2015–2016 HIGHLIGHTS

PRIMARY ACCOMPLISHMENTS

- November 2015 survey by The Joint Commission resulted in Student Health Services (SHS) being reaccredited for three years.
- Designed a new orientation program to welcome international students to Student Health Services SHS; conducted tours and information sessions on insurance with new international students.
- Redesigned the process for management of clients seeking treatment for Attention Deficit Hyperactivity Disorder; engaged outside consultant to assess documentation.
- Launched a new departmental name, logo and visual standard. The new visuals were incorporated into all new marketing and communication materials, including the website, which was redesigned and launched at the beginning of May 2016.
- Redesigned the parking process and procedures.
- Initiated the process for the redesign of the facility.
- Worked with the consortium of SC schools and negotiated with the current student health insurance provider to reduce the fall 2016 premium increase from a proposed 35% to 15% by increasing out-of-pocket expenditures for deductibles and co-pays while leaving dental and vision benefits unchanged.
- Transferred SHS accounting duties to SABO.
- Conducted a final Ebola Drill on October 14, 2015.

BY THE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Provider Visits</th>
<th>Patients/ Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
<td>16,630</td>
<td></td>
</tr>
<tr>
<td>NP</td>
<td>10,810</td>
<td></td>
</tr>
<tr>
<td>RN/LPN</td>
<td>9,187</td>
<td></td>
</tr>
<tr>
<td>Psychologist</td>
<td>823</td>
<td>4,213</td>
</tr>
<tr>
<td>Counselor</td>
<td>2,011</td>
<td>7,411</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>172</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL PROVIDER VISITS 46,098
TOTAL PATIENTS/CLIENTS 12,827

OUR CUSTOMERS TELL US:

“My provider was amazing at what she does. She had a very good way of making you feel comfortable even if you usually wouldn’t be.”

“I was surprised and delighted by the dedication and care of the Redfern pharmacists”

“All the staff was incredibly kind and helpful, and having spent several days in pain trying to convince myself I was fine before going to Redfern, I couldn’t have appreciated it more. Usually I dislike going to medical facilities, but because everyone was so nice and helpful, I won’t hesitate if I ever need to go there again or to recommend it to a friend.”

“Keep up the good work.”
MEDICAL SERVICES HIGHLIGHTS

- Added a sixth physician position to the medical staff.
- Initiated planning for an additional medical provider office and exam rooms for sixth physician.
- Created a lab interface with a reference lab electronic system.
- June 2016 survey by COLA (Commission on Office Laboratory Accreditation) resulted in SHS laboratory being reaccredited for two years.
- Pharmacy acquired a new Pharmacy Services Administration Organization contract which allows SHS to participate in many insurance plans as part of a group.

NUMBER OF FLU VACCINES ADMINISTERED OVER THE PAST FIVE YEARS

<table>
<thead>
<tr>
<th>YEAR</th>
<th>NUMBER OF FLU VACCINES ADMINISTERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-12</td>
<td>1,228</td>
</tr>
<tr>
<td>2012-13</td>
<td>1,849</td>
</tr>
<tr>
<td>2013-14</td>
<td>1,560</td>
</tr>
<tr>
<td>2014-15</td>
<td>1,444</td>
</tr>
<tr>
<td>2015-16</td>
<td>1,781</td>
</tr>
</tbody>
</table>

BY THE NUMBERS

- **19,538** Lab Tests
- **2,167** X-Ray Exams
- **32,223** Total Rx Filled
- **1,582** Allergy Visits
- **3,721** Immunization Visits

OUR CUSTOMERS TELL US:

“Sometimes I don’t have all the words I need to describe a symptom or explain something, and she has been very patient and helped me to explain myself.”

“The staff in the nursing area with the beds who administer IVs are very nice and courteous. I give their bedside manner an A++”

“Felt very reassured about things like insurance coverage and possible surgery.”

“I appreciate that every visit is quick and straight forward. I have a busy schedule as a grad student, and the nurses and doctors on staff are always accommodating.”
COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS) HIGHLIGHTS

- Added a full-time psychiatrist to CAPS staff.
- Completed a Root Cause Analysis of case of student who withdrew from CAPS services.
- Initiated planning to expand counseling services to Greenville.
- Completed self-study in preparation for reaccreditation by the American Psychological Association of CAPS’ Doctoral Internship Program in Professional Psychology. Site visit expected during fall 2016.
- Implemented TAO Connect, an online treatment for anxiety and depression, and Dialectical Behavior Therapy; expanded availability of therapy and supports groups as well as skill-building workshops; and decreased the number of students waiting for service by 75% compared to fall 2014.

TRIAGE/INDIVIDUAL ASSESSMENT

Students are increasingly seeking CAPS care. The following table lists the number of students that were seen for the initial session each semester for past five years. For CAPS, once students enter care, they’re seen once a week.

<table>
<thead>
<tr>
<th>YEAR</th>
<th>FALL TOTALS</th>
<th>SPRING TOTALS</th>
<th>FULL-YEAR TOTALS</th>
<th>CHANGE FROM PREVIOUS YEAR – FALL</th>
<th>CHANGE FROM PREVIOUS YEAR – SPRING</th>
<th>CHANGE FROM PREVIOUS YEAR – OVERALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011–2012</td>
<td>698</td>
<td>620</td>
<td>1,318</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012–2013</td>
<td>791</td>
<td>563</td>
<td>1,354</td>
<td>13%</td>
<td>-9%</td>
<td>3%</td>
</tr>
<tr>
<td>2013–2014</td>
<td>689</td>
<td>568</td>
<td>1,257</td>
<td>-13%</td>
<td>1%</td>
<td>-7%</td>
</tr>
<tr>
<td>2014–2015</td>
<td>887</td>
<td>659</td>
<td>1,546</td>
<td>29%</td>
<td>16%</td>
<td>23%</td>
</tr>
<tr>
<td>2015–2016</td>
<td>1191</td>
<td>768</td>
<td>1,959</td>
<td>34%</td>
<td>17%</td>
<td>27%</td>
</tr>
</tbody>
</table>

OUR CLIENTS TELL US:

“From the minute I walked into the office, the CAPS provider told me of the confidentiality clause, and I was not worried about my privacy being overlooked”

“The grief counseling group is excellent. It is facilitated very well and kept confidential.”

“My therapist is great! I always feel comfortable whenever she is present wherever it be – in her office or on campus randomly!”

“Everyone was very polite, and the counselor was very helpful in listening to all my special needs.”

“Amazing psychological services that really helped me get through a tough time in my life.”
• The Alcohol and Other Drug Executive Team has been meeting regularly since April 2015. In accordance with evidence-based recommendations, this team includes campus and community leaders and provides guidance for the Clemson Community Coalition. This team also serves as the approving body of Clemson University's Alcohol and Other Drug 2020 Strategic Plan.

• Healthy Campus and the Clemson Community Coalition hosted a “Beach Bash” BBQ meal in September 2015 for law enforcement officers, community members, students and Clemson University staff to build relationships and discuss alcohol and off-campus parties.

• The National College Health Assessment (NCHA) was launched in February 2016. Results were analyzed and utilized for strategic planning purposes for Student Health Services and campus partners.

• In February 2016, Healthy Campus hosted the second annual Law Enforcement Summit themed, “Interpersonal Violence Prevention: Understanding the Victim's Experience.” Over 55 individuals were in attendance, including University, City and County law enforcement officers, Clemson University staff, City Council members, victims advocacy centers, the Clemson Community Coalition and other community members.

• Healthy Campus worked with the “Tigers Together” suicide prevention initiative supported by a SAMSHA grant that is in its second year (awarded to Dr. Martie Thompson and Dr. Heidi Zinzow). This initiative provides advocacy training and creates awareness-raising events. 677 employees and students have participated in advocacy training since Aug. 10, 2015. In the fall 2015 semester, they developed a new website and supported hotline training for undergraduate students.

• As of June 30, 2016, 117 students have completed the foundation course for the interdisciplinary sustainability minor.

• Chloe Greene, Crystal Burnette and Lauren Pollard were selected to present, “Breaking Down the Silos of Prevention,” at the American College Health Association's national conference in San Francisco, CA in June 2016.
HEALTHY CAMPUS HIGHLIGHTS CONTINUED

• The Aspire to Be Well Program completed approximately 285 sessions with an attendance rate of over 5,000 students.

• The Aspire Creative Inquiry (CI) team participated in the spring CI Focus on Creative Inquiry (FOCI) Poster Forum with their poster, “Increasing Suicide Awareness and Prevention on Campus Through the Aspire to Be Well Program.” The students who created and presented the poster were spring 2016 Aspire interns: Mary Catherine Harbin, La’Roweshia Uzell and Thomas Smith.

• The spring Aspire CI also included Aspire to Be Well training for facilitators. Speakers from the following departments came to teach our students: Residential Living, Student Health Services (CAPS/ACTT), OCES, Office of Access and Equity, CUPD, Gantt Multicultural Center, Bridge to Clemson and Dean of Students. In addition, all students completed the Tigers Together suicide prevention training.

ASPIRE TO BE WELL DATA

**Fall 2015**

- **5,345** students attended an Aspire to Be Well session in fall 2015 – **3,401** first-year, **1,240** transfer and **704** Bridge to Clemson students
- **2,156** responses to the fall 2015 pre-survey, **2,087** responses to the post-survey and **933** responses to the 4-month post-survey

**Spring 2016**

- **267** transfer students attended an Aspire to Be Well session in spring 2016
- **160** responses to the spring 2016 pre-survey, **117** responses to the post-survey and **27** responses to the 4-month post-survey

ASPIRE STUDENTS TELL US:

“I think this program and the in-class workshop was really beneficial to show students what to do in college situations. It is so important, and the leaders of my workshop did a great job in teaching me these useful lessons.”

“It helped me learn a lot more about what to do when in difficult situations. I also now know about the resources Clemson offers including CAPS, CUPD, CARE.”

“Aspire was a wonderful session and very informative. I think a lot of people should pay close attention to what is being said when they attend their Aspire session.”
HEALTHY CAMPUS HIGHLIGHTS CONTINUED

- Launched several large-scale marketing campaigns during the fall and spring semester focusing on alcohol and other drug prevention and bystander intervention, mental health, the flu vaccine, tobacco-free campus, the eight dimensions of wellness, sexual responsibility, the NCHA, nutrition, consent and healthy stress management.

- Developed a new, enhanced website, increased online engagement, improved our communication efforts and developed a new SHS website (clemson.edu/studenthealth).

WELLNESS CAMPAIGNS