

A large, multi-story brick building with a red-tiled roof and numerous windows, identified as the Student Health Care Center. It is surrounded by greenery, including trees and a manicured lawn. In the foreground, a dark wooden bench sits on a paved path. The sky is blue with scattered white clouds.

UF | Student Health Care Center UNIVERSITY of FLORIDA

THE STUDENT HEALTH CARE CENTER AT UF

Infirmery Building, 280 Fletcher Drive, Gainesville, FL 32611
352.392.1161 | shcc.ufl.edu | Facebook & Twitter: ufshcc

ADMINISTRATION

Guy W. Nicolette, MD, CAQSM, Director;
and Director, UF Sports Medicine Fellowship Program

Jackie Ayers, Director, Employee Assistance Program

Toni Ratliff, BSN, RN, MBA, Associate Director,
Clinical Operations

Katherine Lindsey, MS, CPC, CHDA, Assistant Director,
Healthcare Administration

Erik Gooch, DO, Medical Director, Student Mental Health Services

Louise Okken, RN, CPHQ, Quality Improvement Coordinator

UNIVERSITY OF FLORIDA
STUDENT HEALTH CARE CENTER

2014-2015 ANNUAL REPORT

DESIGN: Catherine A. Seemann, SHCC Communications Coordinator

COVER PHOTO: Mindy C. Miller, UF Health Creative Services



To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity.

Douglas Adams

Our mission is to help every student achieve optimal health, allowing for personal and academic success at the University. Through our shared values of Service, Compassion and Commitment, the SHCC is dedicated to the best possible patient experience.

We are becoming the preferred healthcare provider for UF students by connecting with each and every one, and by asking ourselves

the tough questions about access and patient-centered care. We know that trying to overcome any obstacles or barriers to optimal care will keep us rising.

Take a look at our past fiscal year and you'll find some of the accomplishments and goals that are lighting the way to an exciting future. Welcome to the 2014-2015 SHCC Annual Report.

FOR THE #GATORGOOD

STUDENT HEALTH ON THE RISE

The following list includes a sampling of the Student Health Care Center's efforts to better serve our patients, our campus and our community.

Patient Care & Customer Service:

- ⦿ Added a new digital radiography X-ray machine
- ⦿ Reviewed and processed immunization forms for 5,513 incoming UF students
- ⦿ Assisted 15,934 students with health insurance waivers to meet the new mandatory UF health insurance requirement
- ⦿ Achieved a minimum of 4.5 out of 5 in the four primary Patient Satisfaction Survey categories, which include Service, Commitment and Compassion
- ⦿ Completed the renovation of the main lobby and second floor waiting area, including installation of new artwork by UF College of the Arts master's candidate Lydia Dildilian
- ⦿ Implemented health form revisions to be more inclusive of LGBTQ+ patients, as well as a new endocrine protocol in collaboration with the UF Trans Resource Network and Office of LGBT Affairs to provide transgender patients the option of hormone therapy

Grants, Research, Education & Accolades:

- ⦿ Presented at multiple regional, national and international conferences
- ⦿ Renewed the Area Health Education Centers grant for tobacco cessation
- ⦿ Continued work on multiple IRB-approved studies, including research into pharyngitis, tendon injuries and sexually transmitted infection education
- ⦿ Garnered two high-level study awards for Sports Concussion Center work with the University Athletic Association



Dottie is EXACTLY the receptionist you want at the doctor's office.

She is always welcoming, caring, positive and helpful.



KEEPING GATORS HEALTHY

45,119 Primary Care
(including 10,249 SHCC@Shands)

10,554 Special Clinics

8,247 Women's Health

5,037 Psychiatry

1,673 Sports Medicine

781 Nutrition Services

66,436 Patient Encounters

50,536 Student Population

22,657 Unique Patients



“ Dr. Grooms is very helpful and concerned about overall well-being. She recommends other SHCC services I am typically unaware of and encourages me to use them. ”

“ Every person I met with was very personable, professional, and did an amazing job. The office manager, nurse, doctor and lab tech did very well and I seriously commend them for their jobs. ”

“ I am so, so impressed with my visit with Ms. Taylor. I have honestly NEVER had a better experience at any doctor's office than I did today. ”

Our Staff

86 Non-Clinical - IT, Finance & Support
50 Nursing - RNs & HSTs
26 Medical - MDs, ARNPs & PAs
23 Ancillary - Lab, Radiology & Pharmacy
10 Psychiatry - Behavioral Health Specialists

5,444 Referrals
Number of UF students referred to specialty or emergency care.

33,832 Prescriptions Filled

24,796 Lab Tests Ordered

3,298 X-rays/EKGs Performed



PHOTO: Jesse S. Jones, UF Health Creative Services

1,287

FLU SHOTS IN ONE DAY

The Student Health Care Center's annual Flu Shot Kickoff is our most successful outreach program. The fall event attracts a huge number of students each year and has steadily grown since its inception in 2012. In fall 2013, the center vaccinated

1,008 people on September 20. Using a combination of traditional advertising and social media efforts to promote the event, in fall 2014 the center was able to vaccinate 1,287 people on October 3. And that's definitely GOOD.

AN INCREASE OF 28%

COMMUNICATION & COLLABORATION


CHANGES Program with RecSports

47 participants, with a 45% completion rate

The Create Habits Adopt New Growth and Enhance Self (CHANGES) Program, developed by Student Health Care Center physician Dr. Ann Grooms and Director of RecSports David Bowles, is a referral-based clinical exercise prescription program serving those student-patients who fall into the morbidly obese category. The program implements a Small Group Training format, led by certified Personal Trainers, to provide progressive exercise programming as well as tools for healthier activities of daily living.

2014-2015 vs. 2013-2014

UF 80 presentations at UF orientation
57% increase

 210,982 website users
21% increase

 1,435 followers
42% increase

 1,085 likes
16% increase

Get Yourself Tested Clinic with the Alachua County Health Department

Assisted 1,980 clients with STI testing and education

Established in 2012, the Get Yourself Tested Clinic continues to serve UF students seeking low-cost sexually

transmitted infection (STI) screenings. This clinic sees approximately 60 asymptomatic patients each week.

Employee Assistance Program at UF

Demand for Employee Assistance Program services has increased, and feedback is overwhelmingly positive thanks to personal attention. The EAP has also increased consultation and coaching to department supervisors and managers and received its largest budget to date.

LGBTQ+ Inclusiveness & Transgender Patient Care with LGBT Affairs & TRN

The Student Health Care Center has made LGBTQ+ student-patient population inclusiveness a top priority. In addition to awareness efforts and form revisions, the SHCC implemented a new endocrine

protocol in collaboration with the UF Trans Resource Network (TRN) and Office of LGBT Affairs in order to provide transgender patients the option of hormone therapy.

“ I really like the revised intake form. Separating sex assigned at birth and gender identity is a welcome change that I wholeheartedly support. ”

HEADS ABOVE THE REST

The first and only center of its kind at the University of Florida, the UF Sports Concussion Center in the Stephen C. O'Connell Center supports the clinical care, testing and research of concussive injury in UF students.

Dr. Jay Clugston, MD, MS, CAQSM, director of the center, has been studying concussions and their impact as part of the Florida football team's medical staff since 2005. He and his associates work closely with Florida's athletic trainers in all sports.

The center has excelled in the research component of its mission, landing a part in the \$30 million National Collegiate Athletic Association/U.S. Department of Defense Grand Alliance initiative,

which seeks to build a more comprehensive data bank with research from selected schools and the service academies.

Additionally, researchers from Banyan Biomarkers and the center are collaborating on a study to analyze biomarkers, neurocognitive testing and neuroimaging on student athletes, which made the cut in the first round of the General Electric/National Football League Head Health Challenge I: Methods for Diagnosis and Prognosis of Mild Traumatic Brain Injuries. Selected from a pool of 400 entries from 27 countries, the partnership received a \$300,000 award and advanced to the final round for a chance at an additional \$500,000.

“ I can't think of a better population to study than college athletes. They are an amazing bunch. ”

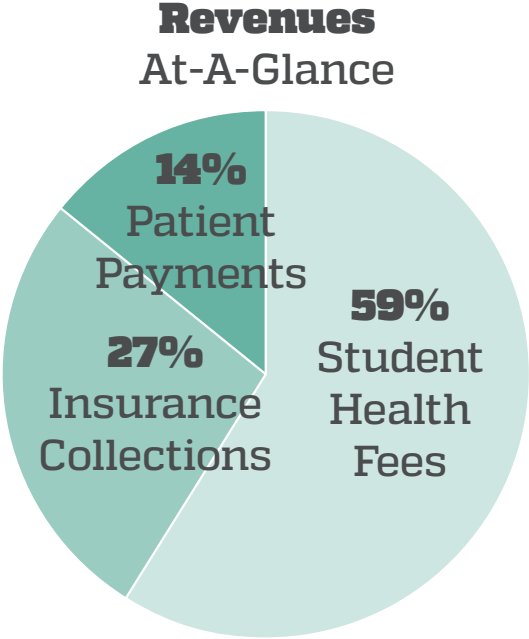
HEADY AMBITIONS

The University of Florida is involved in a landmark concussion study in alliance with the NCAA and U.S. Department of Defense.

By FLORIDA GATORS
IN SPORTS
MARCH 31ST, 2015

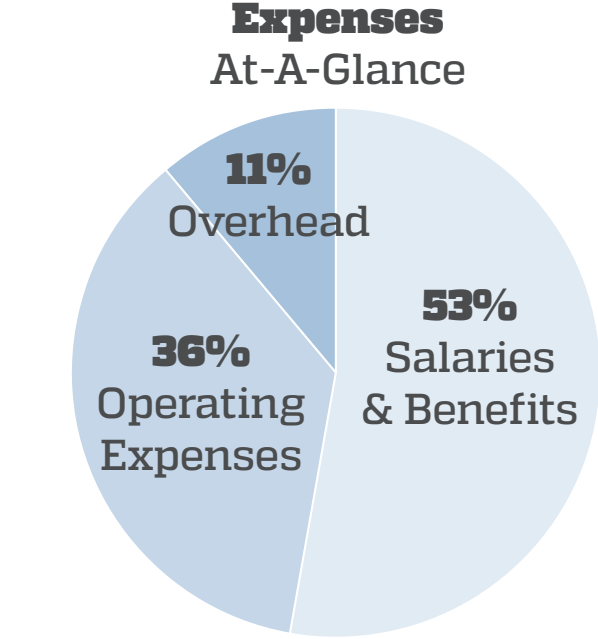
PHOTO: ROY CARSON, UF PHOTOGRAPHY

REVENUES & EXPENSES



REVENUES	FY 2013-14	FY 2014-15	Variance
Total Student Fees	\$9,889,658	\$10,479,914	6%
Internal Reallocations	\$440,007	\$674,349	53%
Internal Revenue	\$518,630	\$562,132	8%
External Revenue	\$2,932,409	\$2,559,837	-13%
Insurance Collections	\$3,980,809	\$4,718,991	19%
Contracts & Grants	\$13,000	\$5,050	-61%
Other Restricted Revenue	\$26,304	(\$1,399)	-105%
State General Revenue	\$317,929	\$314,799	-1%
Total Sales & Service	\$7,871,855	\$8,515,308	8%
Total SHCC Revenues	\$18,118,746	\$19,313,673	7%

The SHCC was awarded an increase of 47 cents per credit hour for the 2014-2015 fiscal year. In order to better predict the actual income from student health fees, the SHCC opted to budget a slightly lower credit hour amount of 1,2208,000, which resulted in 100



percent of budget to actuals for the first time in five years.

Insurance collections continue to exceed expectations. This income provides an alternate revenue stream that helps supplement patient payments and student health fees. As more students are covered by the newly implemented health insurance requirement, these collections will continue to play a role in the SHCC's revenues.

EXPENSES	FY 2013-14	FY 2014-15	Variance
University Overhead	\$1,323,759	\$1,453,849	10%
Administrative Overhead	\$216,954	\$257,185	19%
Clinical Overhead	\$307,679	\$291,435	-5%
Total Overhead	\$1,848,392	\$2,002,469	8%
TEAMS Salaries & Benefits	\$8,755,526	\$9,092,696	4%
OPS	\$919,322	\$891,715	-3%
Total Salaries & Benefits	\$9,674,848	\$9,984,411	3%
Contractual Services	\$3,612,978	\$3,226,793	-11%
Repairs & Maintenance	\$72,045	\$246,949	243%
Data Processing	\$147,355	\$251,521	71%
Operating Supplies	\$2,132,121	\$2,687,105	26%
Printing & Advertising	\$73,936	\$116,053	57%
Travel Expense	\$67,247	\$55,071	-18%
Other Operating Expense	\$307,663	\$325,918	6%
Total Operating Expenses	\$6,413,345	\$6,909,411	8%
OCO (Assets Over \$5,000)	\$31,306	\$5,330	-83%
Total Non-Salary Expenses	\$31,306	\$5,330	-83%
Transfers In	(\$1,415,188)	(\$4,394,691)	211%
Transfers Out	\$1,785,240	\$4,394,691	146%
Total Transfers	\$370,052	\$0	-100.0%
Total SHCC Expenses	\$18,337,943	\$18,901,622	3%
NET GAIN/LOSS	(\$219,197)	\$412,051	

Salaries & Benefits: The largest expense of any health care facility is staffing. While the SHCC uses technology and supplies to enhance our efforts, it takes people to care for people. Additionally, UF provided a merit raise to reward those employees who performed above average during the 2014-2015 fiscal year. Although there was a slight increase in actual expenses of 3 percent over the previous year, the SHCC made great strides to streamline the organization's reporting structure and was able to reduce the initial budget amount by 3 percent.

Operating Expenses: Other operating expenditures for the 2014-15 fiscal year were originally anticipated to stay fairly neutral from the prior year; however, normal inflation along with unanticipated but necessary building renovations and maintenance pushed actual expenses to 8 percent over last year.

Overhead: There are support services within UF and UF Health that the SHCC is able to utilize without

carrying the entire financial burden within the department; for example, things like payroll, legal and information technology services. In order for these services to be adequately funded, each department pays a portion of their expense. The SHCC pays two types of overhead, the first based on annual expenses and the second based on insurance collections. This fiscal year, the overhead amount broke the \$2 million threshold and accounts for approximately 11 percent of total expenses.