

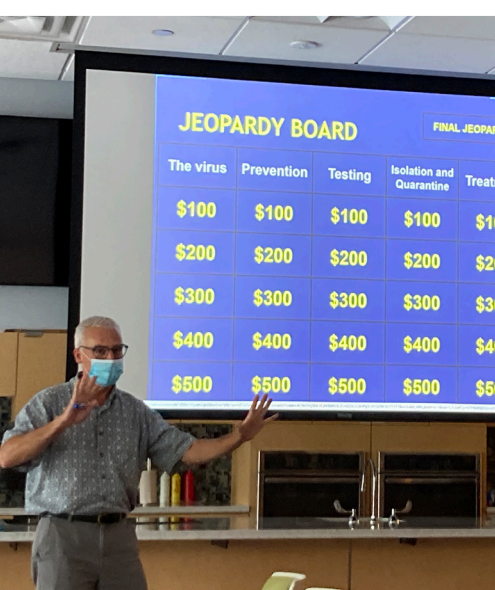


# University of New Hampshire

## Health & Wellness

### Annual Report • 2021 - 2022







# YEAR IN NUMBERS

## Medical Services



4,780 Nurse & Triage visits  
14,366 Primary Care & Telehealth visits  
1,896 Sexual Health visits  
1,255 Psychiatry & Telehealth visits  
7,081 Unique pts.



11,163 Prescriptions filled  
3,803 Unique pts.



651 Radiology visits



343 Phlebotomy visits

258 Unique pts.



1,378 Immunizations  
2,118 Flu Clinics  
243 Allergy Injections  
767 COVID Vaccinations

### Communication and activities outside of visits:

7,100 Clinical interactions with patients

## Living Well Services



178 Wellness Coaching visits  
52 ANOD Counseling visits  
333 Nutrition Counseling visits  
567 Massage Therapy visits  
488 Unique pts. (Living Well)



627 Educational programs  
15,121 Student contacts

### Communication outside of visits:

433 Isolation & Quarantine check-in  
250 Interactions with clients



4,001 Content interactions  
2,180 Followers (average)

## COVID Activities



2,589 COVID re-tests  
996 COVID-19 Contact Tracing  
6,005 COVID-19 Screening

29,038 Immunization uploads  
14,580 Unique people  
6,293 Booster doses  
135 2nd Booster (4th dose)

## Top 10 Clinical Visits by Diagnosis

1. Anxiety disorder
2. Viral infection
3. Acute pharyngitis
4. STI's
5. Acute upper respiratory infection
6. Immunization
7. Depression
8. Acute sinusitis
9. Tuberculosis screening
10. Candidiasis

## Top 10 Topic Areas by Programming Attendance

1. Meditation/Mindfulness
2. Sexual well-being
3. Wellness
4. Stress
5. Eating Concerns
6. Alcohol, nicotine and other drugs
7. Nutrition
8. Sleep
9. Emotional Wellness
10. Body Image

# STAFF HIGHLIGHTS

## Retirements

**Peter Degnan**, Medical Director (8 years)

## New Employees

**Amelia Bay-Borner**, COVID Support

**Alicia Castello**, Financial Support Specialist/Student Health Benefits Plan Coordinator

**Laurie Donahue**, Medical Assistant

**David Irizarry**, Medical Assistant

**Lori Karampatsos**, Medical Assistant

**Elizabeth Kirby**, Advanced Practice Registered Nurse

**Tess Kucera**, Alcohol, Nicotine and Other Drugs Educator/Counselor

**Stacie Loui**, Medical Assistant

**Yuneidy Marte**, Medical Assistant

**Donna Phofolos**, Senior Business Services Assistant

## Moving On

**Nancy Dellacroce**, Radiologic Technologist (13 years)

**Michael Glennon**, Alcohol, Nicotine and Other Drugs Educator/Counselor (5 years)

**Carol Pugh**, Data Analyst (5 years)

**Anne Torres**, Administrative Assistant (4 years)

## Staff Milestones

### 35 Year Milestone

Kathleen Grace-Bishop (2021)

### 20 Year Milestone

Timothy Hatfield (2022)

### 15 Year Milestone

Michele Brady (2021)

Kelly Perkins (2021)

Kathleen Spiers (2022)

### 10 Year Milestone

Kristine Kahr (2020)

Jane Shannon (2020)



# STUDENT INVOLVEMENT

Student involvement 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.

## Interns

Cassie Eppler  
Eli Morse  
Brittney Andrews  
Olivia Harrison  
Samantha Ansart  
Emma Perrin  
Elizabeth (Liz) Hart  
Courtney Mili  
Josh Doyle  
JP Blasi  
Erica Jones  
Nicole Culligan  
Phoebe Baker  
Jessica MacDowell  
Catey Selby

## Wellness

### Ambassadors

Saehee Chon  
Liz (Elizabeth) Hart  
Brooke Samora  
Sepici Azrum  
Cait McAllister  
Abigail Stevens  
Lauren Dube  
Michela Ferris

## Wellness

### Assistants

Kaitlyn Beard  
Shealah Bunnell  
Chrissy Ellis  
Crystal Goodrich  
Katie Salvatore  
Luisa Sanchez  
Molly Mahoney

## Alcohol, Nicotine, and Other Drug Peer Educators

Chrissy Ellis

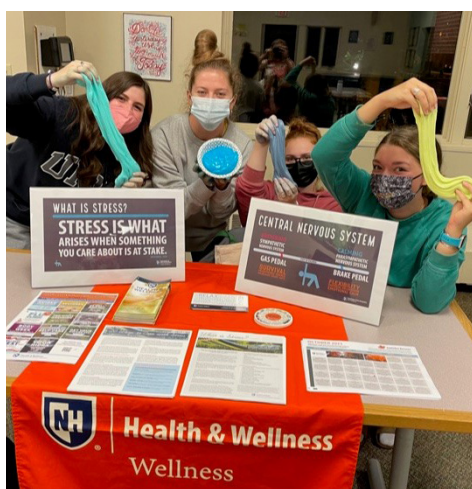
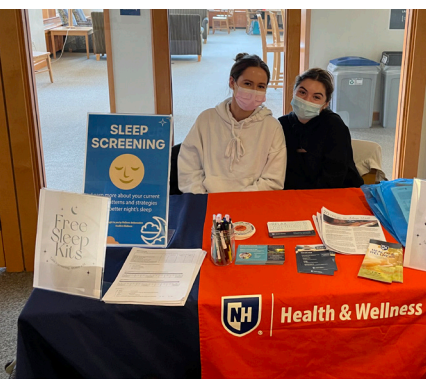
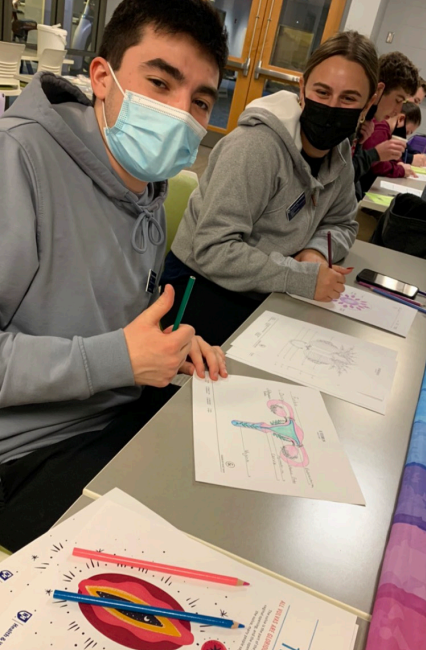
## Nourish

Gemma Rose  
Rachel Goding  
Maggie Eaton  
Rachel Ackerman  
Skyler Tautkus  
Laura Lynch  
Alexandra Penta  
Dimitri Santos

## Eating Concerns Mentors

Quinn Poole  
Taylor Moore  
Isabella Pellegrini  
Thomas Hartley  
Sarah L'Italien  
Jillian Olevitz  
Nicole Reardon  
Cassandra Redfern  
Cheyenne Reilly







# HEALTH & WELLNESS ANNUAL REPORT

2021-2022, DIVISION OF STUDENT LIFE, 7/15/2022

## DEPARTMENT INFORMATION

Department Name: UNH Health & Wellness

Location: Health & Wellness Building

Main Phone: 603-862-9355

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

Interim Senior Director's Name: Kathleen Grace-Bishop

Interim Senior Director's Email: [Kathleen.Grace-Bishop@unh.edu](mailto:Kathleen.Grace-Bishop@unh.edu)

## NUMBER OF STAFF

Total Number of Current Staff: 48

Total Number of Vacancies: 5

## BREAKDOWN OF CURRENT STAFF BY TYPE

Full-Time Professional: 22

Full-Time Operating Staff: 14

Part-Time Professional: N/A

Part-time Operating Staff: N/A

Doctoral Interns: N/A

Post-Doctoral Fellows: N/A

Administrative Support Staff: 1

Student Staff: 11

Adjunct staff: 12

Student Volunteers: 41

## MISSION

Health & Wellness (H&W) provides whole person-centered care and services, illness prevention and health promotion, co-curricular learning opportunities, and public health leadership and expertise. All are tailored to

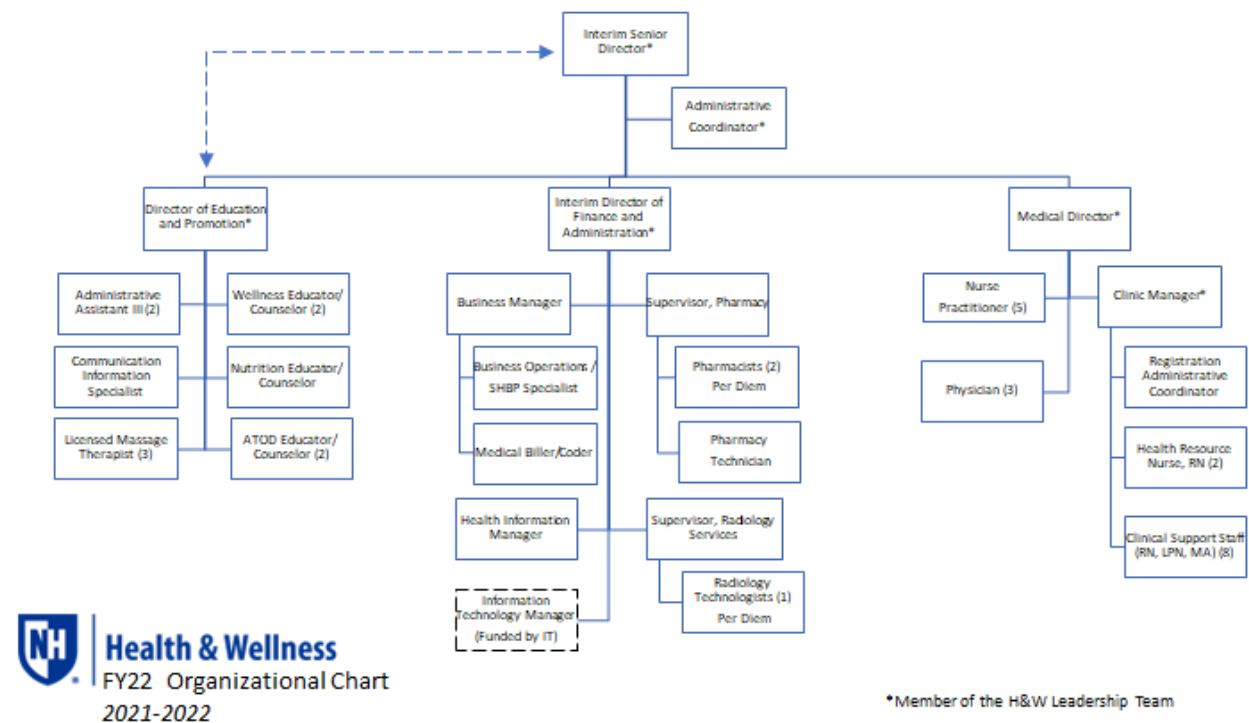


support our student's health, well-being, and personal development, the campus community's health, and our university's mission.

## UNIT OVERVIEW

Health & Wellness operates from a holistic perspective to provide medical care, wellness coaching/counseling and education, health promotion, and public health guidance and expertise to the UNH campus community in support of the university's academic mission. We offer students and employees (in a limited capacity) high-quality, low-cost, and convenient medical care; integrated mind-body services (e.g., massage therapy); ancillary services (e.g., pharmacy, radiology, laboratory services); and educational programming and events. Students also have access to specialized and evidence-based wellness counseling and coaching to promote 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.

## ORGANIZATIONAL CHART



### Appendix: Health & Wellness Accessible Organizational Chart FY 2021-2022

\*Member of H&W Leadership Team

#### Interim Senior Director\*

- Administrative Coordinator\*
- Director of Education & Promotion
  - Communication Information Specialist
  - Wellness Educator/Counselors (2)
  - ATOD Educator/Counselors (2)
  - Nutrition Educator/Counselor
  - Administrative Assistant III, H&W



- Administrative Assistant III, Thrive
- Licensed Massage Therapists (2)
- Medical Director\*
  - Physicians (3)
  - Nurse Practitioners (5)
  - Clinic Manager (RN)\*
    - Administrative Coordinator, Health Records & Registration
    - Health Resource Nurse (RN) (2)
    - Medical Assistant, LPN, and RN (8)
- Director of Finance & Administration\*
  - Business Manager
    - Business Operations & SHBP Specialist
    - Medical Biller/Coder
  - Health Information Manager
  - Information Technology Manager
  - Supervisor, Radiology Services
    - Radiologic Technologist
  - Supervisor, Pharmacy
    - Pharmacist
    - Pharmacy Technician
    - Pharmacist, Per diem

## 2020-2021 - YEAR IN REVIEW

### SUMMARY OF GOALS AND MAJOR ACCOMPLISHMENTS

#### GOAL 1: MOVE THE IMMUNIZATION REQUIREMENT FORWARD BY IMPLEMENTING A COMPLIANCE MECHANISM WITHIN USNH POLICY

USNH adopted a policy in May 2020 that before matriculation, all undergraduate and graduate students, are required to provide proof of immunization or demonstrate their immunity to specific vaccine-preventable diseases including:

- Required
  - **Measles, Mumps, Rubella (MMR):** 2 doses at least 28 days apart, initiated after 12 months of age, or immune titer
  - **Meningococcal (ACWY):** 1 dose is required within 5 years of enrollment; a booster dose is required if the initial dose is administered before age 16
  - **Tetanus, Diphtheria, Pertussis (Tdap):** within 10 years, after completion of the primary series
  - **Chicken Pox (Varicella):** two doses of vaccine, separated by four to eight weeks, or immune titer
  - ***Students failing to meet these criteria upon arrival on campus will be denied registration.***
- Strongly Recommended
  - **Human Papillomavirus (HPV):** series of 3 doses
  - **Influenza:** annually
  - **COVID-19:** Though not in the original USNH policy, UNH Health & Wellness has added COVID-19 based on CDC and UNH recommendations.



Compliance with this policy is the responsibility of each USNH institution to determine whether the student has met their entrance requirements as well as possible consequences for a student failing to meet one or more of the entrance health requirements upon arrival at their institution. Health & Wellness will work with UNH key offices and administration to determine compliance for implementation in June 2022.

#### Accomplishments and activities

- Meetings were held with representatives from the Dean's Office, Housing, Residential Life, Admissions, Registrar's Office, UNHM, UNH Law, Granite State/UNH Online, and the Grad School. These meetings informed everyone about the USNH Immunization Policy adopted in 2020 and requested support to begin enforcing the policy on all campuses, colleges, and programs at UNH. All groups were supportive and willing to help in any way they could. Targeted communication plans were developed for each respective office/group.
- Enforcement will be twofold. Students will not be permitted to move into their on-campus housing if they are non-compliant as of move-in day until they meet with someone from Health & Wellness to discuss the requirement. Health & Wellness staff will be located at various areas across campus on move-in day(s) to consult with students about the requirements and what they need to become compliant. Following this meeting, the student will be allowed to move into their housing.
- Students who remain non-compliant by the middle of the first semester will have a registration hold put on their UNH account preventing them from registering for 2<sup>nd</sup>-semester classes until they speak with someone from H&W, again reinforcing the need to become compliant.

### **GOAL 2: VICE-PROVOST FOR STUDENT LIFE AND ASSISTANT VICE-PROVOST FOR STUDENT LIFE TO DETERMINE LEADERSHIP MODEL FOR HEALTH & WELLNESS**

As a result of the CERP, the executive director retired at the end of June 2021. The current leadership model is the Leadership Team consisting of a Medical Director, Clinical Manager, Director of Finance and Administration, and Director of Education and Promotion (currently serving as Interim Senior Director) overseeing the organization. To ensure stability and sustainability of the organization long-term a new model for leadership needs to be determined before the end of the six-month term for the Interim Senior Director.

#### Accomplishments and activities

- The Assistant Vice Provost for Student Life (AVPSL) provided leadership in determining the future leadership model for Health & Wellness.
- The Leadership Team met to discuss organizational leadership models utilized within college health for organizations of our size and breadth of services/programs and provided recommendations to the AVPSL.
- The Leadership Team provided feedback on the proposal that was shared by the AVPSL.
- A final organizational chart and job description for a Chief Medical Officer (CMO) as the leader for Health & Wellness was shared with the Leadership Team and staff. This new organizational structure also changed the Director of Finance and Administration to an Assistant Director of Finance and Administration.

### **GOAL 3: HEALTH & WELLNESS WILL PROVIDE LEADERSHIP AND ACTIVELY PARTICIPATE IN THE HEALTH AND WELL-BEING TASK FORCE.**



The Health and Well-Being Task Force is charged with reviewing and identifying how to broaden and continue the creation of an institution that influences, improves, and supports the health, wellness, and well-being of students, faculty, and staff on the UNH campuses. A report outlining a framework for the next steps with priorities and recommendations for this multi-year effort will be submitted to the Assistant Vice-Provost for Student Life, Senior Vice-Provost for Student Life, Provost, and Chief Operation Officer/Vice-President of Administration by January 2022. Health & Wellness will actively participate in this task force by providing leadership, and representation on the task force and its subcommittees.

#### Accomplishments and activities

- The Director of Education and Promotion served as the co-chair of the Health & Well-Being Task Force with Dr. Rosemary Caron, Professor of Health Management and Policy.
- Anne Torres, Administrative Assistant, Health & Wellness provided administrative support to the committee while Mackenzie Johansmeyer, Clinic Manager, and Shannon Seiferth, Wellness Educator/Counselor, Health & Wellness served as task force representatives
- The task force met four times during the fall of 2021 and submitted its final report to the administration in February of 2022. The task force report calls for a shift in focus from individual student wellness to the well-being of the community as a whole and outlines *Calls to Action for UNH* including the overarching recommendation of becoming a Health Promoting Campus by joining the [U.S. Health Promoting Universities & Colleges Network](#) with the vision of signing the [Okanagan Charter](#). This will assist UNH in successfully embedding well-being into the culture of our campus, which will prioritize compassion, health & well-being, social justice, equity, and inclusion, not only as values but as a part of the mission for our entire community.
- Another key Call to Action was naming the UNH Health and Well-Being Task Force as a University committee and updating its purpose to reflect a new role/charge that will guide UNH's efforts in making our campus community as healthy as it can be.

#### **GOAL 4: IMPROVE TRACKING, COLLECTING, AND REPORTING OF KEY DATA POINTS WITHIN HEALTH & WELLNESS**

Health & Wellness can collect a great deal of data from various systems and processes, but the organization continues to be challenged by systems/processes that hinder effective and efficient access to data. This needs to be resolved to provide appropriate and timely data for information and decision-making both internally and externally.

#### Accomplishments and activities

- Reconciled multiple years of data that had been collected and reported in Tableau with the data in Point and Click to minimize redundant data collection. Going forward only Point and Click will be used as our data collection point for key performance data.
- Began cleaning up the data in the electronic health record (EHR), Point and Click, to be consistent among users so we can collect more accurate information. Data output is only as good as the data input and because of that, there needs to be a continued focus on consistency.
- The Health Information Manager developed training for staff demonstrating how to use the EHR effectively. The training will continue in the fall and will also demonstrate features that are new or aren't being used fully.



## **GOAL 5: TO BE AWARDED A 3-YEAR REACCREDITATION FOR HEALTH & WELLNESS FROM THE ACCREDITATION ASSOCIATION FOR AMBULATORY HEALTH CARE (AAAHC)**

In February of 2022, Health & Wellness needed to renew its accreditation through AAAHC with plans to be awarded our 8<sup>th</sup> consecutive accreditation. Status as an accredited organization means UNH Health & Wellness has met nationally recognized standards for the provision of the highest quality of care to its patients and clients as determined by an independent, external process of evaluation. The accreditation will run for three years.

### Accomplishments and activities

- Health & Wellness completed their onsite AAAHC survey on February 28-March 1. The survey ended with a formal summation of findings presented to the Health & Wellness staff and the Assistant Vice Provost of Student Life.
- Health & Wellness was awarded a three-year re-accreditation expiring February of 2025.

## **POINTS OF PRIDE**

### **POINT OF PRIDE 1: SUCCESSFULLY TRANSITIONING OUR CAMPUS COVID PRIMARY AND BOOSTER VACCINATION EFFORTS TO WITHIN HEALTH & WELLNESS CLINICAL OPERATIONS**

Health & Wellness became a registered COVID vaccine site with the state of NH for all primary and booster doses for faculty, staff, and students. Our facility offers Moderna, Pfizer, and J&J vaccinations 6 days a week by appointment and walk-in.

#### Relationship to mission or goals

This speaks to our role as public health leaders and our effort to vaccinate our community against COVID-19 and slow the spread of COVID-19. This effort helps maintain a healthy community and keeps students on campus attending classes in person.

### **POINT OF PRIDE 2: ACCREDITATION**

Health & Wellness achieved accreditation this year in February 2022. Health & Wellness is accredited by the Accreditation Association for Ambulatory Health Care. Health & Wellness adheres to strict quality and health care standards. Including this recent accreditation, Health & Wellness has sustained 8 consecutive 3-year accreditation cycles.

#### Relationship to mission or goals

This speaks to our goal of achieving a 3- year accreditation and providing the best quality care to our patients and clients. Our attention to policies, processes, and safety allows our continued accreditation.

### **POINT OF PRIDE 3: PRESENTED TO THE PRESIDENT’S SENIOR MANAGEMENT TEAM AND PROVOST’S COUNCIL ON EFFORTS TO ADDRESS HIGH-RISK ALCOHOL USE BY UNH DURHAM STUDENTS**

Health & Wellness presented student alcohol use data and its impact on campus/student health and well-being. Campus efforts to address high-risk use of alcohol were shared and discussed in detail. These efforts utilized a socio-ecological model and best practices in the field. Calls to action were identified to assist UNH in further

addressing high-risk users, supporting low-risk and non-users, and providing services to students in recovery. As a result of these presentations, the President asked Vice-Provost for Student Life and Assistant Vice-Provost for Student Life to move calls to action forward, including the creation of a campus community coalition.

Relationship to mission or goals

This speaks to our role as public health leaders and our effort toward creating a community that supports the health and well-being of its members by working to create a community that supports individual wellness and supports the mission of this institution.

POINT OF PRIDE 4: IMPLEMENTATION OF THE NATIONAL COLLEGE HEALTH ASSOCIATION – NATIONAL COLLEGE HEALTH ASSESSMENT (ACHA-NCHA) III SURVEY

Every other year, Health & Wellness implements the [ACHA-National College Health Assessment \(NCHA\)](#) a nationally recognized research survey that can assist campuses in collecting precise data about their students' health habits, behaviors, and perceptions. This was implemented in the fall semester and sent to 5000 students with a return rate of 34%.

Relationship to mission or goals:

This survey supports the health of the campus community and the academic mission by supporting short and long-term healthy behaviors and gaining a current profile of health trends within the UNH community by gathering data on students' health and well-being in a wide area of topics impacting undergraduate and graduate students. The results are also used to shape programming/educational efforts and content and determine priorities for resources for Health & Wellness as well as other offices on campus.

POINT OF PRIDE 5: MACKENZIE JOHANSMEYER RECEIVED THE PRESIDENTIAL AWARD OF EXCELLENCE

Mackenzie Johansmeyer, Clinical Manager received the PAT staff Presidential Award of Excellence recognizing outstanding performance and distinguished service to the University of New Hampshire that aligns with the university's mission and strategic priorities. She was honored for her outstanding work as part of the COVID response and her commitment to student success and well-being.

Relationship to mission or goals

High-quality staff and reflection on the high-quality care and services provided by Health & Wellness

COLLABORATIVE EFFORTS

KEY COLLABORATION 1: COVID RELATED

Department(s) you collaborated with:

Housing, Dining, Campus Police, and the COVID Lab. To effectively provide contact tracing and care for students with COVID.

Description of the efforts:



Health & Wellness collaborated with housing to place students in isolation and quarantine housing. Dining worked with Health & Wellness to deliver medications and meals to students in isolation and quarantine housing. The campus police assisted by transporting students for testing, and visits, and to isolation and quarantine housing. Health & Wellness worked closely with the COVID lab to quickly identify and contact trace students, faculty, and staff. All combined efforts allowed for quick control of the spread of COVID-19 and enabled students to stay in person for classes.

#### KEY COLLABORATION 2: WORKED WITH SHARPP TO FINALIZE AND GAIN SUPPORT FOR THE UNH COMPREHENSIVE PREVENTION PLAN- STRATEGIES TO ADDRESS IPV, SEXUAL HEALTH & WELL-BEING, AND AOD USE AT UNH

##### Department(s) you collaborated with:

Sexual Harassment and Rape Prevention Program (SHARPP). The Plan was presented to and vetted by Chief Diversity Officer, Faculty Senate, Undergraduate Student Senate, Graduate Student Senate, Title IX Advisory Council, Title IX Steering Committee

##### Description of the efforts:

In the Fall of 2016, the Title IX Advisory Committee asked prevention specialists at Health & Wellness and SHARPP to draft a comprehensive prevention plan based on best practices and current research that would create culture change and shift efforts from response to prevention. After years of drafting, a working plan was supported and moved forward to implementation. This past fall, the plan was submitted and received support from the Chief Diversity Office and was vetted by several key committees/groups. Efforts continue to implement the plan.

#### KEY COLLABORATION 3: WORKING WITH SUSTAINABILITY INSTITUTE AND OTHER KEY DEPARTMENTS/GROUPS TO ASSIST UNH IN BECOMING A TOBACCO-SMOKE AND NICOTINE(TSN)-FREE CAMPUS

##### Department(s) you collaborated with:

Sustainability Institute, members of the TSN-Free Campus Implementation Committee

##### Description of the efforts:

During the summer of 2021, the TSN Free Policy Committee chaired by members of UNH Sustainability Institute and Health & Wellness received support from the UNH Executive Council for UNH to become a TSN-Free Campus. The announcement of this [updated policy](#) was made to the campus during the spring semester. To help facilitate awareness of the policy, the TSN-Free Campus Implementation Committee was created and chaired by the Sustainability Institute and Health & Wellness and consists of members from the Durham, Manchester, and Concord campuses. The committee's task is to provide information and education on the updated policy and compliance and cessation resources available for employees and students. For more information on this public health effort: <https://www.unh.edu/main/tsnfree>

#### KEY COLLABORATION 4: MENTAL/EMOTIONAL HEALTH

##### Department(s) you collaborated with:

## Psychological and Counseling Services (PACS)

### Description of the efforts

Multiple efforts included sharing a psychiatrist housed at Health & Wellness, referring as appropriate to each other's organization for care, creating a mechanism to share key information more easily to coordinate care, and creating opportunities for the staff from each office to meet for case consultation monthly and through staff development opportunities.

This year the offices worked on two efforts together:

- Drafting a best practice document for addressing eating disorders on campus to address prevention, intervention, and treatment utilizing a team approach to care for patients/clients.
- Worked to develop an emotional well-being/mental health public health campaign to be implemented in fall 2022 on campus. The campaign will expand on the work of the mental health continuum. This included running listening groups with students, faculty, and staff to gather their insight into students and staff/faculty needs and experiences and distilling key areas to address and identify key messages and efforts to be developed and implemented.

### KEY COLLABORATION 5: PROVIDE ON-CAMPUS CLINICAL AND WELLNESS SERVICES FOR UNH DEPARTMENTS

#### Department(s) you collaborated with:

Health & Wellness collaborates with various offices and academic departments including Nursing, Occupational Therapy, Paul College, Occupational Health and Safety, Transportation, and Human Resources, etc.

### Description of the efforts

Health & Wellness provides a myriad of specialized services to meet the internal needs of our UNH community including:

- Review animal handler forms and provide rabies shots
- Review of respirator occupational health forms for the Office of Environmental Health and Safety
- Provide SCUBA clearance
- Three providers have received certification from NH DOT to provide screening for drivers
- An Employee Wellness Retreat was organized by Living Well staff members, Dawn Zitney and Shannon Seiferth. Around 50 employees (faculty, OS, PAT) and some graduate students attended sessions on burnout, wellness, intuitive eating, self-compassion, and stress. This retreat was supported by Human Resources.
- Living Well staff provides numerous programs and workshops to students in academic classes, residence halls, Fraternity and Sorority Life, Athletics, etc. Two examples included
  - For the 18<sup>th</sup> consecutive year, Living Well staff taught in the Occupational Therapy Stressed-Out labs with a focus on meditation/mindfulness and body-based techniques to cope with stress and expressive writing.
  - For the 5<sup>th</sup> consecutive year, presented to around 800 Paul College students participating in the FIRE Program for First Year Students. Students learned about the effects of stress and how to use body-based techniques to activate their relaxation response. The presentations were then followed-up with the launch of an online training program called #BeWellUNH that focuses on



emotional wellness. Using the tenants of prevention, the online program includes opportunities for knowledge attainment, awareness building, and skill development.

## DIVERSITY, EQUITY, AND INCLUSION

- We customized the University's DEI Statement to encompass our values as a health organization and created a [webpage](#) that includes both our DEI Statement and the UNH Land Acknowledgement to reflect our commitment:

***In alignment with the University of New Hampshire's [Diversity Statement](#), Health & Wellness is fully committed to building and nurturing an environment of inclusive excellence where all students, staff, and faculty can thrive.*** Health & Wellness recognizes there can be no health, and no wellness, without social justice. *We are committed to confronting health disparities, providing open and inclusive access to health and wellness services and programming, and delivering the highest quality care to all. Our services and approaches are evidence-based and trauma-informed and embrace intersectionality, identity, and the many experiences of our community members that make them uniquely themselves. Our staff values and utilizes self-examination, professional development, and [feedback](#) to ensure continued growth. We strive to contribute to a campus environment that fosters safety, health, agency, autonomy, mutual respect, and understanding. We believe diversity, equity, accessibility, and inclusion are foundational values inextricably linked to achieving our core mission of promoting the health and well-being of all members of the UNH community. Here, you belong, and all are welcome.*

- Pronouns were added to our staff page on our website.
- All staff are required to include a DEI goal as part of their annual performance evaluation.
- As part of staff development/continuing education session related to DEIA is included.
- Staff are encouraged to participate in various campus opportunities related to DEIA.
- Health & Wellness participates in the committee developing guidelines for Universal Design for Programs that was developed into a Canvas course and shared with departments and student organizations.
- New staff participate in Safe Zones and Social Justice Education Training.
- Work with HR to determine how we can advertise and attract a diverse pool of candidates for open positions.
- Health & Wellness used its social media effectively to reach students where they are at, and to share educational content related to diversity and inclusion, including Black History Month, National Coming Out Week, Pride Month, Eating Concerns Awareness, and reproductive justice.
- Many of Health & Wellness' workshops and events focused on various aspects of identity, diversity, and inclusion, including National Coming Out Week events and lawn signs, the Peer Body Project and Body Positivity Week, a Film Screening and discussion of *Break the Silence: Reproductive and Sexual Health Stories*, a Slow and Restorative Yoga Class for the LGBTQIA+ Community, a Reproductive Health Panel Discussion, and a "Hook-up Culture in the LGBTQIA+ Community" Discussion for Gaypril. We are also committed to addressing and infusing identity and inclusion into our wellness workshops and events in general.

## CONTINUOUS IMPROVEMENT

Continuous Quality Improvement (CQI) is interwoven throughout everything that Health & Wellness does. As a health care and services provider, we rely on CQI, in part to meet external expectations, e.g., accreditation. However, more importantly, it is a core professional value that we expect of ourselves – to provide high-quality care and services to the UNH community. As one example, see the attached Quality Improvement Study, one of the many we do every year.

Other activities include:

- Development of a new committee: Health Information Committee.
- Formed a new committee by combining the Safety and QI committees to provide more efficiency to complete required work and to utilize a smaller group of staff.
- Updated Patient Satisfaction/Client Satisfaction surveys and implemented.
- Updated nonuser survey and distributed to UNH community.
- Continuing to enhance/change services to better meet the needs of the community. Our gender-affirming care services are one example.
- Provided 10 Continuing Education opportunities for staff including a session focused on Trauma Informed Care.
- The academic year starts with several days of staff training, to ensure staff is up to date on any changes or requirements that may have occurred during the summer months as well as needed to provide training in areas required to maintain accreditation.

## ASSESSMENT/LEARNING OUTCOMES/DIRECT-INDIRECT MEASURES

SLO1: Demonstrate an understanding of health and wellness as an aspect of well-being per the Inter-Association Well-being definition and/or the H&W adaptation thereof. [1,2,3,4,5,6]

### Direct assessment:

Questions have been added to pre- and post- evaluations in all Living Well Services (LWS) educational programs and patient/client satisfaction assessments. Questions have also been added to student intern, volunteer, and work-study evaluations. We are developing measures to better understand how aspects of social media engagement contribute to this SLO.

### Indirect assessment:

Measure the number of students attending programs, visits to LWS, and selected clinical services.

SLO2: Demonstrate an understanding of one's health issues/conditions, including prevention approaches, self-care practices, and appropriate intervention and treatment when needed. [1,2,3,6]

### Direct assessment:

Utilize the results of screening tools collected via student electronic health records after LWS and clinical visits/interactions. The screening tools include topics of anxiety, sleep, alcohol, nicotine, other drugs, eating disorders, and food insecurity.

### Indirect assessment:

Measure the number of students who access services and provide analysis of pre-and post- evaluations to inform services/programs provided.



SLO3: Demonstrate knowledge of H&W programs and services offered and how to access them.  
[1,3,6]

Direct assessment:

Using data from specific questions in program evaluations and knowledge/satisfaction assessment tools (e.g., regular pulse surveys).

Indirect assessment:

Use captured evaluation data from H&W services, programs, training, and social media interactions to determine and measure engagement and campus awareness of H&W,

## FINANCIAL SUMMARY (IF AVAILABLE)

Data as of 7/13/22

**Funding Sources**

Health Fee	\$ 4,623,635
Fee for Service	\$ 587,706
Pharmacy	\$ 215,702
<b>Total Funding</b>	<b>\$ 5,427,043</b>

**Funding Distribution**

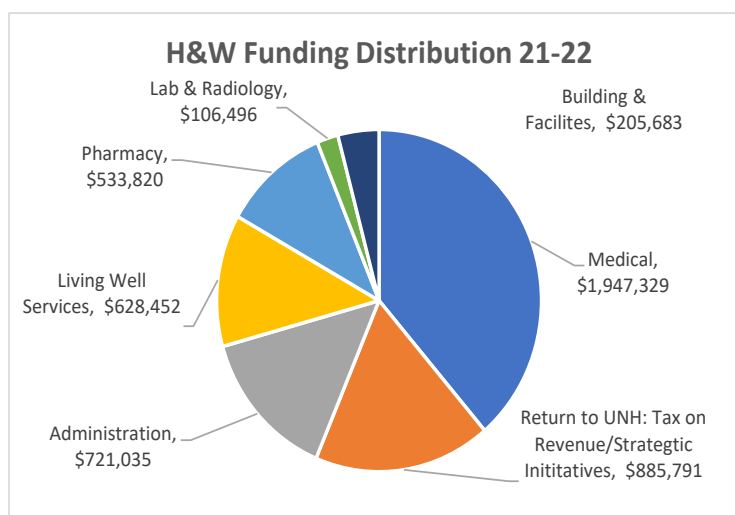
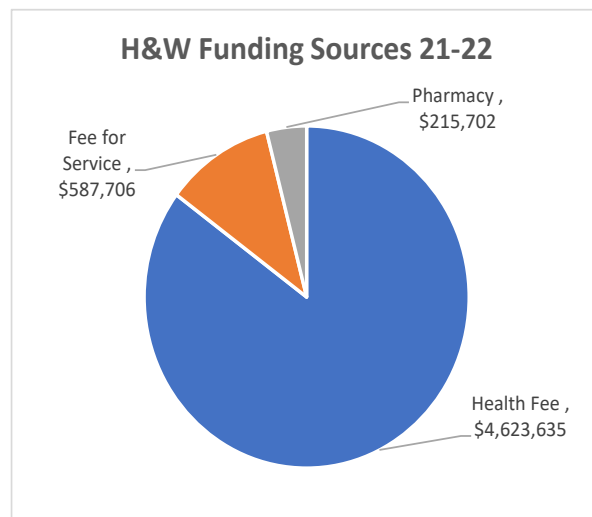
Medical	\$ 1,947,329
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Return to UNH: Tax on

Revenue/Strategic Initiatives	\$ 885,791
Administration	\$ 721,035
Living Well Services	\$ 628,452
Pharmacy	\$ 533,820
Lab & Radiology	\$ 106,496
Building & Facilities	\$ 205,683
<b>Total Expenses</b>	<b>\$ 5,028,606</b>

**Surplus to Reserves**

**\$ 398,437**



## STRATEGIC GOALS 2022-2023

### STRATEGIC GOAL 1: EXPAND THE 2022 GOAL TO IMPROVE THE TRACKING, COLLECTION, AND REPORTING OF DATA

Improve and refine the tracking, collection, and reporting of key data points within Health & Wellness.

#### Anticipated plan and activities

- Leadership Team will determine key reporting measures to review weekly, monthly, and by semester. The Health Information Manager will supply the team with these reports in addition to the satisfaction surveys and other ongoing data collection reports. Information will be provided in a format so it can be shared with all staff to continue their understanding of overall operations at Health & Wellness.
- Appointment data input by clinical staff will be standardized as much as possible. This will entail Improving and updating existing templates where needed and creating templates where necessary. The Health Information Manager will provide ongoing training sessions as opportunities for improvement are identified.
- Registration data will be collected at the time of check-in to feed into the EHR for billing and insurance verification purposes.
- The Business Office will work with the Registrar's Office to update demographic information that is collected and pulled into existing H&W Banner feeds to further help us be able to identify trends and groups of students that access services.

### STRATEGIC GOAL 2: TO MOVE TOWARDS IMPLEMENTATION OF OUR NEW LEADERSHIP STRUCTURE IN CONJUNCTION WITH THE VICE PROVOST OF STUDENT LIFE AND VICE-PROVOST OF STUDENT LIFE

As a result of the CERP, the executive director retired at the end of June 2021. The current leadership model is the Leadership Team consisting of the Interim Medical Director, Clinical Manager, Interim Director of Finance and Administration, Director of Education and Promotion (currently serving as Interim Senior Director), and Administrative Coordinator overseeing the organization. To ensure stability and sustainability of the organization long-term a new leadership model was determined this past academic year with a Chief Medical Officer (CMO), who will be an MD, providing leadership for the organization. Other changes to the organization structure and leadership will occur once this position has been filled.

#### Anticipated plan and activities

- Under the supervision of the VPSL, the CMO position will be advertised, a search committee comprised of students, faculty, and staff (including two staff from Health & Wellness and will be chaired by the interim medical director) will be established, and screening and interviewing will take place and position will be hired.
- Under the supervision of the Interim Senior Director, the Assistant Director for Finance and Administration position will be advertised. A search committee comprised of students, faculty, and staff (including two staff from Health & Wellness and the Interim Director of Finance and Administration will chair) will be established. Screening and interviewing will take place and the position will be hired.
- Onboard new CMO providing needed support and information to facilitate taking on the new role.



### STRATEGIC GOAL 3: HEALTH & WELLNESS WILL PROVIDE LEADERSHIP AND ACTIVELY PARTICIPATE IN THE IMPLEMENTATION OF THE HEALTH AND WELL-BEING TASK FORCE CALLS TO ACTION

Based on Health & Wellness's role around health and well-being and its leadership's active participation in the Health and Well-Being Task Force, it is natural for this organization to continue to champion the Calls to Action of the Task Force's final report.

#### Anticipated plan and activities

- Support ongoing conversation of the final Task Force report with the administration to gain support for UNH becoming a Health Promoting Campus and joining the [U.S. Health Promoting Universities & Colleges Network](#) with the vision of signing the Okanagan Charter. This will assist UNH in successfully embedding well-being into the culture of our campus, which will prioritize compassion, health & well-being, social justice, equity, and inclusion, not only as values but as a part of our mission for our entire community.
- Advocate for naming the UNH Health and Well-Being Task Force as a University committee and update its purpose to reflect a new role/charge that will guide UNH's efforts in making our campus community as healthy as it can be. Membership of the committee should be revisited to ensure a collaborative group of multi-disciplinary stakeholders from across the three campuses, with an executive committee that will guide the committee's work.
- Provide leadership and active participation in the new Health & Well-Being Committee and provide needed support for its work to move its purpose and goals forward.

### STRATEGIC GOAL 4: REVIEW FOR IMPLEMENTATION OF BEST PRACTICES FOR SEXUAL HEALTH PROMOTION AND CLINICAL CARE

A task force within Health & Wellness will review the American College Health Association (ACHA) Guidelines for Best Practices for Sexual Health Promotion and Clinical Care in College to assess current practices and make recommendations for changes in these areas, as needed.

#### Anticipated plan and activities

- Determine the charge, membership, and meeting schedule of the task force.
- Committee will review ACHA Guidelines.
- Committee will determine which guidelines work best for our health center and populations and identify guidelines currently in place, those in progress, and those we should implement.
- The committee will recommend changes to current practices including identifying practices, resources needed, responsibility, evaluation process, and timeline.

### STRATEGIC GOAL 5: TO UTILIZE AND SHARE THE NEW WELL-BEING WHEEL WITH THE CAMPUS COMMUNITY

A sub-group of the Living Well office has spent the past year or more working to update the Wellness Wheel to represent not just individual wellness, but an individual's wellness within the larger community (i.e., well-being). The new Well-Being Wheel will be an expanded version of the Wellness Wheel and will visualize the importance of an individual's identity and values, along with the impact the community has on an individual's wellness. The Well-Being Wheel was designed to be consistent with our definition of well-being, influenced by the NIRSA Inter-association Definition of Well-Being. This year we will unveil the new Well-Being Wheel to the UNH community

and provide training, education, and key messages that we hope will be utilized by the UNH community just as the Wellness Wheel has been for several years.

Anticipated plan and activities

- Finalize the image of the Well-Being Wheel for inclusion in the 2023 Health & Wellness brochure, stickers, posters, and presentations.
- Develop key messages related to the Well-Being Wheel that will be utilized by the UNH community.
- Develop learning outcomes and establish evaluations to determine the impact and utilization of the wheel.
- Integrate the Well-Being Wheel into educational programming and medical visits.
- Develop specific training on the Well-Being Wheel to be used with students, and employees
- Make the Well-Being Wheel widely available to students through programming and events.
- Make the Well-being Wheel available to faculty, staff, and offices.



## Quality Improvement Study:

<div style="display: flex; justify-content: space-around; align-items: center;"><b>UNH Health &amp; Wellness</b></div> <div style="border: 1px solid black; padding: 5px; text-align: center;"><b><i>Quality Assurance Monitor Study Report</i></b></div>	
Form #100.3	
Submitted by: <u>Leslie Latner</u> Date: <u>4.6.22</u>	
Process being monitored: (please describe) <u>To verify accuracy of pharmacy staff filling prescriptions in pharmacy</u>	
Health & Wellness policy that addresses the standards for this monitor: _____	
Why did you select this process for monitoring? ( ) Staff benefit _____ High risk <input checked="" type="checkbox"/> Patient benefit <input checked="" type="checkbox"/> High volume <input checked="" type="checkbox"/> Cost reduction _____ Problem prone _____	
Other (please describe) <u>For QI review purposes</u>	
What is/are the objective(s) of this monitoring? <u>To review the SOP for checking prescriptions. Check random prescriptions with help of technician over a weeks time.</u>	
Monitoring start date and end date: Start: <u>March 30, 2022</u> End: <u>April 6th 2022</u>	
What in this process is being measured for monitoring? <u>Patient, Doctor, Drug, dose, quantity, directions, date, refills</u>	
What is the quality threshold for this process? <u>96-100%</u>	
Summary of findings: <u>Using all data available of 40 prescriptions reviewed Accuracy was 100%</u>	
Plan of action: (to include follow-up and person(s) responsible) <u>No action necessary at this time</u>	
<small>This report is a confidential QI document and will not include information that names patients or clinicians.</small>	
Date received by QI Coordinator: <u>4/6/22 MJJ</u>	

UNH Health & Wellness Pharmacy



QA STUDY: Prescription Filling Accuracy

Form #503.2

Study Date: 3.30.22

RX NUMBER	CONTENTS OF BAG	ORIGINAL ORDER	COMMENTS
6215637	150 XL tab #30 BUPROPN HCL	BUPROPN HCL #150 XL tab #30	Correct
2010637	Methylphenid 10mg tab #60	Methylphenidate 10mg #60	Correct
6215986	Spironolact 50mg #60	spironolactone 50 mg #60	Correct
6215987	tretinoin 0.05% cream 45g	Tretinoin 0.05% cream 45g	Correct
6212990	Duloxetine 40mg ca #30	Duloxetine 40mg Hcl cap / delayed release	Correct
6214504	Chateal EQ 0.15/30 tab #28	Chateal EQ 0.15/30 tab #28	Correct
6214566	Levothyroxin 100mg tab #30	Levothyroxin 100mg tab #30	Correct
6216262	tretinoin 0.05% cream 45g	Tretinoin 0.05% cream 45g	Correct
6213133	PraZosin HCL 1mg cap #60	PraZosin HCL 1mg cap #60	Correct
6216091	Venlafaxine 25mg tab #30	Venlafaxine 25mg tab #30	Correct
2010713	Vyvanse 30mg cap #30	Vyvanse 30mg Cap #30	Correct
6215950	Famotidine 40mg tab #60	PePcid 40mg tab #60	Correct
6215951	Mupirocin oint 2% 22gm	BactroBan 2% ointment 22gm	Correct
6216227	Montelukast 10 mg tab #30	Montelukast 10 mg tab #30	Correct
2010744	Concerta 54mg tab #30	Methylphenidate HCL ER 54mg #30	Correct
6209255	Hailey 1.5/30mg tab #28	Loestrin 21 1.5-0.0 tab 21	Correct
6215574	clindamy/Ben 1.5% Gel 50g	Clindamycin phos Benzoyl perox 1.5%	Correct
6216251	Epinephrine auto injector 2pack	Epipen 2-pack 0.3mg / 0.3 mL inj	Correct
6215585	Fluoxetine HCL 40 mg ca #180	prozac 40 mg Cap #180	Correct

UNH Health & Wellness Pharmacy



QA STUDY: Prescription Filling Accuracy

Form #503.2

Study Date: 4/6/22

RX NUMBER	CONTENTS OF BAG	ORIGINAL ORDER	COMMENTS
6212990	Duloxetine 40mg #30	Duloxetine 40mg #30	MD Strength Patient DOB GTY ✓
6214066	Sertraline 50mg 1.5g #135	Sertraline 50mg	MD PT Strength Day GTY Strength ✓
6216200	Escitalopram 20mg TPogd #40 Stock	Escitalopram 20mg TPogd #40	MD PT Strength Day GTY ✓
6216346	Omeprazole 20mg TPogd #30	Prilosec 20mg TPogd 30	MD TP Stock ✓
6216378	Nitrofurantoin 100mg BID #10	Macrobid 100mg BID #10	MD PT DOB ✓
6216389	Omeprazole 40mg TPogd #90	Omeprazole 40mg TPogd 90	MD PT DOB Day Strength GTY ✓
6215908	Advair discus 250/50	Advair Discus 250/50	MD PT Sig ✓
6216765	Noreth/Estro 1/20 90 #28	Junel 1/20 Fe #28 90	MD PT Sig ✓
6213662	Fluoxetine 20mg Cap TPogd	Fluoxetine 20mg TPogd Cap	MD PT Sig ✓
6216780	Sertraline 25mg TPogd 244	Sertraline 25mg TPogd	MD PT Sig ✓
6215659	Vyibron TPogd #28	Orlistat 120mg 4 TPogd #28	MD PT ✓
6216782	Spravalactam TPogd #60	Spravalactam 50mg TPogd #60	MD PT ✓
6216783	Fluoxetine 20mg TPogd	Fluoxetine 20mg TPogd	MD PT ✓
6216359	Hydroxyzine HCl 25mg tab #20	Hydroxyzine HCl 25mg tab #20	Correct ✓
6216806	Polymyxin B / Trimethoprim Sol #10	Polymyxin 10000-0.1 unit/mL #10	Correct ✓
6216807	Benzonatate 100mg cap #10	Tessalon Perls 100mg caps #10	Correct ✓
6216808	albuterol sulfate 90 MCG INH #1	Albuterol sulfate RFA 108 (90 Base	Correct ✓
6216811	Fluconazole 150mg ta #2	Fluconazole 150mg ta #2	Correct ✓
6210250	Humalog 100ml inj #50	Humalog 100ml inj #50	Correct ✓