Health Services
University of New Hampshire

Helping you reach your potential through wellness

Annual Report 2012 - 2013
LETTER FROM THE
Executive Director

It is my pleasure to introduce the 2012-2013 annual report for University of New Hampshire (UNH) Health Services (HS). This report summarizes the activities of the HS organization from July 2012 through June 2013. Although there is no way this report can capture everything, we have tried to provide an overview of the contributions that our organization makes to UNH.

As you can see, Health Services operates through its core values to provide health care and services to the University community. The services and programs offered this year were, as always, based on the wellness philosophy that is defined on the following page, and provided by a highly dedicated and committed staff as well as a very special group of students (pages 24 and 25).

The academic year 2012-2013 was fully staffed in comparison to recent years and therefore allowed for added service. But there were challenges, all of which were met with a team effort that yielded extraordinary success. Whether it was the introduction of the revamped website or the opening of the Employee Clinic, the HS team once again is to be lauded for exemplary work and standout accomplishments (pages 9-18).

Again this year, Health Services’ role as a key player in the public health of the UNH community is highlighted (pages 21-23), and it was a year for renewed recognition such as our fifth consecutive award, covering fifteen years, of full accreditation by the Accreditation Association for Ambulatory Health Care. A variety of other highlights are noted as well, including the past 25 years of accomplishments since opening our current facility, the Health Services Center (page 27). For additional information, please visit the acclaimed Health Services website at unh.edu/health-services.

As I enter my 20th year at the helm of this outstanding organization, I can’t say enough about how proud I am of this staff and our student partners. We all share a common bond in providing the highest quality services to our students, as well as to our faculty and staff, in support of UNH’s mission. When you review this report, I hope you can gain at least a bit of an understanding of why this is so.

Yours in Health,
Kevin E. Charles, D.Ed.
Executive Director
Assistant Vice-President for Student & Academic Services
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**Wellness**

**Wellness is a state of being, evolving from a way of living, that helps individuals achieve their highest potential through the integration of all components of their lives.**

We view all members of the UNH community as whole and dynamic individuals. We are sensitive to how the components of our lives impact our health and well-being. We encourage personal responsibility for achieving and maintaining wellness. Our approach not only assists in the process of healing, but also provides information and care to maintain and enhance well-being according to individual needs and desires. Our goal is to optimize wellness, now and for the future.
MISSION

The University of New Hampshire Health Services 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 Services continuously improves the quality of its care and services.

VISION

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

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 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
YEARNUMBERS

22,206
APPOINTMENTS
TOTAL STUDENT APPOINTMENTS FOR MEDICAL CARE AND EDUCATION/COUNSELING SERVICES

7,815
STUDENTS
TOTAL STUDENTS WHO USED OUR MEDICAL AND EDUCATION/COUNSELING SERVICES

QUICK NUMBERS

15,524
Prescriptions Filled

3,146
Non-Prescription Items Sold

13,668
Lab Tests

877
X-Rays

1,245
After-Hours Visits to Local Hospital (Wentworth-Douglass)

1,651
Education/Counseling Sessions

505
Educational Programs

16,363
Students Reached During Educational Programs

1,298
Massages

109
Biofeedback & Light Therapy Sessions
YEAR IN NUMBERS

TOP MEDICAL VISITS

- Sore Throats
- Immunizations
- Upper Respiratory Infections
- Anxiety
- Pain Management
- Contraceptive Counseling/Prescriptions
- Allergy
- Urinary Tract Infections (UTIs)
- STD/STI Testing and Screening
- Tuberculosis Screening

TOP EDUCATION COUNSELING VISITS

- Alcohol
- Nutrition
- Stress Management
- Other Drugs
- Chronic Illness Support
- Anger Management
- Sexuality
- Acute Illness Support
- Tobacco Cessation

Appointment Breakdown

- 45% General Medicine
- 26% Women’s Health
- 16% Mental Health
- 13% Education and Counseling
ACCOMPLISHMENTS

Accreditation

We are one of the relatively few college health centers across the country to receive national accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC).

AAAHC accreditation is specifically for organizations providing medical or diagnostic services in settings where overnight stays are not required, including college health centers, group medical and dental practices and community health centers.

In 2013, we were awarded national accreditation for the fifth consecutive three-year term. Status as an accredited organization means UNH Health Services has met nationally recognized standards for the provision of quality health care, set by the AAAHC.

We will undergo the accreditation review process again in 2016.

"I have been doing site visits for over 25 years and UNH Health Services is truly one of the best organizations I have surveyed. How lucky the University and community is to have these services available to them!"

- Thomas E. Lipps, M.D.
  Occupational Medicine Director at the Bronson Battle Creek Health System in Battle Creek, Michigan and Accreditation Association for Ambulatory Health Care Surveyor

Consecutive times we’ve been awarded national accreditation
I was impressed with my doctor and nurse. They both were so nice and so helpful. I felt comfortable, and I learned a lot while I was there.

- UNH Student

**ACCOMPLISHMENTS**

**Medical**

**Concussion Management**
Recently there has been a lot of publicity about the potential negative consequences of concussions, particularly in sports. As a result of new research on this topic, management of concussions, whether sports related or not, has changed.

In order to provide the best care for students with this common problem, our clinical staff has attended conferences and trainings, created a clinical guideline on management of concussions and consulted with the UNH team physician, Dr. Fred Brennan. We provided 244 visits for concussion related concerns.

**International Students**
We cared for many international students and scholars, including students from the Navitas program. Our staff became much more comfortable with knowledge of this program and with using the translation line to help with communication.
ACCOMPLISHMENTS

Medical

Mental Health Treatment
We diagnosed and treated many common mental health problems, including eating disorders. We provided a limited number of appointments for Attention Deficit Disorder (ADD) and Attention Deficit Hyperactivity Disorder (ADHD). There were 3,278 overall medical mental health visits.

Alcohol Screenings
We piloted the implementation of alcohol screenings during clinical visits for all first-year students and students having physicals, a recommended “best practice” by the federal Substance Abuse and Mental Health Services Administration (SAMHSA). We conducted 259 initial alcohol screenings with first-year students with plans of implementing this more fully in the fall of 2013.

Contraception IUDs
Due to an increase in popularity, we began providing IUD insertions as a contraceptive option for our female patients. We completed 32 insertions.

“...All the staff I have encountered at Health Services has been friendly, non-judgmental and knowledgeable. I am so thankful for this as my first visit was regarding mental health needs which I was uncomfortable talking with someone about.”

- UNH Student
ACCOMPLISHMENTS

Medical

State Approved Travel Clinic
Our state approved Travel Clinic offers vaccines to patients in the UNH community and public. We provided 103 Travel Clinic visits.

Allergy Clinic
We administered routine allergy injections at our Allergy Clinic, and had 570 visits for this service.

Online Appointment Enhancements
We made enhancements to the online appointing system, including making the process more user-friendly and increasing the availability of appointments.

99% of UNH students who have visited us believe their confidentiality and privacy was respected.

Patient Satisfaction Survey, 2013
ACCOMPLISHMENTS

Health Education and Promotion

High-Risk Drinking Prevention
UNH is one of 32 universities participating in a new public health approach to addressing high-risk drinking behaviors by students, through the National College Health Improvement Project (NCHIP) Learning Collaborative on High-Risk Drinking. NCHIP’s mission is to improve college students’ health through the application of population health solutions.

The UNH NCHIP team was comprised of Health Services staff, students, faculty, UNH Police and the Vice President for Student and Academic Services.

UNH Efforts in NCHIP:
• Monthly harm survey to gather information about student drinking behaviors and outcomes
• Evaluation of our alcohol counseling/education process for mandated students
• Evaluation of the efficiency of our intervention process when students are identified after a high-risk drinking experience (i.e., hospitalization, conduct and court)
• Development of a comprehensive alcohol and other drugs database
• Collaboration across campus to review, implement and evaluate prevention strategies during high-risk events, such as Homecoming and concerts.
• Implementation of alcohol screenings during medical visits.

GOALS

BY 2015
Reduce UNH HIGH-RISK DRINKING and HARM by 15%
ACCOMPLISHMENTS

Health Education and Promotion

Academic Collaborations
We collaborated with Dr. Barbara White from the Occupational Therapy department to infuse wellness-based curriculum into the general education Biology course “Stressed Out; The Science and Nature of Human Stress.” Our Wellness Educators/Counselors facilitated labs on meditation, expressive arts and expressive writing.

Transilience
Peter Welch (Wellness Educator and Counselor) co-produced the film “Transilience” about Dr. Joelle Ruby Ryan, activist and Lecturer in the Women’s Studies Program. Using performance and autobiography, the film explores what it is like to live life as a transgender woman. The film premiered at UNH in March, with additional support provided by the UNH Women’s Studies Program, Queer Studies Program, The Kidder Fund, Alliance, and TransUNH.

unh.edu/health-services/ohep/transilience

“ I totally forgot how creating art was calming and fun. It was great to spend class time this way and to also see through my biofeedback instrument that it calmed me physically.”

- UNH Student
Health Education and Promotion

Financial Management Education CashCourse
CashCourse was launched at UNH in September through a collaboration between UNH Health Services and the Cooperative Extension. CashCourse is a financial management education website designed by the National Endowment for Financial Education (NEFE). The site provides tools and education to assist college students in the management of their finances while in school and after graduation.

cashcourse.org/unh

Student Health 101 (SH101)
Publishing of the SH101 monthly online health and wellness magazine began in September through a collaboration with UNH Health Services, UNH Campus Recreation and Healthy UNH. The magazine is written for college students.

Peter Welch (Wellness Educator/Counselor) wrote two articles that were published nationally - Staying Productive Through Panic and Emotional Resilience.

www.readsh101.com/unh.html

“I found the calculator to be helpful, it helped me determine how much $ to take out for grad school!”
- UNH Student

“I think the topics covered are so spot on for college students. Thanks for the good read!”
- UNH Student
Expansion of Employee Services
We expanded our employee services with the creation of the Employee Clinic (EC) in February 2012. The clinic was created to increase employees’ access to health care, lessen time away from work, and reduce health care costs for the University’s health plan.

Enhancements to the EC 2012/2013
- Expanded services to now include dependents of UNH employees who are over the age of 18
- Offered online appointment making
- Provided two parking spaces for EC patients
- Opened separate EC staff entrance

“Ask a Pharmacist“
Jane Atkins (Pharmacist) participated in the Benefits & Services Fair as part of an “Ask a Pharmacist“ event, where employees could talk with her about pharmacy-related questions.

Mammography Van
In November and February, the Exeter Hospital Mammography Van was parked outside HS for one day each time and provided 35 mammograms to UNH employees. This service was offered in partnership with UNH Health Care Cost Containment.

1,397 VISITS FOR EMPLOYEE SERVICES
( Including 24 dependents over 18)

349 Lab Test Visits
216 Prescriptions Filled
75 X-Ray Visits

Ribbon Cutting Ceremony to Celebrate the first year of the EC, pictured are Kathy Neils (UNH Associate Vice President, Chief Human Resources Officer), Kevin Charles (Executive Director) and Gladi Porsche (Medical Director).
Quality Improvement (QI)

Our QI program involves an ongoing and continuous commitment to measure, assess, and adjust our delivery of care and services based on state/national requirements, standards and expectations, and the needs of our patients/clients.

We conducted 21 quality assurance and improvement studies that allowed us to identify areas of improvement and then to implement changes, as needed based on findings. The studies included staff proficiency, sample medication utilization, and appointment accessibility, among others.

Feedback from Students

We implemented two online surveys in an effort to learn how we can enhance our services to better meet the needs of students.

- **Patient Satisfaction** – Provided students the opportunity to offer feedback on what we are doing well and what we could be doing better.
- **Non-User** – Provided students who haven’t used HS a chance to offer feedback about why they haven’t utilized the services offered.

NEW!

We launched an online feedback form where anyone can provide us feedback.

We are continuously striving to improve how we do our work!
ACCOMPLISHMENTS

Health Services

New Website
After a year of planning, we launched a new website that is easier to navigate, provides clearer information and fits in with the larger UNH brand. The site is updated frequently based on ongoing feedback from students. Total unique visitors were up 15% and total pageviews were up 20%, compared to the previous year.

Accessibility Assessment Project
We collaborated with graduate students from the UNH Institute on Disability to conduct a training survey that measured the accessibility of our building for patients. Improvements are being made based on final recommendations. This project was funded by a Centers for Disease Control (CDC) grant, in partnership with the State of New Hampshire and the Institute on Disability.

Paperless Billing
Our Business Office converted to paperless billing. Patients now receive a message through our electronic health record system informing them to check their account to review a detailed bill. Going paperless will save paper, postage costs, and be more convenient for patients to inquire about their accounts and arrange for payment.

“’I really like the professionalism that the staff provides. I really feel like I am cared about when I walk in.”’

- UNH Student
### Student Health Fee

We are an auxiliary enterprise at the University that is primarily funded by students who pay a mandatory health fee. The health fee accounts for over 85% of Health Services’ revenues. The remaining revenue is derived from chargeable services such as medication co-payments, procedures not covered by the health fee, massage therapy, and employee visits.

### 5 Year Perspective

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<tbody>
<tr>
<td>REVENUE</td>
<td></td>
<td></td>
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<tr>
<td>Health Fee</td>
<td>6,137,419</td>
<td>6,007,809</td>
<td>5,916,952</td>
<td>5,821,716</td>
<td>5,642,334</td>
</tr>
<tr>
<td>Other Service Fees</td>
<td>1,154,774</td>
<td>959,821</td>
<td>1,099,312</td>
<td>1,116,518</td>
<td>966,851</td>
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<tr>
<td>Other/Transfers Out</td>
<td>(132,271)</td>
<td>(24,072)</td>
<td>(28,559)</td>
<td>(43,140)</td>
<td>(16,401)</td>
</tr>
<tr>
<td>TOTAL REVENUE</td>
<td>7,159,923</td>
<td>6,943,558</td>
<td>6,943,558</td>
<td>6,943,558</td>
<td>6,943,558</td>
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<tr>
<td>EXPENSES</td>
<td></td>
<td></td>
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<tr>
<td>Salaries &amp; Wages</td>
<td>2,738,740</td>
<td>2,584,004</td>
<td>2,520,494</td>
<td>2,489,587</td>
<td>2,456,134</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>1,086,831</td>
<td>1,018,511</td>
<td>1,050,058</td>
<td>1,062,864</td>
<td>997,561</td>
</tr>
<tr>
<td>Operational Expenses</td>
<td>1,288,178</td>
<td>1,146,860</td>
<td>1,454,093</td>
<td>1,511,372</td>
<td>1,590,501</td>
</tr>
<tr>
<td>Facilities &amp; Internal Allocations</td>
<td>1,098,957</td>
<td>1,064,319</td>
<td>1,199,374</td>
<td>1,073,980</td>
<td>925,115</td>
</tr>
<tr>
<td>Repair &amp; Replacement Reserves</td>
<td>435,978</td>
<td>920,108</td>
<td>296,148</td>
<td>319,347</td>
<td>1,005,217</td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>6,648,684</td>
<td>6,733,842</td>
<td>6,520,168</td>
<td>6,457,150</td>
<td>6,974,528</td>
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<tr>
<td>BOTTOM LINE</td>
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<tr>
<td>Net Operating Increase/(Decrease)</td>
<td>511,239</td>
<td>209,716</td>
<td>467,537</td>
<td>437,944</td>
<td>(318,764)</td>
</tr>
</tbody>
</table>
UNH’s insurance requirement (all full-time students are required to have health insurance as a condition of enrollment) was instituted a number of years ago to support students in their academic pursuits. Specifically, having health insurance is a way to reduce the financial risk associated with medical and/or psychological care while attending school, and improve student retention.

The SHBP is a self-funded health plan available to full-time degree students attending UNH.

**A Good Plan**

Our SHBP complies with the *Standards for Student Health Insurance Benefits Program* published by the American College Health Association. Although not required by federal legislation, the plan voluntarily complies with the benefit design of the *Affordable Care Act*.

**Leaders in College Health**

Cindy McGahey (Director of Finance and Administration), served as chair of the American College Health Association's Student Health Insurance/Benefits Plan Coalition, providing national leadership in this critically important area of college health administration.

**THE PLAN WAS FIRST OFFERED IN 2008**

<table>
<thead>
<tr>
<th>Year</th>
<th>Enrollment</th>
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<tbody>
<tr>
<td>2013</td>
<td>2,519</td>
</tr>
<tr>
<td>2012</td>
<td>2,337</td>
</tr>
<tr>
<td>2011</td>
<td>2,433</td>
</tr>
<tr>
<td>2010</td>
<td>2,456</td>
</tr>
<tr>
<td>2009</td>
<td>2,340</td>
</tr>
<tr>
<td>2008</td>
<td>2,503</td>
</tr>
</tbody>
</table>

Based on fiscal years that run from July - June. Data includes undergraduate and graduate students who enroll in the SHBP.

Learn More: unh.edu/health-services/shbp
Flu season generally occurs October – May. This year, the season was expected to be more severe than in years past and Health Services successfully planned several flu vaccination clinics, disseminated information about flu prevention campus-wide and prepared employees for the possibility of a large number of flu cases. This was also the first year that the flu vaccine was available at no-cost for students who paid the health fee.

Students from the UNH Nursing Program helped with implementation of the student flu clinic, including providing vaccines to their peers.

We implemented two surveys to assist with the development of campus-wide health and wellness interventions and education.

- The National College Health Assessment in conjunction with the UNH Sustainability Institute and Healthy UNH.
- The New Hampshire Higher Education Alcohol, Tobacco and Other Drug (NHHEATOD) Survey.

Nurses Sandy Duvall and Sue Chalmers staffed the First Aid tent with Dr. Jerry Collins. Supplies for the tent were provided by the Health Services Pharmacy.
The expertise of our staff is illustrated in the presentation and trainings provided at annual conferences, professional development training sessions, academic classrooms and in the larger community. Below are some examples.

**ANNUAL CONFERENCES**

Kevin Charles (Executive Director) facilitated the 'Chief Housing Officer Roundtable on Hot Topics in Higher Education' at the 2013 NEACUHO (Northeast Association of College & University Housing Officers) Annual Conference.

Cindy McGahey (Director of Finance and Administration) co-presented ‘College Health Insurance/Benefit Plans – Post Affordable Care Act’ and was on a panel titled ‘ACHA Advocacy Update’ at the American College Health Association Annual Conference.

**LOCAL SCHOOLS**

**Oyster River High School**
- Laura O’Connell (Pharmacist) provided career guidance on being a Pharmacist at the Career Fair
- Peter Welch (Wellness Educator/Counselor) spoke about meditation and wellness in Philosophy classes

**Dover High School**
- Eating Concerns Mentors, led by our Nutrition Educator, provided education on eating concerns at the Health Fair

**Somersworth High School**
- Melissa Garvey (ATOD Educator/Counselor) presented to students about alcohol prior to prom

**Newmarket High School**
- Laura O’Connell (Pharmacist) provided career guidance on being a Pharmacist at the Career Fair

**TRAININGS**

**Professional Training Sessions**
- Team 3/Women’s Health presented at the UNH Counseling Center about the challenges of dealing with students diagnosed with genital herpes
- Andrew Taylor (Pharmacist) presented a session entitled “ADHD: It’s Not Just For Kids” at the Pharmacy Technician CE Program at the Dartmouth-Hitchcock Medical Center
- Dr. Gladi Porsche (Medical Director) presented on medical issues and eating disorders as part of the training for the Eating Concerns Mentors Peer Education Program

**Academic Classes**
- Dr. Jerry Collins spoke to students in pre-med about what it’s like to train to become a physician for UNH students
- Cindy McGahey (Director of Finance and Administration), spoke at a joint session of the Health Management and Policy 401 course about the Student Health Benefits Plan
- Gail Wingate (ARPN) spoke in an Introduction to Women’s Studies course on women’s health and integrative medicine
Public Health

Community Involvement

In an effort to meet our mission of improving the health and well-being of the University Community, our staff participates in a variety of committees, boards and coalitions, on and off campus.

UNH

STUDENT AND ACADEMIC SERVICES (SAS)
- Leadership Team
- Strategic Planning Committee
- Crisis Management Team
- Behavioral Intervention Team
- Diversity Advisory Group
- Spiritual Planning Committee
- UNH Veterans’ Support Committee
- Greek Life GPEP Committee
- Project L.E.A.D.
- Leadership Coach
- Hamel Recreation Steering Committee
- Student Health Benefits Plan (SHBP) Review Committee
- SCOPE Advisory Board
- Office of Conduct & Mediation Appellate Officer
- Student Health 101 Editorial Board

UNH (DURHAM)
- UNH NCHIP Leadership Team
- University Emergency Planning Group
- Professional, Administrative, and Technical staff (PAT) Council
- Operating Staff (OS) Council
- Administrative Office Professionals (AOP) Committee
- Communications Summit Planning Committee
- Benefits Cost Containment USNH Task Force
- Workers Compensation Subgroup
- Martin Luther King, Jr. Celebration Planning Committee
- Healthy UNH Partner’s Group
- Eating Concerns Team
- Athletes with Eating Concerns Team
- Institutional Review Board for the Protection of Human Subjects in Research (IRB)
- Pre-Medicine Committee
- Infectious Disease Committee
- Occupational Safety and Health Committee
- President’s Commission on the Status of Women, Awards/Celebration Committee
- Web and Social Media Team
- Communicators Network

STATE OF NH AND LOCAL
- NH Higher Education Alcohol & Other Drug Committee
- NH Epidemiological Outcomes Group
- Dover Coalition for Youth – Landlord Workgroup
- ONE Voice for Southern NH Coalition

NATIONAL
- American College Health Association’s Insurance/Benefits Plan Coalition
- Point and Click Electronic Health Record User Group

UNH Police
#TweetAlong

Dawn Zitney (Communications and Information Coordinator) participated in the UNH Police Department’s first #TweetAlong, where she rode along with Officer Ronnie Ann Rakoski and tweeted live about service calls and activity.

The goal of the #Tweetalong was to let the community get an inside look (through social media) at what the UNH Police do on a day-to-day basis to keep crime down and make UNH a safe community.

The #Tweetalong was a joint collaboration between Health Services and the UNH Police Department.
**Our Staff**

**HIGHLIGHTS AND CHANGES**

**FULLY STAFFED**

Due to hiring efforts in 2012/2013, we will start 2013/2014 fully staffed clinically, for the first time in several years.

**9 New Hires**

- Nurse Practitioner (APRN), Lori Trauntvein
- Registered Nurse (RN), Sue Chalmers
- Physician Assistant (PA-C), Valerie Romoser
- Licensed Practical Nurse (LPN), Amy LeClair
- Licensed Massage Therapists (LMTs) Corinne Douglas and Kristin Harrison
- Administrative Assistant, Rachael Kreckmann, Office of Health Education and Promotion
- Administrative Assistant, Danielle Peterson, Health Records and Registration
- Student Health Benefits Plan Coordinator, Karen Brown, Finance and Administration

**Retired**

- Suzanne Sonneborn, our Nutrition Educator, retired after 12 years of service

**MBA**

- Kathi Maher, our Business Services Assistant, received her Master’s in Business Administration (MBA) from Plymouth State University

**Years of Service**

- Judy Stevens, our Community Health Nurse, was recognized for 15 years of service at UNH’s annual staff recognition ceremony in May

**Book**

- Maria Larkin, our Nutrition Counselor, co-wrote and published her first book, entitled “Nutrition Counseling in the Treatment of Eating Disorders”

**Award**

- Suzanne Sonneborn, our Nutrition Educator, won the UNH President’s Commission on the Status of Women’s Stephanie Thomas Staff Award for her years of services to women in the UNH community

**Social Justice**

- Nurses Jacque Damon and Kris Kahr completed the Social Justice Educator Training in December. They join the list of all HS graduates of this training (as well as several other HS staff who have since moved on), including: Dawn Zitney, Suzanne Sonneborn, Judy Stevens, Peter Welch, Pam Kayden-Babish, Maria Larkin, Melissa Garvey, Kevin Charles, Kathleen Grace-Bishop, Darcie Russell, Diane Messier, Fran Nichols, Cindy McGahey, Janet Harris, Lois Ratto, Rachael Kreckmann and Susan McAtavey
Leadership Team
Our Leadership Team at Health Services includes the Directors of the organization. Their job is to guide the work of Health Services to meet our mission: promote, maintain and improve the health and well-being of the University Community in support of the institution’s academic mission. They lead our service delivery work and quality improvement efforts; and ensure the integrity of our organization by overseeing our policies and finances.

Kevin E. Charles, DEd
Assistant Vice-President for Student & Academic Services
and Executive Director of Health Services

Kathleen Grace-Bishop, MHSA, CHES
Director of Education and Promotion

Cindy L. McGahey, MBA
Director of Finance and Administration

Gladi V. Porsche, MD
Medical Director

Dennis M. Dupuis, MS
Quality Improvement Coordinator

Janet Haley Harris, BA
Executive Assistant

Clinical & Ancillary Services

Physicians
Gladi V. Porsche, MD
Lessa Brill, MD
Gerald Collins, MD

Nurse Practitioners & Physician Assistant
Patricia Campbell, APRN
Denise Cingolani, APRN
Debra Learmonth, APRN, MSN
Valerie Romoser, PhD, PA-C
Gayle Sutton, APRN, MSN
Lori Trauntvein, APRN, MSN
Gail Wingate, APRN, MSN

Registered Nurses
Sue Chalmers, RN, BSN, Supervisor of Team 1
Bridget Curtis, RN

Jacque Damon, RN, Supervisor of Triage
Sandy Duvall, RN, Clinic Manager
Kris Kahr, RN, BSN
Pat Lang, RN, Supervisor of Team 3/Women’s Health
Janet Lawson, RN-C
Kelly Perkins, RN
Susan Reiss, RN, BSN
Nancy Starks-Cheney, RN

Licensed Practical Nurses
Amy LeClair, LPN
Carol Merkle, LPN
Fran Nichols, LPN
Rebecca White, LPN

Medical Assistants
Kathy Spiers, MA

Laboratory Technicians
Betsy Chadwick, MT
Linda Hayden, MT, Supervisor of Laboratory Services
Joanne Marino, MT
Judith Wilson, MT

Pharmacists & Pharmacy Technicians
Jane Atkins, RPh, Supervisor of Pharmacy Services
Jeffrey Audet, RPh
Andrew Taylor, RPh
Patricia Hochmuth, RPh
Laura O’Connell, RPh
Kim Riley

Radiology Technologists
Michele Brady, RTR, Supervisor of Radiology Services
Michelle Crispo, RTR
Nancy Dellacroce, RTR
Bonnie Mack, RTR
Pamela Trefethen, RTR

Office of Health Education & Promotion
Wellness Educators/Counselors
Melissa Garvey, MSW
Pamela Kayden-Babish, MEd, LADC
Maria Larkin, RD, LD, MEd
Suzanne Sonneborn, RD

Judy Stevens, RN
Peter Welch, MA

Administrative Support
Rachael Kreckmann
Jane Shannon

Licensed Massage Therapists
Janice Callaghan
Michelle Davis
Corinne Douglas
Kristin Harrision
Emily Lahut

Administration
Finance and Administration
Arlene Bisson
Karen Brown
Kristen Crowley
Kathleen Maher, MBA
Maureen Nogueira, Billing Office Manager

Health Records and Registration
Jeannine Chadwick
Susan McAtavey
Paula McCarthy
Diane Messier, Office Supervisor
Danielle Peterson
Lois Ratto, Manager of Health Records and Registration

Communications & Information
Dawn Zitney, MEd, Communications & Information Coordinator

Information Technology
Kevin McKaig, Manager of Medical Support and IT Services
Darcie Russell

Housekeeping
Diane Dupes
Debbie Ellison
Students

**Work Study**
Sara Fechner ’13
Julia Montalto ’15
Sanni Reale ’14
Emily Ryder ’14

**Clinical Intern**
Lisa Hiers, Nurse Practitioner in Training

**Communications Interns**
Angelina Bossone ’13
Taylor Lawrence ’13

**Dietetic Interns**
Sara Ausmus
Amory Davis
Laura Halupowski

**Wellness Interns**
Tomi Afolayan ’13
Danielle Blanchette ’14
Danielle Dubois ’13
Shannon Eagles ’13
Sara Fechner ’13
Kassie Field ’13
Machayla Fortin ’13
Kelsey Gilbert ’14
Kristen Juras ’14
Lydia Manzo ’14
Elise MacDonald ’13
Ariana Schaeff ’14
Shanti Scott ’14
Monica Stewart ’13
Melissa Woodbury ’13

**Peer Educators**
ECM - Eating Concerns Mentors
Anyia Bean ’13
Alana Bruno ’15
Jorden Cardarelli ’13
Crystal Cascio ’14
Kristen Chulada ’15
Kaitlin Dresser ’13
Mary Erwin ’15
Sara Fechner – peer leader ’13
Suzanne Hogan ’14
Christine Luciano ’15
Elise MacDonald – peer leader ’13
Amy Oldenquist ’14
Kirsten Poland ’13
Lauren Rosenfeld ’15
Rachel Rubin ’14
Justine Seymour ’15
Kelsey Swallow ’13

SAFE - Substance Abuse through Functional Education
Mackensie Brown ’16
Amber Casiano ’13
Shannon Eagles – peer leader ’13
Kassanda Field ’13
Kristen Juras ’13
Sara Maskwa ’13
Julie Montalto ’15
Alexis Sutera ’13
Meghan Thompson ’13
Brooke Warren ’13

SPIN - Students Promoting Information About Nutrition
Kassandra Bacon ’16
Rory Costigan ’14
Amanda Crane ’14
Danielle Dubois – peer leader ’13
Kimberly Kuda ’14
Elissa Lafleur ’14
Peter Liquori ’15
Amy Parker ’14
Jaclyn Querido ’16
Kelly Stoner ’14
Brooke Walsh ’16
Brooke Warren ’13
Melissa Woodbury – peer leader ’13

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Students studying in the following academic programs were involved with us this year:

Anthropology
Communications
Health Management and Policy
Kinesiology
Neuroscience and Behavior
Psychology
Queer Studies
Social Work
Sociology
Women’s Studies
Celebrate

Although we have been offering health services on campus since the early 1930s, we moved into our current building in 1988. Since then we have expanded services and staff, and we have become a leader in supporting and facilitating the health and wellness of the University community.

Accomplishments

Accreditation
We have been accredited five consecutive times by the Accreditation Association for Ambulatory Health Care (AAAHC), for a total of 15 continuous years.

Medical Services
In addition to having board certified physicians, nurse practitioners and registered nurses on staff, we increased hiring of other qualified health professionals including a physician assistant, licensed practical nurses and medical assistants.

We also...
- Expanded psychiatric services due to increased demand for mental health services on campus.
- Convened and utilized our Quality Improvement (QI) Committee to improve medical services.
- Implemented Peer Review (twice/year).
- Implemented a regular in-house continuing education program.
- Developed clinical guidelines.
- Began providing colposcopy in our Women’s Health department.

Additionally, the New Hampshire Department of Health and Human Services authorized us to be a state-approved travel clinic, and we continuously work to keep up-to-date with the latest standards of care.

Wellness Education/Counseling Services
Both staffing and services have been increased to include nutrition counseling, expanded nutrition education, and having a dedicated alcohol and other drug counselor, in addition to expanding alcohol, tobacco, and other drug outreach education.

We also increased services in stress management, sleep, chronic health issues and self-esteem with the implementation of new educational programs, counseling and psychoeducational groups.

We hired a quality improvement coordinator to help us meet the highest possible standards of health care delivery, and began implementing ongoing patient satisfaction surveys.

Clinical Support Services (Pharmacy, Radiology and Laboratory)
We began to provide non-prescription medications that are up to 40% lower cost as compared to local retail locations. And, we moved to digital radiology (x-rays).

Electronic Health Records
We implemented an electronic health information system, anchored by an electronic health record, with the ability for online appointment making, secure email, and text messaging appointment reminders, as well as electronic communication between patients/clients and their providers.

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Student Health Benefits Plan
We led the University-wide effort to require all full-time students to have health insurance as a condition of enrollment. This is now well established, and our student health benefits plan has become a model for self-funded college student health plans across the country.

Quality Improvement
We hired a quality improvement coordinator to help us meet the highest possible standards of health care delivery, and began implementing ongoing patient satisfaction surveys.

Student Engagement
We expanded our Peer Education, Internship and Work Study programs to provide UNH students with hands-on learning and skill building in health care.

Public Health
We expanded our public health role for the University to include annual flu vaccination clinics, as well as leading campus responses to public health concerns as they emerge. This includes being a part of the University Emergency Response Team, local public health networks, and working closely with the State Department of Health and Human Services.

Employee Clinic
Although we provided limited services to employees for many years, we began providing services in a newly created space in 2012, opening the Employee Clinic for acute care for faculty, staff and their dependents, 18 years of age or older.

Team Approach
We designed and re-configured the Health Services Center to support a team approach to clinical care that enhances the care provided to students for both physical and mental health.

Communications
We launched our first website and also became one of the first departments on campus and in college health to utilize social media. Given the importance of these in our students’ and employees’ world, we prioritized and designated responsibility in an upgraded professional staff position.

Assessment and Strategic Planning
We have been guided by strategic planning since 1998, and more recently strengthened assessment efforts and concentrated responsibility to help grow this area in the future.
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TO BE AND STAY WELL

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University of New Hampshire 

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