



# S d e H e a S e c e

## Annual Report





# The providers here

Very impressed  
with how kind and  
attentive everybody  
was [at SHS].

devoted to enhancing student learning through health and wellness.

- \_\_\_\_\_  
Campus Recreation & Wellness
- \_\_\_\_\_  
Center for Student Well-Being
- \_\_\_\_\_  
Center for Victim Advocacy & Violence Prevention
- \_\_\_\_\_  
Counseling Center
- \_\_\_\_\_  
Student Outreach & Support
- \_\_\_\_\_



**Mission:** Student Health Services provides University of South Florida students with high-quality, evidence-based medical care and health education to support collegiate success and sustained wellness.

**Vision:** Student Health Services at the University of South Florida will be the student's first choice for accessible, quality healthcare, education, and advocacy delivered by competent and compassionate professionals.

Patient Centered Care

We embrace Patient-Centered Care, providing care that is respectful of and responsive to the individual patient.

Teamwork and Collaboration

We foster teamwork that supports our internal and external stakeholders.

Equity and Inclusion

We embrace and support diverse ideas, identities, abilities, and perspectives.

Trust and Confidentiality

We foster patient relationships built on trust, respect, and privacy.

Integrity

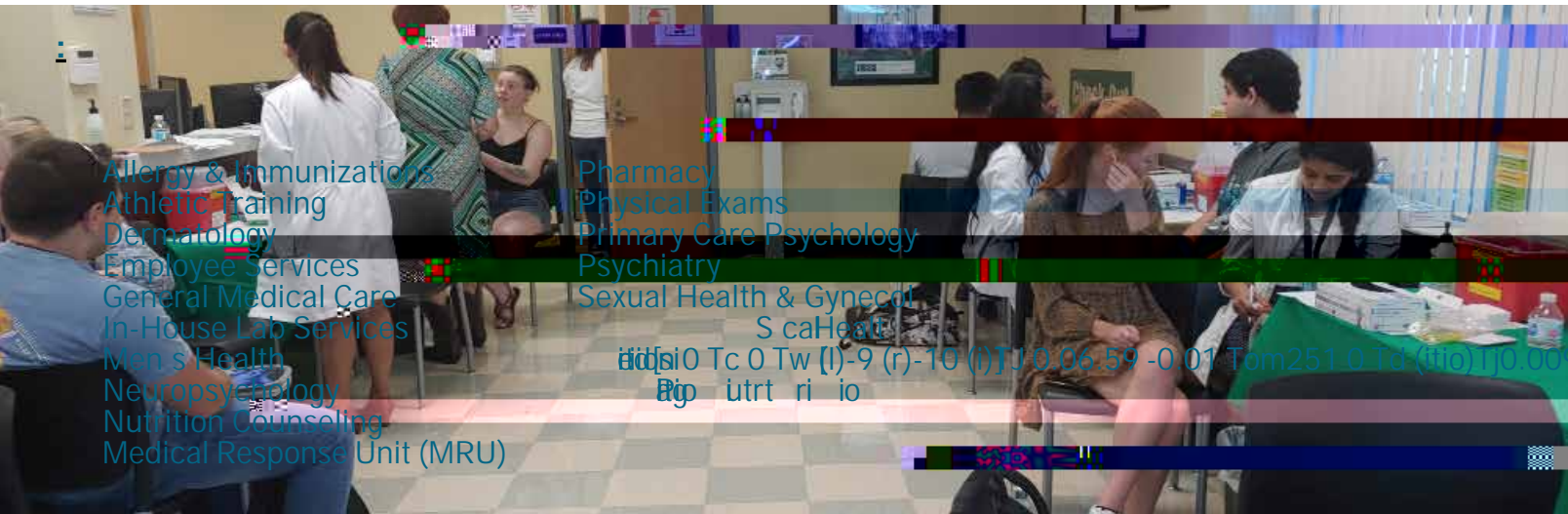
We provide quality medical care that is ethical and reflects national standards of care and best practices.

Health & Wellness

We foster the well-being of our camp

# 6

SHS provides medical care, administrative services, and owns and operates USF Bulls Country Pharmacy. This SHS annual report highlights our accomplishments, quality initiatives, utilization, financial status, and future goals.







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- Collaborated with State Univ. System (SUS) Insurance Broker to implement 2022-2023 Insurance
  - Collaborated with SUS Consortium to select 2022-2023 Insurance Product
  - Strengthened collaboration with Counseling Center & Center for Student Well-Being
  - Enhanced Athletic Training Services at SHS and Campus Rec
  - Strengthen Behavioral Health Services through case management and campus resources
  - Administered system of COVID-19 testing for symptomatic and asymptomatic patients
  - Partnered with Housing and Residential Education to diagnosis and monitor students in isolation
  - Expanded and promoted clinic at Sarasota-Manatee campus
  - Promoted clinic at CAMLS in partnership with USF Health
  - Held satellite Flu clinics at St. Petersburg, Sarasota-Manatee, USF Health's The WELL , Juniper  
to immunize students, faculty, and sta
  - Expanded Jotform access to allow more online scheduling requests and ensured HIPAA software
  - Continued to broaden prevention and education efforts through vaccination
  - Sponsored insurance enrollment events through partnership with USF Health Insurance Market
  - Promoted Medical Response Unit visibility on Tampa campus
  - Promoted Feed-A-Bull pantry through visibility and education on food insecurity
  - Held satellite COVID-19 vaccinations at Argos Residential Hall
  - Implemented Phase 3 of Wellness Center and created plan to market new location



Plan

Last year, USF broke ground on what would become the future home of Student Health Services. As of June 2022, the Student Health and Wellness Center has started to take shape and the foundation has been set as proof of our commitment to health. This three-story building will be a 47,000 square foot center dedicated to improving student wellness, so that students can strengthen their learning experiences both inside and outside the classroom. Beginning Summer of 2023, students will be able to receive General Medical, Primary Care, Urgent Care, and Specialty Services, some of which are listed below.

oplar Hall, and CAMLS

### Specialty services to be provided:

compliance

- Nutrition
- Pharmacy
- LGBTQ+ Health
- Sexual Health
- Physical Therapy
- Psychiatry
- Neuropsychology
- Gynecology
- Behavioral Health
- Dermatology
- Immunizations
- Travel Medicine

ce Navigator program

professional colleges

tions, by using

the new building progress through 21-22.

We conducted patient satisfaction surveys during the Fall and Spring semesters. The results from the surveys showed that 87% of students receiving services at SHS were satisfied with the level of care received, meeting the 87% ACHA national benchmark.

Surveys ask the patients various questions about their care at Student Health Services and responses are based on a five-point Likert scale.

- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree







Services

Online Appointment Requests	19,838	1,887	3,189
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Call Center Volume	57,332	51,678	35,385
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Immunization Compliance	30,062	22,190	21,388
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Insura			
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USF Health - Partners with SHS to provide credentialing services, and a medical management system for scheduling, billing, and Electronic Health Records. USF Health specialists



[Feed-A-Bull is] such a great resource to have as a student. When in need definitely recommend.

This [food pantry] is such a great thing USF is doing. Thank you.



- Earn AAAHC recertification for 2023 - 2026
- Collaborate with SUS Consortium to select 23-24 Insurance Product through ITN
- Collaborate with SUS Insurance Broker to implement 22-23 Insurance Plan
- Continue to strengthen collaboration with Counseling Center & Center for Student Well-Being
- Continue to strengthen Behavioral Health Services through case management and campus
- Research opportunities for expanding Behavioral Health Services
- Continue expanding collaborative relationship with Athletics/Spirit Squads
- Continue to administer COVID-19 testing for symptomatic and asymptomatic patients
- Continue to partner with Housing and Residential Education to diagnosis and monitor students in isolation
- Expand and promote clinic at Sarasota-Manatee campus
- Promote clinic at CAMLS in partnership with USF Health
- Expand Jotform (custom online forums) access as a communicative tool for students and patients to ask questions
- Sponsor insurance enrollment events through partnership with USF Health Insurance Marketplace Navigator program
- Continue to broaden prevention and education efforts through vaccination
- Promote Medical Response Unit visibility on Tampa campus
- Continue to promote Feed-A-Bull pantry through visibility and education on food insecurity
- Research opportunities to add new services that complement existing services
- Implement Final Phase of Wellness Center and create a robust marketing plan promoting the
- Hold satellite Flu clinics at St. Petersburg, Sarasota-Manatee, USF Health's The WELL, Juniper-Poplar Residential Hall, and CAMLS to immunize students, faculty, and staff
- Hold Flu clinics at all 3 campus Benefit Fairs to immunize faculty & staff and recoup cost of vaccine

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