WE ADVANCE LONGHORNS’ HEALTH

Impact Statement 2020-2021

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Patient Satisfaction

Students seek care at UHS:

- Overall satisfaction with UHS visit
- Would recommend UHS to a friend
- Admitted to access to healthcare on campus

Because of the global COVID-19 pandemic and remote learning, UHS saw fewer patients during the 2020-2021 year compared to previous years.

43,242 total attended visits in UHS
14,392 unique patients served by UHS

Top Reasons

1. COVID-19 testing and related concerns
2. Sprains, strains, back pain, extremity injuries
3. STI screening and infections
4. Contraception
5. Hair, skin, nail problems
6. Immunizations, TB screening, travel immunizations
7. Allergies, cold, flu, UTIs
8. Sore throat or swollen glands
9. Depression, anxiety, fatigue
10. Gastrointestinal problems

UHS occupies 45,000+ SQ FT in the Student Services Building

45,000+ SQ FT

Overview

- Primary Care
- Urgent Care
- Sports Medicine
- Allergy, Immunization & Travel
- Laboratory Tests
- Nurse Triage Calls
- Flu Shots Administered
- Proactive Community Testing

- Women’s Health
- Nutrition Services
- Integrated Health
- Physical Therapy
- Ultrasounds & X-rays
- STI Screening

- 16,652 visits (15,139 telehealth)
- 5,572 visits (2,334 Respiratory Clinic)
- 2,119 visits (75 telehealth)
- 4,243 visits (141 telehealth)
- 46,761 tests (13,989 COVID-19 Tests)
- 10,388 calls
- 8,877 shots
- 138,154 tests administered

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43,242 total attended visits in UHS
14,392 unique patients served by UHS

Primary Care
16,652 visits (15,139 telehealth)

Women’s Health
8,367 visits (5,601 telehealth)

Nutrition Services
691 visits (691 telehealth)

Integrated Health
1,478 visits (1,263 telehealth)

Physical Therapy
2,218 visits (899 telehealth)

Ultrasounds & X-rays
1,714 visits

STI Screening
188 visits

Urgent Care
5,572 visits (2,334 Respiratory Clinic)

Sports Medicine
2,119 visits (75 telehealth)

Allergy, Immunization & Travel
4,243 visits (141 telehealth)

Laboratory Tests
46,761 tests (13,989 COVID-19 Tests)

Nurse Triage Calls
10,388 calls

Flu Shots Administered
8,877 shots

Proactive Community Testing
138,154 tests administered

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Our Staff are uniquely positioned to meet students’ needs

Board-Certified Physicians
15

Nurse Practitioners
5

Physician Assistants
5

Integrated Health Counselors
3

Registered Dietitian
1

Registered Nurses
21

Licensed Vocational Nurses
6

Medical Assistants
26

Laboratory and Radiology Technicians
10

Physical Therapists
2

Physical Therapist Assistants
2

UHS Staff

Developing Our Future Workforce

- 50 Student Health Advisory Committee Members
- 1 Nurse Practitioner
- 1 Student Volunteer

- 246 Student Volunteers at PCT
- 1,723 Student Volunteer Hours at PCT

NEW INITIATIVES

Campus Wide COVID-19 Vaccine Distribution
In partnership with several on-campus departments and entities, UHS staff assisted with these efforts throughout the COVID-19 pandemic.

Now Offering the Initiation of Gender Affirming Hormone Therapy
UHS is proud to now provide this service. Additionally, all UHS medical providers receive ongoing training specifically related to LGBTQIA+ healthcare.

Shifted Quickly to Offer Telehealth Services
Because of the COVID-19 pandemic, UHS swiftly and efficiently transitioned from an all in-person service model to start offering services by telehealth, expanding our ability to meet the healthcare needs of UT students regardless of their location in Texas.

Created and Staffed the COVID-19 Designated Respiratory Clinic (DRC)
This critical unit was pulled together in a short amount of time. UHS staff worked tirelessly to test and treat students with COVID-19 symptoms and those who tested positive for the virus.

Created, Launched and Staffed the Proactive Community Testing Program for Asymptomatic COVID-19 Testing
This program allowed current UT students, faculty and staff to get free asymptomatic COVID-19 tests throughout the pandemic. The team worked tirelessly with key campus departments including the UT Austin High Throughput Testing Core and university leaders to quickly and nimbly adapt many aspects of the program as local and national demands changed.

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WE SUPPORT LONGHORNS’ MENTAL HEALTH

The Counseling and Mental Health Center (CMHC) serves our diverse campus community by providing high quality, innovative and culturally informed mental health programs and services that enhance and support students’ well-being, academic and life goals.

Reasons students seek care at CMHC:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety</td>
<td>79.0%</td>
</tr>
<tr>
<td>Stress</td>
<td>65.9%</td>
</tr>
<tr>
<td>Academic Concerns</td>
<td>46.4%</td>
</tr>
<tr>
<td>Social Isolation/Loneliness</td>
<td>28.9%</td>
</tr>
<tr>
<td>Sleep Concerns</td>
<td>27.9%</td>
</tr>
<tr>
<td>Career Concerns</td>
<td>26.9%</td>
</tr>
<tr>
<td>Social Relationships</td>
<td>25.9%</td>
</tr>
<tr>
<td>Family Concerns</td>
<td>24.9%</td>
</tr>
<tr>
<td>Body Image/Cutting</td>
<td>14.4%</td>
</tr>
<tr>
<td>Identity-Based Bias/Oppression</td>
<td>13.2%</td>
</tr>
<tr>
<td>Grief/Loss</td>
<td>12.8%</td>
</tr>
<tr>
<td>Trauma</td>
<td>12.2%</td>
</tr>
<tr>
<td>Health Concerns</td>
<td>11.3%</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>7.6%</td>
</tr>
<tr>
<td>Gender/Sexual Orientation</td>
<td>7.2%</td>
</tr>
<tr>
<td>Other</td>
<td>6.9%</td>
</tr>
<tr>
<td>Substance Use</td>
<td>6.4%</td>
</tr>
<tr>
<td>Non-Suicidal Self-Injury</td>
<td>4.5%</td>
</tr>
<tr>
<td>Identity-Based Bias/Oppression</td>
<td>4.3%</td>
</tr>
</tbody>
</table>

Patient Satisfaction:

- 94% overall satisfaction with their experience at CMHC
- 96% would recommend CMHC to a friend

Reasons students seek care at CMHC:

- 91% said having access to CMHC helped minimize further disruption to their academics during the COVID-19 pandemic
- 96% overall satisfaction with their experience at CMHC
- 94%

Groups and Workshops:

121 offered

28,508 total attended sessions at CMHC

5,541 unique patients served by CMHC

OUR SERVICES HELP LONGHORNS FLOURISH

While CMHC continues to offer high-quality, individual counseling appointments, we are proud to offer other services that meet the different needs of our students, faculty and staff.

MHART (Mental Health Assistance and Response Team)

In partnership with several other departments on campus, launched the first-ever Mental Health Assistance and Response Team. The pilot program unites mental health professionals and specially trained law enforcement officers in the UT Police Department who will respond to members of the UT community who are experiencing mental health crises.

Expanding Our Staff

Hired several additional clinical staff including 3 new CARE counselors, 4 new generalist counselors and 4 new case managers and hired several clinical support staff including an Assistant Director of Marketing and Communication, a Peer Support Coordinator and a Data Analytics Researcher.

OUR STAFF UNDERSTAND WHAT IT MEANS TO BE A COLLEGE STUDENT TODAY

Counselors in Academic Residence (CARE)

integrated into 15 colleges and schools plus 1 in University Housing and Dining. 4,503 attended visits

CMHC Staff

<table>
<thead>
<tr>
<th>Role</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCOS Counselors</td>
<td>6</td>
</tr>
<tr>
<td>CARE Counselors</td>
<td>12</td>
</tr>
<tr>
<td>General Counselors</td>
<td>19</td>
</tr>
<tr>
<td>Integrated Health Counselors</td>
<td>3</td>
</tr>
<tr>
<td>Board-Certified Psychiatrists</td>
<td>4</td>
</tr>
<tr>
<td>Psychiatric Nurse</td>
<td>1</td>
</tr>
<tr>
<td>Fellows</td>
<td>6</td>
</tr>
<tr>
<td>Interns</td>
<td>8</td>
</tr>
<tr>
<td>Practicum Students</td>
<td>11</td>
</tr>
</tbody>
</table>

Diversity Counseling and Outreach Specialists (DCOS)

6 specialists and 1,899 students, faculty and staff reached

Professional Training Programs

5,622 attended sessions

1,971 unique clients served by Psychology and Social Work Interns. Social Work Fellows and Psychology Practicum Students

Developing Our Future Workforce

CMHC Student Advisory Committee Members

Online Bookings

Allowed students to book appointments with the Brief Assessment and Referral Team online.

My SSP (Student Support Program)

The program provided the following services to students who were located domestically (but outside of Texas) and internationally during the pandemic:

- 24/7 real time chat and phone support in 5 core languages: Mandarin, Cantonese (Simplified Chinese text), Latin American Spanish, French and English.
- Virtual single sessions and scheduled counseling sessions. 200 languages and 160+ countries supported.
- Access to an extensive digital content library.

Because of the global COVID-19 pandemic and remote learning, CMHC saw fewer patients during the 2020-2021 year compared to previous years.
WE PROMOTE WELL-BEING FOR ALL STUDENTS

WE DELIVER HIGH QUALITY PROGRAMS AND SERVICES

97% of Incoming UT Students completed online health education modules about the prevention of high-risk drinking and sexual assault.

Mindfulness Sessions
200 incoming students attended during New Student Orientation.

BeVocal Bystander Intervention Workshop: Combating Anti-Asian Racism
646 students, staff, and faculty attended.

Brief Alcohol Screening and Intervention for College Students (BASICS) and Cannabis Screening and Intervention for College Students (CASICS)
69 students completed the program designed for any Longhorn who is thinking about how alcohol or cannabis, or both, is affecting their personal wellbeing or academics.

Get Yourself Tested (GYT)
Free STI testing to 66 students funded by the Student Services Budget Committee.

OUR STUDENT INVOLVEMENT IS CENTRAL TO OUR MISSION

23 Students work or volunteer in our office to make our programs thrive.

Mental Health Ambassador program trained 58 ambassadors representing 52 student organizations.

Mental Health and Suicide Prevention
62 virtual workshops facilitated by LWC professional staff for about 800 participants.

Peer Educators
32 workshops delivered virtually
885 students reached
350 hours of volunteer service completed.

Healthy Student Organization Program
worked with 26 student organizations to embed health and wellness practices.

OUR STAFF

The Longhorn Wellness Center staff are professionals with experience in health promotion and population-level approaches to health and wellness.

13 Full-time Staff created programs, mobilized students, evaluated initiatives and leveraged partnerships with the campus community to advance students’ health.

WE WORK WITH CAMPUS PARTNERS TO DELIVER IMPORTANT HEALTH MESSAGES TO UT STUDENTS

Online Learning Modules
140 students participated
8 modules created.

Staying Well While Social Distancing
An online tool designed to provide healthy tips to students.

Healthyhorns Text Program
19,062 students subscribed to Healthyhorns texts
79 text messages sent
91% of students found HHTXT to be somewhat or very valuable during the COVID pandemic.

Signature Events Held Virtually
Suicide Prevention Week, Relationship Violence Prevention Month, and Mental Health Promotion Week.

Bruce the Bat on Social Media
449 followers
529 followers
3,601 followers
This campaign works to correct misconceptions about alcohol use on campus and normalize the use of risk reduction strategies as a way to stay safe.

WE WORK WITH FACULTY AND STAFF TO IMPROVE STUDENT WELL-BEING

Well-Being in Learning Environments
worked with 107 faculty members to embed conditions for well-being in their classrooms.

Online Modules on Well-Being
325 participants
29 online modules.

Well-Being in Virtual Learning Environments
a new online guidebook provided to faculty.

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