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The 2017-18 year began with an announcement from President Mark Huddleston of his intent to retire at the end of the academic year, in June of 2018. For UNH, the year was marked with transitional matters and planning for the future, and the focus for Health Services shifted as well. Effective on July 1, 2017, we changed the long-standing name of our organization to Health & Wellness, and within it, Health Education and Promotion became Health Education and Support Services. Our collective thinking was that these names better reflect the services we offer, and their scope.

With the new names in place, we focused our attention on continuing to provide the high-quality medical care, disease prevention, and health promotion services for which we are known at UNH. Having been in the reconstituted division of Student Life for three academic years, it was also a time to join our partners in health and well-being, in particular Psychological and Counseling Services (PACS), in planning for more integrated programs for our campus.

We started the year by sharing staff development with PACS colleagues, and they provided suicide prevention training for our staff in the spring. By the end of the year, PACS had a new director, culminating a long process of change for them. The new director quickly embraced a collaborative step forward with Health & Wellness to move closer to an integrated holistic approach to student health and well-being.

Meanwhile, Health & Wellness experienced many other successes and highlights during the 2017-2018 year. One primary highlight was Health & Wellness’s collaboration on a campus-wide effort to help embed mindfulness as a powerful tool to help students’ success both inside and outside of the classroom, and assisted faculty in integrating mindfulness practices into their classrooms. Led by Health Education and Support Services, in partnership with colleagues from the Division of Student Life, UNH implemented 80 specific action steps related to mindfulness.

Our Thrive satellite office in the Hamel Recreation building completed its first full year in January 2018. We introduced registered nursing at Thrive to allow for nurse assessments and individual education, as well as to make it easier for students to connect to our main location.

As an organization we also spent the year preparing for a new, more stringent process to pursue our seventh consecutive three-year accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC) in the fall of 2018.

Amidst all of the above, we completed two major overhauls. The first, working with UNH Human Resources, was a reconfiguration of all flex-time (<1.0 FTE) staff’s appointments. The second, more daunting project was a physical reconfiguration of the first floor so that all clinical staff and exam rooms, and all support services except the medical laboratory, could be located on that floor. This made for a modern, more seamless approach to care and services for students. It took over a year to plan but, incredibly, this project was completed over the winter break, and was exceedingly well-received by students.

As with any annual report, this year’s report provides just a glimpse of all that was accomplished by the amazing staff of Health & Wellness. We love serving our students, faculty and staff and we are very excited, with much to look forward to, in 2018-19.

Yours in Health,

Kevin E. Charles, D.Ed.
Assistant Vice-President/
Executive Director of Health & Wellness
YEAR IN NUMBERS

Medical Services
9,441 unique patient count
21,916 clinical appointments

Health Education & Support Services
2,430 individual appointments
534 educational programs impacting 20,138 students

14,277 lab tests
3,365 immunizations
707 x-rays
11,400 prescriptions filled

"I’ve been coming here for all 4 years. I’ve been here for several things and I’ve been nothing but pleased! The staff/nurses here are so welcoming & friendly, I’ll miss coming when I graduate in May. Keep up the good work!"

Top 10 Clinical Visits
1. Colds, Sore Throats, & Related Illnesses
2. Anxiety
3. Mononucleosis & Other Viral Illnesses
4. Urinary
5. Depression (mood)
6. Menstrual difficulties
7. Head injuries
8. Fungal infections
9. Conjunctivitis (pink eye)
10. Ear infections

Top 10 Education/Counseling Visits
1. Massage Therapy
2. Alcohol Counseling (Mandated)
3. Nutrition Counseling & Related
4. Other Counseling
5. Drugs Counseling (Mandated)
6. Stress Management Counseling
7. Emotional Health Education/Information
8. Anger Management Counseling
9. Chronic Illness Counseling
10. Drugs Counseling (Self-Referred)
NEW ENVIRONMENT
This year marked a transformation of medical services to the university community. Our clinicians and clinical support staff recommitted to a professional care environment of collaboration and teamwork, facilitated by our new physical space design.

MANAGING THE FLU
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.

QUALITY IMPROVEMENT
This year, to supplement our ongoing continuous QI initiatives, H&W participated in the ACHA (American College Health Association) Clinical Benchmarking Program for Screening and Prevention, and Acute Care.

ONLINE SCHEDULING
Students, faculty and staff found greater ease of online scheduling for appointments, reducing unnecessary time away from academic commitments.

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.

Health & Wellness also assisted the UNH College of Health and Human Services in recruiting candidates for a post-concussion research study during Spring 2018 semester; and 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.

“Thank you so much for seeing me today! I really appreciate how comfortable you made me feel in my appointment. You made something that is usually so scary/uncomfortable for me a lot easier!”
EDUCATION/COUNSELING HIGHLIGHTS

Health Education and Support Services provides prevention-based health promotion programs and services, health counseling, and co-curricular learning opportunities. We collaborate with others in the community to create an environment that supports the inherent wellness potential of all individuals with the goal of assisting students to be successful now and in the future. Services, excluding massage therapy, are provided at no additional cost to students.

New Programs
Wellness Coaching gives students the opportunity to explore their values and wellness goals. With our wellness educator/counselors, they can create a personalized plan with achievable steps to enhance strengths and learn to work with challenges surrounding topics like stress, sleep, sexual health, and substance use.

Students involved in our Wellness Ambassadors Peer Education program work to engage fellow UNH students in conversations about well-being and wellness, and how both can set them up for personal and academic success.

Other new programs included our What’s Cooking? demonstration cooking classes, Health & Wellness’s first Walk-In STI Testing Clinic as a part of the national, CDC-supported Get Yourself Tested (GYT) campaign, and Unwind & Recharge, where students can learn to develop new coping strategies to better respond to stress.

Collaborations
The Power Up! Program is led by a wellness educator/counselor and a nutritionist from Health & Wellness and a staff member from Campus Recreation to educate students about wellness. Cooks & Crafts provides healthy lunches and nutrition education to children participating in the Kool2Bfit February break program at Campus Recreation and is led by Nourish UNH peer educators.

The semester-long academic class, iLeap (Innovative Leadership with Education & Action among Peers), was redesigned and implemented for interns and peer educators in collaboration with SHARPP and OMSA. Health & Wellness provided leadership on Healthy UNH’s Wellness Module, an online wellness education program for incoming first-year students. We expanded the module beyond the topics of wellness, nutrition and physical activity to include mindfulness, meditation, sleep and stress.

Health & Wellness worked with UNH Athletics to implement Paws & Relax as well as educational tables on various wellness topics for Wildcat Optimal Wellness (WOW), a wellness program for student athletes.

“She is an exceptional wellness coach. She has helped me vastly expand my experience with Mindfulness such that, in combination with counseling, I have seen a drastic reduction in my stress level. I have learned and continue to learn so much from her about mindfulness, meditation and self-care.”
Upgrades
Sextober, a month of sex positive and inclusive programming, was expanded to include collaboration with the Sociology Department as well as our first ever Pleasure Party.

Screening for all students seen in the office now expands beyond alcohol, tobacco, anxiety, depression, and eating disorders to include sleep and body movement, based on recommendations from global health initiative Exercise is Medicine (EIM).

Thrive, our satellite location at Campus Recreation founded in January 2017, gives students a convenient location for more individual counseling services, massage therapy, educational events and programs, and meditation. It has also allowed for the development of demonstration cooking classes in the new kitchen area, as well as a stronger partnership with Campus Recreation.

Staff Accomplishments
Kathleen Grace-Bishop provided the Keynote address at the SHARPP anti-violence rally during Sexual Assault Awareness Month; and instructed a class on drugs and addiction for the Department of Social Work.

Dawn Zitney was honored by ACLU New Hampshire for exemplary work in the field of women’s reproductive health for sexual health education programming at UNH.

Kathleen Grace-Bishop and Dawn Zitney co-presented and facilitated, with other University colleagues from the Title IX Training Group, a day-long planning retreat on Interpersonal Violence (IPV) at Holloway Commons.

Michael Glennon received his Certified Health Education Specialist (CHES) credential.

Shannon Sieferth and Dawn Zitney planned and implemented a Wellness Quick Fire Challenge for the Paul College’s FIRE program for first year students. In one week, all 600+ of the first year students at the Paul College were introduced to Health & Wellness and to the concept of wellness.

Karen Crowley, Nancy Laverty and Dawn Zitney participated in Fenway Health Center’s TransEcho educational program that promotes inclusive and improved care for transgender and gender non-conforming patients.

Kathleen Grace-Bishop was a member of the Murkland Interdisciplinary Scholars Team (MIST), along with Monica Chiu, Professor, English and American Studies; Pam DiNapoli, Associate Professor, Nursing; Kate Gaudet, Affiliate Faculty, Humanities, Honors Assistant Director; and Barbara Prudhomme White, Associate Professor, Occupational Therapy, Faculty Fellow Provost’s Office. This group examined Health Education through the lens of Arts and Literature and sponsored a campus colloquium in November of 2017. MIST also implemented two research projects that gathered data related to college students’ mental health, self-care and resiliency.

Thanks to Nancy Bushinsky, Mike Glennon and Kathleen Grace-Bishop, Health & Wellness has received a $20,000 grant from the American Cancer Society’s Tobacco-Free Generation Campus Initiative (TFGCI), supported by the CVS Health Foundation. The grant aims to accelerate and expand the adoption and implementation of 100% smoke- and tobacco-free policies on college and university campuses across the nation.
Student involvement in our work within Health & Wellness and the UNH community is an important part of our mission. Our Internship and peer education programs support 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.

Claire Russo and Braelynne Morrow served as Dietetic Interns with the Nutrition Educator/Counselor as part of their community rotations. They provided one-on-one counseling to students, led cooking classes, and helped plan and implement outreach programs across UNH.

Alli DePuy served as an Alcohol, Tobacco and Other Drug Intern. DePuy drafted the UNH New Hampshire Alcohol, Tobacco and Other Drugs Survey Report, updated the Tobacco QuitKit, and served as a facilitator for Prevention Innovations’ research on Sexual Assault.

Kate Springer served as a Communications and Information Coordination Intern and assisted with digital and print marketing.

Eliza Chekas served as a Public Health intern and researched the benefits of mindfulness and meditation for college students.

Mary Jane Roche and Delaney Davis served as Mental Health Interns. They coordinated the peer-run events and other smaller outreach programs that teach students how to increase mental wellness through body movement, nutrition, kindness and gratitude.

Erin Cullather researched college students’ perceptions, knowledge, and use of antibiotics and presented her study at a poster session during the Undergraduate Research Conference (Evaluating College Students and Their Understanding of Antibiotics. Adviser: Judy Stevens, Community Health Nurse).

MacKenzie Wirtz served as a Stress Management Intern and developed and implemented various stress management programs.

Maggie Schultz served as a Sexual Health Intern and developed and implemented sex education efforts, including programming and use of social media.

Staff from Health Education and Support Services again partnered with the Nursing 704: Public Health Nursing class on two projects:

Hand Hygiene at Holloway Commons Dining Hall
Students: Olivia Black, Makaela Gilbert, Jacqueline Paradis, Kyle Sanborn, Dominic Theroux, & Laurie Toombs
Partner: Judy Stevens, Community Health Nurse & David Hill, Director, UNH Dining Operations
Faculty: Raelene Shippee-Rice, PhD, RN

Tobacco-Free Project
Students: Symone Blackburn-Savage, Alexis Marcou, Shannon McGrath, Brandy Nasser, Melissa Strugnell, and Brianna Turner
Partner: Kathleen Grace-Bishop, MHSA, MCHES, Director of Education & Promotion, Health & Wellness
Faculty: Raelene Shippee-Rice, PhD, RN
“I have learned so much from this experience. I have developed my professional skills, knowledge, communication skills, and most importantly my confidence and verification that this is what I love and want to do. I am so grateful for this opportunity!”

Interns
Mary Jane Roche
Delaney Davis
Allison DePuy
MacKenzie Wirtz
Maggie Schultz
Katie Baker
Kate Springer
Eliza Chekas
Erin Cullather
Claire Russo
Braelynne Morrow

Wellness Ambassadors
Ciara Blanchette
Sofia Ford
Hannah Graham
Megan Lopez
Shea O’Callagahan
Isabella Pantano
Olivia Sullivan
Carly Szymanski
Kassidy Tardiff
Sarah Wildes

Eating Concerns Mentors
Jessica Shaw
Jessica Pelletier
Cassie Marie Gagliardi
Kristin Sedler
Mackenzie Weber
Lauren Martin
Kyndra McKenzie
Aimee Carignan
Grace Smith
Hazuki Horiuchi
Taylor Zupo
Olivia Holowachuk
Jack Murphy

Wellness Assistants
Chris Piccolo
James Gutierrez
Sydney Koloski
Mary Shotton
Cassie Scott
Molly Hogan
Alyssa Boyd
Eliza DeMaio

Nourish UNH
Emily Bukovich
Colleen Driscoll
Edith Classen
Elise Lacasse
Helayne Speroni
Brooke Kealy
Amelia Quigley
Rachel Artus
Danielle Bourgeois
Aimee Carignan
Linda Julian
Kyndra McKenzie
Tina Sergi
Maura Donovan
Raegan Lynch
Samantha Roberts
Megan McCann
Jessica Letellier

UNH Health & Wellness Annual Report | 8
Years of Service

The following staff were recognized at the Annual Staff Recognition Ceremony:
Community Health Nurse, Judy Stevens, 20 years
Triage Nurse, Jacque Damon, 10 years

New Employees

Corrin Bedsole, Administrative Assistant in Health Records & Registration
Anne Torres, Administrative Assistant in Health Education & Support Services
Nancy Bushinsky, Alcohol and Other Drug Counselor
Greg Turcotte, Business Manager
Mackenzie Johansmeyer, Clinic Manager
Felicia Abbott, Medical Assistant
Lindy Salkin, Nurse Practitioner
Christine Riddle, Pharmacist
Leslie Latimer, Supervisor of Pharmacy Services

Retired/Moving On

Jerry Collins, Physician (29 years of service)
Lessa Brill, Physician (22 years of service)
Judy Stevens, Community Health Nurse (20 years of service)
Kevin McKaig, Manager of Medical Support & Information Technology Services (18 years of service)
Susan McAtavey, Administrative Assistant (13 years of service)
Pam Kayden-Babish, Alcohol and Other Drug Counselor (10 years of service)
Sue Reiss, Triage Nurse (9 years of service)
Valerie Romoser, Physician Assistant (7 years of service)
Rachael Kreckmann, Administrative Assistant (6 years of service)
Paula McCarthy, Administrative Assistant (6 years of service)
Jen Pribble, Communications & Information Coordinator (2 years of service)
## 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

## Registered Nurses
- Sue Chalmers, RN, BSN
- Bridget Curtis, RN
- Jacque Damon, RN
- Mackenzie Johansmeyer, RN, BSN
- Kris Kahr, RN, BSN
- Janet Lawson, RN-C
- Kelly Perkins, RN
- Susan Reiss, RN, BSN
- Chrisanne Spadaro, RN

## Licensed Practical Nurses
- Nancy Laverty, LPN
- Carol Merkle, LPN
- Fran Nichols, LPN

## Medical Assistants
- Kathy Spiers, CCMA

## Laboratory Technicians
- Betsy Chadwick, MT
- Heather Gilbert, MT
- Linda Hayden, MT
- Shannon Knowles, Phlebotomist

## Pharmacists & Pharmacy Technicians
- Jane Atkins, RPh
- Jeffrey Audet, RPh
- Leslie Latimer, RPh
- Christine Riddle, RPh
- Andrew Taylor, RPh
- Kim Riley

## Radiology Technologists
- Michele Brady, RTR
- Michelle Crispo, RTR
- Nancy Dellacroce, RTR
- Bonnie Mack, RTR

## Registered Nurses
- Sue Chalmers, RN, BSN
- Bridget Curtis, RN
- Jacque Damon, RN
- Mackenzie Johansmeyer, RN, BSN
- Kris Kahr, RN, BSN
- Janet Lawson, RN-C
- Kelly Perkins, RN
- Susan Reiss, RN, BSN
- Chrisanne Spadaro, RN

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- Andrew Taylor, RPh
- Kim Riley

## Radiology Technologists
- Michele Brady, RTR
- Michelle Crispo, RTR
- Nancy Dellacroce, RTR
- Bonnie Mack, RTR

## Office of Health Education and Support 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
- Jen Pribble

### Administration
- Rachael Kreckmann
- Jane Shannon

### Massage Therapists
- Lisa Angione, LMT
- Janice Callaghan, LMT
- Michelle Davis, LMT
- Dawn Lipinski, LMT
- Corinne Douglas, LMT

### Administration

#### Finance & Administration
- Arlene Bisson
- Karen Brown
- Greg Turcotte

#### Data Analysis & Assessment
- Carol Pugh, PharmD, MS

#### Health Records & Registration
- Jeannine Chadwick
- Donna Gadway
- Felicia Abbott, CMA
- Paula McCarthy
- Diane Messier
- Lois Ratto

#### Housekeeping
- Debbie Ellison
FUNDING & QUALITY IMPROVEMENT

The primary funding for UNH Health Services 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>$5,044,622</td>
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<tr>
<td>Fee for Service</td>
<td>$780,655</td>
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<tr>
<td>Pharmacy</td>
<td>$345,142</td>
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<td><strong>Total Funding</strong></td>
<td><strong>$6,170,419</strong></td>
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<tr>
<td>Use of Reserves</td>
<td>$137,180</td>
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Funding Distribution

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<tr>
<th>Category</th>
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<tr>
<td>Medical</td>
<td>$1,912,826</td>
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<tr>
<td>Return to UNH: Tax on Revenue/Strategic Initiatives</td>
<td>$960,144</td>
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<td>Administration</td>
<td>$871,526</td>
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<td>Health Education &amp; Promotion</td>
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<td>Pharmacy</td>
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<td>Lab &amp; Radiology</td>
<td>$456,121</td>
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<td>IT/Health Records &amp; Registration</td>
<td>$415,563</td>
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<tr>
<td>Building &amp; Facilities</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$6,307,599</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.

- 99% would recommend Health & Wellness to a friend
- 92% felt that Health & Wellness assisted them in avoiding missed classes
- 98% left their visit with knowledge about follow-up care & prevention
- 99% felt their privacy was respected

We strive to provide medical care and health education/counseling to keep the UNH community well. We regularly evaluate our services to ensure that we provide the highest quality care and education for students, faculty, and staff—and to ensure their success at work, at school, and in life beyond UNH.
Mission

Health & Wellness promotes, maintains and improves the health and well-being of the university community in support of the institution’s academic mission. This is accomplished by providing primary health care services, by teaching health care consumerism, illness prevention and health promotion, by providing co-curricular learning opportunities for students, and through its public health role. Services are accessible, cost-effective, and provided in a caring and professional manner. University employees have convenient access to certain clinical and educational services, as well. Health & Wellness continuously improves the quality of its care and services.

Vision

We are every student’s first choice for medical care and health education. Employees choose on-campus medical care whenever possible and appropriate. We are a primary resource within the university community for health education, wellness information, and consultation. We also play a central role in managing any public health issues that affect the campus.

Core Values

As an organization, we value:

- the inherent worth and potential for growth of all individuals
- the treatment of all individuals with respect and dignity
- diversity, equity, and inclusion
- open, honest, direct communication
- the highest standards of professionalism, with an emphasis on ethical behavior and ensuring confidentiality
- the powerful role of education in all of our work
Wellness WHEEL

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

EMOTIONAL
- Have a positive attitude, high self-esteem, a strong sense of self, and the ability to recognize and share a wide range of feelings with others in a constructive way.

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

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

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

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.

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

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

EMOTIONAL
- Have a positive attitude, high self-esteem, a strong sense of self, and the ability to recognize and share a wide range of feelings with others in a constructive way.

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

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

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

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

ENSO
- Be aware of the interactions between the environment, community and yourself and behave in ways that care for each of these responsibly.

Social Media
- @UNHHealth

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- Durham, NH 03824
- (603) 862 - WELL (9355)
- www.unh.edu/health

University of New Hampshire
Health & Wellness

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FOR AMBULATORY HEALTH CARE, INC.