Thousands of students received care and outreach through telehealth in FY21

By The Numbers - FY 2021
(July 1, 2020 - June 30, 2021)

Every aspect of CSU Health Network was impacted by the ongoing COVID-19 pandemic. Throughout FY21, CSUHN continued to serve a critically important role in the university’s pandemic response by providing university-wide leadership, in-person and telehealth services, outreach to support student health and well-being, and innovative solutions related to COVID-19 testing and vaccination. See Page 2 for a summary of CSUHN’s contributions to the pandemic response.

37.4% (10,416) of all students used Medical Services
10.1% (2,822) of all students used both Medical and Counseling Services
16.4% (4,556) of all students used Counseling Services
(FY2021 enrollment = 27,835 students)

12,150 students used services at CSU Health Network
12,150 total student encounters
8.0 average encounters per student

93% of students surveyed were satisfied with CSU Health Network services
96% of students surveyed would return to CSU Health Network for future services

Thousands of students received care and outreach through telehealth in FY21

Medical Services
- 31,243 primary care encounters
- 30,212 prescriptions filled
- 18,287 laboratory tests
- 8,661 psychiatry encounters
- 8,660 immunizations, allergy & asthma encounters
- 5,241 women’s & transgender care encounters
- 4,564 physical therapy & orthopedics encounters
- 1,418 optometry encounters
- 1,104 dental encounters
- 887 radiology exams

Counseling Services
- 4,233 students served
- 19,932 individual and partner appointments
- 4,593 group and workshop appointments

General Services
- 4,564 physical therapy & orthopedics encounters
- 1,418 optometry encounters
- 1,104 dental encounters
- 887 radiology exams

Specialty Services
- 565 students served in Drugs, Alcohol, and You (DAY) programs
- 118 student intakes post-hospitalization support (ITEAM)

Immediate Access
- 4,110 drop-in crisis appointments
- 222 drop-in Multicultural Counseling appointments

Health Education & Prevention Services (HEPS)
- 37,609 logins to YOU@CSU student success portal
- 911,921 page views on CSU Health Network website: health.colostate.edu
- 7,355 higher-risk students received the Interactive Screening Program (ISP) email with brief mental health assessment
- 378 participants in Community Care for High Stress and Trauma Trainings
- 2,310 students served through HEPS/CREWS Peer Education outreach
- 612 SilverCloud Health online therapy module sessions on topics including anxiety, depression, sleep, and stress
- 5,854 new students completed the AlcoholEd online module, and
- 8,904 completed the Sexual Assault Prevention online module, and
- 900 completed the Achieve Financial Wellness online module

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Student Insurance
- 4,631 students enrolled in Student Health Insurance Plan
- 1,160 students enrolled in RamCare Supplement Program

Staff Profile
- 274 total employees
- 185 FTEs (full-time equivalents)

For more information about CSU Health Network’s current operations, please visit health.colostate.edu
COVID-19 PANDEMIC RESPONSE

Every aspect of CSU Health Network was impacted by the ongoing COVID-19 pandemic. Throughout FY21, CSUHN continued to serve a critically important role in the university’s pandemic response by providing university-wide leadership, in-person and telehealth services, outreach to support student health and well-being, and innovative solutions related to COVID-19 testing and vaccination.

**Leadership:** Executive Director Lori Lynn continued to serve as co-chair of CSU Pandemic Preparedness Team, reporting directly to CSU President Joyce McConnell.

**In-person services:** Medical services, reception, facilities, and other departments continued to provide essential in-person services.

**Telehealth services:** Counseling, Psychiatry, and HEPS were on the front lines of responding to the mental health impacts of the pandemic by providing high-quality, accessible telehealth services and online outreach.

**On-campus testing:** Medical and Laboratory leadership provided oversight for the CSU Veterinary Teaching Hospital to increase community testing capacity. All on-campus nasal swab testing operations and processing moved to CSU Health Network in May 2021.

**COVID-19 vaccines:** Immunizations and Medical staff administered hundreds of COVID-19 vaccines to CSU students, faculty, and staff at on-campus vaccination clinics.

**Vaccine requirement portal:** IT developed and implemented a new system for all students to submit their COVID-19 vaccine records or claim an exemption to comply with CSU vaccine mandate.

**Communications:** Staff led creation and implementation of nationally recognized social norming campaign to encourage students to follow public health guidelines and also served in a critical support role for university public health communications.

**Online tools:** Additional resources were developed to provide opportunities for students to access support 24/7, including enhanced content on YOU@CSU, SilverCloud online therapy modules and coaching, and a loneliness prevention app called Nod.

**Multicultural Counseling Services:** Counseling expanded mental health services to better serve students with historically marginalized identities who have been disproportionately impacted by the pandemic.

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