Emory University
Student Health Services
Building a Healthier Student Body, Mind and Spirit

Annual Report 2006-07

Accredited by
Accreditation Association for Ambulatory Health Care, Inc
Introduction

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
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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.
EUSHS Accomplishments in 2006-07

Major Emory University Student Health Services’ accomplishments in 2006-07 included:

✓ **AAAHC re-accreditation in December 2006:** EUSHS completed a successful December 2006 AAAHC re-accreditation. We received a full 3-year accreditation and substantial compliance in all areas of AAAHC standards. This is our biggest EUSHS accomplishment of 2006-07.

✓ **Successfully instituted the campus-wide mandatory insurance with hard waiver requirement for Fall 2006:** This was a major project requiring coordination of efforts with the PeopleSoft Team, the insurance carrier, Emory Finance and Accounting, the Offices of Admissions and Financial Aid and all 13 Emory Colleges and Schools, including Oxford College. We learned a great deal from problems encountered in the first year, and we have used this experience to improve the process and guide planning for 2007-08 and beyond.

✓ **Provided high quality patient care and health education/promotion services:** EUSHS staff continued to provide high quality outpatient healthcare, specialty care and health education and promotion services to Emory students.

✓ **Worked to implement many of the recommendations of the President’s Task Forces on Alcohol and Other Drugs and Mental Health:** President Wagner allocated significant financial resources from the Strategic Initiatives Fund to provide two years of “bridge funding” for these important recommendations. In 2006-07, $108,500 was used to fund an additional 1.0 FTE Alcohol and Other Drug Counselor, additional post-doctoral psychologist coverage and temporary “crisis time” counselors for the Counseling Center, a marketing and “anti-stigma” video for Student Health and Counseling Services, and Titanium, a Counseling Center practice management and medical records system that will allow us to benchmark and compare statistical data and trends with student counseling centers across the country.
**Quality Assurance/Total Quality Improvement activities**: EUSHS was once again very active in Quality Assurance/Total Quality Improvement studies and activities in 2006-07 including:

- Quarterly peer review activities for physicians, nurse practitioners, physician assistant, counselors, dietitian and nurses.
- Health and Nutrition Outreach Program to Candler School of Theology Students, Spring 2007
- Quality Assurance Study on Screening for Eating Disorders in Primary Care Student Health Setting, April 2007
- QA Follow-up Study on the Use of Office Spirometry for the Diagnosis and Management of Asthma, October 2006
- Patient Satisfaction Survey, October 2006
- Evaluation of the Spring 2006 National College Health Assessment Emory Survey

**Redesigned the Sexual Assault Prevention, Education and Response Program**: In order to better help students prevent sexual assault and to seek help appropriately, Student Health and Counseling Services redesigned the Sexual Assault Prevention, Education and Response Program in 2006-07. In August 2007, we hired an experienced sexual assault prevention health educator, Aline Jesus Rafi, MA. Ms. Rafi will be a part of our Health Education and Promotion Department and serve as Coordinator of the Sexual Assault Prevention, Education and Response Program.

**Continued to build student utilization of MedBuddy-U and expand and improve its capabilities, deepening and diversifying our communication avenues with students**: Utilization of MedBuddy-U continued to grow in 2006-07. By August 2007, over 12,800 Emory students had enrolled as MedBuddy users and we had over 38,000 online patient interactions (18,500 appointment requests, 11,200 prescription refills, 2,500 EasyVisits and 6,500 Ask the Nurse/Provider) through the system. We have also done thousands of secure, HIPAA-compliant emails through the system during our three years with MedBuddy-U.
✓ **Continued to update and improve the EUSHS websites:** We continued to make improvements in the EUSHS website and we feel that our content is very strong and broad-based. We also continued the redesign of the Health Education and Promotion and the Women’s Health home pages.

✓ **Completed a major three-year update of the EUSHS Policy and Procedure Manual:** as part of our ongoing efforts in Total Quality Improvement, EUSHS completed its tri-annual major update of the Policy and Procedure Manual. This manual serves to guide the activities of EUSHS programs and staff, as well as contribute significantly to our preparations for AAAHC accreditation/re-accreditation.

✓ **Participated in the educational mission of the University:** EUSHS staff members once again actively participated in the teaching mission of the university, helping to strengthen the connection between Campus Life and Academic Life.

✓ **Expanded Travel and Immunization Services for Emory Students:** In 2006-07, EUSHS nurses and clinical providers administered 1660 HPV vaccinations (a new vaccine to reduce cervical cancer). EUSHS also added an additional 0.6 FTE travel and immunization nurse and continued to provide travel consultations and immunization services to hundreds of students.

✓ **Sponsored the successful 2006 Campus Flu Shot Campaign:** EUSHS worked with the Faculty Staff Assistance Program to coordinate another successful campus Flu Shot Vaccine Campaign, giving 5100 flu shots to students, faculty and community.

✓ **Created a new Emory University Student Health and Counseling Services video:** In Spring/Summer 2007, Student Health and Counseling Services produced a video designed to increase students’ awareness of campus health, counseling and health promotion resources, and to improve their inclination and ability to use mental health services. The video has been positively tested during orientation in summer 2007. We will continue to evaluate its impact in the coming year.

✓ **Received awards and recognitions:** Michael Allan, MD, Director of Clinical Provider Services, received the 2006-07 Campus Life Ethical Leadership Award.

✓ **Started the process of a major redesign and improvement of EUSHS financial management:** In response to a major need to redesign EUSHS financial management and budgeting practices, we gained approval for a new Associate Director of Finance position in Spring 2007. In spring and Summer we began the arduous process of a major redesign of EUSHS financial management and systems.
Clinical Provider Accomplishments 2006-07

In 2006-07, 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 306 hours of continuing medical education concerning topics such as orthopedics, sports medicine, immunizations, women’s health, adolescent medicine, cardiology, depression, diabetes, and general medicine. Mike Huey attended the American College Health Association Annual Meeting as well as the Southern College Health Association Annual Meeting.

- Completion of recredentialing, privileging and quarterly peer review of all clinical providers. Clinical providers also had annual HIPAA privacy compliance and bloodborne pathogens/OSHA training.

- Participation in the educational mission of the University by precepting nurse practitioner students and teaching physical exam skills to second year medical students. Providers also presented many lectures including Lisa Lefkovits’ “Food for Thought” lecture at the Center for Women at Emory and Mike Huey’s lectures on travel medicine at the School of Nursing and the School of Public Health. Mike Huey also lectured to the Emory family practice residents and Emory athletic training staff. He gave two presentations at the Southern College Health Association Annual Meeting and one at the American College Health Association Annual Meeting. Dr. Huey also served as a panelist and lecturer on the topic of pandemic influenza planning at the Emory Vaccine Center and at Agnes Scott College’s Regional Pandemic Planning
Conference. He also serves as a mentor in both the Campus Life and School of Medicine mentor programs.

- Service on campus wide committees and boards such as the Advisory Board of the Center for Women at Emory, the Student Health Insurance Advisory Committee, and the Emory Dining Services Appeals Board.
- Participation in quality improvement projects involving use of office spirometry and screening for eating disorders,
- Continued creation and revisions of policies, procedures, and forms to ensure high standards for our provision of health care services. Ray Jarvis continues to enhance our EUSHS web site.
- Active participation in the successful AAAHC reaccreditation.
- Participation in campus wide events such as numerous orientations for new students and volunteering at Staff Fest, Commencement Brunch, MLK Day Trees Atlanta project, and the Campus Life Moonlight Breakfast.
- Mike Huey continues to serve as team physician for varsity athletics at Emory and provides care at the on-site training room medical clinic and during athletic events.
- Ray Jarvis taught the American Heart Association CPR course to 14 members of the EUSHS clinical staff in January, 2007.
- Mike Huey continues to bring back ideas to EUSHS and Emory as he visits other student health services as a surveyor for the Accreditation Association for Ambulatory Health Care.
- Molly Fraher was recertified as an adult nurse practitioner by the American Nurses Credentialing Center.
- Mike Allan received the Campus Life Ethical Leadership Award.
- Kathy Foley completed the Summer Teaching Institute at the Emory School of Nursing.
Nursing Staff Accomplishments 2006-2007

In 2006-2007, EUSHS Nursing Staff continued to emphasize and focus on providing high quality, patient-centered nursing care. EUSHS nurses also supported the clinical provider staff in providing comprehensive healthcare to Emory students.

- Nursing staff was instrumental and contributed greatly in the successful December 2006 AAAHC reaccreditation (full 3 years).
- Provided nursing advice and resource/referral services to students via Medical Information Line (1246 calls), MedBuddy, and “Ask-a-Nurse.”
- Administered 1660 HPV vaccines (new vaccine to reduce cervical cancer) per student requests.
- Continued to provide Travel Consultations and Immunizations to hundreds of students.
- Provided desensitization services to 49 students receiving allergy shots.
- Continued to maintain a successful contraceptive program in spite of rising cost and vendor changes.
- Provided nursing support to in-house specialty clinics in Gynecology, Colposcopy, Dermatology, and Orthopedic Sports Medicine.
- Collaborated with program coordinators to provide immunizations to Medical, Allied Health, and Nursing Schools.
- Coordinated packaging, tracking and follow-up for more than 1400 pap smears.
- Coordinated a successful Flu Shot Vaccine Campaign giving 5100 flu shots to students, faculty and community.
- Nursing staff participated in quality assurance activities as peer reviews and quality improvement studies.
• Worked with the Director of Nursing Services and Associate Director of Finance to implement an inventory count and control plan in an attempt to create an efficiency supply stocking system.

• Completed 75 hours of continued nursing education attending conferences such as SCHA Summer Nursing Conference (2 nurses) and Office Gynecology (3 nurses). Also, nurses attended several in-house in-services, lectures and peer group meetings. Topics included moles, spirometry update, breast self-exam, stress reduction, anorexia nervosa, parking crunch, pilonidal cysts, Colposcopy update, polycystic ovary disease, and blood pressure checks.

• Continued to be a vital members of the Women Health Committee, Executive Committee and Safety Committee.

• Gertrude Thompson completed the HIV Prevention Counseling Training Program. She also contributed to the Campus Life Learning Objectives Assessment Plan.
Health Education and Promotion Department Accomplishments

In 2006-2007, 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 full-time staff member in 2006-2007: Willie Bannister, LPC, Alcohol and Other Substance Abuse Counselor. Also in 2006-2007, Desiree Ashong joined the staff as the inaugural Campus Life Intern for Health Promotion.

(L-R) Corey Anderson, Desiree Ashong, Virginia Plummer, Heather Zesiger, Shirley Banks, Carol Kelly, Willie Bannister

Population-directed health initiatives
- Department staff reached over 5,000 students via 130 programs for residence halls, sorority and fraternity chapters, athletic teams and student organizations as well as through a dozen public campaigns and awareness events. They trained groups including Orientation Leaders, RAs, Conduct Officers, Helpline Volunteers, FAME Advisors, Religious Advisors and Campus Life staff.
- Desiree Ashong launched two signature collaborations with the Office of Residence Life: the monthly Health Ed Heartbeat e-newsletter and the Stall Street Journal series of educational bulletins for posting in hall restrooms.

Students create stress balls at a SHAPE sponsored event
• Corey Anderson organized biannual meetings of the Student Health Advisory Committee (SHAC).
• Heather Zesiger served as the advisor to the Student Health Alliance of Peer Educators (SHAPE).
• Staff began implementing environmental cues to action, including the Healthy Steps campaign organized by Carol Kelly and supported by interns Jennifer Snipes and Jen Hlavenka.
• Willie Bannister worked closely with other Campus Life administrators to launch AlcoholEdu, an online alcohol education and risk-reduction program for entering first-year students and their parents.
• Staff developed new instructional tools including the Stress Busters packet, Partying Safer curriculum and a revised Risk-Reduction class curriculum offered in collaboration with the Office of Student Conduct. Staff worked with the Office of Student Conduct to apply Motivational Interviewing principles to the Conduct Office’s interventions with students.

Virginia Plummer with residents of Turman Hall following their “Tur-Mardi Gras” alcohol awareness trivia game.

• Staff served 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, the Alcohol Review Board, Food Advisory Committee, University Senate Subcommittee on Student Services and many others.

• Staff continued advancing the aims of the department’s strategic plan, including training on evidence-based practice and using data collected from the Spring 2006 National College Health Assessment at Emory to set priorities and to promote a healthy campus culture.

**Individual student health services**

• Almost 900 client visits were provided to students seeking individual counseling about nutrition; sexual health matters; and alcohol and other substance abuse risk-reduction. A graph highlighting clinical health education services appears later in this report.
• Virginia Plummer supervised an undergraduate student intern seeking to gain experience in working with substance abuse prevention efforts in a college setting.
• Carol Kelly supervised a graduate public health student intern conducting a needs assessment and nutrition education outreach for a specific subpopulation of students on campus.
• Heather Zesiger advised a graduate student exploring best practices in college health instruction.
• Shirley Banks initiated a marketing study of the Anonymous HIV Testing Program.

Additional accomplishments
• Staff attended local and national professional development conferences: Southern College Health Association annual meeting (Carol Kelly and Shirley Banks, presenters); NASPA Strategies Conference on Reducing High Risk Alcohol Use On Campus (Heather Zesiger, Virginia Plummer, Willie Bannister); Mindfulness and Psychotherapy and NASPA conference on Men and Masculinities (Willie Bannister); Leadership Conference on the Prevention of Underage Drinking (Virginia Plummer); Georgia Dietetic Association (Carol Kelly), Georgia Women’s Policy Assembly (Shirley Banks).
• Heather Zesiger served as a Member-at-Large of the Health Promotion Section of the American College Health Association.
• Shirley Banks was recognized by the American Association of Sexuality Educators, Counselors, and Therapists (AASECT) as a Certified Sexuality Counselor. In order to gain credentials from AASECT, Shirley submitted documentation of extensive training and counseling experience and letters of endorsement from colleagues.
• Heather Zesiger received the New Professional Honor in the Administrative Category at the 2007 Annual Campus Life Awards of Service ceremony.
• Staff offered programs and trainings to off-campus and community partners including The Weber School, the DeKalb Rape Crisis Center, Agnes Scott College, Georgia State University, Metropolitan Counseling Services, Atlanta chapter of AASECT.

A complete list of awards and recognitions received by department staff in 2006-2007 can be found online at www.emory.edu/UHS/H_Edhome.htm.
EUSHS Goals and Results for 2006-07

✓ Successfully complete our AAAHC re-accreditation in December 2006.

Achieved: EUSHS completed a successful December 2006 AAAHC re-accreditation. We received a full 3-year accreditation and substantial compliance in all areas of AAAHC standards. This is our biggest EUSHS accomplishment of 2006-07.

✓ Successfully weather the institution of the campus-wide mandatory insurance with hard waiver requirement for Fall 2006.

Achieved: There were a number of significant problems encountered in instituting the Fall 2006 mandatory insurance requirement for all Emory students. However, we learned a great deal from problems encountered in the first year, and we have used this experience to guide planning for 2007-08 and beyond. In addition, we completed the Fall 2006 process without complaints reaching the offices of the Senior Vice President or the President, which we feel is a significant accomplishment. We are very happy with the new internal Emory PeopleSoft/OPUS website for the mandatory insurance waiver/enrollment process in 2007-08 and beyond.

✓ Successfully meet the anticipated increase in patient utilization without a significant impact upon patient satisfaction and campus image.

Achieved: Because our IT system (PCN) crashed and became unreliable in 2006-07, it is unclear to us whether we had an increase in primary care patient volume or not. Unfortunately, we cannot trust our 2006-07 patient care numbers. However, we were able to keep up with the addition of a 0.5 FTE internist (Catherine Dekle, MD) and a 0.6 FTE travel and immunization nurse (Marlene Tessler, RN).

✓ 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.

Achieved: President Wagner allocated significant financial resources from the Strategic Initiatives Fund to provide two years of “bridge funding” for these important recommendations. In 2006-07, $108,500 was used to fund an additional 1.0 FTE Alcohol and Other Drug Counselor, additional post-doctoral psychologist
coverage and temporary “crisis time” counselors for the Counseling Center, a marketing and “anti-stigma” video for Student Health and Counseling Services, and Titanium, a Counseling Center practice management and medical records system that will allow us to benchmark and compare statistical data and trends with student counseling centers across the country.

In 2007-08, the President has increased his support to $294,400, which will continue the AOD counselor and post-doctoral psychologist funding, as well as add an additional 0.4 FTE psychiatry 4th year senior resident, a 1.0 FTE psychologist with expertise in outreach to and treatment of international students and students of color, a 1.0 FTE health educator shared between Student Health Services and the Faculty Staff Assistance Program (to focus on community-wide issues), a 0.5 FTE clinical psychologist, support for two unfunded psychologist post-doctoral positions and a 0.5 FTE medical records assistant for the Counseling Center. In Summer 2008, we will also be assuming the funding of the online alcohol education program, Alcohol.edu, for all incoming freshmen (including Oxford College) and interested parents.

At this time, it appears hopeful that we will win approval of a Student Health and Counseling Fee for all students, which will then fund these program and personnel additions, as well as additional needed programs and personnel, in 2008-09 and subsequent years.

✔ **Continuing our efforts to create awareness and support for a joint building space for Student Health and Counseling Services.**

**Progress Made:** We worked hard to keep recognition of our need for a joint building space on the “Master Plan front burner.” However, as the year drew to a close, it appeared that we would no longer be consolidating our services in the 1525 Clifton Road Building, as noted in the Master Plan. Our future location is still unclear but we have been able to keep the conversation going with members of the Cabinet.

✔ **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.**

**Progress Made:** Utilization of MedBuddy-U continued to grow in 2006-07. By August 2007, over 12,800 Emory students had enrolled as MedBuddy users and we had over 38,000 online patient interactions (18,500 appointment requests, 11,200 prescription refills, 2,500 EasyVisits and 6,500 Ask the Nurse/Provider) through the system. We have also done thousands of secure, HIPAA-compliant emails through the system. Counseling Center providers were added to the MedBuddy-U Ask the Nurse/Provider list in 2006-07. However, with a new practice management system (Phoenix) in 2006-07 and the likely advent of another new practice management system (Titanium) at the Counseling Center in 2007-08, we decided to not implement appointment scheduling via MedBuddy-U at the Counseling Center.
✓ **Continue to update and improve the EUSHS websites.**

**Progress Made:** We continued to make improvements in the EUSHS website and we feel that our content is very strong and broad-based. In 2007-08, we hope to move to a website home page and overall design that is less cluttered and more consistent with the web design plan for the Division of Campus Life.

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

**Achieved:** Our patient and programming attendee satisfaction measurements continue to show both good overall student satisfaction with our services and areas of needed improvement. In 2007-08, we will be concentrating as an organization and as individuals on customer service.
Quality Assurance/Total Quality Improvement Program

In 2006-07, 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 2006-07 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
- Biannual Town Hall Meetings and biweekly Core Group Meetings
- QA Follow-up Study on the Use of Office Spirometry for the Diagnosis and Management of Asthma, October 2006
- First (M1) and Second (M2) Year Medical Student Patient Satisfaction Survey, Follow-up Study, Fall 2006
- Patient Satisfaction Survey, October 2006
- Evaluation of the National College Health Assessment Emory Survey, Spring 2006
- HIPAA Information Technology Risk Assessment, December 2006
- Health and Nutrition Outreach to the Candler School of Theology: An Assessment, Spring 2007
- QA Study on the Screening for Eating Disorders in Primary Care Student Health Setting, April 2007
- Campus Life Learning Outcomes Assessment, Student Health and Health Education and Promotion, spring 2007
- Benchmarking Survey: The American College Health Association Pap Smear and STI Study
Table 1: Summary of Primary Care Patient Medical Visits

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2005-06</th>
<th>2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to primary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>care providers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(excludes nursing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>visits, psychiatry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and specialist</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>consultants)</td>
<td>14,418</td>
<td>15,554</td>
<td>15,176</td>
</tr>
</tbody>
</table>

Notes: The number of EUSHS primary care visits “decreased” by 2.5% in 2006-07. However, severe problems with the PCN system have made our 2006-07 data unreliable. EUSHS anticipates a significant improvement in our ability to count patient care visits after the installation of the Point and Click practice management system in Spring 2008.
Table 2: Influenza Immunizations

<table>
<thead>
<tr>
<th>Immunizations</th>
<th>2005-06</th>
<th>2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza – Faculty/Staff/Students</td>
<td>4,100</td>
<td>5,100</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 in 2004-05, with a 63% decrease in flu shots given. However, in 2005-06, the number of flu shots rebounded and in 2006-07 we saw another 24% increase in flu shots given.
Table 3: Medical Information Line and MedBuddy-U

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2005-06</th>
<th>2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Information Line (# of calls during office hours)</td>
<td>1,301</td>
<td>1,377</td>
<td>1,246</td>
</tr>
<tr>
<td>MedBuddy-U (Ask the Nurse/Healthcare Provider and EasyVisits)</td>
<td>2,337</td>
<td>3,492</td>
<td>3,145</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,638</strong></td>
<td><strong>4,869</strong></td>
<td><strong>4,391</strong></td>
</tr>
</tbody>
</table>

Notes: Students once again utilized the internet-based method of communication more than telephone in 2006-07, with MedBuddy-U Ask the Nurse/Healthcare Provider and EasyVisit on line communications exceeding nursing telephone contacts by 152%.

The numbers above do not include after-hours and weekend calls to our on-call EUSHS physicians, who are often quite busy. However, in 2006-07, it was once again our impression that the number of after-hours calls decreased due to MedBuddy-U.
Table 4: Psychiatry Services at EUSHS

<table>
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<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Visits to Psychiatry Services</td>
<td>1,782</td>
<td>2,315</td>
<td>2,303</td>
<td>2,271</td>
</tr>
</tbody>
</table>

Notes: Utilization of psychiatry services remained high in 2006-07. However, we once again have a lack of confidence in our patient care totals (due to the PCN “meltdown” in Fall 2006) and we feel that our 2006-07 numbers do not accurately reflect total patient care utilization.
Table 5: Health Education and Promotion: Clinical Visits for 2006-2007

Clinical Health Education Visits 2006-2007

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>2002-03</th>
<th>2003-04</th>
<th>2004-05</th>
<th>2005-06</th>
<th>2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous Testing Program and Sexual Health Counseling</td>
<td>439</td>
<td>259</td>
<td>209</td>
<td>172</td>
<td>136</td>
</tr>
<tr>
<td>Nutrition Counseling</td>
<td>341</td>
<td>387</td>
<td>767</td>
<td>617</td>
<td>539</td>
</tr>
<tr>
<td>Alcohol and Substance Abuse Counseling</td>
<td>62</td>
<td>103</td>
<td>180</td>
<td>149</td>
<td>189</td>
</tr>
<tr>
<td>Total Health Ed Clinical Visits</td>
<td>842</td>
<td>749</td>
<td>1,156</td>
<td>938</td>
<td>864</td>
</tr>
</tbody>
</table>
Clinical Providers and Nurses

Michael Allan, MD  
Director of Clinical Provider Services

Ann Bryant, RN  
Staff Nurse

Linda Cousins, LPN  
Licensed Practical Nurse

Catherine Dekle, MD  
Internal Medicine

Tracy Evans, LPN  
Licensed Practical Nurse

Kathryn K. Foley, MSN FNP  
Family Nurse Practitioner

Molly Fraher, MSN, FNP  
Adult Nurse Practitioner

Aliza Griffin, LPN  
Licensed Practical Nurse

Michael J. Huey, MD  
Executive Director

Ray N. Jarvis, PA-C  
Physician Assistant

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

Dawn McJenkin, RN  
Staff Nurse

Dawn R. Mielke, MD  
Emergency Medicine

Molly Mitchell, RN  
Staff Nurse

J. David Moore, MD  
Psychiatry

Judith Ntifo, LPN  
Licensed Practical Nurse

Carol G. Rappaport, MD  
Family Medicine

Manisha Shroff, MD  
Psychiatrist

Marlene Tessler, RN  
Staff Nurse

Gertrude Thompson, BSN, RN  
Director of Nursing Services

Terry Winchester, RN  
Staff Nurse
Building a Healthier Student Body, Mind
and Spirit

2006-07 EUSHS Staff (continued)

**Health Education and Promotion**

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

Corey Anderson, MA
Administrative Assistant

Willie Bannister, LPC
Substance Abuse Counselor

Shirley M. Banks, CSC
Sexuality Counselor and Health Educator

Carol Kelly, RD, LD
Coordinator and Nutritionist

Virginia Plummer, LMSW
Coordinator and Substance Abuse Counselor

**Administrative Staff**

Tamika Bailey
Patient Scheduler

Sandra Cloud
Patient Scheduler

Shana Edgar
Medical Records Assistant

Beverly Hill
Patient Scheduler

Jacqueline Huley
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Medical Records Assistant
Emory University Student Counseling Center Annual Report:  
2006-2007  
Submitted by: Mark McLeod, Ph.D., Director

**SUMMARY**

The mission statement of the Emory Student Counseling Center (EUCC) prioritizes both prevention and treatment. This past year, our staff continued to focus prevention and intervention strategies on our most deadly problems: suicides, sexual assaults, eating disorders, and alcohol and drug related problems. Major components of these services continued to include providing suicide prevention education, sexual assault education and education on eating disorders for the required Health 101 class, as well as organizing and implementing Emory’s body awareness week. This past year prevention and outreach efforts were expanded and consolidated with the following offices: Office of Multicultural Programs and Services, International Students and Scholars Program, and the Women’s Center. Continuing and expanding these important relationships will depend upon future staffing levels.

Funding from the President’s office resulted in the addition of a new psychologist position: Dr. Jane Yang, who is the Center’s first Outreach Coordinator. Dr. Yang brings much needed expertise in the area of outreach and education for Asian students, an underserved population targeted by the Mental Health Task Force. Money from the Office of the President was also used to produce the first video for Student Health and Counseling Services. The four minute video, which highlights the diversity of our staff, is designed to reduce stigma and to make it easier for students to seek help for all services offered by Student Health and Counseling, but especially counseling services, which is most stigmatizing in many cultures.

The results of these interventions were evident in a 20% increase in the number of requests for services at the Counseling Center compared to the previous year, at that time our busiest year ever. These kinds of increases were predicted by the President’s Mental Health Task Force which also provides a blueprint for increasing resources to meet those needs. In the short run, however, there may be resource shortages, uncomfortable delays in service and increasing stress upon professional staff. For example, 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.
Going forward, the Counseling Center, as part of the Emory Student Health and Counseling Services, will proceed with implementation of the recommendations of the two Presidential task forces, the Mental Health Task Force and the Alcohol and Drug Task Force. To assist in implementation of the task force recommendations this past year, the President’s Office provided additional funds to Student Health and Counseling contingent upon the development of a plan to provide funding from other sources after a 3 year period. This funding, via a student health and counseling fee, has been approved for Fall 2008 subject to formal approval by the Trustees.

An important recommendation from both task forces is that intervention and service strategies be evaluated for their impact and effectiveness. To this end, the Counseling Center will continue to assess programs and services. Significant new assessment strategies include participation in the Healthy Minds Study that is being implemented nationally through the University of Michigan Depression Center. We hope that our participation will allow Emory to compare our mental health and wellness challenges to other similar institutions as well as to give us a rough estimate of changes over time. In conjunction with the Faculty Staff Assistance Program, the Counseling Center has begun running focus groups with faculty, staff and students to get their feedback and ideas about the recommendations made by the Mental Health Task Force. We plan to run most of the focus groups during Fall Semester 2007. In addition, we plan to convene a small committee, including representatives from the School of Public Health and CDC, to assist in implementation and assessment of our anti-stigma campaign. Finally, this past year preparation was made for a research project that will assess students’ perceptions and expectations of counseling and how this may impact outcome. We hope that this research will provide data that we can use to better meet the needs of underserved students.

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. Assuming the health and wellness fee is implemented as planned, the biggest hurdle to meeting these challenges will be finding an appropriately accessible site to house all the professionals that make up the Student Health and Counseling Service.

**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 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.

3. Ongoing programs to reduce stigma will increase requests for services. In the future, additional funding will be needed to meet this increasing demand.
EUSHS Goals for 2007-08

Proposed Emory University Student Health Services goals for 2007-08 include:

- With the assistance of the new EUSHS Associate Director of Finance, continue the process of a major redesign/improvement of EUSHS financial management, including accounts receivable management and third party billing and collections.
- Gain final approval for a new information technology/practice management system (Point and Click Solutions) and successfully implement the system in Spring 2008.
- Continue to implement the recommendations of the President’s Task Forces on Alcohol and Other Drugs and Mental Health, appropriately utilizing the 2007-08 $294,500 budget from the President’s Strategic Initiatives Fund to make a positive impact upon these important campus issues/problems.
- Continue the successful management of and improvements to campus-wide mandatory insurance with hard waiver requirement for Fall 2007 and beyond.
- Successfully implement the redesigned Sexual Assault Prevention, Education and Response Program in the EUSHS Department of Health Education and Promotion.
- Continue to update and improve the EUSHS websites, with adoption of the new Division of Campus Life design standards in 2007-08, while continuing to maintain and expand usable, high quality content for our students and parents.
- Further increase student satisfaction with our patient care, counseling services and programming activities and gain increasing positive visibility in the student media.
- Continue our efforts to create awareness and support for a joint building space for Student Health and Counseling Services. Seek to improve the EUSHS office space crisis by occupying the former Government Affairs office space in Fall 2007.