

## Health Services

Dear Bowdoin College Community,

During the 2016-2017 academic year the Bowdoin College Health Center focused on five areas in which to refine service. The first area was access to care: how to best offer student appointments for both same day service (the day a student calls) and for timely follow up (a mutually agreeable time for the Health Service and student). We examined the number of clinical hours each provider offered and then the needed nursing support to maintain those hours. As a second and related area of focus we undertook a reevaluation of our full time employees, choosing to hire a full time nurse and adding flexible casual nurse practitioner staff. As a third area of focus we asked each of our providers to groom an area of expertise germane to College Health. We then supported time and travel expenses to Continuing Medical Education for three of our providers in the area of their choosing. Throughout the year we continued to implement a more comprehensive approach to confidential counseling regarding contraception and sexually transmitted infection as our fourth area of focus. We were able to partner with Peer Health, the Orient and the State of Maine Lab with excellent early results. We believe our active participation with our colleagues in Residential Life & Peer Health, Title IX and the Office of Gender Violence Prevention & Education, the Deans Office, Athletics and Counseling was only strengthened during this academic year and chose this as our fifth area of attention.

- 1) Access to care: Put simply, we added more time to the clinical schedule and increased access by 26% from our data the previous year. Our total visits rose from 4,737 in the 2015-2016 academic year to 5,947 visits this year. No single provider bore the brunt of this expansion, with near equal access allowed to the clinical provider staff. We consider our level of care to be on par with the concierge service model seen in other pre-pay medical offices.
- 2) Nursing focus: The previous model in the Health Center placed our Associate Director as the primary nursing provider with casual staff filling in around her. This left too much basic nursing with Wendy Sansone, RN, MSN, and not enough director level work or clinical level work. After a months long hiring process, we on-boarded a full time RN, Laura Wright, who took over the basic nursing tasks completely, allowing Wendy to grow her clinical and administrative practice. The advantages in clinical practice of adding well trained RN level care has improved our triage, our hourly operations, and clinical morale...and just since April!
- 3) Clinical expertise: We are delighted to maintain the option of a well-run and convenient Travel Clinic within the Health Center for our students, faculty and staff. The number of patients who chose to travel abroad is only growing, and the complexity of that travel only increases. Melody Faux, FNP has taken on that role and received the support she needed from the Health Service to complete Travel and Infectious Diseases updates including a trip to Washington, DC. Her productivity for Travel Consultation rose by 17% from 189 travel related office visits last year to 222 consultations this year.  
Julie Gray, PA-C chose again to focus on Women's Health and Sexual Health care. She re-wrote the questionnaire we use to obtain open and honest information from our students

which allowed our Center to better screen for and treat sexually transmitted infection. She took time to update her clinical skills at a conference in Boston, reporting back to the larger group and even engaging with the general student body, not only with her regular tabling with Peer Health, but also with the student newspaper.

I have been to a continuing medical education conference on patient-centered treatment at Tufts Medical School where I maintain a faculty position. I attended the American College Health Association annual meeting in Austin, Texas in June of this year gaining more clinical expertise in the specialty area of College Health. Additionally, this program provided me with networking opportunities with peer institutions.

- 4) We have partnered with the State of Maine Laboratory Service to provide a more efficient system for testing and tracking sexually transmitted infection. This allows for a more affordable and confidential reporting paradigm for our office. Because of the generosity of the College, the State Lab bills the Health Center directly for these services, removing a critical barrier to healthcare screening and treatment for our students.
- 5) Our Center works continuously to partner with our peers in Residential Life & Peer Health; Counseling and Psychiatry; the Dean's Office; Title IX-Gender Violence Prevention & Education; and Athletics. We met one on one with the psychiatry team early in the year which helped to set professional expectations. We met one on one with our Sports Medicine consultant repeatedly to help maintain the most up to date treatment of concussions and to collaborate effectively with off campus resources. We were active participants and decision makers in on-boarding specialty staff for individual therapy for disordered eating, nutrition counseling, and at regular meetings with College officials treating students struggling with nutrition related medical problems. The biggest single achievement within this collaboration was the hiring of a contracted Nutrition Therapist. Based on the student demand for nutrition counseling, the experience the Health Center had with previous therapists, and feedback from our colleagues in Counseling, we were able to spearhead a new initiative culminating in on-campus free of charge nutrition therapy. We look forward to maintaining and building on all of our relationships across the campus and in the medical community at large to keep our system not just relevant but truly vigorous.

The 2017-2018 academic year will bring further challenges, we are sure. We are already planning for an unscheduled but necessary overhaul of our Electronic Health Record. This will enable us to look again at how best to care for students, with an eye toward patient centered portals, improved secure messaging, integrated notes with athletic trainers, integrated information sharing with nutrition counseling, and more complete medical data from other sources. In short, the Health Center enjoys the robust support we receive from the Office of the Dean of Student Affairs and remains a willing partner in keeping Bowdoin College safer and healthier.

Respectfully Submitted,

Jeffrey Maher, MD

