

Student Health & Wellness Center

ANNUAL REPORT 2023-2024



UNIVERSITY of
SOUTH FLORIDA
Student Success
Student Health & Wellness Center

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MESSAGE FROM THE EXECUTIVE DIRECTOR

This year, the Student Health & Wellness Center has served a greater number of students, as well as increased the services we are able to offer from our one-year-old, state-of-the-art facility on the Tampa campus. Thanks to the university's commitment to prioritize our students' health and to the dedication of the students, staff and faculty, we successfully opened another Feed-A-Bull food pantry location by USF Health, established a physical therapy gym through our partnership with Morsani College of Medicine, doubled our psychiatry and case management staff to reach more students in need of mental health care, and partnered with Tampa General to provide staffing for our urgent care services, allowing general providers to treat more patients.

These significant additions highlight our well-established goal to support student learning, wellness, and growth. Again, I want to thank all of the faculty and staff of the Student Health & Wellness Center for another exemplary year for student wellness."



Joseph A. Riccio, MD

Associate Vice President of Health & Wellness and
Executive Director of Student Health & Wellness Center

MISSION, VISION AND VALUES

Mission: Student Health & Wellness Center (SHWC) provides University of South Florida students with high-quality, evidence-based medical care and health education to support collegiate success and sustained wellness.

Vision: Student Health & Wellness Center at the University of South Florida will be the student's first choice for accessible, quality healthcare, education, and advocacy delivered by competent and compassionate professionals.

Values:

- **Patient Centered Care:** We embrace Patient-Centered Care, providing care that is respectful of and responsive to the individual patient.
- **Teamwork & Collaboration:** We foster teamwork that supports our internal and external stakeholders.



- **Equity & Inclusion:** We embrace and support diverse ideas, identities, abilities, and perspectives.
- **Trust & Confidentiality:** We foster patient relationships built on trust, respect, and privacy.
- **Integrity:** We provide quality medical care that is ethical and reflects national standards of care and best practices.
- **Health & Wellness:** We foster the well-being of our campus community by encouraging healthy routines and balanced lifestyles.
- **Innovation & Technology:** We embrace the use of technology & medical innovation to improve the provision of medical care.

HIGHLIGHTS OF THE YEAR

Since the Summer of 2023, the Student Health & Wellness Center (SHWC) has served more than 30,000 students across services within our new three-story building. Our state-of-the-art facility has allowed us to add physical therapy as a specialty service, double our behavioral health staff, and provide high-quality patient-centered care to more students. We continue to be committed to improving student wellness, so that students can strengthen their learning experiences both inside and outside the classroom.

Below are some of the ways we have strived to support student wellness this year:

- Added another food pantry by USF Health for more accessibility across campus.
- Sponsored Get Yourself Tested for free STI/STD testing.
- Hosted an open house for graduate students and a transfer student success event.
- Provided the mobile flu-shot clinics at seven locations on the Tampa campus.
- Increased pharmacy services so students have efficient access to medications.
- Partnered with Center for Student Well-Being (SWELL) to give out safe-sex supplies.
- Partnered with USF Dining to provide monthly fruit-infused hydration stations and pop-up produce stands at SHWC.



Hosted pop-up local produce stands with reduced pricing to promote nutrition.



Designed on-site gym and expanded physical therapy services.



Educated parents and future Bulls on medical services available to them.



STUDENT
HEALTH AND
WELLNESS
CENTER



SWC

Student Health and
Wellness Center

12530 USF Bull Run Dr

SERVICES AND AUDITS

SHWC provides medical care, administrative services, and owns and operates USF Bulls Country Pharmacy. Our services are provided below as well as our quality initiatives in the form of audits, drills and studies.

Clinical Services

- Allergy & Immunizations
- Dermatology
- Employee Services
- General Medical Care
- In-House Lab Services
- LGBTQ+ Health
- Medical Response Unit (MRU)
- Men's Health
- Neuropsychology



- Nutrition Counseling
- Pharmacy
- Physical Exams
- Physical Therapy
- Primary Care Psychology
- Psychiatry
- Sexual Health & Gynecology
- Sports Medicine
- Travel Health
- Urgent Care

Non-Clinical Services

- After Hours Advice Line
- Food Pantry
- Immunization Compliance
- Insurance Billing
- Insurance Compliance
- Outreach & Education

Quality Initiative Audits

- Abandoned Phone Calls
- Biannual Patient Satisfaction Surveys
- Clinical Pharmaceutical Audit
- Clinical Staff Handwashing Audits
- Continuity of Care
- Florida Patient Safety Organization Monitor
- Provider Credentials and Privileges
- ICO Procedures

- Informed Consent
- Medical Coding/Charge Capture
- No Show Rate
- Pharmaceutical Costs
- Tracking Pap Results
- Utilization & Revenue

Quarterly Safety Drills

- Annual Active Shooter Review
- Annual Table Top Drill With EH&S
- CPR
- Emergency Operations Plan
- Infection Control Risk Assessment
- Infection Control Surveillance

Quality Initiative Studies

- Chest Pain
- Clinical Staff Handwashing Annual Education & Training
- Syphilis



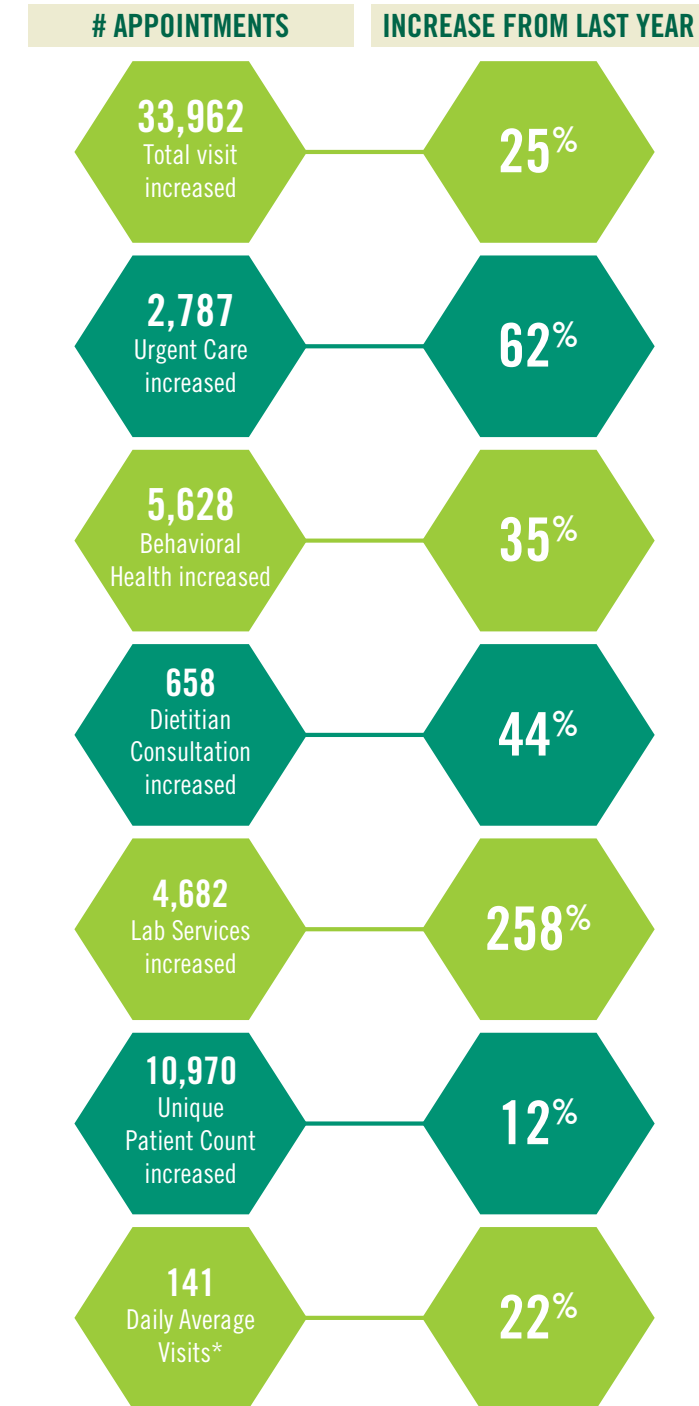
ACCOMPLISHMENTS

- Expanded virtual Behavioral Health Services via TimelyCare
- Expanded collaborative relationship with Athletics/Spirit Squads including assuming primary care and pharmaceutical services
- Promoted clinic at CAMLS in partnership with USF Health and held mobile flu clinic for medical students
- Increased Influenza "Flu" vaccination administration by 27% and in addition to in-house clinics, held satellite Influenza clinics at all 3 campuses
- Feed-A-Bull food pantry served 200% more students
- Partnered with USF Health Shared Student Services to open a 2nd food pantry
- Provided dedicated space to USF Health Insurance Marketplace Navigator program and Family Healthcare Foundation
- Partnered with HUMANA to provide support for Feed-A-Bull Food Pantry, GYT and for those on HIV pre-exposure Prophylaxis
- Established partnership with Morsani College of Medicine School of Physical Therapy and Rehabilitative Sciences to expand Physical Therapy services to students
- Increased SHWC visibility by adding building and campus sidewalk directional signage
- Implemented new pharmacy software platform with robust reporting and communication features for refills, medication compliance, etc.
- Collaborated with USF IT to successfully launch artificial intelligence chatbot



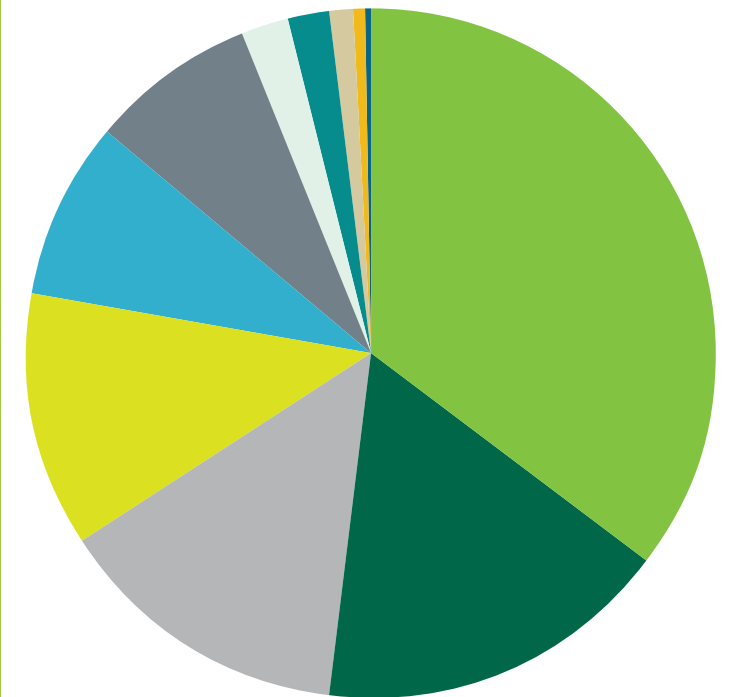
PATIENT UTILIZATION AND CHARACTERISTICS

- Tampa Student Health & Wellness Center was open 241 days.
- At our new location with expanded services and clinical staff, we were able to serve more students than the previous year.



*Peak average in Fall 2023 was 189 and in Spring 2024 was 164.

Utilized Services Breakdown

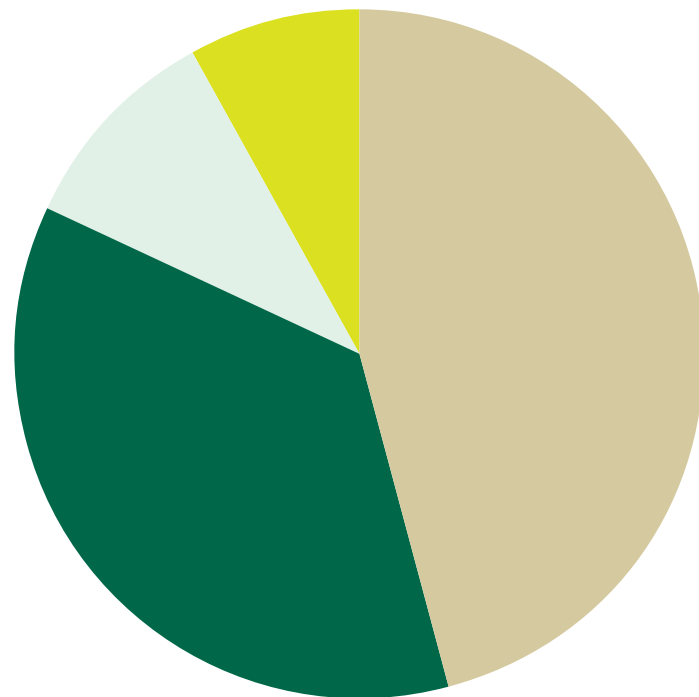


- 35.5% General Clinic
- 16.6% Behavioral Health
- 13.8% Lab
- 12.2% Sexual Health & Gynecology
- 8.2% Urgent Care
- 7.7% Antigen/Immunization
- 2.3% Physical Therapy
- 1.9% Dietitian
- 1.1% Dermatology
- 0.6% Spring Get Yourself Tested
- 0.2% Travel

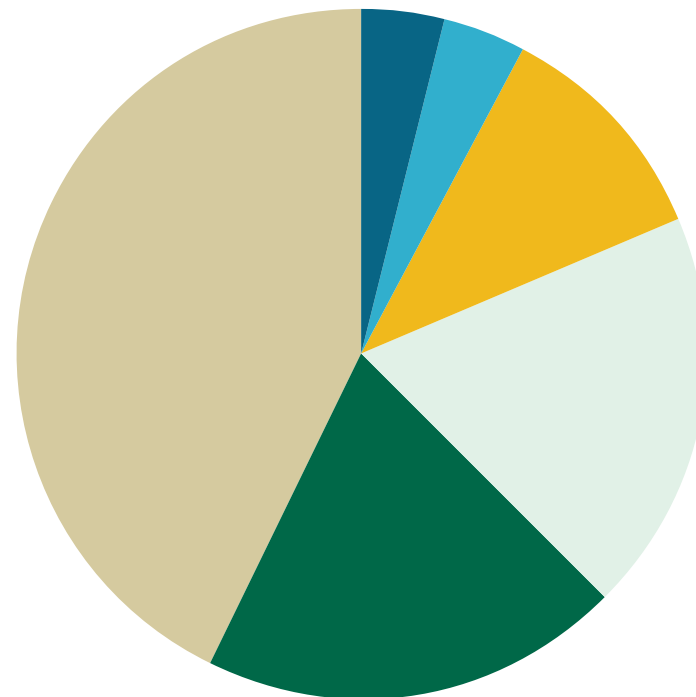


Fiscal Year 2024 Age Range

Fiscal Year 2024 Race Ethnicity



- 46% Under 20 Years Old
- 36% Between 21-25 Years Old
- 10% Between 26-30 Years Old
- 8% Over 31 Years Old



- 43% White
- 20% Hispanic
- 19% Asian/Pacific Islander
- 11% Black
- 4% Unknown
- 4% Other

- General Medical appointments accounted for 31% of total visits while Behavioral Health came in second at 17%, followed by labs at 14%, Sexual Health & Gynecology at 12%, and Urgent Care at 8% (see “Utilized Services Breakdown” Chart for further details).
- Bulls Country Pharmacy filled 18,010 scripts, an 8% increase from last year. New service launched: Physical Therapy with a total of 781 visits
- 81% of our patients utilized insurance. Of the 19% that were self-pay, 7% of the 19% were intentional self-pay.
- Top 3 insurance carriers were Blue Cross Blue Shield at 23%, Aetna at 22%, and United Health Care at 14%
- Appointment requests via online totaled 15,289 and requests via Call Center totaled 28,337

- 67% of our patients are female and 33% male
- 46% of our patients are under 20 yrs old while 36% are between 21-25 yrs old. (see graph below)
 - Our oldest patient was 84 yrs old (same day Urgent Care appt)
- 43% of our patients are White, 20% Hispanic, 19% Asian/Pacific Islander, and 11% Black (see graph below)
- Compliance: Unique Student Count
 - Immunizations: 34,865
 - Insurance: 6,962
- Our providers saw a combined 2,091 patients at the following campus clinics: St. Petersburg, Sarasota-Manatee, and CAMLS (Unique Patient Count = 1,123).





PATIENT SATISFACTION

Throughout the year, students who utilize our services are invited to provide their reactions and feedback regarding their experience. We carefully review all responses to inform our work and improve services. Once again, this year, students reported positive experiences utilizing various Student Health & Wellness Center services.

Here's what our patients had to say in our most recent survey

91% Scheduling an appointment was quick and easy.

93% The nursing staff assisting my provider was friendly, courteous and helpful.

88% My provider thoroughly explained my condition and recommended treatment in a way I could easily comprehend.

89% Reported overall satisfaction with their experience at the Student Health & Wellness Center.

Feedback

1. "Amazing, respectful staff!" (Pharmacy)
2. "...I felt heard and supported. I am so grateful for the compassionate healthcare professionals at this center. Highly recommend this amazing resource to USF students and staff!" (Gen Med)
3. "Helped me to manage my issues more effectively therefore allowing me to be in class consistently." (SHG)
4. "I have had to drop classes due to mental health in the past and I am glad that is not the case for me this semester." (Psychiatry)
5. "I injured my ankle playing intramural sports, and the MRU was there to help in minutes. The staff provided excellent first aid, and their follow-up care at the Student Health and Wellness Center ensured I was back on my feet in no time. Their dedication to student health is remarkable." (MRU)
6. "I love this place! If it weren't for them, I would literally only be eating beans and rice seven days a week since that is all I can afford. ... The people here are so kind, and the fact that USF has this program speaks volumes of their commitment to serving the underprivileged." (feed-a-bull)
7. "I really like the infrastructure and the doctors were so patient and kind. Such a positive experience". (Gen Med)
8. "I've had multiple interactions with the MRU, and each time they've exceeded my expectations. Whether it's a minor injury or a medical concern, their staff is knowledgeable, approachable, and cares about student well-being. They're an essential asset to our campus." (MRU)
9. "Love the new building, the staff is always friendly." (Gen Med)
10. "Quick and convenient appointments that didn't take extra time out of my day." (Psychiatry)
11. "Staff is always nice and appointments are so easy to make.... "(Gen med)



12. "The Medical Response Unit at USF saved the day when I had food poisoning. Their swift response and expert care made me feel safe and supported. I'm incredibly grateful for their professionalism and compassion." (MRU)

Employee Health Comments

13. "It's always been convenient getting my flu/ COVID shots at SHWC, and the staff members are extremely professional."
14. "I have used the covid/flu services for the past 3 years. very expedient and professional! "
15. "Very helpful to acquire annual flu vaccines at Benefits Fair..."

Employee Health Comments

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PARTNERSHIPS

Internal Partners

- University Emergency Medical Services Association – On-going partnership to staff and operate Medical Response Unit, along with supporting clinical operations through Health Support Staff.
- USF Athletics – Partnership to support primary care and preventative health of USF’s athletes.
- USF College of Nursing – Collaborates with SHWC to staff our evening clinic and expand patient access.
- USF College of Pharmacy – Collaborates with SHWC to staff and expand vaccination clinics.
- USF College of Public Health, Florida Covering Kids & Families, USF Health Insurance Marketplace Navigators – SHWC sponsors enrollment events to facilitate medical coverage.
- USF Counseling Center – Collaborates with SHWS in providing mental health services to students utilizing Post-Doctoral Psychologists.
- USF Dining/Aramark – Donates food to Feed-A-Bull and partners with SHWC on outreach and engagement activities.
- USF Graduate School & USF Human Resources – Acts as administrator of the Graduate Assistant subsidy for health insurance.
- USF Health – Partners with SHWC to provide credentialing services, and a medical management system for scheduling, billing, and

Electronic Health Records. USF Health specialists provide CME education for staff. SHS provides a training site for Medical Residents, Medical Students, and Nurse Practitioner Students.

- USF Health & Wellness Departments – Provide outreach activities and events.
- USF Health Dermatology – Staffs weekly clinic at SHWC.
- USF Health Morsani Radiology – Offers reduced pricing for uninsured students.
- USF Health Psychiatry Department – Shared staffing for psychiatry services.
- USF St. Petersburg and Sarasota-Manatee – SHWC provides contracted medical care.
- USF Student Accessibility Services – Partners with SHWC to support students that need academic accommodations and neuropsychological assessment.
- USF Student Government – Partnered to elevate health and care through designing, constructing, and initially operating new SHWC.

Quotes from Internal Partners

- “The timely processing of the IM-MH hold is invaluable to our students and our department. This ensures students get the courses they need.”
- “Through our collaboration, Student Health connects directly with all new students and their families through orientation, week of welcome events like the Parent & Family Move-in Mixer, and Family Weekend. This provides a seamless transition for our new bulls and consistent support for their families who are vital to the students’ success.”
- “The USF Student Health Team has always been a collaborative work partner, providing timely responses to my questions and meeting on short notice when needed to provide support. They are a dynamic team that provides and promotes

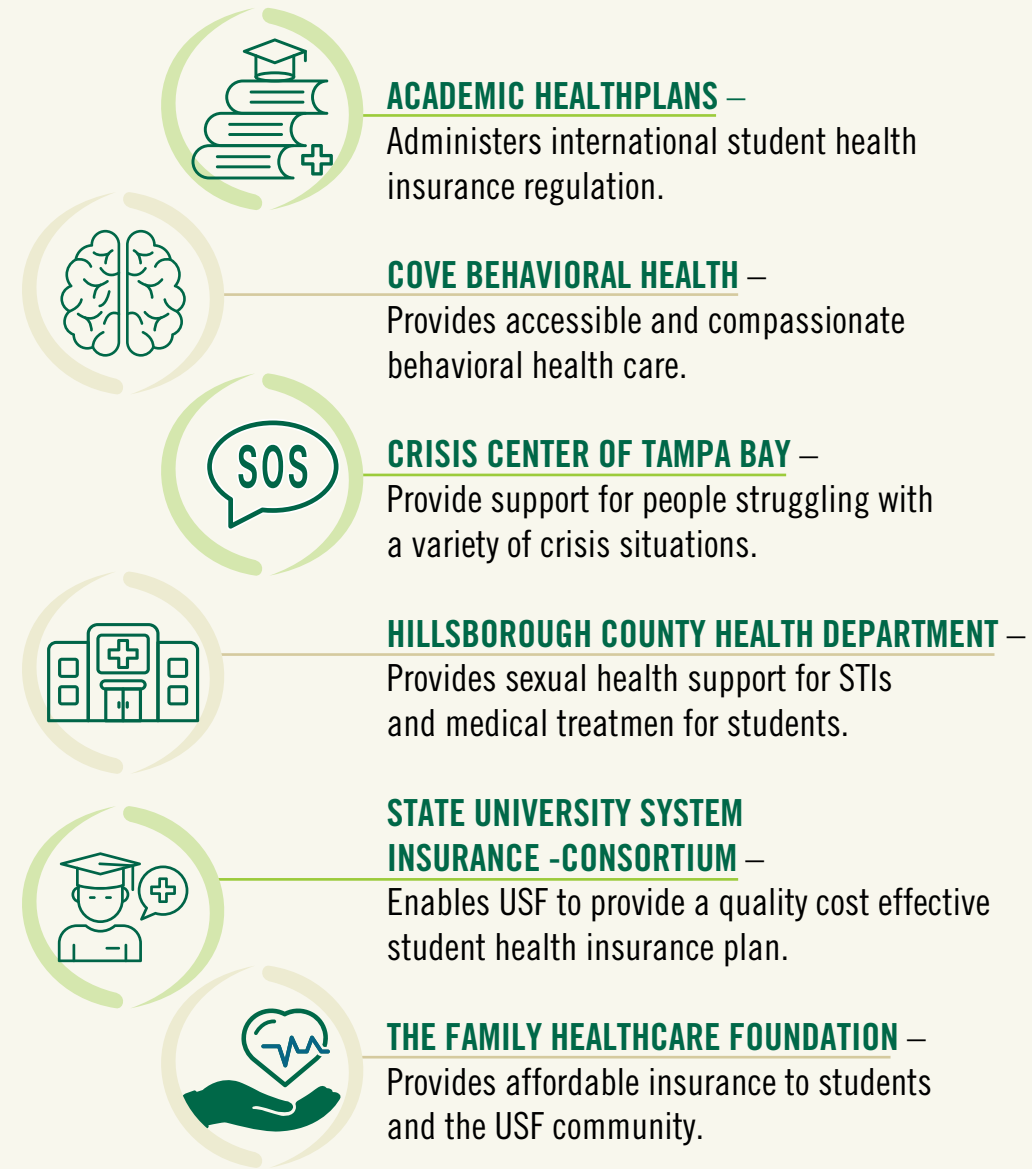
wide-ranging services to students, and they are always seeking ways to improve their services.”

- “We appreciate our strong affiliation with the Student Health & Wellness Center. Close collaboration and consultation on students seen in counseling who also receive psychiatric care has helped us provide a higher quality of mental health services to our students. Being able to consult with primary care physicians, nutritionists, and other health professionals is

also essential to providing necessary and essential mental health services to students. The Student Health & Wellness Center is a valued partner in ensuring our students’ needs are met and students succeed in their academic and personal lives.”

- “These Flu Drive events were successful and well organized! Multiple volunteers to administer the shots were complemented by lounge spaces to fill out paperwork and queue for the shots.”

External Partners



GOALS FOR THE UPCOMING ACADEMIC YEAR

- Host the SHWC 1st Birthday Celebration on Wednesday, August 28, 2024.
- Collaborate with the State University System of Florida Insurance Consortium members to update the Florida Board of Governors international student health insurance mandate.
- Partner with USF Health Department of Emergency Medicine to expand Urgent Care Clinic staffing
- Partner with USF Health Insurance Marketplace Navigator program to sponsor insurance enrollment events and increase student enrollment in Hillsborough County Health Care Plan.
- Create and launch robust marketing plan promoting all locations.
- Launch Patient Access model to optimize patient access and streamline patient communications across all locations.
- Explore avenues to increase SHWC visibility with vehicle and parking lot directionals for campus wayfinding.
- Explore additional means of revenue generation and cost absorption through corporate partnerships.
- Promote second Feed-A-Bull pantry at USF Health through visibility and education to alleviate food hardship and hunger among USF students.
- Host Week of Welcome event on the Sarasota-Manatee campus to engage residential and new students.
- Promote Medical Response Unit visibility and expand avenues for revenue generation on Tampa campus.



Student Health & Wellness Center

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