UNIVERSITY HEALTH CENTER

ANNUAL REPORT

2017-18

Mission Statement

The University Health Center provides high quality, cost-effective health care and wellness programs to promote health and support academic success.

Vision Statement

Our vision is to be the provider of choice for health care and health information for UMD community, to be recognized as a leader in collegiate health care, to be an important source of information services for faculty and staff, and to be an integral part of the University’s educational mission.

Values

Excellent customer service and non-judgmental patient care

Respect for all cultures and ethnicities

Open communication between providers and patients and among staff

Education and training for students and staff

Collaboration with and support of campus academic/service units

Positive relationships with state and local medical organizations

Fiscal responsibility and equitable use of resources

Continuous quality improvement throughout the organization

Integrative team approach to care
2017-18 Goals and Objectives

The section below outlines progress on goals set in 2017.

Thriving workplace initiative

➢ Improve interpersonal communication between employees based on challenges identified at our Supervisor Strategic Planning Meeting. Success in this area will be demonstrated by positive responses on the Thriving Workplace survey that address communication.
  o PARTIALLY ACHIEVED – Subjectively, it seems that communication between Registration, Medical Records and the Walk In area has improved. The metric for objectively measuring this improvement, improvement in the TWI grand mean score, was not met.

➢ Improve interdepartmental communication and referrals between Mental Health and Primary Care to expand the capacity of the UHC to manage students on psychiatric medications and improve patient care.
  o ACHIEVED - Collaboration between Mental Health and Primary Care helped improve the ability of primary care providers to offer medication management for patients with stable depression. This year, primary care providers managed 10 patients for depression. This was an increase from only 2 patients the previous year.

Departmental Diversity

➢ Evaluate our vestibule space to improve accessibility to those who are visually impaired. In addition, to insure the overall accessibility of the UHC.
  o NOT ACHIEVED.

➢ Further improve our service to international students as measured by feedback gathered by the Student Health Advisory Committee.
  o PARTIALLY ACHIEVED
    ▪ As noted below, the experience of documenting immunization compliance for international students improved substantially in the past year.
    ▪ The UHC Quality Management and Improvement Committee analyzed satisfaction data by ethnicity and discovered that “White-not Hispanic (including Middle Eastern)” and “American Indian or Alaskan Native” respondents had a lower overall satisfaction than “Black-not Hispanic”, “Hispanic or Latino”, “Asian or Pacific Islander” or “Other” self-identified users. Student Health Advisory Committee students worked members of the UHC Executive Committee to devise and field test focus group questions. Based upon the feedback provided, SHAC and UHC staff will work to implement outreach and focus groups during the fall semester, with the goal of reporting on findings and potential action items in 2019.

Assessment and Learning Outcomes

➢ Increase our patient satisfaction survey responses to 2,400 to achieve interpretable data based on our total visits and improve scores on overall satisfaction and the likelihood that patients would recommend the UHC to a friend.
  o PARTIALLY ACHIEVED-
    ▪ The UHC was able to obtain 2,399 responses to our Patient Satisfaction Survey during the 2017-18 school year. Using a series of tests of improvement of the format of the invitation and timing of messages, we were able to accomplish this goal.
    ▪ The overall scores for satisfaction and likelihood of recommending the UHC to a friend improved closer to our goals. (See data below)
Public Health

- Fully implement additional immunization requirements for 2018 incoming students (meningitis and tetanus/diphtheria and pertussis vaccines).
  - ACHIEVED – Beginning fall 2017, all incoming students were required to have received a tetanus/diphtheria/pertussis (Tdap) vaccine within the last 10 years. For students entering UMD in the fall 2018, the meningitis vaccine or waiver is required for all undergraduate students, and the Tdap vaccine is required for all students. As a result of these changes, we have been able to provide Tdap vaccine to many more incoming students, particularly during our International Immunization Clinic held in late August. From 8/15/17-8/31/17, we administered 634 Tdap vaccines compared to only 31 Tdap vaccines during those same dates in 2016.

<table>
<thead>
<tr>
<th>Vaccine</th>
<th># administered 6/1/2016-5/31/17</th>
<th># administered 6/1/2017-5/31/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza vaccine</td>
<td>3,622</td>
<td>4,813</td>
</tr>
<tr>
<td>Tdap vaccine</td>
<td>642</td>
<td>2,094</td>
</tr>
</tbody>
</table>

- Participate in the effective launch of a recovery supported living space in College Park and expand recovery related programming in cooperation with The Haven at College.
  - ACHIEVED - The Haven at College will open a Recovery Residence and Outpatient Treatment Program in the fall of 2018.

- Work with campus partners to make progress toward full implementation of the recommendations from the President’s Sexual Assault Prevention Task Force.
  - ACHIEVED
    - An excellent candidate, Julia Strange, was hired as the Assistant Director for CARE (Sexual Assault) Prevention in May of 2018. She led the initial meeting of the Sexual Assault Prevention Committee.
    - Step Up! was presented to over 3,500 students during 111 presentations.
    - CARE staff provided 59 additional trainings to 1,300 students in Fraternities and Sororities, ROTC, Student Groups and to Athletes.

- Substantially improve the operation of the international student immunization onboarding process.
  - ACHIEVED
    - During the 2017 international immunization clinic, the average total wait time for form review, vaccine administration, and blood draw at the lab was 19 minutes (a decrease of 79%). In addition, a survey sent to the 867 participants in the clinic yielded a 31% response rate, and 76% of respondents were either satisfied or very satisfied with their experience with the clinic. This was achieved by improving training and coordination among UHC employees participating in the operation of the clinic.

Patient Care Operations

- Increase the efficiency of care in Medical Units by assigning a Registered Nurse to work within each Unit and by establishing Nurse Advice Phone and Electronic Communication Lines.
  - PARTIALLY ACHIEVED
Each Primary Care medical unit is now anchored by a Registered Nurse. In addition to providing direct patient care, these nurses help manage patient flow, contact pharmacies and outside doctors’ offices, and reach out to patients for follow up as needed.

Starting spring semester 2018, an electronic Advice Nurse communication line was established to respond to patients who have certain medical issues or questions. Nurses can triage patients, refill selected medications, and answer general questions by secure email message. The plan is to expand this Advice Nurse service to include access by phone in the coming fall semester.

2017-18 Additional Accomplishments

- **Sustainability**
  - No new accomplishments to report.

- **Work-Life Initiatives**
  - Business and Finance staff are participating in tele-work or flextime.

- **Thriving Workplace Initiative**
  - As noted above.

- **Departmental Diversity Accomplishments**
  - The UHC again received recognition from the Human Rights Campaign as a Leader in LGBT Healthcare Equity.

- **Assessment and Learning Outcomes**
  - As noted above.

- **Organizational Financial Health and Entrepreneurship**

![2016 - 2018 UHC Financial Performance](chart)

<table>
<thead>
<tr>
<th>2016 Actual</th>
<th>2017 Actual</th>
<th>2018 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Claims Submitted to Insurance</td>
<td>$3,171,292</td>
<td>$3,207,146</td>
</tr>
<tr>
<td>Total Insurance Collected</td>
<td>$1,592,792</td>
<td>$1,604,628</td>
</tr>
<tr>
<td>Reimbursement rate (%)</td>
<td>50.23%</td>
<td>50.03%</td>
</tr>
<tr>
<td>Time of Service Collection at Registration</td>
<td>$56,883</td>
<td>$180,513</td>
</tr>
<tr>
<td>Collection of Unpaid Balances by Billing</td>
<td>$0</td>
<td>$19,124</td>
</tr>
<tr>
<td>Transfer to Bursar</td>
<td>$1,125,829</td>
<td>$809,637</td>
</tr>
<tr>
<td>Write Off from Bursar</td>
<td>$70,300</td>
<td>$61,870</td>
</tr>
</tbody>
</table>

Over 4% improvement from 2017 to 2018

More pro-active collections processes have limited bad debt write off
Inter-departmental Collaboration

- The Mental Health Service at the UHC and the Counseling Center are establishing bi-directional record access to improve communication around shared patients.
- The UHC and Dining Services have collaborated to support a “Food Access and Student Well Being Study”, performed by the Counseling Center, to objectively assess the level of food insecurity on our campus and to support the sense of need for the Campus Pantry and other solutions to address this issue. UHC and Dining are working to obtain funding (charitable and other sources) to enlarge the Campus Pantry space.

Occupational Health

- Funding was granted for additional staffing in Occupational Health (0.5 FTE NP/PA, 0.5 FTE Data Analyst/Administrative Support, 4 hours per week of contract Occupational Medicine Physician time and additional funding for staff training in Occupational Health).
- Paper-based clearance and surveillance surveys are being converted to electronic formats, starting with Animal Handling and Respiratory Protection.

Grants and Fundraising

- Substance Use Intervention and Treatment (SUIT)
  - $13,800 in donations for Terps For Recovery activities. Through this funding, 5 students attended the Association for Recovery in Higher Education’s (ARHE) “National Collegiate Recovery Conference” and 3 attended the ARHE Student Leadership Summit.
  - $6,000 in grants from the Maryland Parent and Family Association, Saremi Foundation and Transforming Youth Recovery for naloxone and other recovery related activities.
- Health Promotion and Wellness Services (HPWS)
  - $12,000 from the Maryland Suicide Prevention and Early Intervention Network (http://csmh.umd.edu/Current-Initiatives/Marylands-Suicide-Prevention-and-Early-Intervention-Network-MD-SPIN/) for continued use and promotion of Kognito.
  - $21,000 from the Sexually Transmitted Infection Network Group (STING) to provide free testing and enroll subjects.
- CARE to Prevent Violence
  - Over $1,000 raised during Giving Day for the Victim Assistance Fund.
2018-19 Goals

Work-life Initiatives

➢ Increase the number of employees working from home at least one day per month to 10 (ten).

Thriving Workplace Initiative

➢ Revise our Mission and Vision statement (last updated in 2009) to reflect the changing role of the UHC in the University and to better communicate this role to staff.
➢ Create a 3-5 year strategic plan consistent with the Mission and Vision.
➢ Improve mechanisms for collecting feedback from staff about major decisions.
  o Craft a monthly communication from the Executive Committee to update staff on key issues related to the UHC.
  o Including Supervisor representatives at Executive Committee meetings and Staff representatives at Supervisor meetings.
  o Implement a “comment period” for major decisions.
  o The Executive Committee will more explicitly share the rationale behind major decisions.

Departmental Diversity

➢ Update the UHC “Introduction to Diversity” session that is offered to all new employees, including a broader group of presenters in the delivery.

Assessment and Learning Outcomes

➢ Analyze SEES data with OCRSM to determine if Sexual Assault Prevention messaging is reaching the desired audience and contributing to desirable environmental changes related to sexual misconduct and use the data to guide the work of the Sexual Assault Prevention Committee.
➢ Perform an operational and customer service evaluation and upgrade of the UHC Pharmacy to limit loss and improve user satisfaction with the service. If this venture is not successful, we will prepare to investigate alternative ways to offer pharmacy services on campus (i.e., outsourcing).
➢ Successfully complete the 2019 AAAHC Accreditation visit.

Information Technology

➢ Update the UHC server system either by purchasing new equipment or contracting with the Division of Information Technology to insure maximal security of data and the ability to recover data in the event of disaster.

Other

➢ Successfully complete an RFP for the Student Health Insurance Plan.
Key Statistics

MEDICAL SERVICES PROVIDED BY YEAR

An increasing percentage of web-booking decreases administrative support needs on the phone and allows more time for front line staff to deliver face-to-face customer service.
The category of “Phone Screen” was added this year as it represents a practice that we have used to manage demand. The “Phone Screen” involves a conversation with a clinician on the phone prior to an appointment being made to determine in what urgency a patient needs to be seen and if they can be referred out to the community directly without an appointment at the UHC.
### Mental Health Severity Indicators

<table>
<thead>
<tr>
<th></th>
<th>17-18</th>
<th>16-17</th>
<th>15-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPS for Psychiatric Crises</td>
<td>112</td>
<td>101</td>
<td>67</td>
</tr>
<tr>
<td>% Students Reporting Suicidal Ideation on Intake</td>
<td>39%</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>Students Reporting Past Suicide Attempts on Intake</td>
<td>9%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Students Reporting Self-Injury on Intake</td>
<td>32%</td>
<td>36%</td>
<td>29%</td>
</tr>
</tbody>
</table>
Substance Use Reported by SUIT Clients by Year

- Unduplicated clients
- GHB or Rohypnol or Spice/K2
- PCP
- Heroin
- Salvia divinorum
- Ketamine
- Dextromethorphan
- Methamphetamines
- Synthetic marijuana compounds
- Psilocybe spp. (mushrooms)
- MDMA
- LSD
- Cocaine
- Benzodiazepines
- Opioids
- Stimulants (Adderall/Ritalin)
- Tobacco product
- Marijuana

# Students AY 17-18  # Students AY 16-17  # Students AY 15-16
Fortunately, reported use of opiates by students on Alcohol EDU remains low.

17-18 = 0.24% opiates, 0.18% heroin, both down from the previous 2 years
Campus Advocates Respond and Educate to Stop Violence

CARE's mission is to provide free, confidential advocacy and therapy services to primary and secondary survivors of sexual assault, relationship violence, stalking, and sexual harassment, while simultaneously empowering the campus community to prevent violence through educational presentations, events, and outreach activities.

Advocacy & Therapy

![Bar chart showing number of unique clients and sessions]

*Figures shown reflect Peer and Staff Advocacy.*

Education & Outreach

Sexual Assault Prevention Task Force Recommendations Implemented

CARE added 2 new positions: Assistant Director for Prevention and an Assistant Coordinator. The Assistant Director for Prevention will be responsible for chairing the Sexual Assault Prevention Committee (SAPC) and overseeing CARE's prevention education and outreach efforts. CARE's new Assistant Coordinator will support the Assistant Director in chairing the SAPC and will evaluate prevention education efforts.

59 presentations by staff
students reached 1,300
Audiences: Greek organizations, athletics, RAs, ROTC, & student groups

Presenting Concern

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual Assault</td>
<td>24</td>
<td>69</td>
<td>73</td>
</tr>
<tr>
<td>Rape</td>
<td>51</td>
<td>91</td>
<td>95</td>
</tr>
<tr>
<td>Relationship Violence</td>
<td>29</td>
<td>19</td>
<td>28</td>
</tr>
<tr>
<td>Stalking</td>
<td>15</td>
<td>12</td>
<td>10</td>
</tr>
<tr>
<td>Sexual Harassment</td>
<td>20</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Sexual Exploitation</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Abuse</td>
<td>6</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other CARE Issue</td>
<td>20</td>
<td>24</td>
<td>16</td>
</tr>
<tr>
<td>Non-CARE Issue</td>
<td>13</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Services

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique CARE clients (all services)</td>
<td>188</td>
<td>144</td>
<td>139</td>
</tr>
<tr>
<td>Unique new clients</td>
<td>129</td>
<td>122</td>
<td>132</td>
</tr>
<tr>
<td>Unique counseling clients</td>
<td>95</td>
<td>69</td>
<td>29</td>
</tr>
<tr>
<td>Unique advocacy clients</td>
<td>151</td>
<td>135</td>
<td>124</td>
</tr>
<tr>
<td>Total psychotherapy sessions</td>
<td>1012</td>
<td>895</td>
<td>709</td>
</tr>
<tr>
<td>Total in-person advocacy sessions</td>
<td>245</td>
<td>245</td>
<td>260</td>
</tr>
<tr>
<td>Crisis Calls</td>
<td>81</td>
<td>80</td>
<td>81</td>
</tr>
</tbody>
</table>

Departmental Diversity Accomplishment

Through a Governor's Office of Crime Control and Prevention Victims of Crime Assistance Technology Solutions Grant, CARE enabled captioning in English on educational videos for those who are Deaf or Hard of Hearing - so that students, families, faculty, and staff can access information about CARE resources and topics digitally. Additionally, captioning for CARE videos was made available in Arabic, Chinese, French, and Spanish, and an announcement was made through the ISSS newsletter, coffee hour, advisors, support group counselors, and other International Student...
PATIENT SATISFACTION

Performance Goal: Average Overall Score in Each Category 4.5, Responding at the Top Two Tiers 90%

Average Overall Satisfaction Fall 2017
- Average: 4.44
- 23% Very dissatisfied
- 64% Satisfied

Average Overall Satisfaction with Visit Spring 2018
- Average: 4.42
- 24% Very dissatisfied
- 63% Satisfied

Overall Satisfaction Level Fall 2017
- 23% Very dissatisfied
- 64% Satisfied

Overall Satisfaction Level Spring 2018
- 24% Very dissatisfied
- 63% Satisfied

Average Overall Recommendation Score Fall 2017
- Average: 4.33

Average Overall Recommendation Level Spring 2018
- Average: 4.29

Recommendation Level Fall 2017
- 20% Very unlikely
- 63% Likely

Recommendation Level Spring 2018
- 20% Very unlikely
- 62% Likely

Spring 2017
- Average 4.27, 84% at the top 2 tiers

Spring 2017
- Average 4.19, 80% at the top 2 tiers
# Health Promotion & Wellness Services

## NUTRITION

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer Nutrition Coaching Program</td>
<td>6 Coaches</td>
<td>723 students</td>
</tr>
<tr>
<td></td>
<td>449 Consultation Hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 Presentations reaching</td>
<td>200 students</td>
</tr>
<tr>
<td></td>
<td></td>
<td>48 PT Plus Participants</td>
</tr>
</tbody>
</table>

## STUDENT INVOLVEMENT

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interns/Independent Study</td>
<td>3 Undergraduate 1 Graduate</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Committee</th>
<th>Description</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Health Advisory Committee (SHAC)</td>
<td>35</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Class Collaboration</th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Public Health</td>
<td>2 1</td>
<td></td>
</tr>
</tbody>
</table>

## SEXUAL HEALTH

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free STI Testing</td>
<td>16 sessions serving 723 students</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Consultation</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Consultations</td>
<td>Birth Control 25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trans Health 13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>General Sexual Health 19</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Material Distribution</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condoms</td>
<td>58,675</td>
<td></td>
</tr>
<tr>
<td>Dental Dams</td>
<td>580</td>
<td></td>
</tr>
<tr>
<td>Female Condoms</td>
<td>759</td>
<td></td>
</tr>
<tr>
<td>Lubricant</td>
<td>5,750</td>
<td></td>
</tr>
<tr>
<td>Safer Sex Kits</td>
<td>1,000</td>
<td></td>
</tr>
<tr>
<td>Abstinence Kits</td>
<td>1,000</td>
<td></td>
</tr>
</tbody>
</table>

## COMPLEMENTARY AND ALTERNATIVE MEDICINE

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meditation</td>
<td>229 Consultations</td>
<td></td>
</tr>
<tr>
<td>Massage and Acupuncture</td>
<td>966 Consultations</td>
<td></td>
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</tbody>
</table>

## STRESS AND MENTAL WELLNESS PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wags for Wellness</td>
<td>25 events with over 2,500 participants</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Management</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress Management</td>
<td>25 Consultations</td>
<td></td>
</tr>
</tbody>
</table>

## ALCOHOL AND OTHER DRUGS

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>UMD Weekends Listserv</td>
<td>4778 subscribers</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol EDU</td>
<td>94% completion rate</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking Cessation</td>
<td>23 Consultations</td>
<td></td>
</tr>
</tbody>
</table>

## OUTREACH*, MARKETING, INTERVIEWS & MEDIA

### Presentations by Staff

<table>
<thead>
<tr>
<th>Topic</th>
<th>Sessions</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Wellness</td>
<td>17</td>
<td>605</td>
</tr>
<tr>
<td>Sexual Health</td>
<td>6</td>
<td>205</td>
</tr>
<tr>
<td>Marketing*</td>
<td>48</td>
<td>5928</td>
</tr>
<tr>
<td>Alcohol and Other Drugs</td>
<td>15</td>
<td>800</td>
</tr>
<tr>
<td>Nutrition</td>
<td>8</td>
<td>387</td>
</tr>
<tr>
<td>Meditation</td>
<td>86</td>
<td>402</td>
</tr>
</tbody>
</table>

### Online Presence and Reach

<table>
<thead>
<tr>
<th>Platform</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>205,642</td>
</tr>
<tr>
<td>Instagram</td>
<td>515</td>
</tr>
<tr>
<td>Facebook</td>
<td>2479</td>
</tr>
<tr>
<td>Twitter (HPWS)</td>
<td>114</td>
</tr>
<tr>
<td>Twitter (UHC)</td>
<td>2,091</td>
</tr>
<tr>
<td>Student Health 101 Blogs</td>
<td>7</td>
</tr>
</tbody>
</table>

*Outreach activities include tabling activities, large scale programming (FLF, Freefest, MD Day, Terportunity, Commuter Breakfast, Orientation events and presentations, campus-wide outreach, Wellness Expo, Dietetic Events, some specific audiences, etc.; generally facilitated by professional staff.*
The PT Plus program was presented at the Big 10 Health Promotion meeting. The collaboration between UM RecWell and UHC offers nutrition counseling to clients using Personal Training at RecWell.

“My sugar level had dropped so my doctor said he doesn’t need to ask for the A1c blood test anymore.” and “I’ve lost 6% body fat and feel this program saved my life!”

This program is having a true impact. Several of our Big 10 colleagues have reached out for advice on starting such a program on their campuses.

This year we are happy to share on the successful placement of 5 out of 6 nutrition coaches in the Academy of Dietetics and Nutrition post-graduate dietetic internship program. This program, the final step in gaining one’s RD credential, is highly competitive with only a 33% acceptance rate nationwide. The nutrition coaches agree, the experience they gained through the UHC SNAPs program make them stand out among the nation’s candidates and helped in securing the coveted positions.

The Mindfulness Through the Five Senses Workshop successfully launched in Fall 2017 with 10 participants. 83% of participants indicated the skills learned in this workshop will enable them to be a more effective student.

“I also feel less stressed by and am less judgmental of the thoughts I have, which makes it easier for me to allow them to pass. I also feel like I have more control over my thoughts though and am less stressed.”

Jenna B. Messman
Board of Regents Award Recipient
2017
University Health Center Peer Education

Peer Educators educate the campus community about wellness through one of four topic-specific lenses: substance use, sexual health, stress and mental health, or power-based violence. The Peer Education groups required a combined 460 instructional hours and provided 4,320 hours of support to the UHC.

**Substance Use**

**PEER313 & PEER323**

**Program Spotlight**

3 New Presentations
Toke Talk, Gen Rx, Alcohol 201

**Available Presentations**

Alcohol 101, Generation Rx, Toke Talk, Alcohol 201

65 programs
5014 students reached

38 Credit Hours Awarded
Peer Educators 10

**Power-Based Violence**

**PEER312 & PEER322**

**Program Spotlight**

The Clothesline Project

**Available Presentations**

The "C" Word is Consent
When is Sex Rape?
Don't Turn Red Flags Pink

54 Credit Hours Awarded
Peer Educators 10

34 programs
1805 students reached

**Sexual Health**

**PEER314 & PEER324**

**Program Spotlight**

Year-Long Hump Day Workshops With ResLife

**Available Presentations**

Safer Sex Workshop
Sexual Health Jeopardy (New)

40 programs
3190 students reached

72 Credit Hours Awarded
Peer Educators 14

**Stress & Mental Health**

**PEER311 & PEER321**

**Program Spotlight**

Love Your Body Week

**Available Presentations**

Self-Care Starter Kit
It's Time to Talk about Mental Health

75 Credit Hours Awarded
Peer Educators 14

49 programs
3488 students reached

2nd Year Peer Leaders

**PEER338**

**Program Spotlight**

Custom Step UP! for 230+ RecWell student employees

**Step UP!**

111 Step UP! Bystander Intervention trainings
1st year students reached 3500+

**Events Hosted**

Speak Up
Self-Care & #MeToo

Step UP! for Spring Break
Bystander Intervention

#NoShame
November
Masculinity & Mental Health

**CARE Peer Advocacy and Outreach**

Advocates work with survivors of violence by providing emotional support, access to resources, crisis response, and other services. Outreach Peers are the voice of CARE and are responsible for ensuring that the UMD community is aware of and feels comfortable accessing CARE.

**CARE Peer Advocacy**

**PEER318**

**Program Spotlight**

Take Back the Night
120 reached

6 Peer Advocates

2,016 Peer Advocate office hours

36 Credit Hours Awarded

**CARE Peer Outreach**

**PEER319**

**Program Spotlight**

The Neurobiology of Trauma & Healing
Purple Light Night

18 Credit Hours Awarded

28 tabling events & presentations

3 Outreach Peers

students reached 2200