FALL 2017 HIGHLIGHTS

PRIMARY ACCOMPLISHMENTS

• Completed annual Focused Standards Assessment for The Joint Commission
• Completed construction on the new registration area and information desk; implemented the new registration process
• Finalized contract with clearinghouse to credential providers for insurance filing
• Completed updates to the Medical depression screening and ADHD policies and procedures; conducted training session for providers and nurses
• Conducted SHS Code Green disaster drill

OUR CUSTOMERS TELL US:

“It’s difficult to understand the social and cultural background of international students. But the counselor and the doctor were very understanding and open to understanding my background. I appreciate their efforts very much.”

“Continue to greet students with genuine welcome and smile. It goes a long way and shows the students that they are in a safe place.”

“I went to Redfern for CAPS and the experience there made me want to return.”

“Excellent facility! 1000 times better than any urgent care or walk-in clinic. Definitely my go-to choice for medical care. There is almost no wait after checking in, every doctor I have had has been very knowledgeable and listens to my input on the matter. I definitely feel that I am getting the best treatment for me. I love Redfern.”

BY THE NUMBERS (8/20/17–12/31/17)

23,962 TOTAL PROVIDER VISITS
13,005 TOTAL PATIENTS/CLIENTS

ADDITIONAL ACCOMPLISHMENTS

• Provided free AID Upstate HIV/STI testing at Redfern once a week (increased from twice a month in spring 2017)
• New staff positions: 3 PRN RNs, PRN Nurse Practitioner, Health Information Analyst, CAPS Case Manager, Healthy Campus (HC) Assistant Director of Suicide Prevention and Mental Health Initiatives, HC part-time Writer
• Pharmacy supervisor, June Hay, named Upstate Preceptor of the Year by the South Carolina College of Pharmacy for serving as an exceptional role model practitioner and teacher
• Facility updates – purchased of new conference room chairs; painted and cleaned floors in several areas of building
• Immunization compliance – 99.5% total compliance rate for freshmen, transfer, Bridge to Clemson and graduate students: 7,474 compliant
HEALTHY CAMPUS HIGHLIGHTS

- Continued to provide educational modules upon request to students and student organizations, often peer facilitated by our UPIC interns; about 20 modules total, covering alcohol and other drug education and safety, mental health, sleep, interpersonal violence, sexual health and overall wellness

- Partnered with Student Affairs and Athletics to plan and launch phase 1 and 2 of the Celebrate Safely campaign focused on alcohol safety and bystander intervention. Campaign included two short videos and static graphics and was promoted in the following locations: Athletic jumbotrons; billboard on Hwy. 76; flyers in downtown bars and restaurants; light pole banners downtown; posters in Housing, Hendrix, Union, the Library, academic buildings and on CAT Buses; large banners in Union and Hendrix; digital ads across campus; Student Health 101; social media; emails to students (Almeda Jacks welcome back, President Clements sportsmanship); and featured Newsstand article

- The Celebrate Safely team was awarded the 2017 Student Affairs Team of the Year

- Launched additional large-scale marketing campaigns focused on the following topics: suicide prevention, sexually transmitted infection prevention, flu vaccine, 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

- AOD Creative Inquiry (CI) wrote literature review papers regarding prescription drug misuse among college students; this is in preparation for data collection effort in April 2018

- Created Tigers Together Suicide Prevention Advocacy Training online module for RA training; online module covered first part of training – goals of an advocate, facts, statistics, risk factors, warning signs, resources and reporting; 30-minute online module taken before in-person training; allowed more time for in-person scenarios and practice asking “the question” (“Are you thinking about killing yourself?” or “Are you considering suicide?”)

ASPIRE TO BE WELL DATA

- **98%** total completion rate for fall 2017 first-year and transfer students
- **99%** completion rate – freshmen: 3,661 completed
- **96%** completion rate – transfer: 1,475 completed
- **96%** completion rate – Bridge to Clemson students: 762 completed

Total students completed: **5,898** students including 2016 Bridge transfers in CU 1000

- **95%** of learning outcomes (20 out of 21) show statistically significant improvement from pre- to post-test.

ASPIRE STUDENTS TELL US:

“The Aspire content was very helpful in finding many resources that I did not previously know Clemson has to offer. I feel better equipped to deal with any problems that come up with my own mental health or someone that I know.”

“I enjoyed the Aspire content a lot! I learned some things I never knew and I definitely have a better understanding of what to do when I or somebody else needs help.”

“It was very useful information that I can apply to my everyday life. I now feel safer on campus knowing this information.”