2016–2017 HIGHLIGHTS

PRIMARY ACCOMPLISHMENTS

- Completed pilot study of depression screening in Medical Services – began screening all students, spouses and visiting scholars being seen for a primary care, Women’s Clinic, Allergy Clinic and Travel Clinic appointments, and initiated referral system between Medical Services and CAPS
- Completed annual Focused Standards Assessment for The Joint Commission
- Participated in university-wide active shooter drill on July 13, 2016
- In a semester-long project, architecture class conducted a needs assessment of SHS and created a conceptual design for space allocation; plans for new Student Health Services (SHS) facility added to Student Affairs Facilities Strategic Plan
- Established weekly meeting schedule using project management software to facilitate billing of insurance – evaluated and initiated changes to the Electronic Health Record (EHR) to support billing and initiated agreement with credentialing service for insurance billing
- Completed installation of new computers throughout SHS
- Began renovation of front lobby to support new registration process
- Met or exceeded threshold on Patient Satisfaction Survey on all questions for which a threshold was set
- Immunization compliance – 97.4% total compliance rate for new undergraduate and graduate students: 956 compliant out of 982

BY THE NUMBERS

<table>
<thead>
<tr>
<th>Category</th>
<th>Provider Visits</th>
<th>Patients/ Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
<td>8,424</td>
<td>9,146</td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>5,308</td>
<td>8,190</td>
</tr>
<tr>
<td>Registered Nurse (as terminal provider)</td>
<td>4,318</td>
<td>4,405</td>
</tr>
<tr>
<td>Counselor/Psychologist</td>
<td>3,315</td>
<td></td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>1,068</td>
<td></td>
</tr>
<tr>
<td>CAPS Groups/Workshops</td>
<td>573 (total groups/workshops)</td>
<td>2,573 (total attendances)</td>
</tr>
</tbody>
</table>

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

OUR CUSTOMERS TELL US:

“...I usually feel like I get great service from Redfern and all of my needs are met. My CAPS counselor truly knows how to get me through my tough times, and my doctor is very confident in treating me. I get treated with an insane amount of respect, and I’ve never once felt like I couldn’t get what I needed from Redfern. Great service, great people and such a friendly environment!”

“I was extremely pleased with Redfern. Now I know that if I have a problem, I will be attended to extremely well.”

“Staff makes me feel very comfortable and relaxed.”

“I was very happy with how I was treated. I felt like they truly cared about me and my issue.”
MEDICAL SERVICES HIGHLIGHTS

- Completed the final phase of Laboratory Information System implementation – interfaced with the reference laboratory
- Completed construction on new medical provider suite – renovated the existing procedure room
- Initiated antibiotics awareness campaign
- Documented 330 cases of influenza during flu surge from Jan. 20 – Mar. 8, 2017
- Four new positions were added – Physician, Records Analyst II, LPN and Laboratory Technologist
- Initiated set-up of inventory module in Point-n-Click
- Received analysis of medical appointments from EHR vendor; initiated plans to reinstate web booking of medical appointments.

NUMBER OF FLU VACCINES ADMINISTERED OVER THE PAST FIVE YEARS

BY THE NUMBERS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab Tests</td>
<td>22,307</td>
</tr>
<tr>
<td>X-Ray Exams</td>
<td>2,468</td>
</tr>
<tr>
<td>Total Rx Filled</td>
<td>34,329</td>
</tr>
<tr>
<td>Allergy Visits</td>
<td>1,459</td>
</tr>
<tr>
<td>Immunization Visits</td>
<td>4,189</td>
</tr>
</tbody>
</table>

OUR CUSTOMERS TELL US:

“I was very pleased with my visit all around. Everyone was very helpful and inviting. The doctor was very professional but still she felt like somebody I could trust.”

“I was very happy to have a super friendly nurse and medical/doctor staff work with me during my appointment! This definitely made my first experience at Redfern a positive one.”

“I was very happy with my appointment. This was my first visit to Redfern, and I will be back if I ever need anything. I appreciate the fact that the pharmacy is right there. There was no extreme wait time for anything; everyone made sure I understood how to use my prescription, from the medical professional I saw to the pharmacists.”

“Love this place, they have helped me with my medical needs tremendously this semester.”
COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS) HIGHLIGHTS

- American Psychological Association notified Counseling and Psychological Services of the reaccreditation of the Doctoral Internship Program of Professional Psychology on May 8, 2017, based on their site visit completed in fall 2016; the program is reaccredited through 2023
- Established collaboration with the Center for Behavior Analysis enhancing services to students on the autism spectrum

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.

<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>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>1,191</td>
<td>768</td>
<td>1,959</td>
<td>34%</td>
<td>17%</td>
<td>27%</td>
</tr>
<tr>
<td>2016–2017</td>
<td>1,087</td>
<td>886</td>
<td>1,973</td>
<td>-9%</td>
<td>15%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

OUR CLIENTS TELL US:

"Every aspect of my visits have been great! The people are so kind and caring, and they help alleviate the stress and anxiety of seeking help for mental health issues."

"Great service. Was glad that I decided to use the CAPS service when I started. My therapist listened, was understanding, shared their life experience to give me perspective on mine, and helped me to advance in important areas."

"I felt like Dr. **** treated the situation with full confidentiality and privacy, and I felt safe to speak with him."

"He is easy to talk to and is good at making a comfortable and safe environment for patients."

"CAPS is a great program and resource, and I would recommend it to anyone who thinks they might need it."
HEALTHY CAMPUS HIGHLIGHTS

• Partnered with the Tigers Together suicide prevention initiative supported by a SAMSHA grant (awarded to Dr. Martie Thompson and Dr. Heidi Zinzow); more than 700 employees and students have participated in advocacy training since Aug. 10, 2015. As the grant concludes in September 2017, the majority of these efforts will transition to Healthy Campus with the addition of a new staff member who will serve as the Assistant Director for Suicide Prevention and Mental Health Initiatives

• In March 2017, hosted the third annual Law Enforcement Summit themed, “Mental Health and Suicide Risk: Responding to Individuals in Distress;” over 63 individuals were in attendance, including University, City and County law enforcement officers, Clemson University staff, counselors, chaplains, students and other community members

• Partnered with Clemson Baseball to promote alcohol safety during the Notre Dame baseball series on March 11, 2017; included a static graphic shown on the videoboard throughout the game along with a 15 second PSA on alcohol use risk reduction. This initial effort led to a more substantial relationship with Clemson Athletics and the ability to launch a large-scale alcohol safety and bystander intervention campaign, Celebrate Safely, in fall 2017.

• Launched large-scale marketing campaigns focused on suicide prevention, alcohol and other drug misuse prevention, sexually transmitted infection prevention, flu vaccine, Meatless Monday, body image/eating disorders/over exercising (collaborative campaign between Healthy Campus, CAPS and Campus Recreation; in Fike/Swann Fitness Center in fall), sleep, stress and anxiety, two identifiers and hand washing (in Redfern only), tobacco-free campus, the eight dimensions of wellness, social media and internet use/presence, cold vs. flu, sexual responsibility, safe spring break, nutrition and consent

• Increased tobacco-free campus campaign efforts following an environmental scan of campus – hung light pole banners along McMillan and Cherry Road, created door magnets, replaced window clings, continued to supply resource cards and increased digital marketing on social media, the website and digital screens accross campus

• Worked with AID Upstate to provide free HIV/STI testing at Redfern; improved access to free condoms, donated by AID Upstate, resulting in more than 50,000 condoms given away since July 2016 (previously, only gave away about 10,000 condoms per year)
HEALTHY CAMPUS HIGHLIGHTS CONTINUED

• Since it began in spring of 2014, 145 students have completed the Sustainability Leadership course, a 3-credit hour class that serves as the foundation course for the interdisciplinary Sustainability minor; Jennifer Goree serves as the instructor for the course and provides advising for students who wish to pursue the minor.

• Launched several educational modules during fall 2016 focused on alcohol and other drug education and safety, mental health, sleep, interpersonal violence, sexual health and overall wellness; these modules are available upon request for faculty, students and student organizations.

• Aspire Creative Inquiry Team focused on Aspire to Be Well facilitator training; speakers from the following departments came to teach our students: Office of Advocacy and Success, Office of Access and Equity, Office of Community and Ethical Standards, Student Health Services (CAPS/ACTT), Healthy Campus, Campus Recreation, Gantt Multicultural Center, Clemson University Police Department, and Center for Career and Professional Development. In addition, all students completed the Tigers Together Suicide Prevention Advocate Training and became Certified Peer Educators.

ASPIRE TO BE WELL DATA – Fall 2016

98% total completion rate for fall 2016 freshmen, transfer and Bridge to Clemson students
99% completion rate – freshmen: 3,665 completed
95% completion rate – transfer: 1,338 completed
95% completion rate – Bridge to Clemson students: 752 completed

Total students completed: 5,755 students including 2015 Bridge transfers in CU 1000

94% of learning outcomes (17 out of 18) show statistically significant improvement from pre- to post-test.

ASPIRE STUDENTS TELL US:

“Aspire was well-organized, informative and successful in showing students how to be safe on campus.”

“It was a very helpful program, and I feel safer on campus now that I know how many resources are available to me.”

“It was a great and informative session.”

“This was a very helpful class. I learned where I need to go for help and how to help others in different situations.”

“Very informative especially to transfer students who don’t know a whole lot about campus and what it offers in regards to student health.”