Division of Student Affairs Annual Report
2012-13
Student Health Service

Department Mission/Vision Statement

Bowling Green State University Student Health Service provides accessible, caring, high quality, confidential, cost-effective health care services to a diverse student population.

We empower our students to become knowledgeable health care consumers and assist them in making positive lifestyle choices.

The Student Health Service strives to be the health care provider of choice for all BGSU students and to be the nationwide model of a successful, quality student health service.

VALUES

Bowling Green State University Student Health Service subscribes to the following values:

- **C**aring for the student as a whole person in a safe, welcoming environment.
- **A**chieving excellence in all respects of health care delivery.
- **R**especting diversity, individuality, and privacy.
- **E**ducating our students, our faculty/staff, and ourselves.

2012-13 Executive Summary

The Student Health Service focus has been the finalization of the transition from self operation to the new partnership with Wood County Hospital.

Key Highlights

- The Student Health Service was involved with SOAR, RA Training, Graduate Student Orientation, International Orientation (Grad and Undergrad), Campus Fest and Move-In weekend to accommodate new and returning students.
    - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Health Service welcomed three new psychiatrists - Dr. Elizabeth and Stephen Cox and Dr. Ben Forrester.

- For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- Smile Express came to campus on August 14th to accommodate students dental needs.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- Veterans Administration will be using the Student Health Service on Thursdays throughout the fall semester 2012 to accommodate student veterans medical needs
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Insurance Office has partnered with a new insurance vendor, United Healthcare Student Resources, through collaboration with the IUC. Plan year began 8/1/12.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Health Service welcomed two new Nurse Practitioners: Audrey Crandall and Amanda Kruse to serve students beginning in August
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Health Service provided 18 flu shot outreach clinics across campus and Firelands in the month of October.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Health Service welcomed Deb Busdeker, RN, BS to serve as the Director of the Student Health Service during the transition period from a BGSU operated health service to a Wood County operation. Deb also serves as the current Director of Occupational Health & Wellness for Wood County Hospital.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Health Service welcomed Angela Webber, Certified Nurse Practitioner.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- The Student Health Service is preparing for a smooth transition to the new Falcon Health Center, slated for fall 2013.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- Marlene Reynolds and Tammy Ford are working with the Inter-University Council for a second annual partnership for the student health insurance program for policy year 2013-2014.
  - For additional information contact Marlene Reynolds (mreyno@bgsu.edu), Assistant Director, Center for Health.

- Construction is progressing for the Falcon Health Center. The opening of the center is projected to be August, 2013. For more information contact Richard Sipp, Associate Vice President, Student Affairs/Executive Director, Center for Health (rsipp@bgsu.edu).

Program Participation and Usage Data/Key Performance Indicators

Utilization Statistics	2011-2012 Count	2012-2013 Count
Appointments with health care provider	18,382	11,828
Athletic pre-participation physicals	425	396
Laboratory Services only visits (no MD/NP)	750	576
Student visits to Dietician	119	156
Psychiatric Visits	339	611

Laboratory Data	2011-2012 Count	2012-2013 Count
In-house tests	8,635	7,369
Tests sent to outside laboratory	17,881	14,962
Total laboratory tests	26,516	22,331

Pharmacy	2011-2012 Count	2012-2013 Count
Total number of prescriptions filled	27,146	24,211

Diagnosis	Rank 11-12	Diagnosis	Rank 12-13
Influenza Vaccine	1	Influenza Vaccine	1
Pharyngitis	2	Upper Respiratory Infection	2
Upper Respiratory Infection	3	Nervousness	3
Sinusitis	4	PPD (Tuberculosis Skin Test)	4
Allergic Rhinitis, pollen	5	Physical, School/Sport	5
Depression	6	Pharyngitis	6
Bronchitis	7	Depression	7
PPD	8	Generalized Anxiety	8
Physical, School/Sport	9	Bronchitis	9
Generalized Anxiety Disorder	10	Health Check-up	10
Health Check-up	11	Allergic Rhinitis	11
Tonsillitis, Acute	12	Routine Pelvic Exam	12
Leukorrhea	13	Routine Pelvic with PAP	13
Routine Pelvic Exam	14	Throat Pain	14
Dysuria	15	Sinusitis	15
Urinary Tract Infection	16	Dysmenorrhea	16
Vaginitis, Vulvitis	17	Urinary Tract Infection	17
Anxiety State, Unspecified	18	Leukorrhea	18
Information Counseling Unspec	19	Tonsillitis, Acute	19

Malaise/Fatigue	20	Oral Contraceptive Refill	20
Routine pelvic exam w/pap	21	Dysuria	21

Retention Initiatives/Cohort Tracking Information

The Student Health Service achieved re-accreditation from the Accreditation Association for Ambulatory Health Care in December, 2011.

Collaboration and Partnerships within Student Affairs

- The Student Health Service participated in SOAR.
- The Student Health Service has continued to foster its partnership with Disability Services, Counseling Center, and Student Discipline.

Collaborations and Partnerships with other BGSU Areas and the Community

The Student Health Service maintains a successful collaboration with the Study Abroad and International Programs. The Student Health Service has worked with Wood County Hospital to assure a smooth transition of the clinic to the new Falcon Health Center, to open August 2013.

Awards and Recognitions (Departmental and/or Staff)

The Student Health Service Laboratory received COLA's "Laboratory of Excellence Award" for the fifth consecutive accreditation cycle.

Proposed 2013-2014 Priorities

Maintain a strong working relationship with Wood County Hospital as the provider of Student Health services for the students and staff beginning July1, 2013.