



EMORY
UNIVERSITY

**Student Health
and Counseling Services**

Building a Healthier Student Body, Mind and Spirit

Annual Report 2012-13



Accredited by

Accreditation Association for Ambulatory Health Care, Inc.



Annual Report 2012-13

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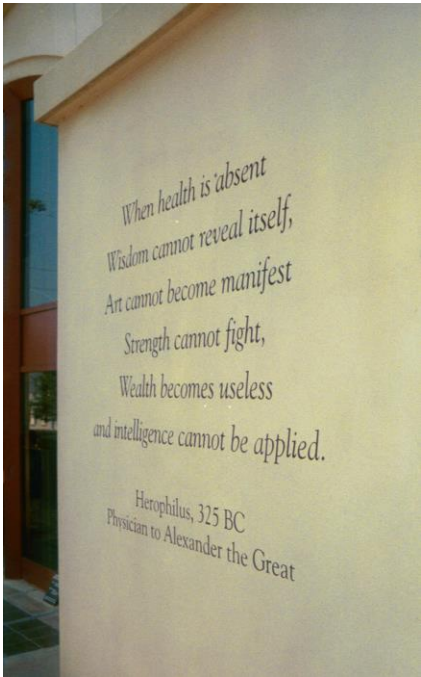
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Mission Statement

Mission

The mission of Emory University Student Health and Counseling Services is to empower students to take responsibility for their health and to complement the academic mission of the university by providing unified medical, counseling and health promotion services that result in a healthy campus culture. Student Health and Counseling Services is committed to providing caring professional clinical services to a diverse student body and to reducing the stigma associated with seeking mental health services.

Vision

The vision of Emory University Student Health and Counseling Services is to help students to excel, both while at the University and beyond, by promoting wellness as a state of optimal human functioning.

Emory University Student Health Services is very proud to be fully accredited by the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC). Emory University Student Counseling Centers Psychologist Training Program is fully accredited by the American Psychological Association (APA).





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Overview of EUSHCS 2012-13 Accomplishments

- ❖ EUSHCS met all Annual Report organizational goals for 2012-13.
- ❖ Successfully completed the December 2012 Accreditation Association for Ambulatory Health Care (AAAHC) re-accreditation survey with a full three-year term. This is EUSHCS's fourth survey and the second to include both the 1525 and 1462 facilities.
- ❖ Completed a major three-year update of the EUSHCS Policy and Procedure Manual.
- ❖ Completed a Mental Health and Counseling external consultation (consultants from Harvard and Duke/Northwestern Universities) and began implementation of the recommendations.
- ❖ Maintained 2012-13 revenue in the face of concerning financial projections and ended the FY13 year with a balanced budget.
- ❖ The Respect Program held the first annual RespectCon with great success. There were 63 attendees, from 13 states, representing 21 universities or community organizations. OHP and other EUSHCS staff presented at and attended the conference sessions.
- ❖ Active Minds, advised by Dr. McLeod, continued to be extremely *active* in its efforts to reduce stigma at Emory. The group's marquee event of the year was "Send Silence Packing" an intensely powerful and emotional exhibit of back packs and vignettes representing the more than 1000 college students who commit suicide each year.
- ❖ Had another highly contentious but ultimately highly successful renegotiation of the Aetna Student Health Insurance Plan for 2013-14. By successfully fighting to reduce the rate increase from over 23% to 7.9% (including mandatory national healthcare reform plan enhancements), 5,400+ Emory students enrolled in the plan (and/or their academic departments) will again save nearly \$2 million in premiums paid in 2013-14.
- ❖ Established mechanisms for continuing the most effective elements of the Suicide Prevention Program and for the Emory Cares 4 U website and coalition, including hiring of a new psychologist, Dr. Mahlet Endale, as our first Suicide Prevention Coordinator. This position, funded by the Mental Health and Counseling Fee, represents a significant step towards continuing the efforts of the "Emory Cares 4 U"

program formerly funded by the Garrett Lee Smith Memorial Campus Suicide Prevention Grant

- ❖ Implemented and monitored progress of the EUSHCS 2012-16 unified strategic plan for Student Health and Counseling Services.
- ❖ Via the \$30 per enrollee administrative charge for the management of the Aetna Student Insurance Plan for 2012-13, realized over \$150,000 in revenue to support EUSHCS business and insurance functions and staffing. Advocated for and won approval for an increase in the fee to \$40 for 2013-14, despite other cuts to the plan.
- ❖ Implemented a successful Flu Shot Campaign, giving to 2650 flu shots to the Emory students.
- ❖ The Respect Program initiated “Project Unspoken”, a video series produced by Student Worker, Caleb Peng. The series received a total of 38,397 views on You Tube and garnered the interest of the White House. It is being utilized by more than 75 universities and organizations. Caleb Peng was also a recipient of the Humanitarian Award, one of the most coveted awards given to students at Emory and was named the Student Employee of the Year at Emory.
- ❖ The Healthy Campus Coalition was formed to promote flourishing. HCC believes that student success goes beyond academic achievement or attainment of career goals and enters the realm of living a purposeful, meaningful and eudemonic life. The HCI envisions Emory as an “enabler of wellbeing.”
- ❖ Participated in the planning and successful implementation of the 2013 Emory/Atlanta “Railroad Toxic Spill” Tabletop Disaster Drill.
- ❖ Continued participation in Emory’s Enterprise Risk Management process, as a process owner for 4 of the 50+ identified major risks.
- ❖ EUSHCS staff actively participated in the Emory Safety Alliance. Michael Huey is co-chair of the alliance.
- ❖ OHP provided 115 educational programs totaling 132 hours of instruction and resulting in 3,150 student contacts, 220 staff contacts and 30 faculty contacts. They also participated in 20 outreach events reaching over 783 students and OHP advised 9 student organizations. OHP staff also partnered with faculty in the Rollins School of Public Health, the School of Nursing, Candler School of Theology, and the College of Arts & Sciences to participate in curriculum infusion.
- ❖ The 2012-13 student health insurance policy includes many positive healthcare reform changes such as the elimination of the pre-existing condition exclusion (the Emory/Aetna plan never had), the increase in prescription benefits to \$100,000, 100% coverage of essential benefits and preventive care and the extension of coverage for

dependents until age 26. Benefits will continue to increase under the Affordable Care Act until 2014-15.

- ❖ The continuing development of the Stress Management Clinic, directed by Dr. Dana Wyner, was once again a highlight this past year. The Clinic won an Honorable Mention Award in a competitive quality improvement program sponsored by AAAHC.
- ❖ Coordinated a challenging fall 2012-2013 influenza campaign, administering seasonal influenza vaccines to over (2650) students. All student visits were at EUSHS and documented in the chart at point of service and billed to insurance carrier, department or patient at time of service.





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EUSHCS 2012-13 Clinical Provider Accomplishments

In 2012-2013, EUSHCS Clinical Providers enjoyed delivering high quality health services to Emory students while participating in campus life activities and educational programs. Accomplishments included:

- ❖ Completion of more than 770 hours of continuing medical education concerning topics such as emergency medicine, primary care updates, eye disorders, hepatitis C, and women's health
- ❖ Molly Fraher attended the National Nurse Practitioner Symposium in July, 2013. Betsy Rothschild attended the American Association of Physician Assistants National Conference and Mike Huey attended the American College Health Association Annual Meeting in May.
- ❖ Completion of quarterly peer reviews and annual HIPAA privacy compliance and blood borne pathogens /OSHA training for clinical providers.
- ❖ Participation in new student orientation events
- ❖ Participation in the educational mission of the University by presenting lectures to students, faculty and the community. Mike Huey presented lectures to Emory Physical Medicine and Rehabilitation residents, the Emory Athletic Training Staff, Emory Physician Assistant students, Rollins School of Public Health students, and the Campus Life Student Affairs Advisory Committee. Mike Huey gave presentations to Emory ISSP parents and to attendees at a Campus Life development trip in New York. He was a panelist at the Children's Hospital of Atlanta's Cancer Survivor Conference and at the Southeastern Athletic Trainer Association Annual Meeting.
- ❖ Carol Kelly gave 16 guest lectures, 4 collaborative cooking demonstration programs, 2 cooking education programs, and 6 athletic performance nutrition programs
- ❖ Mike Huey continues to serve as a team physician for Varsity Athletics at Emory. He provides care at the on-sight training room clinic and during athletic events.
- ❖ Clinical providers continue to create and revise policies, procedures and forms to facilitate high standards of care for our students.
- ❖ Mike Huey served as an instructor for the "Interprofessional Class on Communication" at the Emory School of Medicine.
- ❖ Michael Huey served on numerous Emory committees such as the Emory University Administrative Counsel, Emory University CEPAR Operations Group, and the Emory Athletics Athlete Wellness Committee. He served as Chair of the EUSHCS Strategic Planning Task Force. Michael Huey is Co-chair of the Emory Safety Alliance and is Chair for both the Emory Student Health Insurance Advisory Committee and the Emory University Student Insurance Requirement Appeals Committee. He is a member of Emory's Occupational Medicine Steering Committee and Occupational Medicine Executive Director Search Committee.

- ❖ Carol Kelly served on the Meatless Monday Committee, the Campus Development Senate Committee, and the Senate Committee on the Environment. She provided a Campus Life Lunch and Learn talk on “Managing Healthy Food Choices.”
- ❖ Carol Kelly supervised a Rollins School of Public Health MPH student practicum and she supervised 4 Emory University Hospital dietetic interns for part of their wellness rotation
- ❖ Ray Jarvis directed the American Heart Association CPR training for members of the EUSHS medical staff in January, 2013.
- ❖ Mike Huey continues to serve as a surveyor for the Accreditation Association for Ambulatory Health Care.
- ❖ Ray Jarvis continues to enhance the Student Health website by serving as a manager and editor.
- ❖ Theresa Berry and Betsy Rothschild continue to volunteer at the Good Samaritan Clinic in Atlanta
- ❖ Betsy Rothschild served as an attending for the Physician Assistant Program during their work with the South Georgia Farm Worker Health Project.
- ❖ Dawn Mielke received recertification by the American Board of Emergency Medicine
- ❖ Sandra Maryman and Mike Huey passed the recertification exam of the American Board of Family Medicine
- ❖ Carol Kelly passed the Certified Health Education Specialists exam
- ❖ Mike Huey volunteered at the Campus Life Moonlight Breakfast, MLK Trees Atlanta Day, and the Campus Life Commencement Brunch
- ❖ Michael Huey, MD received the Campus Life Helen W. Jenkins Lifetime Achievement Award in May, 2013.





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EUSHCS 2012-13 Nursing Staff Accomplishments

EUSHCS Nursing Staff is responsible for providing direct nursing care in support of Emory's providers and students. This year they provided routine care and health education to over 15,000 student encounters and received an overall rating of 96.6% in the Patient Satisfaction survey this year. They provided services for students by performing phlebotomy, basic office labs, assisting with special procedures and educating, giving information and advice as needed. The nursing staff played a key role in EUSHCS receiving its fourth reaccreditation by the Accreditation Association for Ambulatory Health Care (AAAHC). Other accomplishments include:

- ❖ Communicated with hundreds of students offering timely medical advice through Point-N-Click via secure e-mail, and the medical information phone line.
- ❖ Provided nursing support and assistance to EUSHCS providers and in-house specialty clinics, Dermatology and Colposcopy in the care of our students.
- ❖ In GYN clinic, provided assistant with 58 IUD insertions and 32 colposcopies.
- ❖ Provided Travel Consultations to hundreds of students traveling out of the country and administered required vaccines which included Yellow Fever and Japanese Encephalitis.
- ❖ Continued to administer various vaccines to students through the Immunization Clinic. Also, coordinated many mass immunization sessions with the Medical, Allied Health, and Nursing Schools.
- ❖ Assisted providers in performing over 1000 pap smears and follow up to students with abnormal pap smears.
- ❖ Collaborated with non-EUSHS doctors to provide services for student requiring blood drawn and administering injections for chronic illnesses.
- ❖ Continued to provide desensitization services to over 45 patients receiving from 1-4 allergy shots weekly.
- ❖ Continued to coordinate and manage a successful contraceptive program completing hundreds of refill requests and providing education and information.

- ❖ Implemented a successful Flu Shot Campaign, giving to 2650 flu shots to the Emory students.
- ❖ The nurses attended numerous conferences, seminars and in-house in-services such as Sexual Violence and Safe Space. 3 nurses attended the American College Health Conference in Boston and 2 attended the Southern College Health Conference. Also, 1 nurse assisted OHP at the RespectCon 2013 conference and Wonderful Wednesday.
- ❖ The nursing staff participated in bi-weekly PEER group meeting and bi-annual chart reviews.
- ❖ Molly Mitchell and Gertrude Thompson continued to be members of the EUSHCS Strategic Planning Task Force.
- ❖ Continued to have a nurse representative on Executive, Core, Women Health and Safety Committee.



- ❖ Continued to actively participate in developing and up-dating policies and procedures, specifically regarding sterilization of instruments, travel and GYN clinic.
- ❖ Several nurses were recertified in CPR and renewed their Defensive Driving privileges which aids in transporting students to the ER and sometimes their residence halls.



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EUSHCS 2012-13 Office of Health Promotion Accomplishments

- ❖ We welcomed Michael Faccini as our 2012-2013 RHD Fellow.
- ❖ We added Meera Seshradi as the Respect Program Advocate, a part-time 9 month position and Jessica Hill as Health Promotion Specialist for Prevention Strategies.
- ❖ The Respect Program initiated “Project Unspoken”, a video series produced by Student Worker, Caleb Peng. The series received a total of 38,397 views on You Tube and garnered the interest of the White House. It is being utilized by more than 75 universities and organizations.
- ❖ The Healthy Campus Coalition was formed to promote flourishing. HCC believes that student success goes beyond academic achievement or attainment of career goals and enters the realm of living a purposeful, meaningful and eudemonic life. The HCI envisions Emory as an “enabler of wellbeing”.
- ❖ The Respect Program held the first annual RespectCon with great success. There were 63 attendees, from 13 states, representing 21 universities or community organizations. OHP staff presented at and attended the conference sessions.
- ❖ Lauren Bernstein was appointed to the Board of Advisors for Take Back the Night Foundation, an international charitable foundation that seeks to end assault, domestic violence, dating violence, sexual abuse and all other forms of sexual violence.
- ❖ Caleb Peng was a recipient of the Humanitarian Award, one of the most coveted awards given to students at Emory. Caleb was also named the Student Employee of the Year at Emory.
- ❖ Jessica Hill coordinates a committee of Campus Life colleagues and student representatives to review Emory’s Alcohol and Drug Abuse Policy.
- ❖ Michael Faccini was recognized as the RHA 2013 Hall Council Advisor of the year.
- ❖ Willie Bannister was once again “PACE master” to over 1,000 students. Willie Bannister was also profiled in Emory Report

Health Promotion Goals and Outcomes 2012-2013

Goal One: Build Individual and Community Capacity through Education and Training

Summary

We provided 115 educational programs totaling 132 hours of instruction and resulting in 3,150 student contacts, 220 staff contacts and 30 faculty contacts. We also participated in 20 outreach events reaching over 783 students and OHP advised 9 student organizations.

Curriculum Infusion

OHP staff partnered with faculty in the Rollins School of Public Health, the School of Nursing, Candler School of Theology, and the College of Arts & Sciences.

Student Practica and Practical Experience

Over the course of the year OHP had 5 practicum students, 4 students who received course credit for their work with us, 6 student interns, 4 student workers, 17 members of SHAC and 45 members of Healthy Campus Coalition.

These students developed a wide array of projects to enhance individual and community wellbeing including program planning, curriculum design, video production, independent study in the connections between student affairs and health promotion, website development, campaign development, research and marketing.



Workshops, Symposia, and Mini Courses

Heather Zesiger offered SleepWell as an on-line mini course to two cohorts.

Lisa Streshley and Kaylee Tuggle taught the “Call me Maybe?” mini course to 7 participants.

The Respect Program held RespectCon, first conference of Sexual Assault Prevention Professionals.

Goal Two: Provide Clinical and Consultative Services and Case Management to Enhance Health and Reduce Risk

Clinical and consultative service visits August 2012- July 2012:

Alcohol & Other Drug Risk-Reduction	Sexual Assault Prevention Response	Sexual Assault Prevention Consultations	Sleep Consultations
238	129	232	14



Goal Three: Perform Assessment and Evaluation to Inform Practice

- ❖ Lauren Bernstein: “Engaging Students to Build a more Survivor Supportive Campus”
- ❖ Michael Faccini submitted “Office of Health Promotion Internship Satisfaction Survey”
- ❖ Amy Mackey Goodman: “Evaluation of Emory University’s Online Sleep Enhancement Curriculum, CPMH Candidate, Rollins School of Public Health, May 2013
- ❖ Elisa Storyk: “Examining Performance, Maintenance, and Mental Health Benefits of Mindfulness-Based Practices: Applying the Transtheoretical Model (ITM) of Behavior Change”, MPH Candidate, Rollins School of Public Health, 2013
- ❖ Sara Millimet: “Benchmarking Study: Sexual Assault Prevention Program and Orientation Program”

Goal Four: Contribute to Community and Diversity

Programs and Partnerships

- ❖ Caleb Peg led a workshop: “Leveraging Community to End Sexual Violence” to the Georgia Resident Assistant Saturday Symposium (GRASS).
- ❖ Michael Faccini (also at GRASS): “Recognizing and Addressing Substance Misuse in Residence Hall Settings”
- ❖ Lauren Bernstein and Heather Zesiger presented “Safe Communities as a Catalyst for Health Promotion” at School of College Organization of Prevention Educators (SCOPE)

- ❖ Healthy Campus Coalition with Marc Cordon partnered with Bike Emory and received a grant from Fridays @ Ten to promote alternative transportation/bicycle culture.
- ❖ Jessica Hill participated in a workshop and panel on Data to Action Framework – The Delta Prep Experience at the Center for Injury Prevention and Control of the Centers for Disease Control and Prevention.

Student Organization Advising

- ❖ OHP staff coordinate the Student Health Advisory Committee (SHAC)
- ❖ Lauren Bernstein advises the Alliance for Sexual Assault Prevention (ASAP) and Sexual Assault Peer Advocates (SAPA); and Grads Against Violence (GAV)
- ❖ Marc Cordon advises the Healthy Campus Coalition

Professional Development, Continuing Education, Awards and Publications

- ❖ Professional development activities are logged on the Campus Life Professional Development form. OHP staff presented at conferences, published an article, won awards and attended several continuing education seminars in 2012-13.

Goal Five: Provide Outreach and Marketing to Promote Services and Raise Awareness

- ❖ We provided 20 outreach events. These events included information tables at Wonderful Wednesdays and in the lobbies of graduate and professional schools.
- ❖ We also guest lecturer in classes in the PA program, School of Nursing, RSPH, and the College of Arts and Sciences.
- ❖ We planned, implemented and evaluated campaigns and awareness weeks including:
- ❖ National Collegiate Alcohol Awareness Week; Take Back the Night; and Sexual Assault Awareness Month.
- ❖ We continued our online program request forms and an online safer sex supply request form.
- ❖ Student Health101, a monthly online e-magazine that includes 6 pages of custom Emory Content, reached 10,468 undergraduate students and 2,173 graduate students through May, 2013.



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EUSHCS 2012-13 Emory Student Counseling Center



The 2012-13 Emory CAPS annual report summarizes a year of continued progress towards fulfilling the mission of the Student Counseling Center: providing high quality evidenced based mental health care and effective prevention focused evidenced based educational programming to the Emory University community. Particularly significant this year is the hiring of a new psychologist, Dr. Mahlet Endale, as our first Suicide Prevention Coordinator. This position, funded by the Mental Health and Counseling Fee, represents a significant step towards continuing the efforts of the “Emory Cares 4 U” program formerly funded by the Garrett Lee Smith Memorial Campus

Suicide Prevention Grant. This past year Dr. Endale, along with Dr. Jane Yang, CAPS Asst. Director of Outreach, were able to continue the internet based outreach program (ISP) developed and supported by the American Foundation for Suicide Prevention (AFSP), maintain and further develop the Emory Cares 4 U web site.

Another major accomplishment was a successful site visit by Paul Barreira, M.D., Harvard University, and Kathy Hollingsworth, Ph.D., former director at Duke University. This report is extensive, available upon request and likely to provide an effective blueprint for CAPS in future years. One critical recommendation which is beginning to be acted upon already is that of adding case manager positions in order to achieve the recommended goal of CAPS becoming the “single point of entry” for students who need mental health care.

Since implementation of the Mental Health and Counseling Fee which has funded many of the efforts above, Emory has been on the fore front of university based efforts to develop and implement effective prevention focused outreach programs while also providing effective short term mental health care and referral services for its students. Examples of the leading role that Emory has taken are Dr. McLeod’s presentation on the history and sustainability of Emory’s suicide prevention efforts at this Fall’s meeting of the Association of University College Counseling Center Directors in Newport, Rhode Island.

Outreach/Consultations

CAPS staff continued to supervise and support two marquee student run groups over the past year, Helpline and Active Minds. Helpline staff are supervised and trained by Dr. Endale and a psychology intern. This past year Helpline students responded to 109 calls representing a slight decrease from the previous year. We believe this decrease to be the result of more efficient use of resources (e.g. students being trained to be more effective in eliminating repeat callers who might be using Helpline as a way of avoiding needed treatment). Helpline students, who have been serving their fellow students at Emory for more than 30 years, continue to represent the very best of Emory's very talented students.

In addition to Helpline, this past year another student group, Active Minds, advised by Dr. McLeod, continued to be extremely *active* in its efforts to reduce stigma at Emory. The group's marquee event of the year was "Send Silence Packing" an intensely powerful and emotional exhibit of back packs and vignettes representing the more than 1000 college students who commit suicide each year. Active Minds also cosponsored a mental health speak out with the Rollins School of Public Health Emory Mental Health Initiative (EMHI) in the spring. Of note, Sara Spitz, the Active Minds president this year, received the Emory 2013 Humanitarian Award for her work.

This past year CAPS' resources were allocated somewhat more towards outreach as a response to the previous year when outreach activities had decreased somewhat because of significant increases in direct service requests. Consequently, this past year while the number of therapy appointments decreased slightly (2%) from the previous year's all-time high, outreach events and participants increased respectively by 10% and by 5%.

Direct Service

In addition to our own clinical outcome measures, CAPS participates bi-annually in the Healthy Minds Study and in studies done by the Center for the Student of College Mental Health Consortium (Penn State). As a whole these assessments demonstrate that the Emory community, like other American universities, has a student body that struggles with significant mental health issues, particularly with depression, stress and anxiety. These mental illnesses, much like physical illness, can significantly impact students' academic and personal success and development. Once again this past year, the vast majority of clients at CAPS continue to report high degrees of satisfaction with the services they receive as well as significant symptom improvement and positive impact on their personal and academic life.

Group therapy continues to be the treatment of choice for many of our students. It is also efficient and economical. Barbara Emmanuel, our new group therapy coordinator has worked to expand the group therapy program which provided more clinical hours than ever before.

The continuing development of the Stress Management Clinic, directed by Dr. Dana Wyner, was once again a highlight this past year. The Clinic won an Honorable Mention Award in a competitive quality improvement program sponsored by AAAHC. This past year 63 students participated in Relaxation Skills and/or Biofeedback Training Classes (compared to 48 students last year). Of note, this year Dr. Wyner won the Emory University Award of Distinction.

During the 2012-13 academic year, the Counseling Center continued to utilize low cost mental health care services at Emory's training centers in the Departments of Psychology and Psychiatry for our students who might otherwise have had to wait for services at the Counseling Center. Our in house training programs in Psychology, Social Work and Psychiatry also allow us to provide high quality services at lower costs.

Despite significant challenges in working together in separate buildings, good progress was made this past year in trust building and coordinating patient care between the two mental health units at SHCS, Psychiatry and CAPS.

ACCOMPLISHMENTS AND CHALLENGES

CRISIS INTERVENTION HIGHLIGHTS

1. 8 after hours calls received from CLP's:
 - Suicidal student 5
 - Psychotic student 2
 - Drug overdose 1
2. Staff responded to 120 crisis appointments during office hours. Crisis appointments often involve life-threatening situations, necessitating consultation with a wide range of offices on and off campus (e.g. Residence Life, Greek Life, Student Health, EUH Emergency Room, academic offices and professional schools, private therapists, parents). Student hospitalizations for psychiatric emergencies (e.g. suicidal, psychotic) remained at a very high level (39 hospitalizations this past year versus 31 the previous year).
3. Data from clinical assessments indicate that 29% of students using our services this year reported having had suicidal ideation (up from 24% last year); 16% reported having these thoughts more than rarely, and about 3% checked having these thoughts frequently.

CLINICAL SERVICES

1. This year CAPS staff saw 966 new clients, representing a 6% decrease from the previous year and making last the year the first decrease in the past 5 years. Center professional staff provided 8624 therapy hours, or a 2% decrease compared to the previous year. These numbers are based upon therapy hours provided by CAPS staff and do not account for additional hours provided by psychiatric staff who now report through the health services clinic.
2. Data from the Counseling Center Assessment of Psychological Symptoms (CCAPS) demonstrated that being seen at the Counseling Center resulted in a reduction of students' mental health symptoms and complaints (including social anxiety, generalized anxiety, depression and academic distress). Clients also continued to report very positive subjective experiences at the Center. Of particular note is that, like last year, 99% of students who completed evaluation forms reported that they would recommend our services to a friend. In addition, 81% of CAPS' clients reported that their therapy resulted in a desired improvement in their academic performance, and 94% reported being able to be seen in a reasonable amount of time.

3. CAPS continued to purchase low cost services from the training clinics operated by the Departments of Psychology and Psychiatry. This past year 54 students were served in this manner, a slight decrease from the previous year when 59 students were served.
4. This past year the Counseling Center continued to employ a “no show” fee for students who fail to call ahead to cancel their appointments. The fee was instituted because clients who do not call ahead essentially are “taking away” a much needed appointment from a fellow student. This past year saw an 11% reduction in the number of “no show”; following a 23% reduction last year.
5. Group therapy continues to be the treatment of choice for many students. This past year the Counseling Center offered the following groups to students:
 - a. Eating Disorders Group
 - b. Interpersonal Process Groups for Undergraduates and Graduate students
 - c. Getting in Touch with Emotions (DBT)
 - d. Relaxation/Biofeedback Class
 - e. Compassion Based Cognitive Mediation
 - f. Grief Group

Together these groups provided a total of 888 appointment hours for 139 students.
6. Under the direction of Dr. Pam Epps, the Counseling Center continued to operate a nationally recognized pre-doctoral internship program in psychology (recently re-accredited by the American Psychological Association), an APPIC (Association of Psychology Postdoctoral Internship Center) postdoctoral fellowship program in Psychology and a new fellowship program for training Post-MSW clinical social workers. The Center also provides a practicum program for psychology graduate students attending Atlanta area doctoral programs, including Emory’s program in Clinical Psychology. Interns and other trainees provide cost effective, high quality clinical services and educational programming to the Emory community.

PREVENTION AND OUTREACH

1. During the 2012-2013 year, CAPS staff conducted a total of 203 outreach events which served 6,829 students. This represents a 10% increase in the number of outreaches conducted and a 5% increase in the number of students served when compared to 2011-2012.

NOTE: In past years, CAPS has not included service on advisory committees as outreach; however, given that service on these committees is consistent with the mission and vision of increasing awareness of counseling services and reducing stigma around mental health help-seeking, for 2012-2013, executive committee members made the decision to include service on advisory committees as part of outreach time. If these numbers are NOT included in the 2012-2013 data, CAPS staff conducted a total of 172 traditional outreaches and served 6,692 students. This represents a 6% decrease in the number of outreaches conducted and a 3% increase in the number of students served when comparing 2012-13 to 2011-12.

2. Outreach Challenges:

- In 2011-2012 CAPS completed a Campus Life Assessment project titled, “Identification of University Service Utilization and Optimal Methods for Mental Health Outreach to Students from Historically Marginalized Populations: A Pilot Study.” Project results indicated students’ clear communication of the need for increased outreach efforts focused on de-stigmatization and normalization of help-seeking behaviors in order to facilitate early intervention and accessing of services.
- In terms of suicide-prevention programs, specific challenges include generating/securing funding to maintain bystander intervention training programs (QPR). During the 2012-2013 academic year, the number of QPR-certified trainers decreased from 13 to 2.5. This led to a dramatic decrease in the number of trainings that could be conducted during the 2012-2013 year.

ASSESSMENT

1. The Counseling Center engages in an array of assessment strategies to ensure the effectiveness of our programs and services. 2012-13 assessments included:
 - a. An Assessment of Training Outcomes for Counseling Center Psychology Doctoral Intern Therapists. This project primarily focused on evaluating psychology interns’ learning and growth in clinical skills and professional development over the course of the 12 month internship program. (Dr. Epps).
 - b. Learning Outcomes of Doctoral Level Psychology Externs. The purpose of this assessment was to create an evaluation tool to measure the training progress of doctoral level psychology externs in psychotherapy against benchmarked competencies and then use the tool to evaluate individual extern progress in the Advanced Psychotherapy Practicum at CAPS. (Dr. Adams).





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EUSHCS 2012-13 Business Office Accomplishments

In 2012-2013, EUSHCS Business Office accomplishments included:

- ❖ Fall 2013 began scanning all referral documentation into PnC to assist with inquiries from patients and outside providers in need of referral information. The information is located in electronic Medical Record Chart available for Medical and Business staff reference.
- ❖ Coordination of a challenging fall 2012-2013 influenza campaign, administering seasonal influenza vaccines to over (2650) students. All student visits were at EUSHS and documented in the chart at point of service and billed to insurance carrier, department or patient at time of service.
- ❖ Improved medication policy under Aetna Student Health Insurance Plan, effective winter 2011 the Mirena IUD is covered at 100%, it was previously billed as a medication, currently we are able to bill it as a device which eliminates the cost being applied towards the member's \$500 prescription cap and device and procedure are fully covered.
- ❖ Continue to maintain and increase the Aetna Student Health Insurance Plan Emory Core Network, for both medical and mental health care, with 100% coverage for students at all Emory Healthcare sites.
- ❖ The Business Office staff commitment to controlling expenses and appropriately maximizing revenue assisted EUSHCS financial status by fiscal year end 2012-2013 with a positive balance and surplus of funds.
- ❖ EUSHCS successfully renegotiated another year with Aetna Student Health for the 2012-13 academic school year. It was a challenge trying to maintain an affordable health plan while not limiting coverage; it was proven to be necessary with the implementation of the \$150 annual deductible for all Core providers. The annual premium increase of 7.9%, EUSHCS managed to sustain the student health insurance policy with over 5,000+ Emory students enrolled in the plan for 2012-13.

- ❖ The 2012-13 student health insurance policy includes many positive healthcare reform changes such as the elimination of the pre-existing condition exclusion (the Emory/Aetna plan never had), the increase in prescription benefits to \$100,000, 100% coverage of essential benefits and preventive care and the extension of coverage for dependents until age 26. Benefits will continue to increase under the Affordable Care Act until 2014-15.
- ❖ With the support of the Health Insurance Advisory Committee, EUSHCS was successful in increasing the administrative fee from \$30 to \$40 for the 2012-13 academic school year for the management of the Aetna Student Health Insurance Policy and the continued support of EUSHCS business and Insurance functions and staffing.
- ❖ EUSHCS continues to recruit mental health providers into the Core Network which has been successful as the number of providers has increased significantly within the past year but still remains to be very challenging.





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EUSHCS 2012-13 Quality Improvement - Assessment Program

In 2012-13, the EUSHCS Quality Improvement Program continued to be actively engaged in ongoing monitoring of patient care and administrative activities, patient satisfaction, patient outcomes and utilization issues. EUSHCS's many assessment and quality improvement activities in 2012-13 included (but was not limited to) the following:

- ❖ 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
- ❖ Biweekly Core Group (QI Committee) Meetings
- ❖ Emergency Resuscitation Drill, Spring 2013
- ❖ Healthy Sustainable Nutrition: The Coffee Connection, Spring 2013
- ❖ Office of Health Promotion Internship Satisfaction Survey 2012-13
- ❖ Patient Satisfaction Survey Spring 2013, Primary Care and Nursing
- ❖ Patient Satisfaction Survey Spring 2013, Psychiatry
- ❖ Engaging Students to Build a More Survivor Supportive Campus: A Mixed Method Assessment of Sexual Assault Peer Advocates, 2012-13
- ❖ Utilization of and Satisfaction with Primary Healthcare Services by Emory University International Students, 2012-13
- ❖ Evaluation of Emory University Online Sleep Enhancement Curriculum (SleepWell) for Students 2012-13
- ❖ An Assessment of Training Outcomes for Counseling Center Psychology Doctoral Intern Therapists (CAPS)
- ❖ Learning Outcomes of Doctoral Level Psychology Externs

EUSHCS also participates in several national consortiums and data surveillance networks, including:

- The **College Health Surveillance Network** (University of Virginia and the CDC), which maps illness and diagnosis (ICD-9) trends across the nation
- The **Healthy Minds Study**, a long-term research project that uses rigorous scientific methodology to assess mental health, stigma and flourishing at campuses across the United States.
- The **Center for the Study of Collegiate Mental Health**, a data bank for clinical data collected from all colleges and universities across the country use the same counseling software program, Titanium. The **Research Consortium** (Association of University and College Counseling Center Directors), an assessment instrument that looks at mental health issues among college students in the U.S.



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EUSHCS Goals and Results for 2012-13

1. Successful completion of the December 2011 Accreditation Association for Ambulatory Health Care (AAAHC) re-accreditation survey with a full three-year term. This is EUSHCS's fourth survey and the second to include both the 1525 and 1462 facilities.

- ✓ **Accomplished.** EUSHCS successfully completed the December 2012 Accreditation Association for Ambulatory Health Care (AAAHC) re-accreditation survey with a full three-year term. This is EUSHCS's fourth survey and the second to include both the 1525 and 1462 facilities. In addition, EUSHCS completed a major three-year update of the EUSHCS Policy and Procedure Manual.



Accredited by

Accreditation Association
for Ambulatory Health Care, Inc.

2. Establish mechanisms for continuing the most effective elements of the Suicide Prevention Program and for the Emory Cares 4 U website and coalition.
 - ✓ **Accomplished.** EUSHCS/CAPS established mechanisms for continuing the most effective elements of the Suicide Prevention Program and for the Emory Cares 4 U website and coalition, including hiring of a new psychologist, Dr. Mahlet Endale, as our first Suicide Prevention Coordinator. This position, funded by the Mental Health and Counseling Fee, represents a significant step towards continuing the efforts of the "Emory Cares 4 U" program formerly funded by the Garrett Lee Smith Memorial Campus Suicide Prevention Grant
3. Implement and monitor progress of the EUSHCS 2012-16 unified strategic plan for Student Health and Counseling Services.
 - ✓ **Accomplished.** In 2012-13, EUSHCS implemented and monitored progress of the EUSHCS 2012-16 unified strategic plan for Student Health and Counseling Services. Details can be found in the Strategic Plan Assessment, Timeline, Resource, and Progress Updates 2013.

4. Successfully continue the Emory Healthy Campus Coalition in collaboration with the University Senate. Year Two will focus on recruitment and retention of student leaders and operationalization of key coalition building constructs, as well as grant applications.
 - ✓ **Accomplished.** The Healthy Campus Coalition was formed to promote flourishing and completed its two year University Senate charge. HCC believes that student success goes beyond academic achievement or attainment of career goals and enters the realm of living a purposeful, meaningful and eudemonic life. The HCI envisions Emory as an “enabler of wellbeing”.
5. Continue to meet the medical patient care needs of 13,500 Emory students and their dependents with state-of-the-art primary and women’s health care and high levels of patient satisfaction.
 - ✓ **Accomplished.** 2012-13 EUSHCS medical patient flow was similar to 2011-12 and 2101-11 numbers, with over 19,000 patients seen in our 1525 Clifton practices. Once again, we were able to meet these patient care needs with high levels of patient satisfaction in our Spring 2013 EUSHCS Primary Care Patient Satisfaction Survey.
6. Find mechanisms to improve communication, cooperation and patient care systems between EUSHCS mental health and counseling disciplines on both sides of Clifton Road. Seek the input of a consulting college health interdisciplinary team.
 - ✓ **Accomplished.** Despite significant challenges in working together in separate buildings, good progress was made this past year in trust building and coordinating patient care between the two mental health units at SHCS, Psychiatry and CAPS. Another major accomplishment was a successful site visit by Paul Barreira, MD, Harvard University, and Kathy Hollingsworth, PhD, former director at Duke University. This report is extensive, available upon request and provides an effective blueprint for CAPS and Psychiatry services in future years. One critical recommendation is that of adding case manager positions in order to achieve the recommended goal of CAPS becoming the “single point of entry” for students who need mental health care.



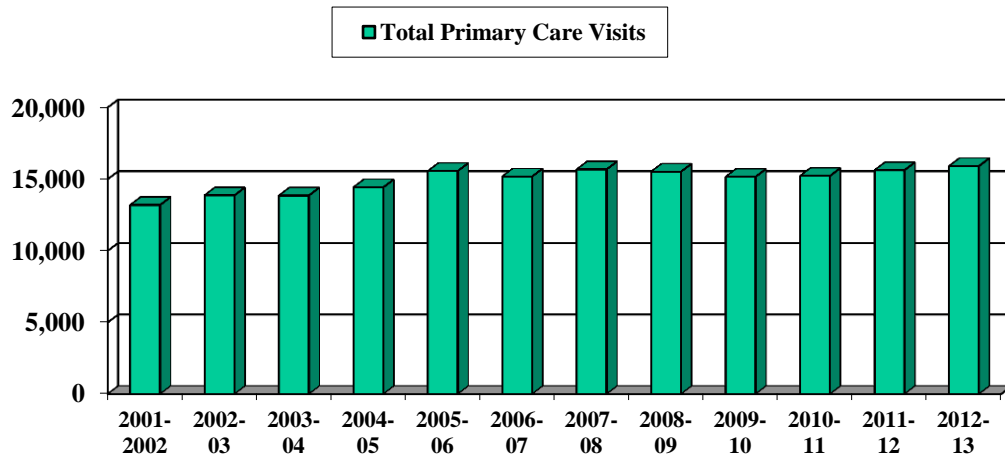


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Table 1: Summary of Primary Care Patient Medical Visits

	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Visits to primary care providers (excludes health promotion, psychiatry and specialist consultants)	15,869	15,514	15,150	15,214	15,613	15,901*

*includes Nutrition Services



Note: Nutrition Services were moved to Primary Care Services in 2012.

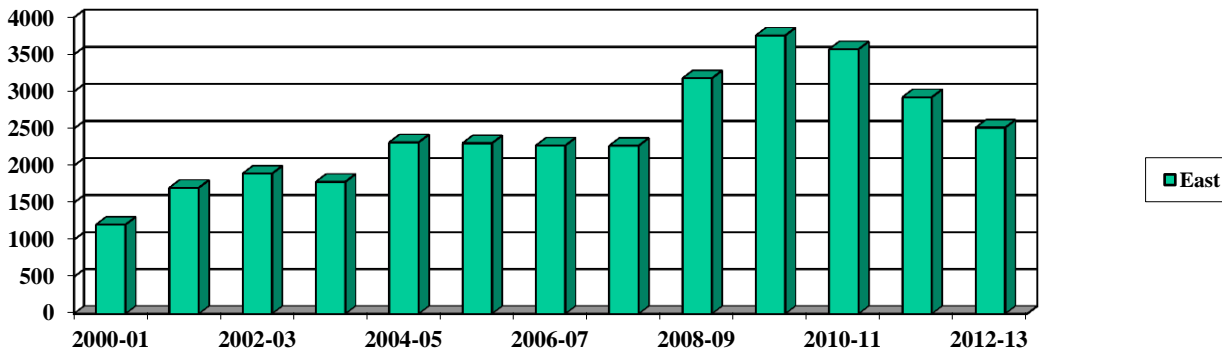


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Table 2: Psychiatry Services at EUSHCS

	2007-08	2008-09	2008-09	2010-11	2011-12	2012-13
Total Visits to Psychiatry Services	2,268	3,179	3,757	3,571	2,924	2,513

Visits to EUSHCS Psychiatry Services



Notes: In 2012-13, ongoing disruption in both faculty psychiatrist staffing and third year resident psychiatrist staffing led to a 16% decrease in patient visits. Efforts were made to identify affordable on- and off-campus psychiatric care options for students while recruiting additional staff. In 2013-14, EUSHCS will recruit an additional full-time faculty psychiatrist.



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**Table 3: Student Counseling Center Statistics
(excludes Psychiatry Services)**

	2008-09	2009-10	2010-11	2011-12	2012-13
New Requests for Counseling	735	925	966	1,031	966
% of CC Clients Referred	17%	15%	13%	15%	12%
% of Clients Referred after CC Treatment	3%	8%	12%	10%	6%
Therapy Appointments	6,334	7,245	7,681	8,777	8,624
Average Length of Treatment	5.77 visits	6.4 visits	6.72 visits	6.74 visits	6.76 visits



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EUSHCS Departmental Goals for 2013-14

1. Prioritize recommendations and begin to improve services via our response to the Fall 2012 Mental Health and Counseling Consultation Report.
2. Via an increase in the Aetna Student Insurance Administrative Fee in 2013-14 partially fund the addition of a case manager (potentially shared with the Division of Campus Life) or additional referral coordinator.
3. Act upon the opportunity to use current national, community and University concerns about sexual assault issues to make an impact on the campus culture-sexual violence and AOD high risk use.
4. Examine and implement new revenue generating activities which may include writing grants, sponsoring continuing education events over summer months, fee-for-service visits at CAPS for non-enrolled “summering off” students, further expansion of the Travel Clinic and/or charging for annual and wellness physicals (now required to be covered by national ACA legislation).
5. Continue to meet the medical patient care needs of 13,500 Emory students and their dependents with state-of-the-art primary and women’s health care and high levels of patient satisfaction.
6. Take steps to improve student immunization compliance, which would improve individual and public health of the campus (“herd immunity”) and could serve as an enhanced revenue stream.
7. Attempt to make a breakthrough in negotiations with BC/BS and join the PPO, improving student/parent/staff satisfaction and revenue.