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Mission Statement

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.

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).
Significant EUSHCS Achievements in 2007-08

Significant EUSHCS accomplishments in 2007-08 included:

- Gained Board of Trustee approval of the Mental Health and Counseling Fee for Fall 2008 and beyond. This fee will realize $1.2-1.3 million in additional revenue in 2008-09 to support mental health programs and personnel at the Counseling Center and Student Health and is a major step forward in our efforts in this critically important area. This is our biggest EUSHCS accomplishment of 2007-08.

- Installed two new practice management and electronic medical records IT system, Point and Click and Titanium, and dealt with a myriad of large and small issues during the installation and training. Hired a dedicated IT support staff for Student Health and Counseling Services.

- Dealt with EUSHCS's complex financial situation with the assistance of the new Associate Director of Finance and the Campus Life CFO. At the end of the 2007-08 fiscal year, EUSHCS appears to be on a far more solid financial footing, with many improved systems and controls in place.

- EUSHCS staff continued to provide high quality outpatient healthcare, specialty care, counseling and psychiatry services and health education and promotion services to Emory students.

- Evaluated the mandatory insurance waiver process in Fall 2008 and, with the PeopleSoft team, used assessment results to further improve and refine the OPUS based mandatory insurance waiver process. The survey showed that a significant majority of students and parents agreed with the insurance requirement, which we feel validates our hard work and information plan.

- Managed a successful (and fortunately far less utilized) student health insurance requirement appeals process in Fall 2007.
Continued an active Quality Assurance/Total Quality Improvement program, including participation in the new Campus Life Assessment Project. QA/TQI studies in 2007-08 included:

- Approach to Cigarette Smoking Intervention Services at EUSHS, parts 1 and 2
- Assessing Improvements to the Mandatory Insurance Waiver Process
- Development and Evaluation of the SleepWell @ Emory Mini-Course
- Annual Residence Life Staff Survey and Needs Assessment
- LGBTQ Customer Service and Needs Assessment Survey
- Residence Life Bulletin Board Kits Satisfaction Survey
- Breast Self Examination Study (ongoing)
- Counseling Center assessment of patient satisfaction over a two week period during Fall and Spring semesters 2007-08.
- 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

- Successfully negotiated a 2008-09 one-year extension of the Aetna Student Health Insurance Plan.
- Hired a new Sexual Assault Prevention and Education health educator and successfully transitioned the program to Health Education and Promotion.
- With the help and guidance of Campus Life IT Services, successfully launched the new EUSHCS joint web site.
- Achieved a short-term improvement in the EUSHCS office space crisis by occupying the former Government Affairs office space in the 1525 Clifton Road Building in Fall 2007.
- Worked to further implement many of the recommendations of the President’s Task Forces on Alcohol and Other Drugs and Mental Health.
- EUSHCS staff members once again actively participated in the teaching mission of the university, helping to strengthen the connection between Campus Life and Academic Life. Health Education and Promotion continued to partner with Residence Life, the Office of Student Conduct, the Orientation program and with the Office of Multicultural Programs and Services for their annual trainings for student leaders.
- Health Education and Promotion staff reached over 8363 students, 310 staff, 63 faculty and 133 other campus constituents via 150 programs for residence halls, sorority and fraternity chapters, athletic teams and other student organizations and classes as well as through 56 campus-wide campaigns and awareness events.
- Continued to provide travel consultations and immunization services to hundreds of Emory students, including providing nearly 1,300 HPV vaccinations to female students.
- Worked with the Faculty Staff Assistance Program to coordinate another successful 2007 campus Flu Shot Vaccine Campaign, giving over 5,000 flu shots to students, faculty, staff and community members.
- Hosted a successful LGBT Safe Space training/retraining of all Student Health staff.
- Participated in Emory’s Enterprise Risk Management process, as a process owner for 3 of the 55 identified risks.
- Executive Director participated on the Emory Committee to Respond to the Virginia Tech Recommendations, the LCME Accreditation Renewal Committee for the School of Medicine, the Emory Energy Audit Committee, and the Emory Employee Health Clinic Feasibility Committee.
- Continued our collaboration with the Emory Vaccine Center on a research project studying the effectiveness of Mumps vaccine in providing long-term immunity in college students (ongoing, IRB approved and have received grant funding).
- Heather Zesiger was honored with the American College Health Association’s Affiliate New Professional Award at their annual meeting in June 2008. She was also elected chair-elect of the American College Health Association’s Health Promotion section.
- For additional Counseling Center accomplishments for 2007-08, see the Counseling Center Annual report on Page 13.
Clinical Provider Accomplishments 2007-08

In 2007-08, 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 356 hours of continuing medical education
- Participation in campus health promotion programs and orientation sessions
- Giving lectures to the athletic training staff and students at the Rollins School of Public Health. Kathy Foley presented a talk on eating disorders at the School of Nursing. Lisa Lefkovits spoke during Body Acceptance Week on medical complications of eating disorders, and she lectured at the Center for Women on nutrition and cancer prevention
- Service on campus wide committees such as The Sexual Assault Advisory Board, The Student Health Insurance Advisory Committee, the Eating Disorders Solutions Team, the School of Medicine LCME Accreditation Renewal Committee, and the Emory Energy Audit Committee
- Updating the EUSHCS website, including a major revision in the spring of 2008.
- Involvement in quality assurance activities such as quarterly peer reviews and quality improvement studies concerning smoking cessation services and screening for eating disorders. EUSHCS 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.
- Mike Huey served on the faculty for the M2 physical examination skills courses and continues to volunteer for the Campus Life and School of Medicine Mentor programs.
- Lisa Lefkovits passed her re-certification exam for the American Board of Internal Medicine.
• Mike Huey continues to serve as Team Physician for Emory University varsity athletics.
• Ray Jarvis taught the American Heart Association CPR certification course to ten members of the EUSHS medical staff.
• Kathy Foley completed the Emory University School of Nursing Post-Master Teaching Certification Program.
• Michael Huey attended the Southern College Health Association Annual Meeting where he presented three lectures.
Nursing Staff Accomplishments 2007-08

In 2007-08, EUSHS nursing staff continued to focus on providing high quality patient-centered nursing services. Accomplishments include:

- Provided nursing support to the provider staff in primary care, gynecology, colposcopy, and dermatology, preparing patients for exams and assisting with procedures.
- Provided critical nurse advice communicating with many students via MIL, MedbuddyU, and Ask a Nurse.
- Administered 1293 HPV vaccines (vaccine to reduce the risk of cervical cancer) through the immunization clinic.
- Provided allergy shots to 60 students receiving desensitization therapy from outside providers.
- Coordinated and managed follow-up and tracking for 1634 pap smears and 89 colposcopies.
- Provided Travel Consultations and Immunizations to hundreds of students through the Allergy and Immunization Clinic assisting with their out of country travel needs.
- Continue to maintain and improve the Contraceptive program providing a variety of method at a discount.
- Participated in the launching of the new EUSHS practice management system, Point and Click, and refining policies and procedures.
- The nursing staff contributed to the Campus Life Learning Objective Assessment Plan by implementing the Breast Self Examination Study, which is on-going.
- Continue to contribute to the developing and updating of policies for the Policy and Procedure Manual and the Infection Control and Safety Manual.
- Coordinated and implemented another successful Flu Shot Campaign giving 5067 shots to students, faculty and the community, and a Meningitis vaccine clinic at Freshman Orientation August of 2008.
- The nurses participated in EUSHS Nursing Peer Review and QA/TQI activities, including assessment of treatment outcomes, and met all standards.
- The nursing staff participates on several committees. Executive, Safety, Women Health and Core group.
- A member of nursing staff completed requirement to become a Parish Nurse (Dawn McJenkin). Also, the nurses attended many educational in-house in-services, lectures and peer group meeting.
Health Education and Promotion Department Accomplishments

Introduction
In 2007-2008, the Health Education and Promotion Department continued expanding its programs and services to support the academic and personal development of Emory students and to increase health-enhancing opportunities across campus. The department welcomed two new staff members: Aline Jesus Rafi, coordinator of sexual assault prevention education and response, joined the team in August and Alyssa Lederer, health educator (dually appointed to FSAP) joined us in June. Alexandra Vinson served as our RHD Fellow for 2007-2008.

Collaborations with campus partners
Students benefit from an interdisciplinary web of support and on a university campus, all doors may lead to health. We support the work of other front-line staff and faculty as well as peer leaders in responding to student needs for information, skills and consultations.

- Department staff participated on search committees and in interviews for three campus life positions, three additional university positions and for two departmental positions
- We continued to partner with Residence Life, the Office of Student Conduct, the Orientation program and with the Office of Multicultural Programs and Services for their annual trainings for student leaders.
- Willie Bannister, LPC, alcohol and other substance abuse prevention counselor, met with every varsity athletic team to discuss resources on campus
- Departmental staff teamed up with Learning Services to offer an end of semester study break in Emory College

(L-R) Alexandra Vinson, Virginia Plummer, Aline Jesus Rafi, Shirley Banks, Heather Zesiger, Carol Kelly, Corey Anderson, Willie Bannister, not pictured Alyssa Lederer
• Aline Jesus Rafi collaborated with health services personnel at Oxford College to share technical assistance in sexual assault prevention and response
• Aline Jesus Rafi and Virginia Plummer, LCSW, coordinator of alcohol and substance abuse prevention services met several times with a fraternity chapter interested in learning more about moderate substance use and sexual assault prevention efforts
• Aline Jesus Rafi and the Emory Police Department provided a training for Emory University Hospital ER staff on sexual assault response and protocol
• Virginia Plummer and Carol Kelly, RD, LD, coordinator of nutrition education teamed up for several events at the School of Law
• Carol Kelly has an ongoing relationship with the women’s tennis team and with other athletes by request
• Aline Jesus Rafi, Heather Zesiger and Carol Kelly participated in the Health Careers Networking Night sponsored by the Career Center
• Several department staff collaborated with faculty member Kay Stewart as guest speakers in her nutrition and wellness classes
• Department staff participated in Orientation events for new students in all schools
• Carol Kelly initiated the “Health Ed minute,” an interdisciplinary showcase of student trends and health promotion topics at clinical provider and nursing peer group meetings
• Heather Zesiger and Shirley Banks coordinated revisions to the Safe Space training facilitated by Alex Vinson; this training is offered to all Student Health Services staff every two years
• Willie Bannister and Virginia Plummer participated in Safer Spring Break activities organized by the Emory Police Department Cadets
• Departmental staff responded to interview requests from journalism and film students
• Heather Zesiger collaborated with Susan Hogan, faculty member in Goizueta Business School, on a marketing class project
• Aline Jesus Rafi served on the President’s Commission on the Status of Women
• Shirley Banks was elected co-chair elect of the President’s Commission on Lesbian, Gay and Bisexual Concerns
• Virginia Plummer began her three year term of service as Chair of the University Senate’s committee on safety and security
• At the request of President Wagner, Aline Jesus Rafi drafted talking points to assist campus leaders in discussing the incidence and prevention of sexual assault
• Aline Jesus Rafi convenes two groups to advance her mission, the sexual assault consortium and the sexual assault advisory board
• Aline Jesus Rafi serves on the Executive Board of the Center for Women at Emory
• Willie Bannister and Aline Jesus Rafi collaborated with the Center for International Programs Abroad to provide information, skills trainings, resources and response services to students
Population and group-directed health initiatives
• Department staff reached over 8363 students, 310 staff, 63 faculty and 133 other campus constituents via 150 programs for residence halls, sorority and fraternity chapters, athletic teams and other student organizations and classes as well as through 56 campus-wide campaigns and awareness events.
• Carol Kelly continued to advise the Culinary Club
• Aline Jesus Rafi advised the Sexual Assault Awareness Greek Advocates and the Take Back the Night planning committee
• Willie Bannister served on the steering committee for AlcoholEdu, a population-based online alcohol information curriculum; 98% of the first-year class participated in this course
• Heather Zesiger piloted a new format for intentional programming in the residence halls with her SleepWell mini-course
• Departmental staff collaborated on new website content to coincide with the launch of the new, combined URL: studenthealth.emory.edu
• Shirley Banks developed a proposal for a pilot project to offer increased campus opportunities for mindfulness practice groups; her project is an evidence-based response to students’ needs for increased stress management skills
• Shirley Banks coordinated podcast development by departmental staff
• The department launched a fan site on Facebook.com to reach students with health promotion resources and events
• Aline Jesus Rafi designed and distributed a revised brochure on sexual assault prevention education and response resources on campus
• Departmental staff began to formally include sustainability concepts in our programming and outreach including participation in Earth Day, the food labeling committee and expansion of the healthy steps campaign
• Aline Jesus Rafi worked with several student groups and campus departments to bring Alan Berkowitz to campus to speak on being a social justice ally and combating sexual violence
• Aline Jesus Rafi hosted the 7th Annual Symposium on Campus Sexual Assault Prevention at Emory featuring a keynote address about sexual violence as a public health concern
• Aline Jesus Rafi wrote an invited op-ed piece for The Emory Wheel, responding to a series of attacks on men and women on campuses nationwide
• Heather Zesiger co-facilitated a workshop on confronting homophobia, sponsored by Emory Pride
• Shirley Banks and Aline Jesus Rafi participated in a call-in radio show about sex and relationships on WMRE during the week of Valentine’s Day
• Shirley Banks convened peers nationwide over the internet to explore comprehensive approaches to sexuality education in a university setting
• Staff participated in the inaugural Synergyville Carnival
• Willie Bannister and Virginia Plummer revised the risk-reduction class curriculum to encompass more varied instructional methods and best-practices based on student input and review of the literature
• Alexandra Vinson wrote several quality assurance reports analyzing many programmatic areas including revisions to the Safe Space training, partnerships with Residence Life, the cocaethylene campaign, the Stall Street Journals series, and an LGBT student customer satisfaction survey
• Alexandra Vinson collaborated with departmental staff to develop a new graphic representing the combined Student Health and Counseling Services and our “Be Well, Excel” slogan.

Individual student services
• Department staff provided over 900 clinical and consultative sessions with clients seeking assistance with health concerns related to nutrition, substance use, sexual violence, sexual health, anonymous HIV testing, improving sleep, and reducing stress. Staff also met informally with students seeking help with class projects, interviews, theses, and career development.
• To place a greater emphasis on prevention education and outreach, the sexual assault prevention education and response services area moved under the auspices of Health Education and Promotion in summer 2007
• Shirley Banks completed a marketing survey of the anonymous HIV testing program (ATP); results will be used to expand marketing strategies and to reach potentially underserved populations on campus

Additional accomplishments and community service
• Shirley Banks received a Prolific Professional award at the Campus Life Administrative Staff meeting in fall 2007 for her certification as a Sexuality Counselor
• Virginia Plummer passed the LCSW certification exam in summer 2008 and is recognized by the State of Georgia as a licensed clinical social worker (she was previously a licensed masters social worker)
• Willie Bannister was honored as a New Professional at the Campus Life Awards luncheon in May 2008; he was recognized for his successful transition to student affairs from his previous position at a community-based organization
• Heather Zesiger was honored with the American College Health Association’s Affiliate New Professional Award at their annual meeting in June 2008
• Heather Zesiger was elected chair-elect of the American College Health Association’s Health Promotion section
• Corey Anderson was recognized for 10 years of service to Emory at the Campus Life Awards luncheon in May 2008
• Heather Zesiger attended the NCBI welcoming diversity workshop in November 2007
• Heather Zesiger attended the second annual Emory-Georgia Tech Predictive Health symposium in December 2007
• Carol Kelly presented on a panel at the Georgia Athletic Trainers’ Association conference in winter 2008
• Shirley Banks and Aline Jesus Rafi volunteer at the Dekalb Rape Crisis Center as trainers and members of the speaker’s bureau
• Shirley Banks and Carol Kelly provided peer educator training at Agnes Scott College
• Aline Jesus Rafi served on the advisory board of Kennesaw State University’s Gender and Women’s Studies program
• Aline Jesus Rafi attended the Relationship Abuse Prevention Summit at Spelman College
• Shirley Banks performed in the Vagina Monologues
• Heather Zesiger attended the Emory Happiness Summit
• Virginia Plummer participated regularly in Toastmasters
• Virginia Plummer and Willie Bannister participated in the Mind and Life conference coinciding with the visit of his Holiness the Dalai Lama in October 2007
• Aline Jesus Rafi serves on the boards of Arte Sana, Ahimsa House, and Women Healing Women
• Shirley Banks serves on the board of Metropolitan Counseling Services
SUMMARY

While the mental health related challenges faced by our community remained extremely challenging during the 2007-08 academic year, the approval this spring by the Board of Trustees of the new Mental Health and Counseling Fee represented a milestone which will pay huge dividends for the students, faculty and staff of Emory University. This new revenue stream will allow Student Health and Counseling Services to dramatically improve efforts to reduce stigma associated with accessing mental health services, further increase and target efforts towards prevention and early identification of students at risk, and better provide timely brief mental health treatment and community referrals to students in need.

It is essential to note, however, that the full potential of the new fee can not be realized until the University fulfills its promise to provide a physical plant that can house all of Student Health and Counseling Services under one roof; one of the central recommendations of President Wagner’s Mental Health Task Force Report. The report clearly states that the kinds of mental health problems that our students face, e.g. depression and suicidal behaviors, potentially deadly eating disorders, alcohol and drug abuse and sexual assault, require the kind of interdisciplinary treatment that only a truly integrated facility can provide. As recommended by the task force, the new facility must be in a location that makes a statement to the community that the mental and physical health care of our students is truly a top priority, not an after-thought, and seen as part an essential part of the educational mission of the University. In fact, data collected last year clearly showed that students who sought counseling were experiencing significant academic problems and that their academic experiences were positively impacted by their time at the Counseling Center.

In addition to having a positive impact on academic problems, this past year our staff continued to focus prevention and intervention strategies on our most serious and potentially deadly problems: depression and suicide prevention, sexual assaults, eating disorders, and alcohol and drug related problems. Major components of these services again included providing education on suicide prevention, sexual assault and eating disorders for the required Health 101 class and
organizing and implementing Emory’s Body Acceptance week. This past year prevention and outreach efforts were expanded and consolidated with the Office of Multicultural Programs and Services, International Students and Scholars Program, and the Center for Women. 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 treatment, 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 this past year 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 mental health services, particularly counseling services, which are highly stigmatized in many cultures. The Counseling Center and the Provost’s Office together funded and produced our first video specifically aimed at educating faculty about their role as part of the University’s safety net for troubled students. The Center will continue to develop and evaluate strategies for reducing stigma, increasing knowledge about mental health resources and making them easier to access.

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 approval of the Mental Health and Counseling fee has already resulted in the hiring of new personnel, including a much needed new psychiatrist and a new psychologist with expertise in biofeedback and stress management. Again, the biggest hurdle to meeting future challenges will be finding an appropriately accessible site to house all the professionals that make up Student Health and Counseling Services.

ACCOMPLISHMENTS AND CHALLENGES

Highlights to Tables

CRISIS INTERVENTION

1. Crisis appointments during office hours continued to occur at a high rate of frequency (123). Each crisis represents our most urgent, and consequently, most time consuming service. 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, Emergency Room, academic offices and professional schools, private therapists, parents). The 123 crises during the year represented about 4 mental health crises per week during the academic year, putting a huge strain on the mental health care system at Emory University and on our professional staff.

2. Student hospitalizations for psychiatric emergencies (e.g. suicide, psychosis) remained at a very high level (30 as compared to 33 last year which is about a 50% increase from 4 years ago). Data from one of our assessment instruments, the OQ-45, estimates that 31%
of students using our services this year reported having had some kind of suicidal ideation, 10% checked having these thoughts more than rarely, and about 4% checked having these thoughts frequently.

3. Planning and coordination of emergency services and data keeping for mental health emergencies/crises continues to be managed through the Campus Life Crisis Committee, chaired by the Director of the Office of Student Conduct. The Counseling Center Director meets with the Crisis Committee regularly throughout the year.

4. The Counseling Center Director continued to participate in CEPAR’s evaluation of and response to Virginia Tech and is a member of the newly created Threat Assessment Team which serves as an important prevention, education and response resource for potentially dangerous situations occurring on campus.

CLINICAL SERVICES

1. This year we estimate that Center professional staff provided 6994 therapy hours, a 13% decrease compared to the previous year which had been our busiest year ever. The number of students seen also decreased from the previous year by about 14%, though it was still our second busiest year ever. We think that these decreases occurred when our two main on campus referral sources both stopped accepting referrals at one of our busiest times. (See #4 below), suggesting that the Counseling Center is an overused “hydraulic” system which can easily back up when one of its components does not work.

2. Despite increasing clinical challenges, data from our empirical behavioral rating questionnaire, the OQ-45, demonstrated the effectiveness of our services, indicating that of students who fit the definition of having a mental illness more than a third reported being in the non-clinical range after receiving treatment. And clients continued to report very positive subjective experiences at the Center as reported in Tables 15-17.

3. It is important to note that students who are referred out by the Counseling Center (usually around 15% of our clients) almost always report more negative counseling experiences than those seen at the Center. One of the Center’s goals for the coming year is to increase support to students while making referrals in order to decrease reports of negative experiences by these clients.

4. Last year the Counseling Center continued to purchase low cost services from the Psychological Center of Emory’s Psychology Department and from the Outpatient Psychiatric Training Program of Emory’s Psychiatry Department. The Counseling Center pays for students whose needs are not urgent, and who otherwise would have had to wait for therapy services. All three agencies have found the arrangement to be a positive one. Because both clinics reached their capacity and stopped accepting our referrals in November, the number of clinical hours provided through these on campus referrals was
significantly less than the previous year (340 last year vs. 526 in 2006-07 or a 36% decrease) as were the number of students served (52 last year vs. 82 in 2006-07).

5. Dr. Ben Stillman completed his first year as coordinator of the Counseling Center’s group therapy program. Groups continue to be the treatment of choice for many students and staff provided groups for students of color, eating disorders support groups, LGBT students, relationship focused psychotherapy groups and psycho-educational groups.

6. Under the direction of Dr. Pam Epps, the Counseling Center continued to run a nationally recognized internship program in psychology, accredited by the American Psychological Association, as well as an internship training program for social work graduate students. Interns and other trainees provide cost effective, high quality clinical services and educational programming to the Emory community. The Center also provides training in psychiatry and a practicum program for psychology graduate students attending Atlanta area doctoral programs, including Emory’s program in Clinical Psychology. This year, the Center’s Postdoctoral Fellowship was expanded, and was accepted for membership in APPIC, the national organization which oversees psychology internship and postdoctoral training.

7. The Counseling Center’s new patient management software, Titanium, was purchased and installed during spring, 08. Titanium is widely used by University Counseling Centers across the country, will allow us to benchmark with other centers, and should provide us with far more detailed information for future reports.

PREVENTION AND OUTREACH

1. This year, in conjunction with the Provost’s Office, the Counseling Center produced a video, *Students at Risk*, to educate faculty about their role as gatekeepers. *Students at Risk* has been positively tested at the Nursing School and is available for viewing on line. The Center now has three important videos used throughout the year to introduce students to our services (Student Health and Counseling Introductory Video), educate faculty about their role as gatekeepers (*Students at Risk*) and educate students about depression and suicide (*The Truth About Suicide*).

2. The Counseling Center’s most important outreach program continued to be our formal mental health consultation program with Residence Life and with Greek Life (See Table 10). The significant investment in this relationship continues to pay huge dividends in terms of early identification and treatment of troubled students, as well as educational and prevention oriented programming in the Residence Halls. The relationship between Residence Life and the Counseling Center, along with Campus Ministry, which is uniquely strong at Emory, continues to help us deal effectively with crises and tragedies when they occur.
3. Center staff provided important educational, prevention focused workshops, over 219 workshops impacting 7616 participants. Beneficiaries of Counseling Center workshops include every academic unit on campus and their students, faculty and staff. The number of workshops increased 80% over the previous year in part due to the dedicated work of our new Outreach Coordinator, Dr. Jane Yang.

4. The Counseling Center maintained a strong commitment to training and supervising important student educational and paraprofessional groups such as Helpline, and Active Minds. In addition to providing help to the Emory University community, these students, particularly Helpline volunteers, often report that learning how to help others is one of their most meaningful and important college experiences. These groups will need additional institutional support in the future; space being a high priority. Currently the Office of Residence Life provides space for Helpline (See Table 11 for Helpline statistics).

5. This past year Dr. Yang worked to further develop our consultation relationships with the Office of Multicultural Programs and Services and the International Scholars and Students Program (See Table 12). Dr. Yang has expertise in working with international students and a specialty in work with Asian American students, both identified as underserved students.

6. Counseling Center staff continued formal consultation with the Office for Undergraduate Education concerning academic progress and withdrawal or readmission of students with mental health issues.

7. Once again this year psychology interns spent 1 to 2 hours per week at the Center for Women providing mental health consultation (See Table 13).

8. In addition to these more formal consultation arrangements, staff made hundreds of consultations throughout the year with faculty, staff, students, parents and administrators from every part of the University. These consultation contacts ranged from routine information and referrals to helping with emergency situations such as potentially suicidal or violent behavior.

9. Dr. Cynthia Whitehead-LaBoo, with the assistance of our colleagues from Student Health, organized Emory’s Body Acceptance week. Attendance this year remained high with 565 people attending the events.

10. The Mental Health Task Force report envisions strong connections between Student Health and Counseling and the various academic units of the university. While these connections will be far easier to make once we are in one centrally located building, we are already moving in that direction via:
a. Participating with the Department of Psychiatry in a web based intervention program sponsored by the American Foundation for Suicide Prevention.

b. Sharing an appointment with the Psychology Department. Dr. Linda Craighead has used her dual appointment in Psychology and the Counseling Center to increase Psychology Department participation in the Counseling Center’s practicum program. She has combined research in eating disorders with service and training at the Center. She also continues to provide supervision to Counseling Center interns and post-docs.

c. Ongoing research collaboration with colleagues in the Center for International Programs Abroad examining the impact of the study abroad experience on college students.

11. The Mental Health Task Force Report also envisioned strong connections between Student Health and Counseling Services and Emory’s Faculty Staff Assistance Program. The connection between these two units is exemplified by the sharing of two postdoctoral psychology positions (.8FTE Counseling Center and .2FTE FSAP) and a new psychiatry position (.9FTE Counseling Center and .1FTE FSAP).

**ASSESSMENT**

The Counseling Center engages in a wide range of assessment procedures to ensure the effectiveness of our programs and services. Many of these have already been mentioned and appear in the tables section of this report. This past year (2007-08) Dr. Whitehead-LaBoo guided the assessment activities which were coordinated with the overall Campus Life assessment plan. They included:

a. Use of the OQ-45 to examine patient symptom relief and improvement.

b. Written evaluation of the movie, *The Truth About Suicide*, shown to all sections of the Health Ed class (Table 16).

c. An assessment of patient satisfaction over a two week period during fall and spring semester (Table 15).

This coming year (2008-09) Dr. LaBoo will again coordinate the following assessment activities with the with Campus Life’s assessment plan:

a. Use a new improved instrument specifically designed for college counseling centers, the CCAPS, to assess patient outcome;

b. Obtain formal written evaluations of “Students at Risk” our new movie designed to train faculty about their role in helping to identify and refer students at risk.

**SHORT AND LONG TERM GOALS**
1. Relatively recent administrative and funding changes and opportunities are already paying large dividends in the area of mental health prevention and intervention at Emory University. However, it is clear that dividends are severely limited by an inadequate physical plant, e.g. a centrally located physical space large enough to house both Student Health Service and Counseling Center as recommended by the President’s Mental Health Task Force and by the Campus Life Strategic Plan.

2. Ongoing programs to reduce stigma will increase requests for services and the need for additional professional staff (See Table 17 which is a 4 year plan for increasing resources per recommendations of the Mental Health Task Force). Current space limitations do not allow for any new hires at this time. Consequently, in the short-term additional space that does not involve housing both Student Health and Counseling under one roof will be necessary. It is critical to note that short-term solutions to the need for additional space do not preclude the critical need for space to house both service units in one facility.

3. The Counseling Center will continue to develop connections with faculty and with academic departments related to teaching, research, program assessment and the provision of clinical services for students on our waiting list. The potential for greater linkages with academic departments through interdisciplinary training, service and research will be greatly enhanced when Student Health and Counseling Services is under one roof.
EUSHS Goals and Results for 2007-08

Emory University Student Health Services goals for 2007-08, and progress made towards accomplishment of those goals, included (for Counseling Center goals and results, please see Counseling Center Annual Report on Page 13):

- 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.

  Achieved: EUSHS used much of the bad debt account (created by Campus Life at the end of 2006-07) to eliminate uncollectible student accounts (some dating back more than a decade and languishing in the old PCN system) and “zero out” the AR cash clearing account. The PCN system was emptied of all accounts and closed by mid-Spring semester 2008, which was a tremendous step forward and a significant relief. Many errors from previous years were identified and corrected, and some difficult lessons were learned.

  EUSHS also made significant strides in third party billing and collections, becoming preferred providers under all Aetna plans, which accounts for 70-75% of all of our insurance claims (Aetna Student Health plan, Aetna Emory employee plans and other commercial Aetna plans throughout the country). We also instituted electronic billing to Aetna, another major step forward, which will speed claims payment and reduce errors.

  In 2007-08, EUSHS billed more than $1.8 million in patient care charges, exceeding our previous record (2006-07) by more than $300,000. As a result of all of the above, EUSHS finished 2007-08 financially “in the black.” Given where we started, this was a major accomplishment, most of which was due to the expertise of the Associate Director of Finance, Ann Poston, MBA, CPA and our Campus Life colleagues, Roland Witter and Eric Bymaster. We are grateful to all three for their hard work and expertise in 2007-08.

- Gain final approval for a new information technology/practice management system (Point and Click Solutions) and successfully implement the system in Spring 2008.

  Achieved: EUSHS implemented the new Point and Click system on February 27, 2008 and progressively closed out the antiquated PCN system over the Spring Semester.
Over the course of the spring and summer, we made great strides in staff training and expertise and charge capture improved substantially. This process was also facilitated by the hiring of the first IT technologist dedicated to Student Health and Counseling Services, Nick Weber. There is much work left to do before we reach full utilization of the Point and Click system, including the electronic medical record, but we have made great strides.

✓ 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.

Achieved: Significant progress was made in the implementation of the recommendations made by the President’s Task Forces on Alcohol and Other Drugs and Mental Health in 2007-08. President’s Strategic Initiatives funding was used for a wide variety of personnel and programs, including:

- Salary and benefits for a second AOD counselor (Willie Bannister)
- Alcohol.edu for all first year students at Emory College and Oxford College
- The Titanium electronic records system for the Counseling Center and needed primary and back-up servers.
- A new community health educator 0.5 FTE at EUSHS and 0.5 FTE at FSAP (Alyssa Lederer, arrived in July 2008)
- Outreach and anti-stigma campaigns
- Independent contract psychologists for busiest times of the year
- A new psychologist with expertise in stress management (Dana Wyner, PhD, added in August 2008)
- Biofeedback equipment

✓ Continue the successful management of and improvements to campus-wide mandatory insurance with hard waiver requirement for Fall 2007 and beyond.

Significant improvements were made in the mandatory insurance waiver process in 2007-08, the first year that the waiver site was on OPUS. In addition, changes to waiver criteria (e.g. increasing the individual annual deductible allowable to $2,500, extending the waiver deadline until August 30th) were well received by students and parents. A Fall 2007 survey of students’ and parents’ satisfaction was included as part of the Campus Life 2007-08 Assessment Project.

✓ Successfully implement the redesigned Sexual Assault Prevention, Education and Response Program in the EUSHS Department of Health Education and Promotion.

Achieved: Aline Jesus Rafi, coordinator of sexual assault prevention education and response, joined EUSHS in August 2007. In her first year, she made significant strides forward in our sexual assault prevention efforts, including:

- Completion of a new student sexual assault resource guide
• Aline Jesus Rafi and the Emory Police Department provided a training for Emory University Hospital ER staff on sexual assault response and protocol
• Collaborated with health services personnel at Oxford College to share technical assistance in sexual assault prevention and response
• Convened two groups to advance the mission of the program: the sexual assault consortium and the sexual assault advisory board
• Provided oversight to the Sexual Assault Awareness Greek Advocates and the Take Back the Night planning committee
• Worked with several student groups and campus departments to bring Alan Berkowitz to campus to speak on being a social justice ally and combating sexual violence
• Hosted the 7th Annual Symposium on Campus Sexual Assault Prevention at Emory featuring a keynote address about sexual violence as a public health concern

✓ 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.

Achieved: With the much appreciated assistance of the Campus Life website design team, EUSHCS successfully launched its new, improved, combined website in Summer 2008. The new website features expanded and improved content and has been well received by students and staff.

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

Achieved: Surveys at both Student Health Services and the Counseling Center continued to show high levels of patient satisfaction in 2007-08 for services performed on campus, including health promotion and wellness activities. EUSHCS also received very positive media coverage by The Emory Wheel in 2007-08, including an editorial in Spring 2008 strongly supporting the new Mental Health and Counseling Fee.

✓ 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.

Achieved: EUSHS occupied the Government Affairs space (Suite 124) and moved both psychiatry services and the part of the billing/insurance office into this space in Fall 2007. In March 2008, Dr. Michael Huey, Dr. Mark McLeod and Dr. John Ford presented the EUSHCS short term and long term space needs to the Ways and Means Committee. The presentation was very well received and we anticipate both the approval and support of Emory senior administration as we move forward in meeting our combined space needs.
In 2007-08, the EUSHCS 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 2007-08 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
- Fourth Year Medical Students (M4s) as Mentors for Incoming Freshmen Project Report, November 2007
- LGBTQ Customer Service Satisfaction Survey, Fall 2007
- Assessing Improvements in the Mandatory Insurance Waiver Process, Fall 2007-winter 2008
- Annual “Safe Space” Orientation, Winter 2007-08
- Annual Residence Life Needs Assessment and Satisfaction Survey, Spring 2008
- Development and Evaluation of the SleepWell @ Emory Mini-Course, May 2008
- Evaluation of the “Stall Street Journals” Health and Wellness Bathroom Newsletter, 2007-08
- Counseling Center assessment of patient satisfaction over a two week period during Fall and Spring semesters 2007-08.
- Benchmarking Survey: The Annual American College Health Association Pap Smear and STI Study
Table 1: Summary of Primary Care Patient Medical Visits

<table>
<thead>
<tr>
<th></th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to primary care providers (excludes nursing visits, psychiatry and specialist consultants)</td>
<td>15,554</td>
<td>15,176</td>
<td>15,869</td>
</tr>
</tbody>
</table>

Notes: The number of EUSHS primary care visits “decreased” by 2.5% in 2006-07. However, severe problems with the old PCN system made our 2006-07 data unreliable. EUSHS experienced a significant improvement in our ability to count patient care visits after the installation of the Point and Click practice management system in February 2008. While counting may have again been inaccurate (undercounted) with PCN from September 2007-February 2008, we still achieved our highest primary care numbers in history in 2007-08.
Table 2: Influenza Immunizations

<table>
<thead>
<tr>
<th>Immunizations</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza – Faculty/Staff/Students</td>
<td>4,100</td>
<td>5,100</td>
<td>5,033</td>
</tr>
</tbody>
</table>

Notes: The EUSHS/Faculty and Staff Assistance Program flu shot campaign for Emory students, faculty and staff saw a 24% increase in flu shots given in 2006-07, likely in response to the previous year’s national shortage. We anticipated similar utilization in 2007-08, and that is in fact what we experienced.
Table 3: Psychiatry Services at EUSHCS

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Visits to Psychiatry Services</td>
<td>2,315</td>
<td>2,303</td>
<td>2,271</td>
<td>2,268</td>
</tr>
</tbody>
</table>

Notes: Utilization of psychiatry services remained high in 2007-08, approximately equaling our 2006-07 utilization. We expect a significant increase in 2008-09, due to the addition of another 1.0 FTE psychiatrist, paid by the new Mental Health and Counseling Fee.
Table 4: Health Education and Promotion: Clinical Visits for 2007-08

Clinical Health Education Visits 2007-08

Overview of Service Utilization 2002-2008

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Anonymous Testing Program and Sexual Health Counseling</td>
<td>259</td>
<td>209</td>
<td>172</td>
<td>136</td>
<td>117</td>
</tr>
<tr>
<td>Nutrition Counseling</td>
<td>387</td>
<td>767</td>
<td>617</td>
<td>539</td>
<td>531</td>
</tr>
<tr>
<td>Alcohol and Substance Abuse Counseling</td>
<td>103</td>
<td>180</td>
<td>149</td>
<td>189</td>
<td>221</td>
</tr>
<tr>
<td>Total Health Ed Clinical Visits</td>
<td>749</td>
<td>1,156</td>
<td>938</td>
<td>864</td>
<td>869</td>
</tr>
</tbody>
</table>
Table 5: Counseling Center Utilization

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MALE CLIENTS</td>
<td>30%</td>
<td>28%</td>
<td>29%</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>FEMALE CLIENTS</td>
<td>70%</td>
<td>72%</td>
<td>71%</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>COUPLES/FAMILIES</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>GROUP THERAPY</td>
<td>5%</td>
<td>10%</td>
<td>14%</td>
<td>10%</td>
<td>11%</td>
</tr>
<tr>
<td>INDIVIDUAL THERAPY</td>
<td>80%</td>
<td>84%</td>
<td>83%</td>
<td>82%</td>
<td>83%</td>
</tr>
<tr>
<td>REFERRALS</td>
<td>14%</td>
<td>13%</td>
<td>16%</td>
<td>14%</td>
<td>14%</td>
</tr>
</tbody>
</table>

TABLE 6: CRISIS CONTACTS BY YEAR

![Graph showing crisis contacts by year](image-url)
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>% OF CLIENTS REFERRED</td>
<td>14%</td>
<td>13%</td>
<td>16%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>THERAPY HOURS</td>
<td>5291</td>
<td>6069</td>
<td>6845</td>
<td>8058</td>
<td>6994</td>
</tr>
<tr>
<td>AVERAGE LENGTH OF TREATMENT</td>
<td>6</td>
<td>6.6</td>
<td>6.6</td>
<td>6.4</td>
<td>6.5</td>
</tr>
<tr>
<td>WORKSHOPS</td>
<td>67</td>
<td>112</td>
<td>133</td>
<td>122</td>
<td>219</td>
</tr>
<tr>
<td>WORKSHOP PARTICIPANTS</td>
<td>4066</td>
<td>4902</td>
<td>9539</td>
<td>6107</td>
<td>7616</td>
</tr>
</tbody>
</table>
TABLE 8:
TOP FIVE CONCERNS PRESENTED AT INTAKE BY CLIENTS
2007-2008

0% 5% 10% 15% 20% 25% 30%

DEPRESSION  Anxiety  Relationship  Parent/Family Conflict  Stress  Adjustment
EUSHCS Goals for 2008-09

Proposed EUSHCS goals for 2008-09 include:

- Utilize the funding from the Mental Health and Counseling Fee in a positive, transformative way for the benefit of both individual students and the campus community. Do so in a way that is both transparent and understandable to those who pay the bill: our students and their parents.
- Begin seeing tangible, measurable improvements in the physical and mental health of the Emory community as a result of the Mental Health and Counseling Fee and mandatory insurance for all students.
- Successfully implement and thoroughly evaluate the Fall 2008 National College Health Assessment data, with subsequent action plans.
- Enhance cultural competence in providing EUSHS clinical services and health promotion outreach to diverse subpopulations on campus.
- Continue the process of a major redesign/improvement of EUSHCS financial management, including accounts receivable management and third party billing and collections.
- Continue to successfully implement the new information technology/practice management system (Point and Click Solutions and Titanium,) and start utilization of the Electronic Medical Record in Summer or Fall 2009.
- Achieve additional improvements in the EUSHCS space crisis, possibly by identifying additional space in Cox Hall, the 1525 Clifton Road Building or elsewhere.
- Develop a healthy campus coalition to explore, select and pursue strategies to enhance the wellbeing of Emory students, staff and faculty.