



## Mission and Purpose

The overall mission of Student Health Services is to assist students in maintaining a state of optimal physical and mental wellness.

The purpose of Student Health is delivering a college health program that provides students access to the health care services they need and can afford.

## Department Goals for FY2021

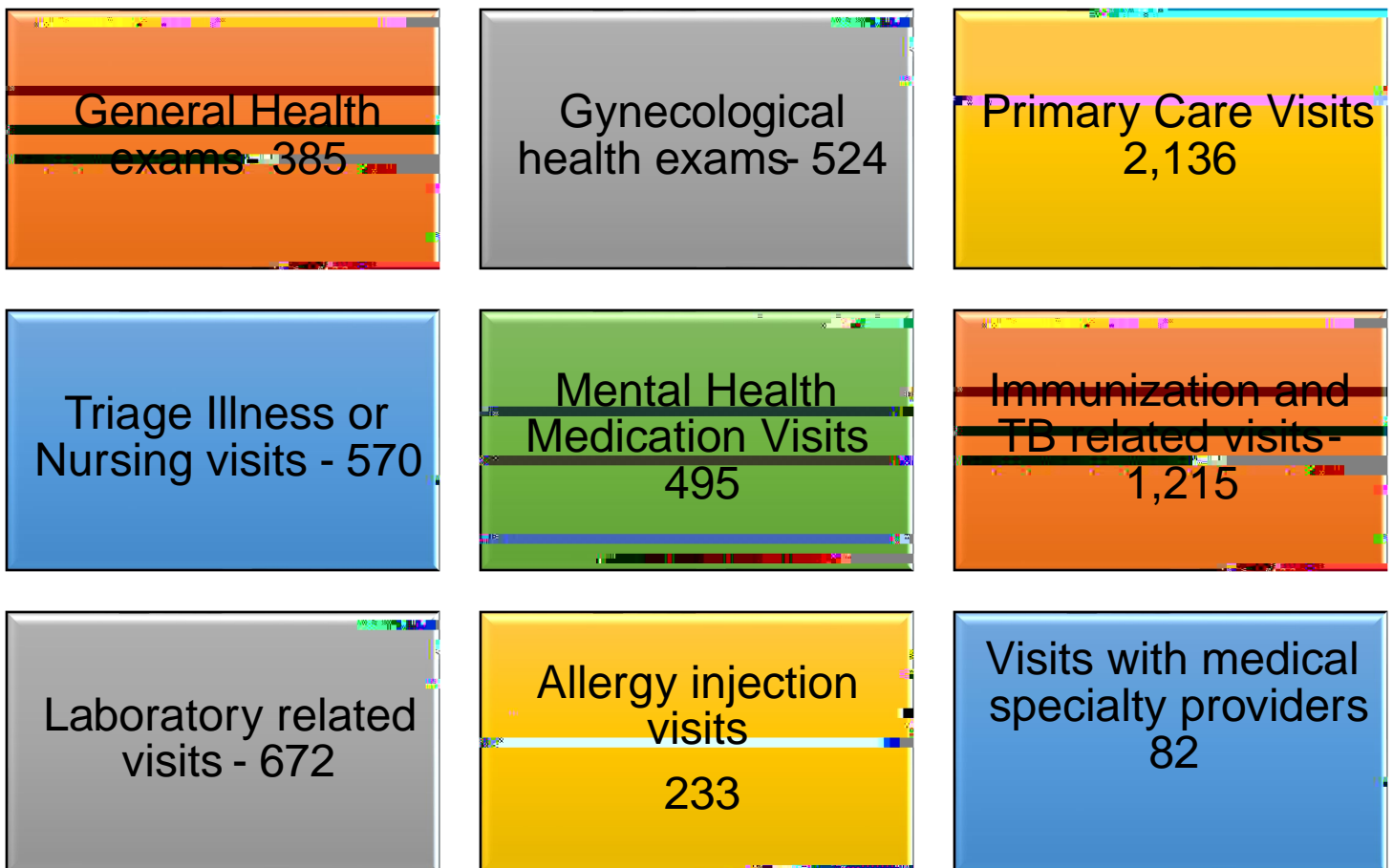
Student Health Services (SHS) goals continue to build on our departmental strategic plan, which is in line with the Student Affairs strategic plan and goals. Goals for FY2021 include:

Continue to provide a college health program that meets students' individ. (d)-epaeg ssl

Goal: Continue to provide a college health program that meets students' individual health needs and support academic success.

Student Health Services met this goal by maintaining and expanding the level of services offered to students.

Total number of visits in FY2021 6,312  
Breakdown of by direct care visit types

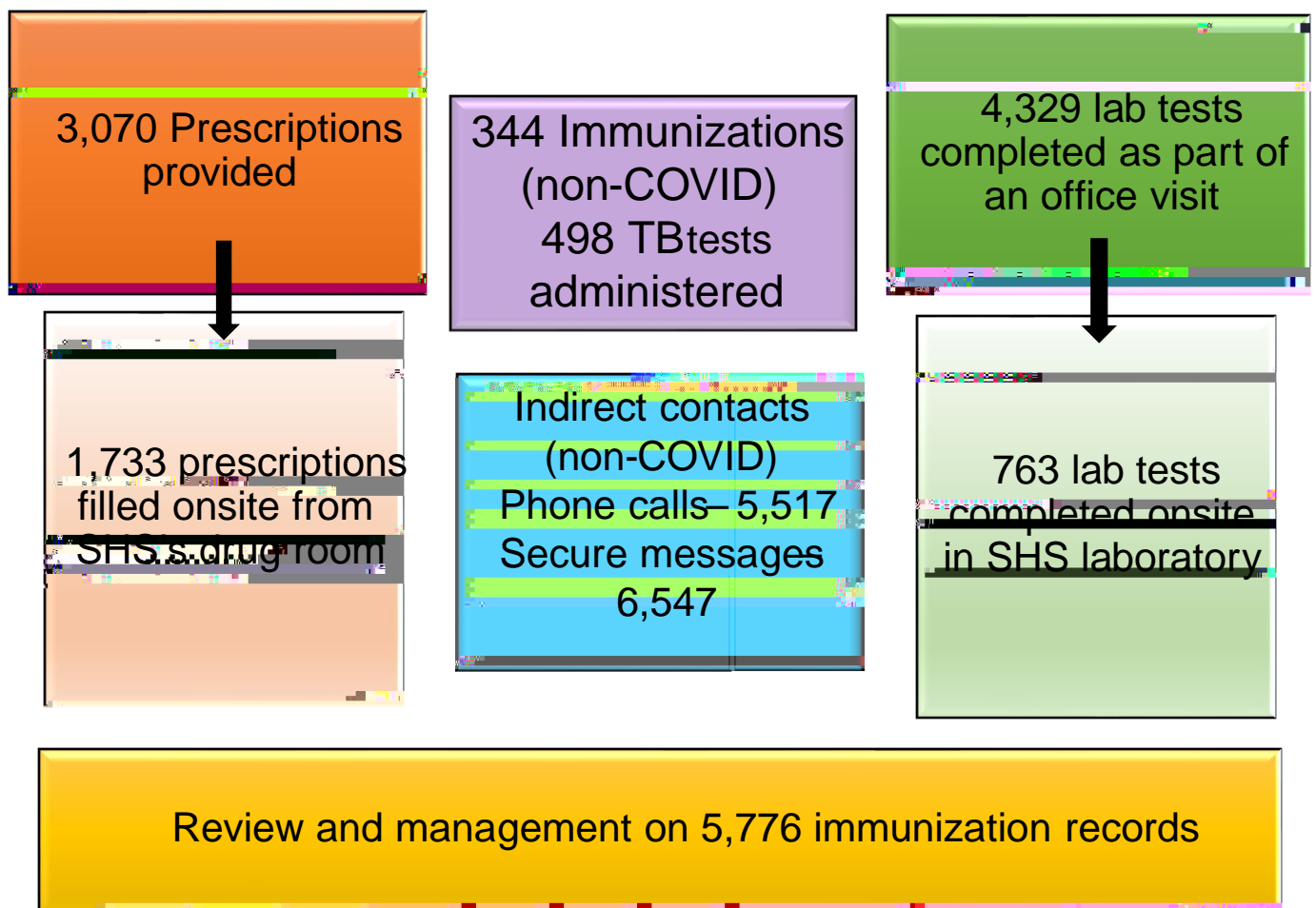


In addition to direct care visits, SHS staff provides indirect care to students. Indirect care is defined as health-related student contacts via messaging or phone calls that are documented in electronic medical record. These visits types relate to providing case management, health education, post visit assessments, prescription refill requests, etc. Secure messaging provides a HIPAA compliant method of

Visit numbers do not reflect how many ancillary services are provided either within visits or separate from a visit. These services include prescriptions, immunizations, or laboratory testing.

Student Health is responsible for tracking compliance for WSU's Tuberculosis (TB) Prevention and Control policy, which includes TB screening for all new domestic and international students each semester. SHS also tracks compliance for the Housing and Resident Life (HRL) Meningitis policy and a few College of Health Profession clinical programs. This role requires collection, review and tracking of immunizations and clinical requirements.

### Data on indirect care, ancillary services, and compliance review functions for FY2021



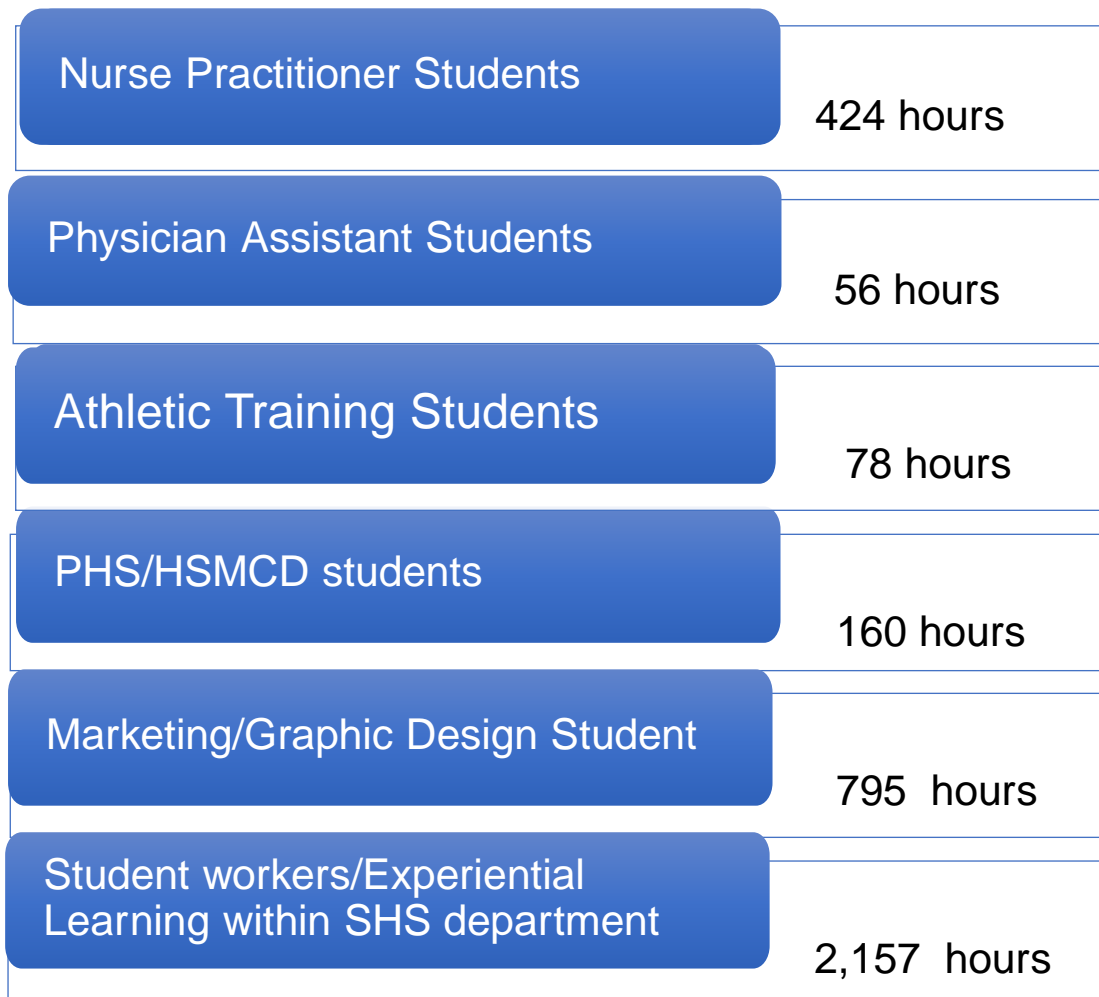
TB record review and follow up: 4,506 records reviewed  
548 follow up completed, 1,009 TB Holds removed

Goal: Support current experiential learning opportunities within Student Health Services and seek ways to expand these opportunities in the Student Wellness Center.

In FY2021 Student Health Services was able to expand both applied learning experiences and experiential learning experiences for students within the department. This included hiring five student workers to assist with front office operations and COVID-19 testing, vaccination, and medical record processing.

The new Student Wellness Center space has been a key component for the expansion of applied and experiential learning in Student Health. This additional space provided a safe environment for both staff and students during the COVID-19 pandemic.

The graph below demonstrates the applied and experiential learning opportunities that students were able to obtain through Student Health in FY2021.



Goal: Collaborate with Student Affairs, academic departments, and community partners to promote health and wellness strategies that support WSU students and the campus community.

SHS routinely collaborates with both campus and community partners throughout the academic year. In FY2021 this collaboration took a different approach in response to the COVID-19 pandemic. In-person events were not as prevalent and much of the collaboration was focused on COVID-19 issues.

Examples of collaborations during FY2021 include:

## Impact of COVID-19

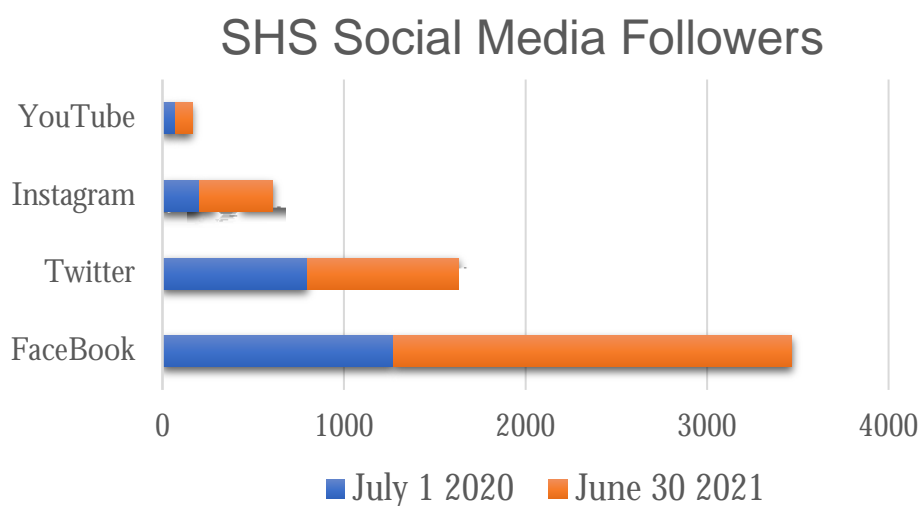
In response to the COVID-19 pandemic, the campus shifted to online learning and most campus departments transitioned to remote work during March 2021, Student Health was one of the few departments on campus that remained fully operational with normal business hours and services.

The COVID

Goal: Explore potential growth and expansion of service options relevant to the student population.

A new service option SHS was able to add in FY2021 was the ability for students to upload documents through the myShockerHealth portal. This functionality supports HIPAA requirements by providing a secure method of sharing private health information with SHS.

COVID-19 changed SHS health promotion and educational programming from in-person events to virtual events. In response to this change, SHS online engagement with students has grown. The chart below highlights the growth in number of followers across all SHS social media platforms in FY2021.



Another way this goal was met is the previously discussed expansion of COVID-19 testing and vaccination services to students and their immediate family members. These services were also extended to faculty, staff, their immediate family members and campus partners. See the previous page for specifics on these areas.

The addition of these services was truly a collaborative effort involving multiple partners both on and off campus including staff from ITS who created the vaccine appointment scheduling app; staff from Strategic Communications who assisted with marketing and website updates; staff from HRL, Industry Engagement, WSU's Molecular Diagnostic Lab, Sedgwick County Health Department, WSU Administration and General Counsel's office.

SHS appreciates the cooperation and support the campus has provided the SHS staff to help us be successful in responding to the COVID-19 pandemic.