



UNIVERSITY OF FLORIDA  
**STUDENT HEALTH  
CARE CENTER**

**ANNUAL  
REPORT  
13-14**

## EXECUTIVE SUMMARY

Above all else, the University of Florida Student Health Care Center is committed to providing exceptional care to all students so they can reach their academic goals and graduate in a timely manner.

Today, the SHCC is a robust outpatient ambulatory health center including laboratory, pharmacy and radiology services. With a total of 200 staff members, the SHCC utilizes Board-certified Medical Doctors (MDs), Advanced Registered Nurse Practitioners (ARNPs), Physician Assistants (PAs) and other licensed healthcare professionals to provide a variety of services such as primary and preventative care, nutrition counseling, sports medicine, women's services, immunizations and travel counseling. Currently, the SHCC consists of approximately 40,000 square feet to provide health care for a population of approximately 50,000 UF students. Last year alone, SHCC experienced approximately 65,000 encounters with 21,000 unique undergraduate and graduate students, as well as post-doctoral researchers and student-athletes.

As we look back on this fiscal year, we will review our successes and highlight opportunities for the future. It is our pleasure to present the 2013-14 Annual Report of the University of Florida Student Health Care Center. We are confident you will learn something new and that you will be impressed with what our team has accomplished!

*Together we're better.*



# YEAR IN REVIEW

## Highlights

- Surpassed FY 2013-14 budgeted amounts for Charges, Net Collections and wRVUs
- **Successfully granted latest three-year accreditation term (May 31, 2014 through May 30, 2017) by the Accreditation Association for Ambulatory Health Care on April 21, 2014**
- Successfully funded and initiated Phase 1 of the historic Infirmery Building Refresh Project to renovate high-traffic patient areas

***In collaboration with UF's Division of Student Affairs, successfully garnered support from the UF Board of Trustees to implement proof of health insurance as a condition of enrollment for all new students beginning June 30, 2014***

- **Only facility in the UF system offering outpatient Platelet-Rich Plasma (PRP) injection therapy, leading-edge regenerative medicine**
- Improved collection of Patient Satisfaction Survey data, resulting in quicker dissemination of feedback for analysis and improvement

***Initiated the development of the UF Sports Concussion Center, which combines clinical care with cutting-edge research*** SHCC Sports Medicine physician Jay Clugston, MD, CAQSM, a recognized national concussion expert, is the principal investigator of several concussion research projects at UF, including a large National Collegiate Athletic Association/Department of Defense grant.

# ACCOLADES

***2 Division-level UF Superior Accomplishment Awards, presented to Juanita Lewis and Joan Street, RT, for a total of 74 winners since 1991***

***2014 Champions for Change Award, Office of Sustainability and Healthy Gators, presented to flu shot campaign nursing staff***

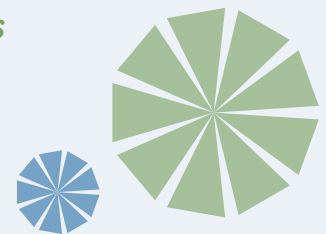
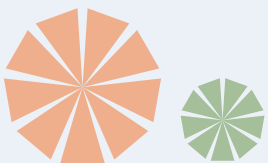
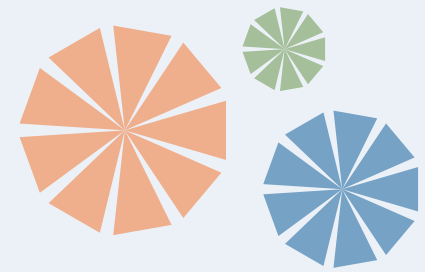
***2014 Silver ADDY Award, Advertising Federation of Gainesville, presented to Catherine Seemann, for the "Flu Shots! Shots! Shots!" health education music video***

***2012-13 Exemplary Teachers Award, UF College of Medicine, presented to Jocelyn Gravlee, MD, CAQSM***

***109 Shining Stars awarded internally to staff for valuable contributions***

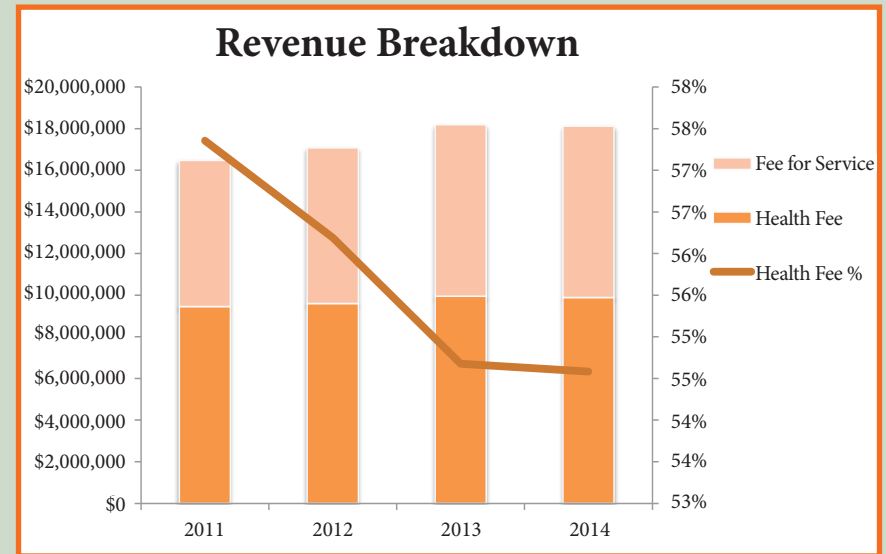
***"Dr. Salma Rawof was absolutely an angel. She was smart, sophisticated, clear and interactive. I simply cannot give this woman enough accolades for my wonderful visit."***

**SHCC PATIENT**



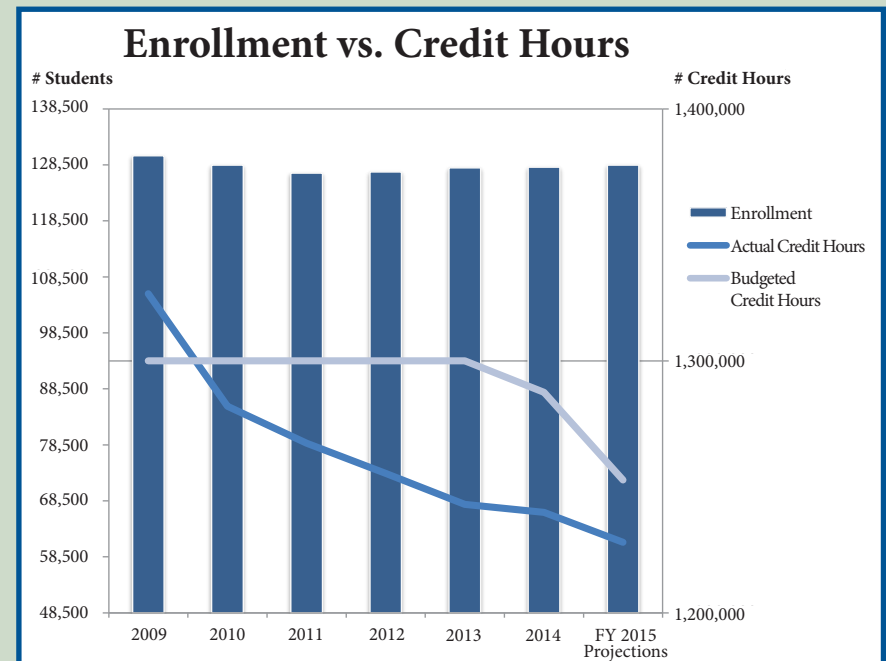
# YEAR-END FINANCIALS: REVENUES

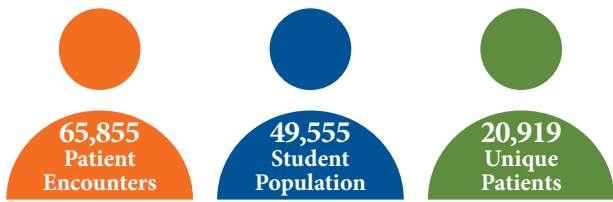
REVENUES	FY 2012-13	FY 2013-14	% Variance
Total Student Fees	\$9,945,729	\$9,889,658	-0.6%
Internal Reallocations	\$650,731	\$440,007	-32.4%
Internal Revenue	\$529,201	\$518,630	-2.0%
External Revenue	\$2,079,570	\$2,479,370	19.2%
FCPA/EPIC/PRO Bursar	\$515,677	\$453,039	-12.1%
Insurance Collections	\$4,110,557	\$3,980,809	-3.2%
Contracts & Grants	\$6,750	\$13,000	92.6%
Other Restricted Revenue	\$44,469	\$26,304	-40.8%
State General Revenue	\$307,909	\$317,929	3.3%
Total Sales and Service	\$8,244,864	\$8,229,088	-0.2%
<b>Total SHCC Revenues</b>	<b>\$18,190,593</b>	<b>\$18,118,746</b>	<b>-0.4%</b>



**Revenues** The SHCC experienced a slight decrease in revenues of 0.6% over last year, mainly due to actual student credit hours not meeting the expected amount, resulting in a health fee loss. Insurance collections have stabilized and are more predictable than in the past; however, looking forward the new UF mandate for health insurance coverage will affect collections in an unpredictable manner for this year, and the next three to four years.

**Facility Improvements** Located in the heart of campus, the SHCC has been providing health and wellness care to UF students since the institution's inception in 1906. Built in 1931, the current building originally served as a true infirmary but had not seen a renovation for 20 years, thus necessitating the currently ongoing Refresh Project, which seeks to match the top-quality care provided with an equally welcoming and impressive facility.

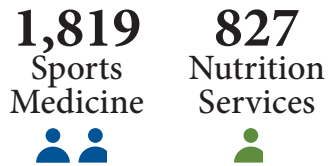
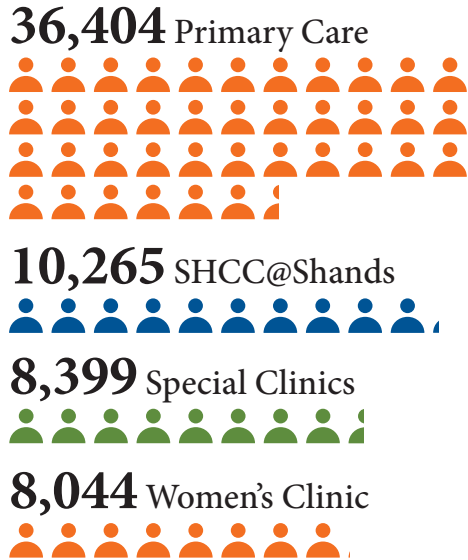




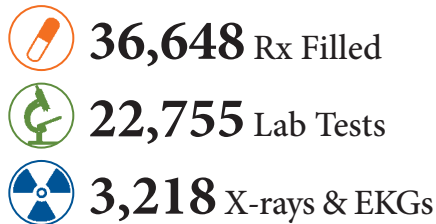
# UF KEEPING GATORS HEALTHY

## STUDENT HEALTH CARE CENTER 2013-14

### Services: Student Utilization



### Ancillary Services



### Staffing: 200 Employees



- 25** Medical Staff include licensed, Board-certified MDs, ARNPs & PAs
- 58** Nursing Staff include RNs & HSTs
- 23** Ancillary Staff include Lab, Radiology & Pharmacy
- 83** Non-Clinical Staff include IT, Finance & Support
- 11** Psychiatry Staff specialize in Behavioral Health

### Grants, Research & Education

*Participated in a multi-center concussion trial sponsored by the National Collegiate Athletic Association*

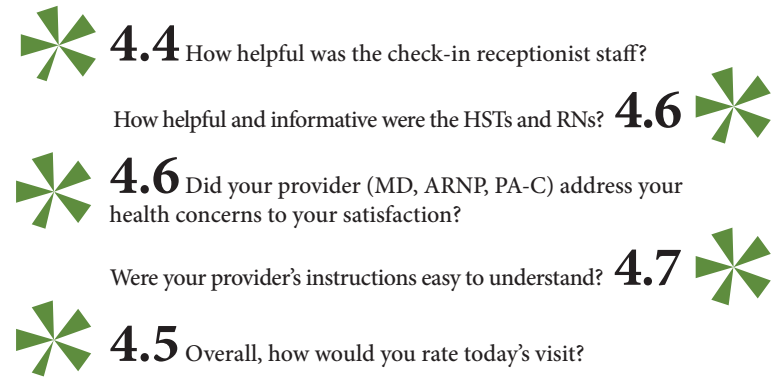
- 1 privately funded study, **8 ongoing IRB-approved research studies**
- 1 clinical study of the prevalence of Group C Streptococcal infection (pending IRB approval)

**1 Area Health Education Centers grant in collaboration with GatorWell Health Promotion Services**

2.16 Student Hours (52 Students), 553 Resident Hours (16 Residents),  
2.75 Lecture Hours

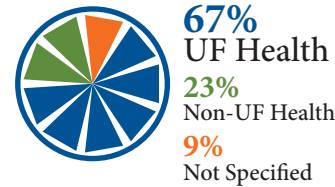
### Satisfaction

The SHCC collects patient feedback on a daily basis to help improve The Patient Experience in real time. (Overall Results N=507, based on a scale of 1-5)

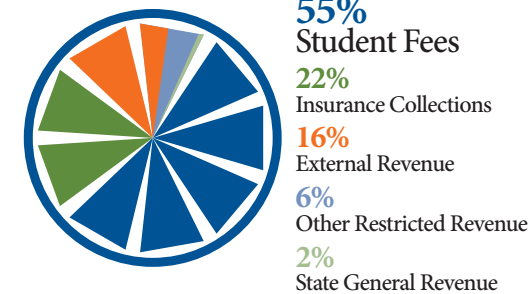


### Sustainability: Fiscal Health & Outreach

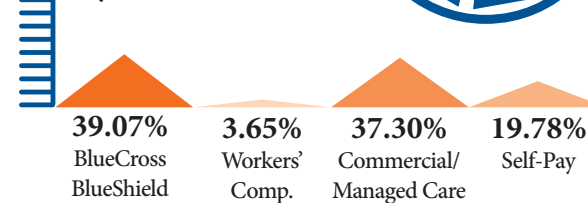
Referrals: 4,644 Total



Revenues: \$18.1M



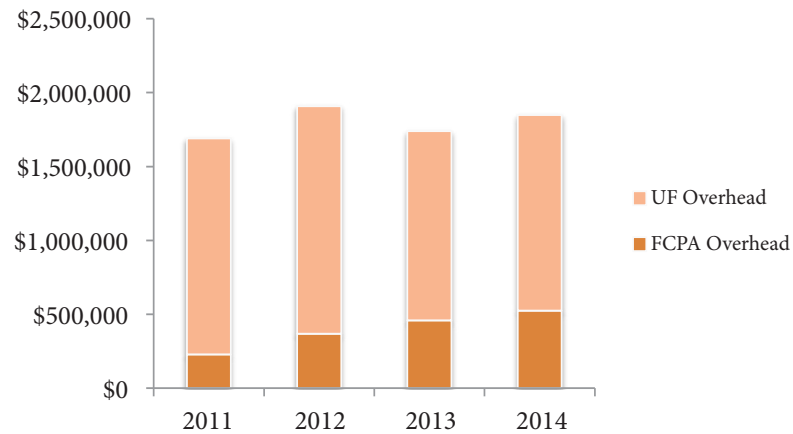
### Payor Mix



**Partners in Care** Alachua County Health Department, Counseling & Wellness Center, Dean of Students Office, GatorWell Health Promotion Services, Healthy Gators Coalition, New Student & Family Programs, Santa Fe College, STRIVE, Student Health Advisory Board, U Matter We Care, UF Health Department of Community Health & Family Medicine, UF Health Diabetes Center for Excellence, University Athletic Association

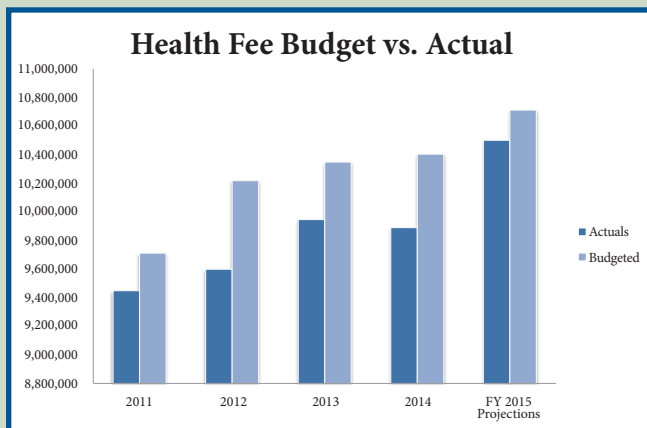
# YEAR-END FINANCIALS: EXPENSES

## Overhead Expense



**Overhead Expense** The cost of doing business with the university is typically determined based on the university's RCM model, allowing for a trend of the prior 18 months' worth of expenses; however, since 2012 the percentage assessed on these expenses has unexpectedly increased from 11.31% to 13.34% and will increase again in 2015 to projected 13.84%.

**Expenses** The SHCC closed the 2013-14 year out with a net loss of \$219,197, a significant decrease over last year. A few changes in the fiscal landscape caused this inversion: significant increases in salaries and benefits and unplanned construction expense to improve facility appearance.



EXPENSES	FY 2012-13	FY 2013-14	% Variance
University Overhead	\$1,288,553	\$1,323,759	3%
Administrative Overhead	\$224,025	\$216,954	-3%
Clinical Overhead	\$234,219	\$307,679	31%
<b>Total Overhead</b>	<b>\$1,746,797</b>	<b>\$1,848,392</b>	<b>6%</b>
TEAMS Salaries and Benefits	\$8,072,031	\$8,755,526	8%
OPS	\$851,794	\$919,322	8%
<b>Total Salaries &amp; Benefits</b>	<b>\$8,923,825</b>	<b>\$9,674,848</b>	<b>8%</b>
Contractual Services	\$3,148,665	\$3,612,978	15%
Repairs & Maintenance	\$85,933	\$72,045	(16%)
Data Processing	\$144,812	\$147,355	2%
Operating Supplies	\$2,398,183	\$2,132,121	(11%)
Printing & Advertising	\$99,964	\$73,936	-51%
Travel Expense	\$84,200	\$67,247	-20%
Other Operating Expense	\$283,182	\$307,662	67%
<b>Total Operating Expenses</b>	<b>\$6,244,937</b>	<b>\$6,413,345</b>	<b>3%</b>
OCO (assets over \$5000)	\$0	\$31,306	
<b>Total Non-Salary Expenses</b>	<b>\$0</b>	<b>\$31,306</b>	
Transfers In	(\$2,509,446)	(\$1,415,188)	
Transfers Out	\$2,498,588	\$1,785,240	
<b>Total Transfers</b>	<b>(\$10,859)</b>	<b>\$370,052</b>	
<b>Total SHCC Expenses</b>	<b>\$16,904,700</b>	<b>\$18,337,943</b>	<b>8%</b>
<b>NET GAIN/LOSS</b>	<b>\$1,285,893</b>	<b>(\$219,197.16)</b>	

**Salaries & Benefits** An increase in salaries and benefits was experienced due to cost of living raise for faculty and staff mandated by the university. Also, due to a process change in submission of reclassifications and special pay increases, many requests that were previously in a holding pattern were decided. Other requests were made proactively because the process will now only allow submissions once per fiscal year.



# OUTREACH BY THE NUMBERS

174K  
WEBSITE  
USERS

2077  
VIEWS  


1012  
FOLLOWERS  


933  
LIKES  


1008  
FLU SHOTS  
IN 1 DAY

*“Dr. (Ronald) Berry is the best doctor I have ever had. I can tell he really cares for his patients and is always available to answer any questions (even) if they are not related to my visit.”*  
SHCC PATIENT

## Participated in multiple student-focused events at UF:

- Asian American Student Assembly
- Black Student Assembly
- Counseling and Wellness Center’s Live Optimally Fair
- Healthy Eating with Gator Dining Services
- Hispanic/Latino Student Assembly
- LGBTQA Welcome Assembly
- RecSports’ RecStravaganza
- Take Back the Night with GatorWell Health Promotions & STRIVE
- Women’s Welcome Assembly
- World Diabetes Day: Light the Tower Ceremony & Screenings with UF Health Diabetes Center of Excellence

**GYT (Get Yourself Tested) Clinic** — Saw 1,892 patients at the free sexually transmitted infection screening clinic, a partnership with the Alachua County Health Department.

## Presented at multiple industry conferences across the nation:

- “Diagnostics and Standard of Care” presented by Jay Clugston, MD, CAQSM at the 2nd Annual Concussion Awareness Summit (Coalition for Concussion Treatment)
- “Osteoporosis,” “The Female Athlete Triad,” “The Knee Exam,” and “Knee Injuries” presented by Jocelyn Gravlee, MD, CAQSM at the 2014 Practical Advances in Musculoskeletal and Sports Care (American Academy of Family Physicians)
- “Radiology: An Imaging Review for Coders” presented by Joan Street, RT(R)(QM)AART at the 16th Annual Coding Fiesta Conference (North Central Florida American Academy of Professional Coders)

**Preview 2013-14: Delivered 51 presentations and provided information at 33 resource fairs** during New Student and Family Programs’ orientation for new students and family members.

## Community outreach and fundraising efforts:

- The American Cancer Society — Breast Cancer Awareness: Raised \$800
- Girls Place — 20th Annual Chicken Lunch: Placed a record 82 orders
- Leukemia and Lymphoma Society — Light the Night Walk: Raised \$255

# LOOKING AHEAD

- Prepare for anticipated transitions to EPIC and ICD-10
- Review and implement Accreditation Association for Ambulatory Health Care consultative comments as appropriate

## *Continue efforts implementing the employee Standards of Performance: Excellence in Service, Commitment and Compassion*

- Continue implementation efforts on improving The Patient Experience, including training for new hires and current employees
- Become a high-performing university health center by engaging leadership and using data-driven improvements
- Develop and implement the UF Sports Concussion Center
- Develop and implement a two to five year financial strategic plan for the Student Health Care Center

*“Nicole Germain (ARNP) was knowledgeable, professional and patient with my questions. I felt comfortable talking to her and felt that she genuinely wanted to help me.”*

**SHCC PATIENT**

The 2013-14 Annual Report for the Student Health Care Center at the University of Florida was prepared by:

### ADMINISTRATION:

- Guy W. Nicolette, MD, CAQSM, Interim Director; Associate Director, Clinical Services; and Director, UF Sports Medicine Fellowship Program
- Jackie Ayers, Director, Employee Assistance Program
- Phylis Craig, ARNP, Associate Director, Nursing
- Toni Ratliff, BSN, RN, MBA, Associate Director, Healthcare Administration
- Katherine Lindsey, MS, CPC, CHDA, Assistant Director, Healthcare Administration
- Louise Okken, RN, CPHQ, Quality Improvement Coordinator

DESIGN: Catherine A. Seemann, Communications Coordinator

