



Counseling, Health, Testing, and Disability Services

Student Health and Wellness

UMKC Division of Student Affairs

2020-2021 Annual Report

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Mission Statement	UMKC Student Health and Wellness provides quality health care, health promotion, and education that maximizes the student’s learning potential.
Core Functions by the numbers...	The following numbers are from July 1, 2021 – June 30, 2022. <ul style="list-style-type: none"> • Number of Primary Care patient visits: 3883 • Number of Registered Nursing Visits: 1064 • Total Clinic Visits: 4947 • Number of in-house lab tests: 815 • Number of reference lab tests: 1892 • Number of prescriptions provided: 3647 • Number of TB skin tests (PPD): 381 • Number of Influenza immunizations: 237 • Number of Immunizations (other than influenza): 304 • Number of OHS Animal Exposure Reports reviewed for LARC: 72 • COVID-19 Test performed: 2,620
Student Satisfaction Survey	<p>SA = Strongly Agree A = Agree D = Disagree SD = Strongly Disagree</p> <p>*****Satisfaction Survey was not completed during this reporting period*****</p>



<p>Top Accomplishments: Campus Collaborations</p>	<p>Our top accomplishment is our ability to provide thorough health care, health promotion, and education that is easy to access and cost effective for our UMKC student community.</p> <p>Our Services Support Student Success:</p> <ul style="list-style-type: none">❖ Through the delivery of our holistic healthcare services (treating acute illnesses, chronic health conditions, contraception counseling, physical & wellness examinations for men & women, mental health assessments, sexually transmitted infection counseling/testing, etc.), the medical care given by our staff focuses on student needs, supports their success through graduation, and aids the retention of the diverse student population of UMKC.❖ <u>Offering free healthcare options for students.</u> Student Health and Wellness continues to collaborate with community resources to offer free services to our students. These services offer access to preventative healthcare that students often do not seek out related to cost factors.<ul style="list-style-type: none">• Thrive Health Care: Offers free Gonorrhea, Chlamydia, and Rapid HIV Testing in our clinic monthly as well as supplies condoms and safe sex kits that support our office as well as many campus organizations.• Linkage to Care: Offers free Rapid HIV Testing to our students that visit the Student Health and Wellness clinic. This service also assists with access to counseling, education, and healthcare for students that test positive.❖ <u>Student/Patient education.</u> The Student Health and Wellness staff has a strong passion to the education of our students. It is important to provide information, written and verbal, on their health conditions. This education initiates dialogue and questions that the student may have. Education handouts created include:<ul style="list-style-type: none">• COVID-19 Test Results Tool• COVID-19 Symptom review• Social Distancing and Proper Mask wearing fliers• UMKC School of Dentistry Services patient handout• OSHA Computer Workstation eTool Checklist• IUD After-Care Instructions• “Do you have hair loss or hair shedding?”• Viral Rash
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<p>Top Accomplishments: Campus Collaborations cont.</p>	<ul style="list-style-type: none">• “Next Choice One Dose”• Hemoglobin A1c to Average Blood Glucose Levels Conversion• “Thinking About Your Pregnancy Options”• “Nexplanon After Care” <p>❖ <u>Screenings for Depression and Intimate Partner Violence.</u> Students often endure with these conditions which can be difficult for them to share and seek assistance. These conditions often impact a student’s ability to focus on their academics.</p> <ul style="list-style-type: none">• Screenings are encouraged for new patients and annually for all patients. Patients have the right to decline screenings. • Goal is to assist with opening dialogue, early detection, and interventions. Structured procedures for both screenings have been developed to help guide clinical staff on appropriate resources, treatment, and referrals. <p>❖ Student Health and Wellness collaborates with numerous UMKC Departments and Organizations to assist with student’s needs and success. Examples of collaborations include:</p> <ul style="list-style-type: none">• <u>Counseling Services</u> – Monthly collaborative care conferences with provider staff to strengthen treatment options for shared patients. Bi-weekly All Staff Meetings, Eating Disorder Team meetings, and Collaborate on multiple outreach projects. Shared Mental Health resources, MindBody Connection service. • <u>Disability Services</u> – Frequent resource to each other for disability related questions/needs and assessments. • <u>Lab Animal Research Core (LARC)</u> – Student Health and Wellness staff review all OHS Animal Exposure History Reports and develop process so LARC employees can receive immunizations. • <u>Women’s Center</u> – Collaborative project, The Healing Arts corner, set up in our waiting room providing students a medium of expression while waiting for office visits. • <u>Residential Life</u> – Provided First Aid Booth during Move-in on Volker Campus for resident’s halls. Assist with Residential Move-In COVID testing and vaccination clinics. Provides ongoing COVID-19 Awareness training with resident hall staff.
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<p>Top Accomplishments: Campus Collaborations cont.</p>	<p>Partnering with Resident Assistants to offer health related education such as “Stress Reduction” and “Safe Sex” seminars</p> <ul style="list-style-type: none"> • <u>Student Organization Resource</u> – Staff attends student workshops at their request offering information specific to Health Center services as well as various Health Education topics to include Stress Management, Men’s Health, and Sexual Health to name a few. • <u>International Student Affairs Office</u> – Provide insurance presentation to increase international student’s knowledge of insurance. • <u>COVID Taskforce</u> – This work has been our #1 Priority this year consuming a vast amount of StudentOngoing work as an integral member of the taskforce to understand, plan, and prepare the campus for safe operations during the COVID-19 Pandemic. Provide COVID education at departmental town halls, collaborate with the Kansas City Health Department, Avila College, Rock Hurst University, and the Kansas City Art institute working as a consortium to increase each institutions campus safety through shared learning experiences around COVID-19. • <u>Roo Return Committee</u> – Worked as an integral member to review and implement each university Departments plan to return to campus for the Fall 2020 Semester. • <u>EMAC</u>-Ongoing work with UM System emergency management team. Involved in Emergency Management Training for the UMKC campus, Table Top Exercises, and quarterly campus Emergency Management planning meetings. <p>❖ To provide holistic care to our student population, Student Health and Wellness must interface and collaborate with many health care facilities that are not on campus and within the Kansas City community, these resources include:</p> <ul style="list-style-type: none"> • Anthem Student Health Insurance • Kansas City Care Health Center
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<p>Top Accomplishments: Campus Collaborations cont.</p>	<ul style="list-style-type: none"> • Diagnostic Imaging Centers • Kansas City Health Department • Cleveland Chiropractic • Jeff David Insurance Agency • Kansas City Antiviolence Program <ul style="list-style-type: none"> • Linkage to Care • Truman Medical Center • Quest Diagnostics • Swope Health Services • Samuel Rodgers Health Center <p>❖ Ms. Johanna Comes, Nurse Practitioner, continues to be an instrumental member for input and consultation on the Eating Disorder Treatment Team and carrying a caseload with several of the eating disorder patients.</p> <p>❖ Fulfilling Our Core Function to Provide Health Services, Education, and Prevention to the Campus:</p> <p>❖ #123 students utilized the same day/urgent care appointment times. <i>Goal 1: Place Student Success at the Center.</i> <i>Goal 2: Lead in Life and Health Sciences.</i></p> <p>❖ Mr. Obie Austin, Director, provides consultation to Campus Leadership, all Schools and Divisions on potential health related student situations.</p> <p>❖ Ms. Marny Robinson, RN provides ongoing immunization education to the Faculty, Staff, and students of all Health Professional programs ensuring a safe and cost-effective immunization practice. Marny also serves on Staff Council.</p> <p>❖ Student Health and Wellness staff are called on frequently to consult with faculty, staff, and students about health issues/concerns on campus or personally.</p> <p>Prevention and Intervention Through Outreach Is Another Core Function:</p> <p>❖ Outreach and educational programming are an important component of Student Health and Wellness. Our outreach initiatives have been inspired by the needs of our students. From a student’s first year through graduation, our outreach goals are to motivate student’s interest and participation in their</p>
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<p>Top Accomplishments: Campus Collaborations cont.</p>	<p>own health, so that they may be empowered to succeed in their academics.</p> <ul style="list-style-type: none">❖ Mr. Obie Austin, Director provided presentations at all international student, new student, and transfer orientations informing students and guests of the services we offer.❖ Student Health Staff offer presentations on an as needed basis for campus organizations on topics such as Reproductive Health, Healthy Living, Stress Reduction, and health issues facing minority students to name a few. <p>Professional Development & Training:</p> <ul style="list-style-type: none">❖ Student Health and Wellness clinical staff completed Basic Life Support (BLS) Recertification. Marny Robinson provides a monthly “Skills and Drills” session with all staff to increase knowledge and skill in performing daily office procedures.❖ Dr. Debra Ahern, provides a bi-monthly update on the last is medical treatment summary that is provided by the American Academy of Family physicians.❖ All staff have participated in at least 1 CDC COVID-19 update webinar.❖ All staff stay up-to-date on University mandatory education through MyLearn as well as complete Suicide Awareness training (Ask-Listen-Refer)❖ All staff completed annual HIPPA training. <p>Traditions & Transitions:</p> <ul style="list-style-type: none">❖ Annually assist during student move-in day, Union Fest, and Convocation.❖ Student Health and Wellness has continued to offer influenza and COVID vaccinations to the entire campus to include students and staff on both the Volker and Health Science Campuses. Influenza and COVID can greatly impair a student’s ability to meet academic expectations. Preventative measures
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<p>Top Accomplishments: Campus Collaborations cont.</p>	<p>aid the possibility of exposure to viruses. Over 1500 students and faculty members took advantage of these vaccinations.</p> <p>The Clinic continues to collaborate with Tiffany Bowmen, from the University of Missouri to provide free Nicotine Replacement Therapy for University of Missouri-Kansas City students. We are able to offer this during our smoking cessation visits with students.</p> <p>Diversity:</p> <ul style="list-style-type: none"> ❖ Mr. Obie Austin provided a Caring for Our Community Presentation about Health Services offered on campus at the International Student Orientation as well as presented for Avanzando’s Men of Color Retreat. Topic: Health Disparities in Men’s Health. ❖ The staff of student health continue to offer non-biased healthcare and advocacy that is accessible to all students regardless of gender, race, or sexual orientation. <p>Quality:</p> <p>Student Health and Wellness is never content with current standards and must always push to improve. Student Health and Wellness has added components and completed several assessments to improve our patient care standards and outcomes.</p> <ul style="list-style-type: none"> ❖ Multiple procedures have been updated and created to assure structure and consistent patient care. Policy and Procedures updated and created include: <ul style="list-style-type: none"> • All Policies and Procedures were reviewed and updated.
<p>Departmental Challenges:</p>	<p><u>Staffing:</u></p> <ul style="list-style-type: none"> • Maintaining proper staffing continues to be an area of concern. As most of what we do requires highly skilled individual’s proper compensation continues to be a barrier to attracting individuals to our clinic. We were hopeful to clear this barrier with increased funding to student health but unfortunately that legislation in SGA did not pass. We remained challenged to provide a high functioning clinic with reduced staff. I am very proud of the job my staff are doing to ensure that our students receive a high level of care that is accessible. (Marny Robinson, Johanna Comes, Yvonne Thompson, Kelly Freeland, Laura Ratliff, Deqelidi “Kilah”



	<p>Pointer, Yuqing Coulson, Alyssia Fitzpatrick, and Huong Nguyen)</p> <ul style="list-style-type: none">• This upcoming year we plan to focus on collaborations with the School of Nursing and Health Studies to augment staff while offering a dynamic clinical learning environment for UMKC students here at the UMKC. <p><u>Technology:</u></p> <ul style="list-style-type: none">• This year student health was fortunate to have full upgrades to all of our laptops as well as move our EMR to a Web based version thereby giving providers more flexibility in practice.
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