Through teamwork, the University of Florida Student Health Care Center is dedicated to the best possible patient experience. We are becoming the preferred healthcare provider for UF students by connecting with each and every one, and by asking ourselves the tough questions about access and patient-centered care. We know that trying to overcome any obstacles or barriers to optimal care will keep us rising, including the exploration of new facilities to help us provide state-of-the-art care.

Take a look at our past fiscal year and you’ll find some of the accomplishments and goals that are lighting the way to an exciting future. Welcome to the 2015-2016 SHCC Annual Report.

Individual commitment to a group effort — that is what makes a team work, a company work, a society work, a civilization work.

Vince Lombardi
Hard-working. Kind. Humble. These are the words that jump out from the multiple letters of recommendation to the University of Florida Superior Accomplishment Awards Committee on behalf of Student Health Care Center Senior Health Support Technician Pamela Holt. These letters and her “patients first” persona paved the way for her win at the University level. Pamela has seen her fair share of UF students over her many years of experience working in the Infirmary — including jobs in departments as varied as Medical Records and Workers’ Compensation. Something she never expected to see was UF students showing up for medical care with empty bellies and nowhere else to turn.

In her quest to serve her patients, Pamela rallied her co-workers to create a care package program to help students in need while still caring for their regular medical concerns. In addition to initiating the care package program, Pamela took on new job-related duties of working more closely with patients diagnosed with eating disorders. Her immediate supervisor, Senior Registered Nurse Monifa Madison-Williams, had the following to say about Pamela in her letter of recommendation: “When Pamela learned about this special group of individuals, she did not shy away from them, but challenged herself professionally to grow in this area. Her interactions with these patients is intuitive and sensitive... Pamela epitomizes caring, diligence, and hard work.” The importance of being an engaged healthcare provider cannot be overstated, and Pamela leaves a beautiful mark on the future physicians and nurses she trains.

Pamela epitomizes our core values of Compassion, Commitment, and Service, always going above and beyond.
**SERVICE BY THE NUMBERS**

**46,796** Primary Care Visits  
(includes 10,635 SHCC@Shands Satellite Clinic)

**18,907** Special Clinics  
(includes Flu Shot Outreach Clinics)

**9,566** Women’s Health

**4,370** Psychiatry

**3,245** Sports Medicine  
(includes Sports Concussion Center)

**676** Nutrition Services

**52,519** Student Population

**83,560** Patient Encounters

**26,935** Unique Patients

**13** Ancillary  
Lab, Radiology & Pharmacy

**9** Psychiatry  
Behavioral Health Specialists

**56** Non-Clinical  
IT, Finance & Support

**27** Nursing  
RNs & HSTs

**26** Medical  
MDs, ARNPs & PAs

**13** Ancillary  
Lab, Radiology & Pharmacy

**5,806** Referrals  
Number of UF students referred to specialty or emergency care.

**33,729** Prescriptions Filled

**26,115** Lab Tests Ordered

**3,363** X-rays & EKGs Performed

**5,806** Referrals  
Number of UF students referred to specialty or emergency care.
Attracting students’ attention can be a superhuman effort at times, so the Student Health Care Center partnered with Eta Sigma Gamma, the University of Florida’s health education honorary, to reinvigorate their pre-Spring Break education program. In addition to teaching more than 150 students how to curb risky behaviors like binge drinking and unprotected sex, Sex in the Swamp added a new dimension to the program — a condom accessory design challenge — in which UF students created various fashion accessories made of colored condoms to promote safe sex.

The following is a sampling of the Student Health Care Center’s efforts to better serve our patients, our campus, and our community.

**PATIENT CARE & STUDENT SERVICE**
- Ramped up for and transitioned to a new electronic health record system, EPIC, to better serve patients and more easily communicate with community providers and specialists.
- Increased the capacity of the Create Habits Adopt New Growth and Enhance Self (CHANGES) Program, a referral-based clinical exercise prescription partnership with UF RecSports.
- Assisted 1,980 clients with STI testing and education in the Get Yourself Tested Clinic, a partnership with the Alachua County Health Department.
- Expanded the availability of hormone therapy to transgender patients.
- Partnered with UF Pride Student Union to help fund the annual Paint Your Orgasm event.

**RESEARCH, GRANTS & ACCOLADES**
- Presented at multiple regional, national, and international conferences.
- Renewed the Area Health Education Centers grant for tobacco cessation.
- Continued work on multiple IRB-approved studies, including research into pharyngitis, tendon injuries, and sexually transmitted infection education.
- Garnered multiple awards:
  - SHCC Executive Staff member and UF Employee Health Services Director Jackie L. Ayers, PhD, SAP.CTTS, PA won the prestigious Charles F. Bohmann Award from the Southern College Health Association for his long-term dedication to college health.
  - SHCC and UF Team Physician Katie Edenfield, MD, CAQSM won a research grant from the American Medical Society for Sports Medicine Foundation for her “Cardiovascular Screening with History, Physical, ECG and Echo in College Athletes” proposal.
  - SHCC Senior Health Support Technician Pamela Holt won a Superior Accomplishment Award from UF for her work with students in need and patients with eating disorders.
  - SHCC Communications Coordinator Catherine A. Seemann won a Silver ADDY Award from the Advertising Federation of Gainesville for the 2014-2015 SHCC Annual Report.
Salaries & Benefits: The largest expense of any health care facility is staffing. While the SHCC uses technology and supplies to enhance our efforts, it takes people to care for people. Additionally, UF provided a merit raise to reward those employees who performed above average during the 2015-2016 fiscal year. Even with this increase, the SHCC was able to curb growth to less than 2 percent over the previous year.

Overhead: There are support services within UF and UF Health that the SHCC is able to utilize without carrying the entire financial burden within the department; for example, things like payroll, legal and information technology services. In order for these services to be adequately funded, each department pays a portion of their expense. The SHCC pays two types of overhead, the first based on annual expenses and the second based on insurance collections. This fiscal year, the overhead amount continues to increase and accounts for approximately 11 percent of total expenses.