



**FLORIDA INTERNATIONAL UNIVERSITY**  
**BOARD OF TRUSTEES**  
**HEALTH AFFAIRS COMMITTEE**

Florida International University  
Modesto A. Maidique Campus  
Graham Center Ballrooms

**Thursday, December 5, 2019**  
**11:45 a.m.**

*or*

*Upon Adjournment of Previous Meeting*

**Chair:** Jose J. Armas

**Vice Chair:** Justo L. Pozo

**Members:** Cesar L. Alvarez, Leonard Boord, Michael G. Joseph, Rogelio Tovar

**AGENDA**

1. **Call to Order and Chair's Remarks** **Jose J. Armas**
2. **Approval of Minutes** **Jose J. Armas**
3. **Academic Health Center Reports** *(For Discussion Only)*
  - 3.1 **General Update** **Robert Sackstein**
  - 3.2 **Student Health and Wellness Update** **Elizabeth M. Bejar**
4. **Reports** *(For Information Only)*
  - 4.1 **School of Integrated Science and Humanity** **Walter Van Hamme**
  - 4.2 **Herbert Wertheim College of Medicine** **Robert Sackstein**
  - 4.3 **Robert Stempel College of Public Health and Social Work** **Tomas R. Guilarte**
  - 4.4 **Nicole Wertheim College of Nursing and Health Sciences** **Ora L. Strickland**
  - 4.5 **HCN Performance Report** **Eneida O. Roldan**
5. **New Business** *(If Any)* **Jose J. Armas**
6. **Concluding Remarks and Adjournment** **Jose J. Armas**

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# FIU Board of Trustees Health Affairs Committee Meeting

**Time:** December 05, 2019 11:45 AM - 12:30 PM EST

**Location:** FIU, Modesto A. Maidique Campus, Graham Center Ballrooms

Section	Agenda Item	Presenter	Page
<b>1.</b>	<b>Call to Order and Chair's Remarks</b>	Jose J. Armas	
<b>2.</b>	<b>Approval of Minutes</b>	Jose J. Armas	<b>1</b>
	<i>Minutes: Health Affairs Committee Meeting, May 23, 2018</i>		<b>2</b>
<b>3.</b>	<b>Academic Health Center Reports (For Discussion Only)</b>		
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4.5	HCN Performance Report	Eneida O. Roldan	<b>118</b>
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<b>5.</b>	<b>New Business (If Any)</b>	Jose J. Armas	
<b>6.</b>	<b>Concluding Remarks and Adjournment</b>	Jose J. Armas	

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**THE FLORIDA INTERNATIONAL UNIVERSITY  
BOARD OF TRUSTEES  
Health Affairs Committee**

December 5, 2019

**Subject: Approval of Minutes of Meeting held May 23, 2018**

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**Proposed Committee Action:**

Approval of Minutes of the Health Affairs Committee meeting held on Wednesday, May 23, 2018 at the FIU, Modesto A. Maidique Campus, Graham Center Ballrooms.

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**Background Information:**

Committee members will review and approve the Minutes of the Health Affairs Committee meeting held on Wednesday, May 23, 2018 at the FIU, Modesto A. Maidique Campus, Graham Center Ballrooms.

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**Supporting Documentation:** Minutes: Health Affairs Committee Meeting, May 23, 2018

**Facilitator/Presenter:** Jose J. Armas, *Health Affairs Committee Chair*

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**FLORIDA INTERNATIONAL UNIVERSITY**  
**BOARD OF TRUSTEES**  
**HEALTH AFFAIRS COMMITTEE**  
**MINUTES**  
**MAY 23, 2018**

**1. Call to Order and Chair's Remarks**

The Florida International University Board of Trustees' Health Affairs Committee meeting was called to order by Committee Chair Jose J. Armas at 10:40 a.m. on Wednesday, May 23, 2018 at the Modesto A. Maidique Campus, Graham Center Ballrooms.

Committee Chair Armas welcomed all Trustees and University faculty and staff to the meeting.

General Counsel Carlos B. Castillo conducted a roll call of the Health Affairs Committee members and verified a quorum. Present were Jose J. Armas, *Chair*; Justo L. Pozo, *Vice Chair*; Leonard Board, Michael G. Joseph, and Rogelio Tovar.

Trustee Cesar L. Alvarez was excused.

Board Chair Claudia Puig, Trustees Dean C. Colson, Jose L. Sirven, III, and Kathleen L. Wilson, and University President Mark B. Rosenberg were also in attendance.

**2. Approval of Minutes**

Committee Chair Armas asked that the Committee approve the Minutes of the meetings held on June 2, 2017 and December 8, 2017. A motion was made and passed to approve the Minutes of the Health Affairs Committee Meetings held on Friday, June 2, 2017 and on Friday, December 8, 2017.

**3. Academic Health Center Reports** *(No Action Required)*

**3.1 General Update**

Founding Dean and Senior Vice President for Health Affairs, John A. Rock, reported that the Herbert Wertheim College of Medicine (HWCOM) was awarded full accreditation by the Liaison Committee on Medical Education for the next eight years, the maximum possible term. He indicated that Commissioner Joe A. Martinez presented the FIU-FAST team a county resolution recognizing March 14, 2018 as FIU-FAST Team Day. Sr. VP Rock explained that Commissioner Martinez toured FIU's facilities and personally met and thanked those members of the FIU-FAST team that deployed to West Kendall Baptist Health and Jackson South Medical Center to assist with patient surge issues after Hurricane Irma.

Sr. VP Rock mentioned that John and Mary Lou Dasburg announced at HWCOC's Sapphire Gala, a \$1.5 million dollar gift to create an endowed chair in HWCOC. Sr. VP Rock explained that this year's Gala drew more than 500 medical, business, civic and philanthropic leaders and raised more than \$700,000 for student scholarships and medical education training. Sr. VP Rock reported that the Wertheim Family pledged an additional \$1 million for the Nicole Wertheim College of Nursing and Health Sciences.

### **3.2 School of Integrated Science and Humanity**

Associate Dean of the School of Integrated Science and Humanity Walter Van Hamme explained that the School's work is at the intersection of science and the human experience and is focused on investigating critical issues in search of innovative solutions. He presented data on graduation rates across departments, namely: chemistry and biochemistry, mathematics and statistical sciences, philosophy, physics, and psychology. He explained that the School has over 6,000 students, over 300 faculty members and has awarded over 1,500 degrees.

Associate Dean Van Hamme indicated that the Translational Molecular Discoveries Program, which is an FIU Emerging Preeminent Program, integrates the basic and applied research efforts of faculty members across disciplines for the benefit of human health and wellness. In terms of the Center for Imaging Science, he mentioned that the Adolescent Brain Cognitive Development Study (ABCD study) is funded by the National Institutes of Health and is the largest long-term study of brain development and child health in the United States.

For the next Health Affairs Committee meeting, Committee Chair Armas requested further information relating to the low graduation rates, namely the underlying causes and strategies for improvement.

Associate Dean Van Hamme introduced Distinguished University Professor Dr. William E. Pelham who serves as the Director of the FIU Center for Children and Families (CCF). Professor Pelham presented a brief video highlighting the CCF. Professor Pelham indicated that the CCF is the leading center in Florida conducting research in child mental health and one of the top programs in the country. He explained that the CCF is home to 34 of the nation's best researchers and that the work of CCF faculty was featured in 80+ articles in the national media, including top-tier outlets such as The Washington Post, the Wall Street Journal, The New York Times, and Reuters. He reported that every year the CCF trains over 100 FIU graduate students, adding that in FY 2017, 450 FIU undergraduate students were involved in one of the centers' faculty labs, and an additional 100+ from colleges around the U.S. worked as interns during the Summer Treatment Programs. He explained that the CCF hosted nine speaker series events featuring national experts in child mental health during FY 2018, adding that the events were attended by close to 400 participants.

In response to Committee Chair Armas' inquiry, Professor Pelham explained that the CCF is accessible to all members of the community and that those interested in contacting the CCF could do so by either visiting the CCF's webpage or by calling the number that is listed online.



In response to Trustee Roger Tovar's inquiry, Provost and Executive Vice President Kenneth G. Furton explained that, historically, retention and graduation rates are the lowest in STEM areas, adding that while STEM students do graduate, a number move into other disciplines. Associate Dean Van Hamme indicated that there is a University-wide math task force addressing reform in lower division math courses.

Committee Chair Armas noted that the Health Affairs Committee looks forward to the five-year Health Care Network report at its next regularly scheduled meeting.

#### **4. Reports** *(For Information Only)*

There were no questions from the Committee members in terms of the reports included as part of the agenda materials: the School of Integrated Science and Humanity; the Herbert Wertheim College of Medicine; the Robert Stempel College of Public Health and Social Work; and the Nicole Wertheim College of Nursing and Health Sciences.

#### **5. New Business**

*No new business was raised.*

#### **6. Concluding Remarks and Adjournment**

With no other business, Committee Chair Armas adjourned the meeting of the Florida International University Board of Trustees Health Affairs Committee on Wednesday, May 23, 2018 at 11:10 a.m.

<b>Trustee Request</b>	<b>Follow-up</b>	<b>Completion Date</b>
<i>Committee Chair Armas requested further information relating to the low graduation rates, namely the underlying causes and strategies for improvement.</i>	<i>Associate Dean Walter Van Hamme, School of Integrated Science and Humanity</i>	<i>Next regularly scheduled committee meeting</i>

*KS May 31, 2018*

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**STUDENT HEALTH AT FIU**  
**REPORT TO THE BOT HEALTH AFFAIRS COMMITTEE**  
**DECEMBER 2019**

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## EXECUTIVE SUMMARY



*Photo: Student Health Center at MMC*

This report provides an update on FIU's Student Health Fee and related services that was originally presented at the Board of Trustees' Health Affairs Committee (BOT-HAC) meeting in [December 2016](#).

Below is a summary of the topics addressed in this report:

- Health services available to students at FIU inclusive of fee coverage and pricing
- FIU students eligible for the aforementioned health services
- FIU health fee compared across the State University System (SUS)
- FIU services compared to services offered by other SUS institutions
- Allocation of the student health fee by division and service areas for 2016-2017 through 2018-2019
- Access to and utilization of student health services for 2016-2017 through 2018-2019
- Marketing plan update for the promotion of student health resources, survey results from the Fall 2018 student survey, and proposal for this upcoming academic year

## BACKGROUND

### General

The Student Health Fee (\$93.69 per semester) is a mandatory fee that is charged to all degree-seeking students, with some exceptions: those enrolled in high school dual enrollment, employees using tuition waivers, and students enrolled in programs outside of the U.S. such as Tianjin, Jamaica, etc. (*More information about how this fee is allocated is detailed later in this report.*)

The majority of student health services are provided within the Student Health Center (SHC) located at the Modesto A. Maidique Campus (MMC) and the Student Health Services building at the Biscayne Bay Campus (BBC). Due to space limitations, some services are provided at other locations on campus:

- Disability Resource Center (DRC) is located within the Graham Center (GC) at MMC and within the Wolfe University Center (WUC) at BBC
- On demand services for Counseling and Psychological Services (CAPS), Health Promotion Services (HPS) and Victims Empowerment Program (VEP) are provided at BBC in different locations depending on service/event
- Athletic training services are offered on the first floor of the Recreation and Wellness Center (WRC) at MMC
- Health Compliance is located within the Student Academic Success Center (SASC) at MMC

Historically, all student health services were managed by the Division of Student Affairs. With the creation of the Herbert Wertheim College of Medicine and the FIU Health Care Network, the FIU Board of Trustees felt there was a need to better integrate clinical services.

### Management of Services

On July 1, 2015 the FIU Academic Health Center Health Care Network Faculty Group Practice, Inc. (HCN) and the then FIU Division of Student Affairs (DSA) entered into a 1-year agreement for the management and related support services of Student Health Services (SHS). This agreement, presented to the Board in June 2015, is governed by a Joint Governance Committee (JGC) for Student Health.

With this agreement, the clinical services of SHS moved under the management of the HCN (e.g., general care, behavioral health and psychiatry, women's health services, dermatology, laboratory services, immunizations/vaccinations, sexually transmitted infection testing and treatment, pharmacy operations). The personnel under the management of the HCN include the HCN management team; student health clinics administration directors; operational support staff; providers of direct clinical care services including primary care, gynecology, behavioral health

and psychiatry, and dermatology; clinical support staff such as nurses and certified medical assistants; and pharmacists. Since 2015, the HCN has focused on the realignment of operations, renovating the center to meet current needs, expanding services and identifying efficiencies and maximizing capacity of the service providers.

All other student health services (e.g., counseling, victim services, health promotion outreach, wellness initiatives) remained under the then Division of Student Affairs – now, the Division of Academic and Student Affairs (ASA).

The original agreement was renegotiated and renewed in 2016 for a 3-year term, which expired on June 30, 2019. The renewal agreement had a 1-year auto-renewal, which was activated given the lack of a negotiation between both entities (due solely to timing since the original plan was to present to BOT-HAC in Spring 2018). The Joint Governance Committee hopes to sign a new MOU prior to the 2020 deadline.

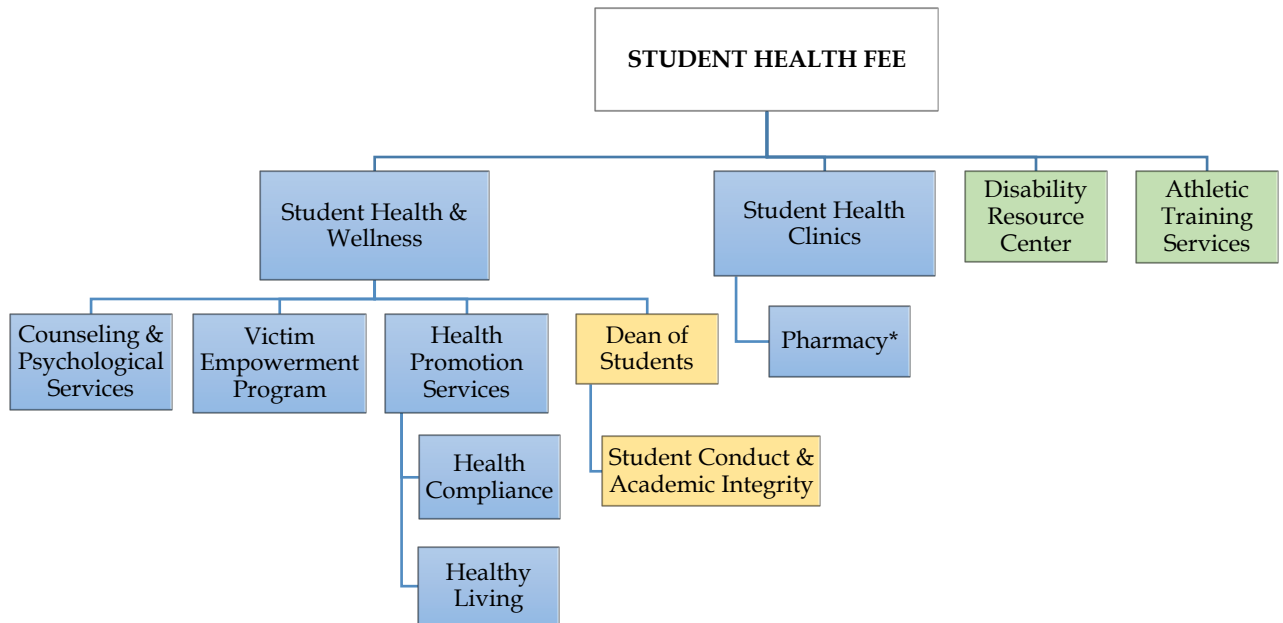
#### Institutional Re-Organization

In July 2018, Academic Affairs and Student Affairs were merged under one division with a Senior Vice President oversees both areas.

In July 2019, a new Associate Vice President of Student Health and Wellness was appointed, reporting to the SVP of Academic & Student Affairs. She oversees three health-fee funded areas (health promotion services, counseling & psychological services, and victim empowerment program) and two E&G/A&S-fee funded areas (dean of students, and student conduct & academic integrity).

In August 2019, a new Vice Provost of Population Health and Well-being was appointed, reporting to the Provost. She also serves as the Associate Dean for Clinical and Community Affairs within the Herbert Wertheim College of Medicine.

Student clinics and Pharmacy remain reporting to the FIU Health Care Network.



**Blue** = Health Fee funded areas

**Yellow** = A&S Fee / E&G funded areas

**Green** = Health Fee funded areas that report to other units

\* Pharmacy is only funded by the health fee at 50%

## Board of Governors

Since 2015, the Florida Board of Governors (BOG) has supported two system-wide initiatives: campus safety & security and mental health counseling services. The latter Legislative Budget Request (LBR) was designed to seek additional funding from the State Legislature to “raise the staffing levels of the SUS Counseling Centers to the minimum staffing ratios that are recommended by the profession’s accreditation association, the International Association of Counseling Services (IACS). IACS standards state that minimum staffing ratios should strive to be “in the range of one FTE professional staff member to every 1,000 to 1,500 students, depending on services offered and other campus mental health agencies.”

Although this LBR was supported and lobbied by the BOG in [2015](#) (for 2016-2017) and [2016](#) (for 2017-2018), no additional state funding was provided to the SUS institutions. Understanding the national trends and challenges faced by college students, the BOG formed the [Drugs, Alcohol and Mental Health Task Force](#) in March 2018. Given the emphasis by most of the SUS institutions on improving mental health services, the Task Force urged the institutions to seek internal funding in order to address the gaps at their respective campuses.

During this time, FIU's ratio was over the desired ratio. FIU committed to raising the staffing levels of our counseling centers in order to meet the staffing ratios recommended by IACS. Seven (7) new counseling positions were approved along with related expenses (e.g., hiring expenses, overhead, technology), open positions were actively recruited for placement, and equity adjustments for current clinical staff were also incorporated into the funding plan. CAPS began the hiring process in early 2018. Since that time, CAPS has successfully recruited and on-boarded seven highly qualified clinicians. After the final 4 counselors are hired (currently being recruited), FIU will be within the recommended range.

CAPS' ongoing outreach to students to reduce stigma related to mental health services and remove obstacles and barriers to accessing services has been very successful, resulting in a 29.5% increase in utilization over the past three years by students seeking professional help for everything from academic stress to serious and persistent mental illness that was impacting their ability to graduate. During the same period, more students have presented with more severe problems, requiring crisis intervention and urgent assessment on a more regular basis. Consequently, CAPS has shifted more resources to same-day consultations/crisis walk-ins to meet that need.

Additionally, CAPS has expanded the group therapy and group psychoeducation programs to meet the increased demand by the student population for mental health services. There has also been increased referrals from CAPS to HCN for clinical psychiatry services.

CAPS has been providing telehealth services on a limited basis since August of 2014. Since that time, there has been a continual expansion of these virtual services to fully online students, including virtual individual therapy (i.e., meeting with a clinician via secure video conferencing), additional marketing of services to online students, extended evening hours, and expanded therapist-guided and self-help online tools. In Fall 2019, CAPS launched tele-counseling services via WellConnect, which includes telephone, videoconference, and text/chat therapy. This program is currently targeted to our online students as well as students studying outside of Miami (e.g., study abroad, FIUinDC).

Continued extension of evening hours and weekend hours for online students began in August 2019. These changes have increased access for those students who are unable to come to a CAPS location because of geographical or time constraints. CAPS has also made changes to internal processes and procedures to facilitate these initiatives, including improvements in student registration for services and training and certification for the staff in the delivery of online clinical services.



## NATIONAL TRENDS

National trends are evaluated annually to ensure that we are offering our students the services they need. The American College Health Association's National College Health Assessment (ACHA-NCHA II) offers great highlights on students across the U.S. The ACHA-NCHA now provides the largest known comprehensive data set on the health of college students.

The last data sets shared with BOT-HAC were from the Spring 2016 report. The [Fall 2018 survey](#) (the most current report) consisted of 26,181 respondents across the country. Many of the statistics in this report are in line with trends at FIU and across the State University System (SUS) and have remained consistent since the last report. (NOTE: The summary below contains highlights only. Please click on link above to access the complete report.)

### **General Health of College Students**

When college students were surveyed, 49.0% described their health as *very good or excellent*. However, this percentage increased to 82.0% when describing their health as *good, very good, or excellent*.

54.6% of college students reported being diagnosed or treated by a professional with one or more of the following conditions within the last 12 months. Below are the top 20 diagnoses reported by survey respondents:

<b>DIAGNOSIS / TREATMENT</b>	<b>REPORTED</b>
Allergies	21.0%
Sinus Infection	16.4%
Back Pain	11.9%
Strep throat	9.9%
Urinary Tract Infection (UTI)	9.5%
Migraine headache	9.2%
Asthma	8.9%
Ear Infection	6.5%
Broken bone, fracture, sprain	6.0%
Bronchitis	5.3%
Irritable Bowel Syndrome (IBS)	3.4%
High blood pressure	3.1%
High cholesterol	3.1%
Repetitive stress injury	1.8%
Chlamydia	1.5%
Mononucleosis	1.3%
Diabetes	1.1%
Endometriosis	1.0%
Genital warts/HPV	0.8%
Genital herpes	0.7%

Students also reported the following disabilities or medical conditions:

DISABILITY / MEDICAL CONDITION	REPORTED
Psychiatric condition	9.3%
Attention Deficit/Hyperactivity Disorder (ADHD)	8.2%
Chronic illness (cancer, diabetes, auto-immune disorders)	5.8%
Learning disability	4.4%
Other disability	2.7%
Partially sighted/Blind	2.6%
Deaf/hard of hearing	1.8%
Mobility/dexterity disability	1.0%
Speech or language disorder	1.0%

### Academic Impacts

Within the last 12 months, students reported the following factors\* affecting their individual academic performance, defined as: received a lower grade on an exam or important project; received a lower grade in the course; received an incomplete or dropped the course; or experienced a significant disruption in thesis, dissertation, research or practicum work.

FACTOR	REPORTED
Stress	31.9%
Anxiety	25.9%
Sleep difficulties	20.2%
Depression	16.9%
Cold/flu/sore throat	12.9%
Work	12.5%
Concern for a troubled friend or family member	10.5%
Participation in extracurricular activities	9.4%
Internet use / computer games	8.4%
Relationship difficulties	8.1%

*\* These are the top 10 responses ranked by highest percentage*

## Violence, Abusive Relationship and Personal Safety

Within the last 12 months, college students reported experiencing:

EXPERIENCE	REPORTED
A verbal threat	18.2%
Sexual touching without their consent	10.4%
An emotionally abusive intimate relationship	9.4%
Stalking	5.2%
A physical fight	4.3%
Sexual penetration attempt without their consent	3.7%
A physical assault (not sexual assault)	3.0%
Sexual penetration without their consent	2.5%
A sexually abusive intimate relationship	2.4%
A psychically abusive intimate relationship	1.9%

## Tobacco, Alcohol and Marijuana Use

Reported Use versus Perceived Use: Reported Use reflects which substances the students indicated they used within the past 30 days compared with Perceived Use, which is how often students perceived the typical student on campus used substances within the same time period.

USE	REPORTED	PERCEIVED
Alcohol	61.3%	92.4%
Marijuana	19.0%	82.3%
E-Cigarette	12.9%	79.9%
Cigarette	7.4%	68.5%
Tobacco from a water pipe (hookah)	3.0%	54.7%

## Sexual behavior

College students reported having the following number of sexual partners (oral, vaginal or anal intercourse) within the last 12 months:

PARTNERS	REPORTED
None	34.6%
One	41.6%
Two	9.3%
Three	5.4%
Four or More	9.0%

Of those reported having intercourse, 52.7% report using a contraceptive the last time they had vaginal intercourse.

Top three reported means of birth control used among college students or their partner to prevent pregnancy:

METHOD	REPORTED
Male condom	61.6%
Birth control pills (monthly or extended cycle)	55.0%
Withdrawal	30.0%

14.8% of sexually active college students reported using (or reported their partner used) emergency contraception (“morning after pill”) within the last 12 months.

### Nutrition and Exercise

62.7% of college students reported eating 1-2 servings of fruits and vegetables per day, and 23.9% reported eating 3-4 servings of fruits and vegetables per day.

24.6% do no moderate-intensity cardio or aerobic exercise for at least 30 minutes, 55.3% do moderate-intensity cardio or aerobic exercise for at least 30 minutes 1-4 days per week, and 20.1% do moderate-intensity cardio or aerobic exercise for at least 30 minutes 5-7 days per week.

### Mental Health

Students reported experiencing the following within the last 12 months:

EXPERIENCE	REPORTED
Felt overwhelmed	85.5%
Felt exhausted (not from physical activity)	82.8%
Felt very sad	67.9%
Felt very lonely	63.2%
Felt overwhelming anxiety	62.3%
Felt things were hopeless	53.1%
Felt overwhelming anger	41.7%
Felt so depressed that it was difficult to function	41.4%
Seriously considered suicide	11.3%
Intentionally cut, burned, bruised, or otherwise injured yourself	7.4%

## ABOUT FIU STUDENT HEALTH SERVICES

### **Services Offered to Students**

#### What is the Health Fee?

The Student Health Fee (\$93.69 per semester) is a mandatory fee that is charged to all degree-seeking students, with some exceptions: those enrolled in high school dual enrollment; employees using tuition waivers; and students enrolled in programs outside of the U.S. such as Tianjin, Jamaica, etc.

Students that are not automatically assessed the health fee can still pay the fee at time of service and be eligible for services for the rest of that semester.

#### What is the Health Fee Used For?

The health fee allows the University to provide high quality, affordable clinical care, preventative care and mental health services at convenient on-campus locations, and online, by various departments. These departments include:

- Athletic Training Services (ATS)
- Counseling and Psychological Services (CAPS)
- Disability Resource Center (DRC)
- Health Promotion Services/ Healthy Living (HPS)
- Student Health Clinics (SHC)
- Victim Empowerment Program (VEP)

#### What Services Does the Health Fee Include?

Services funded through the health fee include access to:

- Primary health care
- Health education
- Limited specialty care
- Class presentations
- Health events/fairs
- Services for students with disabilities
- Counseling for issues such as anxiety or depression, and
- Support services for victims of emotional or physical abuse.

Some additional clinical services are also offered but provided to the students for an added nominal cost (*refer to Fee Schedule*).

#### Fee Schedule

The following brochure is distributed at the centers as well as throughout the campuses. It lists the locations, contact information, services, and procedures that are covered by the health fee or offered at a reduced cost. (Services with supplemental fees are billed to the student or their University-sponsored insurance plan.)

## STUDENT HEALTH AT FIU

MMC: 305-348-2401 | BBC: 305-919-5620

[studenthealth.fiu.edu](http://studenthealth.fiu.edu)



### Clinic

Blue Clinic, Student Health Center Room 101 at MMC, 305-348-8385  
Gold Clinic, Student Health Center Room 154 at MMC, 305-348-8385  
Student Health Center at BBC, building Health Care Center HCC, 305-919-5620



### Counseling and Psychological Services

Student Health Center Room 270 at MMC, 305-348-2277  
Wolfe University Center Room 320 at BBC, 305-919-5305



### Disability Resource Center

Graham Center 190 at MMC, 305-348-3532  
Wolfe University Center 131 at BBC, 305-919-5345



### Health Compliance

Student Academic Success Center, Building Lobby at MMC, 305-348-2688



### Healthy Living Program

Student Health Center Room 180 at MMC, 305-348-4020  
Student Health Center at BBC, building Health Care Center HCC, 305-348-4020



### Nutrition

Student Health Center Room 180 at MMC, 305-348-4020  
Student Health Center at BBC, building Health Care Center HCC, 305-348-4020



### Pharmacy

Student Health Center at MMC, 1st Floor, 305-348-5963



### Victim Empowerment Program

Student Health Center Room 270 at MMC, 305-348-2277  
By appointment at BBC 305-348-2277

### Need care after hours? We've got your back!

Student Health Services: MMC: 305-348-2401 & BBC: 305-919-5620 > Option 2

Counseling and Psychological Services: 305-348-2277 > Option 1

Victim Empowerment Program: 305-348-2277



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# STUDENT HEALTH at FIU





### Student Clinic

See a health care provider or specialist to diagnose illness or treat injuries. The student clinic offers primary care, behavioral health, GYN services, dermatology, and vaccines. And remember, your visit and records are always confidential.



### Counseling & Psychological Services

Get free and confidential counseling to help you feel better and improve your emotional well-being.



### Disability Resource Center

Meet with an Access Consultant to discuss resources available to help you succeed in your courses, such as American Sign Language (ASL) interpreters, captioning services, qualified readers and scribes, electronic test book access, extended time one exams, and note takers.



### Health Compliance

Find information about health insurance and immunization holds or requirements.



### Healthy Living Program

Learn how to stay healthy and make healthier choices. Take advantage of alternative treatments including acupuncture, stress management, aromatherapy, and massages. Plus, get free condoms and other family planning materials.



### Nutrition

Increase your energy, lose weight, learn healthy eating habits, and more. Stop by for a consultation.



### Pharmacy

Fill prescriptions from your medical provider or buy over-the-counter products such as pain relievers, cold and allergy medications, sunscreen, and insect repellent.



### Victim Empowerment Program

Get confidential support for you or a friend experiencing violence, stalking, revenge porn, or sexual assault. VEP helps students heal from past trauma and learn how to create healthy relationships.

## Do I have to pay for services?

Your student health fee of \$93.69 per semester covers the cost of an office visit with a healthcare provider at the FIU Student Health Clinic. Plus, it gives you free access to most of the services offered by Counseling and Psychological Services, Disability Resource Center, Healthy Living Program and the Victim Empowerment Program. If you need additional tests and/or procedures and you are not enrolled with the school sponsored insurance plan, you will need to pay out-of-pocket. These tests and additional procedures include vaccines, STD testing, medications and labs (blood work, urinalysis, etc.). However, the student health fee helps offset costs, so that you pay less for these services. For more information, please visit the Student Health Center or [go.fiu.edu/healthfee](http://go.fiu.edu/healthfee).

## Health services available for online students

In addition to the student health services offered on-campus, the student health fee covers unique services available to all online students. As an online student, you have access to online mental health screenings for depression, anxiety, bipolar disorders, substance use issues, and eating disorders. Other services covered by the student health fee include, podcasts and telemental health services such as E-therapy, Therapist Assisted Online (TAO), and TAO Self-Help. This means, you can video conference with a clinician from the Counseling and Psychological Services from the comfort of your home. As with all student health services offered, online mental health screenings are anonymous and confidential.

## Where do I go if...

I feel sick



I can't sleep



I need HIV/STI testing or information



I feel sad or anxious



I feel stressed



I need assistance in the classroom or ADA services because of a disability



I need a vaccine



I need insurance



I have been sexually assaulted or need help with cyber harassment, stalking or relationship abuse



I need medication



I want to improve my diet or change my weight





### Immunization/Vaccinations

Flu Vaccine	Covered by Health Fee
Gardasil 9 (HPV)	\$226.00 per injection
Hepatitis A	\$ 48.00 per injection
Hepatitis B	\$ 74.00 per injection
Meningitis	\$137.00
MMR – Measles, Mumps, Rubella	\$ 83.00 per injection
TDAP	\$ 47.00
TD (Tetanus)	\$ 42.00
Twinrix (Hep A&B)	\$105.00 per injection
Varicella Vaccine	\$146.00 per injection

### Injections

Allergy-Single Injection	\$ 8.00
TB Skin Test (PPD)	\$ 19.00
Vitamin B-12	\$ 11.00

### Other Tests Available

Blood Draw Fee	\$ 8.00
CBC with Diff	\$ 11.00
Comprehensive Metabolic Panel	\$ 11.00
Pregnancy Test	\$ 11.00
Hemoglobin A1C	\$ 13.00
Influenza	\$ 21.00
Lipid Profile	\$ 18.00
Mononucleosis	\$ 11.00
Strep	\$ 16.00
Thyroid Panel	\$ 28.00
Urinalysis Dipstick-UTI	\$ 11.00

### Sexually Transmitted Infection Testing

Hepatitis B (Antibody)	\$ 20.00
Hepatitis B (Antigen)	\$ 11.00
Hepatitis C	\$ 20.00
Herpes Types I & II	\$ 25.00
HIV	\$ 22.00
Gonorrhea/Chlamydia	\$ 42.00
Syphilis	\$ 7.00

### Titers

Hepatitis B Antibody IGG	\$ 20.00
MMR Panel (Measles, Mumps, & Rubella)	\$ 39.00
Varicella (Chicken Pox)	\$ 17.00

### Women's Health Services

Annual Well-Woman Exam (Age 21 & over includes Pap Smear, Gonorrhea/Chlamydia test, Breast Exam)	\$ 79.00
Colposcopy	\$137.00
Depo Provera (Birth Control Shot)	\$ 69.00
HPV Screening	\$ 55.00
Pap Smear	\$ 37.00

Student Health Service clinics accept the following payments: Cash, Credit or Debit Card, Check, FIU One Card and Contactless Payments such as Apple Pay and Google Pay. Most services are covered at 100% with no co-pay if you are currently enrolled in the school sponsored insurance plan. For questions about additional services and fees, please call the Student Health Center departments directly.  
Prices are subject to change. Current as of August 26, 2019.

[studenthealth.fiu.edu](http://studenthealth.fiu.edu) MMC: 305-348-2401 BBC: 305-919-5620





# Student Health Fees

[studenthealth.fiu.edu](http://studenthealth.fiu.edu)

MMC: 305-348-2401

BBC:305-919-5620

### Student Clinic

Consultation with Healthcare Provider	Covered by Health Fee
Preventative Health Physical	Covered by Health Fee
Academic Physical (Pre-Matriculation)	\$ 26.00
Missed Appointment Fee	\$ 10.00/\$25.00
Study Abroad Physical	\$ 26.00
Walk-on Athletic Physical	\$ 120.00

### Counseling and Psychological Services

Couples Counseling	Covered by Health Fee
E-therapy	Covered by Health Fee
Group Counseling	Covered by Health Fee
Individual Counseling	Covered by Health Fee
Online Mental Health Screenings	Covered by Health Fee
Therapist Assisted Online Podcasts	Covered by Health Fee
Career Assessment (Analysis of career goals with considerations for personality strengths)	\$ 32.00
Neuropsychological Testing	\$ 300.00
Psychoeducational Testing	\$ 300.00

### Disability Resource Center

Adaptive Equipment/Furniture	Covered by Health Fee
ASL Interpreter Services	Covered by Health Fee
CART Services	Covered by Health Fee
Consultation with Access Consultant	Covered by Health Fee
Reader Services	Covered by Health Fee
Scribe Services	Covered by Health Fee
Test Proctoring Services	Covered by Health Fee
Text Conversion Services	Covered by Health Fee

### Healthy Living Program

Acutonics/Auricular Acupuncture	Covered by Health Fee
Aromatherapy	Covered by Health Fee
Chair Massage	Covered by Health Fee
Condoms and Safer Sex Materials	Covered by Health Fee
Dietitian	Covered by Health Fee
Other Consultations (Stress Management, Sleep, Nutrition Coaching, Sexual Health, Asthma, HIV Counseling and Testing, Tobacco Dependence)	Covered by Health Fee
Acupuncture	\$ 25.00 per session
Thai Massage (30 min.)	\$ 30.00
Traditional Massage 30 min./60 min.	\$ 25.00/\$50.00

### Victim Empowerment Program

Victim Advocacy Services	Covered by Health Fee
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### Additional Procedures

Ear Lavage	\$ 13.00
Electrocardiogram (ECG )	\$ 47.00
Incision & Drainage (Abscess)	\$ 53.00
Nebulizer Treatment	\$ 21.00
Wart Treatment	\$ 16.00

## Students Eligible for Services

All students who pay the Health Fee (i.e., degree-seeking students) are eligible to receive student health services. The students that are *not* eligible to receive health services (i.e., those who do not pay the health fee) are those who are:

- high school dual enrolled
- employees using tuition waivers
- students enrolled in programs outside of the U.S. such as Tianjin, Jamaica, etc.

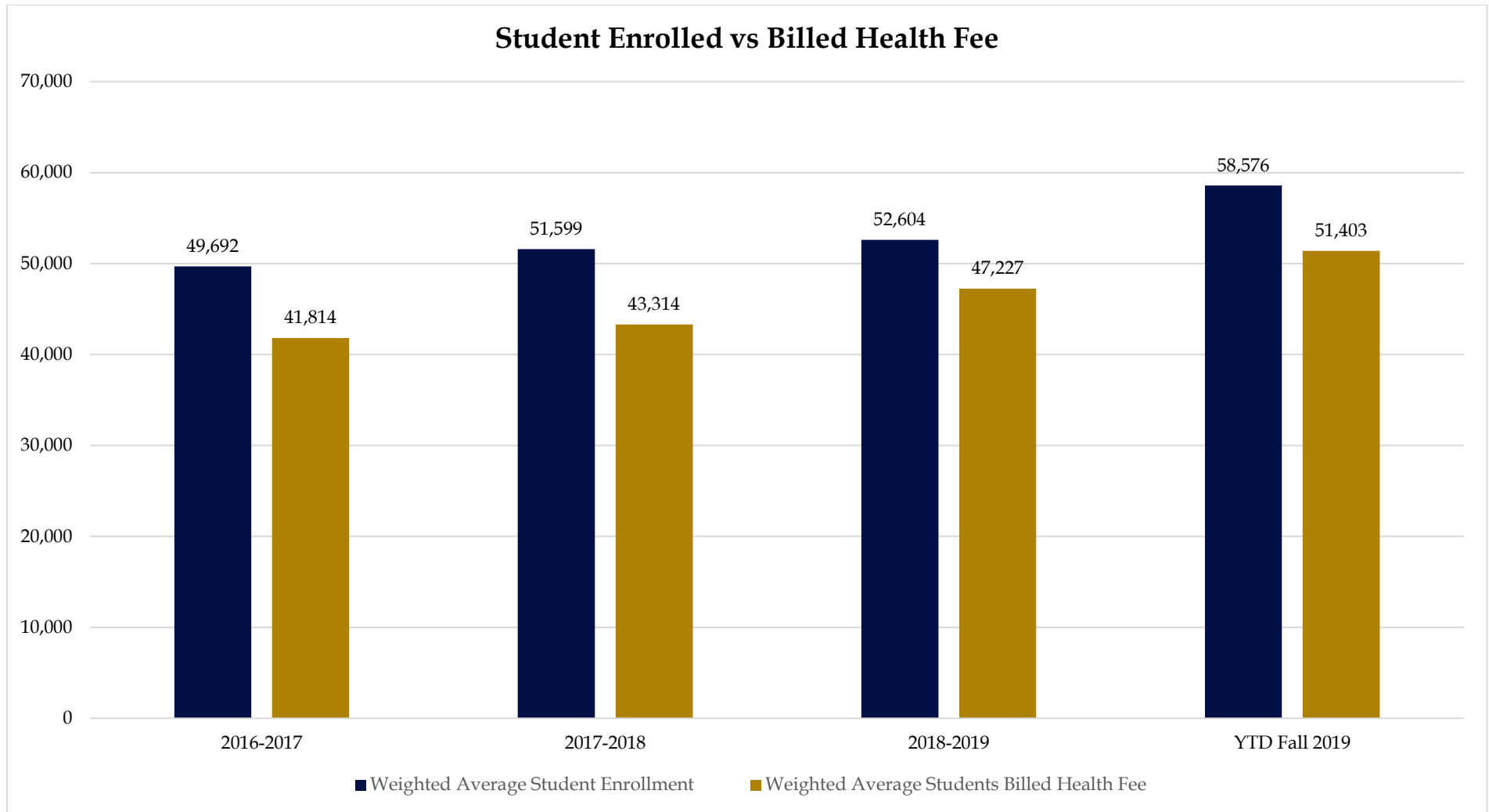
Given the demographics of these populations, these students are not charged the fee as they are the population least likely to visit any of the two campuses that have student health facilities.

Students that are not automatically assessed the health fee can still pay the fee at time of service and be eligible for the services for the rest of that semester. However, health education and victim empowerment services are available to all enrolled students regardless of the fee being assessed.

The following table and graph illustrate the number of enrolled students since the 2016-17 AY who have been billed the health fee versus the University's total enrollment. Since the health fee is collected by headcount on a semester basis, it was necessary to weigh the semesters (0.375 for Fall; 0.375 for Spring; 0.25 for Summer) to reflect annual numbers.

YEAR	PAID HEALTH FEE
2016-17 weighted average	41,814 (or 84% of total student enrollment)
Fall 2016	45,951
Spring 2017	44,022
Summer 2017	32,296
2017-18 weighted average	43,314 (or 84% of total student enrollment)
Fall 2017	46,417
Spring 2018	44,174
Summer 2018	37,368
2018-2019 weighted average	47,272* (or 90% of total student population)
Fall 2018	51,299
Spring 2019	48,991
Summer 2019	38,474
YTD Fall 2019	51,403 (or 88% of total student population)

\* The notable increase in enrollment in Fall 2018 is the result of the inclusion of fully online students to the population of students assessed the fee.



*Note: The increase of billed health fee in FY 2018-2019 is the result of the inclusion of fully online students to the population of students assessed the fee.*

## COMPARATIVE DATA WITHIN STATE UNIVERSITY SYSTEM (SUS)

### **Health Fee Charged Across SUS**

For the 2019-2020 academic year, FIU ranks 9<sup>th</sup> among the 12 SUS institutions in terms of the costs charged to students for health services. (Refer to the next page for the comparative bar graph.)

FIU is the only university that bases its fees by student headcount, whereas the other 11 institutions base their fees by credit hours. Since FIU has a large commuter population and its students take an average of fewer than 12 credit hours per semester, the total revenues received using a headcount methodology is in line with the effort needed to service the total number of students enrolled. Therefore, the graph is normalized based on the cost for a student taking 12 credits per semester.

Given our enrollment size, it is important to understand why the health fee is below the SUS average. To keep the cost of attendance as low as possible, FIU alternates fee increases among the three student fees (i.e., Activity and Service Fee, Health Fee, and Athletics Fee) in a rotating, three-year cycle. This means that the Health Fee would only be eligible for an increase every three years.

FIU has not raised the Health Fee since fiscal year 2013-2014 (from \$83.19 to \$93.69 per semester). Though the fee was eligible for an increase in 2016-2017, SUS institutions have been discouraged from increasing tuition or fees since average cost is now a performance funding metric.

Additional points to consider:

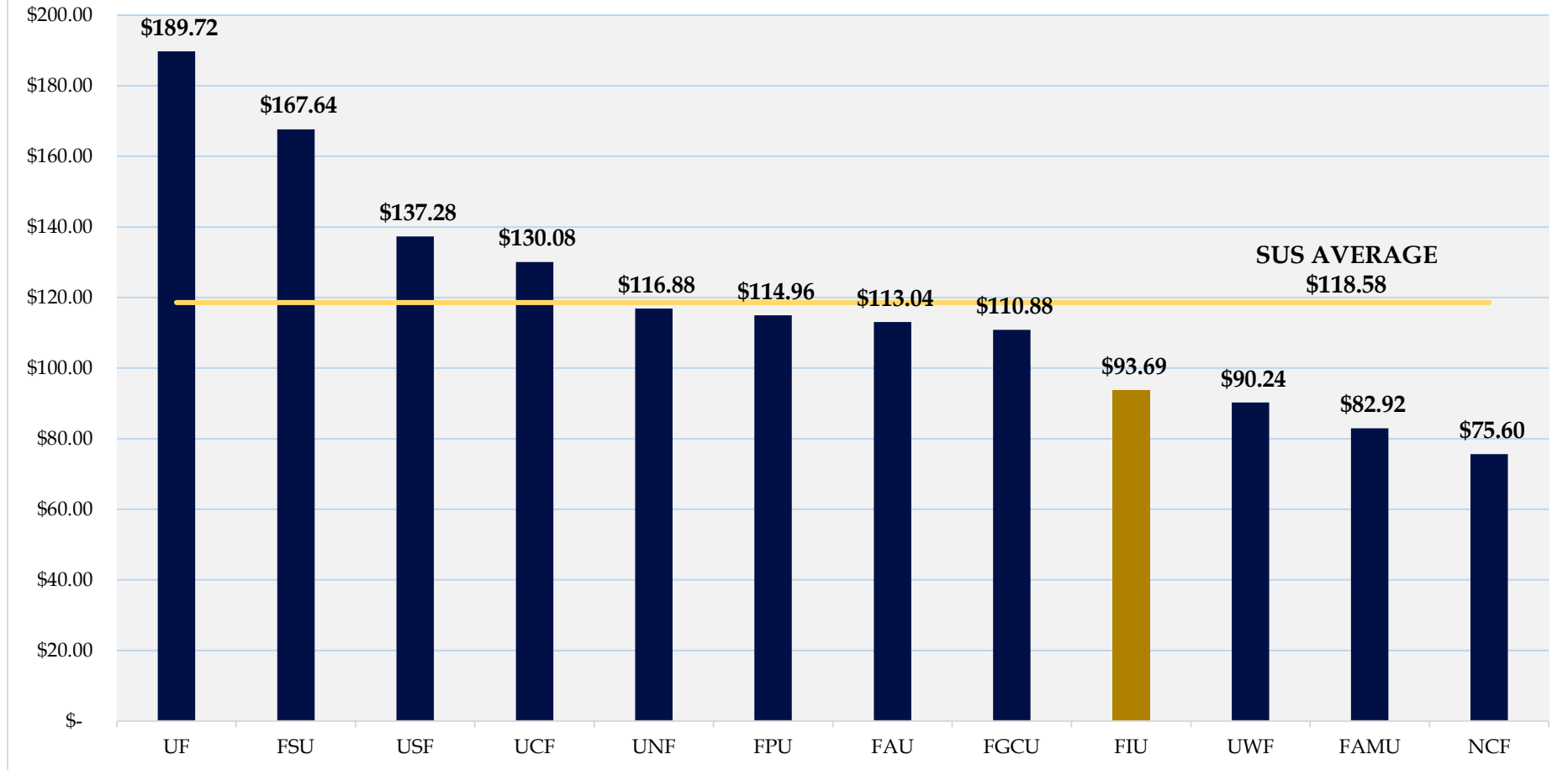
- Per [Florida statute 1009.24](#), the combination of the fees is subject to a cap of 40% of tuition and increases are limited to 5% of the sum of the triad fees.
- University of Florida, for example, has the highest health fee because it increased its health fee by the 5% cap for eight of the last ten years (fee was maintained in FY 2010-2011 and 2016-2017). Other institutions have not always gone to the allowed maximum 5% and in some cases have not increased fees for several years.
- Also in 2010-2011, the legislature allowed universities to exceed the 5% cap. Of the four universities with the highest health fee, UF had the highest increase at 25% in that year.

When understanding access and resources among the various institutions, it is also important to note that, of the 12 universities, three require students to provide proof of health insurance coverage: UF, FSU and FAMU (the three land-grant institutions for the state). Those students who do not have health insurance are required to purchase one of the university-sponsored student health insurance plans.

At FIU, health insurance is only mandated for international students, the majority of our medical and nursing students, and graduate assistants with full-term appointments.

The Florida Board of Governors is currently considering a mandatory hard waiver insurance plan for the SUS. We suspect the topic will be discussed this upcoming academic year.

**FY 2019-2020  
Student Health Fee  
(based on 12-credits per semester\*)**



*\*FIU Student Health Fee is based on headcount, all others are based on student credit hours*

*[Data Source -- Florida Board of Governors, Tuition and Required Fees, 2019-2020]*

## Health Services Offered Across SUS

The following chart was created to illustrate a more comprehensive school-by-school and service-by-service comparison.

When reviewing the information, it is important to keep the following in mind:

- The analysis was based on each institution's student health websites and follow-up inquiries by FIU personnel.
- Some institutions have different names for similar services, offer multiple services under a generic service name, and/or offer highly specialized services that may be unique to their student population. Given this, there may be overlap or gaps in the chart.
- The following chart only shows services offered to students at each institution by their respective health centers; it does not differentiate which service is fully covered or discounted.

This chart reflects health services offered to students who pay the university health fee. However, services listed below do not differentiate between those covered by the respective fee and those that may be provided at an additional charge to the student. As services and funding varies, also note that UF, FSU and FAMU have a mandatory insurance requirement.

STUDENT HEALTH SERVICES	FIU	UF	FSU	USF	UCF	UNF	FAMU	FAU	FGCU	NCF	UWF	FPU
<b>Clinical</b>												
Allergy Injections/Clinic	✓	✓	✓	✓	✓	✓	✓	✓			✓	
Athletic Physicals (or Pre-Athletic Physicals)	✓		✓				✓		✓			
Chronic Medical Conditions (BP, Diabetes, Asthma)	✓		✓	✓	✓		✓					
Dental Care					✓			✓				
Dermatology (For FIU: Expanded services effective Feb. 2016)	✓			✓								
EKG's	✓	✓	✓				✓		✓			
General Care (Basic Family Practice, Preventive & Well Care, Physical/ Annual Exams)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Health Screenings	✓								✓			
HIV and STD Testing/Screenings	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Laboratory Services	✓	✓	✓	✓	✓	✓	✓		✓		✓	
Men's Health Services	✓			✓				✓				



STUDENT HEALTH SERVICES	FIU	UF	FSU	USF	UCF	UNF	FAMU	FAU	FGCU	NCF	UWF	FPU
<b>Clinical (continued)</b>												
Minor Surgical Procedures (Dermatology Procedures)	✓		✓			✓			✓			
Non-emergency acute care/Illness Urgent Care		✓	✓	✓							✓	
Occupational Medicine		✓										
Pharmacy	✓	✓		✓	✓		✓	✓				
Physical Therapy		✓	✓		✓							
Preventive Medicine	✓								✓		✓	
Radiology/X-Rays		✓	✓		✓	✓	✓	✓				
Referrals for Specialist Care	✓		✓		✓	✓	✓	✓	✓	✓		✓
Spirometry (Pulmonary Function Testing)			✓									
TB Skin Testing	✓				✓	✓			✓		✓	
Ultrasound			✓									
Vaccinations/Immunizations (including travel counseling)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Women's Health (Gynecology, PAP's, Pregnancy Testing, Birth Control, Family Planning, and/or Clinical Services)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

STUDENT HEALTH SERVICES	FIU	UF	FSU	USF	UCF	UNF	FAMU	FAU	FGCU	NCF	UWF	FPU
<b>Healthy Living</b>												
Acupuncture/ Acutonics	✓											
Aromatherapy	✓											
Health Promotion Outreach Events/Programs/Presentations/Health Campaigns	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Health and Wellness Counseling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Massage Therapy	✓				✓						✓	
Nutrition Services/ Assessments	✓	✓	✓	✓	✓	✓		✓	✓		✓	
Peer Education/Volunteer Programs	✓	✓	✓	✓	✓		✓	✓	✓			
Self-Help Resources	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Sexual Health/Sexual Health Education	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Sleep Hygiene	✓	✓	✓	✓							✓	
Stress Management	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Time Management	✓	✓	✓	✓								✓
Tobacco Cessation	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	

STUDENT HEALTH SERVICES	FIU	UF	FSU	USF	UCF	UNF	FAMU	FAU	FGCU	NCF	UWF	FPU
<b>Mental Health Services</b>												
Alcohol and Substance Abuse Prevention/Education; Intervention (assessments, referral, aftercare support, outpatient counseling)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Counseling/Psychology	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Eating Disorder Management	✓		✓	✓	✓	✓	✓					
Health and Wellness Counseling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Psychiatry <i>(For FIU: Expanded services for SHC effective Nov. 2015)</i>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Psychological Assessment/Learning Disabilities	✓	✓		✓	✓						✓	
Testing for ADD, ADHD and Learning Disability	✓	✓		✓					✓			
Therapist Assisted Online Treatment (TAO)	✓			✓	✓				✓	✓	✓	

STUDENT HEALTH SERVICES	FIU	UF	FSU	USF	UCF	UNF	FAMU	FAU	FGCU	NCF	UWF	FPU
<b>Athletic Training Services</b>												
Athletic trainers/wellness	✓			✓								
Sports Medicine/Concussion		✓			✓							
<b>Other</b>												
Disability Care Center/Accommodations/Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Food Pantry	✓			✓			✓					✓
LGBTQ+ Care and Resources <i>(For FIU: programming components are managed via the Office of Multicultural Programs &amp; Services - MPAS)</i>	✓	✓		✓			✓	✓				

[Data Source -- Websites of each university's student health centers as well as individual calls. Some services may be offered within respective health fee but not publicly advertised.]

## ALLOCATION OF FIU HEALTH FEE

Students pay \$93.69 per semester for the student health fee. The fee, broken out into six major service units (listed below in alphabetical order), provides services to inform, prevent and/or address problems or issues that affect students' ability to excel academically. All of these service areas are allocated their respective budgets, which are distributed between HCN and ASA.

### *Athletic Training Services (ATS)*

- Medical coverage during all intramural competitions
- First aid
- Evaluation & therapy of orthopedic injuries
- Physical therapy & athletic rehabilitation

### *Counseling and Psychological Services (CAPS)*

- Individual, couples and group therapy with students by licensed psychologists, licensed mental health counselors, and licensed clinical social workers
- Body acceptance program, in partnership with SHC, for students with body image concerns
- Consultations and recommendations for students who have been referred to CAPS
- Telehealth and Therapist Assisted Online (TAO) treatment
- APA- and APPIC-approved Doctoral and Post-Doctoral Training Programs
- Testing for psychoeducational, neuropsychological, ADHD and personality evaluations for students referred for academic difficulties
- Outreach events and psychoeducational workshops
- Psychiatric services in conjunction with psychotherapy services

### *Disability Resource Center (DRC)*

- Students registered with the DRC can request academic accommodations, including:
  - Note taker
  - Extended time for exams
  - American Sign Language interpreter
  - Use of assisted technology
  - Braille test conversion
  - Electronic textbook access
  - Captioning services
  - Qualified readers
- Access Consultants meet with students to discuss services, benefits of accommodations, available resources and academic guidance
- Students registered with DRC also gain access to the Adaptive Technology Lab to support academic coursework

#### *Health Promotion Services / Healthy Living (HPS)*

- Oversees the compliance of immunization and international insurance holds that are mandatory for student matriculation
- Complementary medicine services, including aromatherapy and massage therapy
- Dietitian/Nutrition counseling services
- Free access to safer sex materials, including condoms
- HIV/Sexually Transmitted Infection (STI) counseling and testing
- Health education and presentations for university departments and student clubs about sexual health, substance use, balanced lifestyles and stress management
- Healthy Living consultations to address sexual health, nutrition education, tobacco dependence, asthma management, stress management, sleep, and substance use and abuse
- Management and development of online health education content including Student Health 101 blog (a monthly virtual magazine sent to all FIU students), HPS virtual newsletter, and the Healthy Minute podcast

#### *Student Health Clinics (SHC)*

- Athletic physicals
- Doctors' visits to diagnose illness or injury
- On-campus pharmacy with discounted pricing
- Women's health, including gynecology, pregnancy and STI testing and insertion of long-acting contraception
- Specialized services including psychiatry, behavioral health and dermatology
- Vaccines

#### *Victim Empowerment Program (VEP)*

- 24-hour support from victim advocates
- Crisis counseling for individuals who have been victimized
- Accompaniment to court, meetings, hearings and other events involving the criminal justice system or the FIU Student Conduct process
- Interaction with instructors, legal representatives, family members, or other service providers upon request
- Educational programming, social work internships, and training for students in the peer educator program

The graphs and charts that follow will illustrate a three-year comparison of:

- Actual revenues and expenditures from fiscal year 2016-17 through 2018-2019,
- Fiscal year 2018-2019 budget to actual results,
- How the fiscal year 2019-2020 health fee budget has been allocated by service area, positions and natural expense classification.

Specifically:

- Graph 1: Student Health Services Operations (FY 2016-2017 through 2018-2019)
- Graph 2: Student Health Fee Budget vs Actual for 2018-2019
- Graph 3: Distribution of Student Health Fee for 2019-2020
- Graph 4: Budget Allocation of Student Health Fee Revenues (by services) for 2019-2020
- Graph 5: Student Health Fee Expense Budget for 2019-2020
- Graph 6: Student Health Fee Salaries and Benefits (by positions) for 2019-2020
- Graph 7: Student Health Fee Operating Budget (by natural category) for 2019-2020
- Graph 8: Direct Service Providers (by category) for 2019-2020

Per the agreement between HCN and ASA, the budget for building improvements and capital is calculated at 2% of net revenues and is allocated *prior* to dissemination of funds to the respective units. The Building and IT managers and other shared services are also split between both units.

Graph 1: Student Health Services Operations (FY 2016-2017 through 2018-2019)

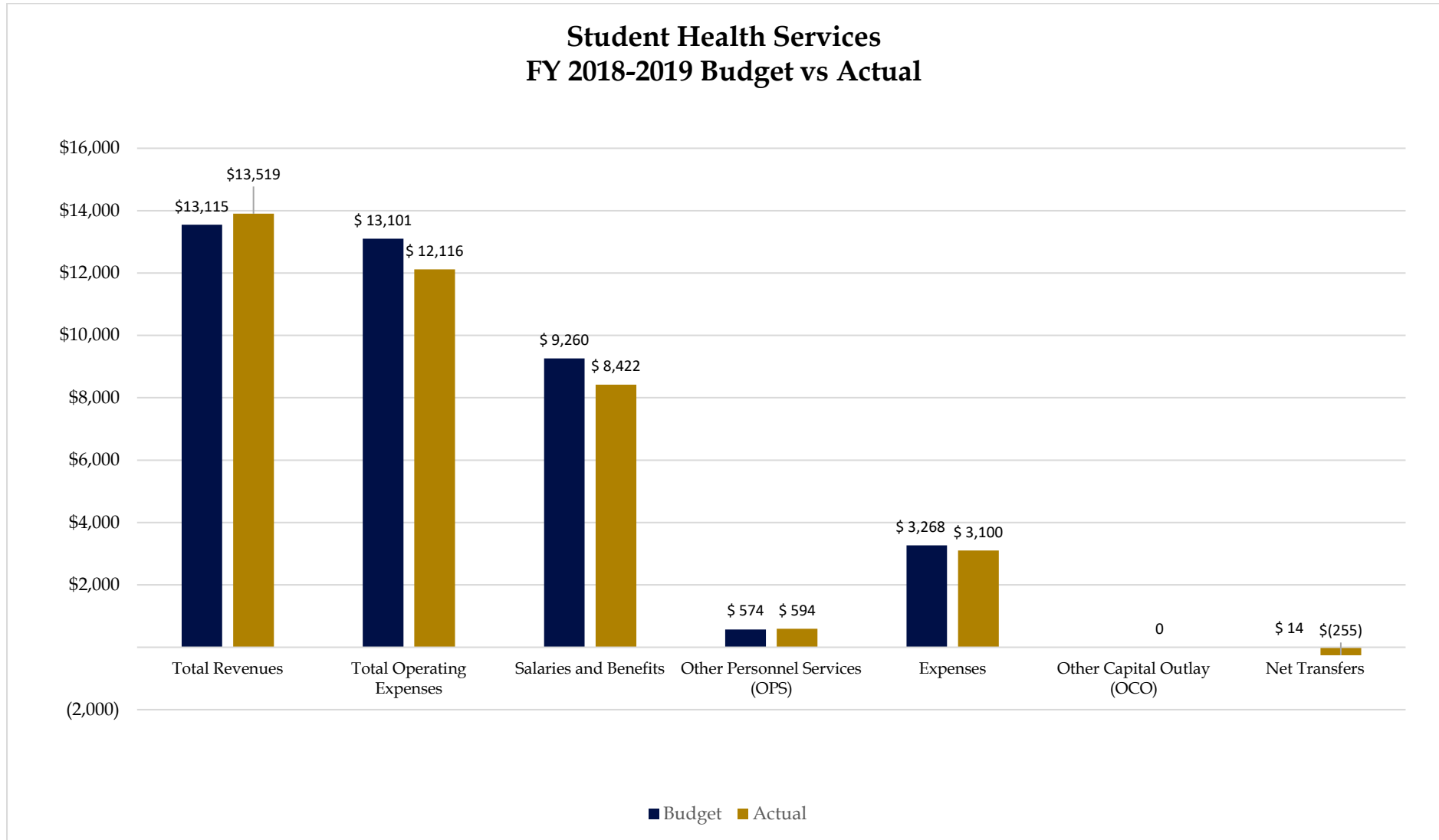
<b>Student Health Services Operations</b>				
<i>(In Thousands)</i>	<b>Actual FY 16-17</b>	<b>Actual FY 17-18</b>	<b>Actual FY 18-19</b>	<i>Notes</i>
Health Fee	\$11,068	\$11,641	\$12,540	
Other Auxiliary Services	1,097	950	979	
<b>Total Revenues</b>	<b>\$12,165</b>	<b>\$12,591</b>	<b>\$13,519</b>	(1)
Salaries and Benefits	7,172	7,333	8,422	
Other Personnel Services (OPS)	577	743	594	
Expenses	3,203	2,889	3,100	
Other Capital Outlay (OCO)				
<b>Total Operating Expenses</b>	<b>\$10,951</b>	<b>\$10,965</b>	<b>\$12,116</b>	(2)
<b>Net Transfers</b>	<b>-252</b>	<b>-384</b>	<b>-255</b>	
<b>Net Change in Net Assets</b>	<b>\$962</b>	<b>\$1,242</b>	<b>\$1,148</b>	(3)
<b>Ending Net Assets</b>	<b>\$7,907</b>	<b>\$9,149</b>	<b>\$10,297</b>	(4)

Notes:

- (1) Revenues increased steadily due to higher than anticipated headcount enrollment and lower bad debt. In FY 2017-2018 revenues increased more significantly due to the health fee being charged to students in fully-online programs.
- (2) Overall operating expenses increased from FY 2016-2017 to FY 2018-2019 due to additional hires in CAPS, increased expenses related to the new staff, as well as across-the-board increases in certain years. These expenses were partially offset by a decreased need in OPS hires.
- (3) Net transfers were primarily attributed to the construction projects associated with the Student Health facilities at both MMC and BBC.
- (4) The ending net asset balance pertaining to Student Health Services are a result of: excess revenues over expenses throughout the years that are placed as reserves for future commitments, such as deferred maintenance and long-term capital expenditures; reserves for continuance of operations in the event of an emergency and non-recurring expenses in any given year; and, future building expansion plans to address increased space demands for new staff as well as expansion of services (i.e., continuum of care model).



Graph 2: Student Health Fee Budget vs Actual for 2018-2019



<b>Student Health Services</b>					
<b>FY 2018-2019 Budget Vs Actual</b>					
<i>(in thousands)</i>	<b>Budget</b>	<b>Actual</b>	<b>Var Fav/ (Unfav)</b>	<b>%</b>	<b>Notes</b>
Health Fee	\$ 12,207	\$ 12,540	(332)	-3%	
Other Auxiliary Services	908	980	(72)	-7%	(1)
<b>Total Revenues</b>	<b>\$13,115</b>	<b>\$13,519</b>	<b>(404)</b>	<b>-3%</b>	
Salaries and Benefits	\$ 9,260	\$ 8,422	\$838	10%	
Other Personnel Services (OPS)	574	594	(20)	-3%	
Expenses	3,268	3,100	\$167	5%	
Other Capital Outlay (OCO)					
<b>Total Operating Expenses</b>	<b>\$ 13,101</b>	<b>\$ 12,116</b>	<b>\$ 986</b>	<b>8%</b>	(2)
<b>Net Transfers</b>	<b>\$ 14</b>	<b>(255)</b>	<b>(269)</b>		(3)
<b>Net Change in Net Assets</b>	<b>\$ 28</b>	<b>\$ 1,148</b>	<b>(1,121)</b>	<b>98%</b>	(4)

Notes:

- (1) The increase in Other Auxiliary Services derives from additional revenues related to fees for service from the pharmacy, non-covered clinical services such as labs and procedures, and a small portion for psychological testing and healthy living activities.
- (2) Hiring delays for the additional CAPS hires reflects the bulk of the savings within Salaries & Benefits. Staff turnover and position vacancies (inclusive of related operating expenses) across all units account for the remaining savings.
- (3) Net Transfers represent funds transferred to and from Student Affairs and Student Health Clinics, as well as transfers to Facilities for various projects: maintenance, life safety, improvements to CAPS waiting area. The savings from the clinics related to salaries and benefits yielded savings to net health fees transfers.
- (4) The favorable change in net assets was a result of savings in operating expenses and, to a smaller degree, increased revenue from enrollments charged the health fee. Those funds will be available for non-recurring expenses during fiscal year 2019-2020.

**FY 2018-2019 Budget vs Actual by Division**

(\$ in millions)	Student Affairs				Notes	Student Health Clinics			
	Budget	Actual	Var Fav/ (Unfav)	%		Budget	Actual	Var Fav/ (Unfav)	%
Health Fee	7,895	8,492	597	8%		4,743	4,427	(316)	-7%
Other Auxiliary Services	17	28	11	66%		891	951	61	7%
Waivers	(314)	(320)	(6)	-2%					
Bad Debt	(109)	(56)	53	49%		(8)	(3)	(4)	55%
<b>Total Revenues</b>	<b>7,489</b>	<b>8,144</b>	<b>655</b>	<b>9%</b>		<b>5,626</b>	<b>5,375</b>	<b>(251)</b>	<b>-4%</b>
Salaries and Benefits	5,511	4,920	591	11%		3,749	3,501	247	7%
Other Personnel Services (OPS)	333	478	(145)	-43%		240	116	125	52%
Expenses	1,630	1,386	244	15%		1,637	1,714	(77)	-5%
Other Capital Outlay (OCO)									
<b>Total Operating Expenses</b>	<b>7,475</b>	<b>6,785</b>	<b>690</b>	<b>9%</b>		<b>5,626</b>	<b>5,331</b>	<b>295</b>	<b>5%</b>
Net Transfers	14	(255)	(269)	1945%		-	-		0%
<b>Change in Net Assets</b>	<b>28</b>	<b>1,104</b>	<b>1076</b>	<b>1945%</b>		<b>0</b>	<b>44</b>	<b>44</b>	<b>-10%</b>

Notes:

*The Student Health Fee and the management of all buildings is centrally managed by the Division of Academic & Student Affairs (formerly Student Affairs). All revenues are deposited in a central Health Fee account prior to distribution to the various units.*

*(5) The favorable variance in expenses was driven by both divisions primarily in Salaries and Benefits and Operating Expenses (though the main driver for the variance was in the delay of CAPS hires and other vacancies).*

*(6) Academic & Student Affairs*

*a. Favorable variance in health fee revenues under Student Affairs are a result of increased enrollment and lower bad debt. The excess funds are allocated toward non-recurring expenses in subsequent years. Since the excess funds represent a favorable balance for one year, they can only be used for one-time expenditures in future years (as opposed to things such as salaries, which are recurring).*

*b. Academic & Student Affairs used \$145k of salary savings on temporary personnel services to offset the delays caused by the challenge in hiring additional counselors.*

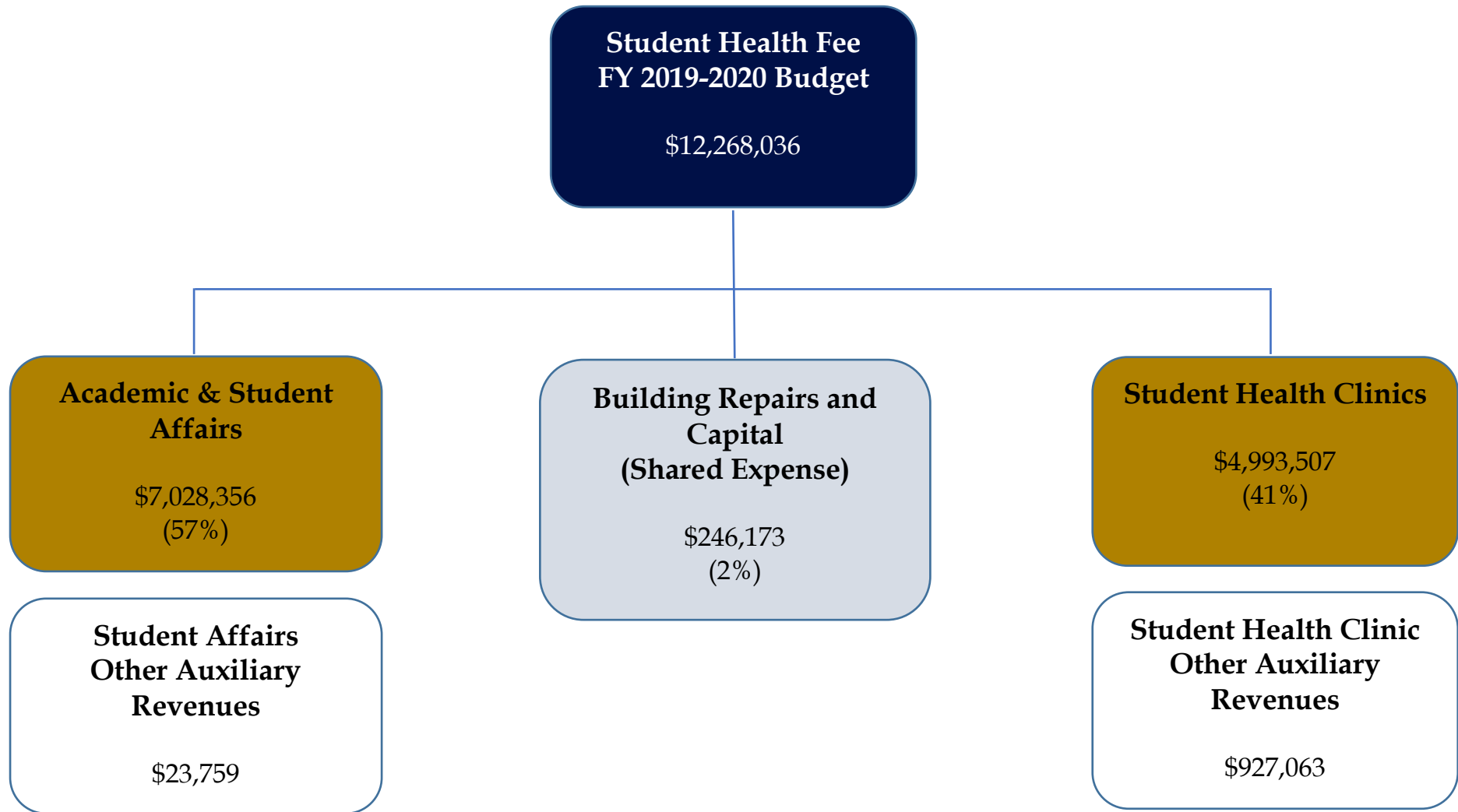
*(7) Health Clinics*

*a. Health Fee: savings of \$316k derived from vacancies in the clinics; these savings were transferred back to the centralized health fee account.*

*b. Other Auxiliary Services: negative variance derived from the increase in revenues from fees for service (FFS) from the Pharmacy, MMC Clinic, and BBC Clinic.*

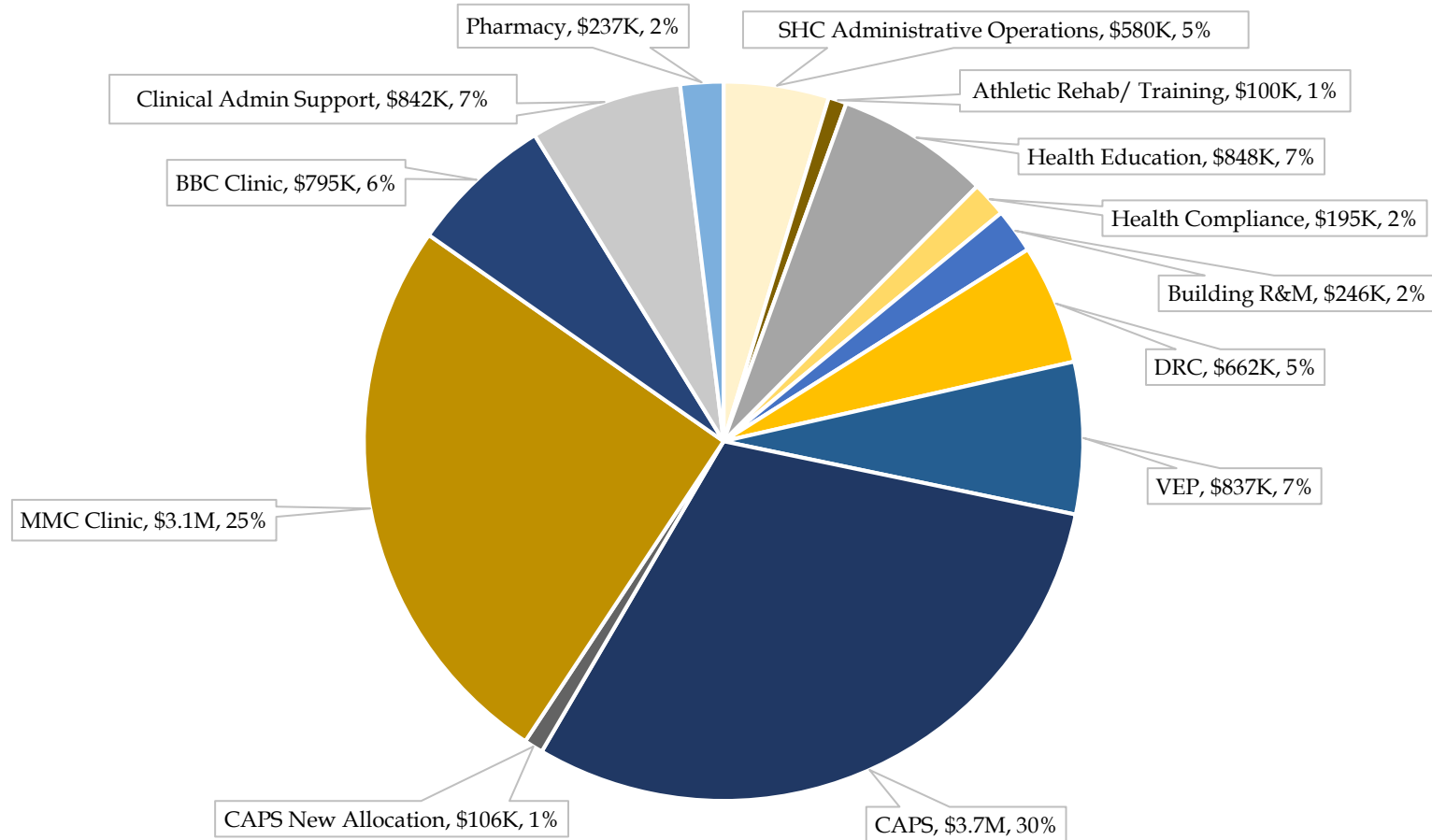
*c. Change in Net Assets: reflect a positive net change due to revenues from MMC and BBC fees for service.*

Graph 3: Distribution of Student Health Fee for FY 2019-2020



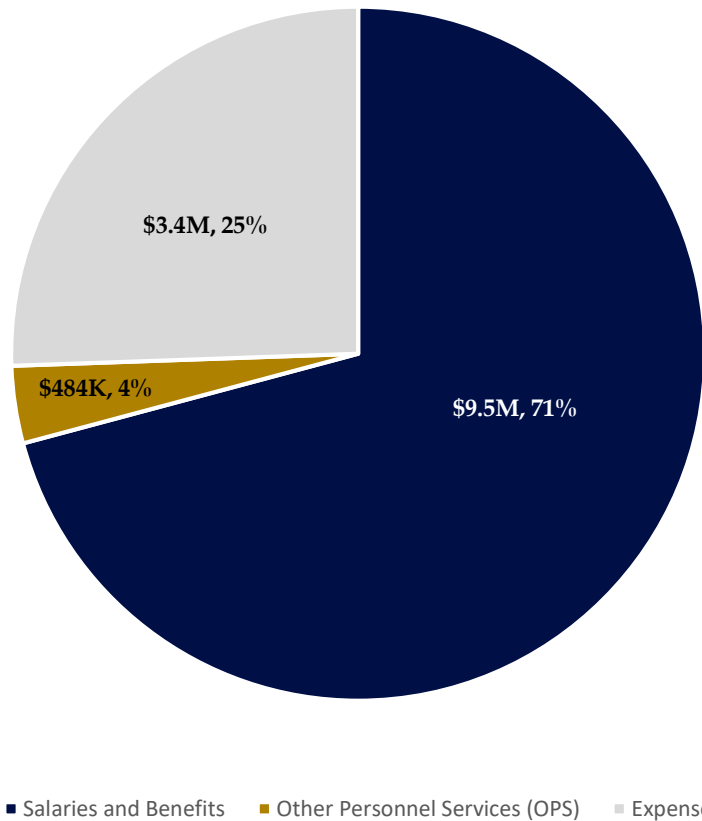
Note: This distribution is based on projected net revenues (i.e., expected enrollment during university-wide budget approval). Graph 4:

**Graph 4: Budget Allocation of Student Health Fee Revenues (by services) FY 2019-2020  
\$12.3M**



*Note: This allocation is based on projected net revenues. Budgeted amount increased slightly (refer to next chart) due to higher than expected student enrollment. In addition to the health fee revenues, Student Health Services (i.e., both ASA and SHC services) are estimated to generate an additional approx. \$1M in revenues from non-covered services by the student health fee (e.g., labs, testing services, healthy living, etc.) for FY 2019-2020.*

**Graph 5:  
Student Health Fee Expense Budget  
FY 2019-2020  
\$13.4M**

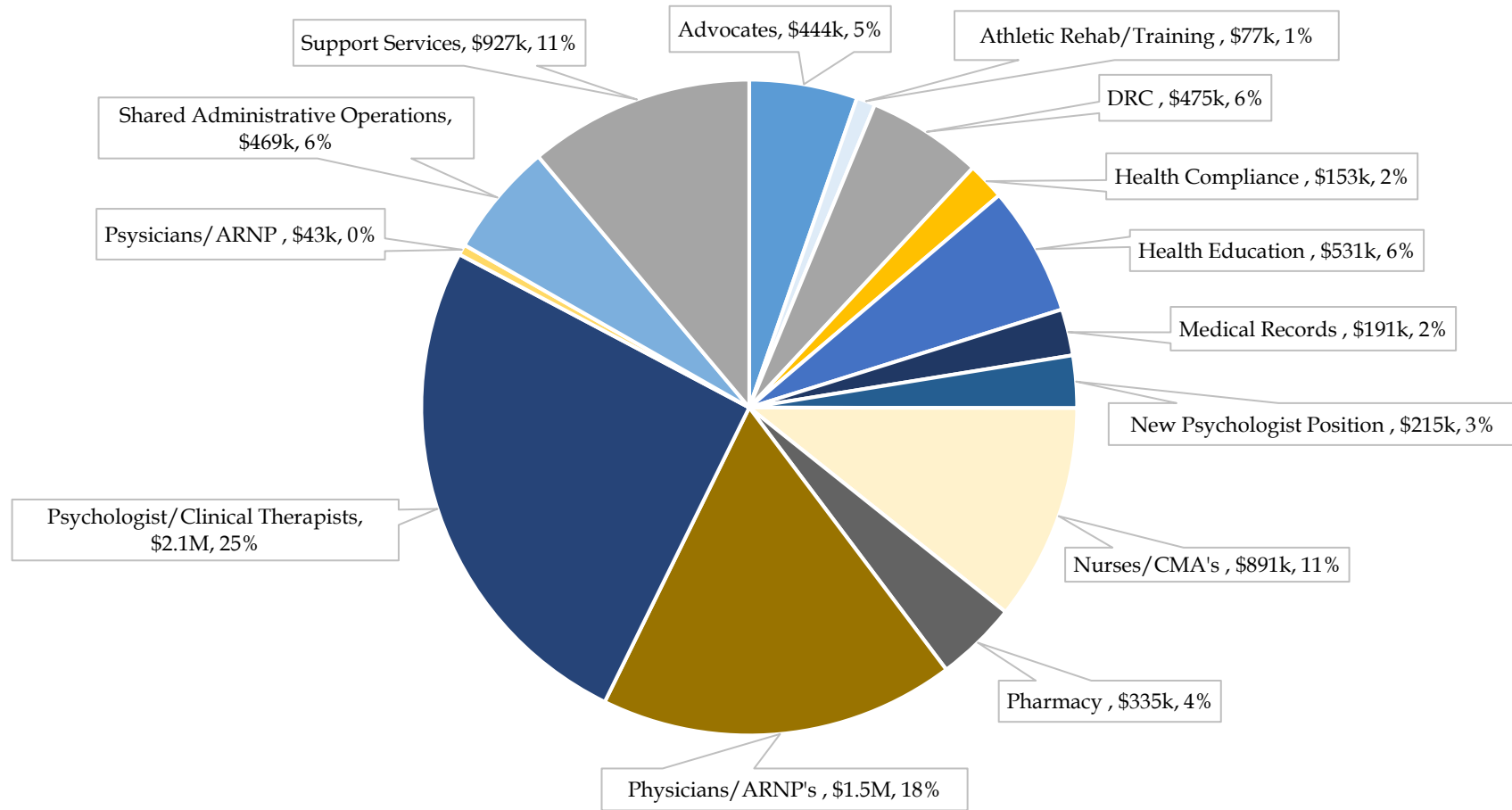


**Summary of Full-Time Equivalents (FTEs)  
FY 2019-2020 "Perm Salary" Budgeted Positions**

	FILLED	UN-FILLED	GRAND TOTAL
<b>Academic &amp; Student Affairs *</b>	<b>59.93</b>	<b>6.50</b>	<b>66.43</b>
Athletic Rehab/Training	0.94	0.00	0.94
Building/IT/Marketing	6.69	2.00	8.69
Counseling	25.50	4.00	29.50
Disability Services	8.80	0.00	8.80
Health Compliance	3.00	0.00	3.00
Health Promotion	8.50	0.50	9.00
Victim Empowerment	6.50	0.00	6.50
<b>Student Health Clinics</b>	<b>38.50</b>	<b>4.20</b>	<b>42.70</b>
Administration	8.70	1.60	10.30
Clinics (MMC & BBC)	26.3	2.60	28.90
Pharmacy	3.50	0.00	3.50
<b>GRAND TOTAL</b>	<b>98.43</b>	<b>10.70</b>	<b>109.13</b>

\* DASA positions include administrative staff; whereas, clinics track as a stand-alone category.

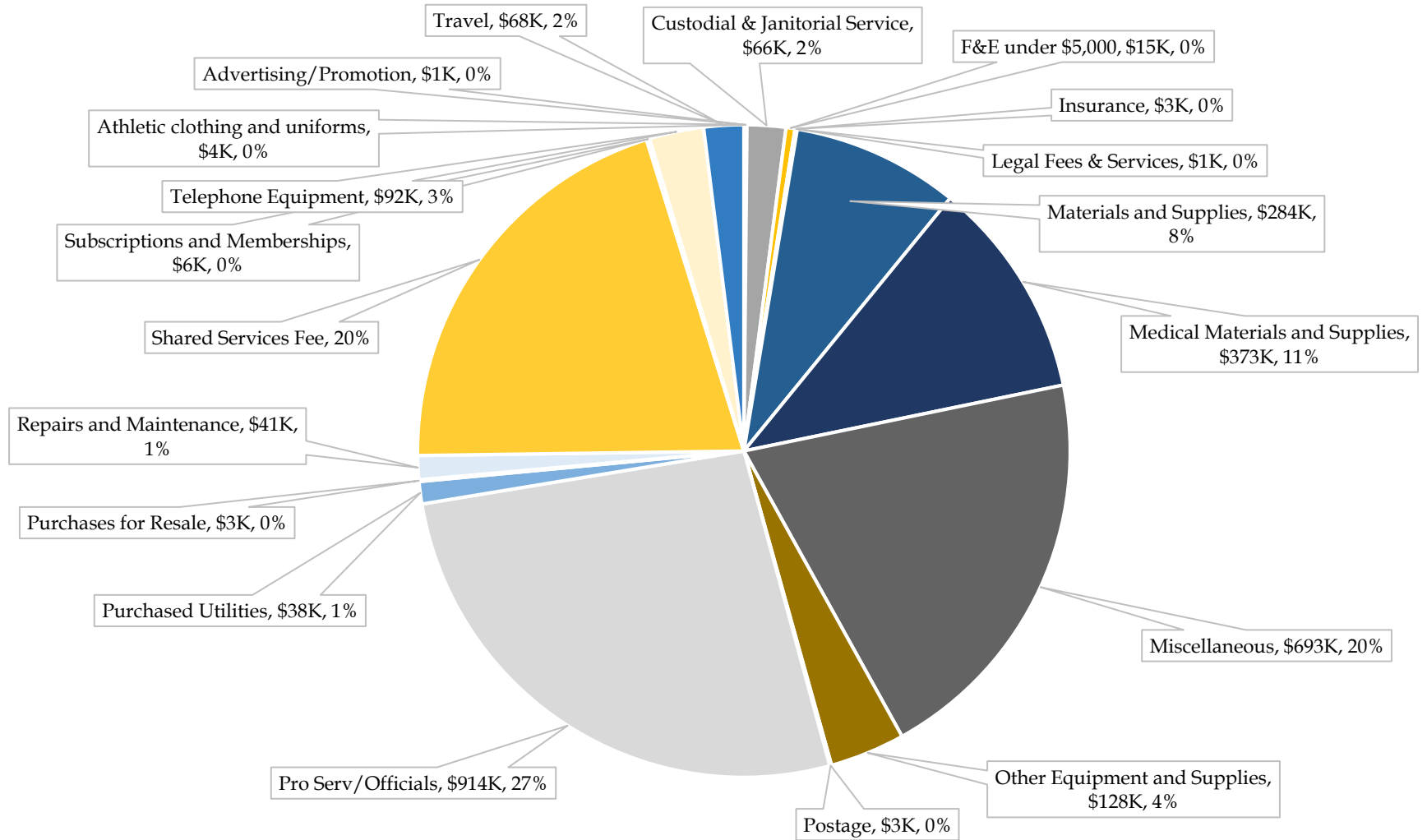
**Graph 6: Student Health Fee Salaries and Benefits (by positions) FY 2019-2020  
\$9.4M**



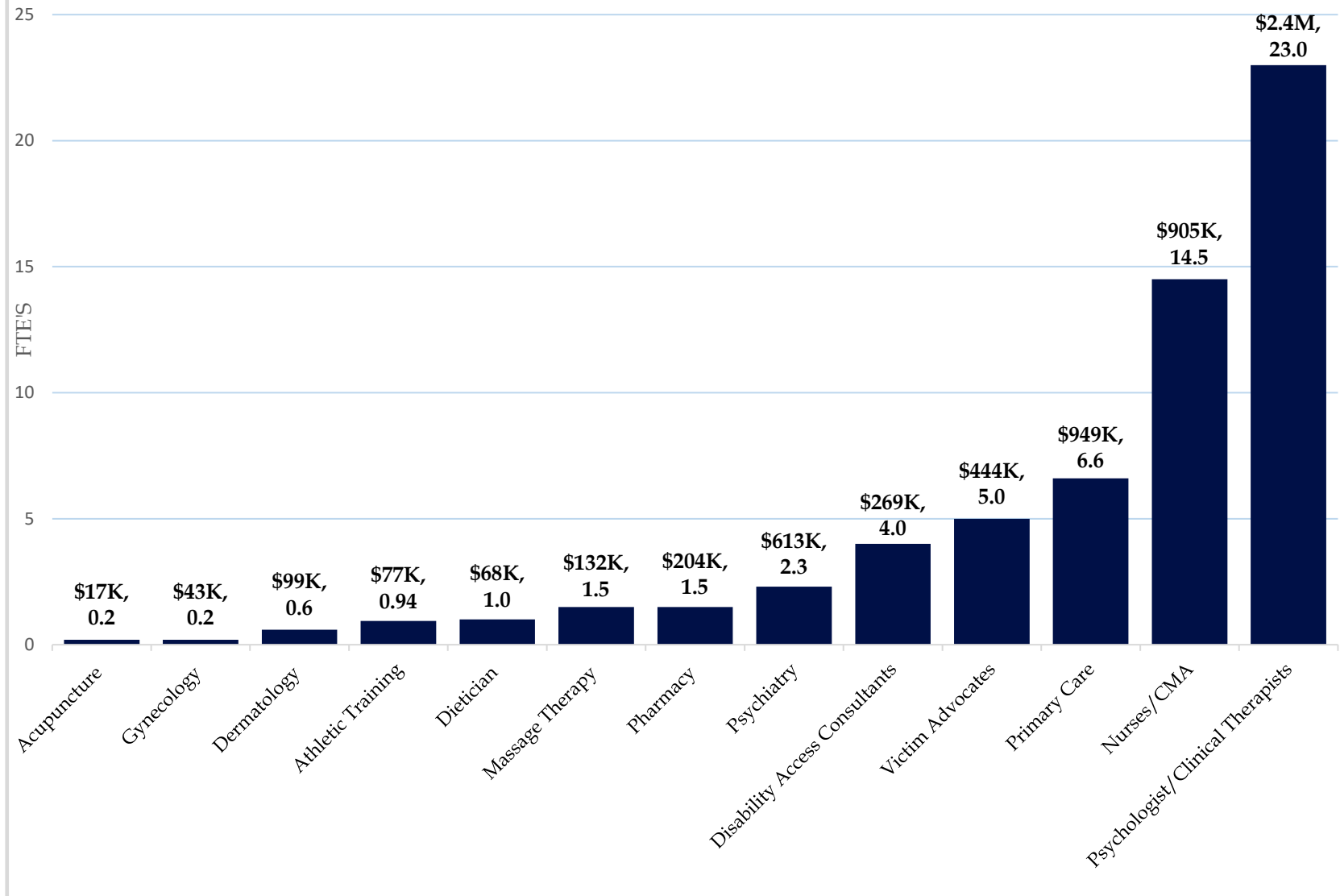
Notes: (1) Graph depicts filled positions. (2) The chart on page 37 shows "salaries and benefits" at \$9.5M, and this chart shows it at \$9.4M. The difference is due to cell phone allowances as well as the recently approved 1% across-the-board salary increase (to be paid out January 2020).



**Graph 7: Student Health Fee Operating Budget (by natural category) FY 2019-2020**  
**\$3.4M**



**Graph 8: Direct Service Providers (by category) FY 2019-2020**



## ACCESS AND UTILIZATION OF FIU STUDENT HEALTH SERVICES

As commonly defined by the student health centers across the SUS, *access* refers to the availability of and eligibility for resources and services covered and/or supplemented by the health fee. In other words, is a student who pays the health fee able to seek clinical, counseling, psychological, disability, victim advocacy, and/or wellness services? The answer to that question is yes.

*Utilization*, on the other hand, is the usage amount of said resources and services by those who pay the health fee. The term “penetration rate,” which is the percentage of discrete students who use health services, is also referred to as utilization. An increase in utilization of health services by those students that pay the fee is of the utmost importance. The graphs and charts that follow illustrate the hours of operation at both MMC and BBC as well as utilization rates and impact reports by unit (inclusive of patient visits and outreach efforts) from fiscal year 2016-2017 through 2018-2019 by service area.

ACCESS: As noted earlier, the Student Health Fee is allocated among six main service units: Athletic Training Services (ATS), Counseling and Psychological Services (CAPS), Disability Resource Center (DRC), Health Promotion Services (HPS), Student Health Clinics (SHC), and Victim Empowerment Program (VEP). “Access” to these areas are based on those students that pay the health fee and can visit their respective offices. The hours of operations at both Modesto A. Maidique Campus (MMC) and Biscayne Bay Campus (BBC) are listed below.

<b>STUDENT HEALTH SERVICES HOURS OF OPERATION</b>					
	<b>MMC</b>				
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>ATS</b>	12:00 pm - 6:00 pm	12:00 pm - 6:00 pm	12:00 pm - 6:00 pm	12:00 pm - 6:00 pm	<i>By appointment only</i>
<b>CAPS</b> (By Appt)	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm
<b>CAPS</b> (Walk-in)	9:00 am - 3:30 pm	9:00 am - 3:30 pm	9:00 am - 3:30 pm	<i>Emergencies only</i>	
<b>DRC</b> (By Appt)	8:30 am - 6:00 pm	8:30 am - 6:00 pm	8:30 am - 6:00 pm	8:30 am - 6:00 pm	8:30 am - 6:00 pm
<b>DRC</b> (Walk-in)	9:00 am - 5:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm
<b>HPS</b> (Health Compliance)	9:00 am - 5:00 pm	9:00 am - 6:00 pm	9:00 am - 6:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm
<b>HPS</b> (Healthy Living)	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm
<b>SHC</b> (Clinics - Blue)	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm
<b>SHC</b> (Clinics - Gold)	9:00 am - 5:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm	9:00 am - 5:00 pm
<b>SHC</b> (Pharmacy)	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm
<b>VEP</b>	8:30 am - 5:00 pm	8:30 am - 5:00 pm	8:30 am - 5:00 pm	8:30 am - 5:00 pm	8:30 am - 5:00 pm

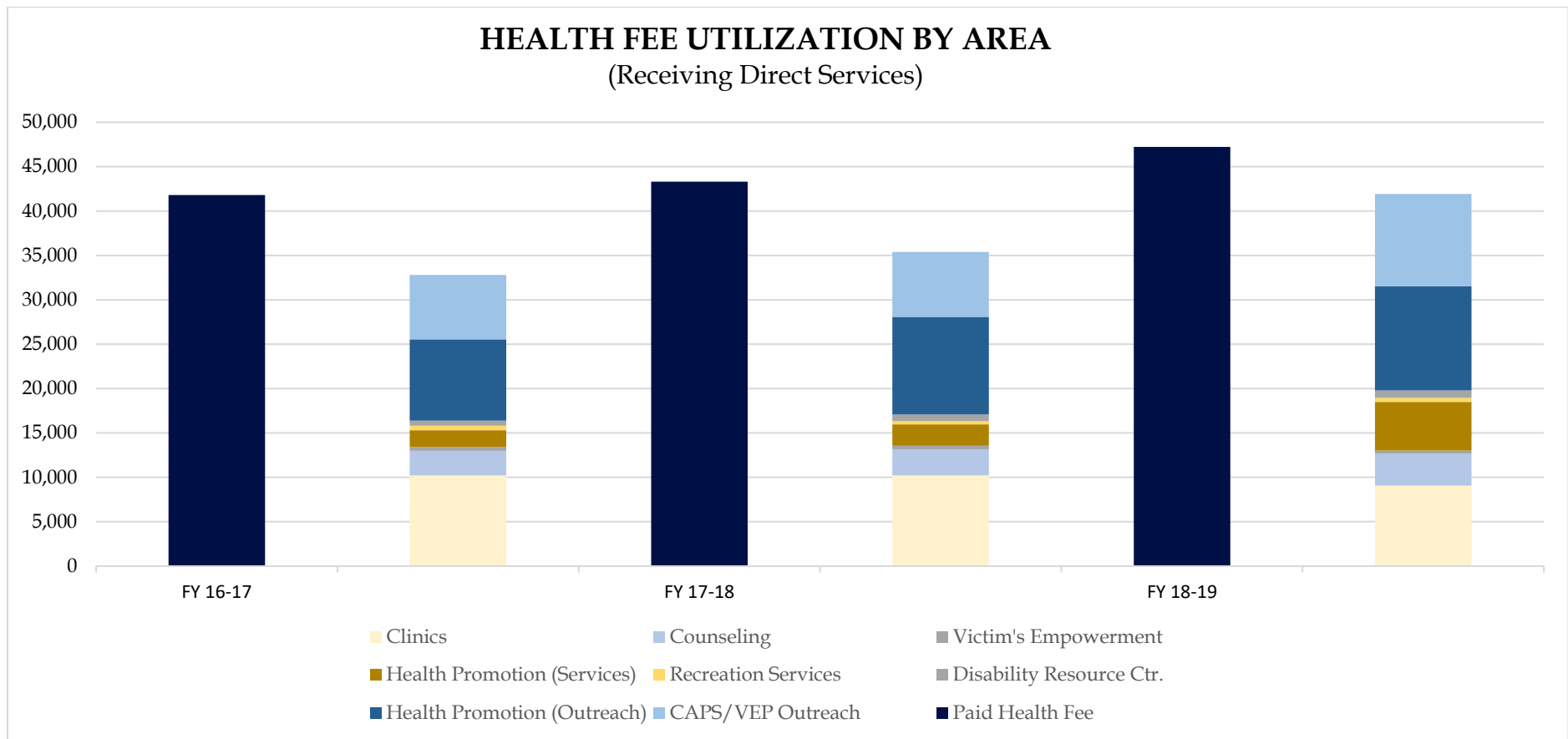
<b>STUDENT HEALTH SERVICES HOURS OF OPERATION</b>					
	<b>BBC</b>				
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>ATS</b>	<i>There are no athletic training services at BBC</i>				
<b>CAPS</b> (By Appt)	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 3:00 pm
<b>CAPS</b> (Walk-in)	8:00 am - 3:00 pm	8:00 am - 3:00 pm	8:00 am - 3:00 pm	8:00 am - 3:00 pm	8:00 am - 2:00 pm
<b>DRC</b>	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm
<b>HPS</b> (Health Compliance)	<i>All services are rendered at MMC</i>				
<b>HPS</b> (Healthy Living)	<i>HLP operates out of the student health building one day per week</i>				
<b>SHC</b> (Clinics)	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm	8:00 am - 5:00 pm
<b>SHC</b> (Pharmacy)	<i>There is no pharmacy at BBC</i>				
<b>VEP</b>	8:30 am - 5:00 pm	8:30 am - 5:00 pm	8:30 am - 5:00 pm	8:30 am - 5:00 pm	8:30 am - 5:00 pm

Notes:

- (1) For clinical services, availability varies by specialty and day. Some services (like gynecology) are appointment only, while others (like dermatology) accept walk-in appointments. After regular hours of operation on-call services are available by calling 305-348-2401 ext.2.
- (2) CAPS and VEP take emergency appointments for any "student in crisis," and there are after-hours clinicians and advocates available 24/7 by calling 305-348-2277.
- (3) The times for Athletic Training do not reflect time providing service for club intramural sports, which are dependent on scheduling of games – usually in evenings and weekends.
- (4) All offices are open during the summer, but some departments work slightly reduced hours. Likewise, some offices extend hours during peak times.

UTILIZATION: The various units responsible for delivering quality student health services have been focused on increasing the utilization provided to the FIU student population. As depicted by the chart and table below, utilization rates have kept pace with the increase in the number of students that pay the health fee.

The largest increase has been in outreach efforts. The strategy behind this is two-fold: (1) marketing around available student services will increase utilization of those services, and (2) health promotion activities contributes to preventative care, which would free up time for health providers to see more students.



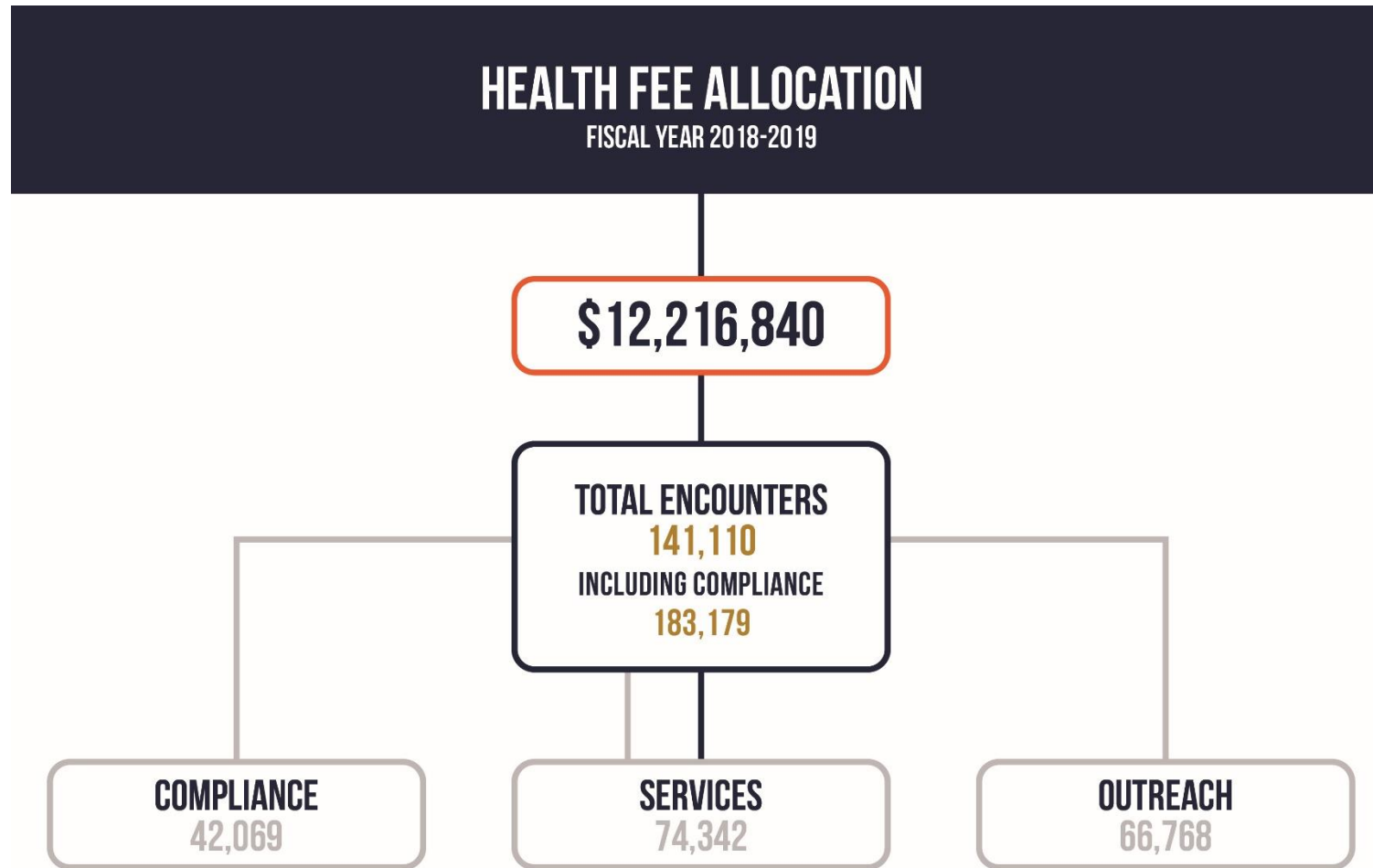
<b>Health Fee Utilization by Area (Discrete Student Usage by Area)</b>						
	<b>FY 16-17</b>	<b>%<sup>^</sup></b>	<b>FY 17-18</b>	<b>%<sup>^</sup></b>	<b>FY 18-19</b>	<b>%<sup>^</sup></b>
<b><i>Paid Health Fee</i></b>	<b>41,814</b>		<b>43,314</b>		<b>47,227</b>	
<b>Athletic Rehab / Training</b>	522	1%	358	1%	636	1%
<b>CAPS/VEP Outreach Clinics *</b>	7,258	17%	7,333	17%	10,379	22%
<b>Counseling</b>	9,400	22%	9,139	21%	9,024	19%
<b>Disability Resource Ctr.</b>	2,764	7%	2,936	7%	3,566	8%
<b>Healthy Promotion (Services)</b>	575	1%	754	2%	853	2%
<b>Healthy Promotion (Outreach)</b>	1,890	5%	2,432	6%	5,489	12%
<b>Victim's Empowerment</b>	9,158	22%	10,973	25%	11,744	25%
	426	1%	397	1%	377	1%

<sup>^</sup> Penetration Rate (Discrete student usage for are noted in that row, divided by students charged health fee that year)

\* Clinics: Unique patients related to pharmacy encounters stopped getting reported under the clinics after FY16-17. In FY18-19 unique patients decreased by 1% for the clinics while encounters from these patients increased by 5%.

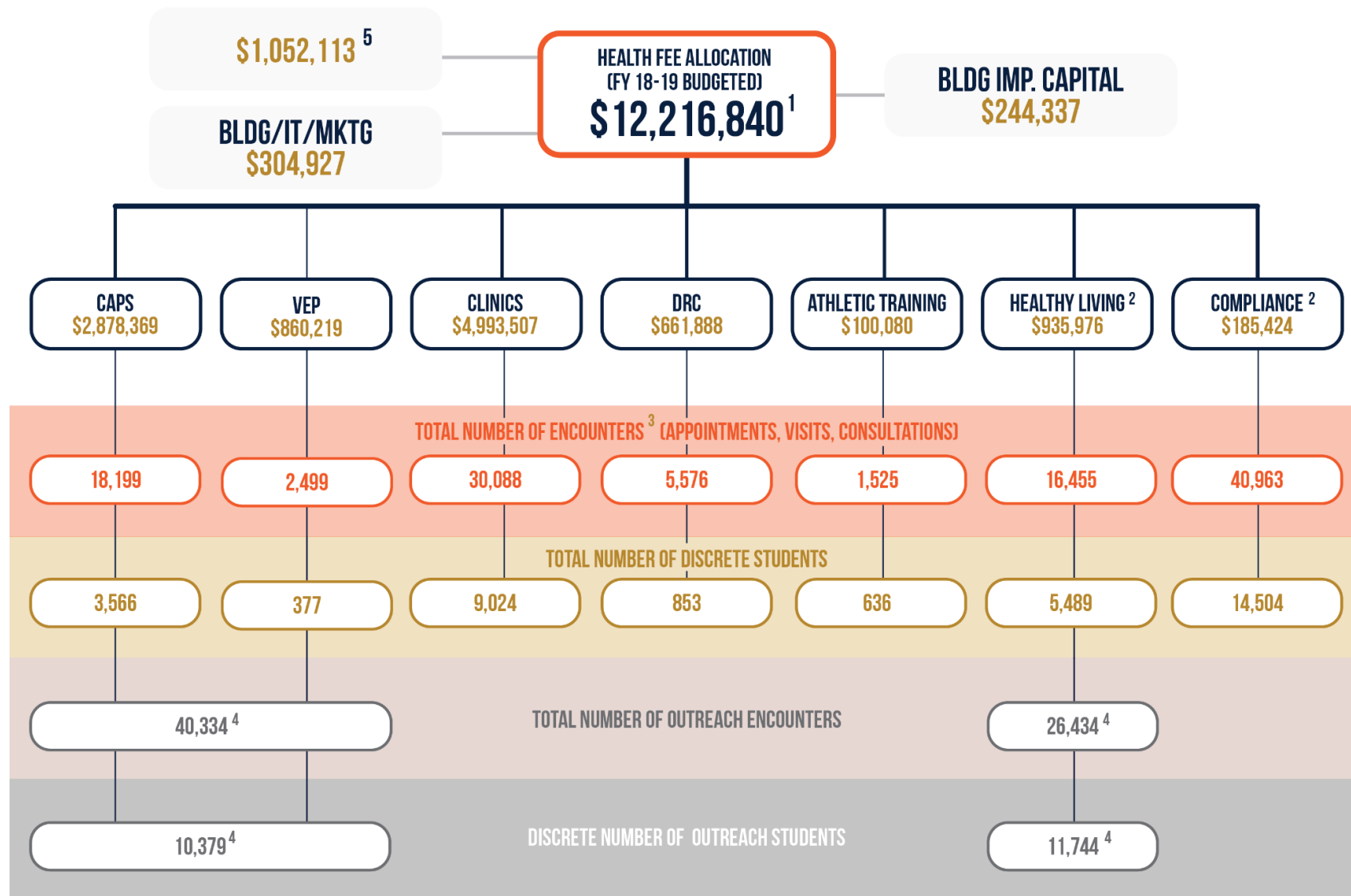
[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]

## Student Encounters – Impact Reports by Service Area



[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]





<sup>1</sup> REFLECTS TOTAL EXPENSES INCURRED FROM FEE FOR SERVICES OPERATIONS

<sup>2</sup> SERVICES RENDERED TO ALL UNIVERSITY STUDENTS, IRRESPECTIVE OF HEALTH FEE PAYMENT

<sup>3</sup> REFER TO "DEFINITION OF TERMS" FOR METHODOLOGY OF ENCOUNTER TRACKING

<sup>4</sup> ACTUAL NUMBERS ARE HIGHER, THESE ONLY MEASURE ENCOUNTERS RECORDED BY CARD READER AND EDUCATIONAL QUIZZES

<sup>5</sup> HELD SEPARATELY FOR PENDING COUNSELING HIRES

**DATA SOURCE:** ELECTRONIC MEDICAL RECORDS (TITANIUM BY CAPS & VEP AND PYRAMED BY SHC & HLP); FIU ONECARD BY DRC, HLP, AND VEP.

# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019

## STUDENT HEALTH CLINICS

DISCRETE STUDENTS: 9,024

ENCOUNTERS: 30,088

PATIENTS: NEW 24% • ESTABLISHED 76% (PER CMS GUIDELINES)

23,828 APPOINTMENTS: SAME DAY 55% • IN ADVANCE: 45%

### ENCOUNTERS BY SPECIALTY:



PRIMARY CARE: 90%



PSYCHIATRY: 6%



DERMATOLOGY: 2%



GYNECOLOGY: 2%  
(WITHOUT ABNORMAL FINDINGS)

### ENCOUNTERS BY DISCIPLINE:



ARNP: 36%  
(NURSE PRACTITIONERS)



REGISTERED NURSES: 32%



MEDICAL DOCTOR: 13%



LAB TECH: 6%



MEDICAL ASSISTANT: 4%

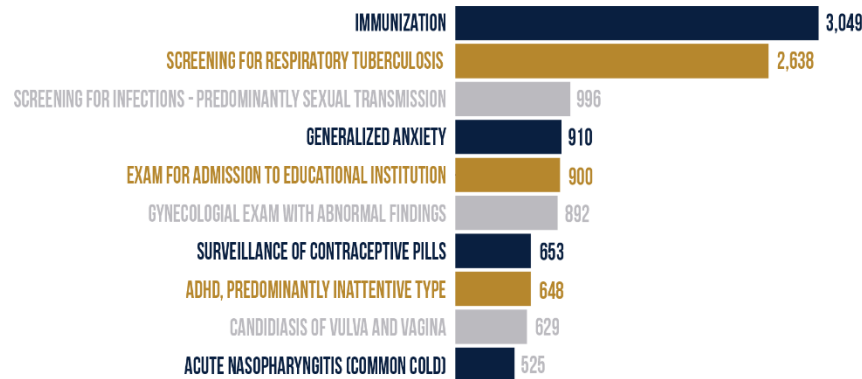
### PATIENT SATISFACTION

49% OF STUDENTS AGREE THAT THEIR ACADEMIC PERFORMANCE COULD HAVE BEEN NEGATIVELY IMPACTED HAD THEY NOT VISITED SHS TO ADDRESS THEIR HEALTH CONCERN

89% OF STUDENTS RATED THEIR OVERALL EXPERIENCE AT SHS CLINICS AS EXCELLENT (74%) OR GOOD (14%)

N = 1,286

### TOP 10 DIAGNOSES (PATIENT COUNT)



### OTHER CLINICAL SERVICES



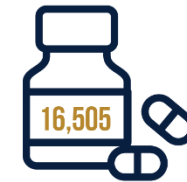
LAB TESTS ORDERED

19,042



PRESCRIPTIONS ORDERED

13,576



PHARMACY RX & OTC PICK UPS:

16,505

[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]

# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019

## COUNSELING & PSYCHOLOGICAL SERVICES

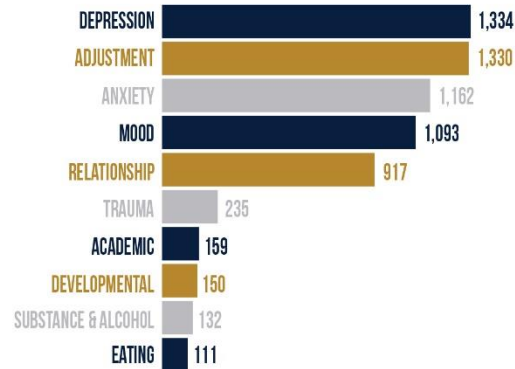
DISCRETE STUDENTS: 3,566

ENCOUNTERS: 18,199

STUDENTS: NEW 68% • RECURRING 32% (PER EMR REPORT)

4,345 ACCESS APPOINTMENTS: SAME DAY/NEXT DAY 46% • IN ADVANCE (2-5 DAYS): 36%

### TOP 10 DIAGNOSIS (PATIENT COUNT)



### PATIENT SATISFACTION

65% STUDENTS REPORTED THAT  
"COUNSELING IS HELPING ME TO BETTER  
MANAGE MY ACADEMIC DEMANDS"

N = 732

### TOP 10 REASONS WHY FIU STUDENTS SEEK SERVICES:



[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]

# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019

## VICTIM EMPOWERMENT PROGRAM

DISCRETE STUDENTS: 377

ENCOUNTERS: 2,499

CLIENTS: NEW 49% • ESTABLISHED 51%

**1,842 HOURS**  
OF CASE MANAGEMENT  
& OTHER VICTIM SERVICES



**104** AFTER HOURS  
ENCOUNTERS

### TOP 4 VICTIMIZATIONS

1



**SEXUAL  
CRIMES**  
114  
37.6%

2



**RELATIONSHIP  
VIOLENCE**  
104  
34.3%

3



**CHILDHOOD  
TRAUMAS**  
81  
26.7%

4



**STALKING/  
HARASSMENT**  
62  
20.5%

### STUDENT PERSISTENCE

91% STUDENTS REPORTED THAT  
"VICTIM SERVICES HELPED ME TO  
PERSIST IN MY ACADEMIC GOALS"

N = 139

[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]

# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019

## HEALTHY LIVING SERVICES

DISCRETE STUDENTS: 5,489

ENCOUNTERS: 16,455

### TOP 4 SERVICES



### PATIENT SATISFACTION

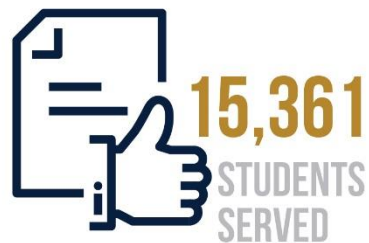
98% OF STUDENTS STATED THEY PLAN ON RETURNING FOR A FOLLOW-UP APPOINTMENT

92% OF STUDENTS SAID THEY FELT VALUED AS A PATIENT

91% OF STUDENTS AGREED OR STRONGLY AGREED THAT THEIR PROVIDER HAD EXCELLENT KNOWLEDGE IN HIS/HER FIELD

N = 417

## HEALTH COMPLIANCE



[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]



# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019



## OUTREACH

DISCRETE STUDENTS: 11,592

TOTAL ENCOUNTERS: 64,416



**493**  
EVENTS



**226**  
PRESENTATIONS



**17,938**  
EDUCATIONAL  
ONLINE QUIZZES  
COMPLETED



**4,114**  
ONLINE  
SCREENINGS



**11,411**  
VIDEO  
VIEWS



**916**  
PODCAST  
REPRODUCTIONS

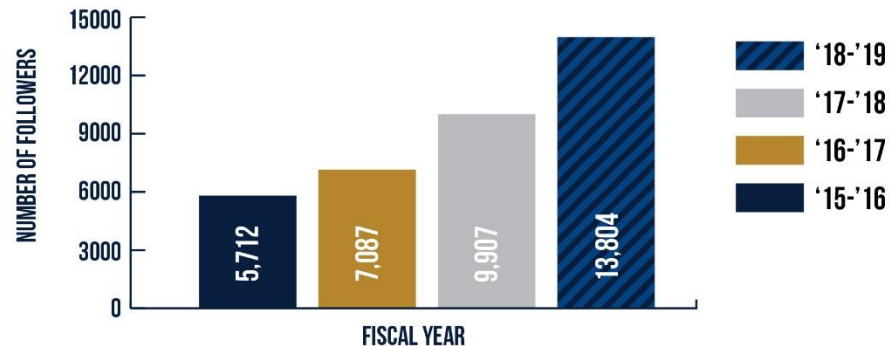


**20,450**  
STUDENT HEALTH  
101 MAGAZINE  
ENCOUNTERS

### SIGNATURE EVENTS (ATTENDEES)

- ALCOHOL & DRUGS AWARENESS: 302
- ANXIETY AWARENESS: 306
- DREAM LAND: 265
- EATING DISORDER AWARENESS: 205
- HEALTHY RELATIONSHIPS: 195
- OPEN HOUSE: 594
- RED ZONE: 1,828
- ROBOT COMPETITION: 161
- SUICIDE PREVENTION: 290
- LET'S GROW THROUGH IT: 364
- WHO THE HEALTH IS HLP?: 387
- ZEN FEST: 507

### SOCIAL MEDIA AUDIENCE GROWTH



[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]

# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019

## DISABILITY RESOURCE CENTER

DISCRETE STUDENTS: 853

ENCOUNTERS: 5,576

### WELCOMED

OVER 716 NEW STUDENTS WITH DISABILITIES TO OUR UNIVERSITY COMMUNITY LAST YEAR AND SERVED OVER 2,500 STUDENTS IN TOTAL ON A VARIETY OF ACCOMMODATIONS.



### PARTNERED

WITH OVER 225 STUDENT VOLUNTEERS AND PRACTICUM STUDENTS TO PROVIDE QUALITY TUTORING SERVICES AND TESTING SUPPORT TO DRC STUDENTS.

### CONGRATULATED

OVER 215 STUDENTS WITH DISABILITIES ON THEIR TIMELY GRADUATION.



### AWARDED

OVER 300,000 DOLLARS IN SCHOLARSHIP FUNDS TO OVER 82 STUDENTS WITH DISABILITIES IN SUPPORT OF THEIR ACADEMIC SUCCESS AND STUDY ABROAD ENDEAVORS.

DRC STUDENTS RECEIVE ACCOMMODATIONS FOR COURSES TAKEN THROUGH DIFFERENT MODALITIES AND IN A VARIETY OF CAMPUSES.

65% OF DRC STUDENTS TOOK AT LEAST ONE COURSE WITH AN ONLINE COMPONENT (HYBRID, WEB-ASSISTED, FULLY ONLINE)

### TOP DISABILITY TYPES

ADD/ADHD  
MENTAL ILLNESS  
LEARNING DISABILITY  
AUTISM  
MOBILITY IMPAIRMENT  
SPECIFIC MEDICAL CONDITION

### TOP ACCOMMODATIONS PROVIDED

EXTENDED TIME ON EXAMS  
MINIMAL DISTRACTION TESTING ROOMS  
NOTETAKERS  
ADAPTIVE TECHNOLOGY  
DIGITAL RECORDERS  
DISABILITY-RELATED ABSENCES

DRC PROVIDES SUPPORT TO OVER 2,300 UNDERGRADUATE STUDENTS.

IN ADDITION TO THE UNDERGRADUATE STUDENTS STATED ABOVE, WE ALSO SERVED:



46

PHD / DOCTORATE



183

GRADUATE / MASTERS



52

COLLEGE OF LAW



44

COLLEGE OF MEDICINE

[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]

# IMPACT REPORT STUDENT HEALTH AREAS

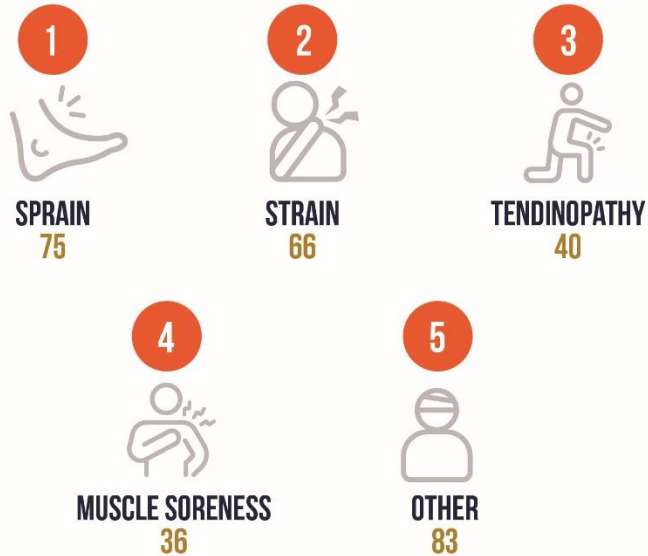
FISCAL YEAR 2018-2019

## ATHLETIC TRAINING SERVICES

DISCRETE STUDENTS: 636      ENCOUNTERS: 1,525

FIU STUDENT: 38.7%      INTRAMURAL PARTICIPANT: 13%  
CLUB SPORT PARTICIPANT: 29.6%      RECREATIONAL PARTICIPANT: 19%

### TOP 5 DIAGNOSES (PATIENT COUNT)



### TOP 5 WALK-UP SERVICES



[Data Source -- Electronic Medical Records (EMR) [Titanium (used by CAPS and VEP) and PyraMed (used by SHC, HPS, and athletic rehab/training)] and FIU OneCard (used by DRC and HPS)]



# IMPACT REPORT STUDENT HEALTH AREAS

FISCAL YEAR 2018-2019

## STUDENT HEALTH-FEE FUNDED SERVICES SURVEY



**75%** OF STUDENTS WERE AWARE OF THE HEALTH FEE.



OVER **50%** OF STUDENTS WERE AWARE OF AT LEAST ONE OF THE HEALTH SERVICES OFFERED BY FIU.



**41%** OF STUDENTS REPORTED USING AT LEAST ONE OF THE HEALTH SERVICES OFFERED.



STUDENTS WERE MOST FAMILIAR WITH COUNSELING SERVICES  
**(74%)**



MOST FREQUENTLY USED HEALTH SERVICE WAS DOCTOR VISITS  
**(16%)**

BASED ON SURVEY

**N=2,973**

[Data Source – Student survey conducted in October 2018. Refer to pages 58-69 of this report for the full survey results.]

## FIU STUDENT HEALTH MARKETING

### Update Report

The goal of all departments within Student Health Services is to provide FIU students with affordable health care and support services that promote healthy lifestyles that allow students to achieve academic success. An integrated marketing and communications plan were initiated during fiscal year 2016-2017 and efforts have been ongoing. The joint marketing plan for Student Health at FIU was focused to promote and enhance students' awareness on the majority of services covered by the Health Fee (i.e., SHC, HPS, CAPS, and VEP). The plan also included a university-wide survey to provide feedback regarding students' knowledge of on-campus health services and effectiveness of outreach efforts.

DRC and ATS were not included within the overall marketing plan since those services are to a targeted population of students. The DRC, for example, relies heavily on other departments to make referrals for students. They routinely provide brochures and branded bookmarks to Orientation, table at large events, and conduct training for peer advisors, Panther Camp facilitators, FIU tour guides, housing and residential life staff. In addition, they attend and present at faculty department meetings and First Year Student Experience classes in order to engage with faculty, who can refer students who appear to be struggling academically.

Each department continued to individually promote services throughout the year such as tabling, flyers, social media campaigns and other outreach efforts. This marketing plan sought to provide widespread promotion of on-campus services that benefit students' general health and wellness and to drive students to see the Student Health Center as a "One Stop" for all health needs.

#### *Target Audience:*

- Students

#### *Goals:*

- Promote and increase students' knowledge and utilization of health-related services available on-campus.
- Educate students about the health fee and what services cost.
- Understand if students are aware of on-campus services and ascertain why students may or may not use these services regularly.

*Key Messages:*

- The Student Health Fee funds affordable health care on-campus, exclusively for students.
- Drive students to the Student Health Center to learn ways to improve or maintain their health.
- Most services at the Student Health Center are covered by the health fee for students, including general medicine visits and seeing a doctor for a common cold. SHC staff can also address common student needs, such as stress, anxiety, STIs, vaccines and relationship help.

*Existing Communications:*

- Digital
  - Websites
    - <https://studentaffairs.fiu.edu/health-and-fitness/student-health/>
  - Social media accounts
    - CAPS/VEP (@fiu\_vep)
      - Facebook - <https://www.facebook.com/fiuevp>
      - Twitter - <https://twitter.com/fiucounseling>
      - Instagram - [https://www.instagram.com/fiu\\_vep/](https://www.instagram.com/fiu_vep/)
    - DRC (@fiudrc)
      - Facebook - <https://www.facebook.com/fiudrc/>
      - Instagram - <https://www.instagram.com/fiudrc/>
    - Healthy Living Program (@fiuhlp)
      - Facebook - <https://www.facebook.com/FIUHLP>
      - Twitter - <https://twitter.com/FIUHLP>
      - Instagram - <https://www.instagram.com/FIUHLP/>
      - YouTube - [https://www.youtube.com/channel/UCfiG\\_\\_pyu7-VoxGA8Br5uZw](https://www.youtube.com/channel/UCfiG__pyu7-VoxGA8Br5uZw)
    - Section within the FIU Mobile App (available on Apple and Android)
    - Emails via Vice President for Student Affairs, including Student Health 101
  - Direct
    - Marketing during large University events at MMC, BBC and Engineering Center (EC):
      - Orientation (Freshman, Transfer, Parent, Graduate)
      - Week of Welcome
      - Freshman Convocation
      - Open House
      - Recharge for Finals/Midnight Breakfast
      - Homecoming Week
    - Promotional items/tabling

*Key Performance Metrics:*

- A survey to be distributed to measure if our messaging and tools of delivery have promoted and increased the audience's knowledge about Student Health Fee-funded departments, programs and services.
- Departments to report utilization rates for services at the Student Health Center compared to previous year.
- Measure website visits and FIU Mobile App usage against previous year to determine growth.
- Track readership of FIU News and social media posts to determine interest by readers/users.

Educating Students about Health Fee-Funded Services

Below is a snapshot of the visits to the various website pages that include information on the services provided to students. The effectiveness in the updated webpages is evidenced by the increased visits driven by the campaign efforts.

Website Pages	July 1, 2016 - June 30, 2017	July 1, 2017 - June 30, 2018	July 1, 2018 - June 30, 2019
<a href="#">Student Health Overall</a>	182,575	338,781	348,718
<a href="#">Student Health Home</a>	60,272	88,556	75,527
<a href="#">Wellness &amp; Recreation</a>	19,382	395,175	377,861
<a href="#">Services and Fees</a>	55,581	92,450	84,937
<a href="#">CAPS site</a>	36,339	103,005	110,635
<a href="#">VEP site</a>	25,635	81,961	89,797
<a href="#">DRC site</a>	13,306	25,786	40,691
<a href="#">Requesting and Academic Accommodation</a>	1,374	3,381	1,263* (6,106)

*[Data Source: Google Analytics were used to determine web traffic.]*

**NOTES:**

- (1) *Some of the spikes from FY 2016-2017 to FY 2017-2018 was in part due to a website redesign of student services websites.*
- (2) *The "Wellness & Recreation" we suspect had the greatest spike due to the physical expansion and new services/events offered in 2018.*
- (3) *The "Requesting and Academic Accommodation" link is now more visible on the DRC homepage. For FY 2018-2019, page views for the updated link are actually at 6,106.*

## Marketing Initiatives Accomplished

The following marketing and communications initiatives were completed throughout the fiscal years from 2016-2017 through 2018-2019:

### **PHASE 1**

- Added all student health fee-funded departments to FIU Mobile App to increase exposure to students
- Updated all student health fee-funded departments on FIU Phonebook to ensure all locations and phone numbers are accurate
- Updated student health fee-funded department websites to ensure accuracy, consistency and transparency regarding costs for services; as well as improve all landing page visuals and functionality
- Updated campus maps in print, on websites, and in FIU Mobile App to reflect “SHC – Student Health Center” for both MMC and BBC locations
- Connect [my.fiu.edu](http://my.fiu.edu) to the [Student Health Portal](#)
  - Student Portal includes online appointment scheduling as well as print out physician instructions, discharge instructions, print receipt of services, view lab results, print immunization history, and fill out medical forms. More specifically, a student can make appointments at MMC and BBC for Gynecology and General Medicine based on symptoms.
- Printed and distributed *Student Health at FIU* brochures and inserts to students at major on-campus events
- Utilized digital message boards around campus for topical news items and seasonal campaigns (e.g., flu season)
- Worked with the student newspaper and external relations to highlight health services available to students for upcoming issues

### **PHASE 2**

- Conducted additional campaigns and distributed giveaways (e.g., #HealthyCampusWeek)
- Partnered with Student Government Association to expand annual Health Fair, and collaborated with multiple departments to be present
- Produced collateral materials that promote health fee-funded services for each unit

### PHASE 3

- *Student Health at FIU* brochures were updated and reprinted to be distributed to students at key events
- A Student Health Fee-Funded Services survey was distributed in Fall 2018 to measure students' knowledge, familiarity, and usage of various health services at FIU (including services provided by the Healthy Living Program, Disability Resource Center, Counseling and Psychological Services, the Victim Empowerment Program, and the Clinic)
  - A total of 2,973 responses were recorded (a larger the usual response rate for voluntary student surveys)
  - The survey results (executive summary and full report) are included in subsequent pages
- Articles were featured on News@FIU related to making healthy choices and ways to prevent getting sick during the semester
- Continued maintenance of websites

## **Fall 2018 Survey Results**

### **FIU Student Health: Knowledge, Familiarity and Usage of Health Services Survey Results**

#### **Executive Summary**

The current report briefly summarizes results from a survey on FIU students' knowledge, familiarity, and usage of various health services at FIU. This includes services provided by the Healthy Living, Disability Resource Center, Counseling and Psychological Services, the Victim Empowerment Program, and the Health Care Network. Additionally, the analysis offers a synopsis of student responses across various demographic and institutional variables (e.g., race/ethnicity, gender, student level, etc.). A total of 2,973 responses were recorded. The report was submitted on October 19, 2018 and was produced by Cristina Jaramillo, Account Manager, External Relations and Danilo Le Sante, Director of Assessment, Division of Academic and Student Affairs.

#### **Key findings**

- “Over 50% of students were aware of at least one of the health services offered by FIU. Specifically, registered students were most aware of the Student Health Clinic (79%), however, they were least aware of Victim Empowerment Services (52%) and the Disability Resource Center (52%).”
- Overall, 75% of students were aware of the student health fee. Moreover, 41% of students reported using at least one of the health services offered at FIU.
- Familiarity and usage varied across all health services. However, students were most familiar with counseling services (74%). The most frequently used health service was doctor visits (16%).
- Approximately 64% of online students reported that they would likely use online mental health screenings and tele mental health services. Nonetheless, over 50% of all other students (i.e., MMC, BBC, Engineering, etc.) reported that they would likely use these online resources if available.
- Approximately 25% of students were unaware that health services were available to them via the student health fee. Students also reported that knowing more about the health services provided would encourage them to utilize these resources more frequently. Improved promotion of these services may support increased usage.

## I. Familiarity and Usage of FIU Health Services

We first examined students' awareness of the available health services on campus. Specifically, we asked students which FIU departments offered free healthcare services to registered students. Additionally, we asked students if these services were promoted effectively.

Table 1  
*Effective Promotion and Awareness of Free Healthcare Service by Department*

FIU Health Service	Students	Awareness	Promoted Effectively
Student Health Clinic	2,360	79%	61%
Counseling and Psychological Services	1,954	66%	70%
Victim Empowerment Services	1,554	52%	56%
Disability Resource Center	1,559	52%	54%
Healthy Living Program	1,710	58%	58%

We examined the familiarity and usage of FIU health services across all students surveyed (n=2,973). Responses were analyzed for each student health service at FIU.

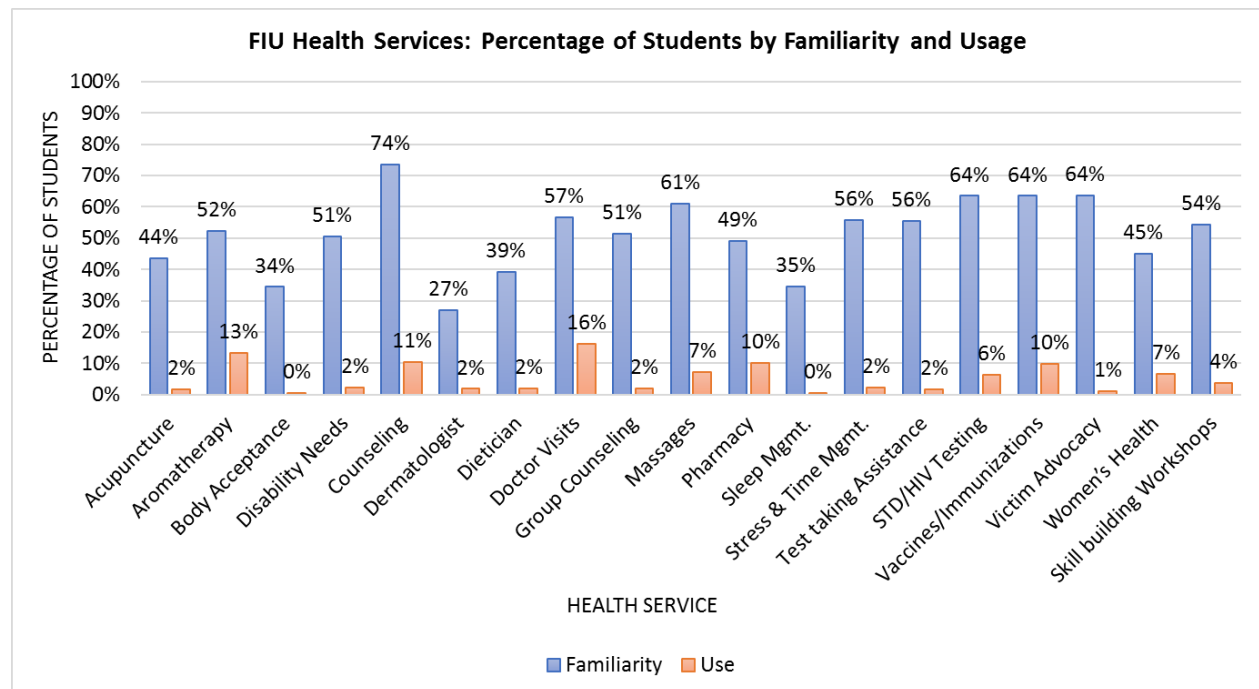


Figure 1. Overall familiarity and usage of Student Health Services at FIU

We also analyzed student responses by demographics, knowledge of the health fee, familiarity, and usage of FIU health services. We examined responses by department according to the services offered (i.e., the Healthy Living Program, Disability Resource Center, Counseling and Psychological Services, Victim Empowerment Program, and the Health Care Network) (see Tables 2-6).



Table 2

*Healthy Living Program: Knowledge of health fee, familiarity, and usage by Student Demographics*

Race or Ethnicity	N	Knowledge of Health Fee	Used Healthcare Service at FIU	Acupuncture	Aromatherapy	Body Acceptance	Dietician	Massages	Sleep Mgmt.	Stress & Time Mgmt.	STD/HIV Testing
Hispanic/Latino	1,868	77%	38%	43%(2%)	52%(13%)	35%(0%)	40%(2%)	61%(6%)	34%(0%)	57%(2%)	65%(6%)
White	404	77%	46%	40%(1%)	47%(14%)	26%(1%)	32%(1%)	55%(8%)	28%(0%)	46%(1%)	56%(6%)
Black or African American	261	80%	51%	42%(3%)	54%(17%)	36%(1%)	39%(3%)	67%(11%)	33%(1%)	54%(3%)	67%(12%)
Asian	202	84%	50%	54%(1%)	59%(12%)	44%(1%)	50%(2%)	70%(12%)	48%(0%)	70%(2%)	67%(2%)
Other	96	79%	51%	51%(4%)	55%(19%)	33%(0%)	39%(5%)	58%(10%)	35%(2%)	50%(7%)	56%(11%)
Native Hawaiian or Pacific Islander	8	75%	25%	25%(0%)	25%(0%)	25%(0%)	50%(0%)	25%(0%)	38%(0%)	38%(0%)	38%(13%)
American Indian or Alaska Native	3	100%	33%	33%(0%)	33%(0%)	0%(0%)	0%(0%)	33%(0%)	0%(0%)	0%(0%)	0%(0%)
<b>Gender</b>											
Female	2,134	79%	42%	45%(2%)	55%(15%)	35%(0%)	40%(2%)	63%(8%)	34%(0%)	56%(2%)	65%(6%)
Male	692	76%	40%	38%(1%)	43%(11%)	33%(0%)	38%(2%)	57%(7%)	36%(0%)	53%(2%)	59%(7%)
Other	15	3%	8%	9%(0%)	10%(1%)	8%(0%)	9%(0%)	13%(0%)	8%(0%)	12%(0%)	14%(1%)
<b>Age Group</b>											
Under 18	51	76%	18%	55%(0%)	61%(4%)	43%(0%)	49%(2%)	59%(0%)	51%(0%)	65%(2%)	63%(0%)
18 - 21	1,441	81%	40%	52%(1%)	63%(16%)	42%(0%)	45%(2%)	72%(8%)	42%(0%)	64%(2%)	74%(7%)
22 - 25	691	76%	46%	37%(3%)	46%(14%)	30%(1%)	35%(3%)	55%(8%)	29%(1%)	53%(3%)	59%(8%)
26 - 30	334	77%	47%	33%(1%)	39%(10%)	25%(1%)	31%(1%)	50%(6%)	24%(0%)	42%(1%)	48%(6%)
31 - 35	172	76%	44%	34%(2%)	40%(10%)	22%(1%)	35%(3%)	45%(10%)	26%(1%)	42%(3%)	48%(6%)
36 - 40	75	71%	44%	29%(4%)	28%(9%)	12%(0%)	28%(3%)	45%(11%)	17%(0%)	35%(3%)	43%(11%)
41 and up	95	64%	23%	20%(2%)	26%(5%)	20%(0%)	26%(0%)	28%(2%)	21%(0%)	37%(0%)	37%(0%)
<b>Campus</b>											
Modesto A. Maidique Campus	2,212	80%	43%	47%(2%)	56%(16%)	36%(0%)	41%(2%)	65%(7%)	37%(0%)	59%(3%)	67%(7%)
Online	239	61%	22%	22%(1%)	26%(3%)	22%(0%)	25%(0%)	31%(3%)	18%(0%)	38%(2%)	40%(3%)
Biscayne Bay Campus	239	78%	49%	42%(2%)	52%(11%)	40%(1%)	40%(3%)	69%(17%)	33%(1%)	54%(1%)	66%(8%)
Engineering Center	113	85%	48%	36%(1%)	46%(7%)	32%(1%)	41%(1%)	52%(5%)	33%(1%)	47%(2%)	54%(4%)
Brickell	28	57%	14%	25%(0%)	25%(4%)	18%(0%)	18%(0%)	32%(0%)	21%(0%)	39%(0%)	29%(0%)
FIU @ I-75	22	50%	23%	23%(0%)	23%(5%)	9%(0%)	14%(0%)	36%(14%)	14%(0%)	27%(0%)	45%(9%)
<b>Housing Status</b>											
Off-campus	2,446	77%	39%	41%(2%)	49%(13%)	33%(0%)	38%(2%)	58%(7%)	33%(0%)	54%(2%)	62%(6%)
On-campus	401	87%	59%	61%(1%)	70%(21%)	42%(1%)	48%(3%)	80%(10%)	44%(0%)	64%(2%)	75%(12%)

Pell Eligibility											
Not Pell Eligible	1,188	82%	49%	41%(2%)	50%(16%)	30%(0%)	38%(3%)	59%(8%)	31%(0%)	54%(2%)	64%(9%)
Pell Eligible	724	79%	45%	42%(2%)	51%(16%)	35%(0%)	37%(2%)	60%(9%)	32%(1%)	55%(3%)	63%(8%)
Class Standing											
Freshman	553	82%	32%	82%(1%)	32%(12%)	64%(0%)	82%(1%)	62%(6%)	77%(0%)	59%(1%)	73%(3%)
Sophomore	270	78%	44%	78%(2%)	44%(20%)	45%(0%)	82%(3%)	56%(10%)	70%(0%)	49%(5%)	62%(5%)
Junior	830	74%	34%	74%(1%)	34%(12%)	38%(1%)	69%(1%)	49%(5%)	54%(0%)	43%(2%)	50%(6%)
Senior	535	79%	52%	79%(2%)	52%(15%)	40%(0%)	75%(2%)	61%(11%)	61%(1%)	48%(3%)	54%(11%)
Graduate	510	78%	47%	78%(2%)	47%(12%)	35%(1%)	68%(3%)	57%(7%)	51%(1%)	48%(2%)	47%(7%)
Other	158	85%	56%	85%(3%)	56%(23%)	44%(1%)	72%(3%)	68%(10%)	63%(0%)	52%(2%)	48%(9%)
Total	2,973	75%	41%	44%(2%)	52%(13%)	34%(0%)	39%(2%)	61%(7%)	35%(0%)	56%(2%)	64%(6%)

*Note.* Percent reflects proportion of row total within each group. Value outside parenthesis represents percent of students who are *very or slightly familiar* with service. Percent inside parenthesis represents percent of students who have *used* the service.

Table 3

*Disability Resource Center: Knowledge of health fee, familiarity, and usage by Student Demographics*

		Knowledge of Health Fee	Used Healthcare Service at FIU	Disability Needs	Test taking Assistance
<b>Race or Ethnicity</b>					
Hispanic/Latino	1,868	77%	38%	50%(2%)	56%(1%)
White	404	77%	46%	44%(2%)	50%(3%)
Black or African American	261	80%	51%	52%(4%)	60%(3%)
Asian	202	84%	50%	63%(2%)	64%(1%)
Other	96	79%	51%	50%(7%)	53%(4%)
Native Hawaiian or Pacific Islander	8	75%	25%	50%(0%)	38%(0%)
American Indian or Alaska Native	3	100%	33%	0%(0%)	33%(0%)
<b>Gender</b>					
Female	2,134	79%	42%	51%(3%)	57%(2%)
Male	692	76%	40%	48%(2%)	52%(1%)
Other	15	3%	8%	12%(0%)	13%(0%)
<b>Age Group</b>					
Under 18	51	76%	18%	49%(2%)	57%(2%)
18 - 21	1,441	81%	40%	57%(2%)	62%(2%)
22 - 25	691	76%	46%	47%(2%)	53%(2%)
26 - 30	334	77%	47%	41%(2%)	48%(1%)
31 - 35	172	76%	44%	41%(2%)	44%(1%)
36 - 40	75	71%	44%	29%(4%)	40%(0%)
41 and up	95	64%	23%	36%(2%)	41%(1%)
<b>Campus</b>					
Modesto A. Maidique Campus	2,212	80%	43%	53%(2%)	58%(2%)
Online	239	61%	22%	33%(3%)	43%(1%)
Biscayne Bay Campus	239	78%	49%	54%(4%)	57%(5%)
Engineering Center	113	85%	48%	46%(0%)	47%(0%)
Brickell	28	57%	14%	32%(4%)	43%(4%)
FIU @ I-75	22	50%	23%	27%(0%)	23%(0%)
<b>Housing Status</b>					
Off-campus	2,446	77%	39%	50%(2%)	55%(2%)
On-campus	401	87%	59%	54%(4%)	62%(3%)
<b>Pell Eligibility</b>					
Not Pell Eligible	1,188	82%	49%	48%(3%)	55%(2%)
Pell Eligible	724	79%	45%	51%(2%)	58%(2%)
<b>Class Standing</b>					
Freshman	553	82%	32%	72%(2%)	51%(2%)
Sophomore	270	78%	44%	59%(4%)	40%(3%)
Junior	830	74%	34%	45%(2%)	31%(2%)
Senior	535	79%	52%	48%(2%)	30%(2%)
Graduate	510	78%	47%	41%(2%)	25%(2%)
Other	158	85%	56%	63%(3%)	28%(2%)
Total	2,973	75%	41%	51%(2%)	56%(2%)

*Note.* Percent reflects proportion of row total within each group. Value outside parenthesis represents percent of students who are *very or slightly familiar* with service. Percent inside parenthesis represents percent of students who have *used* the service.

Table 4

*Counseling & Psychological Services: Knowledge of health fee, familiarity, and usage by Student Demographics*

Race or Ethnicity	N	Knowledge of Health Fee	Used Healthcare Service at FIU	Counseling	Group Counseling	Skill building Workshops
Hispanic/Latino	1,868	77%	38%	74%(10%)	52%(2%)	55%(4%)
White	404	77%	46%	70%(11%)	43%(1%)	46%(2%)
Black or African American	261	80%	51%	76%(15%)	56%(3%)	62%(6%)
Asian	202	84%	50%	80%(12%)	61%(3%)	64%(5%)
Other	96	79%	51%	74%(15%)	45%(3%)	44%(0%)
Native Hawaiian or Pacific Islander	8	75%	25%	50%(0%)	25%(0%)	25%(13%)
American Indian or Alaska Native	3	100%	33%	33%(0%)	0%(0%)	33%(0%)
<b>Gender</b>						
Female	2,134	79%	42%	76%(11%)	52%(2%)	55%(4%)
Male	692	76%	40%	67%(9%)	48%(2%)	52%(5%)
Other	15	3%	8%	15%(1%)	11%(0%)	12%(0%)
<b>Age Group</b>						
Under 18	51	76%	18%	57%(4%)	55%(2%)	67%(4%)
18 - 21	1,441	81%	40%	80%(9%)	59%(2%)	61%(5%)
22 - 25	691	76%	46%	74%(14%)	48%(3%)	50%(3%)
26 - 30	334	77%	47%	66%(15%)	41%(3%)	42%(3%)
31 - 35	172	76%	44%	63%(9%)	37%(1%)	44%(3%)
36 - 40	75	71%	44%	48%(12%)	33%(0%)	43%(3%)
41 and up	95	64%	23%	47%(2%)	33%(0%)	44%(0%)
<b>Campus</b>						
Modesto A. Maidique Campus	2,212	80%	43%	76%(12%)	54%(2%)	56%(4%)
Online	239	61%	22%	52%(5%)	34%(1%)	39%(1%)
Biscayne Bay Campus	239	78%	49%	77%(10%)	56%(1%)	54%(6%)
Engineering Center	113	85%	48%	69%(7%)	42%(2%)	48%(4%)
Brickell	28	57%	14%	54%(4%)	29%(0%)	46%(4%)
FIU @ I-75	22	50%	23%	64%(0%)	41%(0%)	41%(9%)
<b>Housing Status</b>						
Off-campus	2,446	77%	39%	72%(10%)	50%(2%)	53%(4%)
On-campus	401	87%	59%	83%(17%)	60%(3%)	61%(3%)
<b>Pell Eligibility</b>						
Not Pell Eligible	1,188	82%	49%	74%(14%)	51%(3%)	50%(5%)
Pell Eligible	724	79%	45%	73%(13%)	50%(2%)	56%(4%)
<b>Class Standing</b>						
Freshman	553	82%	32%	51%(6%)	52%(1%)	78%(5%)
Sophomore	270	78%	44%	36%(13%)	41%(3%)	69%(6%)
Junior	830	74%	34%	31%(9%)	35%(2%)	61%(3%)
Senior	535	79%	52%	33%(16%)	39%(2%)	61%(6%)
Graduate	510	78%	47%	24%(13%)	32%(2%)	55%(2%)
Other	158	85%	56%	25%(17%)	34%(3%)	57%(3%)
Total	2,973	75%	41%	74%(11%)	51%(2%)	54%(4%)

*Note.* Percent reflects proportion of row total within each group. Value outside parenthesis represents percent of students who are *very or slightly familiar* with service. Percent inside parenthesis represents percent of students who have *used* the service.

Table 5  
*Victim Empowerment: Knowledge of health fee, familiarity, and usage by Student Demographics*

Race or Ethnicity	<i>N</i>	Knowledge of Health Fee	Used Healthcare Service at FIU	Victim Advocacy
Hispanic/Latino	1,868	77%	38%	64%(1%)
White	404	77%	46%	58%(0%)
Black or African American	261	80%	51%	68%(3%)
Asian	202	84%	50%	68%(0%)
Other	96	79%	51%	67%(3%)
Native Hawaiian or Pacific Islander	8	75%	25%	50%(0%)
American Indian or Alaska Native	3	100%	33%	0%(0%)
<b>Gender</b>				
Female	2,134	79%	42%	65%(1%)
Male	692	76%	40%	59%(1%)
Other	15	3%	8%	13%(0%)
<b>Age Group</b>				
Under 18	51	76%	18%	65%(0%)
18 - 21	1,441	81%	40%	71%(1%)
22 - 25	691	76%	46%	58%(2%)
26 - 30	334	77%	47%	50%(1%)
31 - 35	172	76%	44%	59%(1%)
36 - 40	75	71%	44%	52%(0%)
41 and up	95	64%	23%	61%(0%)
<b>Campus</b>				
Modesto A. Maidique Campus	2,212	80%	43%	66%(1%)
Online	239	61%	22%	48%(0%)
Biscayne Bay Campus	239	78%	49%	66%(1%)
Engineering Center	113	85%	48%	50%(0%)
Brickell	28	57%	14%	46%(0%)
FIU @ I-75	22	50%	23%	55%(0%)
<b>Housing Status</b>				
Off-campus	2,446	77%	39%	62%(1%)
On-campus	401	87%	59%	75%(2%)
<b>Pell Eligibility</b>				
Not Pell Eligible	1,188	82%	49%	63%(1%)
Pell Eligible	724	79%	45%	61%(2%)
<b>Class Standing</b>				
Freshman	553	82%	32%	75%(1%)
Sophomore	270	78%	44%	76%(2%)
Junior	830	74%	34%	59%(1%)
Senior	535	79%	52%	66%(2%)
Graduate	510	78%	47%	51%(1%)
Other	158	85%	56%	56%(1%)
Total	2,973	75%	41%	64%(1%)

*Note.* Percent reflects proportion of row total within each group. Value outside parenthesis represents percent of students who are *very or slightly familiar* with service. Percent inside parenthesis represents percent of students who have *used* the service.

Table 6  
*Health Care Network (HCN): Knowledge of health fee, familiarity, and usage by Student Demographics*

Race or Ethnicity	N	Knowledge of Health Fee	Used Healthcare Service at FIU	Dermatologist	Doctor Visits	Pharmacy	Vaccines/Immunizations	Women's Health
Hispanic/Latino	1,868	77%	38%	26%(1%)	55%(13%)	47%(8%)	63%(8%)	45%(7%)
White	404	77%	46%	27%(2%)	62%(26%)	49%(16%)	60%(14%)	39%(7%)
Black or African American	261	80%	51%	24%(3%)	59%(20%)	52%(14%)	65%(13%)	50%(10%)
Asian	202	84%	50%	41%(5%)	62%(20%)	61%(12%)	75%(18%)	52%(3%)
Other	96	79%	51%	24%(2%)	64%(30%)	52%(15%)	61%(13%)	46%(8%)
Native Hawaiian or Pacific Islander	8	75%	25%	38%(0%)	50%(25%)	38%(0%)	25%(0%)	25%(0%)
American Indian or Alaska Native	3	100%	33%	0%(0%)	33%(0%)	33%(0%)	0%(33%)	0%(0%)
<b>Gender</b>								
Female	2,134	79%	42%	26%(2%)	58%(18%)	49%(11%)	64%(10%)	49%(9%)
Male	692	76%	40%	29%(1%)	55%(15%)	51%(8%)	62%(9%)	33%(0%)
Other	15	3%	8%	6%(0%)	11%(0%)	11%(1%)	13%(1%)	9%(0%)
<b>Age Group</b>								
Under 18	51	76%	18%	43%(2%)	49%(2%)	55%(2%)	61%(0%)	41%(0%)
18 – 21	1,441	81%	40%	30%(1%)	60%(14%)	53%(10%)	68%(5%)	50%(6%)
22 – 25	691	76%	46%	23%(2%)	58%(20%)	46%(11%)	60%(14%)	42%(8%)
26 – 30	334	77%	47%	25%(4%)	54%(22%)	47%(14%)	61%(18%)	43%(9%)
31 – 35	172	76%	44%	27%(4%)	53%(23%)	44%(15%)	59%(26%)	38%(9%)
36 – 40	75	71%	44%	13%(3%)	43%(25%)	39%(16%)	59%(21%)	33%(12%)
41 and up	95	64%	23%	15%(2%)	44%(12%)	32%(1%)	46%(12%)	32%(3%)
<b>Campus</b>								
Modesto A. Maidique Campus	2,212	80%	43%	28%(2%)	59%(18%)	52%(11%)	66%(10%)	47%(7%)
Online	239	61%	22%	18%(0%)	41%(8%)	30%(5%)	43%(6%)	32%(7%)
Biscayne Bay Campus	239	78%	49%	28%(3%)	60%(16%)	51%(9%)	69%(15%)	50%(9%)
Engineering Center	113	85%	48%	31%(3%)	63%(22%)	51%(15%)	63%(17%)	40%(8%)
Brickell	28	57%	14%	21%(0%)	29%(0%)	25%(0%)	43%(4%)	29%(0%)
FIU @ I-75	22	50%	23%	14%(0%)	23%(5%)	18%(5%)	32%(14%)	18%(5%)
<b>Housing Status</b>								
Off-campus	2,446	77%	39%	26%(2%)	54%(15%)	46%(9%)	63%(10%)	43%(6%)
On-campus	401	87%	59%	31%(2%)	73%(27%)	66%(21%)	69%(8%)	55%(11%)
<b>Pell Eligibility</b>								
Not Pell Eligible	1,188	82%	49%	25%(3%)	62%(24%)	51%(14%)	64%(14%)	46%(9%)
Pell Eligible	724	79%	45%	22%(2%)	51%(16%)	44%(11%)	58%(8%)	44%(9%)
<b>Class Standing</b>								
Freshman	553	82%	32%	59%(1%)	40%(7%)	65%(5%)	61%(3%)	71%(2%)
Sophomore	270	78%	44%	59%(1%)	27%(17%)	52%(10%)	61%(6%)	64%(6%)
Junior	830	74%	34%	47%(1%)	22%(12%)	49%(9%)	52%(7%)	60%(6%)
Senior	535	79%	52%	52%(2%)	22%(24%)	51%(13%)	63%(12%)	62%(11%)
Graduate	510	78%	47%	42%(3%)	24%(23%)	44%(14%)	47%(17%)	60%(8%)
Other	158	85%	56%	47%(6%)	30%(32%)	39%(22%)	47%(28%)	70%(9%)
Total	2,973	75%	41%	27%(2%)	57%(16%)	49%(10%)	64%(10%)	45%(7%)

*Note.* Percent reflects proportion of row total within each group. Value outside parenthesis represents percent of students who are *very or slightly familiar* with service. Percent inside parenthesis represents percent of students who have *used* the service.

## II. Usage of FIU Health Services across student demographics

The following analyses examined student usage of FIU health services. Specifically, we sought to understand why students did not utilize FIU health services, how frequently they used health services, and whether there was a demand for online resources.

Table 7

### *Reasons why students did not use Health Care Services at FIU*

Age Group	<i>N</i>	I receive medical care outside of FIU.	I have not had the need to use it.	I did not want to pay for healthcare services.	I did not know student healthcare services were covered by my tuition.	I did not know those services were offered.	Other (please specify)
Under 18	34	29%	53%	0%	6%	6%	6%
18 - 21	841	27%	38%	3%	13%	13%	6%
22 - 25	401	24%	40%	4%	14%	12%	5%
26 - 30	201	25%	38%	3%	14%	15%	4%
31 - 35	94	33%	29%	1%	16%	16%	5%
36 - 40	43	33%	42%	0%	14%	12%	0%
41 and up	53	25%	32%	2%	30%	8%	4%
<b>Campus</b>							
Modesto A. Maidique Campus	1,284	25%	39%	3%	14%	13%	6%
Online	154	32%	34%	3%	16%	12%	3%
Biscayne Bay Campus	130	32%	43%	2%	12%	8%	4%
Engineering Center	66	21%	35%	2%	20%	21%	2%
Brickell	14	29%	43%	0%	0%	21%	7%
FIU @ I-75	15	33%	33%	7%	7%	13%	7%
<b>Housing Status</b>							
Off-campus	1,429	27%	38%	3%	14%	13%	5%
On-campus	233	24%	40%	3%	15%	11%	7%

Table 8  
*Usage of Health Services during last Active Term*

Class Standing	N	I've never used any services	0 times so far	1-2 times	3-4 times	5 or more times
Freshmen	329	51%	20%	23%	5%	1%
Sophomore	162	36%	23%	27%	8%	7%
Junior	493	50%	20%	22%	4%	3%
Senior	299	37%	27%	22%	8%	6%
Graduate	290	39%	28%	24%	6%	3%
Professional (Doctoral, Law, Medical)	93	35%	18%	27%	10%	10%
<b>Campus</b>						
Modesto A. Maidique Campus	1,284	42%	22%	25%	6%	5%
Online	154	66%	18%	12%	3%	1%
Biscayne Bay Campus	130	38%	24%	28%	5%	5%
Engineering Center	66	36%	41%	17%	5%	2%
Brickell	14	50%	43%	7%	0%	0%
FIU @ I-75	15	53%	40%	7%	0%	0%
<b>Housing Status</b>						
Off-campus	1,429	46%	24%	21%	5%	4%
On-campus	233	33%	17%	35%	9%	6%

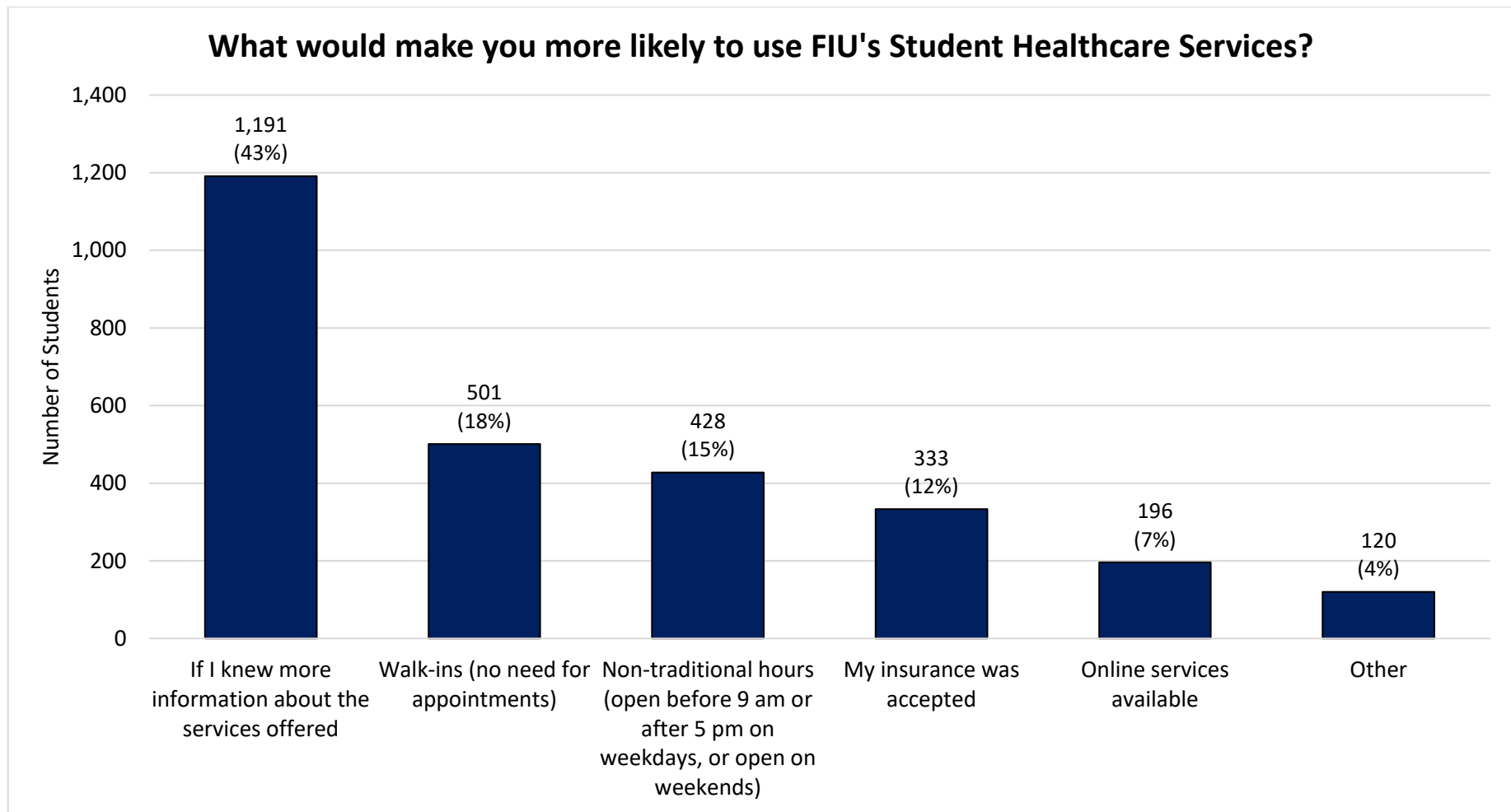
Table 9  
*Likelihood of students using online mental health screenings and telemental health services*

Class Standing	N	Extremely likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Extremely unlikely
Freshmen	329	20%	31%	29%	15%	5%
Sophomore	162	24%	30%	27%	12%	8%
Junior	493	23%	34%	22%	13%	10%
Senior	299	25%	35%	25%	9%	6%
Graduate	290	22%	35%	23%	12%	8%
Professional (Doctoral, Law, Medical)	93	18%	37%	24%	10%	11%
<b>Campus</b>						
Modesto A. Maidique Campus	1,284	21%	34%	24%	13%	8%
Online	154	32%	32%	23%	6%	6%
Biscayne Bay Campus	130	23%	33%	29%	9%	5%
Engineering Center	66	20%	32%	29%	17%	3%
Brickell	14	43%	14%	29%	7%	7%
FIU @ I-75	15	27%	33%	13%	20%	7%
<b>Housing Status</b>						
Off-campus	1,429	22%	35%	24%	12%	8%
On-campus	233	23%	26%	30%	14%	7%

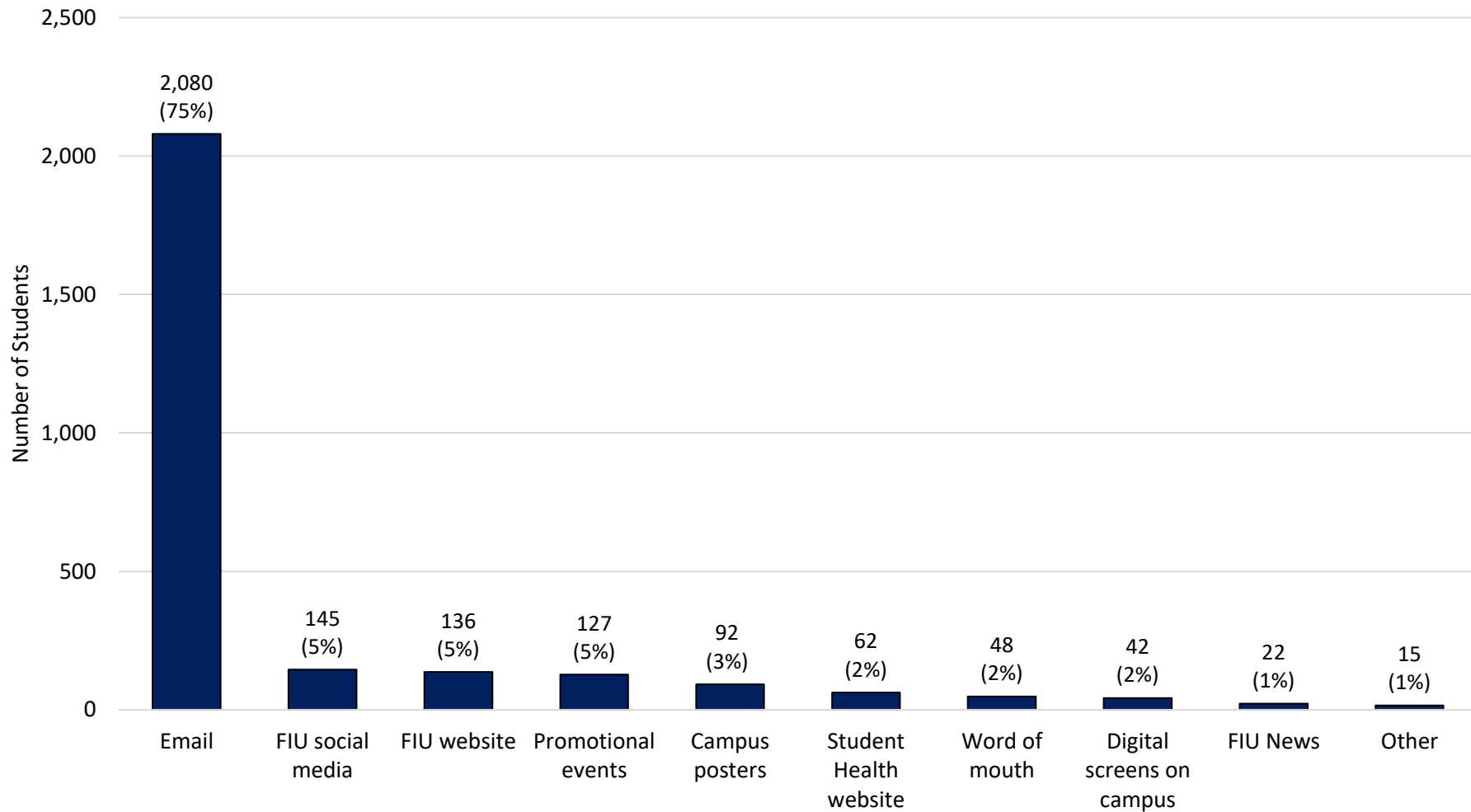


### III. Additional findings from survey results

We examined responses of students based on their preferences for health care services at FIU, including potential reasons for encouraging usage and dissemination of promotional content.

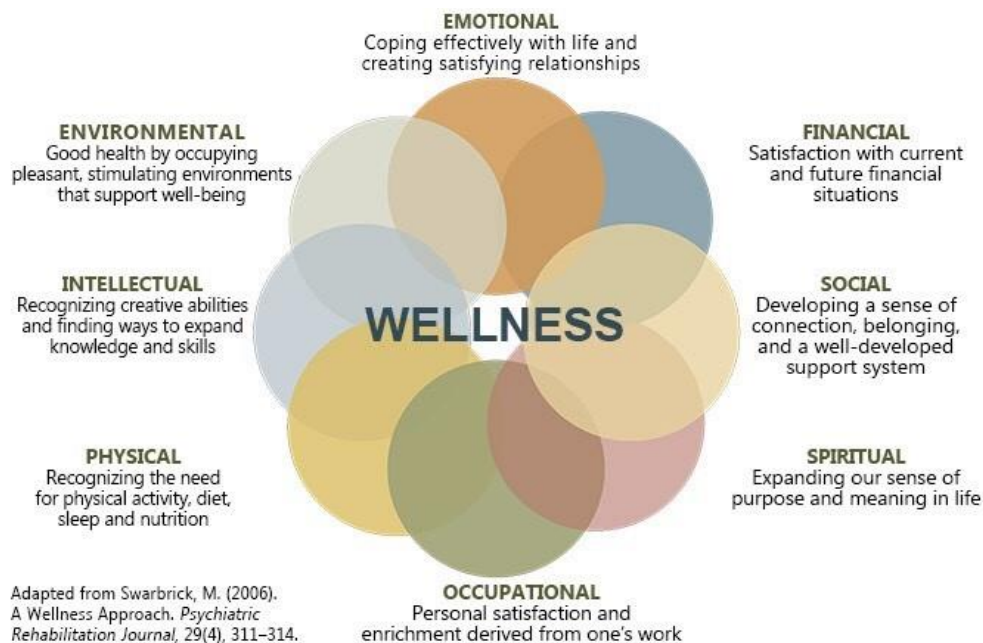


## How do you prefer to receive information about student healthcare services?



## Proposal for 2019-2020

Given the recent reorganization for Student Health & Wellness, marketing needs to be re-evaluated. The new AVP of Student Health and Wellness is using the following approach to guide how services are provided and marketed to our students.



The following are priority areas for the upcoming year:

- *Philosophy and Brand*: The Provost has expressed a desire for FIU to be designated by the World Health Organization as a health promoting university. While this designation is much larger than student health, we are a large constituent group. Our programming, outreach, marketing, and culture should pivot to align with the institution's goals.
- *Digital Media*
  - o *Social Media*: There are too many accounts and campaigns, few of which coordinate marketing efforts. Consolidation and rebranding are required.
  - o *Websites*: It is not user friendly, and information is inaccurate / missing. Consolidation and rebranding are required.
- *Programming and Outreach*: There is a lot of duplication of efforts. Consolidation and rebranding are required.
- *Organizational Structure*: Currently, marketing and outreach efforts are dispersed across different units. Unity of vision, goals, and messaging is needed.

The AVP of Student Health and Wellness has scheduled a marketing retreat in December 2019. A proposal will be drafted by February 2020, with approval prior to the 2020-2021 budget cycle commencing.

## DEFINITION OF ACRONYMS

A&S	Activity & Service
AY	Academic Year
ASA	Academic and Student Affairs
ATS	Athletic Training Services
BBC	Biscayne Bay Campus
BOG	Board of Governors
CAPS	Counseling and Psychological Services
DRC	Disability Resource Center
DSA	Division of Student Affairs
E&G	Education & General
EC	Engineering Campus
EMR	Electronic Medical Records
FY	Fiscal Year
HAC	Health Affairs Committee
HC	Health Compliance
HCN	Health Care Network
HPS	Health Promotion Services
IACS	International Association of Counseling Services
JGC	Joint Governance Committee
LBR	Legislative Budget Request
MMC	Modesto A. Maidique Campus
MPAS	Multicultural Programs and Services

OCO	Operating Capital Outlay
OPS	Other Personal Services
SHC	Student Health Center <i>(often also used to reference the Student Health Clinics after the operational separation)</i>
SHS	Student Health Services
STI	Sexually Transmitted Infection
SUS	State University System
VEP	Victim Empowerment Program

## DEFINITION OF KEY TERMS

*Access	Availability of and eligibility for resources and services covered and/or supplemented by the <i>health fee</i> (defined below).
*Access Point	Each time a student has an encounter with a health-fee-funded department.
*Athletic Trainer	Healthcare professionals who provide preventative services, emergency care, clinical diagnosis, therapeutic intervention and rehabilitation of injuries and medical conditions.
^Discrete Student	An individual student (categorized by Panther ID) who accesses services at least once during a specified period.  <i>[Thus, if student A used the SHS 30 times, student B used it 5 times, and student C used it once, that would be three discrete students.]</i>
*Direct Care Provider	Services to a patient that requires the relationship between a provider and the patient. It is the patient-provider relationship. It encompasses assessment, performing procedures and implementation of a care plan.
*Encounter	Any contact with a student during a patient visit with a phone call (care-related only, excludes scheduling and informational), consultation, session, outreach programs and events, and/or presentation at least once.  <i>[Each unit measures their encounters based on best practices and the patient software – refer to sub bullets for specific methodology]</i> <ul style="list-style-type: none"><li>• <u>Athletic Training</u>: patient appointment (in-person)</li><li>• <u>CAPS / VEP</u>: patient appointment (in-person or virtual) or education/outreach event</li><li>• <u>Clinics</u>: patient appointment (in-person), phone consultation, or prescription refill request.</li><li>• <u>DRC</u>: student appointment (in-person or virtual)</li><li>• <u>Health Compliance</u>: a student hold removed to meet university matriculation requirements set forth by BOG</li></ul>

- Healthy Living: patient appointment (in-person or virtual) education/outreach event

^Health care  
Providers

Individuals with education in medicine, nursing, dentistry or other allied health professions and may include physicians, psychiatrists, dentists, nurse practitioners, physician’s assistants, medical assistants, nurses, mental health professionals, social workers, health educators, and dietitians, who provide services to patients/clients.

\*Health Fee

A mandatory fee of \$93.69 per semester charged to all students as part of their tuition each semester.

\*Other  
Capital Outlay

Expenditure category which includes equipment, fixtures, and other tangible personal property of a non-consumable and nonexpendable nature, the value or cost of which is \$5,000 or more to agree with the revised regulation.

\*Other  
Personnel Services

Expenditure category which includes the compensation for services rendered by a person who is not a regular or full-time employee filling an established position. This definition includes, but is not limited to, services or temporary employees, student or graduate assistants, persons on fellowships, part-time academic employees, board members, and consultants and other services specifically budgeted by each agency, or by the judicial branch, in this category.

\*Student Health  
Center

On MMC campus: The physical space located near the College of Law (at MMC) that houses the Blue and Gold clinics, Pharmacy, Counseling and Psychological Services (CAPS), Victims Empowerment (VEP), Health Promotion Services (HPS), and Student Health Clinics (SHC) administrative offices, etc.  
On BBC campus: The physical space that houses Student Health Clinic.

\*Student Health  
Clinics

The operations and services managed by the Health Care Network

- \*Student Health All services offered by ASA and HCN that are funded or subsidized by the student health fee. (Also referred to as “Student Health at FIU.”)
- ^Patient Visit An appointment that is scheduled (in-person or virtual), and:  
 (a) with one or more of the following components: history taking, health screening, physical examination, medical decision making, counseling, and/or risk factor reduction intervention, or administration of medical treatments or therapies;  
 (b) that results in documentation in the individual’s record;  
 (c) are capable of being coded with ICD-10 or equivalent diagnostic codes  
 (d) for multiple services provided at the time of the visit, including those by several health care providers, should count as a single visit.
- ^Utilization The total usage of said resources and services by those who pay the health fee.
- \*Penetration rate Percent of enrolled, eligible, discrete students who utilize health-fee-funded services.

\* As defined by FIU and/or [Florida Board of Governors](#)

^ As defined by the [Sunbelt Patients Statistics Survey](#)





**Academic Health Center (AHC) 2019-20 Report  
School of Integrated Science and Humanity  
College of Arts, Sciences & Education  
December 5, 2019 Update**

The School of Integrated Science and Humanity (SISH) in the College of Arts, Sciences & Education (CASE) provides an interdisciplinary home for the study of health-themed sciences such as biochemistry, biophysics, neuroscience, and cognitive and behavioral sciences. The following report provides an update of recent SISH health-related activities.

**BIOMOLECULAR SCIENCES INSTITUTE (BSI)**

Director: Dr. Yuk-Ching Tse-Dinh

The first cohort of pre-doctoral students for the NIGMS T32 “Transdisciplinary Biomolecular and Biomedical Sciences” (TBBS) training program has been selected for support beginning fall 2019. The four first-year and four second-year Ph.D. students are enrolled in the FIU graduate programs of the departments of Biological Sciences, Chemistry and Biochemistry, and Physics, as well as the interdisciplinary Biochemistry Ph.D. program under CASE, the Environmental Health Sciences Ph.D. program in the Robert Stempel College of Public Health and Social Work (RSCPHSW), and the Biomedical Sciences Ph.D. program in the Herbert Wertheim College of Medicine (HWCOM). The students have been encouraged to submit individual graduate fellowship applications to the National Science Foundation (NSF) and/or the National Institutes of Health (NIH) for support following the T32 fellowship. A retreat for TBBS mentors and trainees took place in November, 2019, to provide an opportunity for exchange of information on research interests for future collaborations across the multiple disciplines.

Many BSI faculty and their collaborators have received patents this year for their inventions, including Drs. Kalai Mathee, Shekhar Bhansali, Yi Xiao, Yuk-Ching Tse-Dinh, Arvind Agarwal, Marcus Cooke, and Francisco Fernandez-Lima. Ph.D. students in Chemistry and Biochemistry, Bhargav Guntupalli and Janak Paudyal, are co-inventors on Dr. Yi Xiao's patent (Patent 1029038). Dr. Fernandez-Lima and postdoctoral fellow Kevin Jeanne Dit Fouque were awarded a U.S. patent for their

invention “Materials and methods for screening topoisomers” (Patent 10,386,372). This tool will be useful for identifying potential therapeutic drug candidates and will have broad application for the screening of proteins with unique compositions. A high throughput tool, it is capable of separating proteins by their structure and sequence under physiological conditions. Their publication, "Exploring the Conformational Space of Growth-Hormone-Releasing Hormone Analogues Using Dopant Assisted Trapped Ion Mobility Spectrometry–Mass Spectrometry," with undergraduate student Javier Moreno as a coauthor, was recently highlighted in the 2019 Journal of Physical Chemistry’s “Young Scientists” Virtual Special Issue.

## **CENTER FOR CHILDREN AND FAMILIES (CCF)**

Director: Dr. William E. Pelham, Jr.

The Center for Children and Families (CCF) is an interdisciplinary team of researchers and service providers committed to improving the lives of children with mental health problems, and the lives of their families. The CCF is the leading provider of evidence-based services for children in Miami. Since its establishment in 2010, it has served thousands of families across clinical and clinical research programs, with an average of 3,000 to 3,500 families per year over the last several years. Our Summer Treatment Programs (STP) and Brave Bunch program (which targets children struggling with Selective Mutism) served a combined 321 children during the summer of 2019. The CCF Summer Reading Explorers Program, funded by The Children’s Trust, is an intervention that is designed to improve literacy skills in young children. It served an impressive 2,088 children during the summer of 2019. The CCF also offers a variety of parenting programs through our year-round clinic, including the Incredible Years program, a 12-week group-based parenting intervention funded by The Children’s Trust. Additionally, the CCF clinic has been funded by The Children’s Trust to provide Universal Parenting Interventions in 60+ locations throughout Miami-Dade County. Finally, the CCF is one of the approved contractors providing mental health assessment and intervention services for children referred by Miami-Dade County Public Schools (MDCPS). In total, we served 3,427 children/families in FY 2019 across clinical and clinical research activities, and we are on track to serving a similar number of children during this current fiscal year.

The CCF continues to offer important training opportunities to our faculty, students and staff, as well as community professionals. In FY’19, we offered seven *Speaker Series* events, with nationally renowned experts in the field, and held five free *Community Workshops* that focused on important issues around parenting. We

recently (October 18, 2019) held the first *Speaker Series* workshop of a planned eight for FY'20, in which Dr. John E. Lochman, an endowed professor from the University of Alabama, discussed his research and met with faculty and staff. With support from The Children's Trust and the MDCPS, the CCF hosted the *Miami International Child and Adolescent Mental Health Conference [MICAMH]* in February 2019, for which more than 550 mental health professionals and students registered. Over three days, the conference provided keynote addresses and workshops on child/adolescent mental health and contemporary topics provided by nationally known experts. We have offered Continuing Education Units to licensed mental health professionals through our training opportunities, providing more than 2,300 CEs across all our training opportunities in FY'19.

Our grants and scholarly productivity have remained high. FY' 19 was a very successful year where 13 CCF faculty obtained 15 new awards, two supplements to existing awards and three contracts to include CCF's (and FIU's) first T32 Training Grant (from NIDA), four NIH R01s, one Institute of Education Sciences (IES) award, five five-year Children's Trust awards, one R21 NIH award, one K23 NIH award, one R03 NIH award, one foundation grant with the University of Texas/Southwestern Medical Center, one supplement to an R01, one contract with Baptist Medical Center and two contracts for mental health services by the CCF clinic to MDCPS students. Since then, the CCF faculty have obtained one additional NIH R01, another IES award, a National Library of Medicine G08 and another supplement to an R01. The CCF currently has 19 faculty funded with 48 multi-year awards amounting to a total of \$79.8M in external funding primarily from federal agencies (the NIH, the IES, the NSF) and The Children's Trust. Lastly, in FY'19, our faculty produced 168 publications (peer-reviewed articles and edited book chapters) and were featured in 77 articles/interviews in the media, including many in popular national and local media outlets.

Integration within the greater AHC and University: The CCF has been involved in the integration of all relevant departments into the AHC. Since its inception, we have been serving on the recently established HIPAA committee, made up of representatives from all AHC entities. Similarly, we have been involved in the enterprise-level HIPAA assessment, meant to strengthen the HIPAA program of FIU and the AHC. CCF has maintained representation in the various Search and Screen Committees for the Director of Health Compliance, who represents the AHC. The CCF now has a representative on the board of the FIU Self-Insurance Program, which is also a resource for the AHC. At a University level, two individuals from the CCF (Ms. Bisono-Gonzalez and Dr. Pelham) were involved in the strategic planning for the Next Horizon Campaign. As a Preeminent Program, the CCF Director is part of the Preeminent and Emerging Preeminent Program group that gathers periodically to discuss enterprise-level issues.

As noted above, the CCF and its collaborators received a T32 grant from NIDA. This collaboration includes the RSCPHSW's *Crusada* Center and the Department of Epidemiology. In terms of affiliation, although most CCF-affiliated faculty belong to the Department of Psychology, we also have faculty affiliates from FIU's Steven J. Green School of International and Public Affairs, Nicole Wertheim of College of Nursing & Health Sciences, Biostatistics, the Department of Health Policy and Management, and HWCOM (this individual faculty member - Dr. Sibley - recently separated from FIU, but maintains a courtesy appointment). In the past, another HWCOM-affiliated CCF faculty member (Dr. Waxmonsky) parted ways with the University for Penn State. As a Preeminent Program, the CCF has potential hiring lines for researchers in the field of child and adolescent mental health, and we are happy to collaborate with HWCOM and other AHC colleges and departments in this endeavor. In addition, the CCF has contributed a portion of grant Indirect Cost Return for the purchase and use of the FIU MRI scanner (over a quarter-million dollars over the last four years), which supports a large portion of many grants funded to CCF faculty by the NIH at FIU that include magnetic resonance imaging as part of their protocols.

Resolve optimization within greater AHC and University: The CCF collaborates with most FIU central departments to optimize resources. For example, we have been working with the Health Care Network in preparation for billing insurance for our services. As mentioned above, we are a part of the University-wide HIPAA committee, and work closely with the Office of Compliance, the General Counsel's office, Office of Research and Economic Development (ORED), Advancement, and External Relations, among others, to ensure successful operations.

Avoiding duplication of resources: In order to maximize efficient use of space, all CCF space, equipment, and facilities are shared/shareable across members/clinics/researchers within the CCF; and, the CCF space on the ground floor in AHC 1, AHC 5, and portions of PG5 are shared with faculty from RSCPHSW and FIU's Center for Imaging Science.

### **CENTER FOR IMAGING SCIENCE (CIS)**

Director: Dr. Angela Laird

The Center for Imaging Science (CIS) is a multidisciplinary research center housed in FIU's ORED. As part of a nationwide project, FIU was awarded a landmark NIH \$12.7 million grant in 2015 to conduct research for the Adolescent Brain Cognitive Development (ABCD) study. Considered the largest long-term study of brain development and child health in the United States, the team-based, open-science model

will make collected data available to scientists around the world in order to advance understanding and research in the field. The CIS includes a research-dedicated facility for a 3T Siemens MAGNETOM Prisma magnetic resonance imaging (MRI) scanner, installed in August 2016. This Prisma MRI is equipped to run the Human Connectome and ABCD Protocols which entails state-of-the-art multiband data acquisition, advanced motion correction (PROMO), echo planar imaging (EPI), distortion correction (EPIC), with ultra-fast data acquisition facilitating high angular resolution diffusion-weighted imaging (HARDI) - in place of diffusion tensor imaging (DTI) - and high-resolution, sub-second repetition time (RT) EPI acquisition.

The CIS Steering Committee has approved a total of 25 projects, with three additional projects currently under review and pending approval. Since the last update to the FIU Board of Trustees, six of these projects are new while two have successfully concluded. As of October 2019, there are 12 active projects led by 18 PIs or Co-PIs from three colleges at FIU, including CASE, RSCPHSW, and HWCOM. Seven of these projects are externally funded by the NIH, including two U01s, one U54, three R01s, one R21, as well as P01 and U01 subawards from the University of Florida; one is funded by an internal FIU pilot and two are funded by pharmaceutical companies. We support 215 active CIS facility users, and have provided facility and safety training to an additional 179 researchers who are no longer active. Our studies are recruiting, enrolling, and scanning healthy children and young adults, children with ADHD and anxiety disorders, teens who smoke e-cigarettes, older adults, adults with liver disease, and adults with HIV.

We are currently the only MRI facility that is capable of conducting human *functional* magnetic resonance imaging (fMRI) and MR elastography studies; thus, we provide a unique resource to FIU researchers. Our current efforts to improve services are focusing on developing facility resources for data quality assurance and pre-processing pipelines. These services will reduce duplication of effort across projects and teams, thereby providing additional shared data resources for investigators to draw upon. During the Summer of 2019, we hired an additional full-time MRI technician to expand our hours of operation, providing additional service to users.

The CIS provides research educational training opportunities to FIU undergraduate and graduate students, as well as postdoctoral fellows. We provide part-time employment to five undergraduate student assistants, and give them valuable training and professional development opportunities.

Finally, over the past year we have provided research educational training to our users, including the Coastal Coding Workshop held at the Biscayne Bay Campus in January

2019, the CIS Data Boot Camp held at the Modesto A. Maidique Campus for two weeks in August 2019, and we provide monthly MRI safety training workshops that are available to all FIU personnel and are required for CIS users. In addition, Dr. Laird Kramer submitted an R25 proposal to NIH in October 2019 to provide support for research educational training in reproducible data analytics for ABCD data.

**FIU Herbert Wertheim College of Medicine  
Report to the Board of Trustees Health Affairs Committee  
December 2019**

## **HWCOC REPORT**

### *Key Institutional Distinctions:*

#### **Receipt of ASPIRE Award**

In 2019, the [Association for Medical Education in Europe](#) (AMEE) once again recognized the Herbert Wertheim College of Medicine's unique approach to medical education, which focuses on social accountability and the social determinants of health. HWCOC is the first recipient of AMEE's ASPIRE-to-Excellence Award for Inspirational Approaches to Health Professions Education. HWCOC had previously received the ASPIRE-to-Excellence Award in Social Accountability (2016).

#### **Receipt of Alpha Omega Alpha Professionalism Award**

In 2019, the national Alpha Omega Alpha (AOA, or "AOA") Honor Medical Society honored the Herbert Wertheim College of Medicine with its Edward D. Harris Professionalism Award, which recognizes best practices in medical professionalism education. HWCOC was cited specifically for its professional curriculum, "The Professional Development Strand."

In 2019, HWCOC was also awarded an Alpha Omega Alpha Student Service Leadership Project Grant.

#### **First Graduating Class of FIU Combined MD/Healthcare MBA**

The FIU MD/Healthcare MBA was launched in 2017 – by the Herbert Wertheim College of Medicine and the College of Business Chapman Graduate School – to address the increasing need for better understanding of the economics and business implications of healthcare delivery. This past April, **Alyssa Kimble** and **David Wilding** became the first students to graduate from this combined degree program.

### Student Achievement Distinctions:

18 **HWC**OM students were inducted into the Alpha Omega Alpha Medical Honor Society.

**Chet Ojha** was awarded a PhD in Biomedical Sciences. During his research at HWCOM, Ojha worked in the lab of Nazira El-Hage, in the Department of Immunology and Nanomedicine, studying how the Zika virus reaches the brain in order to invade and kill neurons and other brain cells.

**Reinier Alvarez**, M3, was one of only 50 medical students nation-wide chosen to participate in the NIH's prestigious Medical Research Scholars Program. He is spending this year working with some of the best clinicians and scientists in the world working on cutting-edge research at the NIH Clinical Center in Bethesda, Maryland.

**Krissie Lobon**, M1, was accepted to the 2019 Medical Student Training in Aging Research (MSTAR) Program at Johns Hopkins. The program provides medical students with an enriching experience in aging related research and geriatrics, with the mentorship of top experts in the field. Ms. Lobon participated in a 12 week structured research program in geriatrics.

**Thomas Weppelman**, Class of 2020, received an honorable mention in the American Medical Association Accelerating Change in Medical Education's inaugural Health Systems Science Student Impact Competition for his research, "*Controlling Cholera in the West Department of Haiti Using Oral Cholera Vaccines*". Weppelman also was named a 2019 G.E.R.M. Awardee by the Infectious Disease Society of America's Foundation. He received a \$4,000 stipend for his research.

**Irfan Khan**, M2, was elected as the AAMC Southern Region Organization Student Representative Delegate for Student Affairs.

### **Match Day Results**

Once again, HWCOM students matched into some of the most prestigious residency programs in the nation (including Mayo Clinic, UCLA, Georgetown, Vanderbilt, and Emory). Of the 119 FIU students who entered the match, 47 percent will complete residencies in primary care specialties; 47 percent will be doing their internship in Florida; and 27 percent will continue their residency training in South Florida. These



numbers are significant due to the critical need for primary care physicians nationwide, and the tendency for doctors to stay and practice in the vicinity of where they trained.

*Key Research Distinctions:*

**Irina Agoulnik and Alexander Agoulnik**, professors in the Herbert Wertheim College of Medicine, in collaboration with Juan Jose Marugan, Jingbo Xiao, Marc Ferrer-Alegre, Catherine Chen, Noel Southall, Wei Zheng, and other inventors at NIH, have been awarded a patent for their invention “Modulators of the relaxin receptor 1”.

HWCAM researchers are part of an international team that has discovered a new broad-spectrum antibiotic that contains arsenic. The study, published in *Nature's Communication Biology*, is a collaboration between **Barry P. Rosen, Masafumi Yoshinaga**, Venkadesh Sarkarai Nadar and others from the Department of Cellular Biology and Pharmacology, and Satoru Ishikawa and Masato Kuramata from the Institute for Agro-Environmental Sciences, NARO in Japan.

The newly founded Department of Translational Medicine has achieved international recognition over the last year in the field of translational glycobiology. Translational Medicine Professors, Robert Sackstein and Charles Dimitroff, were both awarded NIH Alliance of Glycobiologists for Cancer Research (U01) grants – 2 of only 9 grants awarded across the US. These major collaborative multi-year grants **totaling more than \$6M** are designed to advance basic glycobiology findings on the pathogenesis of leukemias and on the metastasis of melanomas to improve clinical care. Knowledge of how a cancer progresses and spreads through the body is critical because these later stages of disease are often met with a poor prognosis. Work proposed in these grants aims to reveal how key sugars on the surface of human leukemic cells and human melanoma cells can be therapeutically targeted to undercut disease progression.

*Faculty/Staff Awards and Recognitions (alphabetical order):*

**Gagani Athauda, MD**, was selected for induction into the prestigious Academy of Pharmacology Educators within the American Society for Pharmacology and Experimental Therapeutics (ASPET). Dr. Athauda is Interim Chair and Associate Professor, Department of Cellular Biology and Pharmacology, and also serves as director for the gastrointestinal and pharmacology courses.

**Diana Barrat, MD**, Neurology Clerkship Director, was appointed incoming chair of the American Academy of Neurology's Ethics Section. Her duties include developing and

overseeing section work groups and advancing proposals for the American Academy of Neurology review. She was also honored with the AAN's 2019 Clerkship Director Teaching Award.

**Pedro Greer, Jr., MD**, was named as one of [Florida Trend's](#) "Florida 500" within the Life Sciences category; the Florida 500 "highlights the 500 most influential executives in different economic sectors throughout the state."

**Cheryl Holder, MD**, was inducted into the 2019 CLEO Leadership Circle. The CLEO Institute is a non-profit organization dedicated to climate change education, engagement, and advocacy.

**Manuel "Manny" Peñalver, MD**, Chair of the Department of Gynecology, received the International Gynecologic Cancer Society's Outstanding Achievement in Gynecologic Surgery Award. The award recognizes a gynecologic oncologist for their lifetime surgical achievements and contributions.

**Eneida Roldan, MD, MPH, MBA**, CEO FIU HealthCare Network and Associate Dean for International Affairs, was confirmed as a board member of the Wharton Executive Education Board. She is the first physician named to this board comprised of Wharton alumni. Dr. Roldan also was recognized by the Global Trade Chamber as one of "100 Women in Business", and she was honored with the Latino Center on Aging 2019 Golden Age Award for Academic Excellence

**Robert Sackstein, MD, PhD**, dean of the Herbert Wertheim College of Medicine and senior vice president for Health Affairs, received an honorary doctorate degree from the University of Murcia, Spain. The award recognizes his pioneering work in the field of cell therapy. Dr. Sackstein also served as the Visiting Professor at the Stem Cell Institute of Cambridge University (United Kingdom); furthermore, he was the keynote speaker at the 30th European Glycobiology Symposium (held in Lille, France), and a Plenary Session Speaker at the 2019 Society for Glycobiology meeting.

**Hoshang Unwalla, PhD**, Associate Professor, Department of Immunology and Nano-Medicine, was named an **FIU Top Scholar for Research and Creative Activities** in the category of Established Faculty with Significant Grants (Sciences). The honor recognized his recent research award from the Department of Defense and his National Institute on Drug Abuse Award.

## General HWCOC News: Alumni Affairs, Commencement:

### **Creation of Alumni Advisory Council**

In one of his first moves as Dean, Dr. Sackstein created an HWCOC Alumni Advisory Committee tasked with advising him on how best to prepare our current students and our recent graduates to the ever-changing landscape of clinical practice. The Alumni Advisory Committee is comprised of the following alumni: **Hanadys (Hany) Ale** and **Ariel Moses**, Class of 2013, **Alejandra Alvarez** and **Rebecca Arana**, Class of 2014, and **Andres Rodriguez**, Class of 2015.

### **Welcome Back Visit**

HWCOC hosted the Class of 2023 Welcome Back Visit on Saturday, April 23. This event provides newly accepted medical students the opportunity to return to HWCOC and take a deeper look at the teaching programs and the campus. 113 accepted students from the Class of 2023 and their guests convened, reflecting the largest second look visit in the history of HWCOC.

### **Class of 2019 Commencement**

HWCOC graduated 119 new physicians this year. The Class of 2019 commencement ceremony was held at the FIU Ocean Bank Arena on April 26. The keynote speaker was Dr. John Rock, the college's founding dean. Students also heard encouraging and inspiring words from the college's namesake, Dr. Herbert Wertheim, FIU President Mark B. Rosenberg, and the new dean, Dr. Robert Sackstein. At graduation, three students were honored as "World's Ahead Scholars": Joseph Burns, Lina Loza, and Nikita Bodoukhin.

## Student Success:

### **HWCOC Student STEP Scores**

**2020 - note that not all CO2020 students have completed the Step 2 exams, this represents scores we have as of November 10, 2019**

Step 1 (N-127) avg score **240.7** (national average 231) – first time pass rate **99.2%**

Step 2 CK (N-105) – avg score **247.9** (national average 243) - first time pass rate **100%**

Step 2CS (N-64) first time pass rate **98.4%**

## **2019**

Step 1 (N-119) **241.9** (national average 230) – **100%**

Step 2 CK (N-119) **-245.4** (national average 243) - **98.3%**

Step 2CS (N-119) **-97.5%**

## **National pass rates**

Step 1 first-time Pass Rate during 2017-2018 (latest available) is 96%

Step 2CK first-time Pass Rate during 2017-2018 (latest available) is 97%

Step 2CS first-time Pass Rate during 2017-2018 (latest available) is 95%

## **HWCOC Summer Research Fellowship Program for Pre Matriculants**

As one of the earliest priorities of Dean Sackstein, an HWCOC Summer Research Fellowship Program was initiated in the summer of 2019. This program offers a summer research opportunity (with stipend) to pre matriculants who are interested in gaining research experience and learning more about HWCOC. Projects included basic, translational and clinical research. 19 students participated this year.

### *Faculty Promotions (alphabetical order):*

**Frederick Anderson, MD**, Associate Professor, Department of Humanities, Health and Society

**Cheryl Brewster, EdD**, Associate Professor, Department of Humanities, Health and Society

**Amalia Landa Galindez, MD**, Associate Professor, Department of Humanities, Health and Society

**Heidi von Harscher, PhD**, Associate Professor, Department of Humanities, Health and Society

**Eneida Roldan, MD**, Professor, Department of Pathology

**Juan Ruiz Pelaez, MD**, Professor, Department of Medical and Population Health Sciences Research

**Emery Salom, MD**, Associate Professor, Department of Obstetrics and Gynecology

**Rebecca Toonkel, MD**, Associate Professor, Department of Humanities, Health and Society

**Martin Zaiac, MD**, Professor, Department of Dermatology

**Juan Zevallos, MD**, Professor, Department of Medical and Population Health Sciences Research

*Fundraising Success:*

Dr. Albert Taño, father of class of 2019 medical school graduate Dr. Eric Tano, donated \$1M for general support of the college as determined by the Dean.

Baptist Health South Florida donated \$1M to continue their support of NeighborhoodHELP in the South Miami and West Kendall communities for one more year.

Aaron & Aviva Stauber, parents of class of 2018 medical school graduate Dr. Alyssa Stauber, made a \$ 500,000 gift to support medical students' scholarships and activities that enhance students' academic experience at HWCOM.

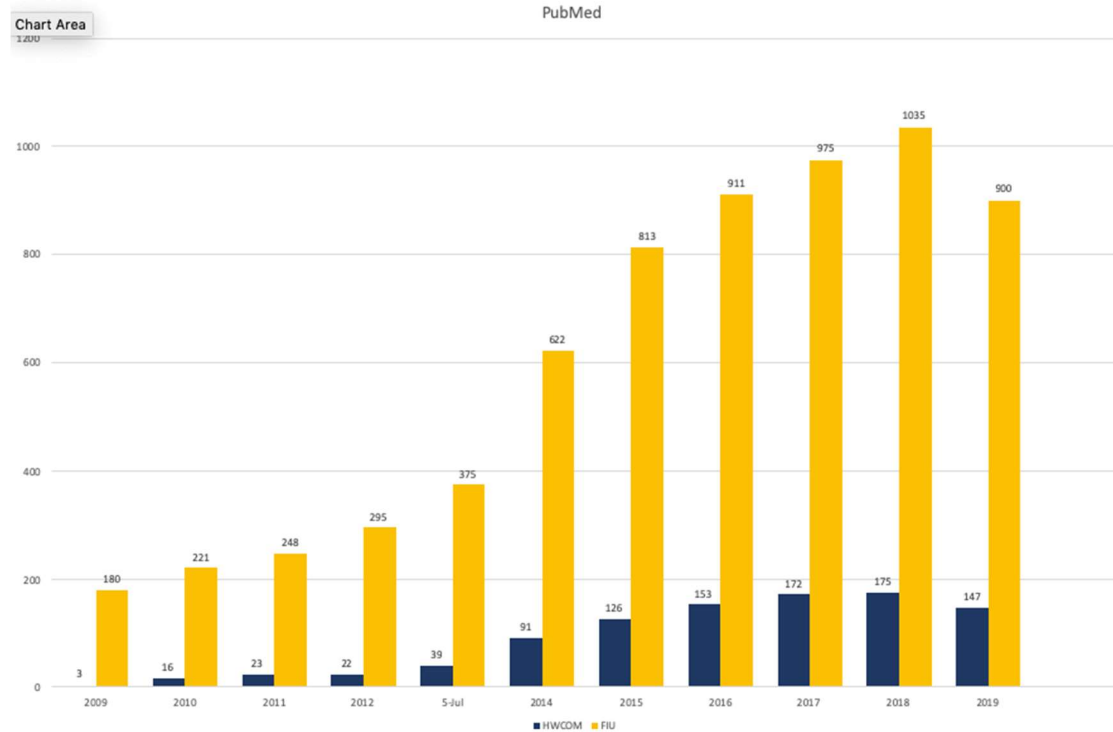
Received an anonymous gift for \$ 100,000 for the Dean's Medical School Initiative discretionary account.

Carmel J. Barrau, MD, Advisory Council Chair, pledged a gift of \$ 160,000 towards the Carmel J. Barrau, MD Scholarship Endowment.

Saul and Theresa Esman Foundation donated \$ 100, 000 to support the Albert and Debbie Taño Simulation Center and the Standardized Patient Program at the college of medicine.

Research Publications:

**PubMed citations for FIU and HWCOCM over the past 10 years**



**PubMed**

	<b>HWCOCM</b>	<b>FIU</b>		
<b>2019</b>	<b>147</b>	<b>900</b>		
<b>2018</b>	<b>175</b>	<b>1035</b>		
<b>2017</b>	<b>172</b>	<b>975</b>		
<b>2016</b>	<b>153</b>	<b>911</b>		
<b>2015</b>	<b>126</b>	<b>813</b>		
<b>2014</b>	<b>91</b>	<b>622</b>		
<b>2013</b>	<b>39</b>	<b>375</b>		
<b>2012</b>	<b>22</b>	<b>295</b>		
<b>2011</b>	<b>23</b>	<b>248</b>		
<b>2010</b>	<b>16</b>	<b>221</b>		
<b>2009</b>	<b>3</b>	<b>180</b>		

**HWCOCM Filed Patent Applications (As of 11.15.19)**

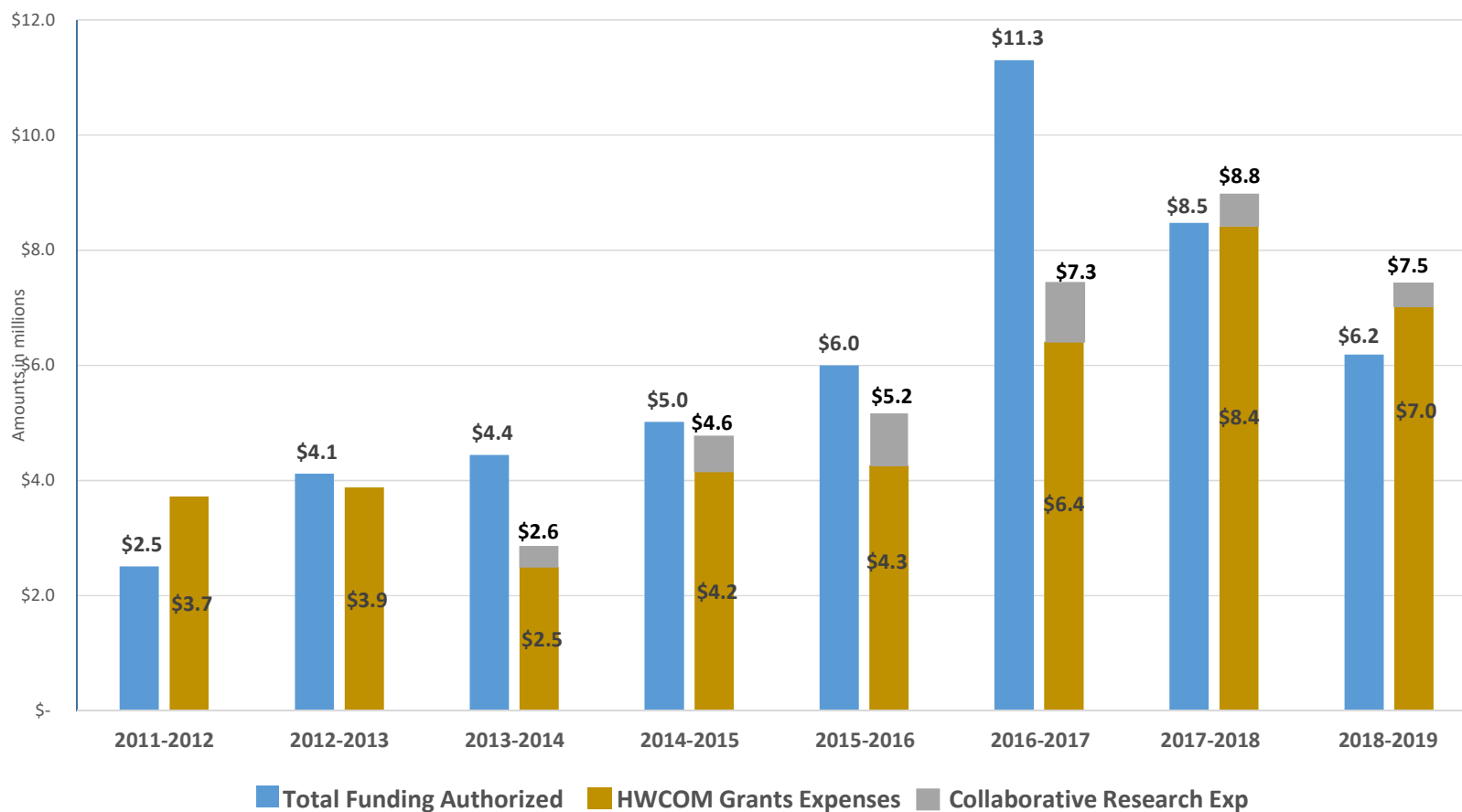
Filing Date	Filing Date	Internal Case No.	Inventor Home College/Executive Area	Inventor Home Department	Inventor(s)	Patent Title
6/5/2019	6/5/2019	2019-027	Herbert Wertheim College of Medicine	COM Immunology	Andrea Raymond Arti Vashist Madhavan P.N. Nair	Biotherapeutic Potential of Biopolymer based Micro/Nanogels against Viral infections.
12/28/2018	12/28/2018	IP 1853	Herbert Wertheim College of Medicine	COM Immunology	Hitendra Chand Madhavan P.N. Nair	Novel long noncoding RNAs in pulmonary airway inflammation
10/17/2018	10/17/2018	IP 1809	Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Barry P. Rosen Masafumi Yoshinaga	Arsinotricin and Methods of Treating Infections Using Arsinotricin
6/15/2018	6/15/2018	IP 1603	Herbert Wertheim College of Medicine	Academic Affairs	Kelley Dages	Materials and Methods for Identifying Gyrase Inhibitors
5/3/2018	5/3/2018	IP 1212	Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Barry P. Rosen	Biosensors for Organic and Inorganic Arsenic
2/28/2018	2/28/2018	IP 1732	Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Arti Vashist Madhavan P.N. Nair	Micro/Nano Magnetic Hydrogels with Autofluorescence for Therapeutic and Diagnostic Applications
1/5/2018	1/5/2018	IP 1613	Herbert Wertheim College of Medicine	COM Ophthalmology	Pedro Lopez	Materials and Methods for Non-Invasively Measuring Temperature Distribution in the Eye
12/1/2017	12/1/2017	IP 1315	Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Jeremy W. Chambers	SAB as A Biomarker for Degenerative Diseases and Therapeutic Sensitivity in Cancers
7/7/2017	7/7/2017	IP 1637	Herbert Wertheim College of Medicine	Medical and Population Health Sciences Research	Juan Carlos Zevallos	NFC Tag Reader For Patient Medication Monitoring
4/19/2017	4/19/2017	IP 1556	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair Vidya Sagar	Near Infrared Ray Exposure System for Biological Studies
4/7/2017	4/7/2017	IP 1559	Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan P.N. Nair	Materials and Methods for the Delivery of a Nanocarrier to the Brain
3/28/2017	3/28/2017	IP 1657	Herbert Wertheim College of Medicine	COM Immunology	Asahi Tomitaka Madhavan P.N. Nair	Stimuli-Responsive Magneto-Plasmonic Nanocarrier
3/10/2017	3/10/2017	IP 1656	Herbert Wertheim College of Medicine	COM Immunology	Adriana Yndart Arias Madhavan P.N. Nair Sneham Tiwari	Compositions and Methods for Treating HIV-Associated Neurocognitive Disorders
3/3/2017	3/3/2017	IP 1659	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair Zaohua Huang	Methods for Screening and Using CRISPR/CAS9 Guidance RNA Sequence from HIV Provirus Genome
2/21/2017	2/21/2017	IP 1602	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair Upal Roy	Materials and Methods for Targeting Therapeutic Compositions to Gut-Associated Lymphoid Tissue (GALT)
1/8/2017	1/8/2017	IP 1613	Herbert Wertheim College of Medicine	COM Ophthalmology	Pedro Lopez	Materials and Methods for Non-Invasively Measuring Temperature Distribution in the Eye
9/16/2016	9/16/2016	IP 1632	Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan P.N. Nair	Devices and Methods to Monitor HIV-infection in Presence of Substance of Abuse and/or Therapeutic Agent
8/25/2016	8/25/2016	IP 1201	Herbert Wertheim College of Medicine	Human and Molecular Genetics	Alexander Agoulnik Irina Agoulnik	Modulators of the Relaxin Receptor 1
8/24/2016	8/24/2016	IP 1628	Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan P.N. Nair	Rapid Zika Detections Using Nano-Enabled Electrochemical Sensing System
8/12/2016	8/12/2016	IP 1560	Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan P.N. Nair	Rapid Ebola Virus Detection Using Nano-Enabled Electrochemical Sensing System
7/7/2016	7/7/2016	IP 1617	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair Upal Roy	Nanodiamond Compositions and Their Use for Drug Delivery
7/7/2016	7/7/2016	IP 1637	Herbert Wertheim College of Medicine	Medical and Population Health Sciences Research	Juan Carlos Zevallos	NFC Tag Reader For Patient Medication Monitoring
4/7/2016	4/7/2016	IP 1559	Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan P.N. Nair	Materials and Methods for the Delivery of a Nanocarrier to the Brain
3/28/2016	3/28/2016	IP 1412	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair Rahul Dev Jayant	Materials and Methods for Sustained Release of Active Compounds
2/20/2016	2/20/2016	IP 1602	Herbert Wertheim College of Medicine	COM Immunology	Hong Ding Madhavan P.N. Nair Upal Roy	Materials and Methods for Targeting Therapeutic Compositions to Gut-Associated Lymphoid Tissue (GALT)
2/4/2016	2/4/2016	IP 1208	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair	Method for Non-Invasive Brain Stimulation
1/19/2016	1/19/2016	IP 1103	Herbert Wertheim College of Medicine	Molecular Microbiology and Infectious Diseases	Kalai Mathee	2-Methylthiopyrrolidines and Their Use for Modulating Bacterial Quorum Sensing
12/11/2015	12/11/2015	IP 0908A	Herbert Wertheim College of Medicine	COM Immunology	Madhavan P.N. Nair Nimisha H. Gandhi Zainulabedin M. Saiyed	Plant-Derived Formulations for Treatment of HIV
11/9/2015	11/9/2015	IP 1402	Herbert Wertheim College of Medicine	Molecular Microbiology and Infectious Diseases	Kalai Mathee	Method for Detection of Pseudomonas Aeruginosa (PA) Using Volatile Biomarkers
7/21/2015	7/21/2015	IP 1331 & 1315	Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Jeremy W. Chambers	SAB as A Biomarker for Degenerative Diseases and Therapeutic Sensitivity in Cancers

**HWCOC Patents Awarded (As of 11.15.19)**

Inventor Home College/Executive Area	Inventor Home Department	Inventor(s)	Issue Date	Issue Date	Patent Number	Patent Title
Herbert Wertheim College of Medicine	Com Immunology	Madhavan Nair Vidya Sagar	8/13/2019	8/13/2019	10,378,006	Near Infrared Ray Exposure System for Biological Studies
Herbert Wertheim College of Medicine	COM Ophthalmology	Pedro Lopez	7/16/2019	7/16/2019	10,349,837	Materials and Methods for Non-Invasively Measuring Temperature Distribution in the Eye
Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Arti Vashist Madhavan Nair	7/9/2019	7/9/2019	10,344,100	Micro/Nano Magnetic Hydrogels with Autofluorescence for Therapeutic and Diagnostic Applications
Herbert Wertheim College of Medicine	COM Molecular Microbiology	Kalai Mathee-Narasimha Madhavan Nair	6/25/2019	6/25/2019	10,329,597	Method for Detection of Pseudomonas Aeruginosa (PA) Using Volatile Biomarkers
Herbert Wertheim College of Medicine	COM Immunology	Nimisha H. Gandhi Zainulabedin M. Saiyed	6/11/2019	6/11/2019	10,314,875	Plant-Derived Formulations for Treatment of HIV
Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Dianqing Sun	4/23/2019	4/23/2019	10,266,550	Bacterial Topoisomerase I Inhibitors With Antibacterial Activity
Herbert Wertheim College of Medicine	COM Immunology	Adriana Yndart Arias Madhavan Nair Sneham Tiwari	2/26/2019	2/26/2019	10,213,507	Compositions and Methods for Treating HIV-Associated Neurocognitive Disorders
Herbert Wertheim College of Medicine	Human and Molecular Genetics	Alexander Agoulnik Irina Agoulnik	11/13/2018	11/13/2018	10,125,112	Modulators of the Relaxin Receptor 1
Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Jeremy W. Chambers	9/18/2018	9/18/2018	10,078,090	SAB as A Biomarker for Degenerative Diseases and Therapeutic Sensitivity in Cancers
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair Zaohua Huang	9/4/2018	9/4/2018	10,066,221	Methods for Screening and Using CRISPR/CAS9 Guidance RNA Sequence from HIV Provirus Genome
Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan Nair	7/3/2018	7/3/2018	10,012,645	Rapid Zika Detections Using Nano-Enabled Electrochemical Sensing System
Herbert Wertheim College of Medicine	Academic Affairs	Kelley Dages	6/19/2018	6/19/2018	10,000,807	Materials and Methods for Identifying Gyrase Inhibitors
Herbert Wertheim College of Medicine	COM Cell Biology and Pharmacology	Barry P. Rosen	5/22/2018	5/22/2018	9,976,169	Biosensors for Organic and Inorganic Arsenic
Herbert Wertheim College of Medicine	COM Molecular Microbiology	Kalai Mathee-Narasimha Lisa Schneper	4/24/2018	4/24/2018	9,951,007	2-Methylthiopyrrolidines and Their Use for Modulating Bacterial Quorum Sensing
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair	2/20/2018	2/20/2018	9,895,549	On-Demand Drug Release Using Magneto-Electric Nanoparticles
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair Upal Roy	1/23/2018	1/23/2018	9,872,859	Materials and Methods for Targeting Therapeutic Compositions to Gut-Associated Lymphoid Tissue (GALT)
Herbert Wertheim College of Medicine	COM Immunology	Ajeet Kaushik Madhavan Nair	9/12/2017	9/12/2017	9,759,709	Devices and Methods to Monitor HIV-Infection in Presence of Substance of Abuse and/or Therapeutic Agent
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair	6/6/2017	6/6/2017	9,669,232	Method for Non-Invasive Brain Stimulation
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair Upal Roy	4/11/2017	4/11/2017	9,616,022	Nanodiamond Compositions and Their Use for Drug Delivery
Herbert Wertheim College of Medicine	Human and Molecular Genetics	Alexander Agoulnik Irina Agoulnik	9/27/2016	9/27/2016	9,452,973	Modulators of the Relaxin Receptor 1
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair	3/1/2016	3/1/2016	9,272,158	Method for Non-Invasive Brain Stimulation
Herbert Wertheim College of Medicine	COM Human and Mol Genetics	Kalai Mathee-Narasimha Lisa Schneper	2/2/2016	2/2/2016	9,249,095	2-Methylthiopyrrolidines and Their Use for Modulating Bacterial Quorum Sensing
Herbert Wertheim College of Medicine	COM Immunology	Madhavan Nair Nimisha H. Gandhi Zainulabedin M. Saiyed	1/19/2016	1/19/2016	9,238,051	Plant-Derived Formulations for Treatment of HIV
Herbert Wertheim College of Medicine	COM Human and Mol Genetics	Kalai Mathee-Narasimha	12/3/2013	12/3/2013	8,597,492	Nanoscale DNA Detection System Using Species-Specific and/or Disease-Specific Probes for Rapid Identification



### HERBERT WERTHEIM COLLEGE OF MEDICINE SPONSORED RESEARCH



\* Collaborative research: Grants received by PIs who have secondary appointment in HWCOC

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**Robert Stempel College of Public Health & Social Work  
Report to the Board of Trustees Health Affairs Committee  
December 2019**

Within the past four years, the Robert Stempel College of Public Health & Social Work (Stempel College) has established itself as a leading research and academic unit at FIU. Stempel College has experienced sustained research growth through an overarching reach across multiple academic boundaries in the fields of health disparities and health equity, chronic diseases, health economics, the growing field of aging and neurodegenerative disorders, and the health consequences of environmental exposure. As of today, Stempel College continues to record a number of historic achievements, which have an everlasting impact on our goal to reach and embrace global populations affected by current public health issues. Recent achievements are as follow:

**TOP 3 ACHIEVEMENTS**

1. U.S. News & World Report ranked the Stempel College public health program for the first time in the College's history. The School of Public Health ranked 50<sup>th</sup> among public universities. In addition, the School of Social Work was ranked No. 77 among peer programs (11-point improvement) ranking No. 53 among public universities.
2. Research productivity has increased from \$17 Million (award actions) in FY 17-18 to a projected \$18.2 million (award actions) in FY 18-19.
3. The 9<sup>th</sup> Global Health Conference was held in May 2019 in Miami, Florida. Over 250 representatives from 35 countries attended this multimodal conference that focused on current global health challenges.

**RESEARCH HIGHLIGHTS**

- Dr. Kim Tieu, Professor and Interim Chair for the Department of Environmental Health Sciences, has recently been awarded a R35 Outstanding Investigator Award to study the role that Drp1 plays in PD pathogenesis and how this protein can be targeted for PD therapy and, perhaps, other neurodegenerative diseases. The \$6.6M grant (2019-2026) from National Institute of Environmental Health Sciences (NIEHS) is known as the NIEHS Revolutionizing Innovative, Visionary Environmental Health Research (RIVER).
- Dr. Mary Jo Trepka, Professor in the Department of Epidemiology, received \$1.39M from the National Institutes of Health to study how patient-centered HIV care influences patients seeking medical care and how they participate in treatment to suppress the HIV virus.
- The U.S. Department of Health and Human Services (HHS), National Disaster Medical System (NDMS) awarded FIU's Academy for International Disaster Preparedness \$4.8M to train disaster response medical professionals over the next five years on how to evacuate and provide specialized medical care to patients in-flight.

- Dr. Tomás R. Guilarte, Dean of Stempel College and Professor in the Department of Environmental Health Sciences, received a perfect impact score, ranking in the top one percentile. The research project has received continuous NIH funding for 20 years and has now received five years of additional funding for a total of \$2.31M.
- Dr. Quentin Felty, Associate Professor in the Department of Environmental Health Sciences, has been awarded the latest R15 Academic Research Enhancement Award (AREA) grant at FIU for \$439,500 from the National Heart, Lung and Blood Institute to study stem cells lining the lung vessel wall in persons with pulmonary arterial hypertension.
- Junior Researcher, Dr. Elena Cyrus (Ph.D. graduate 2016) received a five-year K99/R00 Pathway to Independence Award from the National Institute on Drug Abuse (NIDA). She also received the Clinical Research Loan Repayment program from the National Institute on Alcohol Abuse and Alcoholism (NIAAA).

#### **EMERGING PRE-EMINENT PROGRAMS**

##### Brain Behavior, and the Environment (BBE):

- Under the direction of Dean Guilarte, BBE has secured \$17.1M in research directly related to its transdisciplinary initiative that unites the dynamic and diverse neuroscience community at FIU.
- BBE continues to strengthen its overarching purpose to create research programs focused on the environmental causes of neurological diseases, such as Alzheimer's disease, and Parkinson's disease.
- At the beginning of FY 18-19, Dr. Jason Richardson, an expert in Toxicology and neurodegenerative diseases, joined Stempel College as Associate Dean of Research to devise research strategies and create goals that are aligned with the development of treatments for neurological disorders while using novel neuroscience and engineering tools.

##### Health Inequities and Disparities:

- As of April 2019, the program has secured a total of \$47.3M in federal funding to continue the development of research projects and faculty associated with the program.
- Recruitment efforts have led to an increase in faculty from 15 to 19 and a total of eight post-doctoral associates and the program is currently recruiting for three new positions.
- An application to advance from Emerging Preeminent to a full Preeminent program has been submitted to the University's Provost and Executive Vice President.

#### **GRADUATE EDUCATION**

- As of May 2018, Stempel College has graduated a total of 157 students, a 24% increase since last spring. This figure includes 91 undergraduates, 59 master's (26 MPH), and seven PhD's.

- During AY 17-18, Stempel College graduated a total of 420 students, and 456 graduates are projected by the end of AY 18-19, an 8.5% increase.
- Stempel College is proud to announce the launch of two academic programs:
  - Online Master of Public Health
  - Online Master of Arts in Disaster Management (hybrid)
- Stempel College celebrated its first ever Research Day to showcase student effort and engagement in research.
- Our undergraduate programs reached a 90% second-year retention rate for the 2017-2018 incoming freshman cohort.
- Throughout the spring semester, the Academy for International Disaster Preparedness has continued to expand courses, certifications, workshops and conferences on the use of drones in disasters. The Academy held its second annual drone's conference in the Biscayne Bay Campus in April 2019.

## STUDENT AWARDS AND RECOGNITIONS

### Current Students

- Social Welfare doctoral candidate Mitra Naseh was featured in the Society of Social Work Research (SSWR) Social Work Doctoral Student Center Spotlight for her work on assessing refugee poverty using capabilities versus commodities. The study is among the first to calculate poverty among Afghan refugee populations in Iran.
- Two public health doctoral students were selected for the highly competitive Gates Foundation Internship program this summer. The students represent the Ph.D. in Public Health, Epidemiology: Sandra Kiplagat and Tanjila Taskin.
- Three recent graduates of Stempel College have been placed with the Peace Corps: Sophie Philizaire ('18), MPH in Health Policy and Management (Senegal); Stephanie Bird ('19), Bachelor of Science in Dietetics and Nutrition (Togo); and Emmanuel Vega Arreola ('18), Bachelor of Science in Social Work (Thailand).
- Doctoral students in the Department of Dietetics and Nutrition, Colby Teeman, and Jacqueline Hernandez Boyer, presented their research at the 2018 Liver Meeting. Doctoral student Javier Tamargo presented at the 2018 Conference on Retroviruses and Opportunistic Infections.
- Social Welfare doctoral candidate Stephanie Diez was invited to speak at the University of Buffalo's Social Work podcast regarding her research on internet gaming disorders among adolescents.
- Public Health Doctoral student Etinosa Oghogho has been selected for a summer internship with the World Health Organization in Geneva, Switzerland. Ms. Oghogho was also awarded the AAUW fellowship for women scholars who are completing dissertation research.
- Doctoral students Merhawi Gebrezgi and Daisy Ramirez-Ortiz presented their research findings at the 2018 American Public Health Association conference in San Diego, CA.

- Doctoral candidate Olatokunbo “Ola” Osibogun was a recipient of the Clinical Cardiology Minority Travel Grant Award at the 2018 American Heart Association Scientific Conference in Chicago. Further, Ola has been recognized by the University as a “Worlds Ahead” graduate.
- Doctoral student Mohammad Ebrahimi Kalan, along with Dr. Wasim Maziak, were invited to speak at the 2018 Department of Health Miami-Dade Community Partner Fair & Conference at the Miami Airport Convention Center.
- Doctoral candidate Abraham Degarege Mengist gave a poster presentation at the American Society of Tropical Medicine and Hygiene 67<sup>th</sup> Annual meeting in New Orleans, Louisiana.
- Doctoral candidate Stephen White presented at the 2018 Laboratory Response Network National Meeting hosted at the Centers for Disease Control and Prevention in Atlanta, GA.
- Doctoral student Sandra Kiplagat has an abstract accepted to the Global Health & Innovation Conference at Yale.
- Doctoral student Angel Algarin received a summer internship with the Bill and Melinda Gates Foundation.
- MPH student Vanessa D. Ayala won the Best Student Poster Award at APHA in 2017.

#### Post-Doctoral Associates

- Dr. Raed Bahelah and Dr. Ziyad Ben Taleb have accepted faculty positions as Assistant Professors at Baldwin Wallace University and University of Texas Arlington, respectively.
- Dr. Melissa Ward-Peterson has been accepted in a post-doctoral position with FIU’s Research Center in Minority Institutions.
- Dr. Damaris Albores-Garcia, a postdoctoral associate under Dr. Guilarte’s lab, received an award from the “Metals Specialty Section” in the category of Postdoctoral Research Award during the 2019 Annual Meeting of the Society of Toxicology.
- Dr. Aseel Eid, a postdoctoral associate under Dr. Jason Richardson’s lab was recognized with the Toshio Narahashi Neurotoxicology Postdoctoral Fellow Travel Award for her research on DDT at the 2019 Annual Meeting of the Society of Toxicology. Dr. Eid was also awarded the Dr. Raniyah Ramadan Young Arab Neuroscientist Travel Award at the 13<sup>th</sup> Annual Arab Neuroscientist Social (as part of the Society for Neuroscience Annual Meeting) in recognition of excellence in research and contributions to the advancement of neuroscience globally and in the Arab world.

## Alumni

- Brittanie Chester, Master of Science in Dietetics and Nutrition ('14), received the 2018 Alabama Dietetic Association's Emerging Dietetics Leader award.
- Jeffrey Odoms, Master of Arts in Disaster Management ('18), was featured in Domesticpreparedness.com for his review and analysis of several of the nation's disaster preparedness projects.
- Jennifer Farramola, Master of Public Health ('17), was accepted into the Health Communication Specialist Fellowship program with the CDC's Agency for Toxic Substances and Disease Registry (ATSDR).
- Dr. Catherina Chang and Dr. Rehab Auf, both PhD graduates 2017, have accepted faculty positions as Assistant Professors at Nova Southeastern University, and Howard University, respectively.

## COMMUNITY AND INTERNATIONAL ENGAGEMENT

### Community

- Twenty social work students (graduate and undergraduate) participated in this year's LEAD Day, visiting policymakers in the state capitol to address policies that directly impact the overall health and welfare of our communities.
- For the second year in a row, students in the Student Dietetic Association are volunteering with Common Threads to teach an eight-week nutrition program at summer camps throughout south Florida.
- Stempel College hosted the FIU Out of the Darkness Walk at the Modesto A. Maidique Campus in collaboration with the local chapter for the American Foundation for Suicide Prevention to help raise awareness and change the conversation about mental health.
- Master students work to alleviate health issues right in the home of patients to allow them to take part in field research as a vital component in their education.
- Stempel College continues to host students from Universidad Santo Tomás in Bogota, Colombia during the fall and spring for a seminar on Changing Global Health Issues.
- In April 2019, both Dean Guilarte and Associate Dean of Research Dr. Jason Richardson travelled to Washington, D.C. to participate in the "Preserving Brain Health in Diverse Communities (Gene Environment Linkages for Brain Disease in Latinos, African Americans)" in an effort to build greater awareness of FIU in Washington, and to provide an informative briefing to reinforce our "Congressional ask," and cultivate our key agency partners, among other priorities.
- Stempel College partnered with the Alzheimer's Association to host a lecture on the "Latest Discoveries in Alzheimer's Research." The on-campus lecture on May 28, 2019 featured their chief medical officer, Dr. Maria Carrillo and a panel discussion with three of the College's distinguished faculty who are working in the field of neurovegetative diseases.

- In a partnership with Dr. William Vega and the Office of Research and Economic Development, the Stempel College hosted a scientific symposium on “Preserving Brain Health in Disadvantaged Communities: Exploring Pathways to Intervention Development” on June 3, 2019. This symposium served to support the rollout of new interventions to lower the incidence of brain disease in subpopulations at highest risk of health disparities.

## International

- Universidad de Córdoba representatives visited Stempel College to sign a partnership to share research on key public health issues, as well as to lay the groundwork for future educational collaborations.
- Since the beginning of 2019, Stempel College has initiated the establishment of 11 affiliation agreements with various universities in Colombia to achieve academic and scholarly exchange, as well as joint research endeavors.
- In January 2019, a delegation of Stempel College representatives led by Dean Guilarte and Dr. Carlos Espinal, visited Colombia to strengthen ties and expand efforts aimed at alleviating public health issues globally. During their visit, they met with leaders in the field such as the Director of COLCIENCIAS, Colombia’s administrative department of science, technology and innovation, and other leaders including the Minister of Health.
- As a result of the ongoing collaborations with universities in Colombia, Stempel College, in conjunction with Universidad de Córdoba and Universidad Tecnológica del Chocó Diego Luis Córdoba, has been awarded a \$3M grant to evaluate the degree of contamination throughout the Atrato River (one of the largest rivers in Latin America) and how it is impacting the health of local populations.
- The Global Health Consortium, led by Dr. Carlos Espinal, and PAHO launched a new manual to guide the management of antibiotic resistance in the Americas. The Stempel College has signed a memorandum of understanding (MoU) with the University of Tel Aviv in Israel to collaborate on teaching and research initiatives through the College’s Academy of International Disaster Preparedness. One aim of the partnership is to offer graduate-level courses to qualified students at both institutions with joint teaching and course development to meet the needs of the global emergency and disaster management communities.



## **FACULTY AWARDS AND RECOGNITION**

- Dr. Miguel Angel Cano, Assistant Professor in the Department of Epidemiology, joined the editorial board of the following peer-reviewed journals: Journal of Latina/o Psychology and Cultural Diversity and Ethnic Minority Psychology. He also became a steering committee member of the National Hispanic Science Network on Drug Abuse.
- Dr. Purnima Madhivanan, Associate Professor in the Department of Epidemiology, received a “certificate of appreciation” from the National Institute of Health for a Teaching Methods workshop.
- Dr. Sabrina Sales Martinez, visiting Assistant Professor in the Department of Dietetics and Nutrition, received the International AIDS Conference 2018 Travel Scholarship Interdisciplinary Research Training Institute on Hispanic Drug Abuse (IRTI) Fellowship.
- Dr. Adriana Campa, Professor and Chair of the Department of Dietetics and Nutrition received a “certificate of appreciation” from the Miami-Dade County Office of the Mayor and Board of County Commissioners for her valuable contribution to the community in the "Getting to Zero" Initiative, February 22, 2019.
- Dr. Cristina Palacios, Clinical Associate Professor for the Department of Dietetics and Nutrition, was invited to be part of the Editorial Board of the journal entitled “Nutrients,” and to visit WHO in Switzerland to work on Systematic Review on Vitamin D supplementation for pregnant women.
- Dr. Fatma Huffman, Professor in the Department of Dietetics and Nutrition, was recognized by Imam Abdulrahman Bin Faisal University in Saudi Arabia for her contributions and participation in the Child Obesity Conference. Dr. Huffman also received a certificate of professional service for her participation in the MS program review and design.

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**Nicole Wertheim  
College of Nursing  
& Health Sciences**

**Report to the FIU Board of Trustees Health Affairs Committee  
December 5, 2019**



**Nicole Wertheim College of Nursing and Health Sciences  
 Enrollment Statistics (Fall 2019)**

<b>NWCNHS' Student Enrollment Fall 2019</b>					
<b>Bachelors Programs</b>	<b># of Students</b>	<b>Master's Programs</b>	<b># of Students</b>	<b>Doctoral Programs</b>	<b># of Students</b>
AO-BSN	27	Athletic Training	25	Athletic Training	11
FEP- BSN	40	Comm. Sci. & Disorders	93	Post BSN - DNP (NP)	174
Generic BSN	219	Health Services Administration	160	Post BSN - DNP (Anesthesia)	115
VBSN - BSN	4	MSN - NP	46	Post MSN - DNP	40
RN-BSN	102	Occupational Therapy	142	PhD Nursing	14
Health Services Administration	727			Physical Therapy	186
<b>TOTAL</b>	<b>1,119</b>	<b>Total</b>	<b>466</b>	<b>Total</b>	<b>540</b>

In the fall 2019 semester, there are a total of 2,125 students enrolled in NWCNHS. 1,119 are undergraduate students and 1,006 are masters and doctoral students.

**Nicole Wertheim College of Nursing and Health Sciences  
 Enrollment Statistics (Spring 2019)**

<b>NWCNHS' Student Enrollment Spring 2019</b>					
<b>Bachelors Programs</b>	<b># of Students</b>	<b>Master's Programs</b>	<b># of Students</b>	<b>Doctoral Programs</b>	<b># of Students</b>
AO-BSN	28	Athletic Training	32	Athletic Training	7
FEP- BSN	71	Comm. Sci. & Disorders	92	Post BSN - DNP (NP)	145
Generic BSN	185	Health Services Administration	165	Post BSN - DNP (Anesthesia)	114
VBSN - BSN	21	MSN - NP	117	Post MSN - DNP	29
RN-BSN	126	Occupational Therapy	94	PhD Nursing	14
Health Services Administration	757			Physical Therapy	182
<b>TOTAL</b>	<b>1188</b>	<b>Total</b>	<b>500</b>	<b>Total</b>	<b>491</b>

In the spring 2019 semester, there were a total of 2,179 students enrolled in NWCNHS. 1,188 were undergraduate students and 991 were masters and doctoral students.

**Nicole Wertheim College of Nursing and Health Sciences  
 Graduation Statistics (Fall 2018, Spring 2019, Summer 2019)**

<b>NWCNHS' Graduates Fall 2018, Spring 2019, Summer 2019</b>			
<b>Undergraduate Programs</b>	<b># of Students</b>	<b>Graduate Programs</b>	<b># of Students</b>
<b>AO-BSN</b>	<b>28</b>	<b>MSN (Anesthesia) Post BSN - DNP (Anesthesia)</b>	<b>40 29</b>
<b>FEP- BSN</b>	<b>52</b>	<b>Athletic Training</b>	<b>18</b>
<b>Generic - BSN</b>	<b>90</b>	<b>Comm. Sciences &amp; Disorders</b>	<b>41</b>
<b>VBSN - Medic to Nurse</b>	<b>30</b>	<b>Health Services Administration</b>	<b>49</b>
<b>RN-BSN</b>	<b>82</b>	<b>Post MSN - DNP Post BSN - DNP (NP)</b>	<b>13 6</b>
<b>Health Services Administration</b>	<b>279</b>	<b>MSN - NP</b>	<b>116</b>
		<b>Occupational Therapy</b>	<b>55</b>
		<b>PhD Nursing</b>	<b>-</b>
		<b>Physical Therapy</b>	<b>61</b>
<b>TOTAL</b>	<b>561</b>	<b>Total</b>	<b>428</b>

A total of 989 students successfully completed their degrees during the fall 2018, spring and summer 2019 terms. Of that number, 561 were bachelor's degrees and 428 were master's and doctoral degrees.

**FIU Doctor of Nursing Practice Program Jumps to No. 50 and its Master's in Nursing Program to No. 56 in U.S. News and World Report Best Graduate Nursing Programs**

The *US News and World Report* ranked the FIU Nicole Wertheim College of Nursing and Health Sciences' Doctor of Nursing Practice (DNP) program number 50, and the Graduate Nursing (master's) program at number 56 among private and public institutions.

The FIU DNP was introduced in 2012, and this is the second year the program has ranked in the Top 50 of the authoritative listing. The FIU master's in nursing program, which has been a mainstay on the list since debuting in the 2016 Best Graduate Schools Guidebook, achieved a 10-spot jump from the previous year's standing.

The Nicole Wertheim College of Nursing & Health Sciences offers accredited DNP, Master of Science (MSN) degrees and post-master's certificates for advanced nursing practice concentrations in:

- Adult-Gerontology Health
- Family Health
- Child Health
- Psychiatric-Mental Health

The *US News and World Report* evaluated 14 key indicators for the rankings and surveyed 584 major nursing schools with master's and doctoral programs. Of those programs, 253 qualified to be included in the ranking of the master's programs and 183 programs were included in the Doctor of Nursing Practice rankings.

**FIU RN to BSN Program Ranked #4 in Nursing Schools Hub  
Top 25 Online RN to BSN Programs**

The *Nursing Schools Hub* ranked the FIU Nicole Wertheim College of Nursing and Health Sciences' RN to BSN Program number 4 in the 2019 Top Online RN to BSN Programs. To rank the best online nursing programs, Nursing School Hub surveyed only accredited RN to BSN online programs across the US. They ranked programs according to several key factors to determine their value:

- Cost
- Student Reviews
- Institutional Outcomes
- Accreditation

**FIU Online RN to BSN Program Ranked #13 for 2020 in BestHealthDegrees.com**  
*BestHealthDegrees.com* ranked the FIU Nicole Wertheim College of Nursing and Health Sciences' Online RN to BSN Program as one of the 15 Best Online BSN Degree Programs for 2020, ranking at 13. To determine the best RN to BSN online programs, the editors at Best Health Degrees did a wide-ranging search for fully online and hybrid programs offered by accredited, reputable colleges and universities in the US. From their initial pool, they ranked programs according to five factors:

- Tuition Cost
- Reputation
- Alumni Salary
- Graduation Rate
- Job Placement Rate

### **FIU Nursing and Miami Veterans Affairs Awarded Funding to Launch Florida's Only VA-Funded Psychiatric-Mental Health Nurse Practitioner Residency Program**

The U.S. Veterans Affairs (VA) Office of Academic Affiliations (OAA) has awarded funding for four resident stipends to Florida International University's Nicole Wertheim College of Nursing and Health Sciences and the Miami VA Healthcare System (Miami VA) to launch Florida's only Psychiatric-Mental Health Nurse Practitioner Residency Program under the VA's Nurse Residency Expansion Initiative.

Up to four actively licensed advanced registered nurse practitioners (ARNP) will be recruited from South Florida annually to receive clinical training in the delivery of psychiatric-mental and behavioral health care to patients at the Miami VA. FIU Graduate Nursing faculty will oversee recruitment and didactic education, while Miami VA practitioners will serve as preceptors for the residents during their yearlong clinical tenure.

"The mission of this much-needed residency program is to enhance these specialized competencies for nurse practitioners wishing to serve the veteran patient population while creating a pool of well-educated and well-qualified professionals to fill future clinical practitioner needs in the VA system," said Ora L. Strickland, dean of the college.

Difficulty recruiting qualified ARNPs to fill recurring vacancies within the Miami VA Psychiatric Services unit propelled this latest education-workforce alliance. The two institutions have enjoyed a highly effective collegial partnership going back more than a



decade when the Miami VA began serving as a clinical rotation site for FIU nursing students.

In 2014, the relationship was augmented when the OAA awarded FIU Nursing and the Miami VA \$8.2 million to establish the Veterans Affairs Nursing Academic Partnership (VANAP). Since then, nearly 120 FIU undergraduate nursing students have followed a veteran-centric clinical training curriculum focused on the care and management of health problems predominant to military veterans and active service members such as PTSD, TBI, chemical exposure and traumatic limb loss.

Also stemming from that grant was the Post-Baccalaureate Nurse Residency (PBNR) program to increase nurse recruitment and retention for the VA hospital system. All 20 nurses who completed the 12-month residency were retained on staff by the Miami VA, joining the 16 FIU VANAP students who were hired back upon graduation.

According to Miami VA's Marcia Lysaght, associate director of patient care services, the clinical and operational effectiveness of these earlier joint efforts has set similarly high expectations for the Psychiatric-Mental Health Nurse Practitioner Residency initiative with FIU.

"Our partnership with the NWCNHS has proved to be an unprecedented success for the Miami VA, bolstering our nursing workforce and lowering our recruitment and retention costs by more than \$2 million per year," said Lysaght. "Furthermore, we have witnessed clinical patient outcomes improve because of the quality of care delivered by the FIU-trained nurses in these programs. It is a major reason why our PBNR has the rare distinction of being one of the few in the nation to receive accreditation from the Commission on Collegiate Nursing Education."

### **FIU Occupational Therapy Program Earns 10-Year Re-Accreditation**

The FIU Occupational Therapy Program hosted an onsite re-accreditation visit from the Accreditation Council for Occupational Therapy Education (ACOTE®) for our Occupational Therapy (OT) program on February 4-6, 2019 and garnered a re-accreditation for 10-years. The Occupational Therapy (OT) Program was created in 1975 to award a professional entry-level Bachelor of Science in OT. In 2004, the entry-level Bachelor of Science in Occupational Therapy program was terminated and replaced by the Bachelor of Health Sciences Occupational Therapy track leading to the entry-level Professional Master of Science in OT. The Bachelor of Health Sciences and all tracks were terminated in 2010. During the 2008-2009 academic year, the Department

revised the entry-level Professional Master of Science in Occupational Therapy curriculum and began enrolling all students and offering all courses at the graduate level.

The ACOTE is recognized as the accrediting agency for occupational therapy education by both the United States Department of Education (USDE) and the Council for Higher Education Accreditation (CHEA).

As part of this process, the ACOTE Evaluators had the opportunity to meet with some of you. The evaluators were in awe of the OT Program and expressed their gratitude for the hospitality the College expended during their visit.

### Nicole Wertheim College of Nursing & Health Sciences receives 1.2 B Media Impressions on Research Article

## MEDIA COVERAGE OVERVIEW

### The Pressures of Breastfeeding - HuffPost

- Secured and coordinated HuffPost interview with Dr. Ana Diez-Sampedro and Dr. Maria Olenick about their recently published study on the pressures of breastfeeding on the well-being of first-time mothers.
- High number of impressions resulted from HuffPost article pick-up by major global news outlets such as Yahoo (1 B UMVs) and MSN (212 M UMVs) and top-tier parenting/women's blogs.



**Dr. Ana Diez-Sampedro**  
Clinical Associate Professor



**Dr. Maria Olenick**  
Chair-Undergraduate Nursing &  
Clinical Associate Professor

# MEDIA HIGHLIGHTS

**HUFFPOST!**  
**The Pressure To Breastfeed Can Hurt Moms. And Doctors Are Finally Realizing It.**  
New research highlights one issue that many women already know too well.

**Seam**  
**Even Doctors Admit That Pressuring Moms To Breastfeed Does More Harm Than Good**  
Doctors are starting to understand that pressuring moms to breastfeed might not have the desired effect

**POPSUGAR FAMILY**  
**New Stats Reveal How Few Moms Exclusively Breastfeed – Why Is No One Talking About This?**

**Byline from FIU BHS/MHSA**  
**Hospital News and HEALTHCARE REPORT**

## FIU Nursing receives \$1.5 Million Federal Grant to Train Sexual Assault Nurse Examiners for Rural and Underserved Communities

The U.S. Health Resources & Services Administration awarded a \$1.5 million grant to Dr. Tami Thomas, Associate Dean of Research at the FIU Nicole Wertheim College of Nursing and Health Sciences, to launch the Advanced Nursing Education - Regionally Underserved Sexual Assault Nurse Examiner (RUSANE) program. The program's goal is to train licensed registered nurses and certified advanced practice registered nurses to conduct sexual assault forensic examinations, which provide better physical and mental health care for survivors, better evidence collection and lead to higher prosecution rates.

For the next three years, FIU Nursing will collaborate with FIU's Preeminent Global Justice and Forensic Program and clinical partners to recruit and train eligible nurse professionals to serve in the following regions: Hendry and Glades counties, the city of Belle Glade in Palm Beach County, and the city of Sweetwater in Miami-Dade County.

The RUSANE program will also monitor and track clinical practice hours and SANE certification completion; show a demonstrated strategy to provide continuing education and resources to enhance practice and increase retention of SANEs in the health care

system; and serve as a replicable model for other SANE training programs in regionally underserved areas, including isolated rural counties.

### **Diane Ramy Faulconer Endowment of the**

#### **Collaborative Advanced Rehabilitation/Research & Education (CARE) Center**

On September 12, 2019, the College received a gift from Diane Ramy Faulconer in support of the Nicole Wertheim College of Nursing & Health Sciences CARE Center in the amount of \$1.5 million to advance the College's academic mission by evolving the 16,000 square feet CARE Center facility into an advanced clinical, rehabilitation, and home-based health care simulation center. This will meet the need for a well-developed milieu that supports evidence-based education and patient care. The Endowment will also ensure that the College has the resources needed to acquire critical equipment and technology to facilitate student learning and faculty research.

The CARE Center provides superior resources and techniques to improve rehabilitation research methods with significant impact on the life quality of individuals with disabilities. The Center embodies the interdisciplinary focus, evidence-based practice, and holistic approach to patient care that lies at the heart of the college's mission and vision. Its focus on therapy and rehabilitation perfectly complements the acute-care focus of the S.T.A.R. Center with equally realistic clinical rehabilitation settings that support teaching and research.

### **Dr. JoAnne Youngblut was Inducted into the**

#### **Sigma Theta Tau International (STTI) Nurse Researcher Hall of Fame**

On July 27, 2019, Dr. JoAnne Youngblut, The Dr. Herbert and Nicole Wertheim Endowed Chair, was inducted in the STTI Nurse Researcher Hall of Fame during the 30th International Nursing Research Congress in Calgary, Alberta, Canada. Dr. Youngblut was evaluated by the organization in the following areas:

1. Integrated scholarship in the researcher's area of specialty or inter-professional practice and a significant and sustained level of achievement in nursing research, which has had national and/or international impact on the profession, patients, families, community, or policy.
2. A distinguished record of publications in nursing and non-nursing peer-reviewed journals (first-authored and co-authored and presentations).

3. Demonstration of external funding, university funding, or unique organizational support with justified unique context of funding.
4. Evidence of mentorship of novice researchers with demonstrated scholarly outputs. Evidence includes but is not limited to number of mentees (masters, PhD, novice, and clinical researchers).
5. The researcher's program of research has a measurable impact on policy and/or has promoted quality and value to service delivery. In addition, the research should demonstrate translation of evidence to practice.

The mission of the Honor Society of Nursing, Sigma Theta Tau International, is to advance world health and celebrate nursing excellence in scholarship, leadership, and service. Dr. Youngblut was recognized as a nurse researcher who has achieved significant and sustained broad national and/or international recognition for her work; and whose research has impacted the profession and the people it serves.

Of more than 19 million nurses worldwide, there are 199 Nurse Researcher Hall of Fame Inductees in the world, of which Florida International University now has three under one roof at the Nicole Wertheim College of Nursing & Health Sciences whom have been inducted during their tenure at FIU: Dr. Dorothy Brooten (2010), Dr. Ora Strickland (2016), and Dr. JoAnne Youngblut (2019).

#### **Translational Impact in Gear: Community Health Collaborative**

In partnership with Health Choice Network (HCN), the Nicole Wertheim College of Nursing & Health Sciences led the development of a Community Health Collaborative between FIU and HCN focused on accessing big data to improve patient care, health care services, and policy through the collaboration of academia, healthcare, and community partners. The goals of the Collaborative are to:

- Positively impact the overall health communities near and far through the collaboration of academia, healthcare and community partners.
- Train and educate future leaders in healthcare education, research, and services.
- Enhance the communication and collaboration between related FIU disciplines and Colleges, and Healthcare and Community Partners.
- Discover evidence-based approaches/strategies to drive innovation in healthcare.
- Conduct potential research in the areas of HIV & Aging (Cognitive Outcomes, Co-Infections), Opioids and Diabetes.

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# FIU | HEALTH CARE NETWORK 3-YEAR PERFORMANCE REPORT

2015-2018



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## I. Executive Summary

The Florida International University Academic Health Center Health Care Network (FIU-HCN) supports the mission of the Florida International University (FIU), improves and supports health education at FIU Herbert Wertheim College of Medicine (HWCOM); Robert Stempel College of Public Health and Social Work (RSCPHSW); Nicole Wertheim College of Nursing and Health Sciences (NWCNHS); and departments in the College of Arts, Sciences and Education (CASE) with clinical activities. FIU-HCN is organized as a not-for-profit corporation under Chapter 617, Florida Statutes.

FIU-HCN developed as a full risk clinical model at its inception on 2010. In fiscal year 2015-2016, the FIU-HCN transitioned from a full risk clinical model to a Management Service Organization (MSO) model. On July 2015, new leadership was appointed and FIU transferred the management of student health clinics to FIU-HCN. Under the current structure, as an MSO, FIU-HCN manages the following units: HWCOM clinical sites at the MMC and Broward; Student Health Clinic and pharmacy at MMC and Student Health Clinic at BBC campuses; HWCOM International Program; the Embrace program under ORED and leases for the ACC FIU-HCN building occupied by Nicklaus Children's Hospital Ambulatory Surgery Center.

In fiscal year 2015-2016, FIU-HCN new leadership embarked on realignment of operations, leadership structure of the MSO and respective stakeholders. The realignment included aligning the financial and management model of FIU-HCN, realignment of operations and efficiencies across all clinic sites managed (HWCOM and Student Health Clinics) and enhancement and growth of the HWCOM International Program.

This report is a three-year performance report of FIU-HCN as a management service organization. It includes key performance indicators and outcomes as an MSO and respective performance of its stakeholders under its management.

I would like to extend my sincerest gratitude to the FIU-HCN team that has worked diligently for the past three years on the successful performance and made the completion of this report possible. Finally, I would like to thank the FIU-HCN Board of Directors for their support and vote of confidence.



Eneida O. Roldan, MD, MPH, MBA  
CEO, FIU Health Care Network  
Associate Dean, International Affairs, Herbert Wertheim College of Medicine

## II. Introduction and Background

The Florida International University Academic Health Center Health Care Network (FIU-HCN) supports the mission of the Florida International University (FIU), improves and supports health education at FIU Herbert Wertheim College of Medicine (HWCOM); Robert Stempel College of Public Health and Social Work (RSCPHSW); Nicole Wertheim College of Nursing and Health Sciences (NWCNHS); and departments in the College of Arts, Sciences and Education (CASE) with clinical activities. FIU-HCN is organized as a not-for-profit corporation under Chapter 617, Florida Statutes.

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On July 2015, a new CEO was appointed and approved by the FIU Health Care Network Board of Directors. The FIU Health Care Network Board of Directors currently consists of: Designee of the President of Florida International University also serving on the Board of Trustees; Provost of Florida International University; Chief Financial Officer of Florida International University; Senior Vice-President of Health Affairs/Dean of College of Medicine (HWCOM); Dean of the College of Nursing (NWCNHS); Dean of the College of Public Health (RSCPHSW); the Dean of the College of Arts and Sciences (CASE) or a clinical faculty member of the CASE designated by the Dean of the CASE; HWCOM Executive Associate Dean for Clinical Affairs; one HWCOM non-chair clinical faculty; one HWCOM clinical chair faculty; and up to five community members, some appointed at the discretion of the FIU President. At least one of the aforementioned members should have expertise in finances and is appointed Finance and Audit Chair of the Board of Directors.

Prior to July 2015, FIU-HCN focused on expansion of the HWCOM faculty plan. Rapidly changing healthcare environment in addition to the needs across the University, helped embark the FIU-HCN into a different more comprehensive model aligning competencies, tasks and operations with financial structure that involved collaboration across other FIU colleges. The units managed under FIU-HCN have distinct needs. Some units are engaged in clinical services and delivery while others are focused on expansion of educational offerings in a global market.

Under new leadership and model, the task was to realign the FIU-HCN structure into a management service organization that would manage the different units of the FIU Academic Health Center as previously stated in the introduction. Leadership embarked on a plan that consisted of four pillars: **Stabilization** and due diligence; **Realignment** to MSO model; **Managing expectations** and defining roles under the new MSO model; and **Growth**. The plan was completed fiscal year 2016-2017 ending on June 2017. For the past FY 2017-2018 and beyond, the FIU-HCN team will continue to focus on financial stability, sustainability and growth for the MSO and its stakeholders.

The FIU-HCN had changes in management oversight and responsibilities thus changing reporting lines. Prior to July 2015, the faculty that practiced in the HWCOM clinics reported to the leadership of the health care network. On July 2015 and thereafter, the faculty reports to the HWCOM Chair of the respective department. The clinical support staff of the HWCOM clinics report to FIU-HCN leadership management team for purposes of administrative and clinical operations. At student health clinics and Pharmacy, the administrative staff

reports directly to the FIU-HCN leadership management team and the clinical staff reports directly to the clinical team at the student health clinics with oversight from FIU-HCN. At the student health clinics there is integration of daily operations beyond management oversight. FIU-HCN and Student Health Wellness (CAPS) are part of the governance structure for all Student Health Services through their participation in the Joint Governance Committee (JGC), a committee convened by President Rosenberg. The staff from the HWCOC Office of International Affairs reports directly to the Chief Executive Officer of the FIU-HCN who also serves as the Associate Dean for International Affairs. The Chief Executive Officer reports directly to the FIU Health Care Network Board of Directors. The direct and matrix reporting provides the best form of integration across the operation of the respective units. In this manner, leadership and staff have shared responsibility and held accountable for key performance indicators and unit specific performance.

As part of the 90-day plan and within fiscal year 2015-2016, FIU-HCN team accomplished several milestones in collaboration with its stakeholders. FIU-HCN established role and responsibilities as a management service organization across all stakeholders and began to build the FIU-HCN management team to provide the services tasked to the MSO. These services include: operations and personnel management; leadership management; revenue cycle management; operation process improvement; accounting and financial management and reporting; budget planning and implementation; and business development. An important focus for FIU-HCN was realignment of the revenue cycle management, comprehensive credentialing process, and dashboard reporting to successfully attain optimization of revenue and commitment to operation process improvement. FIU-HCN committed to increase visibility across the campus and participate in all and any health care event representing Florida International University and stakeholders.

At the HWCOC MMC Ambulatory Care Center (ACC), in collaboration with the HWCOC Department of Humanities, Health and Society, FIU-HCN increased access in primary care. In addition, great effort was placed to enhance visibility and marketing of services across University campus. A new tri-party Memorandum of Understanding (MOU) was signed with the FIU Office of Research and Economic Development (ORED) and HWCOC to manage the Embrace program at the HWCOC MMC/ACC and Broward clinics. Embrace is a comprehensive health care delivery for adults with autism spectrum disorder and other neurodevelopmental disorders. The goal of the Embrace program is to develop a comprehensive program that would deliver multispecialty services to this special population.

For the past three years, the HWCOC faculty practice has increased both primary care and specialty care in areas such as Dermatology. This expansion contributed to increase patient visits, referrals and net patient revenue. Visits at the Faculty group practice (FGP) has seen an increase of approximately 34% growth over the past three years. This is reflected by an upward trend in clinical patient revenue. Overall other successful metrics that have contributed to upward trends include: reduced no shows through the implementation of patient reminders; increased same day appointments by an average of 13% (MGMA benchmark is 10% for multispecialty groups); increase FIU employees as patients; optimization of credentialing process, revenue cycle management and operation process improvement. In addition, workflow optimization has provided cost savings to HWCOC and monthly reporting to HWCOC and Department Chairs has contributed to enhance collaboration and operation improvement. Implementation of dashboard reports was essential to monitor key performance indicators and make informed decisions on operations. **(See section V.)**

At the student health clinics and pharmacy services, realignment of operations within the first FIU-HCN 90-day focused on efficiencies across the management layer and expanding health care services to the FIU student body. The realignment was successful and produced an annualized savings of \$1.2M in FY 2015-2016. It expanded services and specialized service health care to students in the areas of Gynecology, Dermatology,

and Behavioral Health. These services continue to be a focus of expansion with other enhancements. The outcome of the realignment was presented to the FIU Board of Trustees on December 2015. Expansion of services contributed to increase student visits and no-show rate has remained stable at 4% since FY 2015-2016. Cost savings through efficiencies has produced a total of approximately 1M (@\$942,500) in fund balance in the past three years to FIU. Another important milestone was the renegotiation of the Collective Bargaining units at student health clinics. An extended three-year contract was successfully signed in 2017. Currently, there is no third-party billing at student health clinics except for the University-sponsored health insurance. FIU-HCN shares in the revenues from student health fee with Student Health Services/ Wellness (CAPS). FIU-HCN has the responsibility for the entire clinic operation, services and finances. Periodic performance updates are presented to the FIU Board of Trustees. Further integration with Behavioral Health is an important focus and directive from FIU and State Leadership. Members of FIU-HCN leadership and HWCOC Department of Psychiatry and Behavioral Health participated as part of the Behavioral Integration Task Force to develop a consensus report of the Florida Academic Patient Safety Organization on Behavioral Health Integration in the University Setting. **(See section V.)**

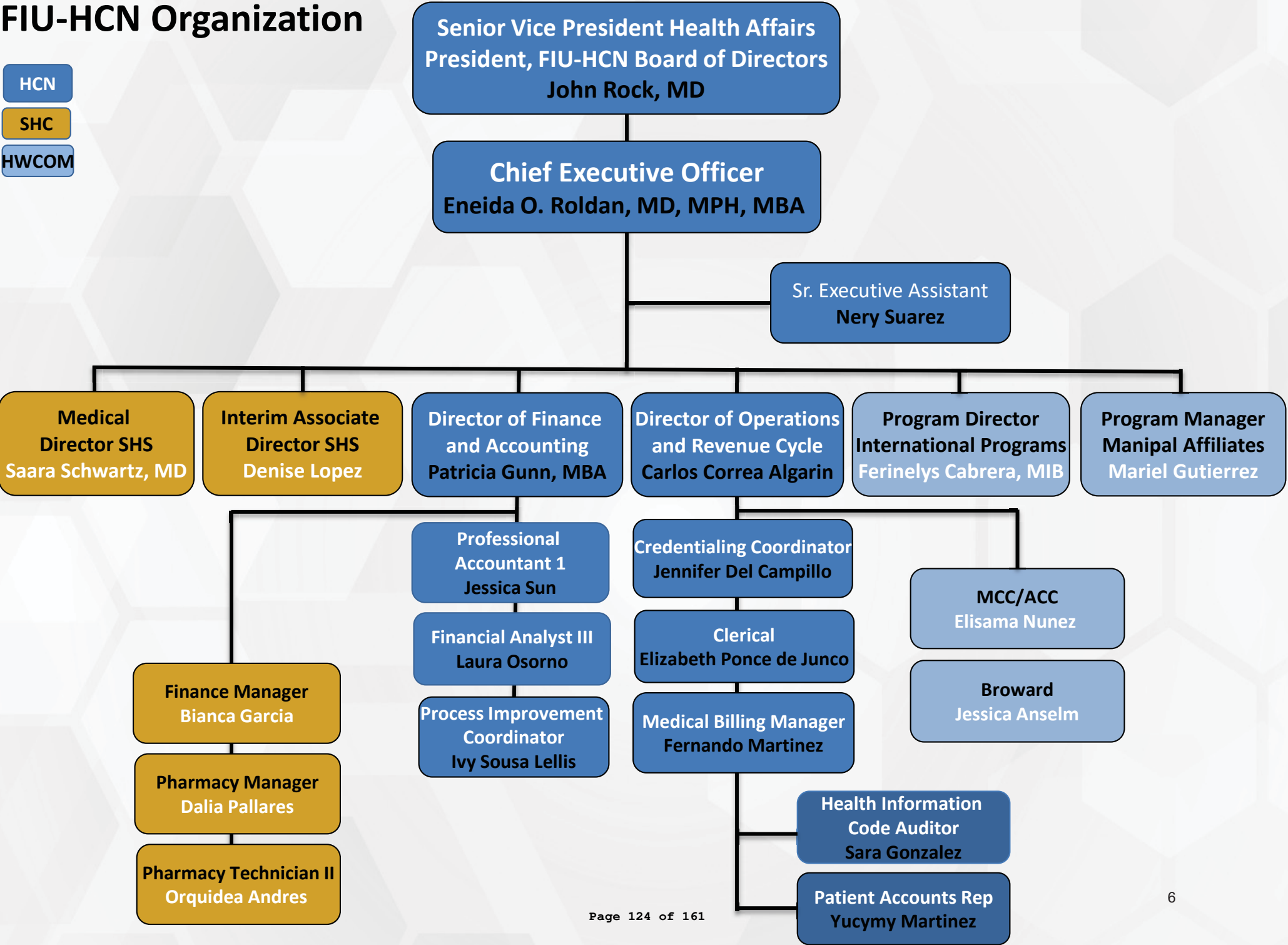
The HWCOC Office for International Affairs in collaboration with FIU-HCN continues to increase student participation across the globe and enhance the partnership with its main partner, University of Manipal and American University of Antigua. In response to increasing student participation, FIU-HCN embarked on expansion of clinical sites and faculty preceptors to accommodate growth especially from the International Visiting Medical Student program. The international program continues to produce successful outcomes. FIU-HCN provides financial reporting and management of all programs and manages all the MOU's for all partners and affiliates in collaboration with FIU export control, compliance and legal department. The FIU-HCN CEO participates in the FIU Global Consortium and was appointed co-chair for the FIU Global Strategy. The international program increased from one to four programmatic offerings and expanded to 51 countries and 240 Universities since inception in 2013. A separate five-year report has been completed illustrating its growth and future expansion and submitted to the HWCOC leadership and FIU-HCN Board of Directors. **(See Section V.)**

FIU-HCN manages other services and units across the University. It manages credentialing for the FIU Center for Children and Families (CCF) and collaborates with other external stakeholders such as Nicklaus Children's Hospital Ambulatory Surgical Center housed in the ACC building and Gastro Health which leases space at the ACC Ambulatory Care Center.

The pages to follow will include FIU-HCN organizational chart, MSO model and outcome of key performance indicators of the individual units managed for FY 2015-2016 through and including FY 2017-2018.

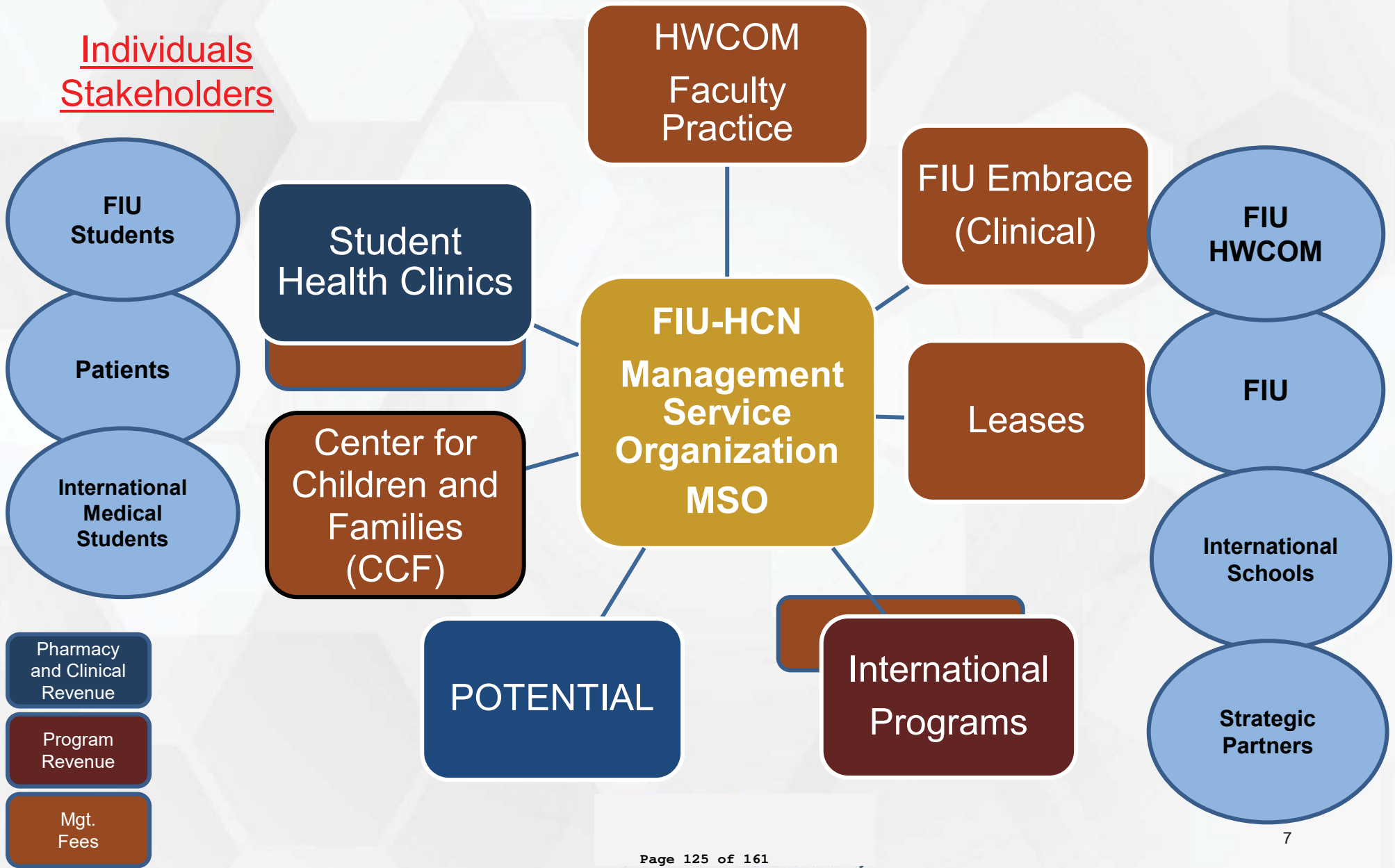
# FIU-HCN Organization

- HCN
- SHC
- HWC



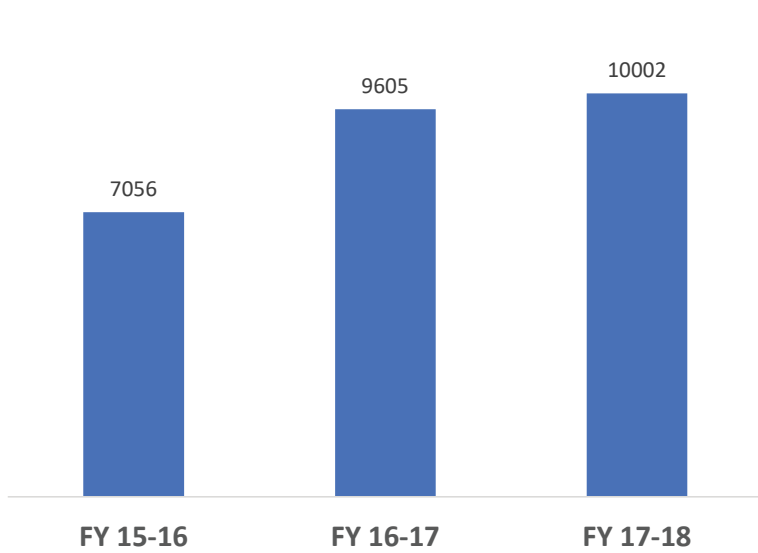
# IV. FIU-HCN Model

## FIU Health Care Network Management Service Organization

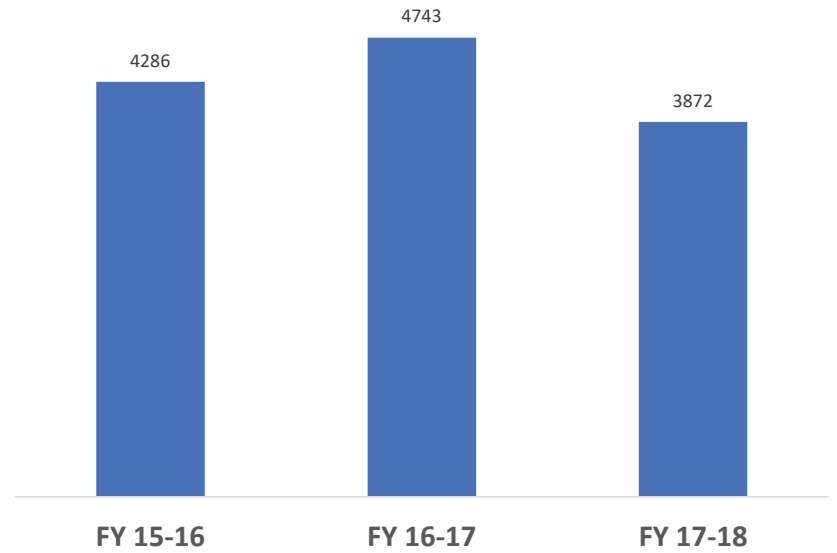


**V. Managed Units**  
**a) HWCOC Clinics**

**MM FGP Visits comparison by Fiscal Year**



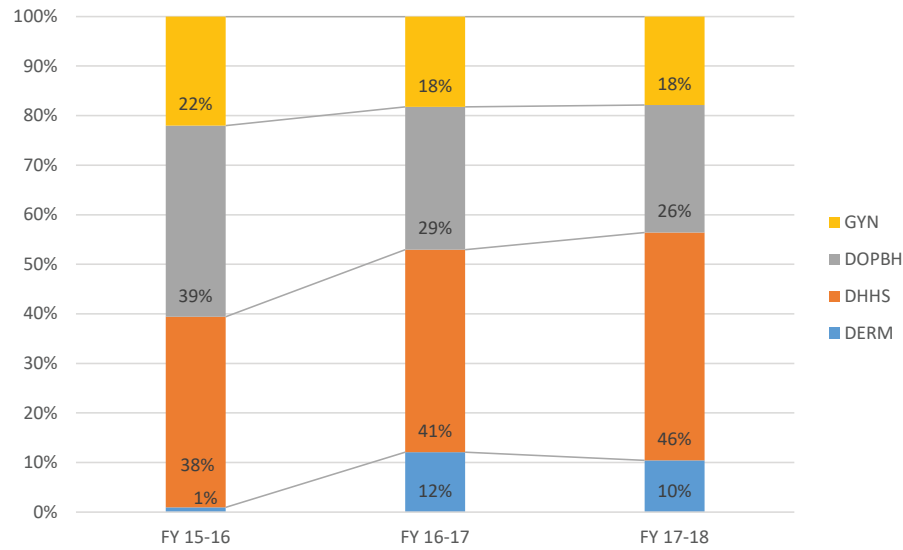
**BR FGP Visits comparison by Fiscal Year**



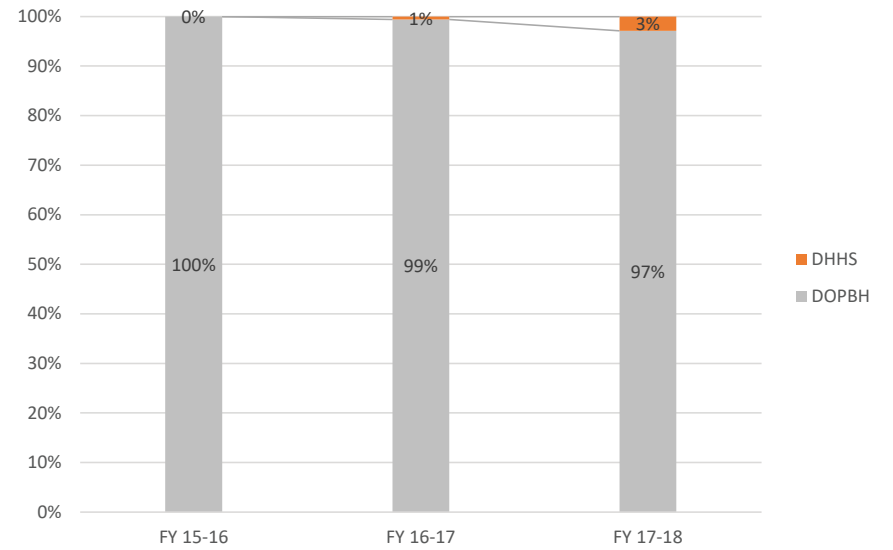
- MMC visits are 42% higher compared to FY 15-16

- Broward visits are 10% lower compared to FY 15-16 due to shortage of DOPBH providers

**MMC FGP - Specialty % visits**



**BR FGP - Specialty % visits**

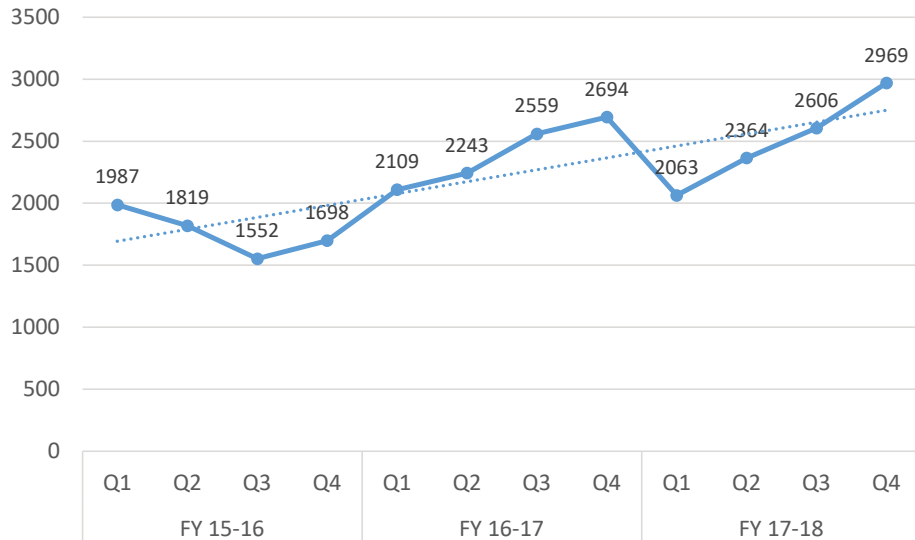


- The mix of specialties changed in MMC faculty group practice (FGP) over the past 3 years, with the addition of DERM services, expansion in Primary Care (DHHS) and expanding GYN and DOPBH coverage.

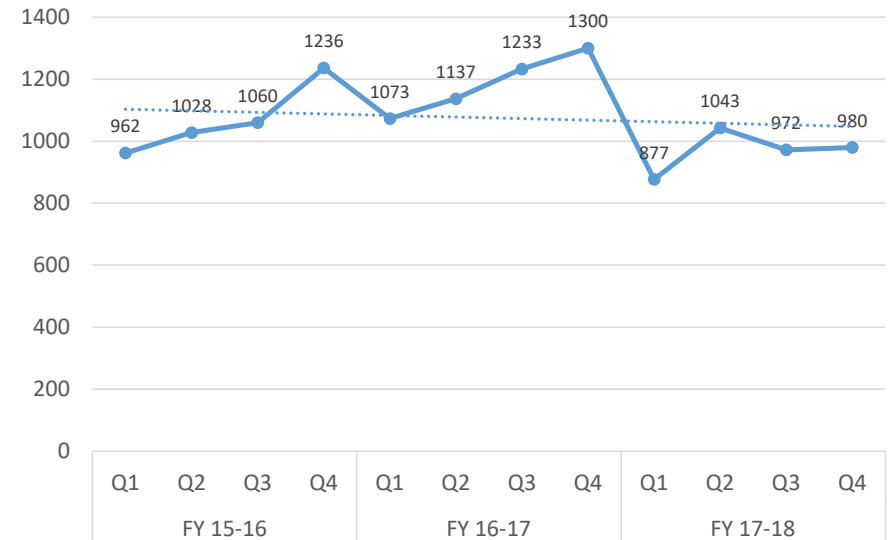
- Broward faculty group practice (FGP) is mainly Psychiatry and Behavioral Health. It has maintain this specialty for the past three years. In FY 16-17, clinical oncology service was added.



**MMC FGP Visits quarterly trend**

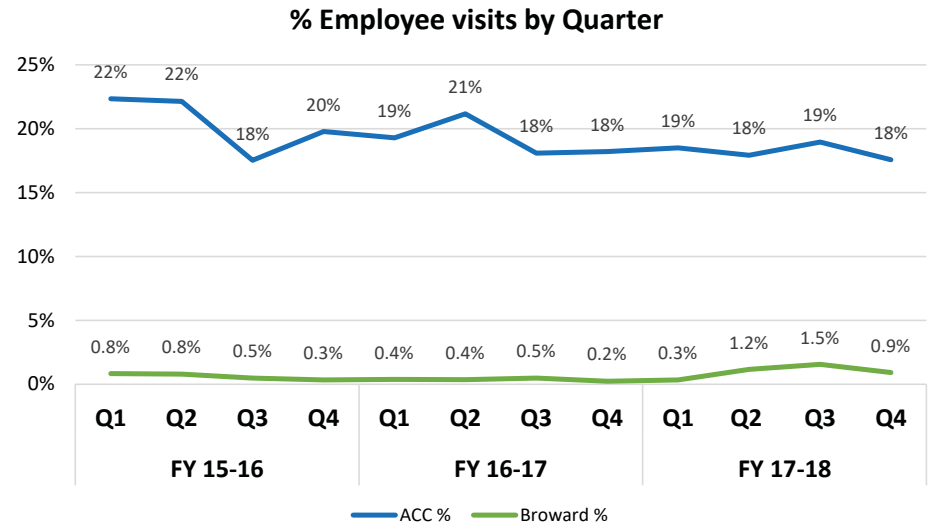
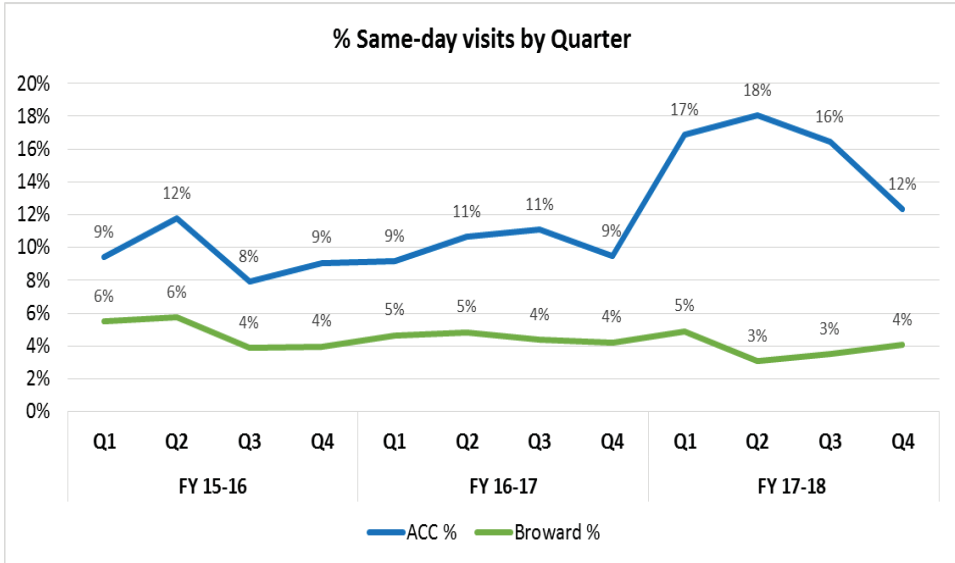


**BR FGP Visits quarterly trend**



- Dr. Rabassa left at the end of Q2 FY 15-16 (December 2016) and Dr. Contiguglia started in Q4 FY 15-16 (June 2016). Therefore, the lowest volume (Q3) in FY 15-16 is explained by lack of one Primary Care Provider
- Q2 has Flu shot peaks in all fiscal years
- MMC FGP went from averaging 33 visits per day (1,987 / 60 days in a quarter) to 49 patients per day (2,969 / 60)

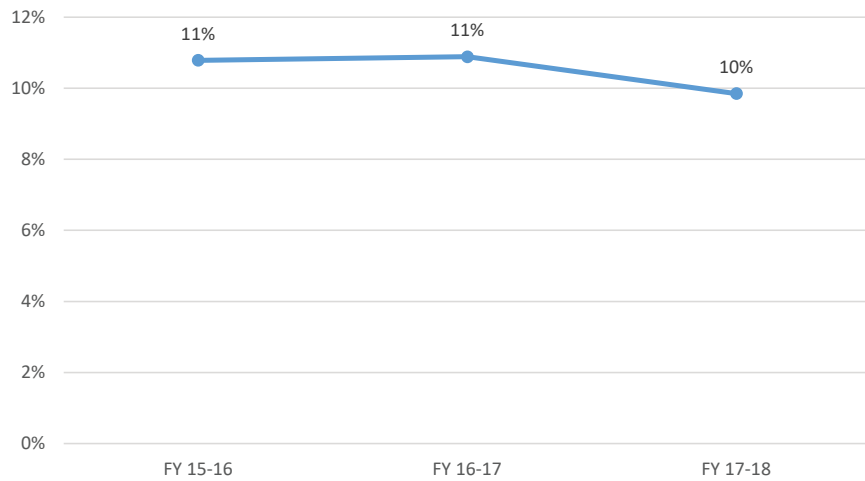
- Dr. Daum (0.9 FTE) left BR FGP in Q1 FY 17-18. This position remains vacant.



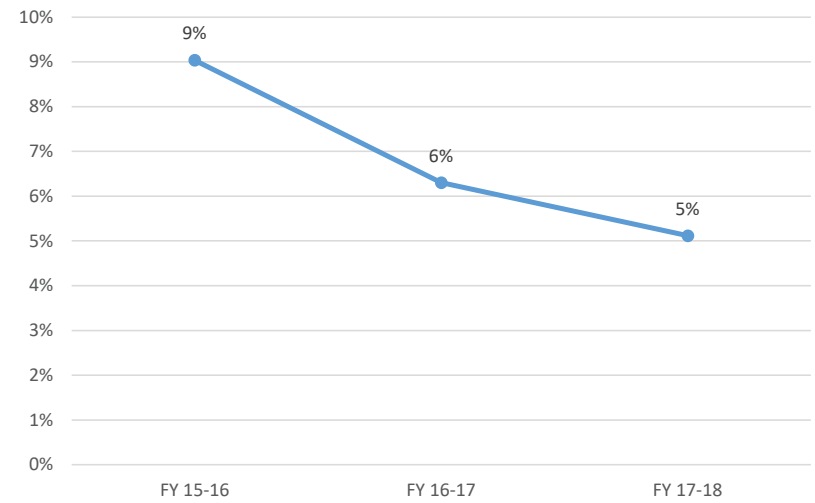
- MGMA 2018 benchmark based on 2017 data (released on 8/22/2018): Percentage of total appointments that were same-day appointments for a Multispecialty facility: 10%.
- MMC/ACC practice trends between 18%-12%.
- The significant increase between Q4 FY 16-17 and Q1 FY 17-18 can be explained by increase marketing efforts.

- There is great potential for marketing and service expansion among FIU employee population.

**MM FGP % No show yearly trend**



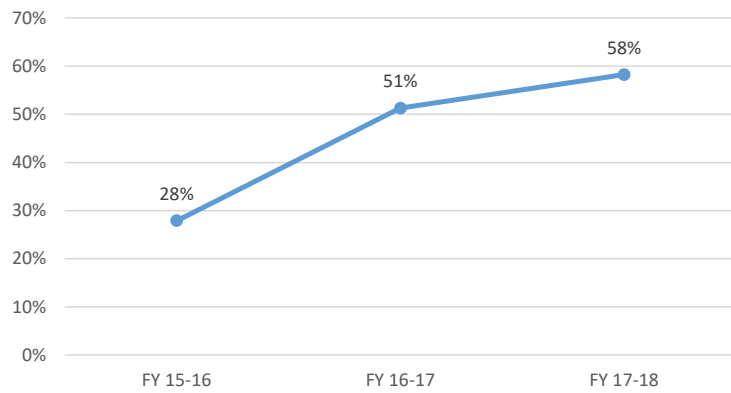
**BR FGP % No show yearly trend**



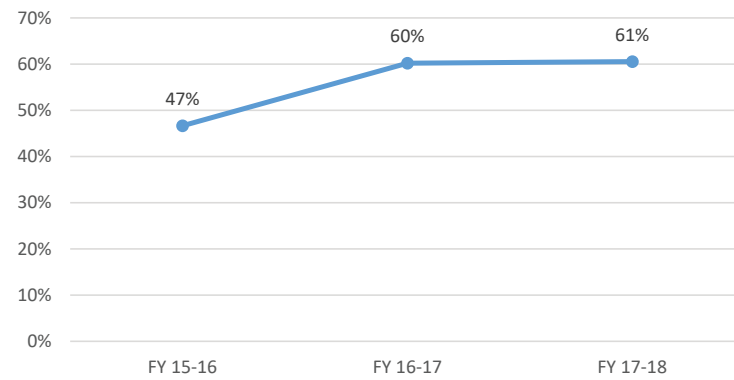
- MGMA 2018 Benchmark for Multispecialty based on 2017 data: No-show rate is 5%
- Appointments are tagged as no-shows when patients do not arrive to the appointment and do not answer the phone call when contacted by a front desk representative.

- There have been slight decrease in the no-show rate at MMC FGP and a more substantial decrease at BR FGP. The efforts in recovering cancellations are better measured by percent Recovery Rate.

**MMC FGP Recovery rate**

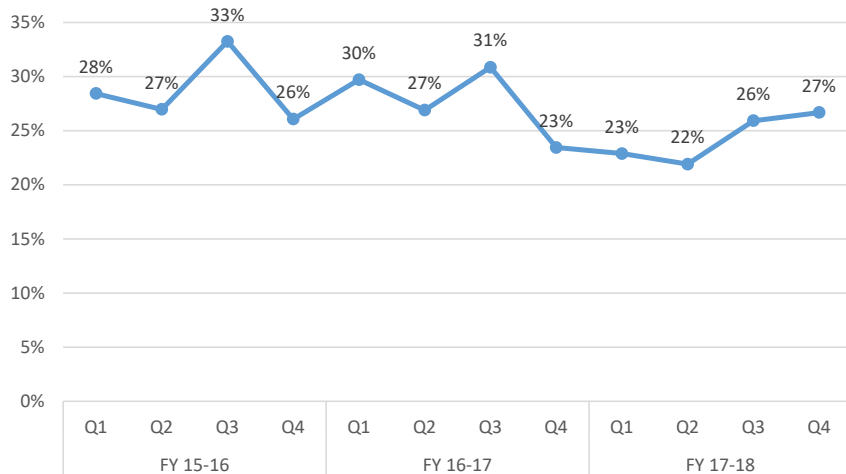


**BR FGP Recovery rate**

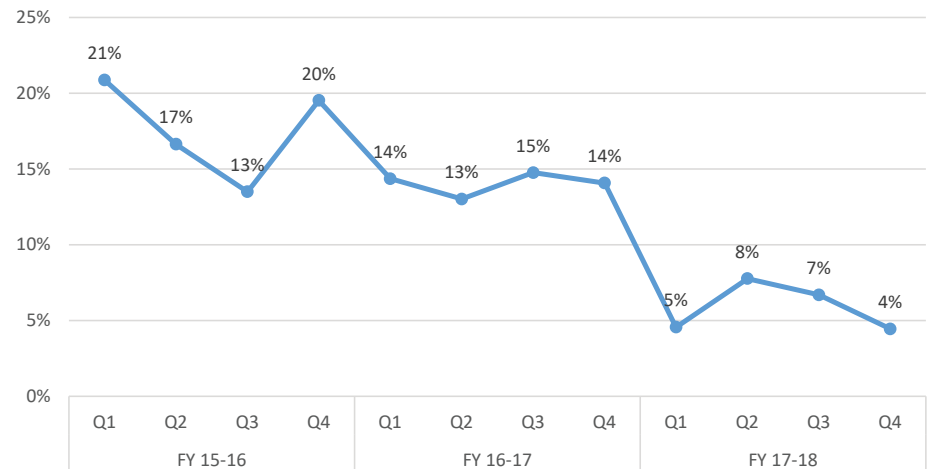


- A recall list was implemented mid FY 16-17. The recall list with the purpose of contacting patients who had cancelled their appointments and have not yet rescheduled. Up to 3 attempts are made.

**MMC FGP % New Patients**



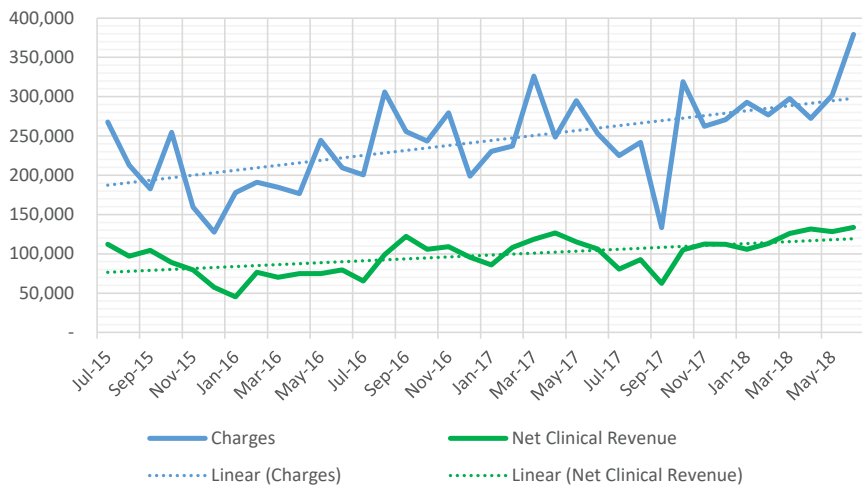
**BR FGP % New Patients**



- New patient measure is impacted by new specialties offered.
- Dermatology services began at MMC FGP on Q3 FY 15-16 (March 2016)
- Addition of Dr. Salgado (Behavioral Health) at MMC FGP explains the increase in new patients in Q3 FY 17-18

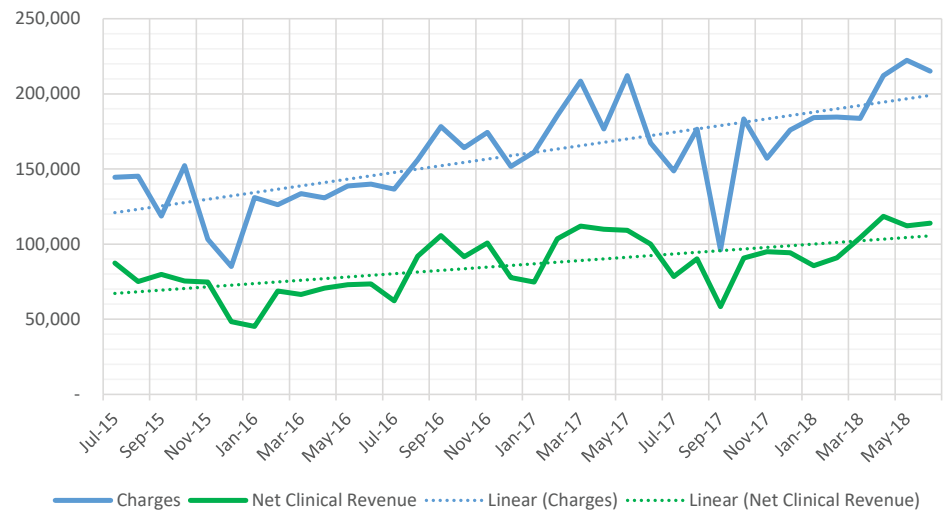
- Loss of one Behavioral Health provider at BR FGP in Q1 FY-18 explains why new patients in BR FGP dropped significantly. Dr. Foster transition from Broward to MMC FGP also impacted recent numbers.

**Charges & Net Clinical Revenue:  
All HWCOC Sites**



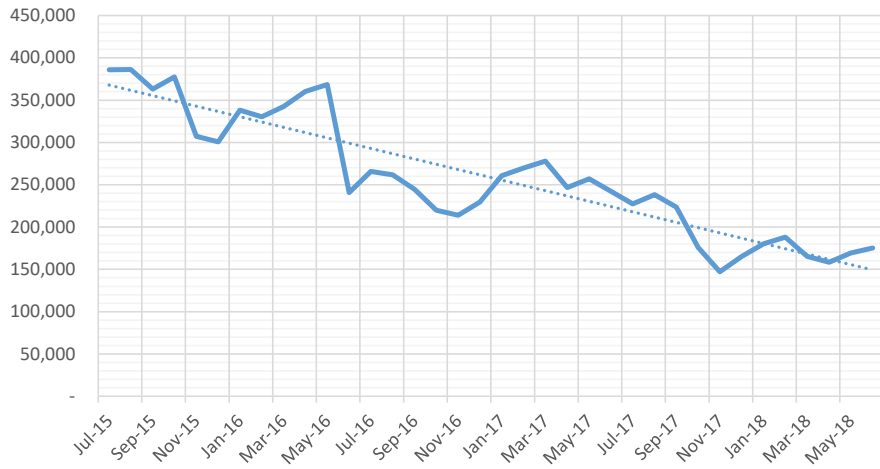
- Charges and net clinical revenue for all HCN sites show an overall upward trend

**Charges & Net Clinical Revenue: FGPs**



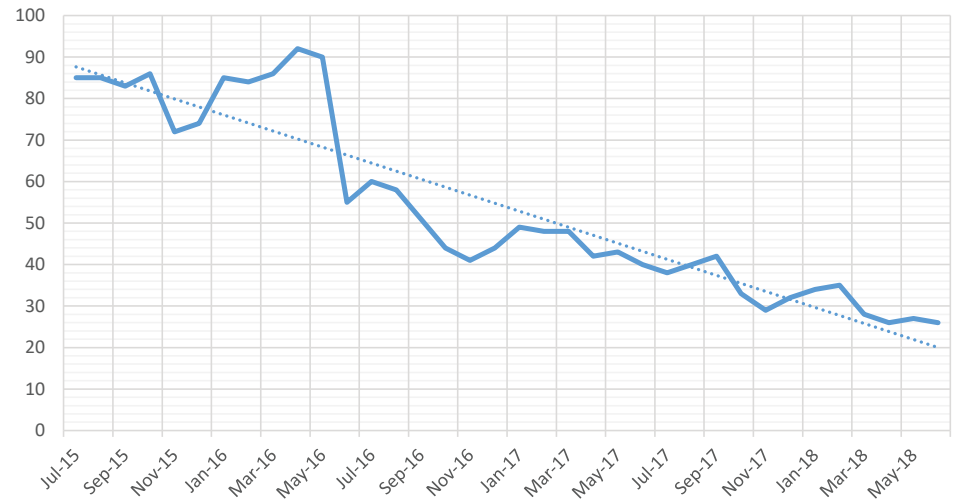
- Charges and net clinical revenue for the Faculty Group Practice show an overall upward trend
- Variations include:
  - Loss of providers in December 2015
  - Hurricane Irma in September 2017
  - Dips are typically seen in June-August and December-January due to provider vacations

**Accounts Receivable Balance: FGPs**



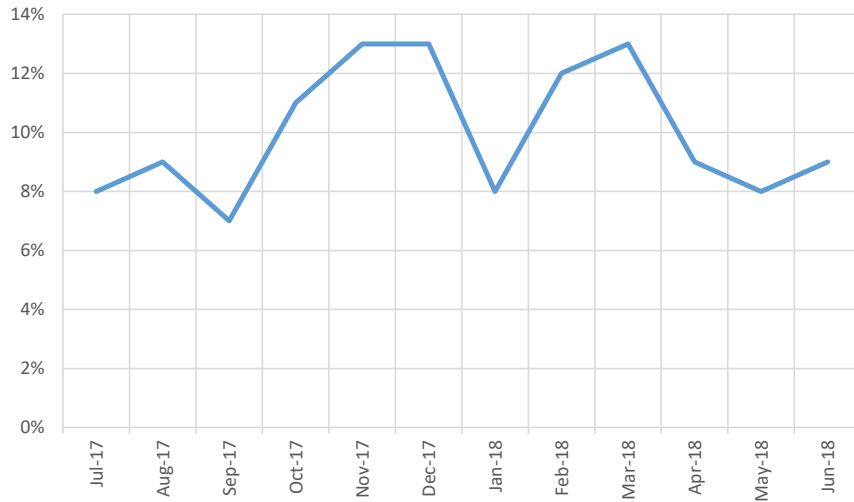
- Accounts receivable balance has decreased approximately 60% over the past three years per trend line
- Internal process improvements in October 2017 has resulted in A/R balance consistently being below \$200,000

**Days in A/R: FGPs**

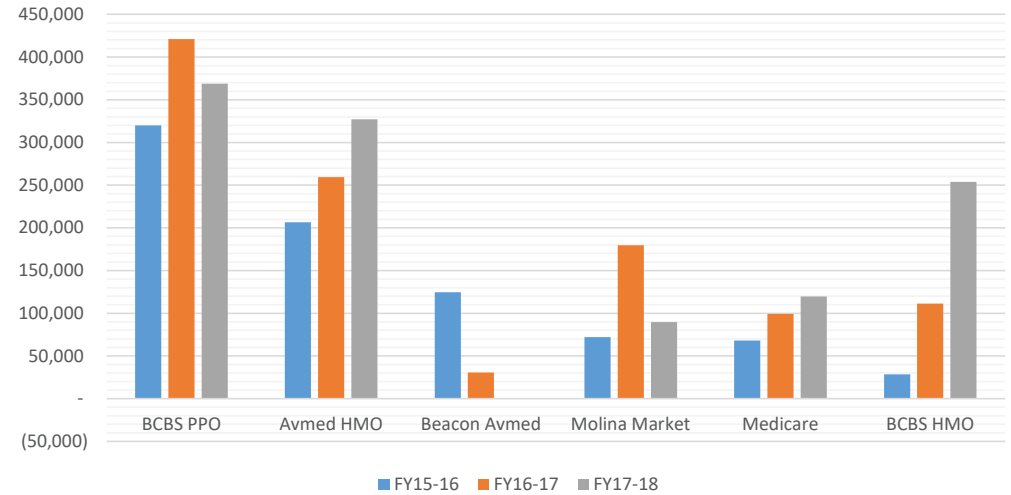


- Concurrently, the days in A/R metric has decreased 70% over the past three years per trend line
- Improvement in clean claims submission has contributed to faster payments and lower days in A/R

**Incomplete Service Orders > 48 Hours: FGPs**



**Top 5 Charges by Carrier Over Time: FGPs**

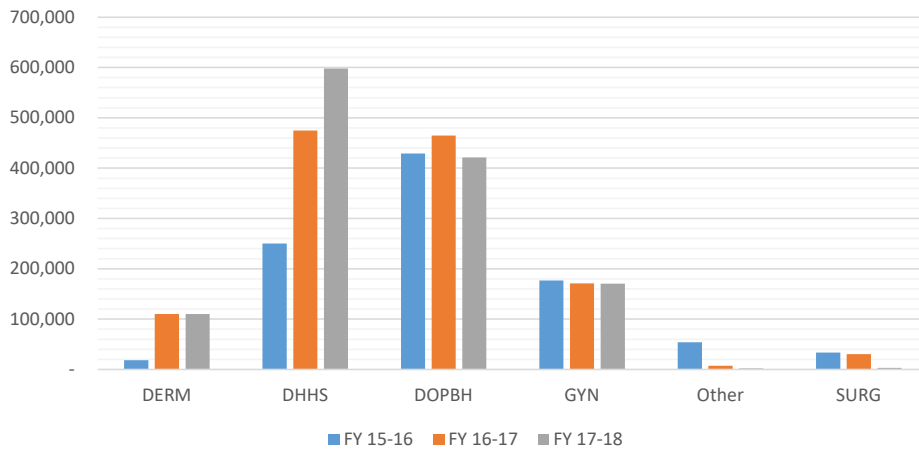


- Beginning FY17-18, HCN has begun to track provider incomplete service order rate
- MGMA benchmark states 100% completion within 24 hours; HCN allows 48 hours
- A report is provided weekly to clinical affairs; however, the percentage of incomplete orders remains constant

- Charge mix shows that Florida Blue remains our top carrier, with the HMO line of business seeing the biggest increase
- AV-med HMO is the second most prominent carrier
- Credentialing efficiency improvement has helped providers onboard quickly and successfully. Increased in-house credentialing has improved efficiency.

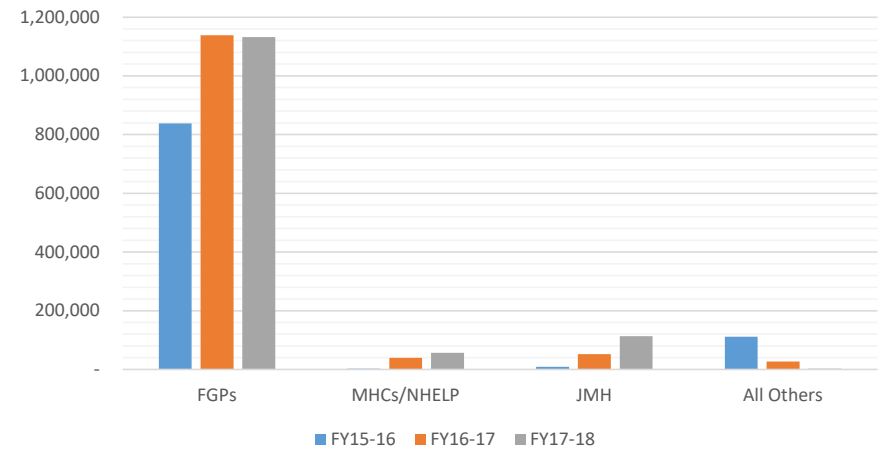


**Net Clinical Revenue by Department per Fiscal Year:  
All HWCAM Sites**



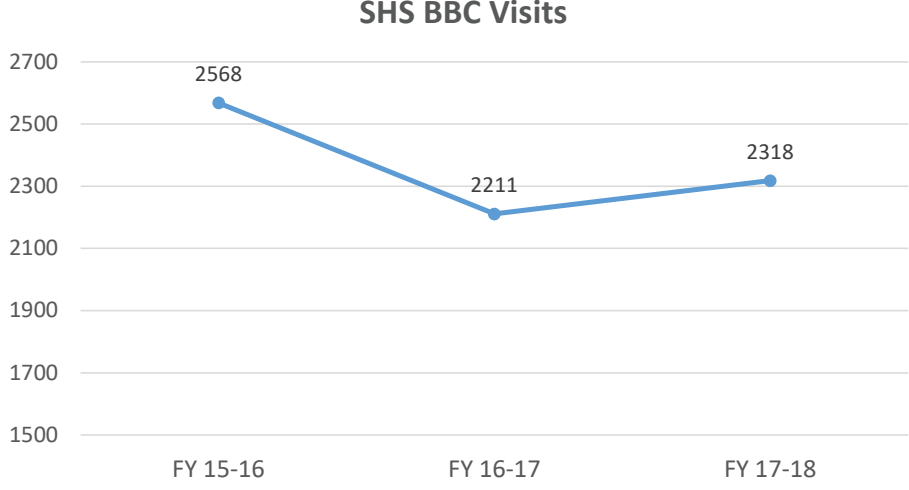
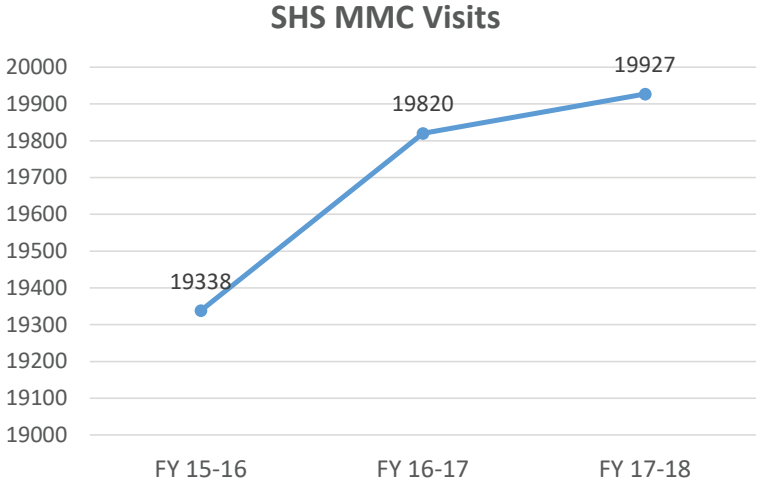
- DOPBH saw a slight decrease due to loss of providers
- DERM and GYN have remained relatively constant
- DHHS has seen a steady increase in net clinical revenue

**Net Clinical Revenue by Line of Business per  
Fiscal Year**



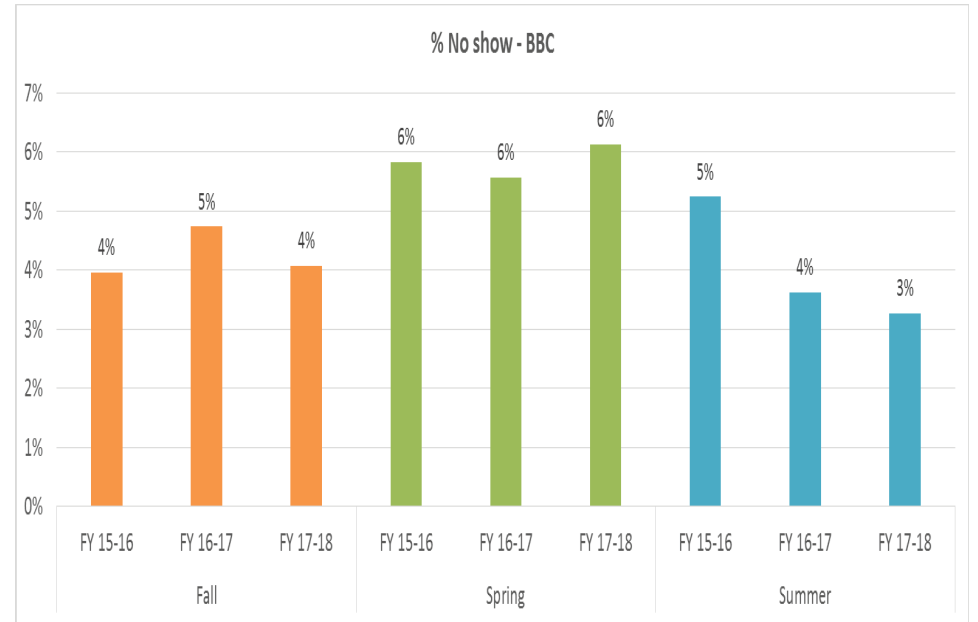
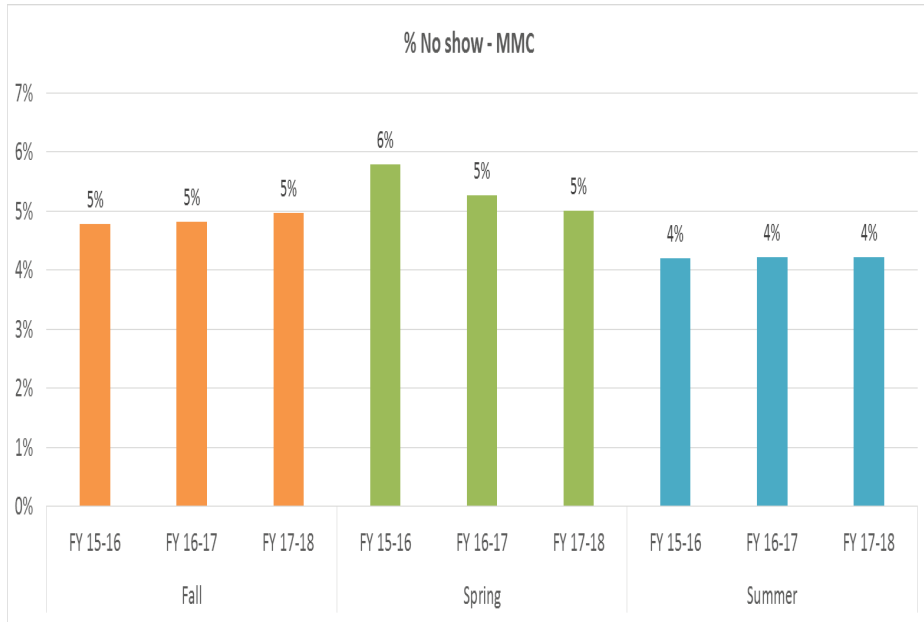
- JMH Inpatient line of business has seen a steady increase in net clinical revenue each fiscal year
- FGPs saw a big increase in FY15-16 to FY16-17, and remained constant through FY17-18
- FGPs FY17-18 was negatively affected due to Hurricane Irma and the bridge accident

**b) Student Health Clinics**



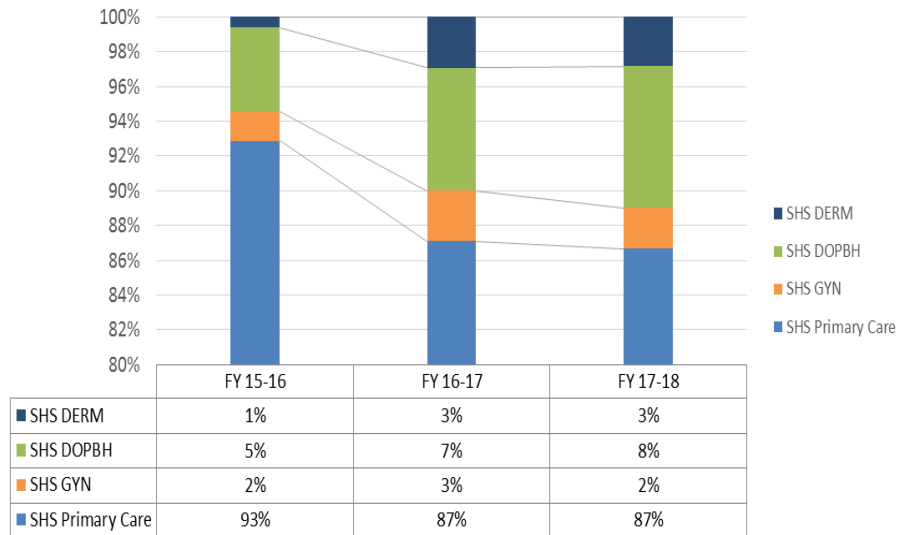
- DERM: 377% increase in visits from FY 15-16 to date. Provider started in March 2016
- DOPBH: 74% increase in visits from FY 15-16 to date
- GYN: 43% increase in visits from FY 15-16 to date
- Primary Care: 3% decrease in visits from FY 15-16 to date

- DOPBH: 378% increase in visits from FY 15-16 to date
- Primary Care: 15% decrease in visits from FY 15-16 to date



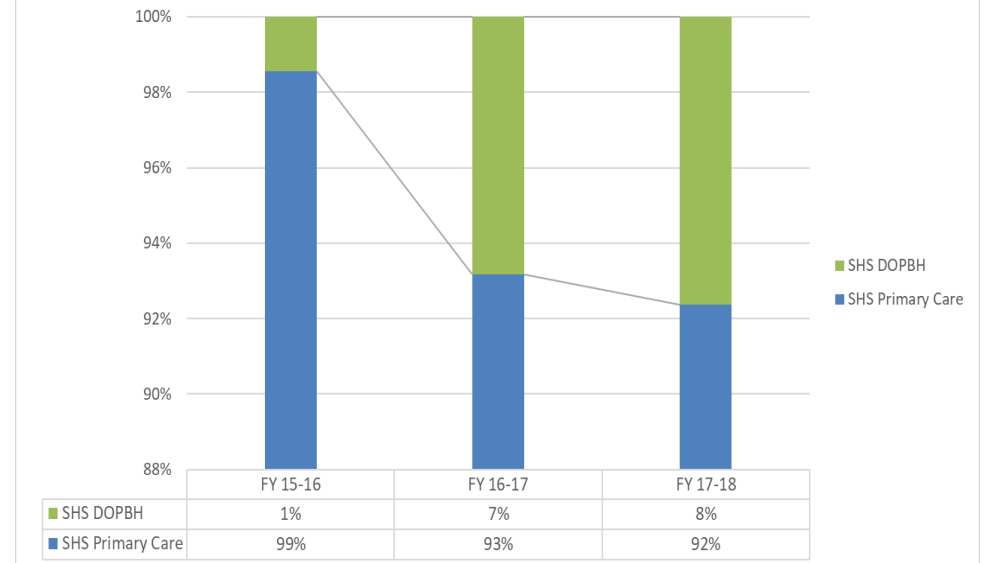
- Text reminders were implemented after FY 15-16, which helped maintain or decrease the no-show rate

**MMC % Visits by Specialty**

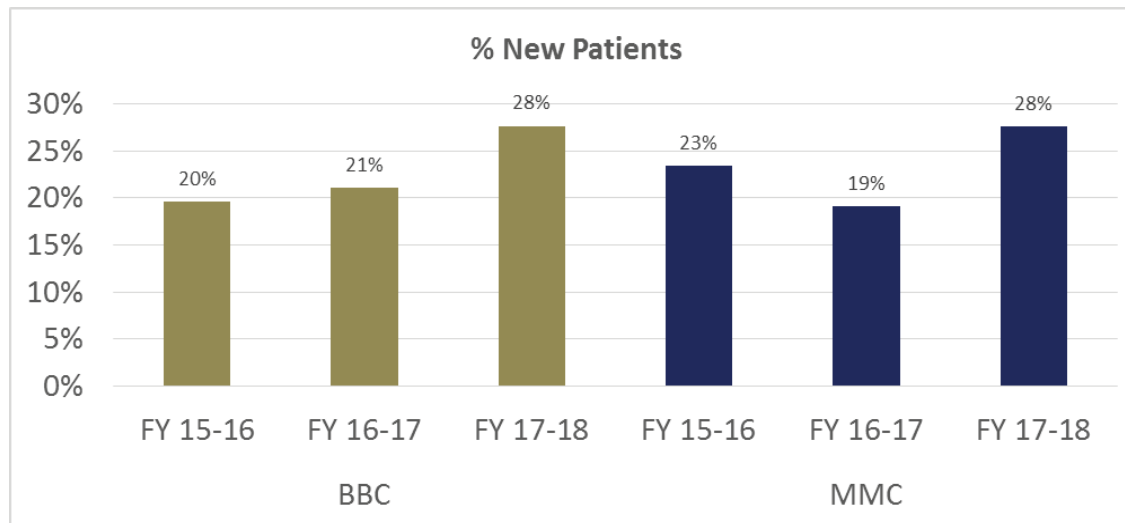


- Over the past two years, there has been an increase in Dermatology, Psychiatry (DOPBH), and Gynecology specialty services in MMC.

**BBC % Visits by Specialty**



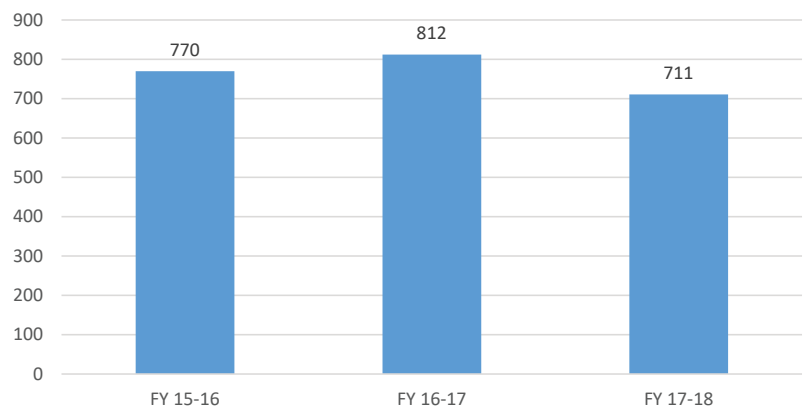
- Over the past two years, there has been an increase in Psychiatry (DOPBH) on BBC campus



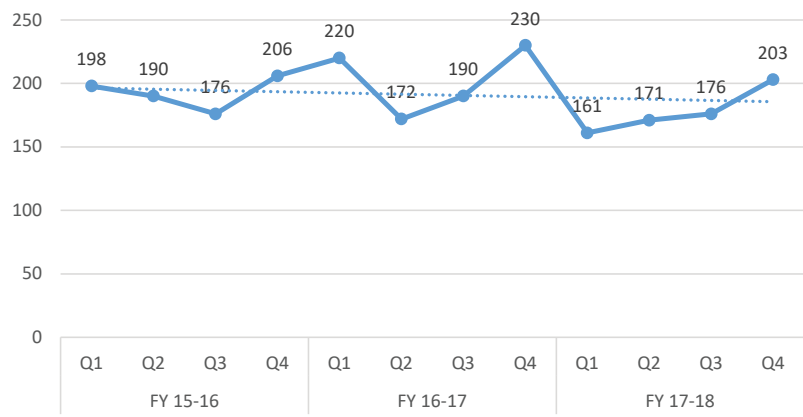
- Percentage of new patients increased in both sites
- Percent new patients based on E/M CPT (Current Procedural Terminology) codes, which follows CMS (Center for Medicare and Medicaid Services) guidelines. They are determined at the specialty level, based on provider coding

**c) ORED Embrace**

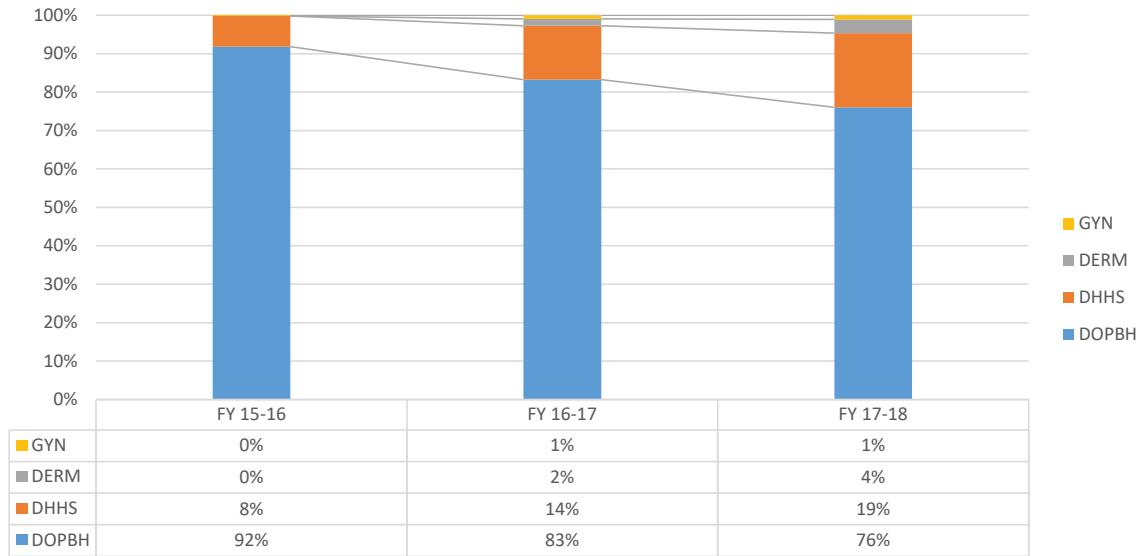
**Embrace Visits FY comparison**



**Embrace Visits quarterly trend**

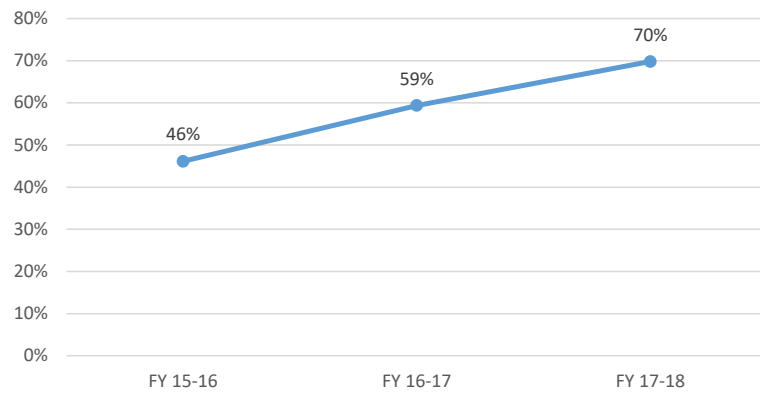


### MM FGP - %Embrace visits by specialty

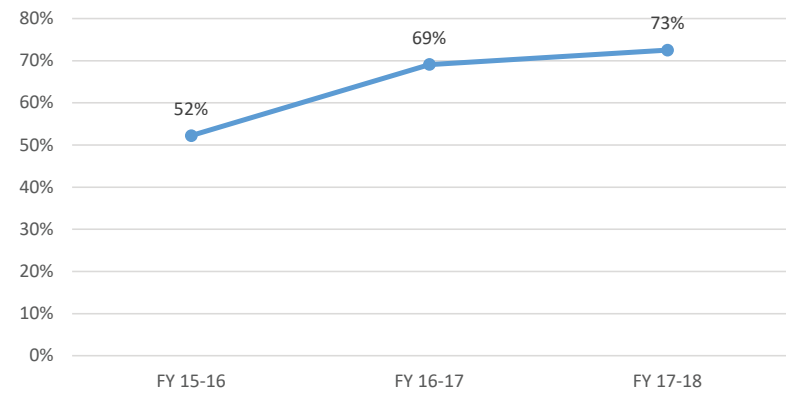


- BR FGP: 100% DOPBH

**MMC FGP - Embrace Recovery rate**



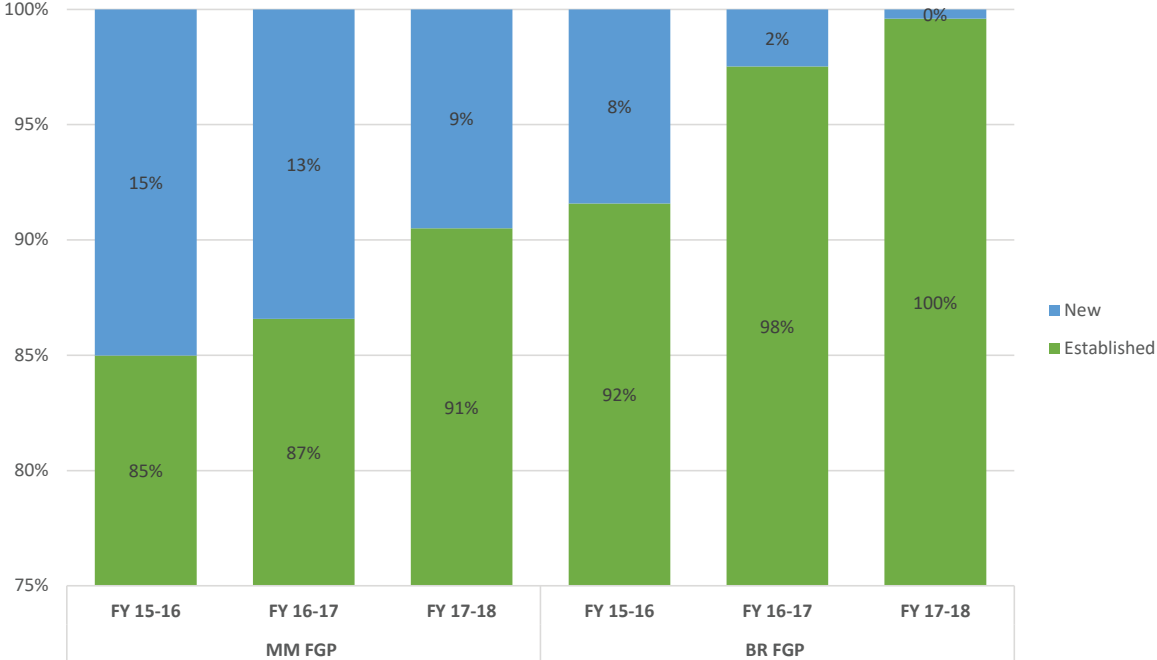
**BR FGP – Embrace Recovery rate**



- A recall list was implemented mid FY 16-17. The recall list with the purpose of contacting patients who had cancelled their appointments and have not yet rescheduled. Up to 3 attempts are made.



### Embrace % New vs Established patients

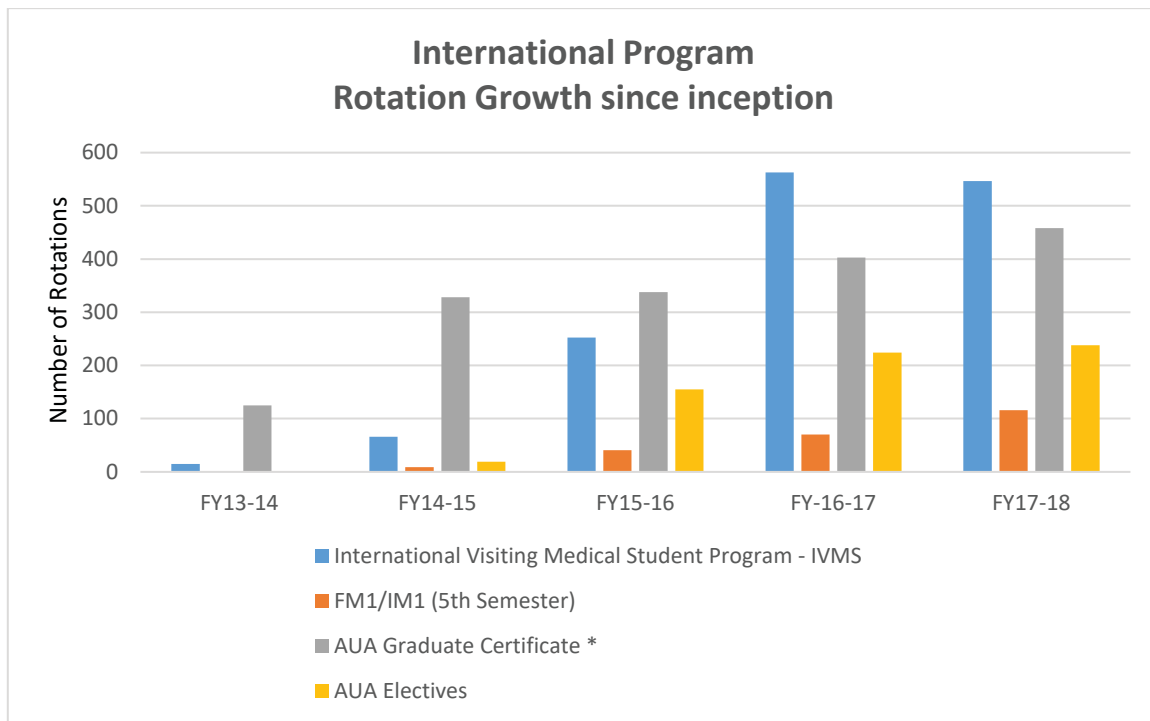


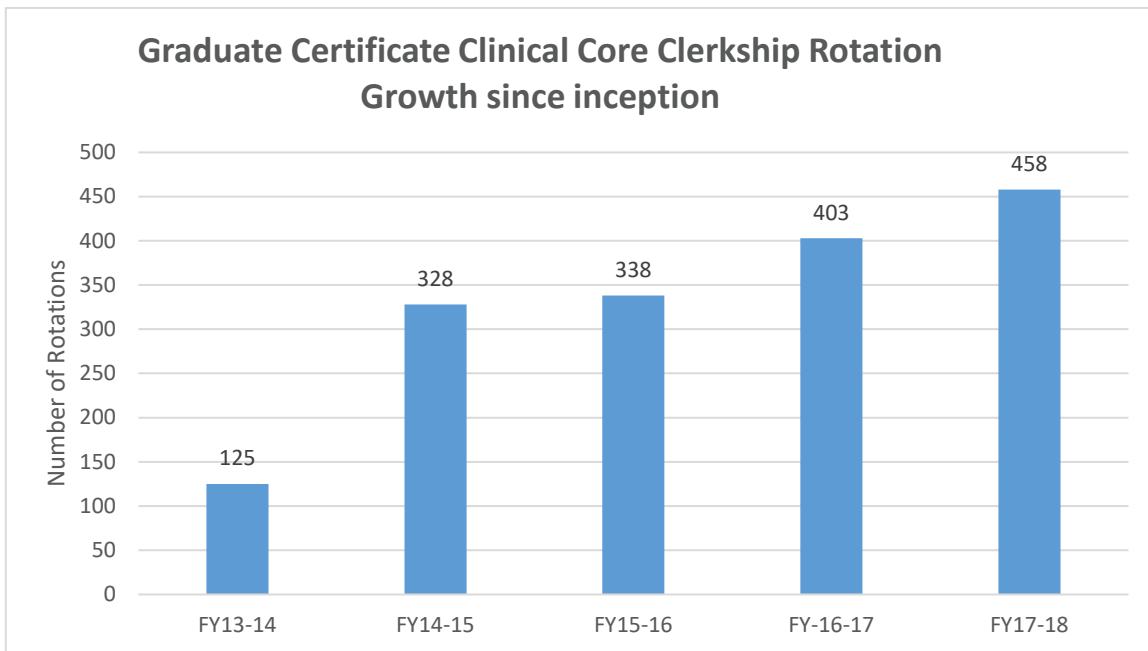
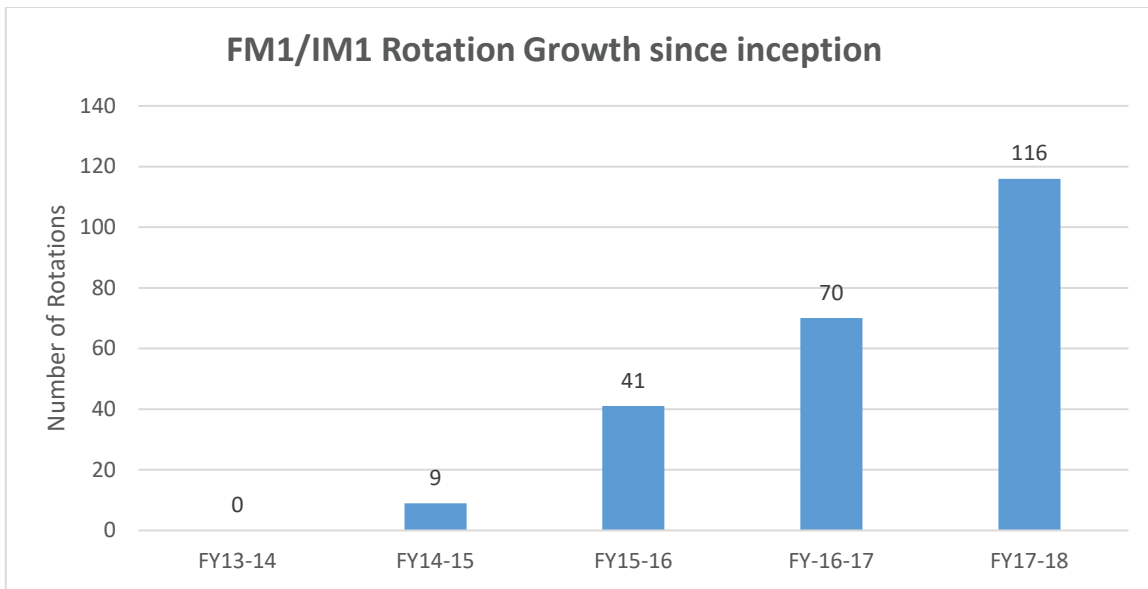
## d) HWCOT International Program

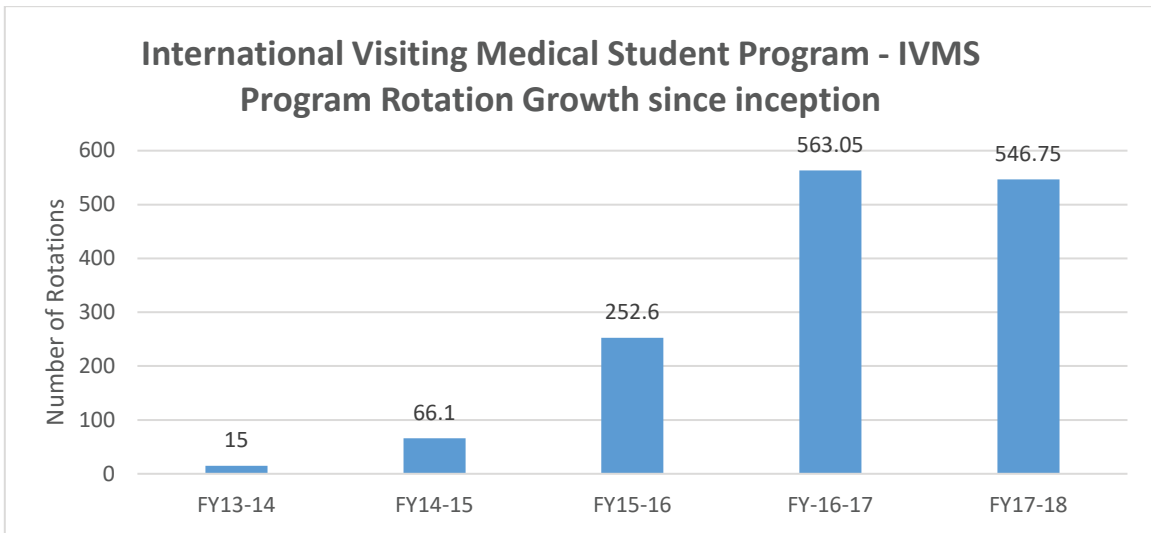
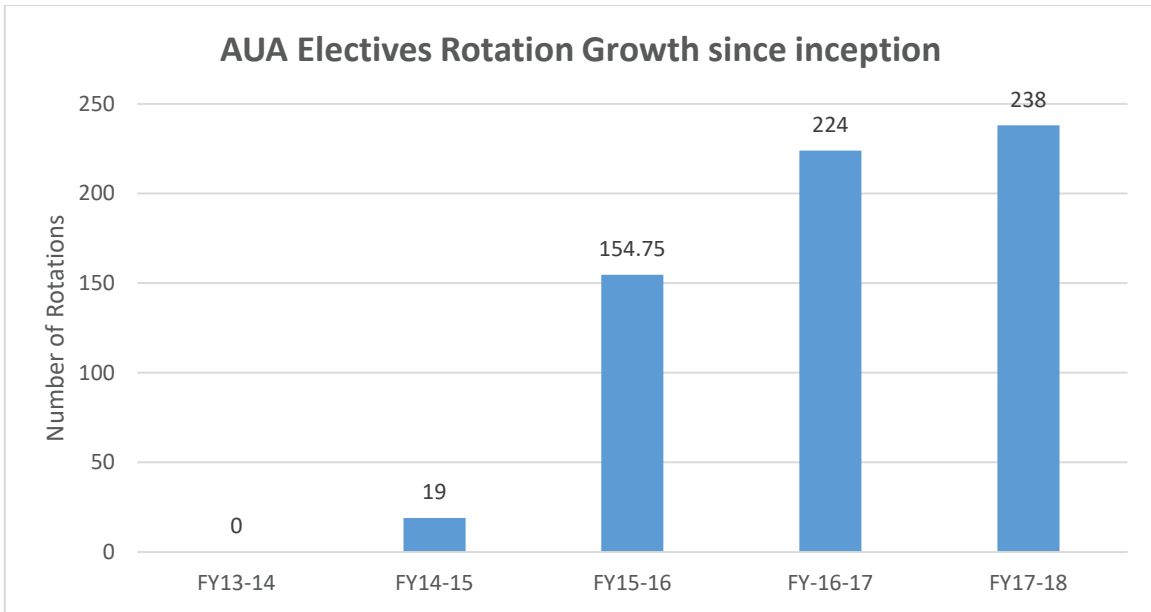
The HWCOT International program under the management of FIU-HCN currently includes four programmatic offerings: three programmatic offerings with our main partner, the University of Manipal and the American University of Antigua (FM1/IM1, Graduate Core Certificate Program and Electives) and one programmatic offering (Electives) in the International Visiting Medical Student Program with numerous global partners. Since inception five years ago, the International program has hosted over 1900 students from 240 universities in 51 countries across all continents. It includes 66 HWCOT Faculty/Preceptors selected to teach exclusively international visiting medical students from all the programs. The program expands across 28 clinical sites in Miami Dade and Broward County and has produced an estimated economic impact of \$15,838,872.

A comprehensive five-year report has been completed and submitted to HWCOT leadership and FIU-HCN Board of Directors.

As part of this report, the graphs to follow show the performance of the International program and respective programmatic offerings in the past three years.







## VI. Financial Report

FIU-HCN developed as a full risk clinical model at its inception on 2010. In fiscal year 2015-2016, the FIU-HCN transitioned from a full risk clinical model to a Management Services Organization model (MSO). As a result, since FY 2015-2016, revenue sources for FIU-HCN derive from management fees. In the MSO model, FIU-HCN revenues based on management fees derive from managing the HWCOC clinics, HWCOC Office of International Affairs (OIA), FIU Student Health Clinics, ORED Embrace, and the leases of the Ambulatory Care Center (ACC) to Nicklaus Children's Hospital and Gastro Health. Patient revenues and respective accounts receivables for clinical services after fiscal year 2015-2016 and beyond are now recorded under the HWCOC.

As part of the management of the HWCOC clinics and the OIA program, the operating expenses are processed and recorded on the books of FIU-HCN under the respective line of business. The operating expenses of the HWCOC clinics are billed to and reimbursed by HWCOC to FIU-HCN. The expenses of the OIA program are captured along with the OIA program revenues under the OIA line of business. By fiscal year end and after the annual audit, the net income from the OIA line of business are transferred to HWCOC to support its clinical operations.

***Below is a summary of each of the three-year financial model evolution respectively.***

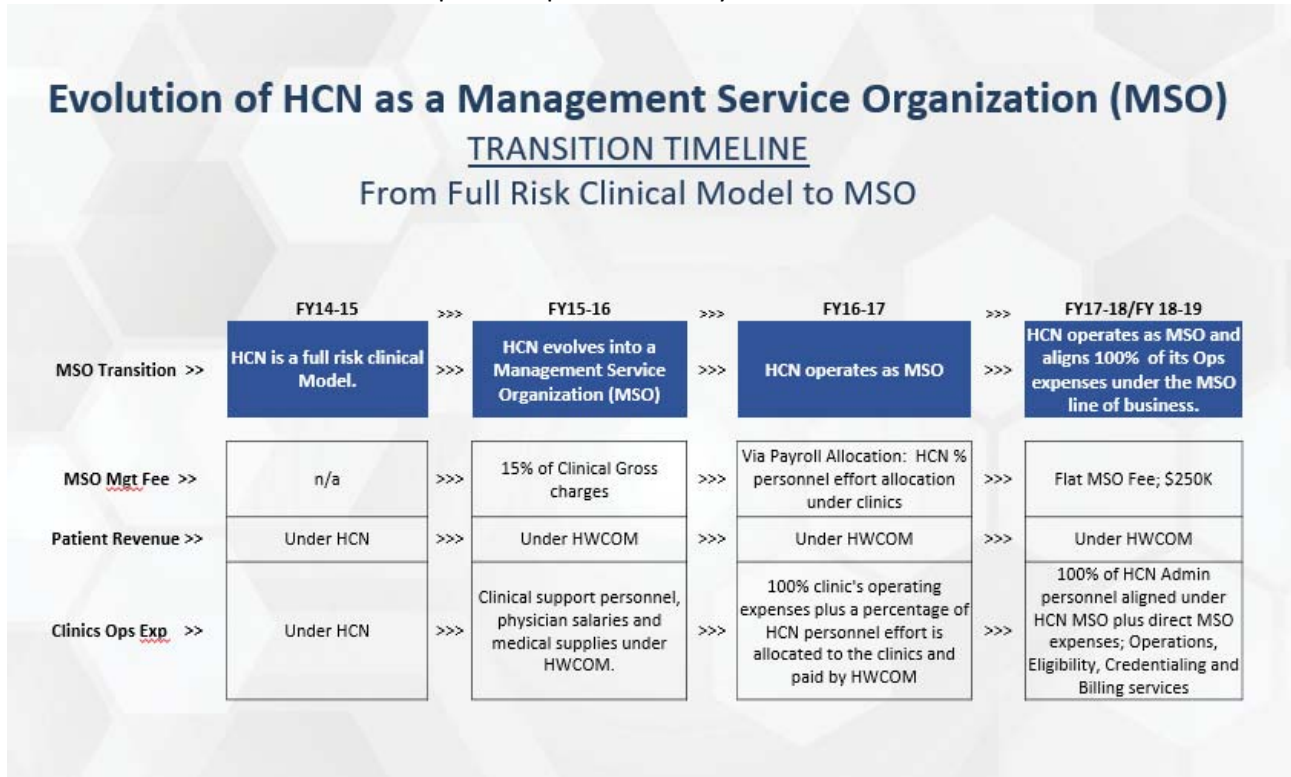
In **FY15-16** FIU-HCN transitioned from a full risk clinical model to a Management Services Organization model (MSO). In FY15-16, MSO revenues for the management of the HWCOC clinics were based on 15% gross patient charges. As a result, the patient revenues and respective AR for clinical services provided since July 2015 are no longer the revenues of FIU-HCN. The patient revenues and patient AR deriving from the clinical services began to get recorded under the books of the HWCOC and the cash receipts from the services generated by the HWCOC clinics are deposited directly into FIU-HWCOC bank account. The expense associated with the salaries and benefits of the physician faculty and the clinical support personnel were directly absorbed by HWCOC in FY15-16. Management fees related to the OIA programs came directly from the University of Antigua (AUA) as a flat fee to FIU-HCN and they derived from the administration of the AUA Certificate Program for the Clerkship Rotation to third year medical students. Revenues from the FIU SHS Clinics are based on 10% of the health fees allotted for the SHS Clinics and 10% from other SHS revenues such as fees for service revenues.

In **FY16-17** the management fees revenues from the management of the HWCOC Clinics transitioned from a 15% fees from gross clinical charges to a cost reimbursement model where HWCOC reimbursed to FIU-HCN all operating expenses for their clinics. The salaries and benefits for the clinical support staff and the operating expenses for the clinics began to be reported under the Clinic's line of business. In this cost reimbursement model, the clinic's operating expenses also included a percent allocation of the FIU-HCN personnel salary expense. These expenses were billed to HWCOC on a monthly basis and were recorded as Management Fee revenue in the FY16-17 under the clinics line of business on the books of FIU-HCN. The cap of this cost reimbursement model was \$2.1M. The actual expenses for the clinics line of business in FY16-17 came at \$108K below the cap that represented this amount in savings to the College of Medicine. The revenues generated from the clinical services provided by the faculty along with the faculty salary percent effort allocation continued to be directly recorded under the books of HWCOC. As a result of this transition to a cost reimbursement model, the FIU-HCN management fee revenue stopped deriving from the 15% of gross clinical charges and began coming through via a reduction to expenses in the MSO line of business. In FY16-17 the management fees revenues for FIU-HCN from the OIA programs continued to include the fees paid directly by AUA for the administration of the Core Certificate Program plus an added 15% coming from

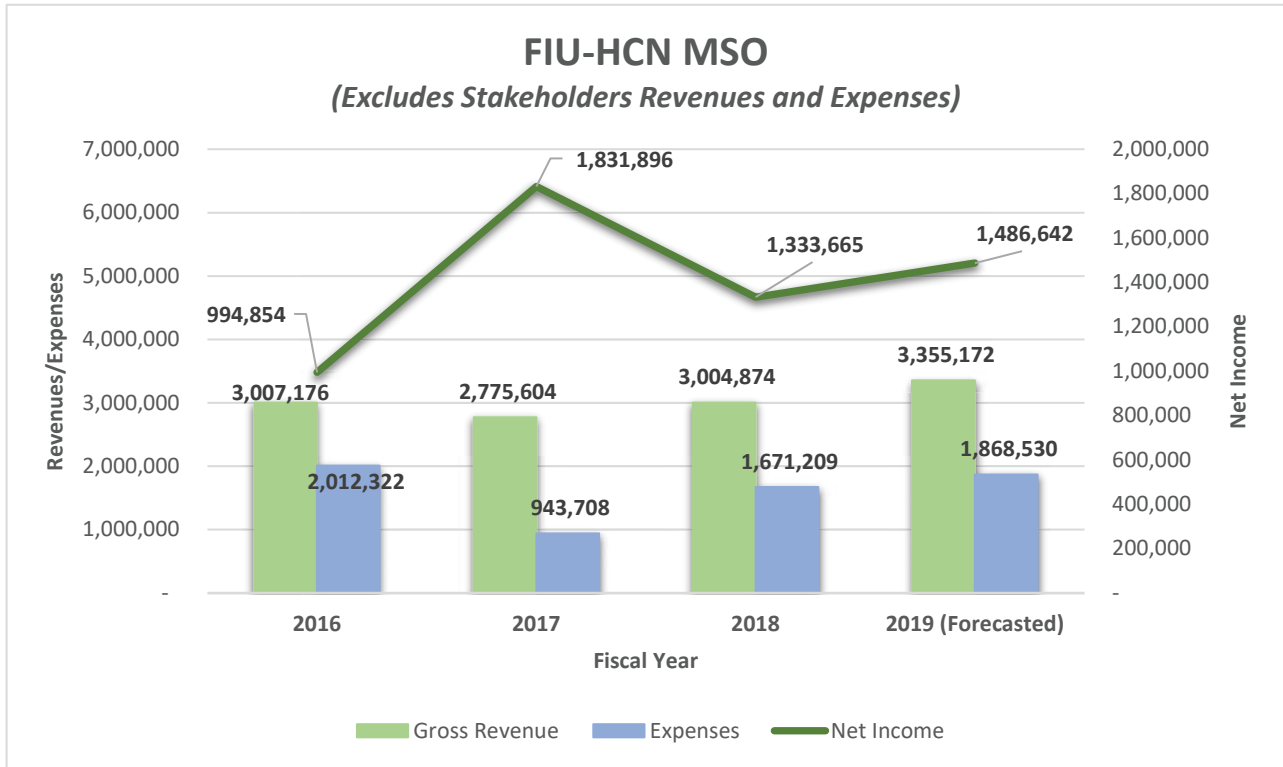
HWCOCM for other OIA programmatic revenues deriving from: the AUA Fifth Semester program, AUA Electives program and the International Visiting Medical Students (IVMS) programs administered to international students through collaboration with various institutions around the world. In FY16-17 FIU-HCN also began to implement other revenue sources for the OIA line of business deriving from registration, cancellation, and change fees. The revenue structure of FIU-HCN for the management fees coming from the management of the FIU SHS Clinics, Embrace and the leases remained unchanged.

**FY17-18 to Present;** FIU-HCN continues to operate as a Management Service Organization and it stands as a self-sustained financial model absorbing the expenses aligned to the MSO operations. The percentage of the FIU-HCN admin personnel expenses and the HWCOCM IT support personnel previously allocated to the clinic's line of business are fully absorbed by FIU-HCN under the FIU-HCN MSO line of business. The HWCOCM clinic's operating expenses are reported as a pass-through expense under the clinic's line of business through the books of FIU-HCN and they are billed to and reimbursed by HWCOCM to FIU-HCN. This expense reimbursement for the operating expenses of the HWCOCM clinics is recorded as "Other Revenue" under the clinic's line of business. In July 2017 the management fees structure for the management of the HWCOCM clinics changed to a flat amount with a cap of \$250 thousand that represents approximately 10% of the entire clinic operations managed by FIU-HCN. These fees are recorded as Management Fee revenue under the FIU-HCN MSO line of business. Effective in FY17-18 the revenues from management fees coming from OIA are inclusive of 15% of other programmatic revenues deriving from program cancellation and change fees. The management fee structure remains unchanged for the revenues deriving from the FIU SHS Clinics, Embrace and the lease

The graph below illustrates the transition timeline related to the FIU-HCN financial evolution from a clinical model to an MSO model. The pages to follow include graphs that show financial outcomes for FIU-HCN for the three years reported and a graph reflecting the impact to the FIU-HCN net income resulting from the transition to the MSO model as compared to pre-transition years.



The FIU-HCN MSO graph below illustrates the FIU-HCN MSO revenues, expenses and net income from FY2016 through FY2018 reflecting the transition into a fully sustained financial model by FY2018 where all operating expenses and revenues are aligned with the MSO model as a financially sustained unit.

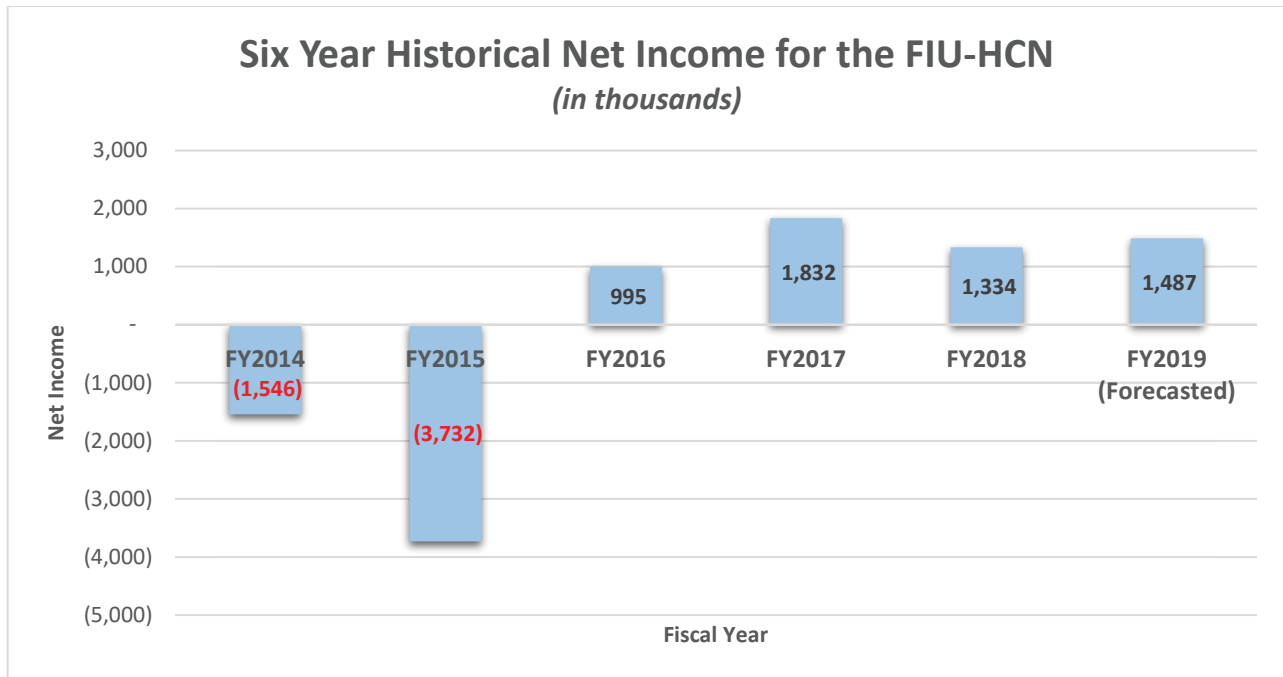


Revenues of the FIU-HCN MSO in FY2016 derived from 15% of gross clinical charges. FY2017 reflects lower expenses resulting from the proposed HWCOT model where they began to absorb all operating expenses for the clinics inclusive of the MSO personnel allocation effort which replaced the management fee from HWCOT. FY2018-19 (Forecasted) reflects the negotiated contractual management fee from AUA which include the fees for the AUA electives and the AUA IM1-FM1 currently paid by HWCOT. On October 2018, the new management fee will include the programs managed by FIU-HCN for AUA up to cap as per contract. All other management fees remain unchanged.

As part of the evolution period in FY2016, some of the clinic expenses such as the Centricity and Patient-Keeper system were part of the FIU-HCN MSO expenses and later transition to the clinics in FY2017. Also, in FY2017, the expenses for FIU-HCN MSO reflect savings related to personnel expense allocation to the HWCOT clinics. In FY2018 FIU-HCN MSO fully absorbed 100% of their MSO personnel expenses and all other expenses aligned to the MSO operations. In FY2018-19 (Forecasted) the model is expected to remain the same.

### FIU-HCN Historical Net Income – pre and post transition to MSO

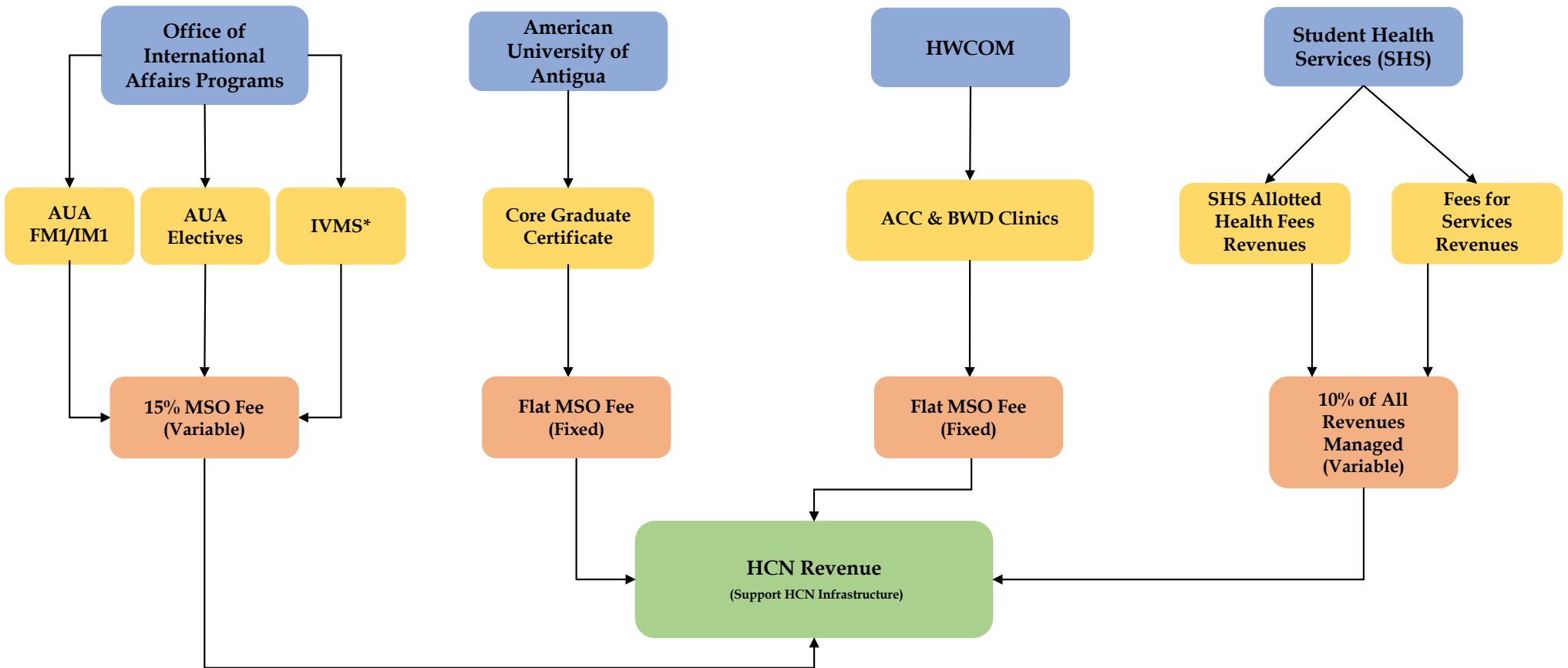
The realignment of financial model and management structure along with implementation of efficiencies across all MSO tasks contributed to the financial turn-around of the FIU-HCN. The graph below reflects the impact to the FIU-HCN net income resulting from the transition to the MSO model as compared to pre-transition years prior to FY2016.





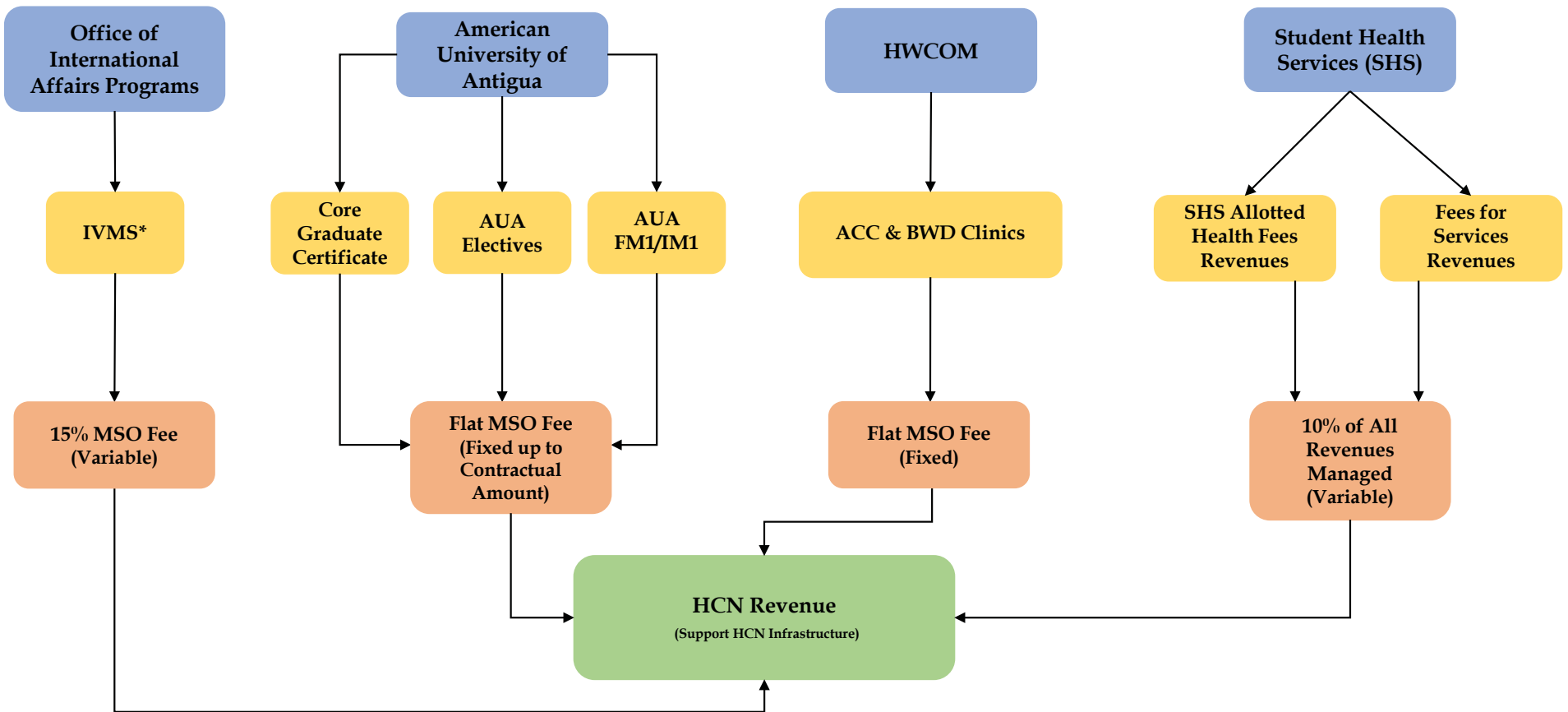
## Health Care Network - MSO Fees Revenue Sources FY2017-18

(July 2017 - June 2018)



\*Excludes Application Fees

**Health Care Network - MSO Fees Revenue Sources  
FY2018-19  
(July 2018 - June 2019)**

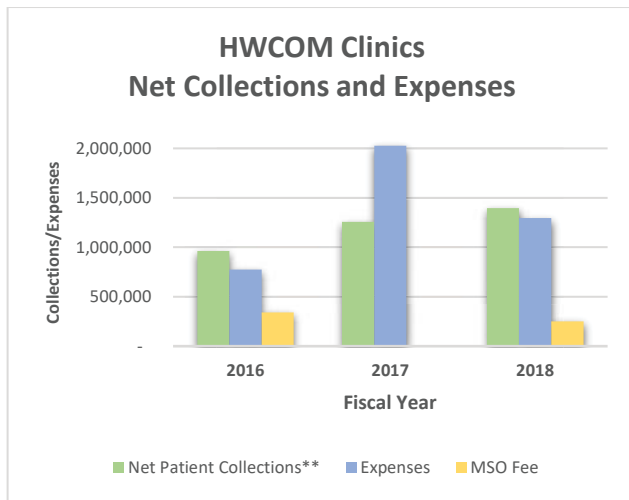


\*Excludes Application Fees

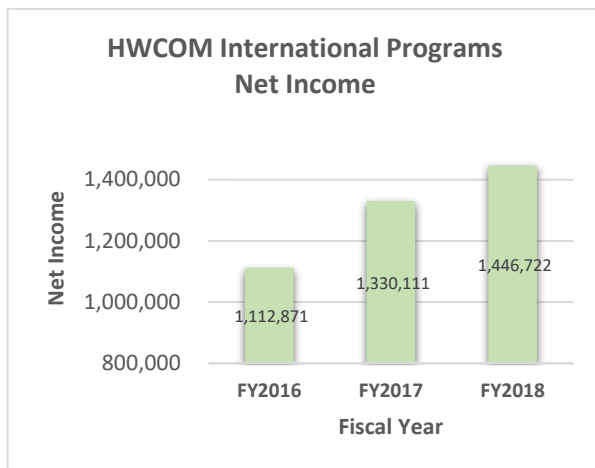
## Financial Impact to Stakeholders

The following illustrates the financial impact to the FIU-HCN stakeholders; FIU HWCOC Clinics, HWCOC International Program and FIU Student Health Clinics.

### HWCOC Clinics and International Program

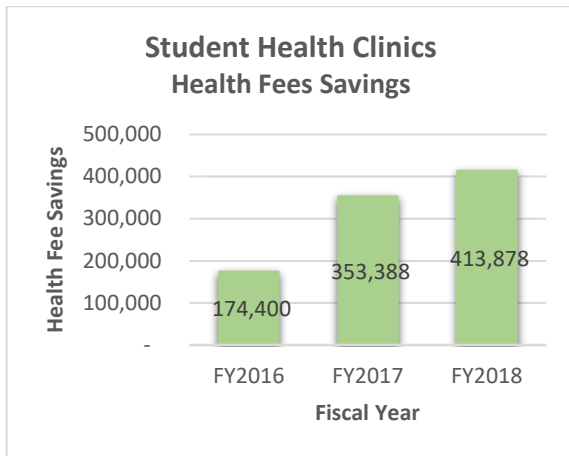


In FY2015-16 the HWCOC began to incur the clinical support personnel expenses and most of the operating expenses directly under their books. For FY2016-17 HWCOC proposed a change to the MSO fee by replacing the MSO management fee with incurring part of the cost of the FIU-HCN MSO personnel as part of the expenses under the HWCOC clinics. In addition, the cost of the Centricity and PatientKeeper systems were incurred by the clinics as part of their operating expenses. In FY2017-18 the expenses for the clinics represent only those expenses aligned with its operations. In FY2017-18, FIU-HCN management fee became a flat fee aligned with MSO tasks.



In summary, after two years of realignment and evolution of the MSO model, under the FIU-HCN management net patient collections are increasing thus improving financial performance of the HWCOC clinical operations. Effective in FY2016 the net income from the International Program is transferred to HWCOC to support clinical operations.

## FIU Student Health Clinics



The Student Health Clinics savings are the net savings from the health fee funds allotted to the Student Health Clinics. These savings were accomplished through expense savings. The total savings during the three years ending in FY2018 amount to approximately \$942K, which were transferred back to the FIU centralized health fee fund.

In summary the HWCOC clinics, the HWCOC international program and the FIU Student Health Clinics have seen positive impact to their financial performance under the management of the FIU-HCN MSO.

## VII. Future

The Florida International University Health Care Network has been operating as a management service organization (MSO) since July 2015. During these past three years, it has realigned its operations and financial structure to be in accordance with the MSO model. It has produced successful outcomes to its stakeholders through optimization of operations that include realignment of personnel and reporting lines, reduced expenses or subsidies, expansion of programs, increased visibility, optimization of contract negotiation, operation and financial dashboard reports and increased revenues. As the FIU-HCN enters the next phase, it is positioned to provide MSO services across the FIU campus to other colleges and stakeholders. The pillars to which it will operate are **sustainability, profitability and growth**. These three pillars are the focus for MSO and stakeholder operations.

The focus on **sustainability** is core for its operations. It is imperative that FIU-HCN continues to provide its services in an efficient and effective manner while remaining nimble to change. It is committed to invest in resources that will enhance stakeholder value. A focus on **profitability** is inevitable for **growth**. FIU-HCN is ready and able to provide MSO services to new partners such as the Nicole Wertheim College of Nursing and Health Sciences (NWCNHS) for its proposed Physical Therapy Clinic and add services of expanded educational programs to global partners in collaboration with the Robert Stempel College of Public Health and Social Work (RSCPHSW) and with the FIU College of Business.

At the HWCOC clinics, FIU-HCN will continue to focus on increasing patient clinical revenue by increasing patient volume and expanding services such as travel medicine and others. Marketing efforts especially across the FIU community is a priority by increasing awareness of services, participation in FIU community events and enhancing patient experience. FIU-HCN is committed to optimize workflows and operation efficiencies to enhance patient experience through reduced wait times for appointments and walk-ins. The

patient portal use will be optimized with real time patient satisfaction surveys and used to improve operations. Finally, it will continue to work closely with HWCOCM clinical chairs and HWCOCM Office of Clinical Affairs to implement physician reporting to enhance accountability and efficiencies.

FIU-HCN will present a comprehensive plan to the Joint Governance Committee (JGC) on expansion of student health services and access through implementation of billing services at student health clinics. Online FIU students are now able to access services at student health services. In order to expand access to online students beyond FIU campus locations, a comprehensive plan to implement Telehealth services will be proposed by end of third quarter FY 2018-2019. The area of Telepsychiatry, an area of focus on State University System, will be a priority. Many FIU students are included in their parents' insurance and currently pay out of pocket when offered services outside the health fee covered services. By implementing billing services at the student health clinics, student access may increase and subsequently contribute to optimize health fee covered services. Implementation of efficient workflows will be implemented upon the receipt of operation improvement study currently in progress. Pharmacy services and efficiencies in this area will continue to be important. Enhanced pharmacy services throughout the campus can contribute to reduce subsidy from student health fees. Reducing subsidy will assist to use fees to expand health care services to the FIU student body.

On June 2018, FIU-HCN successfully negotiated and signed on behalf of HWCOCM an extended ten-year contract with the main international partner, University of Manipal and American University of Antigua. This partnership has now expanded from the current five-year to a ten-year commitment extending until 2028. This will enable future expansion on number of students, programmatic offerings, affiliations, clinical sites and FIU community partnerships. The addition of the Global MD program, with student participation in FY 2019-2020, offers an opportunity to further expand current and future global partners through the coordination of opportunities for Global MD students to serve their clinical electives in the fourth year of medical school at the respective partner global universities. Other potential areas for growth include simulation lab offerings and collaboration with the FIU Florida Advanced Surgical Transport team (FAST) offering disaster management certificate programs to student from global partners.

In closing, FIU-HCN is committed to invest in its infrastructure to accommodate potential expansion of services. In addition, FIU-HCN is open to other areas of growth to fulfill its purpose of supporting the mission of the Florida International University (FIU) improve and support health education across the all units it currently serves and those that may be added in future opportunities.

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## Executive Summary

### End of Year FY 2018-2019

**Introduction:** FIU Health Care Network (FIU-HCN) ended another year with very favorable performance outcomes across all units managed. Operations continue to improve through efficiencies in workflows across all units and more specifically in revenue cycle management. This has contributed to increase margins in net income for all stakeholders and for FIU-HCN management service organization (MSO) as compared to budget and year over year. Management has focused efforts on vendor negotiation and renegotiation to reduce losses while increasing revenue. New projects that are being entertained for FY 19-20. At the faculty group practice (FGP) ACC and Broward clinics, expansion of services and providers with continued focus on new patient acquisition and retention by enhancing patient satisfaction. Implementation of billing at student health clinics and telemedicine project to better serve and improve access across the entire student population. In the international program, standardization of student educational goals across all sites and further expansion into Asia and Central America with the addition of the international physician observer-ship program. Finally, increase collaboration across FIU campus with colleges to provide programmatic offerings as part of the international program.

**Management Service Organization (MSO):** FIU-HCN has completed year four as an MSO. In this model, revenues to FIU-HCN derive from management fees from services provided to HWCOC, Office of International Affairs (OIA), Student Health Services and Embrace. Other revenue sources for FIU-HCN derive from the lease proceeds from Nicklaus Children's Hospital at the ACC ambulatory surgery center.

For FY 18-19, management fees to FIU-HCN from HWCOC continue to be a flat amount capped at \$250 thousand representing 10% of the entire clinic operations managed by FIU-HCN. Management fees from international programs to FIU-HCN include monthly contractual management fee from the FM1/IM1 program, certificate program, and electives paid by AUA directly to FIU-HCN and 15% of the programmatic fee of all other international programs paid by HWCOC. Management fee revenue to FIU-HCN from Student Health Services are 10% of contractual student health fees and fee for service revenues.

**Financial:** At the end of the FY 17-18, FIU-HCN ended with a cash position of \$8.3M up by approximately \$2.3M as compared to the end of FY 17-18. Accounts receivables as of the end of the reported period decreased by \$480 thousand driven by better efficient workflow of turnaround in payments from AUA. Working capital changed from \$3.54M in prior fiscal year to \$4.96M in current fiscal year driven by HCN-MSO line of business.

Overall revenues for FIU-HCN MSO ended at \$3.4M, \$441 thousand exceeding budget. Management fees derive from 7% from management of the HWCOC clinics; 59% from the management of the international program; and 17% from the management of the student health clinics. Other revenues include 15% from leases and 1% from management of the Embrace program. The positive variance in the management fee is related to the new renegotiated agreement by FIU-HCN management with international partners.

The fiscal year ended with net income after non-operating expenses of \$1.70M, 56% exceeding budget. At fiscal year end, the principal balance on the debt due to FIU from FY 14-15 is approximately \$7.4M.

**Operations and revenue cycle:** During FY 18-19, there was a 16% increase of patient visits at the ACC and Broward clinic sites. Same day appointments trend increased by 5% at the ACC. The same day appointments at the ACC was 13%, exceeding the MGMA benchmark by 3%. Same day appointments at the FGP Broward showed a decrease due to unfilled provider vacancy.

The FY 18-19 net clinical revenues were \$1,618,928; this is 29.51% above the budget net clinical revenue target. The new *Charge Retrieval* workflow implemented FY 18-19 for all FIU sites and *Clean Claims Improvement*: average lag days to insurance payment has favorably trended with an average of 50% improvement. The *Charge Retrieval* workflow includes review and correction of claims prior to submission to ensure expedited payment and reduction of denials. Both workflows added efficiencies to the revenue cycle management and improvement in revenue receivable cycle time. New agreement with Humana Behavioral Health for Commercial and Medicare members was executed on January 2019.

During FY 18-19, FIU-HCN continued to participate in various marketing opportunities. During July 2018, FIU FGP advertised services for six weeks on the billboard at the intersection of 8<sup>th</sup> street and 107<sup>th</sup> avenue. In addition, the FGP team participated at the 2018 Health Fair and Safety Expo; FIU New Faculty Orientation Resource Fair; and administered vaccines at various FIU locations and campuses. We continue to optimize the patient portal. Patient surveys are now distributed real time via the patient portal. This has enhanced customer feedback to address any concerns promptly enhancing patient retention. In addition, birthdays cards are sent via the patient portal enhancing patient satisfaction.

**Office of International Affairs (OIA):** OIA is entering its sixth year since inception of its first program. OIA operations continue to grow with student representation of 39 countries for FY 18-19. In FY 18-19, there were 203 represented universities across the globe. Our international affiliations have increased, and our partners continue to request increase programmatic offerings. Our focus continues to be increase of clinical sites, preceptors and programmatic offerings. Total revenue ended 34% exceeding budget. Income ended 85% exceeding budget. In October, the new AUA and FIU-HCN renegotiated agreement was effective extending the partnership and programmatic commitment to ten years. The renegotiated contract and increase in volumes are the drivers for the positive variance in both revenue and income.

**Student Health Services (SHS):** Students continue to utilize services, with walk-in slots filling up quickly and wait times for specialty care appointments increasing. For FY 18-19, 9,160 unique patients seen at SHS for 23,819 visits compared to 22,255 visits FY 17-18. Marketing efforts continue to increase awareness of clinic services. The materials include a price list to ensure students are aware of any charges not fully covered by the student health fee. For FY 18-19 (July 2018-June 2019) 1,286 patient satisfaction surveys were completed by patients and of those, 89 percent rated their overall experience at SHS as “good” or “excellent”. Forty-nine percent reported their academic performance could have been negatively impacted had they not visited the clinic to address their health concerns. CAPS referred 150 patients to SHS, an increase of 180% as compared to FY17-18 and SHS providers referred 101 to CAPS reflecting a 233% increase as compared to FY 17-18. This collaboration enhances behavioral health patient outcomes. There were 2580 psychiatric appointments compared to 1757 visits in FY 17-18, showing a 32% increase in the numbers of psychiatric appointments. Online students continue to use services at the clinics. For FY 18-19, 81 online students were seen compared to 50 online students seen in FY 17-18 a 60% increase.

Year-end, revenues finished above forecast by 7% and overall total operating expenses were 5% below budget. Revenues for SHS represent revenues from fee for service (FFS) from the pharmacy, MMC clinic FFS, and BBC clinic FFS. Fiscal year end savings transferred to the Division of Student Affairs totaled \$315,760. Student Health Clinic and FIU-HCN teams worked in collaboration to review and analyze current fee schedule to reduce losses. A new negotiated fee schedule was completed with Gallagher, administrator of student-sponsored insurance, to assure a favorable financial outcome for the student health clinics.



Finally, a workflow efficiency project was completed by FIU-HCN in collaboration with the FIU College of Engineering. A plan implemented is currently lead by the student health clinical and administrative teams.

Thank you,

A handwritten signature in black ink, appearing to read "Eneida O. Roldan". The signature is fluid and cursive, with a large initial "E" and "R".

Eneida O. Roldan, MD, MPH, MBA  
Chief Executive Officer, FIU Health  
Associate Dean, International Affairs  
Professor, Department of Pathology  
Herbert Wertheim College of Medicine  
Florida International University

CC: Financial packet and narrative FY 18-19 End of Year

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**STUDENT HEALTH CLINIC ANNUAL SUMMARY  
FY2018-2019**

## **Summary of Accomplishments at Student Health Clinics FY 18-19**

**Eneida O. Roldan, MD, MPH, MBA**

**CEO, FIU Health Care Network**

The student health clinics entered into its fourth year under the management of FIU Health Care Network. In the past year, much was accomplished in the areas of organizational culture and collaboration; operations; financial goals; process improvement; and plans for further enhancement of access and quality of care through projects in billing and telehealth implementation.

The student health clinical, administrative staff and leadership of FIU Health Care Network continue to integrate working towards a common goal of student academic success and excellence through health and wellness. This fiscal year ended with an increase of unique patient visits. Further integration of counseling services with behavioral health/psychiatry to enhance continuum of care continues to be an important goal. There was an increase of referrals from CAPS to psychiatry services. In addition, primary care providers and behavioral health providers worked on the integrated care model. The purpose of this model is to develop a seamless screening, consultation and referral process for the timely, evidence-based, safe and effective behavioral health treatment for patients treated within primary care. The main goals of this plan are to improve efficiency, access to care and improve overall health outcomes in our student population. The task force committee continues to work successfully on the model.

The HCN management and student health clinic staff embarked on a process improvement value analysis project. Such project focused on improvement of operation workflows throughout the patient's clinic process from entry to disposition. Several key issues were identified that are currently being put into place. The project is ongoing. Key outcome goals are one of access, increase student/patient satisfaction and enhanced quality of care. Pharmacy operations and workflows continue to improve. Revenues were up by 2%. A comprehensive analysis of prescription preferences and inventory is now best reported with adequate data for decision-making. The next phase is review of payer negotiations and contracting.

Year-end revenue from fee for service from the clinics and pharmacy ended 7 percent above forecast and total operating expenses ended with a favorable variance of 5 percent below budget. At year's end a total of \$315,760 was transferred to the division of student affairs. The above positive financial metrics were accomplished partly through collaboration on enhancing fee schedule and favorable negotiations with Gallagher, school-sponsored insurance.

In this fiscal year 19-20, two important projects will be launched. First is the billing project at student health clinic. A comprehensive analysis of billing processes has been completed to show the impact on operations. The analysis will be shared at the joint governance committee prior to launching the plan. The second project is the implementation of Telehealth services at the clinic. A comprehensive plan has been completed that includes best practices, impact and challenges of the use of Telehealth services at the clinic. A key challenge is pursuing seed funding for a pilot program prior to full implementation of services.

FIU Health Care Network will continue to enhance processes, increase access, and focus on projects that will produce best student health outcomes for greater academic success.