

# Sindecuse Health Center

## 2019 Impact Report

WMU's health center serves students, faculty and staff year-round, contributing to student success and campus health. Here are some of the ways we made a difference in the lives of students and the university community in 2018-19.

### A widely-used resource:

# 49,561

### PATIENT CONTACTS IN FY 2018-19

Patient contacts include appointments in all health center departments as well as visits to the pharmacy and diagnostic services.

### Same-Day Access to Care

Access to healthcare in Kalamazoo can be a challenge, whether you are a student, an employee or a community member. Last year, over half of patients who sought an appointment were able to see a clinician within 24 hours of the time they contacted the health center.

A survey of major metro areas found an average wait of 14 days for a new family physician appointment in metro Detroit. *Merritt Hawkins (2017), Survey of physician appointment wait times.*

FY 2018-19

# 62%

Same-Day Access

Counseling  
Services provided

# 8,606

student visits in  
FY 2018-19

### Mental health is a top reason students seek primary care

The top three reasons students give for seeking medical care at the health center include:

- Upper-respiratory concerns, including flu and cold symptoms
- Sexually-transmitted infections
- Mental health concerns such as anxiety or depression



### Expanding access

**Web-booking is now on par with** phone calls when making appointments. Patients see all available appointment times online.

**The Bryan and Kathy Stauffer Emergency Fund** provides relief for students facing medical bills they can't meet. The application process was adjusted to make it easier to apply and faster to get approval. Usage increased by 50% over the previous year.

**Laboratory services** moved to the main clinic floor in August, offering an improved experience for patients needing lab services during a visit.

**Gender-affirming care** is offered as a result of efforts to put into practice several years of work on diversity and inclusion—translating deeper understanding into practice.



**Sindecuse  
Health Center**

### MISSION

Sindecuse Health Center provides a broad range of health services to empower the University community to learn, heal, and thrive.

### VISION

Our vision is to be the University community's first choice as an adaptive, inclusive, person-centered health and wellness resource.

### CONTACT

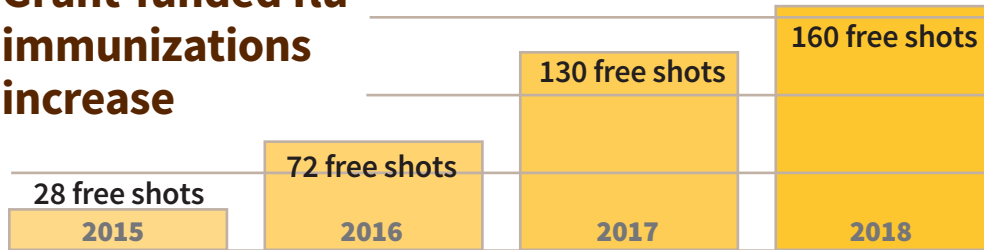
PHONE (269) 387-3287

WEB [wmich.edu/healthcenter](http://wmich.edu/healthcenter)

SOCIAL @sindecuse

# Sindecuse Health Center 2019 Impact Report

## Grant-funded flu immunizations increase



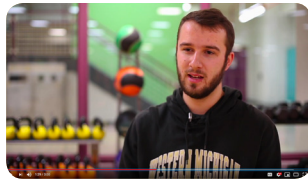
Donation-funding from generous WMU donors and grant funding from The Alana's Foundation supplied 160 students with free flu shots last year. In four years, **390** uninsured and underinsured students have received grant- and donation-funded flu immunizations at the health center.

## The Pharmacy served

**563** VISITORS DURING AN AVERAGE DAY IN THE 2018-19 ACADEMIC YEAR.

## Students promote wellness at WMU

We worked with the Division of Student Affairs to create a video about wellness at WMU. Student Health Advisory Council members contributed their thoughts on the importance of staying balanced. View it here: [youtube.com/watch?v=CVfhM4Nkux8](https://www.youtube.com/watch?v=CVfhM4Nkux8)



## Benefits & Wellness Expo improvements

AT THE OCTOBER 2018 EMPLOYEE EXPO:

**120**

flu shots given to employees

**50**

Massage therapy sample sessions were given.

**We will reduce flu shot wait times significantly in 2019**, aiming to give 200 shots to WMU employees during the event on November 7.

## Giving Day Support Grows

In 2018, we raised \$2,385 in Giving Day contributions from 54 donors — a significant increase over 2017.

<b>2017</b>	<b>2018</b>
<b>\$1,543</b>	<b>\$2,385</b>
34 donors	54 donors



Visitors won silent auction items on Giving Day. Donations like Colleen's support student health through the Stauffer Emergency Fund, and are used as matching funds for a flu shot grant.

## Student Employment and Engagement

**3** Students who were active members of the Student Health Advisory Council at Sindecuse have gone on to study at WMed.

**23 WMed residents** have served at the health center for month-long rotations in the last three years..

2016-17 ●●●●

2017-18 ●●●●●●●●

2018-19 ●●●●●●●●●●●●

In 2018, we started hosting **psychiatric residents** to improve student access to psychiatric care.

**17** In FY 2018-19, we provided jobs for **17 students** over the course of the year—

from pharmacy and marketing student workers to graduate assistants in the sports medicine clinic.