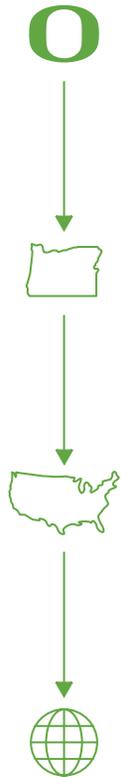




2015-16
**UNIVERSITY
HEALTH CENTER
IMPACT
REPORT**

DURING 2015-16,
THE UNIVERSITY
HEALTH CENTER
PROVIDED
52.7K
TOTAL ENCOUNTERS.

DURING 2015-16,
14
STUDENT EMPLOYEES
WORKED A TOTAL OF
4.3K
HOURS AT THE
UNIVERSITY
HEALTH CENTER.



Passionate Care Helps Students Succeed

The University Health Center supports the academic mission of the university by providing exceptional, culturally competent healthcare services. Serving as the primary resource for students' health and well-being, we are their family doctor away from home. Based on surveys of our students, Princeton Review ranks the University of Oregon Health Center as one of the best college health services in the nation.¹

A student's ability to thrive academically and their health are closely linked. Access to high-quality medical care and credible health information can help students stay healthy, graduate on time, and establish lifelong health habits. Through our initiatives and programs, we support students in reaching their optimal health so they can achieve their academic and personal potential. University Health Center staff are passionate about education and focus on addressing behaviors and health concerns common to students such as managing stress, proper nutrition, and getting enough sleep.

The campus community trusts and depends on University Health Center staff to provide affordable, high-quality healthcare in a safe, inclusive, and welcoming environment. Cultivating a healthy campus culture and public health leadership are essential parts of our mission. University Health Center staff are equipped and prepared to respond to public health issues that impact the campus community.

We also provide opportunities for students to get involved and gain leadership experience with the University Health Center. Program alumni tell us that their experiences at the University Health Center have helped to shape the direction of their careers and lives. I am honored to work for an organization with such far-reaching impact.

LeAnn Gutierrez
Executive Director, University Health Center

¹ The Princeton Review, Inc., *The Best Colleges 2016 Edition*. New York: Princeton Review, 2015.

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Services

2K

DENTAL VISITS

2.4K

PSYCHIATRY VISITS

36K

LABORATORY TESTS
PROCESSED

277

DIETITIAN VISITS

349

ACUPUNCTURE VISITS

730

MASSAGE VISITS

892

TRAVEL CLINIC VISITS

478

IMMUNOTHERAPY
VISITS

2K

IMMUNIZATIONS

518

NURSE LINE CALLS,
AFTER HOURS



8.7K

TRIAGE VISITS



27K

MEDICAL VISITS



Care *happens*

HERE

healthcenter.uoregon.edu/services

Top 5 Reasons

STUDENTS VISIT THE
UNIVERSITY HEALTH CENTER

- STI/HIV screenings
- Upper respiratory conditions (ear, nose, and throat issues)
- Travel physicals and immunizations
- Contraception
- Anxiety disorders



5K
PHYSICAL
THERAPY VISITS



1K
X-RAYS TAKEN



17K
PHARMACY
PRESCRIPTIONS
FILLED



Extraordinary Ducks, Extraordinary Care

Staffed by board-certified clinicians and professional staff from many disciplines, the University Health Center works to meet the needs of our students. From colds, allergies, and testing for sexually transmitted infections to transgender care, diabetes management, and acupuncture, UO students do not have to go off campus to find care.

We see students from all over the country—indeed from all over the world—so there are times when our clinicians identify a complex medical condition and must refer the student out to our medical partners in the community. In that case, we work with the student to provide a smooth referral process. Examples of the high-acuity issues we see include surgical emergencies, concussions and other injuries, as well as mental health concerns. We encourage parents, family members, students, and anyone interested in the health of our students to visit our comprehensive health center and observe for yourself.

2015-16 Patient Satisfaction Survey Results

- “Your staff are simply remarkable. They are professional and polite and helpful. Great job!”
- “You have a wonderful team and I have them to thank for getting through this nasty sickness. The University Health Center is a great service to students.”

97%

WERE SATISFIED
WITH HOW THEIR
PROVIDER LISTENED
TO THEIR CONCERNS

95%

FELT SATISFIED WITH
THE PRIVACY OF
THEIR VISIT

96%

WERE SATISFIED
WITH THE COURTESY
OF STAFF ASSISTING
THEIR PROVIDER

90%

WERE SATISFIED
WITH THE QUALITY OF
THE EXPLANATIONS
AND ADVICE GIVEN BY
THEIR PROVIDER

90%

WERE SATISFIED
WITH THEIR OVERALL
EXPERIENCE



Beyond *what is* EXPECTED

 meningitis.uoregon.edu

Preventative Measures


DUCK THE FLU
VACCINATED
2K
MEMBERS OF
THE UO CAMPUS
COMMUNITY

Nausea, vomiting, and diarrhea turned out to be an outbreak of norovirus on the UO campus this past spring. As the public health leader on campus, University Health Center staff worked with campus and community partners to not only treat students but to provide immediate prevention education and recommendations on how to properly clean surfaces and further prevent the spread of the virus. Proper handwashing messages were communicated on screens and in restrooms across campus. These efforts paid off by quickly preventing the virus from doing more harm and mitigating its spread.

#GetTheVax

Life threatening bacterial meningitis hit the UO campus January 2015. This set into motion a huge campus- and community-wide response to provide prevention education to our students, and subsequently to provide vaccination clinics. The University Health Center—along with campus, city and state partners—led the way in providing educational materials for prevention, and organized four mass vaccination clinics for our students. The tagline—“Get the Vax”—was seen throughout campus and garnered the attention of our students to take action and get vaccinated. As the public health leader on campus, the University Health Center prioritized the response to this deadly bacteria, and staff worked overtime to ensure that our students were provided every opportunity to stay well. Dedication and hard work saw the end of our outbreak in June 2016.. Lessons learned from this outbreak have been shared with our college health colleagues across the country, and will be built upon in the case of another public health emergency.

8.2K

MENINGITIS B SHOTS
GIVEN AT MASS VAX
CLINICS AND OTHER
ON-CAMPUS CLINICS

734

MENINGITIS B SHOTS
GIVEN AT THE
UNIVERSITY
HEALTH CENTER

In Excellent Health

University Health Center was honored with the Excellence in Public Health Award for 2016 from Lane County Public Health. We were recognized for our collaborative work with the county’s communicable disease team, in particular our commitment to provide medications and vaccines to students during the height of the meningitis B outbreak, and for our tuberculosis prevention efforts.



Student Health Advisory Committee

Connecting students and the University Health Center to promote public health policies for a diverse and healthy campus.



Kathleen Beardsworth

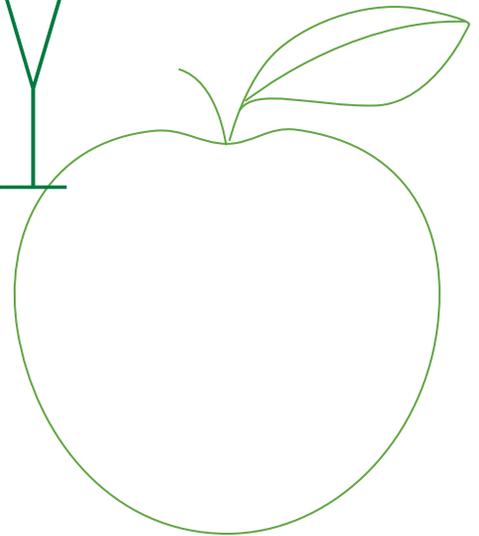
STUDENT HEALTH ADVISORY COMMITTEE MEMBER
MAJOR: BIOCHEMISTRY AND WOMEN AND GENDER STUDIES

“The Student Health Advisory Committee gave me a sense of community within the UO.”



Learning *how to be*

HEALTHY



 healthcenter.uoregon.edu

Healthy in Every Corner

Using a public health framework, our Health Promotion Department provides education, prevention information, and wellness services. Here are a few great programs that support our students:

- Presentations and tabling at IntroDUCKtion—our student orientation
- Safer sex education, resources, and services
- Meditation classes and “stress less” events
- “All Sizes Fit”: body-positive programming to encourage students to love their bodies
- Health professions panels for students considering careers in health
- “Run with the Duck”: annual 5K with the mascot
- Tobacco cessation outreach
- Nutrition programming
- Cooking classes
- Monthly health articles in parent and nontraditional student newsletters



Brittney Guzzi

HEALTH PROMOTION STUDENT COORDINATOR
MAJOR: HUMAN PHYSIOLOGY

“Working in Health Promotion has provided me with invaluable experience in the field of public health and introduced me to my supportive and inspiring health center family. This opportunity has been the highlight of my four years at the UO.”

Ducks Helping Ducks

An exciting part of the 2015–16 academic year was the return of our peer wellness program. This program follows a community organizing and public health best-practices framework and focuses on key college health issues identified by our National College Health Assessment data, Healthy Campus 2020 goals, and student interest. We used this information to form the core of our new peer wellness program.

More than 80 students applied to be peer wellness advocates. Thirty students from diverse backgrounds and with a wide array of interests were selected to be peer wellness advocates. These students are a vital component to the university. They are change agents in their communities, act as liaisons to campus health services, and create and implement student-driven health and wellness programs in the Duck Nest.

Better Health *in more* PLACES

In the Words of Our Students

FEEDBACK FROM STUDENTS
WHO PARTICIPATED IN
FHS 199: TYPE 1 DIABETES
MANAGEMENT

“Everything in the course
will be relevant to me for
the rest of my life.”

“The tests to check if insulin
settings were correct are
something I will be applying
to my own life for as long as
I have diabetes.”

“Most of the skills, if not all,
that I learned in this class are
applicable to my personal
development. It has also
taught me how to interact
with others and has helped
me prepare to be an adult
with diabetes.”

“The course will definitely
make me healthier, and that
health will show itself in
other areas of life.”



Wellness Has Landed

The University of Oregon and PacificSource have built a strong partnership to support health and well-being. This collaboration has led to the creation and sponsorship of the Duck Nest, UO's accessible and inclusive wellness center.

The 2015–16 academic year brought the initial phases of development for the Duck Nest, including the buildout of the physical space in the Erb Memorial Union and the formation of a multi-disciplinary steering committee to guide strategic development. Students, professional staff, and faculty developed a vision for the wellness center—health and well-being for every Duck—and created the strong foundation for work in the new Duck Nest.

A student programming advisory board was formed to identify best practices across the nation and to incorporate the input of their peers. Their work resulted in growing community capacity and the creation of programming proposals.

The outcome of this teamwork is the Duck Nest, where students can go to learn self-care and life-balance strategies related to stress, nutrition, physical activity, and general wellness.



Healthier 24/7

Our online portal, MyUOHealth, is now our students' one-stop for managing their on-campus health needs and forms. Launched in fall of 2015, MyUOHealth connects students 24 hours a day, 7 days a week—accessibility they've come to expect—to securely submit their immunization information, schedule or cancel an appointment, sign up for health insurance, request records, and review and print statements.





University Health Center

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