

COVID-19 impacted individuals and organizations in varied and significant ways. During the pandemic, UNH Health & Wellness rallied to not only maintain the top-quality care offered to students and staff during a "normal" year; they also took on extra duties such as contact tracing and quarantine/isolation support, and adapted to a new remote environment. They gave up their personal time and at times sacrificed their own mental and physical health to care for others. The following data was collected in a survey of Health & Wellness staff (n=38 of 41 staff members) to measure COVID-19's impact on Health & Wellness and its staff, and to illustrate Health & Wellness's impact on the UNH community.

BY THE NUMBERS



2,771

COVID-19 tests ordered by Health & Wellness January-June 2021*



4,371

Contacts made by contact tracing team regarding close contacts



15,472

Total clinical visits July 2020 - June 2021



666

Quarantined students contacted by Living Well Services for support

587

Wellness workshops and events July 2020 - June 2021

3,651

Contacts made by contact tracing team regarding positive tests

1,993

Telehealth clinical visits March 2020 - June 2021

1,436

Quarantined student support contacts made by Living Well staff



15,968

Workshop and event attendees July 2020 - June 2021

8,022

Total contacts made by contact tracing team

649

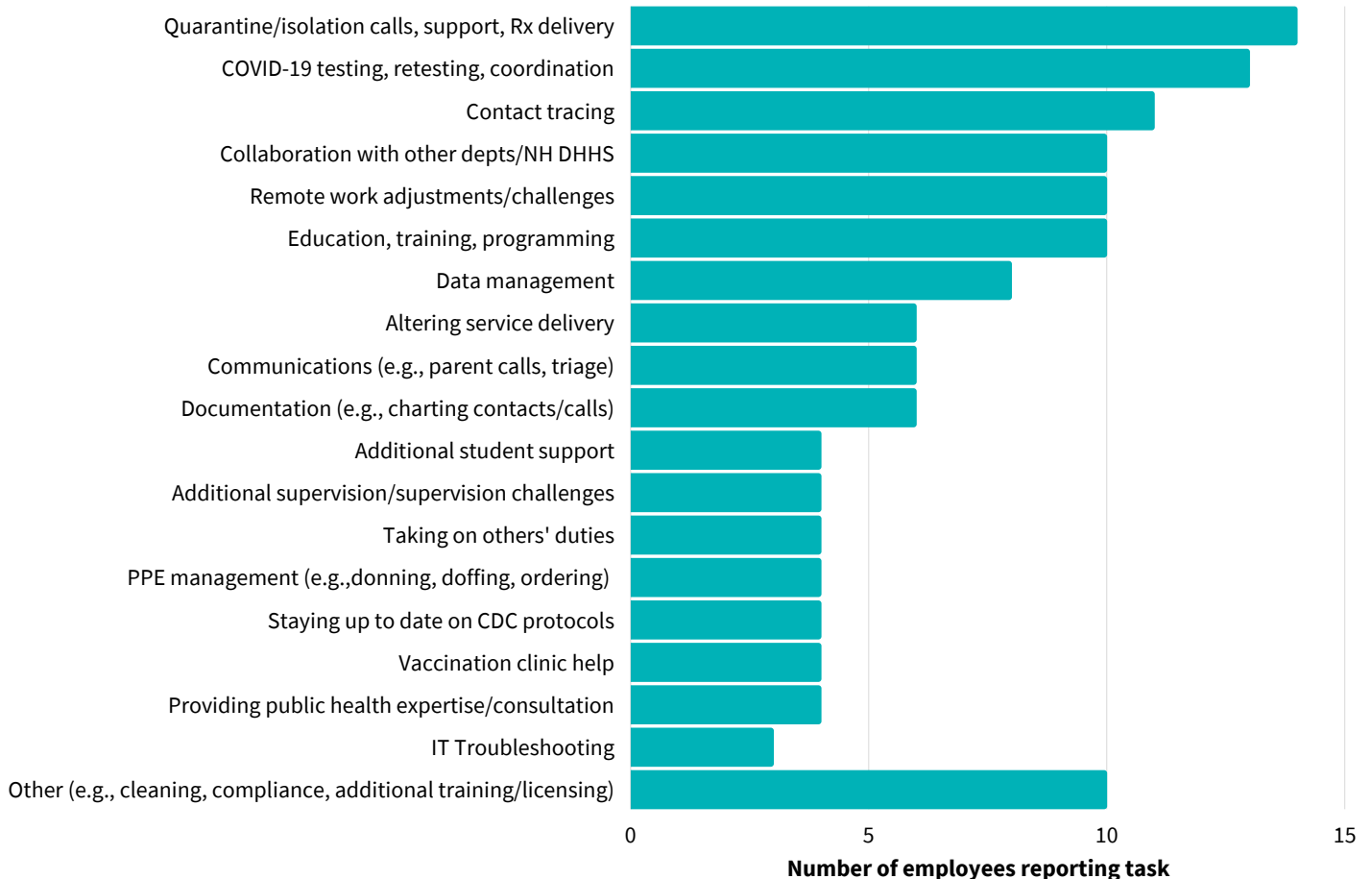
Total counseling visits (all telehealth) July 2020 - June 2021

2.16

Average contacts per quarantined student for support

*Did not begin tracking in-house testing until January 2021

ADDITIONAL TASKS AS A RESULT OF COVID-19



IMPACT OF THE SHIFT TO ONLINE COMMUNICATION AND REMOTE LEARNING/INTERACTION



27 negative comments

Examples:

- Decrease in personal connection, intimacy of caregiving, and quality of interactions
- Difficulty of online patient assessments/evaluation
- Difficulty of certain work-related tasks
- Change in use of services
- Zoom fatigue and stress in students
- Stressful learning curve
- Removed healing benefits of hands-on care

14 neutral comments

Examples:

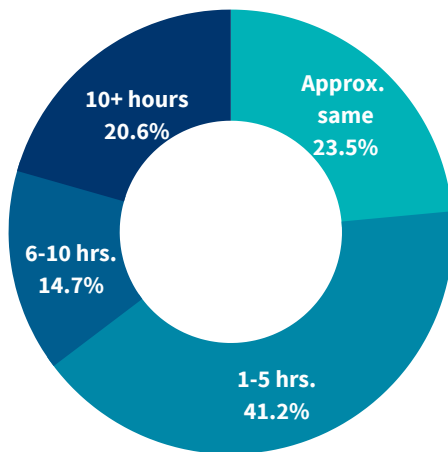
- Some services good through telehealth, others not (physical exams)
- Learning curve (positives, negative, and neutral)
- Change in type of connection not always bad; felt more isolated from some folks, less isolated from others

21 positive comments

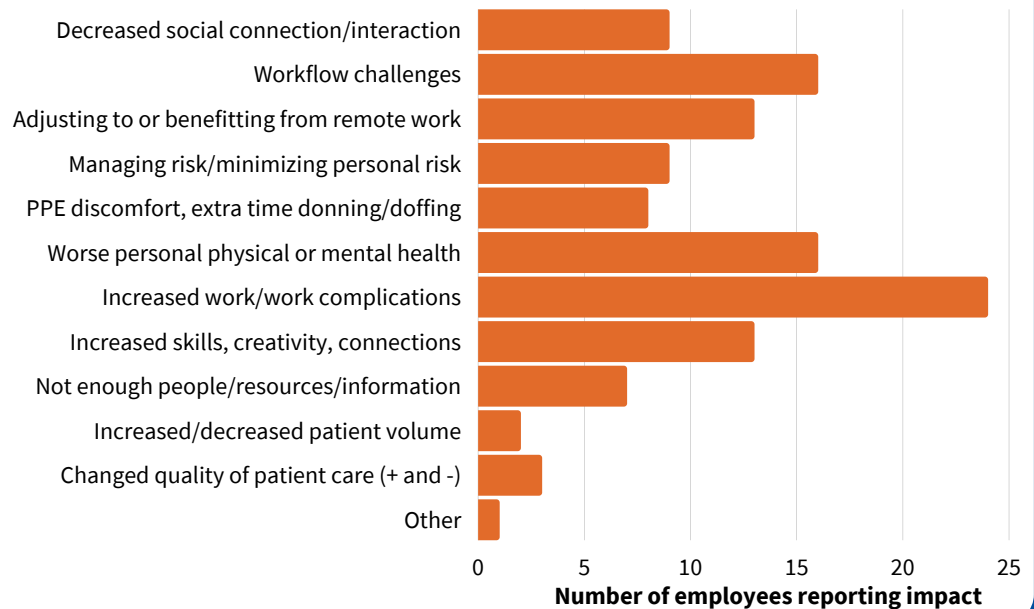
Examples:

- Illustrated that when H&W needs and wants to, we can make things happen quickly/efficiently
- Convenient, smooth transition
- Better access/attendance/reach/engagement
- Worked well for 1:1 counseling
- Increased ability to collaborate
- Workshop attendees more engaged
- Helped make the needed shift to telehealth and increased acceptance/adoption of telehealth
- Helped with productivity and focus

ADDITIONAL HOURS WORKED AS A RESULT OF COVID-19



TOP IMPACTS COVID-19 HAS HAD ON YOUR WORK



IN THEIR OWN WORDS...

- *I have been a frequent H&W visitor through both telehealth and in person and I've had nothing but amazing experiences! (Patient)*
- *It is obvious how much H&W staff care about us students. (Patient)*
- *I was feeling ill & had COVID-like symptoms so I came in and got tested right away. I had results within 5 hours and was made to feel, by the doctor, that my health mattered. I appreciate that the doctors here look to see I'm a student of medical science and talk to me at an appropriate level. (Patient)*
- *I just wanted to say thank you for all that you have done for me. I know this is stressful but the work that you folks have put in has been a big help! (Patient)*
- *The lab may have processed the tests, but Health & Wellness provided the high quality care for the students.*
- *The resolve, dedication to students, and resilience of this staff came through in a uniquely powerful way this year. Despite challenges galore, Health & Wellness was unstoppable!*
- *There was a period earlier this semester when we were swabbing more than 90 people a day during the COVID surge. Those days were totally exhausting.*
- *I think Health & Wellness stepped up and really went above and beyond for the campus community. Especially the clinical staff who had to deal with it every day with calm and compassion. Those people are truly the heroes!*
- *I was so impressed by the way all of the H&W staff stepped up to the plate and worked very hard and long hours to keep our campus safe.*
- *I think working from home provided an opportunity to be more efficient with time- getting more done within traditional work schedule. Work/life balance was more challenging; fighting burnout had to take priority, but work efficiency and outreach was a positive change.*
- *Besides the obvious public health issues, I feel the COVID pandemic has highlighted the need for healthcare workers to be granted greater flexibility and frequency in their ability to care for themselves. This past year has been emotionally and physically exhausting for those on the front lines.*
- *COVID-19 has hit the employees and families of those working at Health & Wellness hard. The increased risk and demand was physically and mentally draining. The clinical staff didn't miss a beat and jumped in to care for the students/faculty/staff on campus.*