UNH Health Services
2013-2014 Annual Report

Maintains and improves the health and well-being of the University Community in support of the Institution’s Academic Mission
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It is my pleasure to introduce the 2013-2014 annual report for University of New Hampshire (UNH) Health Services (HS). This report summarizes the activities of the HS organization from July 2013 through June 2014. Although it is not possible to capture everything in this report, we have tried to provide an overview of the contributions that our organization makes to UNH.

As you can see, Health Services operates through its core values to provide health care and services to the University community. The services and programs offered this year were, as always, based on the wellness philosophy that is defined on the following page, and provided by a highly dedicated and committed staff as well as a very special group of students. All of the achievements and challenges were met with a team effort that yielded extraordinary success, typical of HS staff, from the implementation of an alcohol screening process with all patients seeking medical care, to the Being Fierce and Fabulous Women’s Empowerment Group receiving the Stephanie Thomas award presented by the UNH President’s Commission on the Status of Women, the HS team once again is to be lauded for exemplary work and standout accomplishments.

Again this year, Health Services’ role as a key player in the public health of the UNH community is highlighted, for example, in the provision of our annual flu clinics for the University community. A variety of other highlights are noted as well, including the increasing popularity of our UNH Employee Clinic, within the UNH Health Services Center, which provides confidential, high-quality medical care to all USNH/UNH employees and dependents over the age of 18. This year, a single clinician was dedicated to work in the clinic exclusively to improve continuity of care. For additional information, please visit the acclaimed Health Services website at unh.edu/health-services.

As I enter my 21st year at the helm of this outstanding organization, yet again I can’t say enough about how proud I am of this staff and our student partners. We all share a common bond in providing the highest quality services to our students, as well as to our faculty and staff, in support of UNH’s mission. When you review this report, I hope you can gain at least a bit of an understanding of why this is so.

Yours in Health,
Kevin E. Charles, D.Ed.
MISSION VISION VALUES

Mission
The University of New Hampshire Health Services promotes, maintains and improves the health and well-being of the University community in support of the institution’s academic mission. This is accomplished by providing primary health care services, by teaching health care consumerism, illness prevention and health promotion, by providing co-curricular learning opportunities for students, and through its public health role. Services are accessible, cost effective, and provided in a caring and professional manner. University employees have convenient access to certain clinical and educational services, as well. Health Services continuously improves the quality of its care and services.

Vision
Health Services is every student’s first choice for health care and health education. Employees choose on-campus Employee Clinic services whenever possible and appropriate. We are a primary resource within the University community for health education and wellness information and consultation, and play a central role in managing any public health issues that affect the campus.

Core Values
As an organization, we value:
- the inherent worth and potential for growth of all individuals
- the treatment of all individuals with respect and dignity
- diversity
- open, honest, direct communication
- the highest standards of professionalism, with an emphasis on ethical behavior and ensuring confidentiality
- the powerful role of education in all of our work.

OUR GOAL IS TO OPTIMIZE WELLNESS NOW AND FOR THE FUTURE

We view all members of the UNH community as whole persons and dynamic individuals.

We are sensitive to how the components of our lives impact our health and well-being.

We encourage personal responsibility for achieving and maintaining wellness.

Our approach not only assists in the process of healing, but also provides information and care to maintain and enhance well-being according to individual needs and desires.
21,481
APPOINTMENTS
TOTAL STUDENT APPOINTMENTS FOR MEDICAL CARE AND EDUCATION/COUNSELING SERVICES

7,815
STUDENTS
TOTAL NUMBER OF UNIQUE STUDENTS WHO USED OUR MEDICAL AND EDUCATION/COUNSELING SERVICES

15,456
Prescriptions Filled

2,631
Non-Prescription Items Sold

13,162
Lab Tests

902
X-Rays

1,007
After-Hours Visits to Local Hospital

1,801
Education/Counseling Sessions

581
Educational Programs

17,861
Students Reached During Educational Programs

1,034
Massage Therapy Services

110
Biofeedback & Light Therapy Sessions
YEAR IN NUMBERS

TOP MEDICAL VISITS

- Sore Throats
- Upper Respiratory Infections
- Immunizations
- Anxiety
- Pain Management
- Contraceptive Counseling/Prescriptions
- STD/STI Testing and Screening
- Urinary Tract Infections (UTIs)
- Tuberculosis Screening
- Allergy
- Depression

TOP EDUCATION COUNSELING VISITS

- Alcohol
- Nutrition
- Other Drugs
- Stress Management
- Chronic Illness Support
- Anger Management
- Tobacco
- Acute Illness Support
- Sexuality

Appointment Breakdown

45% General Medicine
27% Women’s Health
15% Mental Health
13% Education & Counseling
“I did not feel rushed during my visit and was able to ask questions and receive answers. There was virtually no wait time which is great when you are squeezing visits in between classes and do not have a lot of time to spare.”

- UNH Student Patient Satisfaction Survey, 2014

**IMPLEMENTED ALCOHOL SCREENING OF PATIENTS**, as a recommended “best practice” by the federal Substance Abuse and Mental Health Services Administration (SAMHSA). The program had previously been piloted with all first-year students and students seeking physicals. Now the screening is implemented with all students seeking medical care.

**EXPANDED UNH EMPLOYEE CLINIC HOURS** to include Wednesdays and appointed one clinician to work in the clinic exclusively to improve continuity of care.

**INCREASED NUMBER OF WOMEN RECEIVING INTRAUTERINE CONTRACEPTION (IUDS)**, a new trend.

**CLINICAL GUIDELINES** were reviewed and updated.

**DEVELOPED A TUBERCULOSIS SCREENING AND TESTING PROTOCOL** for international students; started working more closely with the Navitas program to implement TB screening and testing to happen for students at their orientation.

**BEGAN PROCESS FOR MAKING EPI-PENS AVAILABLE IN THE DINING HALLS** for when students have a serious food allergy reaction. This process includes discussions and collaboration with Dining Services and University Legal Counsel.

**CERTIFICATIONS WERE AWARDED BY THE DEPARTMENT OF TRANSPORTATION** to four of our clinicians who become certified to conduct Department of Transportation physical exams for UNH drivers.
“Everyone is so pleasant and the environment is so calming. Every staff member eases your mind with their diligence to help each student who walks through the doors.”

- UNH Student Patient Satisfaction Survey, 2014

**BEING FIERCE AND FABULOUS WOMEN’S EMPOWERMENT GROUP RECEIVED THE STEPHANIE THOMAS AWARD** presented by the UNH President’s Commission on the Status of Women for its long standing contributions to promoting equity for women on campus. The program started in 2007 and in that time over 100 women completed the 9 week group. The award was presented to Dawn Zitney, Communications and Information Coordinator and Kathleen Grace-Bishop, Director of Education and Promotion.

**CONTINUED SPECIAL EVENT RISK MANAGEMENT INTERVENTIONS** during high-risk events with the assistance from UNH students involved in SAFE peer education and the Department of Nursing Public Health course. Interventions included providing free pancakes and Gatorade during Homecoming Tailgate and working in collaboration with the SCOPE Cares campaign to provide free pizza before the fall and spring concerts.

**ALCOHOL PROGRAM FOR FIRST YEAR STUDENTS AT THE PAUL COLLEGE** was created and implemented with SHARPP (Sexual Harassment and Rape Prevent Program). The goals of the program were to educate students about alcohol, sexual assault, risk reduction, being an active bystander, and increasing knowledge about NH state laws and the UNH Code of Conduct. Approximately 617 students participated in the program and the Internal Review Board confirmed that students learned new information, gained confidence in acting in an alcohol emergency, and improved understanding of state laws and campus policies.
“I think all of your staff in each department is doing a great job to keep the patient comfortable and happy with their care. I felt comfortable enough to talk with them about my symptoms and issues without feeling the worry of my confidentiality being exposed. I felt trusted.”

- UNH Student Patient Satisfaction Survey, 2014

**LARGE EDUCATIONAL EXHIBIT** was displayed in the Memorial Union Building (MUB) to educate the community about the health benefits of sleep. Sleep is the second most prevalent health issue impacting the academic performance, as reported by students.

**FRED WALTERS OF THE HOUSTON BUYERS CLUB** came to campus for a screening of “Dallas Buyers Club” to promote the importance of sexually transmitted infections (STIs) and HIV testing among college students as part of the national Get Yourself Tested (GYT) month.

**THE ANONYMOUS PEOPLE,** a film on the recovery community was brought to campus and followed by a panel discussion on creating change in policies services related to addiction and recovery.
ABOUT THE UNH EMPLOYEE CLINIC
The UNH Employee Clinic, within the UNH Health Services Center, provides confidential, high-quality medical care to all USNH/UNH employees and dependents over the age of 18. Services are provided by board certified physicians, physician assistants and nurse practitioners.

YEAR IN NUMBERS
EMPLOYEE SERVICES

Medical Care 731
Total visits by UNH/USNH employees and dependents to the Health Services Center for medical care at the Employee Clinic and within the Health Services Center

Flu Vaccine Clinic 416
Total vaccines provided at the Flu Vaccine Clinics offered at the Employee Clinic for employees and dependents

Pharmacy Visits 172

Laboratory Visits 424

Radiology Visits 64

“I was very impressed with the speed of service, professionalism of the staff and the fact that you are two minutes from my office.”

- UNH/USNH Employee Patient Satisfaction Survey, 2014
As part of our commitment to measure, assess, and adjust our delivery of care and services based on state and national requirements, standards, expectations, and the needs of our patients/clients, we conducted 24 quality assurance and improvement studies this year, including a building and safety assessment.

ANNUAL HEALTH FEE

We are an auxiliary enterprise at the University that is primarily funded by students who pay a mandatory health fee. The fee has remained $448/year for the last four years.

The health fee accounts for over 85% of Health Services’ revenues. The remaining revenue is derived from chargeable services such as medication co-payments, procedures not covered by the health fee, massage therapy, and employee visits.
ANNUAL FLU CLINIC

Administered 2,415 flu vaccines to students, employees and dependents

Students from the UNH Nursing Program helped with implementation of the student flu clinic, including providing vaccines to their peers

FLU VACCINE VIDEO

Consolidated Health Plans, Inc. awarded us a grant for $1,500 to create a promotional video for the flu vaccine.

The video premiered in September.

View the video at youtube.com/unhhealth
Several of our staff participated in the Annual Walk/Bike to Work Day.

We welcomed students back to campus outside the HS Center by providing popcorn, free condoms and information about our services.

We attended the UNH Career and Internship Fair where we spoke to students about professional opportunities available at HS and information about the health care field.

UNH “It Gets Better was created by Health Services student intern, Ari Schaaff, along with UNH students Jen Clayton and Health Services student employee Emily Ryder and Peter Welch Wellness Educator/Counselor. The film includes stories of hope for gay, lesbian, bisexual, transgender, queer and questioning youth.

SAFE Peer Educators organized Plant the Promise with tulips to encourage to be drug free.

We provided hot cocoa and soup in our front lobby during finals week in December.

We welcomed students back to campus outside the HS Center by providing popcorn, free condoms and information about our services.
For the 5th year in a row we participated in the SHARPP Anti-Violence Rally.

University Day is a great day to catch Wildcat Pride and learn about all the services on campus, including the services and opportunities we provide for student to get involved.

We provided free chair massages in the library for Frazzle Free Finals.

The Eating Concerns Mentors hosted Fat Talk Free Week and Eating Concerns Awareness Week.

We were featured in the “UNH Happy” music video that premiered in May.
Pet Assisted Therapy was implemented with the new addition of Hamilton, a trained therapeutic dog who assisted us in promoting programs and services. Hammy will become a more integral part of our staff and programming in the coming year.

SAFE provided free pancakes to students at the Homecoming Tailgate. This initiative is a risk management intervention to help reduce alcohol related risk and educate the campus community about low-risk drinking strategies.

NH Soles Lost Exhibit was brought to UNH in collaboration with Tobacco Free Kids, Breathe NH and the NH Youth Coalition in observance of Kick Butts Day. The exhibit displayed 2,000 pounds of shoes collected by youth across the state of NH to illustrate the number of lives lost in NH to tobacco.

The staff at Northeast Passage won 2nd place in our Annual Peeps Show contest. They were treated to a free yoga class, a perfect way to end the semester.

We were recognized during the Women’s Studies Feminist Leadership celebration for our work in educating the community about alcohol, eating concerns, nutrition, other drugs, tobacco and women’s empowerment.
PEER EDUCATION PROGRAMS

OUR TRAINED PEER EDUCATORS PROVIDED
101 EDUCATIONAL PROGRAMS THAT REACHED OVER 1,200 STUDENTS

SAFE  SUBSTANCE AWARENESS THROUGH FUNCTIONAL EDUCATION

S.A.F.E. peer educators actively engage students to consider important issues related to alcohol, tobacco and other drugs (ATOD). SAFE’s engagement with the UNH community includes pre-concert pizza parties, pancake stand at Homecoming, Plant the Promise to Be Drug Free, Kick Butts and the Great American Smokeout.

30 | Events
344 | Students Reached for In-Person Programming

SPIN  STUDENTS PROMOTING INFORMATION ABOUT NUTRITION

SPIN provides interactive nutrition education programs to the UNH community, such as Cooking Classes, National Nutrition Month Expo, Grocery Store Tour and their weekly column in The New Hampshire student newspaper.

42 | Events
440 | Students Reached for In-Person Programming

ECM  EATING CONCERNS MENTORS

ECMs provide confidential, individual support and information on body image and eating disorders. ECMs also provide educational programs such as Fat Talk Free Week, Eating Concerns Awareness Week and the Mind, Body Dialogues performance.

29 | Events
460 | Students Reached for In-Person Programming
STAFF HIGHLIGHTS

AWARDS AND RECOGNITION
Peter Welch received the Social Justice Award for his leadership and role modeling in promoting social justice issues at UNH and beyond.

YEARS OF SERVICE
The following staff were recognized at the Annual Staff Recognition Ceremony:
- Medical Director, Gladi Porsche, 30 years
- Billing Administrator, Arlene Bisson, 15 years
- Quality Improvement Coordinator, Dennis Dupuis, 15 years
- Manager of Medical Support and IT Services, Kevin McKaig, 15 years
- Information and Communications Coordinator, Dawn Zitney, 10 years

NEW HIRES
- Nutrition Educator, Maria Caplan
- Phlebotomist, Shannon Knowles
- Administrative Assistant, Donna Gadway
- Massage Therapists, Dawn Lipinski, Magge Wade and Lisa Angione

RETIRED/MOVING ON
- Wellness Educator/Counselor, Peter Welch, after 24 years of service
- Medical Technologist, Joanne Marino, after 15 years of service
- Nutrition Educator, Maria Larkin, after 10 years of service
- Business Services Assistant, Kristen Crowley, after 7 years of service
- Business Services Assistant, Kathi Maher, after 6 years of service
- Triage Nurse, Nancy Starks-Cheney, RN, after 5 years of service
- Nurse Practitioner, Gayle Sutton after 2 years of service
- Administrative Assistant, Danielle Peterson after 1 year of service

SOCIAL JUSTICE
Nutrition Educator Maria Caplan, and Pharmacist Laura O’Connell completed the Social Justice Educator training. This brings the number of current and previous Health Services staff members who have received this training to 21.

SUICIDE PREVENTION
Health Services staff and students involved with the Health Services Center completed the Kognito suicide prevention program.
OUR STAFF

LEADERSHIP TEAM

Kevin E. Charles, DEd
Assistant Vice-President for Student & Academic Services and Executive Director of Health Services

Kathleen Grace-Bishop, MHSA, CHES
Director of Education and Promotion

Cindy L. McGahey, MBA
Director of Finance and Administration

Gladi V. Porsche, MD
Medical Director

Dennis M. Dupuis, MS
Quality Improvement Coordinator

Janet Haley Harris, BA
Executive Assistant

CLINICAL & ANCILLARY SERVICES

Physicians
Gladi V. Porsche, MD
Lessa Brill, MD
Gerald Collins, MD

Nurse Practitioners & Physician Assistant
Patricia Campbell, APRN
Denise Cingolani, APRN
Debra Learmonth, APRN, MSN
Valerie Romoser, PhD, PA-C
Gayle Sutton, APRN, MSN
Lori Trauntevein, APRN, MSN
Gail Wingate, APRN, MSN

Registered Nurses
Sue Chalmers, RN, BSN
Bridget Curtis, RN
Jacque Damon, RN
Sandy Duvall, RN
Kris Kahr, RN, BSN
Pat Lang, RN
Janet Lawson, RN-C
Kelly Perkins, RN

Susan Reiss, RN, BSN
Nancy Starks-Cheney, RN

Licensed Practical Nurses
Amy LeClair, LPN
Carol Merkle, LPN
Fran Nichols, LPN
Rebecca White, LPN

Medical Assistants
Kathy Spiers, MA

Laboratory Technicians
Betsy Chadwick, MT
Linda Hayden, MT
Shannon Knowles, MT
Joanne Marino, MT
Judith Wilson, MT

Pharmacists & Pharmacy Technicians
Jane Atkins, RPh
Jeffrey Audet, RPh
Andrew Taylor, RPh
Patricia Hochmuth, RPh
Laura O’Connell, RPh
Kim Riley

Radiology Technologists
Michele Brady, RTR
Michelle Crispo, RTR
Nancy Dallacce, RTR
Bonnie Mack, RTR
Pamela Trefethen, RTR

OFFICE OF HEALTH EDUCATION & PROMOTION

Wellness Educators/Counselors
Maria Caplan, MS, RD, LD
Melissa Garvey, MSW
Pamela Kayden-Babish, MEd, LADC
Maria Larkin, RD, LD, MEd
Judy Stevens, RN
Peter Welch, MA

Administrative Support
Rachael Kreckmann
Jane Shannon

Licensed Massage Therapists
Lisa Angione
Janice Callaghan
Michelle Davis
Dawn Lipinski
Corinne Douglas
Kristin Harrison
Emily Lahut
Margaret Wade

ADMINISTRATION

Finance and Administration
Arlene Bisson
Karen Brown
Kristen Crowley
Kathleen Maher, MBA
Maureen Nogueira

Health Records and Registration
Jeannine Chadwick
Donna Gadway
SUSAN McAtavey
Paula McCarthy
Diane Messier
Danielle Peterson
Lois Ratto

Communications & Information
Dawn Zitney, MEd

Information Technology
Kevin McKaig
Darcie Russell

Housekeeping
Diane Dupes
Debbie Ellison
PEER EDUCATORS AND INTERNS

Wellness Interns
Richard Post ’16
Elizabeth Adeeko ’14
Anna DiNitto ’14
Amie Lesure ’15
Chloe Flanagan ’15
Jennifer Allen ’14/’15
Julie Huribut ’14/’15
Marie-Anne Hobeika ’14/’15
Abigail DesRosiers ’14/’15
Maggie Lynch ’14/’15
Laura Halupowski ’14/’15
Mary Margaret ’14
Jensen Judd ’14/’15
Catherine Wanjiru ’14/’15
Nina Maiuri ’14/’15

Dietetic Interns
Lauren Goldthwaite
Olivia Myers

SAFE Peer Education
Kate Stellar
Kyla Cooper ’16
Annmarie Hall ’14/’15
Ashley Detremps
Abby Robinson ’16
Melissa Dongo ’16
Jennie Marinucci ’16
Mackensie Brown ’16
Paul Allard ’16
Melanie Richert ’14/’15
Kierra Poulis ’16

SPIN Peer Education
Amanda Crane ’14/’15
Rory Costigan ’14/’15
Kelly Stoner ’14/’15
Brooke Walsh ’16
Elissa LaFleur ’14/’15
Jaclyn Querido ’16

Eating Concerns Mentors
Acacia Kreidermacher ’15
Crystal Cascio ’14
Christine Luciano ’15
Amy Oldenquist ’14
Jordan Cardarelli ’14
Kaitlin Dresser ’14
Kelsey Swalwell ’15
Kirsten Poland ’14
Kristen Chulada ’15
Lauren Rosenfeld ’15
Mary Erwin ’15
Rachel Rubin ’14
Suzy Hogan ’15
Leah Tarleton ’14
Ashley MacPherson ’15
Kyla Jones ’14
Mary Gillen ’14
Amanda Parker ’14
Justine Seymour ’15

Jenna Channel ’14
Grace Cogan ’16
Katie Meucci ’15
Amanda Parker ’14/’15
Justine Seymour ’14/’15
Jenna Channel ’14/’15