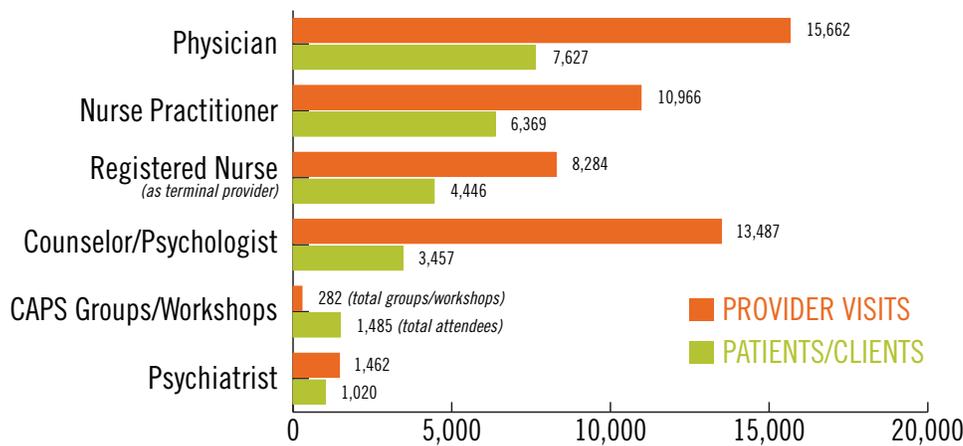


2018-2019 HIGHLIGHTS

PRIMARY ACCOMPLISHMENTS

- Successfully completed The Joint Commission on-site survey and awarded re-accreditation
- Began process of consolidating Medical and Nursing Policy and Procedure Manuals
- Updated and made improvements to the web-booking system based on feedback from staff and students; launched non-student access to MyHealth-e
- Collaborated with MUSC on upcoming telepsychiatry program
- In collaboration with Student Affairs Assessment Office, developed value map and dashboard linking our work to divisional and institutional goals
- Revised prematriculation immunization clinic scheduling and workflow to be implemented in fall 2019
- Developed department-wide policy on services to victims of interpersonal violence
- Began remodel of Women’s Clinic and Pharmacy
- Renovated room to be used for cleaning and sterilization of medical instruments

BY THE NUMBERS
 (7/1/18 - 6/30/19)



49,861 TOTAL PROVIDER VISITS* **13,464** TOTAL PATIENTS/CLIENTS

OUR CUSTOMERS TELL US

“I am always satisfied when going to Redfern. Everyone is always so friendly and they always schedule me efficiently and on the spot. Everything is always explained well and all my questions are always answered in a way that I understand. I always feel comfortable going to Redfern, because I know that I will be well taken care of.”

“Everyone at Redfern was extremely helpful and friendly. There is a very comfortable, cozy atmosphere that helps to relieve any stress one might have of going. I’ve had no issues at all.”

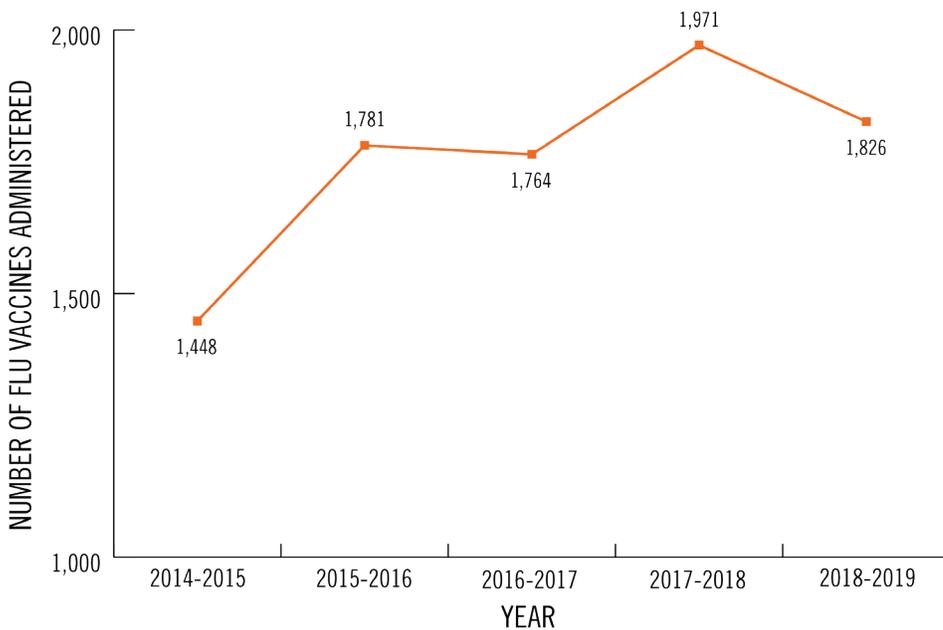
“The staff are incredibly helpful and friendly, it makes the clinic feel like a safe spot to go to for help. There isn’t an uneasiness that you feel at other practices or hospitals.”

*Does not include CAPS groups/workshops

MEDICAL SERVICES HIGHLIGHTS

- Began online store page of OTC items available for purchase through Pointy system
- Push of radiologic images to Prisma Health system
- Worked with Beckman Coulter, Henry Schein and Sam Young to get a new DxH 600 Coulter analyzer and interface in the lab
- Completed tracer on compliance with measles immunization
- Sharon Harris, HIM Manager, completed requirements and exam to become a Certified Coding Specialist – Physician-based (CSS-P)
- June Hay, Pharmacy Manager, nominated for APPE Preceptor of the Year
- Tara Williams, Billing and Insurance Administrative Assistant, accepted into the Oconee Leadership Program

NUMBER OF FLU VACCINES ADMINISTERED OVER THE PAST FIVE YEARS



BY THE NUMBERS

- 21,749** Lab Tests
- 2,065** X-Ray Exams
- 32,794** Total Rx Filled
- 1,283** Allergy Visits
- 4,446** Immunization Visits

OUR CUSTOMERS TELL US

“My visits have been very great experiences! It is never fun being sick/having to do to the doctor in college (alone), and these people here have made it much more easy to adjust and get through the process.”

“I was really nervous about some of the things I had to have done, but the staff and doctor made me feel so much more at ease.”

“Being new to campus and being extremely sick with nobody to care for me was awful. I decided to go to Redfern and the staff treated me as if I was one of their own children. Being cared for in such a way allowed me to see the light at the end and push through with my head held high.”

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS) HIGHLIGHTS

- CAPS Outreach worked with the Gantt Multicultural Center (provided support for students impacted by The Woodlands apartments disaster and provided support during Trans-Student Awareness and Coming Out Day) and Healthy Campus (developed Celebrate Safely coasters for downtown bars to help increase students’ awareness of drinking safely) in fall 2018
- CAPS Counselor, Sara Dawson, completed requirements for the Clinical Trauma Professional Certification
- Nick White successfully completed the oral exam to become a licensed psychologist

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.

| YEAR | FALL TOTALS | SPRING TOTALS | ACADEMIC-YEAR TOTALS | CHANGE FROM PREVIOUS YEAR – FALL | CHANGE FROM PREVIOUS YEAR – SPRING | CHANGE FROM PREVIOUS YEAR – OVERALL |
|-----------|-------------|---------------|----------------------|----------------------------------|------------------------------------|-------------------------------------|
| 2018-2019 | 1,224 | 867 | 2,091 | -0.5% | 4% | 1% |
| 2017-2018 | 1,230 | 837 | 2,067 | 13% | -6% | 5% |
| 2016-2017 | 1,087 | 886 | 1,973 | -9% | 15% | 0.7% |
| 2015-2016 | 1,191 | 768 | 1,959 | 34% | 17% | 27% |
| 2014-2015 | 887 | 659 | 1,546 | 29% | 16% | 23% |

OUR CLIENTS TELL US

“I’ve always had great service at Redfern! The staff is so welcoming and kind.”

“They made me feel very comfortable.”

“When I have come for CAPS it has been efficient and reliable and the professionals I work with have been great.”

“All staff members I interacted with were beyond wonderful.”



HEALTHY CAMPUS HIGHLIGHTS

- Partnered with Athletics and Student Affairs to launch the second annual Celebrate Safely campaign focused on alcohol safety and bystander intervention; began planning for the 2019-2020 Celebrate Safely campaign and put together a gameday safety planning committee for the first home football game on Thursday, August 29
- Launched additional large-scale marketing campaigns focused on the following topics: flu vaccine competition with USC, suicide prevention, body image/eating disorders/over-exercising (collaborative campaign between Healthy Campus, CAPS and Campus Recreation), sleep, stress and anxiety, tobacco-free campus/Great American Smokeout, overall well-being, cold vs. flu, antibiotic misuse and resistance, sexual responsibility, sexually transmitted infection prevention, safe spring break, Meatless Monday, sexual assault/consent/alcohol and healthy stress management for final exams
- Developed a new campaign focused on vaping and e-cigs (like Juuls) that expanded upon our current Tobacco-free Campus campaign
- Partnered with Fraternity and Sorority Life to help launch StepUP!, a nationally recognized bystander intervention program; students who participated in IFC recruitment and students in IFC and CPC chapters received the training
- Worked with faculty (from the Department of Youth, Family and Community Studies and the Institute of Family and Neighborhood Life; the Department of Psychology; and the Department of Public Health Sciences) and Athletics to develop an interactive online sexual violence prevention module for Clemson student athletes as part of the Robert H. Brooks Sports Science Institute Seed Grants Program
- Developed the Empathy Workshop Series that was launched in spring 2019 and consisted of three sessions: 1.) self-empathy 2.) empathy towards others and 3.) communicating empathy; 15 student participated, and series will be offered again in fall 2019
- The Peer Body Project launched in spring 2019; four undergraduate women went through the pilot series in March, and we received positive feedback from the group
- The Alcohol and Other Drug Creative Inquiry Team won first place in the digital poster section of the spring 2019 Focus on Creative Inquiry Poster Forum with their submission on prescription drug misuse





HEALTHY CAMPUS HIGHLIGHTS CONTINUED

TIGERS TOGETHER

- Trained **622** advocates
- The Tigers Together Creative Inquiry team orchestrated three main events in September in honor of Suicide Prevention Month: a Speakers Panel (where three campus members shared their experiences with suicide or that of a loved one), a screening of *Suicide: The Ripple Effect*, and an art auction to raise awareness for mental health
- Tigers Together, CAPS and Athletics co-presented the athlete-specific Tigers Together Advocacy Training at the first ACC Mental Health and Wellness Summit in Durham, NC
- Hosted the fourth annual Out of the Darkness Suicide Prevention Awareness Walk through the American Foundation for Suicide Prevention in March 2019 and raised over **\$16,000**

SUSTAINABILITY

- A comprehensive update of the sustainability website was completed
- The Sustainability Commission Charter was updated and adopted by the administration
- Final results for the first AASHE STARS report, completed in fall 2018, was made public in February – Clemson University received a Silver rating; the STARS rating system will provide a framework for Clemson University to measure progress, communicate success and identify areas for growth
- Initiated planning for a climate change campaign

ASPIRE DATA – FALL 2018

99% total completion rate for fall 2018 freshmen and transfer students (**5,202** students total; **238** sessions)

99% completion rate – freshmen: 3,760 completed

98% completion rate – transfer: 1,442 completed

96% completion rate – Bridge to Clemson students: 822 completed

Total students completed: **6,024** students (freshmen, transfer and Bridge to Clemson)



ASPIRE STUDENTS TELL US:

“Aspire Facilitators were very educated about the subjects, used participation well and made the session fun as well as informative for all.”

“The Aspire Facilitators seemed very caring and concerned about everyone’s well-being and inspired me to start helping others more often.”

“I really enjoyed this and it made me feel better about the University as a whole because they are addressing serious issues that are usually overlooked or ignored!”