University Health Services

Health & Well-being for ALL
Impact Statement 2018-19

139K visits
90% of students served through services and programs
45K prescriptions filled
4.3K x-rays performed

113K labs performed
22K students on Student Health Insurance Plan (SHIP)
90% would recommend UHS to others

80% said their visit helped prevent issues from becoming barriers to academic performance
92% of those who used Be Well at Work - Employee Assistance services reported they were very or extremely likely to use them again

“The Tang Center staff were incredible compared to my past experiences at other offices in my lifetime. Everyone seemed to be genuinely invested in my health.”

Berkeley

UNIVERSITY HEALTH SERVICES
Improving the Health and Well-being of the Campus Community

Healthy Campus
Advancing our Healthy Campus Initiatives

- Inaugural campus-wide Healthy Work Environments Summit (focused on the Built Environment & Health in All Policies)
- healthycampus.berkeley.edu was launched and hosts the vision, goals, and success stories
- First staff garden planted
- 1.5K participated in wellness activities at staff appreciation events
- Launched recalibrate.berkeley.edu, a website that helps students, faculty, and staff find and take advantage of the wealth of wellness resources on campus

Healthy Departments
Programs and Services Leading to a More Engaged and Productive Workforce

- 11 campus departments achieved Healthy Department Certification
- 2.2K Occupational Health visits
- 1.9K participants in Ergonomic services
- 38% decrease in custodial service injuries in departments participating in WorkSmart
- 179 management consultations provided by Employee Assistance
- 150 WorkStrong graduates since the program started
- “WorkStrong armed me with the tools, resources, and skills to build and retain better wellness habits that I'll continue to use as I go through my life's journey to a better me.”

Healthy People
Services and Programs on a Continuum from Prevention to Treatment

- 9.3K participated in Be Well at Work programs
- 166 Be Well at Work workshops, programs, and events
- 97% recommended Be Well at Work Health improvement programs after participating
- 2.7K participated in onsite wellness programs at Housing/Dining and Facilities Services
- “Employee Assistance was an important bridge between an urgent need and longer-term care. It made me feel like I had access to support when I really needed it.”
- “Words can't describe how much the Elder Care counselor has help me navigate this difficult time.”

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Caring for Students

Medical Services

Primary Care

- 40K visits
- 39% of student population seen in Primary Care
- 70% of appointments were for same day care

“My nurse was amazing. She went above and beyond to ensure that I was comfortable, healthy, and satisfied with my care and that I felt heard as a patient.”

Immunizations and Allergy/Travel

- 11.5K visits
- 13.4K vaccinations given
- 990 students cleared to travel the world (2x the amount from last year)

Urgent Care

- 12K visits (up over 10%)
- 2K weekend visits (up over 13%)

Physical Therapy

- 2K patients seen
- 8.4K treatments

Specialty

- 3.6K visits
- 2K patients seen

Mental Health

Mental Health Services Visits

Includes students seen in:
- Counseling and Psychological Services (CAPS)
- Social Services (SoS)
- Behavioral Health
- Psychiatry

Collaborative Care Model

Integrating Behavioral Health services in Primary Care

- Anxiety continues to be the top concern for students
- 16K students screened for depression and anxiety (38% of student body)
- 5K visits with Behavioral Health providers (15% increase)

Satellite Counseling and Groups

- 11.3K satellite counseling visits for 4K students
- 800 students attended close to 500 group sessions (CAPS + SoS)

“I really appreciated the instant attention. I told my Primary Care doctor something was wrong and ten minutes later I was speaking to someone who could help. Speaking with a behavior health provider who sees this stuff all the time helped me get perspective and not feel quite as hopeless.”
Caring for Students

Student Programs and Outreach

Social Services
Sexual Violence/Sexual Harassment

- 272 clients seen
- 939 appointments
- 40 sexual assault survivors group sessions

Eating Disorders (ED)
UHS has a multidisciplinary eating disorder team, the gold standard for treatment of eating disorders

- 25% increase in ED visits over the past five years
- 20% more students are being seen for eating disorders
- 1000 participants at 15 body image and eating disorder prevention events

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Nutrition Outreach Program Expands

- 9.2K students reached though 117 outreach events by Nutrition Outreach Workers
- 2.5K students reached at 58 events focused on food security, such as food and cooking demonstrations

Mental Health Outreach

- 18.4K reached through presentations, trainings, workshops, and consultations
- 300 outreach presentations
- 1.5K Let’s Talk consultations

“‘This service is great. I learned to have a more positive mindset and got connected with a provider to continue my therapy.’”

Opened Be Well at B North in the lower level of Martin Luther King Jr. Building

- Wellness Wednesdays
- Drop-in Nutrition Counseling and Workshops
- Drop-in Health Coaching
- Counseling for Student Parents

Health Promotion

- 17K students reached at events
- 1,650 pet hugs given
- 1.9K workshop and training participants
- 4.5K participants in student-led workshops and trainings
- 8K condoms and other safer sex supplies distributed
- 1.9K hours of health & wellness service provided by 80 students

Mandatory TB & Immunization Program

- 99.8% compliant for Fall 2018
- 9K contacts helping students with requirements

Student Health Insurance Plan (SHIP)

- Successful transition to new insurance carrier, Wellfleet Student
- 52% of all students on SHIP
- 65% of graduate students on SHIP
- 90% of prescriptions (41K) filled at the Tang Center through the insurance carrier benefit had no copay
Health Innovation

Telehealth on eTang
Making it convenient for students to get care and services without having to come in

- **69K** virtual consultations
- **30%** increase in virtual consultations
- **20%** more students using virtual consultations

- **11K** New birth control prescriptions, Rx refills, and self-directed STI tests ordered without an appointment

Wellness Vending Machine
Making it easy to access discounted over-the-counter, sexual health, and first aid products

![Wellness Vending Machine](image)
The Wellness Vending Machine is located at the Recreational Sports Facility.

UHS Strategic Priorities

**Bold Health Leadership**
Elevating health as essential to campus sustainability, viability and humanity

**Predictive Prevention**
Working upstream to identify critical trends, harness technologies, and adopt evidence-based prevention practices

**Access to Seamless, Integrated Care**
Unwavering commitment to access for all to timely and excellent collaborative, interdisciplinary services from UHS providers and partners

**Research and Data-Driven Advances**
Developing creative and bold ideas with transformative potential in college health

**Enterprising Investment**
Making deliberate investments in our people, our technology, our space, and our financial sustainability and establishing ourselves as a model for a healthy workplace