University Health Services celebrated 25 years at the Tang Center and over 100 years providing health care and services to the Berkeley campus community. The impact we have on our students, faculty, and staff is in part due to our ability to integrate services across a range of physical and mental health care needs. By offering breadth and quality of services and engaging with the larger campus community we are helping ensure students, faculty, and staff have the health services they need to support their academic and work endeavors.

<table>
<thead>
<tr>
<th>CARE HIGHLIGHTS</th>
<th>Over 126K APPOINTMENTS</th>
<th>80% OF STUDENT BODY SERVED</th>
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<tbody>
<tr>
<td>43.5K PRESCRIPTIONS FILLED</td>
<td>22K GENERIC PRESCRIPTIONS WERE FILLED AT NO COST TO STUDENTS ON SHIP</td>
<td>99K LABS PERFORMED</td>
</tr>
<tr>
<td>OVER 22K ON STUDENT HEALTH INSURANCE PLAN (SHIP)</td>
<td>69% OF GRADUATE STUDENTS ON SHIP</td>
<td>4,260 X-RAYS PERFORMED</td>
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<tr>
<td>92% OF STAFF WHO USED EMPLOYEE ASSISTANCE SERVICES REPORTED THEY WERE VERY OR EXTREMELY LIKELY TO USE THEM AGAIN</td>
<td>88% OF STUDENTS FELT THEIR VISIT HELPED PREVENT THEIR HEALTH CONCERN FROM BECOMING A BARRIER TO ACADEMIC PERFORMANCE</td>
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HELPING STUDENTS ACCESS THE CARE AND SUPPORT THEY NEED FOR PHYSICAL AND MENTAL WELL-BEING

**MEDICAL**

**Collaborative Care Model**
*Integrating behavioral health services in primary care*

**Anxiety** continues to be the top concern for students
36% of the entire student body screened for depression and anxiety
53% of those students accepted a referral to see a Behavioral Health Provider (BHP) or were already connected with support
95% said their visit with a BHP was worth the time the appointment took

“My physician referred me to a BHP because I was reporting having stress and symptoms that might be caused by stress. I saw [the BHP] right after my appointment and she was incredibly friendly and helpful. She listened to my complicated medical story, validated my experiences, and connected me with a lot of helpful resources that I didn’t know existed. This is an amazing program that should continue.”

**Physical Therapy**
- 2K patients seen
- 10K treatments
- 95% would recommend UHS Physical Therapy to others

**Immunizations**
- 13K vaccinations given

**e-Tang Patient Portal**
*Making it convenient and easier to get care without having to come in*
- 51K secure messages sent between clinicians and students
- 2K self directed STI tests
- 2K new birth control prescriptions without a required visit
- 5.9K Rx refills, a 20% increase from the previous year

**Urgent Care**
*Providing students with timely access to care for urgent and acute needs, reducing the need for inconvenient and costly ER visits*
- 11K urgent care appointments
- 2K weekend visits

**MENTAL HEALTH**

**Increasing Access to Counseling Services and Support**

**Mental Health Services Visits**
Includes students seen in CAPS, SoS, Primary Care (BHP), and Psychiatry

- 20% of student body (8.5K patients)
- 38.7K appointments

**Satellite Counseling Services**
- 8.5K students have accessed mental health appointments (or seen a mental health provider) through CAPS, SoS, BHP, or Psychiatry
- 800 students attended close to 500 group sessions (CAPS + SoS)
- 3.6K students saw a counselor at a satellite office totaling over 10,000 counseling visits
**SEXUAL VIOLENCE/SEXUAL HARASSMENT**

- 31% increase in clients totaling 267 clients
- 1.1K appointments, a 20% increase from previous year
- 1.2K hours of direct support for Sexual Violence/Sexual Harassment clients
- 57 sexual assault survivors group sessions held with 32 unique students attending one of two weekly groups
- 92% of participants reported a decrease in symptoms after participating in a group
- Success with Eye Movement Desensitization and Reprocessing (EMDR) therapeutic tool; EMDR helps patients reprocess traumatic information until it is no longer psychologically disruptive
- 83% reported that their symptoms were much or very much improved after treatment

**STUDENT OUTREACH**

**Health Promotion**
- 46 student Peer Health Workers provided health consults and referrals for 2,100 undergrad students
- 9K condoms and other safer sex supplies were distributed by students and staff at campus events
- 6K students encouraged to drink water to manage alcohol intake by the Hydration Station Hype Squad

**Nutrition Outreach Worker Program Expands**
- 6.8K students reached through 121 outreach events by 8 student nutrition outreach workers
- 1.35K students reached through 43 food and hands-on cooking demonstrations at the Student Food Pantry and in University Village
- 300 participants reached through 10 eating disorder prevention and body image workshops

**Mental Health Outreach**
- 393 outreach presentations
- 1.6K Let’s Talk consultations

**HIGHLIGHTS OF HEALTH EQUITY EFFORTS**

**WE WELCOME ALL**

We Welcome All

One of University Health Services’ defining principles is courageous health leadership. As the tumultuous global, national, and local events directly impact the communities we serve, we amplify our focus on access, inclusion, and diversity in our mission for health care for all.

**OVER 400** Black students, faculty, and staff attended The Well workshops. 94.5% of attendees rated their experience as “Hella Lit” (rating 5) or “Lit” (rating 4).

**300%** increase in nutrition drop-in hours. Close to 100 students were seen for basic needs security food issues and general nutrition concerns.

UHS once again received the Leader in LGBTQ Healthcare Equality designation from the Human Rights Campaign foundation, earning the highest score possible.

**Transgender Care**

UHS offers some of the most comprehensive college health services provided to transgender students for both physical and mental health. Industry leading transgender care benefits.
Hiring faculty and staff access services to improve their health, well-being, and productivity

By the Numbers

8,3K total participants in a Faculty/Staff program
175 workshops offered across all programs

Ergonomics

190 matching fund applications from 63 departments were approved and funded in order to improve the office ergonomics environment and reduce injuries

Successful implementation and training of the UC system-wide electronic injury reporting tool delivered to campus

Energize to Be Well

98% were very satisfied/satisfied with the program “This program was a great way to refocus on the things we know are important, but with busy lifestyles both at work and at home, just need to be reminded. In the long run, when we make these changes habit, everyone wins!”

Emotional and Family Support

87% reported Employee Assistance had a positive impact on their overall health and sense of well-being “I feel very fortunate and grateful to work at an institution that offers elder care consultation. The advice and perspective allowed me to move forward with more confidence and understanding.”

Occupational Health

206 new hire exams Added a new Workstrong coordinator and doubled Workstrong enrollment over the past year to a program that is designed to reduce the risk of further injury and promote overall health and wellness

Breastfeeding Support

91% reported the program helped them achieve their goal “I am so grateful this lactation room exists. It made my transition back to work SO MUCH easier. I would have been a much more stressed out mom without this clean, convenient, safe, quiet, and private space.”

Energetic to Be Well

Healthy Campus Network

Healthy Department Certification launched

OVER 250 campus stakeholders engaged to begin building Recalibrate wellness website

Food and Beverages Choices Policy approved and on track for full implementation by 2019

100 uses per day increase during Stairwell project pilot at the Tang Center

UHS 2018-19 GOALS

1. Lead Berkeley’s Healthy Campus Initiative including launching the recalibrate wellness website, implementing the new campus food and beverage policy, and expanding the healthy department certification program.
2. Expand and enhance counseling programs at the new Anna Head Annex to provide culturally appropriate services for students of color and other marginalized populations.
3. Expand UHS on-campus service delivery of wellness programs through implementation of new MLK Student Union satellite location.
4. Expand self-directed testing and targeted education programs to respond to a rapid increase in sexually transmitted infections rates.
5. Implement final phase of UC mandatory TB and Immunization program, screening 100% of incoming students and preventing infectious disease on campus.

HELPING FACULTY AND STAFF ACCESS SERVICES TO IMPROVE THEIR HEALTH, WELL-BEING, AND PRODUCTIVITY

Providing services on a continuum from prevention through treatment - programs include disability, ergonomics, elder care, employee assistance, occupational health, wellness, and work/life.