

Annual Report 2021-22

State University of New York at Fredonia Student Health Center



Introduction

The Student Health Center supports students academic success and retention by providing convenient, timely, and high quality health care for Fredonia students. As a department within Enrollment and Student Services, the Student Health Center strives to support Fredonia's Blueprint of Excellence strategic plan and Institutional Goals while creating a culture in which the student can make informed and responsible decisions regarding their personal health and wellness.

Vision:

Promoting a campus culture focused on health and wellness.

Mission:

The mission of the Student Health Center is to enhance the educational process and personal development of the Fredonia student by providing quality health care and promoting an optimal level of health and wellness in a caring atmosphere that respects their unique qualities as an individual.

Core Values:

- Student Centered
- Excellence
- Compassion
- Accessibility
- Responsiveness
- Collaboration
- Social Responsibility
- Diversity



Scope of Service:

The Student Health Center's primary responsibility is to provide the highest quality nursing and medical care for the Fredonia student. It is our mission to make every effort to have a positive impact on the health care experiences of the Fredonia student while creating a culture in which they can make informed and responsible decisions regarding their personal health and wellness.

Services available include health promotion and disease prevention as well as diagnosis and treatment of acute illness and injury with education for healthy lifestyles and disease prevention, in a caring, supportive and confidential environment. The services provided by the Student Health Center includes, but are not limited to acute/urgent care for illness and injury, sexual health services, telemedicine, laboratory, pharmacy, physical exams, and the campus food pantry.

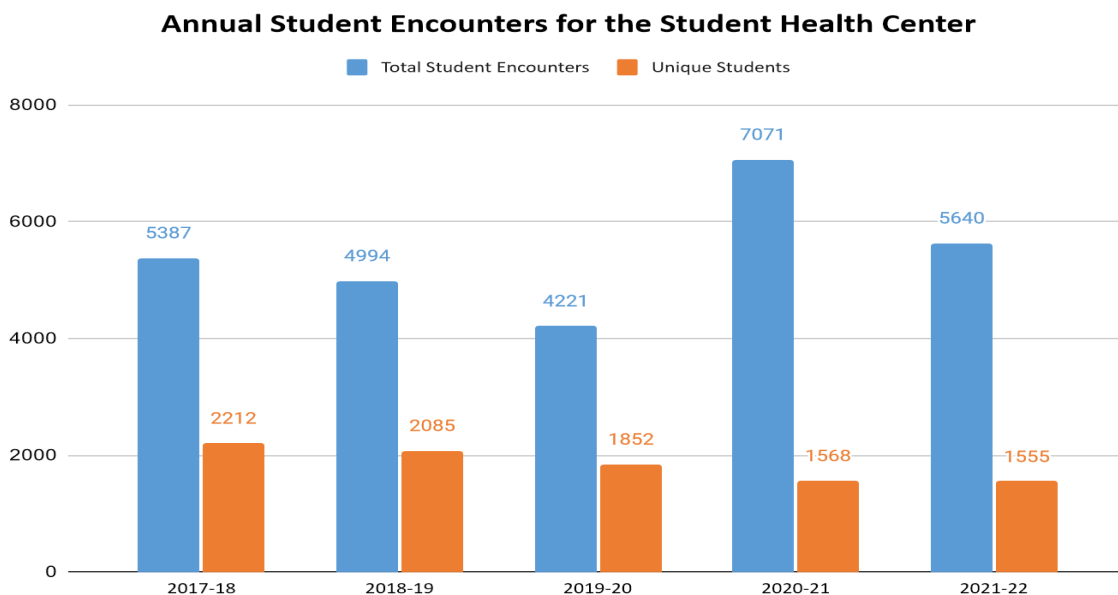
Points of Pride

The Student Health Center’s main function is to provide medical services to Fredonia students. Through its vision, mission, and core values, the professional staff provide so much more to the Fredonia campus.

#1 - Student Centered - Patient care is our main goal.

Patient-focused or patient-centered care is not a new concept, but its value has been overlooked in preference to the technology-based, disease-centered model that has prevailed in the past, and most recently during this COVID pandemic. With the addition of telehealth services, medical providers have been met with the challenge of not only assessing and diagnosing a patient over the phone or computer screen, but treating them as well.

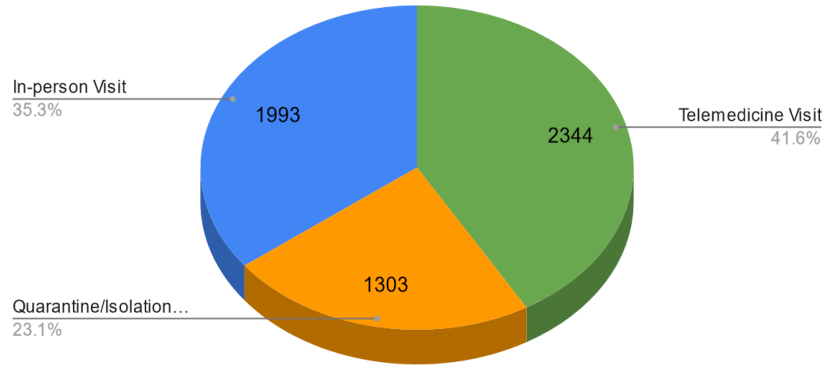
Patient-focused care includes four broad areas of intervention: communication with patients, partnerships, health promotion, and physical care (medications and treatments). The primary focus of the Student Health Center this past year is to improve the overall student experience, caring for them as an individual, whether that be through a phone call, a telehealth visit or an in-person visit. As this past to years have been COVID driven with protocols and procedures that handling most cases within the confines of regulatory bodies such as the health department in SUNY, our goal was to deliver safe, effective, reliable, timely, efficient, equitable and patient centered care while meeting the needs of the student population where they are both mentally and physically.



#2 - Accessibility - Meeting students where they are.

The presence of COVID-19 disease in the Western New York area continues to challenge the delivery of medical care in the region as well as here on the SUNY Fredonia campus. In order to facilitate pre-screening of appointments, appropriate triage and social distancing, all care delivered at the Student Health Center continues to be by appointment only. This allows for flexibility in the medical providers schedules while ensuring that students were cared for safely and on a timely basis. Students were seen in-person or by telemedicine (phone or zoom).

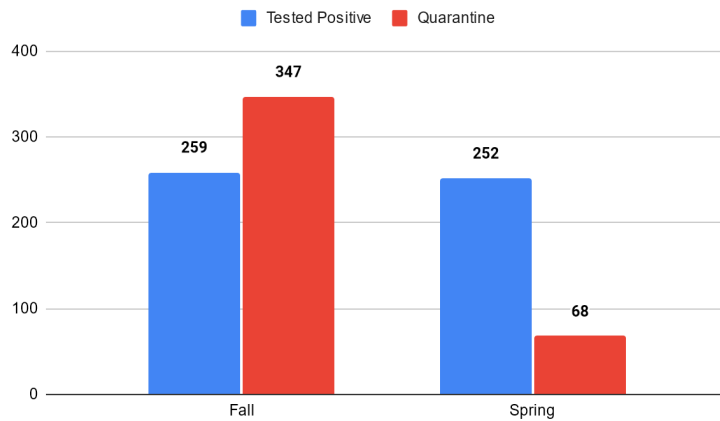
Mode of Encounter 2021-22



#3 - Excellence - COVID Continues....

The staff of the student health center worked tirelessly over this past academic year to evaluate, diagnose, and care for students who had tested positive with COVID 19 or had been a direct contact to someone who had COVID 19. Students were seen in-person or by telemedicine seven days a week, and at all hours of the day and night. The goal was to mitigate the spread of COVID-19 on the Fredonia campus, and keep the college open. 511 students tested positive for COVID-19 during the 2021-22 academic year and another 415 students were quarantined as either direct contacts or secondary to COVID - like symptoms. There continues to be a large number, approximately one quarter, of the campus community who have been affected by COVID this past academic year.

Students Impacted by COVID 2021-22



#4 - Collaboration - to mitigate the spread of COVID

The SUNY Fredonia campus continues to work collaboratively with the Chautauqua County Health Department, the New York State Health Department and SUNY Administration to help mitigate the spread of COVID in our campus community. Through the ebb and flow of this virus, the campus community has donned masks, been tested regularly, and has sustained quarantine and/or isolation measures in efforts to keep the spread of COVID at a minimum, and keep our students in classes and on-campus.

COVID-19 Case Information			
Total Cases Tested Positive	511		
<ul style="list-style-type: none"> Unvaccinated Positive 	70	<ul style="list-style-type: none"> Tested Positive more than once this year 	18
<ul style="list-style-type: none"> Vaccinated Positives 	441	<ul style="list-style-type: none"> Tested positive within two weeks of quarantine 	11
<u>Residence when Tested</u>		<u>Residence for Isolation</u>	
<ul style="list-style-type: none"> On Campus 	189	<ul style="list-style-type: none"> On Campus 	118
<ul style="list-style-type: none"> Off Campus 	322	<ul style="list-style-type: none"> Off Campus 	393
Total Cases Quarantined	415		
<ul style="list-style-type: none"> Quarantined two separate times 	34	<ul style="list-style-type: none"> Quarantined three separate times 	5
<u>Residence when Tested</u>		<u>Residence for Quarantine</u>	
<ul style="list-style-type: none"> On Campus 	187	<ul style="list-style-type: none"> On Campus 	134
<ul style="list-style-type: none"> Off Campus 	228	<ul style="list-style-type: none"> Off Campus 	281

Quarantine and Isolation - Students who tested positive were offered the choice to go home or isolate/quarantine on campus if residential and off campus if non-residential. The Student Health Center worked in collaboration with the Residence Life staff , the COVID Coordinator and FSA to ensure that each student got to the location that they needed to, and were given as many comforts that could be offered. To ensure that those who were faced with isolation or quarantine were cared for both mentally and physically, each student was followed every step along the way by the Student Health Center through daily check in's , follow-up emails and in-person visits no matter if they were quarantined/isolated on or off campus, in town or at home.

#5 - Responsiveness - Testing, testing and more testing

The Student Health Center continues to work diligently to not only identify folks who may have COVID, but has offered many modes of testing over the past academic year to confirm that diagnosis. A total of 1088 laboratory tests were performed in the Student Health Center this 2021-22 academic year with 523 being COVID related, and 69 testing positive .

On campus pool testing of students found 111 students testing positive. Some students were asymptomatic at the time of testing, others noted that they had symptoms that were thought to be of that from a cold or seasonal allergies.

On Campus Testing			
PCR	278		
Number of Positive	33	● On Campus	16
		● Off Campus	17
Antigen	245		
Number of Positive	36	● On Campus	27
		● Off Campus	9
Pool Testing	13,397		
Number of Positive	111	● On Campus	39
		● Off Campus	72

6 - Enhancing Social Responsibility

COVID Home Tests - In an effort to get tests in the hands of faculty staff and students, the Student Health Center worked with the Chautauqua County Health Department to obtain home test kits for our campus community. Over the course of the spring semester, the Student Health Center distributed 8000 COVID Home Test kits to faculty, staff and students by working in collaboration with the offices of residence life, campus life, athletics, and intercultural affairs. Staff hosted pop up events with one single goal, getting tests in the hands of anyone who wanted or needed them.



Flu Vaccine - The Student Health Center worked in coordination with Rite Aid to host 10 Flu Vaccination Clinics vaccinating 379 faculty, students and staff. This number is an increase of 31 individuals from the 348 who were vaccinated last year.

COVID Vaccines - Although a requirement to attend school here at SUNY Fredonia, students stepped up and received the COVID vaccine and booster, keeping our risk of hospitalization almost at zero. Using an estimated total enrollment of 3600, 76% of our student population is considered as compliant with the current SUNY Vaccine Policy with having received the initial COVID vaccine series, and the booster if compliant.

COVID Vaccine Compliance	
● Number of students currently compliant	2771
● Number of students who need a booster	411
● Number of medical waivers	8
● Number of religious waivers	114
● Number of online waivers	113

Sexual Health Clinic - This past academic year, the Student Health Center reintroduced a twice weekly sexual health clinic for the purpose of routine annual GYN exams, Oral Contraception and sexually transmitted infection testing. This was not only well received by the Fredonia

student population, but a well-used entity. The sexual health clinic saw a total of 71 students and performed 55 gonorrhea/chlamydia tests this past academic year.

7 - Promoting Compassion - Food Pantry



Established six years ago, the Fredonia Campus Food Pantry has been a main staple for aid in student retention here on campus. Food insecurity is common at colleges and universities across the country potentially impacting the educational success of many students. You cannot concentrate on your education if you are hungry. Unfortunately, we have found this to be true here on the Fredonia Campus.

In efforts to remove any barriers from student's utilizing the Fredonia

Campus Food Pantry, it was relocated to the vestibule of LoGrasso Hall at the entrance of the Student Health Center. Students may come and go picking up both perishable and non-perishable food items each Friday from 8am - 4:30 pm. We continue to offer appointment only visits to the food pantry if a student's schedule does not allow for them to visit on the date we are open. We continue to offer perishable foods donated from the Clarence Community Food Bank at the Williams Center Information Desk every Tuesday from 11am - 1pm.

#8 - CoVac Mini Grant - a need for better communication

This spring semester, the Student Health Center worked with a student intern on an ACHA CoVac mini grant, We're COVID Safe, designed at fostering equitable and inclusive prevention strategies to help reduce COVID-19 transmission on campus and in the surrounding communities of Chautauqua County. To better gauge our response and serve the wide array of groups on campus, students were encouraged to give their opinion with regards to the COVID-19 pandemic and the effects it had on the campus with a quick survey. This survey outlined many short and multi response questions from 135 individuals that allied for students to outline their concerns and provide suggestions as to what should be done moving forward to better serve the community.

Students who responded spanned through all four class ranks from freshman to senior, and were equally as diverse between those who reside on campus and those who reside off campus. Through this survey, it was found that those who were surveyed find their information

through their email and social media. This was a surprise as most would think that students do not read their email, but this result suggests otherwise.

The survey found that a general understanding of the pandemic information is wanted and needed with a primary emphasis on increased communication through emails, social media, posters and pop-ups. To help with some of the concerns raised by those surveys, an overhaul of the Student Health Center website was suggested to make it a better visual experience and a “one-stop-shop” for any pandemic information. Further suggestions that could be implemented moving forward is a push for a bigger social media presence, and an open line of communication with the student population.



***A new improved Student Health Center Website
will be completed prior to the Fall 2022 semester.***

Assessment and Program Evaluation for 2022-23

- **Accessibility** - The Student Health Center will continue to provide accessible and safe medical care through means of telemedicine as well as in person visits.

Strategies and Tactics

- Improve scheduling of appointments as the Student Health Center goes completely paperless in the next academic year. We will relook at a self-scheduling model vs one in which the nursing staff triage by phone.
 - Continue to promote a “no touch” check in process by allowing students to fill out appropriate paperwork prior to coming into the Student Health Center through an online patient portal.
 - In accordance with CDC recommendations, continue to make available proper PPE (Personal Protective Equipment) for those students who are seen in the Student Health Center.
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- **Assure Compliance with State Laws and Standard of Care Guidelines** - The Student Health Center will continue to provide expert medical care in accordance with professional guidelines, New York State Public Health Law, and within the recommendations of the CDC, NYSDOH and ACHA.

Strategies and Tactics

- Update current policy and procedures and educational materials to be consistent with recent changes in operation in the Student Health Center.
- Assure adequate supply and inventory of medications, supplies and testing materials in light of this new COVID-19 crisis in anticipation of additional waves during this up and coming academic year.
- Maintain compliance with the New York State Public Health Law on required immunizations for post secondary institutions.

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- **Enhance Outreach Education** - The Student Health Center will enhance the health and wellness knowledge as a form of outreach programming both within the student health center as well as in the campus community.

Strategies and Tactics

- Update all educational materials located in the Student Health Center waiting room
 - At each visit to the Student Health Center, provide educational information regarding diagnosis and treatment of their medical issue. This will be done through the addition of a Visit Summary.
 - At each visit to the Student Health Center, provide educational information promoting health and wellness.
- **Quality Improvement:** To promote effective and efficient utilization of health services, the Student Health Center will maintain an active, organized peer-based program of quality management. This program will integrate peer review, quality improvement and risk management into an organized system of assessment, monitoring and follow-up.

Strategies and Tactics

- Please refer to the Student Health Center Quality Improvement Plan for strategies and tactics.

● **Student Learning Outcomes**

- Students who engage in services provided by the Student Health Center will be able to manage their physical health so they can achieve their academic and personal goals. (Learning Domain: PD,PS)
Strategies and Tactics:
 - At each visit, students are provided with consistent information regarding prevention suggestions and promoting health and wellness.
 - Available in the health center waiting room as well as the self-care station, will be brochures for health promotion and disease prevention.
- Students who engage in services provided by the Student Health Center will be able to demonstrate an increased understanding of medical information,

including one's own medical diagnosis and treatment plan (Learning Domains: PD, PS)

Strategies and Tactics:

- At each visit, students are provided with clear and consistent information regarding their diagnosis and treatment.
 - For each time that a student is given an over the counter medication, they will also be given clear and concise verbal and written instructions regarding the use of this medication, the side effects and the possible adverse reactions.
- Students who engage in Student Health Center activities and programs will demonstrate skills in accessing and utilizing healthcare resources on campus and in the community. (Learning Domains: PD, PS).

Strategies and Tactics:

- Distribute flu prevention information to all students who are seen in the student health center.
 - Advertise to the campus community regarding the availability of flu shots at least monthly during the fall semester via the campus report, social media sites, with posters and postings on key websites
 - Provide specific Flu shot clinics in key locations like Williams Center, Athletics, Mason Hall, Youngerman Center.
- Students who engage in sexual health services provided by the Student Health Center will be able to demonstrate an understanding of their individual health condition, what prevention approaches can be taken and appropriate treatment when needed (Learning Domains: PD, PS).

Strategies and Tactics

- Establish a specific schedule for sexual health visits with a trained sexual health provider. This schedule will be one in which is conducive to trends that we have noticed in the past for when students usually seek out these services.
- At each visit, students are provided with clear and consistent information regarding their diagnosis and treatment as well as suggestions as to preventative measures that they can take regarding sexual health.
- For those students who are seen for a possible STI (Sexually transmitted infection), they will be given

information regarding testing, if the diagnosis is positive, treatment, follow-up testing and prevention.