I. Student Health Services Mission Statement
The mission of Student Health Service is to assist each student with their diverse healthcare needs in order to facilitate maximum academic and personal growth.

A. In carrying out the Mission and Goals of Student Health Services, we share the values of the Office of the Vice President for Student Affairs as follows:

1. **Diversity**: Student Health Services believes that each person is unique and values the individual differences within the campus community.

2. **Excellence**: Student Health Services commits to continually provide quality and cost effective healthcare to students.

3. **Growth**: Student Health Services promotes continuous advancement and improvement to its professional staff, healthcare services and health facility, within the guidelines of the university system, to meet the changing needs of the students.

4. **Integrity**: Student Health Services maintains its accountability to the university and the students through civility, respect, and honesty.

5. **Leadership**: Student Health Services encourages leadership and peer education opportunities to students through mentoring and nurturing.

6. **Service**: Student Health Services provides quality healthcare that is respectful, responsive, and accessible.

II. Departmental Accomplishments

**Public Health & Safety**: Conducted flu prevention clinics on campus for students, faculty and staff, and were able to deliver 2000 flu vaccines. Promoted acupuncture services with Orion ads and posters. Continue to monitor and restock Mass Casualty supplies. Continued partnership with the School of Nursing in Flu Clinics during Fall, 2012. Conducted a group travel education class each semester focusing on regional risk factors, malaria care and prevention, water purification, required vaccines and food sanitation.

**Marketing**: A variety of advertising was placed in both community and campus publications. Publications included Chico News & Review, The Orion and Discover Chico Guide.

**Health Education Action Team (HEAT)**: The HEAT team is comprised of health interns and SHS staff members. The mission of HEAT to promote campus wide awareness of the health and wellness services available to students. HEAT interns also use peer education to help promote healthy lifestyle choices. This year the interns studied sleep deprivation and its effect on students and the learning process. The HEAT interns shared this information during a “Healthy Sleep” promotion day on campus and received positive feedback from their peers.

**Student Health Advisory Council (SHAC)**: SHAC serves as a liaison between the campus and SHS. SHAC is comprised of students who are interested in health services on campus, a faculty advisor and SHS staff members. This year SHAC served as a facilitator for collaboration with smaller health related clubs on campus; thus allowing the smaller clubs more exposure on campus and allowing SHAC the people power to coordinate a large scale project such as the De-Stress Fest. The De-Stress Fest occurred 2 weeks prior to finals and it included healthy snacks, music, animals and hands on crafts all intended to teach students and staff healthy ways of relieving stress. • **Student Participation**: SHS continues to employ student interns which allows the student a chance to work in a health related field gaining real life experiences while we benefit from their consistent hard work and dedication.
**Number of Annual Patient Visits:**

- Canc./Resch. Appt., 6,448
- No shows, 756
- Patient Visits, 31,987

**Type of Patient Visits:**

**Visit Types**

- Nursing Visit
- X-Ray
- ACC Clinical
- FP Enrollment
- Medical Visit
- Walk in Visit
**Top Annual Diagnosis:**

### Top 8 Annual Diagnosis

- ADD/ADHD
- Influenza Vaccine
- Depression
- Pharyngitis
- STI Screening
- TB Screening
- Upper Resp. Inf.
- Birth Control...

**Lab Services:**

### In House Lab Tests

- Chlamydia
- Urinalysis Macro
- Direct Strep
- Throat Culture
- Urinalysis Micro
- CBC
III. Changes in Policies and Procedures
Both staff RN's trained on protocols (URI and wart removal) which will allow them to triage patients with minor medical needs and streamline patient flow.
All vaccines except typhoid are now being ordered by an LVN in the nurse's station and being stored in the upstairs refrigerator.
Pharmacist in charge wrote a standing order to allow vaccines to be administered by nursing staff with the exception of typhoid which still requires a doctor's order.
Oral polio was discontinued and typhoid has been switched to an oral agent instead of an injectable.

IV. Resources Summary

Budget Summary
For the 2012-2013 fiscal year the SHS beginning balance was $2,293,902, our revenue was $4,496,012 and our expenditures were $4,594,547 leaving our ending balance at $2,195,367. At our current funding ratio our projected ending balance for the 2013-2014 fiscal year is only $1,491,717 making an increase in student fees for the health center a fiscal priority. SHS has not seen an increase in student fees in a decade. We have used fiscal responsibility and fewer FTEs to balance our budget over the last decade but with increasing pharmacy costs and the compensation increase we need to secure funding as we plan for the future.

Staffing
Linda Higginson RN I
Dr. Ann Morrissey retired
Jill Cannaday Nursing Supervisor
Donald Chesscher, MA
Zoe Race retired
Shannon Powers, ASA1.

Facilities/Equipment
Lab updated all computers to Windows 7 including hardware upgrades. A new Harvest Server was installed 8/1/12.

V. Ongoing Assessment Efforts
The SHS participates in Student Satisfaction Surveys and uses the feedback to improve patient care delivery and patient satisfaction.

VI. Goals:
Present goals for the next academic year
1. To successfully implement a health fee increase to ensure financial stability for all three departments for the next 10-15 years.
2. To increase cohesiveness and collaboration of services and programming within the newly established unit of SHS, CADEC and CWC.
3. To institute SBIRT (Screening, Brief Intervention, and Referral to Treatment) ad BASICS (Brief Alcohol Screening and Intervention of College Students) allowing us to bring awareness to the individual patient regarding their current level of drug and alcohol use motivate the student toward behavioral change and possible treatment.
4. Assess clinic flow and staff placement to ensure optimal patient care and continuity.
5. Implement changes and updates suggested in the Technology Assessment to ensure online security and HIPPA compliance.
6. Prepare for 2014 accreditation by reviewing nursing protocols and procedures. A mock AAAHC survey will be scheduled in January.
7. Work with EHS to conduct a mock fire drill to ensure compliance with state regulations and improve staff response to a real emergency.
8. To continue pursuing a working partnership with community organizations to ensure continuity and appropriate healthcare for Chico State students.
Campus Alcohol & Drug Education Center (CADEC)

Mission Statement:
The Campus Alcohol & Drug Education Center is committed to providing educational programs and social events that raise campus awareness about the dangers of alcohol and drug abuse. CADEC strives to encourage and enable students to make responsible and healthy choices, especially in areas where substance abuse is a concern.

Alcohol Education Programs

1. AlcoholEDU: required 2 part, online class for all freshman. A 70% or better is required to pass the class. It is currently bundled with a sexual assault program.

2. 21st Birthday Card: Students turning 21 receive a birthday card with prevention messages. This program is being modified to include gender specific messages and to include elements from the evidence-based model B.R.A.D. (Be Responsible About Drinking).

3. R.A.D.A.R. (Raising Awareness of Drug and Alcohol Responsibilities): Formerly the sanctions class, referrals for this class come from Student Judicial Affairs. 195 students completed this class in 2012/2013. The class is peer taught with professional staff support and supervision. The class syllabi was modified after student input and clinical evaluation was done early in the last academic year.

4. Red Watch Band: a new program designed to bring awareness to students regarding alcohol and drug poisoning in their peers, and what to do in an emergency situation. Four trainings took place between April 2nd and the end of the school year allowing 76 students and one staff member to get trained. At the Festival for Change in the Chico city plaza, 44 of the 76 trainees were presented with their official Red Watch Bands, showcasing their commitment to their peers and community. CADEC is committed to expanding this program and has plans to train all 65 Resident Advisors in August and has 10 trainings planned for the fall semester (30 students per training).

5. Trisha Seastrom has presented to Inter-Fraternity Council and for many individual fraternities and sororities and has received positive feedback regarding her alcohol education presentations.

Students in Recovery
For those students in recovery, there continues to be a weekly Alcoholics Anonymous meeting on campus. The group has continued to see slow growth in attendance. It is listed as a Young People’s meeting on the AA website and the CADEC staff markets the meeting to students and youth in the community.

Future Programs and Partnerships

1. CADEC is participating in a partnership with Greek leaders to bring an alcohol education requirement to campus. The curriculum currently being considered is from 3rd Millennium Classrooms and is called “Greek Wise.” There would be a $15 charge per participating student, this program has received positive reviews from other CSU campuses and provides a common language and common expectations.

2. SMART Recovery: This program is a non-12 step, non-spiritual approach to recover and also allows students the options of online support meetings. One CADEC Peer Educator will be trained over the summer to become a SMART Recovery Facilitator allowing CADEC to offer SMART Recovery meetings on campus in the Fall of 2013.

3. Not One More: A new non-profit formed after a CSU Chico student lost her sister to an opioid overdose. This CSU Chico student has been hired by CADEC to assist in the prevention/education of opioid and prescription drug abuse. Plans are under way to work with Not One More to have a campus prevention activity during the National Collegiate Alcohol Awareness Week.

4. BASICS (Brief Alcohol Screening and Intervention for College Students): Evidence based prevention and early intervention program for students who are heavy drinkers who are at risk for alcohol related problems. BASICS uses motivational interviewing techniques and a harm reduction approach to motivate students to reduce alcohol use in order to decrease negative consequences. Currently in the process of hiring an employee who would conduct BASICS within CADEC.
Annual Report Data for Counseling and Wellness Center 2012-2013

Total unique clients served in direct clinical services 1137
Headcount for fall 2012 16,470
Percent of all university students seeking counseling services 7
Total number of sessions (including individual, couple, group, urgent walk in) 4513

<table>
<thead>
<tr>
<th>Breakdown of sessions</th>
<th>Percent of Total Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent walk in sessions</td>
<td>652</td>
</tr>
<tr>
<td>Intake sessions</td>
<td>612</td>
</tr>
<tr>
<td>Ongoing individual therapy</td>
<td>2335</td>
</tr>
<tr>
<td>Couple appointments</td>
<td>34</td>
</tr>
<tr>
<td>Group consultations</td>
<td>89</td>
</tr>
<tr>
<td>Group appointments</td>
<td>786</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>4513</strong></td>
</tr>
</tbody>
</table>

Group Counseling
Nearly 100 clients participated in group counseling (9 percent of all clients). Thirteen groups were offered including groups for substance abuse, self-esteem, anxiety, interpersonal, bipolar disorder, and food concerns.

Individual Counseling
The majority of students (>75%) seeking counseling were seen in individual counseling (n=857). Some of these students also utilized urgent walk in services. Approximately 83 percent of student clients were seen between 1 to 5 appointments during the school year. Forty-five percent of all clients used urgent walk in at some point during the year. The top five concerns that students sought services for this year included anxiety, depression, relationship issues, academic concerns, and family issues. Compared with the previous year, counselors at the Counseling and Wellness Center saw 14 percent more students in direct counseling services and over 8 percent more counseling sessions overall.

Demographics of Student Clients

<table>
<thead>
<tr>
<th>Gender Identity Race/Ethnicity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>female</td>
<td>67%</td>
</tr>
<tr>
<td>male</td>
<td>32%</td>
</tr>
<tr>
<td>transgender</td>
<td>&lt;1%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>heterosexual</td>
<td>91%</td>
</tr>
<tr>
<td>LGBQ</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Academic Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshman</td>
<td>20%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>16%</td>
</tr>
<tr>
<td>Junior</td>
<td>25%</td>
</tr>
<tr>
<td>Senior</td>
<td>29%</td>
</tr>
<tr>
<td>Graduate/Professional</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>
### Race/Ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black</td>
<td>3%</td>
</tr>
<tr>
<td>American Indian or Alaskan Native</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Asian American/Asian</td>
<td>4.00%</td>
</tr>
<tr>
<td>Hispanic/ Latino/a</td>
<td>16.00%</td>
</tr>
<tr>
<td>Native Hawaiian or Pacific Islander</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Multiracial</td>
<td>7.00%</td>
</tr>
<tr>
<td>White</td>
<td>70%</td>
</tr>
</tbody>
</table>

### Most Common Referral Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friend</td>
<td>21%</td>
</tr>
<tr>
<td>Family Member</td>
<td>16%</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>9%</td>
</tr>
<tr>
<td>Student Health</td>
<td>7%</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Other Student Client Descriptors

Approximately 31 percent of student clients were transfer students. Nearly 11 percent of clients had registered with the Accessibility Resource Center (ARC). The most common categories of disability were ADHD, learning disorders, and psychological disorders. Seven percent of student clients reporting GPAs fell below 2.0 which usually indicate academic probation. Over seventeen percent of student clients reported not having health insurance. Nearly three percent reported being military veterans. Two thirds of the veteran clients reported stress directly related to their military service. Thirty-one percent of student clients reported being first generation college students.

### Drug and Alcohol Use (two weeks prior to seeking counseling)

Twenty percent of student clients reported binge drinking three or more times during the prior two weeks. Over 53 percent of student clients reported binge drinking one or more times within the last two weeks. During the prior two weeks, 28 percent of all student clients reported smoking marijuana one or more times; 18 percent of all student clients reported smoking 3 or more times.

### Severity Concerns of Student Clients

Six percent of student clients had been psychiatrically hospitalized in the past, with 18 individuals reporting being hospitalized within the last year. Nearly 29 percent of student clients had considered suicide in the past; 8 percent considered suicide within the last year. Over 8 percent of clients reported attempting suicide in the past, with 14 individuals reporting that they did so within the last year. Prior to coming to college, 9 percent were taking psychotropic medications. After coming to college, 12 percent were taking psychotropic medications; 11 percent of student clients took medications before and after coming to college.

### Outreach and Consultation

During the year over 428 consultations were conducted with faculty, staff, parents, administrators, and concerned students. A number of emergency debriefings were held after several tragedies occurred to students at CSUC. Over 162 outreach programs were conducted which included Kognito, ASIST, summer orientation, safe start, and other topical programs on wellness.