



2018-2019

IMPACT REPORT

UNIVERSITY OF CALIFORNIA SANTA CRUZ STUDENT HEALTH SERVICES

Providing high-quality services to promote physical and emotional well-being focused on diverse student needs.



Medical

- Illness or Injury Care
- Preventive Care
- Immunizations
- Prescriptions
- Herbal Remedies
- Medical Tests
- Radiology
- Optometry
- Labs



Mental Health

- Counseling
- Psychiatry
- Workshops
- Educational Groups
- Relaxation Station



Sexual Health & Party-Safe

- STI Testing
- Contraception
- PrEP HIV Medication
- Party-Safe Strategies
- Pregnancy Prevention
- College-Life Balance
- Healthy Communication



Wellness

- Navigating Well-Being
- Self-Care Education
- Peer-Led Classes
- Volunteering
- Nutrition
- Life skills



Support

- Advocacy for Violence Survivors
- Case Management for Medical/Mental Health
- Peer-Led Support
- Recovery
- LGBTIQ

47K+ appointments*

55% of student body served (Health Center, CAPS, & Psychiatry)

32K+ labs performed

1,200+ x-rays performed

97% of surveyed students would be satisfied returning for future care

81% of surveyed students say their visit helped prevent their health concern from becoming a barrier to their academic success

*excludes CARE

MEDICAL CLINIC

We are a Patient Centered Medical Home, nationally accredited by the Accreditation Association for Ambulatory Health Care, Inc.

26,500
clinic visits



26%
increase in clinic visits
since 2012

"I've been seeing my doctor for multiple years and appreciate the way she listens, explains my options, and considers my healthcare holistically. She is an excellent physician and I am sincerely grateful I can receive care from her through the UCSC health center."

PHARMACY

Providing students with integrative care advice, prescriptions and supplies at a low cost

43,000
pharmacy
transactions



23,000
prescriptions filled

3,700
herbal & natural
products dispensed

"Pharmacy staff are very friendly. Services are pretty fast, I don't wait for very long to pick up my prescriptions. Overall great service!"

PUBLIC HEALTH & RISK REDUCTION*

52
patients on
PrEP HIV
Prevention



8,500
STI tests



6,100
immunizations



*See SHOP's section for more information on risk reduction for sexual health, drug & alcohol use, etc.

OPTOMETRY & NUTRITION

550
dietitian visits, a **47%**
increase since 2012



1,540
optometry visits, a **304%**
increase since 2014



MENTAL HEALTH



COUNSELING & PSYCHOLOGICAL SERVICES (CAPS)

Groups, workshops, brief therapy, drop-in consultations, crisis intervention, referrals, & educational outreach

12,500

visits, a **65%** increase since 2012

98%

agree that CAPS is a necessary part of UCSC



665

crisis visits

12

weekly counseling or drop-in groups



CAPS "Student Heros"

99%

seen for intake within 14 days

69%

had first follow-up within 14 days

7 days

average wait time for a routine intake appointment

703

case management visits

"This year I realized how important mental health is. CAPS was great in assisting me and guiding my mental development. My therapist has been very helpful and this is certainly a service that offers real value for people. Thank you so much for your help and your time. The work you do is very important. Our society needs to change and value personal fulfillment and mental health over money."



PSYCHIATRY

Medication services to address mental health concerns

2,900

visits, a **58%** increase since 2012

5

sessions per client (average)

6 days

average wait time for intake session (best average in UC System)

"My psychiatrist has been the best help I have ever gotten. She is the main reason I go to CAPS feeling confident that I will receive the treatment I need. I cannot thank her enough."

CAMPUS ADVOCACY RESOURCES & EDUCATION (CARE)

Confidential support and resources for survivors (and their significant others) of sexual assault, dating/domestic violence, and stalking

270
individuals seen

1,180
total services provided

200
crisis interventions

249
Advocacy Liaison Sessions



Students at a CARE event

"[Without CARE] I don't think I would still be on this campus. I know for some people it may feel stressful or scary to come to CARE, but I have never felt more comfortable than I have when I go to CARE... being in the lobby feels good and safe."

STUDENT HEALTH OUTREACH & PROMOTION (SHOP)

Information, education, resources and support on issues related to alcohol and other drugs, sexually transmitted infections and sexual health, mental health and other concerns relevant to college students

3,700
visits/contacts

330
HIV tests

850
Birth Control Patrol visits, a **98%** increase in the past year

660
alcohol & drug support visits, a **33%** increase in the past year

148,000
condoms & safer sex supplies distributed

6
peer-led recovery groups



SHOP Peer Leaders

10,000 Social media posts viewed & shared

"Coming from a South Asian household, sexual health and alcohol and other drug education were taboo topics. My community has often omitted this information to impose their own idea of wellness, but that definition of wellness did not translate well for me in college. SHOP has given me tools to deconstruct the stigma around these topics and has equipped me with a strong definition of wellness and self-care. SHOP's peer-to-peer model of disseminating information made learning about sexual health and alcohol and drugs much more tangible and realistic to my needs. Navigating college, my wellness and mental health would have been impossible had it not been for SHOP's dedication and love for UCSC students. I am excited to empower my peers with the skills SHOP has given me!"