**Student Services Review Request for Information (RFI)** **FY 2024-25**

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# **Health Center at Auraria**

The Student Services Review Committee’s (SSRC) mission is to advocate for the student experience at the University of Colorado Denver. The SSRC’s priorities lie in ensuring equitable access to student resources, attention to historically marginalized groups, and providing feedback to improve student fee funded resources. Overall, the SSRC exists and is responsible for ensuring that student services and student fees are being used in a manner that best serves the students of CU Denver.

Please complete the following request for information:

**Overview of Unit**

* Please provide your unit's name, offices that comprise the unit, what services are provided, and the mission statement.
* Concerning the mission statement, can you briefly talk about what your priority is for all of your areas this year?

**Health Center at Auraria**

Vision

To ensure the provision of innovative, cost-effective and high quality medical and mental healthcare that aligns with current industry standards and to provide an environment that is welcoming for patients and employees that promotes student and employee retention

Mission

I. Provide innovative health services for the tri-institutional campus community through expanded infrastructure, technology, and services.
II. Provide health education and wellness programming that complements the strategic plans and academic missions of the higher education institutions on the Auraria Campus.
III. Provide professional medical expertise and administrative leadership regarding critical campus priorities such as public health and safety, student health insurance, immunizations, disaster preparedness and emergency response.
IV. Provide equitable, inclusive, and culturally responsive medical and mental health services to the diverse populations on the Auraria Campus.

**Clinical Services Provided**

Medical services

* Acute Illness: cold, flu, strep throat, pink eye
* Chronic Illness: asthma, COPD, diabetes
* EKG, IV’s, injections, lab draws, nebulizer treatments
* Injury Treatments: minor burns, cuts, sprains, strains
* Athletic Care: physicals, injury assessment, general athlete well care
* Female Healthcare: birth control information and supplies, pregnancy tests, gynecology exams, colposcopy/cryotherapy
* Auraria Immunizations Office
* Minor Surgeries, Suturing and Biopsies
* Physical Examinations: general well care and athlete care
* Preventative Healthcare: mole removal, skin evaluations, well care physicals
* Prescriptive Rehabilitation: Coordinated care between Athletic Trainers and Health Center providers for musculoskeletal injuries.
* [Sexual Assault Services](https://healthcenter1.com/sexual-assault-services/)
* Sexually Transmitted Infection Testing and Treatments (NO CHARGE [HIV Testing](https://healthcenter1.com/hiv-testing/))
* [Specialty Services](https://healthcenter1.com/services/), Gynecology, Psychiatry
* [Transgender Care](https://healthcenter1.com/transgender-care/)
* Ultrasounds (limited use for women’s health and sports medicine visits)
* X-rays

Mental Health Services

* [Addiction Resources](https://healthcenter1.com/addiction-resources/)
* Assessment for the need of psychotropic medications
* Biopsychosocial assessments
* Case management, resourcing and advocacy
* Crisis intervention
* Diagnostic evaluations
* Medication management (Ongoing monitoring of both physical and emotional functioning when medication is prescribed)
* [Outreach Programs](https://healthcenter1.com/outreach-programs/)-tabling, workshops, presentations, semesterly events
* Referrals to higher level of care, if clinically or medically necessary

[Telehealth](https://healthcenter1.com/telehealth/) – Video and telephone services are available for a variety of healthcare appointments. From preventative care to acute and chronic care, the Health Center at Auraria provides secure and comprehensive Medical and Mental Health Services through video visits, including Transgender and Gender Expansive care, including Gender Affirming Hormone Treatment (GAHT).

Additional specialty services, as noted above, are available at the Health Center at Auraria, including a new lab analyzer for rapid on-site PCR testing for strep, respiratory illnesses, and STIs, GYN specialist care, sports medicine clinical care, sexual assault intervention, 24-7 crisis line for mental health and victim assistance, nutrition counseling with a registered dietitian, campus outreach, and the sponsorship of the Auraria Recovery Community.

1. Auraria 24/7 Mental Health Crisis & Victim Assistance Hotline: Protocall affords 24/7 access to behavioral health specialists and licensed clinicians over the phone or text. These professionals are provided with campus specific resources to use, when appropriate, to refer students to school-specific support services. The Protocall clinicians have the capacity for crisis intervention, de-escalation and coordination with community-based mental health services if an individual is needing acute support. This partnership that we have allows for each counseling center, as well as the Health Center, to view call logs each day to identify students reaching out and the level of acuity. This gives us an opportunity to directly reach out to students on campus to offer necessary follow-up support and/or services.
2. Nutrition Counseling: The Health Center at Auraria employs a Registered Dietician at 20 hours per week. This individual offers no-charge nutrition counseling services to students, faculty and staff. She is also engaged in outreach and prevention programming with our Health Education and Outreach team (i.e. presentations, workshops, cooking classes).

[Auraria Immunizations Office](healthcenter1.com/immunizations)- The Auraria Immunizations office ensures that students are compliant with the state and/or University-mandated [Immunization Requirements](https://healthcenter1.com/immunization-requirement/). The office works closely with public health agencies to improve and sustain immunization coverage so that the campus community can be protected. The office coordinates immunization records processing and offers additional vaccination services, including a variety of [Travel Immunizations](https://healthcenter1.com/travel-immunizations/).

AHEC, CCD, MSU Denver and CU Denver students, faculty and staff can obtain immunizations from the Auraria Immunization office. Immunizations are offered at reduced pricing in an effort to control costs to campus constituents.

[Auraria Recovery Community](healthcenter1.com/auraria-recovery-community)- The Auraria Recovery Community (ARC) was established in 2018 and is one of the only recovery communities in the nation which serves a shared campus, occupied by three separate institutions. Under the administrative oversight of the Health Center at Auraria, a tri-institutional entity, the Auraria Recovery Community is designed to provide student peer-led supportive services and social engagement opportunities to students attending Community College of Denver, MSU Denver and CU Denver.

[Health Education & Outreach](https://healthcenter1.com/outreach-programs/)- Our HEO team is responsible for Health Promotion activities and collaboration across campus. This may look like information tabling, monthly events, workshops, classroom presentations and/or distribution of harm reduction tools like sexual health products and opioid overdose response materials like Narcan® and Fentanyl Testing Strips.

**Priority Areas 2024-2025**

1. Protocall – The Health Center at Auraria has identified and implemented a new 24/7 Crisis and Victim Assistance service to replace Rocky Mountain Crisis Partners service. The service includes report capabilities to avoid gaps in care, and will incorporate standard procedures for all staff involved. (Achieved 9/1/24)
2. Medicat Immunization Compliance Software implementation - data will be collected on the number of immunization compliance files that are automatically processed without manual intervention and compared to previous immunization compliance activity. The goal of this project is to increase efficiency, decrease manual processes and improve data collection and information dissemination. (In beta testing 10/1/24)
3. Longitudinal Surveys/Learning Outcomes from Outreach Events - The Health Center will improve data collection on satisfaction, learning outcomes and participation in well-being engagement activities to better inform the programming and services offered, and to support the academic goals of the students served.
4. Gender Expansive Care Work Group - Create and Maintain a working group to expand and support Gender Expansive Care and Services. The HCA will create a committee/group that will compile information and data on gender expansive care and services and will conduct continuing training for staff to better inform our care to be mindful of gender expansive care.
5. Health Center Internal Well-being Initiative - The Health Center will create programs and an intentional physical space for staff to use for various purposes unrelated to their work duties. Examples include lactation space, meditation and relaxation space. The well-being of staff is pivotal in the care provided to the community we serve.

**Accomplishments**

Please describe efforts, events, or accomplishments that your units are proud of from the 23-24 fiscal year.

* Please include at least one accomplishment from each office/program that reports to you.

Health Center at large – The HCA has successfully transitioned leadership to a new Executive Director in December 2023. The previous Executive Director was leading the department for nearly 35 years and this transition took many hours of planning, training, and collaboration in order to achieve a seamless transition. The Health Center successfully achieved all of the stated goals for the 2023-24 Academic Year, including maintaining Campus public health, administering seasonal vaccine clinics, expanding registered dietitian services, closing equity gaps, increasing DEI training and professional development for the staff.

Health Education and outreach- Our Health Education and Outreach teams has expanded our reach and engagement in the social media space, doubling our followers and having a notable increase in follower engagement. Additionally, we expanded the Health Center’s marketing and promotional materials to include [professional informational videos](https://msudenver-my.sharepoint.com/%3Av%3A/g/personal/rmiccio_msudenver_edu/EbmIGKNP3upMlEtbZi-tx9oBYNVzTcwxVoDu6Z-W_YKEbw?e=SH6iGn&nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJTdHJlYW1XZWJBcHAiLCJyZWZlcnJhbFZpZXciOiJTaGFyZURpYWxvZy1MaW5rIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXcifX0%3D) that have been shared with and distributed by each of the 3 institution’s admissions/orientations teams. The HEO team has also made a concerted efforted in the implementation of basic needs programming which consists of Cooking with Purpose cooking classes and our monthly SNAPlication station which serves as a supplement to case management teams’ support of students getting connected with public benefits.

Auraria Recovery Community- In the 2023-2024 academic year there were 77 distinct All Recovery Meetings and a total of 544 attendance logins.  That's an average of 7 per meeting. 204 of the total sign-ins were for CU Denver students. ARC also established a partnership with Auraria PD to serve as a source of Narcan distribution on campus. Approximately 250 boxes of Narcan and 500 fentanyl testing strips were distributed during outreach efforts. Recently, ARC established as an eligible entity to distribute these products independently.

Auraria Immunizations- Auraria Immunizations successfully administered all vaccines for influenza, COVID-19 and RSV during our seasonal vaccine clinics, which are provided at no cost to the patient. This department was also working in collaboration with CDPHE to provide Mpox vaccines for the Campus and surrounding communities. CU Denver-specific pop-up clinics were also held to ensure students in on-campus housing had easy access to these immunizations.

**Accessibility and Inclusion**

Please describe how the programs/office in your unit supports historically underserved and marginalized students through its services (Underserved students and marginalized students include: BIPOC, first-generation, students with disabilities, and non-traditional students):

Our office has contracted with Colorado Medicaid to be able to provide access to services for those patients that may otherwise have difficulty finding care in a timely manner. As you will see in the Appendix, students at CU Denver with Medicaid coverage are the fourth-highest utilizers of services at the Health Center. For the overall Health Center client population, Medicaid makes up the third-highest utilizer population. What’s more, our services are open and available to students who are undocumented or DACA recipients.

The Health Center has also continued to provide administrative oversight and funding for the rapidly-growing Auraria Recovery Community (ARC) which provides student peer-led support for Auraria Campus students that are affected by addiction/substance use disorders. Recent ACHA-NCHA III data, gathered in Spring 2024 found that 8% of students that engaged with the survey (including students at CU Denver) identified as being in recovery from substance use.

Our office has also partnered with various organizations that address food insecurity and harm reduction. Our medical providers and staff consistently pursue training and continuing education on the unique wellbeing needs of students of higher education, including providing culturally informed care/trauma informed care, and crisis intervention. The Health Center has an internal DEI Committee that discusses initiatives and programming that supports diversity, inclusion, equity and cultural responsiveness in our service offerings and staff trainings. The Health Center also offers a discount up to 50% for those that are unable to use insurance for services received in the office or may have difficulty with payments.

Clinically, we collaborate with each University Counseling Center, Office of Disability Resource, CARE Team and Case Management offices to ensure that students are receiving the wraparound care that is needed. This may consist of participating in case consultations, monthly collaborative meetings, providing documentation to support accommodations and/or connecting students to community-based resources that may not be available on campus to the extent that they are in the community.

Additionally, the Health Center has been intentional with the hiring of both professional and student staff so as to have a more representative team of the student population we serve. Approximately 20% of our staff in the clinic is identified as bilingual and could offer support in languages such as Spanish, Russian, ASL and Vietnamese. Furthermore, we continue to increase the number staff that identify as: part of the LGBTQ+ community, people of color, neurodivergent, etc.

The Health Center’s Health Education and Outreach team has, also, had active involvement with the CU Denver International Student Office to increase involvement in new student orientations, welcome week events and providing updated, accurate and clear information on the students’ access to services at the Health Center at Auraria. Through presentations, tabling and written materials we have been able to provide information and be more of a presence for this student population than in years past.

* How are you meeting students' needs and identifying gaps in services?

In the last year, we have updated and expanded our client feedback survey. This allows for more robust feedback to be gathered. We have adapted this survey to be available in Spanish, as well. Additionally, we send monthly feedback requests directly to patients served to get better data on recent clinical services and experiences in the Health Center. This enables us to identify needs, gaps, successes sooner than we had been able to in the past.

With Spanish being one of the most common languages on campus, the HEO team has worked to update more forms, pamphlets and marketing materials into Spanish. Almost all of our material can now be found on our [Downloadable Resources](https://healthcenter1.com/downloadable-resources/) page on the Health Center website. Furthermore, on the website, we were able to successfully mirror the entire site to have a Spanish version available at the click of a button. This includes any information you would find on the English site as well as the intake and assessment forms that are utilized for client visits. In the clinic, we have available an interpreter and translation line for specific support in medical or mental health appointments. This resource specializes in interpreting conversations specific to medical settings.

**Measuring Impact**

Please provide student feedback that demonstrates how the offices/programs in your unit are positively impacting the student experience at CU Denver. This can include charts, graphs, tables, and/or anecdotal information.

How have budget reallocations and/or cuts impacted your area(s) under your purview?

***[Please include an attached budgetary spread of operating speedtypes.](https://msudenver-my.sharepoint.com/%3Ax%3A/g/personal/llasswel_msudenver_edu/ETA0wr-uPhNFn-mUuqfEOj8BbaKS_euKufy3TcReZ2bbIA?e=sR6GJe)*** [Excel spreadsheets are preferred. Any additional notes or commentary on budgetary items will be helpful to the process and give greater context to our senate/student body.](https://msudenver-my.sharepoint.com/%3Ax%3A/g/personal/llasswel_msudenver_edu/ETA0wr-uPhNFn-mUuqfEOj8BbaKS_euKufy3TcReZ2bbIA?e=sR6GJe)[CU Denver SSRC Budget Info FY25 is linked in the text](https://msudenver-my.sharepoint.com/%3Ax%3A/g/personal/llasswel_msudenver_edu/ETA0wr-uPhNFn-mUuqfEOj8BbaKS_euKufy3TcReZ2bbIA?e=sR6GJe)

How are your programs/units measuring impact? Here are examples of items you can share to demonstrate reporting impact:

* Do you send out surveys? Yes, we send requests for feedback directly to patients approximately once a month and the survey is open and on our website. ’24-’25 utilization and feedback data will be more thorough and detailed, next year, when all data from our revamped data collecting processes is consolidated.
* Do students check-in for your events? Through our workshops, events and Healthy Pursuits Mind-Body Fitness classes, we were able to engage approximately 1,000 students. This number is an approximation as some students may not get captured at check-in due to staffing or technology issues.
* Do you have a post-evaluation tool after programs? We currently have outcome surveys for all of our events on campus. Our Health Education and Outreach team is currently in the process of establishing standard pre-, post- and follow-up surveys to not only track outcomes from events, but long-term learning objectives over periods of time. The data from these more formalized processes will not be available until FY26.
* Do you track the number of students you serve per semester? Client visit numbers Included in Appendix

**Future Goals**

Please describe how your unit acts in support of Goal 1 in the CU Denver 2030 Strategic Plan regarding equitable access to student fee funded resources. Also include your future goals within the next 3-5 years.

The Health Center will continue in our efforts to diversify our professional and student staff through recruitment efforts. The department will also continue to make informed decisions using feedback from designated working groups, community practices, and updated recommendations from professional organizations. The Health Center would also like to develop a Strategic Plan in line with the vision of the newly developed Health & Well-being unit at MSU Denver. For short-term goals, please reference Goals listed earlier in this document.

**Final Remarks**

We want to thank all of you for your commitment to uplifting the student voice and prioritizing shared governance at our university!

This information is essential to the CU Student Government Association’s mission of continuously improving the student experience and supporting the ongoing initiatives of each unit.

Our platform this year is “Creating Connections & Community.” We see this process fostering a greater connection between students, staff, and faculty; while simultaneously growing the CU community.

* *SGA Executive Team*

Appendix

