

STUDENT HEALTH CENTER ANNUAL REPORT FISCAL YEAR

University of Northern Iowa



WELCOME

In support of the University of Northern Iowa and the Division of Student Affairs, the Student Health Center houses the Counseling Center, Student Wellness Services and the Student Health Clinic. We strive to meet the varying health and well-being needs that our students face. We are committed to providing the highest quality service in a friendly and compassionate setting.

This past year started off as any other academic year, but in March 2020 COVID-19 caused major disruptions to many people's lives. The Student Health Center quickly moved to telehealth, telepsychiatry, and teletherapy options to continue to provide the much needed services. Our priority was to continue to be providing high-quality, compassionate care to our students while keeping everyone safe. Our staff coordinated with campus leaders, local and state public health departments to identify opportunities for COVID-19 testing for students, faculty and staff. We will continue to assess campus health needs as we move through the pandemic and partner with public health on testing, treatment, and eventually a vaccine.

Please let us know how we can better serve you. We welcome all feedback, which is so important to our ability to continue to improve the care we provide to our students.

Shelley O'Connell, MAE
Executive Director
Student Health and
Wellbeing Services



VALUES

The University of Northern Iowa Counseling Center subscribes to the set of professional responsibilities outlined by the University and Counseling Center's Board of Accreditation of the International Association of Counseling Services (IACS). The responsibilities are as follows:

1. To provide programs that focus on the developmental needs of college students in order to help them benefit from the academic environment and experience.
2. To integrate the training of new professionals within the profession and evaluation of counseling services.
3. To provide the highest quality of individual and group counseling services to students who may be experiencing ongoing or situational psychological, social, or behavioral difficulties.

4. To engage in research and evaluation activities in order to determine the efficacy of the services being offered.
5. To provide consultative services to the college community (i.e., students, faculty, and staff) in order to make the environment beneficial to the students' intellectual, emotional, and physical development.

COUNSELING CENTER

COUNSELOR ON CALL

The Counseling Center offers the "Counselor on Call" program to offer walk-in, same-day consultation appointments during business hours. Clients are now able to walk in, without an appointment, to discuss a concern or consult a counselor and develop next steps to address the issue at hand.

TRAINING PROGRAM

The Counseling Center provided training experience to 3 Clinical Mental Health Counseling Program interns, 2 MSW interns, and 7 practicum counselors from the UNI Clinical Mental Health Counseling Program in the 2019-20 academic year.

The Counseling Center is accredited by the International Association of Counseling Services (IACS).



MISSION:

Promote the personal development and psychological well-being of all students and encourage a college environment that is conducive to growth and learning. We provide high quality counseling services and training experiences to UNI students, and provide consultation services to UNI faculty, staff, parents, and students.

WHO WE ARE

A dedicated team of mental health professionals committed to supporting students success, diversity and inclusion, campus vitality, and community engagement.

WHAT WE DO

The Counseling Center team provides clinical services, facilitates outreach training/mental health awareness events, and conducts a training program for mental health counseling and social work interns.



Back row: William Peach, Gretchen Honsell, Paula Gilroy, Karla Resnicek, Shantila Caston, Brian Nissen, Eric Eittreim
Front row: Jennifer Schneiderman, Xin Zou

OUR PROVIDERS



Jennifer Schneiderman
LISW, Director



William Peach
M.A. LMHC, Mental Health Therapist



Xin Zou
Phil Ed. LMHC, Mental Health Therapist



Paula Gilroy
ED.D, Licensed Psychologist, Assistant Director for Training



Shantila Caston
LISW, Mental Health Therapist, Diversity and Outreach



Eric Eittreim
M.A. LMHC, Mental Health Therapist



Gretchen Honsell
M.A. LMHC, Mental Health Therapist



Karla Resnicek
LMSW, Mental Health Therapist



Brian Nissen
BSW, Suicide Prevention Educator

PERFORMANCE INDICATORS

FY20

Total number of counseling appointments **3,874**

Unique number of students served **729**

Average number of appointments per student **5.3**

Students who utilized crisis phone service (protocol) **136**

Students, faculty, and staff trained in QPR **269**

Mental health allies added to mental health ally network **123**

90
CAMPUS OUTREACH
PRESENTATIONS
THIS YEAR

169
SUICIDE
PREVENTION EVENTS
THIS YEAR

ACCOMPLISHMENTS



Added in house substance abuse treatment services by partnering with ACCESS



Added teletherapy services



Grew our group program offering a group session every day of the week

DIVERSITY OUTREACH AND SUICIDE PREVENTION

- Built partnerships with campus mental health organizations such as ActiveMinds, and To Write Love on Her Arms.
- Developed partnerships with community resources such as the Suicide Prevention Advocacy Committee in the Cedar Valley.
- Participated in campus events such as new student orientation, Sista Circle Group, Diversity Day, Cedar Valley Mental Health Summit, Disability Summit, International coffee hours, Diversity Inclusion and Social justice satellite hours, the Rainbow Reception, International Support group, and provided various campus presentations to educate on new services, mental health resources, and supporting students in distress.

CRISIS TEXT LINE

TEXT 741741

Free confidential texting with a crisis counselor 24 hours/day on demand.

CRISIS PHONE LINE

CALL 273-2676

Select option 2 to speak with a licensed mental health counselor on evenings and weekends.

STUDENT WELLNESS SERVICES

MISSION

Student Wellness Services supports the journey toward optimal health and well-being through holistic health promotion and education to enhance student success.

VALUES

Inclusive, respectful, holistic, collaborative, welcoming, and supportive.

WHO WE ARE

Committed health education professionals who strive to promote a wellness culture and keep students healthy.

WHAT WE DO

Staff performs individual and group programming to send consistent positive health messages across campus. Programming includes attendance and participation at campus events and activities. Health education is researched, developed, and implemented to the campus community.

WELLNESS STAFF



Angela Meeter
Associate Director of Student Health and Wellness



Brianna DeMoss
Graduate Assistant



Shawna Jesse
Health Promotion Coordinator



Anna Rogers
Graduate Assistant



Shyanne Sporrer
Wellness Ambassador



Jenna Petersen
Health Promotion Coordinator



McKenna Mitchell
Wellness Ambassador

59
HEALTH EDUCATION
PROGRAMS PROVIDED



SERVED
1,448
STUDENTS

ACCOMPLISHMENTS

1

Expanded primary prevention efforts through numerous newly developed and updated campaigns, outreach programs and individual services in our current college health related areas and into new wellness areas.

2

Free condoms and dispensers were provided in Rod Library this year along with the Safer Sex Express program that provides RAs free safer sex supplies per online order to have available for their residents.

3

Engaged students as active partners in peer-led education and in the design and delivery of programs and services.



4

Added new wellness programs and services to more effectively address holistic wellness, primarily through physical well-being and emotional well-being at individual, targeted communities and population levels.

5

Implemented population-level health promotion and education on all relevant health topics via social marketing and social media efforts.

Over
8,000

interactions
with students
provided by
professional
and student
wellness staff

239
students reached
through individual
and group wellness
coaching

*It was super helpful to have someone to **discuss my goals** with me out loud and **hold me accountable**. It made me feel more **motivated** to actually take the steps to start working toward those goals.*

ACCOMPLISHMENTS :

The "Gene" Project
SHAC collaborated with Student Wellness Services to implement the Gene Project during the National Eating Disorders Awareness (NEDA) week. This event featured a display of different sized jeans in the Union to advocate for students to love the jeans they're in and promote body positivity!

"I Love Female Orgasm" Event
SHAC members educated their peers about safer sex supplies at the Sexual Health Fair prior to the event. SHAC assisted Student Wellness Services in reaching 90 students at the fair!

Tabling Events

SHAC facilitated information tables about the following events/campaigns:

- **The "Gene Project"** (body positivity)
- **Super Sleeper Campaign** (good sleep hygiene)
- **De-Stress Days** (de-stressing activities, information & resources)
- **Spring Break Safety Tips** (responsible alcohol consumption & resources)

STUDENT HEALTH ADVISORY COMMITTEE (SHAC)

WHO WE ARE:

The Student Health Advisory Committee is: A dedicated group of students voicing the needs & concerns of the UNI student body. Comprised of students who have an interest and concern about the health and well-being of UNI students.

WHAT WE DO:

Educate students on key health and wellness information through: outreach, tabling, social media posts, campaigns, and events. Collaborate with Student Wellness Services to implement student-led wellness initiatives.

*To me, **SHAC** offers an opportunity to positively contribute to UNI and the Student Body, and also enables its members to address and solve issues on campus*

Autumn Stowe
President '19-'20

STUDENT HEALTH CLINIC

MISSION:

To promote and support student success by providing individualized holistic healthcare and health education.

VALUES

Compassionate care, service to others, accessible service, teamwork, and a safe and secure environment.

WHO WE ARE

We function as a general medical clinic and provide evaluation and treatment for a wide variety of health concerns.

WHAT WE DO

Our staff is comprised of caring, supportive professionals who are licensed and certified in primary healthcare. We are here to aid in student health and success.

10,187
APPOINTMENTS
PROVIDED

STRATEGIC OBJECTIVES MET



Provided student-centered services to empower and promote the physical, mental, and social health of all UNI students in order to aid them in achieving success.



Developed Electronic Health Record (EHR) to improve documentation, data management, and communication with students.



Responded to emerging mental and physical health issues and collaborate with campus partners to meet our students changing needs.



Provided and documented consistent patient education within electronic health record.



Enhanced staff development and training to ensure high quality of services.

NURSING STAFF

The registered nurses provide support and resources to our students. They provide services both over the phone and through in-person visits. The nurses provide travel consultations, immunizations, and allergy shots.



From left to right: Becky Corbin, Jan Olsen, Michele Gerdes, Sarah Behrends (Not pictured: Nicole Meyer)

LABORATORY

The University of Northern Iowa Laboratory is located on the first floor of the Student Health Center. It is staffed by certified laboratory technologists who are available to conduct testing during clinic hours.



Sue Meyers
Laboratory Technologist



Amber Houser
Laboratory Technologist

In fiscal year 2019-2020,
they conducted

**1,461 OFFICE
VISITS**

and administered

**833
INJECTIONS**



MEDICAL PROVIDERS



Martha Ochoa, MD, Medical
Director
Practice Interests: General Medicine,
women's health, and eating disorders



Bruce Forystek, MD
Practice Interests: General Medicine
and orthopedics



Gina Ellingson, PA-C
Practice Interests: General Medicine
and women's health



DeAnn Parsons, PA-C
Practice Interests: General Medicine,
women's health and pain management

MENTAL HEALTH STAFF



Abdur Rahim, MD
Practice Interests: Mental health



Jennifer Jass, DNP, ARNP
Practice Interests: General Medicine,
women's health and mental health

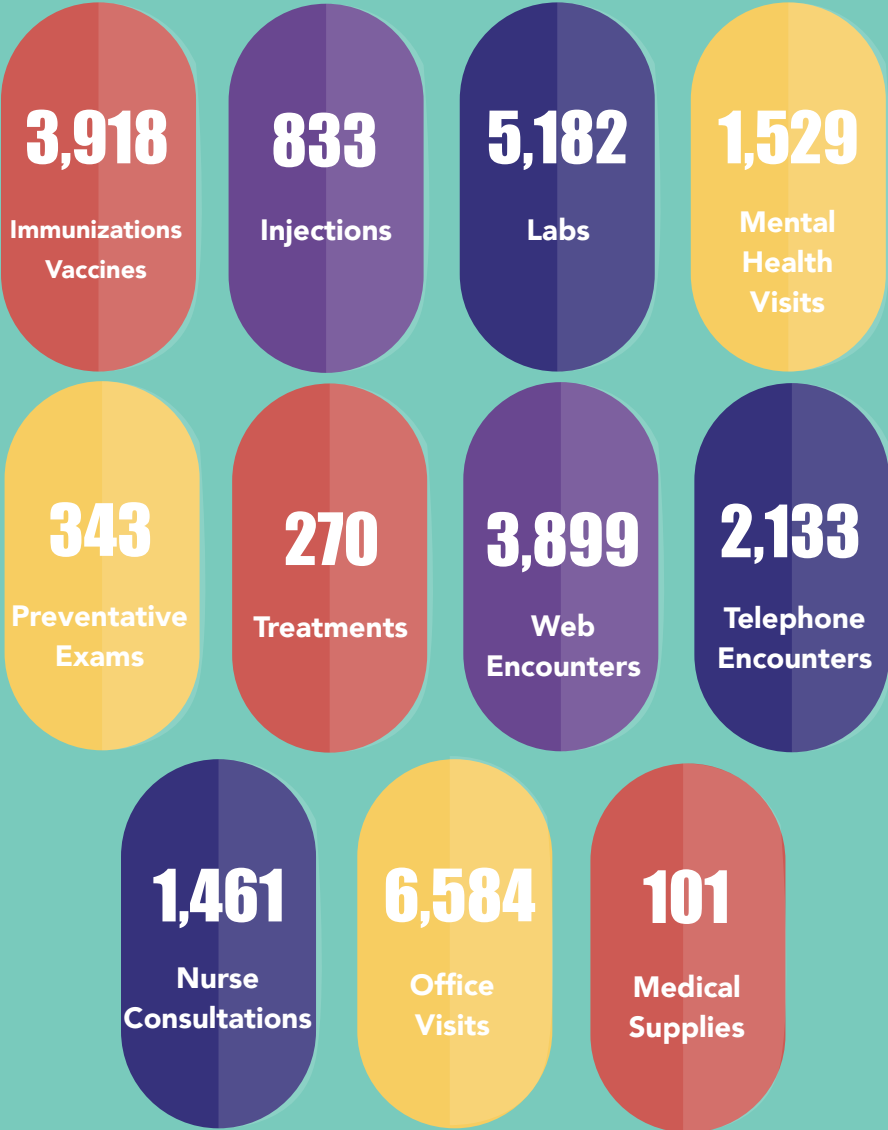


Andrew Batovsky, ARNP
Practice Interests: Mental health



Cathryn Baumgartner, MSW
Mental Health Case Manager

SERVICES PROVIDED



Total Unique Patients Impacted:
4,809

PATIENT DIAGNOSIS*

- 4,423** Preventative
- 7,023** Mental, Behavioral, and Neuro-developmental Disorder
- 2,408** Diseases of the Respiratory System
- 2,300** Symptoms, Signs, Abnormal Clinical & Laboratory Findings
- 864** Diseases of the Genitourinary System
- 436** Disease of the Skin and Subcutaneous System
- 465** Diseases of the Musculoskeletal System
- 472** Diseases of the Nervous System
- 548** Infectious and Parasitic Diseases
- 449** Injury, Poisonings and certain other Consequences of External Causes
- 385** Diseases of the Ear and Mastoid Process
- 158** Diseases of the Eye and Adnexa
- 195** Diseases of the Digestive System
- 73** Endocrine, Nutritional and Metabolic Diseases
- 47** Diseases of the Circulatory System
- 25** Diseases of the Blood
- 12** Neoplasms
- 6** Congenital Malformations, Deformations, & Chromosomal Abnormalities

***total number of patient diagnoses not unique**

ACCOMPLISHMENTS AND CONTRIBUTIONS

2-YEAR ACCREDITATION
from COLA Commission on Office Laboratory Accreditation

IMPLEMENTED TELEHEALTH AND TELEPSYCH SERVICES

Assessed the mental health and safety of students using the screening

ASQ TOOL
(Ask Suicide Questions)

Administered alcohol and other drug screening tools (AUDIT-C) and (DAST) to assess for substance abuse and safety of students.

Developed a common mission and shared values for integrated services between the

STUDENT HEALTH CLINIC, STUDENT WELLNESS SERVICES,

COUNSELING CENTER, and RECREATION SERVICES

THE UNI STUDENT HEALTH CENTER IS PROUD TO BE ACCREDITED

HOURS

Clinic Hours:

8 a.m. to 4:30 p.m. - M, T, TH, F

9 a.m. to 4:30 p.m. - W

Counseling Center

8 a.m. to 4:30 p.m. - M-F

CONTACT INFORMATION

Health Clinic	(319) 273-2009
Resource Nurse	(319) 273-5161
SHIP Insurance	(319) 273-7736
Billing Questions	(319) 273-7962
Student Wellness Services	(319) 273-3423
Counseling Center	(319) 273-2676



The University of Northern Iowa does not discriminate in employment or education. Visit uni.edu/policies/1303 for additional information.

This publication was designed by Amelia Duax, class of 2021, majoring in graphic design.



The Student Health Clinic has also achieved COLA accreditation through a biennial survey since 1993. Our patients can be assured that we meet federal and state regulatory requirements.

Accredited by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

The Student Health Clinic is an AAAHC accredited facility. We go through a voluntary site survey to measure the quality of our services and performance against nationally recognized standards of the Accreditation Association for Ambulatory Health Care (AAAHC).