

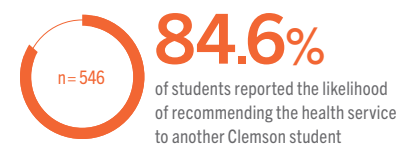
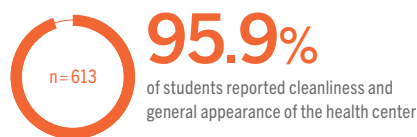
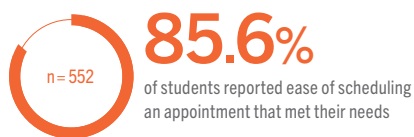
FY21 HIGHLIGHTS

Student Health Services (SHS) is an integrated, outpatient organization comprised of three areas: Medical Services, Counseling and Psychological Services (CAPS) and Healthy Campus. With a focus on providing high-quality programs and services that support health promotion and well-being, we strive to be highly accessible and supportive to students.

SHS is one of 17 student health centers in the United States accredited by The Joint Commission. This recognition speaks to our commitment to quality patient care and safety. Other recognitions include accreditations by the American Psychological Association for our doctoral internship program and the Commission on Office Laboratory Accreditation for our laboratory. Modified emergency operations, due to COVID-19, makes this year's data very different than prior years.

ACHA-PATIENT SATISFACTION ASSESSMENT SERVICE (ACHA-PSAS)

The ACHA-PSAS is a patient satisfaction survey that provides insight into the quality and performance of a college or university health service. Clemson elects to participate in this survey to support its dedication to students and continuous improvement. Twice a month, a random sample of students who received medical and CAPS services are invited to participate. Responses are anonymous. This year **654** students responded to the survey and the percentages are reflective of responses receiving a 4 or 5 rating on a scale of 0-5, 5 being the most positive.



MEDICAL SERVICES

SHS provides ambulatory care for illness and injury, pharmacy, lab, X-ray and specialty services including women's health, sports medicine, allergy and immunization, and travel clinics. Students can call or use MyHealth-e web portal to schedule in-person or virtual appointments.

22,092
 Total visits

12,178
 Total patients

	Visits	Patients
Physician	8,740	4,322
NP	3,242	2,219
RN/LPN	2,889	1,179
Pharmacist	206	206
Miscellaneous	7,015	4,252

Treatment Type	Number
Lab Tests	11,878
X-Ray Exams	1,043
RX Filled (Total)	11,539
RX Refilled	4,081
Allergy	907
Immunization	1,685

"My doctor and nurse are so, so kind. I don't think I've ever felt more comfortable with health care providers. I did not feel rushed at all, and I truly appreciate that they take the time to listen. Compared to my undergraduate experience at a different university, I am very impressed with Clemson's student health."

– Student perspective on medical services offered

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

CAPS provides a safe and confidential environment for students to address their concerns. Mental well-being, just like physical health, is necessary for students to meet their academic and life goals. CAPS operates on a short-term model as an outpatient center. Students in need of intensive services will be referred to an outside provider.

INDIVIDUAL COUNSELING:

14,835

Total visits

3,941

Total patients

	Visits	Patients
Psychologist	6,554	1,934
Counselor	6,566	1,647
Psychiatrist	1,715	360

"The online services for CAPS has been going very well for me. It's very easy to access and meet with my CAPS therapist over Zoom and my psychiatrist. It has made a life-changing difference to have access to CAPS while being a student."

– Student perspective on CAPS

WORKSHOPS AND GROUP COUNSELING:

Group therapy is often the optimal form of intervention since many issues students encounter occur in social settings. It follows that working out these issues in a therapeutic social environment facilitates growth. CAPS offers both general and specific theme groups as well as groups that focus on learning effective skills.

195

Total workshops and groups

736

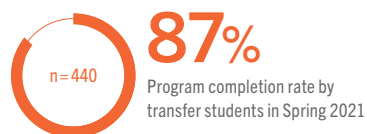
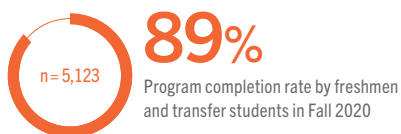
Total attendees

"My counselor has made me feel supported and understood since day one. I often have a difficult time opening [up], yet she has gone above and beyond in making me feel comfortable enough to be honest and vulnerable. I have been recommending CAPS to many more people since I have had such a good experience!"

– Student perspective on CAPS

HEALTHY CAMPUS

Aspire to be Well is a 90-minute peer-led health- and safety-focused dialogue. The dialogue covers key areas to maintaining a healthy and safe campus including overall wellness, alcohol and other drug misuse prevention; mental health and suicide prevention; and interpersonal violence prevention. Students gain an understanding of campus resources and learn how to help others in need through risk-reduction strategies and bystander intervention.



"The facilitator did a great job explaining the importance of health and safety not only on campus but also off campus as well."

– Student perspective on Healthy Campus

NOTABLE ACCOMPLISHMENTS

- Supported the University's public health efforts with contact tracing, isolation/quarantine, testing guidance, vaccination clinics and call center
- Continued modified operations to best serve patients and clients in a safe, efficient manner with virtual CAPS and medical visits, environmental modifications, pharmacy curbside service and weekly operations meetings
- Developed and implemented an online University return-to-campus training for students
- Created a Well-Being Committee
- Rebuilt and relaunched web-booking system

"I think the Redfern staff do a great job of being friendly, approachable and trustworthy. I never get scared to go in, and I feel like they listen and respond to my concerns."

– Student perspective on Redfern Health Center staff