GRADUATE STUDENT
HEALTH & WELL-BEING

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MAINTAINING A BALANCE

TULANE

Health and Wellness

EXPERIENCE

Academic Success

Positive Social Life

wavehealth.tulane.edu
Student Health strives to provide comprehensive, quality health care to students and engages the Tulane Community to promote health, safety, and wellness through inclusive, quality, public health practice.
Nationally recognized college health service providing innovative health care, health promotion services, and initiatives.
TO BEGIN

- Acknowledge our Shortcomings
- Take Responsibility for Our Services and Our Operations
  - We are responsible to the community we serve
- It’s a Long Road....
OUR VALUES

- **Student-Centered**
  - Prioritizing students’ needs in everything we do

- **Excellence**
  - Providing the highest possible quality of healthcare, service, and public health practice

- **Credibility and Professionalism**
  - Advancing professionalism and credibility by following current, evidence-based practices with accuracy and integrity
OUR VALUES

- Privacy and Confidentiality
  - Meeting or exceeding all legal and ethical requirements to public privacy

- Diversity and Inclusiveness
  - Cultivating a positive and inclusive environment that values and promotes the understanding of differences and enhances our ability to meet the needs of our diverse student population

- Fiscal Responsibility
  - Managing resources wisely-congruent with University Policy
WHO IS STUDENT HEALTH?

- Student Health consists of-
  - Uptown Student Health Center
  - Center for Wellness & Health Promotion (theWELL)
  - Downtown Student Health Center
  - Tulane Emergency Medical Service
  - Counseling & Psychological Services (CAPS)

- Accredited by AAAHC
UPTOWN STUDENT HEALTH

- Pharmacy
- Primary Care
- Preventive Health Clinic (NEW)
  - Women’s & Men’s Health Clinic
  - Travel, Allergy, and Immunization Clinic
  - GYT Clinic
- Student Health Insurance Office
- Health Information Management, Medical Records, and Referrals (NEW)
- Business Operations
- After Hours-Fonemed
Primary Care Clinic
  - Provide some Women’s and Men’s Health Services
  - Travel Clinic

Most basic medical services as the Uptown Clinic
On Campus Pharmacy provides prescriptions and services just like any community pharmacy

- In Process of implementing 3rd Party Billing
HOW MUCH DOES IT COST

- All visits to any of the Student Health Locations (including CAPS) are covered by the Student Health & Wellness Fee
  - $320 per semester
- All additional services, such as procedures, labs, medical products, etc. are assessed a fee.
- All locations have a no show fee of $40
- tulane.edu/health/insurance-information.cfm
ENHANCEMENTS

- CAPS Staff located in both the Uptown and Downtown Clinic
- Full Time Registered Dietician
- Full Time Marketing Coordinator to improve communications and marketing of Health Services
- Move to the ability to bill for all third party insurances
- HIPAA Covered Entity
- Renovations
New Medical Director: Daniel Garrett

Shift from only MD to MD/NP model, which is allowing for more staff to better serve students

Focus on improving Student Experience
  - 2 Weeks of Orientation/Training This Year

Medicat
  - selfcare.tulane.edu
Welcome to Tulane’s new Patient Portal

You may login using your Wave Username and Password. Once logged in you will have access to online services such as:

- Secure communication with Tulane Student Health Center, Counseling and Psychological Services, and theWELL
- Obtain immunization records as well as enter your immunizations from your immunization records
- Complete health history forms

We are committed to protecting your personal information. Data that you provide cannot be viewed by anyone else on the Web and is securely maintained by industry standard SSL (secure socket layer) encryption and decryption technology when needed. We do not share your information with anyone else.
Welcome to the Patient Portal!

To Do List
- Forms: You have forms that need to be completed.
- Immunizations
- Messages: You have 1 unread message(s).
- $ Balance Due: View your balance and make payments.
- Fax Cover Sheet

Upcoming Appointments
- 8/8/2014 1:00 PM: Annual GYN Exam - Including Pap Smear And Blood Work. Please fast for 12 hours before your appointment.
- Chelsea Alex: 1 Form

Locations: Megan Wells

Your Partner In College Health
REQUIRED FORMS: STUDENTS CAN DOWNLOAD COPIES OF REQUIRED FORMS OR FILL OUT FORMS ONLINE.
GET THE HOUSE IN ORDER

- Deal with challenges within the organizational structure
- Leadership
- Clinical Flow
- EMR
- Communication
GET IN STEP

- Transition to a functioning and effective business model.
- Match our progressive peer institutions and other college health programs.
- Be prepared to be in alignment with ACA and generate new revenue with 3rd party billing.
Short term

- *Make the current facility functional.*

Long term

- *Begin planning for a modern replacement to meet the needs of students.*
THE PURPOSE OF theWELL IS TO ASSURE THE HEALTH NEEDS OF TULANE STUDENTS ARE MET THROUGH INNOVATIVE & INCLUSIVE PROGRAMS, SERVICES, AND EVENTS.
SCOPE:
TULANE HEALTH PROMOTION TOPICS

- Substance Abuse Prevention
- Mental Health Promotion
- Sexual Health Promotion
- Cold/Flu Prevention
- Sexual Violence Prevention
- Tobacco Cessation
THEWELL

- Events
- Workshops
- Services
- Resources
- Health Communication
- Health Advocacy & Policy
# EVENTS

## Wellness Wednesday Pocket Park Events
- September 24: Resiliency
- October 29: Halloween Safety & Flu Shots
- November 19: Tobacco
- January 28: Carnival Safety
- February 25: Sexual Health Promotion
- March 25: Spring Break Safety
- April 22: Sleep and Stress

## Other Events
- Zumbathon: October 2
- Ms. Paul Tulane Mr. Sophie Newcomb: October 17
- Study Breaks: December 8 & May 4
- Friday at the Quad: March 13
WORKSHOPS

- **TIPS**
  - Training for Intervention Procedures for Sober Event Monitors

- **The Buzz**
  - Interactive alcohol myth busting presentation

- **Do More Than Change the Channel**
  - Norms challenging, interactive discussion

- **Mindfulness: Roll with the Wave**
  - 30 minutes Mindfulness-Based Stress Reduction (MBSR) session

- **Sleep & Stress**
  - Sleep hygiene and stress reduction with the TUPHEs

- **Sexual Health: We’ve GoTU Covered!**
  - Sexual health promotion and risk reduction

- **Mardi Gras Safety**
  - RA led Carnival preparedness presentation

- **One Wave Leadership Training**
  - Bystander Intervention workshop
SERVICES

• Massage Monday/Thursday
• Tobacco Cessation
• Flu Campaign
• Brief Alcohol Screening and Intervention for College Students (BASICS)
• HIV Testing & GYT
RESOURCES

- Online mental health screening
- Sleep Kits
- Condoms
- Kognito, At Risk
  - At Risk for Students
    - Directions:
      - Visit https://www.kognitocampus.com/login/?pb=k
      - Create New Account
      - Use the enrollment key: tulane14
  - At Risk for Faculty & Staff
Encourage help seeking & connect students with wellness services on campus

Campus event promotion

Social media

Newsletters
  - Student Health 101
  - Reily E-Newsletter
  - Graduate Health Wave

Healthy Dining Guide
CAPS: WHO?

- Patient care representatives
- Professional counselors
- Social workers
- Psychologists
- Psychiatrists
CAPS: WHAT?

CAPS is a mental health clinic exclusively dedicated to Tulane Students!
CAPS: WHEN?

Open Monday through Friday
8:30am – 5:00pm
CAPS: WHERE?

Uptown: Building #14 Engineering & Science Lab, 1st Floor
Downtown: Inside the Student Health Center, Elk Place
Mission:
CAPS is committed to providing a safe, inclusive and affirming community of care for all students. Our interdisciplinary team fosters personal, emotional and academic well-being by offering comprehensive therapeutic services, outreach and prevention programs, and consultative relationships throughout Tulane University.
COMING TO CAPS

Call for an appointment: 314-2277

Stop by and schedule an appointment

Come in a crisis
FIRST APPOINTMENT

Step 1: Complete registration paperwork

Read “what to expect” description

Understand privacy and confidentiality statement

Provide personal info
Step 2: Meet with consultant

Explain reason for coming to CAPS

Discuss relationships, self-esteem, mood, substance use, eating, sleeping, etc.

Collaborate on a plan
Possible Recommendations (next steps will be depend upon the nature of the problem, its severity and duration):

- Attend a stress reduction workshop
- Join a group
- Have an intake to begin short-term therapy
- Get a psychiatric medication consultation
- Pursue services with a provider in the community
CRISIS SITUATIONS

Dedicated walk-in/crisis resources at CAPS: student will be seen very quickly

Clinicians will talk with student to determine best steps

Collaborate with Student Affairs SRSS in supporting students in crisis
WHAT’S NEW?
International Student Discussion Group

Wednesdays, 4:00 – 5:00

LBC Suite 218

Facilitators:

Sarah Hoffpauir (CAPS)

Kristy Magner (Office of International Students)
ROLL WITH THE WAVE

Drop in 30-minute workshops to learn ways to decrease stress through mindfulness techniques.

Three weekly opportunities:

Tuesdays: 5:00 pm, LBC 202
Wednesdays: 3:00 pm, Diboll Studio
Fridays: 1:00 pm, Student Health 3rd Floor Conference Room
Explore ways to get beyond personal barriers to working productively

8 Tuesdays, 12:00 – 1:00, beginning Oct. 7th.

LBC Suite 209

Facilitator:
Donna Bender, Ph.D.
QUESTIONS, COMMENTS, COMPLAINTS?

- Please feel free to visit our website wavehealth.tulane.edu and click on COMMENTS
- Email: askshc@tulane.edu
- Or visit Shone on the 1st floor, Room 107

STUDENT HEALTH
TULANE UNIVERSITY