

A MESSAGE FROM THE DIRECTOR

Erin Baldwin, MHA, MPH

The passion and commitment of the team at Thielen Student Health Center is most evident when I reflect back on the accomplishments of the past year. It truly is an honor to lead this team knowing their excitement and energy provides the student body at Iowa State University a safe place to have their healthcare needs addressed as well as educating them on the healthcare system.

As we continue to move forward we look to our strategic plan and will continue focusing on administrative structure, patient access, and critical care needs. In addition, we look to expand our both our Women's Health Services and Mental Health Services.

We recently joined with our campus partners in Student Counseling, Student Wellness and Recreation Services as a Health Services Unit. As we collaborate as a unit on a more consistent basis, I am confident that the student body will welcome the seamless care we are able to provide and staff of all groups the ability to interact with their peers.

As we build on our core values here at the health center, it is our goal that each encounter our team has with not only our patients, but the Iowa State community, you will see *Respect, Quality, Teamwork* and *Caring*.



The mission of the Thielen Student Health Center is to promote the optimal health of our university community by providing high quality, accessible, affordable and accountable health care that encompasses prevention, wellness and education and to support the academic success of the Iowa State University students while building healthy habits for a lifetime.

Thielen Student Health Center (TSHC) is a full-service medical clinic in Ames, Iowa, staffed with physicians, advanced registered nurse practitioners, nurses and other health care professionals. Our team is available to care for the primary health care needs of the students at Iowa State University.

The health center maintained their increased focus on the patient experience, appointment accessibility and mental health service expansion.

The exam room standardization process included fresh paint, new storage containers, wall art and custom drawer organizers. When we surveyed students about the completed project they were pleased with the "clean and organized feel" and stated "the rooms reminded them of their hometown clinic."

With the addition of new medical staff to TSHC the clinic we are proud to be able to provide the most available appointment time-slots for our students. Fiscal year 2017

saw the use of the clinic by students hit an all time high with nearly 35,000 visits.

To help enhance overall patient experience, the Patient Portal was launched. This new on-line service allows patients to be able to view their discharge summaries, medications, immunizations and lab results with 24-hour access. It also allows them to exchange secure e-mails with their health care provider and/or nurse, download and complete forms, as well as view educational materials. More than 1,100 students have signed up for this service since launching in January.

TSHC has been working on expanding mental health services for students. With practitioners in high demand, the process is challenging. This spring we hired an advanced registered nurse practitioner with years of experience in mental health. This addition to the team has helped us to increase our appointment offerings for students. We hope to add additional advanced registered mental health nurse practitioners and another psychiatrist.

The team at TSHC is committed to providing great care to the students at Iowa State and keeping the campus healthy. As we continue to grow and expand our services we continue to be passionate about meeting the needs of the growing student body providing the best care possible.

FINANCE

This pillar represents our commitment to provide an efficient and effective financial strategy that will provide quality health care services, new technology and investment in the organization.

REVENUE SOURCES:

FEES 69%
SALES/SERVICE 30%
OTHER 1%

**TSHC RECEIVES NO STATE FUNDING*

EXPENSES:

PERSONNEL 64%
DRUGS & MEDICAL SUPPLIES 20%
IT 2%
FACILITY MAINTENANCE 2%
UTILITIES 1%
OTHER 11%

NO SHOW RATE:

ALL 5.94%
MENTAL HEALTH 12.32%

SERVICE

This pillar represents our commitment to providing excellent service to our student population and acceptable access to our clinical services.

PATIENT SATISFACTION:

4.51/5.0

PHONE CALLS:

39,594

ABANDONED CALLS:

1,921/11.26%

QUALITY

This pillar represents our commitment to exceeding expectations while maintaining compliance with national guidelines.

CONSENT TO TREAT & PRIVACY

PRACTICE COMPLIANCE:
98.9%

PROCESS IMPROVEMENT PROJECTS

ROOM STANDARDIZATION
POLICIES & PROCEDURES
PATIENT SATISFACTION SURVEY

Accredited by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

PEOPLE

This pillar represents our commitment to employee satisfaction while acquiring talented and motivated providers and staff.

EMPLOYEE SATISFACTION:

4.0/5.0

TURNOVER:

4.7%

GROWTH

This pillar represents our commitment to increase the awareness of and use of our services by the student body at Iowa State.

CLINIC VISITS:

34,682

PHYSICAL THERAPY VISITS:

5,374

RADIOLOGY EXAMS:

1,875

LAB TESTS:

232,836

PRESCRIPTIONS FILLED:

42,277

COMMUNITY

This pillar represents our commitment to be an active participant with our student, campus partner, University and community stakeholders.

PARTICIPATION IN EVENTS:

32

OUTREACH TO CAMPUS PARTNERS:

40

MEDIA AND STUDENT INTERVIEWS:

51