comprehensive list of virtual services available for student success and self-care during COVID-19.
- Enhanced wellness offerings: developed for students and staff to assist with managing the challenges of the COVID-19 pandemic by moving to virtual classes, workshops and programs, including our Daily Recharge on Facebook Live, a daily lunchtime mindfulness and meditation practice.

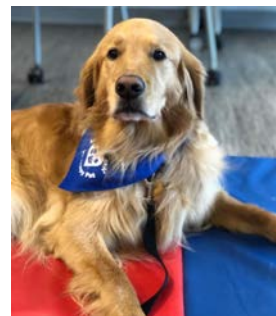
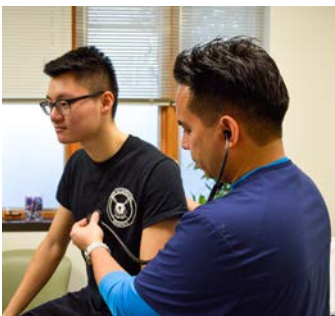
## Campus Collaboration

Health & Wellness relies on campus partnerships to spread evidence-based messaging to students and the campus community. This year, we collaborated with many different UNH groups and departments, including but not limited to:

- Producing the Frazzle Free Finals event (both in-person and virtual) and educational displays with the UNH Library.
- Leading workshops for the Care Series with Fraternity and Sorority Life.
- Building and presenting the #BeWellUNH badge for the Paul College Fire Program.
- Presenting to SHARPP's Advocacy Training
- Assisting in coordinating the So Sophomore Event as part of the Provost's strategic initiative for sophomore success.
- Presenting and tabling at events such as U-Day, the College of Engineering and Physical Sciences Barbeque, Admissions' Fall Open House, Wildcat Days, Residential Life's Community Day, and the Nutrition Graduate Student Orientation.
- Numerous office and student organizations provided resource information and helped teach coping and self-care skills as part of our annual Wellness Fest (Fresh Check Day, supported by the Jordan Porco Foundation).

## COVID-19 Public Health Campaign Consultation and Development

Health & Wellness joined forces with UNH Communications & Public Affairs to implement a comprehensive, evidence-based public health campaign to help keep UNH safe and healthy during the COVID-19 pandemic. Director of Education & Promotion Kathleen Grace-Bishop and Communications Information Specialist Madeline Bishop developed a public health communications campaign strategy, which eventually became the #UNHTogether Campaign and focused on promoting healthy behaviors for the benefit of the wider community. A student focus group also met regularly to help provide valuable feedback.



## Tobacco-Free Generation Campus Initiative (TFGCI)

The University of New Hampshire was awarded a two-year, \$20,000 grant in 2018 as part of the American Cancer Society and the CVS Health Foundation's Tobacco-Free Generation Campus Initiative (TFGCI), a \$3.6 million multi-year program intended to facilitate the adoption of 100% smoke- and tobacco-free campus policies. The efforts of the grant this year included:

- Coordinating the Live Free & Breathe Lecture Series on Nicotine, Health & Policy:
  - *E-cigarettes: Where There's Smoke, Is There Fire?* presented by Dr. Kalkhoran, clinician investigator at Massachusetts General Hospital and assistant professor at Harvard Medical School, about health risks associated with the use of tobacco products, including e-cigarettes.
  - *Personal Freedom and the Right to Clean Air*, presented by Cynthia Hallett, President and CEO of the American Nonsmokers' Rights (ANR) Foundation, about promoting nonsmoking as the national norm.
  - An additional lecture, *Policy Change to Behavior Change*, was planned but cancelled due the campus going remote as a result of COVID-19.
- Revamp of [nicotine webpage](#) with updated education, resources, and videos about nicotine and quitting or reducing use.
- Creation and dissemination of both print and digital media (e.g., business cards, TV advertisements, flyers) related to nicotine education and resources for quitting.



# 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

Nicholas Argiro  
Hunter Gosselin  
Ayla Wamser  
Carissa Bourque  
Faith Thompson  
Jamie Schroeder  
Megan Ross

## Alcohol, Nicotine, and Other Drug Peer Educators

Tasha Bui  
Riley Dionne  
Grace Roy

## Wellness Ambassadors

Gwenyth Bergstrom  
Saehee Chon  
Emily D'Antonio  
Jessica Davis  
Emily Jones  
Caitlin Murphy  
Jenna Roy  
Sarah Shaw  
Kayla Sliz  
Emma Steele  
Rebecca Smith  
Ely Marciano

## Nourish

Madeline Anastasia  
Allison Blais  
Tiana DiBenedetto  
Sarah Dramstad  
Molly Hoell  
Jessica Letellier  
Isabel Judware  
Marissa Luciano  
Julia Melius  
Sarah Ogawa  
Meredith Parvin  
Kimberly Plumley  
Sarah Pogany  
Kayla Valluzzi

## Eating Concerns Mentors

Grace Bailer  
Rachel Tampini  
Taylor Zupo  
Tialyn Eakman  
Lydia Parker  
Nicole Reardon  
Emily Muha  
Anna Biggane  
Molly Houle  
Alexandra Lyons  
Autumn Houle  
Haley McKay

## Wellness Assistants

Alyssa Boyd  
Grace Bailer  
Eliza DeMaio  
Lauren Eramo  
Molly Hogan  
Mary Shotton  
Sydney Thomas  
Lillian Rapoza  
Crystal Goodrich  
Rachel Barden  
Lindy Hamilton  
Catroina LaGrassa  
Samantha Kittle  
Christine Ellis



*"My daughter got involved [with Wellness Ambassadors] this year and has enjoyed it. It isn't a big time commitment and it was a way to get involved on campus for those interested in health and wellness."  
- UNH Parent*



# 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  
(through 11/2019)

Becky MacLennan, MBA, CAGS  
Director of Finance & Administration  
(began 11/2019)

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  
Salud Mendoza, MD, Psychiatrist  
Laura Hancock, MD, Psychiatrist

### Nurse Practitioners

Patricia Campbell, APRN  
Debra Learmonth, APRN  
Marissa LaHaie, APRN  
Laura Kennedy, APRN  
Lindy Salkin, APRN  
Lester Manalo, APRN

### Nursing Supervisor

Mackenzie Johansmeyer, RN, BSN

### Registered Nurses

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

### Licensed Practical Nurses

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

### Medical Assistants

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

### Pharmacists & Pharmacy Technicians

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

### Radiologic 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  
Becky MacLennan, MBA, CAGS  
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

# STAFF HIGHLIGHTS

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## Years of Service

The following staff were recognized for years of service (the Annual Staff Recognition Ceremony was cancelled due to the pandemic):

Kevin Charles, Student Life Assistant Vice President, Health & Wellness Executive Director (25 years)

Janet Harris, Executive Assistant (25 years)

Diane Messier, Health Records & Registration (15 years)

## New Employees

Ellie Bartlett, LMT, Massage Therapist

Jewell Ingalls, RTR, Radiologic Technologist

Marissa LaHaie, APRN, Nurse Practitioner

Laura Hancock, DO, Psychiatrist

Becky MacLennan, MBA, CAGS, Director of Finance & Administration

## Moved On

Cindy McGahey, MBA, Director of Finance & Administration (14 years of service)

Corrin Bedsole, Admin Assistant in Health Records & Registration (2 years of service)

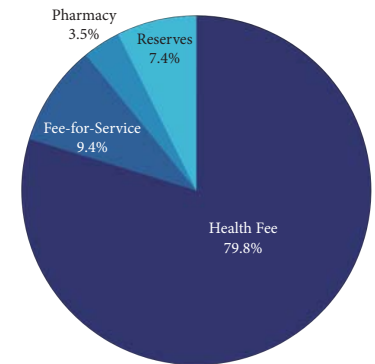
Salud Mendoza, M.D., Psychiatrist (2 years of service)



# FUNDING & QUALITY IMPROVEMENT

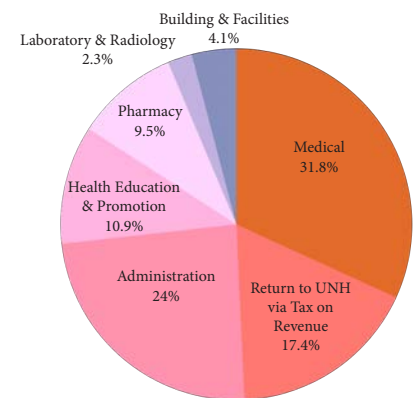
The primary funding for UNH Health & Wellness comes from the student Health & Wellness fee. This fee ensures that students have access to medical care and individual education/counseling without a charge. This removes the immediate financial hurdle for students so that they can be seen when they are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

<b>Funding Sources</b>	<b>2018-2019</b>	<b>2019-2020</b>
Health Fee	\$5,096,004	\$4,764,260
Fee for Service	\$722,188	\$558,861
Pharmacy	\$235,596	\$208,375
<b>Total Funding</b>	<b>\$6,053,788</b>	<b>\$5,531,495</b>
Use of Reserves	\$394,698	\$441,128



**Funding Sources**

<b>Funding Distribution</b>	<b>2018-2019</b>	<b>2019-2020</b>
Medical	\$1,932,945	\$1,890,343
Return to UNH: Tax on Revenue/Strategic Initiatives	\$1,112,817	\$1,033,998
Administration	\$1,291,589	\$1,422,715
Health Education & Promotion	\$729,306	\$648,568
Pharmacy	\$662,434	\$564,847
Lab & Radiology	\$471,514	\$133,253
Building & Facilities	\$247,881	\$242,899
<b>Total Expenses</b>	<b>\$6,448,486</b>	<b>\$5,972,623</b>



**Funding Distribution**

## Quality

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.

Annual patient satisfaction surveys, completed during spring semester, continuously reveal that Health & Wellness is an invaluable resource for students' academic and personal success at UNH. Due to the pandemic, however, we were not able to complete our regular satisfaction survey this year.



## Contact

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[www.unh.edu/health](http://www.unh.edu/health)

## Follow Us



@UNHHealth