University Health Services celebrates 2 years in the
STUDENT HEALTH CENTER
JULY 2008 - JUNE 2010
The past two years have been busy ones at University Health Services. After many years of preparation, UHS moved to the new Student Health Center on June 9, 2008.

The 63,000 square foot facility—30% larger than our previous location in Ritenour Building—has allowed us to improve patient care in countless ways. Some examples of these improvements are detailed in the following pages.

Sustainability has become increasingly important both university-wide and globally. UHS is proud to occupy the first LEED-certified university student health center in the country. Since moving to our “green” building, staff have found ways to improve sustainability in everyday practices.

No discussion of the past two years would be complete without mention of the H1N1 flu virus. Our pandemic planning was tested during the fall of 2009 when over 2,700 students were seen for flu-related illness.

Finally, I’d like to thank the students who bring energy, humor and fresh perspectives to our organization. Over 200 students volunteer with UHS each year. Along with the dedicated UHS staff, their contributions of time and talent are essential to our success.

Dr. Margaret Spear, director
University Health Services
Sustainability Efforts

Human and environmental health are inextricably tied. UHS is committed to fostering a healthy Penn State campus through its sustainability practices, policies and educational initiatives.

LEED Certification

The Student Health Center was awarded silver LEED certification in 2010. Leadership in Energy and Environmental Design (LEED) certification is a national standard for green building construction. Human and environmental health factors considered include sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality.

Sustainable features of the health center include a green roof and drought-tolerant, low-water landscaping. The building also optimizes the use of natural light and allows for natural ventilation. Indoor air quality is enhanced through the use of low emitting building materials including paint, sealants, carpet and wood products. The interior spaces feature recycled materials such as carpeting, terrazzo floors and sustainable natural products such as bamboo and wood harvested from local Pennsylvania trees. During project construction, more than 97 percent (2,400 tons) of the construction waste was recycled and thus diverted from landfills.

Green Initiatives

Inspired by their “green” workplace, UHS staff formed a Green Team to promote additional green initiatives in the workplace. To date, projects have included building-wide composting and recycling protocols for common health center waste such as exam table paper and pharmaceutical packaging.

Through these initial efforts, UHS has reduced waste and increased recycling from 27.6% in April 2009 to 39.4% in May 2010.
Maintaining High Standards

UHS maintains an active, organized, peer-based program that assures quality services to its clients. The Quality Improvement Program at UHS enhances the quality of patient care and educational services through the on-going systematic monitoring and evaluation of important aspects of that care.

As part of this quality assurance to patients, UHS also maintains accreditation in the following areas:

AAAHC Accreditation

University Health Services achieved a full three-year accreditation term from the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) in September 2009. UHS received “substantial compliance”, the highest rating, on all surveyed factors.

Surveyor comments included:

• [Continuity of care] is clearly evidenced by comments made by student volunteers who met with the surveyors. They were amazed that they were consistently seen by the same group of providers. They felt they were able to develop a relationship with their provider.

• The [new] building is beautiful, and the floor plan encourages optimum patient flow. Service areas are grouped logically throughout the center. An information desk is centrally located on the main floor. Students commented at the ease of finding services, and especially liked the self sign-in stations.

COLA Accreditation

In 2009 the UHS clinical laboratory was accredited by the Commission on Laboratory Accreditation (COLA), a national health care accreditation organization. Accredited laboratories must maintain rigid standards of quality in day-to-day operations, demonstrate continued accuracy in the performance of proficiency testing and pass a rigorous on-site laboratory survey.

The lab also serves as a sentinel site for the Pennsylvania Department of Health.

Ultrasound Accreditation

In 2008 UHS was awarded a second three-year term of accreditation for ultrasound services by the American College of Radiology (ACR). Ultrasound is used by the staff gynecologist to diagnose the origins of pelvic pain and irregular bleeding in female patients.
Accomplishment Highlights

Services offered at UHS were improved significantly through the implementation of new programs and procedures and the addition of upgraded equipment and facilities. A number of the most significant accomplishments follow.

Patient Care

• developed four multidisciplinary clinical services teams to help provide continuity of patient care

• launched a case management program with endowment funds designed to help students navigate health care access and resources—examples include helping uninsured students access patient assistance programs, coordinating referrals for psychiatric care, follow-up with students suffering from depression, and helping students with complicated medical conditions find the appropriate specialists

Laboratory

• affiliation with several new reference laboratories to increase access for students not covered by insurance in this area

• partnered with Mt. Nittany Medical Center to provide microbiology services—crucial in this area due to emerging infectious disease

Health Promotion

• coordinated Penn State system-wide implementation of AlcoholEdu with approximately 15,000 first year students (the largest implementation in the country)

• expanded the nutrition clinic with the hiring of an additional part-time registered dietitian

• launched a new alcohol social marketing campaign featuring posters, and enhanced BAC and alcohol poisoning cards

• launched a “Student Tune-up Series” offering a variety of interactive wellness programs for students

• launched the Healthy Penn State website to serve as a clearinghouse for health-related student resources

Technology Upgrades

• upgraded the UHS Intranet to a wiki which now includes a wide range of shared documents including committee meetings, policies and procedures, forms, reports and staff training

• created a series of online videos to provide patients with basic information about available services, fees and insurance

• launched a new website that reflects the fresh, modern and student-friendly atmosphere of UHS' new location

Student Health Insurance

Enhancements to available plans now include:

• coverage of flu shots at UHS for the Basic and Hershey policies (already covered under the Graduate Assistant/Graduate Fellows (GA/FE) policy)

• coverage of self-injectible medications under all three plans

• upgrade of physical therapy benefit for the Basic & Hershey policies to match the GA/FE policy

Financial Services

• implemented Penn State’s e-commerce credit card transaction processing system and new cash registers
Digital X-Ray

The addition of digital radiology equipment in 2008 has led to improved workflow efficiency and the ability to handle higher volume.

UHS x-rays are now read remotely at Hershey Medical Center (HMC). The switch to HMC has decreased turnaround time, increased efficiency of “stat” readings and allows UHS to access medical center experts.

Beaver Stadium EMS Facility

A 3,000-square-foot medical facility under the east stands at Beaver Stadium was completed in 2008. The new facility provides more space and increased privacy for patients. Additional features include a reception and waiting area, nurses’ station, patient bays, ADA accessibility and restrooms.

UHS has been responsible for administering emergency medical services at Beaver Stadium since 1996. Sixty or more EMS staff provide emergency care at each Penn State home football game. These staff include physicians, registered nurses, paramedics and emergency medical technicians.

In the case of an emergency such as a power failure or equipment failure, the first aid facility will serve as a backup location for health services on campus.
Pandemic Planning and Infection Control

The proactive work of the Pandemic Planning Committee allowed effective management of the H1N1 pandemic as it developed during the summer and fall of 2009. Formed in December 2005, the Penn State pandemic planning committee has been chaired by UHS Director Dr. Margaret Spear since its inception. Group members include professionals who represent the University, state health department, area medical community, and state and local emergency preparedness groups.

UHS staff took the lead in educating media and the general public about influenza and flu prevention—on a local, regional and national level. Faculty and student volunteers from the School of Nursing also played a key role in the response.

University Health Services immunized over 1,800 students in 2009 for seasonal flu. Thousands more were vaccinated against H1N1 through a partnership with upper-level nursing students from the Penn State School of Nursing.
Student Involvement

Each year over 200 Penn State students contribute to the success of UHS:

• Clinic volunteers log an average of 92 hours each year assisting clinical staff with patient intake and gaining first-hand experience of the health care system. During the 2008-09 school year UHS hosted twenty clinic volunteers; in 2009-2010 there were 16 volunteers.

• Seventeen students from the pre-med society served as “runners” during the 2008-09 flu season, assisting the clinical staff with trips to the pharmacy and other errands.

• The H1N1 flu pandemic began a new collaboration with the Penn State School of Nursing; over 25 student nurses helped with H1N1 flu vaccine clinics in 2009.

• Five student interns worked on special infection control projects with the infection control nurse manager during the 2008-09 school year.

• Fifty student EMTs volunteered with the University Ambulance crew and logged over 16,000 hours between July 2008 and June 2010.

• Two hundred and twelve health promotion volunteers participated in outreach activities, HIV testing and counseling, and peer intervention activities during the 2008-09 school year. In 2009-2010 there were 125 student volunteers.

• Seventy-nine students logged 4,612 hours with the physical therapy staff during the 2008-09 school year; in 2009-2010 ninety-three students logged 5,244 hours.

• Three student interns and a student photographer helped with focus groups, web useability studies and new photographs. Their efforts were included in the re-designed UHS website which launched in the summer of 2010.
## Fiscal Year Census Comparison

<table>
<thead>
<tr>
<th>Service</th>
<th>FY 08/09</th>
<th>FY 09/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Calls</td>
<td>1,105</td>
<td>1,272</td>
</tr>
<tr>
<td>Clinical Services (Total Visits)</td>
<td>74,134</td>
<td>78,286</td>
</tr>
<tr>
<td>Laboratory (Number of Total Tests)</td>
<td>82,742</td>
<td>92,975</td>
</tr>
<tr>
<td>Nutrition Clinic (Total Visits)</td>
<td>444</td>
<td>603</td>
</tr>
<tr>
<td>Pharmacy (Prescriptions Filled)</td>
<td>148,005</td>
<td>162,545</td>
</tr>
<tr>
<td>Physical Therapy (Number of Patients)</td>
<td>3,431</td>
<td>3,969</td>
</tr>
<tr>
<td>X-Rays (Total Exposures)</td>
<td>6,289</td>
<td>7,683</td>
</tr>
</tbody>
</table>

Census numbers saw an overall increase over the past two fiscal cycles including:

- Ambulance calls increased 15% from FY 08/09 to FY 09/10
- Clinical Services visits increased by 5%
- The UHS Laboratory saw a 12% increase in the number of tests completed
- Nutrition Clinic visits increased 36% from FY 08/09 to FY 09/10
- In FY 09/10 the UHS Pharmacy filled 7% more prescriptions than the previous fiscal year
- The number of patients seen by the Physical Therapy department increased by 16%
- The number of total exposures completed by the X-Ray department increased by 22%
Patient Satisfaction

In general, patients continue to be satisfied with the services they received through Clinical Services including a significant increase in the number of patients indicating they were “very satisfied”.

**Fig. 1:** Overall satisfaction with your visit

![Graph showing satisfaction levels]

**Fig. 1:** How likely are you to recommend the health service to another student

![Graph showing likelihood of recommendation]
Clinical staff also received high marks for friendliness, courtesy, and helpfulness and listening to concerns.

Fig. 3:  *Satisfaction with friendliness, courtesy, and helpfulness of the staff assisting your provider*

Fig. 4:  *The provider listened carefully to your concerns*
This publication is available in alternative media on request. Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce. U.Ed. STA 11-46