UNIVERSITY HEALTH SERVICES

nurture FUTURE nurture

2014-15 ANNUAL REPORT
UHS will be a national student health leader in the 21st century, providing the highest quality care in a fully integrated medical, mental health, and prevention service model that promotes the health and well-being of the campus community. UHS will pursue resources and maximize their use in an accountable, sustainable, and fiscally responsible manner to achieve optimal outcomes for the university community while adapting to the demands of evolving health care, societal, and economic conditions.

To enhance learning and student success by promoting, protecting, and restoring health and well-being.

mission

vision
It is with great pride that I share the 2014–2015 University Health Services Annual Report. Within these pages is a summary of UHS’s achievements and contributions to the health and well-being of the UW–Madison campus community this year.

UHS is comprised of many interdependent parts that work together to provide high-quality health care and wellness services to students, faculty, and staff. In the next year, UHS is positioned to thrive and will continue to meet the needs of campus through our dynamic public health approach to comprehensive care, prevention programs, health initiatives, and trainings.

Sarah Van Orman, MD, MMM
Executive Director

As good stewards of UW–Madison student financial resources, UHS solicits feedback regarding services and programs. A record number of patients responded as being “very satisfied” (the highest rating) with their medical care, and more students than ever before stated they would recommend UHS counseling and consultation services to a friend.

UHS is a national leader in medical and mental health services for transgender students. The full spectrum of care is now available for transgender students.

The UHS Travel Clinic Improvement Project received UW–Madison’s 2015 Administrative Improvement Award. The project team identified inefficiencies, more innovative ways to provide care, and determined relevant operational and financial metrics. A new online scheduling process allowed more students to receive services efficiently and wait lists were eliminated. A post-improvement satisfaction survey indicated students were “very satisfied” and felt their travel habits and safety were positively affected.

The Student Health Insurance Plan (SHIP) provides unparalleled value and coverage for UW–Madison students and scholars with low costs and a nationwide network unmatched in the marketplace. To meet Affordable Care Act requirements, SHIP eliminated the coverage waiting period for domestic members with pre-existing conditions and removed the lifetime maximum benefit cap. Enrollment increased and international enrollment experienced a 10 percent increase.

The UHS Violence Prevention and Victim Advocacy unit established confidential campus-based victim advocacy services, case management, and supportive services to more than 50 UW–Madison students who were victims of sexual assault, intimate partner violence, and/or stalking.

Suicide Prevention Services at UHS developed Recognize, Respond, and Refer, a UW–Madison-specific suicide prevention training program that equips faculty and staff to support students in need of mental health care.

Environmental and Occupational Health Services completed their first full year as an integrated unit within UHS. As part of goals to enhance the safety of UW–Madison living and learning environments, they undertook major initiatives in employee health surveillance, including bringing more than 4,000 individuals with animal care responsibilities into compliance with occupational health surveillance.
Administrative Services enhances the UHS mission through efficient and high-quality support to our qualified workforce, which includes more than 100 student employees. The Administrative units of UHS include Budget and Finance, Building Services, Health Information Management, Human Resources, and Information Technology. Administrative Services also oversees the Student Health Insurance Plan, risk management, and accreditation activities. Administrative Services staff deliver a range of integral services, from hiring health care providers to keeping the exam rooms clean to safeguarding the privacy of student medical records. Our strong administrative infrastructure includes responsible funds analysis and management, utilizing technology to increase efficiency, and quality of care.
Strategic planning and performance
Budget and Finance oversees the central business functions of UHS including student eligibility, billing and cashing, purchasing services, travel administration, and grant administration support.

Achievements
- Separate cost centers were established to facilitate budgeting and tracking of UHS non-segregated fee-funded units to improve allocation of overhead charges.
- A new process for tracking vaccines and medical supplies was implemented. This system gains efficiency, minimizes mistakes, and improves communication.
- The internal accounting system was upgraded to include new reporting tools and existing reports were transferred.
**ADMINISTRATION**

**BUILDING SERVICES**

A safe, clean environment for students and employees

Professional building management and custodial services are provided for the entire university tower, including 120,000 square feet of space in UHS.

**Achievements**

- Managed the design and construction of a space expansion in Mental Health Services to meet increased student need.
- Finalized implementation plans for the Lotus® Cleaning System, which will allow for UHS common areas to be cleaned without chemicals.
- Began the design phase of a multi-floor remodeling project.

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**HIM (HEALTH INFORMATION MANAGEMENT)**

Quality patient care begins with trust

Health Information Management (HIM) protects the integrity and privacy of UHS health information. HIM audits the electronic health records, provides privacy training, and releases health records.

**Achievements**

- The new HIPAA Harmonization law was implemented, allowing mental health records to be shared with UHS medical providers.
- HIM assisted the newly created Environmental and Occupational Health unit with a health records compliance release of information.
IT empowers UHS employees to serve the campus community

IT enhances the mission of UHS with 24-hour support for UHS computer and communication systems, including operating and maintaining a secure electronic health record system unique to student health.

Achievements

- UHS WiscMail accounts migrated to Microsoft Office 365
- IT services participated in and passed the Vice Chancellor for Finance and Administration Security Risk Assessment.
- The UHS IT infrastructure was enhanced and extended by completing a Citrix and storage area network upgrade.

A quality workforce

Through personnel development, training, and evaluation, HR maximizes the value of employee contributions to campus health and well-being.

Achievements

- As a campus employer of more than 100 students, UHS hosted the second annual student employee retreat in collaboration with Wigrow to provide students with skills for employment after college. The UHS Student Employee Committee also conducted the first Wigrow training for UHS supervisors.
- HR enhanced the electronic process for staffing activities, requesting approval to fill a position vacancy and submitting personnel forms. The e-process ensures communication to all UHS areas with responsibilities for employee activity upon hire or departure.
Campus Health Initiatives provides population-based prevention and health promotion services to the UW–Madison campus community. Collaborating with students, campus units, and community partners, UHS engages the broader UW–Madison community to support student health, safety, and well-being. The Prevention and Campus Health Initiative Unit is comprised of Campus Community Partnerships, Health Communications, and Violence Prevention and Victim Advocacy/End Violence on Campus (EVOC).

Our prevention specialists work on a range of important campus health issues such as sexual assault, dating violence prevention, and alcohol risk reduction, as well as promoting diversity and social justice, civic and academic engagement, and a sense of belonging and connection to others.
Student involvement strengthens communities

A healthy campus learning environment engages students and faculty in academic partnerships that support individual and community development.

Achievements

- Students developed skills to address inequities in education, health, food systems, and leadership in South Madison.
- Piloted Leadership and Civic Engagement for Social Change course for first-year students of color.
- UW–Madison academic programs aligned with community partners to increase access to healthy food and to reduce food injustice.
**PREVENTION**

**ALCOHOL**

Alcohol is often a factor when a student doesn’t succeed at UW–Madison.

UHS Substance Abuse Prevention services create an environment where using alcohol and other drugs does not prevent students from realizing their highest potential.

**Achievements**

- Worked with campus partners on the First 45 Days initiative to decrease high-risk alcohol use among first-year students. Results from AlcoholEdu—a mandated online course that educates all incoming students about the impacts of alcohol—revealed that the rate of increase of problematic drinkers once on campus decreased 36 percent.

- More than 2,000 students completed training for Badgers Step Up!, a peer-led bystander training program.

**HEALTH EQUITY**

Social factors of health

Student civic engagement supports the development and application of skills that enable students to engage their communities and advance health equity during their college careers and beyond.

**Achievements**

- UHS staff partnered with the School of Human Ecology to assess the development of undergraduate civic engagement, skills, and the relationship to student well-being. As a result of this work, UHS staff is co-authoring a book chapter with Connie Flanagan, PhD, titled “Well-Being and Civic Outcomes.”

- At the 2015 American College Health Association annual conference, UHS staff presented an evidence-based health equity framework designed to increase student and campus capacities to address health inequities and disparities.

**partners**

**engage**
P R E V E N T I O N
INCLUSIVE COMMUNITY BUILDING

Issues of race, gender, class, ability, and sexual orientation affect the health of the campus community

Inclusive Community Building promotes healthy and equitable communities and addresses the complex reasons why students of color, international students, differently-abled students, and LGBTQ students have historically been marginalized and oppressed.

Achievements
- UHS staff led a curriculum revision of the Student SEED Social Justice Seminars, the only academic course centered on building students’ capacity and skill to be active agents in implementing inclusivity frameworks.
- In a year marked by notable racially-charged events across the country, resources were devoted to develop educational responses to inform and support the campus community.
- A more inclusive campus was forged by mentoring and advising student organizations, academic departments, and campus units.

Suicide is a leading cause of death among college students

Many students who experience depression or mental health concerns do not seek help. UHS Suicide Prevention Services (Umatter) works to prevent suicide through campus-wide efforts to reduce the stigma surrounding mental health issues and encourages students to ask for help.

Achievements
- 1,753 UW–Madison faculty and staff participated in suicide prevention training.
- Trained 300 student leaders to recognize peers in distress, respond appropriately, and refer them to the proper resources.
- Created and implemented mental health intervention plans for 10 campus units/departments.
- Provided training, guidance, and facilitation to six registered student organizations dedicated to suicide prevention, mental health, and wellness.
A healthy student is a happy student

UMS Student Wellness services co-facilitates the campus-wide UWell initiative and creates campus systems, culture, and environments to support and promote healthy lifestyles and overall well-being.

Achievements
- A comprehensive health resource kit for University Housing was developed to promote student wellness in residence halls.
- Led the campus commitment to the Partnership for a Healthier America—Healthier Campus initiative by securing support and engagement from campus partners and ensuring compliance.
- Provided training, guidance, and facilitation to six registered student organizations dedicated to suicide prevention, mental health, and wellness.

Work to reduce sexual violence on campus

The UMS Violence Prevention and Victim Advocacy unit (EVOC) works to prevent gender-based violence before it happens and to provide no-cost, confidential services to student victims of sexual assault, intimate partner violence, sexual harassment, and/or stalking after it happens.

Achievements
- Ninety-six percent of first-year students were able to identify skills to support a friend who disclosed a sexual assault to them after completing tonight, an online sexual assault and dating violence prevention education program.
- More than 50 student survivors/victims were provided with confidential victim advocacy and case management services to empower them to heal and continue their education.
- Convened fifth annual UW-Madison End Violence on Campus Summit for more than 120 attendees. The event focused on professional development, student engagement, and key campus policy updates.
Inform and influence decisions that affect student health

Health Communications develops messaging and materials to promote student health and provides support in strategic communications, media relations, writing, editing, and design.

Achievements

- In partnership with the Dean of Students and UW Police Department, produced Talking With Your Student About Sexual Assault, a parent handbook designed to guide important conversations between parents and students about sexual assault, dating, intimate partner violence, and stalking. This is the first handbook of its kind at a Big Ten university.
- Collaborated with the Division of Housing and Campus and Community Partnerships to develop the Red Cup Campaign for UW-Madison residence halls to encourage responsible choices about alcohol consumption. The campaign highlighted setting specific limits, not playing drinking games, and avoiding shots.
Environmental and Occupational Health (EOH) improves and protects the health of the UW–Madison campus community by promoting safe and healthy work environments. The Environmental Health (EH) program is delegated by Wisconsin Department of Health Services to license and inspect campus food service operations, swimming pools, temporary housing facilities, and educational and recreational camps. EH also conducts building sanitation surveys and monitors the water quality of indoor water features, facility chillers, and approved campus swimming piers.

The core functions of the Occupational Health program include: ergonomics, indoor air quality, industrial hygiene, job hazard assessments, noise and hearing conservation, respiratory protection, prescription eyewear, and reproductive hazard assessments.
Health on Campus

The Environmental Health program applies prevention tools, such as inspections, engineering and risk assessments, and corrective actions to control environmental factors which affect health on campus.

Achievements

- Worked with the Madison Water Utility to ensure all campus-owned wells are code compliant to prevent potential contamination of the municipal water supply.
- Completed the first year as Department of Agriculture, Trade, and Consumer Protection agents to license and inspect retail food operations on campus.
Monitoring of allergen exposure among animal care workers was performed in 22 locations and anesthetic gas exposure monitoring in 21 animal surgery areas.

Ergonomic evaluation requests are now tracked to determine staffing needs. All requests are responded to within 24 hours, with a goal of scheduling within three days, and initial visits occur within one week.

A sit-stand ergonomic pilot program was developed and implemented for employees.

Improve and Protect
Occupational Health is a technical and professional resource for UW–Madison. Occupational Health collaborates with campus units to improve community-wide safety, injury and illness prevention, and health and safety compliance.

Achievements
- Monitoring of allergen exposure among animal care workers was performed in 22 locations and anesthetic gas exposure monitoring in 21 animal surgery areas.
- Ergonomic evaluation requests are now tracked to determine staffing needs. All requests are responded to within 24 hours, with a goal of scheduling within three days, and initial visits occur within one week.
- A sit-stand ergonomic pilot program was developed and implemented for employees.

Research Safety
Occupational Medicine provides services to UW–Madison students, faculty, and staff who work in research settings. This program is designed for the unique biologic, chemical, and physical hazards found within the research and academic environment.

Achievements
- A web-based animal contact risk questionnaire process was developed and implemented to track more than 4,000 students and employees with animal contact at work.
- Implemented new disease management software to track respiratory protection for campus units using respirators.
- Hosted an educational forum for managing waste anesthetic gases.
UHS offers many of the amenities of a full-service medical clinic right here on campus. Medical services support optimal student health and well-being through care for acute and ongoing illnesses and injuries, as well as promoting health through the delivery of clinical preventive services. There are two locations on campus for medical services: the main UHS clinic in the heart of campus and a walk-in satellite clinic near the Lakeshore residence halls. Medical services also provides employee health services to all UHS employees in addition to occupational medicine services to campus research facilities. UHS medical services include: primary care, women’s health, travel, allergy, immunizations, sexual health, physical therapy, athletic trainer evaluations, and wellness services.
Top notch care for first-rate students
Primary Care provides high-quality health care for a range of injuries and illnesses. This scope of care includes preventive services and management of acute and chronic conditions that affect a student’s overall health and well-being.

Achievements
- Patient visits at the satellite UHS Lakeshore Clinic increased 23 percent.
- Ninety-three percent of students expressed patient satisfaction with their visit.
- Primary care, mental health, and behavioral health providers now offer same-day visits for students. This partnership allows for seamless care and less interruption to student course work.
Boost Immunity to stay on track

Diseases preventable by vaccine have a significant impact on college student health. Education, outreach, and access to immunizations can reduce this.

Achievements

- In compliance with recommendations from the American Academy of Allergy, Asthma & Immunology, providers now meet with students before beginning a treatment regimen to obtain patient history and increase safety.
- Provided a record number of influenza vaccines to students (13,950).
- Scheduling changes initiated by nurses increased student access to allergy shots.
- To prevent loss of potency and efficacy, a policy review resulted in increased secure storage for serums and medications for chronic illnesses.

A ticket to healthy travel

The UHS Travel Clinic provides health evaluations, travel advice, immunizations, and health certification to students traveling abroad or returning from international travel.

Achievements

- Forty percent increase in visits to the Travel Clinic in 2014.
- Two-hundred-two additional visits available in primary care without an increase in staff.
Lifelong wellness

UMS wellness services enhance student learning and promote health through programs that address nutrition, sleep problems, or stress. Wellness counselors meet with students to review their personal habits and to develop a wellness plan.

Achievements

- A weekly plus-size yoga group was established for students with an elevated body mass index, including students with physical limitations.
- Same-day wellness consultation appointments are now available on Wellness Wednesdays.

Empower women to make the best health care decisions for themselves

Women’s Health offers quality, comprehensive, and sensitive gynecological and reproductive health services for women of all ages.

Achievements

- Nurses can now initiate contraception and a physical exam is not required prior to starting a prescription. This has allowed students to begin prescriptions sooner.
- In conjunction with Violence Prevention Services (EVOL), the Women’s Health Clinic continues to provide support and services for victims of sexual assault and unwanted sexual encounters.
Mental Health services support the emotional, relational, and psychological well-being of UW-Madison students as they strive for academic success. Our providers and staff understand the complexities of student life and know that many students have never seen a mental health counselor before. UHS offers treatment and consultation in a culturally respectful manner, both within the UHS clinical setting and throughout campus. Every student is different, and we serve students from a wide range of religious, cultural, and ethnic backgrounds; gay, lesbian, bisexual, and transgender students; first-generation college students; and students who may be older than many of their peers. Mental Health services include behavioral health, campus-based programs, case management, crisis services, group counseling, individual and couples counseling, and psychiatry.
Medical and mental health care go hand in hand

Mental health and medical professionals work together to provide health care for students with insomnia, anxiety, depression, and those who want to quit smoking.

Achievements

- Students who want to change their relationship with tobacco are now able to schedule appointments online. Web-based appointment scheduling was implemented to increase access to Behavioral Health providers.
- Follow-up appointments increased 61 percent.
- Strategies learned from a collaboration with the National College Depression Partnership were implemented to identify students with depression. Protocols were developed, including an alert for students who report self-harm risk, as well as decision support for clinical providers who respond to students who may be at risk of self-harm.
Breaking down barriers to care

Meeting students in the communities where they live, work, and study helps address the stigma of seeking out mental health services.

Achievements

- Let’s Talk, a counselor consultation service for students in non-clinical settings across campus, served a higher percentage of graduate and professional students, men, African-American students, and Asian-American students compared to traditional services since its inception in 2012.
- Our Health Ambassadors program expands non-traditional avenues of support to units that serve underserved and underrepresented students and departments with unique risk factors.
- Consultations to faculty and staff, parents, and community partners totaled 1,180.

Connecting students with campus and community resources

The impact of mental health issues on students’ academic and personal success is lessened through coordinated care between campus/community resources.

Achievements

- The interdisciplinary Crisis Assessment and Referral (CARE) Team was established to develop and implement collaborative care plans to address the needs of students who present with complex concerns.
- Ensuring follow-up visits for students connected with campus and community resources resulted in a 15 percent increase in care management visits.
- Students discharged from the hospital were seen in post-hospitalization visits focused on re-integration back into their academic, occupational, and living communities.
Support for individuals with immediate mental health care needs

Crisis stabilization specialists offer immediate and ongoing care to students in acute distress, providing individualized, intensive treatment focusing on risk assessment, stabilization, and increased coping skills.

Achievements
- Provided 474 crisis stabilization appointments to students in distress.
- After-hours coverage provided 144 mental health crisis responses to students and spoke with 112 concerned third-parties.

Evidence-based treatment for students to improve academic success and retention

Individual/Couple Counseling services uses brief, solution-focused counseling methods to address mental health issues.

Group Counseling provides effective and efficient treatment for students experiencing issues such as anxiety, depression, and relationship concerns to foster belonging.

Achievements
- Initial drop-in access to services saw a five percent increase.
- UHS Group Counseling Services is one of the nation’s largest programs, with 75 interpersonal process, support and theme groups, psychoeducation groups, and wellness groups to serve students.
- Use of Counseling Center Assessment of Psychological Symptoms allowed UHS to contribute to a national data set tracking university student mental health concerns.
- Quality improvement study addressed access for students seeking mental health services.
- Single-session services are now available to students for concerns that would benefit from solution-focused interventions. “I was able to access initial services in a reasonable time:” Strongly Agree/Agree (93%)
Addressing the biological bases of behavior

UHS Psychiatric Services supports student success through outpatient psychiatric care comprised of diagnostic evaluation, medication management, and evaluation.

Achievements

- Patient visits increased eight percent.
- The number of new patient consultations increased nearly 12 percent. There was a 20 percent increase in external consultations to serve students whose therapy needs exceed the scope of UHS services.

The next generation of mental health professionals

UHS clinical training prepares future mental health professionals for independent clinical practice, provides service to clients/patients, and fulfills the educational mission of the university.

Achievements

- Agency trainees provided approximately 4,750 clinical visits to students under the supervision of licensed professionals. Trainees engaged in campus-based services to uniquely serve underrepresented students on campus.
- Psychology interns engaged in research to assess the difference in therapeutic outcomes for students of color and other students.
the three-month waiting period for coverage was eliminated.

$1 million lifetime maximum benefit cap was eliminated.

enrollment is projected to increase by one percent, with the international student and scholar subgroups increasing by four percent and 15 percent respectively.

The UW–Madison Student Health Insurance Plan (SHIP) is administered at UHS and operates as a partially self-funded health plan. A Third Party Administrator (TPA) provides claims estimates, pays claims, and establishes reinsurance, which protects the plan in the event of high dollar claims. Plan reserves are maintained at 125 percent of projected claims for the two-year claims cycle to ensure the plan is adequately funded. Any remaining uncommitted plan reserves are designated to subsidize premiums and improve member benefits and services. SHIP coverage travels with members, providing access to a nationwide network of hospitals, clinics, and specialized services with comparatively low cost-sharing for members.
UHS regularly solicits feedback on programs and services. Patient and client responses are analyzed to provide the best care experience and improve internal and external processes. Improvement efforts are designed to align with professional standards, national benchmarks, and regulatory requirements. Quality and process improvement projects are evaluated based on responsiveness to patient, customer, and stakeholder experience as well as safety, cost-effectiveness, and responsible utilization of resources. UHS providers and staff are continually engaged in improvement initiatives through relevant education and quality and process improvement strengthens UHS’s ability to promote a healthy campus and enhance individual students’ ability to learn and succeed.
Patient-driven improvement
Quality and process improvement strengthens UHS’s ability to promote a healthy campus and enhance students’ success.

Achievements
- Depression screenings at medical appointments increased from 68 percent to 97 percent. Of the students who screened positive for depression, follow-up care increased 23 percent.
- The Quality Management and Improvement Committee has 94 percent compliance with a new tracking system to assure that recommendations are implemented and that timely re-study occurs.

Achievements
- Depression screenings at medical appointments increased from 68 percent to 97 percent. Of the students who screened positive for depression, follow-up care increased 23 percent.
- The Quality Management and Improvement Committee has 94 percent compliance with a new tracking system to assure that recommendations are implemented and that timely re-study occurs.

Medical Services Key Questions

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>OK</th>
<th>Not Satisfied</th>
<th>Very Dissatisfied</th>
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<tbody>
<tr>
<td>Satisfied with appointment scheduling</td>
<td>52%</td>
<td>25%</td>
<td>2%</td>
<td>3%</td>
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<tr>
<td>Reception staff friendly and helpful</td>
<td>68%</td>
<td>25%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
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<tr>
<td>Provider listened carefully to concerns</td>
<td>78%</td>
<td>15%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
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<tr>
<td>Quality of provider explanations</td>
<td>65%</td>
<td>19%</td>
<td>10%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Overall satisfaction with medical visit</td>
<td>68%</td>
<td>25%</td>
<td>10%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>Recommend UHS to another student</td>
<td>71%</td>
<td>15%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
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Mental Health Services Key Questions

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
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<tbody>
<tr>
<td>Accessed initial services in a reasonable time</td>
<td>32%</td>
<td>41%</td>
<td>6%</td>
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<tr>
<td>Reception staff helpful and courteous</td>
<td>46%</td>
<td>35%</td>
<td>6%</td>
<td>2%</td>
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<tr>
<td>Provider listened carefully to concerns</td>
<td>12%</td>
<td>79%</td>
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<tr>
<td>Figures and expectations clear and easy to complete</td>
<td>34%</td>
<td>41%</td>
<td>3%</td>
<td>0%</td>
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<tr>
<td>Overall satisfaction with Mental Health Services</td>
<td>34%</td>
<td>38%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Recommend Mental Health Services to a friend</td>
<td>40%</td>
<td>38%</td>
<td>5%</td>
<td>2%</td>
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</tbody>
</table>

This “OK” category combines two libido options on the typical libido scale. Rounding errors were accounted for in this exchange area.
UHS is funded through student segregated fees, general program revenue, fee-for-service billing, and grant support. Because almost all UHS services are prepaid through segregated fees, students access most medical and mental health services at no additional cost. Fees are charged for services such as most immunizations and physical therapy. The Student Health Insurance Plan is funded by premiums collected from insured policyholders. Excluding medical claims paid by SHIP, more than 75 percent of UHS expenses are personnel costs. The remaining expenses are comprised of supplies, services, and medications.

Growth and investment
UHS continues to grow in both the number of students we support and the breadth of services provided to campus. Despite a slight decrease in the student segregated health fee, UHS maintains the highest standard of integrated care.

Achievements
- For the third consecutive academic year, the student health segregated fee did not increase.
- Patient/client visits increased by more than 4,000 from the 2013–2014 academic year, with more than 34 percent of UW–Madison students utilizing UHS services.
## FY 2015 VISITS—BASIC DEMOGRAPHICS

### Patient/Client Summary

<table>
<thead>
<tr>
<th>Report Division</th>
<th>Unique Patients</th>
<th>Unique Students</th>
<th>Unique Nonstudents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>4,408</td>
<td>4,362</td>
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</tr>
<tr>
<td>Medical</td>
<td>26,452</td>
<td>24,530</td>
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<tr>
<td>Occ Med</td>
<td>1,691</td>
<td>442</td>
<td>1,249</td>
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<tr>
<td>Wellness</td>
<td>1,746</td>
<td>1,744</td>
<td>12</td>
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<tr>
<td><strong>Total patients/client visits</strong></td>
<td><strong>22,906</strong></td>
<td><strong>25,867</strong></td>
<td><strong>2,119</strong></td>
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### Student Status

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<thead>
<tr>
<th>Report Division</th>
<th>Total Visits</th>
<th>Nonstudent</th>
<th>Student</th>
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</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>20,783</td>
<td>376</td>
<td>20,407</td>
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<tr>
<td>Medical</td>
<td>68,658</td>
<td>1,996</td>
<td>66,662</td>
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<tr>
<td>Occ Med</td>
<td>3,087</td>
<td>1,033</td>
<td>2,054</td>
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<tr>
<td>Wellness</td>
<td>3,956</td>
<td>109</td>
<td>3,847</td>
</tr>
<tr>
<td><strong>Total patient/client visits</strong></td>
<td><strong>98,448</strong></td>
<td><strong>6,264</strong></td>
<td><strong>92,184</strong></td>
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</tbody>
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### Sex

<table>
<thead>
<tr>
<th>Report Division</th>
<th>Total Visits</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>70,763</td>
<td>20,806</td>
<td>7,963</td>
</tr>
<tr>
<td>Medical</td>
<td>68,638</td>
<td>41,301</td>
<td>27,337</td>
</tr>
<tr>
<td>Occ Med</td>
<td>5,071</td>
<td>2,172</td>
<td>2,899</td>
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<tr>
<td>Wellness</td>
<td>3,956</td>
<td>3,063</td>
<td>939</td>
</tr>
<tr>
<td><strong>Total visits</strong></td>
<td><strong>98,448</strong></td>
<td><strong>62,300</strong></td>
<td><strong>36,148</strong></td>
</tr>
</tbody>
</table>

### International Students

<table>
<thead>
<tr>
<th>Report Division</th>
<th>Total Visits</th>
<th>US Citizen</th>
<th>Non Citizen</th>
<th>Nonstudent/Non-U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>30,743</td>
<td>20,776</td>
<td>9,967</td>
<td>758</td>
</tr>
<tr>
<td>Medical</td>
<td>68,658</td>
<td>58,144</td>
<td>11,524</td>
<td>1,990</td>
</tr>
<tr>
<td>Occ Med</td>
<td>5,071</td>
<td>943</td>
<td>90</td>
<td>4,038</td>
</tr>
<tr>
<td>Wellness</td>
<td>3,956</td>
<td>3,327</td>
<td>627</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total visits</strong></td>
<td><strong>98,448</strong></td>
<td><strong>79,214</strong></td>
<td><strong>11,224</strong></td>
<td><strong>6,574</strong></td>
</tr>
</tbody>
</table>

## FINANCIALS

### 2015 DEMOGRAPHICS

### Ethnicity

<table>
<thead>
<tr>
<th>Report Division</th>
<th>Total Visits</th>
<th>American Indian/Alaska Native</th>
<th>Asian</th>
<th>Black/African American</th>
<th>Hispanic/Latino</th>
<th>Native American/Other Pacific Islander</th>
<th>White</th>
<th>Unknown/Unspecified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>20,783</td>
<td>160</td>
<td>1,513</td>
<td>899</td>
<td>1,218</td>
<td>65</td>
<td>14,374</td>
<td>2,691</td>
</tr>
<tr>
<td>Medical</td>
<td>68,638</td>
<td>402</td>
<td>4,032</td>
<td>1,082</td>
<td>2,955</td>
<td>181</td>
<td>49,284</td>
<td>10,412</td>
</tr>
<tr>
<td>Occ Med</td>
<td>5,071</td>
<td>14</td>
<td>48</td>
<td>10</td>
<td>49</td>
<td>18</td>
<td>402</td>
<td>4,279</td>
</tr>
<tr>
<td>Wellness</td>
<td>3,956</td>
<td>30</td>
<td>204</td>
<td>123</td>
<td>79</td>
<td>200</td>
<td>2,721</td>
<td>66</td>
</tr>
<tr>
<td><strong>Total visits</strong></td>
<td><strong>98,448</strong></td>
<td><strong>1,923</strong></td>
<td><strong>5,027</strong></td>
<td><strong>2,860</strong></td>
<td><strong>4,434</strong></td>
<td><strong>258</strong></td>
<td><strong>66,284</strong></td>
<td><strong>18,078</strong></td>
</tr>
</tbody>
</table>

### Academic Career

<table>
<thead>
<tr>
<th>Report Division</th>
<th>Total Visits</th>
<th>Undergrad</th>
<th>Grad</th>
<th>Professional</th>
<th>Special</th>
<th>Nonstudent/Non-U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>20,783</td>
<td>14,032</td>
<td>4,372</td>
<td>1,539</td>
<td>514</td>
<td>376</td>
</tr>
<tr>
<td>Medical</td>
<td>68,638</td>
<td>49,119</td>
<td>9,415</td>
<td>7,449</td>
<td>1,979</td>
<td>1,090</td>
</tr>
<tr>
<td>Occ Med</td>
<td>5,071</td>
<td>652</td>
<td>259</td>
<td>88</td>
<td>34</td>
<td>9,038</td>
</tr>
<tr>
<td>Wellness</td>
<td>3,956</td>
<td>2,482</td>
<td>1,072</td>
<td>213</td>
<td>119</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total visits</strong></td>
<td><strong>98,448</strong></td>
<td><strong>66,345</strong></td>
<td><strong>13,768</strong></td>
<td><strong>9,489</strong></td>
<td><strong>2,162</strong></td>
<td><strong>6,504</strong></td>
</tr>
</tbody>
</table>

- A patient/client is counted as a student if they match to a registrar enrollment record during the fiscal year in one or more terms 1146, 1152, 1154, or 1156. All other patients are counted as nonstudents.
- Nonstudent patients/clients include fee for service, UW or UHS employees, SHP scholars/dependents/spouse, couples, or other persons not enrolled.
- Most international students have unspecified ethnicity. Race/ethnicity is not collected for nonstudent patients.
### FY13 UHS Utilization — Visits by Department

<table>
<thead>
<tr>
<th>Department</th>
<th>Visits</th>
<th>Visits per Patient/Day</th>
<th>FY13 Visits</th>
<th>% Change FY13 vs FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acupuncture</td>
<td>340</td>
<td>9.1</td>
<td>3,366</td>
<td>-10.0%</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>457</td>
<td>1.3</td>
<td>616</td>
<td>-39.1%</td>
</tr>
<tr>
<td>Care Management</td>
<td>519</td>
<td>1.4</td>
<td>730</td>
<td>72.5%</td>
</tr>
<tr>
<td>Cancer/HIV/AIDS</td>
<td>12,129</td>
<td>11.4</td>
<td>13,149</td>
<td>-7.8%</td>
</tr>
<tr>
<td>Cancer/HIV/AIDS</td>
<td>4,079</td>
<td>11.4</td>
<td>4,524</td>
<td>11.5%</td>
</tr>
<tr>
<td>Cardiology</td>
<td>6,616</td>
<td>4.3</td>
<td>11,929</td>
<td>85.7%</td>
</tr>
<tr>
<td>CNS</td>
<td>458</td>
<td>2.7</td>
<td>1,237</td>
<td>21.9%</td>
</tr>
<tr>
<td>Employee Health</td>
<td>339</td>
<td>1.3</td>
<td>416</td>
<td>71.8%</td>
</tr>
<tr>
<td>Maternal Care</td>
<td>1,175</td>
<td>2.9</td>
<td>5,091</td>
<td>41.3%</td>
</tr>
<tr>
<td>OBGY</td>
<td>1,499</td>
<td>2.5</td>
<td>5,572</td>
<td>27.8%</td>
</tr>
<tr>
<td>Phys. Therapy</td>
<td>762</td>
<td>2.3</td>
<td>2,345</td>
<td>10.0%</td>
</tr>
<tr>
<td>Primary Care</td>
<td>98,527</td>
<td>57.2</td>
<td>98,546</td>
<td>0.0%</td>
</tr>
<tr>
<td>Psych</td>
<td>3,438</td>
<td>4.6</td>
<td>3,402</td>
<td>2.6%</td>
</tr>
<tr>
<td>General Health</td>
<td>2,009</td>
<td>3.7</td>
<td>2,190</td>
<td>8.9%</td>
</tr>
<tr>
<td>Speech</td>
<td>1,127</td>
<td>1.2</td>
<td>1,399</td>
<td>15.0%</td>
</tr>
<tr>
<td>Imaging</td>
<td>1,246</td>
<td>1.1</td>
<td>2,918</td>
<td>14.8%</td>
</tr>
<tr>
<td>Wellness</td>
<td>3,438</td>
<td>3.9</td>
<td>3,735</td>
<td>8.9%</td>
</tr>
<tr>
<td>Women's Health</td>
<td>3,612</td>
<td>4.9</td>
<td>6,047</td>
<td>72.6%</td>
</tr>
<tr>
<td>Medical Flags</td>
<td>23,729</td>
<td>12.8</td>
<td>46,625</td>
<td>4.2%</td>
</tr>
<tr>
<td>Mental Health Visits</td>
<td>70,283</td>
<td>11.4</td>
<td>46,906</td>
<td>64.5%</td>
</tr>
<tr>
<td>Wellness Visits</td>
<td>2,203</td>
<td>4.0</td>
<td>7,893</td>
<td>77.4%</td>
</tr>
<tr>
<td>UHS Total Visits</td>
<td>101,418</td>
<td>57.9%</td>
<td>46,906</td>
<td>3.9%</td>
</tr>
</tbody>
</table>

* *Notes: distinct census patients may be seen in more than one department.*

### 2015 UHS Utilization

<table>
<thead>
<tr>
<th>Type of Visit</th>
<th>FY10-11</th>
<th>FY11-12</th>
<th>FY12-13</th>
<th>FY13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Visits</td>
<td>35,138</td>
<td>36,706</td>
<td>35,220</td>
<td>38,334</td>
</tr>
<tr>
<td>Medical Visits</td>
<td>66,952</td>
<td>60,057</td>
<td>63,405</td>
<td>67,592</td>
</tr>
<tr>
<td>Mental Health (MH) Visits</td>
<td>19,146</td>
<td>20,551</td>
<td>20,940</td>
<td>20,983</td>
</tr>
<tr>
<td>Wellness Visits</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>2,548</td>
</tr>
<tr>
<td>Total Visits</td>
<td>52,706</td>
<td>50,486</td>
<td>49,960</td>
<td>50,536</td>
</tr>
<tr>
<td>Medical Sls</td>
<td>34,198</td>
<td>33,309</td>
<td>34,532</td>
<td>34,787</td>
</tr>
<tr>
<td>Mental Health Sls</td>
<td>4,034</td>
<td>4,556</td>
<td>4,581</td>
<td>4,048</td>
</tr>
<tr>
<td>Wellness Sls</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>1,677</td>
</tr>
<tr>
<td>Total Sls/Vis</td>
<td>3.4</td>
<td>3.3</td>
<td>3.4</td>
<td>3.3</td>
</tr>
</tbody>
</table>

### UHS Historical Utilization

- **Total Visits**: 2013-2014
- **Medical Visits**: 2013-2014
- **Mental Health (MH) Visits**: 2013-2014
- **Wellness Visits**: 2013-2014
- **Total Utilization %**: 2013-2014
- **Mental Health Utilization %**: 2013-2014
- **Wellness Utilization %**: 2013-2014

*Academic year — Aug 15-Aug 14, corresponding with UHS eligibility. Utilization % = proportion of enrolled students using UHS in the period.*