SPRING 2018 HIGHLIGHTS

PRIMARY ACCOMPLISHMENTS

- Revised and implemented new employee onboarding process, procedure and material
- Trained providers and nursing staff on depression screen and suicide risk assessment
- Completed HIPAA audit and audit of billable charges and medical coding practices
- Implemented new process and procedure for durable medical equipment (orthopedic supply) ordering, inventory control and distribution
- Purchased a new Clinitek Urinalysis instrument with a bar code reader for Lab, helping to reduce the risk of clerical errors

BY THE NUMBERS (Jan. 1 – May 12, 2018)

<table>
<thead>
<tr>
<th>Service</th>
<th>Visits</th>
<th>Patients/ Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
<td>4,669</td>
<td></td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>3,110</td>
<td></td>
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<tr>
<td>Registered Nurse</td>
<td>3,438</td>
<td></td>
</tr>
<tr>
<td>Counselor/Psychologist</td>
<td>3,538</td>
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<tr>
<td>CAPS Groups/Workshops</td>
<td>200</td>
<td></td>
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<tr>
<td>Psychiatrist</td>
<td>600</td>
<td></td>
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<tr>
<td>Allergy</td>
<td>644</td>
<td></td>
</tr>
<tr>
<td>Immunization</td>
<td>1,571</td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td>120</td>
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</tr>
</tbody>
</table>

OUR CUSTOMERS TELL US:

“I have been highly impressed with everyone at Redfern, from the front desk, to the nurses, to the records staff, to the insurance people. Wow!”

“Have never had an issue with Redfern. We are lucky to have this service here on campus, truly.”

“Love all the staff members – all super nice and helpful”

“I thought the entire process was very efficient. I was so impressed that I had my scheduled appointment right on time. I also love my weekly visits to CAPS with my counselor”

“My experience was great. Everyone I came in contact with at Redfern was very friendly.”

ADDITIONAL ACCOMPLISHMENTS

- In the early stages of training on a new strep kit that has a small benchtop analyzer that reads the results accurately and objectively in as few as 3 minutes
- Added additional web-booking options, including AID Upstate/HIV-STI testing, Travel Clinic and Allergy/Immunization
- Finalized Travel Clinic and partnership with Study Abroad
- Transitioned to VOIP
- Finalized updated price list and fee schedule
- Immunization compliance – 95% total compliance rate for new undergraduate and graduate students: 622 compliant out of 655 students
HEALTHY CAMPUS HIGHLIGHTS

• Completed two major data collection efforts: the National College Health Assessment (NCHA) and the College Prescription Drug Study (CPDS); both had excellent participation rates: 28% and 25%, respectively

• Hosted the fourth annual Law Enforcement Summit themed, “Preparing for Campus Protests and Student Activism”; 61 individuals attended, including law enforcement officers, student affairs staff, students and others from universities and surrounding communities across South Carolina

• Launched marketing campaigns focused on the following topics: eight dimensions of wellness, sleep, cold vs. flu, antibiotic use, sexual responsibility, Celebrate Safely (phase 3), safe spring break, body image/over-exercising/eating disorders, Meatless Monday, NCHA, CPDS, consent and healthy stress management for final exams

• AOD Creative Inquiry (CI) team participated in the spring Focus on Creative Inquiry (FOCI) Poster Forum with their poster, “Prescription Drug Misuse Among College Students,” and presented the results of a literature review

• Trained 30 Aspire Facilitators through Aspire CI team; speakers from the following departments participated in training: Center for Career and Professional Development, Counseling and Psychological Services, Clemson University Police Department, the CARE Network and Healthy Campus. Facilitators also completed Tigers Together Suicide Prevention Advocate Training and became Nationally Recognized Certified Peer Educators.

TIGERS TOGETHER:

• Trained 143 advocates

• Created an athlete-specific Tigers Together Advocate Training (TTAT) for athletic coaches, trainers and support staff

• Hosted the third annual Out of the Darkness Suicide Prevention Awareness Walk through the American Foundation for Suicide Prevention in March 2018 and raised over $7,000

ASPIRE COMPLETION RATES:

• Total of 287 transfer students completed Aspire in spring

• Completion rate: 95%

ASPIRE STUDENTS TELL US:

“Aspire provided a lot of great information and tools for topics that need to be addressed among students. Great program.”

“The content was very helpful. A lot of good information that is specific to Clemson.”