Building a Healthier Student Body, Mind and Spirit

Annual Report 2009-10

Accredited by
Accreditation Association for Ambulatory Health Care, Inc
MISSION STATEMENT

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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 Accomplishments in 2009-10

EUSHCS achieved its third consecutive full three-year AAAHC accreditation, with no findings on over 700 standards scored. This was the first time that the Counseling Center was a part of the accreditation and it is the most notable organizational accomplishment in 2009-10. The Counseling Center also achieved another accreditation of the internship program by the American Psychological Association (APA). The psychology pre-doctoral internship program has been accredited by APA since 1994. These two national accreditations Student Health and Counseling Services at Emory University in an elite group.

Emory University had a successful and nationally-recognized planning and response effort for the H1N1 epidemic, which struck campus with a vengeance in late August 2009 and persisted throughout most of the Fall Semester. EUSHCS is proud of its role in the campus preparation and response effort and gratified that our success was noted both on campus and nationally. We had over 750 students with H1N1 influenza-like illnesses in Fall Semester and provided them with both state-of-the-art care and well coordinated self-isolation options, thus slowing the spread of the illness in the campus community.

With our colleagues at FSAP, we oversaw a very complicated simultaneous H1N1 and seasonal influenza vaccination program for the campus community, with over 8,000 individual vaccinations given. The public relations and media handling of this project, hindered repeatedly by vaccine acquisition problems and delays, were particularly challenging and, we believe, ultimately successful.

EUSHCS had another successful year for the Mental Health and Counseling Fee in 2009-10. This fee realizes $1.4-1.5 million in additional revenue annually to support expanded mental health programs, personnel outreach and prevention services at the Counseling Center and Student Health.
EUSHCS continued to make strides in the area of mental healthcare stigma reduction. Funding from the Mental Health and Counseling Fee has allowed for an expansion of services and outreach, both through the Counseling Center and Health Promotion. A highlight of the 2009-10 academic year was the new “Emory Cares 4 U” program funded by the Garrett Lee Smith Memorial Campus Suicide Prevention Grant that Emory University was awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA). Emory Cares 4 U is designed to enhance Emory’s mental health infrastructure on campus, ensure that individuals at-risk for suicidal behavior are identified and receive the assistance that they need, provide education and information to the Emory community, reduce mental health stigma on campus, and create an environment that is caring and focused on wellness for each member of our community. Emory University was one of a select group of colleges and universities to receive this award ($100,000 annually for 3 years).

The organization made significant progress in dealing with EUSHSC’s complex finances, including the creation of a Student Health and Counseling Services LLC that has now allowed us to join Emory Healthcare’s major insurance PPO networks. This is a step that has only been achieved by a handful of student health services nationally and will benefit thousands of Emory students and their families while increasing the positive image of EUSHCS. EUSHCS also finished strongly in the black in FY10, with over $2 million in patient care revenue and over $480,000 in budget surplus. This surplus was used to retire the remaining EUSHCS debt and sustain the Mental Health and Counseling Fee account.

The Counseling Center moved to its new location at 1462 Clifton Road. The new space allowed expansion of the highly successful Stress clinic and finally allowed the Center to house all of its non-psychiatric mental health professionals together. While we continue to be extremely grateful for the University’s support in this effort, it is important to note that future growth expectations will result in another space crunch within a few years time. Consequently, this new space should be seen as a short term fix until we can move into a joint facility for Student Health and Counseling Services.

Counseling Center professional staff provided 10,675 therapy hours, a 30% increase compared to the previous year and a record for the Center. The number of students seen also increased slightly from the previous year and is a record for the Center. 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 81% of our clients reported that their therapy resulted in an improvement in their academic performance.

Health Education and Promotion (HEP) provided 241 educational programs with 1,146 hours of training resulting in 10,144 student contacts, 457 staff contacts, 62 faculty contacts and 231 other contacts (parents or community). Of these, HEP provided 11 mini-courses with 133 participants. Each mini-course was subjected to a rigorous assessment of program quality and learning outcomes and then vetted by Core Group, our quality improvement committee.

In 2009-10, Health Education and Promotion achieved an ambitious strategic plan encompassing eleven goals and forty-two objectives. Details can be found in the 2009-10 Office of Health Promotion Annual Report. In addition, HEP crafted another comprehensive 2010-13 Strategic Plan, including updated mission and vision statements.

Health Education and Promotion planned, implemented and evaluated campaigns and awareness weeks including: National Collegiate Alcohol Awareness Week; Take Back...
the Night; Love Week; Body Acceptance Week; Sexual Assault Awareness Week; Fall and Spring Be Healthy! Meet and Greet events; and the Healthy Steps Campaign.

- EUSHCS had a highly successful year one implementation of the Aetna Student Health Insurance Plan Emory Core Network, with 100% coverage for students at all Emory Healthcare sites. This has been the single most important improvement in the Emory student plan since the elimination of the pre-existing condition exclusion in 2002-03. We believe that the significant increase in student enrollment in the 2010-11 plan (from 5,000 to over 6,500) is a direct result of the very positive student response to the improvements in the plan, and particularly the Emory Core.

- We negotiated another $10 per enrollee administrative charge for the management of the Aetna Student Insurance Plan for 2010-11, which will realize another $50,000 in revenue (and a total of $150,000+ annually) in 2010-11 and after for administrative support of students insured by the plan.

- Student Health Services continued to improve our utilization of the Point and Click (PnC) IT and electronic medical record system with a completely successful transition to a fully electronic medical record in November 2009. Of particular note is that this transition took place during the H1N1 outbreak and the staff remained positive throughout the transition, which was no small feat. In summer 2010, we also completed an electronic interface for the ordering of lab tests and began receiving of results from Emory Medical Labs via PnC.

- EUSHCS actively participated in the Campus Life Assessment Program while maintaining its own extensive and nationally accreditable quality improvement activities.
Clinical Provider Accomplishments 2009-10

In 2009-10, clinical providers enjoyed delivering high quality health services to Emory students while participating in campus life activities and educational programs. Accomplishments included:

- Completion of more than 571 hours of continuing medical education concerning topics such as orthopedics, sports medicine, HIV testing and counseling, influenza, women’s health, human papillomavirus prevention and treatment, cardiology, ethics, and general medicine. Mike Huey attended the American College Health Association Annual Meeting as well as courses concerning emergency preparedness for colleges and universities.

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

- Participation in the educational mission of the University by presenting lectures to students, parents, faculty, and the community. Mike Huey lectured on travel medicine at the School of Public Health, and he presented “Emory’s H1N1 Response” to the Emory Parents Council and the Emory University Senate. Mike Huey was also a presenter for the American College Health Association’s H1N1 National Teleconference. Betsy Rothschild spoke on the topic of “The Unprofessional Student” at the AAPA Annual Conference, and she served on the faculty for the Clinical Coordinator Workshop at the Physician Assistant Education Association Annual Education Conference. Theresa Berry presented lectures to physician assistant students on topics including CNS infections, gallbladder disease, and cancer screening.

- Continued creation and revision of policies, procedures, and forms to ensure high standards for our provision of health care services.

- Active participation in the successful AAAHC reaccreditation.

- Participation in campus wide events such as numerous orientations for new students and parents, volunteering at the MLK Day Trees Atlanta project, and serving at the Campus Life Moonlight Breakfast.
• Ray Jarvis continued to enhance the EUSHS internet web site by serving as its manager and editor.

• Mike Huey continues to serve as team physician for varsity athletics at Emory. He provides care at the on-site training room medical clinic and during athletic events.

• Mike Huey served on numerous Emory committees such as: the Student Health Insurance Advisory Committee, the University Administrative Council, the CEPAR H1N1 Operations Group, the Emory Healthcare H1N1 Operations Group, the College Orientation Planning Committee, the Emory Athletics Athlete Wellness Committee, and the Emory Veteran’s Yellow Ribbon Program Planning Group.

• Ray Jarvis taught the American Heart Association CPR course to 13 members of the EUSHS clinical staff in January, 2010.

• Mike Huey continues to bring back ideas to EUSHS and Emory as he visits other student health services as a surveyor for the Accreditation Association for Ambulatory Health Care. He completed AAAHC surveyor re-training in September, 2009.

• Mike Huey successfully completed the Primary Care Sports Medicine Board Recertification Exam.

• Betsy Rothschild successfully completed the Physician Assistant National Recertifying Exam.

• Theresa Berry was recertified as a Diplomate of the American Board of Family Medicine.

• Mike Huey received the Campus Life Ethical Leadership Award.

• Mike Huey was a member of the Merck Male HPV Advisory Committee.

• Betsy Rothschild completed the Emory University School of Medicine Junior Faculty Development Course.

• Both Betsy Rothschild and Theresa Berry participated in the South Georgia Migrant Farmworker Health Project.

• Theresa Berry continues to volunteer as an attending at the Good Samaritan Health Center on Saturdays.
Nursing Staff Accomplishments 2009-10

The 2009-10 school year was, by far, one of our busiest years for the nursing staff, as well as EUSHCS as a whole. Through it all, the staff continued to emphasize and focus on providing high quality nursing services. Some accomplishments are:

- Strong participation in EUSHCS achieving its third consecutive full three year AAAHC accreditation.

- Coordination of a challenging influenza campaign administering H1N1 and seasonal influenza vaccines to over 8,000 students, faculty and staff. Also, administered Meningitis vaccine to students during Orientation Weekend.

- Provided nurse support and response for the H1N1 epidemic, that struck over 700 students on campus in late August and persisted through the Fall semester. The nurses assisted in the care and coordination of transportation to specially prepared isolation dorm.

- Assisted in the transition of EUSHCS 1525 facility to a fully electronic medical record, PnC, why simultaneous continuing to provide quality nursing care to hundreds of students with H1N1 influenza. Collaborated with IT in implementing the lab, immunization and travel modules.

- Continued to provide nursing advice and resource/referral services to students via Medical Information Line and secure e-mail via PnC.

- Provided Travel Consultations to hundreds of students traveling out of the country and administered required vaccines

- Continued to provide desensitization services to over 60 students, adding 20 new students this year.

- Coordinated and maintained a successful contraceptive program which includes completing in-house requests via PnC, MIL and during office visits.

- Provided nursing support to in- house specialty clinic as Colposcopy and Dermatology.
• Continued to assist, package, track and follow up more than 1500 pap smears.

• Collaborated with the programs coordinators of Medical, Allied Health and Nursing Schools to schedule mass sessions to administer immunizations to students at various time throughout the year.

• The nursing staff continued to participate in Peer Review, QA/QI projects, and developing and updating policies for the Policy and Procedure Manual and Infection Control Manual. The Safety Recall Manual (a weekly digest e-mail from the Food and Drug Administration, FDA) was started this year.

• The nursing staff continued to transport patients to the hospital emergency room for emergency care. On some occasion, have transported patients to their housing unit because they could not drive or walk.

• Nurses served on several committees, such as Core Group, Executive, Safety and Women Health contributing to developing and implementing policies. The Director of Nursing, Gertrude Thompson, serves as a member-at-large on the American College Health Association Board of Directors (ACHA).

• Several nurses attended conferences such as ACHA, SCHA and National Immunization Conference. Others attended in-house lectures, seminars and Safe Space. The staff completed the required annual trainings which are OSHA, Safety CPR, HIPPA and N-95 fit test. Some also renewed their Defensive Driving Course to assist in transporting patients to the emergency room.
In 2009-2010, the department achieved an ambitious strategic plan encompassing eleven goals and forty-two objectives. A short list of goals and outcomes appears below. We welcomed Amanda Dookwah as our 2009-2010 RHD Fellow. In July 2010 we bid farewell to Alyssa Lederer, MPH, CHES as she left the university to pursue PhD studies full time.

**Health Education and Promotion Goals – Short List**

**Goal One:** Via mini-courses and other educational programs, provide information and skills training to students so that they might enhance their health to achieve personal and academic success.

- We provided 241 educational programs with 1,146 hours of training resulting in 10,144 student contacts, 457 staff contacts, 62 faculty contacts and 231 other contacts (parents or community).
- Of these, we provided 11 mini-courses with 133 participants.

**Mini-Course Outcomes**

**SleepWell**

- For the fall cohort, all participants indicated that they had met the learning outcomes and that they would continue to modify their sleep behavior based on the skills and information presented in the intervention; 10 out of 11 would recommend it to a friend.
- For the spring cohort, 12 of 13 showed improvement on the post-test, all would recommend it to a friend, and all intend to continue practicing the skills developed during the course.

**Making Relationships Work**

As compared to pre-test questionnaire:

- Empathy emerged as an important concept for healthy relationships.
- A larger percentage of students expressed higher levels of satisfaction with their interpersonal relationships (80% in post-test vs. 63% in pre-test).
- A larger percentage of students expressed better understanding of what makes relationships work (80% in post-test vs. 31.6% in pre-test).

Furthermore:

- Respondents were highly satisfied with the healthy relationships mini-course and its organization.
- 82% of the respondents strongly agreed or agreed that they would recommend the Healthy Relationships Mini-Course to a friend.
Eat Well, Think Well

All participants indicated that the mini-course met or exceeded their expectations. In addition, most showed improvement from pre-to-post test.

Stress Reduction for the Busy Student

All participants showed improvement in their learning from pre- to post-test.

Meditation for Health

- Participants in the three cohorts rated overall satisfaction with the course, on a scale of 1-5 with 1 being most satisfied, as 1.67, 2.44, and 1.64, respectively.
- All participants demonstrated the mediation techniques taught in class.

I ♥ My Vagina

- In Cohort 4, participants achieved five of six learning objectives. This cohort rated the course 9.25 on a scale of 1-10, with 10 being most satisfied.
- In Cohort 5, participants met three of four learning objectives. This cohort rated the course 9.20 on a scale of 1-10, with 10 being most satisfied.

Goal Two: Provide professional, caring, clinical and/or consultative services for students in the areas of sexual violence prevention; alcohol, tobacco and other drug use; nutrition; sexual health; stress management; and sleep hygiene.

Clinical and consultative service visits August 2009 - July 2010:

<table>
<thead>
<tr>
<th>HIV Anonymous Testing (pre-post)</th>
<th>Sexuality Counseling</th>
<th>Nutrition Counseling</th>
<th>Alcohol &amp; Other Drug Risk-Reduction</th>
<th>Sexual Assault Prevention &amp; Response</th>
<th>Sleep</th>
<th>Stress Reduction</th>
</tr>
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<tr>
<td>118</td>
<td>43</td>
<td>775</td>
<td>486</td>
<td>47</td>
<td>41</td>
<td>54</td>
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We also contributed to the 2009 AAAHC re-accreditation process.

Continuing Education

- Shirley Banks attended a multi-day retreat on compassion meditation.
- Willie Bannister attended an AASECT training and began cross-training in sexuality education.
- Heather Zesiger and Alyssa Lederer attended the annual meeting of the American College Health Association.
- Aline Jesus Rafi attended a national Take Back the Night conference.
- Virginia Plummer attended a national mental health conference on Creativity and Madness.
- Heather Zesiger and Alyssa Lederer facilitated a year-long series of inservices for HEP staff on health promotion and public health skills, including special guest presentations by campus colleagues.
- Shirley Banks attended a training on the Our Whole Lives curriculum.
- Lex Gilbert attended trainings on Office 2007 and communication.
- Carol Kelly attended a training on Vitamin D in health and disease.
Goal Three: Increase awareness of services available at EUSHCS and promote self-care by meeting students where they are (on-campus and online).

- We provided 63 outreach events that resulted in almost 5,000 student contacts. These events included information tables at Wonderful Wednesdays and in the lobbies of graduate and professional schools including Nursing, Theology, Law, Public Health, Arts and Sciences and Medicine. We also guest lectured in classes in the PA program, Dietetic Intern program, SoN, RSPH, Emory College, Goizueta Business School and SoM.
- We planned, implemented and evaluated campaigns and awareness weeks including: National Collegiate Alcohol Awareness Week; Take Back the Night; Love Week; Body Acceptance Week; Sexual Assault Awareness Week; Fall and Spring Be Healthy! Meet and Greet events; and the Healthy Steps Campaign.
- We continued to post podcasts on health topics of interest to students.
- We updated and re-launched the Stall Street Journal (restroom newsletter) series and Bulletin Board Kits for residence halls.
- We responded to journalism students’ requests for interviews and to professional interviews in campus publications and national journals. Aline Jesus Rafi was featured in The Emory Report; several departmental events were profiled in The Emory Wheel; Carol Kelly was interviewed for a piece in the ADA Journal; Carol Kelly wrote regular columns for the SAAC newsletter; and Shirley Banks was interviewed by The Spread Eagle.
- HEP clinical providers reported an increase in graduate school clients, possibly as a result of expanded outreach to graduate and professional schools in 2008-2009 and 2009-2010.
- We developed online program request forms and an online safer sex supply request form.
- Amanda Dookwah created and launched a Learnlink conference for EUSHCS (information only).
- We noted an increase in website hits and iTunes downloads during the PACE presentations.

Goal Four: Assess needs for health enhancement at the individual and campus level; continue disseminating results of the 2008 NCHA at Emory and using data to guide programs and interventions.

Alyssa Lederer completed the following action items related to the ACHA-NCHA at Emory:

- The development of the National College Health Assessment (NCHA) presidential summary and related documents (Campus Life Assessment Report, 2 EUSHCS QAs), which consisted of a summary of the study, the findings, and overall recommendations as well as five “snapshot” reports with extensive data and sub-population analyses covering Academics and Health at Emory; Mental Health at Emory; Alcohol Use at Emory; Other Substance Use at Emory; and Sexual Health at Emory. The report was reviewed and received positive feedback from President James Wagner among other Emory leaders.
- Several presentations on the NCHA data, including the EUSHCS Annual Retreat; ISSP International Student Liaisons; Campus Life Faculty Advisory Committee; and Board of Trustees’ Campus Life Committee as well as consistently responding to NCHA data requests.
- Providing the rationale; gaining permission; developing the content for; and pilot testing Emory’s NCHA website, which appears to be the first website of its kind at the national level.
- Working with RSPH thesis students and developing a thesis contract for future students who plan to use the NCHA dataset.
We produced 21 additional quality assurance studies in 2009-2010:
- Sexual Assault Prevention Education Program Report Spring 2009
- Summary of Eat Well, Think Well Mini-Course Fall 2008
- Eat Well, Think Well v2.0 (restudy)
- TATTO Evaluation
- Take Back the Night 2009 Evaluation Report
- Love Week 2009 Evaluation Report
- Stress Management for the Busy Student (restudy)
- NCAAW 2009 Evaluation Report
- IHMV Mini-Course Evaluation
- Making Relationships Work Mini-Course Evaluation
- Meditation for Health Mini-Course Evaluation
- Meditation Station Initiative 2008-2009
- SleepWell restudy Fall 2009
- SleepWell restudy February 2010
- Healthy Steps Campaign Evaluation
- Risk Reduction Class Evaluation with the Office of Student Conduct
- Body Acceptance Week Evaluation
- Sexual Assault Prevention Advocacy Training Report
- Sexual Assault Prevention Education Programs 2009-2010 Report
- Meditation for Health Mini-Course Evaluation Report
- I ♥ My Vagina Mini-Course Evaluation Report

Goal Five: Expand and promote opportunities for students to engage in mindfulness meditation.

- Shirley Banks facilitated 45 Meditation Stations reaching 84 participants.
- Shirley Banks developed a new mini-course titled Meditation for Health.

Additional achievements in the areas of Community and Diversity; Sustainability; Committee work; Grant collaboration; Student mentoring and advising; Service; Professional Memberships and Presentations; Staff and Faculty capacity building; and Awards can be found in our full report online:
SUMMARY

The 2009-10 annual report summarizes a year characterized by continued improvements in mental health care prevention, treatment and education at Emory University. This year Emory’s new mental health and counseling fee continued to pay dividends and to shine a positive national focus on Emory University’s progressive and innovative thinking in the area of college mental health. The mental health fee funded two additional professional staff positions which allowed the Center to see increasing numbers of new patients without having to resort to a waiting list. Significantly, staff efforts to provide greater support throughout the referral process resulted in a reduction (53%) in the number of returning patients (students who had been seen previously at the Center). This reduction allowed the Center to defer the expected need to hire an additional professional staff member for 2010-11, despite an 8% increase in students seen over our previous busiest year ever (08-09).

A highlight of the 2009-10 academic year was the new “Emory Cares 4 U” program funded by the Garrett Lee Smith Memorial Campus Suicide Prevention Grant that Emory University was awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA). Emory Cares 4 U is designed to enhance Emory’s mental health infrastructure on campus, ensure that individuals at-risk for suicidal behavior are identified and receive the assistance that they need, provide education and information to the Emory community, reduce mental health stigma on campus, and create an environment that is caring and focused on wellness for
each member of our community.

With both the grant award and the establishment of the mental health and counseling fee, Emory University has become increasingly known as a leader in the area of college mental health care and training. For example, the co-Directors of the grant, Drs. Nadine Kaslow and Mark McLeod, along with Dr. Jane Yang, Counseling Center Outreach Coordinator, were invited to write an article about coalition building for an upcoming issue of a professional journal on college mental health.

During the 2009-10 year, the Counseling Center participated in two separate accreditation processes sponsored by the American Association of Ambulatory Health Care (AAAHC) and the American Psychological Association (APA). Student Health Services has been AAAHC approved for some years. However, this was the first time that the Counseling Center was included as part of AAAHC’s new accreditation process for behavioral health care units. The psychology pre-doctoral internship program has been accredited by APA since 1994. These two accreditation processes put the Counseling Center and Student Health and Counseling Services at Emory University in an elite group.

Another highlight of the 09-10 year is the continuing development of the Stress Management Clinic, directed by Dr. Dana Wyner. Stress is consistently one of the most prevalent complaints among our students and among students assessed in national cohorts (e.g. ACHA annual survey). There were 44 clients in the Stress Clinic during the 2009-2010 academic year, of whom 34 participated in Relaxation Skills and/or Biofeedback Training Classes and 10 additional students participated in Individual Stress Clinic sessions. We expect these numbers to increase consistently in future years. (A full report of the Stress Management Clinic activities and data about its effectiveness is available).

The development of the Stress Clinic could not have occurred without additional space resulting from the Counseling Center’s moved to its new location at 1462 Clifton Road. Besides room for our Stress Clinic, the new space finally allowed the Center to house all of its non-psychiatric mental health professionals under one roof. While we continue to be extremely grateful for the University’s support in this effort, it is important to note that future growth expectations will result in another space crunch within a few years time.
Consequently, this new space should be seen as a short term fix until we can move into a joint facility with Student Health Services.

During the 2009-10 academic year, the Counseling Center continued to utilize low cost mental health care services at Emory’s training centers in the Departments of Psychology and Psychiatry for our students who might otherwise have had to wait for services at the Counseling Center. Our 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 refined our student health insurance plan to make it easier to refer students to in-network mental health services in the community when necessary. We think that these and other changes were instrumental in our ability to improve the student health insurance coverage for next year without increases in premiums.

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 provide leadership in developing innovative university based mental health services. The President’s Mental Health Task Force Report serves 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 (130, compared to 136 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, EUH Emergency Room, academic offices and professional schools, private therapists, parents). The 130 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 (35 hospitalizations which represents a 17% increase from last year). Data from one of our assessment instruments estimates that 24% of students using our services this year reported having had some kind of suicidal ideation; 10% reported having these thoughts more than rarely, and about 4% checked having these thoughts frequently.

**CLINICAL SERVICES**

1. This year we estimate that Center professional staff provided 10675 therapy hours, a 30% increase compared to the previous year and a record for the Center.
number of students seen also increased slightly from the previous year and is also a record for the Center.

2. Data from the Counseling Center Assessment of Psychological Symptoms (CCAPS), demonstrated that being seen at the Counseling Center resulted in a reduction of students’ mental health symptoms and complaints. Clients also continued to report very positive subjective experiences at the Center. Of particular note is that 81% of our clients reported that their therapy resulted in an improvement in their academic performance.

PREVENTION AND OUTREACH

1. Counseling Center and Student Health Promotion staff members continued to work closely together to coordinate our limited resources. For example, staff from both departments provided 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.

2. This past year the Center provided 12% more workshops than last year, the most ever by the Center. Participation in our workshops remained at a high level with 8583 participants in all.

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

4. The Counseling Center maintained a strong commitment to training and supervising important student educational and paraprofessional groups such as Helpline and Active Minds.

ASSESSMENT

1. The Counseling Center engages in an array of assessment strategies to ensure the effectiveness of our programs and services including: clinical assessment instruments, formal written evaluations from clients/patients, and formal written evaluations for workshops and workshop materials such as media presentations. We also participate in several longitudinal national studies examining various aspects of college mental health such as the Healthy Minds Study and the Center for the Study of Collegiate Mental Health.
Business Office Accomplishments 2009-10

In 2009-10, EUSHCS Business Office accomplishments included:

- Active participation in EUSHCS achieving its third consecutive full three year AAAHC accreditation.

- Coordination of a challenging Fall 2009 influenza campaign, administering both H1N1 and seasonal influenza vaccines to over 8,000 students, faculty and staff. All student visits were documented in the chart at point of service and were billed to insurance carrier, department or patient at time of service.

- Fall 2009 began the electronic upload of referrals to Aetna Student Health from Point and Click, which eliminated tracking of paper and manual tying of referrals into Aetna system.

- Fall 2009, during the H1N1 outbreak, we were able to complete the transition of paper charts to electronic medical records which included scanning of medical record documents.

- EUSHCS became Emory University Student Health and Counseling Services LLC and joined Emory Healthcare’s major insurance PPO networks. This accomplishment has only been achieved by a few student health services nationally and will benefit thousands of Emory students and their families.

- Implementation of the Aetna Student Health Insurance Plan Emory Core Network, for both medical and mental health care, with 100% coverage for students at all Emory Healthcare sites.

- The Business Office staff commitment to controlling expenses and appropriately maximizing revenue assisted EUSHS financial status by fiscal year end 2010 with a total revenue of $2,002,590.
EUSHCS Goals and Results for 2009-10

Emory University Student Health and Counseling Services goals for 2009-10, and progress made towards accomplishment of those goals, included:

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

   ✓ **Achieved:** EUSHCS achieved its third consecutive full three-year AAAHC accreditation, with no findings on over 700 standards scored. This was the first time that the Counseling Center was a part of the accreditation and it is the most notable organizational accomplishment in 2009-10.

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.

   ✓ **Achieved:** 2009-10 saw the development of the National College Health Assessment (NCHA) presidential summary and related documents (Campus Life Assessment Report, 2 EUSHCS QAs), which was reviewed and received positive feedback from President James Wagner, Senior Vice President John Ford and other Emory leaders. There were several presentations on the NCHA data, including the EUSHCS Annual Retreat; ISSP International Student Liaisons; Campus Life Faculty Advisory Committee; and Board of Trustees’ Campus Life Committee as well as consistently responding to NCHA data requests. The website snapshot summary is in the final preparations to go live.

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.

   ✓ **Achieved:** Student Health Services continued to improve our utilization of the Point and Click (PnC) IT and electronic medical record system with a completely successful transition to a fully electronic medical record in November 2009. Of particular note is that this transition took place during the H1N1 outbreak and the staff remained positive throughout the transition, which was no small feat. In summer 2010, we also completed an electronic interface for the ordering of lab tests and began receiving of results from Emory Medical Labs via PnC.
4. Continue programming and services to reduce the stigma associated with seeking mental health care on campus.

 ✓ Achieved and ongoing: EUSHCS continues to make strides in the area of mental healthcare stigma reduction. Funding from the Mental Health and Counseling Fee has allowed for an expansion of services and outreach, both through the Counseling Center and Health Promotion. A highlight of the 2009-10 academic year was the new “Emory Cares 4 U” program funded by the Garrett Lee Smith Memorial Campus Suicide Prevention Grant that Emory University was awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA). Emory Cares 4 U is designed to enhance Emory’s mental health infrastructure on campus, ensure that individuals at-risk for suicidal behavior are identified and receive the assistance that they need, provide education and information to the Emory community, reduce mental health stigma on campus, and create an environment that is caring and focused on wellness for each member of our community. Emory University was one of a select group of colleges and universities to receive this award ($100,000 annually for 3 years). Currently the directors of the grant (Drs. Kaslow, Director, and McLeod, Co-Director) have formed 6 working groups to implement evidenced-based programs in the following areas: Gatekeeper training, improvements in infrastructure designed to track suicidal behavior, implementation of an internet-based evaluation and treatment program sponsored by the American Foundation for Suicide Prevention, curriculum infusion of suicide prevention programs and mental health awareness, informational materials targeting underserved populations particularly international students, improved web based information and increased access to mental health resources and information. These interventions will be evaluated and modified to ensure their effectiveness. Challenges include identifying ways to sustain programs that are effective, as well as strategies to institutionalize effective interventions to ensure their continuation.

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

 ✓ Achieved: Emory University had a successful and nationally-recognized planning and response effort for the H1N1 epidemic, which struck campus with a vengeance in late August 2009 and persisted throughout most of the Fall Semester. EUSHCS is proud of its role in the campus preparation and response effort and gratified that our success was noted both on campus and nationally. We had over 750 students with H1N1 influenza-like illnesses in Fall Semester and provided them with both state-of-the-art care and well coordinated self-isolation options, thus slowing the spread of the illness in the campus community. With our colleagues at FSAP, we oversaw a very complicated simultaneous H1N1 and seasonal influenza vaccination program for the campus community, with over 8,000 individual vaccinations given. The public relations and media handling of this project, hindered repeatedly by vaccine acquisition problems and delays, were particularly challenging and, we believe, ultimately successful.
Quality Assurance/Total Quality Improvement Program

In 2009-10, 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 2009-10 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 (QI Committee) Meetings
- *Take Back the Night* Speak Out and Rally Fall 2009 Evaluation Report
- *Love Week* 2009 Evaluation Report, Fall 2009
- *Eat Well, Think Well* 2.0 Mini-course Summary Report, Fall 2009
- 2009 National Collegiate Alcohol Awareness Week (NCAAW) Evaluation Report, Fall 2009
- 2008 Emory University National College Health Assessment: A Benchmarking Study and Overview, November 2009
- 2009 TATTO Training Presentation Evaluation Results, December 2009
- *Healthy Relationships* Mini-course Evaluation, January 2010
- *I Heart My Vagina* Mini-course Evaluation Report, Fall 2008-Fall 2009, February 2010
- 2010 Body Acceptance Week Panel Evaluation, February 2010
- *Meditation Station* 2008-09 Evaluation Report, February 2010
- Evaluation of *SleepWell @ Emory* Mini-course, a Second Restudy, March 2010
- Evaluation of *SleepWell @ Emory* Mini-course, a Third Restudy, March 2010
- Nutrition and Health Messages among Candler School of Theology Students: A Community Needs Assessment, April 2010
- Sexual Assault Survivor Advocacy Training Pilot Evaluation, April 2010
- The *Healthy Steps Campaign* Evaluation Report, May 2010
- Benchmarking Study: Problem of Tobacco Use on College Campuses (Wake Forest University), June 2010
- Sexual Assault Prevention Education Program Report, 2009-10 Academic Year, Summer 2010
- *Meditation for Health* Mini-Course Evaluation: Cohort 3, August 2010
- Benchmarking Study: 209-10 ACHA Annual Pap and STI Survey
Table 1: Summary of Primary Care Patient Medical Visits

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</thead>
<tbody>
<tr>
<td>Visits to primary</td>
<td>15,554</td>
<td>15,176</td>
<td>15,869</td>
<td>15,514</td>
<td>15,150</td>
</tr>
<tr>
<td>care providers (excludes nursing visits, psychiatry and specialist consultants)</td>
<td></td>
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Notes: EUSHCS achieved our highest primary care numbers in history in 2007-08, with a slight drop off in 2008-09 (-2.2%) and 2009-10 (-2.3%).

Building a Healthier Student Body, Mind and Spirit
Table 2: Influenza Immunizations

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<tbody>
<tr>
<td>Influenza – Faculty/Staff/Students</td>
<td>4,100</td>
<td>5,100</td>
<td>5,033</td>
<td>5,100</td>
<td>8,093</td>
</tr>
</tbody>
</table>

Notes: The EUSHS/Faculty and Staff Assistance Program flu shot campaign for Emory students, faculty and staff saw a 59% increase in flu shots given in 2009-10 due to the dual flu shot clinics for both H1N1 (2,571) and seasonal influenza vaccine (5,522).
Table 3: Health Education and Promotion: Clinical Visits for 2009-10

Overview of Service Utilization 2002-2010

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>Anonymous HIV Testing</td>
<td>259</td>
<td>209</td>
<td>172</td>
<td>136</td>
<td>117</td>
<td>99</td>
<td>150</td>
</tr>
<tr>
<td>and Sexual Health</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Counseling</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Nutrition Counseling</td>
<td>387</td>
<td>767</td>
<td>617</td>
<td>539</td>
<td>531</td>
<td>741</td>
<td>763</td>
</tr>
<tr>
<td>Alcohol and Substance</td>
<td>103</td>
<td>180</td>
<td>149</td>
<td>189</td>
<td>221</td>
<td>483</td>
<td>516</td>
</tr>
<tr>
<td>Abuse Counseling</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Health Ed</td>
<td>749</td>
<td>1,156</td>
<td>938</td>
<td>864</td>
<td>869</td>
<td>1,323</td>
<td>1,429</td>
</tr>
<tr>
<td>Clinical Visits</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Health Education and Promotion saw another increase in clinical visits in 2009-10, with an 8% increase over 2008-09, with increases in all three disciplines.
Table 4: Psychiatry Services at EUSHCS

<table>
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<tbody>
<tr>
<td>Total Visits to Psychiatry Services</td>
<td>2,303</td>
<td>2,271</td>
<td>2,268</td>
<td>3,179</td>
<td>3,757</td>
</tr>
</tbody>
</table>

Notes: We anticipated a significant increase in psychiatry utilization in 2008-09, due to the addition of another psychiatrist, Dr. Belinda McIntosh, 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. However, in 2009-10 we saw another additional increase in Psychiatry visits of 18%, due to both increased resident training activities and increased patient care visits by the staff psychiatrists, making 2009-10 the busiest year in history for EUSHCS Psychiatry.
Table 5:
2009-10 Counseling Center Services

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<tr>
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<tbody>
<tr>
<td>NEW REQUESTS FOR COUNSELING</td>
<td>1044</td>
<td>1259</td>
<td>1076</td>
<td>1328</td>
<td>1394</td>
</tr>
<tr>
<td>% OF CLIENTS REFERRED</td>
<td>16%</td>
<td>14%</td>
<td>14%</td>
<td>17%</td>
<td>15%</td>
</tr>
<tr>
<td>% OF CLIENTS REFERRED AFTER CC TREATMENT</td>
<td></td>
<td></td>
<td></td>
<td>3%</td>
<td>8%</td>
</tr>
<tr>
<td>THERAPY APPOINTMENTS</td>
<td>6845</td>
<td>8058</td>
<td>6994</td>
<td>8212</td>
<td>10,675</td>
</tr>
<tr>
<td>AVERAGE LENGTH OF TREATMENT</td>
<td>6.6</td>
<td>6.4</td>
<td>6.5</td>
<td>5</td>
<td>6.4</td>
</tr>
<tr>
<td>OUTREACH</td>
<td>133</td>
<td>122</td>
<td>219</td>
<td>207</td>
<td>232</td>
</tr>
<tr>
<td>OUTREACH PARTICIPANTS</td>
<td>9539</td>
<td>6107</td>
<td>7616</td>
<td>11,620</td>
<td>8583</td>
</tr>
</tbody>
</table>
EUSHCS Goals for 2010-11

EUSHCS organizational goals for 2010-11 include:

1. Maintain EUSHCS financial health in face of the new PPO agreements. We will need to carefully monitor patient care revenue and adjust our charges appropriate to maintain acceptable reimbursement for care provided.

2. Meet the medical patient care increases likely to result from the increased enrollment in the Emory Aetna Student Health Insurance Plan (4,800 → over 5,800) and the new PPO agreements.

3. Through the Office of Health Promotion, build individual and community health capacity through education and training.

4. Through the Office of Health Promotion, provide clinical and consultative services and case management to enhance health and reduce risk.

5. Plan for sustainability of evidence-based interventions identified via the SAMHSA suicide prevention grant.

6. Continue to expand the capabilities of the Point and Click IT/EMR system, including use in patient surveys.