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In 2005-06, Emory University instituted a mandatory student health insurance policy with a hard waiver for all students, effective Fall Semester 2006. There is no question that the result of this requirement will be very positive for the University and the students that we serve. Students will be able to seek healthcare in the early stages of illness or injury, so that they can receive the treatment that they need to enable them to continue their academic pursuits. However, the impact of the new policy on Student Health Services (EUSHS) was a spring and summer of incredibly hard work, dealing with the individual insurance issues and questions of literally thousands of students, their parents and concerned campus administrators as the policy was enacted. I know that our entire EUSHS staff will join me in thanking our Business and Insurance Office staff, particularly Kimberly Taylor and Jacqueline Huley, for their hard work during this extremely trying time.

This year, EUSHS continued the quality of care, teamwork and Quality Assurance/Total Quality Improvement efforts that allowed us to become AAAHC accredited in March 2004 and will serve us well during our reaccreditation survey in December 2006. We had another very active year of on-line patient/practice secure communication via our MedBuddy-U system. We actively participated in the President’s Task Force on Alcohol and Other Drugs and the Pandemic Influenza Task Force. We continued our efforts to create awareness and support for a joint building space for Student Health and Counseling Services. We hired an excellent new Director of Health Education and Promotion. We had another successful student/faculty/staff flu shot campaign and a well attended meningitis vaccination clinic at Freshman Orientation. 2005-06 was a very good, and very busy, year.

I once again give my sincere thanks to our EUSHS staff for another year of a job well done. You work extremely hard and you love what you do. Believe me, it shows.

Michael J. Huey, M.D.
Executive Director
Mission Statement

The mission of Emory University Student Health Services is to empower students to take responsibility for their health and to complement the academic mission of the university by providing unified services that are comprehensive, accessible and result in a healthy campus culture. This mission will be accomplished via the following strategies:

- Providing high quality, accessible, cost effective health services that address students' health needs.
- Providing a professional and positive environment for meeting students' health needs.
- Maintaining a program that is sensitive to student/consumer needs, driven by strategic planning, and subject to systematic evaluation.
2005-06 EUSHS Accomplishments

- Continued to provide quality outpatient patient care to Emory students, with a 7% increase in primary care patient visits and good patient satisfaction ratings.
- Successfully instituted a campus-wide mandatory insurance with hard waiver requirement for Fall 2006, a project that represented many years of hard work. There was a 72% increase in enrollment in the Emory student Health Insurance Plan for 2006-07.
- Added a new 0.5 FTE primary care physician and a 0.6 FTE travel nurse in anticipation of increased utilization in Fall 2006. We will monitor patient utilization in 2006-07, with possible additional patient care staff additions as needed.
- Participated in the Emory Pandemic Influenza Task Force, with the creation of an Emory Pandemic Influenza Plan.
- Created a new Emory University Student Health and Counseling Services brochure.
- Actively participated in the President’s Task Force on Alcohol and Other Drugs, including a significant set of recommendations to President Wagner in areas of change of campus culture, policy, enforcement, education, prevention, assessment and treatment, and benchmarking success.
- Had a successful second year of MedBuddy-U™, our HIPAA-compliant, internet-based patient-practice communication system. By August 2005, 5,731 Emory students (49% of the student body) had enrolled in MedBuddy-u and there had been 10,564 patient interactions via the system, not including initial enrollment. A survey in March 2005, 82% of students rated overall satisfaction with MedBuddy-U as either good or excellent. In 2005-06, there were 12,500 on line student-EUSHS interactions via MedBuddy-U.
Deepened the collaborative work and professional ties between EUSHS and the Counseling Center via a successful (third annual) joint retreat in August 2005 at Oxford College, joint task forces and projects (particularly the Eating Disorders Task Force) and overall improved communication.

Had a productive third year of the revitalized Student Health and Counseling Advisory Committee (SHAC) with both undergraduate and graduate student representatives.

Continued to improve our redesigned EUSHS website, including redesigned and improved Health Education and Promotion and Women’s Health sections. Continued a collaborative effort between Health Education and Campus Life.

Successfully renegotiated the Aetna/Chickering Student Health Insurance Plan for 2006-07.

EUSHS staff members once again actively participated in the teaching mission of the university, strengthening the connection between Campus Life and Academic Life. A listing of individual teaching activities can be found under Clinical Provider and Health Education Accomplishments sections.

EUSHS staff members served on a wide variety of campus task forces and committees. Each of these committee and task force assignments helped to strengthen the connection between Campus Life and Academic Life and supported student development and education outside the classroom.

Made several presentations at the American College Health Association Annual Meeting in New York City, June 2006.

Won approval for an additional 1.0 FTE Alcohol and Substance Abuse Counselor for Fall 2006.

Continued our collaboration with the Emory University Athletic Association trainers and Emory Clinic Sports Medicine Orthopedists to provide team physician coverage for over 400 Emory varsity athletes, including sideline event coverage.
✓ Participated in **orientation sessions** for new Emory undergraduate students, health science students and graduate students. Sponsored a Meningococcal meningitis vaccination clinic at Orientation in August 2005, with over 80 students vaccinated. Participated in Parents’ Weekend and sponsored an Open House at the 1525 Clifton Road EUSHS facility, including meningitis vaccinations to students and family members. Conducted numerous orientation sessions for FAME classes entitled “Keeping Healthy at Emory,” providing information to freshmen students about EUSHS and its services.

✓ For the fourth straight year, EUSHS participated in the CDC’s US Influenza Sentinel Provider Surveillance Network.

✓ Maintained and continued to grow **patient revenues**, with 2005-06 our most successful year ever financially.
Clinical Provider Accomplishments 2005-06

In 2005-06, EUSHS Clinical Providers continued to emphasize high quality, patient centered health services while contributing to the campus life and educational mission of Emory. Accomplishments included:

- Completion of over 277 hours of continuing medical education in areas such as orthopedics, headache, hyperlipidemia, contraception, diet, immunizations, HPV, diabetes, gastroenterology, and psychiatry. Mike Huey attended the American College Health Association Annual Meeting where he presented two lectures.
- Participation in campus health promotion and educational programs and orientation sessions as well as giving lectures to the athletic training staff, family practice residents, varsity athletes and coaches, and students at the Rollins School of Public Health. Kathy Foley presented a talk on eating disorders at the School of Nursing; Mike Huey served as a panelist at the CDC’s Emerging Infectious Diseases Annual Conference.
- Service on campus wide committees such as The Center for Women Advisory Board, The President’s Task Force on Alcohol and Other Drugs, The Student Health Insurance Advisory Committee, the Emory Pandemic Influenza Task Force, the Eating Disorders Solutions Team, and The Safety and Security Committee of the University Senate.
- Continued participation in the educational mission of Emory by precepting four nurse practitioner students. Mike Huey served on the faculty for the M2 Physical Examination Skills course and continues to volunteer for the Campus Life and School of Medicine Mentor programs. He also serves as a sports medicine preceptor for rehabilitative medicine and family practice residents.
- Updating the EUSHS website including the addition of new sections for Health Education and Promotion, Women’s Health, and Mental Health and Wellness Resources.
- Involvement in Quality Assurance activities such as quarterly peer reviews and quality improvement studies concerning breast mass evaluation, asthma care, HIV testing consent, and dispensary medication monitoring. EUSHS continues to benefit from Mike Huey’s service as a surveyor for the Accreditation Association for Ambulatory Health Care (AAAHC) as we prepare for re-accreditation.
- Dawn Mielke was recertified by the American Board of Emergency Medicine.
- Lisa Lefkovits wrote the article, “Using Food as a Tool,” which the Center for Women at Emory published in “Women’s News and Narratives.”
- Mike Huey continues to serve as Team Physician for Emory University Varsity Athletics.
- Ray Jarvis was recertified as a CPR instructor by the American Heart Association.
Nursing Staff Accomplishments 2005-06

EUSHS Nursing Staff continued to focus on providing excellent care to Emory University students.

- Continued to communicate with hundreds of students offering timely medical advice through Medbuddy-U, “Ask a Nurse” and the medical information phone line.
- Provided nursing support to in-house specialty clinics in Dermatology, Orthopedic Sports Medicine, Gynecology and Colposcopy.
- Provided Travel Consultations to hundreds of students traveling out of the country and administered required vaccines.
- Continued to administer various vaccines to students through the Immunization Clinic using a newly developed immunization consent form. Also coordinated mass immunization sessions with the Medical, Allied Health, and Nursing Schools.
- Tracked over 1300 pap smears and provided follow up. Actively involved in developing an online system for notifying students of normal pap smears.
- Collaborated with non-EUSHS doctors to provide services for student requiring blood draws and/or administered injections for chronic illnesses.
- Continued to provide desensitization services to over 46 patients receiving from 1-4 allergy shots weekly.
- Continued to coordinate and manage the successful EUSHS contraception program, offering up-to-date methods such as the NuvaRing.
• Implemented a successful Flu Vaccine Campaign, giving over 4000 flu shots to Emory students, faculty/staff and community.
• EUSHS Nursing staff attended numerous conferences, seminars and in-house in-services:
  ⇒ Molly Mitchell attended the National Immunization Conference
  ⇒ Gertrude Thompson and Terry Winchester attended the American College Health Conference
  ⇒ Dawn McJenkin and Ann Bryant attended the Southern College Health Association Conference
  ⇒ Tracy Evans and Linda Cousin attended the College Health Nursing Conference
  ⇒ Dawn McJenkin attended Contraceptive Technology Today Conference
• Added a new full-time nurse to the staff, Linda Cousin.
• A nurse representative is on several committees such as Women Health (Dawn McJenkin), Sexual Health Safety (Gertrude Thompson) and Executive Committee (Gertrude Thompson).
• Actively participate in developing and up-dating policies and procedures, such as the new HPV protocol and EML form.
• Several nurses were recertified in CPR and renewed their Defensive Driving privileges.
Health Education and Promotion Department Accomplishments

The Health Education and Promotion Department continued expanding its programs and services to meet student needs and to advance community and individual health at Emory. The department welcomed a new Director in October 2005 and embarked collectively on a variety of strategic initiatives.

Population-directed health initiatives

- Department staff reached over 8,000 students via 104 programs for residence halls, sorority and fraternity chapters, athletic teams and student organizations as well as through nearly 60 public campaigns and awareness events. They trained groups including Orientation Leaders, RAs, Conduct Officers, Helpline volunteers, and Peer Counselors.
- In Spring 2006, Emory University Student Health Services, on behalf of the Division of Campus Life and the entire Emory learning community, implemented the National College Health Assessment (NCHA-Web), an online survey of student health behaviors and impediments to academic performance. Of the 11,678 students who received the survey, 1,293 participated. This rate of return represents 11% of the population.
- The department collaborated to create a mission statement expressing the connection between student wellness and academic success.
- The department began using the American College Health Association’s professional and program development tool Vision Into Action.
- The department held their first-ever strategic planning retreat in June 2006 and started a five-year strategic planning process to become more closely aligned with ACHA’s Standards of Practice for Health Promotion in Higher Education.
- The department continued to coordinate meetings of the Student Health Advisory Committee (SHAC).
- The department convened a multi-disciplinary Health and Wellness Roundtable with Campus Life staff.
- The department enhanced their online presence with an overhaul of their portion of the EUSHS website.
- Virginia Plummer revamped the curriculum for the Risk Reduction Class.
- Heather Zesiger, MPH, CHES, Director of Health Education and Promotion, advised student interns and volunteers from the University of Georgia (summer 2006); University of Connecticut (summer 2006); Rollins School of Public Health (summer 2006).
• Carol Kelly, advises the Culinary Club
• Corey Anderson, M.A., Administrative Assistant for Health Education and Promotion organizes the bi-semester meetings of the Student Health Advisory Committee (SHAC)
• With support from an $18,000 grant from the Governor’s Office of Highway Safety, Virginia Plummer recruited and trained two peer educators for alcohol risk-reduction. They sponsored campus events such as the Safe and Sober Holiday Campaign and Safer Spring Break
• Heather Zesiger serves as the advisor to the Student Health Alliance of Peer Educators (SHAPE) and all staff share responsibility for training and mentoring these student advocates as they strive to create a campus culture that values the link between wellness and student learning. Health Promotion staff united resources to teach a 2-credit course in Peer Health Education in Spring 2005 (EDS 472)
• Shirley Banks, Health Educator, works with students, staff and faculty as a member of the Alcohol Judicial Council
• Department staff serve on a variety of campus committees including the Women’s Health Committee, the Eating Disorders Solutions Team, Second Year at Emory Advisory Committee, Faculty Staff Assistance Program Advisory Committee, Food Advisory Committee, University Senate Subcommittee on Student Services

Individual student health services
• Carol Kelly, RD, LD, Coordinator of Nutrition Education provided 579 clinical appointments
• Shirley Banks, Health Educator, provided 169 clinical appointments
• Virginia Plummer, LMSW, Coordinator of Alcohol and Substance Abuse Prevention Services provided 149 clinical appointments
• Carol Kelly developed a Sports Nutrition Clinic to commence in Fall 2006 and revised the Nutrition Intake Form
• Shirley Banks developed an enhanced Sexual Health Counseling protocol to commence in Fall 2006 and revised the confidential HIV counseling and testing protocol

Additional accomplishments
• In May 2006, the department expanded into a lobby office, providing workspace for the administrative assistant, student worker and Campus Life Intern
• Staff attended local and national professional development conferences: American College Health Association’s annual meeting (Heather Zesiger), Sports and Cardiovascular Nutrition annual meeting (Carol Kelly), Society for the Scientific Study of Sexuality regional conference (Shirley Banks), New England Educational Institute (Virginia Plummer), among others
• Corey Anderson participated in the Transforming Community series of dialogues about race at Emory University

A complete list of awards and recognitions received by department staff in 2005-2006 can be found online at www.emory.edu/UHS/H_Edhome.htm
2005-06 EUSHS Goals and Results

2005-06 Goals

• Successfully prepare for the campus-wide mandatory insurance with hard waiver requirement for fall 2006, including a student and campus information campaign.

• Successfully complete the work of the President’s Task Forces on Alcohol and Other Drugs and Mental Health, leading to a positive impact upon these important campus issues/problems.

• Continue to actively participate in the Campus Life response to the Emory Strategic and Master Planning process, including continuing our efforts to create awareness and support for a joint building space for Student Health and Counseling Services.

• Successfully implement new strategies for Orientation and FAME, giving new freshmen and their parents critical information about campus resources for alcohol and other drug problems, mental health concerns and suicide prevention and sexual assault prevention.

• Continue to build student utilization of MedBuddy-U and expand and improve its capabilities, deepening and diversifying our communication avenues with students. Continue to explore instituting MedBuddy-U at the Counseling Center and Oxford College.

Results

• Achieved: This was an arduous process, but ultimately the information campaign, on-line enrollment/waiver process and appeals process were a success.

• Partially achieved: The task force successfully concluded its work and presented an extensive series of recommendations to President Wagner in spring 2006. The ultimate impact of these recommendations is yet to be determined, but we remain hopeful.

• Achieved: EUSHS and the Counseling Center continued to actively participate in Campus Life and campus-wide strategic planning initiatives in 2005-06. Senior Emory administrators appear to have a good awareness of our EUSHS/EUSCC space problems and issues, both immediate and long term.

• Achieved: EUSHS and the Counseling Center significantly increased their participation at 2005 Freshman Orientation and participated in the successful i-movie project with other Campus Life partners.

• Achieved: MedBuddy-U utilization was extremely high, with over 12,500 on line student interactions in 2005-06 (up from 6,500 in MedBuddy-U Year #1, 2004-05). Utilization of selected MedBuddy-U modules is planned for 2006-07 at the Counseling Center.
2005-06 Goals (cont.)

- Design a new Emory University Student Health and Counseling Services Patient Information Guide.

- Continue to update, improve and coordinate the EUSHS and Counseling Center websites.

- Continue the quality of care, teamwork and Quality Assurance/Total Quality Improvement efforts that allowed EUSHS to become accredited and that will prepare us for re-accreditation in December 2006.

- Welcome a new Director of Health Education and Promotion and continue to improve and expand department programming and services.

- Further increase student satisfaction with our patient care, counseling services and programming activities and gain increasing visibility in the student media.

Results (cont.)

- Achieved: The new Emory University Student Health and Counseling Services brochure was completed in July 2006 and used at student and parent orientation sessions.

- Achieved: Significant improvements were made in the websites, including a new women’s health section, an improved health education and promotion section, and an extensive listing of mental and physical health resources at Emory and in the community.

- Achieved: EUSHS completed 10 quality improvement projects in 2005-06 and continued preparation for our December 2006 reaccreditation survey visit.

- Achieved: Heather Zesiger, MPH, CHES became EUSHS Director of Health Education and Promotion in October 2005 and has already made many significant contributions to our programming and services.

- Partially achieved: We continue to work to improve our visibility and our patient satisfaction, which overall is quite good. However, we want it to be consistently excellent.
EUSHS Goals for 2006-07

✓ Successfully complete our AAAHC re-accreditation in December 2006.
✓ Successfully weather the institution of the campus-wide mandatory insurance with hard waiver requirement for Fall 2006.
✓ Successfully meet the anticipated increase in patient utilization without a significant impact upon patient satisfaction and campus image.
✓ Work to gain acceptance of the recommendations of the President’s Task Forces on Alcohol and Other Drugs and Mental Health, leading to a positive impact upon these important campus issues/problems.
✓ Continuing our efforts to create awareness and support for a joint building space for Student Health and Counseling Services.
✓ Continue to build student utilization of MedBuddy-U and expand and improve its capabilities, deepening and diversifying our communication avenues with students. Institute a limited version of MedBuddy-U at the Counseling Center.
✓ Continue to update and improve the EUSHS websites.
✓ Further increase student satisfaction with our patient care, counseling services and programming activities and gain increasing positive visibility in the student media.
Quality Assurance/Total Quality Improvement Program

In 2005-06, the EUSHS Quality Assurance/Total Quality Improvement Program continued to be actively engaged in ongoing monitoring of patient care and administrative activities, patient satisfaction, patient outcomes and utilization issues. QA/TQI activities in 2005-06 included:

- Laboratory Proficiency Testing, provider/nurse training and competency testing, and ongoing quality control activities
- Quarterly Peer Reviews for nurses, nurse practitioners, clinical providers, psychiatrists, counselors and nutritionist
- Bimonthly Town Hall Meetings and biweekly Core Group Meetings
- Evaluation of the 2005 Student Health and Counseling Center Retreat, August 2005
- QA Study on the Security of Prescription Pads, October 2005
- The President’s Task Force on Alcohol and Other Drugs, 2005-06
- QA Study on Asthma and Use of Spirometry, Spring and Summer 2006
- Confidential HIV Pre- and Post-Test Counseling Study, October 2005 and March 2006
- Dispensing Outdated Dispensary Medications to Students: A QA Intervention, Restudy Summer 2006
- Measures of Patient Satisfaction Reported on the National College Health Assessment, Spring 2006
- Residence Life Student Staff Survey Regarding Health Education and Promotion Awareness, Utilization and Satisfaction, June 2006
- First (M1) and Second (M2) Year Medical Student Patient Satisfaction Survey, Summer 2006
- Patient Satisfaction: The Emory College Senior Survey, Class of 2005
- Benchmarking survey: The American College Health Association Pap Smear and STI study

Working to Build a Healthier Student Body
Table 1: Summary of Patient Medical Visits

<table>
<thead>
<tr>
<th></th>
<th>2003-04</th>
<th>2004-05</th>
<th>2005-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of visits to 2nd floor providers (excludes allergy/travel clinic)</td>
<td>16,152</td>
<td>16,573</td>
<td>18,412</td>
</tr>
<tr>
<td>Visits to primary care providers (excludes nursing visits, psychiatry and specialist consultants)</td>
<td>13,849</td>
<td>14,418</td>
<td>15,554</td>
</tr>
</tbody>
</table>

Notes: The number of EUSHS primary care visits took a significant jump in 2005-06 (+8%) and has had a progressive increase over the past 5 years (+17.9%). EUSHS anticipates an even bigger increase in 2006-07, due to the campus-wide mandatory insurance requirement. In anticipation, we have added a 0.6 FTE primary care physician and a 0.6 FTE RN for Fall 2006.
Table 2: EUSHS Finances 2005-06

<table>
<thead>
<tr>
<th></th>
<th>2003-04</th>
<th>2004-05</th>
<th>2005-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total patient care revenue</td>
<td>$954,109</td>
<td>$1,030,579</td>
<td>$1,201,320</td>
</tr>
<tr>
<td>Total dollar support from the Emory General Fund</td>
<td>$2,203,137</td>
<td>$2,210,140</td>
<td>$2,210,140</td>
</tr>
<tr>
<td>Total expenditures</td>
<td>$2,927,188</td>
<td>$3,279,838</td>
<td>$3,314,278</td>
</tr>
</tbody>
</table>

Notes: EUSHS has assumed responsibility for a significantly increased portion of its budget via patient care revenue. Since 2001-02, EUSHS’s “revenue needed to balance the budget” has increased 137%, while funding from the Emory General fund has increased only 6% over the last six fiscal years.
Table 3: Preventive Health Services Highlights

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2005-06</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Immunizations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Influenza – Faculty/Staff/Students</td>
<td>1,805</td>
<td>4,100</td>
</tr>
<tr>
<td>Travel Consultations</td>
<td>178</td>
<td>304</td>
</tr>
<tr>
<td><strong>Cancer Screening</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Papanicolaou Smears (Cervical)</td>
<td>1,358</td>
<td>1,381</td>
</tr>
</tbody>
</table>

Notes: The EUSHS/Faculty and Staff Assistance Program flu shot campaign for Emory students, faculty and staff was profoundly impacted by the national flu vaccine shortage, with a 63% decrease in flu shots given. However, in 2005-06, the number of flu shots rebounded.

Women’s Health Services continue to be a major part of EUSHS’s preventive health services. EUSHS again participated in the ACHA Pap Smear and STI Benchmarking Study in 2005-06.
Table 4: Medical Information Line and MedBuddy-U

<table>
<thead>
<tr>
<th></th>
<th>2003-04</th>
<th>2004-05</th>
<th>2005-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Information Line (# of calls during office hours)</td>
<td>1,678</td>
<td>1,301</td>
<td>1,377</td>
</tr>
<tr>
<td>MedBuddy-U (Ask the Nurse/Healthcare Provider and EasyVisits)</td>
<td>N/A</td>
<td>2,337</td>
<td>3,492</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,678</strong></td>
<td><strong>3,638</strong></td>
<td><strong>4,869</strong></td>
</tr>
</tbody>
</table>

Notes: EUSHS offers short-term medical holding and observation care to students needing fever control, intravenous fluids, intravenous antibiotics, nursing/physician observation and the like. The Medical Information Line, staffed by EUSHS nurses during office hours, decreased utilization by 24% in 2004-05 due to the introduction of our MedBuddy-U web-based communication system, which features both an Ask a Nurse/Healthcare Provider and an EasyVisit module. However, MIL contacts then increased slightly (6%) in 2005-06. Students once again utilized the internet-based method of communication more than telephone in 2005-06, with a 50% increase in MedBuddy-U Ask the Nurse/Healthcare Provider on line communications in 2005-06 vs. 2004-05. Overall contacts with students (phone + MedBuddy-U) have increased significantly (nearly tripled) over the past 3 years. While this clearly has increased workload on staff, we also recognize that it is great that increasing numbers of students are turning to us for advice and triage.

The numbers above do not include after-hours and weekend calls to our on-call EUSHS physicians, who are often quite busy. However, in 2005-06, it was once again our impression that the number of after-hours calls decreased due to MedBuddy-U.
### Table 5: Psychiatry Services at EUSHS

<table>
<thead>
<tr>
<th>Year</th>
<th>2002-03</th>
<th>2003-04</th>
<th>2004-05</th>
<th>2005-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Visits To Psychiatry Services</td>
<td>1,847</td>
<td>1,782</td>
<td>2,315</td>
<td>2,303</td>
</tr>
</tbody>
</table>

### Visits to EUSHS/EUSCC Psychiatry Services

![Bar chart showing visits to psychiatry services from 2000-01 to 2005-06.](image)

**Notes:** Significantly increased utilization of EUSHS/EUCC psychiatrists led to the decision to increase psychiatrist FTE from 1.0 to 1.5 in 2002-03 and to add a 0.2 FTE 4th year psychiatry resident in 2005-06. However, in 2005-06, the unexpected retirement of EUSHS/EUSCC psychiatrist, John Herbert, MD, led to a slight decrease in total psychiatry patient visits. Kathy Foley, MSN, FNP saw 430 patients for psychiatric medication refills in 2005-06. Jennifer Wootton, MD, Emory faculty psychiatrist, saw 30 patients and senior psychiatry resident Manisha Shroff, MD saw 143 patients. Dr. Shroff was hired as a 0.5 FTE EUSHS/EUSCC faculty psychiatrist for 2006-07.
Table 6: Health Education and Promotion Clinical Services and Programs

Clinical Services

Programs
Table 6: Health Education and Promotion Clinical Services and Programs (continued)

Notes: Our nutrition services continue to be utilized at a rate near capacity; there was a slight decrease in utilization in 2005-2006, perhaps due to the fact that summer clients were charged for visits this year whereas they were not previously. Visits for alcohol and substance abuse counseling dropped only slightly. Due to demand for clinical and programmatic services in this important area, a second substance abuse counselor position will be added in 2006-2007. EUSHS administrators decided not to pursue rapid HIV testing and ATP utilization continued to drop in 2005-2006. An expanded Sexual Health Counseling service will be an added in 2006-2007.

Programs include presentations in residence halls, classes, to student organizations, to athletes, and trainings delivered to professional and paraprofessional staff throughout the University. Awareness Programs and Outreach Campaigns increased significantly in 2005-2006 due to greater participation by peer educators and compliance with the aims of the Governor’s Office of Highway Safety Grant.
Emory University Student Health Services
Annual Report
2005-06

EUSHS Staff 2005-06

Clinical Providers and Nurses

Michael Allan, MD
Director of Clinical Provider Services

Dawn McJenkin, RN
Staff Nurse

Ann Bryant, RN
Staff Nurse

Dawn R. Mielke, MD
Emergency Medicine

Linda Cousins, LPN
Licensed Practical Nurse

Molly Mitchell, RN
Staff Nurse

Nancy E. Colman, MSN, WHNP
Women’s Health Nurse Practitioner

J. David Moore, MD
Psychiatry

Tracy Evans, LPN
Licensed Practical Nurse

Judith Ntifo, LPN
Licensed Practical Nurse

Kathryn K. Foley, MSN FNP
Family Nurse Practitioner

Carol G. Rappaport, MD
Family Medicine

Molly Fraher, MSN, FNP
Adult Nurse Practitioner

Gertrude Thompson, BSN, RN
Director of Nursing Services

Aliza Griffin, LPN
Licensed Practical Nurse

Terry Winchester, RN
Staff Nurse

Michael J. Huey, MD
Executive Director

Ray N. Jarvis, PA-C
Physician Assistant

Lisa Waldman Lefkovits, MD, MPH
Coordinator of Women’s Health Services

Working to Build a Healthier Student Body
2005-06 EUSHS Staff (continued)

Health Education and Promotion

Heather Zesiger, MPH, CHES
Director of Health Education and Promotion

Corey Anderson, MA
Administrative Assistant

Shirley M. Banks, BS
Health Educator

Carol Kelly, RD, LD
Nutritionist and Interim Director

Virginia Plummer, LMSW
Substance Abuse Counselor

Phillis Rollins
Administrative Manager

Kimberly Taylor
Insurance Coordinator

Maria Julieta Tortocion
Administrative Assistant

Sharon Williams
Medical Records Assistant

Administrative Staff

Tamika Bailey
Patient Scheduler

Sandra Cloud
Patient Scheduler

David Doyle
Medical Records Coordinator

Joy Hicks
Business Manager

Jacqueline Huley
Senior Insurance Specialist

Sheena Lamb
Patient Scheduler

Sandra Morgan
Patient Scheduler
SUMMARY

This past year the staff at the Emory University Student Counseling Center continued to increase efforts to prevent suicides, sexual assaults, eating disorders, alcohol and drug related problems as well as other serious mental health emergencies on our campus despite continued increases in requests for counseling and psychotherapeutic services. The results of these efforts were evident in an increase in number of workshops provided (up 19%) and workshop participants (up 93%) as well as a significant decrease in the number of after hours crisis calls (8 in 04-05 vs. 3 in 05-06). Major components of these services included providing suicide prevention education and sexual assault education to all sections of the required Health 101 class, as well as organizing and implementing Emory’s eating disorders awareness week. In addition, this past year the Student Health Service and Counseling Center, Student Activities, Office for Undergraduate Education and Office of Multicultural Programming and Services worked together to fund and implement orientation activities that educated first year students, particularly during orientation, in the areas of depression and suicide, alcohol and drug abuse, sexual assault education and prevention, and diversity issues.

Along with increasing preventive and educational services, the Center continued to respond to increasing demands for clinical services and high levels of severe mental health problems among our students (e.g. suicidal students, psychotic students, students with life threatening eating disorders, sexual assault victims). This past year the Counseling Center provided over 6800 therapy hours to students, a 13% increase over the previous year which had been our busiest year ever. In addition, the Center saw a 13% increase in the number of students requesting services. Our psychiatry services once again were overwhelmed to the point of having to continue our policy of not monitoring students diagnosed with attention deficit disorder. This past year Emory participated in a survey sponsored by the American College Health Association where students were asked about their experiences at the Counseling Center. While most students reported positive experience, a significant number (29%) reported relatively negative experience. While the data to do not allow us to answer why the experience was negative, previous assessments of client/patient satisfaction suggest that students report more negative experiences if they are referred out rather than seen at the Center.
In light of these challenges, this past year Counseling Center staff, along with many students, faculty and staff from other offices participated in important discussions about mental health challenges and stigma at Emory University. These discussions resulted in a report to the president which makes specific recommendations for reducing stigma, increasing utilization of mental health care particularly for underserved groups (e.g. graduate students, international students, students of color, men) and increasing mental health care resources at Emory University. The recommendations of the task force were approved by President Wagner in December. This coming year the task force report will be discussed in various focus groups across campus and then revised as needed prior to implementation. In addition, with additional money received for 06-07 a stigma reduction campaign for the Emory University community will begin in earnest. The Mental Health Task Force will continue to coordinate its efforts with the President’s Alcohol and Drug Task Force which together will be dealing with the most deadly and destructive issues facing our student body.

The major challenge in the future for the Counseling Center will be dealing with increased requests for services as our anti-stigma campaign and other prevention oriented activities impact our community. The Mental Health Task Force report outlines what will be needed in terms of additional resources as well as a new facility that can house both Student Health and Counseling services.

**SHORT AND LONG TERM GOALS**

1. While the integration of mental health and physical health services under one administrative umbrella is already paying large dividends in the area of mental health prevention and intervention, the benefits from the reorganization continue to be severely limited by an inadequate physical plant. A physical space to house both Student Health Service and Counseling Center is part of the Campus Life Strategic Plan as well as a central recommendation of the President’s Mental Health Task Force.

2. The money that the Counseling Center received to help reduce stigma will increase requests for services. While the funding for 1.1 FTE post docs will help, it is imperative that the recommendations of the mental health task force be funded in full. While these recommendations are quite specific it is likely that, as the mental health task force report is reviewed by our community that the recommendations may need to be adjusted.

3. The Counseling Center will continue to develop connections with faculty and with academic departments in teaching, research, program assessment and the provision of clinical services for students on our waiting list. We believe that the potential for greater linkages with academic departments will be greatly enhanced when Student Health Services and Counseling are under one roof. The opportunities for increased interdisciplinary service and research will increase dramatically as well.