



Clinical Services



Our **International Student Health Screening Clinic** started yesterday. We are expecting to screen approximately **300-350 students!**



Lab/X-Ray



Lab and X-Ray have been using winter break to schedule **preventative maintenance visits and repairs** for our equipment. This helps us reduce down times due to equipment issues so that staff can provide consistent turnaround times for the students.



Physical Therapy and Sports Medicine

Physical therapy had a **20% increase** in total patient visits this December compared to last December.



Pharmacy



From 8.1.15 through 12.27.15, Pharmacy saw 5,962 unique patients filling 22,080 prescriptions totaling **14,782 encounters** for 1.49 prescriptions per encounter!



Communications



Breanna Meier, communications and HR assistant, was nominated for the **ISU Student Worker of the Year** award. Winners will be announced this spring.



Quality Improvement

Providers are in the middle of a **medical record review of charts** for quality improvement purposes. The outcomes will be discussed and used to improve patient experience and outcome at Student Health.



Administration



Sara has developed **historical monthly stat reports** going from FY11-current. These track visit volumes across all departments and providers and will be used for statistical analysis, budgeting, growth predictions, etc.



Health Information Management



Billing and coding staff are gearing up for **2016 CPT code changes** and getting the updates into NextGen, so we can bill correctly.

specializing in

students:

New Director of Student Health



We are very excited to welcome **Erin Baldwin** as the **new director of Thielen Student Health Center**. Erin's first day was Monday, January 4th. Erin was previously the chief operating officer for the Mahaska Health Partnership in Oskaloosa, Iowa.

"We are very excited to have Erin here to lead the organization," said Sara Parris, assistant director of administrative service. "As a new member of the management team, I'm excited to get have her input on the Student Health budget, HR issues and overall strategic direction."

Baldwin has **extensive senior leadership background** in provider-based clinics, pharmacy, lab, radiology, physical and occupational therapy, food and nutrition services, behavioral health services, and public health. She earned her bachelor's degree in respiratory care at University of Kansas Medical Center (2003) and both her master's of healthcare administration and master's of public health degrees from the University of Iowa (2006).

As part of her role in **strategic planning** for Student Health, Baldwin will focus on **administrative structure, patient access, and critical care needs**. She will also

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— Erin Baldwin, Thielen Student Health Center Director

work closely with staff on efficient and effective financial strategy and management for the clinic.

"The team has been hard at work addressing patient access and experience, and we're excited to build on our positive momentum," said Baldwin. "My goal is to move us to the next level of service, efficiency and transparency – all in an effort to **meet the needs of the growing student body**."

Baldwin has moved to Ames with her husband, Andy; their son, Shawn; and their English bulldog, Zoey. Both of her parents graduated from Iowa State, and she began her college career at ISU as well.

"I was raised a Cyclone, and I couldn't be more excited to bring my family to Ames," said Baldwin.