Building a Healthier Student Body, Mind and Spirit

Annual Report 2008-09

Accredited by
Accreditation Association for Ambulatory Health Care, Inc
TABLE OF CONTENTS

Mission Statement ................................................................. 1
EUSHCS Accomplishments 2008-09 ......................................... 2
Clinical Provider Accomplishments ........................................ 4
Nursing Staff Accomplishments ............................................. 6
Health Education and Promotion Accomplishments ................. 8
Emory University Student Counseling Center 2008-09 Annual Report ..... 14

Student Health Goals and Results for ’08-09. 21
Quality Assurance Program .......................... 25
Tables 1-9 ...................................................... 26
EUSHCS Goals for 2009-10 .............................. 34
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 2008-09

Significant EUSHCS accomplishments in 2008-09 included:

- Instituted the Mental Health and Counseling Fee in Fall 2008. By year’s end, this fee realized approximately $1.5 million in additional revenue in 2008-09 to support mental health programs and personnel at the Counseling Center and Student Health. It is a major step forward in our efforts in this critically important area and is our biggest EUSHCS accomplishment of 2008-09.

- Made significant progress in dealing with EUSHS’s complex financial situation with the assistance of a new Business Manager and the Campus Life CFO. We have now solved or significantly improved most of the major problems that led to our financial difficulties in 2006-07 and 2007-08. In 2008-09, EUSHS revenue reached $1.866 million and we were able to make a sizeable payment towards our accumulated debt from the previous two fiscal years, which including the cost of the Point and Click system.

- Continued to improve our utilization of the Point n Click IT system, including instituting electronic billing to Aetna (both Student Health and commercial), which represents over 75% of our patient care/billing business. Worked closely with our dedicated IT support staff for Student Health and Counseling Services to refine and expand the capabilities of both the Point and Click and Titanium IT systems.

- Instituted “Your Patient Portal,” our online communication system for students (including on line 1525 Clifton facility appointment scheduling) in February 2009, which was greeted with great enthusiasm by students and staff.

- Located and moved to an excellent new office space for the Counseling Center in the 1462 Clifton Road Building.

- Health Education and Promotion provided 208 programs yielding 1,568 hours of training and education. HEP education and training programs for residence halls, sorority and fraternity chapters, athletic teams and other student organizations and classes as well as 56
Building a Healthier Student Body, Mind and Spirit

campus-wide campaigns and awareness events were attended by a combined 10,952 students, 336 staff, 50 faculty and 118 other campus constituents. HEP outreach activities, such as tabling at student fairs and participation in Wonderful Wednesdays reached an additional 4,246 students, 138 staff, 78 faculty and 202 other constituents (parents, local community members).

- Coordinated Emory’s participation in the National College Health Assessment (NCHA) in October 2008. The NCHA was administered via email to a random and representative sample of 5,000 undergraduate, graduate, and professional school students (40% of the student population). The Emory NCHA response rate is 28% (n=1,394). This response rate is statistically significant and well above the national average of 22%. In 2009-10, a web-based snapshot of the Fall 2008 NCHA results well be added to our EUSHCS website.

- Participated on the Emory H1N1 planning and Operations Committee and in the November 2008 CEPAR Campus Disaster Drill.

- Managed another successful mandatory insurance waiver and appeals process in Fall 2008. Successfully negotiated a 2009-10 one-year extension of the Aetna Student Health Insurance Plan, including the addition of an Emory Core network with 100% coverage for students at all Emory Healthcare sites.

- Negotiated a 1% insurance administrative fee for EUSHCS for 2009-10, which will realize $90-100,000 in additional revenue in 2009-10 and beyond.

- Offered HEP mini-courses (short, residence hall-based skill building classes) were held on topics including SleepWell, Eat Well/Think Well, I Heart My Vagina and Stress Reduction for the Busy Student. These multi-evening classes are aimed primarily at the concerns respondents identified as impediments to their academic performance on the NCHA.

- Sponsored 10-days of successful events for National Collegiate Alcohol Awareness Week (NCAAW).

- Continued to provide travel consultations and immunization services to hundreds of Emory students. Worked with the Faculty Staff Assistance Program to coordinate another successful 2008 campus Flu Shot Vaccine Campaign, giving over 5,100 flu shots to students, faculty, staff and community members.

- Counseling Center 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.

- Once again, participated in Emory’s Enterprise Risk Management process as process owners for 4 of the 50 identified risks.

- Continued our important quality improvement activities, including quarterly peer reviews and completion of numerous quality improvement studies (e.g. smoking cessation services, screening for eating disorders and evaluations of several HEP mini-courses) and participation in the Campus Life Assessment Project.

- Heather Zesiger, MPH, CHES began her service as Chair of the American College Health Association’s (ACHA) Health Promotion section in June 2009. Gertrude Thompson, BSN, RN began a two year term as a Member at Large on the ACHA Board of Directors.
Clinical Provider Accomplishments 2008-09

In 2008-09, EUSHCS 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 696 hours of continuing medical education
- Participation in campus health promotion programs and orientation sessions
- Involvement in quality assurance activities such as quarterly peer reviews and completion of quality improvement studies concerning smoking cessation services and screening for eating disorders. EUSHS continues to benefit from Mike Huey’s service as a surveyor for the Accreditation Association for Ambulatory Health Care (AAAHC) as we prepare for reaccreditation
- Updating and revising the EUSHS website
- Mike Huey presented two lectures at the Southern College Health Association Annual Meeting, and he gave lectures for both the Emory Athletic Training Staff and Rollins School of Public Health.
- Mike Huey was a panelist at both the President’s Town Hall Meeting on Alcohol and the Amethyst Initiative in October. Theresa Berry gave multiple lectures to students in the Physician Assistant program.
- Mike Huey continues to serve on campus wide committees such as The Student Health Insurance Advisory Committee, the Emory Pre-College Program Planning Group, the Emory University H1N1 Operations Group, the College Orientation
Planning Committee, the Emory University Suicide Prevention Grant Planning Committee, and the Emory University Administrative Council.

- Mike Huey continues to serve as a volunteer for the Campus Life Mentor program, MLK Day/Trees Atlanta Project, the Moonlight Breakfast, and the Emory Synergy Fair.
- Mike Allan passed his recertification exam for the American Board of Internal Medicine, and Theresa Berry passed her recertification exam for the American Board of Family Medicine. Belinda McIntosh passed Part 1 of the American Board of Psychiatry and Neurology exam.
- Mike Huey continues to serve as Team Physician for Emory University Varsity Athletics. He received the 2008 Georgia Athletic Trainers Association Team Physician of the Year Award.
- Ray Jarvis taught the American Heart Association CPR certification course to thirteen members of the EUSHS medical staff.
- EUSHS hired a new staff physician, Dr. Theresa Berry, with plans to increase women’s health services by her offering both colposcopy and IUD services.
- EUSHS hired a new nurse practitioner, Eleanore Reiss, who has many years of experience in areas of primary care and women’s health.
- Theresa Berry received The Golden Stethoscope Award from the Emory Compliance Office.
Nursing Staff Accomplishments 2008-09

In 2008-09, EUSHCS nursing staff continued to have a positive impact on patient care by assisting to providing high quality nursing service. Some of the accomplishments included:

- Assisting the medical staff by providing nursing support with patient care visits requiring completing orders and procedures.
- Continued to participate in refining and updating procedures using the new Point and Click practice system.
- Continued to provide nursing support to specialty clinics, Dermatology, Gynecology, and Colposcopy.
- Continued to provide and manage a successful contraceptive program, completing hundreds of requests for refills.
- Coordinated packaging, tracking and follow-up of over 1600 pap smears.
- Managed a successful immunization and allergy program that provides to EUSHCS students various vaccines, travel consultations and desensitization therapy. Also, coordinated mass immunization sessions with Medical, Allied Health and Nursing Schools.
- Provided medical advice and assistance to student via the Medical Information Line and secure e-mail.
- Assisted in coordinating a successful Flu Shot Vaccine Campaign giving over 4,500 flu shots to students, faculty and community.
- The nursing staff participated in developing and updating policies and procedures in quality assurance activities, such as peer reviews and quality improvement studies.
• Nurses served on several committees, such as Core Group, Executive Committee, 1525 Clifton Road Building Safety Committee and Women Health. Nurses participated in developing and implementing policies.

• Nurse Director, Gertrude Thompson, RN, BSN was selected as a member-at-large for the American College Health Association Board of Directors.

• Several nurses attended conferences, seminars and in-house in-services, including the Southern College Health Association annual meeting.

• Several nurses renewed the Defensive Driving Course to assist in driving patients to the emergency room. Nurses also participated in CPR training.

• Nursing staff participated in Annual OSHA, HIPPA, Fire Safety and N-95 training sessions.
Health Education and Promotion Department Accomplishments

Introduction
In 2008-2009, the Health Education and Promotion Department delivered programs and services to support the academic and personal development of Emory students and increased health-enhancing opportunities across campus. The department welcomed one new staff member: Alexandra Gilbert, administrative assistant, joined the team in September. Dan Hootman served as our Residence Hall Director Fellow for 2008-2009.

Population and group-directed health initiatives
- In 2008-2009, we provided 208 programs yielding 1,568 hours of training and education. Our education and training programs for residence halls, sorority and fraternity chapters, athletic teams and other student organizations and classes as well as 56 campus-wide campaigns and awareness events were attended by a combined 10,952 students, 336 staff, 50 faculty and 118 other campus constituents.
- Our outreach activities, such as tabling at student fairs and participation in Wonderful Wednesdays reached an additional 4,246 students, 138 staff, 78 faculty and 202 other constituents (parents, local community members).
- Alyssa Lederer organized Emory’s participation in the National College Health Assessment (NCHA) in October 2008. The NCHA was administered via email to a random and representative sample of 5,000 undergraduate, graduate, and professional school students (40% of the student population). The Emory NCHA response rate is
28% (n=1,394). This response rate is statistically significant and well above the national average of 22%.

- Mini-courses - short, residence hall-based skill building classes - were held on topics including SleepWell, Eat Well/Think Well, I Heart My Vagina and Stress Reduction for the Busy Student. These multi-evening classes are aimed primarily at the concerns respondents identified as impediments to their academic performance on the NCHA.

- We sponsored 10-days of events for National Collegiate Alcohol Awareness Week (NCAAW) including Back from Addiction: Telling Our Stories: in which two young adults in recovery discussed their journey towards healing, When “Just Say No” Just Won’t Do: Talking with our Children about Alcohol, Meet and Greet with Student Health and Counseling Services and Faculty Staff Assistance Program Clinicians, Amethyst Initiative - Town Hall Forum, Annual MORE S.T.U.D. Pageant (an alcohol-free social event organized by Fridays @ 10) and Sustaining a Community of Care – Emory’s Leaders Respond to High Risk Alcohol Use, a panel discussion moderated by President Wagner.

- Aline Jesus Rafi worked in concert with student groups to organize, implement and evaluate several sexual assault awareness programs including Take Back the Night, Sexual Assault Awareness Week, and October Madness, a fundraiser which supports medical care for survivors of sexual assault. This year’s events began to focus more deeply on the role men can play in reducing violence. Aline sponsored two events designed for men: a visit by the peer education troupe One in Four© and a day-long workshop by Men Stopping Violence.

- Virginia Plummer and Willie Bannister completed a multi-year project to develop a strategic plan for Alcohol, Tobacco and Other Drug Abuse Prevention. This plan is a companion to the overall departmental strategic plan which can be found on our website.

- Aline Jesus Rafi finalized a strategic plan for sexual violence prevention at Emory. This plan is a companion to the overall departmental strategic plan which can be found on our website.

- Willie Bannister, Virginia Plummer and Heather Zesiger contributed to an award competition sponsored by Outside the Classroom for which Emory was ultimately selected for recognition as a campus with the most comprehensive alcohol prevention strategy and College Council President Elizabeth Farrar was singled out as an outstanding student leader.

- Willie Bannister continues to serve on the steering committee for AlcoholEdu, a population-based online alcohol information curriculum; 98% of the first-year class participated in this course.
• Shirley Banks continued developing the Meditation Stations opportunity for mindfulness practice groups; her project is an evidence-based response to students’ needs for increased stress management skills. The meditation stations are available to students, staff and faculty.
• The department was very involved in the marketing of the new HIPAA compliant Your Patient Portal interface for appointment making and contact between students and providers. Marketing efforts included a short video, Swoop Visits the Doctor; magnets; a laptop demonstration road show; table tents; screen shots on the DUC televisions; and more.
• Shirley Banks coordinated podcast development by departmental staff. Podcasts are available to the Emory community on iTunesU. Just since April 2009, 12 tracks were downloaded and 68 were browsed.
• The department maintained a fan site on Facebook.com to reach students with health promotion resources and events.
• Departmental staff continued including sustainability concepts in our programming and outreach including participation in Earth Day, the food labeling committee, wellness and self-care activities, and expansion of the healthy steps campaign.
• Shirley Banks convened peers nationwide via an internet working group to explore comprehensive approaches to sexuality education in a university setting. She and the three other researchers presented the results at the ACHA annual meeting.
• Staff participated in the second annual Synergyville Carnival.
• Willie Bannister and Virginia Plummer revised the risk-reduction class curriculum based on feedback from a year-long Campus Life assessment project.
• Dan Hootman provided bulletin board kits to residence halls.
• Carol Kelly, Aline Jesus Rafi and Dan Hootman collaborated with Dr. Jane Yang to offer a series of events for Body Acceptance Week.
• Shirley Banks worked with partners in Residence Life and student volunteers to offer a series of sexual health programs during Love Week.
• Carol Kelly and Dan Hootman promoted National Nutrition Month on Wonderful Wednesday in March.
• Other outreach activities included the Advice and a Slice series with Residence Life, CPR Anytime with Emory EMS, and the Great American Smokeout.
• The Be-Well ListServ was created and has a current membership of 237 people, largely students.

**Individual student services**

• Department staff provided over 1,256 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. Nutrition appointments increased by
almost a third over utilization in 2007-2008 and alcohol and other substance abuse counseling appointments more than doubled without any increase in personnel.

- Lex Gilbert organized renovations to accommodate new personnel and more client care in the office suite shared by psychiatry, the EUSHCS business office and health education and promotion.

**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.

- Heather Zesiger served on the Campus Life Assessment Steering Committee. Departmental projects submitted for the committee’s consideration included the NCAAW evaluation report; the SleepWell mini-course evaluation report; and Responding to Students in Distress: A Needs Assessment Survey of Emory Staff and Faculty.

- We continued our collaborative partnerships with the Faculty Staff Assistance Program (FSAP) through events such as the fall and spring Meet and Greet events and collaborative training opportunities, in addition to sharing a staff position held by Alyssa Lederer. Heather Zesiger serves on the FSAP Advisory Committee.

- We continued to partner with Residence Life, the Office of Student Conduct, TATTO, Helpline and the Orientation program for their annual trainings for student leaders.

- Departmental staff teamed up again with Learning Services to offer end-of-semester study breaks in Emory College. Carol Kelly collaborated with Learning Services and Residence Life to offer two events at the SAAC: the fall wellness expo and spring “soothe and smooth”.

- We collaborated with faculty in Emory College, Rollins School of Public Health, the Goizueta School of Business and the Physician Assistant program as guest presenters in several courses. Carol Kelly completed her 9th year of guest lectures in the Emory College department of physical education.

- Virginia Plummer and Carol Kelly teamed up for several outreach events at the School of Law.

- Heather Zesiger facilitated an invited training for student affairs staff in the School of Medicine and partnered with Dr. Jane Yang to offer a similar training for student affairs staff in the School of Public Health.
• Carol Kelly has an ongoing relationship with the women’s tennis team, women’s volleyball team and with other groups of athletes by request.
• Alyssa Lederer participated in the Health Careers Networking Night sponsored by the Career Center.
• Department staff participated in Orientation events for new students throughout the University.
• Carol Kelly continued coordinating the “Health Ed minute,” an interdisciplinary showcase of student trends and health promotion topics at clinical provider and nursing peer group meetings.
• Departmental staff responded to interview requests from journalism and film students.
• Aline Jesus Rafi served on the President’s Commission on the Status of Women in an ex officio capacity.
• Shirley Banks served as co-chair of the President’s Commission on Lesbian, Gay and Bisexual Concerns.
• Virginia Plummer served the second year of her three year term of service as Chair of the University Senate’s committee on safety and security.
• Aline Jesus Rafi serves on the Advisory Council and Education Committee of the Center for Women at Emory.
• Dan Hootman surveyed the residence life staff to provide input on new programs and to collect ongoing needs assessment information.
• Dan Hootman began reaching out to professional and graduate schools to promote Student Health and Counseling Center services and programs.
• Heather Zesiger served on the Second Year at Emory (SYE) committee.
• Shirley Banks continued advising the Sexual Health Awareness Group (SHAG).
• Aline Jesus Rafi continued advising the Alliance for Sexual Assault Prevention (ASAP).
• Carol Kelly continued advising the Culinary Club.
• Lex Gilbert took over coordination of the Student Health Advisory Committee (SHAC).
• Aline Jesus Rafi and Alyssa Lederer served on the Student Conduct Alcohol Review Board.
• Carol Kelly participated on a wellness panel hosted by Students for Integrative Medicine.
• Carol Kelly supervised two Nutrition Interns from Emory University Hospital.

Additional accomplishments and community service

• Aline Jesus Rafi was honored as an outstanding New Professional in the Administrative category at the Campus Life Awards luncheon in May 2009.
• Heather Zesiger began her service as chair of the American College Health Association’s (ACHA) Health Promotion section in June 2009.
• Aline Jesus Rafi and Lex Gilbert attended the NCBI welcoming diversity workshop.
• Lex Gilbert and Aline Jesus Rafi participated in Transforming Community Project, a dinner discussion group studying race at Emory.
• Heather Zesiger attended the third annual Emory-Georgia Tech Predictive Health symposium in December 2008.
• Shirley Banks and Carol Kelly provided peer educator training at Agnes Scott College.
• Virginia Plummer and Willie Bannister attended a workshop sponsored by the Georgia Network for ATOD Prevention.
• Alyssa Lederer was the instructor for the fall semester course in Human Sexuality at Kennesaw State University.
• Aline Jesus Rafi served on the advisory board of Kennesaw State University’s Gender and Women’s Studies program.
• Heather Zesiger and Shirley Banks attended the Emory Happiness Summit II.
• Aline Jesus Rafi serves on the boards of Arte Sana, Ahimsa House.
• Shirley Banks serves on the board of Metropolitan Counseling Services.
• Shirley Banks co-presented Getting it Right the First Time: Evidence Based Programs in Sexual Health at the ACHA annual meeting in San Francisco.
• Shirley Banks is a member of two committees at ACHA: Sexual Health Education and Clinical Care Coalition and Spirituality, Religion and Student Health Coalition
• Alyssa Lederer became a member-at-large of the Health Promotion section of ACHA in June 2009 and attended the ACHA annual meeting in San Francisco.
• Aline Jesus Rafi attended a conference on sexual violence on college campuses in Orlando and a conference addressing men’s role on primary prevention in Washington, DC.
• Aline Jesus Rafi supervised a volunteer intern from Kennesaw State University during June and July of 2009.
• Heather Zesiger facilitated a panel presentation on an evidence-based programming model for health promotion in higher education at the ACHA annual meeting in San Francisco in May 2009.
• Shirley Banks attended a twenty-hour facilitator training for the Our Whole Lives young adult sexuality curriculum.
• Shirley Banks trained new volunteers at DeKalb Rape Crisis Center on sexually transmitted infections and on predatory drugs.
• Shirley Banks wrote, and Carol Kelly proofread, an article on nutrition and food safety for hiking trail maintenance crews for the crew leader training manual for American Hiking Society.
SUMMARY

The 2008-09 annual report summarizes a year unique in the history of mental health services at Emory University; the first year that funds were collected from the newly instituted Mental Health and Counseling Fee. The simple fact that Emory’s Trustees voted to use the term “mental health” to describe the fee is a clear statement of the community’s willingness to discuss mental health issues openly. News of the new fee has been received with amazement by colleagues at our sister institutions. More importantly, the fee is being used to carry out a well conceived plan (based on recommendations from the Mental Health Task Force Report) that is being assessed and revised as necessary and that is also consistent with Emory’s own strategic plan. This report summarizes the accomplishments that have been made as a result of the fee as well as the significant challenges that remain in fulfilling the recommendations of the task force report.

During the 2008-09 year the Counseling Center saw a 15 -20% increase in requests for services compared to our last two years of service, which were our busiest years on record. We believe this increase is a direct result of our efforts to reduce stigma associated with seeking help for mental health problems. In fact, these increases were predicted by the task force. Following the recommendations of their report, this past year we hired two new mental health professionals, Dr. Colleen Duffy (Licensed Psychologist) and Dominique Harmon, LCSW, (Licensed Clinical Social Worker). We believe additional professional staff will be needed as demand increases, particularly in the area of psychiatric services.

Increased requests for service and subsequent increases in staffing levels resulted in a critical need for additional office space which has been satisfied by our move this summer to the 1462 Clifton Road Building. We believe this new site will be able to meet the short term needs of the Center until we can move into a joint facility with Student Health Services. We are extremely
grateful for the University’s support in finding it.

Even before implementation of the Mental Health Fee and the recent economic downturn, we were well aware of the need to spend mental health dollars wisely. One example of the effort to use resources carefully has been our focus on providing short term services for the majority of students we serve. Another has been our use of Emory’s low cost training centers in the Departments of Psychology and Psychiatry to see students who might otherwise have to wait for services at the Counseling Center. Our training programs in Psychology, Social Work and Psychiatry also allow us to provide high quality services at lower costs. In addition, this past year, under the direction of Executive Director Michael Huey, we renegotiated our student health insurance plan to make it less expensive for students to receive in-network mental health services from community providers. We also refined our referral process, which should result in more referrals to in network mental health providers, and consequently, slow down the rising costs for the student health insurance plan.

In sum, we believe that Emory University, with its many health care resources and centers of excellence in the area of mental health is in a unique position to show leadership in developing innovative university based community mental health services, with the President’s Mental Health Task Force Report as a blueprint towards achieving that goal.

ACCOMPLISHMENTS AND CHALLENGES

CRISIS INTERVENTION

1. Crisis appointments during office hours continued to occur at a high rate of frequency (136, or 11% higher than last year). 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 136 crises during the year represented over 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 or about a 50% increase from 5 years ago). Data from one of our assessment instruments estimates that 29% of students using our services this year reported having had some kind of suicidal ideation, 15% checked having these thoughts more than rarely, and about 7% checked having these thoughts frequently.

3. Counseling Center after hours on call staff responded to 7 emergency calls, 5 regarding
suicidal students, 1 regarding the death of a student’s parent, and 1 regarding an alcohol related incident.

4. 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 met with the Crisis Committee regularly throughout the year. As well, the Director served on the Threat Assessment Team, charged with reacting to and preventing crises across the entire Emory University community.

5. The Counseling Center Director continued to participate in the University’s Emergency Response Protocol process by writing the student suicide protocol (ASA7). This year Dr. Paula Gomes, Director of the Faculty Staff Assistance Program joined him in this process.

**CLINICAL SERVICES**

1. This year we estimate that Center professional staff provided 8212 therapy hours, a 17% increase compared to the previous year and a record for the Center. The number of students seen also increased from the previous year by about 23%, also a record.

2. Despite significant increases in requests for services, data from the Counseling Center Assessment of Psychological Symptoms (CCAPS), demonstrated that being seen at the Counseling Center resulted in a reduction of students’ mental health symptoms and complaints. Clients also continued to report very positive subjective experiences at the Center. Of particular note is that 85 to 86% of our clients reported that their therapy resulted in an improvement in their academic performance.

3. 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. Two years ago (2008-09) both clinics reached their capacity and stopped accepting our referrals in November resulting in significantly fewer referrals that year. This past year, the clinical directors from all three offices worked together to increase the students served by almost 50% (73 students served this year versus 52 last year).

4. 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. This year staff provided groups for students of color, students with eating disorders, and LGBT students, as well as relationship focused psychotherapy and psycho-educational groups. A total of 6 groups served 31 students for a total of 518 clinical hours.

5. Under the direction of Dr. Pam Epps, the Counseling Center continued to operate a nationally recognized American Psychological Association accredited pre-doctoral...
Building a Healthier Student Body, Mind and Spirit

An internship program in psychology, an APPIC accredited postdoctoral fellowship program in Psychology and a new program for training Post-MSW social workers. 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. Interns and other trainees provide cost effective, high quality clinical services and educational programming to the Emory community. Programs with training programs tend be able to hire and retain high quality professional staff.

PREVENTION AND OUTREACH

1. Since the integration of the Counseling Center and Student Health to form Student Health and Counseling Services, Counseling Center staff and Health Promotion staff have worked more closely together to better coordinate our limited resources. For example, staff from both departments provides a wide variety of stress management techniques enabling us to see more students with a greater variety of intervention strategies for one of our most frequent complaints, stress.

2. This past year the Center provided slightly fewer workshops than last year but participation increased dramatically by 50%.

3. This year the Counseling Center continued to show three videos that have been demonstrated to reduce stigma and provide needed information: 1. The Student Health and Counseling Services Video introduces our array of services to students; 2. Students at Risk, is used specifically to educate faculty about their role as gatekeepers and 3. The Truth about Suicide is a powerful film that educates students about depression and suicide risk and treatment options.

4. The Counseling Center maintains a formal consultation relationship with Residence Life which is our most important outreach relationship. Since the early 1980’s this relationship have been critical to our ability to identify and intervene effectively with students in trouble and it is one to which we devote significant resources. In addition to preventing potential tragedies, the relationship between Residence Life, the Office of Religious Life and the Counseling Center, which is uniquely strong at Emory, continues to help us deal effectively with crises and tragedies when they occur.

5. In addition to Residence Life and Religious Life the Counseling Center has staff assigned to work with the every academic unit of the University as well as the following offices:
   - Greek Life
   - Office of Multicultural Programs and Services
   - ISSP
   - CIPA
   - Office of LGBT Life
   - Chaplain’s Office
6. As in previous years, Counseling Center 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.

7. 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 is a high priority. Currently the Office of Residence Life provides space for Helpline.

8. Dr. Jane Yang, with the assistance of our colleagues from Student Health, organized Emory’s Body Acceptance week. Attendance this year remained high with 385 people attending the events.

9. 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. Planning for the development of a psychiatric fellowship program in conjunction with the Department of Psychiatry to train psychiatrists interested in working in university settings.
   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.

10. 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 and one Post-MSW position (.8FTE Counseling Center and .2FTE FSAP).
ASSESSMENT

1. The Counseling Center engages in an array of assessment strategies 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 (2008-2009) Dr. Whitehead-LaBoo guided the assessment activities which were coordinated with the Campus Life Assessment Team. They included:
   a. Use of a new improved instrument specifically designed for college counseling centers, the Counseling Center Assessment of Psychological Symptoms, to assess patient outcome. (Report on file with Campus Life Assessment Team).
   b. 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. (Report on file with Campus Life Assessment Team).
   c. Annual assessment of “The Truth About Suicide.”
2. The Counseling Center participates in two national longitudinal studies:
   a. The Health Minds Study is a long-term research project that uses rigorous scientific methodology to assess mental health, stigma and flourishing at campuses across the United States.
   b. Participation in these two national programs allows the Counseling Center to examine changes in our community over time and as they compare to other similar institutions.
3. As part of our quality assurance program, Counseling Center staff regularly review each others’ charts for completeness and quality.

2009-10 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. Additional office space from this year’s move has allowed the Counseling Center to better meet rising demand for both clinical and outreach services. The next challenge will be the implementation of the last stage of the President’s Mental Health Task Force, including establishing a centrally located physical space large enough to house both the Student Health Service and the Counseling Center.
2. As predicted by the task force, we believe and expect that ongoing programs to reduce stigma will continue to increase requests for services. There may soon be a need for additional office space, perhaps before the University is ready to move ahead on a new facility to house both units.
3. Certainly, 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. Linkages with the many mental health resources on this campus and fulfillment of the task force recommendations will enable Emory University to become a model for other universities who are looking to improve mental health services in their community.
EUSHCS Goals and Results for 2008-09

Emory University Student Health and Counseling Services goals for 2008-09, and progress made towards accomplishment of those goals, included:

- **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.**

  **Accomplished:** By year’s end, the new Mental Health and Counseling Fee realized $1.475 million in additional revenue in 2008-09 to support mental health programs and additional personnel at the Counseling Center and Student Health. It is a major step forward in our efforts in this critically important area and is our biggest EUSHCS accomplishment of 2008-09. The new fee has resulted in significant increases in mental health resources for students at Emory University including a new full-time psychiatrist, social worker and psychologist, as well as the continuation of positions originally paid for by President Wagner’s bridge monies (including 1.6 FTE psychiatrists, psychology intern, new psychologist position, new health educator for EUSHCS/FSAP). The addition of new positions the past three years, along with two new positions for 2009-10, are critically important to the fulfillment of task force recommendations to reduce stigma and meet the mental health demands of our community.

- **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.**

  **In progress:** It is and will always be difficult to measure the physical and mental health of the community. However, EUSHS utilization has increased yearly since the mandatory insurance requirement was instituted and immunization rates are at record level. Dr. Jane Yang, our Counseling Center Outreach Coordinator, continues to collect data about the Center’s prevention and outreach efforts. The new “Students at Risk” video, developed to train faculty as gatekeepers, is a prime example. Data from observer feedback indicates that the video has a positive impact on faculty behavior in the area of identifying and seeking help for troubled students. This feedback will also be used to improve the next iteration of the film.
Building a Healthier Student Body, Mind and Spirit

Emory University has participated the last two years in a national study called the Healthy Minds Study. Results from the study portray a picture of the mental health needs of our students (all students, not just those who seek help) as well as of their psychological wellbeing (e.g., flourishing, perceived stigma and perceptions of mental health services on and off campus. Our ongoing participation in this study will allow us to measure centrally important aspects of the mental health task force plan over time and in comparison to other like universities.

➢ Successfully implement and thoroughly evaluate the Fall 2008 National College Health Assessment data, with subsequent action plans.

**Accomplished/in progress:** Alyssa Lederer, MPH, CHES organized Emory’s participation in the National College Health Assessment (NCHA) in October 2008. The NCHA was administered via email to a random and representative sample of 5,000 undergraduate, graduate, and professional school students (40% of the student population). The Emory NCHA response rate is 28% (n=1,394). This response rate is statistically significant and well above the national average of 22%. Results have been analyzed (and continue to be analyzed), a President’s Executive Summary created and presentations are being made to interested stakeholders across campus. In 2009-10, a web-based snapshot of the Fall 2008 NCHA results will be added to our EUSHCS website.

➢ Enhance cultural competence in providing EUSHS clinical services and health promotion outreach to diverse subpopulations on campus.

**Accomplished/in progress:** In 2008-09, the Counseling Center conducted outreach programming on issues of diversity and multiculturalism (e.g., presentations during Black History Month, Unity Month, HelpLine Training) and participated in two separate educational workshops for TCP (one on increasing cultural awareness in working with others and another on working with Asian American and Asian International Students). Cultural competency was the focus for in-services offered during 2008-2009 Health Education and Promotion staff meetings, guests included:

- Sasha Smith, Assistant Director of Center for Women
- Kay Stewart, Principles of Fitness Program instructor
- Dabney Evans, Executive Director of Human Rights at Emory
- Ciannet Howett, Director of Sustainability Initiatives
- Aaronette Jackson, HR recruiter
- Donna Wong, Assistant Dean, Multicultural Programs and Prudence Goss, Program Coordinator, Multicultural Programs (2 sessions)
- Jody Usher co-director TCP and Jordan Rose, TCP
- Ursula Spitzer and Laura Simkiss, International Student and Scholar Programs (2 sessions)
- Rabbi Vicky Armour-Hileman, Dean of Religious Life
- Jane Yang, PhD, Coordinator of Outreach for Counseling Center
- Michael Shutt, Director, Office of LGBT Life

HEP staff also attended NCBI trainings and a number of local, regional and national workshops on cultural competence and related subjects. In addition, as staff in other
University and Campus Life areas are cut or combined, we have both seen and anticipate an increased demand for programs and services for students who may have previously been accommodated by other offices. For example, in the past international students may have reached out to ISSP for support and programming. However, due to staff cuts in that offices, these groups may become more dependent on their formal and informal advisors among the HEP staff.

- **Continue the process of a major redesign/improvement of EUSHCS financial management, including accounts receivable management and third party billing and collections.**

  **Accomplished:** We did make significant progress in dealing with EUSHS's complex financial situation with the assistance of (another) new Business Manager and the Campus Life CFO. This process was made somewhat more difficult due to the departure of the Associate Director of Finance in December 2008. However, we have now solved or significantly improved most of the major problems that led to our financial difficulties in 2006-07 and 2007-08. In 2008-09, EUSHS revenue reached $1.866 million and we were able to make a sizeable payment towards our accumulated debt from the previous two fiscal years, which including the cost of the Point and Click system.

- **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.**

  **Accomplished:** In 2008-09, EUSHCS made significant progress in implementation of both the Point and Click and Titanium IT/practice management systems. EUSHS instituted electronic billing to Aetna (both Student Health and commercial), which represents over 75% of our patient care/billing business. We worked closely with our dedicated IT support staff for Student Health and Counseling Services to refine and expand the system’s capabilities. EUSHS also progressively converted to electroninc progress notes over 2008-09, with a planned conversion to Point and Click as the chart of record in late Fall 2009. We continue to be somewhat hampered by delays in creation of the interface between EUSHS and Emory Medical Lab, which will be essential to a fully operational EMR. The initiation of the online interactive patient portal for students (Your Patient Portal) in February 2009, including online schedule appointment scheduling, has significantly improved student satisfaction and greatly reduced both no show rates and walk-ins. Titanium has given the Counseling Center a clearer picture of how resources are being utilized, resulting in more accurate feedback to staff. We are also using the system to better evaluate therapeutic outcome based upon patient evaluations of their treatment. The new patient management system also allows the Counseling Center to participate in a consortium of counseling centers that use Titanium. This consortium, which is newly established, will allow comparisons of our patient data to similar participating schools across the country.
Achieve additional improvements in the EUSHCS space crisis, possibly by identifying additional space in Cox Hall, the 1525 Clifton Road Building or elsewhere.

**Accomplished:** In the 1525 Clifton Building, the addition of Suite 124 (formerly the Office of Government Affairs) has allowed us to expand both psychiatric services and the Business Office’s insurance billing efforts. In July 2009, after many months of exploring options, planning and preparation, the Counseling Center moved to an expanded office space in the 1462 Clifton Road Building. Previously the clinical center for the Department of Psychology, this well-designed space was perfect for the Counseling Center’s current clinical, teaching and office space needs, with even some (limited) opportunities for future expansion.

Develop a healthy campus coalition to explore, select and pursue strategies to enhance the wellbeing of Emory students, staff and faculty.

**Accomplished/in progress:** The addition of a shared full-time masters-level Health Educator for both EUSHCS and FSAP has helped EUSHCS to take a big step towards the creation of a healthy campus coalition. Student Health and Counseling Services and the Faculty Staff Assistance Program also now share two postdoctoral psychology positions. These shared positions represent truly cutting edge strategies for university-based mental health care. Still, the ability to continue to share these positions or expand on them will be severely limited by the physical distance between the two offices.

Shirley Banks continued developing the *Meditation Stations* opportunity for mindfulness practice groups in 2008-09. Her project is an evidence-based response to students’ needs for increased stress management skills. The meditation stations are available to students, staff and faculty.

Dr. Linda Craighead’s appointments in both the Psychology and Psychiatry Departments as well as the Counseling Center continue to pay dividends. Dr. Craighead is helping bridge Psychology Department and Counseling Center training units, particularly the Counseling Center’s new psychology practicum training program, which trains psychology graduate students. In addition, the relationship between the Counseling Center and low cost service centers in the Departments of Psychology and Psychiatry continues to provide low cost therapy services to students when the Counseling Center is overwhelmed with service requests. These various arrangements between the Counseling Center and the two academic departments are truly innovative and can be built upon further in the future.

EUSHCS collaborated with Dr. Nadine Kaslow on a successful three-year suicide prevention grant that will begin in 2009-10.
In 2008-09, 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 2008-09 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
- Cocaethylene Bulletin Board Kits Evaluation, Fall 2008
- Faculty/Staff Needs Assessment: Students in Distress, Fall 2008
- 2008 National Collegiate Alcohol Awareness Week Evaluation
- Patient Satisfaction: EUSHCS Travel Clinic and Healthy Travel Presentation, Spring 2009
- Approach to Cigarette Smoking Intervention at EUSHS: Part III, February 2009
- Change in Client Symptoms after Receiving Services at the Counseling Center, 2008-09
- Evaluation of Effectiveness of Faculty and Staff Mental Health Awareness Training, Counseling Center, 2008-09
- Annual Residence Life Needs Assessment and Satisfaction Survey, May 2009
- Evaluation of the SleepWell @ Emory Mini-Course, Part II, May 2009
- Approach to Cigarette Smoking Intervention at EUSHS: Part IV, May 2009
- Patient Satisfaction: Counseling Center Assessment of over a Two-Week Period Spring 2009.
- Patient Satisfaction: Data from the Emory Fall 2008 National College Health assessment
- Screening for Eating Disorders in Primary Care, Part III, July 2009
- Benchmarking Project: Fall 2008 National College Health Assessment
- Benchmarking Survey: Evaluation of Student Health Insurance Plans at 14 Major Universities, 2008-09
- Benchmarking Survey: National ACHA Student Health Insurance Benefits survey, 2008-09
- Benchmarking Project: Influenza Like Illness (ILI) Sentinel Screening, April 2009
**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>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to primary</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>care providers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(excludes nursing</td>
<td>15,554</td>
<td>15,176</td>
<td>15,869</td>
<td>15,514</td>
</tr>
<tr>
<td>visits, psychiatry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and specialist</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>consultants)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:** EUSHCS achieved our highest primary care numbers in history in 2007-08, with only a slight drop off in 2008-09 (-2.2%).
Monthly patterns of utilization at Student Health Services (1525 Clifton site) has remained predictable over the past 3 years, with increased utilization early Fall, early Spring and prior to commencement. The “decreased utilization” in Fall 2006-07 is an artifact, due to a crash of the PCN practice management system with lost date ensuing.
Table 3: Student Health Patient Encounters by Year

The 1525 Clifton Road Student Health site has seen a 9.5% growth in overall patient encounters from 2006-07 to 2008-09.

<table>
<thead>
<tr>
<th>Year</th>
<th>Patient Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006-07</td>
<td>17,000</td>
</tr>
<tr>
<td>2007-08</td>
<td>18,000</td>
</tr>
<tr>
<td>2008-09</td>
<td>21,000</td>
</tr>
</tbody>
</table>

![Bar chart showing patient encounters from 2006-07 to 2008-09]
Table 4: Influenza Immunizations

<table>
<thead>
<tr>
<th>Immunizations</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza – Faculty/Staff/Students</td>
<td>4,100</td>
<td>5,100</td>
<td>5,033</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 saw a 24% increase in flu shots given in 2006-07, likely in response to the previous year’s national shortage. Since that time, we have had similar annual utilization.
Health Education and Promotion saw a significant increase in clinical visits in 2008-09 (52% increase over 2007-08), most notably in Nutrition Services and AOD counseling.
Table 6: Psychiatry Services at EUSHCS

<table>
<thead>
<tr>
<th>Year</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits</td>
<td>2,303</td>
<td>2,271</td>
<td>2,268</td>
<td>3,179</td>
</tr>
</tbody>
</table>

Notes: We anticipated a significant increase in 2008-09, due to the addition of another 0.9 FTE psychiatrist, Dr. Belinda Hylton, paid by the new Mental Health and Counseling Fee. As a result, 2008-09 was the busiest year in the history of EUSHCS psychiatric services.
Annual Report 2008-09

Table 7: Counseling Center Utilization

Table 8: Presenting Concerns at Initial visit

Table 6: TOP CONCERNS PRESENTED AT INITIAL ASSESSMENT BY CLIENTS 2008-2009
Table 9: Counseling Center Services

<table>
<thead>
<tr>
<th>TABLE 9: OVERALL SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW REQUESTS FOR COUNSELING</td>
</tr>
<tr>
<td>% OF CLIENTS REFERRED</td>
</tr>
<tr>
<td>MALE CLIENTS</td>
</tr>
<tr>
<td>FEMALE CLIENTS</td>
</tr>
<tr>
<td>THERAPY APPOINTMENTS</td>
</tr>
<tr>
<td>AVERAGE LENGTH OF TREATMENT</td>
</tr>
<tr>
<td>OUTREACH</td>
</tr>
<tr>
<td>OUTREACH PARTICIPANTS</td>
</tr>
</tbody>
</table>

With the addition of new counselors and a psychiatrist in 2008-09, the Counseling Center saw a significant increase in the request for services by new patients (increased 23%). Therapy appointments increased by 17%. Males continued to be underrepresented in the client population being served.
EUSHCS Goals for 2009-10

Proposed EUSHCS goals for 2009-10 include:

1. Successfully achieve AAAHC reaccreditation in January 2010 for the entire Emory University Student Health and Counseling Services organization.

2. Continue thorough evaluation of the data from the Fall 2008 National College Health Assessment and implement subsequent action plans, including creation of a snapshot summary on the EUSHCS website.

3. Complete the successful implementation of the information technology/practice management systems (Point and Click Solutions and Titanium) and start full utilization of the Electronic Medical Record at SHS in Spring 2010, including a laboratory interface.

4. Continue programming and services to reduce the stigma associated with seeking mental health care on campus.

5. Successfully deal with the likely Fall Semester H1N1 outbreak on campus and immunization programs for both seasonal and H1N1 influenza.